



# Corporate Policy Manual

<b>NUMBER</b> <b>A08-003</b>
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<b>POLICY TITLE</b>	<b>PRESIDENT/CEO APPROVAL</b>	<b>SLGA APPROVAL</b>	<b>EFFECTIVE DATE</b>
Responsible Gaming Policy	August 2, 2019	August 2, 2019	August 2, 2019

## 1. Preface

- 1.1 Since its opening in 1996, SIGA has demonstrated a commitment to provide casino entertainment in a socially responsible manner.
- 1.2 This policy will affirm SIGA's ongoing commitment to practice responsible gaming, promote responsible gambling, and be responsive to problem gambling, in order to minimize risk and the potential for harm.

## 2. Policy Objectives

- 2.1 To further SIGA's commitment to provide casino entertainment and gaming products in a socially responsible manner;
- 2.2 To outline SIGA's responsible gaming standards;
- 2.3 To establish guidelines for providing responsible gambling and problem gambling information and resources.
- 2.4 To establish guidelines for responding to patron fatigue.

## 3. Definitions

- 3.1 Senior Management – includes the President/CEO, Senior Vice Presidents, Vice-Presidents and General Managers.
- 3.2 Responsible Gaming – Refers to practices and procedures adopted by SIGA to ensure casino entertainment and gaming products are provided in a socially responsible manner.
- 3.3 Responsible Gambling – Practices adopted by patrons when they make informed choices about their level of participation in gambling. Responsible gambling minimizes risk and any potential negative impact upon a patron's social and financial well being.
- 3.4 Problem Gambling – Certain individuals can be adversely affected by gambling and may experience moderate to severe problems. Problem Gambling is any type of gambling that compromises, disrupts, or damages, mental or physical health, school or employment, personal or family relationships, and financial or legal status.
- 3.5 Fatigue – Fatigue refers to mental or physical exhaustion that prevents a person from being able to function normally.

## 4. Policy Statement

- 4.1 SIGA will provide responsible gaming, responsible gambling, and problem gambling information and resources to patrons, employees, stakeholders and suppliers;



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- 4.2 SIGA will conduct training programs for staff, in order to provide responsible gaming, responsible gambling and problem gambling information and resources;
- 4.3 SIGA will incorporate into its products and promotional material, where reasonable and appropriate, statements providing responsible gaming, responsible gambling, and problem gambling messages;
- 4.4 SIGA will research responsible gaming initiatives to ensure casino entertainment and gaming products are provided in a manner reflecting current best practices in responsible gaming;
- 4.5 SIGA will liaise with other organizations and jurisdictions to pursue responsible gaming initiatives to keep current with developments in the Responsible Gaming, Responsible Gambling, and Problem Gambling fields;
- 4.6 SIGA will provide a Self Exclusion program for patrons who desire to take an extended break from gambling in Saskatchewan casinos.
- 4.7 SIGA will be aware of and take action on signs of patron fatigue.

## 5. Policy Requirements

### 5.1 Communications

- a) Any advertising (radio, television, and print) will incorporate responsible gaming and responsible gambling messaging, wherever possible;
  - i) Advertising will incorporate the GameSense logo or tagline, wherever possible;
  - ii) Advertising will not be directed towards minors or to those at risk to have a gambling problem;
  - iii) Advertising will not mislead about chances of winning.
- b) Provide notification at all casino sites that minors (under the age of 19 years) are restricted from any casino games;
- c) Responsible gaming, responsible gambling, and problem gambling information pieces or brochures will be displayed at all sites;
- d) SIGA will publicize on websites, staff newsletters, and stakeholder newsletters; responsible gaming, responsible gambling, and problem gambling information.

### 5.2 Employee Training

- a) SIGA will provide responsible gaming, responsible gambling, and problem gambling education to all employees;



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- b) Responsible gaming training will be mandatory for all employees and will be readily accessible;
- c) Responsible gaming training will prepare staff to provide responsible gambling information and resources and to be responsive to problem gambling;
- d) Employees will receive responsible gaming refresher courses every three years in order to keep current in responsible gaming best practices.
- e) SIGA will conduct training on red flag behaviour, which includes being aware of and taking action on signs of fatigue.

## 5.3 Self Exclusion

- a) SIGA will provide a Self Exclusion program for patrons who believe it is in their best interest to take an extended break from gambling in Saskatchewan casinos;
- b) The patron must be present at time of registration. A third party cannot register another person into the Self Exclusion program;
- c) Self Exclusion program enrollment requires patrons to provide personal information; first/last name, address, and date of birth;
- d) The patron must present one piece of valid government issued identification when enrolling into Self Exclusion program;
- e) Patrons enrolling into Self Exclusion program must acknowledge understanding of the Terms and Conditions of Self Exclusion program;
- f) All patrons who enroll into the Self Exclusion program will be instructed that self exclusion applies to all casinos in Saskatchewan;
- g) All patrons who enroll into Self Exclusion program will have their information forwarded to all Saskatchewan casinos;
- h) SIGA will take reasonable steps to ensure that registered Player's Club members, who self exclude, do not receive future direct mail campaigns.

## 5.4 Assisting Patrons

- a) SIGA will make available responsible gambling and problem gambling information to assist patrons in making informed gambling choices;
- b) SIGA will make available, in a timely manner, information and resources to an individual who makes a request for their personal information, to assist the individual in making informed gambling choices;
- c) Where reasonable and appropriate, SIGA will be responsive to patrons who display signs indicating a potential problem with gambling;



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- d) Where reasonable and appropriate, SIGA will make available responsible gambling and problem gambling information and resources to assist a third party and a SIGA patron, where a third party has indicated a SIGA patron may have a potential problem with gambling.

## 5.5 Fatigue

- a) Where reasonable and appropriate, SIGA will be responsive to patrons who display signs of fatigue.
- b) SIGA employees have an obligation to notify security or their manager in the event they observe patrons who are demonstrating signs of fatigue impairment.
- c) If deemed fatigued, based on identified behaviours, the patron must be advised they are to vacate the premises.

## 6. Monitoring

- 6.1 The Vice President of Corporate Affairs will monitor and report to the President and CEO on compliance with this policy.
- 6.2 This policy will be monitored and evaluated consistently with the results being tabled with Senior Management.

## 7. References

- 7.1 A02 104 Advertising Policy
- 7.2 B05 007 Treatment of Shareholders
- 7.3 A08 006 Privacy Policy
- 7.4 A02 160 Membership Sign up (Player's Club)
- 7.5 A04 801 Learning and Development Policy
- 7.6 Fatigue Impairment Procedures

## 8. Enquiries

- 8.1 All enquiries concerning this policy should be directed to the Vice President of Corporate Affairs.