

This OLG Responsible Gambling (RG) Code of Conduct (the “RG Code”) applies to certain personnel of OLG and/or the Service Provider. The RG Code is based on principles of accountability and transparency and is reflective of how OLG seeks to manage lottery related products and gambling environments in the Province of Ontario. It is centered around how OLG seeks to communicate RG messages to customers.

To the extent applicable to my duties and responsibilities to the OLG or Service Provider, I acknowledge the following:

### 1) Compliance

- (a) I will adhere to RG standards set forth by the Alcohol and Gaming Commission of Ontario (AGCO) and OLG.
- (b) I will familiarize myself with RG related matters in the OLG Policies.
- (c) I will track all RG-related incidents using software as directed by OLG and/or the Service Provider.
- (d) I will assist the OLG or Service Provider in maintaining RG-related records for the requisite period as outlined in the contractual arrangements between the Service Provider and OLG.

### 2) Marketing

- (a) I will ensure products and services of OLG or the Service Provider are marketed with accuracy and integrity, including the incorporation of OLG-developed RG content.
- (b) I will familiarize myself with the Marketing Guidelines in the OLG Policies, any customer loyalty programs of OLG or the Service Provider and relevant standards of the AGCO.

### 3) Training and RG Customer Assistance

- (a) I will complete RG training mandated by OLG.
- (b) I understand that the OLG RG Program will form part of my work environment and I will take into account RG principles when fulfilling my duties and responsibilities.
- (c) I understand RG may be part of my annual performance review.
- (d) I will support customers in accordance with training I receive on RG matters.
- (e) I will assist OLG or the Service Provider in its work to address problem gambling including establishing links to gambling-related support services and community networks.

### 4) RG Customer Education

- (a) I understand the training I am mandated to receive will include teaching of basic concepts related to gambling including randomness, odds, return to customers, potential risks of gambling, and where customers can seek help. I will implement this training to my duties, as applicable.
- (b) I will assist OLG or the Service Provider in connection with placing RG materials/content in designated locations.
- (c) I will assist OLG or the Service Provider in providing access and adequate space for OLG and persons authorized by OLG to conduct promotional events including with respect to RG.
- (d) I will assist OLG or the Service Provider in implementing the OLG RG Program, as described in the OLG Policies, including OLG’s Self-Exclusion Program and customers’ efforts to register for, and be informed about, Self-Exclusion.

### 5) Research and Continuous Improvement

- (a) I will assist OLG or the Service Provider in applying evidence-based research and technological innovation to support RG programming as required.
- (b) I will assist OLG or the Service Provider in facilitating RG research by providing access to allow OLG-approved researchers to conduct research (whether through surveys or otherwise) and/or recruit participants and participate in employee surveys.

I affirm that I have read and understood the terms and conditions contained herein.

[Insert Name of Personnel of OLG or the Service Provider]

