

4. Corporate Governance

2010-11 COMMITMENT	STATUS	OUTCOME
<p>1. Report publicly on social responsibility performance every year.</p>	✓	<p><i>Complete</i></p> <ul style="list-style-type: none"> • In July 2010, NSGC publicly released its 2009-10 Annual Report on its website and in print to approximately 2,000 stakeholders. • NSGC released its 2009-10 Social Responsibility Community Report in October 2010. • On a quarterly basis, NSGC updated its Fact Sheets, which are available on its website, nsgc.ca. They include: <ul style="list-style-type: none"> – A History of Firsts in Social Responsibility; – Gambling in Nova Scotia; – Internet Gambling; – My-Play System; – Overview of the Gaming Industry; – Responsible Gambling Programs; – <i>Support4Sport</i> Program; – Who Does What in the Gaming Industry; – Youth Prevention Programs; and – 2011 Responsible Gaming Strategy.
<p>2. Provide Board of Directors with social responsibility update twice a year.</p>	✓	<p><i>Complete</i></p> <ul style="list-style-type: none"> • NSGC's Board of Directors received social responsibility updates in September 2010 and in March 2011.
<p>3. Adhere to regulations established by the Alcohol and Gaming Division of Service Nova Scotia and Municipal Relations.</p>	✓	<p><i>Complete</i></p> <ul style="list-style-type: none"> • All games and facilities met the required regulatory provisions. <ul style="list-style-type: none"> – 100% of all slot machines at both Casino Nova Scotia locations were tested to ensure compliance with provincial casino regulations. – The Alcohol and Gaming Division also randomly tested slot machines and associated gaming equipment at the casinos to ensure each machine was compliant with the legislated minimum payout percentage, as well as other requirements. – Atlantic Lottery's testing and approval of all video lottery terminals met or exceeded the requirements in Section 6(2) of the Video Lottery Regulations. – Atlantic Lottery introduced a new training program for ticket lottery retailers to assist in ensuring compliance with regulatory retailer operating procedures. – Atlantic Lottery continued to develop technical standards to ensure equipment and products complied with ticket lottery regulations.

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4. Monitor trends in the gaming industry and provide evaluations and information to the shareholder.	✓	<p><i>Complete</i></p> <ul style="list-style-type: none"> • NSGC provided government with regular briefings on issues, initiatives and programs within the gaming industry.
5. Rigorously test, evaluate and monitor new games to ensure standards and regulations are met.	✓	<p><i>Complete</i></p> <ul style="list-style-type: none"> • New ticket and video lottery games continued to be assessed following the prescribed process and standards. All regulatory requirements were met.
6. Empower employees to promote the social responsibility agenda by being social responsibility ambassadors.	✓	<p><i>Complete</i></p> <ul style="list-style-type: none"> • NSGC continued its Social Responsibility Ambassador Program and Volunteer Support Program for employees. <ul style="list-style-type: none"> – NSGC staff volunteered with 31 non-profit and charitable organizations in 2010-11. • In September 2010, NSGC staff volunteered at Seaview Memorial Park as part of the Great Canadian Shoreline Cleanup. • NSGC staff volunteered at Feed Nova Scotia in December 2010 as part of its annual Day of Giving.
7. Review Corporate Governance Policy.	✓	<ul style="list-style-type: none"> • NSGC reviewed its Corporate Governance Policy in 2010-11 to ensure it reflected best practices in board governance.