



# Fostering Responsible Gaming

photo: Vincenzo Campana, Global Consumer Services, Rome, Italy



**IGT's commitment to Responsible Gaming is one of our core values. It's woven into the fabric of our product development, programs, services, and policies.**

## Our Goals

- **Promote** protective tools to prevent problem gambling.
- **Support** responsible gaming organizations that address problem gambling.
- **Prevent** underage gambling.

## Our People

IGT recognizes that our commitment to responsible gaming starts with our people and our practices. That's why we train our employees through responsible gaming courses.

We educate all IGT employees about our commitment to responsible gaming, encourage growth in an ethical and responsible manner, and highlight the player protection features built into our gaming platforms.

## Our Commitments

- Work with appropriate stakeholders on responsible gaming issues to ensure IGT follows best practices and is aware of current responsible gaming **research** as it relates to our operations.
- Create internal awareness on responsible gaming and provide specific **education and training** to relevant employees as it relates to their daily activities.
- Incorporate **responsible gaming tools** into our products and services in order to minimize potential risks.
- Ensure IGT's **remote gaming platforms** offer operators the ability to monitor players' behavior and minimize any potential excessive or illegal gaming activities.
- Ensure all **advertising** and promotional activities comply with IGT's Responsible Gaming Code of Principals.
- **Support customers** with responsible gaming best practices in order to promote responsible play.
- Engage with **stakeholders** to align our responsible gaming strategies with their expectations.
- **Report** IGT's responsible gaming activities to key stakeholders.

## Our Capabilities

We provide expert, research-based advice and training about compliance with responsible gaming standards and guidelines, as well as guidance to lotteries on responsible gaming certification requirements and submissions.

We offer sophisticated technology solutions across all segments, tailored to each customer's regulatory environment and program needs, such as:

### Lottery

- Self-service lottery terminals capable of validating a player's age by scanning government-issued identification. Additionally, retailers can remotely and quickly disable self-service lottery terminals if underage patrons attempt to purchase tickets.
- A responsible gaming button available on lottery terminals, so retailers can print a responsible gaming message and helpline number for players who might have a gambling problem.

### Interactive

- An interactive remote gaming platform that offers self-exclusion features; wager displays; integration with age and ID verification systems; spending, loss, and deposit limits; session clocks on the game screen; and data protection controls.

### Gaming

- Player protection tools for the gaming segment, available either through a wide-area central system, or directly on the gaming machines. Features include reality checks like time clocks, wager displays, and pop-up reminders, as well as responsible gaming information screens, a self-assessment survey, and system-supported time and money limit setting features.

### Betting

- Betting features to protect players and operators, such as match fixing detection, excessive gambling identification and management, anti-money laundering processes, and detection of suspicious betting patterns.

## Our Certifications

Some of the world's most respected gaming industry organizations have endorsed our commitment to responsible gaming.



In 2015, IGT received the World Lottery Association's first-ever vendor certification for our lottery operations.



IGT's B2C website *interactive.IGTGames.com* is certified through the Internet Compliance Assessment Program (iCAP), developed by the National Council on Problem Gambling. These are the highest U.S. standards and meet or exceed regulations around the world.



IGT became the first gaming vendor in the world to achieve responsible gaming accreditation from the Global Gambling Guidance Group (G4) for its land-based casino and lottery operations.

## Our Partners

IGT supports and collaborates with major trade associations and problem gambling advocacy groups, including:



***"The senior-most leaders within IGT are proud to champion our Responsible Gaming commitments."***

*Robert K. Vincent*

Robert K. Vincent  
Executive Vice President of Administrative Services and External Relations



For more information on how to enhance your responsible gaming program, contact [Sustainability@IGT.com](mailto:Sustainability@IGT.com) or visit <http://www.IGT.com/globalresponsibility>