

# Fostering Responsible Gaming

Foto: Flavio Paolini, Operations, Roma, Italia



IGT's commitment to Responsible Gaming reflects 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's commitment to responsible gaming starts with our people. With more than 12,000 employees serving customers in over 100 countries, IGT

ensures that employees at all levels and responsibilities are trained to support and promote responsible gaming in their daily activities.

In addition, we design in-depth courses for employees in specific roles such as game designers and contact center associates.

## Our Commitments



We 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.

We create internal awareness on responsible gaming and provide specific **education and training** to relevant employees as it relates to their daily activities.

We incorporate **responsible gaming tools** into our products and services in order to minimize potential risks.

We ensure IGT's **remote gaming platforms** offer operators the ability to monitor players' behavior and minimize any potential excessive or illegal gaming activities.

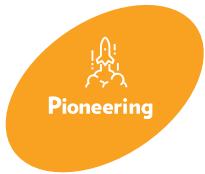
We ensure all **advertising** and promotional activities comply with IGT's Responsible Gaming Code of Principles.

**We support customers** with responsible gaming best practices in order to promote responsible play.

We engage with **stakeholders** to align our responsible gaming strategies with their expectations.

**We report** IGT's responsible gaming activities to key stakeholders.

## Our Capabilities



As gaming continues to expand among different channels, we balance sustainable growth while delivering innovation and excellence to keep gaming fun for all.

Our products, systems, and portals include advanced responsible gaming tools that help safeguard players' interests and address regulators' concerns. These tools are significantly more effective when offered across every gaming channel:

### Lottery

- System features for responsible gaming ensure operational control over all components, addressing processing, reporting, security, retailer management, and support when customers implement responsible gaming structures and features.
- Our point-of-access products can support customers with reliable age-verification technology for retailers.

### Gaming

- We offer player protection features across Casino and Video Lottery product portfolios.
- Tools include on-machine features and system-supported functionalities to help players make informed choices, enhancing player education and self-awareness. They include tracking player gaming activity and detecting situations where players are reaching limits that they or the operator have pre-set.

### Digital

- Our platforms offer a wide range of player-protection tools, such as 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.
- Operators can implement these features and functionalities to be compliant with their market rules and regulations, and to educate their players on responsible gaming practices.

### Betting

- We offer features such as match-fixing detection, excessive gambling identification and management, anti-money laundering processes, and detection of suspicious betting patterns.
- PlaySpot™ is a new kind of on-premise mobile betting experience with Casino Games and Sports Betting. It features responsible gaming controls while attracting and retaining the attention of visitors before, during, and after each visit.

## Our Partners



IGT works with a wide variety of responsible gaming stakeholders, including problem gambling researchers, advocacy groups, and trade associations.



## Our Certifications



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



IGT was the first lottery vendor to receive the World Lottery Association's Responsible Gaming Standards for Associate Members.



IGT's B2C demo website, IGTGames.com, is certified through the Internet Compliance Assessment Program (iCAP), developed by the National Council on Problem Gambling. This is the highest U.S. standard and meets or exceeds regulations around the world.



In 2018, 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.

***“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>