Fostering Responsible Gaming

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

Passionate

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

Authentic

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 employees as it relates to their daily activities.

We incorporate **Responsible Gaming tools** into our products and services 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.
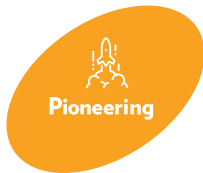
We ensure all **advertising** and promotional activities comply with IGT's Responsible Gaming Code of Principles.

We support customers with Responsible Gaming best practices 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

Pioneering

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

Lottery

- We weave RG into the fabric of our complete Lottery Ecosystem across all lottery channels.

- These RG features ensure operational oversight of all system components, including transaction processing, reporting, security, retailer management, and age-verification technology.

Gaming

- For **casino games**, IGT provides the means for the operator to display RG information at their discretion, often with advice provided from IGT. Screens typically include information about the signs of a gambling problem, RG guidelines, and where to go for help if someone is experiencing a gambling problem.

- IGT provides a new RG application available through the ADVANTAGE™ and Casinolink® **casino management systems**. It can be used either as a back-office tool or with direct interaction with the players, where they can set their own limits (time, wagers, loss, visits), see their gaming history, get notification about reaching their limits, and eventually receive gaming restrictions (exclusion for a period of time).

- **VLT** tools include on-machine features and system-supported functionalities to help players make educated, informed choices, including tracking player gaming activity and detecting situations where players are reaching limits that they or the operator have pre-set.

Digital

- Our **digital 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.

- The PlaySports **sports betting platform** offers operators features such as match-fixing detection, excessive gambling identification and management, anti-money-laundering processes, and detection of suspicious betting patterns. The PlaySports mobile component offers player protection such as player registration, multiple verification points, user-optional daily, weekly and monthly betting limits, and ties into live support hotlines.

Our Partners

Collaborative

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

Our Certifications

Responsible

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. WLA certification covers IGT's Lottery Operations and Digital Operations.

In 2018, IGT became the first gaming vendor in the world to achieve Responsible Gaming accreditation from the Global Gambling Guidance Group (G4) for both its gaming and digital operations.

"IGT's Responsible Gaming certifications, policies, and features are essential to ensuring our customers' sustainable growth"

Wendy Montgomery,
Senior Vice President – Global Brand, Marketing and Communications

For more information on how to enhance your Responsible Gaming program, contact *Sustainability@IGT.com* or visit *http://www.IGT.com/globalresponsibility*