

Promoting Positive Play



IGT takes a Positive Play approach to Responsible Gaming. This means creating a culture that reflects our core values and encourages all players to engage in positive play behaviors. This approach is woven into the fabric of our product development, programs, services, and policies.

Our Goals

- Promote protective tools to prevent problem gambling and encourage positive play behaviors.
- Support Responsible Gaming (RG) organizations that address problem gambling.
- Prevent underage gambling.



Our Commitments

Authentic

- We work with appropriate stakeholders on RG issues to ensure IGT follows best practices and is aware of current RG research as it relates to our operations.
- We create internal awareness on RG and provide specific education and training to employees as it relates to their daily activities.
- We incorporate RG 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 Advertising & Marketing Code of Principles.
- We support customers with RG best practices to promote positive play.
- We engage with stakeholders to align our RG strategies with their expectations.
- We report IGT's RG activities to key stakeholders.



Our People

Passionate

- IGT's commitment to RG starts with our people.
- With approximately 10,500 employees serving customers in over 100 countries, IGT ensures that employees at all levels and responsibilities are trained to support and promote Positive Play 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 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.
- Our Connected Play use cases offer key insights into player behavior in Retail when activity is linked to a player's account which has helped to strengthen cross-channel responsible gaming features. Connected Play allows for deposit limits, spending limits when purchases are made through the player eWallet.
- Our iLottery platform offers 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; Reality check and session timer on the game screen; and data protection controls. Additional individual game provider spending limits, and player or operator set game exclusions are available.
- Our products, games, systems, terminals, portals and mobile apps include 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.
- IGT's interactive e-training is used by Lotteries to certify their retailers on RG.
- 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

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, that represent the most comprehensive RG solution in the industry, 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 time or monetary limits that they have pre-set. The INTELLIGEN central system also offers a self-assessment, spending prediction feature, a tutorial for informed play, and a Day Stop button for temporary self-exclusion.

Play Casino

- Our Play Casino solution offers player protection tools through the Remote Gaming Server (RGS) that includes support for reality checks and session timers.

Play Sports

- The IGT PlaySports sports betting platform offers operators features such as excessive gambling identification and management, anti-money-laundering processes, and detection of suspicious betting patterns. The IGT internal PAM offers player protection such as player registration, multiple verification points, user-optional daily, weekly and monthly betting limits, and ties into live support hotlines. We are also integrated with external monitoring providers, such as state exclusion and blacklist provisions as well as cross-operator banned player and suspicious activity monitoring organisations.



Our Partners

Collaborative

IGT works with a wide variety of RG 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 RG. IGT is certified to the World Lottery Association's Responsible Gaming Standards for Associate Members. WLA certification covers IGT's Global Lottery operations. IGT's gaming, digital, and sports betting products are certified by G4. IGT is the first sports betting supplier in the US market to hold this designation.



For more information on how to enhance your Responsible Gaming program, contact Sustainability@IGT.com or visit <https://www.igt.com/explore-igt/about-igt/global-sustainability>

"IGT's responsible gaming certifications, policies, and features are essential to our support of Positive Play behaviors and helping our customers advance their commitments to sustainability."

Wendy Montgomery,
Senior VP Marketing, Communications and Sustainability