



Executive Summaries: BCLC Gaming Worker Survey and BCLC Employee Survey

February 20, 2017

BCLC GAMING WORKER SURVEY

Of the 547 gaming workers who completed the survey, personal gambling participation is not an important reason for working in the gambling industry. In fact, only 15% of gaming workers say their participation in gambling activities has increased since they began working in the industry. Nevertheless, most gaming workers (92%) have participated in at least one gambling activity in the past year, with entertainment/fun as their number one motivation.

Most gaming workers feel they have a good understanding of BCLC's responsible gambling policies and procedures (80%) and feel confident they could carry out their role in responding to patrons showing signs of trouble/crisis (79%). Gaming workers feel they would be supported by their employer (74%), manager (72%) and by available resources/tools (74%) if they ever personally had a gambling problem. Virtually all gaming workers say they have seen responsible gambling messaging inside and outside their workplace in the last 12 months.

Gaming workers are not immune to risks from their own gambling. Nearly three-in-ten (28%) fall into one of the three risk categories of the Canadian Problem Gambling Index (CPGI). This includes 14% low-risk problem gamblers, 10% moderate-risk gamblers and 4% high-risk problem gamblers.

To view the full Ipsos survey, please visit:

<http://corporate.bclc.com/content/dam/bclc/corporate/documents/gaming-worker-survey-report-2016.pdf>

BCLC EMPLOYEE SURVEY SUMMARY

Of the 434 BCLC staff who completed the survey, employees choose to work in the industry because of the nature of the work, the benefits, pay and job security. Even though almost all employees (93%) have participated in at least one gambling activity in the past year, this gambling participation is not an important reason for working in the industry. Employees say they gamble mostly for entertainment/fun and also for a chance to win big and the sense of anticipation/chance to dream.

Employees say they understand the relevance of responsible gambling to their role at BCLC (94%) and agree they have a good understanding of BCLC's responsible gambling policies and procedures (88%). They believe responsible gambling enhances customer service in gaming venues (81%), and that they personally can provide referrals to responsible gambling resources (81%) and dispel gambling myths to friends, family and players (85%). They also think they would be supported by their employer (73%), manager (69%) and by available resources/tools (72%) if they ever personally had a gambling problem.

Some employees are at risk from their own gambling. More than one-in-ten (13%) fall into one of the three risk categories of the Canadian Problem Gambling Index (CPGI). This includes 9% low-risk problem gamblers, 2% moderate-risk gamblers and 2% high-risk problem gamblers. Finally, a sizeable minority of employees (37%) agrees that BCLC should be doing more to support players who may have a problem with gambling.

To view the full Ipsos survey, please visit:

<http://corporate.bclc.com/content/dam/bclc/corporate/documents/bclc-employee-survey-report-2016.pdf>