

# Social Responsibility Review

For the Benefit of Québec Society



LOTO  
QUÉBEC

This document is an update of the Social Responsibility Review released in 2006.

The document was produced by the Corporate Communications and Public Relations Department of Loto-Québec's Senior Vice-Presidency of Communications and Public Affairs.

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# Loto-Québec's Mission

Loto-Québec's primary mission is to assure the systematic and effective operation of games of chance in the province. Created in 1969 to implement a public lottery, the Corporation has diversified its activities over the years in order to carry out new mandates entrusted to it by the Government.

In addition to a public lottery, through its subsidiaries, Loto-Québec operates three casinos, related restaurant and hotel services, a video lottery network, two gaming centres known as *Ludoplex*, along with network bingo activities. In addition, the Corporation exports multimedia products to international markets and is coproprietor of Moliflor Loisirs, the third largest casino operator in France.

All the fruits of Loto-Québec's commercial activities are returned to the Government and to Québec society. In recognition of its social responsibilities, the Corporation is committed to combating excessive gaming and to promoting healthy gaming behaviour. Moreover, it manifests its social commitment through the sponsorship of numerous events that bring people together throughout the province.

## Gaming: A State-Controlled Activity

In the majority of countries around the world, games of chance must be controlled and managed by State authorities in order to be legal. In Canada, the Criminal Code stipulates (with a few exceptions) that only the provinces may operate games of chance in accordance with their respective legislation. In effect, the State monopoly on the operation of games of chance not only ensures that all profits generated by gaming go into State coffers and are used for public good, but it also prevents the forces of competition from determining how the industry will evolve. Moreover, the State presence provides greater assurance of the integrity of gaming, the protection of consumers, and the prevention of illegal gambling. Québec legislation entrusts Loto-Québec with the mandate to operate games of chance and stipulates that the norms and conditions for each category of game it offers be regulated. These regulations must be approved by the Government and are published in the *Gazette officielle du Québec*. Furthermore, the regulations governing casinos and video lotteries must be subject to the scrutiny of the Régie des alcools, des courses et des jeux before their approval by the Government.

# Message from the President and Chief Executive Officer



## Pursuing Our Commitment to Contributing Responsibly

3

Loto-Québec operates within a captivating industry in which its principal mandate is to offer entertainment opportunities to the public in controlled and secure environments. During the past fiscal year, the Corporation pursued its commitment to maintaining the balance between its economic mission and its social responsibility to Québec society, particularly its responsibility with respect to excessive gaming.

In fact, 2006-2007 saw Loto-Québec intensify its social responsibility initiative within the community at large. Launched in October 2005, the same year the Corporation published its first Social Responsibility Review, this initiative encompasses the realization of our economic mandate, while taking the social and environmental effects of our activities fully into account.

This update of our Social Responsibility Review has been produced in response to the vast majority of Québécois' desire to know more about the scope and nature of our contributions. The publication also provides information about our major economic contributions over the course of 2006-2007, as well as about the vital importance of the prevention of excessive gambling and the promotion of responsible gaming behaviour within all of our activity sectors. Finally, this updated Social Responsibility Review outlines our key sustainable development initiatives during the past fiscal year.

A handwritten signature in black ink on a light grey background. The signature is cursive and reads "Alain Cousineau".

Alain Cousineau  
President and Chief Executive Officer

# Economic Mission and Social Responsibility

4

## Maintaining the Balance Between Economic Mission and Social Responsibility

### Our Economic Contribution

Loto-Québec returns the fruits of its activities in their entirety to Québec society. As such, the Corporation's clientele, business partners and employees all benefit from its economic contribution, as do the Government and provincial taxpayers alike.

#### Where did Loto-Québec's earnings go in 2006-2007?

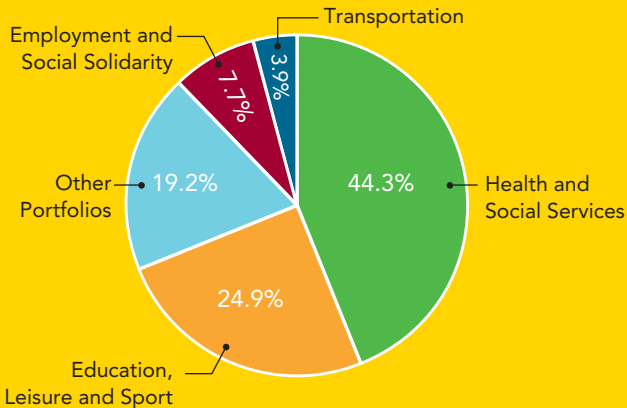
Total consolidated revenues	\$3.799 billion
Net income	\$1.468 billion
Dividends to the Québec Government*	\$1.391 billion
Prizes to lottery and bingo winners	\$983.0 million
Commissions and compensations to lottery, video lottery and bingo network partners	\$390.2 million
Purchase of goods and services from 1,190 suppliers	\$432.1 million
Salaries and employee benefits	\$372.4 million
Taxes to governments	\$149.7 million
Special contributions to governments	\$91.7 million

\* During fiscal 2006-2007, Loto-Québec contributed \$1.391 billion in dividends to the Québec Government's Consolidated Revenue Fund in order to finance public programs and services. The graphic on the next page illustrates the breakdown of projected Consolidated Fund expenditures during 2007-2008.

# It doesn't change you, except...

One of Loto-Québec's principal contributions is in the form of the prizes it awards to thousands of lottery and bingo winners each year. During fiscal 2006-2007, 40 prizes of \$1 million or more totalling over \$300 million were presented to lucky Québec consumers.

## Government of Québec – 2007-2008 Projected Expenditures



Source: 2007-2008 Expenditure Budget, Volume IV

# Our Support of the Tourism Industry and Our International Presence

# 6

## The Casinos: Veritable Engines Driving the Tourism Industry

The most popular attractions in their respective regions, Loto-Québec's three casinos logged an estimated average of 11 million visits during fiscal 2006-2007, including 2.6 million by people originating from outside of the province. In addition to supporting several thousand direct and indirect jobs, these gaming houses generate major economic benefits within their respective regions.

However, in order to be able to continue to contribute to the development of tourism in Québec, the Corporation's three casinos are facing a formidable challenge — that of remaining competitive with the other gaming houses located in Ontario and the northeastern U.S.

## Broadening Horizons Through Innovation

Since its creation 37 years ago, Loto-Québec has earned an enviable position as an international reference on many fronts, including being the first lottery corporation in the world to operate an online sales network, launch a CD-ROM-based lottery, introduce an interactive terminal in its casinos for the prevention of excessive gaming, and to market a televised lottery.

Moreover, through its Casino Mundial subsidiary, Loto-Québec has succeeded in developing the business of a corporation in which it has held a 35% share since March 2006. Known as Moliflor Loisirs, this organization is the third largest casino operator in France. During Loto-Québec's first year of active presence in that country, it generated net earnings of \$8.8 million, excluding gain on exchange.



Casino de Montréal



Casino de Charlevoix and Fairmont Le Manoir Richelieu Hotel



Lac-Leamy Complex: Casino and Hilton Hotel

# Our Social Contribution

**Contributing responsibly means** fulfilling our mission with respect for our values and for the benefit of all with whom we interact.

## Our Employees: Our Strength and Key to Superior Customer Service

As its greatest asset, Loto-Québec is committed to keeping its workforce, comprised of some 6,800 qualified individuals occupying more than 100 different job categories, well informed. In line with this commitment, the Corporation ensures that its employees are familiar with and share its values and preoccupations with respect to its various contributions, sensitizes them to responsible gaming, and provides them with the information they need to assure the best possible customer response. Moreover, Loto-Québec is committed to providing a healthy and stimulating environment that enables employees to develop and achieve their maximum potential.



## 2006-2007 Social Contributions

**Contributions to the fight against excessive gaming** \$27.5 million

Ministère de la Santé et des Services sociaux \$22 million

Ministère de la Sécurité publique \$3 million

Fondation Mise sur toi \$2.5 million

**Contributions to non-profit organizations** \$20.8 million

Société des bingos du Québec \$10.9 million

*Lotomatique* and kiosk sales \$9.9 million

**Contributions to the Ministère de la Santé et des Services sociaux in aid of the elderly who have lost their autonomy** \$30 million

**Contributions to the Ministère de l'Agriculture, des Pêcheries et de l'Alimentation for agricultural fairs** \$5.5 million

**Fonds d'aide à l'action communautaire autonome** \$13.1 million

(5% of the net income generated by the Société des casinos du Québec and Resto-Casino)

**Fonds d'aide à l'action humanitaire internationale** \$2.6 million

(1% of the net income generated by the Société des casinos du Québec and Resto-Casino)

**Sponsorships** \$14.6 million

**La Collection Loto-Québec** \$0.4 million

# 10

Loto-Québec's social contributions include financial support to more than 1,000 non-profit organizations (NPOs).

## A contribution that takes various forms:

- Agreements and programs enabling NPOs to sell lottery products via Lotomatique or at kiosks located in shopping malls (more than 1,448 NPOs are supported in this way)
- Donations of all profits generated by network bingo operations at participating and non-participating halls (some 1,099 NPOs are supported in this way)
- Contributions of 5% and 1% of net earnings generated through the operation of casinos and their affiliated businesses (bars, restaurants, hotels, etc.) respectively to the Fonds d'aide à l'action communautaire autonome and to the Fonds d'aide à l'action humanitaire internationale
- The sponsorship of some 100 public events across Québec under the banner of *Les Rendez-vous Loto-Québec* and the *Sorties signées Casino* program, selected on the basis of their ability to generate economic spin-offs for the community and to attract tourists



Loto-Québec also contributes more than \$60.5 million into designated funds.

### These funds include:

- \$52 million to the Ministère de la Santé et des Services sociaux:
  - \$22 million for the fight against excessive gaming and
  - \$30 million for services for the elderly who have lost their autonomy
- \$3 million to the Régie des alcools, des courses et des jeux for the control of access to video lottery terminals
- \$5.5 million to the Ministère de l'Agriculture, des Pêcheries et de l'Alimentation for various agricultural projects

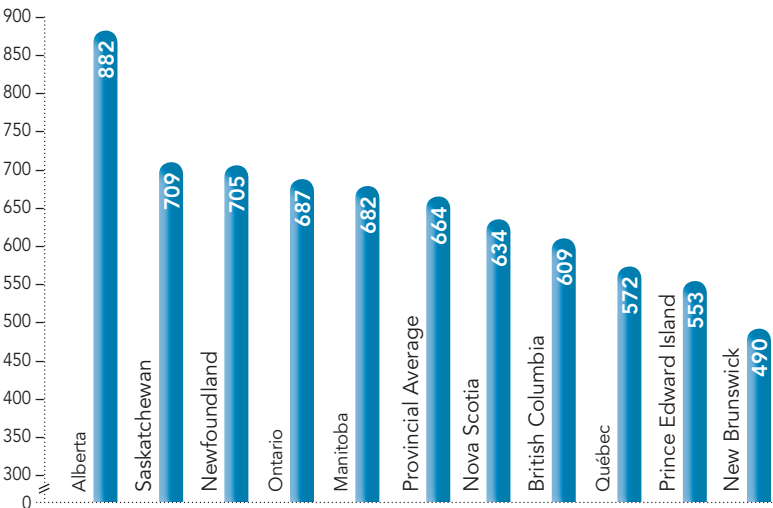
### La Collection Loto-Québec:

- La Collection Loto-Québec's program for the acquisition of contemporary works of art in support of the province's visual arts milieu, as well as through its regional activities and the exclusive exhibitions presented at Espace Création

## The Numbers Speak for Themselves

Just as they wish to know where the Corporation’s revenues go, Québécois are also concerned about overall spending on gaming and about the whole question of compulsive gambling. Contrary to some perceptions commonly held about gaming in Québec, the actual numbers tell a different story. For example, Québécois are among the Canadian consumers who spend the least on games of chance each year – approximately \$92 less than the national average. In fact, compared to the residents of other provinces, Québécois rank eighth in terms of per capita spending on legalized gambling.

Spending on Gambling per Province \*



\* Source: *Gross Per Capita Spending on Legalized Gambling in Canada and the Provinces in 2005-2006*. Data gathered from the audited Annual Reports of Canadian lottery corporations for the most recent year for which complete information is available.

## Excessive Gaming

Also contrary to an often-held perception, the prevalence of compulsive gambling is not on the rise in Québec. According to the results of the most recent study \*\*, the actual number of compulsive gamblers within the province's adult population (1% in 1996 and 0.8% in 2002) and of players at risk (1.4% in 1996 and 0.9% in 2002) remained stable between 1996 and 2002, while Loto-Québec's revenues increased by 40% during the same period.

\*\* Source: Ladouceur, R., Jacques, C., Chevalier, S., Sevigny, S., Hamel, D. & Allard, D. (2004). Prevalence of Gaming and Compulsive Gaming Habits in Québec in 2002. Université Laval and Institut national de santé publique du Québec.

## Loto-Québec's social contributions take a multitude of forms.

The Corporation's top priority is the promotion of healthy gaming behaviour through such initiatives as:

- Diminishing the number of sites equipped with video lottery terminals and reconfiguring the network
- Reducing accessibility by establishing controlled sites

### > Diminishing the number of sites equipped with video lottery terminals and reconfiguring the network

The game offering within the video lottery sector has continued to diminish over the past several years. In fact, since 2001, the awarding of licences to operate video lottery terminal (VLT) sites has been suspended by way of a moratorium issued by the Régie des alcools, des courses et des jeux.

As part of its 2004-2007 Development Plan, Loto-Québec established an objective that called for a minimum 31% reduction in the number of VLT sites, which translates into decreasing the number of sites from 3,663 to 2,521. The majority of machines recuperated will be installed in gaming centres known as *Ludoplex*, and the reconfiguration of the VLT network will be duly completed once the four centres are in operation.

As of March 31, 2007, the Corporation's VLT network consisted of 2,905 sites, or 217 fewer sites than at the end of the prior fiscal year. In addition to the obligatory withdrawals, a voluntary withdrawal program that ended at the end of October 2006 resulted in the elimination of over 130 sites. In all, the network has been cut back by 758 sites since the start of the reconfiguration program.

### > Reducing accessibility by establishing controlled sites

Four new gaming centres will be established in the province of Québec, including two at existing racetracks in Québec City and Trois-Rivières, a third at the highly popular tourist destination of Mont-Tremblant, and a fourth at another racetrack to be opened on the northern fringe of Montréal.

By concentrating VLTs in this way, not only is Loto-Québec reducing accessibility, but it will also assure rigorous control and continuous surveillance at its establishments, thus promoting responsible gaming practices. Moreover, the Corporation will be offering the same type of self-exclusion program as the one in place at the province's casinos since 1993.

# 16

## The Fondation Mise sur toi: Celebrating Five Years of Success!

Since 2002, the Fondation Mise sur toi has pursued its efforts aimed at the prevention of excessive gambling, the promotion of healthy gaming behaviour, and the protection of individuals at risk. The Fondation is actively involved in the implementation and continuous improvement of prevention tools within Loto-Québec's different activity sectors, as well as in the promotion of the 1 866 SOS-JEUX hotline created to provide assistance to people experiencing excessive gambling problems and to their loved ones.



une initiative de Loto-Québec

17

- In autumn 2007, for the second consecutive year, the Fondation Mise sur toi held its **Responsible Gaming Awareness Week**. This initiative is designed to familiarize the general public and the 6,800 employees of Loto-Québec and its subsidiaries with the various measures being implemented within the Corporation's activity sectors to promote the adoption of healthy gaming behaviour.
- Among the initiatives included under the banner of 2007 Responsible Gaming Awareness Week were:
  - the launch of a 13-week advertising campaign under the theme of *Bet on yourself* and run on Québec's major television networks and in the province's dailies
  - the establishment of the new misesurtoi.ca Web site offering numerous reference and referral tools
- In the spring of 2006, a similar campaign was organized for the general public garnering an 83% rate of recognition among Québec adults.
- During the three months of the 2006 campaign, more than 5,590 calls were received by the Gaming: Help and Referral telephone hotline, marking the greatest increase in call volume over the past seven years.

Moreover, the Fondation was actively involved in the redesign of the section of Loto-Québec's Web site focused on responsible gaming. The effort saw the addition of a range of new information and a list of free support resources available across the province. This section of the site alone recorded more than 158,800 visits between April 1, 2006 and March 31, 2007.

## Kanatha: A Custom-Tailored Project

The Fondation Mise sur toi also support the initiatives of numerous organizations. For example, it assists the Fondation Kanatha with its excessive gaming prevention and awareness campaigns directly targeted at Québec’s native communities. Through 2009, representatives of Fondation Kanatha will be visiting some 40 different communities, including 15 in 2007.

## Au Centre du hasard at Lac-Leamy

In June 2007, the Fondation Mise sur toi established its second *Au Centre du hasard* information and awareness centre dedicated to responsible gaming at the Casino du Lac-Leamy. For its part, the Casino de Montréal’s *Au Centre du hasard* has received more than 35,000 visitors since its opening in February 2006.



## 8/8, Your Player Profile in 8 Questions

This pamphlet is designed to sensitize the public to healthy gaming behaviour, providing individuals with an opportunity to identify their playing profile by answering eight simple questions. The publication is available at all lottery retailer locations, and a special Web version can be consulted on the Internet at [8sur8.com](http://8sur8.com).



## Preventive Measures

The Corporation has implemented a wide array of preventive measures within all of its spheres of activity over the years designed to promote the adoption of healthy gaming behaviour.

In addition to prohibiting access to and the sale of lottery products to minors under the age of 18, Loto-Québec has introduced a number of other initiatives aimed at preventing and combating excessive gaming.

### At lottery product retailers

- The *Ici on carte!/Here, we card!* awareness campaign
- Indication of the odds of winning on the back of tickets, selection slips and paper rolls used in game terminals
- Specific measures among wholesalers, retailers and consumers to assure compliance with the legislation prohibiting the sale of lottery products to minors that, upon the recommendation of Loto-Québec, came into effect in February 2000
- An advertising code of ethics that prohibits any form of product promotion targeted at youth or specific ethnic communities

## In the casinos

- The self-exclusion program, which approximately 1,500 players take advantage of each year and which has now been enhanced to offer players the support services of an independent psychologist throughout the self-exclusion period and an assessment and information session at the end of the program
- A new generation of self-evaluation console accompanied by a prevention pamphlet known as *8/8, Take a Winning Break* that allows players to determine their gaming profile by answering eight simple questions
- The *Au Centre du hasard* area at the Casino de Montréal and Casino du Lac-Leamy dedicated to providing information and promoting responsible gaming
- Prominent display of moderation messages and the 1 866 SOS-JEUX help hotline number
- An awareness program designed to enable employees to detect patrons in distress; as of March 31, 2007, more than 5,000 employees had undergone this training
- A crisis and distress intervention service at all three gaming houses for patrons in need of timely help
- Prohibition of alcohol consumption in gaming areas
- No credit to patrons (a first within the North American casino sector)



une initiative de Loto-Québec

## At the gaming centres

- No alcohol permitted in gaming areas
- No bank machines in gaming areas
- No credit card withdrawals or cashing of personal cheques
- No advertising or promotion of gaming outside the Ludoplex
- No customer loyalty program related to gaming
- Individuals appearing to be under the age of 30 obliged to present photo ID at the entrance
- Limited operating hours
- Self-evaluation console and the 8/8, *Take a Winning Break* pamphlet available on-site
- Self-exclusion program available to patrons
- Intervention service available for patrons in crisis or distress
- Training on responsible gaming offered to all personnel
- Security and surveillance at all times
- Dress code in effect
- No form of privileged access granted

## On gaming equipment

- Integration of innovative moderation devices and awareness tools
- Preventive characteristics of existing VLTs maintained
- Wager limit of \$2.50 maintained
- Maximum win per play set at \$500, with no progressive prize pool offered
- SOS-JEUX help hotline reference displayed on all VLTs

## At network bingo halls

- Prominent display of the 1 866 SOS-JEUX help hotline number and 18 + visual
- Ready availability of the *8/8, Your Player Profile in 8 Questions* pamphlet

## At establishments operating video lottery terminals

- Implementation of a responsible marketing code requiring VLT operators to respect 20 obligations; as of March 31, 2007, operators at 2,905 network sites had been met with and seen to be in compliance with the code
- Some 11,000 individuals working at network bars, brasseries and taverns have participated in the second *Taking Risks is No Game 2* touring training program



## On video lottery terminals

- Explanatory menus focused on the concept of chance so as to combat erroneous perceptions often held by players
- Player's bank displayed in dollars and credits to provide a clear indication of wager, win and loss amounts
- Moderation messages, a clock displayed on the screen, and a module to determine playing duration in order to prevent players from losing track of time
- 1 866 SOS-JEUX help hotline number clearly displayed
- Unlike in the past, game symbols no longer stoppable by touching the screen
- Maximum wagers per playing session reduced from \$100 to \$60
- Reimbursement coupons issued when winnings reach \$500 or more, thus requiring players to take a break from the game
- VLTs deactivated automatically outside of operating hours authorized by site alcohol permits

If gaming is no longer a pastime...

**1 866 SOS-JEUX**  
1 866 767-5389

**GAMBLING: HELP AND REFERRAL**

## Our Environmental Contribution

# Acting Responsibly Developing Sustainably

## Sustainable Development

Since 2005, Loto-Québec has been actively pursuing a sustainable development initiative involving a combination of economic, social and environmental dimensions. This commitment, which is shared by all corporate units and subsidiaries, is fuelled by a dedication to continuous improvement and a respect for business objectives and operational realities. Falling under the responsibility of the Senior Vice-Presidency of Corporate Communications and Public Affairs, the initiative has received the support of Loto-Québec's Board of Directors since the beginning and is an integral part of the Corporation's 2007-2010 Strategic Plan. As such, Loto-Québec is one of the forerunners in this area among the province's public administration.



***Action durable  
Geste responsable***

## To date, the Corporation has taken several major steps towards achieving its overall sustainable development objectives:

- A social responsibility and sustainable development committee has been formed comprised of 20 or so individuals from different corporate and business units.
- There are some 20 other internal committees that are following the initiatives of the *Go Green* environmental program and are involved in proposing specific actions that will contribute to the Corporation's sustainable development.
- As stipulated by the Sustainable Development Act adopted in April 2006, Loto-Québec has implemented appropriate account rendering mechanisms by:
  - appointing a person to assume responsibility for sustainable development in order to coordinate the effort and assure its effective implementation
  - publishing the progress being made in a specific section of its Annual Report
- A sustainable development policy adopted by the Corporation's Board of Directors in November 2006 is comprised of 11 commitments and a number of clear orientations. This policy was announced to all corporate employees and made public in the spring of 2007.
- Loto-Québec also intends to align its sustainable development strategy with that of the Québec Government, which is expected to be unveiled by December 31, 2007.



During fiscal 2006-2007, Loto-Québec consolidated the numerous practices already in place and integrated various new initiatives in order to tangibly meet the expectations of the different parties concerned. Following are a few examples:

## Responsible Procurement

- Optimal use of paper containing recycled fibres for the printing of corporate publications and documents
- Project in development to identify specific criteria for the responsible procurement of goods and services in collaboration with a group of graduate students in the University of Sherbrooke's Environment program
- Replacement of certain computer equipment at each establishment with multifunctional units in order to reduce energy consumption

## Awards and Distinctions

- BOMA Québec Go Green certification by the Québec Chapter awarded to all 10 of Loto-Québec's buildings
- Go Green Plus certification awarded to five Loto-Québec buildings, including the Montréal head office and Québec City regional office
- 2007-2008 Building of the Year Award in the "100,000-249,999 sq. ft." category presented to the Loto-Québec Multifunctional Complex by BOMA Québec
- 2007-2008 Environment Award presented to the Corporation's Québec City office by BOMA Québec
- Adoption of the American Leadership in Energy and Environmental Design (LEED) ecological building standard for the construction and layout of all new corporate buildings
- 2007 Le Pilier d'Or Award in the "Management Quality" category presented to Loto-Québec by the Association des gestionnaires de parcs immobiliers institutionnels in recognition of the Corporation's excellence in the area of building management

Loto-Québec has developed its sustainable development policy in accordance with Government orientations.

In so doing, the Corporation is committed to conducting its activities so as to promote sustainable development and meet the needs of present and future generations, while contributing to the sustainability of the organization itself. This contribution encompasses economic, social and environmental aspects alike.

# Loto-Québec's Sustainable Development Policy

To meet its sustainable development objectives, Loto-Québec is committed to the following:

1. Optimizing economic benefits for all of Québec society while taking sustainable development considerations into account by:
  - returning the fruits of its activities in their entirety to the Québec population
  - maintaining its economic contribution without increasing the overall game offering
  - innovating within its commercial activity sectors through research and development
  - contributing to the development of Québec's tourism industry
  - applying its expertise to national and international projects that promote the Corporation's development as well as that of Québec society as a whole

2. Favouring the acquisition of goods and services from suppliers, entrepreneurs, organizations and subcontractors that adopt responsible sustainable development practices by:
  - integrating sustainable development criteria into the selection process for calls for tender and the procurement of goods and services
3. Promoting responsible gaming behaviour among its clientele and employees and those of its subsidiaries by:
  - implementing preventive measures throughout its gaming operations in order to minimize the social costs associated with games of chance
  - promoting employee and retailer training
  - investing in prevention, sensitization and research related to excessive gaming
4. Developing and maintaining harmonious community relations by:
  - becoming involved in the communities in which the Corporation operates and plans on developing new projects to maximize local socioeconomic spin-offs

## 5. Supporting organizations and events that offer significant spin-offs within their respective regions by:

- contributing to the financing of non-profit organizations through commercial activities
- supporting community and humanitarian action
- supporting organizations through corporate sponsorships and subsidies
- sponsoring public events based on their potential for generating social and economic spin-offs in the community and attracting tourists

## 6. Acting as a responsible employer by:

- offering its employees a safe and healthy working environment
- demonstrating fairness in hiring and working conditions
- offering training and development opportunities

## 7. Contributing to the promotion and preservation of Québec's cultural heritage by:

- supporting the province's arts and culture milieu

## 8. Adhering to preventive management practices aimed at reducing the impact of its activities and infrastructures on the environment by:

- using natural and energy resources responsibly
- reducing greenhouse gas emissions
- promoting the ecological management of current and future infrastructures

9. Promoting the awareness and commitment of its various internal publics to sustainable development by:

- informing and sensitizing its different internal publics to its sustainable development initiatives
- encouraging employees to participate in sustainable development projects

10. Assuring the transparency of its sustainable development initiatives by:

- publishing its sustainable development objectives and accomplishments in its Annual Report and other communication materials
- ensuring its various stakeholders accessibility to information pertaining to its sustainable development initiatives

11. Assuring continuous improvement through the close monitoring of its sustainable development actions by:

- measuring the success of its initiatives using pre-established indicators
- taking into account the comments and recommendations of all concerned parties and of the sustainable development administrator

## Board of Directors and General Secretariat

**Solange Dugas**

Chairwoman of the Board  
Montréal  
President, GB Micro

**Alain Cousineau**

President and Chief Executive Officer  
Montréal  
Loto-Québec

**Nancy Arbour**

Îles-de-la-Madeleine  
Chief Executive Officer  
Les Marchés Tradition

**Julie Bernier**

Montréal  
Senior Partner  
eRing Solutions Inc.

**Paule Bouchard, FCA**

Montréal  
Partner  
RSM Richter

**Marc G. Bruneau**

Montréal  
Vice-President and Partner  
GBC Asset Management

**Mel Hoppenheim**

Montréal  
President  
Location Michel Trudel inc.  
Mel's Cité du cinéma Itée

**Christiane Jodoin**

Montréal  
Partner Attorney  
Osler, Hoskin & Harcourt LLP

**Serge LeBel**

Québec City  
Attorney  
BCF LLP

**Lynne Roiter**

Montréal  
Corporate Secretary and  
Vice-President of Legal Affairs  
Loto-Québec

\* List updated November 1, 2007

# Loto-Québec at a Glance

**Creation: 1969**

**Business Units:**

- Lottery Operations
- Société des casinos du Québec inc.
- Société des loteries vidéo du Québec inc.
- Société des salons de jeux du Québec inc.
- Société des bingos du Québec inc.
- Ingenio, filiale de Loto-Québec inc.
- Resto-Casino inc.
- Casino Mondial inc.
- Casiloc inc.
- Lotim inc.
- Nter Technologies inc.

**Number of Employees: 6,864**

**Lotteries:**

132 wholesalers and 9,648 retailers

**Casinos:**

Montréal / Charlevoix / Lac-Leamy

**Video Lotteries:**

2,905 sites and 12,779 terminals

**Bingo:**

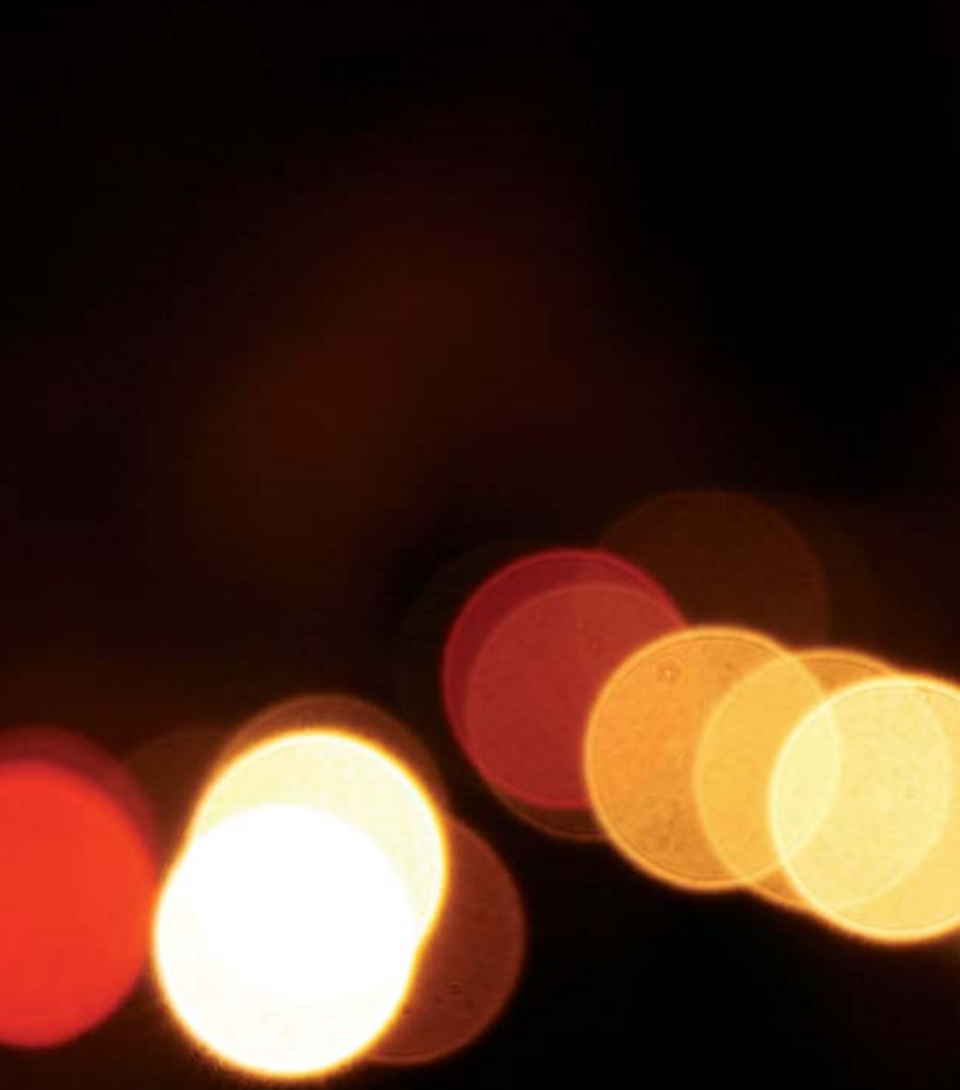
113 participating halls

**Number of Suppliers: 1,190**

Data as at March 31, 2007

*Loto-Québec is proud to contribute to protecting our environment by using 100% post-consumer recycled paper, which is produced using green biogas energy and whose fibres are deinked with oxygenated water.*





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