



# **2023-24** **ENVIRONMENTAL, SOCIAL, AND GOVERNANCE PROGRESS REPORT**

Report available in alternate formats upon request.

Manitoba Liquor & Lotteries (MBLL) enriches the lives of Manitobans by making the greatest possible contribution to the economic, environmental, and social well-being of our province. In addition to the products and services we offer, the money we earn stays in Manitoba and is used to support provincial programs and initiatives that impact the people who live here. Our strong commitment to corporate responsibility drives everything we do – from how we run our business, to how we serve our customers and communities.

MANITOBA  
LIQUOR  
& LOTTERIES



# TABLE OF CONTENTS

<i>MESSAGE FROM OUR LEADER</i>	<b>03</b>
<i>OUR ACTIVITIES AND VALUE CHAIN</i>	<b>04</b>
<i>GIVING BACK TO OUR COMMUNITIES</i>	<b>05</b>
<i>CARING FOR OUR ENVIRONMENT</i>	<b>07</b>
<i>SUPPORTING OUR EMPLOYEES</i>	<b>08</b>
<i>CUSTOMER WELL-BEING</i>	<b>10</b>
<i>GLOBAL REPORTING INITIATIVE (GRI) CONTENT INDEX</i>	
<i>GENERAL DISCLOSURES</i>	<b>12</b>
<i>ECONOMIC DISCLOSURES</i>	<b>24</b>
<i>ENVIRONMENTAL DISCLOSURES</i>	<b>26</b>
<i>SOCIAL DISCLOSURES</i>	<b>34</b>

# MESSAGE FROM OUR LEADER



**GERRY SUL**  
President & Chief Executive Officer

**The environmental, social, and governance (ESG) movement** has come to the fore in recent years. Customers, employees, and others want meaningful information to evaluate an organization’s sustainability. In this report, you will find our framework for ESG efforts and the resulting accomplishments from April 2023 to March 2024. Both reflect our employees’ dedication to ESG in the work they do.

In business today, a healthy environment supports a strong balance sheet. MBLL is mindful of the environmental impacts of our casinos, corporate offices, and Liquor Marts. Many of our climate actions – like diverting food waste for composting – have been in place for years.

Tackling emissions related to building heating, fleet fuel use, and paper consumption are opportunities for us to perform better. We are two years into a ten-year carbon-reduction strategy which lays the groundwork for us to achieve net-zero emissions by 2050, the pledge of organizations and governments worldwide.

Recognizing the potential harm our products and services can create, we committed \$13.4 million to social

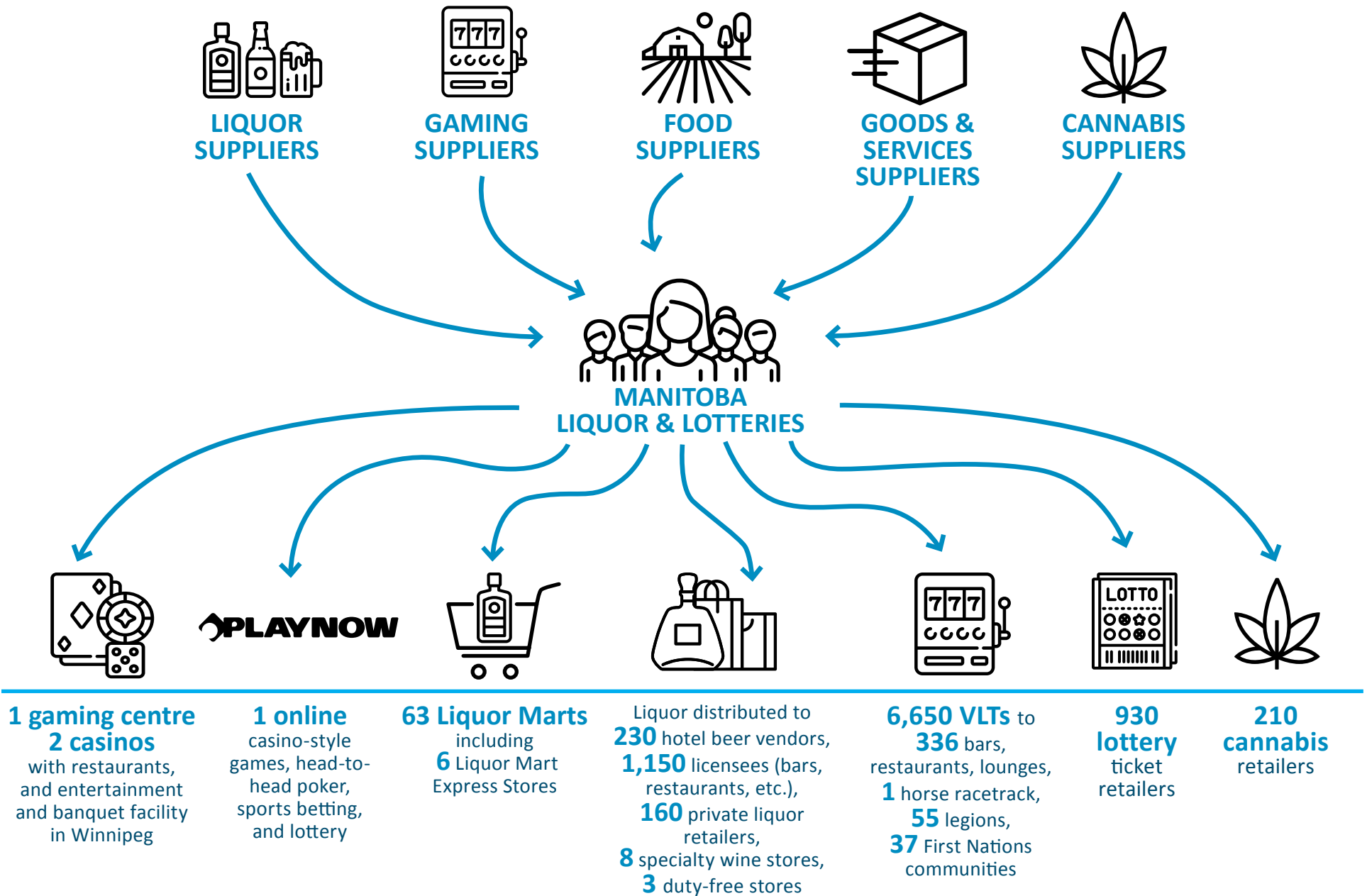
responsibility programming last year. This includes \$9.4 million to more than 20 organizations for harm minimization, treatment, and support.

Manitoba’s non-profit and charitable organizations are building stronger communities through amateur sports, cultural events, and other lasting contributions. We are their partner, adding to their efforts with more than \$4.2 million in funding last year.

It takes more than a paycheque to attract and retain a talented workforce. Corporate culture at MBLL includes support for employees to address causes close to their hearts. Employees know they can bring their whole selves to work; we celebrate diversity, and inclusion is the norm. This includes our ReconciliACTION Roadmap to advance reconciliation and healing.

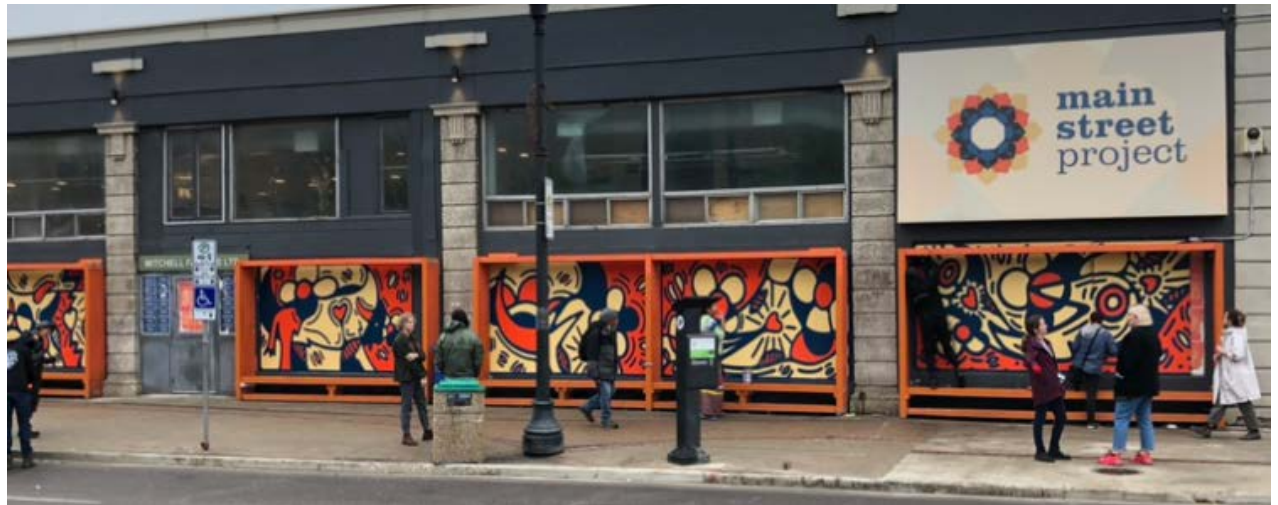
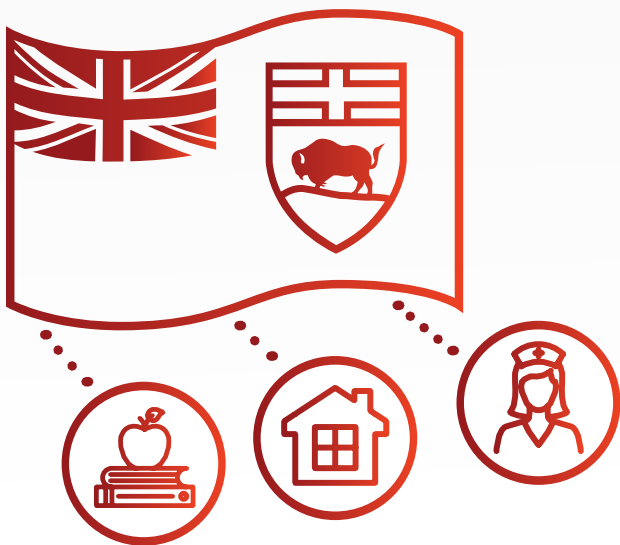
As we operate according to longstanding values for corporate responsibility, our board of directors provides steady guidance, and as stewards in the communities where we live and work, there is still work ahead. We look forward to reporting our progress with transparency and exceeding our ESG goals in the years to come.

# OUR ACTIVITIES AND VALUE CHAIN



# GIVING BACK TO OUR COMMUNITIES

**MBLL is a provincial Crown corporation** that provides revenue to the Government of Manitoba to support programs and initiatives in areas such as health care, social services, and education. In 2023-24, MBLL returned **\$732.5 million** to the province. Each year, we allocate 2% of anticipated net income to social responsibility programming. These funds are used to promote responsible gambling and responsible liquor consumption, ensure treatment and support are available to those who need it, and conduct program-related research. Our employees and certain business partners receive training and have access to resources for customers to help make better choices with our products.



In 2023-24, we put **\$13.4 million** into social responsibility programming, with **\$9.4 million** to more than 20 community partners working in harm minimization, fetal alcohol spectrum disorder (FASD) prevention, and treatment and support, including Shared Health’s delivery of addiction services throughout Manitoba.

One of the programs we support is Main Street Project’s managed alcohol program. Main Street Project is a non-profit charitable community health centre in Winnipeg that provides much-needed services to some of the city’s most vulnerable citizens, aiming to reduce harm for those experiencing homelessness, substance use, and mental health challenges.

**“Having MBLL’s support has been so important. The managed alcohol program gives participants hope and helps build their community.”**

– **Maggie Grant,**  
**Main Street Project Case Manager**

Begun in early 2024, the managed alcohol program addresses harms for participants experiencing severe alcohol dependency. It links them with a medical doctor and other supports to provide stability, improve overall health outcomes, and create conditions for a better quality of life. Following a trauma-informed medical approach, the program supports opportunities for choice and collaboration among its participants.

# GIVING BACK TO OUR COMMUNITIES

We're committed to partnering and investing in organizations that Manitobans care about. Our sponsorships and volunteer programs support organizations that make a difference in the lives of Manitobans. In 2023-24, **\$3.7 million** was provided to 418 community, non-profit and charitable organizations.

MBLL offers sponsorships and funds for community festivals and charitable golf tournaments. This past year, we reintroduced our small capital sponsorship program to fund small projects that benefit communities across the province. The program funds up to half of a project's total cost, from \$2,500 to \$30,000.

We are proud of our long history as an invested community partner, and of all the good things we can achieve together, making Manitoba stronger and better for us all.

**"The demand for coaches, officials, and volunteers is higher than ever. Our partnership with MBLL addresses some of the biggest challenges the amateur sport system in Manitoba currently faces, including volunteer recruitment for provincial sport organizations through new grants, training, sponsorships, campaigns, and more."**  
– Janet McMahon, CEO, Sport Manitoba



MBLL is a proud partner of Sport Manitoba's "It takes a community to play" campaign that builds awareness of the need for coaches and officials in amateur sports across more than 100 organizations.

We recognize that giving back is an important part of making our communities stronger. Each year, employees donate generously through our annual giving campaign and dedicate thousands of hours to causes that make a difference. In 2023-24 alone, employees donated \$55,700 and recorded 8,057 volunteer hours.

Charmaine Gosselin is one such employee who has volunteered with St. Malo Operation Red Nose for the past seven years. Her volunteerism means people get a safe ride home during the holiday season. Donations raised through the St. Malo Operation Red Nose support the community's non-profit organizations, including the community centre and minor baseball association.

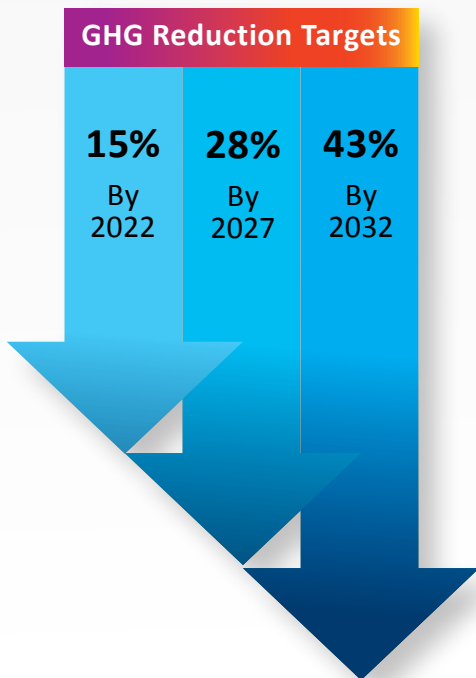


# CARING FOR OUR ENVIRONMENT

**MBLL is working hard to reduce greenhouse gas (GHG) emissions** and lower the impact of climate change.

Our 2022 Carbon Reduction Strategy establishes a ten-year path for us to reduce these emissions within our operations, with a focus on four areas: paper use, fleet fuel consumption, energy use in our buildings, and employee travel.

Since 2017 we have permanently reduced our emissions by 21% and we're not done! We're guided towards a low-carbon future as we seek to be net-zero by 2050.



**We're a Fair Trade Workplace** – the largest in the country! Since 2019 we annually earn this designation from Fairtrade Canada. Fair trade helps farmers and workers around the world by, among other things, paying them fairly for their goods or labour.

Our Liquor Marts proudly offer a range of Fairtrade certified wines from Argentina and South Africa. We buy Fairtrade certified coffee, tea, and sugar for our corporate properties, casinos, and event centre.

This past year, to raise awareness about how purchasing Fairtrade certified bananas can ensure a sustainable livelihood for farmers and workers, the casino restaurants offered guests a Fair Trade Month dessert special made with Fairtrade certified bananas.

**Fish Forward** is a partnership of provincial, national, and international organizations working to ensure the sustainability of Manitoba's fisheries. Their goals include increasing the number of eco-certified fisheries in Manitoba and promoting local, sustainable fish from Fish Forward fisheries. They help local businesses promote, sell, and celebrate local, sustainable fish from Fish Forward fisheries.

MBLL supports the sustainability of our commercial fisheries by working with Fish Forward to both select fish sourced from Marine Stewardship Council certified Manitoba fisheries and encourage others to go through the certification process.



# SUPPORTING OUR EMPLOYEES



## **MBLL prioritizes training and educational development for our employees.**

We regularly offer a range of courses open to all staff and have programs in place to ensure they have the skills and tools needed to flourish. We see this as an important part of employee development and ensuring we retain a talented and growing workforce.

Amanpreet Kaur has worked at MBLL since 2019 and is a graduate of our store manager development program (SMDP). Joining as a seasonal hire, she is now an assistant store manager at Rivergrove Liquor Mart. After starting with MBLL, Amanpreet saw there were many opportunities for growth within the organization and decided to embark on SMDP, which offers courses on customer service, inventory management, workplace health and safety, marketing and merchandising, labour relations, and more. The program helped Amanpreet gain skills in retail management and store operations, boosting her expertise and providing opportunities to advance within MBLL.

**“SMDP can greatly improve career chances by providing participants with the information and abilities required for management roles.”**

– Amanpreet Kaur

“The support I got during my training was amazing. The district sales managers, store managers and other team members were great resources,” says Amanpreet. “Regular information sharing, clear expectations and feedback helped me understand my progress and navigate my learning journey.”

**2023-24 total employee hours of training: 34,450**

- ▶ Corporate/operations management: 13,330 hours
- ▶ Frontline employees: 21,120 hours

Amanpreet’s goal is to advance to become a store manager and she’s on the right track, already applying learnings from SMDP daily. The program prepares candidates to be leaders, build and manage teams, plan strategically and solve problems within the retail environment. “I hope my participation in the program inspires other employees to enroll in the program as well,” says Amanpreet.



# SUPPORTING OUR EMPLOYEES

**“The instructor’s knowledge and passion for the craft were evident. The hands-on experience and detailed guidance made the complex techniques approachable and enjoyable. It was an enriching cultural experience that left me with newfound skills and a deep appreciation for Métis artistry.”**

**– Ashley, beading workshop participant**

**At MBLL, diversity is more than just numbers.** We care about the wellbeing of our employees, and we work to ensure we have policies and programs in place that foster inclusion. We maintain a culture of respect and belonging and provide robust support programs and learning opportunities for all employees.

To build knowledge of diversity, equity, and inclusion, we offer learning table conversations, partner with local organizations such as Rainbow Resource Centre for training and support, run a diversity-oriented book club with selections that explore related contemporary themes, and offer listening sessions to facilitate open and safe dialogue.



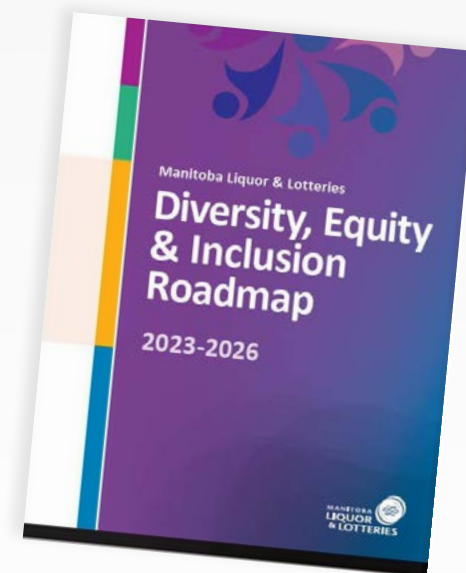
We are also pleased to offer opportunities that give employees the chance to learn about various cultures. In the fall of 2023, MBLL hosted workshops with local Indigenous artists where participants explored and participated in beading and hand drum making while learning about the art, history, and cultural importance of the traditions.

**“Great workshop with a great team that provided some fascinating insights into the Dakota culture. My drum holds a special place in my home, and I look forward to bringing it with me wherever I go in life.”**

**– Kenneth, hand drum-making workshop participant**

**MBLL conducts a census on diversity every five years** (in line with the Canadian Census) to help guide the building of a more inclusive workplace. We use the resulting data to allocate resources, develop programs, guide hiring practices, and identify and address disparities.

Our president and CEO chairs an internal Diversity, Equity, and Inclusion Advisory Committee that is open to all employees. Members serve on one of five subcommittees covering strategic planning, education, truth and reconciliation, community engagement, and employee experience. They provide guidance and recommendations on fostering a culture of inclusivity and equality, ensuring every voice is heard.



# CUSTOMER WELL-BEING

**Helping customers make informed decisions** about the consumption of our products is part of MBLL's commitment to customer well-being and operating responsibly. Our DrinkSense program aims to help customers have positive experiences with the products we sell. Through this program, we run customer awareness campaigns and offer resources across a range of media including the DrinkSense website, social media channels, resource guides and signage in our Liquor Marts. This information helps customers reduce risk by promoting a positive relationship with alcohol and offering education and inspiration to make informed choices.

**36% of Manitobans who drink alcohol also bought alcohol-free products last year.**

With changing consumption trends and a focus on health and wellness in recent years, customers are increasingly seeking alcohol-free options or looking to moderate their alcohol intake. Our Liquor Marts offer a selection of alcohol-free products and the DrinkSense program promotes those products as well as mocktail recipes and tips for healthier consumption. This includes



information for those looking to purchase products for themselves or for others. This past holiday season, DrinkSense ran a campaign called "Let's order mocktails. No questions asked" to encourage Manitobans to consider these alternatives. We want our customers to think about alcohol-free product options when hosting an event, heading to a BBQ, or planning to sit around a backyard bonfire.

**1,000 mocktails were served at Outlet Collection Winnipeg.**

**We want Manitobans to be comfortable making alcohol-free choices**, so this past winter, DrinkSense hosted Mocktail Week (January 14-20). It featured 21 local restaurants and bars showcasing signature mocktails.

This event built on the No Questions Asked campaign that encouraged customers to try a mocktail or alcohol-free beverage when socializing. The Mocktail Week website included a map to each featured restaurant, photos and descriptions of the signature drinks, recipes, plus DrinkSense tips. DrinkSense also held a pop-up event at Outlet Collection Winnipeg where shoppers could engage with the brand and try a free mocktail.

A promotional graphic for a 'Join the Party' event. It features three hands holding different colored cans of mocktails: pink, blue, and green. The text reads: 'Join the Party', 'Come grab a mocktail — no questions asked.', 'WHEN: February 17th, 2024', 'WHERE: Outlet Collection Mall', 'TIME: 1pm-5pm', and 'DRINK SENSE' in a purple box at the bottom right.

**Join the Party**  
Come grab a mocktail —  
no questions asked.  
**WHEN:** February 17<sup>th</sup>, 2024  
**WHERE:** Outlet Collection Mall  
**TIME:** 1pm-5pm  
**DRINK SENSE**

# *ABOUT THIS SECTION*

We are reporting our ESG progress with reference to the Global Reporting Initiative (GRI) Standards. The standards are widely used around the world to help organizations report consistently and transparently on their most critical governance, economic, environmental, and social priorities and impacts. For more information, please see our [2023-24 Annual Report](#).

## GRI 2 GENERAL DISCLOSURES UNIVERSAL STANDARD



### 2-1 Organizational details

MBLL is a Crown corporation of the Province of Manitoba operating solely within Canada. We distribute and sell liquor, provide gaming and entertainment experiences, and source and distribute non-medical cannabis to retailers in the province, all in a socially responsible manner.

Head Office:  
A - 1555 Buffalo Place  
Winnipeg, Manitoba

[All other corporate offices](#)

### 2-2 Entities included in the organization's sustainability reporting

Our consolidated financial statements are submitted to the Province of Manitoba and filed on public record through our [annual reports](#) which list two entities: the Manitoba Liquor and Lotteries Corporation and MLC Holdings Inc. This ESG report lists only the Manitoba Liquor and Lotteries Corporation.

### 2-3 Reporting period, frequency and contact point

This report covers our operations for the 2023-24 fiscal year starting on April 1, 2023, and ended on March 31, 2024. This is our seventh corporate responsibility report, covering business activities including liquor, cannabis, and gaming. All environmental data are reported for calendar year 2023.

By incorporating sustainable development principles into business planning and procurement processes, we assess activities that can cause adverse environmental impacts. We then develop strategies to mitigate these impacts. This includes measuring and reporting on key environmental metrics.

A corporate code of conduct plus departmental policies help define our precautionary approach. The provincial *Climate and Green Plan Act* also supports the precautionary approach and lays down the foundation for a low carbon government. As a Crown corporation, we ensure our sustainable efforts include the vision and strategies set out in the Act.

Publication date is December 2024.  
Contact us by phone 1-800-265-3912 or [online](#)

### 2-4 Restatements of information

Significant changes from our 2022-23 Corporate Responsibility report are the inclusion of the general disclosures and a message from our leader.

### 2-5 External assurance

We are reporting our ESG progress with reference to the Global Reporting Initiative (GRI) Standards. MBLL has elected not to have this report, or its data, assured externally and does not at this time have an ESG policy. We have included disclosures that are specific to our sector and reflect metrics we use to measure our continued progress.



**2-6**  
Organizational details

Our profits go to the Province of Manitoba’s general revenue and support priority programming in areas like health care, education, social and community services.

We commit 2% of anticipated annual net income towards promoting responsible gambling, responsible liquor and cannabis consumption, and research and treatment programs.

All liquor, gaming and cannabis sold by more than 3,300 private businesses in Manitoba is purchased through MBLL.

We supply liquor and beer vendors, specialty wine stores, restaurants and bars, lottery retailers, cannabis retailers and other licensees.

See our activities and value chain on page 4.

**Gambling**

We directly operate two casinos, Club Regent Casino and McPhillips Station Casino with restaurants, entertainment, and banquet facility, and one gaming centre in Winnipeg

- 1,024 electronic gaming machines, 24 stadium gaming, and 12 gaming tables at Club Regent Casino
- 1,070 electronic gaming machines, 24 stadium gaming, and 14 gaming tables at McPhillips Station Casino
- 95 electronic gaming machines, 6 stadium gaming, and 3 table games at Shark Club Gaming Centre

All Casinos of Winnipeg locations can be found on our [website](#). We operate the network of 6,650 video lottery terminals (VLTs) found at 336 private licensed establishments, 1 horse racetrack, 55 legions, and 37 First Nations sites. We also supply equipment and oversight to 3 First Nations casinos.

Manitoba’s PlayNow site is managed under agreement with BCLC. Serving 150,000 players on PlayNow.com, the site offers casino-style games, head-to-head interprovincial poker, and lottery sales.

We distribute and sell lottery tickets as a member of the Western Canada Lottery Corporation (WCLC) and, by extension, the Interprovincial Lottery Corporation (ILC). We are the exclusive supplier of breakopen tickets and bingo paper in Manitoba. We distribute and sell WCLC products through our network of 930 privately-owned lottery ticket retailers.

**Liquor**

As the province’s sole legal distributor of liquor, and thus one of the largest single buyers of liquor in the world, we wholesale liquor from more than 50 countries. As a retailer, we directly operate 63 Liquor Marts throughout the province offering 3,700 different liquor products to 9 million customers.

MBLL’s distribution centre serves more than 1,700 commercial customers across Manitoba including:

- 1,150 on-premises licensees (bars, restaurants, etc.)
- 230 hotel beer vendors
- 160 privately-owned liquor vendors
- 3 duty-free stores
- 8 specialty wine stores including food and wine stores
- 57 Liquor Marts
- 6 Liquor Mart Express stores

All Liquor Mart locations can be found on our [website](#).

**Cannabis**

We source and distribute non-medical cannabis to privately-owned retailers in Manitoba. Our province uses a direct distribution model that sees cannabis ship directly from Canadian producers to retailers.

## GRI 2 GENERAL DISCLOSURES UNIVERSAL STANDARD



### 2-7 Employees

MBLL provides employment to more than 3,058 active employees\* in Manitoba. This includes members of the executive team, management, and employees on leave. The number of employees has increased by 64 since 2022-23.

EMPLOYEE STATUS	
Category	Number of Employees
Casual	313
Full Time	1,507
Part Time	1,231
Term**	7
<b>TOTAL</b>	<b>3,058</b>

EMPLOYEE RESPONSIBILITY LEVEL	
Role	Number of Employees
Corporate/Operations Management	417
Frontline Employees	2,641
<b>TOTAL</b>	<b>3,058</b>

\* Active employees include employees on leave and does not include contracts.

\*\* Term employees include jobs like seasonals, co-ops, and summer students as of March 31, 2024. This number does not include the large number of seasonals we hire during the holiday and summer seasons which fluctuates throughout the year.

EMPLOYEE WORK LOCATIONS	
Community	Number of Employees
Beausejour	8
Brandon	90
Carman	9
Dauphin	13
Flin Flon	15
Gimli	13
Killarney	8
Lac du Bonnet	9
Minnedosa	6
Morden	8
Morris	37
Neepawa	7
Pine Falls	7
Portage la Prairie	30
Roblin	5
Russell	5
Selkirk	21
Steinbach	21
Stonewall	13
Swan River	7
The Pas	13
Thompson	25
Virden	6
Winkler	10
Winnipeg	2,672
<b>TOTAL</b>	<b>3,058</b>



**2-8**  
**Workers who are not employees**

MBLL has service contracts for advisory or professional services, or companies offering specialized services such as janitorial, snow clearing, and electrical work. These contracts are executed on a time and materials or lump sum basis, and MBLL does not supervise or direct the contractor’s employees in the performance of their duties.

MBLL has agreements in place with information technology professionals when specialized expertise or additional capacity is required to meet project demands. MBLL engaged with 98 individuals for roles such as project manager, business analyst, developer, and solution architect.

**2-9**  
**Governance structure and composition**

The highest governance body is the board of directors consisting of at least six and not more than ten members appointed by the lieutenant governor in council. The process is described on the government [website](#).

Appointed members are required to take training on their roles and responsibilities as members of a public sector board.

**Board of directors and their competencies relevant to the impacts of the organization:**

**Chair** Jeff Traeger is a president and CEO in the labour industry.

**Vice Chair; Chair of the Strategy, Planning & Governance Committee**

Tim Comack is a vice president in housing development and urban development. He has a bachelor of arts and master’s degree in project management.

**Chair of the Audit & Finance Committee**

Tannis Mindell is a former deputy minister and worked in the administrative, governance, and financial industry.

**Chair of the Human Resources Committee**

Sarah Pinsent is a counsellor with a master’s degree in social work.

**Directors**

Michelle Cameron is an owner, founder, president, and entrepreneur and serves on several advisory committees.

Josiane Kroll is a senior instructor at the University of Manitoba and has a doctorate in computer sciences and information technology.

Sara Penner is a vice president and an accounting professional.

Doug Ramsey works at the University of Brandon faculty, with a background in rural and community development research.

Christine Van Cauwenberghe is a lawyer, accountant, and chief officer with a financial planning background.



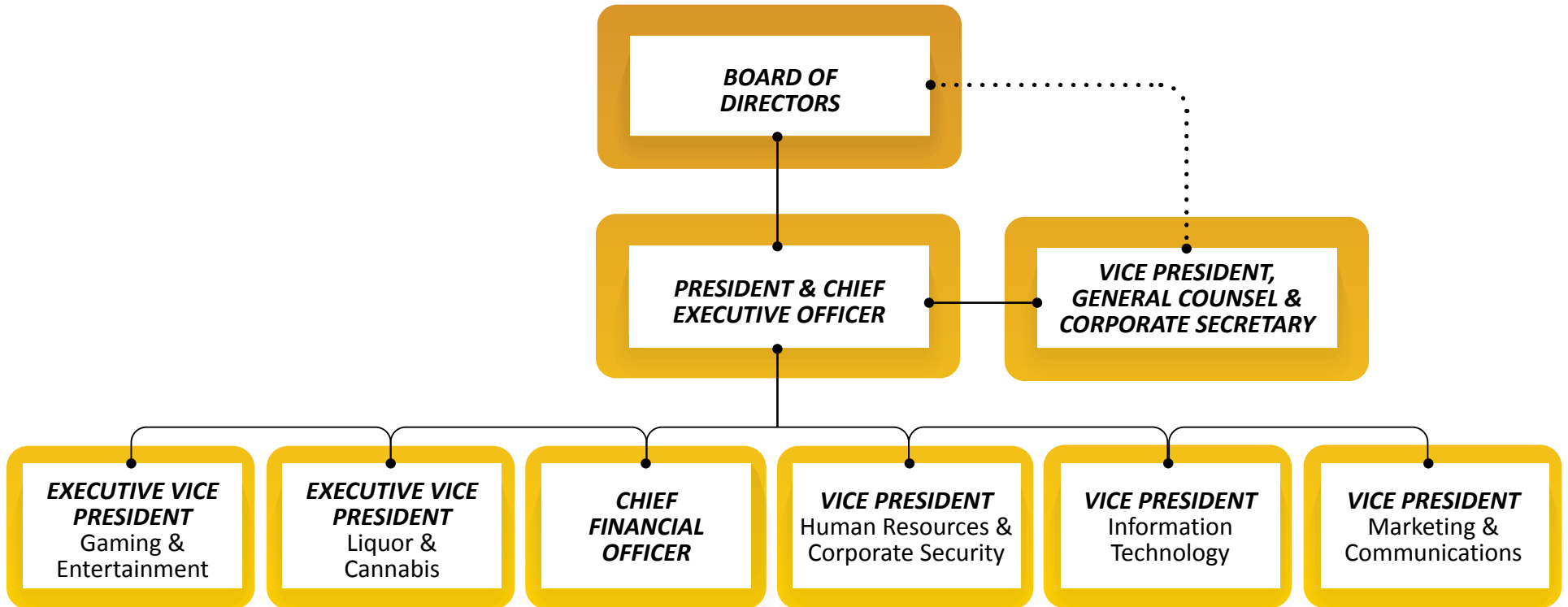
**2-9**  
**Governance structure and composition (continued)**

The management structure at MBLL is overseen by the board.

**Executive Management Committee:**

- Gerry Sul – President & Chief Executive Officer (CEO)
- Dan Ryall – Vice President, General Counsel & Corporate Secretary
- Ian Urquhart – Chief Financial Officer
- Munna Zaman – Chief Information Officer and Vice President, Information Technology Services
- James Anastasio – Executive Vice President, Gaming & Entertainment
- Robert Holmberg – Executive Vice President, Liquor & Cannabis Operations
- Tracey Bremner – Vice President, Human Resources & Corporate Security
- Danielle Rice – Vice President, Marketing & Communications

The organizational structure is as follows:







**2-10**  
Nomination and selection of the highest governance body

*The Crown Corporations Governance and Accountability Act* provides expectations and requirements of Crown boards including duties, manner of holding public meetings, reporting lines, restrictions on membership, powers, committees, conflicts of interest, and other specifics.

The board is appointed by the lieutenant governor in council and may include any persons deemed to be qualified by the minister responsible for MBLL. The president and CEO is appointed as an ex officio, non-voting member of the board. The board may establish any committees it considers necessary in addition to audit and planning committees.

Desirable experience for board members:

- Some members should be from the accounting profession and legal expertise is advantageous.
- Members should have experience in governance of an organization, human resource management, administration, and business or marketing.

Length of terms:

Each board member is to be appointed for a term not exceeding five years. A board member continues to hold office until they are re-appointed, the appointment is revoked, or a successor is appointed.

[The Act](#), the [responsibilities of a Crown board](#), and [their remuneration](#) can be found on the Government of Manitoba website.

---

**2-11**  
Chair of the highest governance body

The lieutenant governor in council designates one member of the board as the chair, and another member as the vice-chair. The chair, and all the other members of the board, are not members of the Executive Management Committee.

The president and CEO co-chairs the Indigenous Advisory Circle:

Kevin Chief – Co-chair  
Gerry Sul – Co-chair  
Nikki Komaksiutiksak  
Jamie Dumont  
Verna Demontigny  
Trevor LaForte  
Alan Greyeyes  
Gina Smoke

## GRI 2 GENERAL DISCLOSURES UNIVERSAL STANDARD



### 2-12

#### Role of the highest governance body in overseeing the management of impacts

MBLL's overall policy direction comes from the Government of Manitoba, elected by Manitobans. The board acts as the link between the corporation and the government and ensures that MBLL's activities, policies, initiatives and outcomes are in line with government policy and direction.

The minister responsible for MBLL outlines their priorities for the corporation in a mandate letter to the board chair. Mandate letters are used to communicate priorities when there is a new government, when new goals are introduced, or if policy or direction changes significantly. Mandate letters are not provided on a particular or regular cadence, and the corporation continues to follow its most recent mandate letter until a new one is issued. The most recent framework letter was delivered to the chair on December 12, 2023, and is used to guide MBLL's overall strategy for the various board committees.

The board must inform the minister of all business transacted at board meetings and provide any material supporting decisions made at meetings as part of its accountability to government. The various board committees provide oversight on topics and are responsible for updating the chair on progress for priorities and activities. These committees are a way for the board to gain assurance of the effectiveness of MBLL's management body, and confidence in Executive Management Committee recommendations.

Our annual report and annual public meeting are legislative requirements and are ways we engage with the public to demonstrate progress and outcomes from the mandate letter. All [financial and annual reports](#) are publicly posted on our website. These reports are developed by Executive Management Committee, and approved by the board and government before being made public.

[The Crown Corporations Governance and Accountability Act](#)  
[The Manitoba Liquor and Lotteries Corporation Act](#)

### 2-13

#### Delegation of responsibility for managing impacts

The board and its committees are governed by terms of reference that include focus on the corporation's impacts on the economy, environment, and people.

The president and CEO has overall responsibility to manage our impacts on the economy, environment and people, and is supported by departments and subject matter experts within the organization.

### 2-14

#### Role of the highest governance body in sustainability reporting

The board and its committees are governed by terms of reference that include focus on the organization's impacts on the environment and sustainability reporting.

The vice-president, general counsel & corporate secretary is responsible for reviewing and approving sustainability reporting as per MBLL's sustainable development policy.

## GRI 2 GENERAL DISCLOSURES UNIVERSAL STANDARD



### 2-15 Conflicts of interest

Appointed board members are required to review and sign adherence to MBLL's conflict of interest policy, as well as declare any material interests that at that time may be or may appear to be conflicts. As of March 31, 2024, all members of the board had completed this.

Our [code of conduct](#) covers conflicts of interest and applies to employees, including officers, and the board.

### 2-16 Communication of critical concerns

The following committees of the board are responsible for communicating critical concerns to the board, as outlined in their terms of reference: the Audit and Finance Committee, the Human Resources and Compensation Committee, and the Strategic Planning and Governance Committee.

In addition, the following regularly scheduled board and committee meeting agenda items are one of the mechanisms by which concerns are brought to the attention of the board:

- Quarterly fraud awareness and the annual fraud summary report
- Quarterly CFO reports
- Updates on labour disputes
- Quarterly reports on grievances and labour relations
- Quarterly committee/board dashboard
- CEO updates to the board (as a standing agenda item)

In response to *The Public Interest Disclosure (Whistleblower Protection) Act*, MBLL has a whistleblower protection policy that establishes a process whereby employees can report serious and significant wrongdoings observed in the workplace without fear of reprisal. A designated officer conveys these reports to the president and CEO, who in turn reports to the board. There were no disclosures for this past fiscal year.

The president and CEO's board report includes an overview of any significant ongoing litigation. Lawsuits and grievances undergo a materiality review before involving the board. Items may be brought to the attention of the board due to reputational or political considerations.

### 2-17 Collective knowledge of the highest governance body

Information incomplete.

This information is in the process of being updated. Further detail is expected to be available for the 2024-25 report.

## GRI 2 GENERAL DISCLOSURES UNIVERSAL STANDARD



### 2-18

#### Evaluation of the performance of the highest governance body

Criteria used to assess or evaluate board members are defined and used by the provincial government and are not typically disclosed publicly or to MBLL. Further information on the [process used to appoint board members is described on the Government of Manitoba website](#).

The board has processes in place for self-evaluation. This includes an annual survey of board members, the results of which are used as an input for the board to promote continuous improvement. The board has a Strategy, Planning, and Governance Committee, the role of which involves oversight and monitoring of MBLL's corporate governance, strategic plan, corporate responsibility, and public policy.

At the direction of the board, the organization periodically undertakes a competencies analysis and creates a skills matrix, which is used to make recommendations on board committee composition and is shared with government. These are provided to the government as information only, as the board does not have a formal role in appointing new members.

### 2-19

#### Remuneration policies

Remuneration for MBLL's highest governance body, the board of directors, is in the form of fixed pay, which is determined by the provincial government through an Order in Council. [Manitoba Liquor and Lotteries Corporation \(gov.mb.ca\)](#)

Remuneration for senior executives is in the form of fixed pay (base salary); bonus, variable, and incentive pay are not currently offered. Retirement benefits (pension) are the same as what is offered to all eligible MBLL employees. [The Public Sector Compensation Disclosure Act](#)

### 2-20

#### Process to determine remuneration

Remuneration and remuneration policies are developed with the support of independent remuneration consultants and are influenced by a range of factors including collective bargaining, labour market trends, and provincial government policies. Proposed changes to MBLL's remuneration and remuneration policies are subject to review and approval by the Public Sector Compensation Committee, an independent body appointed by the Province of Manitoba.

### 2-21

#### Annual total compensation ratio

This information is not calculated by MBLL. Compensation for our highest-paid employees is disclosed in our [Schedule of Compensation report](#).

## GRI 2 GENERAL DISCLOSURES UNIVERSAL STANDARD



### 2-22

#### Statement on sustainable development strategy

See Message from our Leader on page 3.

As a crown corporation, MBLL follows the directives and priorities of the provincial and federal governments for sustainability matters.

MBLL's commitment to the environment and sustainable development are codified in our sustainable development policy. Under this policy, the vice-president, general counsel & corporate secretary is responsible for oversight of our sustainable development program, with management and employees sharing in the responsibility to operate our business in an environmentally responsible manner. Sustainable development considerations are embedded in business planning and procurement processes.

In 2021, MBLL developed a near-term carbon reduction strategy, which identifies four key areas of focus that will lead to a 43% reduction in greenhouse gas emissions over the period from 2018 to 2032, and we are currently developing a roadmap to net-zero by 2050.

### 2-23

#### Policy commitments

[MBLL has a code of conduct for all employees and members of the board](#), reflecting applicable legislation and standards from areas including but not limited to workplace safety and health, ethics and integrity, labour, environment, anti-corruption, human rights, privacy and criminal code. Training is provided to all employees upon hire to ensure awareness of the code of conduct. Periodic reminders and campaigns are conducted internally by human resources to improve awareness.

Several mechanisms are available for individuals to seek advice or raise concerns related to conduct.

Human rights grievances are directed to the vice president, general counsel & corporate secretary.

### 2-24

#### Embedding policy commitments

Robust employee development, leadership development, position profiles and performance management programs are in place to ensure awareness and adherence to expected business conduct standards.

Executive Management Committee regularly reviews and updates organization strategies as well as annual business initiatives. Policies and procedures are reviewed and audited on a regular basis.

Social procurement criteria continue to evolve. Where possible, certifications and adherence to external standards (e.g., ISO, Fair Trade, FSC) are incorporated into bid assessment criteria.

## GRI 2 GENERAL DISCLOSURES UNIVERSAL STANDARD



### 2-25

#### Processes to remediate negative impacts

Information incomplete.

This information is in the process of being updated. Further detail is expected to be available for the 2024-25 report.

### 2-26

#### Mechanisms for seeking advice and raising concerns

Training is provided to all employees upon hire to ensure awareness of our code of conduct. Several mechanisms are available for individuals to seek advice or raise concerns related to conduct.

Employees are encouraged to speak to their managers first. Where this is not an option, MBLL has a tipline for concerns about inappropriate or illegal activities, or unfair treatment. Where the concern relates to discrimination or harassment, employees may make a respectful workplace disclosure where concerns will be reviewed and addressed. The corporation also has a whistleblower protection policy to provide a formal process for disclosing concerns about significant and serious wrongdoings.

Partners and those engaged in a business relationship with MBLL can access [information on doing business with the corporation](#), including the supplier code of conduct.

[Contact Us](#) is a web-based system for customers, and members of the public to raise concerns or seek information.

The board has a Strategy, Planning, and Governance Committee, the role of which involves oversight and monitoring of MBLL's corporate governance, strategic plan, corporate responsibility, and public policy in order to gain reasonable assurance that effective management processes are in place and functioning in these areas.

### 2-27

#### Compliance with laws and regulations

There were no fines or sanctions for non-compliance with laws or regulations during the 2023-24 fiscal year.

### 2-28

#### Membership associations

Information incomplete.

This information is in the process of being updated. Further detail is expected to be available for the 2024-2025 report.



**2-29**  
Approach to involving engagement

Our website explains [our approach to involving engagement](#) with the below interested parties:

- The Government of Manitoba
- Local communities
- Customers
- Business partners
- Employees

The Province of Manitoba engages directly through *The Manitoba Liquor and Lotteries Corporation Act*, regulations made by the Liquor, Gaming and Cannabis Authority of Manitoba, the mandate letter directed to our board, and ongoing communication through established channels.

Engagement in local communities and with customers is provided through [annual public meetings](#), ongoing research in the form of partner satisfaction surveys, public and consumer opinion surveys, focus groups, and communication channels such as Contact Us.

Engagement with business partners is established through many of the resources available at the [MBLL partners webpage](#) and through dedicated teams of personnel whose role it is to manage specific business relationships. Examples include the general manager of commercial gaming, and the director of liquor commercial sales, along with more specific roles reporting to these leaders. Issues are managed with escalation as appropriate up to and including our president and CEO.

---

**2-30**  
Collective bargaining agreements

88% of our employees are represented by five unions under seven collective agreements. All collective agreements were ratified between May 2023 and February 2024.

The next collective bargaining agreement is set to expire in March 2026. Our objective is to ensure the agreements we reach with the union that represent our employees are fair and meet the objectives of our business.

MBLL determines working conditions and terms of employment for the remaining (12%) of employees who are not covered by collective bargaining agreements.

## GRI 200 ECONOMIC TOPIC STANDARDS

### 201 ECONOMIC PERFORMANCE

#### 201-1

Direct economic value generated and distributed

\$1,692.0 million – Revenue  
 \$93.4 million – Operating costs  
 \$169.2 million – Employee wages and benefits (paid to 2,998 employees)  
 \$732.5 million – Allocation to the Province of Manitoba

For analysis of all financial results:

[2023-24 Annual Report](#)

Making significant economic contributions

Total revenue of \$1,692.0 million was up 2.8% from 2022-23, due to the following:

- Cannabis operations revenues increased by \$22.7 million (17.3%), with 35 new stores opening during the year.
- Casino revenues increased by \$16.7 million (7.3%) attributed to increased attendance at both casinos.
- Liquor operations revenues decreased by \$10.0 million (1.1%), mainly attributable to a labour dispute that impacted both Liquor Mart and distribution centre operations.
- Online gaming revenues decreased by \$0.5 million (0.7%).
- Video Lotto revenues increased by \$17.5 million (5.4%), mainly due to the ongoing refresh of VLT machines and games on the VLT network.
- Allocation to the Province of Manitoba: \$732.5 million, down 1.1% from 2022-23.

Public Opinion

64% of Manitobans are aware of and value MBL's economic contributions to the Province of Manitoba.

Manitoba hotel and restaurant industry

\$101.6 million – VLT commissions and contributions; hotel beer vendor margins, discounts and handling fees

First Nations VLT siteholders

\$60.1 million – VLT commissions and contributions

Lottery retailers

\$18.4 million – Lottery retailer commissions

Private liquor retailers

\$26.4 million – Private liquor retailer and specialty wine store margins, discounts, and rebates





## GRI 200 ECONOMIC TOPIC STANDARDS



### 203 INDIRECT ECONOMIC IMPACTS

#### **203-2** Significant indirect economic impacts

Community programs, \$3.7 million:

- \$3.1 million – Community sponsorships
- \$0.6 million – Other community funding
- \$55.7 thousand – Employee payroll donations through the Annual Workplace Giving Campaign
- 111 – Employee volunteers
- 8057 – Employee volunteer hours
- 418 – Community, non-profit and charitable organizations supported
- 30 – Organizations received used asset donations

Social responsibility programs

\$13.4 million - Committed to social responsibility programming, including \$9.4 million funding for addiction, support and prevention services.

Public opinion

55% of Manitobans value MBL's contributions to communities.

### 204 PROCUREMENT PRACTICES

#### **204-1** Proportion of spending on local suppliers

The provincial and federal governments have made procurement commitments under several trade agreements. These agreements ensure interprovincial access to opportunities for suppliers. As a Crown corporation, we comply with the agreements and do not apply local supplier preferences in procurements.

Casino restaurants, a significant component of casino hospitality services, support several customer trends including offering local food. To ensure customer satisfaction, contracted food suppliers are requested to locally source at least 25% of food spend (excluding beverages other than dairy), which means the food is made from at least 85% local ingredients, and where all processing and packaging activities are in Manitoba.

In calendar year 2023 the casino restaurants purchased \$2.14 million of food, of which 23.4% was locally sourced.



302 ENERGY

**302-1**  
Energy consumption within the organization

Total consumption:	
	<b>2023</b>
<b>Building-related consumption</b>	<b>GJ</b>
Natural gas	56,708
Propane	54
Electricity	127,779
Diesel for generators	421 (10,876 L)
Maintenance equipment gas	71 (1,684 L)
Maintenance equipment diesel	245 (6,327 L)
<b>TOTAL FOR BUILDINGS</b>	<b>185,278</b>
	<b>2023</b>
<b>Fleet vehicle fuel consumption</b>	<b>GJ</b>
Gasoline	7,148 (209,012 L)
Diesel	179 (4,638 L)
Ethanol	497 (23,224 L)
Biodiesel	5 (224 L)
<b>TOTAL FOR FLEET</b>	<b>7,829</b>
<b>TOTAL CONSUMPTION (BUILDINGS AND FLEET)</b>	<b>193,107</b>

- Diesel for back-up generators and maintenance equipment fuel data is obtained from fuel consumption invoices.
- Fleet fuel consumption data is collected through GEOTAB, a fleet telematics system.
- Building-related heating and cooling data is generated through ENERGYSSTAR® Portfolio Manager.
- Gasoline, diesel and ethanol related fuel consumption is converted to GJ using the Government of Canada, National Energy Board online Energy Conversion Tables.

The total floor area associated with the building portfolio was 103,170 m<sup>2</sup>.

Our corporate fleet in 2023 had 84 vehicles made up of light-duty vehicles used for lottery ticket distribution and video lotto terminal maintenance, and a few heavy-duty service trucks for warehouse distribution activities.



302 ENERGY

**302-4**  
Reduction in energy consumption

We measure reductions in energy consumption using intensity-based targets for building-related heating, cooling and operations, and absolute targets for fleet fuel consumption.

**Buildings:**

Energy intensity targets are benchmarked using ENERGYSTAR® Portfolio Manager (all figures in GJ/m<sup>2</sup> (weather-normalized, source)). Building-related energy consumption includes electricity, natural gas and propane use.

Calendar year 2012 was selected as the base year due to completeness of data for all buildings.

Building	Address	2012 base year GJ/m <sup>2</sup>	2023 GJ/m <sup>2</sup>
Casinos	1425 Regent Avenue West, Winnipeg	7.00	5.14
	484 McPhillips Street, Winnipeg	6.99	4.97
Corporate office with warehouses	1390 Pacific Avenue, Winnipeg	1.94	1.61
	2 Wagon Trail, Morris	1.41	1.46
	1000 King Edward Street, Winnipeg	N/A*	1.57
Corporate offices	830 Empress Street, Winnipeg	4.24	N/A*
	1555 Buffalo Place, Winnipeg	1.49	1.10
	223 Main Street, Morris	3.52	1.582
Liquor Marts	Average of all locations	2.10 (44 stores)	1.58 (54 stores)

MBLL continues to conduct energy use monitoring, to determine options to improve the efficiency of buildings through renovations, preventive maintenance, equipment upgrades and optimization (e.g. adding sensors/controls)

\*The 1000 King Edward Street location was not part of the MBLL portfolio in 2012 and the Empress Street Location was sold in 2023 and is no longer included in the portfolio.



## GRI 300 ENVIRONMENTAL STANDARDS SERIES

### 302 ENERGY (CONTINUED)

#### **302-4** Reduction in energy consumption

##### **Fleet Vehicles:**

Fleet vehicle fuel consumption derived from GEOTAB, a fleet telematics system.

\*Calendar year 2015 was selected as the base year. Installation of telematics in fleet vehicles in 2015 allowed accurate tracking and monitoring of consumption.

	<b>2015 base year Litres</b>	<b>2023 Litres</b>
Gasoline	333,106	209,011
Diesel	10,194	4,638
Ethanol	30,944	23,224
Biodiesel	204	241
<b>TOTAL</b>	<b>374,448</b>	<b>237,117</b>

Reductions in fuel consumption were largely attributed to ongoing efforts to encourage fleet vehicle operators to reduce idling time and driving speed. MBLL has two electric vehicles and plans to increase its electric fleet in the future.

#### **302-5** Meeting Manitoba Government Green Building Policy objectives

MBLL ensures the objectives outlined in the Manitoba Green Building Policy are met. Checklists, templates, and forms aligned with the policy are used for all capital projects.



305 EMISSIONS

**305-1**  
Direct (Scope 1)  
GHG emissions

Scope 1 emissions are calculated on an annual basis (calendar year).

The selected approach for consolidating greenhouse gas (GHG) emissions by MBL is operational control. Gases included in the carbon dioxide equivalent (CO<sub>2</sub>e) are carbon dioxide (CO<sub>2</sub>), nitrous oxide (N<sub>2</sub>O), methane (CH<sub>4</sub>) and hydrofluorocarbons (HFCs). 2017 was selected as our base year to reflect the year the corporate GHG hot spot analysis was completed and used to create the 2022-32 Carbon Reduction Strategy.

Scope 1 - Direct emissions		Tonnes CO <sub>2</sub> e 2017 base year	Tonnes CO <sub>2</sub> e 2023
Stationary combustion	Natural gas	2,084.5	1,551.5
	Propane	38.3	3.4
	Diesel for backup generators	37.2	43.5
	Maintenance fuel	20.2	32.2
Mobile combustion	Fleet	1,162.4	778.5
Fugitive emissions	Refrigerants	70.4	112.5
<b>TOTAL SCOPE 1</b>		<b>3,412.9</b>	<b>2,521.6</b>

- Methodologies – [Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition](#)
- Emission factors for natural gas and propane sourced from ENERGY STAR® Portfolio Manager/ Natural Resources Canada.
- Fleet fuel calculations are based on the Global Logistics Emissions Council Framework for Logistics Emissions. Emission factors for fleet and maintenance fuel usage were obtained using the 2022 GREET model, selecting fuel sourced from Alberta oil sands.
- Global Warming Potentials for refrigerants are obtained from the [Greenhouse Gas Protocol GWP Values sheet – AR5 column and manufacturer spec sheets](#)



305 EMISSIONS (CONTINUED)

**305-2**  
Energy indirect (Scope 2)  
GHG emissions

Scope 2 emissions are calculated on an annual basis (calendar year).

The selected approach for consolidating GHG emissions by MBLL is operational control. Gases included in the CO2 equivalent (CO2e) are CO2, N2O and CH4.

Scope 2 - Indirect emission	Tonnes CO <sub>2</sub> e 2017 base year	Tonnes CO <sub>2</sub> e 2023
Electricity use		
<b>TOTAL SCOPE 2</b>	<b>51.5</b>	<b>44.0</b>

- Methodologies – Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition.
- Base year recalculation was conducted for Scope 2 in 2019 due to the recommendation from the Provincial Low Carbon Government Office to no longer use ENERGY STAR® Portfolio Manager’s emission factors and instead use Manitoba Hydro’s yearly published emission factor. Manitoba Hydro’s emission factor does not account for transmission and distribution losses.

## GRI 300 ENVIRONMENTAL STANDARDS SERIES

### 305 EMISSIONS (CONTINUED)

#### 305-3 Other indirect (Scope 3) GHG emissions

Scope 3 emissions are calculated on an annual basis (calendar year).

The selected approach for consolidating GHG emissions by MBLL is operational control. Through operational control, MBLL has an opportunity to manage or influence the GHG emissions associated with the selected Scope 3 Categories noted below.

Scope 3 - Upstream and downstream emissions		Tonnes CO <sub>2</sub> e 2017 base year	Tonnes CO <sub>2</sub> e 2023
Cat. 1 – Purchasing goods and services	Paper products	7,299.5	4,181.7
	Animal-based proteins	1,230.8	647.0
Cat. 4 – Upstream transportation and distribution	Distribution to Liquor Marts	417.2	440.9
	Distribution to commercial customers	231.1	281.5
	Distribution to lottery retailers and account customers	17.6	11.9
Cat. 5 – Waste generated in operations (landfilled waste from buildings)		250.5	190.5
Cat. 6 – Business travel (employee vehicle and air travel)		160.0	80.6
Cat. 8 – Upstream leased assets		760.0	1,291.1
Cat. 9 – Liquor Mart home delivery (estimated)		N/A*	22.0
Cat. 12 – End-of-life treatment of sold products (paper products landfilled)		127.0	109.0
<b>TOTAL SCOPE 3</b>		<b>10,483.8</b>	<b>7,256.2</b>

\*Liquor Mart Home Delivery was introduced after base year.





**Notes for 305-3**

Methodologies and guidance for calculating Scope 3 emissions are based on World Resource Institute Technical Guidance for Scope 3 emissions.

**Emission Factors**

- The Environmental Paper Network’s (EPN) paper calculator was used to calculate emissions associated with purchasing paper products.
- Emissions associated with the purchase of animal-based proteins were calculated using the CleanMetrics food carbon emissions calculator.
- Solid waste emissions were calculated using the EPA WARM model v16 2023 (solid waste emissions not available using Environment Canada’s GHG emissions calculator).
- Landfill gas recovery with flare selected through the model for current inventory year.
- Air travel emissions calculated using the International Civil Aviation Organization calculator include assumed stopovers for that flight (when direct flights are not available). Emissions calculated are based on one passenger. Assume all flights are round trip.
- Employee vehicle travel fuel consumption was divided based on Statistics Canada’s 2009 Canadian Vehicle survey.
- The DHL International’s carbon calculator which is in part based on the GLEC Framework was used to estimate Category 4 emissions.
- Liquor distribution was moved from an owned facility (Buffalo Place) with operational control, to a leased building (1000 King Edward Street) with limited operational control. The King Edward distribution facility was added to the inventory as a Category 8 upstream leased asset in 2023.

Note: All liquor distribution trucks are assumed to use diesel fuel only and therefore will use the CO<sub>2</sub>e well-to-wheel emission factor for diesel/biodiesel.

A base year recalculation was conducted in 2019 to reflect the inclusion of additional material emission including the purchase of animal-based proteins for casino restaurants (Cat.1) and with the distribution of MBL products to all channels (Cat. 4).

**305-5  
GHG emissions**

In comparison to the 2017 base year, 2023 GHG emissions for Scope 1, 2 and 3 have decreased as follows:

- Scope 1 - decrease 891.4 tonnes CO<sub>2</sub>e
- Scope 2 - increase 7.4 tonnes CO<sub>2</sub>e
- Scope 3 - decrease 3,227.6 tonnes CO<sub>2</sub>e

The decrease in emissions is due in part to yearly weather-related fluctuation is building heating and cooling requirements, operational changes and permanent reductions associated with actions completed within MBL’s near-term Carbon Reduction Strategy (2022-2032)

**Environmental scorecard  
for potable water  
consumption (m3)**

Year 2012 - 85,058 m<sup>3</sup>  
Year 2023 - 46,834 m<sup>3</sup>  
45% reduction





## GRI 300 ENVIRONMENTAL STANDARDS SERIES

### 306 EFFLUENTS AND WASTE

#### 306-2 Waste by type and disposal method

We have a number of waste minimization and collection programs at our casinos, Liquor Marts, corporate offices and warehouse locations. Mixed recycling programs in the office areas and specific collection programs manage the materials generated through liquor distribution, sales and casino operations. The tables below provide the weight of non-construction material of significance generated from liquor and gaming operations diverted for recycling and the total non-construction mixed materials sent to the landfill. Additional information is provided regarding efforts to recycle construction-related materials.

		2023 calendar year annual weight (tonnes)
<b>Single stream collection</b>	Cardboard (restaurant supplies and liquor distribution/sales)	442.49
	Electronics	15.4
	Lightbulbs (64,799)*	9.3
	Scrap metals	46.6
	Shrink wrap	24.0
<b>Composting</b>	Organics (food waste)	99.6
<b>Landfill</b>	Non-diverted	378.7
<b>Construction material management</b>	Concrete recycling	6.5
	Metal recycling	57.0
	Clean wood recycling	4.6
	Carpet recycling	
	Fixtures recycling	
	Landfill (non-diverted)	74.3
	Salvage (roof top units)	32.1

\*Includes the spent light bulbs and tubes from 2022 that were stored in a warehouse until a recycling option was reestablished in the vicinity.

- No other disposal methods such as reuse, energy recovery, deep well injection or incineration are applicable to operational functions. Light bulb weights were estimated using purchase weight information provided within various vendor specifications.
- MBLL also has established collection and recycling programs to capture natural cork from sold liquor products, depleted batteries, spent cooking oil, and pens. No weight metrics are available for these programs. An asset and item disposal program is used to manage surplus and end-of-life items such as furniture.

### 307 ENVIRONMENTAL COMPLIANCE

#### 307-1 Non-compliance with environmental laws and regulations

There were no fines or sanctions for non-compliance with environmental laws or regulations during the 2022-23 fiscal year.



## GRI 400 SOCIAL STANDARDS SERIES

### 403 OCCUPATIONAL HEALTH AND SAFETY

#### 403-4 Worker participation, consultation, and communication on occupational health and safety

MBLL has seven joint workplace safety and health committees with representation from applicable bargaining units at corporate offices, the distribution centre, and Shark Club gaming centre. Liquor Marts have elected safety and health representatives. The committees and safety and health representatives meet at a minimum quarterly and post the minutes of their meetings on a designated bulletin board within the workplace to inform workers of the topics discussed and the resolution of concerns raised.

The committees and representatives aid MBLL in preventing and reducing injuries to employees and customers. They assist in identifying hazards, recommending and monitoring safety and health programming initiatives, and conducting inspections and investigations into incidents within our properties as required. As such, members have a heightened awareness of safety and health matters.

Workers participate in the safety and health program by working together with their respective leaders and safety and health committee member or representative to identify and resolve concerns at their workplace. Safety and health information is posted on designated bulletin boards at each workplace and on the internal internet (iNET) system to inform workers of safety and health topics and initiatives.

### 404 TRAINING AND EDUCATION

#### 404-1 Average hours of training per year per employee

Total hours of training for 2023-24: 34,451 hours

**Breakdown by employee category**  
Corporate/operations management: 13,327 hours  
Frontline employees: 21,124 hours

#### 404-2 Programs for upgrading employee skills and transition assistance programs

MBLL provides training and development opportunities to support employees in their current positions and prepare them for career advancement. This includes learning opportunities focused on leadership and coaching; diversity, equity and inclusion; effective communication; process improvement; computer and occupation-specific skills; working remotely; as well as health, safety, and wellness. Through our educational development program, qualifying employees also receive financial support to complete developmental courses at accredited educational institutions.

#### 404-3 Percentage of employees receiving regular performance and career development reviews

Percentage of total employees who received an annual performance summary: 93%

**By employee category**  
Corporate/operations management: 88%  
Frontline employees: 98%

## GRI 400 SOCIAL STANDARDS SERIES

### 405 DIVERSITY AND EQUAL OPPORTUNITY

#### 405-1 Diversity

Total board members: 9  
Total employees: 3,058

		Board of Directors	%	Employees	%
<b>Gender</b>	Identify as Female	6	67%	1,264	41.3%
	Identify as Male	3	33%	1,165	38.1%
	Identify as another gender including gender fluid, non-binary, trans man, trans woman, two spirit or self-identified	0	0%		1.4%
	Chose not to disclose	0	0%	408	13.3%
<b>Age</b>	18 to 25	0	0%	432	14.1%
	26 to 41	0	0%	739	24.1%
	42 to 57	6	67%	1344	43.9%
	58 to 76	3	33%	540	17.9%
	Greater than 76	0	0%	3	0.09%
<b>Employment Equity Categories</b>	Members of racialized groups	0	0%	741	24.2%
	Indigenous	1	11%	317	10.4%
	Persons with disabilities	0	0%	150	4.9%
	Bilingual (French)	0	0%	188	6.1%
<b>Location</b>	Winnipeg	7	78%	2,672	87%
	Outside Winnipeg	2	22%	386	13%

Notes: Diversity information is collected on a voluntary basis.  
A single employee can enter multiple records for gender info. Totals may not match total employee counts.





## GRI 400 SOCIAL STANDARDS SERIES

### 405 DIVERSITY AND EQUAL OPPORTUNITY (CONTINUED)

#### 405-2

Ratio of basic salary and remuneration of women to men

All positions are evaluated based on roles and responsibilities and assigned to pay scales accordingly. MBLL is exploring how it can report on salary remuneration ratios in the future.

### 413 LOCAL COMMUNITIES

#### 413-2

Operations with significant actual and potential negative impacts on local communities

MBLL's products may negatively impact customers and communities which is why the corporation has a range of initiatives to mitigate negative impacts. These initiatives include the two consumer awareness programs of DrinkSense and Informed Gambling; Informed Gambling Centres in casinos; funding for treatment, support and harm reduction programs; and support for research in these areas. In addition, environmental initiatives to reduce waste, water and energy reduces negative impacts and contributes to customer and community wellbeing.



**416-1**

Assessment of the health and safety impacts of product and service categories

**Gaming Integrity**

**Electronic Gaming:**

The Liquor, Gaming and Cannabis Authority of Manitoba (LGCA) requires all electronic gaming devices to be certified by an independent laboratory to meet LGCA technical standards.

**Lottery:**

WCLC develops, tests, and audits (internal and external) lottery games (draw-based, scratch-and-win, and sports) to ensure the technical/game integrity for all products. Additionally, scratch-and-win games are certified by an independent laboratory and meet strict technical standards.

**PlayNow.com:**

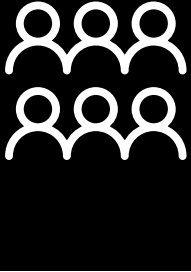
All games managed by PlayNow.com meet LGCA requirements as well as British Columbia Gaming Policy Enforcement Branch (GPEB) requirements. These games are certified by an independent laboratory and meet strict technical standards.

**Liquor Quality**

The Canadian Food Inspection Agency (CFIA) legislation requires producers to be responsible for the safety of all consumables, compliant with labelling guidelines and capable of managing the effective recall of non-compliant items.

Below are actions MBLL takes on this topic:

- Tamper-proof container seals are used during transport of goods inbound, and MBLL is notified when there is an issue.
- There is an inspection of product from any affected loads to ensure product has not been tampered with or damaged.
- As per the terms and conditions in the purchase order, the carrier is responsible for investigations as they relate to the condition and safety of products received.
- Labelling and packaging meet CFIA compliance.
- Product contents must be as described and compliant with Health Canada and the *Food and Drugs Act and Regulations*.
- The producer/supplier warrants and certifies that the liquor does not contain any contaminants, chemical or otherwise, or foreign materials which render the product unacceptable by Canadian standards. MBLL has a comprehensive quality control program in place where testing may be conducted to validate contents.
- When safety concerns arise, MBLL works with Health Canada, the supplier and local agent to take corrective action.
- When quality concerns arise, MBLL works with the supplier and local agent to take corrective action promptly.
- MBLL performs visual inspections at receipt for nonconformities and manages traceability in the receiving system to track production dates, expected end of life and ensure first in, first out distribution.
- MBLL has access to third-party product testing on an ad hoc basis.
- MBLL participates in industry training and conferences related to quality assurance and quality control.



**416-1**  
Assessment of the health and safety impacts of product and service categories

**Cannabis Product and Service Quality**

Industry must follow:

- Licensing to cultivate, sell and research cannabis from Health Canada.
- Mandatory third-party product testing for the presence of pesticide active ingredients in all cannabis products before products can be sold.
- Packaging and labelling requirements for cannabis products designed to:
  - protect against accidental consumption
  - ensure products are not appealing to children and youth
  - provide consumers with information they need to make informed decisions before using cannabis
  - ensure products are produced and purchased from an authorized source
  - ensure products have not been opened or tampered with, by intact excise stamps.
- Cannabis Tracking and Licensing System enabling the tracking of sale and movement of all cannabis products, with the goal of preventing illicit cannabis from diverting into or out of the legal supply chain.

MBLL has implemented the following measures to ensure product quality:

- Licensed cannabis retailers must adhere to a retailer agreement in which retailers must develop and implement programs ensuring front-line employees meet customer expectations relating to service and product knowledge as well as responsible use of cannabis.
- Licensed suppliers must adhere to purchase order terms and conditions in which suppliers must comply with the *Cannabis Act* ensuring product meets testing, packaging, and labelling requirements.
- Licensed cannabis distributors must store and ship cannabis products as per the terms of the limited cannabis distribution agreement.
- MBLL reports on behalf of retailers to ensure compliance with the reporting requirements established by Health Canada.

Customer behaviours

75% of Manitoba gamblers can identify (unaided) at least one valid strategy for gambling responsibly.

57% of Manitoba alcohol consumers can identify (unaided) at least one strategy they use to reduce alcohol-related risks.



## GRI 400 SOCIAL STANDARDS SERIES

### 416 CUSTOMER HEALTH AND SAFETY (CONTINUED)

#### Identification checks and intoxication (Casinos and Liquor Marts)

##### Casinos

- 193,180 ID checks
- 4,115 instances of refused entrance due to improper or no identification
- 364 instances of refused entrance due to signs of intoxication

##### Liquor Mart

- 100% of customers entering Liquor Marts with controlled entrances have their ID checked
- 1,622 ID checks at point-of-sale at Liquor Marts with controlled entrances
- 51,372 ID checks at point-of-sale at Liquor Marts that do not have a controlled entrance

##### Liquor Marts refused service due to improper or no identification

- 3,293 instances of refused service at controlled entrances due to improper or no identification
- 19 instances of refused service at point-of-sale due to improper or no identification at Liquor Marts with controlled entrances
- 488 instances of refused service at point-of-sale due to improper or no identification at Liquor Marts that do not have a controlled entrance

##### Liquor Marts refused service due to showing signs of intoxication or improper behaviour

- 4,644 instances of refused service at controlled entrances due to showing signs of intoxication or improper behavior
- 1,123 instances of refused service at point-of-sale due to showing signs of intoxication or improper behavior at Liquor Marts with controlled entrances
- 286 instances of refused service at point-of-sale due to showing signs of intoxication or improper behavior at Liquor Marts that do not have a controlled entrance

#### Lottery retailer social responsibility mystery shop results

68% compliant in proper ticket validation through 412 mystery shops.

A passing score is achieved when the lottery retailer:

1. Looks for a signature on the ticket.
2. Issues the correct prize amount.
3. Returns the ticket intact to the customer.
4. Provides a validation slip to the customer.

81% compliant in asking for ID through 110 mystery shops.

A passing score is achieved when the lottery retailer requests to see ID from customers that appear under the age of 25.

#### Informed Gambling Centre visitation

- 2,408 information visits (discussions on gambling or the centre)
- 837 basic interactions (discussions on personal gambling behaviours, beliefs or strategies)
- 347 support option interactions (discussions about gambling concerns and support services)
- 757 staff visits (discussions with casino employees on responsible gambling, support for a guest, the centre or other gambling-related)
- 8,401 special event attendees (visits to responsible gambling educational events)

Note: differences compared to the previous year are primarily due to changes in the way data is now collected.



## GRI 400 SOCIAL STANDARDS SERIES

### 416 CUSTOMER HEALTH AND SAFETY (CONTINUED)

Informed Gambling and DrinkSense awareness

17% of Manitoba gamblers are aware of the recently adopted Informed Gambling brand (aided).

59% of Manitoba alcohol consumers are aware of the DrinkSense brand (aided).

Customer satisfaction

91% of Liquor Mart customers were satisfied with their overall experience.

76% of Casinos of Winnipeg customers were satisfied with the casino.

20% of VLT customers were satisfied with the VLTs they played.

### 417 MARKETING AND LABELING

#### 417-1

Requirements for product and service information and labelling

Our casinos, gaming centre and retail operations have Informed Gambling and DrinkSense information.

All product advertising includes a social responsibility message ("18+ | ENJOY RESPONSIBLY") as required by the LGCA.

### 418 CUSTOMER PRIVACY

#### 418-1

Substantiated complaints concerning breaches of customer privacy and losses of customer data

Zero complaints concerning breaches of customer privacy.

Zero identified leaks, thefts, or losses of customer data.

### 419 SOCIOECONOMIC COMPLIANCE

#### 419-1

Non-compliance with laws and regulations in the social and economic area

There were no known significant fines or non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area during the 2023-24 year.