

- BC Liquor Stores showcase multiple supplier product displays featuring beverage alcohol from Argentina, Australia, California, Chile, France, Germany, Italy, Portugal, New Zealand and South Africa.
- » BC Liquor Stores host numerous multicultural food and wine pairing events for customers and support various cultural celebrations with in-store signage, website information, displays and special events that are recognized in select BC Liquor Stores including Hanukkah (20 stores), Chinese New Year (40 stores) and Diwali (30 stores).

British Columbia Lottery Corporation

MANDATE

The British Columbia Lottery Corporation (BCLC) operates under the provincial Gaming Control Act (2002) and within the legislative, regulatory and policy framework established by the Province.

MISSION

BCLC conducts and manages gambling in a socially responsible manner for the benefit of British Columbians. We offer exceptional gambling entertainment through:

- » National and provincial lotteries;
- » Casino gambling and Online gambling; and
- » Commercial bingo.

VISION

Gambling is widely embraced as exceptional entertainment.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCLC's executive team promotes a fair, open, respectful and progressive workplace and business. We stand behind our Standards of Ethical Business Conduct, CSR Charter and corporate policies, all of which embody our values of social responsibility, integrity and respect.



KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BCLC's Corporate Social Responsibility (CSR) Charter formalizes our commitment to support the communities that we live and work in, and to make BCLC a great place to work through respect, empowerment and teamwork.

BCLC operates with the fundamental understanding that our market and customers, including service providers and retailers, are multicultural and diverse culturally diverse.

MECHANISMS AND PROCESSES ESTABLISHED FOR INVOLVING EMPLOYEES AT ALL LEVELS TO PROMOTE MULTICULTURALISM

BCLC's Corporate Social Responsibility Charter formalizes our commitment to support the many diverse communities of BC:

- » Our cultural drivers of trust, collaboration, customer focus and embracing change play an important role in fostering respect, empowerment and teamwork to make BCLC a great place to work.
- » We understand the multicultural diversity of our market, our customers, our service providers and our retailers.
- » Respect is one of our corporate values. We value and respect our players, service providers and each other.
- » We have a comprehensive corporate policy addressing harassment.
- » Our commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin is reflected in our Ethical Standards of Business Conduct, which is reviewed and signed off each year by all employees.

Embracing Multiculturalism in the Workplace
BCLC offers multi-lingual training in the Lottery Certification eLearning course in English, Punjabi, Chinese and Korean.

In addition, BCLC is committed to creating accessible information about responsible gaming and brochures are currently printed in:

- » English;
- » Chinese;
- » Punjabi;
- » Vietnamese;
- » Korean;
- » Tagalog; and
- » French.

Our Consumer Services hotline is able to access translation services when assisting customers and lottery retailers who have English as a second language.

We provide our responsible gambling information brochures and materials to players in these languages at casinos and community gaming centres across the province at our GameSense Info Centres. Players can also access responsible gambling information through discussion with interpreters in Lower Mainland facilities.

HIGHLIGHTS OF INITIATIVES

- » BCLC implements Respectful Workplace Matters training for all employees.
- » We have formalized our commitment to support B.C. communities and make BCLC a great place to work in our CSR Charter, Playing it Right.
- » Our lottery retailer certification paper exams are provided in English, Korean and Chinese.
- » GameSense responsible gambling materials are offered in English, French, Punjabi, Chinese, Vietnamese, Korean and Tagalog.
- » Our Consumer Services hotline is able to access translation services when assisting customers and lottery retailers who have English as a second language.

- » We provide responsible gambling information brochures and materials to players in six languages in addition to English at casinos and community gaming centres across the province at our GameSense Info Centres. Players can also access responsible gambling information through discussion with interpreters in Lower Mainland facilities.

BC Oil and Gas Commission

MANDATE

Section 4 of the Oil and Gas Activities Act sets out the mandate and purposes of the BC Oil and Gas Commission (Commission) as follows.

- a. To regulate oil and gas activities in British Columbia in a manner that:
 - (i) Provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well-being;
 - (ii) Conserves petroleum and natural gas resources;
 - (iii) Ensures safe and efficient practices; and
 - (iv) Assists owners of petroleum and natural gas resources to participate equitably in the production of shared pools of petroleum and natural gas.
- b. To provide for effective and efficient processes for the review of applications for permits and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects.
- c. To encourage the participation of First Nations and aboriginal peoples in processes affecting them.
- d. To participate in planning processes.
- e. To undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the commission.

MISSION

We regulate oil and gas activities for the benefit of British Columbians. We achieve this by:

- » Protecting public safety;
- » Respecting those affected by oil and gas activities;
- » Conserving the environment; and
- » Supporting resource development.