

The background features a series of overlapping, curved, light green lines that create a sense of motion and depth. A thin, white circle is positioned in the upper right quadrant of the page.

Our Environmental Contribution

With its appropriate management of residual materials, water and energy consumption, the employee workplace environment, purchasing practices and sustainable transport, **Loto-Québec works to reduce the environmental impact of its infrastructure and its operations**, while taking a **long-term perspective** in terms of confirming its leadership role.



Management of Residual Materials

Some years ago, Loto-Québec set up a recovery program in all of its buildings, whereby it recovers paper, cardboard, plastic, glass, metal, numerous types of equipment and other materials.

A major characterization study of Loto-Québec's residual materials was undertaken in 2008-2009 throughout the Corporation's establishments. The study showed that Loto-Québec generates some 2,800 tons of residual materials annually.

The characterization study did however confirm the Corporation's **good performance in the area of recovery**, recovering 77% of recyclable materials it generates. The fibre recovery rate (paper and cardboard) fluctuates around 83%, while the rate for plastics, glass and metal varies to a greater degree from one establishment to another. Several activities and awareness tools have been made available to help employees improve the recovery rate.

Loto-Québec has set a 2013 re-use target rate of 80% in all of its establishments, for products that come from residual materials that are potentially reusable or recyclable.

The main challenge will come from composting perishable materials at the corporate level, where 57% of all Loto-Québec residual materials are generated.

Five establishments now have composting systems: the Québec City regional centre, the Québec City gaming hall, the Casino du Lac-Leamy, the Hilton Lac-Leamy and the Casino de Mont-Tremblant.

Loto-Québec's residual materials management efforts are bearing fruit: nine of its establishments have now been certified by the *ICI ON RECYCLE!* program. The Montréal and Québec City regional centre did particularly well, receiving the highest level, awarded to institutions that re-use 80% of their residual materials.

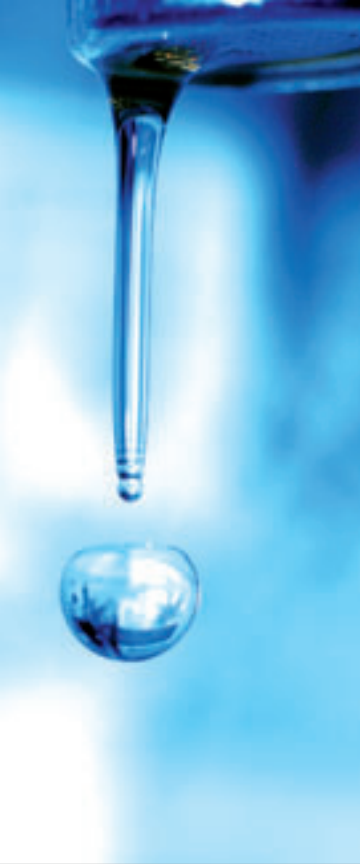
Establishments certified *ICI ON RECYCLE!*

Level 3

- **Montréal and Northwestern Québec regional centre, Laval**
- **Québec City and Eastern Québec regional centre, Québec City**

Level 2

- **Head office, Montréal**
- **Loto-Québec multifunctional complex, Montréal**
- **Pierre-De Coubertin building, Montréal**
- **Québec City gaming hall, Québec City**
- **Trois-Rivières gaming hall, Trois-Rivières**
- **Casino du Lac-Leamy, Gatineau**
- **Hilton Lac-Leamy, Gatineau**



Water Consumption

Water meters were installed in all of the Corporation's establishments in 2009-2010, providing a more precise profile of our water consumption. Once the data has been analyzed, a percentage reduction target will be set. Until that time, Loto-Québec washroom facility and exterior installation practices at the Corporation's establishments continue to be improved.

In order to provide a framework for the resource-saving initiatives in its buildings, Loto-Québec undertook to qualify all of its establishments for **BOMA BEST certification** and maintain their level of performance. Currently, 13 of its establishments have been certified. Loto-Québec's building management teams take part in improving their practices in this field, specifically by participating in BOMA round table commissions.

Energy Consumption

Loto-Québec **improved the energy efficiency of its buildings by more than 9% between 2006-2007 and 2010-2011**. These gains stemmed from, among other things, improving the heating and cooling systems in several of the Corporation's establishments. The increased energy efficiency of the new buildings contributed to this improved level of performance.

Several Loto-Québec establishments have achieved noteworthy gains in energy consumption reduction: 27% for the Québec City regional centre, 19% for the Hilton Lac-Leamy and 14% for the Loto-Québec multifunctional complex.

Finally, the major Casino de Montréal renovation that began in 2009 will enable part of the energy infrastructure of that establishment to be replaced by new, higher-performance fixtures and equipment that consumes less energy.



Quality of the Workplace Environment

Loto-Québec is committed to providing its employees with a **healthy and high-performance workplace environment**.

Design, renovation and management practices used in the Corporation's buildings aim at maximizing their positive impact and at reducing any detrimental effects. This approach finds expression in the use of **ecological materials**, maximizing the use of natural lighting and lowering noise at the workspace level.

Efforts have also been made to improve building air quality and to optimize ventilation systems. These measures improve the workplace environment while **reducing energy consumption**.

LEED (Leadership in Energy and Environmental Design) certification from the Canada Green Building Council is pending for the Québec City and Trois-Rivières gaming halls. The Casino de Mont-Tremblant will be applying for the same certification.

Four years ago, Loto-Québec also began a major program to **reduce its photocopier and printer paper consumption**. By introducing equipment capable of two-sided printing and educating its employees, the Corporation lowered its use of fine papers by 16% more than 17.9 tons of paper. Nearly 3.6 million sheets of paper were saved due to these measures.

Awareness and Training

As part of its sustainable development efforts, Loto-Québec holds **information campaigns for its personnel**. These campaigns touch on themes such as sustainable development, paper and energy consumption and the appropriate management of residual materials, both at work and at home.

Loto-Québec also participates in a variety of **sustainable development awareness events**, including Earth Hour, Earth Day and the In Town Without My Car! car-free day in Montréal.

Similarly, Loto-Québec makes the *Ma santé, je m'en occupe* program available to all of its employees in order to help participants acquire **healthy living habits**. The program covers themes such as stress management, healthy eating and the benefits of exercise.

Training programs on how to incorporate the principles of sustainable development into the decision-taking process, the optimal use of fine papers and responsible event planning are provided to specific employee categories.

Finally, all Loto-Québec employees take **training sessions on responsible gaming**. Complete information on our responsible gaming measures can be found at the address below.

lotoquebec.com/corporatif/nav/en/responsible-gaming



Eco-responsible Events

Responsible event management seeks to make use of the principles of sustainable development, from event planning stage to wrap-up statement. The goal is to minimize the negative impacts of events, especially with respect to the environment, and to increase their positive repercussions (local or fair trade, utilizing locally-minded businesses, event accessibility, etc.).

Responsible management includes environmental, social, ethical and governance objectives.

Loto-Québec thus works to incorporate **eco-responsible management practices** into its internal workflow and into the public events the Corporation sponsors each year.

Since 2006, Loto-Québec's sponsorship program has included sustainable development awareness activities for event organizers. The Corporation also includes questions about sustainable development in its event sponsorship application form.

Residual materials management, active transportation, local purchasing and healthy food are also assessed when considering applications, with the resulting scores used in the event sponsorship selection process.

Moreover, this initiative was **recognized in 2010 at the Gala de reconnaissance en environnement et développement durable de Montréal**, organized by the Conseil régional de l'environnement de Montréal, the Conférence régionale des élus de Montréal and the Ville de Montréal.

Loto-Québec also shared its experience in this area by participating in the Bureau de normalisation du Québec's 2010 creation of responsible event management standards.

BOMA BEST Certification by Establishment

Level 4

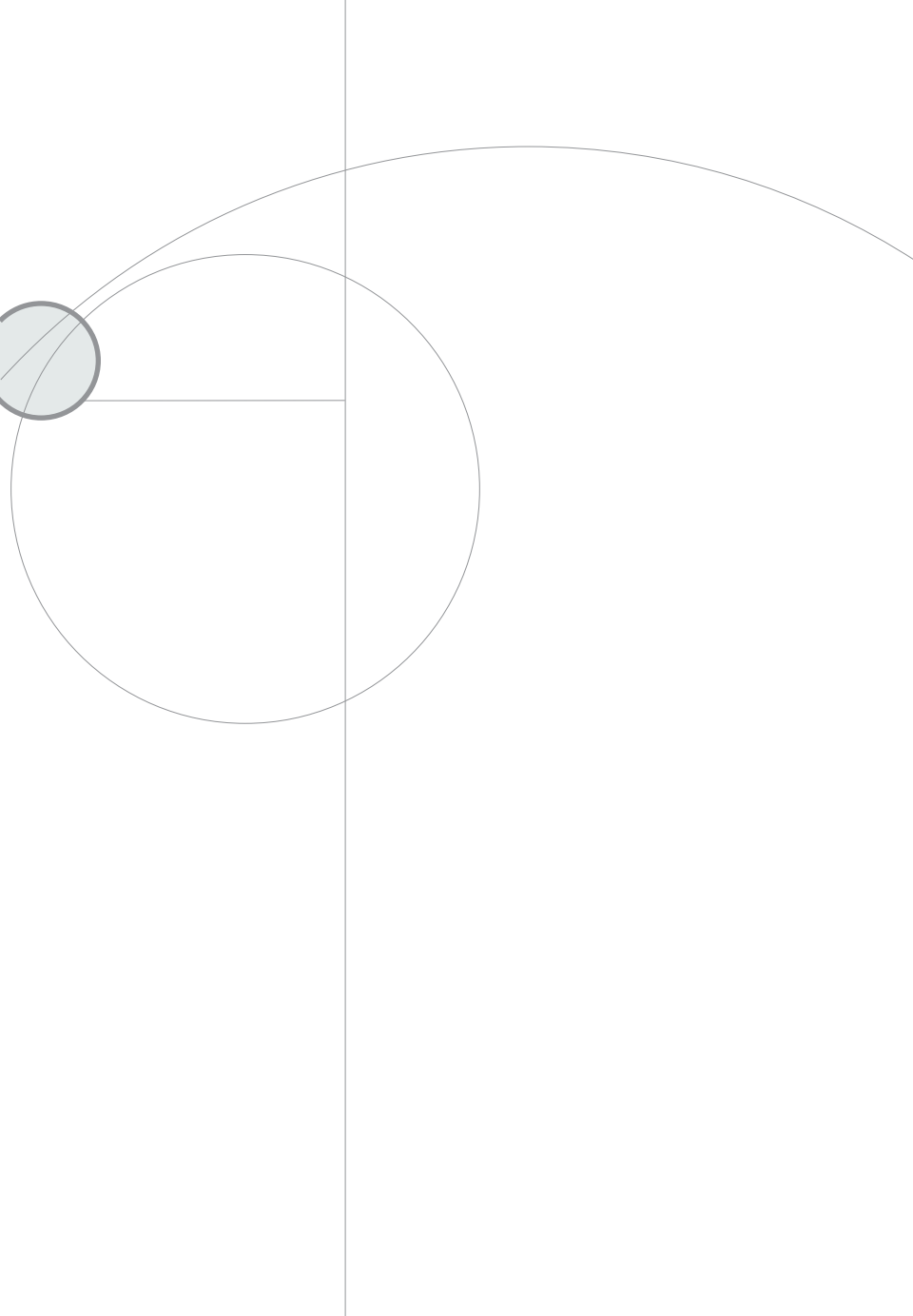
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- **Casino de Mont-Tremblant, Mont-Tremblant**

Level 2

- **Casino de Montréal, Montréal**
- **Casino de Charlevoix, La Malbaie**
- **Fairmont le Manoir Richelieu hotel, La Malbaie**
- **Hilton Lac-Leamy hotel, Gatineau**



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