

CORPORATE SOCIAL RESPONSIBILITY ANNUAL REPORT FISCAL YEAR 2022



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The Hoosier Lottery's Corporate Social Responsibility (CSR) program is comprised of three pillars: Responsible Gaming, Engagement, and Responsible Practices. Our initiatives impact a variety of stakeholders, including players, the community, and our business operations. We have a dedicated team of employees managing our CSR program and vet our goals and initiatives internally through a CSR Advisory Board consisting of senior leadership from both the State Lottery Commission of Indiana (Commission) and IGT Indiana.

Corporate Social Responsibility Advisory Board



About the Hoosier Lottery

The Hoosier Lottery is the official State Lottery of Indiana, headquartered in the capital city of Indianapolis, with regional offices in Mishawaka (northern) and Evansville (southern).

The Hoosier Lottery consists of two organizations that work together to ensure the optimal performance of Lottery operations. This unique structure is the result of an Integrated Services Agreement between the State Lottery Commission of Indiana and IGT Indiana. The Commission maintains control and oversight over all lottery operations and is responsible for accounting, prize payment, security, retailer payment, and retailer licensing. IGT Indiana is responsible for sales, marketing, product development, distribution, and corporate social responsibility. In compliance with Indiana State law, we sell lottery products to adults 18 years of age or older in approximately 4,400 licensed retailers in all 92 counties. The Hoosier Lottery offers an array of Draw, Scratch-off, and Fast Play games. Information about all games, including odds and the number of prizes claimed, is located on the Hoosier Lottery website at HoosierLottery.com.



RESPONSIBLE GAMING

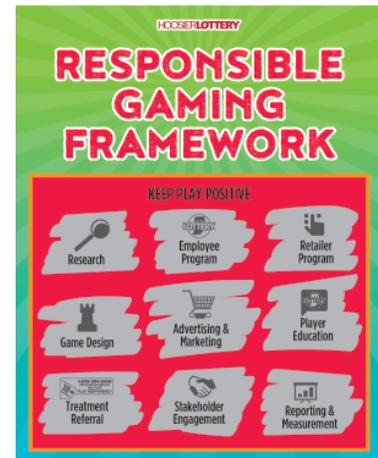
Responsible gaming is the set of social responsibility initiatives utilized by gaming industry providers (like us) to ensure the integrity and fairness of operations as well as promote awareness of harms associated with gambling. The Hoosier Lottery has a nine-element responsible gaming framework ranging from tools for players to training for employees and retailers.



CERTIFIED
WLA RESPONSIBLE GAMING
FRAMEWORK
LEVEL 4 / VALID UNTIL 2024

Our dedication to our responsible gaming program is reflected in our Level Four Certification with the World Lottery Association (WLA), the highest level of responsible gaming certification possible within our industry. The recertification

process occurs every three years, and in fiscal year 2022, we achieved certification for the third time, valid through 2024. The pathway to certification is to demonstrate continuous improvement in each program area.



Player Education

The Hoosier Lottery is committed to helping players have fun and entertaining experiences by understanding and applying responsible gaming principles when they play. We call our responsible gaming player education program *Positive Play* and strive to communicate information transparently to help players achieve the best play experience possible.

We share Positive Play information and tools through the following channels:

- Communication campaigns via social media, notifications within the free Hoosier Lottery mobile app, point-of-sale advertisements at retail, billboards, draw station interviews and public service announcements, and radio
- Positive Play information and interactive resources on HoosierLottery.com and the free Hoosier Lottery mobile app
- Responsible gaming fliers at all retail locations
- In-person appearances at sponsor events, retailer promotions, and meetings with beneficiaries

This Year

Each year we evaluate our existing Positive Play tools and determine areas where we want to create new assets and develop informative resources. In addition, we have dedicated campaigns to promote responsible gaming and problem gambling awareness. In the fall of 2021, we increased public awareness with messages during Responsible Gaming Education Week, which is part of a national campaign by the American Gaming Association. In prior years, we focused solely on employee education, but this year we used social media platforms to promote our Positive Play tools to additional stakeholders.





The Hoosier Lottery participates in the National Council on Problem Gambling's (NCPG's) Gift Responsibly initiative, and we create custom communications to stress the importance of gifting lottery tickets to those 18 or older. This past year, we expanded our communication toolbox to include other holidays and occasions so we can share the message of Gift Responsibly year-round.

Additionally, we continued to promote NCPG's Problem Gambling Awareness Month in March, as well as Financial Literacy Month in April, both of which were great opportunities to activate our Positive Play toolbox.

FY 2022 Social Media Engagement

	Gift Responsibly Campaign	Responsible Gaming Education Week	Problem Gambling Awareness Month	Financial Literacy Month
Impressions:	504,555	284,865	777,967	521,025
Reach:	499,571	252,798	722,348	500,490

We understand some concepts in responsible gaming education can be confusing, such as gambling myths and odds, so we created tools to explain these concepts. We launched four new videos during FY 2022 and hope to build upon our library in the future with additional responsible gaming messaging. The videos are accessible through HoosierLottery.com and are effective tools to promote through social media channels.

Positive Play Webpage Visits	
FY 2021	13,945
FY 2022	29,634

Positive Play video views through June 30, 2022

<p>Understanding Odds</p> <p>774</p>	<p>Gambling Myths</p> <p>518</p>	<p>Spending Limits</p> <p>629</p>	<p>Responsible Gifting</p> <p>766</p>
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Part of our outreach to players occurs in person at events, and we have developed fun yet educational Scratch-off tickets with responsible gaming messaging to hand out to patrons at events. This year we updated our design and content in four new Scratch-off tickets that we distributed at retailer and sponsored events.



Retailers are the front line of our business with players, so it's important that they have Positive Play tools on hand. This year we updated our responsible gaming flier to include information about our Positive Play tools as well as problem gambling resources. In addition, we produced more than 196,000 updated fliers and distributed them to approximately 4,400 retailers statewide.

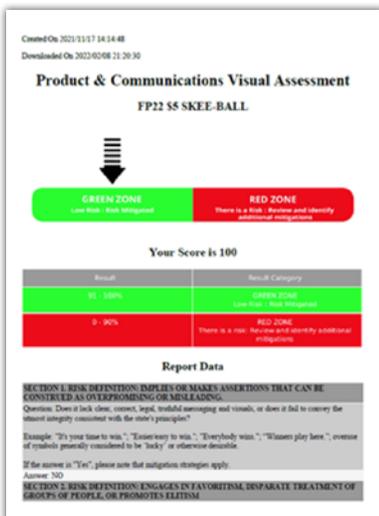


Game Design

The Hoosier Lottery centers its responsible gaming approach to game design on identifying potential risks and applying mitigation strategies to our game portfolio. We want to produce games that players will find fun and entertaining and will create lifelong players who spend what they can afford on our games as entertainment. With those goals in mind, we assess the risks of our games during their design phase using two separate tools.

The first tool is Game Design Assessment on DigitalRG using the ASTERIG® (Assessment Tool to Measure and Evaluate the Risk Potential of Gambling Products) methodology developed by Dr. Franz W. Peren, professor of management sciences at the University of Applied Sciences, Hochschule Bonn-Rhein-Sieg, in Germany. ASTERIG looks at the structural characteristics of a game and includes things like prize structure, frequency of play, odds, near wins, etc. For more information on ASTERIG, [click here](#).

ASTERIG produces a score for each game using a scale. The Hoosier Lottery has committed to not producing any games that score “high” or “highest” risk on the scale. This tool provides instant feedback to our product team that designs games so they can make decisions in real time to change a game or apply mitigations so that it is less risky. The tool generates a report and final score once all changes have been made to the game, which the product team shares with key decision-makers before the game is produced.



The second tool, the Product and Communications Visual Assessment (Visual Assessment) on DigitalRG uses the Hoosier Lottery’s Marketing Code of Conduct as a baseline and is benchmarked against responsible gaming best practices. We developed this risk identification and mitigation process for visual imagery and wording used in games and advertisements. In other words, the Visual Assessment looks at the game’s artwork, name, symbols, and other language proposed to include on the ticket. This tool also provides feedback in real time, allowing our product team to make adjustments, and generates a final report that can be routed during the approval process prior to game production.

CASE STUDY - SKEE-BALL®



Our evaluation process is collaborative, and with the help of the two assessment tools, we can apply game changes and risk mitigations specific to each game.

One game that went through the two-part process during FY 2022 was SKEE-BALL®. This game is sold in other jurisdictions and is a licensed property from a third-party vendor. As such, changes to the ticket design and art were limited as the license owner had to approve any proposed changes. The mitigation process started in the initial selection of the ticket style, as we opted for a retro design, avoiding child-like imagery and appeal. The ASTERIG tool did not present any concerns from a responsible gaming perspective, as it scored “low risk.” This meant the play style, odds, jackpot, prize structure, etc. were not rated as being overly risky to players.

The Visual Assessment was completed once the draft artwork was selected. Despite this being a licensed property, our product team changed the ticket art by removing a “cartoon-like person” that was on the ticket in other jurisdictions. They also removed any imagery they felt may appeal to children. The chosen artwork scene was a vintage arcade to appeal to those over 18.

After the artwork was finalized and the reports were generated, the CSR team had discussions and meetings with marketing and digital advertising team members to align on strategy. The digital team age-gated a free-play digital SKEE-BALL game on our website and worked with the licensor to get additional 18+ messages in conspicuous locations. The marketing team met with the CSR team throughout the development of the advertising campaign for SKEE-BALL to get feedback. The marketing team developed a campaign highlighting the “timeless fun” and nostalgia of playing SKEE-BALL for those 18+. The colors used were muted orange, green, and blue for a retro feel. The campaign included phrases like “classic summer fun” and “a new spin on an old classic,” further emphasizing the game’s nostalgia and appeal for our 18+ players.

This Year

We evaluated 69 games and met our commitment of having no “high” or “highest risk” scores. As such, 45 were evaluated as low risk, and 24 were evaluated as medium risk.



Advertising and Marketing

The Hoosier Lottery's advertising and marketing communications are the primary conduits of our brand and products to the public. The Hoosier Lottery advertises across various mediums, and we follow a combination of policies, procedures, and guidelines to help ensure that we consistently communicate Responsible Gaming principles and operate in a socially responsible manner. Our program includes our Marketing Code of Conduct, our marketing compliance processes and assessments, and our brand identity development and communications.

This Year

One of our commitments is annual Marketing Code of Conduct training for various stakeholders involved in designing, marketing, and selling our games. We customize our training depending on the department, and this past year we offered specific Marketing Code of Conduct training around holiday games and promotions and the importance of gifting responsibly.

In addition to ensuring that our staff and marketing partners are aware of the Marketing Code of Conduct, all campaigns undergo a compliance process. This process allows legal, brand, and CSR teams to raise any issues the marketing team must address on a large scale throughout the campaign. The marketing team also completes a Visual Assessment, and all ten campaigns executed in FY 2022 went through this process.



This past year, the marketing team helped develop a CSR communication strategy to expand monthly CSR messaging from campaigns like Gift Responsibly and Problem Gambling Awareness Month to sustainability and grant messaging. We are committed to sharing information about our tools and initiatives with our players and community.



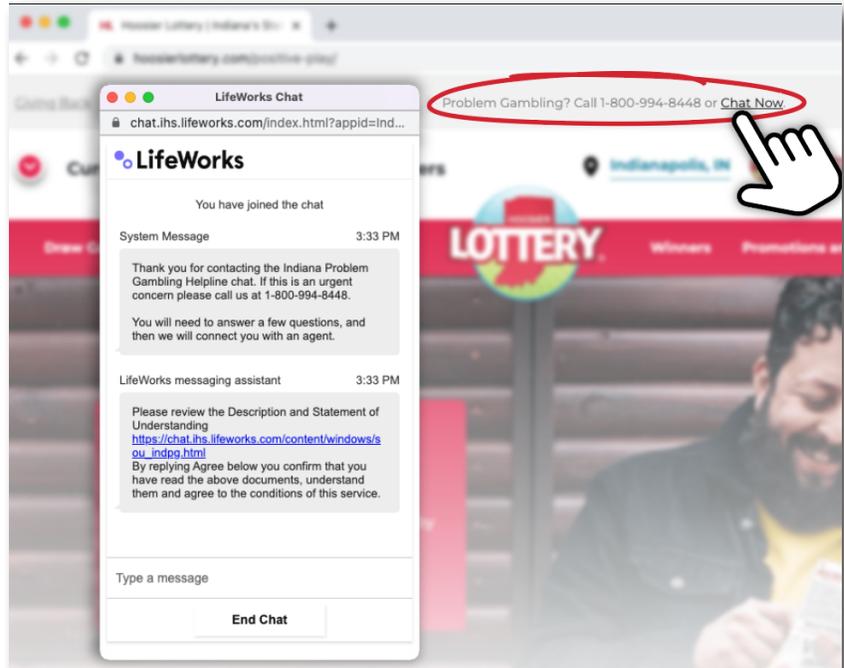
Treatment Referral

Treatment referral is an integral part of our responsible gaming program in Indiana, and it's a way for players and the general public to access care and services if they experience problem or disordered gambling.

We have a program in place that refers players to the help they need when they need it. The Problem Gambling Helpline (Helpline) is available 24 hours a day, seven days a week, and is staffed by master's degree-level counselors who perform crisis management and connect players to resources in their areas.

In addition to the toll-free Helpline number (1-800-994-8448), the Helpline is available via an online chat feature at HoosierLottery.com. The Hoosier Lottery's customer service number also has the option to transfer to the Helpline if needed. The Helpline is operated by the Indiana Division of Mental Health and Addiction, which pays for and contracts with a third party, LifeWorks.

The Problem Gambling Helpline number is a part of our Responsible Gaming Logo, which appears in player-facing and retailer-facing communication channels. Additionally, our retailer terminals are equipped with a Terminal Referral button. This tool allows retailers to discreetly provide a printed referral to the Helpline to a customer.



This Year



Each year we survey players and non-players on various topics concerning the Hoosier Lottery. There is a section in the survey containing several CSR-related questions, including a question about recognition of the Responsible Gaming Logo. In fiscal year 2022, we saw a 5% spike in logo recognition, reinforcing the importance of our work in responsible gaming education.

Treatment Referral Method Usage

	FY 2020	FY 2021	FY 2022
Clicks on Chat Now	1,244	5,444	4,984
Customer Service Call Transfers	829	1,597	1,400
Terminal Button Pushes	9,223	19,430	10,158

Responsible Gaming Logo Recognition

FY 2020	FY 2021	FY 2022
51%	52%	57%

Employee Program

Our employee program is designed to ensure all departments understand the principles of responsible gaming so that they may perform their job duties in a socially responsible manner. Our knowledge-based training focuses on employee responsible gaming concepts and problem gambling signs and symptoms. We have several levels of training, including new employee training as well as refresher training every three years for all employees. We also customize our teaching based on specific roles, from brand marketing to product design and sales, using the key components of our Marketing Code of Conduct.

In addition to formal training, we provide continual education throughout the year through a series of communication via our CSR newsletter, lunch and learns, as well as leveraging national campaigns like Problem Gambling Awareness Month and Responsible Gaming Education Week.

This Year

In preparation for our holiday marketing campaign, the CSR team and brand marketing team collaborated to customize Marketing Code of Conduct training specifically focused on responsible gifting. Training was designed for those developing holiday marketing and promotions with key messages like avoiding child-like imagery and use of religious themes.

During Responsible Gaming Education Week in September of 2021, we sent a series of fun and educational emails to employees to engage them in responsible gaming refresher training. We created a virtual scavenger hunt resulting in a “grand prize” winner drawn from all those who participated and completed the game. Employees were directed to find information about Positive Play on HoosierLottery.com as well as visit other industry sites.

Considering Context & Placement



- Do not seek to attract persons less than 18 years old
 - "Don't include images, symbols, language, celebrities, testimonials and endorsements that would primarily appeal to those under 18"

Confidential unless IC 9-34-3-4

Scavenger hunt instructions to staff included:

- Visit HoosierLottery.com and find the Positive Play homepage. What tool do you find most engaging? Tell us why for a prize drawing entry!
- Visit the Indiana Council on Problem Gambling's website <http://indianaproblemgambling.org/index.php/history/>. To participate in most gambling activities, a player must be 18 years old. However, there are two activities that require a player to be 21 years of age. What are those two activities?

An important element of our employee engagement program is our emphasis on lunch and learns. In March, for Problem Gambling Awareness Month, we hosted Mary Lay from Indiana University's Indiana Problem Gambling Awareness Program. She presented on disordered gambling in Indiana with an overview of her organization as well as recent research findings.

We regularly share information about our Responsible Gaming programs in our CSR quarterly newsletter, and in our April 2022 edition, we kept employees informed about our Positive Play tools during Financial Literacy Month as well as our participation in Problem Gambling Awareness Month.

KEEP PLAY POSITIVE

April is Financial Literacy Month

The Hoosier Lottery joins the national Financial Literacy Month educational campaign with awareness of the importance of financial literacy. Our campaign includes financial literacy, responsible gaming, and social media engagement, providing the following messaging:

Problem Gambling Awareness Month

The Hoosier Lottery joins the national Council on Problem Gambling's annual campaign to raise awareness about problem gambling. Problematic behavior and social media activity generated for Hoosier Play responsibly throughout the month of March.

What are our goals to support?

- 40% increase in the number of responsible gaming behaviors and more frequent with friends and family about money and how to play responsibly (from 80% in 2020)
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TRACK SPENDING UNDERSTAND YOUR PLAY RESPONSIBLY

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Retailer Program

Our approximately 4,400 retailers are our front line of sales, and we are committed to providing them with helpful responsible gaming information and tools required to respond to problem gambling concerns through training and ongoing communication.

This Year

Our Retailer Program includes new retailer training and refresher training every three years. We have developed a guide that explains the signs of problem gambling, selling age requirements, an overview of our Positive Play resources, and onsite tools. Onsite tools include their Terminal Referral button and a self-service machine key fob which allows retailers to disable a machine if necessary. Information is shared throughout the year with our retailers through a monthly newsletter called the Retailer Playbook.



We add new retailers throughout the year, which requires continual assessment of our teaching materials. This year, we updated our training guide to incorporate more information about our Positive Play tools and we trained 48 new retailers in responsible gaming. We also included either responsible gaming or Positive Play information in all 12 monthly Retailer Playbooks.

Each year we conduct compliance checks at a portion of retail locations throughout the state to assess the placement of self-service machines. Our evaluators ensure that self-service machines are within sightline of a retailer employee register or service desk as retailer sightline is a key mitigation to preventing underage purchasing. They also make sure that all locations have responsible gaming fliers in stock. In fiscal year 2022, we visited and conducted compliance checks at 56 stores.

Research

The Hoosier Lottery research program contains four core components: Market Research, Positive Play Scale (PPS), Research Grant Programs, and Other Research on Related Topics. Market Research includes our quarterly survey and our online player group to help us better understand how the public views the many facets of our business. Annually, we gauge our players' gambling knowledge and safe-play habits through the Positive Play Scale, a survey designed by researchers to measure players' self-reported gambling beliefs and behaviors. The results of that survey, conducted with our online player panel, inform the programs we develop and the resources we create.

This Year

Our grant program supports professional development, conference attendance, and academic research through partnerships with the Central Indiana Community Foundation and the International Center for Responsible Gaming (ICRG). The Hoosier Lottery has a vested interest in contributing in a meaningful way to the body of knowledge on problem gambling in Indiana.

An area of focus this past year was our grant program. Through our ongoing program evaluation, we discovered opportunities to improve our program and took a two-pronged approach to execute those improvements. To broaden the outreach of our student research grant program, we transferred the administration of that opportunity to the ICRG, mimicking our existing arrangement with their work on our small grant program. In addition to expanding our relationship with ICRG, we created a grants content page on HoosierLottery.com that explains all the opportunities with links to the applications.

This past year, granted awards resulted in the receipt of a final report for John Purcell's Student Research project, "Identification of Brain Regions Associated with Risk-Taking Across Situations of Varying Risk Amounts and Types." Additionally, Dr. Alex Price of the Canadian-based Responsible Gaming Council presented his findings during an ICRG webinar presentation.

Our research continues to provide us with valuable insight. Over the past four years, 1,388 players have participated in the PPS survey. In FY 2022, players reported the following positive play behaviors:

- 94.7% of players are honest about the time and money spent on gambling and have control over their gambling behavior
- 93.9% of players take into consideration the amount of time and money they will spend on gambling and spend only what they can afford
- 97.5% of players believe they should set time and money limits for gambling and should be able to walk away once this limit is reached
- 88.4% of players understand what the odds of winning are and do not consider gambling as a source of income

Positive Play Scale: Subscale Averages

	FY 2020	FY 2021	FY 2022
Honesty and Control	93.3%	95.3%	94.7%
Pre-Commitment	92.2%	93.1%	93.9%
Personal Responsibility	97.2%	97.6%	97.5%
Gambling Literacy	86.3%	88.8%	88.4%

Responsible Gaming Stakeholder Engagement

The Hoosier Lottery believes that engagement with various stakeholder groups is critical to our larger work within the community. The feedback we receive and the ongoing dialogue that fuels our continuous improvement are essential to program and policy development, especially around responsible gaming. The success of our program relies on strong relationships with our key stakeholder groups.

Our CSR Annual Report is an effective tool to share information with our stakeholders. To ensure we are reporting on the information that is important to people, we circulated a survey to employees, retailers, and experts in the problem gambling community in Indiana and internationally. We received valuable feedback, including the importance of the responsible gaming section, workforce statistics, and the overall importance of transparent information.

Our Stakeholders



This Year

This report demonstrates the various ways we ingrain responsible gaming into our day-to-day operations and shares our program and best practices in the gaming community. Sarah M. Taylor, Executive Director of the State Lottery Commission of Indiana, was President of the Multi-State Lottery Association (MUSL) and First Vice President of the North American Association of State and Provincial Lotteries (NASPL). She also serves on the WLA's Corporate Social Responsibility Committee and NASPL's Responsible Gaming Committee. In addition to Taylor's work in the industry, she shares our responsible gaming program in her speaking engagements. In March 2022, Taylor recorded an interview for NASPL's "Debunking Lottery Myths / NASPL Talks Corporate Social Responsibility."



Sarah M. Taylor

In fiscal year 2021, we launched a responsible gaming group as a subcommittee of the Indiana Council on Problem Gambling. This past year we were joined by Cait DeBaun, American Gaming Association; Rob Gazolla, GameSense; John Norton, National Council on Problem Gambling; and Mary Lay, Indiana Problem Gambling Awareness Program (Indiana University).

Our customers may reach us through a variety of touchpoints including our call center at 800-955-6886, open daily from 8 a.m. to midnight, by email at info@hoosierlottery.com, and in person at one of our three Prize Payment offices located in Indianapolis, Evansville and Mishawaka.

Reporting and Measurement

We develop our goals and objectives through various planning initiatives, including an annual business plan and World Lottery Association recertification deliverables. In addition, we use a materiality assessment and key performance indicators to help us decide what to report.

 The Hoosier Lottery used Global Reporting Initiative (GRI) Standards to develop a framework for social responsibility reporting and to guide the analysis and discovery of key aspects. To determine the main elements for the Corporate Social Responsibility Report, the Hoosier Lottery followed the process identified in GRI 1: Foundation 2021 and GRI 3: Material Topics 2021. This process led to identifying areas of importance called material aspects and boundaries.

In addition to the GRI materiality assessment, we continually share information with and request feedback from our stakeholders to help hone our reporting methods and improve programs. The metrics we track allow us to create key performance indicators (KPIs) with objectives and goals attached to those KPIs.

ENGAGEMENT

Corporate Social Responsibility incorporates how a company engages with its employees as well as the community it serves. Engagement involves service, education, and fellowship and can take diverse forms, including volunteerism, philanthropy, and educational opportunities.



Dr. Joseph Tucker Edmonds

This Year

Our workforce is spread across Indiana, so we put extra thought into how to create engagement opportunities for all our team members. A benefit of remote working was hosting guest speakers virtually, allowing all staff to participate equally. This past year, we hosted six Lunch-and-Learn programs for employees with speakers such as Jessica Davis of the Indiana University-Purdue University Indianapolis (IUPUI) Office of Sustainability as part of our messaging on Sustainability in connection with Earth Day. Additionally, Dr. Joseph Tucker Edmonds of the IUPUI Center on Religion and American Culture (pictured left), gave a program on the Juneteenth holiday, its history, and ways to get connected locally.

Philanthropy and volunteerism are important to our employee culture. This year, Hoosier Lottery employees donated to community organizations such as the Indy Mid-North Food Bank, Gleaners Food Bank, Toys for Tots, Coburn Place, and the beneficiaries of the state employee CANstruction food drive program.

- **218 items** were donated to the Mid-Central North Food Pantry in November
- **\$250.24** was donated to Gleaners Food Bank in November
- **105 toys** were donated to Toys for Tots in December
- **\$56 in supplies** was donated to Coburn Place in December

In addition, staff wrote more than 100 cards for Teachers' Treasures for National Teachers' Day in May. Commission employees gave \$4,891.90 through the State Employee Charitable Giving campaign.

IGT Indiana dedicated \$67,910 in charitable contributions to a variety of statewide community organizations such as New Hope of Indiana, American Red Cross, Indianapolis Urban League, and the Women's Fund of Central Indiana.

Our staff supported fantastic community events through activities such as staffing the National Teacher of the Year program during College Football Playoffs in January, helping set up for Indy Pride Festival, and walking in Indy Humane's Mutt Strut.



Sarah Taylor with the Hoosier Lottery donation to the U. S. Marine Corps Reserve Toys for Tots, December 2021



The Hoosier Lottery team at Mutt Strut in support of Indy Humane, October 2021



This year, our sponsorship program expanded to a broader array of community activities, including new partners like the TCU Amphitheater at White River State Park, The Mill Event Center and Amphitheater, and more local and community festivals. Our sponsorship program provided more than \$1.2 million to support events and organizations in Indiana.



RESPONSIBLE PRACTICES

For more than 30 years, Hoosier Lottery funds have supported local police and firefighters' pensions, the Teachers' Retirement Fund, and the Lottery Surplus Fund. The Indiana General Assembly has established an annual disbursement of \$30 million to local police and firefighters' pensions, \$30 million to the Indiana Teachers' Retirement Fund, and the balance of surplus revenues to the Lottery Surplus Fund.

PROUD TO SUPPORT INDIANA SINCE 1989

MORE THAN \$7 BILLION GIVEN BACK TO GOOD CAUSES



\$977 Million to the Teachers' Retirement Fund

\$790 Million to local police and firefighters' pensions

\$5.2 Billion to the Lottery Surplus Fund, used in part to lower excise taxes paid by Hoosier vehicle owners



Learn more at [hoosierlottery.com/givingback](https://www.hoosierlottery.com/givingback)



All financial figures based on Fiscal Year 2020.

In addition to where the money goes, our responsible business practices are reflected in our support of Minority and Women Business Enterprises (MWBE), our sustainability efforts, and our organizational culture.

This Year

In fiscal year 2022, the Hoosier Lottery spent more than \$2.4 million with MWBEs¹. The Commission and IGT Indiana employees are responsible for fulfilling the mission to return maximum net income to the state in a socially responsible manner. Employees are offered competitive wages, full benefits, paid time off, and development opportunities. We believe it's important to continually conduct additional outreach and education to remind staff of the value of supplier diversity. In May of 2022, we hosted IGT Vice President of Diversity and Inclusion Kim Barker Lee in educational sessions to share her experience and procurement best practices.

We continue exploring and implementing sustainability practices that positively impact our operations and players. This past year we included questions in our quarterly survey to see how respondents felt about sustainability practices. We will further use this information to help map out future sustainability efforts and target segments of players.

¹ Includes both Commission and IGT spend, including second-tier vendor spend through marketing contracts.



- with -



A key sustainability message is the promotion of myPlayslip, a digital playslip, to reduce reliance on paper. The use of our myPlayslip continues to grow in popularity which is a direct benefit to the environment as it reduces the dependence on paper playslips, as well as the energy and labor of stocking those in all our retail locations. Players used myPlayslip 397,351 times, an increase of 26% from the prior fiscal year.

myPlayslip Usage

	Wagers	Percent Increase
FY 2020	189,287	29%
FY 2021	316,363	67%
FY 2022	397,351	26%

In FY 2022, players used  **397,351 times** an increase of 26% from the prior fiscal year

While this represents a small number of wagers, we are pleased to see decreasing reliance on paper playslips.

Game Type Paper Usage (in Metric Tons)

	FY 2021	FY 2022
Scratch-offs	869.9	1,003.6
Draw and Fast Play	196.8	197
Total	1,066.7	1,200.6

We also track paper usage from our games. As sales grow, so does the total paper usage of lottery products. Our tickets and playslips are printed on 100% recyclable material. We encourage players to recycle both tickets and playslips with a recycling symbol. Additionally, most of our tickets are printed with ink that uses no volatile organic compounds.

Paper is also used for advertising our products in our 4,400 retailers across the state. In fiscal year 2022, we used approximately 46 metric tons of paper to produce point-of-sale advertising and marketing materials in retail locations. A substantial volume of our advertising and promotional material, about 73%, is printed on recycled material using 100% green energy. Additionally, none of the ink used in printing contained volatile organic compounds.

In FY 2022, our workforce made its way back to the office after working from home due to the pandemic, and we celebrated with welcome week in March 2022. Employees were treated to daily snacks and refreshments, an online photo album to help them get reacquainted, and a “Wear Your Best Work from Home Attire” day to help transition and reconnect with coworkers (pictured right).



At monthly and annual employee meetings, we recognize employees for their outstanding contributions to business operations. These contributions include providing years of dedicated service, achieving regional sales goals, driving innovation, and meeting other exceptional achievements:

- The **Commission** recognized **32 employees** who received a total of **\$15,000 in spot bonuses**.
- **IGT Indiana** recognized **56 employees** who received points in our **Spotlight Awards** system that can be redeemed for merchandise and gift cards. Approximately \$5,000 in points were awarded in fiscal year 2022.



Please contact socialresponsibility@HoosierLottery.com if you have any questions or comments regarding this report.

