



Year at a Glance

2017 | 18

Our Board Chair and President & Chief Executive Officer Message

The past year marked a period of evolution for **AGLC** – transforming from the Alberta Gaming & Liquor Commission into **Alberta Gaming, Liquor & Cannabis**. The changes made in preparation for the introduction of legalized cannabis were fundamental: a new name, changes to guiding legislation, service to a new and emerging industry, and interactions with Albertans in different and developing ways. However, despite these significant changes, the organization remains the same at its foundation. AGLC remains guided by our core purpose of delivering choices Albertans can trust.

Our Strategic Directions guided our 2017-18 year, and the pages of this report highlight our performance on these elements. Our four Directions – *Responsible Growth*, *Culture of Moderation*, *Regulatory Innovation* and *Continuous Improvement* – capture our commitment to a balanced approach.

Following the federal announcement of cannabis legalization, the Government of Alberta assigned cannabis responsibilities to AGLC based on our reputation as a strong, experienced, team that has earned the trust of Albertans for over 20 years. As we prepared for legal cannabis, we did so with a continued commitment to balancing choice and social responsibility.

AGLC will guide Alberta's cannabis retail market in offering choices Albertans can trust. We will work with our stakeholders to ensure that the regulatory environment matches the expectations of Albertans with respect to protecting public health, keeping cannabis out of the hands of children and youth, promoting safety, and limiting the illegal cannabis market. Our commitment to social responsibility remains stronger than ever. With our focus on education about responsible and moderate consumption of cannabis, and working with the producer and retail industry, AGLC will provide Albertans with access to cannabis in a safe and secure manner throughout the province. As an example, we introduced *SellSafe Cannabis Staff Training*, a mandatory certification program to ensure industry staff understand how to sell legal recreational cannabis in a responsible manner.

In addition to our significant effort over the last year related to introducing cannabis, we are proud of the organization's continued dedication to Alberta's gaming and liquor industries. Thanks to our dedicated staff and our collaborative relationships with stakeholders, we continued to deliver benefits to Albertans from gaming and liquor. We continued to modernize technology in the gaming industry and introduce innovative gaming options while remaining dedicated to Alberta's charitable gaming model in support of the valuable programs and services that are delivered by eligible charitable organizations.



We also reviewed policies related to liquor licences and, with feedback from industry and Albertans, made changes that allowed for greater flexibility. We were thrilled to launch the purchase of special event liquor licences for private events online at aglc.ca. This illustrated AGLC's progress towards improving the delivery of services and products to Albertans and modernizing our business. As well, we continued our commitment to the programs that provide Albertans with information on responsible gambling and responsible alcohol consumption.

We are proud of all of the ways that the AGLC team serves Albertans and are excited to show these connections in the pages of this report. We also highly value the instrumental guidance and knowledge our Board brings. Thank you to all AGLC employees, and our previous and current Board members, for being so dedicated as we embark on new accomplishments while maintaining stability.

The 2017-18 year saw significant change for AGLC and we recognize that there is more to come. We know that expectations for gaming, liquor, and cannabis will continue to evolve and we are dedicated to connecting with Albertans to ensure that we remain relevant and modern in our approach. We recognize that Alberta's diversity is a great strength. We will strive to hear all viewpoints so we are aligned with what Albertans tell us they value; and, that we continue to earn the trust of Albertans.

Original signed by

Gael MacLeod
Chair of the Board

Original signed by

Alain Maisonneuve
President and Chief Executive Officer



We generate revenue for the benefit of Albertans

\$1.4 billion

net income from provincial lotteries transferred to the Alberta Lottery Fund



\$866 million

net income from liquor and other operations transferred to the province's General Revenue Fund

We are connecting with our stakeholders



93%

stakeholder satisfaction

55,707

SMART training certifications issued

112

GAIN sessions provided in 54 communities



We are committed to maintaining and maximizing charitable gaming proceeds

18,013

charitable gaming licences issued

\$331 million

earned by charities through charitable gaming activities

We ensure the integrity of the gaming and liquor industries



98%

charitable gaming compliance rate

98%

liquor compliance rate

2,903

gaming inspections conducted

22,579

liquor inspections conducted

We promote responsible gaming experiences and liquor consumption

Educating Albertans to make healthy and safe choices.

98%

of Albertans gamble responsibly



87%

of Albertans drink responsibly

GameSense

DrinkSense

We provide gaming and liquor choices Albertans can trust



19

traditional casinos



4

racing entertainment centres (RECs)



5

Host First Nation casinos



22

bingo facilities



14,160

casino gaming terminals in casinos & RECs



5,984

vlt's operating in 837 retail locations



2,731

lottery ticket centres



24,334

liquor products



5,374

licensed restaurants, bars, and lounges



2,197

licensed liquor retailers



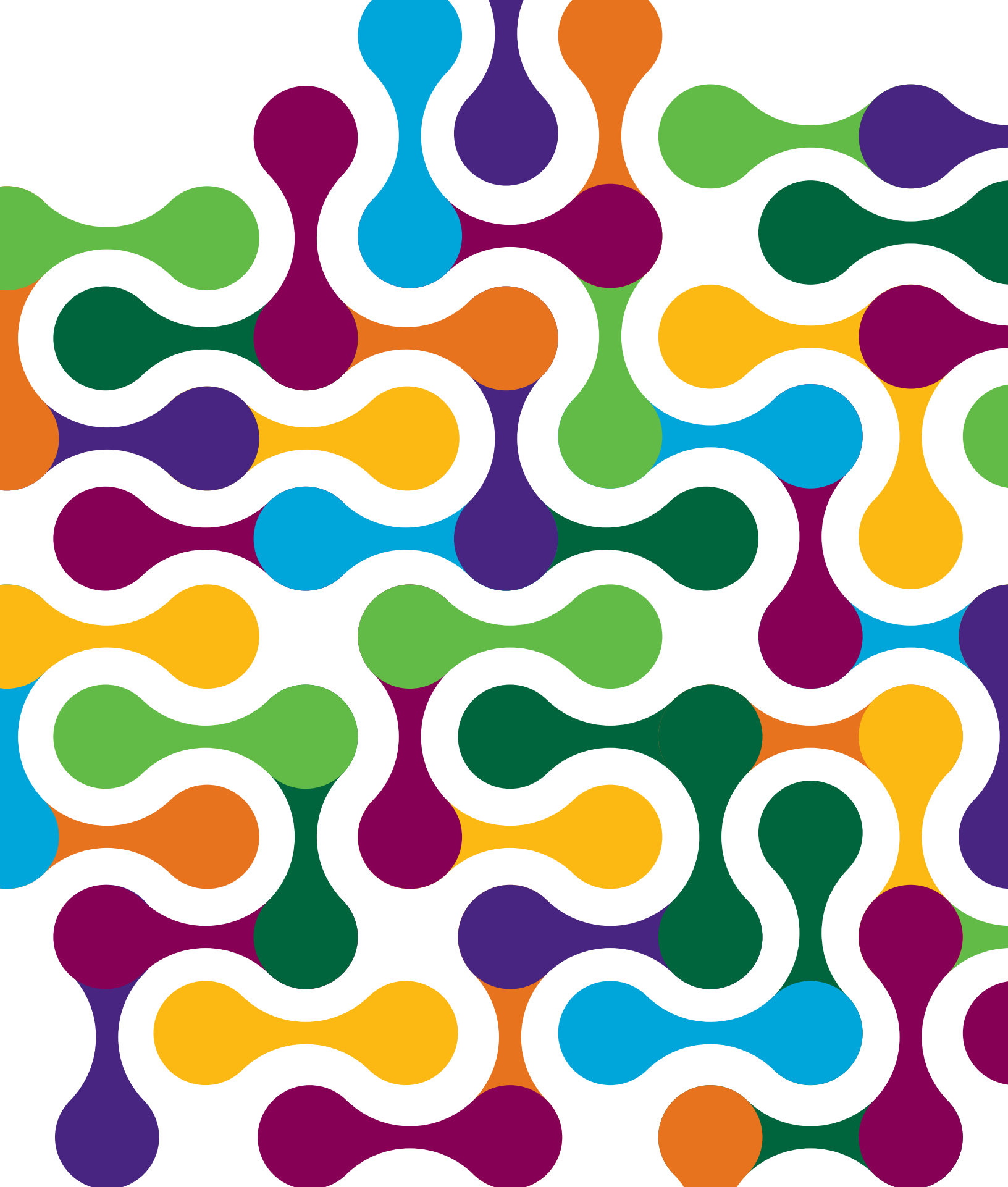
119

Alberta liquor manufacturers



568

liquor agencies



Please visit aglc.ca for more information about AGLC, including a full summary of the 2017-18 fiscal year available in our Annual Report.