

YEAR AT A GLANCE

2016-17

Message from the Chair and the President & Chief Executive Officer

This past year marked an important milestone for the Alberta Gaming and Liquor Commission (AGLC) with the 20th anniversary of the organization. In twenty years, Alberta has experienced tremendous growth, the province's gaming and liquor industries have expanded and matured and the AGLC itself has evolved as an organization. However, our core purpose – to provide economic and social benefits to Albertans – has never changed. As we look back on 2016-17, we do so with pride in the balanced approach taken to deliver these benefits to Albertans.

Our Strategic Directions are the guiding principles of the AGLC and they directed our actions during the previous fiscal year. These 4 strategic elements – *Responsible Growth, Culture of Moderation, Regulatory Innovation and Continuous Improvement* – represent the AGLC's commitment to finding the right balance in how we serve Albertans. We are committed to responsibly generating revenue for the Government of Alberta as well as to increasing awareness and educating Albertans about responsible gambling and moderate liquor consumption. We are dedicated to a regulatory and policy environment that maintains our commitment to compliance yet reduces barriers for businesses in the province's gaming and liquor industries. We are proud of this balanced approach. This Annual Report showcases our achievements in 2016-17 and our progress on these priorities.

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We have much to be proud of from the past year, including our commitment to maintaining and maximizing charitable gaming proceeds in support of the valuable programs and services offered by eligible charitable organizations to Albertans, and our efforts to modernize gaming and liquor policy. As we move forward with a dedication to continued modernization, we do so while acknowledging our history and the contributions of our dedicated employees – many of whom have been with us since the start. Our ability to serve Albertans is driven by the commitment of AGLC staff, a diverse and dedicated team of which we are extremely proud. We are especially proud of how our employees live our organizational values of integrity, respect, collaboration, innovation and excellence. These values reflect what our employees see as important in how we contribute to the province. Our strength is in our people, and in their experience, dedication, knowledge and relationships with stakeholders in Alberta's gaming and liquor industries. We thank them all for their part in the successes of the past year.

In looking back on 2016-17, we wish to acknowledge the guidance and leadership of Susan Green, our previous Board Chair, as well as Bill Robinson, our past President and Chief Executive Officer. Their dedication to our values allowed us to continue to deliver economic and social benefits to Albertans, and guided our many accomplishments. We are proud to carry on in the same spirit and to ensure that we continue to strike the right balance in serving Albertans for the next 20 years.

Original signed by

Gael MacLeod
Chair of the Board

Original signed by

Alain Maisonneuve
Acting President and Chief Executive Officer

We are proud to be one of Alberta's top employers

68%
employee
engagement
(12% increase)

979
full and
part-time
employees



We are connecting with our stakeholders



94%
stakeholder
satisfaction



58,952
SMART training
certifications
issued



119
GAIN sessions
provided in 58
communities



We generate revenue for the benefit of Albertans

\$1.4 billion

net revenue from provincial gaming transferred to the Alberta Lottery Fund

\$855.3 million

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

We are committed to maintaining and maximizing charitable gaming proceeds

17,904

charitable gaming licences issued

\$336.2 million

earned by charities through charitable gaming activities

We promote responsible gaming experiences and liquor consumption

99%

of Albertans gamble responsibly

GameSense
+
DrinkSense
↓

educating Albertans to make healthy and safe choices

91%

of Albertans drink responsibly

We ensure the integrity of the gaming and liquor industries



3,231

gaming inspections conducted

97%

charitable gaming compliance rate

26,985

liquor inspections conducted

99%

liquor compliance rate

We provide gaming and liquor choices Albertans can trust

19 

traditional
casinos

4 

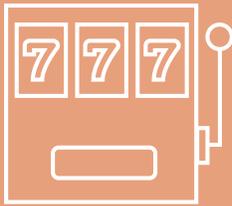
racing
entertainment
centres (RECs)

5 

Host First
Nation casinos

22 

bingo
facilities



14,281

casino gaming
terminals in
casinos & RECs

5,992

vlt's operating
in 854 retail
locations

2,744

lottery ticket
centres



22,815

liquor products
that Albertans
can access

5,303

licensed
restaurants, bars,
and lounges

2,136

licensed
liquor stores

85

Alberta liquor
manufacturers

534

liquor
agencies





A full summary of the 2016-17 fiscal year is available in the complete Alberta Gaming and Liquor Commission (AGLC) Annual Report. This document, as well as more information about the AGLC, is available on our website at aglc.ca

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