



Annual Compliance Training Campaign Questions & Answers September 2020

OVERALL

1. What is the annual compliance training campaign?

The annual compliance training campaign refers to our new, streamlined process for completing mandatory and required compliance training activities, including attestations. All of these activities have been consolidated into an annual campaign that runs between September and December each year.

2. When is the F'21 compliance training campaign?

The F'21 compliance training campaign runs from September 22 to December 31, 2020.

3. Why must I complete the training?

The training is required to meet OLG's legislative and regulatory requirements and / or to support corporate priorities.

4. How do I access the training?

All training that must be completed as part of the campaign can be accessed on [MySuccess](#).

5. How will I know what training I must complete?

The courses you are required to complete will appear on your transcript in [MySuccess](#).

6. Will reminders be issued to let me know that the deadline is approaching for completion of the attestations and training?

Yes. Employees who have not completed their attestations and / or mandatory and required eLearning modules will receive periodic reminders that they must be completed by December 31.

7. As a People Manager, is it possible to track my employees' progress?

People Managers may view the completion status of their employees by logging into MySuccess < My Team. The status for each employee can be found here.

BY ROLE

8. What role-specific training I am required to complete?

Role-specific training is automatically assigned to you in [MySuccess](#). Check your transcript to determine what courses you are required to complete.

9. If I am interested in taking a role-specific course as part of my career development plan but I am not required to do so, can I still complete it?

If you are not required to complete a particular role-specific course but are interested in doing so, use the search feature in [MySuccess](#) to find it and select "Request"; the course will be added to your transcript.

ATTESTATIONS

10. How do I complete my attestations this year?

The attestations process is part of the compliance training campaign and can be accessed through [MySuccess](#).

11. What attestations must be completed?

Attestations include the *Code of Business Conduct* (Code), the *Responsible Gambling Code of Conduct* (RG Code) and the *Acceptable Use of Information Technology Resources Policy* (Policy).

12. Why am I required to complete the *Responsible Gambling (RG) Code of Conduct* attestation if I am not in an RG role?

The RG Code is a reminder to OLG employees that we all have a role in building a culture of responsible gambling. Not all aspects of the RG Code may apply to every employee, but the relevant parts focus on helping to ensure that players can make informed choices about OLG's products and have access to community resources at PlaySmart Centres, and support and counselling services.

By incorporating RG into players' experiences, we help ensure a sustainable customer base and create long-term value for the province and our customers in a socially responsible manner. By incorporating RG into our corporate culture through initiatives such as the RG Code, we help create a socially responsible workplace.

13. I have already completed attestations for the Code, the RG Code and the Policy. Why do I have to complete them again?

All OLG employees must annually attest that they have read, understood and will comply with all the provisions contained within the Code, the RG Code and the Policy to support compliance with existing, changed or new conduct standards and policies.

14. I have read the Code, the RG Code and the Policy. Why does the status not show as 'Completed'?

Please follow all the steps in the [job aid](#) until you see a check mark beside the section and the status changes to 'Completed'. If the status shows 'In Progress', this means you have not yet selected 'Mark Complete' from the dropdown menu. If the status shows 'Pending Acknowledgment', this means you have not yet selected 'Acknowledge' from the dropdown menu and answered the required questions to satisfy completion and select 'Acknowledge' one final time.

15. How will I know that I've completed all the required attestations?

Once you see a checkmark beside each section and the status on each shows 'Completed' the progress will change to 100%, which means you have completed the required attestations and e-learning.