



parq
vancouver

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COMMUNITY GUIDE

2020-2021



WHAT IS PARQ VANCOUVER?

Parq is Vancouver's casino resort where locals come to work and to play. We are all about celebrating the diversity of Vancouver through the myriad of offerings we provide.

Our desire is to create a place where Vancouverites and visitors alike can come and have fun and make lasting memories with friends and family.

We strive to create community and connection by partnering with local charities, small businesses and like-minded organizations to foster social development and cultural understanding, and to learn from and to support our neighbours.

LAND ACKNOWLEDGEMENT

We would like to acknowledge that at Parq Vancouver we live and work on the unceded traditional territories of the Coastal Salish peoples of the Musqueam, Squamish, and Tsleil-Waututh Nations.

OUR MISSION

Everything we do fosters a culture of connection, care, responsibility and sustainability with our guests, our people and our community.

OUR VISION

To create a lasting, positive impact in our community through fruitful collaboration, charitable contribution and responsible action.

A MESSAGE FROM OUR PRESIDENT & CEO

As a lifelong Vancouverite, I have been inspired by the compassion and resilience of our community during the pandemic. While closed, I missed seeing the familiar faces of our team, guests and community and waited for more than a year to once again connect and contribute to our local community in a safe and healthy way.

At Parq, we are for Vancouver. We care about Vancouver and its success. We strive always to make a positive contribution in the community we call home. The projects and initiatives you will find in this report are examples of Parq Vancouver's core values of Communication, Accountability, Respect, Excellence and Service.

In 2019, prior to closure, Parq purchased 28.5% of goods used

from local businesses, supported 53 charitable organizations and helped fill 2,750 backpacks for Vancouver's homeless individuals and vulnerable families.

Additionally, we strive to be leaders in inclusive employment and have been recognized for our efforts to create a diverse workplace. We celebrate that 23% of our employees come from the local community with traditional barriers to employment. We are proud of our contributions and continuously challenge ourselves to find new ways to support and partner with our community.

On behalf of Parq Vancouver, I am pleased to present this Community Report.



PETER GOUDRON

PRESIDENT & CEO | PARQ VANCOUVER

OUR NUMBERS

TOP
5

A top 5 ranked casino in Canada according to the Responsible Gambling Council's standards of best practice

25.3

Percentage of goods purchased from local businesses & vendors in 2019

3

COMMUNITY GIVING PILLARS:
Resiliency
Creativity
Responsibility

23.7

Percentage of employees who are from our local community and/or have traditional barriers to employment

1,400

pounds of produce for food-insecure families, assisted by our contribution to the YWCA's Organic Rooftop Garden project



2,750

Backpacks filled for Vancouver's homeless individuals and vulnerable families

\$66,032

dollar value of gifts contributed to charitable and community events in 2019

30,000

Square feet of park space at our casino resort with 1200 indigenous plants

60

Young marginalized women assisted through partnership with the 'Tourism Essentials' employment program

53

Charitable organizations supported in 2019

OUR PILLARS



RESILIENCY

We strive to support individuals in our adjacent neighbourhoods with employment opportunities, through commitment to local sourcing, in-kind and team support, and direct contributions to non-profits who serve our local community.

CREATIVITY

We invest in local artists by showcasing and promoting the work of our creative community to residents, international visitors and guests. Ongoing initiatives include Vancouver-based small business gifting, performances by local musicians in our restaurants and lounges and permanent artwork by British Columbia artists.



RESPONSIBILITY

We are committed to best practice in responsible gaming and support research and actions to advance the prevention and treatment of problem gambling behaviors. We are also passionate about environmental balance and partner with organizations working towards a sustainable future.



OUR CULTURE

When it comes to our gaming business, we foster a culture of connection and care with our players. We strive to ensure their needs shape every decision we make, every single service we provide and every interaction we have. We implement a robust and comprehensive responsible gaming program across our business that goes above and beyond. It includes:

EMPLOYEE
TRAINING

INTERNAL
COMMUNICATIONS

OPERATIONAL
PROCESS

POLICY
DEVELOPMENT

STAKEHOLDER
ENGAGEMENT

COMMUNITY
PARTNERSHIP

According to the world leader in Responsible Gaming (RG) standards, the Responsible Gambling Council, we are:

In the top 5 casinos
in Canada for best
practice RG culture.

TOP
5

OUR CULTURE & COMMUNITY

OUR PEOPLE

We believe in fostering community and connection. Our associates are given the opportunity to volunteer, take part in charitable initiatives and donate to property-wide collections, including sock drives, clothes for the homeless and food for people in need.

INCLUSIVE EMPLOYMENT

Parq Vancouver strives to be a leader in diversity and inclusivity, ensuring that no fewer than 20% of our associates live in our local community or are hired through referrals from social development agencies.

JOB FAIRS

Parq Vancouver attends many job fairs in the community each year, including the Musqueam Job Fair, Mosaic Job Fair, YWCA Job Fair and the Abilities Expo annually.

MAKING A DIFFERENCE

TEK TABLE GAMES

"I'm grateful for the many volunteer opportunities that Parq Vancouver organizes for our team here. I was a part of our Sock Drive and handed out socks to residents of the Downtown Eastside in Vancouver. Everyone we came in contact with was truly appreciative of our efforts and I was grateful for the opportunity to connect with many people from different walks of life. It was an incredible experience."

LIN CUSTOMER DEVELOPMENT

"I really enjoyed helping out at the packing event for Backpack Buddies. It was amazing to see everyone come together to pack 750 bags in record time and knowing that they were going to feed kids in our local community."

SIMMY HUMAN RESOURCES

"Participating in the Neighborhood Clean Up Party was such a rewarding experience for me with my friends at Parq Vancouver! We had so much fun walking along False Creek taking in the breathtaking city views, while beautifying the space! It was very rewarding to see the instant difference our team made with a clean walkway for people in the community to enjoy and walk their pets!"

CHARITIES AND ORGANIZATIONS THAT WE HAVE SUPPORTED



Vancouver Public Library



HIVES for HUMANITY



Backpack Buddies



DIVERSITY & INCLUSIVITY

Parq Vancouver has successfully implemented the following best practices with respect to inclusive employment and diversity:

- Executive support and engagement
- Alignment with core values of: Communication, Accountability, Respect, Excellence, Service
- Inclusive employment featured in all new employee training
- Inclusivity and Diversity workshops and training provided to management staff
- Active engagement and strong relationships with local social development agencies
- Engagement with external resources to ensure associates and managers are set up for success

CHARITY IN FOCUS



The Vancouver Chinatown Foundation was founded in 2011 with a focus of using entrepreneurship and innovation to revitalize Chinatown, one of Canada's most iconic neighbourhoods and the historic heart of Vancouver.

One of the foundation's projects '58 West Hastings' is an innovative social housing project that began construction in 2021. 58 West Hastings will provide 230 new homes and an extensive three level Vancouver Coast Health clinic to serve the entire community in the Downtown Eastside.

The foundation along with partner organizations across Vancouver will ensure the residents of 58 West Hastings are provided with the resources to positively impact all areas of their lives. Initiatives include health and wellness amenities such as dental services and education on nutrition and stress management.

Parq Vancouver is proud to partner with the Vancouver Chinatown Foundation and will support the 58 West Hastings residents as a Life Skills Partners and will be providing accessible mentoring, planning, and guidance to our valued neighbours.

LOCAL HIRING & PURCHASING

At Parq, we strive to support local individuals and small businesses through our recruitment and purchasing efforts. We celebrate that over 10% of our goods are purchased from local vendors and that more than 20% of our staff are from the local community with traditional barriers to employment. Much of our produce, meat, and beverages to our gifting and soap come from such vibrant neighbourhoods as the Downtown Eastside, Strathcona and Mount Pleasant

Below are examples of Parq Vancouver's successful relationships with local businesses, showcasing a variety of our partners:

\$151,373 JIM M KOO PRODUCE LTD	\$23,073 FERRY MARKET	\$104,148 DOLLAR MEAT STORE
\$20,417 WK PRODUCE	\$15,440 MARIO'S GELATO	\$70,562 CHASERS JUICE
\$105,698 GAH LOK DIM SUM	\$1,351,980 TRIMPAC MEATS	\$69,658 GRANVILLE ISLAND BREWING
\$6,170 SOLLYS BAGELS	\$2500 33 ACRES BREWING CO	\$14,562 RED TRUCK BEER

QUOTES & TESTIMONIALS FROM OUR COMMUNITY

"The Vancouver Chinatown Foundation has benefited greatly from the support and generosity of Parq. From the very beginning, the leadership at Parq has been an active participant in everything that we do to support our community in Chinatown. As a founding member of the 58 West Hastings Community Partners Program, Parq has been a leader in promoting our vision of the kind of community we know we can build if we work together. We are excited to have our friends at Parq by our side when the doors open. Thank you Parq for giving back and all that you do in support of the Vancouver Chinatown Foundation."

CAROL LEE, CHAIR
VANCOUVER CHINATOWN FOUNDATION

"You have played an integral role in leading the conversations and creating opportunities for greater discussions on how the industry can work together to channel our purpose and discover solutions..."

DR. JAMIE WIEBE, DIRECTOR
PLAYER HEALTH BCLC

"(Parq's contribution) will enable us to support our youths to reach their goals to be successful and independent in their careers and personal life. We can't thank you enough for this wonderful deed."

ELHAM ERSHAD, PROGRAM MANAGER
YWCA TOURISM ESSENTIALS

"Together, we raised more funding to deliver more bags of food to more students than ever before...We couldn't do this without you! Thank you!"

JOANNE GRIFFITHS, EXECUTIVE
DIRECTOR & CO-FOUNDER
BACKPACK BUDDIES

"We deeply appreciate your support of the BC Centre for Substance Use and St. Paul's efforts."

DICK VOLLET, PRESIDENT & CEO
ST PAUL'S FOUNDATION

OUR SUSTAINABILITY

Parq Vancouver's innovative and imaginative multi-tower design occupies a boutique-scale footprint and is built to LEED Gold Standards. Intrinsicly connected to the environment, Parq Vancouver has a green ethos with 23 EV charging stations and 54 bicycle racks to encourage sustainable transport, a 14 foot living wall in the lobby, and natural light corridors throughout. Everyday we choose sustainability by forgoing single use toiletries and table linens and sourcing Ocean Wise seafood. Nature meets city at Parq Vancouver.



OUR AWARDS

2020 BC Workplace Inclusion Award Winner

Parq Vancouver won the BC Workplace Inclusion Award for the Diversity & Inclusion Culture Champion – Medium and Large Business

2018 Commercial Real Estate Award of Excellence Winner

Every year the NAIOP Vancouver and Business in Vancouver Commercial Real Estate Awards of Excellence recognize new developments that exemplify quality and performance, innovation and creativity, teamwork and collaboration, as well as community and environmental awareness. We are pleased to announce that Parq Vancouver was awarded the 2018 Commercial Real Estate Award of Excellence for Best Mixed Use Development.

