



parq
vancouver

COMMUNITY GUIDE

2022 / 2023



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 VISION

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

A MESSAGE FROM OUR LEADERSHIP TEAM

As Vice President of Marketing, I am proud to present Parq Vancouver's annual Community Guide.

We are For Vancouver – that is our pledge. We care deeply about Vancouver's success and strive always to make a positive contribution to the place we call home. We recognize the lasting and meaningful impact our actions have on the community, the environment, and the well-being of our guests and employees, and we work together – each and every day – to ensure that impact is the best it can be.

The projects and initiatives in this report are representative of our commitment to Vancouver.

In the past year, we purchased 28.5% of goods used from local businesses, funded 3,000 meals for vulnerable and chronically ill individuals, and donated 1,750 items of clothing to the Downtown Eastside community.

We aspire to be leaders in inclusive employment and have been recognized for

the diversity of our workplace. We actively engage with social development agencies and last year 28% of our total staff were individuals drawn from the local community and with traditional barriers to employment.

We are proud of our partnerships with organizations like the Vancouver Chinatown Foundation, the Downtown Eastside Women's Centre, St. Paul's Foundation and the YWCA. They perform invaluable local work and we challenge ourselves to find new ways to support their efforts via donations, volunteering, and hosting events.

We are committed to providing an excellent player health culture, and in 2023 we were assessed by the Responsible Gambling Council as the Number One casino in Canada, and Number Two casino internationally, for responsible gambling best practice.

In closing, I want to express my gratitude to our players, employees, and partners for their ongoing support as we continue our For Vancouver journey. Together, we can be a force for good in our city.



KAREN GRAY
VICE PRESIDENT, MARKETING | PARQ VANCOUVER

WHY “FOR VANCOUVER?”



VANCOUVER IS HOME

It is essential that we support the people, businesses and community groups helping to make our home a better place to live, work and play. Lending a hand to the folks next door - it's what good neighbours do. We are striving to be Vancouver's best neighbour.

WHAT DOES “FOR VANCOUVER” MEAN?

Count the ways! We buy local. We employ local people. We volunteer with local groups. We provide donations and gifts to local organizations doing tremendous work, particularly in the Downtown Eastside area. We recycle goods in response to local needs. We provide spaces and facilities for local fundraisers. We share expertise to benefit local businesses. We amplify the stories of local difference-makers.

OUR NUMBERS

30,000

Square feet of native parkland on our property



28.1

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

31.9

Current percentage of visible minorities in the workforce

1,750

Items of clothing donated to the Downtown Eastside community in 2022

1,600

Pounds of produce for food-insecure families, partnering with YWCA's 'Organic Rooftop Garden' in 2022

3,000

Meals funded for vulnerable families and chronically ill individuals in 2022



200

Hours of counselling provided for 1,800 Canadian Veterans in 2022

10

Culinary training scholarships provided in 2022 to local individuals with barriers to employment

OUR CULTURE

When it comes to our gaming business, we want Vancouver’s players to be the healthiest in the world. We strive to ensure their needs shape every decision we make, every single service we provide and every interaction we have. We implement a comprehensive player health program that spans our entire business and strives to prevent all forms of gambling-related harm. It includes:

- EMPLOYEE TRAINING
- INTERNAL COMMUNICATIONS
- OPERATIONAL PROCESS
- POLICY DEVELOPMENT
- STAKEHOLDER ENGAGEMENT
- GOVERNANCE PARTNERSHIP



OUR COMMITMENT TO RESPONSIBLE GAMBLING

In 2023, the Responsible Gambling Council (RGC) – world leader in responsible gambling best practice – conducted a comprehensive assessment of Parq’s player health culture. The result ranks us:



#1 CASINO IN CANADA

#2 CASINO INTERNATIONALLY

WHO DO WE HELP?

At the community level, we are proud to foster relationships with organizations based in Vancouver.

We take pride in assisting organizations that make positive environmental and social impacts. Our partnerships with St. Paul's Foundation, the Downtown Eastside Women's Centre, the Vancouver Chinatown Foundation and YWCA Metro Vancouver are deeply aligned with our values as a company.

In 2022, we also carefully selected a handful of organizations to assist in a variety of different ways. Our supporter list included the following outstanding local organizations: HAVE Culinary Training Society, A Loving Spoonful, the Veterans' Transition Network, Hives for Humanity, and the Pacific Autism Family Network.



LOCAL PURCHASING

We benefit the local economy with our procurement and purchasing efforts. From our produce, meat and beverages, to the soap we use in our hotel rooms, more than 15% of our goods are acquired from neighbourhood vendors in the Downtown Eastside, Strathcona and Mount Pleasant communities.

\$3.5 MILLION+
Goods purchased from local vendors in 2022

LOCAL HIRING

We actively engage with Vancouver social development agencies including BC WiN, Open Door Group, Mosaic, Jobs West, YWCA and ISSofBC. These partnerships facilitate our ability to hire and support local individuals with diverse backgrounds and barriers to traditional employment.

28.1% Total staff employed from the local community in 2022

WHAT OUR PEOPLE ARE SAYING

"I'm so grateful for everything that Parq is doing for Pride. Parq is the first place I have ever worked where I have felt safe to be myself, and I have felt supported by my organization".

- Izzie
SERVER

"Parq Vancouver's commitment to the local community is inspiring! I am so thankful for all the volunteer opportunities that Parq offers its associates. Working at the YWCA Rooftop Garden and doing the Vancouver Shoreline Cleanup were such great ways to give back to the community while also having fun!"

- Serena
HR

"I love the 'For Vancouver' vision. Lasting, positive impact starts at home, and in our neighbourhood, it's especially needed. Playing my small part in making a difference is a privilege."

- Darren
RG & CSR

"Our commitment to giving back is important because it fosters a sense of camaraderie and allows us to express our appreciation for being part of the community. It makes me feel like I am making a difference and therefore proud to work at Parq Vancouver."

- Emmii
VIP RELATIONS

WHAT OUR COMMUNITY IS SAYING

"Our work in the heart of Vancouver's Chinatown is made possible with your support and generosity. Thank you for your ongoing commitment to revitalizing and preserving our beloved neighbourhood."

- Carol Lee
CHAIR,
VANCOUVER CHINATOWN FOUNDATION

"I am exceptionally grateful to (Parq Vancouver)...All of (our) work is possible thanks to you."

- Dick Vollet
PRESIDENT AND CEO,
ST. PAUL'S FOUNDATION

"We really appreciate Parq's approach to trust-based philanthropy. We have very few donors like Parq, and we are truly grateful for (the) partnership."

- Kathy Lilyholm
ASSOCIATE DIRECTOR OF FUND DEVELOPMENT
& SPECIAL EVENTS, YWCA METRO VANCOUVER

"Thank you for your generous support of our programs... you did amazing things for veterans this year..."

- Oliver Thorne
EXECUTIVE DIRECTOR
VETERANS TRANSITION NETWORK

"Parq Vancouver has been a valuable partner over the past few years, and have actively supported a variety of initiatives with ISSofBC. (We) congratulate Parq Vancouver in their efforts to be a diverse and inclusive employer."

- Carla Morales
DIRECTOR OF LANGUAGE & CAREER SERVICES,
IMMIGRANT SERVICES SOCIETY OF BC (ISSofBC)

"Thank you so much for your sustained support. It really means the world!"

- Elody Croullebois
FUNDRAISING & COMMUNICATIONS,
DOWNTOWN EASTSIDE WOMEN'S CENTRE (DEWC)

"(Ensuring) that those in the community who are facing the most barriers receive the meals they deserve to live healthy, empowered lives really wouldn't be possible without Parq's assistance. Thank you Parq Vancouver for giving back and all that you do in support of A Loving Spoonful."

- Lesley Paterson
DIRECTOR OF COMMUNITY ENGAGEMENT,
A LOVING SPOONFUL

OUR SUSTAINABILITY

Parq Vancouver's innovative and imaginative multi-tower design occupies a boutique-scale footprint and is LEED Gold Standard. Intrinsically 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 RECOGNITION

WINNER

Untapped Awards 2022, Workplace Inclusion Champion (Medium & Large Business)

FINALIST

YWCA Women of Distinction Awards 2023, Outstanding Workplace

WINNER

BC Workplace Inclusion Awards 2020, Diversity & Inclusion Culture Champion (Medium & Large Business)

WINNER

Commercial Real Estate Excellence Awards 2018

WINNER

2023 Diversity Award, WorkBC



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