



Sustainability  
Report 2022

***intralot***




# Scope of the Report

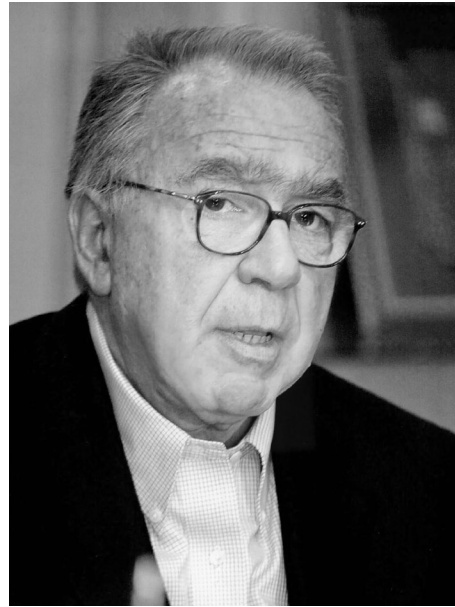


INTRALOT presents its Sustainability Report covering the period from January 1, 2022, to December 31, 2022. This comprehensive report is a testament to our commitment to providing stakeholders with a transparent and thorough overview of our performance in sustainable development and corporate responsibility.

The data presented in the report are consolidated, encompassing both INTRALOT S.A. and Inc., with minimal exceptions detailed in relevant sections. In this report, terms such as “us,” “our,” “the Company,” or “INTRALOT” specifically refer to the INTRALOT entity. The report is designed to effectively communicate the direct and indirect social impact of our corporate activities to both INTRALOT customers and stakeholders alike.

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# Chairman's Letter

GRI 2-22

Dear Stakeholders,

Being a technology-driven corporation, INTRALOT's responsibility has been to serve the gaming industry as a private partner for the public sector enabling lottery and gaming operators to establish a responsible gaming environment and contribute to good causes for their local communities. Concurrently, we prioritize maintaining a responsible stance on the environment, society, and governance (ESG). As a member of the UN Global Compact, we are global corporate citizen committed to the UNGC Ten Principles, in the areas of Human Rights, Labour, Environment and Anti-Corruption, and continuous sustainable development. Reflecting upon 2022, I am truly impressed by the dedication of the INTRALOT team in enhancing the sustainability of our business and creating value for our stakeholders, which has positioned us strongly as we enter 2023.

In this context, it is with great joy and pride that we present our 2022 Sustainability Report. Our objective is to communicate our progress to all stakeholders, share our values, and highlight our best practices. Riding the momentum across our business, we have taken a fresh perspective on our sustainability goals and actions, delving deep to identify our critical stakeholders and determine the areas we must prioritize to continue succeeding in meeting our targets. After careful analysis, we have identified priority areas, both new and existing, which have the greatest impact on society and the environment, and where we can make the most significant difference.

Setting as a long-term goal the maximization of the value created by INTRALOT, for the benefit of all its stakeholders, we have incorporated the best practices of corporate governance into our activities, adopting the principles of good corporate governance and managing our activities in an organized and coordinated manner, always with corporate responsibility in mind. We are primarily concerned with operating transparently, respecting the Code of Conduct, both within the organization and in our transactions with third parties and we are opposed to any form of corruption or bribery.

As recipient of the WLA Responsible Gaming Framework Certificate, INTRALOT actively advocates for responsible gaming principles. Through extensive market research and insights into customer behaviour, we ensure that responsible gaming principles are integrated into the design, development, and deployment of all our solutions, promoting player protection practices. Guided by our strategic approach of "Driving Lottery Digital Transformation with flexible, reliable, and secure solutions and systems," we are dedicated to modernizing lotteries by delivering innovative lottery and sports betting solutions, thus shaping the future of gaming. By incorporating digital technology into every aspect of our business, we can significantly enhance operational performance and provide greater value to our customers.

I cannot emphasize enough that INTRALOT's most valuable asset, our people, make a truly decisive contribution to our goals and commitments. We prioritize enhancing the overall employee experience and expanding diversity, equity, and inclusion efforts within INTRALOT through mentorship, recruitment, training, and community engagement. In 2022, at INTRALOT S.A., we devoted 5,487 hours to employee training, with 454 of our employees having received training. Additionally, the health and safety of our personnel has remained and will continue to be our top priority. We have revised all procedures and systems related to occupational health and safety with the primary objective of minimizing risks.

One of our main concerns is to have a positive impact on society. We actively promote social contribution activities aimed at enhancing sustainable social vitality, collaborating with local agencies, and focusing on

initiatives that address genuine social needs. In 2022, our actions were driven by a deep commitment to responsibility and accountability. This led us to generate a substantial shared value of €215,551. This accomplishment underscores our dedication to making meaningful contributions and highlights our ability to create positive outcomes that benefit the collective.

Simultaneously, we firmly believe that our growth and development should not come at the expense of the environment. We adopt environmentally responsible and sustainable practices, taking all necessary measures in accordance with existing national and European legislation, as well as international standards. Throughout 2022, we implemented a series of programs primarily focused on making energy improvements to our buildings and equipment and succeeded to reduce electricity consumption by 11,59%, implementing proper waste management practices, and increasing environmental awareness among all employees. To this end, we continued to encourage the use of digital solutions and develop products that facilitate paperless game participation. Furthermore, we employ plastic and metals that are recyclable in our terminals and most of our electronic components. Another noteworthy initiative involved replacing a portion of our gasoline vehicles with newer hybrid and electric vehicles that boast lower fuel consumption and emissions. We are committed to reducing our environmental impact near-term and long-term while continuing to improve our sustainability companywide.

Our commitment to sustainability is not just a statement for the present but a key ongoing effort. Above all, we are fully engaged with the evolving needs of our local communities, our employees, our partners, and the environment we live in, and are constantly driven by the feeling that what we do touches people's lives. As we look to 2023 and beyond, we remain deeply committed to continuing to execute against all our ESG initiatives, encompassing the values that represent our Company's future.

**Sokratis P. Kokkalis**  
Chairman & CEO, INTRALOT Group

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## Our Company

### GRI 2-1

INTRALOT Group, headquartered in Peania - Attica, Greece, is a publicly listed company established in 1992. It operates in 39 regulated jurisdictions, with a turnover of €0.4 billion and a global workforce of approximately 1,707 employees in 2022. As a technology-driven corporation, INTRALOT serves as a private partner for the public sector, enabling lottery and gaming operators to establish a responsible gaming environment and contribute to good causes in their local communities. INTRALOT's strategy, 'Driving Lottery Digital Transformation', focuses on modernizing lotteries with innovative solutions and secure systems. The company develops next-gen products for omnichannel player experiences, aligning with global gaming trends and enhancing operator efficiency for responsible entertainment.

INTRALOT S.A., headquartered in Peania - Attica, Greece, serves as the parent company of the Group and has a local workforce of approximately 500 employees. Its U.S. subsidiary, INTRALOT, Inc., employs around 600 individuals and manages 16 contracts in 12 jurisdictions in North America (Arkansas, DC, Georgia, Idaho, Illinois, Louisiana, Montana, New Hampshire, New Mexico, Ohio, Wyoming and Canada British Columbia), providing online systems and services, sports betting, warehousing and distribution of instant tickets, as well as VLT/COAM monitoring.

**Our Vision**

# Shaping the future of gaming

Transforming field experience from gaming operations into intelligent solutions that meet customer needs in the digital era and create value for all stakeholders in sustainable ways.

**Our Mission**

To deliver innovation driven by experience, to modernize licensed lotteries in today's digital world and supply them with entertaining gaming options, exciting omnichannel content, integrated best-in-class technology solutions, flexible future-proof platforms and value-added services and to operate lotteries in a secure, reliable and transparent manner, consistently providing engaging player experiences across all verticals.

**Strategy and Strengths**

**Deliver best-in-class technology solutions and maintain leadership in technology innovation.**

Continuously invest in R&D activities to develop leading technology solutions and streamline technology development through measures to enhance efficiency and promote agility and performance.

**Maintain and expand our contract base in target markets with attractive growth potential.**

Expand presence in markets with growth potential and establish partnerships with well capitalized and experienced local partners in certain markets and utilize their knowledge and understanding of the local market.

**Value creation driven by increased cash flow generation, margin expansion and improving longer-term revenue visibility.**

Create cost savings and operational efficiencies through cost optimization initiatives, effective management of long-term contracts and strategic partnerships.

**Disciplined capital allocation aimed to de-lever and optimize our capital structure.**

Steadily de-lever business through additional cash flows generated by expected operational and financial synergies and efficiencies, as well as expected positive cash flows impact from the shift to an 'asset-light' model.

**Unwavering commitment to Responsible Gaming, Social Responsibility, and Integrity.**

Promote Responsible Gaming, Social Responsibility, and Integrity throughout our global activities in any type of engagement.

## Activities, value chain and other business relationships

**GRI 2-6**

As a major player in the licensed gaming industry, INTRALOT provides integrated gaming systems and services to customers worldwide. It holds a strong market position in the highly regulated markets where it operates and is present in 39 jurisdictions around the world. The Company's lottery products and services are preferred by several lottery and betting operators worldwide. INTRALOT creates innovative and customized hardware and software solutions, and provides gaming services that support lottery, i-Lottery, betting, video lottery terminals, and racing.

**INTRALOT's Business Model**

Input	Business Activities	Output
<p><b>Financial capital</b> 392,791 thousand € Sale Proceeds 11,424 thousand € Long-term lease liabilities</p>	<p><b>Technology and Support Services Contracts</b></p> <ul style="list-style-type: none"> <li>Central gaming system</li> <li>Lottery/betting terminals</li> <li>Telecommunications system/solutions</li> <li>Related peripheral equipment and software</li> <li>Implementation services and/or</li> <li>Maintenance and support services</li> <li>Central Monitoring systems for Gaming machine/VLT activities</li> </ul> <p><b>Management Contracts</b></p> <ul style="list-style-type: none"> <li>Provision of technology solutions as described under "Technology and Support Services Contracts"</li> <li>Day-to-day activities</li> <li>Marketing services</li> <li>Sales network development and management and/or</li> <li>Risk management/odds setting for sports betting games</li> </ul> <p><b>Licensed activities</b></p> <ul style="list-style-type: none"> <li>Management of services as described under "Management Contracts" and/or</li> <li>Provision of technology solutions as described under "Technology and Support Services Contracts"</li> </ul>	<p><b>Financial capital</b> 144,435 thousand € operating expenses 10,000 thousand € to providers of capital 68,640 thousand € employee wages and benefits 5.986 thousand € taxes paid</p>
<p><b>Manufactured Capital</b> 2.5 (million €) Company R&amp;D investments</p>		<p><b>Manufactured Capital</b> Hardware and Software</p>
<p><b>Natural capital<sup>1</sup></b> 5,146 kg Paper consumption 1.638,85 GJ total energy consumption 5,373 m3 total water consumption 75.163 tCO<sub>2</sub>eq Air travel CO<sub>2</sub> emissions from air miles</p>		<p><b>Natural capital</b> 5,667 kg Paper recycled 0 Waste (including hazardous waste) transported abroad for treatment 19,000 Packaging pieces recycled 5,130 kg Electrical and electronic equipment (WEEE) recycled</p>
<p><b>Intellectual Capital</b> R&amp;D Activities Communication and Marketing Activities (Exhibitions, advertising, other events)</p>		<p><b>Intellectual Capital</b> 191 Approved patents and designs worldwide Expanded global reach and increased value in the Lottery market of the brand equity and Company reputation.</p>
<p><b>Human Capital</b> 1,112 total employees</p>		<p><b>Human Capital</b> 220 new hires 31% Percentage of female employees 12.325% Difference between the average base salary of full-time men employees compared to full-time women employees 0 Number of recordable work-related injury</p>
<p><b>Social Capital</b> 415 Greek suppliers</p>	<p><b>Social Capital</b> 215,56 million € Shared value generated (Greece and USA)</p>	

<sup>1</sup> Natural capital data refer to INTRALOT S.A. only as INTRALOT Inc.'s data at the reporting time were not available.

## Value Chain

### UPSTREAM SUPPLY CHAIN



- ✓ Suppliers Hardware
- ✓ Suppliers Software
- ✓ Suppliers Services
- ✓ Business Partners
- ✓ Logistics employees in the upstream procedures

INTRALOT's value chain begins in the upstream phase, involving collaboration with hardware suppliers, software providers, business partners, and logistics teams. These stakeholders are crucial in providing the infrastructure and technological solutions for INTRALOT's gaming and lottery services. As a B2B/B2G operator, INTRALOT focuses on sustainable practices like reducing hardware environmental impact, sustainable sourcing, and fair labor conditions in logistics.

### MIDSTREAM OPERATIONS TECHNOLOGY AND SUPPORT SERVICES, MANAGEMENT CONTRACTS AND LICENSED OPERATIONS



- ✓ Employees
- ✓ Shareholders and Investors
- ✓ Business Partners
- ✓ B2G (Regulator authorities)

In the midstream phase, INTRALOT engages in customer-facing activities as a B2B operator, while managing back-office functions for other B2C operators, including state-owned entities. The company provides hardware, software, and operational support, working closely with business partners and adhering to regulatory standards. Upholding human rights, promoting a safe workplace, and maintaining transparency and ethical practices are essential in this phase.

### DOWNSTREAM END USERS & RECEIVERS



- ✓ B2B (Operators)
- ✓ Retailers
- ✓ B2C (Players)
- ✓ B2G (Regulator authorities)
- ✓ Local Communities
- ✓ Environment

The downstream phase sees INTRALOT delivering gaming and lottery products to operators, retailers (B2B), and government authorities (B2G). Responsible and sustainable practices are emphasized, focusing on responsible gaming and community well-being. INTRALOT's dual role as a B2B and B2G supplier enables the dissemination of responsible gaming and environmental practices across its entire value chain.

## Our operations

INTRALOT is being well diversified geographically and with a balanced presence in both developed and developing markets as well as a leading market position in licensed gaming in most of the highly regulated markets in which we operate. INTRALOT develops and delivers technology products and operational services across 5 distinct gaming market verticals, namely:



## Products and services

INTRALOT, a leader in the evolving gaming industry, excels in delivering future-proof solutions to regulated lottery and gaming operators worldwide. By anticipating emerging trends, the company, along with its partners, aims to shape and potentially redefine the licensed gaming industry, providing unique player experiences across various regions and sales channels. The company designs its products and services with environmental consciousness. Committed to aiding its customers in reducing their environmental footprint, INTRALOT's software is energy-efficient, utilizing microservices architecture for scalable systems. Their hardware solutions are energy-saving, durable, and incorporate recycled materials, aligning with national environmental certifications.

INTRALOT's primary business is offering comprehensive gaming solutions and services to lottery and betting operators, regulators, and government bodies. Their diverse portfolio includes draw-based games, instant scratch tickets, online lottery games, and sports betting solutions, encompassing both in-store and online platforms and management services.

## Lottery Solutions

INTRALOT's diverse range of products and services, including central systems, terminals, software, and support services, assists lottery operators in improving efficiency and effectiveness. Emphasizing digital era modernization, the solution focuses on enhancing player engagement at every step of their journey.

### Lottery Central System

LotosX, INTRALOT's central system, manages the entire lottery process from ticket generation to prize payouts, functioning as a highly parametric platform.

### Lottery Enabler Systems

This includes the Canvas CMS for unified content management, RetailerX for retailer network management, PlayerX for player lifecycle management across channels, and a Device Management System for retail network peripherals.

### Customer Touchpoints

These encompass a variety of retailer terminals, self-service terminals, vending machines, digital channels for playslip preparation and real-money gaming, and digital signage to enhance retail gaming experiences.

### Games

INTRALOT offers a wide array of games, including draw games, Fast Draw games like Keno and Bingo, Instant Win games in various formats, and both traditional and innovative passive games.

### iLottery

This digital lottery solution provides a unified, user-friendly multi-channel experience, enabling operators to offer games online through web and mobile applications.

### Gaming Monitoring/Licensing System

INTRALOT equips operators and regulators with GMS for gaming network monitoring and GLS for gaming licensing process management, ensuring compliance and efficiency.

## Sports Betting Solution

INTRALOT's holistic solution includes INTRALOT Orion, a versatile betting platform, Managed Trading Services for risk management, and a wide range of terminals. Online touchpoints and betting games cater to diverse player preferences, from Fixed Odds Betting and Horserace Betting to Virtual Games.

## Shared Value Creation

GRI 201-1 | Athex: A-G1

### Economic value generated

INTRALOT seeks to create economic value not only for its Stakeholders, but also for other stakeholders. The Company's revenues indicate that significant financial resources are returned to society, through sales fees, the State, providers of funds, suppliers, employees and corporate reinvestment. From approaching the markets, developing and maintaining relationships with clients to producing, marketing and selling services, the Company creates an important value chain with strong social and economic impacts.

**Social Product\* = 215,561.12 ('000 €)**

#### Economic Value<sup>2</sup> ('000 €)

	2021	2022
Economic value generated	189,881	192,352
Revenues	189,881	192,352
Economic value distributed	178,344	160,422
Operating costs	175,434	144,435
Employee wages and benefits	67,763	68,640
Payments to providers of capital	0	10,000
Payments to government by country	2,911	5,986
Community investments/ Social Contribution**	13,700	10,118
Economic value retained	11,537	31,930

<sup>2</sup> Data refer to INTRALOT S.A. and INTRALOT Inc.

\* Employees (wages and benefits) + Local Suppliers Expenditures + Environmental Expenditures and Investments + Government/State + Community Investments

\*\* Data refer to INTRALOT S.A.

## Our People

GRI 2-7, 2-8, 2-30, 401-1, 401-2, 401-3  
Athex: C-S4, C-S7

We recognize the important role our people play in the way we conduct our activities and create internal and external value. With appreciation and respect to every single one of our employees, we actively try to nurture a fulfilling and healthy work environment with equal opportunities for everyone. Through rewarding initiative, encouraging teamwork, and providing frequent trainings to our employees, their professional as well as personal development is guaranteed. The Company strives to continuously advance workplace excellence by implementing policies and procedures that ensure employee satisfaction and high retention rates, health and safety and a diverse and inclusive work environment.

### Our people at a glance

INTRALOT, on 31.12.2022, employed **1,112** people, of whom 31% were women and 69% were men. An almost 1,7% increase in the number of employees can be observed, compared to 2021. It should be noted that the Company has established a firm policy to increase the percentage of female employees across departments and positions.

At Headquarters in Greece, the total turnover rate was in the range of 19,5%, while the people who joined reached 10,1% of the total personnel base.





### Employee attraction and retention

INTRALOT values its human resources highly, employing unbiased criteria to attract quality employees and offering equal opportunities across all demographics. The company cultivates talent, promotes work-life balance, and encourages open communication. It complies with legal standards for work hours, overtime, and remote work. Focusing on internal growth, INTRALOT's HR evaluates internal candidates for roles before external hiring, with all positions transparently posted on its intranet. To boost employer branding, the company participates in key tech talent events like; Developers Days (Digital), Open conference 2022, Career Mentoring Sessions at College Link, AUEB Career Fair 2022, Voxxed Days Athens, TEDxNTUA and i-MBA Career Fair 2022.

### Communication and internal relations

Effective communication with our people is essential for building trust, engaging employees, and fostering a positive and productive workplace culture. Therefore, we aim at continuous, interactive, and substantial communication with our people by utilizing a wide range of internal communication channels, initiatives, and policies, such as:

- ✓ Whistleblowing and anti-harassment policy
- ✓ HR focus groups aiming to enforce open and honest communication
- ✓ Corporate intranet portal iSpace
- ✓ Designated part of the portal for suggestions, comments and ideas of the employees
- ✓ Open door policy
- ✓ E-mail announcements
- ✓ Frequent one on one meetings between Managers and employees
- ✓ Awareness initiatives, followed by Q&A sessions
- ✓ Communication on a team level through Managers and department heads

In terms of enriching our practices for the better operation of the company, two new policies were adopted, namely the "Policy for the Prevention and Combatting of Violence and Harassment at Work", as well as the "Whistleblowing Policy", while our Internal Regulation has been updated respectively.



### Employee benefits

Employee benefits are an essential component of an organization's compensation package and play a significant role in attracting and retaining talented employees. To that end, we are committed to investing in our people and promoting their wellbeing, by offering an array of benefits to all our employees and their families, depending on their position and ranking.

#### Employees

Private health insurance	Annual flu vaccination	Company car and gas card	Subsidized home Internet connection
Parking	Mobile phone	Special corporate discounts	

#### Family Members

Medical insurance	Access to blood bank	Annual kids party	Gift vouchers for newborns
Gift vouchers for employees children that were admitted at higher education institutions			

At INTRALOT, we offer benefits including flexible work arrangements, paid time off, and parental leave to decrease absenteeism and enhance productivity. These flexible work arrangements can encompass work-from-home options, allowing employees to work remotely up to four times per month. Employees who successfully balance their work and personal lives tend to be more motivated and focused while at work.

**INTRALOT Performance** <sup>3,4</sup>

Employees	2022		
	Men	Women	Total
Employees (#)	770	342	1,112
Permanent employees (#)	770	342	1,112
Temporary employees (#)	0	0	0
Non-guaranteed-working-hour employees (#)	0	0	0
Full-time employees (#)	769	335	1,104
Part-time employees (#)	1	7	8
Percentage of employees covered by the National Collective Labour Agreement	100%		

New hires	Number (#)	Rate <sup>5</sup>
<b>New hires by age</b>		
<30 aged new hires	66	0.06
30-50 aged new hires	117	0.11
>50 aged new hires	37	0.03
<b>New hires by gender</b>		
Male new hires	158	0.14
Female new hires	62	0.06
Total new hires	220	0.20

New hires	Number (#)	Rate <sup>6</sup>
<b>Dismissals by age</b>		
<30 aged turnover	49	0.04
30-50 aged turnover	174	0.16
>50 aged turnover	51	0.05
<b>Dismissals by gender</b>		
Male turnover	189	0.17
Female turnover	85	0.08
Total dismissals	274	0.25

<sup>3</sup> Employee performance indicators refer to INTRALOT S.A. and INTRALOT Inc.

<sup>4</sup> Hires & dismissals data exhibits inconsistencies with the NFR data, primarily attributed to NFR data were based on an earlier data collection process.

<sup>5</sup> On the total number of employees at the end of the year.

<sup>6</sup> On the total number of employees at the end of the year.



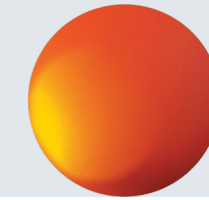
Parental leave <sup>7</sup>	2022	
	Men	Women
Employees entitled to parental leave (#)	0	12
Employees who took parental leave (#)	0	12
Employees back to work after parental leave (#)	0	12
Employees back to work after parental leave, and continued to be employed 12 months after returning (#)	0	12
Percentage of employees back at work after parental leave (%)		100%
Retention rates of employees that took parental leave (%)		100%

<sup>7</sup> Parental leave data refer to INTRALOT S.A. only as INTRALOT Inc.'s data at the reporting time were not available.

## Memberships and Distinctions

GRI 2-28

We are dedicated to developing strong memberships and strategic partnerships that are crucial in realizing our broader vision. Engaging with our industry peers through meaningful dialogues not only improves our performance but also drives the growth and development of our workforce. INTRALOT maintains affiliations with various national and international associations and organizations, reinforcing our dedication to collaborative advancement.



### Lottery and Gaming



Associate Member of WLA (World Lottery Association)



Associate Member of EL (European Lotteries Association)



Level I Partner of NASPL (North American Association of State and Provincial Lotteries)



Gold Sponsor of APLA (Asia Pacific Lottery Association)



Associate Member and Silver Sponsor of GSA (Gaming Standards Association)

### Corporate Responsibility



United Nations Global Compact

Signatory member of the United Nations 'Global Compact Network' for Corporate Social Responsibility



CSR HELLAS

National Partner of Hellenic Network of Corporate Social Responsibility - CSR Europe

### Greek Chambers of Commerce



Hellenic Federation of Enterprises



Athens Chamber of Commerce and Industry



AMERICAN-HELLENIC CHAMBER OF COMMERCE

The American Hellenic Chamber of Commerce

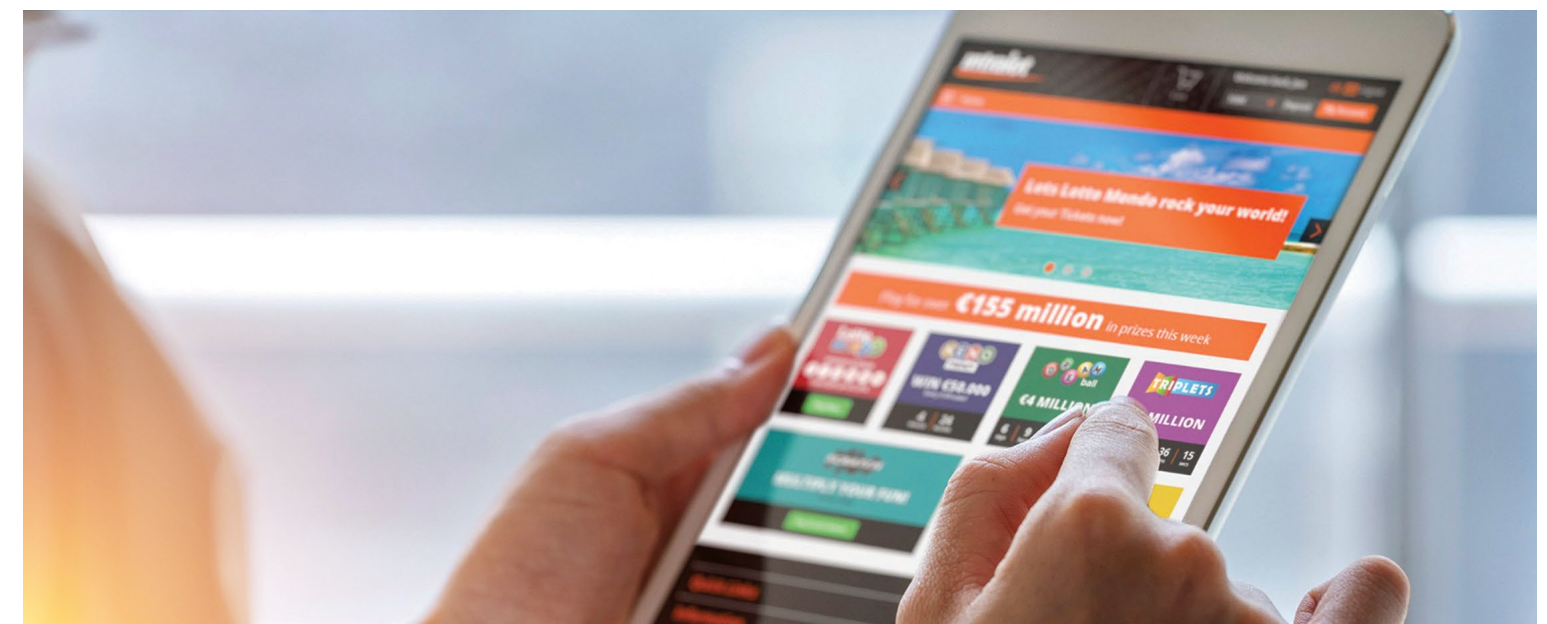


The Hellenic-Dutch Association of Commerce and Industry

The Hellenic-Dutch Association of Commerce & Industry

### Awards/Distinctions

2021 - 2022			
HR Awards 2022	Silver Award	Excellence in Performance Management Strategy / Initiative	INTRALOT's Continuous Performance Management
	Bronze Award	Best Reskilling Strategy	Company's programs and practices related to continuous learning
	Bronze Award	Excellence in Leadership Development management	iLead Programme
Global Gaming Awards London 2021 (Gambling Insider)	Shortlisted	Retail Supplier of the Year	INTRALOT Orion sports betting platform



# Our Approach to Sustainable Development



**INTRALOT is committed to sustainable development by integrating environmental responsibility, economic viability, and social equity into our business model.**

We strive to reduce our environmental impact through eco-friendly practices, support economic sustainability with long-term value creation for stakeholders, and foster a diverse and inclusive workplace while actively engaging in community development initiatives.

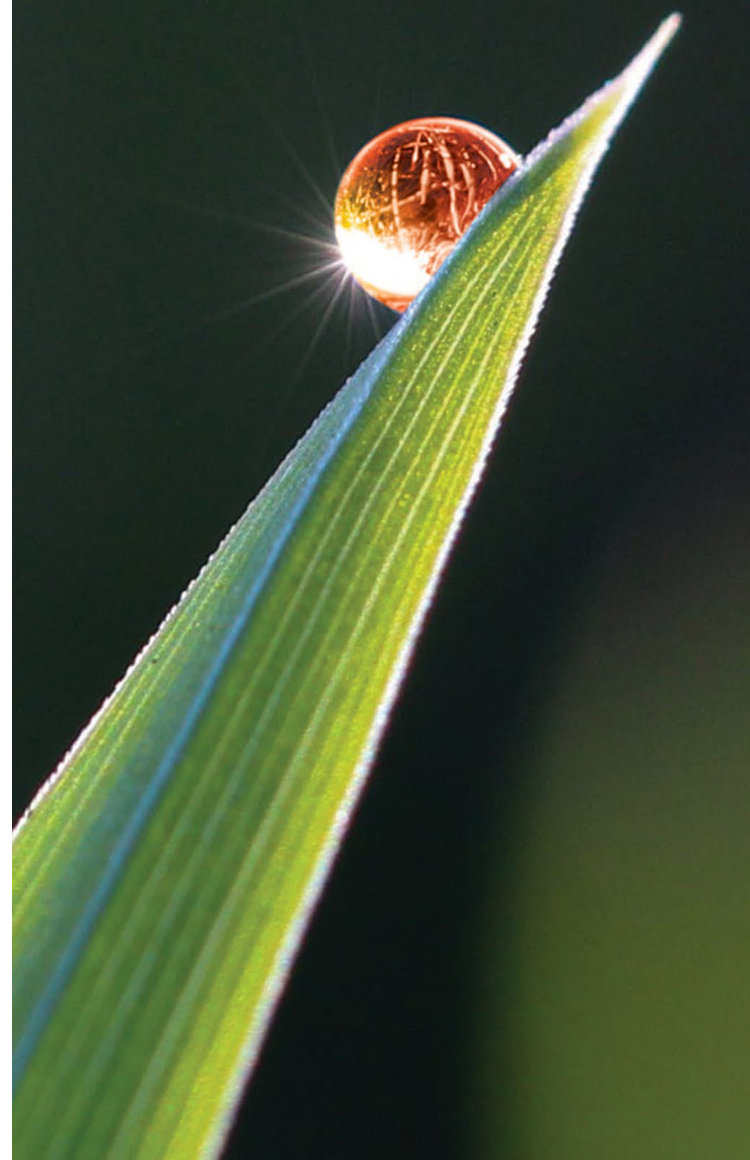
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## Corporate Sustainability Framework

GRI 2-22, 2-23, 2-24

INTRALOT's Sustainability strategy (pillars and commitments) focuses on five key areas shaped in Corporate Responsibility Framework: namely **Economic Sustainability, Governance, Responsible Gaming, Climate and Environment, Employees and Community Engagement**. This Framework guides INTRALOT's sustainability efforts and ensure that the Company operates in a socially responsible and environmentally sustainable manner. It includes policies and procedures related to environmental stewardship, social responsibility, and governance.

By focusing on these key areas, we aim to create sustainable long-term value for all our stakeholders while also fulfilling our commitment to social and environmental responsibility.



**Economic Sustainability**

INTRALOT focuses on creating long-term value for shareholders, employees, and stakeholders by improving activities, products, and services. The company embraces innovation and strives to offer high-quality, competitively priced products, aiming for sustainable profits and financial stability.

**Governance**

Adhering to modern Corporate Governance principles, INTRALOT's practices align with Greek laws and international standards, emphasizing shareholder and stakeholder rights, transparency, and responsibility. The company employs clear procedures for business activities and prioritizes transparent practices, including fraud prevention and employee training.

**Responsible Gaming**

Committed to the WLA Responsible Gaming Framework, INTRALOT implements best practices in gaming and offers tailored responsible gaming product features. The company educates employees and players on gaming regulations and promotes responsible gaming behaviors.

**Climate and Environment**

INTRALOT is dedicated to environmental protection, complying with relevant legislation, and minimizing environmental damage. The company's efforts include recycling, using eco-friendly materials, conserving resources, reducing plastic use, and addressing transportation pollution.

**Employees and Community Engagement**

The company supports social welfare and local communities, focusing on cultural preservation and quality of life improvement. INTRALOT's community initiatives include support for underprivileged children and volunteer programs. The company ensures a safe, non-discriminatory workplace with equal opportunities, respecting trade union rights and adhering to health and safety regulations. Emphasizing human resource quality, INTRALOT prioritizes fair personnel practices and employee development.

**Materiality Assessment**

GRI 2-25, 3-1, 3-2 | Athex: C-G3

In 2023, INTRALOT initiated the materiality assessment to identify and evaluate significant topics for its operations, engaging senior management and representatives from all stakeholder groups. The process, conducted in accordance with the GRI Standards 2021 and involved the identification, prioritization, and validation of the impacts that INTRALOT has or could have on the environment, society, and economy.

The methodology of the materiality assessment was based on the following 5 steps:

- 1 Understand the organization's context**

The materiality assessment was conducted thoroughly, including a comprehensive review and update of previous material issues and the methods employed to address them. Following a detailed examination of our business operations and value chain, we initiated a systematic identification of the external impacts stemming from our activities. To address these impacts, the Company held workshops with department heads to evaluate our influence on the environment, society, and the economy, as well as to understand our interactions with stakeholders. This approach ensured consideration of both direct and indirect effects on various stakeholder groups.
- 2 Identify actual and potential impacts**

Following the guidelines of the materiality assessment, INTRALOT has identified both actual and potential impacts. This involves examining the company's activities, products, and services to understand how they affect stakeholders and the broader environment in which the company operates. The evaluation considered both positive and negative impacts.
- 3 Assess the significance of impacts**

In assessing our impacts, we measured their significance and magnitude by considering factors such as scale, scope, reversibility, and probability. To facilitate this evaluation, we initiated a cross-departmental workshop, where each department was tasked with rating the impacts relevant to their operations. This approach ensured that specific departments were assigned to assess impacts, aligning with the areas they are most connected with.
- 4 Prioritize the most significant impacts for reporting**

In the final phase of the impact assessment, INTRALOT categorized the significant impacts into material topics. These impacts were assessed and ranked based on their importance, using specific criteria to determine which were considered material. Separate thresholds were established for evaluating both positive and negative impacts. After creating a definitive list of material impacts, they were then organized into distinct material topics.
- 5 Engage with relevant stakeholders and experts**

In the final stage of the materiality assessment process, INTRALOT engaged with its stakeholder groups to prioritize material topics. Recognizing that dialogue with stakeholders acts as a catalyst for progress and a means to validate our strategy, we have considered their priorities. We aim to address their concerns by responding to negative impacts, enhancing positive impacts, and focusing on our future sustainability goals.

The 10 topics were identified taking into account the Company's field of activity and the impacts that arise or are likely to arise from its activities, while covering the three ESG pillars (Environmental, Social, Governance).

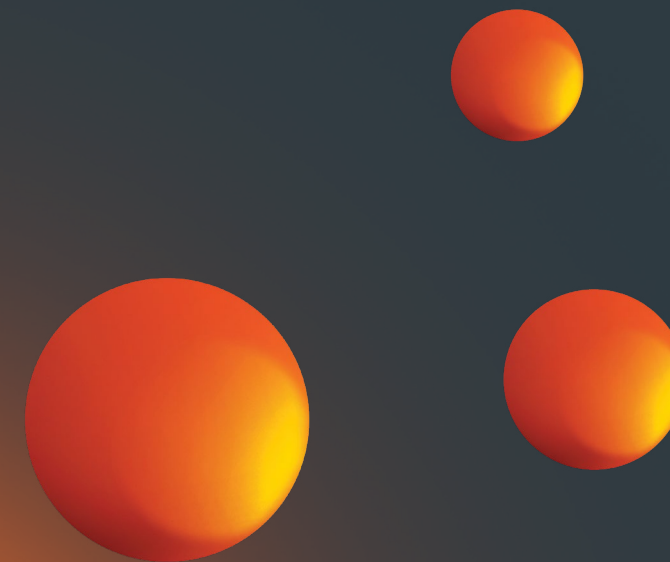
Material topics	Impact themes	Sustainable Development Goals (SDGs)	Significance for stakeholders
<b>1. Energy and emissions</b>	Energy Emissions Climate change mitigation strategies	 	 Important
<b>2. Waste management and materials</b>	Circular economy Materials		 Important
<b>3. Fair employment, diversity and inclusion</b>	Talent attraction and retention Human rights Diversity and equal opportunities Employee training and skills development Grievance mechanisms	  	 Extremely Important
<b>4. Employee Health, Safety and Wellbeing</b>	Employee Health, Safety and Wellbeing	 	 Extremely Important
<b>5. Responsible gaming</b>	Safe gaming experience Responsible gaming awareness Responsible gaming product design	 	 Extremely Important
<b>6. Innovation and technology</b>	Sustainable Products and Services-Digitization		 Extremely Important
<b>7. Data privacy and security</b>	Customer data security Data privacy		 Extremely Important
<b>8. Local communities</b>	Community Engagement Economic impact		 Important
<b>9. Corporate governance and business ethics</b>	Business Conduct Anti-corruption	 	 Extremely Important
<b>10. Responsible procurement</b>	Procurement practices		 Very Important

## Stakeholder Engagement

GRI 2-29 | Athex: C-S1

Our company has identified as stakeholders the groups that are directly or indirectly linked to, influence, or are affected by our decisions and activities. In line with our commitment to ethical business practices, we regularly engage with our key stakeholders. This engagement enable us in understanding, prioritizing, and managing our sustainability impacts as an organization, thereby enhancing our sustainable business practices and improving our overall performance.

We are committed to fostering meaningful discussions and strong collaboration with our stakeholders, with the goal of clearly outlining INTRALOT's position, as well as embracing diverse perspectives.



We continuously seek to meet the expectations of our stakeholders via multiple channels and processes.

Stakeholder Group	Communication Methods	Key Material topics <sup>8</sup>
Employees	Corporate Intranet, Portal (iSpace), Corporate Events, Social Events, Trainings, Social Media, 'Your Voice', Announcements Meetings	Fair employment, diversity and inclusion Employee health, safety and wellbeing Innovation and technology
Frequency of communication: Daily		
Shareholders	Annual Reports, Quarter Reports, Website, Press Releases, Social Media, Articles, Interviews, Road Shows, Shareholders Gen. Meet, BoD Meetings	Corporate governance and business ethics Innovation and technology Energy and emissions
Frequency of communication: Whenever deemed necessary		
Customers	Formal Comms, Meetings, Trainings, Customer Complaint Service Customer Survey, Website, Press Releases, Social Media, Articles, Newsletters, Interviews, Corporate Profile, PnS Brochures	Responsible gaming Innovation and technology Data privacy and security
Frequency of communication: Daily		
Analysts and Consultants	Meetings (annually), Formal Comms, Website, Press Releases, Social Media, Articles, Interviews, Corporate Profile, PnS Brochures	Responsible gaming Innovation and technology Data privacy and security
Frequency of communication: Whenever deemed necessary		
Suppliers	Formal Comms, Meetings (annually), Call Center, Website, Press Releases, Social Media	Energy and emissions Employee health, safety and wellbeing Data privacy and security
Frequency of communication: Daily		

Stakeholder Group	Communication Methods	Key Material topics <sup>8</sup>
Lottery and Trade Associations	Website, Press Releases, Social Media, Articles, Interviews, Trainings, Call Center, Corporate Profile, PnS Brochures	Responsible gaming Innovation and technology Data privacy and security
Frequency of communication: Daily		
Financial Institutions and Investors	Formal Comms, Meetings with ExComs of Lottery Associations, Dialogue with Reps of, Authorities, Presentations, Participation in, Congresses & Events of Lottery & Gaming, Associations, Website	Energy and emissions Waste management and materials Corporate governance and business ethics
Frequency of communication: Whenever deemed necessary		
Trade Press	Website, Press Releases, Social Media, Articles, Interviews, Material/Information upon Requests	Local communities Responsible gaming Innovation and technology
Frequency of communication: Monthly		
Community and Non-Governmental Organizations	Meetings, Events, Workshops (annually), Partnerships	Local communities Responsible procurement Responsible gaming
Frequency of communication: Monthly		

<sup>8</sup> During the external survey of materiality analysis to prioritize material topics, we identified the top three topics for each stakeholder group that actively participated. This approach allows us to maintain a balanced and inclusive perspective on material topics, effectively aligning our sustainable development actions with the expectations and needs of all our stakeholders.

# Governance



100%  
of employees briefed  
on the Code of Conduct

0  
incidents  
of corruption

30%  
of employees trained on anti-  
corruption and anti-bribery issues\*

\* Data refer to INTRALOT S.A. only

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**INTRALOT adheres to all applicable international and national laws and regulations and actively opposes all forms of corruption and bribery.**

The Company has zero tolerance for bribery, fraud, unfair competition and other types of inappropriate business behavior, and commits to upholding sound business practices within the organization and across its supply chain and business partners.

We conduct our activities with transparency and integrity, as these are fundamental values for developing and maintaining relations with our stakeholders.



## Corporate governance and business ethics

GRI 3-3, 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-16, 2-18, 2-19, 2-20, 2-23, 2-24, 2-25, 2-26, 2-27, 205-2, 205-3  
Athex C-G1, C-G2, C-G5

### Our commitment

INTRALOT, in alignment with Greek legislation and international best practices, is committed to the principles of Corporate Governance, adhering to procedures and rules for corporate management and control. By implementing our Corporate Governance Policy, we strive to act in the best interests of our shareholders and all our stakeholders, ethically and responsibly. Our decision-making processes are characterized by transparency and accountability, qualities that also extend to our internal controls, auditing, and the disclosure of data and information to all involved parties.

ESG Goals	Goal beyond regulation
Maintain zero corruption incidents.	✓
Enhance employee training concerning anti-bribery and anti-corruption while offering clear ethical guidance in situations where conflicts of interest may arise.	✓

### Our impacts

Impact theme	Material impacts on sustainable development	
<b>Anti-corruption</b>	An anti-corruption policy is in place to effectively address corruption and bribery cases, minimizing their negative impact. Additionally, the company has a whistleblowing policy for swift detection of corruption, encouraging reports of suspected corrupt activities and enabling timely investigations to uphold integrity and ethics.	+ Actual
<b>Anti-corruption</b>	The company combats money laundering with KYC protocols, due diligence checks, and monitoring of gambling activities, ensuring ethical service standards and compliance. It also conducts anti-corruption due diligence for mergers and acquisitions, safeguarding its activities, reputation, and integrity.	+ Actual
<b>Anti-corruption</b>	The company's internal reporting mechanism allows employees to confidentially report breaches and ethical concerns, promoting transparency and accountability. Efficient communication with governance bodies ensures active investigation and resolution of reported issues.	+ Actual
<b>Business Conduct</b>	The company's Code of Conduct raises awareness and prevents corruption by providing clear guidelines and promoting ethical behavior among employees and stakeholders. It fosters integrity and accountability, creating a transparent and ethical business environment.	+ Actual

## Our approach

### Our Corporate Governance Approach

#### Application of Corporate Governance Principles

The Company has voluntarily adopted the Hellenic Corporate Governance Code 2021 and incorporated its principles in its Corporate Governance Code. Our Corporate Governance policy reflects our commitment to ethical and responsible decision making by our top management and directors, to ensure our organization's sustainable growth and the long-term welfare of shareholders and stakeholders. The Board of Directors and its established committees follow these principles to oversee the Company's activities, along with its subsidiaries and joint ventures across regions. The Board of Directors has also established committees with supervisory and advisory authorities.

#### Code of Corporate Governance

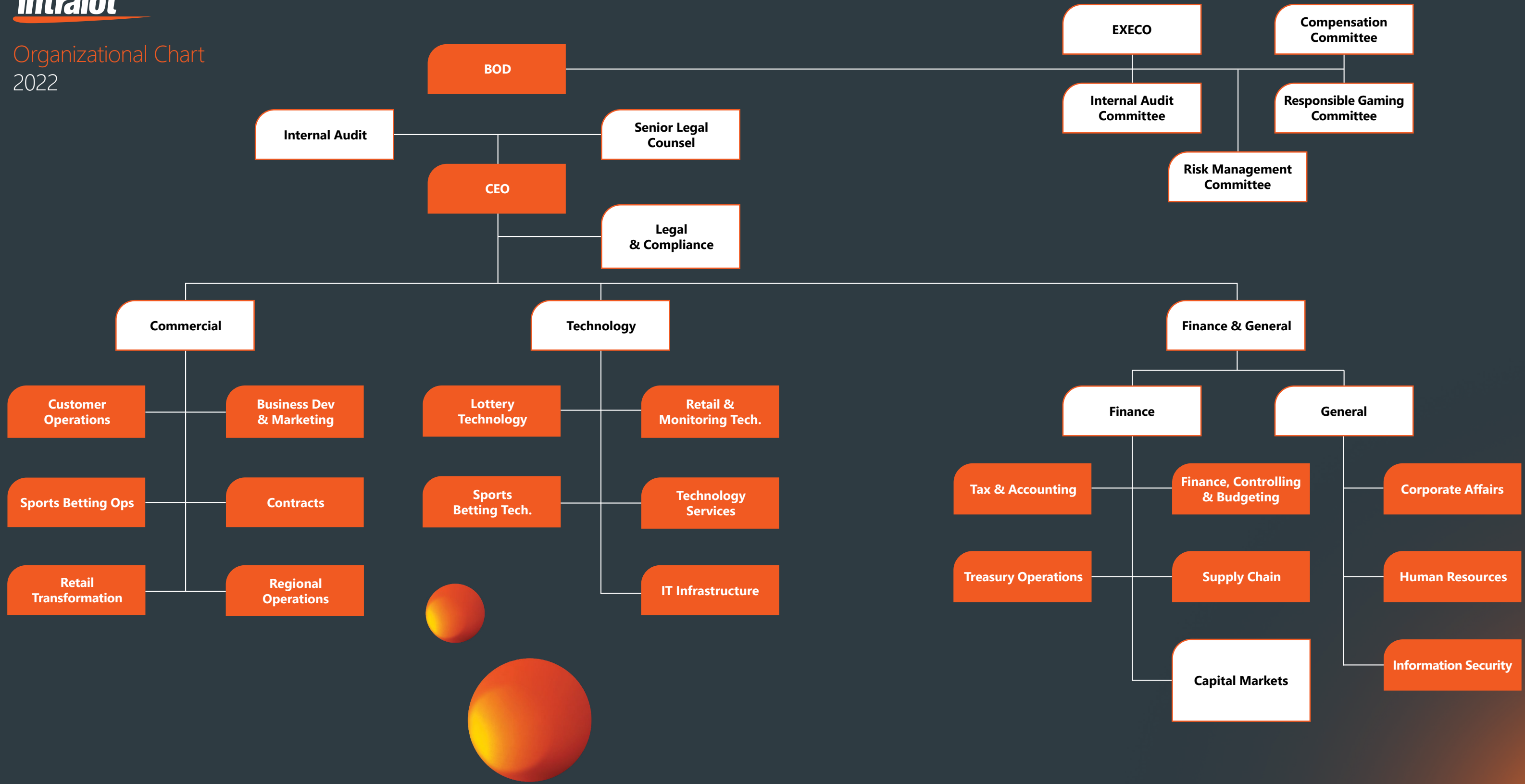
The Company follows a comprehensive regulatory framework that includes controls, rules, and procedures organized across three distinct layers. This framework is complemented by the importance we place on Greek legislation, the OECD's 2004 corporate governance guidelines, and the Hellenic Federation of Enterprises (SEV) Code of Corporate Governance for Listed Companies. By adhering to these standards, we ensure greater transparency in our operations, offer clarity to our stakeholders, and convey a clearer image of the Company to our shareholders.

#### Organizational structure

At INTRALOT, we strive to consistently meet the expectations of all stakeholders by promoting transparency and independence in our management and auditing practices. We adhere to the legal and regulatory requirements that govern our activities, and our exceptional organizational structure enables us to effectively manage our resources and achieve our strategic objectives, thereby enhancing our competitive edge. We have an organizational structure set on Divisions and Departments that have specific responsibilities and activities defined in the Internal Regulation of the Company.



Organizational Chart  
2022



### Board of Directors

INTRALOT is overseen by a 10-member Board of Directors, whose roles are outlined in the company's Law and Articles of Association. Board members, elected by the General Meeting of shareholders, include executive, non-executive, and independent non-executive members. They are chosen based on their knowledge and experience in INTRALOT's activities, assessed through a Suitability Policy guiding their selection, replacement, or renewal. While eligible for re-election, their tenure can be revoked by the General Meeting at any time.

The Board's responsibilities encompass overseeing all company activities to protect corporate interests and ensure compliance with applicable laws. They manage, represent, and administer company assets, make decisions, except those reserved for the General Meeting, and ensure effective performance of Internal Audit, Regulatory Compliance, and Risk Management. The Board also develops and implements INTRALOT's strategy and business plan. The roles of the Chief Executive Officer and Deputy Chief Executive Officer are defined by the Board, which includes the Chairman, Vice Chairman, CEO, Deputy CEO, Company Secretary, and Operating Board Committee.

### Evaluation of the performance of the highest governance body

The Board of Directors has a structured evaluation process to ensure its effectiveness and proper governance. This evaluation, which is vital for the board's role in strategy formulation and management oversight, happens on two levels: collective and individual.

Collectively, the evaluation assesses the board's composition, diversity, and collaborative functioning. It aims to ensure the board as a whole is suitably diverse and effective in guiding corporate affairs, benefiting the company, shareholders, and stakeholders. This collective suitability is critical for the board to lead effectively and ensure management executes the corporate strategy. Individually, each board member is evaluated based on their specific role (executive, non-executive, independent), involvement in committees, responsibility for particular projects, time commitment, behavior, and the application of their knowledge and experience. This comprehensive approach ensures each member's contribution aligns with the board's overall success.

The first evaluation since the election of the new board, covering the period from June 29, 2021, to December 31, 2022, included anonymous self-assessment questionnaires. The results indicated a generally satisfactory to fully satisfactory performance. Additionally, the Remuneration and Nomination Committee considered various criteria like active participation, conflict of interest prevention, expertise, and absence of any judicial decisions against members. The assessment concluded that the Board and its Committees, specifically the Audit Committee and the Remuneration and Nomination Committee, maintain an appropriate balance of skills, knowledge, experience, diversity, and independence.

Board of Directors	Position
<b>Sokratis P. Kokkalis</b>	Chairman and Group CEO, Executive Member
<b>Constantinos G. Antonopoulos</b>	Vice-Chairman, Non-Executive Member
<b>Nikolaos I. Nikolakopoulos</b>	Deputy CEO, Executive Member
<b>Chrysostomos D. Sfatos</b>	Deputy CEO, Executive Member
<b>Fotios Konstantellos</b>	Deputy CEO, Executive Member
<b>Alexandros-Stergios Manos</b>	Member of the Board, Non-Executive Member
<b>Ioannis K. Tsoumas</b>	Member of the Board, Independent Non-Executive Member
<b>Adamantini Lazari</b>	Member of the Board, Independent Non-Executive Member
<b>Dionysia Xirokosta</b>	Member of the Board, Independent Non-Executive Member

### Operating Board Committees

Committees of the Board of Directors of the Company:

- Audit Committee
- Remuneration and Nomination Committee for the Election of Members of the Board of Directors

There are also Committees that are not part of the Board of Directors, but they are equally important for the smooth operation of the Company. These include the:

- Executive Committee
- Risk Management Committee
- Responsible Gaming Committee



**Board of Committees**

Committee	Members	Activities
<b>Audit Committee</b>	Three independent non-executive members	<ul style="list-style-type: none"> <li>• Meets quarterly and also meets semi-annually with the Company's auditor, without the presence of Company's Management.</li> <li>• Supervises financial reporting and information, legislative and regulatory compliance, and internal control processes and systems.</li> <li>• Quarterly monitors and reviews the Internal Audit Unit's effectiveness regarding management of main risks.</li> <li>• Ensures the integrity of corporate accounts, financial reporting systems and public disclosures as well as the internal controls and risk management systems' effectiveness</li> </ul>
<b>Remuneration and Nomination Committee for the Election of Members of the Board of Directors</b>	Three independent non-executive members	<ul style="list-style-type: none"> <li>• Determine the employee remuneration policy.</li> <li>• Recommend remuneration levels for executives, managers, and senior executives to the Board of Directors.</li> <li>• Regulate matters associated with the overall remuneration policy.</li> <li>• Propose the criteria and the general frame to select BoD members.</li> <li>• Suggest the procedures to determine internal relations of BoD members.</li> <li>• Determine the criteria to select new directors as well as for removals</li> </ul>

**Other Committees**

Committee	Members	Activities
<b>Executive Committee</b>	Group Chief Executive Officer and General Directors	<ul style="list-style-type: none"> <li>• The Committee implements the Board's strategy, assists in decision-making, proposes alternative strategies, and participates in tender processes. It also manages day-to-day corporate and group affairs and addresses issues for the Board's consideration.</li> </ul>
<b>Responsible Gaming Committee</b>	Various management executive	<ul style="list-style-type: none"> <li>• Design, plan, implement and review the Group's Responsible Gaming strategy.</li> <li>• Submit proposals to the BoD regarding the Responsible Gaming program's long-term strategy and objectives.</li> </ul>
<b>Risk Management Committee</b>	Various management executives	<ul style="list-style-type: none"> <li>• Oversees information security and compliance, manages risk, monitors certifications, and supervises intellectual property protection. Additionally, it addresses security incidents and allocates resources for security initiatives.</li> </ul>

**Internal Control System**

INTRALOT has established an Internal Control System (ICS) to ensure the uninterrupted activities of the Company in a safe and efficient manner. For this reason, the Company has adopted a Regulatory Compliance System, a Risk Management System as well as the Internal Audit Unit.





### Compliance Policies and Procedures

In the above system, we have adopted and implement policies and procedures regarding Regulatory Compliance and Business Ethics. These include:



### Internal Audit

The Internal Audit Unit of INTRALOT aims to provide assurance and advisory services in order to improve and add value to the Company's activities. Through the application of a systematic, professional approach for the evaluation and improvement of the internal audit and controls and risk management, INTRALOT achieves its goals successfully. The Internal Audit Unit reports to the Board of Directors through the Audit Committee and operates under the Internal Audit Charter that covers the mission, purpose, and responsibilities of the Unit, standards of professional practice, jurisdiction, scope, and objectivity matters and ways to continuously improve.

### Regulatory Compliance System

INTRALOT has implemented a Regulatory Compliance System to oversee regulatory compliance and ethical conduct, managed by a Regulatory Compliance Officer who reports to the Board and CEO. The system's main mission is to establish procedures and policies ensuring compliance. It involves assessing INTRALOT's activities, identifying and managing potential procedural weaknesses, and handling internal and external complaints. The Officer keeps executives updated on relevant developments, works with HR to strengthen compliance culture, prepares an Annual Action Plan, evaluates the compliance system, and monitors conflict of interest policies. The system comprises four pillars: Compliance Strategy, Compliance Risk Management, Compliance Policies and Procedures, and Shaping a Culture of Compliance.

### Code of Conduct

The framework of principles and values that define the professional behavior of employees, the Company's business ethics and corporate culture as well as the principles and ethical commitments of the Company. All employees and managers receive trainings on the Code of Conduct through various platforms and are expected to follow it without exceptions. The Code is consistently updated, and all employees are required to stay informed about any changes that occur. Furthermore, employees are expected to report any incidents of Code violations, legal violations, or conflicts of interest to the Human Resources Department of INTRALOT. The Company ensures the confidentiality of the reporting employees, taking these matters seriously and conducting thorough investigations into all potential breaches of the Code.

Employees can direct any related questions and all employees are obliged to report any breach of the Code of Conduct to the Human Resources Department, by name or anonymously, either by telephone or e-mail. In case anyone suspects that there is an actual or potential conflict of interest or could be reasonably perceived by others as a conflict of interest, employees must report it to their Supervisor or their Director, who will discuss with them to determine whether he/she actually has a conflict of interest and, if so, how to best address it.

### Internal Regulation Charter

The Internal Regulation Charter outlines the framework for INTRALOT’s Divisions, including their roles, responsibilities, and interactions with each other and with INTRALOT’s management. It also outlines the responsibilities, duties, and obligations of each statutory body in accordance with the Company’s Articles of Association and relevant laws. This Charter is compulsory for the entire Company, as well as any partners providing services under an independent services contract.

### Risk Management System

INTRALOT utilizes a comprehensive risk management approach that relies on the ERM (Enterprise Risk Management) Framework, COSO (Committee of Sponsoring Organizations) principles, and ISACA (Information Systems Audit and Control Association) guidelines. This approach to ERM involves recognizing, assessing, and managing risks related to the Company’s business objectives. A systematic risk assessment is conducted at least once per year, and risk mitigation measures are developed accordingly. The aim of the Company’s risk management framework is to minimize the negative impact of financial market volatility, cost fluctuations, and sales changes on both its financial performance and overall operational strategy.

Source	Impact	Policies and Practices
<b>Financial Risks</b>		
Credit risk	Not significant	Pursue wide dispersion of customers. Set credit limits through signed contracts. Set limits on credit exposure to any financial institution. Adopt an internal rating system on credit rating evaluation
Liquidity risk	Significant	Develop policies to manage and monitor liquidity to meet obligations. Set a system to monitor and constantly optimize operating and investing costs.
Foreign Exchange risk	Significant	Achieve diversification of currency portfolio
Interest rate risk	Not significant	Have a balanced portfolio of loans with fixed and floating borrowing rates.
High leverage risk	Moderate / Significant	Set specific consolidated fixed charge coverage and senior leverage ratio.

Source	Impact	Policies and Practices
<b>Operating Risks</b>		
Winners’ payouts in sports betting (Depends on the outcome of the events)	Moderate	Establish a betting center in Greece to control global fixed odds betting activity and payout policy in real-time.
Gaming sector and economic activity	Moderate	Diversify portfolio through international expansion. Reduce dependency on the performance of individual markets and economies.
Gaming Taxation	Moderate	Monitor and evaluate changes in taxation.
Regulatory risk	Significant	Rely on government licenses. Monitor changes in the regulatory environment
Technological changes	Significant	Properly respond to technological changes Timely develop or license innovative and appealing cost-effective products. Invest in R&D to develop innovative products.
Emerging markets risk	Significant	Monitor social, political, legal, and economic conditions in countries of operations.
Competition and margin squeeze	Significant	Aim to renew long-term contracts.
Environmental Risk	Moderate	Identify best practices and implement environmentally friendlier initiatives. Reduce waste and improve recycling rates. Reduce use of physical resources (e.g., paper, ink). Measure the environmental impact.
Risk of COVID-19 Pandemic (Depends on its duration, government restrictions in key jurisdictions and the current and subsequent economic disruption)	Moderate	Closely monitor the developments regarding the pandemic. Follow the guidance from local health authorities. Observe requirements and actions implemented by local governments. Implement emergency plans to reduce potential adverse effects on employees and activities.

### Preventing and combating corruption and bribery

INTRALOT aims for the diligent identification of corruption and bribery risks within the scope of its activities. To successfully achieve this goal, the Company has implemented internal policies, rules, and regulations such as an Anti-Corruption Policy, Anti-Money Laundering Policy, and Whistleblower policy, guided by its Code of Conduct.

### Anti-Corruption policy

Honesty and integrity are fundamental values upheld in all activities, business transactions, and management practices at INTRALOT. The company is dedicated to preventing and combating corruption, complying with anti-corruption laws. Its positive reputation is built not just on its products, but also on these core values, leading to the establishment of an Anti-Corruption Policy. This policy, applicable to all employees, covers stances on corruption, transactions, procurement, gifts, and political contributions. Employees are encouraged to report any suspicions of bribery or corruption. Notably, INTRALOT is among the few gaming companies certified with ISO 37001 for its Anti-Bribery Management System, enhancing transparency and combating bribery. Also, the company ensures its suppliers adhere to anti-corruption principles through thorough risk assessments before any business engagement.

### Anti-Money Laundering Guidelines

INTRALOT has established specific guidelines as part of its efforts to safeguard against the exploitation of its global activities for money laundering. The Anti-Money Laundering Guidelines are designed to reduce instances where the Company's products could be used for such illicit activities. Compliance with these guidelines is mandatory for all employees.

### Whistleblower policy

Employees and representatives of INTRALOT are required to uphold honesty and integrity while performing their duties, adhere to the Company's internal policies, and comply with all relevant laws and regulations. In this context, INTRALOT has implemented a Whistleblowing Management Policy, based on which members of the Board of Directors, management executives, employees, customers, suppliers and partners are encouraged to submit reports of criminal offences, suspected incidents of illegal conduct, and serious irregularities/omissions in relation to regulations or even Company policies and procedures. The purpose of this whistleblower Policy is to:

- Encourage and enable INTRALOT Individuals to raise concerns regarding suspected illegal or unethical conduct or practices or violations of INTRALOT's policies on a confidential and, if desired, anonymous basis.
- Protect INTRALOT Individuals from retaliation for raising such concerns.
- Establish policies and procedures for INTRALOT.
- to receive and investigate reported concerns and address and correct inappropriate conduct and actions.

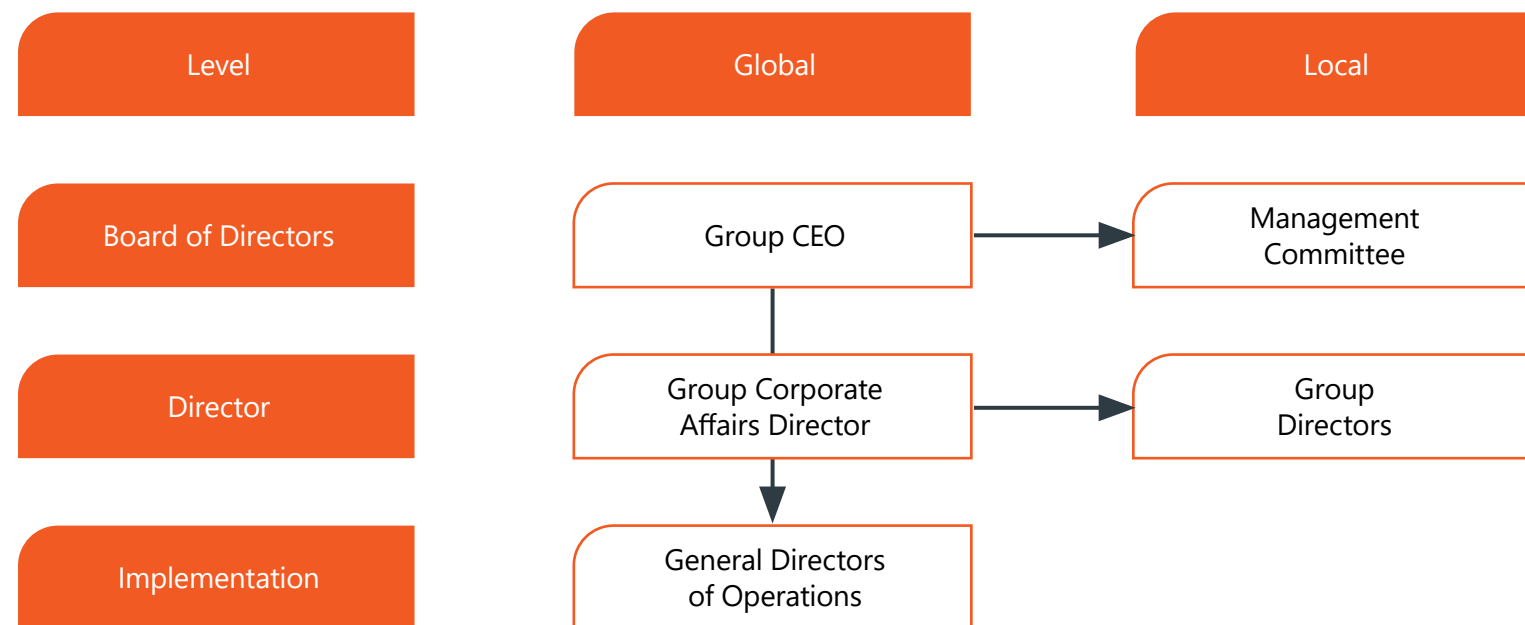


### Sustainability Governance

At INTRALOT, we incorporate systems and processes to ensure that sustainable practices are embedded in our decision-making, activities, and overall strategy. This involves the creation and enforcement of policies and procedures that address environmental, social, and governance (ESG) concerns. Additionally, we establish mechanisms and engage in the monitoring and reporting of our sustainability performance. Effective governance in sustainability is essential for us to meet our sustainability objectives and contribute to a more sustainable future.

- At Board level, the overall responsible is the Group Chief Executive Officer, who is the Chairman of the Management Committee, with the leadership on Corporate Responsibility plan.
- At Director level, the Group Corporate Affairs Director is responsible to organize the relevant activities and review the Group's Responsible Gaming program, as well as guide, plan, implement and evaluate the Corporate Responsibility program and cooperate with other departments. The Corporate Affairs Division manages the issue of Corporate Responsibility, in order to streamline activities and facilitate the Company's responsible operation, at a strategic, organizational, and operational level.
- The Corporate Affairs Division interacts with General Directors of Operations and other Divisions within the Company, at a local and global level, to facilitate respective practices implemented.

### Corporate Responsibility Management



### Sustainable Development Policy

The Company has implemented a Sustainable Development Policy that outlines its commitments and responsibilities to its employees, the industry, the environment, and society within a defined framework. The aim is to maintain its leading role in Sustainable Development issues, which the Company has demonstrated over time, by adhering to this policy. INTRALOT places great importance on sustainable development and considers it a top priority, with a commitment to offering its services based on its corporate principles and values and driven by its employees. To achieve this, the Company's management formulates the Sustainable Development Policy, which entails:

- Continuously developing the Company, evolving the business model, and creating economic value for shareholders and stakeholders,
- Ensuring ethical business practices,
- Providing products and services with a focus on minimizing environmental and social impact,
- Encouraging innovation,
- Regularly monitoring the Company's environmental impact,
- Establishing and monitoring targets for improving ESG indicators and the overall positive impact of the Company.

### INTRALOT performance<sup>9</sup>

	2022
<b>Governance</b>	
Non-executive BoD members (%)	55.6
Independent non-executive BoD members (%)	44.4
<b>Anti-Corruption Employee Training</b>	
Employees briefed on the Code of Conduct (%)	100
Employees trained on the Code of Conduct (number)	44 <sup>10</sup>
Employees trained on anti-corruption and anti-bribery issues (%)	30 <sup>11</sup>
Employees attending the annual Information Security awareness program (number)	210 <sup>12</sup>
<b>Compliance</b>	
Corruption incidents (number)	0
Bribery incidents related to employees (number)	0
Value of contributions made to politicians and political parties (€)	0
Violation cases concerning the Code of Conduct (number)	0

<sup>9</sup> 2022 data refers to INTRALOT S.A. and INTRALOT Inc. except otherwise

<sup>10</sup> Data refers to INTRALOT S.A. only

<sup>11</sup> Data refers to INTRALOT S.A. only

<sup>12</sup> Data refers to INTRALOT S.A. only





## Responsible Marketing

GRI 3-3, 417-2, 417-3

### Our commitment

Marketing compliance at INTRALOT refers to the policies and procedures that govern the Company's marketing activities and ensure that they comply with relevant laws, regulations, and industry standards. This includes adhering to advertising and marketing codes of conduct, obtaining necessary permissions and approvals, ensuring accuracy and truthfulness of marketing materials, and safeguarding the privacy of customer data. By maintaining marketing compliance, ethical and legal standards are upheld in its marketing practices and the trust and confidence of its customers and stakeholders is maintained.

### Our approach

INTRALOT's marketing process aligns with standard product marketing practices. The team's responsibilities include insights and analysis, data review, game examination, and game development, focusing on content creation. The game developers design the gaming content, which is then leveraged by the marketing team through various tools and internal procedures. INTRALOT acknowledges the significance of conducting marketing responsibly and consistently. In 2022, there were no issues with compliance with laws or regulations, nor were there any incidents of deception. Activities are fully aligned with the standards and practices adopted and implemented by WLA members.

## More specifically, INTRALOT

- ✓ Is consistent with the industry's principles of dignity and integrity, mission and values.
- ✓ Follows WLA Responsible Gaming principles.
- ✓ Develops a statement of its commitment to Responsible Gaming.
- ✓ Is compatible with the relevant legislation.
- ✓ Prevents people from exceeding their playing limit.
- ✓ Do not operate illegal activity.
- ✓ Provides players with full information.
- ✓ Prevents from underage or problem play.

## Customer service

The Company has created the INTRALOT Service Desk in line with ISO 20000:2015 regulations for IT Service Management. The Service Desk acts as a central point of contact, available 24/7, between customers and internal support teams for IT and Application Support and Services. Its responsibilities include collecting, analyzing, and addressing various customer requests, as well as recording and monitoring incidents and service requests. The Service Desk offers guidance, solutions, workarounds, and responses to customer requests and ensures that all requests are handled effectively. Additionally, errors and solutions are documented in the Knowledge database. INTRALOT closely monitors all reported incidents to identify customer concerns and areas for improvement, and high-priority incidents are reviewed by the company's Top Management.

## INTRALOT performance<sup>13</sup>

Requirements for product and service information and labeling	2022
Significant product or service categories covered by and assessed for compliance with such procedures (%)	100%
<b>Incidents of non-compliance concerning product and service information and labeling</b>	
Incidents of resulting in a fine or penalty (#)	0
Incidents of resulting in a warning (#)	0
Incidents of of non-compliance with voluntary codes (#)	0
<b>Incidents of non-compliance concerning marketing communications</b>	
Incidents of resulting in a fine or penalty (#)	0
Incidents of resulting in a warning (#)	0
Incidents of of non-compliance with voluntary codes (#)	0

Compliance	2022
Fines imposed regarding marketing, advertising and promotion activities and product or service information (e.g., product labeling) (number)	0
Non-monetary sanctions imposed regarding marketing, advertising and promotion activities and product or service information (e.g., product labeling) (number)	0

<sup>13</sup> 2022 data refers to INTRALOT S.A. and INTRALOT Inc

## Responsible Procurement

**Material topic**  
GRI 3-3, 204-1 | Athex C-S8

### Our commitment

INTRALOT has a commitment to responsible procurement, which involves ensuring that the products and services it purchases are sourced in an ethical and sustainable manner. This includes working with suppliers who meet certain social and environmental standards, such as those related to labor practices, human rights, environmental protection, and anti-corruption.

The Company ensures its collaboration with responsible and ethical suppliers, who remain compliant with laws and regulations through the Procurement policy. This Policy is a mandatory framework for all procurement activities, globally. According to the provisions of the Code of Conduct, all purchase agreements must be sufficiently documented and clearly state the services or products to be provided, the unit price, the method and terms of payment as well as the applicable rate or fee, while the amount of payment has to be commensurate with the products or services provided.

ESG Goals	Goal beyond regulation
Align procurement policies and practices with the organization's sustainability goals and values, as well as relevant international standards and frameworks.	✓
Collaborate with suppliers and other stakeholders to improve their sustainability performance and foster innovation and best practices.	✓

### Our impacts

Impact theme	Material impacts on sustainable development
<b>Procurement practices</b>	The company conducts due diligence on suppliers' financial data to assess their stability and viability, reducing the risks of supplier insolvency, financial instability, and non-compliance. This ensures a dependable and sustainable supply chain. <span style="float: right;">+ Actual</span>

### Our approach

In order to promote responsible procurement, INTRALOT has established policies and procedures to assess and monitor its suppliers. The company works to identify potential risks and opportunities for improvement in its supply chain and collaborates with suppliers to implement best practices and sustainability initiatives. INTRALOT also encourages its suppliers to adopt responsible procurement practices in their own activities. In addition, INTRALOT promotes sustainable procurement practices by sourcing environmentally friendly products and services, such as renewable energy, sustainable packaging, and energy-efficient equipment. These practices help reduce the environmental impact of INTRALOT's supply chain.

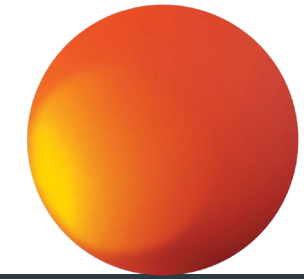
The Company has adopted the Restriction of Hazardous Substances (RoHS) Directive 2002/95/EC for all terminals and requires from suppliers (Europe) to be aligned with the Waste Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC.

To selecting suppliers responsibly, INTRALOT follows standardized procedures for its supplier collaborations and purchasing processes across the entire product chain. These procedures include:

- A written procurement policy that outlines step-by-step procedures, supplier requirements, and documentation to ensure fairness and compliance.
- Annual audits of procurement processes to ensure that the company selects the most qualified vendors and service providers.
- A non-discrimination policy during the procurement process, regardless of race, color, gender, sexual orientation, religion, disability, age, ancestry and national or ethnic origin, as supplier selection depends solely on financial and technical evaluation, according to INTRALOT's Procurement Policy.

By adhering to these procedures, INTRALOT is able to ensure that its procurement practices are transparent, responsible, and compliant with applicable laws and regulations.





### Monitoring supplier performance

To ensure the quality of its products and services, INTRALOT conducts regular performance monitoring of its suppliers. This monitoring process includes financial and technical quality control assessments for each order. Subcontractor evaluations are based on specific criteria such as:

- 01  
Quality of deliverables
- 02  
Infrastructure deployment according to the project plan
- 03  
Testing
- 04  
System performance
- 05  
Incidents recorded by the Global Service Desk

By conducting these regular evaluations, INTRALOT is able to ensure that its suppliers and subcontractors are meeting the Company's quality and performance standards, and that the Company's products and services are delivered to its customers at a high level of quality. This approach supports the Company's commitment to responsible and sustainable procurement practices and helps to maintain the integrity and reputation of INTRALOT's supply chain.

Moreover, INTRALOT implements a due diligence process on suppliers' financial data, while there is no separate process to identify suppliers with actual or potential negative environmental, labor practices as well as human rights or social impacts.

### Supporting local suppliers

The Company is committed to supporting local suppliers and businesses in the regions where it operates. The Company recognizes that working with local suppliers can provide a range of benefits, including enhancing local economies, creating jobs, and building stronger relationships with local communities. INTRALOT S.A. sources products and services from a vast network of 523 suppliers, out of which about 79% are local suppliers. Despite the increasing globalization of procurement practices, the Company is dedicated to sourcing a significant portion of its products and services from local suppliers whenever possible. In 2022, INTRALOT S.A. disbursed approximately €28.6 million to its suppliers, allocating 51% of its procurement expenses to local suppliers. This underlines the Company's firm commitment to supporting local businesses and economies.

Regarding INTRALOT, Inc., we have disbursed a total of \$98 million to our 570 suppliers, with \$85 million or 86% of the procurement expenses dedicated to US-based (local) suppliers.

Out of our 523 suppliers, 188 are subjected to our rigorous KYC process, of which 93 are foreign companies and 95 are Greek local suppliers. This meticulous assessment ensures that our KYC suppliers align with our stringent sustainability criteria, reflecting our unwavering commitment to environmental responsibility, ethical practices, and social accountability in all facets of our activities.

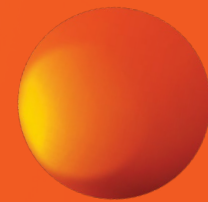


### INTRALOT performance

	2022 <sup>14</sup>
Total Suppliers	1,093
Local Suppliers	947

<sup>14</sup> 2022 data refers to INTRALOT S.A. and INTRALOT Inc.

# Society



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**At INTRALOT, we genuinely care about our people and the community, so that every experience we create together is truly impactful and sustainable.**

We work systematically to provide a safe work environment that promotes equal opportunities, training and human resource development. As an international organization, we contemplate on our surrounding national and local communities, and thus implement various initiatives to support them. Additionally, we hold our suppliers and partners to high standards of responsible business conduct, promoting sustainability throughout our supply chain.

31%

female employees

12.32%

difference between the average base salary of full-time men employees compared to full-time women employees

11.8%

average training hours for female employees\*

5,487

total training hours\*

10,118

value of societal support activities (€)\*

\* Data refer to INTRALOT S.A. only.

## Responsible Gaming

Material topic  
GRI 3-3

### Our commitment

As a global leader in the gaming and betting industry, INTRALOT recognizes the importance of responsible gaming practices. The Company is committed to promoting responsible gaming behavior among its customers and employees, ensuring that its gaming products are enjoyed in a safe and secure manner. By prioritizing the well-being of its customers and employees, INTRALOT is able to foster a sustainable and socially responsible gaming industry.

ESG Goals	Goal beyond regulation
Increase awareness and education about responsible gaming among players and employees.	✓
Implement and monitor effective policies and programs that prevent and address problem gambling.	✓

### Our impacts

Impact theme	Material impacts on sustainable development	
<b>Responsible Gaming Awareness</b>	The company holds the WLA RGF certification for complying with global Responsible Gaming principles, promoting responsible gaming practices, and creating a safe and transparent gaming environment. This commitment safeguards players and encourages responsible gaming culture.	+ Actual
<b>Responsible Gaming Awareness</b>	The company promotes Responsible Gaming across all activities, educating employees and partners, emphasizing player protection, and ensuring a commitment to responsible gaming. This fosters responsible business practices, a safe gaming environment, and empowers employees to address gaming-related issues effectively.	+ Actual
<b>Responsible Gaming Product Design</b>	The company is committed to responsible gaming for INTRALOT's products and services. Specialized programs, comprehensive training, and strategic pop-up messages prioritize player protection, responsible gaming, and harm prevention. This empowers Retailers, Call Center employees, and Business Users to promote responsible gaming practices, safeguard player well-being, and maintain an ethical gaming environment.	+ Actual
<b>Safe Gaming Experience</b>	The company empowers players with self-exclusion options, responsible gaming tools (budget setting, game exclusion, deposit limits, and time management), ensuring a safe and enjoyable gaming experience while promoting responsible gaming practices. Additionally, we offer user-friendly digital services for gaming consoles, simplifying navigation and enhancing usability, leading to high customer satisfaction.	+ Actual
<b>Safe Gaming Experience</b>	The company has earned global certification as a Responsible Gaming Supplier from the World Lottery Association (WLA), showcasing its dedication to player well-being and responsible gaming practices. This certification, attained by adhering to stringent industry standards and implementing comprehensive measures, reinforces the company's commitment to creating a safe and sustainable gaming environment on a global scale, offering assurance to stakeholders and players.	+ Actual

### Our approach

#### Responsible Gaming Framework

Responsible Gaming involves understanding the risks and making informed decisions based on game odds. Players should avoid overplaying or chasing losses. For gaming operators and related services, it's crucial to provide a fair, secure experience and protect players from negative gaming consequences. The Responsible Gaming Framework ensures practices comply with international laws, minimizing social harm and safeguarding vulnerable groups, like minors, addicts, and uninformed individuals.

Preventing underage illegal & problem gaming

Empowering players with the choice of well-designed games in a secure, trustful environment

An ethical regulatory environment expected by society

### Regulatory compliance

INTRALOT is dedicated to maintaining the highest standards of responsible gaming and security. The company follows the World Lottery Association's (WLA) Responsible Gaming Framework for Associate members, ensuring its products and services are safe and reliable worldwide. Beyond WLA compliance, INTRALOT holds top security certifications in the gaming industry, including being the first international vendor certified under the WLA Security Control Standard and ISO 27001 for Information Security Management. Additionally, its ISO 20000-1 certification for IT Service Management reflects its commitment to operational excellence and security.

For us, responsible gaming, social responsibility, and integrity are core to our identity, not just strategies. Embedded in our company's ethos, these principles guide our global operations in every engagement. This commitment, integral since our inception, is crucial for earning trust with State Lotteries, Authorities, and securing contract renewals and new deals in state-sponsored gaming. Our customers and their Regulators expect us to operate with integrity, offering games securely and responsibly, and we meet these expectations by prioritizing responsible gaming and player protection.



### WLA Responsible Gaming Standards for WLA Associate Members

The Company as an Associate Member of WLA accords with the program of the Responsible Gaming Framework and has the duty to:

- Ensure that their products and services support the WLA Members' objective to ensure that the interests of players and vulnerable Companies in the WLA Members' jurisdictions are protected.
- Understand the needs and requirements of WLA Member's Responsible Gaming Program.
- Ensure that relevant laws, regulations and responsibilities are met.
- Develop appropriate practices taking into account relevant information and research.
- Develop a better understanding of the social impact of gaming.
- Drive the implementation of Responsible Gaming practices in all aspects of their own activities and promote the implementation of RG practices for WLA members' activities.
- Provide the WLA Members with accurate and balanced information to enable informed choices to be made about their gaming activities.
- Continuously improve, and publicly report on their Responsible Gaming programs.
- Continuously engage with their external stakeholders on all aspects of Responsible Gaming that are relevant to their own activities and those of the WLA Members they supply to.

Product and service safety is crucial for INTRALOT, forming a core part of its due diligence. In 2021, its Responsible Gaming practices received independent validation, renewing its WLA Responsible Gaming Framework Certificate, effective until 2024. This assessment, ensuring game integrity and ethical corporate conduct, highlights INTRALOT's commitment to a secure gaming environment and tackling issues such as underage and problem gambling. The company prioritizes safe and responsible betting products, especially in online gaming.

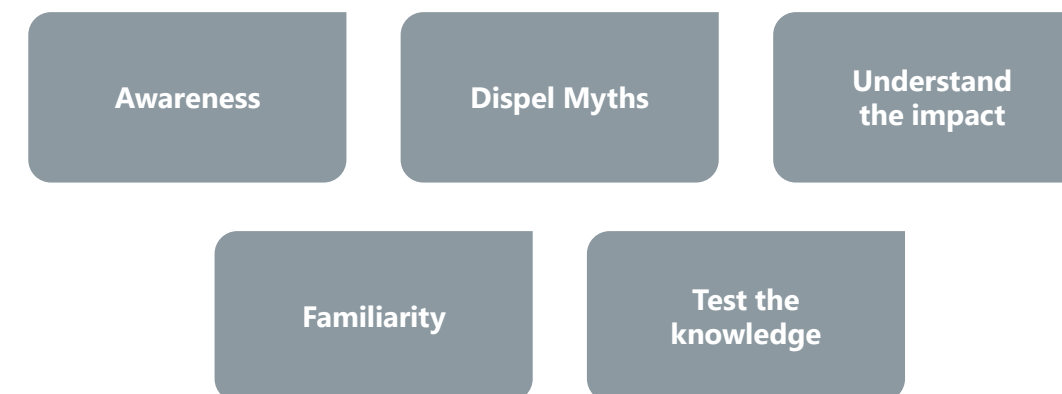
#### Offering responsible gaming tools within our product portfolio

INTRALOT is dedicated to developing Responsible Gaming products that are designed to prevent dependency and ensure safety for players. The company provides fair gaming options such as self-exclusion programs, budget limits, and reminders about playing time. Responsible Gaming is a key message in INTRALOT's communications, and product safety is central to its risk management. The INTRALOT Responsible Gaming Designer tool (iRGD), developed with Athens Information Technology (AIT) and independent scientists, assesses the social impact of games. This assessment includes their structural characteristics (affecting player engagement), situational characteristics (relating to the gaming environment), and Responsible Gaming characteristics (influencing player behavior, like financial or time limits).

Providing players with a fair and secure gaming environment while maintaining the highest levels of responsible gaming practices for customers.

### Employee Training

INTRALOT is responsible for designing, implementing, evaluating, and improving its employee training programs, with the collaboration of the People Development Department and the Responsible Gaming Committee. The training program for employees at INTRALOT focuses on Responsible Gaming practices and aims to ensure that they maintain the highest possible standards.



The training programs developed through this partnership focus on Responsible Gaming awareness:

**New Employee Training:** As part of their induction, new employees take a course on Responsible Gaming to understand its principles, policies, and practices.

**General Employee Awareness:** INTRALOT provides all employees with:

- A Responsible Gaming Quick Reference Card.
- Informative emails about the importance of Responsible Gaming.
- Access to relevant materials, including a leaflet, on the corporate intranet.
- A comprehensive e-learning course on Responsible Gaming.

**Role-Specific Training:** Annually, employees in key departments like Customer Experience and HR receive specialized training in Responsible Gaming to stay informed and understand its significance.



### Stakeholder Engagement

In addition to collaborating with research organizations and independent institutions, the Company partners with governments and regulatory authorities and establishes strategic relationships with treatment providers, public health professionals, and NGOs through ongoing collaborations and one-to-one meetings. INTRALOT also organizes various Stakeholder engagement activities and participates in conferences and events related to Responsible Gaming.

Through stakeholder engagement INTRALOT aims to:

- Exchange information on Responsible Gaming issues.
- Promote Responsible Gaming as broadly as possible
- Develop a better understanding of gaming’s social impact.
- Improve all elements of its Responsible Gaming program.

### INTRALOT performance<sup>15</sup>

As a result of the Company’s practices, in 2022 there were no complaints concerning security and reliability of its games.

Responsible gaming	2022
<b>Briefings and Trainings</b>	
Participation in Stakeholder engagement activities and events on Responsible Gaming issues (number)	54
Employees trained on Responsible Gaming practices (%)	28
Duration of employee trainings on Responsible Gaming issues (hours)	125
Customer employees participating in Responsible Gaming training programs (number)	0
<b>Compliance</b>	
Product recalls (number)	0
Users whose information has been used for secondary purposes (i.e., purposes besides the original one for which they were collected) (number)	0
Unique requests for user information (including user content and non-content data) from government or law enforcement agencies (number)	0
Unique users whose information was requested by government or law enforcement agencies (number)	0
Government and law enforcement requests that resulted in disclosure to the requesting party (%)	0

<sup>15</sup> Data refer to INTRALOT S.A. only

### Fair employment, diversity and inclusion

**Material topic**  
**GRI 3-3, 404-1, 404-2, 404-3, 405-1, 405-2**  
**Athex C-S2, C-S3, C-S5**

### Our commitment

INTRALOT shows zero tolerance towards unlawful discrimination and harassment due to gender, race, color, nationality, citizenship, ancestry, sexual orientation, age, religion, physical or mental disability, medical and marital status, in regard to work issues. We strive to nurture a welcoming and diverse work environment as set by our Equal Employment policy to provide opportunities for all candidates wishing to pursue a career with our Company. It is important to highlight that INTRALOT firmly adheres to and supports the internationally recognized human rights principles established by the United Nations and has been a signatory of the United Nations Global Compact since 2009.

ESG Goals	Goal beyond regulation
Increase the representation and participation of diverse groups at all levels of the organization.	✓
Provide inclusive and equitable opportunities for learning and development for all employees.	✓



### Our impacts

Impact theme	Material impacts on sustainable development	
<b>Diversity &amp; Equal Opportunities</b>	The company promotes a fair and inclusive environment by providing equal opportunities for success, where individuals can thrive based on merit and talent rather than external factors. This commitment encompasses all aspects of the company's activities, including recruitment, professional development, career advancement, and rewards.	+ Actual
<b>Employee Training &amp; Skills Development</b>	The company offers a comprehensive training program for employees, combining online, in-person, and e-Learning courses to enhance their skills, acquire new knowledge, and foster professional growth within the organization.	+ Actual
<b>Talent attraction and retention</b>	The company actively hires new employees to meet staffing needs, maintain operational efficiency, and ensure smooth business activities, demonstrating a commitment to talent attraction and retention.	+ Actual
<b>Human Rights</b>	The company has enforced a comprehensive 'Elimination of Violence and Harassment' policy to establish a safe and respectful work environment. This policy promotes a culture of dignity, respect, and inclusivity while maintaining a zero-tolerance stance towards any behavior compromising employee well-being and rights, ensuring fair treatment for all.	+ Actual
<b>Grievance Mechanism</b>	The company has set up a grievance mechanism for employees to report human rights concerns and complaints in a structured and confidential manner. This avenue safeguards employees' rights and allows the company to take swift action in addressing any issues that arise.	+ Actual



### Our approach

#### Respecting international standards and principles

In line with our commitment, all business operations and activities of INTRALOT comply with and respect the universally recognized Human Rights principles as outlined by the United Nations, the International Labor Organization (ILO), and applicable laws. The Company, in addition to signing the United Nations Global Compact, has also made a commitment to refrain from any activity that violates human rights, either internally or externally, such as child labor or compulsory labor of any kind as described in our Code of Conduct. We also monitor systematically the labor legislation of ILO, that contains provisions concerned with the abolition of child labor. Furthermore, we have a grievance mechanism in place for employees to report concerns or incidents regarding human rights and submit complaints.

#### Equal opportunities, diversity, and inclusion

INTRALOT focuses on equality, diversity, and inclusion, aiming to eliminate discrimination in its workforce. The recruitment process values skills and qualifications, strictly avoiding discrimination based on factors like sex, race, or age. The company maintains a zero-tolerance policy for harassment and encourages reporting such incidents without fear of retaliation. While there's no specific policy for gender balance in senior roles, INTRALOT's Code of Conduct ensures fairness in hiring and processes. The company is actively working to attract more women, especially to technology roles, and is involved in initiatives like tech summits, university career days, and internships to boost youth employability and female participation in the tech sector. Currently, women make up 30% of the workforce.

### Diversity Policy

INTRALOT has established and enforced a diversity policy that aims to promote an inclusive group of directors on its Board, ensuring a suitable level of diversity. This is achieved through a selection process that considers a wide range of qualifications and skills to ensure a variety of opinions and experiences that facilitate proper decision-making. The diversity policy includes key criteria prioritized by INTRALOT for selecting directors, including the promotion of adequate gender representation. Specifically, the policy requires that at least 25% of the total number of directors be of the underrepresented gender (rounded down to the previous whole number in case of a fraction). Additionally, the policy ensures equal treatment and opportunities for all potential members of the Board of Directors, regardless gender, race, color, national, ethnic, or social origin, religion or belief, assets, birth, marital status, disability, age or sexual orientation.

#### Employee training and development

Our commitment to training and development is embedded in our Company culture. We firmly believe that by investing in our employees' professional growth, we not only empower them to reach their full potential but also cultivate a skilled and adaptable workforce. We identify areas where our employees need training and development, whether it be technical skills, soft skills, or leadership development and we create a training plan, that comes in parallel with the Training Policy, that outlines the goals, objectives, and methods for achieving these goals. Through a combination of structured training programs, mentorship, experiential learning, and recognition, we strive to create an environment that fosters continuous learning and supports the long-term success of our employees.

Employee training and development are crucial components of INTRALOT's activities to ensure that their employees have the skills and knowledge necessary to provide high-quality products and services. INTRALOT's People Development Department cooperates with INTRALOT's Learning Center which provides project-related training, with all provided training services certified against the ISO 29993:2017 standard to cover the entire training process.



**In this context, INTRALOT offers a range of training and development programs for its employees, including:**

- **Onboarding training:** This program is designed to introduce new employees to INTRALOT’s culture, values, policies, and procedures.
- **Technical training:** This program provides employees with the technical skills and knowledge required to perform their jobs effectively.
- **Leadership development:** This program is designed to develop the leadership skills of employees, preparing them for future leadership roles within the organization.
- **Sales training:** This program focuses on training employees in sales techniques and strategies to help them sell INTRALOT’s products and services effectively.
- **Customer service training:** This program provides employees with the skills and knowledge required, in order for them to provide excellent support to INTRALOT’s customers.

**In 2022 we organized 668 courses with 450 Unique participants, totaling 5,487 training hours with 90.5% aggregate satisfaction score. Particularly:**

- 68 colleagues attended Microsoft Azzure training courses via Microsoft ESI Training program with key areas: Infrastructure, Data & AI, Security and Compliance

- 106 received specialized Technical training in 537 courses via Pluralsight technical training platform (Java, Python, Docker, DevOps, DBs, Kubernetes, Object Oriented Programming, Microsoft Azure, etc) and 5 were trained in MySQL Full Stack Development, Event Driven Architecture Python, Software Architecture and Managerial Skills via UDEMY training platform.
- 29 attended other instructor-led classroom training on Legal, Compliance, Human Resources and Project Management, Auditing, Risk Management, Graphic Design, Effective Communication topics.
- 44 colleagues completed our two-day Corporate Induction Training program.

**Moreover, the majority of our people completed various eCourses via our Corporate eLearning platform. Among other:**

- 210 were trained in Information Security Management System,
- 125 were trained in Gamified Responsible Gaming,
- 40 Code of Conduct
- 30 attended Anti-Bribery and Corruption,
- 36 were trained in GDPR,
- 6 new eCourses were designed, developed and launched by Learning and Development team and are now available to all INTRALOT employees via our corporate eLearning platform.

At higher levels, the Company is committed to enhancing the executives’ educational background by providing specialized training aimed at familiarizing them with cross-departmental processes and activities.

In addition to these programs, INTRALOT also offers professional development opportunities, such as conferences, seminars, and workshops to help employees stay up-to-date with industry trends and best practices.



**Onboard training**

INTRALOT has established a corporate induction program which is also to be followed in conjunction with the induction handbook, which is available in the corporate intranet portal. Our aim is to acquaint new employees with the workplace, their duties and their new colleagues, and includes:

- General overview of the gaming industry,
- General overview of the Company (e.g. Vision, Mission, Values, Strategy, Company activities, Corporate Responsibility), its products and services (e.g. Games, Terminals, Systems) and work environment (e.g. Code of Conduct, Organizational Structure, Policies and Procedures, Health & Safety, Corporate intranet portal),
- Basic terminology used within the Company and
- Basic Responsible Gaming principles.

Specifically for Technology Division, INTRALOT assigns an Onboarding Lead for newly hired employees following the Corporate Induction Program, who oversees their structured job-specific training program.

Overall, INTRALOT recognizes the importance of training and development for its employees and invests in their growth to ensure the continued success of the Company.

### Performance Management System

Employee evaluation is an important tool for their further development and for recognition of their contribution to the positive results of INTRALOT. In this context, we have implemented a comprehensive monitoring process to record employee performance, which involves a systematic approach for identifying areas of strength and improvement to enhance overall performance. The Performance Appraisal Management system has been operating in the parent company and in most subsidiaries for the past 5 years. An integrated and detailed goal setting process is set at the beginning of the year, followed by a review of these goals and a meeting between the employee and the supervisor in the middle of the year (to make any necessary adjustments on plans and/or minor changes of goals) and it is concluded at the beginning of the following year with the performance appraisal of the year passed.

In 2022, our efforts were focused on internal promotions and training. 8,8% of our people were promoted, while 2 rose to Top Management level.

The performance management system plays a crucial role in employee management, training, and occupational health and safety. Through its Performance Management System, we identify and manage performance and plan targeted training and development initiatives according to the individual needs of each employee or according to role-based requirements.

From an innovation point of view, INTRALOT is moving from a traditional performance appraisal scheme to a modern one, dynamic and flexible. Thus, the company strives to improve productivity and offer opportunity for regular meet ups and alignment between the employee and his/her supervisor.

### INTRALOT performance<sup>16</sup>

Employee training	2022			
	Men	Women	Top 10% employees by compensation	Top 90% employees by compensation
Total training hours	3,706	1,781	360	5,127
Average training hours per employee	12.1	11.8	8	12.5
Number of employees trained	304	150	45	409

Employees who received evaluation	2022	
	Number (#)	Rate (%)
Men	245	75,6%
Women	128	81,0%
Total	373	77,4%

<sup>16</sup> Data refer to INTRALOT S.A. only as INTRALOT Inc.'s data at the reporting time were not available.

Percentage of governance bodies diversity	2022	
	Number (#)	Rate (%)
Men	6	75%
Women	2	25%
<30	0	0%
30-50	0	0%
>50	8	100%

Percentage of employee's diversity	2022	
	Number (#)	Rate (%)
Men	324	67%
Women	158	33%
<30	30	6%
30-50	308	64%
>50	144	30%

Incidents of discrimination and corrective actions taken	2022
Discrimination incidents (#)	0

Ratio of remuneration of women to men	Ratio
Ratio of average salary of women to men	0.854
Ratio of salary in senior management of women to men	0.699

## Employee health, safety, and wellbeing

**Material topic**  
**GRI 3-3, 403-1, 403-2, 403-5, 403-6, 403-9, 403-10**  
**Athex: SS-S6**

### Our commitment

INTRALOT is actively committed to complying with all applicable laws and regulations concerning Health and Safety, in an effort to prioritize the wellbeing of all employees and champion for a suitable, safe, and pleasant work environment. Our Health and Safety Policy is an integral part of our culture and day to day business conduct, and all our employees are not only expected, but required, to abide by the relevant to their work positions laws, policies, and regulations.

ESG Goals	Goal beyond regulation
Maintain the number of 0 workplace injuries and illnesses by implementing effective prevention and intervention strategies.	✓
Provide regular training and education on health and safety topics.	✓

### Our impacts

Impact theme	Material impacts on sustainable development
<b>Employee Health, Safety and Wellbeing</b>	The company prioritizes health and safety protocols to comply with workplace regulations and promote well-being. This proactive approach prevents accidents and contributes to employee morale, attracting top talent and ensuring long-term business success.

+ Actual

### Our approach

In order to identify, control, and reduce or eliminate potential health and safety risks, INTRALOT conducts regular risk assessments of its work environments. Each facility is assigned a building coordinator who assesses workplace conditions, particularly related to infrastructure, on a regular basis. Additionally, an external prevention agency is employed to evaluate workplaces and provide recommendations for preventive or corrective measures.

## Workplace Risk minimization

INTRALOT's approach for the minimization and handling of risk regarding Health and Safety is characterized by several further measures and activities set in place, that evolve according to the needs arising in the Company. Such measures and activities include:

- The conduct of Occupational Risk Assessments, for the identification and management of potential risks that might affect the health and safety of employees.
- Assigning coordinators in every company building, to ensure occupational health and compliance with safety regulations. Additionally, the coordinators are responsible for the evaluation of the conditions of the workplace and whether maintenance of infrastructures is needed.
- Using external professionals, to evaluate the workplaces, suggest measures and offer advice.
- Annual evacuation drills in all premises.
- Health and Safety awareness material provided to all employees by qualified health professionals through emails and the Intranet Portal.
- A Fire Suspensions Team that is trained on a yearly basis as well as Evacuation Coordinators and Officers for every floor of the buildings, responsible for upholding the safety and evacuation procedures.
- Necessary personal protective equipment provided for warehouse employees.
- First Aid kits, fire detectors and extinguishers are installed in every building, as well as signs with important safety information.

## Employee health and well-being

At INTRALOT we deeply value and prioritize the wellbeing of our employees. We believe that a healthy and happy workforce is essential for both individual success and the overall success of our Company. To ensure the wellbeing of our employees, we have implemented a comprehensive range of initiatives and programs:

- An office doctor, available at all times to tend to employees in need.
- Compliance with all relevant measures against COVID-19 in all our buildings.
- Extensive guide with advice on preventing the spread of COVID-19, available in all company facilities.
- Flu shots available free of charge for all employees, through the office doctor.
- Sports initiatives taken to encourage all employees to maintain an active lifestyle. The initiatives include a basketball team that competes against other company teams, as well as participation and sponsorship for the Race for Cure marathon.
- Remote working guidelines for all employees and wellness guide provided to new employees.
- Mental health updates and awareness material.
- No-smoking policy implemented in all company premises that is addressed not only to employees, but also customers and visitors.
- Zero tolerance for violence and threats in the workplace. Employees are encouraged to report any concerns or incidents regarding unsafe conditions and violent or potentially violent incidents to their supervisor or the division of Human Resources.
- Regular internal campaigns and trainings to raise awareness on Health and Safety issues and promote overall employee wellbeing.

### INTRALOT performance<sup>17</sup>

Workers covered by an occupational health and safety management system	2022	
	Number (#)	Rate (%)
Employees who are covered by an occupational health and safety management system (#)	482	100%
Employees that have been internally audited (#)	300	62%
Employees that have been audited or certified by an external party (#)	0	0

Work-related injuries	2022	
	Number (#)	Rate (%)
Fatalities as a result of work-related injury	0	0
High-consequence work-related injuries (excluding fatalities)	0	0
Recordable work-related injuries	0	0

Work-related ill health		
Fatalities as a result of work-related ill health (#)	0	0
Cases of recordable work-related ill health (#)	0	0

<sup>17</sup> Data refers to INTRALOT S.A. only as INTRALOT Inc.'s data at the reporting time were not available.

### Local Communities

Material topic  
GRI 3-3

#### Our commitment

We understand the significance of contributing to the communities where we operate and serve, and we are dedicated to supporting them through various initiatives designed to create a positive social impact. By investing in these initiatives, we foster strong connections with local communities and aid in their growth and development.

ESG Goals	Goal beyond regulation
Increase social activities and investments to empower local communities.	✓
Continuously support youth employability.	✓

#### Our impacts

Impact theme	Material impacts on sustainable development	
<b>Community Engagement</b>	The company's initiatives empower employees to make a positive societal impact. Through a voluntary blood donation program, employees give back to the community, supporting healthcare initiatives and demonstrating their commitment to social responsibility. Furthermore, the company actively contributes to various initiatives, promoting health, environmental sustainability, and community well-being. This financial support and involvement in events showcase the company's dedication to creating a positive impact and a better future for society.	+ Actual
<b>Economic Impact</b>	The company's activities contribute to the economic growth and development of both the Greek and US economies. It generates employment opportunities, pays taxes, and stimulates various sectors, fostering economic stability and prosperity in both markets.	+ Actual
<b>Economic Impact</b>	Ethical, law-abiding activities by the Company foster an investment-friendly environment. This commitment fuels economic growth through innovative ventures, job creation, and overall prosperity.	+ Actual

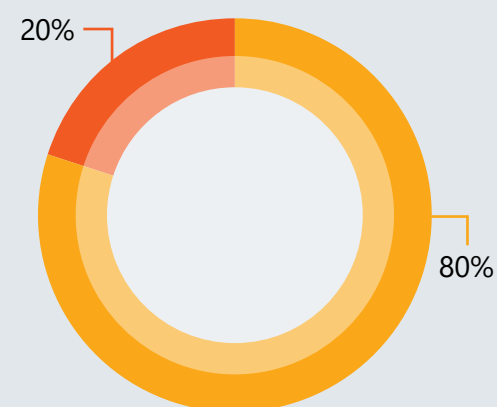
#### Our approach

INTRALOT remains committed to supporting both society as a whole and the local communities and stakeholders through targeted actions in collaboration with NGOs and local bodies. Our goal is to enhance the standard of living and minimize social exclusion in the communities where we operate. By leveraging the expertise and resources of our partners, we aim to create sustainable solutions to address social issues such as poverty, inequality, and exclusion.

### INTRALOT – We Care a Lot

“INTRALOT – We Care a Lot” is a program that includes multiple activities and investments that bring back profits to the community. This program emphasizes the importance of social responsibility in the Group’s culture and mission, reminding stakeholders the Company’s commitment to improve the communities where it operates. Through this program, INTRALOT is conveying its dedication to making a meaningful difference in people’s lives, demonstrating that it is not only a business, but also a responsible corporate citizen. In 2022, “INTRALOT-We Care a Lot” program included many activities, focused on two areas: Social welfare and human development, Education and human capital.

#### INTRALOT social contribution



- Education & Human Capital
- Social Welfare & Hyman Development

### Social welfare and human development

Social welfare and human development are crucial for promoting equality, social justice, and sustainable development in society. By addressing social and economic inequalities, improving access to essential services, and promoting individual and community empowerment, these concepts can help create a more inclusive and equitable society.

During 2022, we supported several local bodies and associations through financial and in-kind aid. Illustratively, we donated basic necessities to the Nikaia Diocese of the Orthodox Church of Greece during Easter season and also supported “Kivotos tou Kosmou”, “Eliza” and “Merimna”.

Driven by a sense of responsibility and a commitment to human development, INTRALOT has implemented additional initiatives aimed at educating its employees about wellness, the comprehensive recycling program, and environmentally friendly practices within the office.

In addition, during the last four months of the year, while the measures and restrictions for COVID-19 were relaxed, we had the opportunity - in the parent company - to participate with our people in sports events such as: the 2022 Athens Marathon, the Race for the Cure and our basketball team in the 2022-2023 Championship of the Commercial League.

Lastly, acknowledging the importance of internal engagement as a crucial factor in assisting those in need and enhancing their quality of life, we successfully reconnected during 2022 through our internal corporate events. These included the Top Performers Ceremony, the Get Together Breakfast, Ice Cream Day, BBQ Summer Lunch, the Christmas Kids Party for our employees’ children, and our Christmas Party.

### Education and human capital

Education and human capital are key drivers of economic growth and development. It allows individuals to be more productive, innovative, and adaptable, which in turn leads to higher levels of economic output and greater prosperity. To that end, INTRALOT invests in education and human capital, providing internships, scholarship and grants to young people and promoting research and innovation in corporation with various universities.

### Supporting youth employability

We actively support the new generation and the right to fair and equal access to education.

At INTRALOT, we are committed to supporting youth employability by offering various career development opportunities to help young professionals build the skills and knowledge they need to succeed in their careers. In this context, we collaborate with universities, offering internship programs which help them gain practical experience in their field of interest, such as IT, marketing, finance, and more. These programs are designed to provide interns with hands-on experience, mentorship, and training, which can help them build their professional network and prepare for future job opportunities.

In addition, we participate in various recruitment events and job fairs to attract young talent and promote career opportunities in the gaming industry. These events provide young professionals with the opportunity to learn about INTRALOT’s culture, values, and job opportunities.

Finally, we provide scholarships and grants to students who are studying gaming-related fields such as computer science, engineering, mathematics, and business. These scholarships and grants help students cover their educational expenses and support their academic and career development.

### Promoting research and innovation

INTRALOT collaborates with various universities and research centers to support research and innovation in the gaming industry. This includes joint research projects, technology transfer programs, and collaborations with academic researchers to explore new gaming technologies and solutions. The Company participates in various industry-academia events to share its knowledge and expertise with the academic community and promote collaborations with universities. These events provide a platform for INTRALOT to showcase its products and services, share its vision and strategy, and engage with academic researchers, students, and faculty. By collaborating with universities, INTRALOT is committed to supporting education, research, and innovation in the gaming industry and building strong partnerships with academic institutions. These collaborations can help advance the gaming industry, support young professionals’ career development, and foster the next generation of gaming innovators.

### Employee volunteering opportunities

INTRALOT encourages its employees to volunteer their time and skills to support local community initiatives. Employees participate in activities such as community clean-up projects, mentoring programs, marathons and charitable events.

### Blood donation

INTRALOT has collaborated with the Athens Children’s Hospital “Aghia Sophia” to establish a blood bank, and within 2022, they carried out blood donation programs. These initiatives resulted in the collection of more than 63 blood units, which were used to address the requirements of INTRALOT’s staff, their families, and the general public. Over the last decade, the company’s blood bank has fulfilled numerous of direct requests for blood units, including the needs of numerous hospitalized children.

### INTRALOT performance<sup>18</sup>

Social Value Distributed	2022
<b>Society Support</b>	
Societal support activities (number)	8
Value of societal support activities (€)	10,118
Blood units collected (number)	63
<b>Sharing Value</b>	
Shared value generated (Greece and USA) (€'000)	215.5
<b>Innovation and Research</b>	
Company R&D investments (million €)	2.5
Approved patents and designs worldwide (number)	191

<sup>18</sup> 2022 Societal Support data refer to INTRALOT S.A., while Sharing Value and Innovation and Research refer to INTRALOT S.A., and INTRALOT Inc.

## Innovation and Technology

Material topic  
GRI 3-3

### Our commitment

INTRALOT invests heavily in research, technology, and innovation to drive the development of new products, services, and solutions. The company's Research and Development (R&D) division is dedicated to exploring new technologies, improving existing products, and developing new gaming and lottery solutions. As a dynamic Company that is in tuned with and identifies the contemporary needs of its multidimensional environment, INTRALOT has also provided funds to scientist to develop theories related to the responsible gaming in order to achieve innovative developments in the products and services of the company's portfolio. Furthermore, INTRALOT has a commitment to support new entrepreneurship by assisting with all the necessary means, resources, and know-how.

ESG Goals	Goal beyond regulation
Continue developing more quality, reliable, sustainable, and resilient services.	✓
Develop more sustainable solutions through the development of our R&D activities.	✓

### Our impacts

Impact theme	Material impacts on sustainable development	
<b>Sustainable Products &amp; Services - Digitization</b>	Investment on R&D programs which foster emerging sustainable technologies and promote innovation in the market. Constant improvement and further development of gaming systems services and products that aim to reduce environmental footprint, optimizing resources, and enhance players protection.	+ Actual
<b>Sustainable Products &amp; Services - Digitization</b>	Development of new products and services that integrate sustainability considerations into their design. Promote economic growth and facilitate the digital evolution of the economy.	+ Actual

### Our approach

#### Research partnerships

Understanding that the key to success is closely linked to innovation and the freedom of expressing ideas, INTRALOT has invested resources in the creation of innovative Research and Education Centers and has significant partnerships with universities both domestically and internationally. Moreover, the Company is actively contributing to idea and knowledge sharing in the global university community and in meeting new needs, for instance in the fields of green technologies, information technology, information technology and the environment.

In line with our commitment to responsible gaming, our Company actively contributes by participating in various research projects and studies conducted by scientific institutes aimed at analyzing gambling and gaming addiction. Some of the most important productive partnerships we have established are the Gaming Research Centre, the Hohenheim University team as well as the Gaming Innovation Cluster.

As a result of the existing partnerships, we are able to have an objective view on the psychometric causes of addiction and problematic gambling, in order to new preventive technology and new practices concerning the responsible use of gaming and gambling.



### Innovative solutions and portfolio

The establishment and development of Research and Development at INTRALOT is significant for our portfolio. Developing innovative solutions gives us a competitive edge, brings international recognition, and adds value to our company. Achieving this requires harmonious cooperation between vendors, suppliers, and third parties in the gaming industry. We are proud to have registered 261 patents through our collaborations with leading universities and technology suppliers, with 9 more patents currently under examination.

Our recent patents include systems for personalized gaming and lottery betting, and the design of various types of terminals, such as new generation multi-purpose terminals, full self-service terminals, vending machines, and new generation retailer terminals. The profitability of our company and our position as a market leader are closely tied to our investment in technology and innovation, as these are directly linked to the nature of our commercial activities.

INTRALOT focuses on technological innovation and system upgrades to keep pace with industry trends and develop unique solutions in lottery, sports betting, iLottery, and gaming machine monitoring. Among our recent technological achievements are the LotosX platform ecosystem, the INTRALOT Orion sports channel, and the PhotonX lottery terminal. We also leverage the latest technologies like artificial intelligence, blockchain, and big data analytics to enhance user experience and improve operational efficiency. Furthermore, INTRALOT actively participates in industry events and conferences to showcase our latest products and solutions and network with other industry players.

By prioritizing research, technology, and innovation, INTRALOT remains competitive and responsive to the changing needs and preferences of its customers.

### INTRALOT performance<sup>19</sup>

Innovation & Research	2022
Innovation and Research Company R&D investments (million €)	2.5 (million €)
Approved patents and designs worldwide (number)	191

<sup>19</sup> Data refer to INTRALOT S.A., and INTRALOT Inc.

## Data Privacy and Security

Material topic  
GRI 3-3, 418-1 | Athex C-G6

### Our commitment

Information security and data privacy are crucial components of the Company's activities. INTRALOT has established policies and procedures to safeguard sensitive information and ensure the protection of personal data. The Company adheres to international security standards, such as ISO/IEC 27001, and employs a range of security measures, including encryption, access controls, and firewalls, to protect against unauthorized access, use, and disclosure of information. INTRALOT has, also, implemented a Privacy Data Protection Policy which creates various principles, rules, procedural and technical controls. The Policy contributes to the Company's Data Protection Framework, which develops Privacy Good Practices, Enterprise Risk Management Framework, Data Privacy Impact Assessments.

ESG Goals	Goal beyond regulation
Continue to comply with all relevant data privacy laws and regulations in the jurisdictions where we operate and ensure that our data practices are transparent and accountable.	✓

### Our impacts

Impact theme	Material impacts on sustainable development	
<b>Customer Data Security</b>	The Company specializes in versatile authentication protocols for diverse markets, ensuring secure verification across industries. Our comprehensive solutions guarantee reliability and trust in identification for customers and businesses. We prioritize safeguarding customer accounts, ensuring complete security against unauthorized access or breaches.	+ Actual
<b>Data Privacy</b>	The Company's dedication to security and data protection has a profound impact. We hold prestigious certifications like WLA Information Security, affirming our commitment to safeguarding information. These certifications validate adherence to best practices, ensuring data integrity.  Through advanced security measures like encryption and access controls, we limit data access to authorized personnel, effectively mitigating breach risks. Our GDPR framework includes data minimization and staff training, upholding privacy standards and building trust among individuals whose data is processed.	+ Actual

## Our approach

### Company's data protection

INTRALOT makes it clear that its priority is to safeguard personal data and implementing controls and procedures to maintain the confidentiality, integrity, and availability of information assets. The Company is the first vendor in the gaming sector certified in 2008 with the WLA SCS:2016 (Security Control Standard) and it has been certified according to ISO 27001:2013 for its Information Security Management Systems.

The Data Protection Framework complies with the EU General Data Protection Regulation (GDPR), which serves as the minimum Privacy Standard for the entire Company. In that manner, the Company identifies Information Security needs, mitigates incidents and responds in any case to protect data subjects' rights.

In addition, the Company has designated a Data Protection Officer to oversee data protection compliance and ensure that all relevant laws and regulations, such as the EU General Data Protection Regulation (GDPR), are followed.

All INTRALOT's products and projects are aligned with the Privacy and Security Controls from their design phase. Moreover, the Company implements a specific process for all employees to report any violation of personal information to the highest corporate level (C-level). It provides specific information security guidelines and instructions to all employees and detailed rules and requirements to specific departments or user groups to comply with their provisions (such as the Human Resources Department and the Corporate Affairs Department, Project and Technical Managers, Code Designers and Developers, ICT Department and Service Desk).

No incidents or risks related to data breaches have been identified.

By prioritizing information security and data privacy, INTRALOT ensures that its customers' trust and confidence are maintained, and their sensitive information is kept secure.

### Cybersecurity

INTRALOT employs various security measures and technologies, such as firewalls, encryption, intrusion detection, and prevention systems, to secure its systems, applications, and networks. Additionally, the company conducts regular vulnerability assessments, penetration testing, and security audits to identify and address potential weaknesses and vulnerabilities in its infrastructure. INTRALOT also provides security awareness training to its employees to promote best practices and enhance security awareness. By prioritizing cybersecurity, INTRALOT ensures the protection of its activities, customers, and partners, and maintains its reputation as a trusted provider of gaming and lottery solutions.

The Company aims to achieve resilience to threats by preventing cyberattacks and increasing the reliability of the Company's platform.

## Applying security and reliability controls

INTRALOT places a strong emphasis on ensuring the security and reliability of its games. To this end, the Company employs several measures, such as using proven IT mechanisms and security measures for draw games, virtually eliminating the possibility of hacking and/or information manipulation. Additionally, an appointed bailiff representing the players is responsible for controlling the wagers' closing prior to publicly broadcasting the game's draws and monitoring the draws. For instant games, the Company implements various security mechanisms and controls to randomly allocate winnings to tickets and prevent any 'localization' of winning tickets. These practices have resulted in no complaints regarding the security and reliability of INTRALOT's games in 2022.

### INTRALOT performance<sup>20</sup>

Information Security Training	2022
Employees attending the annual Information Security awareness program (number)	210

Compliance	2022
Users whose information has been used for secondary purposes (i.e., purposes besides the original one for which they were collected) (number)	0
Unique requests for user information (including user content and non-content data) from government or law enforcement agencies (number)	0
Unique users whose information was requested by government or law enforcement agencies (number)	0
Complaints or grievances concerning breaches of customer privacy and losses of customer data (number)	0
Fines imposed regarding breaches of customer privacy or losses of customer data (number)	0
Non-monetary sanctions imposed regarding breaches of customer privacy or losses of customer data (number)	0

<sup>20</sup> Data refers to INTRALOT S.A. only as INTRALOT Inc.'s data at the reporting time were not available.



# Environment



**The protection of the natural environment and the transition to a fully sustainability-based economy is a commitment and a top priority for INTRALOT.**

By implementing waste reduction measures, promoting energy conservation, and implementing an environmental management system, INTRALOT is committed to environmental protection and promoting sustainability. These initiatives help reduce its environmental impact and contribute to a more sustainable future.

ENERGY AND EMISSIONS	82
WASTE MANAGEMENT AND MATERIALS	87
WATER MANAGEMENT	90

Implementation of environmental Management System ISO 14001:2015

100% of paper waste were recycled

In comparison to 2021, the reduction of energy consumption is 196,402.87 kwh

19,000 of packaging pieces were recycled

## Energy and Emissions

**Material topic**  
 GRI 3-3, 302-1, 302-2, 305-1, 305-2, 305-3  
 Athex A-E1, C-E1, C-E2, C-E3, SS-E1

### Our commitment

INTRALOT is firmly committed to the reduction of carbon emissions and energy consumption within its activities, with a clear dedication to the promotion of sustainability. Our drive is rooted in the urgent global imperative to address climate change and cultivate a more sustainable future. To this end, we have undertaken a series of strategic actions aimed at minimizing our environmental impact and fostering responsible resource management. By diligently pursuing these initiatives, we aim to lead by example in environmental responsibility and contribute meaningfully to global efforts to combat climate change. Efficiency in energy utilization is central to our approach, both within our company and in the use of our products by customers. We continuously strive for energy-efficient practices to achieve responsible resource management.

ESG Goals	Goal beyond regulation
Measure, monitor and report on GHG emissions (Scope 1, Scope 2, Scope).	✓
Measure, monitor and report on energy consumption and continuously improve our performance.	✓
Implement energy-efficient technologies and practices to reduce energy consumption.	✓

### Our impacts

Impact theme	Material impacts on sustainable development	
<b>Energy</b>	The Company's commitment to eco-friendly product design and innovative technologies not only leads to cutting-edge products but also significantly impacts sustainability. By prioritizing energy efficiency, sustainable materials, and reduced environmental impact, our products promote resource conservation and decrease their carbon footprint. Our Green IT initiative, transitioning to cloud-based infrastructure and energy-efficient LED screens, contributes to a substantial reduction in energy consumption, resulting in both cost savings and notable environmental benefits. Furthermore, our efforts to minimize scanner use play a part in reducing CO <sub>2</sub> emissions, aligning with our commitment to a greener future.	+ Actual
<b>Emissions</b>	The Company encourages minimizing the reliance on scanners. The Company contributes to reducing CO <sub>2</sub> emissions by avoiding additional transportation of technical staff for maintenance purposes.	+ Actual
<b>Climate change mitigation strategies</b>	The Company incorporates sustainable criteria into its investment decisions and project planning. The Company positively impacts the environment, promotes responsible resource management and supports long-term sustainability.	+ Actual



## Our approach

### Emissions

INTRALOT aligns its strategy with national and global legislation to monitor its emissions, across its activities. The ISO 14001 Environmental Management System (EMS) monitors and records the Company's environmental footprint, ensuring compliance with environmental laws.

One of the most significant environmental impacts of the Company is CO<sub>2</sub> emissions from transportation. As an additional step, INTRALOT has committed to gradually replacing all gasoline-powered vehicles with advanced technology hybrid vehicles to decrease fuel consumption and emissions. Additionally, the company is implementing a card system to monitor fossil fuel consumption for the fuel supply of leased vehicles.

While INTRALOT is developing a comprehensive long-term environmental strategy, it currently monitors and reports on gas and CO<sub>2</sub> emissions and is actively working to reduce its environmental footprint. The company has also internally developed an online platform that diminishes the need for physical presence by employees, thereby reducing travel requirements and contributing to environmental conservation.

### Energy

#### Awareness

We actively promote a culture of sustainability among our employees, providing education and awareness programs to encourage energy-conscious behaviors. These behaviors include turning off lights and electronics when not in use, properly managing waste, and using public transportation or carpooling for commuting. Our collective effort aims to conserve energy and reduce emissions. We communicate with our employees through emails, posters, and meetings, focusing on training and education about energy issues. In 2021, we organized a campaign named 'Going Green at the Office', which emphasized reducing energy consumption and provided information on energy efficiency.

#### Monitoring

To monitor energy consumption across our infrastructure, we have installed energy meters. This has enabled us to set specific goals for reducing energy usage and develop plans for further decreases. Key actions include using LED lighting, implementing photocells in the parking area, and using renewable energy sources (RES). We also monitor fuel usage in leased vehicles through fuel cards and employ energy-efficient LED lamps and photoelectric cells to minimize energy consumption. Additionally, our Building Management System (BMS) allows for proactive automatic shutdowns when necessary.

#### Consumption Efficiency

In our pursuit of energy efficiency, we have implemented several impactful measures. For instance, we installed motion sensors in all 52 restroom areas and upgraded our lighting by replacing 18-watt LED lamps with more energy-efficient 6-watt versions. Expanding our environmental efforts to subterranean areas, we have installed motion sensors and replaced 2,400 fluorescent lamps with energy-efficient LED fixtures. Furthermore, there are plans to replace an additional 20 LED lamps in the near future.

We have significantly reduced the number of luminaires illuminating our building's exterior from 72 to 32 and reconfigured autonomous lighting in each section of our company. Furthermore, we reduced our boiler's operating hours from 24 to 12 hours daily, completely halting its operation on weekends.

Our commitment extends to our employees, whom we've instructed to power down air conditioners, lights, and ventilation systems in the auditorium and restaurant areas when not in use, reinforcing our dedication to energy conservation.

## INTRALOT performance<sup>21</sup>

Heating fuel consumption		
Heating fossil fuel energy consumed	Unit	2022
Heating diesel consumption	GJ	3,139.00

Mobile fuel consumption		
Mobile fossil fuel energy consumed	Unit	2022
Mobile diesel consumption	GJ	1,613.09
Mobile petrol consumption	GJ	1,113.96

Energy consumption by type of us <sup>22</sup>		
	Unit	2022
Total electricity consumption <sup>23</sup>	GJ	5,480.00
Total heating consumption	GJ	3,139.00
Mobile diesel consumption	GJ	1,613.09
Mobile petrol consumption	GJ	1,113.96
<b>Total energy consumption</b>	<b>GJ</b>	<b>11,346.05</b>

Energy intensity		
Energy intensity ratio <sup>24</sup>	MWh/number of employees	6.57

<sup>21</sup> 2022 data refer to INTRALOT S.A. only as INTRALOT Inc.'s data at the reporting time were not available.

<sup>22</sup> To calculate the energy consumption per fuel type, the conversion factors (NCV) of the emissions calculation tool of the National Technical University of Athens were used.

<sup>23</sup> To calculate electricity in GJ, NCV from DEFRA were used.

<sup>24</sup> To calculate electricity in GJ, NCV from DEFRA were used.

Emissions		
Scope 1 emissions	Unit	2022
Emissions from Diesel	t CO <sub>2</sub> e	352.486
Emissions from Petrol	t CO <sub>2</sub> e	82.725
Total direct emissions	t CO <sub>2</sub> e	435.211

Scope 2 emissions		
Emissions from electricity	t CO <sub>2</sub> e	813.168

Scope 3 emissions		
Emissions from business travel	t CO <sub>2</sub> e	75.16

Intensity of emissions		
	Unit	2022
Intensity of direct emissions	t CO <sub>2</sub> e/number of employees	0.90
Intensity of indirect emissions	t CO <sub>2</sub> e/number of employees	1.68
<b>Intensity of total emissions</b>	<b>t CO<sub>2</sub>e/number of employees</b>	<b>2.58</b>

## Waste Management and Materials

Material topic  
GRI 3-3, 306-3, 306-4 | Athex A-E3

### Our commitment

By implementing paperless initiatives, recycling programs, promoting reusable products and eco-friendly packaging and setting waste reduction targets, INTRALOT is committed to reducing waste and promoting sustainable practices. We ensure the correct collection and utilization of the waste resulting from our activities, applying proper management and disposal practices. We also undertake additional initiatives to educate and raise awareness among employees about these practices.

Moreover, we have set waste reduction targets to track out progress towards reducing waste and promoting sustainable practices. These targets help INTRALOT focus on waste reduction initiatives and measure its success in reducing waste.

ESG Goals	Goal beyond regulation
Monitor waste diverted from disposal.	✓
Continue the sustainable management of hazardous waste.	✓

### Our impacts

Impact theme	Material impacts on sustainable development	
<b>Circular economy</b>	The Company prioritizes product safety and environmental responsibility. Our consoles are ROHS certified, meeting strict substance restrictions. We also champion digital solutions, offering eco-friendly alternatives to paper-based methods for convenient, efficient, and sustainable game participation.	+ Actual
<b>Materials</b>	The Company embraces sustainability in its products and practices. We use recyclable packaging materials to minimize waste and reduce environmental impact. Our game consoles are designed with recyclable components, supporting efficient recycling. We also develop terminals with cameras, replacing page scanners for efficiency, and design 40% of gaming terminals to be fan-less, reducing materials and waste, in line with our commitment to eco-friendly practices.	+ Actual

### Our approach

Regarding waste management, INTRALOT is fully committed to environmental responsibility and diligently adheres to all regulations and policies aligned with the principles of the circular economy model and corporate legislation. The circular economy model emphasizes the reduction, reuse, and recycling of materials to create a closed-loop system, minimizing waste and resource consumption. To ensure compliance with legal directives and embody these principles, INTRALOT has implemented a comprehensive set of measures, leading to its certification with the ISO 14001:2015 standard.

One of the primary measures employed to minimize waste at INTRALOT is recycling, which stands as the most efficient and effective practice embraced by the company. This initiative aligns with ongoing environmental advancements and reflects INTRALOT's commitment to divert its waste away from landfills. The current waste collection, recycling, and compression processes exemplify the most environmentally sustainable practices available, showcasing INTRALOT's dedication to reducing its ecological footprint.

To ensure that these procedures are executed at the highest quality, INTRALOT has strategically outsourced specific tasks to specialized partners. The selection of these external partners is crucial, as INTRALOT seeks certified partners who assume full responsibility for the entire waste management process, guaranteeing that environmental standards are upheld.

Materials such as paper, metal, aluminum, packaging, electronic equipment, and toners are actively recycled by INTRALOT, reflecting a broad and comprehensive recycling program. Furthermore, the company proactively procures products that are environmentally non-hazardous and crafted from recycled raw materials. This includes sourcing plastics and metals that are both sustainable and reduce the reliance on virgin materials, thus supporting the circular economy.

All terminals used by INTRALOT are certified with the ROHS Directive EC certification, emphasizing the restriction of hazardous substances in electronic equipment. A significant amount of paper is used through the terminals' operation, but INTRALOT ensures it is fully recycled paper, aligning with its commitment to sustainable practices. Additionally, the Company's policy for the transport of these terminals prioritizes the use of boxes created from durable materials. These boxes are designed to be reused and/or recycled, further supporting the company's waste reduction and recycling efforts.



### INTRALOT performance<sup>25</sup>

Waste generated	2022		
	Waste generated	Waste diverted from disposal	Waste directed to disposal
Paper (t)	5.667	5.667	0
Plastic (t)	0.30	0.30	0
Wood (t)	4.00	4.00	0
PC's – laptop (t)	5.30	5.30	0
Scrap (t)	0.56	0.56	0
Aluminum (t)	0.016	0.016	0
Lightbulb (t)	0.056	0.056	0
Toners (t) <sup>26</sup>	0.075	0.075	0
Battery (t)	0.015	0.015	0
<b>Total waste (t)</b>	<b>15.99</b>	<b>15.99</b>	<b>0</b>

Waste diverted from disposal	2022			
	Hazardous waste diverted from disposal	Onsite	Offsite	Total
Hazardous waste reused (t)	0	0	0	0
Hazardous waste recycled (t)	0	0.015	0.015	0.015
Hazardous waste diverted from disposal using a different method (t)	0	0	0	0
<b>Total hazardous waste diverted from disposal (t)</b>	<b>0</b>	<b>0.015</b>	<b>0.015</b>	<b>0.015</b>
Non-hazardous waste diverted from disposal	Onsite	Offsite	Total	
Non-hazardous waste reused (t)	0	0	0	0
Non-hazardous waste recycled (t)	0	15.98	15.98	15.98
Non-hazardous waste diverted from disposal using a different method (t)	0	0	0	0
<b>Total non-hazardous waste diverted from disposal (t)</b>	<b>0</b>	<b>15.98</b>	<b>15.98</b>	<b>15.98</b>

<sup>25</sup> 2022 data refer to INTRALOT S.A. only as INTRALOT Inc.'s data at the reporting time were not available.

<sup>26</sup> Average estimation

## Water Management

GRI 3-3, 303-3  
Athex SS-E3

### Our commitment

INTRALOT recognizes the importance of the impacts of water scarcity and the increased demand for water, closely monitoring the water usage on its premises. In this context, we commit to limit water overconsumption and promote a water saving culture. We have also established policies and procedures to promote responsible water management, such as identifying and addressing water-related risks and reducing its reliance on freshwater sources. By prioritizing responsible water management, we are contributing to a more sustainable future and reducing its environmental impact.

### Our approach

INTRALOT has, also, implemented various initiatives to conserve water and promote sustainability, such as installing water-efficient fixtures, monitoring and reducing water usage in its facilities, and implementing water-saving practices across its supply chain. We rely solely on public water supply networks and utility companies to minimize any impact on other water sources. We constantly monitor water consumption in our infrastructure. INTRALOT safely disposes all liquid waste through the public waste network and avoids using any hazardous cleaning materials.

### INTRALOT performance<sup>27</sup>

Water consumption	2022	
	ML	M
Water withdrawal	6.219	6,219.00

<sup>27</sup> 2022 data refer to INTRALOT S.A. only as INTRALOT Inc.'s data at the reporting time were not available.



# Sustainability report appendices



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## About this Report

GRI 2-2, 2-3, 2-4, 2-5

### Scope

The Sustainability Report covers the reference period from January 1, 2022, to December 31, 2022. Through this report, INTRALOT aims to fully and transparently inform its stakeholders about its performance in sustainable development and corporate responsibility areas.

The data stated in the Report are consolidated at Group level (Intralot S.A. and Inc.), with minor exceptions in certain areas, as stated in the respective parts of the Report. For the purposes of this report, references to “us,” “our,” “the Company,” or “INTRALOT” refer to the entity of INTRALOT. The report seeks to communicate the direct and indirect social impact of corporate activities to INTRALOT customers and stakeholders. The areas of social intervention presented in the report include the Company’s responsible gaming policies and programs and also its contribution to local communities, its achievements in compliance and corporate governance, social responsibility programs toward its employees and environmental initiatives.

The Report has been prepared in accordance with the new standards for the sustainability reporting, “In accordance with the GRI Standards” and the new edition of the Athens Stock Exchange’s ESG 2022 Disclosure Guide. In addition, the material topics and their impacts have been linked with international standards and guidelines such as UN Global Compact Principles (UNGC) and UN Sustainable Development Goals (SDGs).

The compilation of INTRALOT’s 2022 Sustainability Report was carried out with the advisory support of the Sustainability and Climate Services department of Deloitte Greece.<sup>28</sup>

<sup>28</sup> INTRALOT is responsible for the calculation, collection and consolidation of quantitative data, as well as for the accuracy and completeness of the quantitative and qualitative data included in this report. Deloitte shall not bear any responsibility or liability against any third party for the contents of this Report.

**External assurance**

No external auditing of the data in this Report has been performed by an independent third party. Nevertheless, recognizing the usefulness and added value this procedure may have, the Company will consider the potential for an external audit for the next report.

**Contact point**

Our main aim is to improve and upgrade our services. This report is an essential element for our Sustainability goals that we have established. Please do not hesitate to send your comments or inquiries on this report to:

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**GRI Standards**

Global Reporting Initiative Content Index	
<b>Statement of use</b>	INTRALOT has reported in accordance with the GRI Standards for the period 01.01.2022 – 31.12.2022, on an annual basis. The frequency of the Sustainability Report is different from the Annual Financial Report as it has been established in this way by the Management team.
<b>GRI 1 used</b>	GRI 1: Foundation 2021
<b>Applicable GRI Sector Standard(s)</b>	Currently, there is no applicable sector standard for the gaming and lottery sector.

GRI Standard/ Other source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
<b>General disclosures</b>					
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	About Intralot Our Company	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.		
	2-2 Entities included in the organization's sustainability reporting	Sustainability report appendices About this report			
	2-3 Reporting period, frequency and contact point	Sustainability report appendices About this report			
	2-4 Restatements of information	Sustainability report appendices   About this report			
	2-5 External assurance	Sustainability report appendices   About this report			
	2-6 Activities, value chain and other business relationships	About Intralot Activities, value chain and other business relationships There are no changes compared to the previous reporting period			
	2-7 Employees	About Intralot   Our People			
	2-8 Workers who are not employees	About Intralot Our People   There are no workers that are not employees			
	2-9 Governance structure and composition	Governance Corporate governance and business ethics			



GRI Standard/ Other source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
<b>General disclosures</b>					
<b>GRI 2: General Disclosures 2021</b>	2-10 Nomination and selection of the highest governance body	<b>Governance</b> Corporate governance and business ethics			
	2-11 Chair of the highest governance body	<b>Governance</b> Corporate governance and business ethics			
	2-12 Role of the highest governance body in overseeing the management of impacts	<b>Governance</b> Corporate governance and business ethics	b	<b>Information unavailable/incomplete</b>	This information is not currently collected by INTRALOT. INTRALOT will monitor this indicator in next reporting periods.
	2-13 Delegation of responsibility for managing impacts	<b>Governance</b> Corporate governance and business ethics			
	2-14 Role of the highest governance body in sustainability reporting	<b>Governance</b> Corporate governance and business ethics			
	2-15 Conflicts of interest	<b>Governance</b> Corporate governance and business ethics No issues regarding conflicts of interest identified			
	2-16 Communication of critical concerns	<b>Governance</b> Corporate governance and business ethics			
	2-17 Collective knowledge of the highest governance body	<b>Governance</b> Corporate governance and business ethics			
	2-18 Evaluation of the performance of the highest governance body	<b>Governance</b> Corporate governance and business ethics			
	2-19 Remuneration policies	<b>Governance</b> Corporate governance and business ethics			

GRI Standard/ Other source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
<b>General disclosures</b>					
<b>GRI 2: General Disclosures 2021</b>	2-20 Process to determine remuneration	-	b	Confidentiality constraints	
	2-21 Annual total compensation ratio	-	b	Confidentiality constraints	
	2-22 Statement on sustainable development strategy	<b>Chairman's Letter</b>			
	2-23 Policy commitments	<b>Our Approach to Sustainable Development</b> Corporate Sustainability Framework Governance Corporate governance and business ethics			
	2-24 Embedding policy commitments	<b>Governance</b> Corporate governance and business ethics			
	2-25 Processes to remediate negative impacts	<b>Our Approach to Sustainable Development</b> Materiality Assessment Governance Corporate governance and business ethics			
	2-26 Mechanisms for seeking advice and raising concerns	<b>Governance</b> Corporate governance and business ethics			
	2-27 Compliance with laws and regulations	<b>Governance</b> Corporate governance and business ethics			
	2-28 Membership associations	<b>About Intralot</b> Memberships and distinctions			
	2-29 Approach to stakeholder engagement	<b>Our Approach to Sustainable Development</b> Stakeholder Engagement			
	2-30 Collective bargaining agreements	<b>About Intralot</b> Our People			

GRI Standard/ Other source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
<b>Material topics</b>					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Our Approach to Sustainable Development Materiality Assessment	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.		
	3-2 List of material topics	Our Approach to Sustainable Development Materiality Assessment			
<b>Responsible procurement</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Governance Responsible procurement			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Governance Responsible procurement			
<b>Corporate governance and business ethics</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Governance Corporate governance and business ethics			
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Governance Corporate governance and business ethics	b,c	Information unavailable/incomplete	Currently, INTRALOT does not collect this information. However, INTRALOT will start monitoring this indicator in future reporting period.
	205-3 Confirmed incidents of corruption and actions taken	Governance Corporate governance and business ethics			

GRI Standard/ Other source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
<b>Material topics</b>					
<b>Energy and emissions</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Environment Energy and Emissions			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environment Energy and Emissions			
	302-2 Energy consumption outside of the organization	Environment Energy and Emissions			
	302-3 Energy intensity	Environment Energy and Emissions			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environment Energy and Emissions			
	305-2 Energy indirect (Scope 2) GHG emissions	Environment Energy and Emissions			
	305-3 Other indirect (Scope 3) GHG emissions	Environment Energy and Emissions			
	305-4 GHG emissions intensity	Environment Energy and Emissions			
<b>Waste management and materials</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Environment Waste management and materials			
GRI 306: Waste 2020	306-3 Waste generated	Environment Waste management and materials			
	306-4 Waste diverted from disposal	Environment Waste management and materials			
<b>Responsible gaming</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Society Responsible gaming			

GRI Standard/ Other source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
<b>Material topics</b>					
<b>Fair employment, diversity and inclusion</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	<b>Society</b> Fair employment, diversity and inclusion			
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	<b>Society</b> Fair employment, diversity and inclusion	a.ii	Information unavailable/incomplete	Currently, there is no record of the average annual training hours per employee. INTRALOT plans to monitor this metric in upcoming reporting periods.
	404-2 Programs for upgrading employee skills and transition assistance programs	<b>Society</b> Fair employment, diversity and inclusion In 2022, there were no programs in place to assist with the transition, continued employability, or management of career endings due to retirement or termination of employment.			
	404-3 Percentage of employees receiving regular performance and career development reviews	<b>Society</b> Fair employment, diversity and inclusion			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	<b>Our Approach to Sustainable Development</b> Materiality Assessment			
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	<b>Society</b> Fair employment, diversity and inclusion	b	Information unavailable/incomplete	Currently, INTRALOT does not collect this information. However, INTRALOT will start monitoring this indicator in future reporting period.
	405-2 Ratio of basic salary and remuneration of women to men	<b>Society</b> Fair employment, diversity and inclusion			

GRI Standard/ Other source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
<b>Material topics</b>					
<b>Employee health, safety, and wellbeing</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	<b>Society</b> Employee health, safety, and wellbeing			
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	<b>Society</b> Employee health, safety, and wellbeing			
	403-2 Hazard identification, risk assessment, and incident investigation	<b>Society</b> Employee health, safety, and wellbeing			
	403-5 Worker training on occupational health and safety	<b>Society</b> Employee health, safety, and wellbeing			
	403-6 Promotion of worker health	<b>Society</b> Employee health, safety, and wellbeing			
	403-9 Work-related injuries	<b>Society</b> Employee health, safety, and wellbeing	a.v	Information unavailable/incomplete	Currently, INTRALOT does not collect this information. However, INTRALOT will start monitoring this indicator in future reporting period.
	403-10 Work-related ill health	<b>Society</b> Employee health, safety, and wellbeing			
<b>Local communities</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	<b>Society</b> Local communities			
<b>Innovation and technology</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	<b>Society</b> Innovation and technology			

GRI Standard/ Other source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
<b>Material topics</b>					
<b>Data privacy and security</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	<b>Society</b> Data privacy and security			
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	<b>Society</b> Data privacy and security			
<b>Non-material topics</b>					
<b>Water and effluents</b>					
<b>GRI 303: Water and Effluents 2018</b>	303-3 Water withdrawal	<b>Environment</b> Water management			
<b>Marketing and labeling</b>					
<b>GRI 417: Marketing and Labeling 2016</b>	417-2 Incidents of non-compliance concerning product and service information and labeling	<b>Governance</b> Responsible Marketing			
	417-3 Incidents of non-compliance concerning marketing communications	<b>Governance</b> Responsible Marketing			
<b>Economic performance</b>					
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	<b>About Intralot</b> Shared Value Creation			
<b>Employment</b>					
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	<b>About Intralot</b> Our People			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	<b>About Intralot</b> Our People			
	401-3 Parental leave	<b>About Intralot</b> Our People			

## Athex ESG Reporting Guide 2022

ESG Reporting Guide Athens Stock Exchange			
Pillar	ID	Metric Title	Report Section
<b>E</b>	C-E1	Scope 1 emissions	<b>Environment</b> Energy and emissions
	C-E2	Scope 2 emissions	<b>Environment</b> Energy and emissions
	C-E3	Energy consumption and production	<b>Environment</b> Energy and emissions
	A-E1	Scope 3 emissions	<b>Environment</b> Energy and emissions
	A-E3	Waste management	<b>Environment</b> Waste management and materials
	SS-E1	Emission strategy	<b>Environment</b> Energy and emissions
	SS-E3	Water consumption	<b>Environment</b> Water management
	<b>S</b>	C-S1	Stakeholder engagement
C-S2		Female employees	<b>Society</b> Fair employment, diversity and inclusion
C-S3		Female employees in management positions	<b>Society</b> Fair employment, diversity and inclusion
C-S4		Employee turnover	<b>About Intralot</b> Our People
C-S5		Employee training	<b>Society</b> Fair employment, diversity and inclusion
C-S7		Collective bargaining agreements	<b>About Intralot</b> Our People
C-S8		Supplier assessment	<b>Governance</b> Responsible procurement
SS-S6		Health and safety performance	<b>Society</b> Employee health, safety, and wellbeing
<b>G</b>	C-G1	Board composition	<b>Governance</b> Corporate governance and business ethics
	C-G2	Sustainability oversight	<b>Governance</b> Corporate governance and business ethics
	C-G3	Materiality	<b>Our Approach to Sustainable Development</b> Materiality Assessment
	C-G4	Sustainability policy	<b>Governance</b> Corporate governance and business ethics
	C-G5	Business ethics policy	<b>Governance</b> Corporate governance and business ethics
	C-G6	Data security policy	<b>Society</b> Data privacy and security
	A-G1	Business model	<b>About Intralot</b> Shared Value Creation

## The Ten Principles of the United Nations Global Compact

INTRALOT reaffirms its support for the Ten Principles of the United Nations Global Compact, emphasizing its areas of focus: Human Rights, Labour, Environment, and Anti-Corruption. As a participant in the UN Global Compact, INTRALOT is committed to aligning its operations and strategies with these universally accepted principles. Through its annual Communication on Progress, the company outlines ongoing efforts to further integrate the Global Compact’s principles into its business strategy, culture, and daily operations.



UN Global Compact Principles	Report Section
<b>Human Rights</b>	
<b>Principle 1</b> Businesses should support and respect the protection of internationally proclaimed human rights.	<b>Governance</b> Responsible procurement <b>Society</b> Fair employment, diversity and inclusion
<b>Principle 2</b> Businesses should make sure that they are not complicit in human rights abuses	<b>Governance</b> Responsible procurement <b>Society</b> Fair employment, diversity and inclusion
<b>Labour</b>	
<b>Principle 3</b> Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	<b>Society</b> Fair employment, diversity and inclusion
<b>Principle 4</b> Businesses should uphold the elimination of all forms of forced and compulsory labour.	<b>Society</b> Fair employment, diversity and inclusion
<b>Principle 5</b> Businesses should uphold the effective abolition of child labour	<b>Society</b> Fair employment, diversity and inclusion
<b>Principle 6</b> Businesses should uphold the elimination of discrimination in respect of employment and occupation	<b>About Intralot</b> Our people <b>Governance</b> Responsible procurement <b>Society</b> Fair employment, diversity and inclusion

UN Global Compact Principles	Report Section
<b>Environment</b>	
<b>Principle 7</b> Businesses should support a precautionary approach to environmental challenges.	<b>Environment</b> Energy and emissions Waste management and materials Water management
<b>Principle 8</b> Businesses should undertake initiatives to promote greater environmental responsibility.	<b>Environment</b> Energy and emissions Waste management and materials Water management
<b>Principle 9</b> Businesses should encourage the development and diffusion of environmentally friendly technologies.	<b>Environment</b> Energy and emissions
<b>Anti-Corruption</b>	
<b>Principle 10</b> Businesses should work against corruption in all its forms, including extortion and bribery.	<b>Governance</b> Corporate governance and business ethics

***intralot***

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