intralot

NON-FINANCIAL REPORT 2023

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INTRALOT's Non-Financial Report (NFR) provides information for the FY 2023 according to IFRS and it is part of the Company's Annual Report 2023.

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01

ABOUT INTRALOT

Scope

The Non-Financial Report provides an overview of INTRALOT's performance for the fiscal year ending on December 31st, 2023.

This report encompasses both qualitative and quantitative information for **INTRALOT S.A.** and its subsidiaries, **INTRALOT, Inc.** and **INTRALOT Australia**, in accordance with the Circular 62784/2017 "Non-Financial Information Report" and the requirements outlined by the Law 4403/2016, Law 4308/2014, and EU Taxonomy Regulation 2020/852. These subsidiaries have been selected due to their significant financial and operational contribution to the overall performance of the Company.

For the purposes of the non-financial report, these companies will be referred to as **INTRALOT** (also referred to as the "Company"). The composition of the entities within the Company has been further evolved compared to the previous year, including information about INTRALOT Australia and its wholly owned subsidiary, INTRALOT Gaming Services Pty Ltd (IGS). Any instances where data is unavailable will be clearly indicated throughout the report.

The report's content pertains to significant environmental, social, and governance matters, including the following:

01 Environmental matters

02 Social & Employee matters

03 Respect for human rights

04 Anti-corruption & anti bribery matters

05 Supply chain matters

INTRALOT aims to provide its stakeholders with a clear understanding of the Company's non-financial performance, including its social and environmental impact. Additionally, the Company has provided a brief outline of its business model, aligning its activities and resources with its strategic goals.

Business Model

Vision & Mission

INTRALOT is a technology-driven corporation, uniquely positioned to offer flexible, reliable, and secure gaming products and services to lottery and gaming organizations.

Vision

INTRALOT's vision aims at transforming field experience from gaming operations into intelligent solutions that meet customer needs in the digital era and creating value for all stakeholders in sustainable ways.

Mission

INTRALOT's mission focuses on:

- Delivering innovation driven by experience.
- Modernizing licensed lotteries in today's digital world and supply them with entertaining gaming options, exciting omnichannel content, integrated best-in-class technology solutions, flexible futureproof platforms, and added-value services.
- Operating lotteries in a secure, reliable, and transparent manner, by consistently providing engaging player experiences.

Shaping the future of gaming

As a major actor in the licensed gaming industry, INTRALOT provides integrated gaming systems and services to customers worldwide. The Company 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, iLottery, betting, Video Lottery Terminals, and racing.

Strategy & strengths

- **Deliver best-in-class technology solutions and maintain sustainable 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.
- **Expand our footprint in strategic markets & maintain portfolio diversification.**
  Expand our contract base with our main focus being the US market, the current epicenter of industry developments with sports betting and iLottery regulation evolving across States, while our business development efforts underpin our strategic shift from emerging markets to mature markets, like North America and Europe. Maintain a well-diversified portfolio across the three core business activities of technology and support services, management contracts and licensed operations.
- **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 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.

Value Chain

By analyzing and optimizing each of its activities, INTRALOT aims to identify areas of strength and weakness in its value chain and develop strategies to enhance efficiency, reduce costs, and differentiate itself from the market.

Upstream

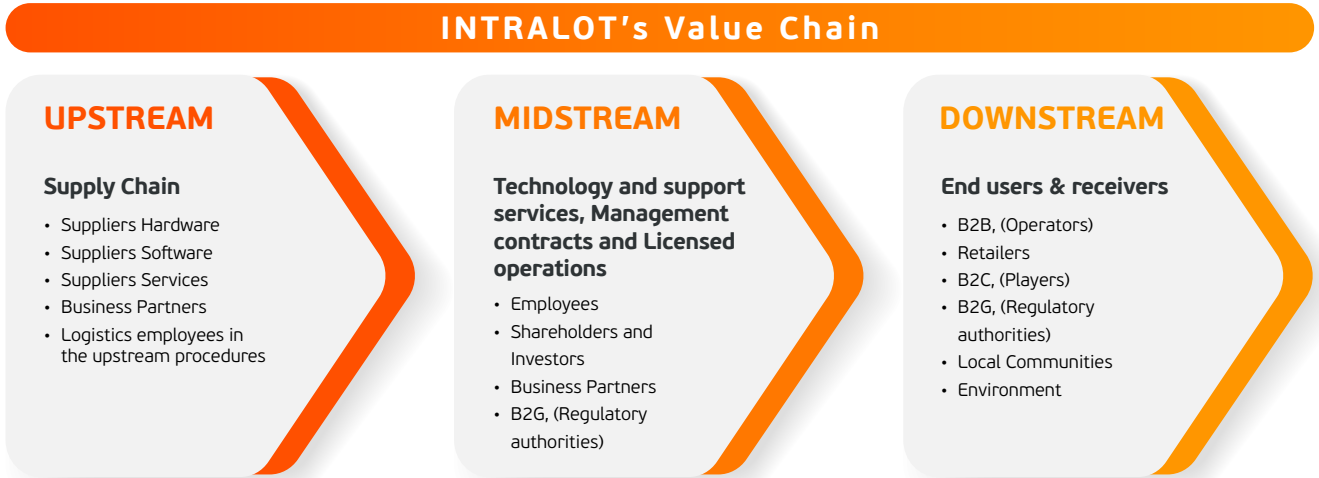
INTRALOT's value chain begins in the upstream phase, involving collaboration with hardware suppliers, software providers, business partners, and logistics teams. These stakeholders are crucial in providing the infrastructure and technological solutions for INTRALOT's gaming and lottery services. As B2B/B2G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

Midstream

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

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.



Materiality Analysis

The Company conducted a materiality analysis in 2023, in accordance with the Global Reporting Initiative (GRI Standards 2021), in collaboration with its internal and external stakeholders. The purpose of this analysis was to identify the key sustainability issues that are significant to INTRALOT, in terms of their economic, environmental, or social impact, or that affect stakeholder beliefs and decisions regarding the Company's sustainability performance. These issues, identified based on data from the reference year 2022, are referred to as "material topics".

Material topics	Impact themes	Sustainable Development Goals (SDGs)	Significance for stakeholders
1. Energy and emissions	• Energy • Emissions • Climate change mitigation strategies	7 AFFORDABLE AND CLEAN ENERGY 13 CLIMATE ACTION	Important
2. Waste management and materials	• Circular economy • Materials	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Important
3. Fair employment, diversity, and inclusion	• Talent attraction and retention • Human rights • Diversity and equal opportunities • Employee training and skills development • Grievance mechanisms	4 QUALITY EDUCATION 5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH	Extremely Important
4. Employee Health, Safety and Wellbeing	• Employee Health, Safety and Wellbeing	3 GOOD HEALTH AND WELL-BEING 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Extremely Important
5. Responsible gaming	• Safe gaming experience • Responsible gaming awareness • Responsible gaming product design	3 GOOD HEALTH AND WELL-BEING 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Extremely Important
6. Innovation and technology	• Sustainable Products and Services - Digitization	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Extremely Important
7. Data privacy and security	• Customer data security • Data privacy	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Extremely Important
8. Local communities	• Community Engagement • Economic impact	11 SUSTAINABLE CITIES AND COMMUNITIES	Important
9. Corporate governance and business ethics	• Business Conduct • Anti-corruption	8 DECENT WORK AND ECONOMIC GROWTH 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Extremely Important
10. Responsible procurement	• Procurement practices	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Very Important

Risk Management

The Company has implemented a Risk Management System (RMS) within its Internal Control System (ICS) in compliance with corporate governance regulations for listed companies. The ICS encompasses internal control mechanisms, including risk management and regulatory compliance, ensuring the safe and efficient operation of all company activities. It serves as a framework for identifying, evaluating, and managing potential threats, aiming to provide reasonable assurance in achieving company objectives. The RMS facilitates the collection of risk monitoring information by company management, guiding decision-making processes for optimal risk management. Effective risk management supports the Company's strategic objectives amidst domestic and international influences.

The Risk Management System (RMS) operates on the foundation of four key pillars:

- Risk identification,
- Risk response,
- Risk monitoring, and
- Reporting.

Risks are inherent in the Company's business activities and can affect **Strategy and Reputation, Corporate Operations and Technology, Financial Position, and Compliance.**

Throughout 2023, the Company conducted an annual review of its Risk Management System in line with the approved framework. Emphasizing the identification and assessment of risks within the Company's various Divisions, meetings were held with relevant executives to evaluate risks based on likelihood and impact criteria, resulting in 139 recorded risks. No risks were deemed High at an inherent level, while 25 were categorized as Medium, prompting the implementation of response actions. The assessment revealed that 82% of risks are classified as Low, with the remaining 18% rated as Medium.

Risk Governance Framework

The Company's Risk Governance framework comprises several key entities, each with defined roles and relationships. The Board of Directors holds ultimate responsibility for managing risk and determining the Company's risk appetite, while also approving the Enterprise Risk Management Framework. Supporting the Board, the Risk Management Committee actively participates in the risk management process, evaluates the Framework, and monitors its implementation. The Risk Management Officer acts as a liaison between the Board and operational management, coordinating the implementation of risk management processes and reporting regularly to the Board. Finally, the Divisions serve as frontline units responsible for identifying, managing, and monitoring risks within their areas of operation, reporting significant risks to the Risk Management Committee and the Board through the Risk Management Officer.

Risk Management Training

The Company is tasked with developing and implementing a training program concerning risk management, aligning with both institutional regulations and internal policies. Specifically, introductory training materials will be created for various stakeholders, including Board members, management staff, and competent personnel from the Divisions. These materials aim to educate participants on fundamental principles, governance, classification, and methodologies of risk management. Board members will undergo training upon assuming their duties and periodically during their tenure, ensuring adherence to the Board Members' Suitability Policy.

Sustainability Strategy

Sustainability Framework

INTRALOT's sustainability strategy focuses on five key areas shaped in the Company's Sustainability Framework. By focusing on these key areas, the Company aims to create sustainable long-term value for all its stakeholders while also fulfilling its commitment to social and environmental responsibility.

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

Governance: Adhering to the Corporate Governance principles, INTRALOT's practices align with Greek laws and international standards, emphasizing on 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 the 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 improvement of life quality. 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.

This framework guides INTRALOT's sustainability efforts and ensures 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.

Sustainability Governance

At INTRALOT, we integrate systems and processes to ensure that sustainable practices are integrated into our decision-making, activities, and our overall strategy. This includes the development and implementation of policies and procedures that address environmental, social, and governance (ESG) issues, as well as the establishment of accountability mechanisms and the monitoring and reporting of the Company's sustainability performance. Effective sustainability

governance is critical for us to achieve our sustainability goals and contribute to a more sustainable future.

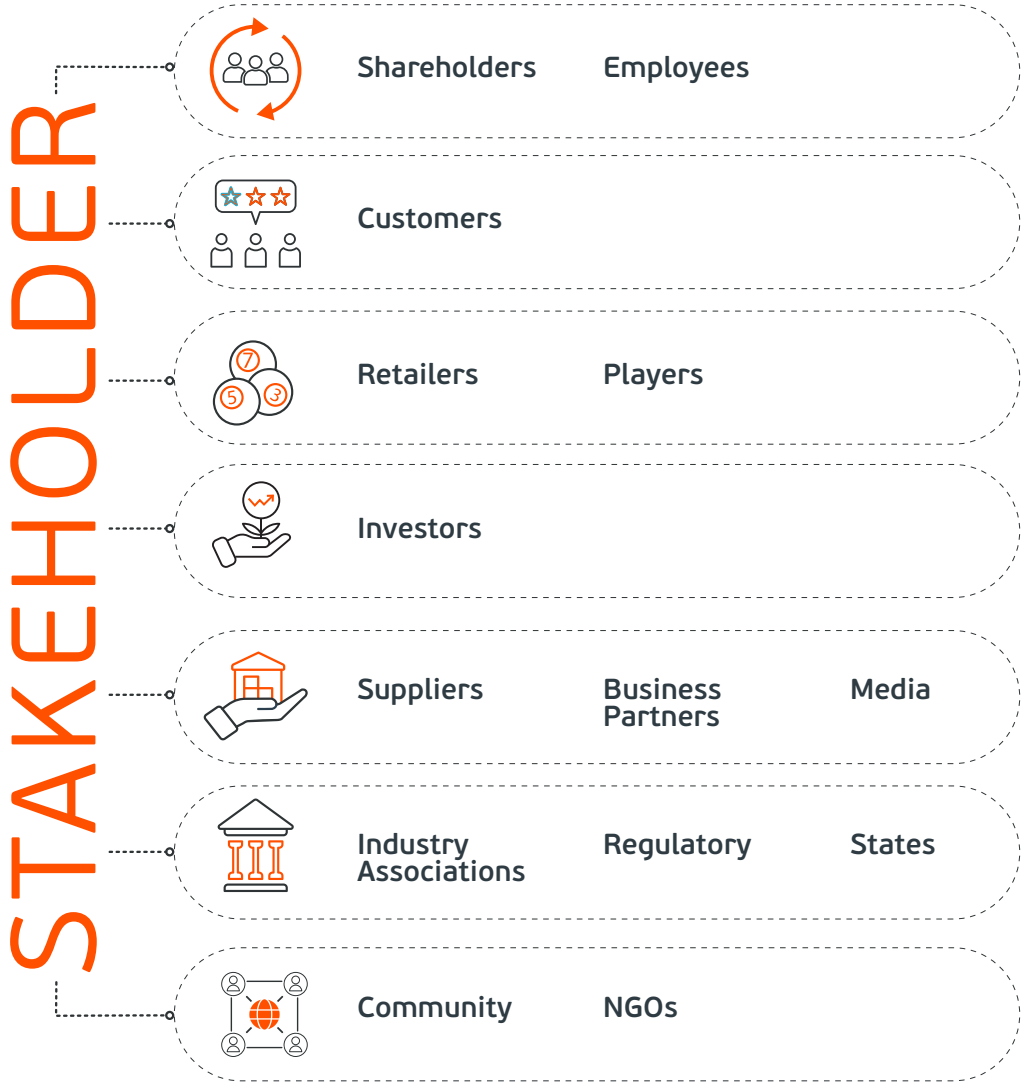
- At **Board level**, the overall responsible is the Group CEO, who is the Chairman of the Management Committee and the Deputy Group CEO, who is Executive Member with the leadership on Corporate Responsibility plan.
- At **Director level**, the Group Corporate Affairs Director is responsible to organize the relevant activities and review the Group's Responsible Gaming program, as well as guide, plan, implement and evaluate the sustainability program and cooperate with other departments. The Corporate Affairs Division manages sustainability issues, 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.

Stakeholder Engagement

The Company has recognized as stakeholders the natural and/or legal persons who are directly or indirectly linked to, influence or are affected by our decisions and activities. As part of our commitment to good business, we engage regularly with our key stakeholders. This process helps us to understand, prioritize and manage our sustainability impacts as an organization and build upon our sustainable business practices, improving our performance.

We work to engage in meaningful dialogue and close cooperation with our stakeholders, by delineating INTRALOT's positions and policies and comprehending other perspectives.

Our main identified stakeholder groups are the following:



02

GOVERNANCE

Governance

INTRALOT S.A. is committed to the most updated principles of Corporate Governance, in accordance with the applicable Greek legislation and international best practices.

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 operations, along with its subsidiaries and joint ventures across regions. The Board of Directors has also established committees with supervisory and advisory authorities. Further details are included in the Corporate Governance Statement in the respective chapters of the Annual Report 2023. INTRALOT Australia holds an Employee Code of Conduct and adheres to the Australian legislation, such as Corporations Act, as well as regulatory government bodies attached to the Company's Licenses. Regarding INTRALOT, Inc., the company has adopted an Internal Corporate Regulation Policy dated June 30th, 2022.

Code of Corporate Governance

INTRALOT S.A. believes that proper corporate governance creates the framework for increased transparency and reduced cases of corruption or bribery. INTRALOT S.A. abides by a set of regulations consisting of controls, rules, and procedures, which are structured into three layers. Additionally, the Greek legislation, the 2004 publication of the OECD corporate governance, and the Hellenic Federation of Enterprises (SEV) Code of Corporate Governance for Listed Companies are also considered of significant importance. In addition, the widely accepted principles of corporate governance as applied by countries of the European Union are followed by INTRALOT S.A. In total, adherence to these rules brings about greater transparency for INTRALOT S.A.'s operations, clarity for stakeholders, and a more lucid image of INTRALOT S.A. for the shareholders.

Data Privacy

INTRALOT prioritizes the protection of personal data and considers it a crucial issue for its responsible operation. To ensure the protection of personal data, INTRALOT S.A., INTRALOT, Inc., and INTRALOT Australia have established a dedicated Privacy Data Protection Policy, establishing various principles, rules, procedural and technical controls. The Policy serves as the foundation for the Company's Data Protection Framework, which encompasses Privacy Good Practices, Enterprise Risk Management Framework, Data Privacy Impact Assessments, Cyber and Information Security Frameworks. This framework helps the Company identify Information Security needs, uphold data protection, and define incident detection, response, and recovery processes to respect and protect data subjects' rights in multiple dimensions. The Data Protection Framework complies with the EU General Data Protection Regulation (GDPR), which serves as the minimum privacy standard for the entire Company. INTRALOT S.A. implemented an Information Security Management System that is certified according to the ISO/IEC 27001 international standard. This demonstrates the Company's commitment to safeguarding personal data and implementing the necessary controls and procedures to maintain the confidentiality, integrity, and availability of information assets. All INTRALOT's products and projects undergo strict adherence to the privacy and security controls from their design phase (Privacy by Design). Additionally, INTRALOT implements a specific process for all employees to report any violation of personal information to the highest corporate level (C-level) promptly.

Anti-Corruption & Anti-Bribery

Policies & Due Diligence

INTRALOT, at a Group Level, is diligent in identifying any potential risks of corruption or bribery within its operations. The Company has incorporated responsible internal operational principles and implemented internal policies, rules, and regulations to govern its daily operations.

- Internal Regulation Charter
- Code of Conduct
- Anti-money Laundering Policy
- Anti-Corruption Policy

INTRALOT complies with the regulations in all countries of operation, but also takes heed to identify dormant and potential risks related to corruption.

Internal Regulation Charter

The Internal Regulation Charter has been prepared in accordance with the Greek Law and is in compliance with the provisions of Article 14 of Law 4706/2020 on corporate governance. It aims to establish a framework for INTRALOT S.A.'s operation that ensures compliance with legal and regulatory requirements,

transparency, and efficiency in decision-making by corporate bodies. The Internal Regulation is communicated to the employees of INTRALOT S.A. through the internal communications network, whereas, those accountable for adhering to the Charter include the Board of Directors, Management Executives (Group CEO, Group Deputy CEO, Executive Vice-Chairman, Group Chiefs, Vice Presidents, Groups Directors, Directors, and Heads of Departments), employees with an employment agreement and partners who offer their services under a contract for service provision, paid mandate, or project contract.

The Internal Regulation sets out guidelines for INTRALOT S.A.'s organizational structure, the functions of the units and the committees, as well as the duties of the directors and direct reports. It also covers the reporting procedures of the Internal Control System, the process for hiring top management and evaluation performance processes. Additionally, the charter regulates:

- The process of compliance applying to people exercising managerial duties, as defined in number 25 of par. 1 of article 3 of Regulation (EU) 596/2014, and of people who have close ties with them, according to the definition of par. 14 of article 2 of Law 4706/2020, which include the obligations deriving from the provisions of article 19 of Regulation (EU) 596/2014.
- The process of notifying the existence of dependent relations, according to article 9 of Law 4706/2020, of the independent non-executive members of the Board of Directors and of the people who have close ties with them.
- The process of compliance with the obligations arising from articles 99 to 101 of law 4548/2018, regarding transactions with related parties.
- The policies and procedures that prevent and resolve cases of conflict of interest.
- The policies and procedures for the Company's compliance with the legislative and regulatory provisions that govern its organization and operation, as well as its activities.
- The established procedure for the management of privileged information and the disclosure of accurate information to the public, in accordance with the provisions of Regulation (EU) 596/2014.
- The policy and procedure for conducting periodical evaluations of the Internal Audit System, towards the adequacy and effectiveness of the financial information provided, on an individual and consolidated basis. The charter also ensures risk management and regulatory compliance, according to the recognized standards of evaluation and internal control, as well as the implementation of the provisions on corporate governance of this law. This evaluation is carried out by people who have sufficient relevant professional experience and who do not have dependency relationships according to par. 1 of article 9 of Law 4706/2020.
- The training policy of the members of the board of directors, the top management team, as well as the other executives of the Company, especially those involved control, risk management, regulatory compliance, and information systems functions.

INTRALOT Australia has also established an Internal Regulation Policy, according to the Australian regulation to govern its internal operations, processes, and conduct of its employees, as well as to ensure compliance with legal requirements, maintain organizational standards, mitigate risks, and promote efficiency and consistency across the organization.

Code of Conduct

The Company's Code of Ethics and Conduct serves as a guiding reference for all employees and associates, including third parties. It establishes a framework of principles and values that should govern their professional behavior, reflecting the Company's fundamental principles, corporate culture, business ethics, and ethical commitments. The Code places emphasis on combating corruption and bribery issues. INTRALOT S.A. ensures that all its employees receive comprehensive training on the Code of Conduct through various channels, including e-Learning platforms, email communication, and induction training programs. The Code is regularly reinforced through employee briefings and remains an integral part of all employee contracts, irrespective of their job designation or level.

The Company emphasizes the importance of complying with the Code and mandates that all employees and managers follow it without exception. Additionally, all employees are required to report any instances of Code violations, conflicts of interest, or legal violations, either anonymously or by disclosing their identity to the Human Resources Department through telephone or email. INTRALOT S.A. takes all reports seriously and ensures the confidentiality of the reporting employee. The Company investigates all potential breaches of the Code thoroughly. In the case of a conflict of interest, employees must report it to their supervisor or Director, who will discuss it with them and take appropriate action.

Anti-Corruption policy

The Company values honesty and integrity in its management practices and business transactions, while it aims to uphold its positive reputation. Therefore, the Company is committed to preventing and combatting corruption in all its forms by adhering to anti-corruption laws in all of the regions where it operates. This includes complying with the Greek National Strategic Plan Against Corruption (NSPAC), as well as the U.S. Foreign Corrupt Practices Act (FCPA), the U.K. Bribery Act (UKBA), and other anti-bribery lawsto avoid violations and proactively identify and address potential issues in a timely manner.

INTRALOT S.A. and its subsidiaries, INTRALOT, Inc. and INTRALOT Australia, have developed and adopted an Anti-corruption policy, which is mandatory for all employees highlighting the Company's principles on corruption, procurement and bidding, merger and acquisition transactions, gifts and entertainment, and political contributions. Employees are encouraged to report any suspicion of bribery or corruption to the Company's Legal Department or the Head of the Business Unit, by providing their name or choosing to remain anonymous. The Human Resources Department and the Internal Audit Unit are available to receive respective reports. Furthermore, INTRALOT S.A. and INTRALOT Inc. have received an ISO 37001 certification for its Anti-Bribery Management System, which includes measures to prevent, detect, and address bribery, as well as ensure transparency in transactions. The certification for the ISO 37001 gives our stakeholders confidence that the organization has implemented effective measures to continually improve in combatting bribery issues.

Additionally, INTRALOT S.A. has signed a Memorandum of Understanding and joined the Business Integrity Forum, which is an initiative launched by Transparency International - Greece network.

Additional to its policy, INTRALOT S.A. following the best anti-corruption has incorporated in all supplier agreements anti-corruption contractual clauses to ensure the adherence to the relevant legislation. However, such clauses are not present in contracts with customers as they are either state lotteries or privately licensed companies. In this context, INTRALOT S.A. continuously endeavors to collect the necessary evidence, prior to any settlement of business relationship and according to the legislative framework, to be able to determine whether a future partner fits its culture and operates ethically and in compliance with the applicable regulations. Therefore, INTRALOT S.A. conducts a thorough corruption risk assessment by performing due diligence on its business partners, including agents, consultants, suppliers, intermediaries, consortium or joint venture partners, contractors or major sub-contractors, and distributors before engaging in any business relationship. If due diligence findings are not satisfactory, the Company refrains from any business activity. The due diligence processes are established also during mergers and acquisitions before the finalization of relevant transactions. Being consistent to its anti-corruption principles, INTRALOT S.A. follows a standardized internal auditing procedure, performed annually to assess its business units for relevant risks and monitor high risk areas.

Anti-Money Laundering Guidelines

To ensure that its global operations are not being used for money laundering purposes, INTRALOT S.A. has formulated a comprehensive set of guidelines that incorporate the essential elements of its anti-money laundering framework. The framework contains a set of measures and guidelines that provide advice on implementing these principles effectively. By adhering to these guidelines, INTRALOT S.A. can minimize the risk of its products being unwittingly used for money laundering and thus maintain its reputation, credibility, and stability within the gaming and lotteries community worldwide. Regarding INTRALOT, Inc., the company has adopted a separate Bank Secrecy Act / Anti-Money Laundering Policy that adopts all these guidelines.

Outcome of Policies & Performance Indicators[1]

	2022	2023
Non-executive BoD members (%) | **INTRALOT S.A.**	55,6	70
Independent non-executive BoD members (%) | **INTRALOT S.A.**	44,4	30
Non-executive BoD members (%) | **INTRALOT Inc.**	80	80
Independent non-executive BoD members (%) | **INTRALOT Inc.**	20	20
Non-executive BoD members (%) | **INTRALOT Australia**	0	0
Independent non-executive BoD members (%) | **INTRALOT Australia**	50	50
Employees briefed on the Code of Conduct (%)	100	100
Newly hired employees trained on the Code of Conduct (number)[2]	58	64
Employees briefed on anti-corruption and anti-bribery issues (%)	100	100
Newly hired employees trained on anti-corruption and anti-bribery issues (%) | **INTRALOT S.A.**	30	48
Newly hired employees trained on anti-corruption and anti-bribery issues (%) | **INTRALOT Australia**	100	100
Newly hired employees trained on anti-corruption and anti-bribery issues (%) | **INTRALOT Inc.**	98	100
Employees attending the annual information security awareness program (number)[3]	224	293
Corruption incidents (number)	0	0
Bribery incidents related to employees (number)	0	0
Value of contributions made to politicians and political parties (€)	600	0
Violation cases concerning the Code of Conduct (number)	0	0

[1]Data refer to INTRALOT S.A., Intralot Australia and INTRALOT Inc. except otherwise.
[2]Data refers to INTRALOT S.A. and INTRALOT Australia.
[3]Data refers to INTRALOT S.A. and INTRALOT Australia.

Supply Chain

Policies & Due Diligence

Responsible procurement is a major focus area for INTRALOT. The Company depends on various sources for its operations, including suppliers who provide the Company with materials, equipment, services, and expertise essential for its functioning. Moreover, the Company relies on input from regulatory authorities and states who create policies and regulations for the local gaming market. As a licensed gaming operator, INTRALOT operates in multiple countries globally and distributes its products directly to consumers through its sales networks. INTRALOT S.A. and INTRALOT Australia ensure their collaboration with responsible and ethical suppliers, who remain compliant with laws and regulations through the established Procurement Policy. This policy is a mandatory framework for all procurement activities, globally. According to the relevant provisions of Code of Conduct, all purchase agreements are documented and clearly state the services or products 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. Despite its global operations, the Company continues to support and prioritize local suppliers, when possible. INTRALOT assesses its suppliers' financial and technical performance and monitors products and service providers, evaluating the following criteria:

1. Quality of deliverables
2. Infrastructure deployment according to the project plan
3. Testing
4. System performance
5. Incidents recorded by the Global Service Desk

Moreover, the Company 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.

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 565 suppliers, out of which about 79% are local suppliers. While procurement practices have become more globalized, the Company remains committed to sourcing a significant portion of its products and services from local suppliers, whenever feasible. In 2023, INTRALOT S.A. made payments totaling approximately €28.6 million to its suppliers, with 51% of the procurement expenses allocated to local suppliers. This demonstrates the Company's strong commitment to supporting local businesses and economies. In 2023, INTRALOT Australia cooperated with 133 suppliers of which 94% were hired from local communities. The total payments for the reporting year were €16 million with 58% giving to local suppliers. Regarding INTRALOT Inc., the Company sources products and services from a vast network of 562 suppliers, out of which about 90% are local suppliers. While procurement practices have become more globalized, the Company remains committed to sourcing a significant portion of its products and services from local suppliers, whenever feasible. In 2023, INTRALOT Inc made payments totaling approximately €77 ($82.3) million to its suppliers, with 90% of the procurement expenses allocated to local suppliers.

Outcome of Policies & Performance Indicators[4]

	2022	2023
Local Suppliers	772	1.103
Total Suppliers	**866**	**1.190**

[4]Data refers to INTRALOT S.A., INTRALOT Inc. and INTRALOT Australia.

03

ENVIRONMENT

Policies & Due Diligence

Environmental Management

INTRALOT recognizes the importance of environmental protection and actively monitors its environmental performance. In a demonstration of its dedication to environmental management and preservation, the Company has implemented various measures to mitigate its impact. Firmly committed to minimizing its environmental footprint and advocating responsible resource management, INTRALOT S.A. outlines its environmental commitments in its Code of Conduct. Employees are expected to contribute to these efforts by conserving resources, reducing waste, and emissions through practices, such as recycling and other energy-saving methods outlined in internal protocols. Moreover, INTRALOT S.A. enhances its environmental performance and reducing its energy footprint through the implementation of an extensive Environmental Management System, according to ISO 14001:2015. This system meticulously tracks the impact of its operations, facilitating timely interventions to address environmental concerns.

A procedure for monitoring environmental legislation has been established to ensure adherence to applicable national and international laws and regulations. As part of the Company's risk management assessment, regular environmental impact assessments are conducted to methodically identify and evaluate the environmental impact of the Company's activities, taking into account both the severity and likelihood of such impact. In this respect, the Company has assigned an Environmental Risk Officer to supervise environmental risks, recommend changes to the EMS, and ensure proper comprehension and execution.

Energy and Emissions

Even though INTRALOT does not have an established long-term strategy for emissions reduction, the Company undertakes various activities to decrease energy consumption and CO2 emissions. INTRALOT S.A. monitors fuel usage from leased vehicles with the use of fuel cards and utilizes energy-efficient LED lamps and photoelectric cells to minimize energy use. Additionally, a Building Management System (BMS) has been installed, allowing proactive actions for automatic shutdown when necessary. Both INTRALOT S.A. and INTRALOT Inc. regularly measure and report their greenhouse gas emissions and are working towards more environmentally friendly IT solutions by increasing their use of virtualized environments and cloud solutions for IT and development services. This approach replaces stand-alone and physical servers, resulting in energy savings and reduced carbon dioxide emissions.

In 2023, INTRALOT S.A. experienced a notable decrease in energy consumption compared to 2022.This reduction was primarily driven by several key initiatives. Firstly, the widespread adoption of hybrid and electric cars replaced the previous fleet of petrol and diesel vehicles, leading to lower energy requirements for transportation. Additionally, the replacement of traditional lamps with energy-efficient LED alternatives, totaling 70x4 units, significantly contributed to the overall decrease in energy consumption. Furthermore, efforts to minimize the usage of air-conditioning systems further optimized energy usage. These combined efforts culminated in a tangible reduction in energy consumption in 2023, marking a significant stride towards sustainability and resource efficiency.

Waste and Materials

INTRALOT has implemented several sustainability measures to reduce its environmental impact. In particular, INTRALOT S.A. complies with the Restriction of Hazardous Substances Directive and the Waste Electrical and Electronic Equipment Directive, by using central printers and controlling the printing volume to reduce paper usage. Additionally, to the initiatives in responsible management of resources, INTRALOT has replaced plastic cups with glass cups to reduce waste. Recycling bins are available for various materials, i.e., paper, aluminum cans, plastic cans, and bottles, batteries, and light bulbs, while all liquid waste is directed to public waste networks. INTRALOT S.A. uses environmentally friendly refrigerants and does not use hazardous cleaning materials or critical raw materials. Also, the Company raises employee awareness through internal communication means, i.e., email, corporate intranet portal, posters and implements internal awareness campaigns to reduce energy consumption and waste.

Water management

INTRALOT S.A. acknowledges the significance of water scarcity and the heightened demand for water resources, diligently monitoring its water consumption within its facilities. The Company exclusively relies on public water supply networks and utility providers to mitigate any adverse effects on alternative water sources. All liquid waste is safely disposed of through public waste networks, with strict avoidance of hazardous cleaning materials. While water recycling or reuse initiatives are not presently in place, proactive measures are implemented to mitigate potential water supply disruptions or leaks. Furthermore, there have been no reported incidents of water discharge or significant spills of chemicals, fuels, or other materials.

Outcome of Policies & Performance Indicators[5,6]

Energy consumption by type of use	2022	2023
Total electricity consumption[7] (GJ)	5.480,00	5.344,41
Total heating consumption (GJ)	3.139,00	1.157,00
Mobile diesel consumption (GJ)	1.613,09	595,78
Mobile petrol consumption (GJ)	1.113,96	324,66
Total energy consumption (GJ)	**11.346,05**	**7.421,85**

Emissions	2022	2023
Scope 1 emissions | INTRALOT S.A.		
Emissions from Diesel (t CO2e)	352,486	130,085
Emissions from Petrol (t CO2e)	82,725	24,104
Total direct emissions (t CO2e)	**435,21**	**154,19**
Scope 2 emissions | INTRALOT S.A.		
Emissions from electricity (t CO2e)	813,168	708,134
Scope 3 emissions | INTRALOT S.A.		
Emissions from business travel (t CO2e)	75,16	107,76
Scope 2 emissions | INTRALOT Australia		
Emissions from electricity (t CO2e)	267,48	250,83

[5]Data refers to INTRALOT S.A. and INTRALOT Australia as INTRALOT Inc. data were not available at the reporting time.
[6]The conversion factors (NCV) of the emissions calculation tool of the National Technical University of Athens were used to calculate the energy consumption per fuel type.
[7]NCV from DEFRA were used to calculate electricity in GJ.

Waste generated[8]	2022			2023		
Type of waste	Waste generated	Waste diverted from disposal	Waste directed to disposal	Waste generated	Waste diverted from disposal	Waste directed to disposal
Paper (t)	5,67	5,67	0	6,78	6,78	0
Plastic (t)	0,30	0,30	0	0,35	0,35	0
Wood (t)	4,00	4,00	0	10,90	10,90	0
PC's – laptop (t)	5,30	5,30	0	1,90	1,90	0
Scrap (t)	0,56	0,56	0	0,26	0,26	0
Aluminum (t)	0,02	0,02	0	0,03	0,03	0
Lightbulb (t)	0,06	0,06	0	0,03	0,03	0
Toners (t)[9]	0,08	0,08	0	0,60	0,60	0
Battery (t)	0,02	0,02	0	0,04	0,04	0
Total waste (t)	**15,99**	**15,99**	**0**	**20,90**	**20,90**	**0**

Water consumption[10]	2022	2023
Water withdrawal (ML)	6.219	6.078

[8]Data refers to INTRALOT S.A. only.
[9]Average estimation.
[10]Data refers to INTRALOT S.A. only.

04

LABOR & SOCIAL

Policies & Due Diligence

Employee Code of Conduct

INTRALOT is committed to complying with the appropriate employment laws included within its Code of Conduct. All newly hired employees are informed about their contract terms – something that is controlled by private law and drawn up upon their recruitment.

Labor Rights

INTRALOT respects collective bargaining agreements and safeguards the right of employees to participate in working unions. It is the Company's commitment to ensure the freedom of association for its employees and their willingness to participate in labor actions, i.e., protests.

Employees are always treated with respect, irrespective of whether they participate in employee unions. It is noteworthy that 100% of INTRALOT S.A. employees are covered by the National Collective Labor Agreement; also, all employees are notified for any operational changes, as INTRALOT S.A. abides by the relevant legislation for minimum notice periods for operational changes.

INTRALOT S.A.'s commitment to comply with the appropriate employment laws has been included within its Code of Conduct. All newly hired employees are informed about their contract's essential terms, in accordance with the provisions of the Presidential Decree 156/1994, which is governed by private law and drawn up immediately upon their recruitment. Furthermore, the Company promptly resolves employee matters in a mutually beneficial way, regardless of their participation in employee unions.

INTRALOT Australia has established multiple policies that address various aspects of labor management, by strictly adhering to local employment laws (such as Fair Work Act).

Wellbeing

INTRALOT continuously endeavors to promote a healthy work-environment of which work-life balance is a vital element. As such, the Company promotes working hours according to the legislation, both daily and weekly, in accordance with their employment contract. Also, INTRALOT abides by the standard overtime and additional remuneration for overtime, as described in the regulation. The board has oversight of overtime and oversees approving or disapproving them. The Company adheres to the regulation, when it comes to paid and unpaid leaves these may include normal leave, maternity leave, and other reasons of absence. Such absences may also include work from home situations where the employees may work remotely, at a maximum of four times per month.

Compensation and Benefits

According to the compensation and benefits policy, all employees including part-time and temporary employees have a defined salary level and benefits. This policy regulates the former, as well as providing performance-related remuneration to executive members, based on their job description, accountability, responsibility that comes with their position, academic background, competencies, professional experience, and performance. The latter is highly relevant to corporate strategy and the achievement of corporate objectives.

Diversity and Equal Opportunities

Given the nature of the Company's operations, its staff is predominantly male. Nonetheless, the Company has a firmly established policy to boost the participation of women in its firms across all employment tiers. To achieve this objective, the Company documents and tracks the distribution of women by geographical area of operation, age, and job position. The goal is to increase the proportion of female employees as a percentage of the overall workforce.

Training and Development

The Company strives to integrate employee training at all levels. Upon recruitment, employees are oriented towards the gaming industry and INTRALOT. It is also important for the Company to train employees in responsible gaming principles, which form a cornerstone for the Company. In a similar course of action, INTRALOT has established a corporate induction program, followed in conjunction with the induction handbook, which is available in the corporate intranet portal. In higher levels, the Company is poised with extending the executives' educational background, by offering specialized trainings to familiarize them with cross-departmental processes and operations.

The training policy comes in parallel with the annual training plan, as part of the annual performance evaluation. This essentially means that managers are responsible for identifying the development needs of each employee, setting novel goals for their development, and creating an individual development plan for each employee. This plan is constantly updated, and employee performance is recorded. This allows for a big-picture theorization of all employees' individual development plans, which in turns calls for role-based training programs that include development programs for managerial positions or specific skills training for technical roles. All of the above are in close relevance to INTRALOT's strategic direction, past training needs, as well as market trends and best practices.

Health and Safety

INTRALOT is committed to complying with all the relevant health and safety laws. As such, the Company has introduced health and safety principles according to the provisions of the Code of Conduct, in a way that enables the Company to protect its employees and ensure a safe working environment. All employees are obligated to comply with the policy and their relevant work-position obligations.

INTRALOT periodically conducts working environment risk assessments to identify, manage, control, and minimize or eliminate potential health and safety risks. For this reason, the Company has assigned a building coordinator for each facility, who regularly evaluates workplace conditions, usually regarding infrastructure. INTRALOT also employs an external prevention agency that evaluates workplaces and offers advice on preventive or corrective measures.

In 2023, INTRALOT managed to retain:

- No employees with high incidence or risk of disease associated with their work within the Company.
- No cases of occupational disease within the Company.
- No employee loss.
- No relevant fines or sanctions imposed by the respective authorities.

Performance Management System

INTRALOT has established a thorough monitoring procedure to record employee performance. This includes a systematic approach to identifying employee strengths, areas for improvement, and in turn improving the Company's overall performance. The performance management system is directly relevant to multiple cases of employee management, training, or occupational health and safety. In terms of risk management, the system minimizes the Company's exposure to performance-related risks, which includes employees not attaining their full potential, or employees being managed in a non-optimal way. INTRALOT has established a systematic dialogue with its employees to minimize such a risk, either in the form of intranet portal, e-mail announcements, open-door policies, or HR communication with employees. This pattern of holistic communication creates a framework of increased feedback, better chances for review, and in extension, a wider pattern of risk reduction.

Outcome of Policies & Performance Indicators[11]

New hires	2022		2023	
	Number (#)	Rate[12] (%)	Number (#)	Rate (%)
New hires by age				
<30 aged new hires	72	0,06	78	0,07
30-50 aged new hires	124	0,11	113	0,10
>50 aged new hires	38	0,03	26	0,02
New hires by gender				
Male new hires	168	0,14	172	0,15
Female new hires	66	0,06	45	0,04
Total new hires	**234**	**0,20**	**217**	**0,19**

Voluntary and non-Voluntary Departures	2022		2023	
	Number (#)	Rate (%)	Number (#)	Rate (%)
Voluntary and non-Voluntary Departures by age				
<30 aged turnover	50	0,04	59	0,05
30-50 aged turnover	184	0,16	109	0,09
>50 aged turnover	52	0,04	59	0,05
Voluntary and non-Voluntary Departures by gender				
Male turnover	196	0,17	151	0,13
Female turnover	90	0,08	76	0,07
Total Employees Departures	**286**	**0,25**	**227**	**0,20**

[11] *Data refer to INTRALOT S.A., Intralot Australia and INTRALOT Inc. except otherwise.*
[12] *The rate is calculated by considering the total number of employees at the end of the year.*

Employee training	2022				2023			
	Men	Women	Top 10% employees by compensation	Bottom 90% employees by compensation	Men	Women	Top 10% employees by compensation	Bottom 90% employees by compensation
Total training hours	4.183	1.847	394	5.287	4.795	1.268	4.183	1.847
Average training hours per employee	11,56	10,80			12,62	7,37		
Number of employees trained	322	156	50	431	226	75	29	273

Health and safety	2022	2023
Number of fatalities as a result of work-related injury	0	0
Rate of fatalities as a result of work-related injury (%)	0	0
Number of high consequences work related injuries (excluding fatalities)	0	0
Rate of high-consequence work-related injuries (IR) (excluding fatalities) (%)	0	0
Number of recordable work-related injury	12	10
Rate of recordable work-related injuries (%)	0,01	0,01
Number of fatalities as a result of work-related ill health	0	0
Number of cases of recordable work-related ill health	0	0

[13]*Data refer to INTRALOT S.A. and INTRALOT Australia only.*

Respect of Human Rights

Policies & Due Diligence

INTRALOT has established a firm approach towards safeguarding human rights. By adhering to the needs of the United Nations and the legislation of International Labor Organization (ILO), the Company responds to the need for increased attention towards human rights. Based on the principles imposed by these two organizations, INTRALOT has established its Code of Conduct, as well as its employment guide, to fully integrate safeguarding of human rights within its operations. Further, the Internal Regulation Charter and Recruitment and Selection policy guarantee the imposition of such core values, which employees follow with strict adherence. Equally important is the fact that the Company has signed the United Nations Global Compact since 2009, which delineates its commitments to refrain from activities that violate human rights, such as discrimination, harassment, and any kind of violence. INTRALOT Australia strictly follows the Australian employment laws and conducts annual training, covering relevant thematic areas, such as equal employment opportunity, sexual harassment, diversity, and inclusion.

INTRALOT recognizes that human rights have to be safeguarded continuously, and strenuously. However, it is a fact that human rights are located in multiple places within the Company's operations, and in turn they have to be considered on all occasions. This means that risk management for human rights ought to be integrated in all risk management procedures, and all sources of risk.

Grievance mechanisms are set in place, which allows employees to seek justice for any harassment they suffered, or any instances of discrimination they may have been a victim of. It is worth mentioning that the Company follows a meritocratic approach, which in turn means that INTRALOT passionately believes that each employee is evaluated on its work-related merit. It is noteworthy that the Company does not tolerate any form of retaliation from employees, which means that discontented employees are free to use the grievance mechanism without fear of retribution.

Equal employment

Although INTRALOT has not formally implemented a diversity-related policy, it should be noted that the Company is fully committed to its role as a haven for anti-discrimination, diversity, and equity. According to the Code of Conduct, employees are compelled to follow the Company's driving values, which bring about an environment of mutual respect and inclusiveness. Employees are assessed based on their qualifications, skill, and performance, and are in no cases assessed by any other traits. INTRALOT believes that each person's inherent traits are sacred, and in no way related to their job-performance. Therefore, the Company safeguards all employees for their traits of sexual preference, sex, religion, ethnicity, or nationality, and commits to making an impact in that front.

Outcome of Policies & Performance Indicators[14]

Employee diversity	2022		2023	
	Number (#)	Rate (%)	Number (#)	Rate (%)
By gender				
Men	808	70,3	817	71,0
Women	356	31,0	333	29,0
By age				
<30	120	10,3	153	13,3
30-50	659	56,6	644	56,0
>50	385	33,1	353	30,7

Diversity and equal opportunities	2022	2023
Difference between the average base salary of full-time men employees compared to full-time women employees (%) | **INTRALOT S.A.**	12,32	11,48
Difference between the average base salary of full-time men employees compared to full-time women employees (%) | **INTRALOT Australia**	24	19

Incidents of discrimination and corrective actions taken	2022	2023
Discrimination incidents	0	0

[14] *Data refers to INTRALOT S.A., INTRALOT Inc. and INTRALOT Australia except otherwise*

Society

Policies & Due Diligence

Local communities and shared value

For INTRALOT, local communities pose a continuous challenge to the Company's strategy and business model. Local communities are always taken into consideration when designating policies and strategies. The Company aims to support its neighboring communities by implementing a series of initiatives and in turn disseminating the value it receives into outputs for society. As an international organization, INTRALOT contemplates its surrounding national and local communities, and thus implements various initiatives to support them. "INTRALOT – We Care a Lot" is a program of INTRALOT S.A. that includes multiple activities and investments and bring back profits to the community. At the same time, INTRALOT S.A. takes into consideration the underprivileged people within these groups, hence providing support for underprivileged children nationwide through initiatives – in collaboration with NGOs and foundations.

In extension to that, INTRALOT S.A. is also vigilant to provide volunteering opportunities and employment programs to national and local communities. The Company supports local entrepreneurship by offering opportunities for young people to create a network between universities and companies. INTRALOT S.A. has fused its business model with its ongoing volunteering opportunities and sports events.

Safety of products and services

INTRALOT places significant emphasis on ensuring the safety of its products and services and considers it a crucial component of its due diligence process. In 2021, the Company went through an extensive independent assessment of its responsible gaming practices and products by a WLA approved assessor, which resulted in the renewal of its Certificate of Alignment with World Lottery Association (WLA) Responsible Gaming Framework for Associate members until 2024. This evaluation covers all corporate functions related to game integrity and corporate conduct, and it acknowledges INTRALOT's dedication and endeavors to establish a secure and supportive gaming environment, preventing underage, illegal, problem gambling, or any other potential harm to society.

The Company as an Associate member of WLA accords with the 7 responsible gaming principles. INTRALOT takes advantage of its due diligence mechanism to also grasp its full responsibility towards people, and in conjunction to the services it offers. The company acknowledges the importance of ensuring that its betting products are not only safe and responsible, but also integral to its due diligence process. Simultaneously, it prioritizes the protection of online game as paramount concern.

That said, INTRALOT strives to develop and distribute products that serve responsible gaming principles. Products and services are not to create any dependency, and the platforms on which they are practiced have to be both safe and protective for players. Players have the option of receiving further support, in terms of fair gaming experience through:

- Prevention from excessive gaming with various self-exclusion options.
- Setting their gaming budgets in a strict manner.
- Reminder for their excessive time in the gaming platform.

Also, it has to be noted that INTRALOT multicasts several suggestions or messages to truly promote the essence of responsible gaming. INTRALOT places product safety at the top of its risk management process. INTRALOT S.A. also utilizes the INTRALOT Responsible Gaming Designer tool (iRGD). This tool was produced in collaboration with Athens Information Technology (AIT) and several independent scientists. Its aim is to conduct social impact assessments per game, channel, or territory and as the name indicates, assess the social impact of games based on their:

- **Structural characteristics**, including features that ensure the initiation, expansion, and maintenance of playing over time.
- **Situational characteristics**, including features related to the gaming environment (e.g., retailer store, internet, or mobile channel).
- **Responsible Gaming characteristics**, including features that may impact player gaming patterns (i.e., financial or time-related limits).

As a result of INTRALOT's S.A. practices, in 2023 there were no complaints concerning security and reliability of its games.

Outcome of Policies & Performance Indicators

Social value distributed	2022	2023
Societal support activities[15] (number)	8	4
Value of societal support activities (€)	10.118	39.960
Blood units collected (number)	63	55
Shared value generated[16] (Greece and USA) (€'000))	215,551	221,960
Company R&D investments (million €)[17]	2,5	2,6
Approved patents and designs worldwide (number)	191	186

[15]Societal support data refer to INTRALOT S.A.
[16]Sharing value generated data refer to INTRALOT S.A. and INTRALOT Inc.
[17]Sharing value, Company R&D investments and Approved patents and designs refer only to INTRALOT S.A.

Responsible gaming[18]	2022	2023
Participation in stakeholder engagement activities and events on responsible gaming issues (number)	79	44
Employees trained on responsible gaming practices (%) **| INTRALOT S.A.**	28	23
Employees trained on responsible gaming practices (%) **| INTRALOT Australia**	100	100
Duration of employee trainings on responsible gaming issues (hours)	811	956
Compliance		
Product recalls (number)	0	0
Users whose information has been used for secondary purposes (i.e., purposes besides the original one for which they were collected) (number)	0	0
Unique requests for user information (including user content and non-content data) from government or law enforcement agencies (number)	0	0
Unique users whose information was requested by government or law enforcement agencies (number)	0	1
Government and law enforcement requests that resulted in disclosure to the requesting party (%)	0	0
Complaints or grievances concerning breaches of customer privacy and losses of customer data (number)	0	0
Fines imposed regarding breaches of customer privacy or losses of customer data (number)	0	0
Non-monetary sanctions imposed regarding breaches of customer privacy or losses of customer data (number)	0	0
Fines imposed regarding marketing, advertising and promotion activities and product or service information (e.g., product labeling) (number)	0	0
Non-monetary sanctions imposed regarding marketing, advertising and promotion activities and product or service information (e.g., product labeling) (number)	0	0

[18]*Data refers to INTRALOT S.A. and INTRALOT Australia.*

ANNEX

FEEDBACK FORM

Feedback Form

Your opinion helps INTRALOT improve

We invite you to share your opinion with INTRALOT and help us improve the NFR 2023 by sending us the following questionnaire:

Which Stakeholder group do you belong to?

- ☐ Players
- ☐ Customers
- ☐ Suppliers
- ☐ Business Partners
- ☐ Retailers
- ☐ States
- ☐ Employees
- ☐ Community
- ☐ NGOs
- ☐ Media
- ☐ Shareholders
- ☐ Investors
- ☐ Industry Associations
- ☐ Regulatory
- ☐ Other

How would you rate the overall quality of this Report?

	Excellent	Good	Fair	Poor
How well did the report address environmental factors?	☐	☐	☐	☐
How well did the report address labor & social factors?	☐	☐	☐	☐
How well did the report address governance factors?	☐	☐	☐	☐
Were the ESG performance metrics clearly presented?	☐	☐	☐	☐
Do you feel the Company is genuinely committed to sustainability based on the information presented?	☐	☐	☐	☐

How would you rate the following sections of the Report?

	Excellent	Good	Fair	Poor
Materiality Analysis	☐	☐	☐	☐
Sustainability Strategy	☐	☐	☐	☐
Anti-corruption & Anti-bribery policies	☐	☐	☐	☐
Supply Chain	☐	☐	☐	☐
Environmental Mgmt	☐	☐	☐	☐
Energy & Emissions	☐	☐	☐	☐
Employee Wellbeing	☐	☐	☐	☐
Human Rights	☐	☐	☐	☐
Training & Development	☐	☐	☐	☐
Diversity & Equal Opportunities	☐	☐	☐	☐
Performance Mgmt	☐	☐	☐	☐
Society	☐	☐	☐	☐

Do you have any comments or suggestions about the Report?

_____

_____

_____

_____

Personal Data (optional):

Full name: _____

Company/Organization: _____

Address: _____

Phone/Fax: _____

E-mail: _____

Please return this form to:

INTRALOT S.A., Group Corporate Affairs
19 km, Markopoulou Ave., 19 002 Peania - Attica, Greece
e-mail: corporateaffairs@intralot.com

Report evaluation information will be statistically processed toward the sole purpose of making reporting improvements. All personal data are treated as confidential and are protected as stipulated by law.

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