



HIGHLIGHTS

**Sustainability  
Report  
2023**

**LOTTOmatica**

Consolidated non-financial statements pursuant to  
Legislative Decree 254/2016

## Leader in sustainable entertainment

We are the largest Italian Group in the public gaming sector. We offer safe and innovative gaming experiences across all sales channels, with a particular focus always being placed on responsibility and sustainability.

**Lottomatica Group is the leading operator in Italy** in the public gaming sector authorised by Italy's Customs and Monopolies Agency, and is one of the major players in Europe.

The Group is active in the following operating segments: **Online** (online sports betting and gaming); **Sports Franchise** (sports betting and gaming on the physical network); **Gaming Franchise** (amusement and entertainment machines).

With approximately **Euro 1.9 billion in revenues** and **Euro 35.7 billion in bet**, Lottomatica **leads the market** in every area of activity, offering **safe and innovative gaming experiences** across all sales channels.

The Group is **the largest contributor** to the gaming industry, with more than **Euro 3 billion** paid each year.

Lottomatica is **listed on Euronext Milan** of Borsa Italiana. The main shareholder is **Apollo Global Management**, a worldwide leader in alternative investment management.



**€ 35.7 bln**  
BET\*



**€ 1.9 bln**  
REVENUES\*



**€ 3 bln**  
TAX CONTRIBUTION

\* Lottomatica and SKS365 aggregate financial figures as of 31.12.2023

## A great team

Lottomatica is able to rely on the skills of **2,600 direct employees** and over **18,000 people** who work within the context of its specialized franchise network, all of whom provide a wealth of ideas, talent and experiences that are crucial to achieving the Group's goals.



**18,000**  
PEOPLE



**2,600**  
EMPLOYEES



**42 YEARS**  
AVERAGE AGE



**35%**  
WOMEN

The Group has also the **largest specialized distribution network** in Italy's gaming sector, with 18,300 points of sale, 3,800 betting shops and corners, 1,130 franchised gaming halls and 145 owned gaming halls, as well as distribution agreements with 12,000 bars and tobacconists.



**18,300**  
POINTS OF SALE



**3,800**  
BETTING SHOPS  
& CORNERS



**1,130**  
FRANCHISED  
GAMING HALLS



**145**  
DIRECTLY MANAGED  
GAMING HALLS



**12,000**  
BARS/TOBACCONISTS  
SERVED



**1.7 mln**  
ONLINE  
CUSTOMERS

## The corporate DNA

Lottomatica's soul is reflected in its **Corporate DNA model**, a framework of values that provides a clear and unambiguous indication of what it means to be part of the Group: sharing an ambitious **Vision**, which can be attained by operating with a clear **Mission**, and with wide-reaching and firmly-rooted **Attitudes**.



**VISION**

To be the first choice for our customers, creating sustainable opportunities for our people and the communities in which we operate.



**MISSION**

**Create safe, unique and innovative gaming experiences**, online and in-life.

**Generate sustainable value** for our customers, people, partners, institutions, communities and shareholders.

**Sustainably innovate our industry** through technological excellence and experimentation with new business, work and relationships models.

MISSION PILLARS



PEOPLE



SUSTAINABLE  
VALUE



CUSTOMER  
EXPERIENCE



INNOVATION &  
TECHNOLOGY



**ATTITUDES**



**COLLABORATION**  
Be a team



**RESPONSIBILITY**  
Act consciously



**INCLUSION**  
Enhance uniqueness



**EXCELLENCE**  
Exceed expectations



**ENTREPRENEURIAL SPIRIT**  
Think beyond

## Innovation, technology and security

Innovation, digital and technology are the tools to ensure an increasingly **comprehensive, engaging and safe** offer for Lottomatica customers.

Lottomatica operates in compliance with the strongest **ethical principles** and with the highest **quality standards**, and all products and services offered are carefully designed and selected to ensure the highest levels of **reliability and player protection**.

Together with its business partners, the Group works with honesty and professionalism to promote a **responsible and conscientious approach to gaming**, supporting legal and State-guaranteed gaming, and combating illegal and underage gaming in every possible way.

**8** data center

ISO 27001  
CERTIFIED

**750 mln**  
TRANSACTIONS PER DAY

**€ 8 mln**  
INVESTMENTS TECHNOLOGY IN 2023

**150 bln** EVENTS MANAGED EACH YEAR  
BY LOTTOMATICA'S  
COMPUTER SYSTEMS

## The business areas



### Online

Lottomatica is Italy's leading Group in the online gaming segment, thanks to the **Lottomatica.it, GoldBet.it, Betflag.it** and **Planetwin365.it** websites.

Distinguished by the **highest security standards**, Lottomatica's online offering consists of a **comprehensive and innovative portfolio** of remote games, which can be enjoyed via the web, as well as through numerous dedicated apps for smartphones and tablets.



### Sports Franchise

Lottomatica leads the physical network betting and gaming sector with four strongly recognizable brands: **Better, Goldbet, Intralot** and **Planetwin365**.

A network of **thousands of points of sale** throughout the country, combined with the professionalism of thousands of specialized operators, make Lottomatica the **leading betting operator** in Italy.



### Gaming Franchise

Lottomatica's network connects and monitors **amusement and entertainment machines** within public establishments and dedicated gaming halls throughout Italy, thanks to top quality infrastructure and technologies for **maximum player protection**.

The Group is also engaged in the **direct management of gaming machines and halls**, with a network representing a benchmark for its high levels of service and **customer attention**, as well as for the **quality** and **security** of the offer.

# Sustainability at Lottomatica

The ambition to generate sustainable value and positive impacts for the community, the environment and all its stakeholders is part of Lottomatica Group’s Vision and Mission.

Lottomatica Group has always paid the utmost attention to the **sustainability of its activities** and their possible **impact on the community**. Over the years, the Group has built an increasingly demanding and challenging path in the **management of ESG issues**, integrating sustainability drivers and corporate objectives more and more firmly within a **well-defined strategy**.

## Dialogue with Stakeholders

As a leading company in a highly strategic and sensitive sector such as that of public gaming, the Group’s activities are of considerable interest to a **large number of stakeholders**. Lottomatica maintains **relationships based on transparency and dialogue** with them, aware of the importance of their **active involvement** for the construction of a sustainable business model oriented to the creation of value.

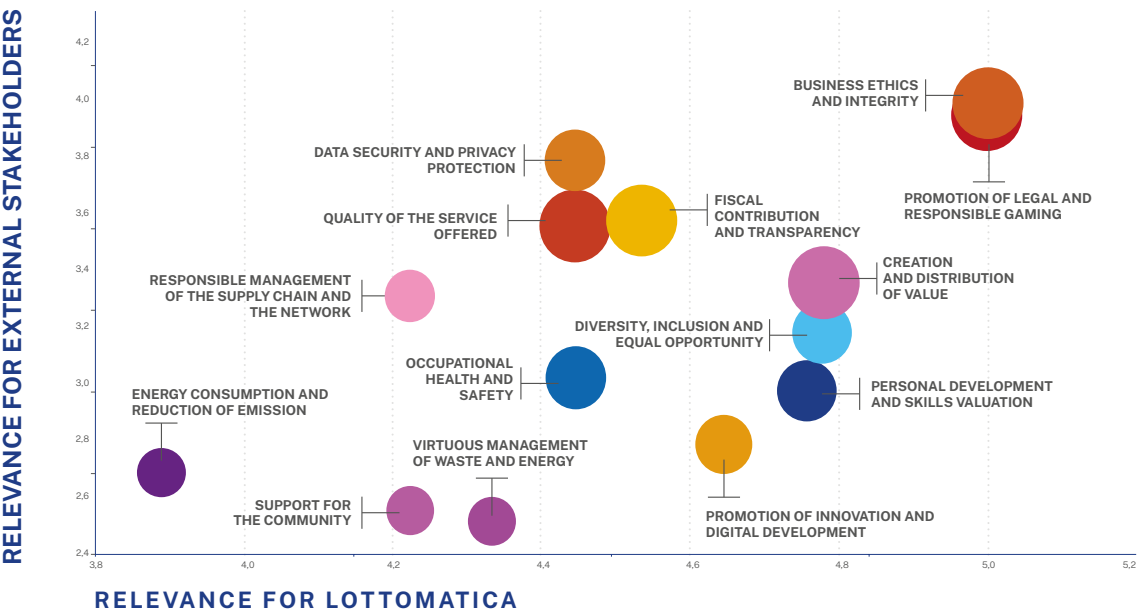
|                                                                                                                                                                                                |                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| EMPLOYEES AND CONTRACTORS<br>of offices, stores and other workplaces.                                                                                                                          | LOTTOMATICA'S<br>STAKEHOLDERS |
| SHAREHOLDERS AND FINANCIAL COMMUNITY<br>including: investment funds, shareholders, bondholders,<br>potential investors, and other financial entities.                                          |                               |
| INDUSTRY OPERATORS AND OTHER SUPPLIERS<br>including: business partners, gaming platform developers,<br>gaming materials and service providers, technical support services.                     |                               |
| CLIENTS<br>of the physical and online sales network.                                                                                                                                           |                               |
| REGULATORY BODIES AND GOVERNMENT DEPARTMENTS<br>including: the Customs and Monopolies Agency, the Ministry of Economy<br>and Finance, Central and Local Governments, Law Enforcement Agencies. |                               |
| COMMUNITY<br>including: local communities, cultural and sports organizations and<br>associations, scientific research institutions, consumer associations, medi.                               |                               |

## The material topics and the Group’s impact

The Group periodically updates the **materiality analysis** process in line with the most widespread and globally accepted reporting standards: for 2023, the process was carried out in compliance with the **GRI Universal Sustainability Reporting Standards 2021**.



The results of this process have been summarised in the **materiality matrix**, a fundamental tool for making informed strategic choices, ensuring the correct **identification, prioritisation and management of the most relevant ESG issues** for the company and its stakeholders.



## The Sustainability Plan

The Sustainability Plan embodies in an organic and structured **program Lottomatica's strong commitment to the creation of shared and sustainable value**, focusing on three fundamental strategic pillars the commitments and objectives of corporate sustainability through a series of initiatives across the Group's various operating sectors.



### Responsibility | WE ACT responsibly

Lottomatica operates with a full awareness of its role in promoting a legal and responsible gaming model, respecting the consumer as a subject to be protected, and to whom we must strive to offer safe, high-quality, innovative, and engaging gaming experiences. The Group meets the highest standards of ethics and integrity, through a governance system made up of models and procedures designed to protect all of its stakeholders.

#### LEGAL GAMING

Lottomatica Group operates with full awareness of its role in the industrial sector of legal gaming, through **proactive cooperation with the institutions and compliance with the regulatory framework**.

#### RESPONSIBLE GAMING

Lottomatica Group promotes a **responsible approach to gaming** and establishes an annual **responsible gaming program**, which is structured according to three intervention guidelines covering the areas of gaming influence and governance in which the Group operates: the **protection** of minors, the **prevention** of excessive gaming, and the **promotion** of a healthy and knowledgeable gaming model.

#### PLAYER PROTECTION

Lottomatica Group focuses on the **central role of the customer** during the development, information and distribution phases of its gaming offer. The Group has adopted an approach based on **awareness, transparency and accountability**, as defined also by the specific **Responsible Marketing Policy** and is committed to ensuring the highest standards of **data privacy** and **cyber-security**, as governed by specific procedures, such as the **Personal Data Processing Procedure** and the **Data Breach Management & Notification Operating Procedure**.

#### GOVERNANCE, ETHICS AND INTEGRITY

Lottomatica Group aims to strengthen corporate governance through the execution of **business ethics programs, the integration of ethical and environmental risks** within the risk management model, and the maintenance of **ISO 37001 certification** to support its **Anti-Corruption policies and programs**. This commitment, in line with the principles and values of the Code of Ethics that guide the conduct of business and the execution of the Group's strategies, has been further strengthened through the **alignment with the UNGC as of 2022**.

**1,507**  
trained employees  
in responsible gaming

**3,200**  
indirectly managed halls trained  
in responsible gaming



Responsible gaming  
certification for all  
online gaming platforms

**ISO 27701**  
Security of Information

**ISO 27701**  
Privacy of Information

**ISO 9001**  
Quality and Safety

**ISO 37001**  
Anti-bribery & Corruption

★ ★ ★  
Legality Rating  
**AGCM**

Figures as of 31.12.2023

Lottomatica considers its people to be a fundamental resource for building a sustainable business model. The Group guarantees its employees an inclusive and stimulating working environment with high standards of safety and well-being, where diversity is valued, and professionalism and know-how are developed.

## HEALTH AND SAFETY, WELFARE AND WELLNESS

Lottomatica Group is committed to creating a work environment compliant with the highest **health and safety standards**, and where individual characteristics will not lead to discrimination or conditioning, ensuring the ability to exercise all trade union and political rights. The Group has adopted its own **Human Rights Policy** - which supplements the **Freedom of Association Policy**, the **Principle of Non-Discrimination** and the **Working Hours Policy**, as well as an appropriate **Smart Working Policy**.

## PROFESSIONAL DEVELOPMENT

Professional development is an important competitive factor for the Group, as it is necessary to **attract and retain high quality human resources**, to **develop skills**, and to **build appropriate career paths**. Therefore, the Group is committed to implementing well-structured **Brand/DNA awareness**, **Employer acquisition**, **People development**, **Management revolution** and **Learning & development programs**.

## DIVERSITY, INCLUSION AND EQUAL OPPORTUNITIES

Diversity is a distinctive factor for the Group's growth. In this regard, Lottomatica has adopted a **Diversity Policy** and **specific programs** focused on enhancing diversity, above all gender diversity, bolstering the **management's responsibilities** and monitoring the **company's performance levels** in the field of diversity, even including specific social standards within the supplier code of conduct.

**+20%**  
compared to 2022  
**1,924**  
employees

**268**  
new hires  
**+106%**  
compared to 2021

**+149%**  
compared to 2022  
**22,241**  
hours of training

**92%** has benefited  
from smart working

**ISO 45001** | **UNI/PDR 125**  
Health and Safety at work | for gender equality

**Best  
HR Team**



Figures as of 31.12.2023

Lottomatica contributes to the achievement of positive and tangible results for the improvement. community by implementing social initiatives and policies aimed at reducing its direct and indirect environmental impacts. The Group is also committed to the sustainable development of the production chain and promotes value creation for every operator within the chain.

## COMMUNITY

Lottomatica Group has always been engaged in implementing **initiatives of public interest** in well-defined areas, including work and training, legality, diversity, social inclusion, education, health, innovation and technological progress. This support for the community is further bolstered and enhanced by **Fondazione Lottomatica**, established for the purpose of enhancing the creation of collective value through **projects of high social impact**.

## ENVIRONMENT

Lottomatica recognizes the importance of creating shared value while respecting the environment. The Group has established guidelines to support this commitment within the context of an appropriate **ISO 14001-certified Environmental Management System**, with the adoption of an **Environmental Policy** and a **Green Procurement Policy**, and an ongoing commitment to the **efficient use of energy and natural resources**, and the management and **monitoring of its environmental performance**.

## NETWORK, PARTNERS AND SUPPLIERS

Lottomatica has adopted a **Supplier Code of Conduct** and a **Green Procurement Policy**, which guide the selection of and the relationship with its business partners. The company is also committed to creating and **ESG certified supply chain**.

# F O N D A Z I O N E LOTTOMATICA

+170%

contributions to social initiatives and projects compared to 2021

energy from renewable sources for directly managed gaming halls

100%

92%

recycled paper used

Environmental Management System

ISO 14001

82%

of suppliers evaluated according to ESG criteria

of local suppliers based on the Italian territory

87%

Figures as of 31.12.2023

# Sustainability Policies

The path of integrating **sustainability into the corporate business model** has led Lottomatica Group to **formalize and implement** the following **policies in the ESG area**, approved by the Board of Directors and subject to periodic updates and reviews with a view to continuous Lottomatica contributes to the achievement of positive and tangible results for the improvement.

|                                                 |                                                                   |
|-------------------------------------------------|-------------------------------------------------------------------|
| Gender Equality Policy<br>UNI/PdR 125:2022      | Environmental Sustainability Policy                               |
| Quality and Safety Policy                       | Green Procurement Policy                                          |
| Anti-Bribery & Corruption Policy and Guidelines | Corporate Policy on the Protection and Protection of Human Rights |
| Information Security Policy                     | Diversity and Inclusion Policy                                    |
| Data Protection Policy                          | Freedom of Association Policy                                     |
| Responsible Marketing Policy                    | Working hours Policy                                              |
|                                                 | Smart working Policy                                              |

# Lottomatica’s Sustainable Development Goals

Lottomatica Group adheres to the **United Nations 2030 Agenda** and actively contributes to the achievement of **8 Sustainable Development Goals (SDGs) out of 17** in total, through a series of objectives and targets defined within the Sustainability Plan, in a path of collaboration and responsibility necessary to face the complex challenges of today and tomorrow.

3
GOOD HEALTH AND WELL-BEING

**GOOD HEALTH AND WELL-BEING**  
Ensuring health and well-being for everyone and +for all ages

5
GENDER EQUALITY

**GENDER EQUALITY**  
Achieving gender equality and empowerment of all women and girls

8
DECENT WORK AND ECONOMIC GROWTH

**DECENT WORK AND ECONOMIC GROWTH**  
Incentivising and sustaining, inclusive and sustainable economic growth, full and productive employment and decent work for all

9
INDUSTRY, INNOVATION AND INFRASTRUCTURE

**INDUSTRY, INNOVATION AND INFRASTRUCTURE**  
Building resilient infrastructure and promoting innovation and equitable, responsible and sustainable industrialisation

10
REDUCED INEQUALITIES

**REDUCE INEQUALITIES**  
Reducing inequality within and among Nations

12
RESPONSIBLE CONSUMPTION AND PRODUCTION

**RESPONSIBLE CONSUMPTION AND PRODUCTION**  
Ensuring sustainable patterns of production and consumption

13
CLIMATE ACTION

**CLIMATE ACTION**  
Adopting urgent measures to combat climate change and its consequences

16
PEACE, JUSTICE AND STRONG INSTITUTIONS

**PEACE, JUSTICE AND STRONG INSTITUTIONS**  
Promoting peaceful and more inclusive societies for sustainable development; providing access to justice for all; and creating efficient, accountable and inclusive bodies at all levels

## Adhesion to the United Nations Global Compact

The importance that Lottomatica attributes to sustainability and to ethical, economic and environmental responsibility, as well as to the integration of these aspects in its business activities, is further reflected in the **Group's adhesion to the UN Global Compact**. This initiative was launched by the United Nations to promote **the construction of a sustainable global economy**: respectful of human and labor rights, diversity, environmental protection and the fight against corruption.



## ESG rating

Since 2022, the Group voluntarily submitted itself to the **assessment of the international ESG rating agency Morningstar Sustainalytics**, to measure its exposure to a number of risks related to ESG factors and to verify the effectiveness of related mitigation measures.

As of 31 December 2023, Lottomatica's ESG rating is **9.9** which implies a **negligible risk** of suffering significant financial impacts from ESG factors. The ESG rating obtained by Morningstar Sustainalytics places the Group among the **top rated companies worldwide** both in the "Consumer Services" industry and in the "Casinos and Gaming" sub-industry.

Lottomatica was also confirmed as an **ESG Industry Top Rated company** and as an **ESG Regional Top Rated company** for both 2023 and 2024, thus being included in the **list of companies with the best ESG rating at global, regional and industry level** that Morningstar Sustainalytics presents each year.



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To learn more, download the

**Sustainability Report  
2023**

# LOTTOMatica

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00163 ROMA (RM)

Share Capital Euro 10,000,000.00  
(fully paid up)

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