Our commitment to ...

Six reports from across our group of companies demonstrate what corporate responsibility really means.

HAPPY TO SERVE
## Facts & Figures

### FACTS & FIGURES CASINOS AUSTRIA

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total revenues (inland)</td>
<td>279.7</td>
<td>273.9</td>
<td>263.1</td>
</tr>
<tr>
<td>Tax payments (inland)</td>
<td>102</td>
<td>98</td>
<td>96</td>
</tr>
<tr>
<td>Employees*</td>
<td>1,580</td>
<td>1,562</td>
<td>1,575</td>
</tr>
<tr>
<td>Gaming guests (in millions)</td>
<td>2.36</td>
<td>2.32</td>
<td>2.36</td>
</tr>
<tr>
<td>Gaming tables</td>
<td>233</td>
<td>233</td>
<td>234</td>
</tr>
<tr>
<td>Gaming machines</td>
<td>1,933</td>
<td>1,955</td>
<td>1,968</td>
</tr>
</tbody>
</table>

* Annual average full-time equivalent (FTE), incl. Casinos Austria Gastronomie Betriebs Ges.m.b.H. (CAGAST), Casinos Austria Sicherheitsstechnologie GmbH (CAST), Congress Casino Baden Betriebsges.m.b.H. (CCB) and Casinos Austria Liegenschaftsverwaltungs- und Leasing GmbH (CALL).

### FACTS & FIGURES AUSTRIAN LOTTERIES

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total sales</td>
<td>2,899.60</td>
<td>2,955.32</td>
<td>3,049.11</td>
</tr>
<tr>
<td>Tax payments</td>
<td>459.21</td>
<td>454.51</td>
<td>433.83</td>
</tr>
<tr>
<td>(incl. gaming related taxes as well as taxes from ordinary income and other taxes and duties)</td>
<td>459.21</td>
<td>454.51</td>
<td>433.83</td>
</tr>
<tr>
<td>Sports sponsoring</td>
<td>80.00</td>
<td>80.00</td>
<td>80.00</td>
</tr>
<tr>
<td>in acc. with Section 20 of the Austrian Gaming Act</td>
<td>80.00</td>
<td>80.00</td>
<td>80.00</td>
</tr>
<tr>
<td>Employees*</td>
<td>491</td>
<td>507</td>
<td>532</td>
</tr>
</tbody>
</table>

* Annual average full-time equivalent (FTE).

### FACTS & FIGURES CASINOS AUSTRIA AND AUSTRIAN LOTTERIES

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity consumption in kWh</td>
<td>6,401,823*</td>
<td>6,164,225</td>
<td>5,729,746</td>
</tr>
<tr>
<td>Heat consumption in kWh</td>
<td>2,336,436</td>
<td>2,613,000</td>
<td>2,397,160</td>
</tr>
<tr>
<td>Water consumption in m³</td>
<td>10,494</td>
<td>11,506</td>
<td>11,190</td>
</tr>
</tbody>
</table>

* Consumption in our test labs 1 and 2 (transformer 4) has been added to electricity consumption for the “RW44 Office Building” (transformers 1-3). To provide consistency in the energy consumption figures reported for the years 2011, 2012 and 2013, consumption figures for 2011 have also been recalculated and corrected accordingly.
The Companies at a Glance in 2013

**OWNERSHIP STRUCTURE IN %**

<table>
<thead>
<tr>
<th>Position</th>
<th>Company Name</th>
<th>Ownership %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bankhaus Schelhammer &amp; Schattera AG</td>
<td>5.3%</td>
</tr>
<tr>
<td>2</td>
<td>Medial Beteiligungs GmbH</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Münze Österreich AG</td>
<td>33.2%</td>
</tr>
<tr>
<td>4</td>
<td>Private Shareholders</td>
<td>23.2%</td>
</tr>
<tr>
<td>5</td>
<td>UNIQA Vienna Insurance Group</td>
<td>38.3%</td>
</tr>
</tbody>
</table>

**SHAREHOLDER STRUCTURE IN %**

<table>
<thead>
<tr>
<th>Position</th>
<th>Shareholder Name</th>
<th>Ownership %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Casinos Austria AG</td>
<td>68%</td>
</tr>
<tr>
<td>2</td>
<td>Lotto-Toto Holding Gesellschaft m.b.H.</td>
<td>32%</td>
</tr>
</tbody>
</table>

**SHAREHOLDINGS**

- **LOTTO-TOTO HOLDING GESELLSCHAFT M.B.H.**
  - 59% Russischer Österreichische Lotterien Holding Gesellschaft m.b.H.
  - 100% Albanisch Österreichische Lotterien Holding Gesellschaft m.b.H.
  - 100% 000 Ural Loto

- **ÖSTERREICHISCHE LOTTERIEN GESELLSCHAFT M.B.H.**
  - 68% Casinos Austria AG
  - 32% Lotto-Toto Holding Gesellschaft m.b.H.

**SHARER HOLDINGS**

- **CLS Beteiligungs-Gesellschaft m.b.H.**
  - B & C Holding GmbH
  - Österreicherische Volksbanken-AG

- **SVB Beteiligungs-Gesellschaft m.b.H.**
  - Erste Bank der österreichischen Sparkassen AG

- **RZB Holding GmbH**
  - Österreichische Postsparkasse AG
  - Hypo-Banken-Holding Gesellschaft m.b.H.
  - Erste Bank der österreichischen Sparkassen AG

- **ÖSTERREICHISCHE LOTTERIEN GESELLSCHAFT M.B.H.**
  - 100% Casinos Austria AG
  - 46% UNIQA Vienna Insurance Group
  - 38.3% Bankhaus Schelhammer & Schattera AG
  - 33.2% Münze Österreich AG
  - 23.2% Private Shareholders

**Headquarters:**
- Casinos Austria International Holding GmbH: Vienna
- Österreichische Lotterien Gesellschaft m.b.H.: Vienna
- Entertainment Glücks- und Unterhaltungsspiel Gesellschaft m.b.H.: Vienna
- Österreicherische Sportwetten Gesellschaft m.b.H.: Vienna
- win2day Entwicklungs- und Betriebsgesellschaft m.b.H.: Vienna
- Russischer Österreichische Lotterien Holding Gesellschaft m.b.H.: Vienna
- 000 Ural Loto: Ufa, Russia
- Entwicklungs- und betriebsgesellschaft m.b.H.: Vienna
- Lotaria Kombëtare Sh.p.k.: Tirana, Albania
LOCATIONS IN AUSTRIA

GAMING REVENUES/SALES IN EURO
CASINOS AUSTRIA: BY CASINO

<table>
<thead>
<tr>
<th>Location</th>
<th>Revenues/Sales (in Euros)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bad Gastein</td>
<td>936,538</td>
</tr>
<tr>
<td>Kleinwalsertal</td>
<td>3,337,946</td>
</tr>
<tr>
<td>Kitzbühel</td>
<td>6,896,924</td>
</tr>
<tr>
<td>Graz</td>
<td>11,842,826</td>
</tr>
<tr>
<td>Seefeld</td>
<td>14,421,766</td>
</tr>
<tr>
<td>Velden</td>
<td>19,826,165</td>
</tr>
<tr>
<td>Baden</td>
<td>20,636,719</td>
</tr>
<tr>
<td>Salzburg</td>
<td>21,790,628</td>
</tr>
<tr>
<td>Innsbruck</td>
<td>23,007,990</td>
</tr>
<tr>
<td>Linz</td>
<td>25,434,667</td>
</tr>
<tr>
<td>Wien</td>
<td>44,603,157</td>
</tr>
<tr>
<td>Bregenz</td>
<td>66,195,850</td>
</tr>
</tbody>
</table>

AUSTRIAN LOTTERIES: BY GAME

<table>
<thead>
<tr>
<th>Lottery</th>
<th>Revenues/Sales (in Euros)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lotto „6 aus 45“</td>
<td>572,913,792.45</td>
</tr>
<tr>
<td>Toto and Torwette</td>
<td>10,017,008.40</td>
</tr>
<tr>
<td>Bingo</td>
<td>10,184,679.00</td>
</tr>
<tr>
<td>EuroMillions</td>
<td>322,506,969.70</td>
</tr>
<tr>
<td>ToiToiToi</td>
<td>18,374,803.00</td>
</tr>
<tr>
<td>Zahlenlotto 1–90</td>
<td>4,004,518.00</td>
</tr>
<tr>
<td>Joker</td>
<td>181,616,769.35</td>
</tr>
<tr>
<td>Rubbellos</td>
<td>119,382,972.05</td>
</tr>
<tr>
<td>Brieflos</td>
<td>24,927,618.55</td>
</tr>
<tr>
<td>Klassenlotterie</td>
<td>32,379,704.00</td>
</tr>
<tr>
<td>win2day and Keno</td>
<td>1,197,624,176.50</td>
</tr>
<tr>
<td>win2day Poker*</td>
<td>3,974,457.49</td>
</tr>
<tr>
<td>WINWIN</td>
<td>551,206,816.90</td>
</tr>
</tbody>
</table>

* Rake only. Players play against each other in the win2day Poker Room. win2day charges and retains a fee (= rake) for facilitating the game.

EMPLOYEES
SHARE IN % (ABSOLUTE NUMBERS)
CASINOS AUSTRIA

<table>
<thead>
<tr>
<th>Location</th>
<th>Share in %</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>69.5 %</td>
<td>1,165</td>
</tr>
<tr>
<td>510</td>
<td>30.5 %</td>
<td>510</td>
</tr>
</tbody>
</table>

AUSTRIAN LOTTERIES

<table>
<thead>
<tr>
<th>Lottery</th>
<th>Share in %</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>57.2 %</td>
<td>332</td>
</tr>
<tr>
<td>248</td>
<td>42.8 %</td>
<td></td>
</tr>
</tbody>
</table>
This Corporate Social Responsibility (CSR) Report has been prepared and produced for the benefit of all internal and external stakeholders of Casinos Austria AG (“Casinos Austria”) and Österreichische Lotterien Gesellschaft m.b.H. (“Austrian Lotteries”). It covers the years 2012 and 2013 (up to and including 31 December 2013) and contains information about the performance of both companies as well as their important economic, environmental and social activities and challenges in Austria. It is the seventh CSR report to be published by Casinos Austria and the sixth such report to be produced by Austrian Lotteries. Casinos Austria and Austrian Lotteries published their first joint CSR report (covering the year 2011) in September 2012.

This CSR report has been compiled in accordance with GRI (Global Reporting Initiative) guidelines, which stipulate indicators for the three pillars of sustainability: economic, environmental and social.

It also serves as UN Global Compact Communication on Progress (COP) for Casinos Austria AG and Österreichische Lotterien Gesellschaft m.b.H.

The content of the report was selected by the CSR Officer in consultation with the Directors and in close cooperation with all affected business units and corporate functions. The data supplied for this report by the individual business units and corporate functions was selected by the responsible experts from the documentation and statistics they have diligently compiled and maintained for many years and was verified for correctness and accuracy by their respective line managers.

As part of their integrative reporting strategy, Casinos Austria and Austrian Lotteries plan to report on CSR progress in their Annual Reports for 2014, which will be published in spring 2015. A comprehensive CSR report will be published again in 2016.
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    Facts & Figures Casinos Austria
    Facts & Figures Austrian Lotteries

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9  Austrian Lotteries Guiding Principles
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    Data Protection as Component of Compliance
    Anti-Corruption as Management Practice
    Human Rights

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34-37  Responsible Gaming
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    Responsible Gaming at WINWIN
    Responsible Gaming at tipp3
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C5 Imprint
foreword by the management board

Public expectations

of our companies are multi-faceted and challenging. Ours is an important and also sensitive industry for society and the economy – and that’s why we have always taken the responsibility that comes with it very seriously indeed. Responsible gaming has never been just a buzzword for us, it is – and always has been - an integral part of everything we do.

Society rightly expects a gambling company to set itself particularly strict standards of business. That is certainly true for the Casinos Austria and Austrian Lotteries Group, where “responsibility” and “sustainability” are guiding principles that apply to all our business activities.

The Casinos Austria and Austrian Lotteries Group has always taken its responsibility to society extremely seriously. Indeed, this CSR Report again clearly demonstrates how sustainability serves as a guiding principle in all areas of our business. Responsibility is a defining element in our strategic corporate planning; it sets out how the companies in our group act towards society and it characterizes our core business.

Our group is a recognized leader both in Austria and around the globe in the implementation and development of methods to promote responsible gaming, combat money laundering, protect data, guarantee information security and fight corruption. We are also recognized for our comprehensive approach to CSR and are viewed here as pioneers in the industry as a whole.

For us, sustainability also means actively supporting different projects and causes in all sectors of society. Through our extensive sponsoring activities and our commitment to and partnerships with numerous organizations, we support and fund many sporting initiatives and good causes. We are
also one of the most important and dedicated sponsors of arts and culture in Austria. There are many sides to sustainability – both in society and in our own clear commitment to it.

Our employees also assume responsibility in their daily work and actions. This CSR Report not only demonstrates how they actively embrace and practice this responsibility, it also documents our goals: our corporate behavior and actions should ultimately serve the good of all Austrians.

The Casinos Austria and Austrian Lotteries Group is an important and successful flagship enterprise for the Austrian economy as a whole. Sustainability and responsibility in our daily business and in our ongoing cooperation and work with society are central pillars of our corporate success. Ensuring that they remain so in the future is a challenge that we both welcome and embrace.
Introduction by the CSR Director

More responsibility

in the sensitive gambling sector – is a goal that has long been demanded by society as a whole. The media now regularly publish reports on the non-legitimate actions of some operators with illegal gambling services, individual gambling addiction tragedies or a lack of protection for players attracting particular focus and criticism. Politicians are reacting across Europe. New legislation and Supreme Court judgments are changing the playing field in the gambling sector, and some of these changes are proving to be far-reaching. We welcome these developments because they not only support our clear responsible gaming principles, they also strengthen them.

The Casinos Austria and Austrian Lotteries Group views it as progress that politics and society are now placing increasingly higher demands on the integrity and responsibility of all gambling companies. After all, this constitutes at least an indirect confirmation of the path we have always taken. For many years, the companies in our group have continually served as leading examples of how the highest standards of social responsibility can be successfully implemented in a sensitive sector like gambling – and by successfully we mean successfully to an equal extent for our group of companies, our guests and customers, our employees and all sectors of society.

Casinos Austria was one of the first gambling companies in the world to implement a systematic approach to CSR management that is firmly anchored in its Management Board. Over the years, we have continually extended and consolidated this strategy. For the past eight years, we have been actively reporting on our CSR activities and documenting that we practice what we preach when it comes to responsibility. As a result, Casinos Austria and Austrian Lotteries were both also accepted as participants in the UN Global Compact in 2011.

Responsibility and sustainability are aspects that run through all areas of our business and all our business activities. Our traditional and far-ranging commitment to arts and culture, sport, social causes, ecology and climate protection is just as important and natural to us as our activities in the field of responsible gaming. All our business activities are characterized by our clear understanding and acceptance of our responsibility and commitment to society.

This CSR Report is designed to give you an overview of our activities and commitment in this field. I hope you will find it an interesting read and look forward to participating in further active dialog on this topic.

Dietmar Hoscher
Director Casinos Austria AG
is the very deliberate motto for all CSR activities in our corporate group. This shared principle is intended to convey a core idea that forms the very heart and soul of CSR: namely that each and every one of us shares, respects, practices and has an integral part in taking responsibility for society. CSR is not just a management system, a complex conglomerate of planning, processes, strategy development and target definitions. Instead, it is far more part of what we do and feel each and every day. Every single one of our employees is encouraged to transport the principle of sustainability to his/her own workplace, to recognize potential as well as deficits and to get actively involved in developing CSR in the Casinos Austria and Austrian Lotteries Group. Just as we have developed a sustainability management system for the group as a whole, so each and every member of staff is called upon to assume responsibility in his/her own sphere of influence and to act with long-term sustainability in mind.

The result is nothing more and nothing less than a grassroots responsibility movement. By working together, we can ensure that the topic of sustainability reaches every corner of our group of companies, and that our activities serve to increasingly improve the relevant indicators and accord them greater accuracy.

That’s one of the reasons why this CRS Report again focuses in particular on our employees. Reports from their working lives serve to illustrate how they practice and are committed to the principle of sustainability in their everyday work, be that as chef de cuisine in one of our casinos, head of our responsible gaming division or communications manager. CSR can only be truly effective if it is practiced both top down and bottom up: it must be supported and borne by the Management Board, be allocated sufficient priority and resources and be planned, structured and managed in line with best practices in our own industry and beyond. At the same time, employees must take care to adhere to the principles of CSR, they must be critical and self-critical and they must be able to continue to suggest new improvements – impulsively, spontaneously and instantaneously.

Once a month, we hold a corporate CSR meeting to discuss various CSR topics and issues. The minutes of this meeting and the documents distributed are published internally and can be accessed by all members of staff. Ensuring that each and every one of our employees thinks about CSR leads to a change in attitudes and levels of awareness. This change, in turn, then leads to a sustainable corporate development which has a positive effect on company results. After all, sustainability is not just about environmental protection, saving energy, conserving resources and social engagement – it’s also about safeguarding long-term corporate success.

Enjoy!

Hermann Pamminger
CSR Officer
Casinos Austria and Austrian Lotteries Group
csr@casinos.at
csr@lotterien.at
The Ten Principles of the UN Global Compact

At the core of the UN Global Compact lie ten principles derived from various international declarations.

**HUMAN RIGHTS**

**Principle 1**
Businesses should support and respect the protection of internationally proclaimed human rights; and

**Principle 2**
make sure that they are not complicit in human rights abuses.

**LABOR**

**Principle 3**
Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

**Principle 4**
the elimination of all forms of forced and compulsory labor;

**Principle 5**
the effective abolition of child labor; and

**Principle 6**
the elimination of discrimination in respect of employment and occupation.

**ENVIRONMENT**

**Principle 7**
Businesses should support a precautionary approach to environmental challenges;

**Principle 8**
undertake initiatives to promote greater environmental responsibility; and

**Principle 9**
encourage the development and diffusion of environmentally friendly technologies.

**ANTI-CORRUPTION**

**Principle 10**
Businesses should work against corruption in all its forms, including extortion and bribery.
Casinos Austria Corporate Principles

1. As a services company, everything we do centers on our guests and their individual needs and demands. Our behavior and the design of our products combine international standards of quality and service with the decisive “value added” of typically Austrian friendliness and charm.

2. We treat others the way we wish to be treated ourselves.

3. Our staff, works council and management are fully committed to a sustainable, socially balanced, fair and cooperative attitude that centers on our guests.

4. We are aware of and accept our responsibility to society.

5. Gambling can be a problem for some people. We therefore accept and are committed to the regulatory mandate of the Austrian authorities and strive in all our casinos to promote, encourage and offer the optimal level of responsible gaming for our guests.

6. We are aware of and accept our responsibility for our company.

7. In line with our corporate objectives, all our employees are empowered and required to assume responsibility, be innovative and show commitment.

8. We offer our employees a stimulating and supportive working environment.

9. Job descriptions, scope of authority and any associated responsibilities are clearly defined. This leads to informed, purposeful and motivated employees who provide our guests with optimal service.

10. We draw our strength from our clear focus on our guests and our markets.

Austrian Lotteries Guiding Principles

Austrian Lotteries is an internationally renowned gaming company with a responsible, innovative and cooperative approach. We offer a broad portfolio of high quality products for the adult gaming market. Responsible gaming forms the basis of all our business activities. This core attitude to our stakeholders is actively practiced by company management and by all our staff.

Maintaining the trust and confidence of our customers and the licensing authority is central to all our efforts and endeavors. We combine regulatory responsibility with entrepreneurial commitment, live credibly by these principles and are an economic success with a clear financial basis and strength.

Our business model embraces innovation. We develop and use modern technology to guarantee the best possible level of security in our gaming products. Our pioneering role can be attributed above all to our motivated, high performing staff, who are a cornerstone of our lasting success. We are committed to providing them with an attractive working environment that encourages open communication and supports a work-family balance.

We see ourselves as a good corporate citizen and support institutions and projects that serve the interests of Austria and its population. In line with the license awarded to us, we strive to make our products available across the whole of Austria. We work closely and responsibly with our sales partners and strive to ensure our customers always enjoy the best possible service. In doing so, we place a particularly strong emphasis on adherence to our responsible gaming principles.
Legal Foundations

In Austria, the state holds a monopoly on gambling. A monopoly of this kind is in keeping with the EU’s rules on competition when it serves the purpose of restricting the gambling market as a whole and combating gambling addiction and crime.

The Austrian Gaming Act (Glücksspielgesetz) stipulates that the state can award one license for lotteries (including electronic lotteries), 15 casino licenses and three poker salon licenses nationwide. Electronic lotteries include online gaming and video lottery terminals.

In addition to these national licenses, the individual federal states (Länder) in Austria can issue their own licenses for the operation of gaming machines (Länderausspielungen). Each individual federal state has the right to issue a maximum of three such licenses. The total number of gaming machines in each individual federal state is also restricted by law.

Casinos Austria holds all 12 casino licenses currently awarded under the provisions of the Federal Law of 28 November 1989 on the Regulation of Games of Chance (Bundesgesetz zur Regelung des Glücksspielwesens or Glücksspielgesetz; hereinafter referred to as the Austrian Gaming Act) and operates these casinos at the following locations: Baden, Bad Gastein, Bregenz, Graz, Innsbruck, Kitzbühel, Kleinwalsertal, Linz, Salzburg, Seefeld, Velden and Vienna. As a result of the 2010 Amendment to the Gaming Act, a further three casino licenses are to be awarded in addition to the existing 12 casinos. The call for tenders for these three individual licenses (Vienna South-West, Vienna North-West and Lower Austria) was launched on 26 November 2012. The deadline for the submission of bids was 10 June 2013. Casinos Austria participated in this call for tenders. Casinos Austria lodged ordinary appeals against the three subsequent negative decisions on grounds of serious substantive and formal errors within the stipulated time limit for appeal on 24 July 2014.

Austrian Lotteries holds the license pursuant to Section 14 of the Austrian Gaming Act to operate the lotteries defined in Sections 6 to 12b of the Austrian Gaming Act, Federal Law Gazette (Bundesgesetzblatt/BGBl.) No. 620/1989, as amended in BGBl. I No. 76/2011. This includes the right to offer games of chance on the internet. Like terrestrial gambling, online gambling is covered by the state monopoly and can therefore only be offered legally by the authorized license holder, i.e. by Austrian Lotteries with the win2day online gaming platform.

Those games that fall under the term “games of chance” in Austria are determined by the legislator in Sections 1 and 2 of the Austrian Gaming Act and are further restricted by the exceptions stipulated in Sections 4 and 5 of said Act. The explanatory notes that accompany the Austrian Gaming Act also clarify why the legislator has elected to establish a national gambling monopoly. Gambling is, by its very nature, a leisure service, but also one that must come with a very strong sense of responsibility and with particular respect for the related risks to society. With gambling also comes the risk of gambling addiction, which can go as far as to threaten a person’s economic existence. Likewise, measures must be taken to effectively counter the penetration of organized crime – from gambling fraud to money laundering – into the gambling sector. Accordingly, from the health and regulatory perspectives, a liberalized gambling market would not be desirable – competition between providers would lead to an excessive expansion of gambling services, rendering measures like player bans or advertising restrictions almost unenforceable in practice.

Despite these risks, a total ban on games of chance is conversely also not desirable from a political perspective, since it would simply result in the emergence of an illegal gambling market that cannot be controlled. An approach which imposes appropriate restrictions to prevent the undesirable side effects of gambling and monitors compliance with these restrictions is far more effective. Since legal, licensed gambling thus also has the task of suppressing illegal gambling, legal gambling must, correspondingly, also be promoted.
These principles are in keeping with established case law of the Court of Justice of the European Union (ECJ), which has ruled in several findings (e.g. Schindler 1994, Gambelli 2003, Placanica 2007, Liga Portuguesa 2009, Engelmann 2010, Dickinger 2011, Hit Larix 2012) that the provision of games of chance is a service of a special nature and that national restrictions of this market – up to and including the establishment of a monopoly – are justified when they serve to limit the overall supply as well as to combat gambling addiction and crime. ECJ rulings also confirm that appropriate advertising and some expansion of the legal supply is required to suppress illegal operators.

The strict requirements regarding the award of a casino license are stipulated in Section 21 of the Austrian Gaming Act. Pursuant to these requirements, a license can only be awarded, for example, to a gambling company which can demonstrate an ownership structure with a sufficient spread to prevent one shareholder exerting a controlling interest. In addition, the company must have a paid-up nominal equity capital of at least 22 million euros and provide evidence of the lawful origin of said equity capital.

Player protection and the prevention of gambling addiction are mandatory requirements for the award of a gambling license in Austria. Section 21 (2) 7 of the Austrian Gaming Act stipulates that a license can only be awarded to an applicant if said applicant can be expected to best exercise the license by virtue of its experience, infrastructures, development measures and own equity capital/resources as well as its systems and arrangements to prevent gambling addiction, to protect gamblers, to prevent money laundering and criminal activities, to ensure the security of its operations, to assure quality, to monitor its operations and to meet any other applicable provisions in the Austrian Gaming Act.

In the decision dated 10 October 2011, Austrian Lotteries was awarded the license in accordance with Section 14 of the Austrian Gaming Act to operate lotteries pursuant to Sections 6 to 12b of said Act, BGBl. No. 620/1989, as amended in BGBl. I No. 76/2011, for the period through to 30 September 2027. The precise license period is from 1 October 2012 to 30 September 2027. The license award was the result of a complex call for tenders by the Ministry of Finance. The bid submitted by Austrian Lotteries alone contained several thousand pages.

Casinos Austria holds the licenses to operate casinos at the following locations: Baden, Bregenz, Graz, Innsbruck, Kitzbühel, Kleinwalsertal, Linz, Salzburg, Seefeld, Velden, Vienna and Zell am See (transfer of license from Bad Gastein). These licenses were awarded in 2012 and 2013 and are valid for a period of 15 years. The licenses were awarded in two packages for the following periods: City Package – 1 January 2013 to 31 December 2027 (casinos in Vienna, Graz, Innsbruck, Linz, Salzburg, Bregenz); Regional Package – 1 January 2016 to 31 December 2030 (casinos in Baden, Kitzbühel, Kleinwalsertal, Seefeld, Velden, Zell am See). For the reissue of these casino licenses, an individual concept outlining the development potential and the effects on the host region had to be provided for each venue.

Both Austrian Lotteries and Casinos Austria ultimately prevailed over all the other bidders in these license procedures, each of which lasted several months. This success can be attributed not only to the high levels of quality and innovation which Casinos Austria and Austrian Lotteries continue to demonstrate time and time again in their gaming operations but also to the experience gained over the many successful years in which the two companies have proved themselves reliable partners for the licensing authority and during which they have come to serve as role models for gaming companies all over the world for their high level of responsibility towards the state and society.
AUDIT
GUEST AND DATA
Casinos Austria and Austrian Lotteries are the only licensed gambling operators in Austria to hold the GoodPrivacy seal of approval for data protection. A re-certification audit is carried out each year.

TEXT: MARTINA LANDSMANN
PHOTOS: HEINZ TESAREK
Excitement and nerves are always par for the course when an audit is due. Even though we know that we do – and have done – everything according to the book, an audit is and remains a nerve-wracking event. What will they ask us? Where will they request detailed documentation? It’s audit time at Casinos Austria and Austrian Lotteries.

At the end of July 2013, it was time once again for our data protection check: the annual re-certification audit for the GoodPrivacy Seal of Approval for Data Protection was due. Over the course of a whole week, the auditors would visit those units in the group and interview those members of staff whose work centers on the provision of data protection services for our guests, our customers, the authorities, our business partners and the general public. The focus of this year’s audit would lie both on our headquarters in Vienna and on our casinos in Baden and Linz. Accordingly, our Data Protection Officer, Michael Mrak, and our Quality Manager Officer, Katharina Brunner, both had full schedules: they had the task of accompanying the auditors to every meeting.

We have held the GoodPrivacy Seal of Approval for Data Protection since 2010. It was now up to the two auditors to determine whether we still satisfied the provisions and requirements stipulated for this standard. They started their audit right at the very top – by interviewing two of our Directors: Bettina Glatz-Kremsner and Dietmar Hoscher.
With data protection, the focus lies not – as the term would initially seem to suggest – on the data itself, but on the people whose data (the information about them) is being processed.
We love audits! Because they endorse our guest and data protection measures.
GoodPrivacy is a registered data protection trademark and is the only internationally valid standard when it comes to data protection compliance and quality assurance. Accordingly, the audit examines whether we have both a formulated, communicated and implemented data protection policy in place as well as a functioning and documented data protection management system. In addition, we also have to demonstrate that we comply with all legal and contractual data protection provisions and that we provide the level of information security required under applicable data protection law.

After a week full of meetings and interviews, the audit nerves were replaced by the tension of waiting for our grades. That’s just part and parcel of the process. The auditors’ report once again confirmed that these nerves were unfounded. In their opinion, data protection is seen and communicated by management at Casinos Austria and Austrian Lotteries as a strategic goal. A very high level of sensitivity for the relevance of data protection and clear efforts to improve the already very high level of data protection were determined across all business units in the group. Data protection is actively practiced, cultivated and developed with great commitment in our group of companies.
GROUP MANAGEMENT BODIES
CASINOS AUSTRIA
MANAGEMENT BODIES

Executive Committee:
- Walter Rothensteiner, Director General
  President of the Supervisory Board
  (Chairman)
- Kurt Pribil, Director
  (from 12 April 2013)
  Vice President of the Supervisory Board
  (1st Deputy Chairman)
- Wolfgang Duchatzcek, Vice Governor
  (to 12 April 2013)
  Vice President of the Supervisory Board
  (1st Deputy Chairman)
- Johanna Stefan, Director General
  (from 12 April 2013)
  Vice President of the Supervisory Board
  (2nd Deputy Chairman)
- Günter Geyer, Director General
  (to 12 April 2013)
  Vice President of the Supervisory Board
  (2nd Deputy Chairman)
- Maria Theresia Bablik
  Vice President of the Supervisory Board
  (3rd Deputy Chairman)

Members:
- Hannes Bogner, Director
  (from 12 April 2013)
- Helmut Jonas
  (to 12 April 2013)
- Friedrich Karre, Director
- Peter Mooslechner, Director
  (from 12 April 2013)
- Gerald Neuber, Director
- Thomas Polzer
  (from 12 April 2013)
- Josef Proll, Director
  (from 12 April 2013)
- Leonhard Romig, Attorney-at-Law
- Thomas Schrofl, Attorney-at-Law
  (to 12 April 2013)
- Gerhard Starsich, Director General
- Gottfried Wanitschek, Director
  (to 12 April 2013)
- Peter Zollner, Director
  (to 12 April 2013)

Members delegated by the Central Works Council (CWC):
- Manfred Schönbauer, CWC Chairman
- Jürgen Nachbaur, CWC Chairman
  (to 2 May 2013)
- Thomas Bergmann
- Christian Holz
- Gerhard Hrubes
- Peter Lüb
- Alexander Nachbaur
  (from 2 May 2013)

State Commissioners*:
- Alfred Lejsek
- Alfred Katterl
- Johannes Pasquali

Management Board:
- Karl Stoss, Director General
- Bettina Glatz-Kremsner, Director
- Dietmar Hoscher, Director

as of 31 December 2013
Executive Committee:
• Walter Rothensteiner, Director General
  President of the Supervisory Board
• Gerhard Starsich, Director General
  Vice President of the Supervisory Board
• Erich Hampel, Director General
  (from 11 April 2013)
  Vice President of the Supervisory Board
• Helmut Jonas
  (to 11 April 2013)
  Vice President of the Supervisory Board

Members:
• Maria Theresia Bablik
• Gerhard Baumgartner, University Professor
• Stephan Koren, Director General
  (from 11 April 2013)
• Alfred Ludwig, Director General
• Peter Mooslechner, Director
  (from 11 April 2013)
• Gerald Neuber, Director
  (from 11 April 2013)
• Thomas Uher, Director
• Manfred Url, Director General
  (to 11 April 2013)
• Alexander Wrabetz, Director General
• Peter Zollner, Director
  (to 31 March 2013)

Members delegated by the Works Council:
• Ernst Gyöngyosi
• Franz Baumgartner
• Gertrude Kopp

State Commissioners*:
• Martin Atzmüller
  (State Commissioner)
• Christoph Schlager
  (Deputy State Commissioner)

Management Board:
• Karl Stoss, Director General
  Chairman of the Board
• Friedrich Stickler, Deputy Director General
  Deputy Chairman of the Board
• Bettina Glatz-Kremsner, Director
  Board Member

as of 31 December 2013

Members of the Audit Committee
degraded by the Works Council:
• Ernst Gyöngyosi
• Franz Baumgartner
• Gertrude Kopp

Audit Committee:
• Walter Rothensteiner, President, Director General
• Gerhard Starsich, Vice President, Director General
• Erich Hampel, Vice President
• Gerhard Baumgartner, University Professor
• Alfred Ludwig, Director General
• Alexander Wrabetz, Director General

*STATE COMMISSIONERS

State Commissioners are authorized representatives of the financial market authority in licensed gambling companies, banks, insurance companies and pension funds with total assets in excess of 375 million euros. State Commissioners are appointed by the Ministry of Finance for a period of five years.

As members of the Supervisory Board of the respective companies, State Commissioners essentially have the tasks of reporting to the financial market authority on decisions of the Supervisory Board and of raising objections to any wrongful decisions. To do so, they are also granted access to the respective company’s books. State Commissioners do not have voting rights in Supervisory Board meetings.
GROUP ORGANIZATIONAL STRUCTURE

BUSINESS UNITS
(BU)

Casinos in Austria
Karl Stoss, Dietmar Hoscher, Bettina Glatz-Kremsner
Extended BU Management: Christian Schütz

International Business
Karl Stoss, Dietmar Hoscher, Bettina Glatz-Kremsner
Executive Management: Alexander Tucek, Christoph Zurucker-Burda

Lotteries
Bettina Glatz-Kremsner, Friedrich Stickler
Extended BU Management: Peter Ulovec, Erwin Binder

Betting & Sports-Related Skill Games
Dietmar Hoscher
Executive Management: Philip Newald, Georg Weber

VLT/Slot Machine Business
Dietmar Hoscher
Executive Management: Robert Vierziger

Online Gaming
Bettina Glatz-Kremsner, Friedrich Stickler
Executive Management: Friedrich Stickler, Martin Jekl

CORPORATE FUNCTIONS
(CF)

Corporate Development
Entire Management Board
Operative: Friedrich Stickler, Bettina Glatz-Kremsner
Extended CF Management:
Peter Ulovec, Reinhard Summerer, Christian Schütz

Internal Audit
Entire Management Board
Operative: Karl Stoss
Extended CF Management:
Erhard Peinthor

Human Resources
Karl Stoss
Extended CF Management:
Erich Valenta

Corporate Communications
Karl Stoss
Extended CF Management:
Martin Himmelbauer

Finance & Group Controlling
Bettina Glatz-Kremsner
Extended CF Management:
Wolfgang Sperl

Public & European Affairs, CSR
Dietmar Hoscher
Extended CF Management:
Markus Eder

Information Technologies
Bettina Glatz-Kremsner
Extended CF Management:
Erich Schuster

Legal Affairs
Dietmar Hoscher
Extended CF Management:
Peter Erlacher

Responsible Gaming, Advertising & Sponsoring
Friedrich Stickler
Extended CF Management:
Herbert Beck

Services
Friedrich Stickler
Extended CF Management:
Oskar Berszenyi, Nathan Bomze

as of 31 December 2013
Our Stakeholders

Responsible and sustainable corporate action is demonstrated most clearly in the way a company deals and works with its various stakeholders. In general, the term ‘stakeholders’ refers to the various people and institutions who have an interest in a company and in the effects of its business activities.

Since our very beginnings, interaction with our individual stakeholder groups has been a core focus of business activities at Casinos Austria. The company was established from the outset as an organization that was firmly rooted in Austrian society. Our history dates back to the year 1934, when the first casino in Austria began operations in the town of Baden near Vienna. Further operations followed, and the country’s gambling sector was subsequently reformed in 1967, a reform that lead to the establishment of a new company – Österreichische Spielbanken AG (which was renamed Casinos Austria AG in 1985).

The principle of continual dialogue with our key stakeholder groups has always been reflected in the company’s organizational structure. As a result, a department for the prevention of gambling addiction was already set up at a very early stage in its development.

STAKEHOLDER DIAGRAM
This department, which at that time went by the name “Customer Service” (Kundenbüro), is now a separate division in the corporate group: the Corporate Function – Responsible Gaming, Advertising & Sponsoring.

As a result, our key stakeholder groups were already known when the first CSR reports were published in the group in 2006. Likewise, dialog with these stakeholders was also already firmly established. In the years that have followed, this stakeholder structure has undergone critical analysis as part of the preparation process for each CSR report and been adapted as required. Since the introduction of the monthly corporate CSR meeting in 2013, which brings together representatives from all the individual business units and corporate functions, stakeholder issues have featured regularly on its agenda. In 2013, Casinos Austria launched a cooperation project with Vienna University of Applied Sciences (FH Wien). In the winter semester 2013/14, students there worked, for example, on the topic of “Casinos Austria Group Stakeholders”. In addition to the learning objective for the students, a further goal of this project was to provide the Casinos Austria and Austrian Lotteries Group with a new, and above all young, perspective on its corporate environment and stakeholders.

An important topic for the regular CSR meeting at the moment is the new G4 sustainability reporting standard introduced by the Global Reporting Initiative. This standard once again strengthens the focus on a company’s core business, on the stakeholder groups that are affected by its business activities and on the demands of these groups.

The Casinos Austria and Austrian Lotteries Group communicates regularly with its stakeholders via a range of channels. Joint events with representatives from tourism (Tourism Talks) and culture (Culture Talks) serve to foster and promote dialog on shared interests and common ground. Sales partners are invited to attend special responsible gaming events over and above normal business meetings and contact. A lively discussion with casino guests is an established aspect of corporate culture at Casinos Austria.

Permanent, ongoing contact to individual stakeholder groups is also augmented through regular publications by the group. Our Annual Reports provide information on economic development and trends. Our staff magazine, EinSatz, keeps employees up-to-date on internal events and provides them with a forum for communicating their own issues and achievements. We regularly publish relevant new findings and insights on our dedicated responsible gaming website. Responsible Gaming is also the title of the newsletter published by our Public and Legal Affairs division, which is sent out several times a year to stakeholders in the political, regulatory and administrative sectors. This newsletter serves to actively provide these stakeholders with information on current legal policy developments in the gambling sector in Austria and beyond.
Compliance Management

Compliance is an important component of corporate culture in the Casinos Austria and Austrian Lotteries Group. For us, compliance means the totality of all measures which serve to ensure that the companies in our group, our management bodies and our employees adhere to all rules, laws, regulations and provisions that apply in our business. But we also take it a step further: we want to ensure that our business activities as a whole are in keeping with social and moral values and conform to the standards of behavior that are set by society.

Accordingly, compliance is something that affects each and every one of us and penetrates our entire organizational structure. Furthermore, compliance in the Casinos Austria and Austrian Lotteries Group does not consist merely of a set of rules or acknowledgments of a code of conduct, it is backed instead up by a comprehensive management system that ensures the inclusion of all our employees and adherence to the rules in everyday business.

The compliance concept implemented in our group therefore extends across all business units and corporate functions, bundles the measures to be taken, prevents redundancies and is subject to a permanent improvement process.

The key compliance topics in our group of companies are:

**Anti-corruption**
We have developed a set of internal rules to combat fraud and corruption. These rules go beyond the actual legal requirements in many points. Adherence to these rules is ensured through the provision of regular training for our employees and through systematic controlling measures.

**Data Protection**
The law stipulates detailed data protection rules of behavior for licensed gambling operators, which we have implemented through our well-established data protection management system. Adherence to these rules is monitored through regular audits.

**Combating Money Laundering**
We use a certified management system to prevent money laundering and criminal activities, to assess potential risks and threats of money laundering and to provide our staff with regular anti-money laundering training.

**Responsible Gaming**
Gambling addiction is the pathological over-consumption of gambling. We have highly developed systems in place to prevent gambling addiction.
and allow the early recognition of a risk of gambling addiction among our guests. We provide in-depth training to our staff and have implemented an extensive range of organizational and technical measures to ensure that both legal and company-internal gambling addiction prevention requirements are met in full. A dedicated Responsible Gaming, Advertising & Sponsoring division is responsible in the group for the implementation and configuration of these processes and measures.

**Information Security**

Information security serves to protect against dangers and threats, to avoid economic harm and to minimize risks. It also incorporates important measures to ensure compliance with legal data protection requirements.

Additional compliance regulations are also implemented in other departments in the group as required. Adherence to these measures and requirements is also monitored at regular intervals, and the processes themselves are continually being analyzed and improved.

**SYSTEMATIC PREVENTION OF MONEY LAUNDERING**

Gambling companies are preferential targets for international criminal operations, which abuse gambling operations for money laundering purposes. Special protections are therefore necessary to prevent this form of criminal activity. The Casinos Austria and Austrian Lotteries Group has implemented a certified management system for this purpose. This system was developed in cooperation with leading crime prevention experts. To prevent money laundering in our operations, the risks of such activity are continually monitored and assessed and regular anti-money laundering training is organized for the relevant members of staff concerned.

To exclude the risk of becoming a victim of money laundering fraud as far as possible, all financial processes in the group are analyzed and categorized. These processes are audited at regular intervals, whereby particular attention is given to those transactions which by their nature are more susceptible to the risk of money laundering. These include, in particular, the paying out of winnings or the conversion of gaming chips in our casino operations as well as all types of financial transactions in our online gaming operations.

Pursuant to Article 41 (4) of the Austrian Banking Act (*Bankwesengesetz*), the Casinos Austria and Austrian Lotteries Group is also obliged to notify the authorities about specific transactions. To comply with this obligation, we conduct an annual in-depth analysis of all our business processes to identify, assess and eliminate money laundering risks.

Through these procedures, we systematically apply and adhere to the “know your customer” principle required by both the Austrian Gaming Act and the Austrian Banking Act and provide verifiable proof that we have done so. Our established security structures and the security measures in place for our central computer center are certified to the ISO 27001 international standard for information management and security and guarantee adherence to security provisions for the operation of data storage systems.

All current amendments and additions to the above-mentioned Gaming and Banking Acts are incorporated into and enforced by the Casinos Austria and Austrian Lotteries Group’s binding anti-money laundering directive, which is updated on an annual basis.

In 2012 and 2013, the relevant employee groups once again attended a series of workshops and seminars where they received appropriate training from our Anti-Money Laundering Officer. These groups included:

- all new managers and all members of staff who handle cash transactions at Casinos Austria AG
- all new members of staff at Glücks- und Unterhaltungsspiel Betriebsges.m.b.H.
- all new members of staff in the Operations and Process Management department at Österreichische Lotterien Gesellschaft m.b.H.
DATA PROTECTION AS COMPONENT OF COMPLIANCE

Adherence to the statutory data protection provisions is a matter of course for the Casinos Austria and Austrian Lotteries Group. We place utmost importance on protecting the privacy of all our customers, sales partners, and staff in the collection, processing, and use of their personal data. Enforcing and maintaining player and customer confidentiality is a specific and essential component of our stated data protection policy.

In 2013, our focus lay on optimizing and further raising the already very high standards evident in our data protection activities. The Constitutional Office of the Austrian Federal Chancellery confirmed on 10 March 2011 the compliance of the code of conduct submitted by the Casinos Austria and Lotteries occupational group in accordance with Article 6 (4) of the Austrian Data Protection Act 2000 (Datenschutzgesetz) for gambling services operators as defined in Articles 14 and 21 and in Article 22 in conjunction with Article 21 (license holders) of the Austrian Gaming Act with the provisions of the Austrian Data Protection Act 2000.

This binding data protection code of conduct for licensed gambling operators was updated as planned and scheduled in the reporting period. The document can be downloaded from the homepage of the Austrian Economic Chambers. With this data protection standard, the Casinos Austria and Austrian Lotteries Group assumes a leading international role: we are one of only a few gambling groups worldwide which can officially demonstrate compliance with such high data protection standards.

GOALS

The Casinos Austria and Austrian Lotteries Group has set itself with regard to the prevention of money laundering:

- Extension of the group’s existing e-learning modules on the prevention of money laundering and criminal activities > 2014
- Provision of training to all managers and employees affected by these topics > continuous
- Evaluation of statutory provisions > continuous

The structures put in place back in 2009 to ensure and advance data protection are anchored in our group-wide data protection management system (DPMS) and are combined on a process level with our information security management system (ISMS).

Internal data protection audits were conducted in all units in the group during the reporting period. These internal audits also confirmed the full compliance of the units audited with the regulations covering the auditing and award of the GoodPriv@cy Seal of Approval for Data Protection.

In July 2013, the scheduled external recertification audit of our data protection management system was carried out by the Swiss Association for Quality and Management Systems (SQS). The external auditors confirmed that there had been a continual improvement in our already very high level of data protection. The auditors were of the opinion that the DPMS is actively embraced in the group and that we demonstrate great commitment to its further development and expansion. Casinos Austria and Austrian Lotteries passed the 2013 recertification audit for the GoodPriv@cy Seal of Approval for Data Protection with merit not least because of this fact.

One of the key aspects in ensuring data protection lies in the creation and maintenance of awareness for the relevance of this topic among all our staff and managers. Our Data Protection & Anti-Money Laundering department therefore held information roadshows in all our casinos and training courses and workshops for various target groups at Austrian Lotteries headquarters in the reporting period.
GOALS
the Casinos Austria and Austrian Lotteries Group has set itself with regard to data protection:

– Provision of training to staff to communicate the latest insights in data protection; introduction of measures to raise awareness of this topic > continuous
– Update of our data protection e-learning modules > as required to accommodate amendments to the statutory provisions
– Carrying out and coordination of internal and external data protection audits in all business units > continuous

ANTI-CORRUPTION AS MANAGEMENT PRACTICE

Corruption is by no means a trivial offense – it threatens the reputation of our administration and economy, leads to unfair competition and a rise in prices, damages the location and undermines the foundations and standards of society.

Corruption is not just a matter for criminal law, it is also a phenomenon of society. In many areas of the economy, corruption remains common practice to varying degrees, even if the usages have changed significantly in recent years, and unethical behavior is no longer simply accepted as a trivial offense. Nonetheless, there is no society, no state, no administrative apparatus and no enterprise that is immune to corruption.

Accordingly, we take the prevention of corruption very seriously at the Casinos Austria and Austrian Lotteries Group. The goal we set out to achieve with our anti-corruption activities is to establish and maintain a culture of incorruptibility and transparency in all areas of our business.

In our definition, an anti-corruption management system (ACMS) includes all corporate principles and measures designed to guarantee behavior that complies with the law – both by the companies in our group, our management bodies and our staff as well as by third parties (e.g. our suppliers or subcontractors). In addition to complying with the legal anti-corruption provisions, we orient ourselves in our anti-corruption activities on the IDW PS 980 auditing standard. This is an international auditing standard which was first issued by the Institute of Public Auditors (IDW) in Germany in April 2011 under the title “Principles for the Proper Performance of Audits Relating to Compliance Management Systems” (Grundsätze ordnungsgemäßer Prüfungen von Compliance Management Systemen). Also binding for us in this context is the ONR 192050 standard published by the Austrian Standards Institute in February 2013, which establishes guidelines on how to incorporate compliance management systems into a corporate structure.

In the course of a far-reaching internal group project, the Casinos Austria and Austrian Lotteries Group implemented an anti-corruption management system in August 2012. The relevance of this system is emphasized in our code of conduct and through stringent management communication measures. It is also complemented by a series of risk-oriented organizational measures.

TRANSpareNCY INTERNATIONAL
We are members of the Austrian Chapter of the non-governmental organization Transparency International. With this membership, we reinforce our support for high ethical standards, our pledge to a binding business policy that condemns bribery and other forms of corruption and our rejection of corruption in any form. Furthermore, we pledge to implement a program that provides corresponding training to all our staff, thereby demonstrating and confirming our active commitment to the prevention of corruption.
Alongside a variety of communication measures for managers and staff, a number of important steps to counter corruption were also taken in the individual units in our group in the reporting period.

An external audit by PwC in April 2013 confirmed the effectiveness of our anti-corruption management system. According to PwC, the statements regarding its concept that are contained and described in this system are “essentially presented and implemented in a commensurate manner” and correspond to the code of conduct.

A final audit in line with the IDW PS 980 standard should serve to confirm by mid-2014 that the anti-corruption management system has been fully implemented.

The Casinos Austria and Austrian Lotteries Group has appointed an Anti-Corruption Officer to serve as the contact person for the prevention of corruption and for the ongoing development of corresponding concepts and measures.

GOALS

the Casinos Austria and Austrian Lotteries Group has set itself with regard to the prevention of corruption:

- Provision of training to communicate the latest insights in anti-corruption and to raise awareness of this topic among all managers
  > continuous
- Development of a new anti-corruption e-learning module for all staff
  > implemented Q3/2012
- External audit of the effectiveness of the anti-corruption management system > Q1/2014

HUMAN RIGHTS

The Casinos Austria and Austrian Lotteries Group has strict guidelines in place to cover any social, human rights or ecological aspects in the purchasing of materials or products. We only sign contracts with business partners who accept and commit in writing to the following provision:

We do not tolerate child labor. By accepting an order, our contractors agree not to employ child laborers in their own company and/or in their supply chain.

The contractor guarantees that the goods supplied have not been produced using any form of child labor that is exploitive, detrimental to health or akin to slavery, nor by any form of forced or bonded labor or any other form of labor that is exploitive or violates human dignity. All articles of clothing supplied must conform to prevailing laws, regulations and other applicable rules and provisions.

1 in 10 children between the ages of 5 to 14 worldwide is a child laborer.
WITH OUR
RESPONSE
WE DON'T
Vigilance, a trained eye and psychological and social competence – player protection lies in the hands of specially trained members of staff.

TEXT: RICHARD EMELE
PHOTOS: HEINZ TESAREK
So our guests gamble responsibly, we don’t gamble with our responsibility.

Herbert Beck and his team take a look for themselves at the responsible gaming measures in place in a WINWIN outlet.
Too much of anything isn’t good for you — this age-old saying often applies to precisely those things that give us pleasure. Gambling is a good example. Not all people stop when enough is enough. Likewise, there is often a fine line between enjoyment and dependence. Responsible behavior is required.

But what does responsible gaming look like in practice? At Casinos Austria and Austrian Lotteries, we adhere strictly to a number of clear basic principles in our responsible gaming practices. These include both explaining the risks of gambling to people as well as offering them possibilities to control their own behavior. An essential element here is the provision of self-restriction options — an aspect that is treated with particular rigor when it comes to the protection of minors. Realizing these principles and turning them into action in the group is the responsibility of our Responsible Gaming division, which is headed by Herbert Beck.

To master the many and diverse challenges their task involves, our Responsible Gaming team sets itself very high standards. Participation in progressive university courses and workshops, which teach them about current insights and approaches to identifying the risks, preventing and treating gambling addiction, is a matter of course for the members of this team.

So fun doesn’t become a serious matter.
Responsible gaming is practiced seamlessly in all units of the Casinos Austria and Austrian Lotteries Group. The central theme here is prevention. This begins right at the very start when a person registers with us – regardless of whether they do so in one of our casinos or at home on our online gaming platform win2day. Our sales partners in our lottery sales outlets are also required to enforce strict age checks. Adherence to this requirement is monitored regularly using mystery shoppers.

Diverse training measures, e.g. our e-Learning modules, serve to ensure a very high level of awareness for this topic within the companies in the group. Since recently, all our customers have had access to a free responsible gaming hotline. All customer queries are documented by this hotline and discussed by the Customer Service and Responsible Gaming teams prior to response. A new responsible gaming tool – MENTOR – is now being used on the win2day online gaming platform. This tool allows users to generate a picture for themselves of the amount of time and money they are spending on the site.

Responsible gaming is also standard practice in parts of our business where it might not at first glance be expected. Responsible advertising is the motto in our Advertising department, for example, and ensures that any new motive or campaign does not overly stimulate the desire to gamble.

Responsible gaming is also ensured at the Casinos Austria casinos and WINWIN outlets through regular training courses provided by the Responsible Gaming team. Another fundamental

Sometimes we have to say in advance: “Rien ne va plus.” Responsible gaming rules apply to everyone – even regular punters.
In 1991, the World Health Organization (WHO) added pathological gambling to its “International Classification of Mental and Behavioural Disorders” (ICD-10).

By the Way

Component of our responsible gaming strategy is the corresponding training provided to Austrian Lotteries sales representatives. After all, they are the ones who are responsible for communicating the basic principles and bringing home the importance of responsible gaming – and especially the importance of protecting minors – to the 5,000+ Austrian Lotteries sales partners across the whole of the country.
Responsible Gaming

Responsible gaming and a responsible approach to the gambling product are an integral part of our corporate culture and are firmly anchored in the tradition of the companies in our group – namely to provide gambling services and products in a socially acceptable form.

For Casinos Austria, Austrian Lotteries and our subsidiary companies both at home and abroad, responsible gaming is a core area of our responsibility to society. We take our responsibility in this regard very seriously, and our responsible gaming measures and policies far exceed statutory requirements. These range from our intensive training courses, workshops and seminars for staff and sales partners on how to handle responsible gaming topics in their dealings with customers through to the information and advice we offer to at-risk players. We also focus intently on prevention and the protection of minors. Our managers and staff with direct contact to customers and guests regularly attend specially designed seminars and workshops where they receive training from national and international subject matter experts and learn how to handle responsible gaming issues. Casinos Austria currently has a total of 99 members of staff who are specially trained in responsible gaming. Every new member of staff who joins the group completes a compulsory training course in responsible gaming.

The high level of national and international regard for our expertise is reflected not least in the numerous invitations received by the members of staff in our Responsible Gaming division to speak at responsible gaming events and congresses around the world. Leading institutions both at home and abroad draw regularly on the know-how of the experts in our group. We have also been working closely and actively sharing information with counseling and treatment facilities across Austria for many years.

The insights gained in this division also flow into corporate strategy. Our goal here is to establish a customer policy that is optimized in every way and in which the principle of responsible gaming is realized through the lasting implementation, evaluation and update of the corresponding programs, guidelines and concepts.

RESPONSIBLE GAMING AT CASINOS AUSTRIA

For Casinos Austria, perfect customer service extends beyond the actual visit to a casino. The high level of player protection that sets Casinos Austria apart and guarantees fun gaming without a bitter aftertaste starts the moment a guest registers with us in the casino lobby. We provide our staff with regular and thorough training to ensure they are able to recognize tell-tale gaming behavior. This training is complemented by appropriate technical systems which allow a permanent monitoring of gaming activities and behavior. Needless to say, this monitoring is carried out discreetly and unobtrusively, to avoid people having the impression that they are being continuously watched. However, as soon as any money is exchanged in one of our casinos, the transaction is recorded. If the frequency of such transactions, the amounts involved, or a combination of the two raise cause for concern, a specially trained member of staff will initially broach the matter with the guest and work with them to resolve the situation. The potential solution could involve a ban, a stake limit or a restriction in the number of visits a guest may make in a given period. Young people are, of course, not allowed to participate in gambling, and our stringent entry controls in the casino lobby ensure that people under the age of 18 cannot even come into close proximity with the gaming area.

Our staff participated with great interest in the responsible gaming training courses that were provided at all our casinos in Austria in this reporting period. The group’s responsible gaming experts provided in-depth information on the latest gambling addiction research.

Gambling addiction is not just a problem for the individual concerned, it is also a problem for society as a whole. Only in a society which recognizes the problem to its full extent can meaningful prevention measures be used to ensure that gambling remains a positive leisure pursuit and that the associated risks are kept to a minimum. Casinos Austria and Austrian Lotteries encourage and participate in the necessary public debate on this topic and thus submit their business activities and responsible gaming programs to a critical public for discussion.
findings, while local counseling and treatment facilities came to the casinos to give presentations. This provided our casino staff with an opportunity to familiarize themselves with the services provided by these facilities, gain a comprehensive overview of the diagnosis and treatment of gambling addiction and obtain concrete insights into the work of such counseling or treatment facilities.

Certified responsible gaming
All responsible gaming and responsible advertising measures at Casinos Austria are managed through our responsible gaming management system. We had always sought a possibility to obtain certification for our responsible gaming activities and finally achieved this objective in February 2014. To obtain this certification, our responsible gaming and responsible advertising instruments were subjected to an intensive audit by the Austrian Standards Institute using the certification criteria developed by the European Casino Association (ECA). The certification process involved an intensive audit of eight different areas of activity, namely staff training in responsible gaming, information for casino guests, access controls, advertising and marketing, alcohol sales, gambling by company staff, stakeholder involvement and researching/raising awareness of risk factors in the development of new gaming products. Casinos Austria is the first gaming company worldwide to have its responsible gaming management system certified according to ECA standards, thereby reinforcing and once again living up to our reputation as a pioneer in this field.

RESPONSIBLE GAMING AT AUSTRIAN LOTTERIES
Ever since the company was founded, Austrian Lotteries has made it its task to actively work against potential problems that might arise as a result of gambling. To ensure gaming remains a fun pastime, we have voluntarily committed to and enforced a diverse range of appropriate restrictions. We closely monitor adherence to our terms and conditions of play, inform customers in detail about the odds and the risks of gambling, incorporate relevant responsible gaming aspects into our game designs and in the development of new games and place particular importance on providing good training to our staff.

Successful recertification
Austrian Lotteries has been certified under the responsible gaming standards of the European State Lotteries and Toto Association and the World Lottery Association since 2009. Both these umbrella organizations are committed advocates of responsible gaming and the consistent combating of illegal gambling. Since this certification must be renewed after three years, Austrian Lotteries was audited in October 2012 by auditors from BDO Austria GmbH and successfully recertified by the European Lotteries and the World Lottery Association after the submission of their positive audit report.

Responsible gaming in sales outlets and instant lottery points of sale
Children and young people are not – and have never been – a target group for Austrian Lotteries products. International studies show that people should not have their first contact with gambling at too early an age. Austrian Lotteries has operated a voluntary restriction on the sale of all its lottery products since April 2009. These may only be sold to persons aged 16 or over. Our sales partners play a central role in this policy to protect minors, since they are the ones who have to adhere to and enforce this voluntary restriction. Regular checks using mystery shoppers are carried out to monitor adherence to this responsible gaming measure. So far, 19 sales outlets have had their contracts terminated for contravening this internal stipulation.

Best “International Holiday Corporate Social Responsibility Campaign”
Each year, Austrian Lotteries participates with its "Gambling is not for children" advertising campaign in the annual holiday campaign organized by the National Council on Problem
Gambling in Washington and the International Centre for Youth Gambling Problems and High-Risk Behaviors at McGill University in Montreal. The core message communicated in this campaign is that children are not a target group for lottery products and adults should not purchase lottery products as gifts for children and young people. During the World Lottery Association Congress in September 2012 in Montreal, Austrian Lotteries was recognized for this campaign and presented with the award for the best "International Holiday Corporate Social Responsibility Campaign".

RESPONSIBLE GAMING AT WIN2DAY

From the very outset, Casinos Austria and Austrian Lotteries have always placed particular importance on the protection of minors and on preventing consumers from excessive gambling on the win2day gaming platform. Measures to protect minors and to control access to online games have been in place on the win2day site since its launch and have been continually enhanced ever since. A wide range of responsible gaming mechanisms are implemented on the site. At the end of a self-exclusion period, for example, a user cannot simply just begin gambling again, he/she has to actively confirm his/her wish to do so. Another example here are the pop-up windows that appear on the screen during slot machine games to inform users of how long they have been playing.

win2day sets new player protection standards with MENTOR

In 2013, an innovative new tool was introduced on the win2day online gaming platform which gives users a better overview of their personal gambling behavior. MENTOR is a player protection instrument that is based on the latest findings in gambling addiction research and presents users with on-screen information on their personal gambling behavior in a clear and optically appealing format. Users can thus now obtain an instant picture of the amount of time and money they are spending on gambling. win2day developed MENTOR in cooperation with Mark Griffiths, Professor for Gambling Studies and Director of the International Gaming Research Unit at Nottingham Trent University, and the information technology company, neccton Ltd. MENTOR is prominently displayed on the win2day homepage as a voluntarily option. The registration process is simple and can be initiated at any time by clicking the activation link in the “My Services” menu.

GamCare certification as seal of approval for the high responsible gaming standards on win2day

In 2013, Austrian Lotteries was again awarded the GamCare Certificate of Social Responsibility (for the 2013/2014 period) for the online gaming platform win2day. GamCare is the UK’s national center for the provision of information, advice and practical support in relation to the social effects of gambling. GamCare responsible gaming and social responsibility certification audits are carried out on an annual basis. With the award of this certification, GamCare once again attests that the win2day platform continues to comply with the “GamCare Player Protection Code of Practice for Remote Gambling”.

RESPONSIBLE GAMING AT WINWIN

Access to the video lottery terminals (VLTs) in the WINWIN outlets is only granted to persons aged 18 or over. In cases of doubt, specially trained WINWIN personnel will request proof of age (official photo ID). Prior to starting a game on a WINWIN VLT, the player is required to actively accept the general terms and conditions of play on the screen. Additional terms and conditions of play are also displayed prominently at the cash desk in each outlet. Each VLT is equipped with specific responsible gaming features designed to limit the maximum playing time and support players in their time and cash management: players are automatically sent messages after 60, 90 and 120 minutes informing them how long they have been playing.
and asking if they want to continue with the game. The terminal automatically stops the game at the end of the maximum permitted playing time (150 minutes), when the player is issued with a ticket to present at the cash desk.

RESPONSIBLE GAMING AT TIPP3

tipp3 bets – both at sales outlets and via the internet – can only be placed by persons aged 18 or over. Sales outlet customers are served by staff with appropriate training in responsible gaming. Users of the www.tipp3.at internet site see their personal account balance on the screen at all times to help them manage how much they are spending. They also have the option to reduce their personal deposit limit at any time.

RESPONSIBLE ADVERTISING

At the Casinos Austria and Austrian Lotteries Group, we have always voluntarily based our advertising activities on high ethical standards. Our 11-point “Code of Conduct Responsible Advertising” ensures that all our advertising and sales activities adhere to the highest ethical standards and, in particular, are not targeted at any vulnerable groups who might be at risk of developing a gambling problem. Full adherence to the Code of Conduct Responsible Advertising is ensured by mandatory procedures which are applicable across the group. All advertising activities are checked for adherence to the code and individually approved by the Responsible Gaming, Advertising & Sponsoring division prior to commission and implementation.

RESPONSIBLE GAMING ACADEMY

Casinos Austria and Austrian Lotteries have been hosting their annual Responsible Gaming Academy (RGA) since 2004. At the RGA, delegates have the opportunity to attend a series of dedicated seminars and workshops and discuss the latest responsible gaming insights with external experts. The 10th RGA, which was held in Vienna on 17 and 18 April 2013, focused on responsible gaming in the online sector. The invited speakers presented the findings of their current research and discussed the latest developments in gambling research with the 200+ delegates attending the event.

GOALS FOR 2014

– Preparation for the adaptation and establishment of responsible gaming measures, arrangements and training courses in the 13 WINWIN outlets pursuant to the requirements of Section 25 (3) of the Austrian Gaming Act which become applicable in these venues from 1 January 2015.
– Continuation of the Responsible Gaming Academy, which – alongside relevant training – also provides presentations on the latest research findings and studies in the fields of responsible gaming and the prevention of gambling addiction.
– Continuation of the group-wide gambling addiction prevention training programs.
– A prolongation at Austrian Lotteries of those measures which have proved effective in the past, including, in particular, the use of mystery shoppers at sales outlets and the innovative MENTOR user feedback and guidance system on win2day.
WHEN THERE'S SO MUCH SWIMMING
The small lakeside town of Feld am See, barely 10 kilometers from Casino Velden, is home to the Kärnten Fisch fish farm. Chef de Cuisine Marcel J. Vanic comes here in person to choose the fish that will be served in the casino restaurant.

TEXT: MARTINA LANDSMANN
PHOTOS: HEINZ TESAREK
Working in rhythm with nature requires a deep understanding and a great deal of knowledge of the individual processes in nature.
What better start to a working day? 7 am. Leaving the town of Velden on the shores of Lake Wörth behind him, heading past Lake Ossiach, enjoying the view over the greenish blue waters of Lake Afritz before snaking along the left shore of Lake Feld. A 30-minute drive to one of the producers from whom Marcel J. Vanic, Chef de Cuisine at Casino Velden, sources his products. In this case, the producer is Kärnten Fisch, a fish farm that breeds a range of regional fish species – from rainbow trout and golden trout to the local Kärntna Laxn brown trout.

Regionalism is the keyword here. It is the chef’s guiding principle. To ensure the menus in the casino restaurant do justice to its host state of Carinthia, Vanic considers the maintaining of close contacts with regional suppliers and producers to be an absolute must. Be it Angus beef from the slopes of the Ratsberg, sausages and smoked ham from the Gurktal glen, ducks and geese from the Lavanttal dell, fish from the Gegendtal valley or vegetables from the Görtschtitztal dales – Vanic swears by local produce. “By buying from the region, I’m not just strengthening the Carinthian economy. Fewer food miles are good for the environment, and the freshness of the produce raises the quality,” he explains. All chefs de cuisine in the casino restaurants operated by Casinos Austria have their own regional suppliers and producers and they regularly invest time in sourcing new ones.

When it comes to good food, variety is the spice of life!
Our casinos not only embody the classic characteristics of a leading Austrian enterprise, they are also important factors in tourism and the economy in their respective regions. But back to Kärnten – and back to the fish. "Working in rhythm with nature requires a deep understanding and a great deal of knowledge of the individual processes in nature. Only on this basis can you breed correctly and successfully in the long term," explains expert fish breeder Andreas Hofer. You can see these processes in real life in Feld am See. The water babbles down the mountainside into the natural pools. Water quality, water quantity and space are the keys to success. In the cold water, the fish take about two or three years to "mature" and grow to an ideal portion size. This long period of growth gives them dense, compact flesh, which is what customers – like the casino restaurant in Velden – want. Back in the kitchen, Marcel J. Vanic and his team transform regional products, e.g. from Feld am See, into dishes that tantalize the taste buds – and in doing so make a major contribution to creating that all-round casino experience. Dining in a restaurant where the chef has two Gault-Millau toques while enjoying a breathtaking view over Lake Wörth and then moving over to the casino to soak up the international gaming action – that’s the kind of all-round package you’ll only get from Casinos Austria.

Serving regional tastes and flavors

All chefs de cuisine in the casino restaurants operated by Casinos Austria have their own regional suppliers and producers and they regularly invest time in sourcing new ones.
Golden Trout with Root Vegetables

Ingredients for 4 people:
8 golden trout fillets (each weighing about 70-80 g),
1 l strong fish stock, salt, pepper, fleur de sel, trout caviar

For the foam:
4 shallots, 2 cloves of garlic, 50 g butter, 125 ml white wine,
125 ml Noilly Prat, 500 ml fish stock, 1 l cream, salt, pepper, prepared horseradish

For the mash:
500 g floury potatoes, salt, 125 ml milk, 50 g butter,
2 tbsp. brown butter, nutmeg

For the vegetables:
1 carrot, yellow carrot, 1 root celery, salt, pepper

Garnish:
Chives (finely chopped or matchsticks), homemade potato chips, freshly grated horseradish, trout caviar.

1. Debone and trim the trout fillets and place in the refrigerator.
2. Peel the shallots and garlic for the horseradish foam, sauté lightly in butter, then add the white wine and Noilly Prat to deglaze. Reduce completely, then pour in the fish stock and reduce completely again. Pour in the cream, bring to the boil again, then remove from the stove, add the horseradish, strain and place to one side.
3. Peel and quarter the potatoes, boil in salted water until soft, then drain, press through the potato ricer and mix with hot milk and cold butter to a smooth mash. Season with salt, nutmeg and brown butter.
4. Slice the root vegetables thinly using a vegetable slicer and cut into strips of various sizes. Blanch quickly in salted water, rinse with cold water and glaze in the stock and butter à la minute just before serving. Season with salt, pepper and nutmeg.
5. Poach the trout fillets in the fish stock until translucent. Remove the skin and season the fillets with salt and pepper.
6. Layer the trout fillets with the vegetables on a warmed plate, work the sauce quickly into a foam and drizzle half of it over the fish. Pipe a few dots of mash onto the plate and garnish with freshly grated horseradish, horseradish foam, trout caviar, potato chips and chives. Serve.
The award of the 12 casino licenses for Austria to Casinos Austria and the award of the lottery license to Austrian Lotteries also established the basis for the implementation of the group’s planned investments.

In Austria, the legislative framework for the regulation of the gaming sector is established by the powers of legislation and execution accorded to the Federation in the matter of “monopolies” in Chapter 1, Article 10 (4) of the Federal Constitutional Law (Bundes-Verfassungsgesetz). Casinos Austria holds all 12 casino licenses currently issued in the country and operates these casinos in the following locations: Baden, Bad Gastein, Bregenz, Graz, Innsbruck, Kitzbühel, Kleinwalsertal, Linz, Salzburg, Seefeld, Velden and Vienna. Austrian Lotteries holds the lotteries license in accordance with Section 14 of the Austrian Gaming Act to operate the following lotteries: Lotto, Toto, Joker, instant lotteries, Klassenlotterie, Zahlenlotto, numbers lotteries, electronic lotteries, Bingo and Keno. The companies in the Casinos Austria and Austrian Lotteries Group are fully aware of their high level of responsibility to society and unequivocally acknowledge the regulatory mandate of the Austrian gambling authorities.

As the licensing authority in Austria, the Federal Ministry of Finance has expressly decreed that a license can be only awarded to an applicant if said applicant can be expected to best exercise the license by virtue of its experience, infrastructures, development measures and own equity capital/resources as well as its systems and arrangements to prevent gambling addiction, to protect gamblers, to prevent money laundering and criminal activities, to ensure the security of its operations, to assure quality, to monitor its operations and to meet any other applicable provisions in the Austrian Gaming Act.

The key objective of the regulation of the gambling sector in Austria is to protect players from oversupply and from disreputable and/or illegal providers. Accordingly, the number and scope of games and the way they are managed and operated are closely monitored by the licensing authority for adherence to its regulatory and socio-political objectives. The licensing authority monitors the licensee’s shareholder structure to ensure criminal elements are prevented from penetrating the Austrian gaming market and regulates and approves each new product through its license terms and conditions, which also include provisions for responsible gaming.
Regional value creation
As Austrian companies, we recognize the importance of contributing to value creation in our home market. Our purchasing guidelines clearly stipulate that Austrian origin should be a factor in decisions and play a role in the award of any purchase contracts. We give due consideration to the economic circumstances and always select the best, and not the cheapest, bidder. We strive to look at the costs from a lifecycle perspective for those goods and services which incur follow-up (maintenance, operating and disposal) costs as a consequence of their period of use. Ecological aspects are also considered when selecting products. Wherever possible, subsequent recycling and disposal options are considered during the procurement phase by the purchasing unit and, if necessary, agreed in advance with the supplier.

Casinos Austria and its affiliates and subsidiaries not only embody the classic characteristics of a leading Austrian enterprise, they are also important factors in tourism and the economy in their respective regions. Casinos Austria has both direct and indirect effects on production in the Austrian economy. These direct effects stem from Casinos Austria being embedded in the Austrian economy’s business and industry network, while the indirect effects are those that stem from tourism: our individual casinos are not only highly significant economic factors for their host locations in their own right, affluent casino guests also generate corresponding indirect effects.

Casinos Austria plays a very significant role in defining the leisure, culture and tourism sectors in Austria. In this function, the company is a major factor for the economy and the labor market and generates substantial economic effects.

Casino renovation projects
The award of the casinos licenses to Casinos Austria also marked the start of the realization of the planned renovation projects in some of these casinos. In mid-September 2013, renovation work began on the façade at Casino Velden. The old façade was entirely replaced and a new wave-like canopy roof added. The new construction harmonizes perfectly with the “shared space” project which is currently being realized by the local authorities in Velden in the area in front of the casino. The project is designed to provide the town’s tourist center with a new relaxation zone where people can linger and enjoy a stroll. The casino remained opened throughout the renovations, which were completed by the end of April 2014 in perfect time for the casino’s 25-year anniversary. The relaunch was marked by a celebratory event on 3 May 2014.
A major expansion is planned at Casino Bregenz in 2014 to provide additional space at Casinos Austria’s top revenue casino. The extension will extend to the venue’s casual Jackpot Casino and its overlying summer terrace as well as to the bar area in the regular casino. In total, the casino will gain a further 450 square meters of floor space. The terrace facing the city’s festival and convention center will be completely refurbished. The stairs to this summer terrace open up Casino Bregenz to the city’s festival square, which attracts over 500,000 people in the summer months. Phase one of the renovations will be completed by the opening of the Bregenz Festival in July 2014. Gaming operations will continue without interruption during the reconstruction work.

**Major renovation project at headquarters in Vienna represents a major contract for Austrian planning and construction firms**

In September 2013, we opened the new lobby at our headquarters in Vienna (Rennweg 44). The new reception area is state-of-the-art, both in look and in functionality. It is generously proportioned and provides even better barrier-free access to the premises. The foyer of our on-site event venue, Studio 44, has also been completely redesigned and given a whole new look. As its name suggests, the new “Studio 44 Loft” provides an open, variable and contemporary extension to the available space at this popular event location. These renovations represented a major contract for a number of Austrian planning and construction industry firms as all reconstruction work was carried out by domestic companies – keeping the value added in our own country.

A total of 13 planning firms were involved in the conception of the project before work could even begin in June 2013. 40 Austrian contractors were used in the different construction phases with up to 100 workers working on the 600-square-meter construction site at any given time. A total of over 20,000 work hours and more than 5 million euros were invested in this project.

The primary partners in the planning sector were Veech Media Architecture GmbH (architecture), Sattler und Reichl Projektmanagement GmbH (project management), KW Engineers GmbH (facility management and electrics), PCD-ZT GmbH (statics), IFGT Ingenieurbüro für Fassadenbau und Stahl-Glas-Technik (façade).

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**Taxes Paid (by casino operation in Austria) in TEUR**

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Velden</td>
<td>10,203</td>
<td>9,516</td>
<td>7,978</td>
</tr>
<tr>
<td>Salzburg</td>
<td>6,567</td>
<td>7,301</td>
<td>7,364</td>
</tr>
<tr>
<td>Bad Gastein</td>
<td>373</td>
<td>333</td>
<td>315</td>
</tr>
<tr>
<td>Kitzbühel</td>
<td>2,668</td>
<td>2,336</td>
<td>2,437</td>
</tr>
<tr>
<td>Baden</td>
<td>7,881</td>
<td>7,805</td>
<td>7,269</td>
</tr>
<tr>
<td>Seefeld</td>
<td>5,692</td>
<td>5,574</td>
<td>5,415</td>
</tr>
<tr>
<td>Wien</td>
<td>18,550</td>
<td>15,611</td>
<td>14,749</td>
</tr>
<tr>
<td>Kleinwalsertal</td>
<td>1,233</td>
<td>1,141</td>
<td>1,278</td>
</tr>
<tr>
<td>Bregenz</td>
<td>20,395</td>
<td>22,607</td>
<td>22,720</td>
</tr>
<tr>
<td>Linz</td>
<td>8,564</td>
<td>8,347</td>
<td>8,929</td>
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<tr>
<td>Graz</td>
<td>5,465</td>
<td>5,166</td>
<td>4,103</td>
</tr>
<tr>
<td>Innsbruck</td>
<td>10,101</td>
<td>8,940</td>
<td>8,574</td>
</tr>
<tr>
<td>Headquarters</td>
<td>4,501</td>
<td>2,932</td>
<td>4,558</td>
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<tr>
<td><strong>Total</strong></td>
<td>102,194</td>
<td>97,610</td>
<td>95,690</td>
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and Risk Control Planungsges.m.b.H. (security technology). The primary construction partners were Hazet Bauunternehmung GmbH (master builder), Kamper Handwerk + Bau GmbH (carpentry; façade, construction and furniture), Maroscheck GmbH (facility management) and Ing. Gindl GmbH (electrics).

**New micro-terminals once again made in Austria**
From January to June 2013, we installed new micro-terminals in the Austrian Lotteries sales outlets nationwide – a total of 1,592 locations. Like their online terminal predecessors, the new micro-terminals were produced by the Linz-based manufacturer of industrial, banking and services products, Keba AG. The exchange was necessary because the previous devices had reached the end of their lifecycle. The installation of the new micro-terminals was also used to incorporate international developments, to further increase transaction security and to provide a permanent connection to our computer center. The predecessor models have been placed in storage while we evaluate the possibility of using them in other markets.

**Product developments and innovations**
We offer our guests and customers a broad range of gambling products and services. International caliber table gaming and slot machines are the compulsory standard in our casinos, and our lottery games are always state-of-the-art. We set trends in the gaming industry with our new games and product developments. It takes optimal preparation to successfully launch a new product on the modern gaming market. Our combination of monitoring and analysis of market trends and customer demands and our experience from previous product launches plays an important role in this success. But innovative suggestions put forward by our own staff also allow us to quickly realize new ideas for games. This guarantees variety and high quality in our gaming mix.

**Casinos Austria - Revenues in Austria in millions euro**

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenue</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>279.7</td>
<td>-2.1%*</td>
</tr>
<tr>
<td>2012</td>
<td>273.9</td>
<td>-3.9%*</td>
</tr>
<tr>
<td>2013</td>
<td>263.1</td>
<td>-3.9%*</td>
</tr>
</tbody>
</table>

* Change in comparison to the previous year.

**Casinos Austria – Taxes Paid in Austria in millions euro**

<table>
<thead>
<tr>
<th>Year</th>
<th>Tax Paid</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>102</td>
<td>-3.9%*</td>
</tr>
<tr>
<td>2012</td>
<td>98</td>
<td>-2.0%*</td>
</tr>
<tr>
<td>2013</td>
<td>96</td>
<td></td>
</tr>
</tbody>
</table>

**Blackjack X-change – a new addition to the gaming mix**
With the development of our new “plug and play” American Roulette table, we have once again demonstrated our innovativeness in the gaming product sector. The new table is modern, ergonomic and mobile. It can be dismantled in one simple step and is fitted with eight wheels for easy movement. The new plug and play tables have been installed in our casinos, where they have already proved very popular with both staff and guests alike. The introduction of our new Blackjack X-change game in 2013 has allowed us to target new classes of guests, to extend our gaming mix and to significantly increase our Blackjack revenues.

**Exciting tournament format for the CAPT**
2013 was also an exciting and innovative year for Poker in Austria’s casinos. The Casinos Austria Poker Tour (CAPT), Austria’s largest Poker tournament series, was staged for the...
first time in a revamped format that caters even better to the different demands of Poker players. Of the eight tournaments in the CAPT series, four were held as “CAPT Big Four” events and four as “CAPT Deep Stack” tournaments. The “CAPT Big Four” really did live up to their name because everything about them was big: from the prize money and the number of players to the variety of different competitions. The Texas Hold’em No Limit Main Event – the culminating event of the week – was extended to four days. Prize money for these tournaments consistently hit the 100,000 euro mark. The other contests in the CAPT Big Four tournament weeks, e.g. the Omaha Pot Limit, Seven Card Stud or Deep Stack competitions, also attracted sell-out audiences and record guest numbers. The attraction of the “CAPT Deep Stack” tournaments lies in the combination of a low buy-in (the amount a player has to pay upfront to enter a tournament) and high potential prize money. These tournaments also proved very popular with spectators: the CAPT Main Event at Casino Salzburg, for instance, was the best-attended Poker tournament in the casino’s history.

Customers co-design a scratch card
Changes to our lottery games in the reporting period included the introduction of a new four-tip lottery ticket for the Zahlenlotto numbers lottery – Austria’s oldest game of chance – in 2012 and the change of its two lowest stake categories to one euro and two euros respectively. Since the odds remained the same, this means that winners now get higher pay-outs. A new “Lucky Animals” scratch card was introduced in 2012 in the Rubbellos scratch card series and was the first of its kind to have been co-designed by our customers. Earlier that year, we had launched a photo competition and asked customers to send us photos of their cats or dogs. The public were then asked to vote for their 10 favorites in each of the categories (i.e. cats and dogs) on www.rubbellos.at, and an expert jury selected the 10 “winning” pets from this shortlist. After a photo shoot in April, the pets appeared on the “Lucky Animals” scratch cards, which came on the market at the end of

<table>
<thead>
<tr>
<th>Austrian Lotteries Sales (by game)</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lotto “6 aus 45”</td>
<td>654.94</td>
<td>609.59</td>
<td>572.91</td>
</tr>
<tr>
<td>Toto and Torwette</td>
<td>11.25</td>
<td>8.47</td>
<td>10.02</td>
</tr>
<tr>
<td>EuroMillions</td>
<td>299.31</td>
<td>340.19</td>
<td>322.51</td>
</tr>
<tr>
<td>Bingo</td>
<td>11.52</td>
<td>10.53</td>
<td>10.18</td>
</tr>
<tr>
<td>ToToToi</td>
<td>16.53</td>
<td>17.14</td>
<td>18.37</td>
</tr>
<tr>
<td>Zahlenlotto 1–90</td>
<td>3.80</td>
<td>4.03</td>
<td>4.00</td>
</tr>
<tr>
<td>Joker</td>
<td>191.36</td>
<td>187.45</td>
<td>181.62</td>
</tr>
<tr>
<td>Rubbellos</td>
<td>125.56</td>
<td>122.30</td>
<td>119.38</td>
</tr>
<tr>
<td>Brieflos</td>
<td>26.24</td>
<td>24.65</td>
<td>24.93</td>
</tr>
<tr>
<td>Klassenlotterie</td>
<td>31.77</td>
<td>30.26</td>
<td>32.38</td>
</tr>
<tr>
<td>win2day.at (incl. Keno)</td>
<td>1,125.15</td>
<td>1,137.68</td>
<td>1,197.62</td>
</tr>
<tr>
<td>win2day.at Poker</td>
<td>5.77</td>
<td>4.84</td>
<td>3.97</td>
</tr>
<tr>
<td>WINWIN (Video Lottery Terminals)</td>
<td>396.40</td>
<td>458.20</td>
<td>551.21</td>
</tr>
<tr>
<td>Total</td>
<td>2,899.60</td>
<td>2,955.32</td>
<td>3,049.11</td>
</tr>
</tbody>
</table>
September. Since May 2012, a Sunday draw has also been held for the ToiToiToi numbers lottery. Also since this date, a daily draw has been held to select one ToiToiToi ticket for a potential prize of up to 200,000 euros – depending on the bet.

**Toto adds choice in match program**
The Toto football pool has been part of the Austrian Lotteries product portfolio since the company was founded in 1986. In September 2013, this football pool underwent the biggest relaunch in its history. The improvements made in the all-new Toto include new betting formulas, two rounds every week, a tailor-made match program as well as more prize tiers and more chances of winning. With these changes, Austrian Lotteries became the first lottery company in Europe to introduce a Toto game which offers players a choice in the match program.

**win2day introduces sports betting**
Our online gaming platform win2day added sports betting to its portfolio in February 2013. Work on the implementation had been ongoing since April 2012 and was carried out in cooperation with tipp3. With this addition, win2day raised its entertainment value, increased the fun factor and secured its position as the leading online gaming site in the Austrian market. Sports betting transactions are handled using the player’s existing win2day wallet (Depot), ensuring that sports betting customers also enjoy the full benefits of the player protection program in place on the win2day site.
GAMING GOES GREEN – WITH THE ECOLABEL
GREEN - ECO LABEL

The processing of large quantities of paper, maximum precision and an environmentally friendly process: at Austrian Lotteries, all three are collectively achieved in the production of new lottery tickets.

TEXT: RICHARD EMELE
PHOTOS: HEINZ TESAREK
It should really be called a Tototototototototo ticket because of its reusability.

One millimeter is much too much. Every reading device would give up when faced with a deviation of this magnitude. You don’t know what we’re talking about? Well, when you hand in your Lotto or Toto ticket at a sales outlet, it has to be able to be read by the little red terminal behind the counter. For that to happen, the ticket – see photo above – must have some identifying marks, each of which is positioned in precisely the correct spot. And by precisely, we mean just that: the printed ticket cannot differ from the source document by more than two tenths of a millimeter.

When Austrian Lotteries needs new lottery tickets, be it for Lotto, Toto, EuroMillions or another ticket-based lottery product, Bernhard Gold from our Print Purchasing department steps up to the mark. As an expert in matters of color, paper and print specifications, he acts as coordinator between the Marketing department, which places the order for the tickets, and the printers. With their trained eyes, he and his colleague Birgit Pulpitel from the Marketing Production department, check that the selected color appears as intended on the actual paper used. If necessary, the color tones are adjusted by increasing the quantity of yellow, blue or some other color.

The company kb-endlos in Vöcklabruck in Upper Austria has been our reliable printing partner in the production of lottery tickets for many years. But mutual trust does not mean that checks are only conducted half-heartedly. In fact, it’s quite the opposite. When Bernhard Gold and Birgit Pulpitel go to the printers to check a test print run, they don’t rely just on their know-how and expertise, they also use some very special test instruments for each of the individual steps in the production process. The printing plate layout, for example, is already checked on a PC in the pre-press phase.

Color matching is confirmed using both the Pantone Color Guide, which determines the composition of all the
The control film is used to check the number grid.

More than 1 in 4 printers in Austria print according to ecolabel guidelines.

BY THE WAY

Ecolabel printers only use paper that is produced with less impact on water, air and the environment than regular quality paper. To allow printed paper to be reused, the toner or UV ink on ecolabel print products must be able to be demonstrably removed in its entirety from the paper in the recycling process. The use of foils and adhesives that interfere with recycling is not permitted.

The environment stamps its mark on sport.

FROM PRINT SHEET TO LOTTERY TICKET
colors that appear in a print product, and the so-called thread counter, a magnify-
ing glass used to verify the color halftone. An important requisite is the control film, which functions like a template and measures the correct distance between the read marks on a lottery ticket. Last, but by no means least, Bernhard Gold scans the test lottery tickets at the print-
ers using a terminal he has brought with him and on which our training software has been pre-installed. Austrian Lotteries leave absolutely nothing to chance in the print process.

Whatever the game, lottery tickets are printed in quantities that run into the millions. This, however, also means that a considerable amount of waste paper – and ultimately garbage – is generated in the process. This was something that had already set Bernard Gold thinking a number of years ago. If we have to produce paper products that in many cases probably won’t find their way to the recycling container, then the paper used should at least not have an impact on the environment. He then set about turning his thoughts into action. And successfully achieved his goal: since then, kb-endlos has only printed lottery tickets which conform to the Austrian ecolabel. Bernhard also sees it as his job to raise awareness within the group that printing is a process that simply takes time. The proof that corporate success is compatible with sustainable business practices has been rolling off the print presses in Vöcklabruck for six years now.

The environment wins this game.
At Casinos Austria and Austrian Lotteries, we assume responsibility both for our fellow man and for the environment. We consider it our duty not to be satisfied with standard solutions to environmental issues, but seek instead to go the extra mile and adopt new, innovative approaches to environmental protection. This includes improving our efficiency in energy and material consumption as well as raising awareness for environmental concerns among staff across our entire group of companies.

The indicators given below refer for the most part to the following sites: our headquarters at Rennweg 44 and 46 in Vienna’s 3rd district (RW44 and RW46) and our logistics center and parallel computer center at Marie-Curie-Strasse 4 in Wiener Neustadt (MC4).

### ANNUAL PURCHASING VOLUMES FOR LOTTERY PRODUCTS

We purchase 92 percent of materials for our lottery products in Austria, a further 6 percent in other EU countries and the remainder (less than 2 percent) in countries in the rest of the world. We consistently use the ecolabel on our products and, wherever possible, always ensure that our printed materials are produced in accordance with Austrian ecolabel stipulations or with appropriate certificates regarding their applicability for recycling as waste paper and their harmlessness to health.

#### Annual Purchasing Volumes for Lottery Products

<table>
<thead>
<tr>
<th>Units (in millions)</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rubbellos</td>
<td>75.8</td>
<td>45.6</td>
<td>53.8</td>
</tr>
<tr>
<td>Brieflos</td>
<td>25.0</td>
<td>24.0</td>
<td>31.1</td>
</tr>
<tr>
<td>Lottery tickets</td>
<td>62.4</td>
<td>34.3</td>
<td>16.2</td>
</tr>
<tr>
<td>Thermal receipt rolls</td>
<td>0.26</td>
<td>0.27</td>
<td>0.27</td>
</tr>
</tbody>
</table>

1. Fewer standard series of Rubbellos were produced in 2012 and 2013.
2. incl. special occasion Brieflos products and Mega Brieflos.
3. There was no relaunch in 2012, so only standard orders were placed in that year. In 2013, use was made of our existing stock of lottery tickets.

### BUILDING SPECIFICATIONS

#### HEADQUARTERS

**RENNWEG 44 (RW44)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plot area</td>
<td>3,496 m²</td>
</tr>
<tr>
<td>Constructed area</td>
<td>3,421 m²</td>
</tr>
<tr>
<td>Effective area</td>
<td>16,362 m²</td>
</tr>
<tr>
<td>Gross floor area</td>
<td>33,857 m²</td>
</tr>
<tr>
<td>Construction begin</td>
<td>August 1990</td>
</tr>
<tr>
<td>Construction completed</td>
<td>February 1994</td>
</tr>
<tr>
<td># Employees at site</td>
<td>484*</td>
</tr>
</tbody>
</table>

#### BUILDING SPECIFICATIONS

**RENNWEG 46 (RW46)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leased effective area</td>
<td>8,032 m²</td>
</tr>
<tr>
<td># Employees at site</td>
<td>303*</td>
</tr>
</tbody>
</table>

The Rennweg 44 building is connected to the leased area at Rennweg 46 by a bridge on the 5th floor, which spans Kleistgasse. The bridge was opened in May 2009.

#### BUILDING SPECIFICATIONS

**MARIE-CURIE-STRASSE 4 (MC4)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plot area</td>
<td>20,000 m²**</td>
</tr>
<tr>
<td>Constructed area</td>
<td>4,630 m²</td>
</tr>
<tr>
<td>Effective area</td>
<td>5,960 m²</td>
</tr>
<tr>
<td>Gross floor area</td>
<td>6,418 m²</td>
</tr>
<tr>
<td>Warehouse and commissioning</td>
<td>2,960 m²/3,000 palette spaces</td>
</tr>
<tr>
<td>Basement, ground and upper floor</td>
<td></td>
</tr>
<tr>
<td>(with the exception of warehouse and commissioning only ground floor)</td>
<td></td>
</tr>
<tr>
<td>Construction begin</td>
<td>March 1999</td>
</tr>
<tr>
<td>Building opened</td>
<td>July 2000</td>
</tr>
<tr>
<td># Employees at site</td>
<td>11*</td>
</tr>
</tbody>
</table>

* as of 31 December 2013.
** The non-built-up area at the MC4 site is greened and watered as necessary. Given the size of the greened area, the weather conditions in the summer months have a significant impact on water consumption levels for this site.
ENERGY OPTIMIZATION

Reduction in Consumption in 2013 at the RW44 Site Compared to 2012 (in the areas indicated)  

<table>
<thead>
<tr>
<th>Area</th>
<th>MWh</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uninterrupted power supply (UPS) to computer center power rails</td>
<td>–100</td>
<td>–13.2</td>
</tr>
<tr>
<td>Facility management services (HVACE = Heating, Ventilation, Air Conditioning, Electricity incl. cooling) in computer centers</td>
<td>–71</td>
<td>–12.0</td>
</tr>
<tr>
<td>Renewal of LED lighting in garage</td>
<td>–23</td>
<td>–70.5</td>
</tr>
<tr>
<td>Renewal of LED lighting in canteen</td>
<td>–11.3</td>
<td>–28.3</td>
</tr>
<tr>
<td>Renewal of elevators in stairwell 2</td>
<td>–8.3</td>
<td>–39.1</td>
</tr>
<tr>
<td>Comfort (IT emergency cooling total)</td>
<td>–32.4</td>
<td>–6.5</td>
</tr>
<tr>
<td>Ventilation (corridors, ducts, …)</td>
<td>–33</td>
<td>–26.2</td>
</tr>
<tr>
<td>Electronics systems (remainder)</td>
<td>–69</td>
<td>–3.0</td>
</tr>
</tbody>
</table>

Electricity consumption

We have been purchasing 100 percent of the electricity for our RW44 and MC4 sites from renewable sources since 2008. Electricity consumption in 2013 at the RW44 site dropped by 348 MWh (-7.9 %) compared to 2012. This reduction in consumption was incurred in the entire uninterrupted power supply (UPS) as well as in the supply to IT computer centers, air conditioning for computer centers and facility management systems. The savings were achieved through the use of virtualizations in IT/hardware/computer centers and optimizations such as the renewal of facility management equipment and electronics systems.

Electricity consumption at the MC4 site in 2013 dropped by 86 MWh (-5 %) compared to the previous year. Differences in consumption levels in 2013 in comparison to 2012 were identified in the following areas:

- UPS to computer center power rails: –96 MWh (-19.8 %)
- Electronics systems (remainder): +0.87 MWh.

Heat consumption

**RW44 site, Vienna**

Heat consumption at the RW44 site in 2013 amounted to 1,910 MWh, a reduction of 135 MWh (-6.6 %) compared to the previous year. This drop in consumption was achieved through a reduction in useful heat loss (air conditioning in offices) in the summer months, the modification of the water processing system (decommissioning of air washers) and the milder weather in the last three months of the year.

**MC4 site, Wiener Neustadt**

Heat consumption at the MC4 site in 2013 dropped by 79 MWh (-18.4 %) compared to the previous year. While increased use of the office areas at this site led to a rise in heat energy requirements, this was over-compensated by the effects of the weather conditions in 2013 and the optimized use of technical equipment, thus resulting in the indicated overall reduction in heat consumption.
**Water consumption**

Water consumption at the RW44 site in 2013 rose in comparison to the previous year by 377 m³ (+4.8 %). More water was consumed in the following areas: kitchen supply (over the whole year) and air washers for office air conditioning (in the first quarter through increased operating demand).

Water consumption at the MC4 site in 2013 dropped in comparison to the previous year by 693 m³ (18 %). This reduction in consumption can be attributed primarily to the weather conditions in summer 2013 and the reduced need for use of the garden watering system.

**Paper consumption**

Paper consumption at the RW44 and RW46 sites is calculated from the quantities of paper ordered and has remained constant over the last three years (2011-2013). A total of 8,000 packs of A4 photocopying paper with 500 sheets per pack and 100 packs of A3 photocopying paper with 500 sheets per pack were purchased in each of these years.
The use of logistics at our warehouse in Wiener Neustadt to handle mailing activities for all companies in the group has increased our efficiency and reduced our postage costs. When planning mailing activities, we place particular focus on delivery frequency, size, quantity and correct mode of transport.

* Packaging used by Austrian Lotteries is disposed of via the ARA (Altstoff Recycling Austria) packaging recycling system. The reason for the change in quantity of disposable palettes and cover boards lies in the fact that our Rubbellos supplier in Canada primarily uses disposable palettes. The manipulation costs (longer return transport distance and the costs involved) mean that euro palettes are not a feasible economic or ecological alternative.

In 2013, 321.95 tons of waste were generated at our Rennweg 44/46 sites and our warehouse in Pfaffstätten, which has been included in the waste volume calculation since 2010. Due to space restrictions, this warehouse is used to gather and correctly dispose of waste materials like scrap metal from Vienna (from slot machine workshops, etc.).

---

### Austrian Lotteries Packaging Quantities

<table>
<thead>
<tr>
<th>in kg</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lottery ticket cartons</td>
<td>3,996</td>
<td>4,843</td>
<td>5,481</td>
</tr>
<tr>
<td>Cardboard for use in transport</td>
<td>596</td>
<td>330</td>
<td>548</td>
</tr>
<tr>
<td>Disposable palettes and cover boards*</td>
<td>9,900</td>
<td>6,235</td>
<td>7,153</td>
</tr>
<tr>
<td>Iron strips</td>
<td>185</td>
<td>54</td>
<td>34</td>
</tr>
<tr>
<td>Packaging film</td>
<td>230</td>
<td>125</td>
<td>96</td>
</tr>
<tr>
<td>Plastic bands</td>
<td>122</td>
<td>155</td>
<td>219</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>15,029</td>
<td>11,742</td>
<td>13,531</td>
</tr>
</tbody>
</table>

### Waste Quantities Casino Operations

<table>
<thead>
<tr>
<th>in kg</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-hazardous waste (non-recyclable)</td>
<td>212,715</td>
<td>167,934</td>
<td>176,540</td>
</tr>
<tr>
<td>Non-hazardous waste (recyclable)</td>
<td>357,421</td>
<td>353,327</td>
<td>331,487</td>
</tr>
<tr>
<td>Hazardous waste</td>
<td>1,097</td>
<td>1,139</td>
<td>1,371</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>571,233</td>
<td>522,400</td>
<td>509,398</td>
</tr>
</tbody>
</table>

### Waste Quantities RW44, RW46, MC4 Warehouse, Pfaffstätten Warehouse Sites

<table>
<thead>
<tr>
<th>in t</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper (incl. carton)</td>
<td>109.59</td>
<td>199.00</td>
<td>146.00</td>
</tr>
<tr>
<td>Glass (clear and colored)</td>
<td>3.54</td>
<td>5.10</td>
<td>6.60</td>
</tr>
<tr>
<td>Scrap metal</td>
<td>4.11</td>
<td>5.20</td>
<td>8.90</td>
</tr>
<tr>
<td>Organic waste (incl. recyclable waste)</td>
<td>28.21</td>
<td>36.59</td>
<td>33.30</td>
</tr>
<tr>
<td>Light waste (plastic)</td>
<td>5.08</td>
<td>3.80</td>
<td>5.88</td>
</tr>
<tr>
<td>Non-recyclable waste</td>
<td>30.53</td>
<td>43.99</td>
<td>42.47</td>
</tr>
<tr>
<td>Bulky waste</td>
<td>19.02</td>
<td>17.40</td>
<td>16.48</td>
</tr>
<tr>
<td>Electric items (e-scrap)</td>
<td>11.41</td>
<td>8.80</td>
<td>16.44</td>
</tr>
<tr>
<td>Hazardous waste</td>
<td>2.68</td>
<td>20.22</td>
<td>3.16</td>
</tr>
<tr>
<td>Other waste</td>
<td>46.35</td>
<td>41.12</td>
<td>42.72</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>260.52</td>
<td>381.22</td>
<td>321.95</td>
</tr>
</tbody>
</table>

---

1. Disposal of file folders from the Accounting and Bookkeeping departments.
2. Increased load in the canteen due in part to the increasing employee numbers.
3. Reduction through limited operations in the canteen for a two-month period during renovation work.
4. Renovation work, the accompanying clear-outs and the increasing employee numbers led to the increase from 2012 onwards.
5. Disposal of stored slot machines.
6. Disposal of components and used batteries from the UPS.
ENVIRONMENTAL MEASURES

Travel guidelines
Traveling in an environmentally-friendly manner means not using cars or airplanes. That is, of course, not feasible in an international business environment. Nonetheless, we have set ourselves the task of optimizing our travel footprint through the use of modern communication technologies and encouraging our staff to switch to public transport. Our employees avoid business travel by making increased use of videoconferencing technology, which we deploy, for example, with great regularity for meetings between staff at headquarters and in our casinos. We are currently expanding our internal networking activities through our “IT 2.0 and wave” project, for which our IT department is installing the necessary hardware (e.g. webcams and microphones). This project allows our staff at different sites to communicate “live” with each other at any time. We have also issued corresponding travel guidelines, which stipulate the mode of transport to be used for business travel. We encourage our staff to use public transport for external business meetings in Vienna and provide them with free tickets to do so.

Charging stations for e-bikes
To motivate employees to switch to e-bikes as an environmentally-friendly form of transport to and from work, a dedicated e-bike parking area with an eight-socket charging station has been set up in the garage at our Rennweg 44 site. All employees can plug in and charge their e-bikes at this station at company cost.

Purchase of e-bikes
The group also purchased three corporate e-bikes in 2013. These bikes are available to all members of staff for traveling to meetings in the vicinity of the office and can also be borrowed for use at the weekend.

Purchase of an e-car
In our day-to-day business, we frequently have to deliver documents and other goods quickly from our headquarters to other locations in Vienna and the surrounding area. To handle these deliveries in an environmentally-friendly manner, we purchased an e-car in 2013. Since then, this e-car has covered an average of 800 zero-emission kilometers per month making these deliveries.

Switch to LED lighting in the canteen
(Bistro 44)
Since the switch to LED lighting in the Bistro 44 canteen (i.e. since the re-opening of the canteen on 19 November 2012), electricity consumption has noticeably decreased: by 3,000 kWh (–23.53 %) in November and 7,000 kWh (–18.75 %) in December of the same year.

LED lighting in WINWIN outlets
In the construction of the WINWIN outlet in Salzburg, we decided to use LED lamps for all lighting in the customer area (gaming area), a decision which has resulted in energy savings of around 50 %. All WINWIN outlets were subsequently fitted with energy-saving LED lighting in 2013. This will significantly reduce both energy consumption and maintenance costs (for changing bulbs). As a result of the low heat dissipation from the LED lighting, the energy required to cool the outlets will also be reduced.

Green events in Studio 44
Our in-house event location, Studio 44, at the Rennweg 44 site has been officially authorized to carry out and certify so-called environmentally-friendly green events since November 2012. Green events are events that conform to a catalog of predefined environmental criteria. For example, the venue must be easily accessible using environmentally-friendly means of transport and must keep refuse to a minimum. The use of regional, seasonal and organic products in catering is another environmentally sustainable aspect of event organization. During the certification process, Studio 44 retrofitted its restrooms with hands-free – and thus water-conserving – faucets and added barrier-free public facilities for wheelchair users. In 2013, further refurbishments ensured that visually or hearing impaired guests can also enjoy totally barrier-free events at Studio 44.
In 2013, the following green events were organized by the Studio 44 team:

- Neptun Wasserpreis 2013 on 20 March 2013
- Casinos Austria Music Line CD Presentation by Hans Theessink on 4 April 2013
- Menschen für Menschen on 24 September 2013
- Casinos Austria Alpha Prize for Literature 2013 am 11 November 2013
- Casinos Austria Music Line CD Presentation by the Mojo Blues Band on 7 December 2013

Coffee capsules
Since fall 2012, our staff have had the possibility to bring their used coffee capsules from home for disposal via the company. These are then taken – along with capsules from personal coffee machines at headquarters – to the central collection point in Vienna for correct disposal.

GOALS FOR 2014

- There are over 100 so-called personal printers at our RW44 and RW46 sites. In recent years, we have invested in an infrastructure that includes modern, high performance printers on every floor. The large number of different printer models and their consumables (toner) and components lead to a substantial administrative workload and increased paper consumption. They also have an adverse impact on the environment. Communicative and organizational measures are planned to reduce the number of such printers and encourage increased use of the shared printers on each floor.
  We will also strive to achieve a general reduction in paper consumption.
- Termination of the purchase of still mineral water and accompanying measures to communicate the quality of Viennese mains water; purchase of water carafes for use by staff.
- Extension of data gathering of environmentally relevant indicators for heat, water, energy and paper consumption to casino sites and other outlets in the group.
- Expansion of the number of certified green events in Studio 44; increased emphasis on this Studio 44 competence in marketing.
Real corporate success can only be achieved with a qualified and motivated team of employees. The Casinos Austria and Austrian Lotteries Group is committed to providing an attractive working environment that fosters open communication and diversity.

As gambling companies with a broad spectrum of products in our portfolios, we also offer diverse job and career opportunities: from software programmer for online gaming through croupier in a casino to sales representative for our lottery sales partners.

Many of our casinos feature so-called Jackpot Casinos, which have a more casual dress code and are already open well before noon. The regular gaming rooms in our casinos (with Roulette, Blackjack, etc.) open in the afternoon and don’t close again until the early hours of the morning. Draws for our various lottery products take place every evening, and the prize monies must always be determined immediately after the draws have taken place. The following morning, when the first sales outlets open for business and start their online terminals, the pay-out function for these prize monies must already be active. Likewise, customers who encounter problems with logging in to the win2day online gaming platform also want immediate support from our Customer Service Center.

These extended opening and working hours demand flexibility, mobility and a high level of dedication from our employees, both during the day and at night. A focus on customer service virtually around the clock is the guarantee of success these employees bring to our companies. It is just one of the ways they contribute to ensuring that our companies have an all-important competitive edge.

For our part, making this happen this means investing in our employees and, thus, in the success of our business. We do so on a range of different levels by providing our staff with:

- performance and market based salaries,
- good career opportunities,
- safe jobs,
- special employee benefits,
- flexible working hours models,
- an employee and family-friendly company policy, and
- above-average training and further education opportunities.

“Don’t gamble with your health” campaign
In our CSR Report 2011, we set ourselves the goal of taking particular care of our employees and supporting them in their endeavors to achieve and maintain good health. A focus was set on nutrition, exercise and mental health, and the health-related seminars we offered to our employees in the current reporting period reflected this focus. These began in April 2012 with a health and fitness at work day under the motto “Don’t gamble with your health”. A range of different food stalls were set up, and interested employees had the chance throughout the day to try the different foods and see for themselves that healthy food really can also taste good!

170 of our employees took up the opportunity to take a fitness check, providing them with an indication of their own state of health as well as an overview of the mental and physical resilience of the human mind and body. A series of subsequent seminars – like “Less Stress”, “Brain Food – Eating is a Matter for the Mind” or “Mindful Business” – continued this health and fitness theme and proved highly popular with our staff.

The staff canteens in our casinos serve hot meals even after midnight, while the Bistro 44 canteen at our Rennweg 44 site offers staff the possibility to base what they eat on the five elements and choose from a range of healthy side dishes. The group also voluntarily subsidizes the cost of staff meals.
Achieving a work-life balance
With the award of the “berufundfamilie” (“work and family”) certification in 2011, Austrian Lotteries set itself a number of goals for the subsequent three years, each of which must be achieved to obtain full re-certification under this scheme in 2014. The associated measures were purposefully selected so that they would benefit all employees in the group, regardless of the company they work in. They include a “Maternity Leave Roadmap”, which was published in the group intranet in 2012 and provides clear and compact information to staff on how to manage maternity leave. In a second measure, so-called Flying Nannies were introduced to provide childcare in the group on “bridge days” (the day between a public holiday and a weekend) and during school holidays.

Management development
The continuation of the management development measures set out in our 2011 CSR Report was realized in the reporting period through our new leadership workshop program. This comprehensive program was launched in 2012 and is targeted at all managers, especially those recently appointed to a leadership position.

<table>
<thead>
<tr>
<th>Seminars</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Investment in training (in euros)</td>
<td>Seminar days</td>
<td>Investment in training (in euros)</td>
</tr>
<tr>
<td>Casinos Austria</td>
<td>280,755</td>
<td>1,941</td>
<td>370,345</td>
</tr>
<tr>
<td>Austrian Lotteries</td>
<td>836,037</td>
<td>1,983</td>
<td>966,042</td>
</tr>
<tr>
<td>Total</td>
<td>1,116,792</td>
<td>3,924</td>
<td>1,336,387</td>
</tr>
</tbody>
</table>

Casinos Austria has a highly-qualified team of internal trainers who share their knowledge and expertise – particularly in specialized gaming industry related matters – with their colleagues in our casino operations. These trainers have been carrying out this role since 2011 and provide in-house training, for example, in regulatory topics like responsible gaming, information security, data protection and the prevention of money laundering.

In 2012, a focus was placed on extending the expertise of these in-house trainers in two further areas, namely quality management and personal development. This endeavor ultimately also contributed to the successful certification of Casinos Austria’s quality management in August of the same year. During the reporting period, our in-house trainers also developed a new guest-oriented communication seminar that has been offered to staff since fall 2013.
Junior Croupier training program

Challenging tasks and exciting job profiles are augmented in the Casinos Austria and Austrian Lotteries Group by above-average training and further education opportunities. We provide our employees with access to targeted development programs to support them in their career and personal development. Wherever possible, we fill management positions from within our existing workforce. Casinos Austria also chooses to train its own croupiers and has an extensive training program in place for this purpose.

Our croupier training program was developed in-house by the individual business units, and the training is provided by our internal trainers. Three croupier training courses were held in 2013 in our casinos in Vienna, Salzburg and Bregenz. Each training course lasted a total of nine weeks and was offered free-of-charge to participants – along with the guarantee of a job if they successfully completed the course. Each participant had to take – and, of course, pass – three exams to become a Junior Croupier in one of our casinos. Around 700 applications were received for the three courses and a total of 99 students began the training. Of these, 54 students graduated successfully and were welcomed into the Casinos Austria team as Junior Croupiers in 2013.
### Casinos Austria Gender Quota in Management (in percent and in absolute numbers for 2013)

<table>
<thead>
<tr>
<th>Role</th>
<th>2011 Female</th>
<th>2011 Male</th>
<th>2012 Female</th>
<th>2012 Male</th>
<th>2013 Female</th>
<th>2013 Male</th>
<th>Total Female</th>
<th>Total Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board</td>
<td>33.33</td>
<td>66.67</td>
<td>33.33</td>
<td>66.67</td>
<td>33.33</td>
<td>66.67</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Head of Division</td>
<td>0.00</td>
<td>100.00</td>
<td>0.00</td>
<td>100.00</td>
<td>0.00</td>
<td>100.00</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>Head of Principal Department*</td>
<td>–</td>
<td>–</td>
<td>0.00</td>
<td>100.00</td>
<td>0.00</td>
<td>100.00</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Head of Department</td>
<td>21.74</td>
<td>78.26</td>
<td>19.23</td>
<td>80.77</td>
<td>16.67</td>
<td>83.33</td>
<td>4</td>
<td>20</td>
</tr>
<tr>
<td>Group Leader</td>
<td>60.00</td>
<td>40.00</td>
<td>60.00</td>
<td>40.00</td>
<td>60.00</td>
<td>40.00</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Directors</td>
<td>0.00</td>
<td>100.00</td>
<td>0.00</td>
<td>100.00</td>
<td>0.00</td>
<td>100.00</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>1st Tier Management</td>
<td>7.41</td>
<td>92.59</td>
<td>7.41</td>
<td>92.59</td>
<td>7.68</td>
<td>92.31</td>
<td>2</td>
<td>24</td>
</tr>
<tr>
<td>2nd Tier Management</td>
<td>5.81</td>
<td>94.19</td>
<td>5.88</td>
<td>94.12</td>
<td>8.99</td>
<td>91.01</td>
<td>8</td>
<td>81</td>
</tr>
</tbody>
</table>

* since 2012

### Austrian Lotteries Gender Quota in Management (in percent and in absolute numbers for 2013)

<table>
<thead>
<tr>
<th>Role</th>
<th>2011 Female</th>
<th>2011 Male</th>
<th>2012 Female</th>
<th>2012 Male</th>
<th>2013 Female</th>
<th>2013 Male</th>
<th>Total Female</th>
<th>Total Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board</td>
<td>8.00</td>
<td>18.90</td>
<td>8.00</td>
<td>19.10</td>
<td>8.00</td>
<td>19.10</td>
<td>16.30</td>
<td>38.20</td>
</tr>
<tr>
<td>Head of Division</td>
<td>10.10</td>
<td>11.00</td>
<td>10.50</td>
<td>10.70</td>
<td>10.70</td>
<td>10.80</td>
<td>21.20</td>
<td>21.80</td>
</tr>
</tbody>
</table>

* since 2012

### Average Length of Service (in years)

<table>
<thead>
<tr>
<th>Role</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casinos Austria</td>
<td>8.0</td>
<td>18.9</td>
<td>8.0</td>
</tr>
<tr>
<td>Austrian Lotteries</td>
<td>10.1</td>
<td>11.0</td>
<td>10.5</td>
</tr>
<tr>
<td>Total</td>
<td>9.1</td>
<td>15.0</td>
<td>9.3</td>
</tr>
</tbody>
</table>

### Fluctuation (in percent)

<table>
<thead>
<tr>
<th>Role</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casinos Austria</td>
<td>5.35</td>
<td>4.25</td>
<td>5.03</td>
</tr>
<tr>
<td>Austrian Lotteries</td>
<td>2.18</td>
<td>4.15</td>
<td>3.12</td>
</tr>
<tr>
<td>Total</td>
<td>3.77</td>
<td>4.20</td>
<td>4.08</td>
</tr>
</tbody>
</table>
### New employee integration and support

The first day in a new job always leaves a lasting impression on a new employee. Likewise, the first few weeks in a new company are frequently decisive for the successful integration of new employees into their new surroundings. It is therefore very important to provide them with structured, transparent and relevant support throughout this initiation and integration phase. In the Casinos Austria and Austrian Lotteries Group, all new employees — and their line managers — receive comprehensive support and coaching from our Human Resources department. Our group intranet also features a separate portal for new members of staff. In addition, we have introduced a new Advising program that is specially designed to help our new Junior Croupiers integrate into the company and provide them with relevant advice and support. In this program, each new Junior Croupier is assigned a so-called Advisor — a co-worker in their own casino — to help them during their initiation phase.

### Psychological stress in the workplace

Like all employers in Austria, our group is obligated to assess both physical and psychological stress factors in the workplace. The legislative basis for this obligation lies in an Amendment to the Austrian Occupational Health and Safety Act (ArbeitnehmerInnenschutzgesetz) in which the legislator has reacted to the increase in psychological stress in the workplace. A group-wide working group was established accordingly to evaluate psychological stress in the workplace at the Casinos Austria and Austrian Lotteries Group and worked with external specialists to establish a uniform evaluation procedure. After an initial pilot phase, corresponding evaluations were carried out across the companies in the group.

### Target agreements and performance management

The success of our companies is the sum of the contributions that each and every one of our employees makes to our business. The more these contributions are aligned and follow a common direction, the more efficient our organization will be. To achieve this, we use the performance management approach and agree structured targets for all our staff. The performance management approach is an important cornerstone of constructive, transparent and trusting cooperation and serves as a useful instrument for sharing and taking stock of information on performance expectations, actual performance, strengths and learning fields, targets, working situations, training standards, expectations and interests.

Performance management provides employees and their line managers with the opportunity to give each other feedback and plan concrete career development measures in a one-to-one meeting. It thus also contributes to safeguarding sustainable corporate success.
In 2012 and 2013, performance management assessments were conducted as part of our annual employee appraisals. The level of attainment for the different targets was used in each of the following years to calculate the performance-related component of an employee’s salary.

GOALS

*the Casinos Austria and Austrian Lotteries Group has set itself with regard to our employees:

– In our health and fitness concept for the group, we want to support our employees in developing competence in a specific aspect of personal health and fitness. In cooperation with the HealthService at the UNIQA insurance company, we have developed corresponding seminars and hired renowned health and fitness experts to work with our staff.

– As part of our evaluation of psychological stress in the workplace, we not only seek to meet our obligations, we also want to work with our employees to make us a healthy organization under the motto “Don’t gamble with your health”. For this purpose, we plan to carry out a voluntary online survey of all our staff to identify potential stress factors. We will then work together with staff to create and implement concrete measures to reduce these factors. A steering group – made up of representatives from Human Resources, our health and safety expert, our group physician, our employee representatives and an external occupational psychologist – is already working on realizing this evaluation across our group of companies.

> planned for Q3/Q4 2014
Once a month, our staff go to work after work. They slice, chop, dice, form and cook – so that 250 people will get something to eat the next day.

TEXT: MARTINA LANDSMANN
PHOTOS: HEINZ TESAREK
And then, after four hours of cooking together, we go home contented, knowing that we can all look each other squarely in the eye at work tomorrow.

A problem shared is a problem halved – even when it comes to chopping onions.
The meeting place and time is always the same: 4.30 pm outside the main entrance to the Casinos Austria and Austrian Lotteries Group’s headquarters in Vienna. About 10 people usually come along. Sometimes more, sometimes less. Co-workers from different departments, different business units and different levels of the hierarchy.

The route and destination are always the same: ’s Häferl in Vienna’s 6th district. We go there once a month after work to work – i.e. to prepare around 250 servings of food for the next day.

’s Häferl is a social institution that has dedicated itself since 1988 to helping former convicts when they need that help most, namely directly after their release from jail. ’s Häferl is open four days a week, and everyone is welcome. Everyone who comes along on the days it is open gets a free hot meal – as well as a place to meet and receive advice. Clothing is also distributed to those who need it.

The idea for this social cooking engagement initially came from our staff. And they immediately found a sympathetic ear in our group’s CSR Director. Dietmar Hoscher agreed to cover the costs of the ingredients each month.

**Ingredients:**
commitment, fun, time, respect, conscience, heart
And our staff gladly accepted the task of turning those ingredients into a tasty meal.

As soon as the date for the next cooking session has been set, recipes are briskly swapped. Consideration has to be given to the fact that the food can only either be heated for serving or the final cooking stages completed the next day. We also have to remember that the people who come to ‘s Häferl to eat should also leave with a full stomach. Sometimes we – the cooks – just leave it to the supplier of the ingredients – the Vienna-based association for social transfer, Wiener Tafel – to surprise us with a dish created by their head cook Athanas.

On this particular spring afternoon, there were plenty of ingredients to be prepared: the dish on the next day’s menu was Tyrolean Dumplings with Sauerkraut. And since only fresh ingredients are used, we had our work cut out with 17 kg of onions, 20 kg of white cabbage, 1 kg of parsley, 60 eggs, 17 kg of smoked ham and 20 kg of bread (for the dumplings) to prepare. The aprons were handed out, the knives sharpened and the work assigned. The next few hours saw us busily peeling, plucking, slicing, sautéing, mixing and forming dumplings. The conversation shifted from office news to things that made us laugh as we worked at the almost meditative task of plucking parsley. And then quickly back to reality as Norbert, the “kind soul” at ‘s Häferl announced there had been something to celebrate that day: they had only had to distribute 240 meals – a decrease at last after weeks of growing

’s Häferl is open four days a week, and everyone is welcome. Everyone who comes along on the days it is open gets a free hot meal.
TOGETHER, NOT ALONE

THE MEALS ARE SERVED IN ‘S HäFERL

numbers. An announcement like that really makes you stop and consider how lucky you actually are – and think twice before you complain about something in the future. And then, after four hours of cooking together, we go home contented, knowing that we can all look each other squarely in the eye at work tomorrow. Because the benefits of cooking in ‘s Häferl are twofold: firstly – and most importantly – the people who come there benefit from getting a square meal, secondly, we benefit as people from doing our bit for them.

BY THE WAY

... for 250 portions of Tyrolean Dumplings with Sauerkraut, you need:

For the dumplings:
- 20 kg bread, 60 eggs, 15 kg smoked ham, 10 kg onions, 1 kg parsley, plenty of milk to bind the dumplings, salt, marjoram.

For the sauerkraut:
- 20 kg white cabbage, 7 kg onions, 2 kg smoked ham, salt, bay leaves, black peppercorns, juniper berries.

20 helping hands and 300 euros.
We consider it a matter of principle to get involved and demonstrate a level of commitment to social causes and society that goes well beyond the requirements of our statutory mandate.

As employers of around 2,400 people, we carry a large responsibility; as partner to over 5,000 lottery sales outlets, we contribute to safeguarding jobs. Responsibility to our guests, players or customers and fair and reliable cooperation with our business partners are absolute priorities for all companies in our group. We actively demonstrate our commitment to society through our sports sponsoring activities and our support of numerous other projects and initiatives.

To ensure that CSR really is deeply rooted and practiced in an organization, it is important to involve as many members of staff as possible in a project – or at least make sure that they are informed about what is going on. We therefore place a focus on initiatives that encourage and achieve such participation.

**Employee suggestion scheme**

We set up our group-wide "Ideenreich" ("Imaginative Ideas") suggestion scheme on our intranet back in 2010 to provide our employees with a quick, easy and anonymous means of putting forward ideas outside the scope of their own department or area of work. A total of 289 suggestions have been posted in the "Ideenreich" forum since its launch – 56 of which have been accepted and have either been or are currently being realized. In 2013, the "Ideenreich" community was given a challenge: they were asked to vote for what they considered to be the best idea among those that had been accepted that year. This request also marked the first-ever group-wide public vote on our new "wave" internal communication platform. All members of staff could participate, and the response was tremendous: 346 people cast a total of 800 votes. First place went to the suggestion from one member of staff that we should purchase company e-bikes to be used for travel to meetings in Vienna. Three e-bikes were duly purchased in mid-2013 and can now be borrowed unbureaucratically from the corporate garage at our headquarters in Vienna.

Further support was given to the employee suggestion scheme with the installation of our internal Enterprise 2.0 collaboration platform "wave". This new communication platform offers staff the possibility to work on inter-company and inter-departmental topics and projects via so-called team boxes and thus involve a broader group of active participants in the discussions. Since individual knowledge and abilities are systematically anchored in different levels of the organizational structure, the "wave" collaboration platform thus also serves as an active knowledge management tool.

**Corporate volunteering**

In April 2013, we launched a nationwide corporate volunteering scheme for all our employees under the motto "Good for Austria". Each employee is now allowed to spend one working day a year doing voluntary work for a good cause. The focus here lies on people – be it spending a day with the elderly, with handicapped people, with children in need or with the less fortunate in society or putting your practical skills to good use in some way. In this program, we work with some of our long-term partners like Caritas, the Hilfswerk public aid organization, the Lebenshilfe counselling and aid organization, the Soma social markets, the Wiener Tafel association for social transfer and the Austrian Red Cross. These organizations frequently need support for events and trips or help, for example, with renovation projects. A total of 222 employees in the group volunteered to spend a day working for a good cause in 2013.

**Together without barriers**

A number of our employees also took advantage of the corporate volunteering scheme and did something "Good for Austria" by working at a new event organized by Austrian Lotteries in 2013, the 1st Austrian Inclusion Day. Inclusion and creating a setting in which people with and without disabilities can work alongside each other is a volatile topic in modern society – both from an economic perspective and in education and everyday life. We consider it important to help to raise awareness for this topic and break down barriers. The 1st Austrian Inclusion Day was held on 13 November 2013 and was organized in collaboration with the
Austrian Working Group for Rehabilitation (Österreichische Arbeitsgemeinschaft für Rehabilitation, the umbrella organization of the Austrian National Council of Disabled Persons), the Austrian National Council of War Victims and Disabled Persons (Kriegsopfer- und Behinderten Verband Österreich), the Austrian Federation of Civil Invalids (Österreichische Zivil-Invalidenverband) and Lebenshilfe Österreich (a counselling and aid organization).

The concept of inclusion assumes that every person is a recognized and valued member of society – regardless of their race, age or disability. Inclusion is achieved when every person is accepted by society as he/she is. The key principle behind inclusion is the acceptance and appreciation of diversity. This topic was discussed critically and at length on the Inclusion Day event by people who live with disability, opinion-makers and other stakeholders. Various activities and proactive points on the event’s program provided the 350+ people who attended the Inclusion Day with a forum to share their experiences, knowledge and everyday practices.

The refurbishment of the lobby at our group headquarters in Vienna embraces the concept of inclusion. Reconstruction work was carried out in the summer months of 2013 to transform the reception area into a state-of-the-art space, both in look and in functionality. The new lobby was opened in September of the same year providing even better barrier-free access to the premises.

Casinos Austria Tourism Talks

With its “Tourism Talks” series, Casinos Austria is taking up its role as a leading tourism enterprise and establishing a platform for dialog between the various stakeholders in the Austrian tourism sector. Two Tourism Talks were held in 2013: the first – on the topic of “City versus Country, Sales versus Earnings” – was held in Casino Innsbruck in March, while the second – on the topic of “Carinthia’s Lakes – Tourist Hotspots or Still Waters” – took place at Casino Velden in September. Casinos Austria also launched another such series of events in 2013 – the new “Culture Talks” series.

Health and safety in the workplace

The legal requirements for employee safety, fire safety and waste materials management form the basis of all corresponding measures in place in the Casinos Austria and Austrian Lotteries Group. We implement additional activities over and beyond these legal requirements when these are necessary and deemed appropriate for the safety and health of our staff.

In 2012 and 2013, a total of 318 employees (including seasonal and temporary staff) at our group headquarters in Vienna were briefed on our fire safety regulations. In addition, a total of 219 people (including seasonal and temporary staff) received training in this period via our “Safe & Healthy – Healthy & Safe” (“sicher & gesund – gesund & sicher”) training program in the following topics: ergonomics in the workplace, protection of non-smokers, first aid procedures and officers, “stumbling and falling”, “ladders and stair climbing aids” and “lifting and carrying”.

The twice yearly mandatory health and safety in the workplace commissions for Casinos Austria and Austrian Lotteries have met jointly since October 2012. Our subsidiary companies are also invited to participate in these meetings and accept this opportunity, even though they are not actually large enough to be legally required to form such a commission. This approach is conducive and appropriate given that the individual managing directors all have a general responsibility to ensure the protection of their staff. The commissions are made up of members of the works councils, our group physicians, our health and safety experts, our health and safety officers and staff representatives. The commissions discuss, log (in writing) and put into practice relevant workplace, employee health and safety and medical issues and measures. These include, for example, the protection of non-smokers, preventive medical measures (e.g. vaccination programs) and workplace assessments.

In addition to their line managers and the members of the works council, our employees also have the possibility to consult a health & safety officer, our group physicians, our health and
safety experts or the contact persons for disabled members of staff regarding any health and safety in the workplace issues.

Since the well-being of our guests is naturally our top priority, each Casinos Austria casino has its own health and safety department. We address and meet health and safety needs both on a technical and on an organizational level. Our health and safety officers are fully trained to handle all matters relating to health and safety and attend regular refresher courses. First aid courses are, for example, held each year under the supervision of AUVA (the Austrian insurance association for occupational injuries).

Emergency scenarios and procedures (such as fire drills and correct behavior in the event of fire) are rehearsed regularly at all our sites.

**Compact learning**

The Casinos & Lotteries Academy (C&L Academy) is an internal know-how platform for latest developments in the Casinos Austria and Austrian Lotteries Group. It also serves to keep staff informed about what is going on in the different corporate functions and business units. It thus facilitates the cross-functional, customized sharing of knowledge, information and expertise on a topic and target group basis.

In 2012, the trainers at the C&L Academy attended a special “Train the Trainer” seminar. This three-day seminar was specially designed to teach them the theoretical aspects of didactics, teaching methods and group dynamics. The training was rounded off with an intensive day of hands-on practice.

We have introduced so-called “Fit to Use” IT training courses into the C&L Academy program to provide new staff, who need to learn our internal work processes right from day one, with a quick introduction to our IT programs. Specific courses and e-Learning modules are also offered for our SAP, Office2010 and Sharepoint2010 systems.

**OUTLOOK:**

– We plan to use an internal campaign tool in our internal suggestion scheme to allow people to invite co-workers to participate in an online brainstorming. This would also allow individual departments to actively invite all staff to contribute ideas to already defined projects or schemes.
– We plan to continue our “Good for Austria” corporate volunteering scheme in 2014.
– Since the first event proved a great success, a 2nd Austrian Inclusion Day will be held on 17 November 2014.
Sponsoring

As a successful group of companies, we see sponsoring as part of our responsibility to society. The benefits for cultural life and the promotion of social solidarity are two aspects that are always in the foreground when the Casinos Austria and Austrian Lotteries Group sponsors and supports initiatives, events, festivals and projects that are meaningful and of relevance to society.

Our sponsoring activities follow a clearly formulated philosophy. Firstly, we seek to encourage diversity – that’s why we don’t just sponsor mainstream mass culture or large charity organizations, we also quite deliberately support smaller initiatives, unconventional ideas and even controversial avant-garde artists when it comes to our activities in the Arts sector.

Secondly, our strategy is based on sustainability: wherever appropriate and meaningful, we strive to establish long-term partnerships that allow the recipients to plan for the longer-term.

Thirdly, we don’t just limit our sponsoring partnerships to the provision of (financial or other) resources. Instead, we also get involved in what is being done, e.g. by contributing to the creation of new projects or by developing individual sponsoring formats that can be used to support specific groups (e.g. artists, sportsmen and sportswomen or people with disabilities). Just how deeply sponsorship is embedded as an integrating component of our corporate culture is illustrated by the many long-term cooperations and partnerships that have been established under our “Good for Austria” motto.

The Casinos Austria and Austrian Lotteries Group’s engagement in sponsoring is just as diverse as its product portfolio. Numerous non-profit projects that make a strong contribution to the common good feature on our sponsoring list.

The award of the Maecenas 2013 to Casinos Austria AG by the independent Austrian Business Committee for the Arts was a very special event and served as a clear recognition of our long-history of developing creative sponsoring concepts. Casinos Austria submitted the following three sponsoring projects for consideration by the jury in 2013.

**RISING STAR AWARD**
Under the motto “Working together for the stars of the future”, the first-ever Casinos Austria Rising Star Award (CARSA) for promising young musicians was presented in 2013 in cooperation with mdw, the University of Music and Performing Arts Vienna. The aim of the 10,000 euro award, which is directed at mdw students, is to provide young artists with start-up capital to embark on a professional music career. The high-caliber jury led by Markus Hinterhäuser, Director of the Wiener Festwochen (Vienna arts festival), awarded the first-ever CARSA award to the highly talented 18-year-old bassoonist Raffaele Giannotti.

**CASINOS AUSTRIA MUSIC LINE**
The Casinos Austria Music Line focuses on an entirely different music genre. With this project, the group sponsors CD productions, events and unusual music initiatives outside the mainstream. The line-up in the Music Line in 2013 included guitarist, singer and songwriter Hans Theessink with the presentation of his new solo album *Wishing Well* and guitarist Erik Trauner and his legendary Mojo Blues Band, who presented their new double album *Walk the Bridge* in December.

WE SPONSOR AND PROMOTE initiatives, projects, events and much more in the following sectors

- Environment & Nature
- Health
- Humanitarian & Social
- Sport
- Arts & Culture
- Business, Science & Research
- Tourism
The Alpha Prize for Literature was presented in 2013 for the fourth time. A Casinos Austria initiative, the 10,000 euro Alpha is awarded each year to a talented Austrian writer or to a work with links to Austria. In November 2013, the expert jury announced the winner of the 2013 Alpha: Marjana Gaponenko for her book Wer ist Martha? (“Who is Martha?”). Serving as chairman of the jury for the last time in 2013 was Austrian writer and President of the German PEN-Zentrum, Josef Haslinger. The role of chairman will be taken over from 2014 by his fellow Austrian writer, Paulus Hochgatterer.

GOALS:

– The Casinos Austria and Austrian Lotteries Group will continue in future to provide support for creative projects and initiatives in these areas through creative sponsoring concepts.
– In 2014, additional financial support from the group should allow Michael Haneke’s production of the Mozart opera Così fan tutte to be staged during the Wiener Festwochen (Vienna arts festival).

SELECTED SPONSORING PROJECTS IN 2013

ENVIRONMENT & NATURE
– Association of Austrian Nature Parks
– Österreichischer Alpenschutzverband
  (Austrian Society for the Protection of the Alps)
– Salzburg Zoo (Lotteries Day/adoption of the snow leopard “Lotti”)
– Schönbrunn Zoo in Vienna
  (“Big Pandas”/Lotteries Day)
– TierQuartier (animal shelter in Vienna)
– WWF Austria

HEALTH
– Aktion “Leben mit Krebs”
  (“Living with Cancer” initiative)
– Arbeiter-Samariter-Bund Austria
  (Workers’ Samaritan Federation)
– Austrian Mountain Rescue Service
– Austrian Red Cross
– DEBRA Austria/IMBA Research
– Initiative “Nein zu Arm & Krank”
  (“No to Poverty & Illness” initiative)
– Neunerhaus (homeless shelter in Vienna)
– Österreichische Wachomagesellschaft
  (society for the care of coma patients in Austria)
– Paracelsus Medical University Salzburg
– Rettungshunde NÖ
  (rescue dogs society in Lower Austria)

HUMANITARIAN & SOCIAL

– 1st Austrian Inclusion Day “Together without Barriers”
– Aktion “Licht ins Dunkel”
  (“Light into Darkness” initiative)
– Aktion “Ein Funken Wärme”
  (“A Spark of Heat” initiative/Kronen Zeitung newspaper and Caritas)
– Auftakt (assisted living facility)
– “The Other Mothers’ Day”
  (charity event for women’s shelters in Graz)
– Austrian Mountain Rescue
– Caritas Vienna – House Immanuel for Mothers and Children in Need
– Dancer against Cancer
  (association for the care of cancer patients)
– Die Presse newspaper – Austria13/Category “Humanitarian Engagement”
– Caritas Graz Homeless World Cup
– Hospiz Österreich
  (Austrian counseling and competence center for hospice and palliative care)
– Lebenshilfe Niederösterreich
  (elevator for the Lower Austrian counseling and aid organization’s Karl-Ryker-Dorf site)
– Lions Charity
– Prize for Diversity in Vienna/Verein Wirtschaft für Integration
  (Business for Integration Society)
– Vienna Social Market
– Special Olympics Austria
– Stiftung Kindertraum (charitable foundation for seriously ill and disabled children)
– Verein MiA/Migrantinnen Award
  (MiA Society/award for the integration of female migrants in Austria)
– Volkshilfe (public aid organization)
Wiener Hilfswerk
(public aid organization in Vienna)

Wien Work/Integrative Betriebe (Vienna at Work initiative/integrative enterprises)

SPORT

Austrian Olympic Committee
Austrian Paralympic Committee
Casinos Austria Integration Football World Championships
Casino Grand Prix
Krone Young Footballer of the Year
Powergolfer Österreich (golf club for the disabled)
Sportsmen and Sportswomen with a Heart initiative (as part of the Lotteries “Night of Sport” gala)
tipp3 Bundesliga

SPANISH RIDING SCHOOL IN VIENNA
(Fête Imperial)

Technisches Museum Wien
(Vienna Museum of Technology)

Universalmuseum Joanneum
(annual membership card)

Vereinigte Bühnen Wien
(theater company in Vienna)

Vienna State Opera

Volkstheater
(theater in Vienna/Lotteries Day)

Wiener Festwochen (Vienna arts festival)

Wiener Kabarettfestival
(cabaret festival in Vienna)

Wiener Meisterkurse (Vienna Master Courses for Viennese Classics students)

Wiener Stadthalle (event center in Vienna)

BUSINESS, SCIENCE & RESEARCH

ALC – Austria’s Leading Companies
EDUcation Award Lower Austria
European Forum Alpbach
European Forum Wachau
Julius Raab Foundation research project “The Centers of Responsibility”
University of Vienna Alumni Club
Society for the Promotion of Journalism in Lower Austria
“Teach for Austria” (education initiative)

TOURISM

Casinos Austria Tourism Talks
Goldene Kugel
(prize for services to Austrian cuisine)
Goldene Traube
(award for the best wine from Burgenland)
Witnesses of our Times” Talks

ALBERTINA MUSEUM IN VIENNA/“HEINWEIN” EXHIBITION (LOTTERIES DAY)

Alpha Literature Prize
Austrian National Library (long-term conservation of books in the State Hall)
Bregenz Festival
Burgtheater in Vienna
Casinos Austria Culture Talks
Casinos Austria Music Line
Casinos Austria Rising Star Award
Danube Island Festival in Vienna
Grafenegg Festival
ImPulsTanz Festival DanceAbility-Workshops
Joanneum Graz (Lotteries Day)
Kunsthistorisches Museum
(Museum of Art History in Vienna/annual membership card and Lotteries Day)
Laxenburger Kultursommer
(Laxenburg Culture Summer/Lotteries Day- dress rehearsal for “A Night in Venice”)
MuseumsQuartier (art and culture complex in Vienna/Lotteries Day)
Museum of Natural History in Vienna
(annual membership card and Lotteries Day)
Nestroy
(Vienna theatre award/audience award)
Rabenhof Theater in Vienna
(“Hafen Wien” musical)
EVERYONE’S A WINNER AT THESE CHAMPIONSHIPS
A WINNER
WORLD SHIPS

When the Casinos Austria Integration Football World Championships call, technical skills and fitness are just as important for the people behind the scenes as they are for the footballers on the pitch.

TEXT: RICHARD EMELE
PHOTOS: HEINZ TESAREK
A small red tent has been erected in front of the skyline of Vienna and the UNO City building. A handful of men have finished hammering in the pegs – just as they would do at any campsite. A symbolic image greets the visitors on a Saturday afternoon in July. Just like the headquarters of the United Nations in Vienna, the sports ground on which the Casinos Austria Integration Football World Championships has taken up quarters for the day is a symbol for better understanding among nations – albeit on a much smaller scale.

The event was brought into being back in 2006 by Erwin Josef Himmelbauer and has continued to grow ever since. At Casinos Austria, Peter Prostrednik from our Sponsoring and Media Cooperations department is responsible for the Integration Football World Championships. But at the sports ground, he’s not only a representative of Casinos Austria, he is also a member of the organizing team. Making sure the red tent remains standing and weather-proof throughout the event is just one of the many details he has to take care of. On the eve of the tournament, he and Erwin Josef Himmelbauer’s team from the host association “Sport Speaks All Languages” transform the sports ground into a mini arena. An arduous and sweat-inducing task whatever the temperature. 24 national flags have to be hung, the electricity supply and the signs on the cabin doors have to be put in place. Tournament folders with all the relevant information about the proceedings and schedule have to be produced for the participating teams. Bibs have to be organized in case two teams have overly similar kits. Boots have to be provided for emergencies. Peter Prostrednik is the hub for all this – and much more besides.

Six months of preparation for just one day: everyone’s on the ball.

Can the flags of the 24 participating nations all be seen properly? Peter Prostrednik keeps his eye on every last detail.
42 percent of professional footballers in Austria have a migrant background.
Sportsmanlike ambition is fine on the pitch. But friendship and respect still count after the final whistle.
The Casinos Austria Integration Football World Championships is a big event for everyone involved – and everything needs to runs smoothly. It takes months of preparation to make sure that everything really does go according to plan. Drawing up a tournament plan is the first step: How many teams can – and should – take part without the whole event becoming too big to handle? Logistics, training equipment and trophies, scoreboards and footballs – and much more – all need to be organized long before the first match kicks off.

When only eight teams remain in the competition after the group matches, and the quarter finals get underway, Peter Prostrednik breathes a deep sigh of relief. Everything has gone according to plan, the matches are running on time, the weather has also played its part and stayed fair. At the end of the tournament, there are happy faces all round – not just in the winning Turkish team, but also among all the runners-up, who can be just as proud of their performances. The day draws to a close, and with it a football event that is a textbook example of integration in practice. “We definitely must do this again next year,” is the unanimous chorus from all participants. Peter Prostrednik couldn’t wish for a greater compliment.

Everyone’s a winner at these world championships

Understanding among nations on the pitch also merits a trophy
Casinos Austria’s casinos are far more than simply gaming operations: each of our casinos is an integral part of economic, cultural and recreational life in its respective location and community. All our casinos are leading tourism enterprises in their host regions, a leading role which was confirmed in a study carried out by the Austrian Institute for Industrial Research (IWI). Firstly, these casinos are tourist attractions in their own right and generate additional flows of tourists – over 50% of our casino guests in 2013 were tourists or business travelers. Secondly, our casinos contribute to local value creation by safeguarding regional jobs, purchasing from suppliers in the area, supporting numerous activities and associations and paying considerable sums in taxes and duties.

And last, but by no means least, these casinos are also cultural centers: they host all manner of cultural events – from art exhibitions, book readings, cabaret shows and concerts to social and gala functions like balls and festivals.

In accordance with the Austrian Gaming Act, entry to a licensed casino operated by Casinos Austria AG is only permitted to persons aged 18 or over. All visitors to our casinos must present a valid official ID and register with the casino on each visit.
CASINO BADEN

PROFILE

In the casino in Baden, the glamor of the Belle Époque remains alive to this day. The impressive building at the edge of the town’s spa gardens is home both to one of the largest and most attractive casinos in Europe and to an expansive congress and event center. While its exterior shines in the classic style of a bygone age, the interior features a cutting-edge gaming area in a contemporary design and was totally renovated in 2007. Baden’s casino has always been a meeting point for celebrities and a regular host to many spectacular events – from drama awards ceremonies to the Miss Austria contest.

www.baden.casinos.at

Society

• Support for the “No Problem Ball”. “No Problem Baden” is a charitable organization whose primary goal is to give people with and without special needs the opportunity to actively integrate and have a good time together.
• Sponsoring of the Fire Service in Baden
• Sponsoring of the SOS Children’s Village through donations in cash and in kind as well as various staff activities (e.g. tobogganing and various trips with the children)
• “Good for Austria” gaming afternoon and art exhibition in the casino in aid of Lebenshilfe Baden (counselling and aid organization)
• Support for the “Undine” women’s outreach center in Baden through a charity punch event with the Baden “Women in Business” network
• Sponsoring of the “Kindividuell” project (support for two children’s homes in the vicinity of Baden
• CEO on Wheels (cooking with mentors project)

Employees

• Fire prevention and/or first aid training for staff
• Support for staff activities by the company and by management (excursions, sports activities, parties, etc.)
• Staff internet access
• Fresh each day: free fruit for all staff
• Healthy eating options on the menu in staff canteen
• Organization and realization of a European Golf Championship for casino workers
• Organization of a staff sports afternoon (jogging, hiking)
• Training and further education courses

Goals for 2014

• Continuation of the activities described above
• The replacement of the venue’s cooling system that is scheduled for 2015 should also increase energy efficiency
• Continuation of the casino’s social engagement through its charity events and activities

Environment

• Energy saving bulbs, use of LEDs for supplementary and atmospheric lighting
• Use of wood chip heating (climate neutral) sourced from the district heat exchange: the casino received confirmation in 2011 that 95% of the energy it uses comes from renewable sources
High above the Gasteiner Ache river gorge sits the stately Grand Hotel de L’Europe, which is also home to Casino Bad Gastein. Their history is inextricably linked with the rise in winter sports in the Salzburg Alps, and many guests combine a visit to the casino with a skiing or wellness holiday in the Gastein Valley. For economic reasons, the casino will be relocated from Bad Gastein to nearby Zell am See from the beginning of 2016.

www.badgastein.casinos.at

**Society**
- Support for various regional associations (e.g. the Mountain Rescue Society, Childhood Cancer Organization, Clown Doctors)
- Open day
- Event cooperations (Red Bull Playstreet, Snowboard World Cup)

**Environment**
- Switch to LED technology for exterior lighting
- Reduction in electricity consumption
- Installation of external fans for cooling purposes and to improve air quality
- Paper-free office (as far as is possible)

**Employees**
- Duty roster drawn up wherever possible in accordance with staff wishes
- Training and further education courses
- Meal vouchers redeemable at local partner restaurants
- Fire prevention training
- First aid training
- Provision of psychological support if and when required
- Staff internet access

**Goals for 2014**
- Continuation of the activities described above
A modern building direct on the shores of the lake, architecturally and functionally embedded in the festival and convention center, floating stage and Hotel Mercure ensemble, Casino Bregenz is one of the most-visited attractions in Lake Constance’s bustling festival city. Elegance and glamor are the order of the day at this highly popular venue.

www.bregenz.casinos.at

**Society**

- Conversion of the contract for a disabled member of staff previously employed through a social leasing contract into a permanent contract with Casino Bregenz
- Support for "Lebensart", the Vorarlberg branch of the Lebenshilfe aid and counseling organization
- Art viewings: works by disabled artists are exhibited in the casino, offered for sale to appreciative casino guests and the proceeds donated to Lebenshilfe
- The casino stopped purchasing Christmas gifts and instead donated the money it would have spent to Lebenshilfe
- "Good for Austria": staff participation as "unified players" in a handball tournament organized by Handball Special, the handball association for the disabled
- Financial support for the SOS Children’s Village in Dornbirn (the majority of staff at Casino Bregenz donate five euros each month to this cause)
- Support for “Tango en Punta”, a program for the inclusion of children with Down Syndrome
- Support for the disabled author Patrick Wintschnig in realizing his dream of publishing his book *Leidenschaft & Gier* ("Passion and Lust")

**Employees**

- Fresh each day: free fruit for all staff
- 4 qualified running coaches offer weekly running sessions for staff with analysis and advice
- Support for the staff ice hockey, football and beach volleyball teams
- Support for and organization of golf lessons
- Free or reduced price tickets for cultural (Bregenz Festival, Bregenz Spring) and sporting (Handball Bregenz, SCR Altach, etc.) events
- Free physiotherapy advice in the workplace

**Goals for 2014**

- Continuation of the CSR measures described above and other measures introduced in recent years
- Employment and support of a person with special needs in administration or in F&B

**Environment**

- Introduction of systematic garbage separation (paper/non-recyclable) in 2013 in gaming areas
- "West Pool": eight Poker tables are now only transported – if required – between the casinos in Bregenz, Innsbruck, Kleinwalsertal and Seefeld, thereby cutting out long-distance transports to and from the central warehouse near Vienna
- Installation of a new lighting concept in the reception area; consistent lighting at all workstations, improvement in the basic level of brightness, reduction in symptoms of fatigue
- Training for cleaning staff in the efficient use of more environmentally-friendly cleaning products in cooperation with the industrial cleaning firm Majer
Society
- Sponsoring of non-profit associations and events in the region (Fire Service, church fêtes, 24-hour charity run in Wörschach, Golfers with a Heart, Farrach riding club, etc.)
- Staff charity Poker tournament in support of various Styrian aid projects, e.g. a women’s shelter, the “Father Christmas comes to Styria” (“Steirer, die das Christkind finden”) initiative, etc.
- Cooperation with the “Rosalila PantherInnen” association at the annual Grazer “Tuntenball” (Queens’ Ball) to promote equality and anti-discrimination for all members of society both at the individual and the political level
- “Good for Austria”: currently preparing aid projects with the “VinziDorf Graz” homeless shelter and Caritas
- Support for sports associations in cooperation with Styrian media (Krone reception, regulars trophy, NHL, etc.)
- “Class Reunion” project: positive rejection of requests to host or sponsor high school graduation balls by inviting the students to hold their first reunion in the casino instead, when they will also receive an introduction to responsible gaming

Environment
- Use of energy-saving bulbs and LEDs (successive renovation of the changing rooms and the entire gaming and event area)
- Garbage separation system in the staff canteen
- Focus on electronic information flow and filing (to reduce high consumption of toner and paper)
- Office PCs are always switched off at the end of the working day
- Environmentally-friendly heating system (district heat exchange)

Employees
- "Eating well together": health promotion project in the staff canteen (catering was improved and made more healthy)
- "Eat well and lose weight": food in the canteen was cooked using recipes in the “Haiges Method” cookbook for several weeks
- Stop smoking seminars
- Self-defense course by a co-worker at the casino
- Annual “Health Day” for staff at the casino in cooperation with the company physician and sports medicine specialists (MediMouse spine check, Vicardio cardiac stress test, lung function test [not just for smokers], body fat measurement, eye test)

Goals for 2014
- Green energy conversion: planning of a central cold chamber in cooperation with the owner of the building to significantly reduce energy consumption for air conditioning; retrofitting of the canteen (new cold room with significantly reduced energy consumption); redesign and relocation of the changing rooms from the top floor to the second floor (high reduction in energy consumption, LED technology, new water-conserving wet rooms, shutting down of the elevator)
At first glance, you wouldn’t initially expect to find a modern casino behind this building’s colorful Tyrolean façade with its traditional wall paintings. But the casino in this chic Alpine resort – the second home destination of choice for many city dwellers – offers just that and plays an important role as the place in Kitzbühel for socializing and for lively nightlife.

www.kitzbuehel.casinos.at

Society
- Sponsoring of local associations and events (e.g. bird protection project, Kitzbühel Aktiv, Kitzbühel Artists Guild, ice hockey, table tennis, ladies tennis)
- Proceeds of promotion games donated to social institutions and causes (e.g. Childhood Cancer Organization, Lebenshilfe aid organization)
- Support for a recently handicapped person on a voluntary basis by casino staff
- Purchase of cleaning equipment (brooms, etc.) from a workshop for the blind
- Support for the Kitzbühel film festival
- Support for the Rotarians, the Lions Club and other associations with the organization of charity events
- Support for the Mountain Rescue and Fire Services

Environment
- Purchase of food supplies for the Hinterstadt restaurant primarily from local sources (e.g. organic farmers in Aurach); 80 % of all food products purchased with a radius of 100 km
- Continued acquisition of new water and paper dispenser for restrooms with a corresponding reduction in resources (water ~70 %, paper ~30 %)
- Replacement of old lighting with LED technology; corresponding 50 % reduction in electricity consumption

Employees
- Training and further education courses
- Tickets for the Kitzbühel Tennis Trophy tournament
- Tickets for the Hahnenkamm race
- Meal vouchers redeemable at local partner restaurants
- Skiing days, staff barbeques
- Advice on alternative medicine from staff physician (“Fire of Life” measurement, etc.)
- Staff internet access
- No-smoking offices
- Payment of entry fees for participation in sporting competitions

Goals for 2014
- Further technical measures to save energy by converting lighting to LED technology
- Use of more efficient settings for air conditioning and heating system
- Exhibition options for young artists
- Fresh fruit for staff
- Spine training course for staff
- Sponsoring of charity tournaments to help families in need in Kitzbühel
CASINO INNSBRUCK

PROFILE
Casino Innsbruck’s impressive and elegant glass architecture gives the popular casino in the center of Innsbruck its own very special flair. The casino here is not just the venue of choice for Roulette and Blackjack fans from Austria, Italy, Germany and Switzerland, its event calendar is also full to the brim – making it one of the key event locations in the city.
www.innsbruck.casinos.at

Society
• Continued demonstration of solidarity with women suffering from breast cancer and raising of awareness for this cause; in spring 2013, three high-caliber events were organized in support of breast cancer awareness: the first in cooperation with cancer survivor Gudrun Pflüger (“Wolfspirit”), the second with the mother of Andreas and Willi Gabalier, Huberta Gabalier, who has been dealt many difficult blows in her life, and the third with one of Austria's best entertainers, “Tricky Niki”, who gave a performance in the casino in aid of this good cause.
• Charity Roulette game during the FAFGA catering, hotel and design fair in cooperation with the Tirolerin magazine in aid of the Tyrolean Cancer Support Organization’s “Pink Ribbon” initiative; cooperation in and sponsoring of the Tyrolean "Women’s Fun Run" (total donation to “Pink Ribbon” initiative: 4,000 euros)
• Hiring of local artists and performers, e.g. for the traditional “Innsbruck New Orleans Festival” in association with the Tyrolean Artists Society
• Purchase of theater tickets to the value of 10,000 euros in cooperation with Innsbruck City Council to give underprivileged families the chance to go to the Tyrolean State Theater
• Tombola in aid of flood victims from the Kössen region (3,000 euros)
• Support for the “Life Award” in recognition of the achievements of people with disabilities (3,600 euros)
• Hosting and assistance for a Poker tournament in aid of a homeless society (donation of 3,333 euros)
• Support for the “Gib Kindern eine Chance” (“Give Kids a Chance”) initiative: book reading by a Tyrolean thriller writer

**Environment**

• Lighting in the reception area replaced with new LED-based lighting (reduction in electricity consumption)
• Compactor for recycling cardboard
• Air conditioning control system replaces to reduce energy consumption and costs
• Easy Roulette server: automatic on/off control of using master/slave powerboards
• Master/slave powerboards installed on various PCs
• Disposal of toner cartridges via headquarters (to ensure correct, environmentally-friendly disposal)
• Ionization system installed in Jackpot Casino to improve air quality
• Switch from z-fold paper towels to roll-based dispenser
• Switch from battery to mechanically operated paper towel dispensers
• Installation of recycling in the canteen (to ensure waste is properly sorted and recycled)
• All local printed materials are produced by the Pircher printing company, who have been awarded both the Austrian and the European ecolabels and are a certified environmentally-friendly company

**Employees**

• The team at Casino Innsbruck now has 12 specially trained members of staff (responsible gaming)
• 2013: two additional modules of training for all specially trained staff with less than 80 hours of training
• Follow-up and attendance at RG Academy for all other specially trained members of staff

**Goals for 2014**

• Continued solidarity with breast cancer sufferers by establishing a Women’s Roulette Team with 37 Ambassadors
• Continuation of social engagement, e.g. theater tickets for underprivileged families, immediate aid in the event of a catastrophe, support for the homeless, support for children with cancer, and much more besides
• Continued production of printed materials at certified environmentally-friendly printers (Pircher)
• Production of the Louis Jordan musical “5 Guys Named Mo” with a Tyrolean cast (in Tyrolean “Die 5 Moes”) and sale of CDs in aid of the Licht ins Dunkel (“Light into Darkness”) charity
• Introduction of “Green Meetings” option into product portfolio
• Promotion of Tyrol as culinary region: annual culinary festival; awards for green companies and products
CASINO KLEINWALSERTAL

PROFILE

Its unique location in a geographical enclave that is easily reachable from Allgäu in Germany, but not quite so easily accessible from Austria, makes Casino Kleinwalsertal a favorite destination for German guests. Indeed, when it was opened back in 1972, the gaming currency at the casino was the German Mark and not the Austrian Schilling. Nowadays, the modern venue is a key tourist attraction in this popular skiing region.

www.kleinwalsertal.casinos.at

Society
• Sponsoring of the Kleinwalsertal sports association
• Sponsoring of the Oberstdorf ice hockey club
• Sponsoring of the ski school in Riezlern
• Sponsoring of the Easter concert by the music society
• Sponsoring of the local folk theater
• Sponsoring of the “d’Bommera” Krampus group (“St. Nicholas’ Helpers”)
• 2012: Casino Kleinwalsertal and the local Mountain Rescue Service collected over 25,00 euros for a new mountain rescue vehicle
• 2013: 4,100 euros was raised at the Casino Ball for the “Kartei der Not” charity for people in need
• 2013: casino workers association collected a total of 2,000 euros for the Walser Mountain Rescue Service at the staff Christmas Party and a second event in December

Employees
• 2012 and 2013: focus on “Ergonomics in the Workplace”: physiotherapist Martin Steiner from the KreisPunkt practice analyzed workspaces and gave staff both instructions in how to create optimal work processes as well as valuable tips and input for appropriate exercises for the locomotor system

Goals for 2014
• Charity activity at the 2014 Casino Ball
• Presentation to staff on healthy eating and mental health by Professor Reinhard Haller
• Art exhibition in aid of charity in the casino bar

Environment
• Sorting and recycling of waste; economic use of raw materials like water, energy or paper
• “West Pool”: eight Poker tables are now only transported – if required – between the casinos in Bregenz, Innsbruck, Kleinwalsertal and Seefeld, thereby cutting out long-distance transports to and from the central warehouse near Vienna
• Use of energy-saving bulbs throughout the whole venue

• Purchase of products for the restaurant primarily from local suppliers in Kleinwalsertal and Allgäu
CASINO LINZ

PROFILE

Set in a modern building in the city’s up-and-coming railway station district near the newly built “House of Music” and the main downtown shopping areas, Casino Linz is a popular destination for business travelers, culture tourists and shoppers alike. The interior design of this relaxing casino is really something special with its fascinating color and lighting effects beautifully complemented by a colorful mosaic-like window frieze by Professor Hans Staudacher.

www.linz.casinos.at

Society

• Casino/Casineum function room as event platform for all manner of social and charitable projects (e.g. aids support, “Schilling für Shilling” aid organization, children with cancer care society, community groups, etc.)
• Voluntary social and charitable activities by casino staff
• Support for charitable associations and projects in the local area
• Donation of funds raised through promotion games to charity
• Staff Christmas Party supported families in need through donations and money raised in a raffle
• Conscious purchasing of goods from the region wherever possible
• Participation in the corporate “Good for Austria” scheme
• Support for the “Planet Linz” student’s action group at the University of Linz: many people feel like they have landed on another plant after relocating to a new place. Planet Linz helps newcomers to the city – regardless of whether they have come here to study or to work, or whether they come from Austria or abroad – to integrate into their new environment by offering them the opportunity to meet other new (and “old”) residents of Linz.

Employees

• Support for staff activities by the company and by management (excursions, sports activities, parties, etc.)
• Provision of a “healthy” option on the canteen menu each day
• Purchase of a VibroGym® to improve coordination and mobility, reduce stress, stimulate the metabolism and strengthen muscles
• Free or reduced-rate access to cultural and sporting events
• 2013: free fruit for staff on Fridays and Saturdays
• 2013: integration of new staff into the team using the “Advising” program
• 2013: relaxation room for staff

Goals for 2014

• Completion of psychological stress in the workplace evaluation
• Event moderation training, e.g. for gaming tournaments, prize draw events, etc.

• Energy-saving measures (low energy bulbs, motion sensors, hand dryers, etc.)
• Systematic replacement of old equipment with modern, energy-efficient devices (e.g. warm water supply in the restrooms)
• Continuation of the step-by-step transition to LED lighting
• Raising awareness among staff of the need to conserve energy (lights, switching off of peripheral devices, only printing when necessary, etc.)

Environment

• Car sharing system based on staff roster
• Use of air conditioning only when required
• Environmentally-friendly, correct disposal of all waste

CSR Activities in our Casinos

CSR REPORT 2012/13
Casino Salzburg is located in the majestic Klessheim Palace, providing its guests with fun and entertainment in the breathtaking setting of a regal baroque building created by Johann Fischer von Erlach. The generous interior design provides plenty of space, while the juxtaposition of baroque elegance and modern gaming give the casino a very special flair.

www.salzburg.casinos.at

**Society**

- Donation of proceeds from “Casino on Tour” events to social and charitable causes
- “Ladies Fun Run” to promote the need for breast cancer check-ups
- Support for a wheelchair tennis tournament
- Cooperation with Reed Exhibitions; donation to Lazarus Hilfswerk (an aid organization)
- Sponsoring of various associations and events, primarily in the local area (Wals Wrestling Club, Bachschmiede cultural center, etc.)
- Maintenance of the palace gardens as recreation area for local residents
- Complimentary Grander water dispensers in the gaming area
- Casinos Austria Integration Football World Championships, Miss Integration Beauty Pageant

**Environment**

- New fire extinguishing water supply to conserve the Mühlbach river and safeguard its historic substance
- Use of LED lighting as back-up lighting source
- Switch to LED bulbs in historic chandeliers and side rooms
- Use of air circulation for night cooling
- Installation of a central control system to optimize energy consumption (energy efficiency, timer programs, regulator programs)
- Production of warm water via district electricity supply (boiler heating system switched off from June to October)
- Garden design and maintenance
- Electric-powered golf buggy to transport guests from the parking lot to the casino and back

**Employees**

- Training and further education courses
- Reduced-price tickets for football and ice hockey games
- Tennis court, yoga course
- Grander water dispensers
- Meal vouchers
- Rewards for special achievements: invitation to CAPT Party, free drinks in the canteen
- Integration of new staff into the team using the “Advising” program
- 50 % of staff completed the fire prevention training course
- Provision of psychological support if and when required
- Staff internet access
- No-smoking offices

**Goals for 2014**

- Thermal insulation repair measures
- Adaptation of facility management systems and equipment as part of the 2014/2015 renovation project to improve energy efficiency
- Switch to LEDs for interior lighting
- Switch cooling units in the kitchens to environmentally-friendly refrigerants to reduce CO₂ emissions
- Use of sustainable building materials in the 2014/2015 renovation project
Seefeld lies at the heart of the Inn valley plateau and is a paradise for downhill skiers, cross-country ski enthusiasts and horse-drawn coaching fans in the winter months and an Eldorado for golfers in the summer. A visit to the town’s casino is the perfect end to a day of outdoor fun – and with its prime location in the heart of Seefeld’s pedestrian zone, the casino is the ideal meeting place for groups of friends congregating from the various hotspots in town. www.seefeld.casinos.at

**Society**
- Award of numerous smaller purchase orders to companies in the immediate vicinity of Casino Seefeld
- Support for the Tyrolean Association for the Blind and Visually Impaired (BSVT)
- Provision of a casino gaming table for use at various events with the proceeds all going to charity (e.g. the “Youth Integration” initiative during the Nordic Combination World Cup or the Austrian Red Cross)
- Purchase of an emergency backpack for the Seefeld Mountain Rescue Society

**Environment**
- Heating system fed from biomass district heat exchange
- Use of LED lighting at all gaming tables
- 2012: conversion of the “Casino Seefeld” sign in the casino arena to LED
- 2013: further conversion to LED lighting in the gaming area (focus on the Poker room at the front)
- 2013: Renewal of the cash desks and installation of LED panels with prism optics in the main gaming area
- 2013: conversion of the exterior signage on the north of the building to LED
- 2013: replacement of the 100W halogen bulbs in the Poker area at the rear of the casino with 32W LED bulbs

**Employees**
- 2012/2013: seminar for night shift staff to alleviate sleeping problems
- Meal vouchers can now also be redeemed in a restaurant near the casino
- 2013: football tournament and barbeque
- Advice on alternative medicine from the company physician

**Goals for 2014**
- Continuation of the social engagement shown by staff in the “Good for Austria” scheme
- Switch to LED-based exterior lighting
- Continuation of support for social projects (day center for the elderly, youth integration)
Life in Velden is pulsating and vibrant in the summer months. The casino terrace with its superb view over Lake Wörth is one of the best places around to sit back and soak up the Carinthian flair and enjoy the Mediterranean atmosphere of the lakeside promenade on a summer evening. With its colorful event program, the casino constantly remains focal point of the nightlife in the Wörthersee region. And the gaming is great too: Casino Velden was voted “Best Poker Casino 2013” by the online platform Pokerfirma.de.

www.velden.casinos.at

Society
- Staff set up a new barbeque and rest area at the "Die Vier Jahreszeiten” daycare center in Landkron and completely cleared the garden area and dug new flower and vegetable beds
- Staff took clients of the de la Tour welfare organization’s "Meirei" shelter and workshop on a trip to the Velden advent market
- On 28 June 2013, staff donated their time to a good cause and returned to the "Die Vier Jahreszeiten” daycare center, where this time they worked with the residents to build an herb garden

Environment
- “Shared Space”: project to improve the traffic infrastructure and establish equality for all road users; the project was completed in May 2014

Employees
- Training and further education courses
- Internal training for staff in guest-oriented communication
- Duty roster drawn up wherever possible in accordance with staff wishes
- Donation of proceeds from "Casino on Tour” events to social and charitable causes
- Rewards for special achievements: invitation to CAPT Velden Party, free drinks or meals in the canteen, etc.

Goals for 2014
- Continuation of the social engagement shown by staff in the "Good for Austria” scheme

- Almost 50 % of staff completed the fire prevention training course
- Introductory and refresher courses in first aid
- Stress impulse test by Dr. Thomas Mische – results will be known in 2014
- Free staff internet access at the workplace and in the canteen
Casino Wien is a classic club casino in the traditional sense and style. Located in the Palais Esterházy, a 17th century baroque palace, the popular casino lies directly on the Kärntner Straße, one of the most elegant shopping streets in Vienna. Gaming in Casino Wien is spread over three floors, and most of the gaming rooms are adorned with works by contemporary artists, providing a charming modern contrast to the bygone structure. The venue’s elegant Fuchs Salon, designed by the artist Ernst Fuchs and his two sons, can also be booked for events and company functions.

www.wien.casinos.at

Society
- As part of the “Good for Austria” scheme, 1st and 2nd level managers spent a day at the “KIWOZI” care home and shelter for children and young people in Schwechat (www.kiwozi.at), where they renovated and furnished a computer room and other areas
- Staff at the casino support a family in Vienna’s 21st district through an SOS Children’s Village sponsorship
- In 2013, the casino’s staff association ran a hot punch stall in aid of the “Help for Butterfly Children” initiative to support children with epidermolysis bullosa; staff manned the stand in their spare time, with all proceeds donated to the DEBRA Austria Society
- Healthy eating in the canteen: free fruit for staff since mid-2013; general tips on nutrition; more healthy options on the menu
- Weekly exercise and fitness program developed jointly by and for all members of staff

Goals for 2014
- Continuation of the social engagement shown by staff in the “Good for Austria” scheme
- Continuation of support for the DEBRA society and its “Help for Butterfly Children” campaign
- Production of printed materials at a certified environmentally-friendly printers
- Green energy renovations:
  - Control of lighting in the cellar via motion sensors
  - Successive switch to LED technology
  - Use of modern facility management technologies in the refurbishment of the 2nd floor

Environment
- Focus on the setting up of car pools
- Use of electronic soap dispensers
- Motion sensors in restrooms
- Increased use of energy-saving bulbs – switch to energy-saving LED technology

Employees
- “Healthy and Fit” at the workplace: initiative organized by six members of staff
- Staff information events: kick-off with a presentation by Professor Reinhard Haller on “Psychological Stress in the Workplace”
Companies that join the UN Global Compact are required to submit an annual progress report, the so-called Communication on Progress (COP), to the Global Compact Office in New York.

With this report, participating companies attest that they are working to implement the 10 principles in the UN Global Compact and have taken concrete corporate responsibility measures. The COP also safeguards the integrity of the UN Global Compact, by requiring participating companies to report regularly on their progress with respect to its human rights, labor, environmental and anti-corruption principles. It also offers these companies the opportunity to continually improve and promote communication with their stakeholders.

Accordingly, this CSR Report also serves as our annual Communication on Progress.

Casinos Austria AG and Österreichische Lotterien Gesellschaft m.b.H. are both members of the UN Global Compact. Unless otherwise expressly indicated, the goals and information provided in this Communication on Progress apply to both companies.
## GOALS FOR CASINOS AUSTRIA AG AND ÖSTERREICHISCHE LOTTERIEN GESELLSCHAFT M.B.H.

### STRATEGIC GOALS

<table>
<thead>
<tr>
<th>Goal</th>
<th>COP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reorganization of CSR activities; establishment of a CSR platform in the group intranet; implementation of a monthly CSR forum; definition of a process to handle CSR topics.</td>
<td>Planned for 2014</td>
</tr>
<tr>
<td>Planning and realization of a stakeholder forum.</td>
<td>Planned for 2014</td>
</tr>
</tbody>
</table>

### MANAGEMENT SYSTEMS

<table>
<thead>
<tr>
<th>Goal</th>
<th>COP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training courses to communicate basic knowledge and latest findings in gambling addiction prevention, money laundering, anti-corruption and data protection.</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>

### EMPLOYEES

<table>
<thead>
<tr>
<th>Goal</th>
<th>COP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management development and staff development measures for topics relevant to our companies.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Training and development of junior staff.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Continuation of measures to support the work-life balance (compatibility of career and family).</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Continuation of measures to maintain and promote health.</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>

### ENVIRONMENT

<table>
<thead>
<tr>
<th>Goal</th>
<th>COP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement of the lighting in the staff canteen (Bistro 44) with more energy-efficient LED technology.</td>
<td>Realized in 2013</td>
</tr>
<tr>
<td>Termination of the purchase of still mineral water for staff kitchens due to the excellent quality of the mains water in Vienna.</td>
<td>Planned for 2014</td>
</tr>
</tbody>
</table>

### RESPONSIBLE GAMING

<table>
<thead>
<tr>
<th>Goal</th>
<th>COP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Österreichische Lotterien GmbH: Maintenance of certification according to the European Lotteries Association’s Responsible Gaming Standards.</td>
<td>Full re-certification awarded in 2013</td>
</tr>
<tr>
<td>Casinos Austria AG: Certification of responsible gaming management system in accordance with the European Casino Association’s Responsible Gaming Framework.</td>
<td>Certification was carried out in January 2014 by the Austrian Standards Institute</td>
</tr>
<tr>
<td>Continuation of responsible gaming information event for staff and stakeholders.</td>
<td>The 11th Responsible Gaming Academy was held in April 2014</td>
</tr>
</tbody>
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## GRI Index 3.1

### GLOBAL REPORTING INITIATIVE

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<th>UN Global Compact Principles</th>
<th>Pages</th>
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<td><strong>1. Strategy and Analysis</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1 Statement from the most senior decision-maker of the organization.</td>
<td>5 ff</td>
<td>Statement 4 ff</td>
<td>4 ff</td>
</tr>
<tr>
<td><strong>2. Organizational Profile</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1 Name of the organization.</td>
<td>U3</td>
<td>U3</td>
<td></td>
</tr>
<tr>
<td>2.2 Primary brands, products, and/or services.</td>
<td>U4, 44 ff</td>
<td>U4, 45 ff</td>
<td></td>
</tr>
<tr>
<td>2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.</td>
<td>U3, 18, 20</td>
<td>U3, 19 ff</td>
<td></td>
</tr>
<tr>
<td>2.4 Location of organization’s headquarters.</td>
<td>U3</td>
<td>U3</td>
<td></td>
</tr>
<tr>
<td>2.5 Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.</td>
<td>U3, U4, 10 ff</td>
<td>U3, U4, 10 ff</td>
<td></td>
</tr>
<tr>
<td>2.6 Nature of ownership and legal form.</td>
<td>U3, 18</td>
<td>U3, 19</td>
<td></td>
</tr>
<tr>
<td>2.7 Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).</td>
<td>44 ff</td>
<td>44 ff</td>
<td></td>
</tr>
<tr>
<td>2.8 Scale of the reporting organization.</td>
<td>46 ff, 64</td>
<td>48 ff, 64</td>
<td></td>
</tr>
<tr>
<td>2.9 Significant changes during the reporting period regarding size, structure, or ownership.</td>
<td>There were no changes</td>
<td>U3, Annual Report 2012 - page 31</td>
<td></td>
</tr>
<tr>
<td>2.10 Awards received in the reporting period.</td>
<td>78</td>
<td>35 f</td>
<td></td>
</tr>
<tr>
<td><strong>3. Report Parameters</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>3.1 Reporting period (e.g. fiscal/calendar year) for information provided.</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>3.2 Date of most recent previous report (if any).</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>3.3 Reporting cycle (annual, biennial, etc.)</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>3.4 Contact point for questions regarding the report or its contents.</td>
<td>7 f, 112</td>
<td>7 f, 112</td>
<td></td>
</tr>
<tr>
<td>3.5 Process for defining report content.</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>3.6 Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>3.7 State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).</td>
<td>There were no limitations</td>
<td>There were no limitations</td>
<td></td>
</tr>
<tr>
<td>3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.</td>
<td>Does not exist</td>
<td>Does not exist</td>
<td></td>
</tr>
<tr>
<td>3.10 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).</td>
<td>Does not exist</td>
<td>Does not exist</td>
<td></td>
</tr>
<tr>
<td>3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.</td>
<td>Does not exist</td>
<td>Does not exist</td>
<td></td>
</tr>
<tr>
<td>3.12 Table identifying the location of the Standard Disclosures in the report.</td>
<td>104 ff</td>
<td>104 ff</td>
<td></td>
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</tbody>
</table>
### 4. Governance, Commitments, and Engagement

#### 4.1 Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.

- U3, 10, 18, 20
- U3, 10, 19 f

#### 4.2 Indicate whether the Chair of the highest governance body is also an executive officer.

- 18 19

#### 4.3 For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.

- 18 19

#### 4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.

- Annual Report 2013 page 12
- Annual Report 2013 page 9

#### 4.14 List of stakeholder groups engaged by the organization.

- 21

#### 4.15 Basis for identification and selection of stakeholders with whom to engage.

- 21

---

### Economic

#### Economic performance

<table>
<thead>
<tr>
<th>EC1</th>
<th>Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.</th>
</tr>
</thead>
<tbody>
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<td></td>
<td>44 ff, Annual Report 2013 page 74 ff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EC2</th>
<th>Financial implications and other risks and opportunities for the organization’s activities due to climate change.</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>n.r. n.r.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>EC3</th>
<th>Coverage of the organization’s defined benefit plan obligations.</th>
</tr>
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<tr>
<td></td>
<td>62 ff</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>EC4</th>
<th>Significant financial assistance received from government.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>There was no assistance from government.</td>
</tr>
</tbody>
</table>

#### Market presence

<table>
<thead>
<tr>
<th>EC5</th>
<th>Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n.r. n.r.</td>
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</table>

<table>
<thead>
<tr>
<th>EC6</th>
<th>Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n.r. n.r.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EC7</th>
<th>Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>63 f 63 f 63 f 63 f</td>
</tr>
</tbody>
</table>

#### Indirect economic impacts

<table>
<thead>
<tr>
<th>EC8</th>
<th>Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>74 f 74 f</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EC9</th>
<th>Understanding and describing significant indirect economic impacts, including the extent of impacts.</th>
</tr>
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<tr>
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<td>n.r. n.r.</td>
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<td>Environmental</td>
<td>7, 8, 9</td>
</tr>
<tr>
<td>Materials</td>
<td></td>
</tr>
<tr>
<td>EN1</td>
<td>Materials used by weight or volume.</td>
</tr>
<tr>
<td>EN2</td>
<td>Percentage of materials used that are recycled input materials.</td>
</tr>
<tr>
<td>Energy</td>
<td></td>
</tr>
<tr>
<td>EN3</td>
<td>Direct energy consumption by primary energy source.</td>
</tr>
<tr>
<td>EN4</td>
<td>Indirect energy consumption by primary source.</td>
</tr>
<tr>
<td>EN5</td>
<td>Energy saved due to conservation and efficiency improvements.</td>
</tr>
<tr>
<td>EN6</td>
<td>Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.</td>
</tr>
<tr>
<td>EN7</td>
<td>Initiatives to reduce indirect energy consumption and reductions achieved.</td>
</tr>
<tr>
<td>Water</td>
<td></td>
</tr>
<tr>
<td>EN8</td>
<td>Total water withdrawal by source.</td>
</tr>
<tr>
<td>EN9</td>
<td>Water sources significantly affected by withdrawal of water.</td>
</tr>
<tr>
<td>EN10</td>
<td>Percentage and total volume of water recycled and reused.</td>
</tr>
<tr>
<td>Biodiversity</td>
<td></td>
</tr>
<tr>
<td>EN11</td>
<td>Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.</td>
</tr>
<tr>
<td>EN12</td>
<td>Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.</td>
</tr>
<tr>
<td>EN13</td>
<td>Habitats protected or restored.</td>
</tr>
<tr>
<td>EN14</td>
<td>Strategies, current actions, and future plans for managing impacts on biodiversity.</td>
</tr>
<tr>
<td>EN15</td>
<td>Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.</td>
</tr>
<tr>
<td>Emissions, effluents and waste</td>
<td></td>
</tr>
<tr>
<td>EN16</td>
<td>Total direct and indirect greenhouse gas emissions by weight.</td>
</tr>
<tr>
<td>EN17</td>
<td>Other relevant indirect greenhouse gas emissions by weight.</td>
</tr>
<tr>
<td>EN18</td>
<td>Initiatives to reduce greenhouse gas emissions and reductions achieved.</td>
</tr>
<tr>
<td>EN19</td>
<td>Emissions of ozone-depleting substances by weight.</td>
</tr>
<tr>
<td>EN20</td>
<td>NOx, SOx, and other significant air emissions by type and weight.</td>
</tr>
<tr>
<td>EN21</td>
<td>Total water discharge by quality and destination.</td>
</tr>
<tr>
<td>EN22</td>
<td>Total weight of waste by type and disposal method.</td>
</tr>
<tr>
<td>EN23</td>
<td>Total number and volume of significant spills.</td>
</tr>
</tbody>
</table>
## Profile Content acc. to GRI G3.1

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<tr>
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<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN24</td>
<td>Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.</td>
<td>n.r.</td>
<td>n.r.</td>
<td>n.r.</td>
</tr>
<tr>
<td>EN25</td>
<td>Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization’s discharges of water and runoff.</td>
<td>n.r.</td>
<td>n.r.</td>
<td>n.r.</td>
</tr>
</tbody>
</table>

### Products and services

| EN26                          | Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. | n.r.  | 50 ff | n.r. | 50 ff |
| EN27                          | Percentage of products sold and their packaging materials that are reclaimed by category. | n.r.  | 56, 59 | n.r. | 56, 59 |

### Compliance

| EN28                          | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. | There were no fines | There were no fines | There were no fines | There were no fines |

### Transport

| EN29                          | Significant environmental impacts of transporting products and other goods and materials used for the organization’s operations, and transporting members of the workforce. | n.r.  | n.r.  | n.r.  | n.r.  |

### Overall

| EN30                          | Total environmental protection expenditures and investments by type. | n.r.  | n.r.  | n.r.  | n.r.  |

### Social: Labor Practices and Decent Work

1, 3, 6

#### Employment

| LA1                           | Total workforce by employment type, employment contract, and region, broken down by gender. | 64 f  | 64 f |
| LA2                           | Total number and rate of new employee hires and employee turnover by age group, gender, and region. | 64 f  | 65  |
| LA3                           | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. | employers/works council agreement | employers/works council agreement |
| LA15                          | Return to work and retention rates after parental leave, by gender. | n.r.  | n.r.  |

#### Labor/management relations

| LA4                           | Percentage of employees covered by collective bargaining agreements. | collective bargaining agreement | collective bargaining agreement | collective bargaining agreement | collective bargaining agreement |
| LA5                           | Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. | n.r.  | n.r.  | n.r.  | n.r.  |

#### Occupational health and safety

<p>| LA6                           | Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. | employers/works council agreement | employers/works council agreement, 75 f | employers/works council agreement, 75 f |
| LA7                           | Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender. | 66  | 66  | 66  | 66  |</p>
<table>
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<tr>
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<th>UN Global Compact Principles</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>CASAG ÖLG</td>
<td>CASAG ÖLG</td>
<td></td>
</tr>
<tr>
<td>LA8</td>
<td>Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.</td>
<td>62 f, 87 ff</td>
<td>62 ff</td>
<td>62 f, 87 ff</td>
</tr>
<tr>
<td>LA9</td>
<td>Health and safety topics covered in formal agreements with trade unions.</td>
<td>collective bargaining agreement</td>
<td>employer/ works council agreement</td>
<td>collective bargaining agreement</td>
</tr>
<tr>
<td>Training and education</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LA10</td>
<td>Average hours of training per year per employee by gender, and by employee category.</td>
<td>63, 87 ff</td>
<td>63</td>
<td></td>
</tr>
<tr>
<td>LA11</td>
<td>Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.</td>
<td>62 f, 87 ff</td>
<td>62 f</td>
<td></td>
</tr>
<tr>
<td>LA12</td>
<td>Percentage of employees receiving regular performance and career development reviews, by gender.</td>
<td>64</td>
<td>64 ff</td>
<td></td>
</tr>
<tr>
<td>Diversity and equal opportunity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LA13</td>
<td>Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.</td>
<td>63</td>
<td>65</td>
<td>63</td>
</tr>
<tr>
<td>Equal remuneration for women and men</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LA14</td>
<td>Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.</td>
<td>n.r.</td>
<td>n.r.</td>
<td>n.r.</td>
</tr>
<tr>
<td>Social: Human Rights</td>
<td></td>
<td>1-6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment and procurement practices</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR1</td>
<td>Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.</td>
<td>n.r.</td>
<td>n.r.</td>
<td>n.r.</td>
</tr>
<tr>
<td>HR2</td>
<td>Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.</td>
<td>n.r.</td>
<td>n.r.</td>
<td>n.r.</td>
</tr>
<tr>
<td>HR3</td>
<td>Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.</td>
<td>23 ff</td>
<td>23 ff</td>
<td>23 ff</td>
</tr>
<tr>
<td>Non-discrimination</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR4</td>
<td>Total number of incidents of discrimination and actions taken.</td>
<td>There were no incidents</td>
<td>There were no incidents</td>
<td>There were no incidents</td>
</tr>
<tr>
<td>Freedom of association and collective bargaining</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR5</td>
<td>Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.</td>
<td>There were no operations and significant suppliers identified</td>
<td>There were no operations and significant suppliers identified</td>
<td>There were no operations and significant suppliers identified</td>
</tr>
</tbody>
</table>
# Child labor

**HR6** Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.

- There were no operations and significant suppliers identified.
- There were no operations and significant suppliers identified, 27.

# Forced and compulsory labor

**HR7** Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.

- There were no operations and significant suppliers identified.
- There were no operations and significant suppliers identified, 27.

# Security practices

**HR8** Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.

- n.r.
- n.r.
- n.r.
- n.r.

# Indigenous rights

**HR9** Total number of incidents of violations involving rights of indigenous people and actions taken.

- There were no incidents.
- There were no incidents.
- There were no incidents.
- There were no incidents.

# Assessment

**HR10** Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.

- There were no operations.
- There were no operations.
- There were no operations.
- There were no operations.

# Remediation

**HR11** “Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.”

- There were no grievances.
- There were no grievances.
- There were no grievances.
- There were no grievances.

# Social: Society

## Local communities

**SO1** Percentage of operations with implemented local community engagement, impact assessments, and development programs.

- n.r.
- n.r.
- n.r.
- n.r.

**SO9** Operations with significant potential or actual negative impacts on local communities.

- There were no operations.
- There were no operations.
- There were no operations.
- There were no operations.

**SO10** Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.

- There were no need for such measures.
- There were no need for such measures.
- There were no need for such measures.
- There were no need for such measures.

## Corruption

**SO2** Percentage and total number of business units analyzed for risks related to corruption.

- 26 f
- 26 f
- 26 f
- 26 f

**SO3** Percentage of employees trained in organization's anti-corruption policies and procedures.

- 26 f
- 26 f
- 26 f
- 26 f

**SO4** Actions taken in response to incidents of corruption.

- 26 f
- 26 f
- 26 f
- 26 f
<table>
<thead>
<tr>
<th>Profile</th>
<th>Content acc. to GRI G3.1</th>
<th>Pages</th>
<th>UN Global Compact Principles</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Public policy</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SO5</td>
<td>Public policy positions and participation in public policy development and lobbying.</td>
<td>n.r.</td>
<td>n.r.</td>
</tr>
<tr>
<td>SO6</td>
<td>Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.</td>
<td>n.r.</td>
<td>n.r.</td>
</tr>
<tr>
<td><strong>Anti-competitive behavior</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SO7</td>
<td>Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.</td>
<td>n.r.</td>
<td>n.r.</td>
</tr>
<tr>
<td><strong>Compliance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SO8</td>
<td>Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.</td>
<td>There were no fines</td>
<td>There were no fines</td>
</tr>
<tr>
<td><strong>Social: Product Responsibility</strong></td>
<td></td>
<td>1, 8</td>
<td></td>
</tr>
<tr>
<td><strong>Customer health and safety</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PR1</td>
<td>Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.</td>
<td>34, Annual Report 2013 page 10</td>
<td>34, Annual Report 2013 page 10</td>
</tr>
<tr>
<td>PR2</td>
<td>Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.</td>
<td>There were no incidents</td>
<td>There were no incidents</td>
</tr>
<tr>
<td><strong>Product and service labelling</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PR3</td>
<td>Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.</td>
<td>10 f, 48 ff</td>
<td>10 f, 48 ff, Annual Report 2013 page 10</td>
</tr>
<tr>
<td>PR4</td>
<td>Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.</td>
<td>There were no incidents</td>
<td>There were no incidents</td>
</tr>
<tr>
<td>PR5</td>
<td>Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.</td>
<td>n.r.</td>
<td>n.r.</td>
</tr>
<tr>
<td><strong>Marketing communications</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PR6</td>
<td>Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.</td>
<td>37, 78, Annual Report 2013 page 10</td>
<td>37, 78, Annual Report 2013 page 10</td>
</tr>
<tr>
<td>PR7</td>
<td>Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.</td>
<td>There were no incidents</td>
<td>There were no incidents</td>
</tr>
<tr>
<td><strong>Customer privacy</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PR8</td>
<td>Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.</td>
<td>There were no complaints</td>
<td>There were no complaints</td>
</tr>
<tr>
<td><strong>Compliance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PR9</td>
<td>Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.</td>
<td>There were no fines</td>
<td>There were no fines</td>
</tr>
</tbody>
</table>
Statement

GRI Application Level Check

GRI hereby states that Casino Austria AG has presented its report “Our Commitment to CSR 2012/2013” to GRI’s Report Services which have concluded that the report fulfills the requirement of Application Level C.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/AUC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 05 August 2014

Austrian Haqizad
Director Services
Global Reporting Initiative

GRI Report
GRI Checked

Disclaimer: Where the relevant sustainability reporting includes external links, the declaration only concerns external material submitted to GRI at the time of the Check of 5 August 2014. GRI explicitly excludes the statement being applied to any later changes to such material.

Statement

GRI Application Level Check

GRI hereby states that Österreichische Lotterien Gesellschaft m.b.H. has presented its report “Our Commitment to CSR 2012/2013” to GRI’s Report Services which have concluded that the report fulfills the requirement of Application Level C.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/AUC-Methodology.pdf

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Amsterdam, 05 August 2014

Austrian Haqizad
Director Services
Global Reporting Initiative

GRI Report
GRI Checked

Disclaimer: Where the relevant sustainability reporting includes external links, the declaration only concerns external material submitted to GRI at the time of the Check of 5 August 2014. GRI explicitly excludes the statement being applied to any later changes to such material.
COOPERATION PARTNER/ COUNSELING FACILITIES

Casinos Austria and Austrian Lotteries work together with a range of excellent institutions which provide advice, counseling and treatment to people suffering from a gambling addiction and/or which carry out research into this problem. These cooperation activities also provide financial support to these partners.

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