## Stakeholders

**GRI 102-43, GRI 102-44 and GRI 102-47**

Key topics and concerns raised by stakeholders (in comparison to material topics) as well as approach to and frequency of stakeholder engagement

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Topic</th>
<th>GRI Aspect/Group Aspect</th>
<th>GRI/Group Performance Indicator</th>
<th>Materiality Analysis/Strategy Aspect</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Internal Stakeholders</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Employees, incl. works council and management board | Workplace stability  
Job security and health  
Training and education  
Diversity and equal opportunities  
Satisfaction | Economic performance  
Job security and health protection  
Training and education  
Diversity and equal opportunities | GRI 102-7  
GRI 403-1  
GRI 404-1, -2  
GRI 405-1 | Economic performance/Good for Austria  
Occupational health and safety/Top Employer – Health and Safety  
Training and education/Top Employer – Good Training and Motivation  
Diversity/Top Employer – Diversity and Fairness |
| Shareholders/ shareholders representatives | Economic stability  
Adherence to license provisions  
Social responsibility | Economic performance  
Compliance on all levels  
Player protection of the highest quality | GRI 102-7  
GRI 205  
Internal indicators:  
5-Point Responsible Gaming Program | Economic performance/Good for Austria  
Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/Compliance on All Levels  
Responsible Gaming/Player Protection of the Highest Quality |
| **External Stakeholders** | | | | |
| Direct external stakeholders | | | | |
| Gaming customers and guests | Professional and diverse gaming mix and service  
Player protection and security  
Transparency | Compliance on all levels  
Player protection of the highest quality | GRI 205  
Internal indicators:  
5-Point Responsible Gaming Program | Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/Compliance on All Levels  
Responsible gaming/Player Protection of the Highest Quality |
| Suppliers and service providers | Long-term partnerships  
Local procurement  
Obligations in Code of Conduct for Suppliers | Procurement practices  
Supplier evaluation | GRI 204-1  
GRI 308, GRI 414 | Sustainable procurement/Sustainable Use of Resources  
Supplier management/Sustainable Use of Resources/Good for Austria |
| Regulators and authorities | Transparency regarding significant suspicious activity reports (SAR)  
Prevention of corruption and money laundering  
Player protection  
Taxes | Compliance on all levels  
Anti-corruption  
Player protection of the highest quality  
Economic performance | GRI 205  
Internal indicators:  
5-Point Responsible Gaming Program  
GRI 102-7 | Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/Compliance on All Levels  
Responsible gaming/Player Protection of the Highest Quality  
Economic performance/Good for Austria |
| Retail partners | Stable, fair partnership  
Reliability  
Professional support for responsible gaming  
Income | Procurement practices  
Player protection of the highest quality  
Economic performance | GRI 204-1  
Internal indicators:  
5-Point Responsible Gaming Program  
GRI 102-7 | Sustainable procurement/Sustainable Use of Resources  
Responsible gaming/Player Protection of the Highest Quality  
Economic performance/Good for Austria |
### Direct external stakeholders (cont.)

<table>
<thead>
<tr>
<th>Organization Type</th>
<th>Description</th>
<th>Indicators</th>
<th>Sustainability Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Player protection organizations</td>
<td>Stable cooperation, Adherence to event and support agreements, Adherence to statutory provisions and expectations of licensing authority</td>
<td>Procurement practices, Compliance on all levels, Player protection of the highest quality</td>
<td>GRI 204-1, GRI 205, Internal indicators: 5-Point Responsible Gaming Program, Sustainable procurement/Sustainable Use of Resources, Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/Compliance on All Levels, Responsible gaming/Player Protection of the Highest Quality</td>
</tr>
<tr>
<td>Associations</td>
<td>Good cooperation to ensure and safeguard common standards, Certification of Member States to agreed standards, Public relations and lobbying work for player protection and responsible gaming</td>
<td>Compliance on all levels, Player protection of the highest quality</td>
<td>GRI 205, Internal indicators: 5-Point Responsible Gaming Program, Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/Compliance on All Levels, Responsible gaming/Player Protection of the Highest Quality</td>
</tr>
</tbody>
</table>

### Indirect external stakeholders

<table>
<thead>
<tr>
<th>Organization Type</th>
<th>Description</th>
<th>Indicators</th>
<th>Sustainability Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universities and research institutions</td>
<td>Beneficial cooperation in relevant areas, e.g. responsible gaming, Participation in events and counseling services</td>
<td>Player protection of the highest quality</td>
<td>Internal indicators: 5-Point Responsible Gaming Program, Responsible gaming/Player Protection of the Highest Quality</td>
</tr>
<tr>
<td>Media</td>
<td>Advertising sales, Headlines, Professional image, moral integrity and qualified statements</td>
<td>Economic performance, Compliance on all levels, Player protection of the highest quality</td>
<td>GRI 102-7, GRI 205, Internal indicators: 5-Point Responsible Gaming Program, Economic performance/Good for Austria, Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/Compliance on All Levels, Responsible Gaming/Player Protection of the Highest Quality</td>
</tr>
<tr>
<td>NGOs</td>
<td>Social and environmentally responsible conduct, Player protection, Cooperation</td>
<td>Compliance on all levels, Anti-corruption, Player protection of the highest quality, Economic performance</td>
<td>All significant indicators, All points in the materiality analysis</td>
</tr>
<tr>
<td>Sponsoring partners</td>
<td>Adherence to Code of Conduct for Suppliers, Long-term cooperation, Contract loyalty, Economic stability, Integrity</td>
<td>All points in the CSR Strategy 2020</td>
<td>GRI 308, GRI 414, GRI 203, GRI 102-7, GRI 205, Supplier management/Sustainable Use of Resources, Indirect economic effects/Good for Austria, Economic performance/Good for Austria, Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/Compliance on All Levels</td>
</tr>
<tr>
<td>Environment</td>
<td>Environmentally responsible conduct along the value chain</td>
<td>Supplier Assessment, Indirect economic effects, Economic performance, Compliance on all levels</td>
<td>GRI 204-1, GRI 301-1, GRI 302-1, -3, -4, GRI 305-1, -2, -4, -5, GRI 306-2, GRI 308-1, Sustainable procurement/Sustainable Use of Resources, Materials/Sustainable Use of Resources, Energy/Climate Protection, Climate Protection/Climate Protection Materials/Sustainable Use of Resources, Supplier Management/Sustainable Use of Resources/Good for Austria</td>
</tr>
</tbody>
</table>
We maintain regular contact with our staff. We provide them with information via e-mail, our InforNet intranet page, our internal “CSR Forum” team box, our annual CSR reports, our staff magazine “Einsatz”, which is published several times a year, and the Group’s annual reports and regular status reports. We also organize events for our staff on a wide range of topics, including our “Let’s Talk about CSR” debates to discuss issues relating to sustainability, our “Innovation Talks” to bring staff up to date on innovations, our “Crazy Thursday” events, etc. But we don’t just provide information, we also go a step further. We collect feedback via staff surveys and consult our staff on various topics, e.g. through our CSR Strategy Development Survey. In our specially created CSR Forum and various CSR working groups, we work with representatives of all our Business Units, Corporate Functions and Works Council to further enhance our engagement in CSR.

We communicate with our Management Board at regular intervals in face-to-face meetings and through periodic reports. We find out what is particularly important to our shareholders and our shareholder representatives in face-to-face meetings. We also report to them on our CSR activities and initiatives at regular intervals in our CSR reports, annual reports and status reports.

We identify relevant topics for our gaming customers and guests via market research, participation in trade fairs, social media, stakeholder dialog and surveys. We also provide our customers and guests with up-to-date information via our Business Unit websites as well as our Group CSR and annual reports, newsletters and personal e-mails. Our Customer & Retailer Service Center (CRS) serves as a central point of contact for our customers, guests, retail outlets and business partners and is their first point of contact for all questions and inquiries. To demonstrate our commitment to responsible gaming, we provide our customers and guests with information via flyers and brochures in our casinos and WINWIN outlets, our dedicated responsible gaming website www.smv.at and our free responsible gaming hotline (Tel. 0800 202 304).

We have been cooperating for many years with institutions that study and research gambling addiction and provide competent advice and treatment to people with gambling problems and their families. We want to know what the situation is like in Austria and therefore maintain regular contact with player protection organizations, counselling centers and treatment facilities.

We talk regularly to our main suppliers and provide them with information in person or via e-mail. Our suppliers have access to all key documents regarding their business relationship with our Group via our purchasing website at procurement.cal.at/en.

We obtain information on legal, legislative and regulatory requirements as well as the key issues for regulators and the authorities at the regular meetings of the various relevant associations in which we are members.

Active involvement in social initiatives, projects and programs is essential for effective public affairs work. We achieve this in particular through our membership in various organizations and associations, our engagement in the corresponding bodies and on our own initiative in various fields.

We place great importance on maintaining regular communication with our retail partners. We use electronic newsletters to inform them on any changes in day-to-day operations. We also maintain a continual exchange with our key retail partners via the following channels: monthly, quarterly or six-monthly meetings, strategic workshops, news articles and interviews in various media, regular phone calls and regional get-togethers. We provide journalists and representatives of the press with answers to questions regarding the gaming industry, the companies in our group and their products. We also publish regular press releases on our Business Unit websites.

To ensure that we can continue to live in an intact world, we continually monitor the state of the environment and any impact upon this that our business activities might have.