

The background is a dark teal color with a subtle grid pattern. Overlaid on this are several bright teal, wavy lines that flow from the right side towards the left, creating a sense of movement and depth. The lines vary in thickness and curvature, some appearing as thin outlines while others are more solid and prominent.

**Sisal**

**Highlights**

**2022 Sustainability Report**



# Index

– Profile	4
– 2022 Highlights	6
– Sustainability Agenda and ESG strategy	10
– Leadership in Responsible Gaming	12
– Exemplary employer of choice	14
– Innovation in Sisal	16
– Business ethics	18
– Community support	20
– Reduction of environmental impact	22
– Double materiality analysis	24

**For over 75 years, Sisal has been working to create sustainable value in the gaming industry by encouraging ongoing dialogue with all Stakeholders.**

Sisal Group is now part of **Flutter Entertainment plc**, the world's largest online sports betting and gaming provider, which is listed on the London Stock Exchange.

In **Italy**, Sisal is present online on Sisal.it platform and in the territory with branded and affiliated points of sale.

It also operates internationally in **Morocco** and **Turkey**, as well as having won in 2022 the tender for the management of games in **Tunisia**.

## Profile

### Lottery

Sisal has the exclusive concession company for National Totalizer Number Games (NTNG) in Italy, including the storied SuperEnalotto, WinBox, Win for Life, VinciCasa and many more. It is also a founding partner of EuroJackpot. Sisal's Morocco and Turkey branches also manage both lotteries and instant games locally.

### Betting

Sisal operates in the betting sector with a broad portfolio ranging from sports betting and horse racing to virtual sports competitions, as well as having exclusive products in Italy such as Scomesse on Demand and Tipster.

### Gaming

Sisal manages amusement machines (AWPs and VLTs) in the physical channel and online gaming (slot machines, table games and instant games) at national and international level through Sisal's portals and mobile apps.



## Our story: milestones

**1945**

Sisal founded; a year later, Sisal betting slip (later Totocalcio) was launched

**1997**

SuperEnalotto launched

**2004**

Acquisition of Matchpoint and the network of betting agencies; launch of online gaming

**2009**

Responsible Gaming campaign launched

## Purpose

Build a more responsible future

## Mission

Offer the best Responsible Gaming experience, generating value for society and people

## Vision

Be the leading company at international level in Responsible Gaming, driving digital innovation

## Values



It guides our strategy, ensuring principled, sustainable and long-term growth.



We are committed to listening to, valuing and rewarding each of them so that they can contribute to achieving our corporate purpose.



It stimulates creativity, supports evolution and growth, and contributes to generating lasting value.

→ **2011-2012**

First Responsible Gaming certifications from European Lotteries and World Lottery Association

→ **2019-2020**

Internationalisation process started with entry into Morocco, Spain and Turkey

→ **2021**

Sisal Innovation Lab set up and United Nations Global Compact joined

→ **2022**

Sisal becomes part of Flutter Group

# 2022 Highlights

## Global offering

over **49,000**  
points of sale worldwide with  
Sisal Group products

**30 million**  
customers globally

over **1 million**  
online players in Italy

## Innovation

over **70**  
people dedicated to  
disruptive innovation

over **600**  
people in ICT and software  
development roles

## Community

over **350**  
startups took part in the  
GoBeyond Call for Ideas  
(+45% vs 2021)

**700**  
hours of volunteering during working  
hours in 2022 with the WeDo corporate  
solidarity programme

## People and skills

**2,956**

total employees:

**38%** women

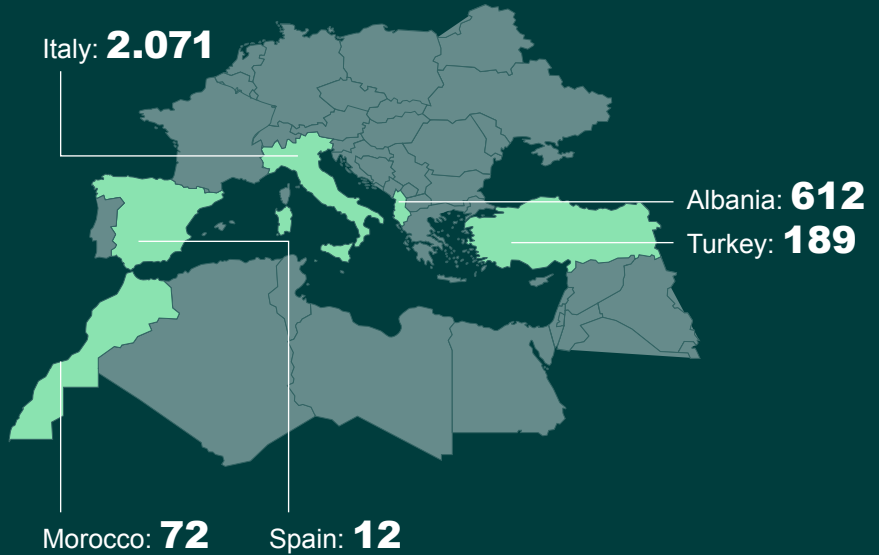
**21%** under 30

**38** years average age

**+996** new hires

**48,397**

hours of training provided



## Environmental impact

**-5%**

GHG emissions<sup>1</sup>

**100%**

of electricity certified from renewable sources

**100%**

of data centres powered by renewable sources in Italy (62% at global level)

## Social media presence

LinkedIn

**68,000**

followers  
(+15% vs 2021)

**10.6%**

engagement rate  
(+6.6% vs 2021)

Instagram

**3.5 million**

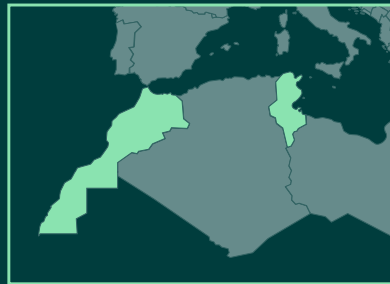
people reached on the GoBeyond Instagram channel during the 2022 Call for Ideas

<sup>1</sup> Scope 1, 2 (market-based) and 3, compared to 2021.



## Sisal joins Flutter Group

On August 4, 2022, Sisal became part of Flutter Entertainment plc, the world's largest online gaming and betting provider, which has a portfolio of internationally recognised brands and is listed on the London Stock Exchange in the FT index.



## International growth in Tunisia and Morocco

Sisal entered the Tunisian market after being awarded the contract for the management of lotteries, instant-win lotteries, betting and online gaming. It also increased its presence in Morocco with the award of the sport betting management contract.



## Sisal historical Archive and Museum: a story to tell

The Corporate Cultural Responsibility project was launched to share Sisal's story and guiding values, with the digitisation of the historical archive and the creation of the distributed museum, located on the various floors of the new Milan headquarters.





## New Milan headquarters, an emblem of innovation and sustainability

Located in the Bassi Business Park, a major urban redevelopment project, it features a 'green lung' in the centre of every floor offering wellness spaces in contact with nature. The design criteria adopted resulted in gold level LEED Certification for Green Buildings and bronze level WELL certification from the International WELL Building Institute, the first ever issued in Italy.



## 25 years of SuperEnalotto, the game Italians dream about

Launched in late 1997, 25 years have passed since the first winning '6' (6 numbers guessed correctly), worth over Lira 11.8 billion, on January 17, 1998. To celebrate, special versions of the betting slips and receipts have been created.



## EGR awards: a record-breaking 2022

Sisal won five categories in the EGR Awards. In addition to Best Supplier of the Year (also won in 2021), Sisal was named Best Mobile Operator, Best Casino Operator, Best Socially Responsible Operator and Best Diversity & Inclusion model.

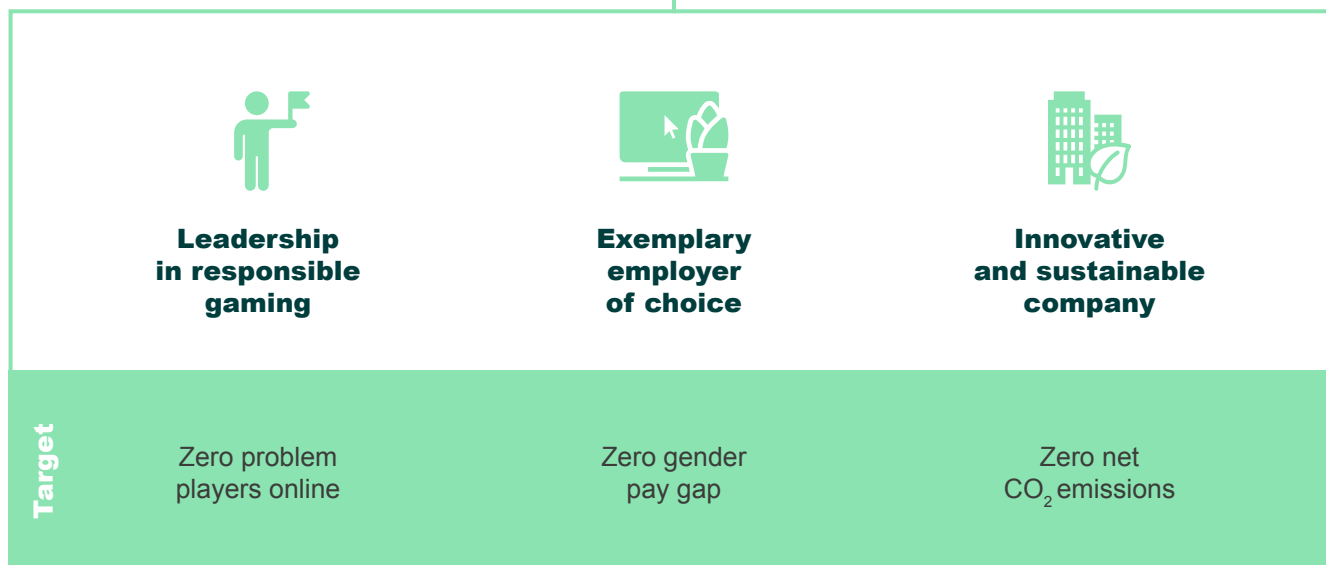
# Sustainability Agenda and ESG Strategy

**We have laid out a sustainability roadmap in line with national and international best practices, based on an ESG framework embracing the various aspects covered by our commitment to sustainability.**

The **Sustainability Committee**, formed by the CEO and the Managing Directors/Chief Officers of Sisal's various Business Units, Markets and Departments, defines and oversees Sustainability model in terms of discussion and approval of strategic guidelines.

Each strategic pillar is defined by actions and initiatives that contribute to achieving **Sisal's Sustainable Agenda goals**.

## 2030 Agenda



## Pillars and strategic drivers

### Responsible Gaming

Promoting a gaming culture that puts the emphasis on fun and avoids excess, and guaranteeing a safe gaming experience across all channels.

### Empowerment and inclusion

Putting our people front and centre, ensuring respect for the values of Diversity, Equity and Inclusion and enabling everyone to express their full potential.

### Positive impact on the community

Generating a positive impact on the communities in which we operate, through social innovation programmes and our corporate solidarity network.

### Reduction of environmental impact

Reducing environmental impacts through actions involving the entire value chain.

### Innovation

### Governance & Business Ethics

Innovation, governance, business ethics, security and data ethics are cross-cutting factors and we invest in them with a view to continuous improvement and value creation in the mid to long term.

# Leadership in Responsible Gaming

We promote a gaming culture that puts the emphasis on fun and avoids excess.

For some years now, Sisal has followed a **Responsible Gaming policy that draws on the latest research and tools** to identify and prevent problem issues. The development of Artificial Intelligence technology and tools, in conjunction with socio-behavioural research, has made it possible to develop a strategic plan that has significantly increased awareness among players, so reducing risk.

To ensure proactive leadership, we have set up a **Responsible Gaming Coordination Committee**, made up of experts in different areas ranging from information technology and communication to clinical aspects, which helps define Sisal's Responsible Gaming guidelines.

Our Responsible Gaming programme, integrated with all business areas and all channels, protects players, especially those in more vulnerable categories, through training and information campaigns, prevention of problem gambling behaviours, and assistance for people with gambling-related issues.

## Certifications



Our Responsible Gaming programme is certified according to EL (European Lotteries) and WLA (World Lottery Association) standards at the highest level.

## Responsible Gaming

	3 GOOD HEALTH AND WELL-BEING	8 DECENT WORK AND ECONOMIC GROWTH	10 PLACES, SOURCE AND STRONG INSTITUTIONS	Target value	Year	Progress 2022
Problem players (online)				0%	2030	2.3%*
Specialist retailers who have received training (Italy)				99%	2023	100%

\* The calculation methodology integrates the indications of the study of London School of Economics and Political Science "How survey mode affects estimates of the prevalence of gambling harm: a multisurvey study" (published on February 15, 2022)



Target reached



Progress in line with target

over  
**25,000**  
customers  
involved  
in research  
activities

**22,679**  
points of sale  
trained on Responsible  
Gaming

**1,935**  
employees  
trained  
Responsible  
Gaming



## Research

Sisal invests in scientific research, developing an **analysis model that drives continuous improvement** in player behaviour. All activities draw on **social research** into the gaming behaviour of our customer base.

- Research results and the current and potential risks identified drive the creation of operational and cross-functional working groups, through which Responsible Gaming becomes an integral part of the business.
- Sisal has invested in the development of Artificial Intelligence tools in collaboration with Università Cattolica in Milan and IT experts, in order to ensure predictive identification of at-risk gaming behaviours.
- In 2022, Sisal involved over 25,000 customers in the creation of an extensive database used to identify actions and potential mitigations targeting at-risk behaviours.



## Training and awareness raising

Sisal promotes a **Responsible Gaming culture**, training employees and point-of-sale staff and showing players how to recognise their own at-risk behaviours.

- Both Sisal employees and point-of-sale staff must periodically complete a compulsory Responsible Gaming training course.
- There has been a special focus on training point-of-sale staff, whose level of awareness of Responsible Gaming issues is measured through a mystery inspector survey.
- Customers can take the online self-assessment test, “What kind of player are you?” (developed with support from experts), designed for real-time verification of the player’s approach to gaming and to collect users’ suggestions. They can also check their account and access self-limitation and self-exclusion tools.



## Protection and support

Sisal develops **effective player protection tools**, leveraging technological innovation, artificial intelligence and transparent communication that steers players towards healthy, responsible practices.

- Since 2010, Sisal has been monitoring the riskiness of games using GAM-GaRD, which provides an accurate assessment of the social risk associated with each game before it is marketed.
- Sisal invests in digital security technologies that prevent children from gaining access to online gaming products.
- A “Safety Button” has been installed on gaming terminals to make it easier to contact support services for at-risk customers.
- Sisal also supports problem players through the Italian national freephone number for gambling-related issues of the Istituto Superiore di Sanità and the free online treatment service provided by FeDerSerD.

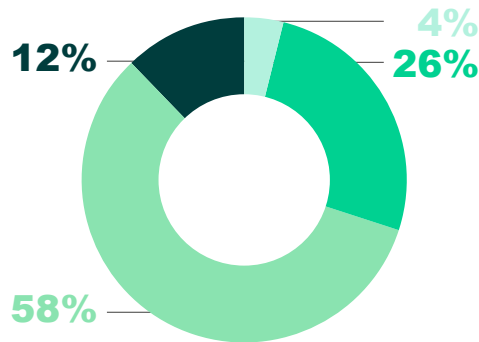


Learn more in the “Leadership in Responsible Gaming” section of the Sustainability Report 2022

# Exemplary employer of choice

We value talent and promote diversity and inclusion, so that everyone can express their potential, generating wellbeing.





People are the key resources in fact for the evolution of our business and the creation of value over time. We foster constant dialogue and support our people in the pursuit of their goals, as well as promoting an inclusive culture geared to human and technological development. We are constantly investing in their professional growth and their wellbeing, promoting talent and guaranteeing a good work-life balance.



## Total employees by generation

- Generation X
- Generation Y (Millennials)
- Generation Z
- Boomers

## Empowerment and inclusion

	Target value	Year	Progress 2022	
 	0%	2030		
	-5%	2025	-6.2%	→
 	40%	2026	33%	→
	16	2025	16	🎯
Employees under 32 in talent programmes*	25%	2025	12%	→
Employees involved in the Boost Your Leadership talent programme**	20%	2025	16%	→

\* The target refers to the cumulative total for 2022-2025 and under 32s with at least one year of service.

\*\* The target refers to the cumulative total for 2022-2025.

🎯 Target reached      → Progress in line with target

**48,397**  
total hours  
of training  
provided

**35%**  
of women  
in management  
roles



## Diversity, Equity & Inclusion

Sisal has chosen a path of cultural change towards inclusion and respect for diversity as the main pillars of the company culture and projects, with a focus on the different areas covered by DE&I: Gender, Disability (Accessibility), LGBTQIA+, Generations and Multiculturalism.

### Women Empowerment Programme

A programme was launched in May 2022 to foster the personal and professional growth, involving 109 women in online and offline workshops for:

- discussing the mechanisms of women's exclusion/self-exclusion from the labour market;
- recognising and eliminating gender stereotypes;
- studying managerial leadership styles based on gender differences;
- promoting personal branding and networking.

As part of Flutter Group, Sisal is developing the **first International Mentoring Programme for women managers**.



## Continuous Learning

To meet the needs of a continuously changing labour market, Sisal is adjusting its training programmes and **focusing on employability** to offer all people the opportunity to **invest in their growth** and thereby adapt to changes required by the working environment.

### Talent Management

Sisal recognises talent and creates the conditions to nurture it. The company's talent management aims to identify high performers who want to invest in their careers. Operating in synergy with organisational needs, it ensures the updating of existing skills and the development of new ones. Three Talent Management programmes have been launched to date, each addressing a different category in the corporate population.

- *Discover Your Talent*: for under-32s with one or two years' seniority in the company.
- *Boost your leadership*: to develop managerial skills.
- *Great Talent, Grow Together*: for senior managers and directors.



## Wellbeing

Sisal aims to create a **culture of wellbeing**, with a threefold benefit: **for people**, who are free to realise their full potential; **for the company**, which will boost performance and attract the best talent; and **for the community**, because a sustainable working environment produces a measurable social impact.

### SisalCare

This platform manages all initiatives regarding all aspects of personal wellbeing: from the importance of parenthood to mental wellbeing, through an online psychological consulting service. A single touchpoint accesses all the welfare services provided by the company, including welfare credit and/or converted performance bonuses under the new supplementary contract signed with the trade unions in June 2022. This amount can be used to purchase services, for repayments, or to make supplementary social security or insurance fund payments.



Learn more in the "Exemplary employer of choice" section of the Sustainability Report 2022

# Innovation in Sisal

**We see innovation as an essential factor in digital transformation and a necessary element for the sustainability of a forward-looking business.**

Built on our breadth and depth of vision, our innovation strategy operates across multiple timeframes: in this way we aim to guarantee the company's sustainability in terms of both its current performance and at the same time lay the groundwork for future improvements.

**In 2022, we carried out a full mapping of Sisal's innovation initiatives, along with their degrees of disruption.**

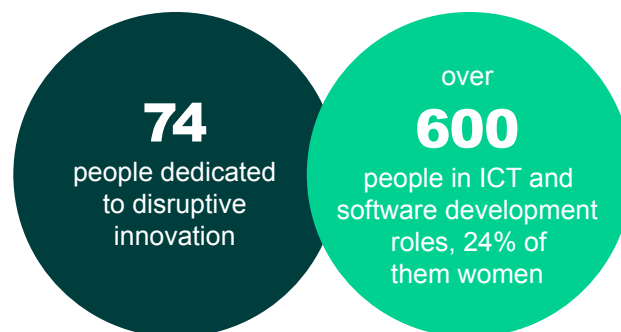
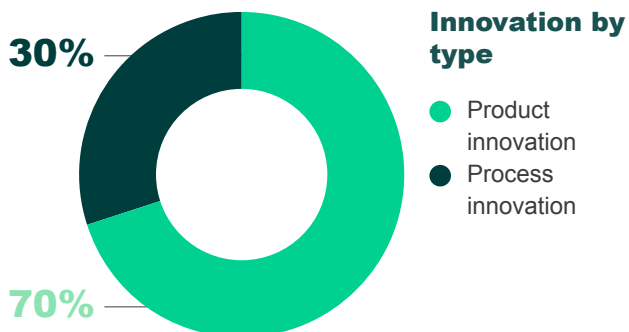
We invest in the **development of IT infrastructure** to support the adoption of applications in line with market best practice, as well as using our own **in-house digital factories** (software development and production facilities) and delivery hubs in Italy and abroad.

## Playnext



### Sisal's first game studio

In 2022, we founded PLAYNEXT, a creative games development hub based in Istanbul with an international team of young talents. It forms part of the strategic project for the in-house development of games with high customer appeal, enabling it to further broaden the product offering and enter a highly competitive market like content production. PLAYNEXT has already completed remakes of a number of highly successful instant games and slot machines and is developing completely new content for both the online and retail markets.







## Sisal Innovation Lab

Set up in Turin in 2021, this is **Sisal's centre of technological excellence**, which develops projects and experiments with new technologies, prototypes and proofs of concept for integration in business operations.

- **Radical innovation projects:** product or process innovation initiatives, mainly AI-driven, led by a group of internal data scientists. One example is artificial Intelligence implementations applied to Responsible Gaming.
- **Open Innovation:** scouting, incubation and development of innovative initiatives through sharing with the startup ecosystem, in collaboration with **GoBeyond**, and the development of a network with universities and technological innovation centres.
- **Technology observatory:** this studies trends in digital transformation and identifies the potential new scenarios that Sisal will soon be facing. These initiatives include the Tech-trend reports posted on the company intranet and, from 2023, webinars and podcasts too.

## Innovation culture

### Envisioning Days

Live events to raise awareness of strategic innovation macro trends with an impact on Sisal. In 2022, they focused on gaming, metaverse, blockchain and NFT, esports, customer centricity, experience design and loyalty.

### Academic collaborations

Contribution to the first edition of the university master's course "HumanAlze: human and social sciences for artificial intelligence" with Politecnico di Torino.

### Write the Future

A contest to actively engage employees in the co-creation of sustainable innovation ideas and projects.



## International Digital Hubs

Sisal has created **two Digital Technology Hubs, in Albania and Turkey**. The aim is to support our Digital Factories in Italy and thereby strengthen our capacity to develop and deliver new technologies.

- **Albania:** created in Tirana in 2019, the focus of this Hub is to support the growth of multichannel business and synergy between the countries in which Sisal operates. Building on its success, the Hub has grown from 40 to 600 people in just three years, with a broad range of activities including ICT, customer care, technical support, administration and finance services.
- **Turkey:** activated in March 2022 under the governance of the Italian structure, the focus is on supporting growth in Turkey in terms of technology. The Hub has around 60 software engineers and technicians with skills focusing on innovation in the field of lotteries, gaming terminals, apps and the web, and on the development of on-line games.



Learn more in the "Innovation in Sisal" section of the Sustainability Report 2022

# Business ethics





**At Sisal we believe in an ethical approach to business, in a set of behaviours and values that determine an individual's conduct within and towards the community.**

Sisal's conception of business ethics rests on three pillars: Business Integrity, Data Ethics, Security.

It is a commitment that translates into the fight against corruption, the protection of privacy and corporate assets, and cybersecurity, with a growing focus also on respect for human rights and non-discrimination.

**We are committed to this approach along the entire chain and in all the countries where we operate.**

## Governance and Business ethics

 8 DECENT WORK AND ECONOMIC GROWTH	 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Target value	Year	Progress 2022	
% hours of ICT system availability to support the gaming platforms*		100%	Every year	100%	
% employees involved in training activities on business ethics, data privacy and security		100%	Every year	100%	

\* Calculated as the average availability of the various businesses and services



Target reached



Progress in line with target

## Cybersecurity



We have an Information Security Management System that is aligned with the main industry standards and regulations, including ISO27001 and WLA-SCS, as well as ISO22301 certification of our operational continuity management system, and ISS SGAD certification of the security of the gaming platform.

## ISO 37001:2016 certification



We are also the first company in this industry in Italy to have obtained certification of its Anti-bribery management systems).

## Business Ethics Week



Every year, Sisal organises a Business Ethics Week featuring compliance training, awareness raising, gamification initiatives, theme quizzes and webinars aimed at the entire corporate population.



## Business Integrity

For Sisal, business integrity means **acting in compliance with the law and regulations**, with corporate and employee behaviour inspired by the principles of **legality, loyalty, fairness, transparency and responsibility**.

- Combating corruption and conflict of interest through a strict system of controls.
- Combating money laundering and the funding of terrorism, also through targeted training.
- Advocating the principles of diversity, equity and inclusion and the right to working conditions that respect the individual and their dignity.
- Whistleblowing channels managed by independent organisations that accept anonymous reports and are always available, including a platform in all the languages spoken in the Group and managed by a third party.



## Data Ethics

This means the **adoption of fair and honest practices for collecting and processing personal data (in terms of methods, types and purposes)** and insistence on maximum transparency towards customers.

- Protection of customers' personal data in accordance with legislation, ensuring data minimisation, retention for limited periods, use for specific and transparent purposes and accessibility at any time.
- Responsible Data Sharing, implementing the measures needed to ensure legal compliance and also protect personal data processed by third parties.
- Effective governance, through a comprehensive control structure guaranteeing the protection of personal data and the definition of clear responsibilities.



## Security

This area refers to **respect for the confidentiality, integrity and availability of IT infrastructure and systems**.

- Cybersecurity strategy based on central governance, with constant technological innovation and the promotion of a culture of awareness about at-risk behaviours.
- Regular renewal of international security certifications. In 2022, Sisal also obtained ISO22301 certification of the operational continuity management system.
- Accurate risk assessments to define objectives and protection measures.
- A preventive approach based on advanced technologies and on security and operational testing, also with third party support.



Learn more in the "Business ethics" section of the Sustainability Report 2022

# Community support






We support innovative business ideas and are actively committed to social projects.

For over 75 years now we have been building solid relationships with local communities and engaging in active dialogue with our stakeholders to understand and answer their needs.

In designing our support activities, we **assess impacts** on communities, taking into account cultural characteristics and social issues in the contexts in which we work to build shared value.

Our positive impact strategy addresses two main areas: **Social Innovation**, through long-term projects to sustain and valorise the startup ecosystem and relative enterprise and technology skills, and **Community Investment**, to develop powerful projects and relations in support of good causes and to help in emergency situations in partnership with associations and non-profit organisations.

## Positive impact on the community

 3 GOOD HEALTH AND WELL-BEING	 8 DECENT WORK AND ECONOMIC GROWTH	 10 REDUCED INEQUALITIES	Target value	Year	Progress 2022	
Hours of corporate volunteering in the period 2022-2025			2,500	2025	700	
Employees engaged in volunteering in the period 2022-2025			1,000	2025	229	



Target reached



Progress in line with target





## Social Innovation

Through long-term projects, Sisal sustains and valorises the startup ecosystem.

In 2022 **GoBeyond** became a structured programme organised around three strategic pillars:

- the **Call for Ideas**, now in its sixth year, is growing steadily in terms of interest and participation. The 2022 edition was won by PipeIn, a startup that monitors the state of maintenance of piping and uses predictive technology to prevent water wastage. The other finalists – Algor Education, BioFashionTech, Regusto, Clearbox AI and Bi-rex – were awarded advisory courses supported by a network of 15 top-tier partners.
- **Academy**: launched jointly with Feltrinelli Education, this is a free-of-charge digital hub designed to provide all the tools needed to make a startup scalable, sustainable and impactful. Over 1,000 people already registered.
- **Community**: Sisal keeps extending the GoBeyond network and creates contents and events in collaboration with partners to give visibility to startups, by leveraging relations with the main players serving startups in Italy and internationally, such as Startup Geeks.



## Community Investment

Sisal works to build meaningful projects and relationships in partnership with associations and non-profit organisations and with direct employee involvement.

**WeDo** is Sisal's solidarity programme for creating a positive impact on the community through **donations, employee volunteering**, and the creation of a **solidarity network** with non-profit associations active in the community.

Launched in 2018 on the initiative of a number of colleagues, the programme is based on the principle that living the company's values in a context other than the workplace can make teams even more cohesive, creating opportunities for meeting outside the office while working to support those in need.

All employees can dedicate **up to four working hours a month to do voluntary work** using the company platform WeDo, which connects them to a network of about 30 associations active locally. They can also use the platform to find opportunities to contribute to fund raising and make charitable donations.



Learn more in the  
"Community support"  
section of the  
Sustainability Report  
2022

# Reduction of environmental impact








Conscious that we have to play our part in contrasting climate change and protecting natural resources, we have developed an environmental strategy and set ourselves measurable targets.

We are committed to **reducing greenhouse gas emissions, to mitigating or reducing climate change risks and to fostering the transition to a low carbon emissions economy**, above all through research and the implementation of innovative solutions.

In 2022, we strengthened our action plan and activities to reduce environmental impacts. These include the use of renewable energy, the development of sustainable mobility and the reduction of energy consumption with LED lighting and efficiency improvement measures, as well as awareness and engagement initiatives with our partners.

In addition, **we promote the responsible consumption of materials, in line with circular economy principles, and take measures to reduce the production of waste**, mainly from electrical and electronic equipment.

## Reduction of environmental impact

   	Target value	Year	Progress 2022
Reduction of GHG emissions (scope 1 and 2 market-based)*	-30%	2025	+12% 
GHG emissions (scope 1, 2 market-based and 3)**	0	2030	27,747 tonnes CO <sub>2</sub> e 
Energy consumption reduction from LED lighting (100% Italian offices and direct PoS)***	-5%	2024	- 

\* Baseline 2021.

\*\* Including offsetting.

\*\*\* Baseline 2022.



Target reached



Progress in line with target

**3,547**

tonnes of CO<sub>2</sub>e avoided through purchases of Guarantees of Origin (GO) and Energy Attribute Certificates (EACs)

**100%**

of electricity from renewable sources

**-5%**

GHG emissions Scope 1, 2 market based and 3 compared to 2021

about **90%**

of gaming and thermal paper is FSC certified



## Emissions reduction

In 2022 Sisal strengthened the analysis and measurement methods used for reporting environmental performance, aiming to **broaden and consolidate the GHG emissions inventory** connected with the business and updating the 2021 baseline against which to assess the achievement of objectives.

Based on the data collected, Sisal **redefined the targets for reducing direct and indirect GHG emissions**, on which it intends to engage with suppliers and customers to reduce emissions along the entire value chain. Specific programmes are being planned in the areas of training, information and support for sustainability reporting, both within the Group and for the network of partners.

We are pursuing our commitment in synergy with Flutter, which intends to set an **emission reduction targets** across all scopes which must be approved by the **Science Based Target initiative (SBTi)** and develop a robust transition plan to a low-carbon economy.



## Energy consumption

**Energy consumption** mainly comes from building management (lighting, power for IT resources, heating and cooling for offices and directly managed Points of Sale and fuel consumption by the fleet of company vehicles.

→ **100% of the electricity used by sites and directly managed PoS is from renewable sources.**

→ In 2022, Sisal signed an **agreement to renew the Italian company fleet with hybrid and electric models** by 2025.

→ By the end of 2023, two photovoltaic plants will be installed at the Rome and Peschiera Borromeo sites, in Italy.

Sisal also led a survey on Points of Sale not run directly by Sisal to improve measurement of the CO<sub>2</sub> equivalent emission and identify improvement actions.

In addition, Sisal provides incentives for sustainable employee commuting solutions (e.g. carpooling, e-bike charging stations, discounted public transport pass).



## Materials and circular economy

Sisal operates good practices based on the principles of the circular economy.

→ **Paper** is one of the materials more used, mainly in Points of Sale. Sisal is committed to reducing the impact by preferring digital solutions, renewable and recyclable materials and FSC-certified paper. It also promotes responsible behaviour among employees as a way to reduce paper consumption in offices.

→ **End of life of electrical and electronic equipment (EEE):** Sisal has several repair and reconditioning workshops for electronic equipment (displays, computers, printers, keyboards and other devices). Unrecoverable equipment is disposed of through specialized companies and in some cases donated to schools, associations, parishes and local communities.

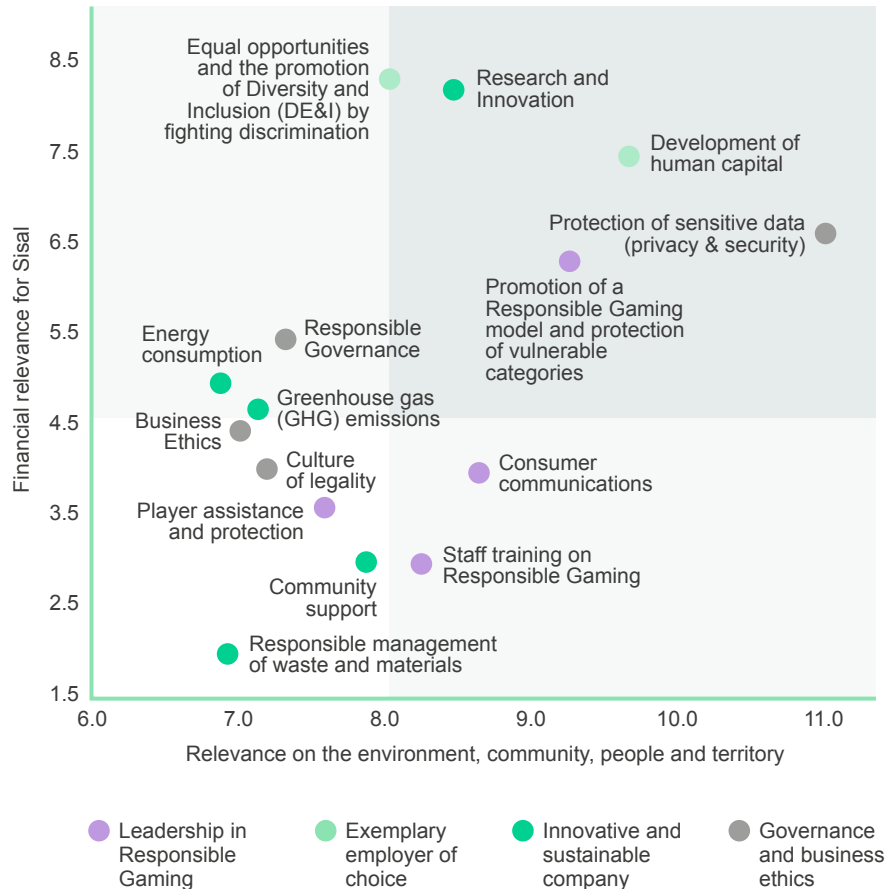


Learn more in the "Reduction of environmental impact" section of the Sustainability Report 2022

# Double materiality analysis

Ongoing dialogue with stakeholders guides our sustainability efforts.

For the first time, we analyze both the material impact on the environment, people and communities, and the financial impact connected with the potentially relevant topics to emerge from the context analysis, with the aim of developing a 'double materiality' representation.



Learn more about the first double materiality analysis in the Sustainability Report 2022



## ESG Ratings



Low

Sustainalytics' ESG Risk Rating measures a company's exposure to industry-specific ESG risks and the level of management of these risks, ranking companies according to five risk levels, on a scale from "negligible" to "severe".

In March 2022, Sisal received a 'Low' rating (with a score of 17.6), putting it in the 97th percentile of the global casinos and gaming industry. This result is a net improvement on 2021 ('Medium' rating - score 23.5).



AA

The MSCI ESG Rating assesses companies according to their exposure to risks, their ability to manage them, and relevant opportunities in their industry, on a scale from AAA to CCC.

In **May 2022**, Sisal received an **AA rating** in the analysis conducted on 19 companies in the Casinos & Gaming industry.



Gold

The EcoVadis rating assesses companies on 21 sustainability metrics divided into four thematic areas: Environment, Employment & Human Rights, Ethics and Sustainable Procurement.

In **January 2023**, Sisal received the '**Gold**' medal (with a score of 72/100), which puts it in the 96th percentile of all businesses in all industries globally.



Go to Sustainability  
Report 2022 website



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