

Our **strategic** priorities

- Business strategy
- Sustainability Agenda and ESG strategy
- ESG scorecard: KPIs and sustainability targets
- Our certifications
- ESG ratings
- Materiality analysis



Business strategy

Sisal's strategy rests on three pillars:

- **Sustainability**, with an ongoing commitment to develop the Responsible Gaming programme by offering a safe and transparent entertainment model;
- **Digital Innovation**, thanks to a state-of-the-art omnichannel-oriented gaming platform and in-house expertise in the development of software and applications to seize the opportunities of the digital transition;
- **Internationalisation**, through expansion into new jurisdictions, with the aim of winning tenders for new concessions abroad on the basis of the solid experience gained.



Sustainability Agenda and ESG Strategy

We have laid out a **sustainability roadmap** in line with national and international best practices. To do so we have developed an **ESG framework** embracing the various aspects covered by our commitment to sustainability, taking the form of actions and initiatives that contribute to achieving **Sisal's Sustainable Agenda goals**.

We want to be a **leader in Responsible Gaming**, promoting a gaming culture that puts the emphasis on fun and guaranteeing a safe gaming experience across all channels. With this in mind, we set ourselves the ambitious target of **"Zero problem players"** online by 2030.

In the constantly evolving world of work, we put people front and centre and are committed to **being an exemplary employer of choice**, where everyone can express their full potential. We believe that it is essential to respect and promote the values of **Diversity, Equality and Inclusion**, which is why we have set ourselves the objective of reaching **"Zero gender pay gap"** by 2030. At the same time, we want to have a positive impact on the communities in which we operate through social innovation and our corporate solidarity programme.

We are committed to reducing the **environmental impacts generated** through actions involving the entire value chain. We plan, in fact, to achieve **"Zero net CO₂ emissions"** by 2030.

Innovation, governance – from risk management to security – and **business ethics** are cross-cutting factors in our ESG strategy, and we invest in them with a view to continuous improvement and value creation in the mid to long term.

In line with the strategic directions we have identified, we have established sustainability targets measured using KPIs linked to the ESG pillars, which guide the Group's **actions, thinking and investments**.

Our corporate purpose

Build a more responsible future

2030 Agenda



**Leadership
in Responsible
Gaming**



**Exemplary
Employer
of Choice**



**Innovative
and Sustainable
Company**

Pillars and strategic drivers

Innovation

**Responsible
Gaming**

**Empowerment
and inclusion**






**Positive
impact on the
community**

**Reduction of
environmental
impact**

Governance & Business Ethics









ESG Scorecard: sustainability KPIs and targets

Responsible Gaming

  	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)

Empowerment and inclusion

   	Target value	Year	Progress 2022
Gender pay gap - Average	0%	2030	-6.2% 
	-5%	2025	
Women in top leadership roles	40%	2026	33% 
Average annual training hours per employee	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

Positive impact on the community

  	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	

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 ₂ e	
Energy consumption reduction from LED lighting (100% Italian offices and direct PoS)***	-5%	2024	-	

* Baseline 2021.

** Including offsetting.

*** Baseline 2022.

Governance and Business Ethics

 	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

Materiality analysis

Ongoing dialogue with stakeholders guides our sustainability efforts.

This allows us to define the strategic priorities for the development of our business and the context in which we operate, in line with both the needs of Sisal and the expectations of all the categories of stakeholders that interface with it every day.

In line with the latest update to the GRI Standards and to anticipate the requirements of the new Corporate Sustainability Reporting Directive (CSRD)

and the European Sustainability Reporting Standards (ESRS), approved by EFRAG, this year we also analysed the **impacts connected** with the potentially relevant topics to emerge from the context analysis and carried out the **financial materiality** analysis, all with the aim of **developing a ‘double materiality’¹³ representation of the topics identified.**

¹³ The concept of double materiality was introduced by the European Commission in the 2019 Non-Financial Reporting Guidelines and then included in the Corporate Sustainability Reporting Directive of the European Financial Reporting Advisory Group (EFRAG). From this new perspective, ESG (Environmental, Social and Governance) issues create risks and opportunities that are doubly material, from both financial and impact-related standpoints. In the words of the CSRD Directive: “companies must report how on the one hand sustainability issues affect their business and on the other how they also have an impact on people and the environment”.

Context analysis

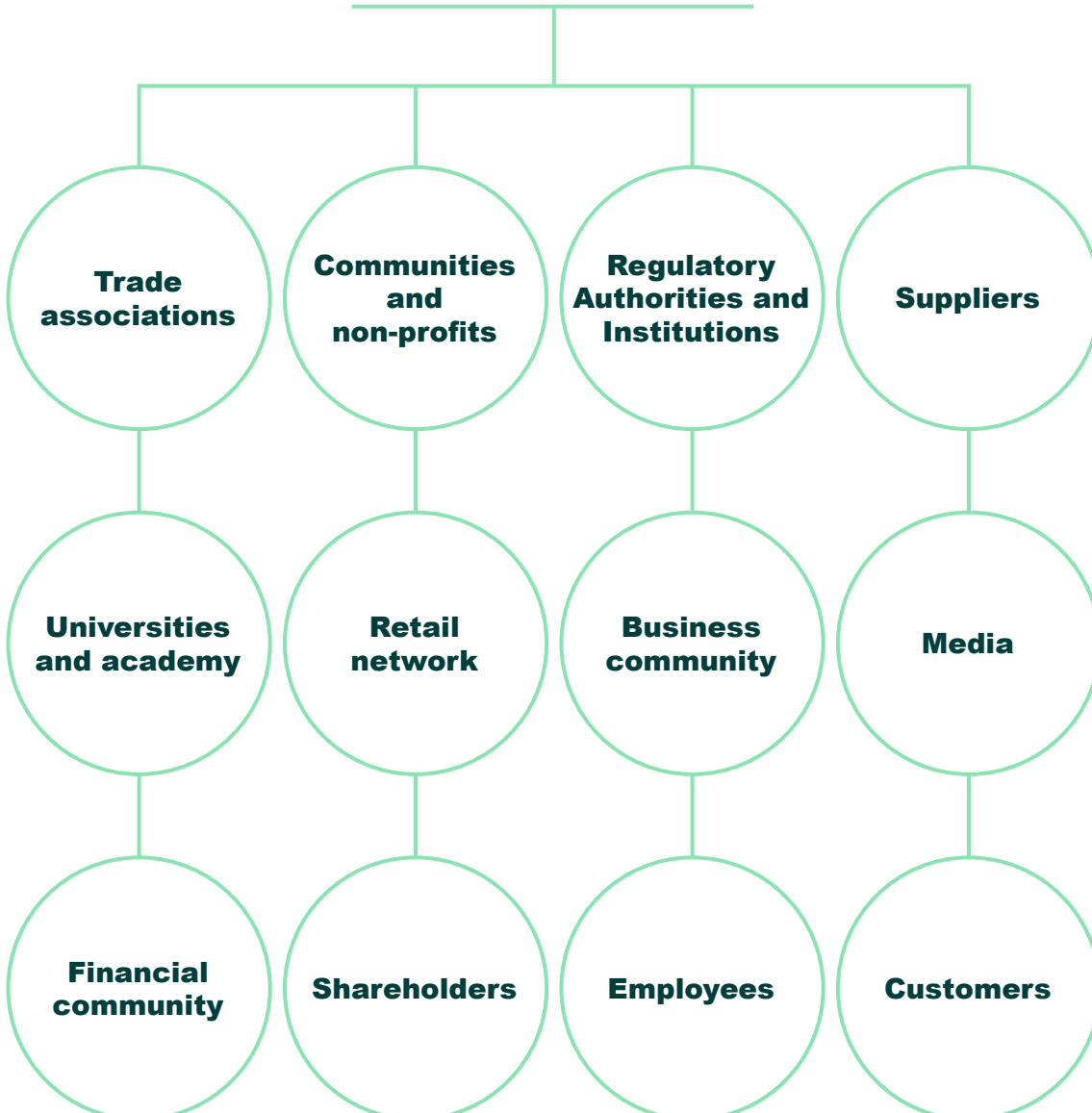
The context analysis made it possible to **identify and analyse the main ESG area megatrends** that characterise the broader sustainability context at national and international level and have the capacity to generate a significant impact on the Group's sector of reference.

This study identified **15 topics of priority interest** for the Gaming & Gambling industry, which were subsequently reclassified according to the three impact areas defined by Sisal's Sustainability Agenda.

Stakeholder engagement process

The double materiality analysis, taking account of both impact materiality (inside-out perspective) and financial materiality (outside-in perspective), involved a **structured process of direct engagement with the stakeholders**, based on three main steps.

Our main stakeholders



Questionnaires

Three different questionnaires were prepared to assess the **strategic relevance** and **related impacts** (positive and negative, current and potential) of each of the sustainability topics previously identified, respectively for: employees, external stakeholders and top management.

Multistakeholder focus group

In order to explore in depth the opinions, expectations and assessments of stakeholders in relation to the **strategic relevance** of potentially material topics, to the level of **impacts associated** with such topics, and to the **oversight activated**

for each of them, a focus group was also conducted. This involved **18 people from different stakeholder categories**.

Financial materiality interviews

One-to-one interviews were conducted with Sisal managers who have expertise in the areas of finance and risk management, in order to identify the potential positive and/or negative effects (financially relevant risks and opportunities) connected to sustainability topics defined as material.

The material topics

Leadership in Responsible Gaming	<ul style="list-style-type: none"> Promotion of a Responsible Gaming model and protection of vulnerable categories Player assistance and protection Staff training on Responsible Gaming Consumer communications
Exemplary employer of choice	<ul style="list-style-type: none"> Equal opportunities and the promotion of Diversity and Inclusion (DE&I) by fighting discrimination Development of human capital
Innovative and sustainable company	<ul style="list-style-type: none"> Greenhouse gas (GHG) emissions Responsible management of waste and materials Energy consumption Community support Research and Innovation
Governance and business ethics	<ul style="list-style-type: none"> Protection of sensitive data (privacy & security) Culture of legality Responsible Governance Business Ethics

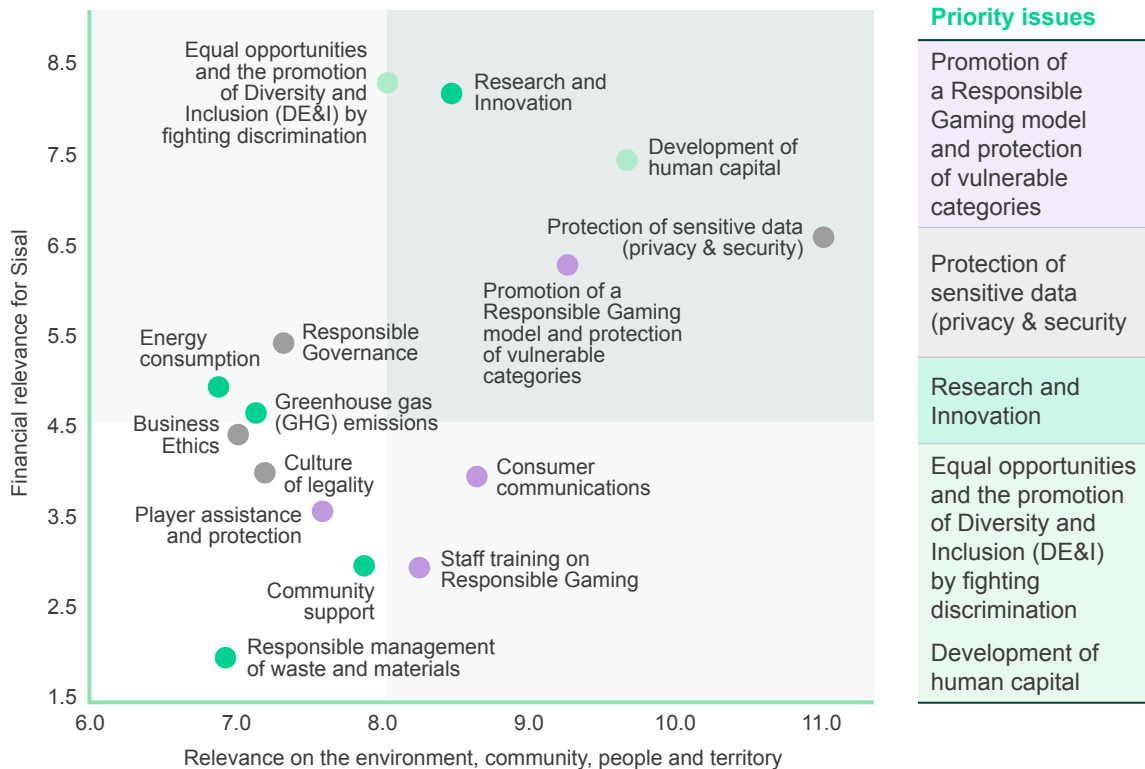
Double materiality

By combining the evaluations based on the previous studies, and particularly the scores obtained for each topic by calculating the average of the risks and opportunities identified, the following **matrix** was produced, with **financial relevance** along the y-axis (vertical) and **environmental, community, people and territo-**

rial relevance on the x-axis (horizontal).

In addition, in order to identify the highest priority topics for Sisal, those with an above median¹⁴ score in both areas considered were highlighted.

Double materiality matrix



For more details on the materiality analysis process and for the complete list of impacts identified, see the specific annex on page 137.

¹⁴ The median indicates the number that occupies the central position in a set of numbers, half of which have a higher value and the other half a lower value.

Our Certifications

With the aim of ensuring continuous improvement of its processes and services and its commitment to protect and create value for customers, stakeholders and employees, Sisal has embarked on a complex programme of adopting standards and best practices, obtaining various certifications in the following areas: **Responsible Gaming, Quality, Corruption Prevention, Information Security, Occupational Health and Safety, Environment, Energy and Prevention and Control of Infections.**

To ensure ongoing oversight, risk assessment activities are periodically carried out to evaluate the risk profile of business activities and processes in the perimeter defined, internal audit activities to verify compliance with the requirements of the relevant ISO standards, from which action and improvement plans may emerge, and monitoring activities based on per-

formance indicators (KPIs) and risk indicators (KRIs). The results of the activities carried out are reported annually to the Leadership Team as part of management reviews, so that the team can comment on the effectiveness and adequacy of management system controls and provide input in terms of initiatives or strategy in relation to ISO certification.

In addition, the independent certification body conducts annual audits to verify compliance and fitness to maintain the certificates obtained by the Company.

We regard commitment to the Integrated Management System as the responsibility of the entire organisation and we call upon all personnel, at every level, to comply with the principles contained in the various Policy documents¹⁵.

- ISO 9001: Quality Management System (MS)
- ISO 27001 + WLA: Information Security MS
- ISO 22301: Business Continuity MS
- ISO 50001: Energy MS
- ISO 14001: Environmental MS
- ISO 45001: Health&Safety MS
- Biosafety Trust
- ISO 37001: Anticorruption MS



For the purposes of promoting customer centricity, we extended the perimeter of ISO9001 processes. We believe that **customer satisfaction** can be pursued through ongoing efforts to improve the quality of our processes and services. This involves an approach fo-

cused on risk-based thinking to identify possible risk factors and any **opportunities for improvement**, and a **transparent and responsible dialogue with all stakeholders**.

¹⁵ For further details on Sisal's certifications and Policies, see the dedicated page at: <https://www.sisal.com/governance/certificazioni>.

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)¹⁶.

MSCI
ESG RATINGS



CCC B BB BBB A AA AAA

AA

The MSCI ESG Ratings assess 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 industry¹⁷.



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.

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