

Stakeholders

GRI 102-43, GRI 102-44 & GRI 102-47				
Key topics and concerns raised by key stakeholders (in comparison to material topics) as well as approach to stakeholder engagement				
Stakeholder	Topic	GRI Aspect / Group Aspect	GRI Performance Indicator / Group Performance Indicator	Materiality Analysis / Strategy Aspect
Internal Stakeholders				
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 / shareholder 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 SARs 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 partnership on equal terms, reliability, professional support for responsible gaming, yield	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

Stakeholder	Topic	Sustainable Procurement / Sustainable Use of Resources	GRI Performance Indicator / Group Performance Indicator	Materiality Analysis / Strategy Aspect
Player Protection Organizations	Stable cooperation Adherence to event and support agreements Adherence to statutory provisions and expectations of licensing authority	Procurement practices Compliance on all levels Player protection of the highest quality	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
Associations	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	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
Indirect external stakeholders				
Universities and Research Institutions	Beneficial cooperation in relevant areas, e.g. responsible gaming; Participation in events and counseling services	Player protection of the highest quality	Internal indicators: 5-Point Responsible Gaming Program	Responsible gaming / Player Protection of the Highest Quality
Media	Advertising sales Headlines Professional image, moral integrity and qualified statements	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
NGOs	Social and environmentally responsible conduct Player protection Cooperation	All points in the CSR Strategy 2020	All significant indicators	All points in the materiality analysis
Sponsoring Partners	Adherence to Code of Conduct for Suppliers Long-term cooperation Contract loyalty Economic stability Integrity	Supplier assessment Indirect economic effects Economic performance Compliance on all levels	GRI 308, GRI 414 GRI 203 GRI 102-7 GRI 205	Supplier management / Sustainable Use of Resources / Good for Austria 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
Environment	Environmentally responsible conduct along the value chain	Procurement practices Materials Energy Emissions Effluents and waste Supplier assessment	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 Supplier management / Sustainable Use of Resources / Good for Austria

Stakeholder Communication

We maintain regular contact with our staff. We provide them with information via e-mail, our InfoNet 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 CSR debates to discuss issues relating to sustainability, our Innovation Talks to bring staff up to date on innovations, Crazy Thursdays, etc. However, we do not restrict ourselves merely to providing information: we also try to go a step further. We collect feedback via staff surveys and consult 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 the 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 their representatives in face-to-face meetings. We also report to them on our CSR engagement at regular intervals in our CSR reports, annual reports and status reports.

We identify relevant topics for our gaming customers and guests not only via market research, participation in trade fairs and social media but also through our stakeholder dialogs and surveys. We also provide our customers and guests with up-to-date information via the websites of our Business Units 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 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 <https://www.smv.at/en> 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 gambling addicts and their families. We want to know what the situation is like in Austria and therefore maintain regular contact with player protection organizations. We talk regularly to our main suppliers and provide them with information either 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 procurement.cal.at/en. We obtain information on legal requirements and key issues for regulators and the authorities at the regular meetings of the various associations in which we are members.

Active involvement in social initiatives 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 sales partners. We use electronic newsletters to inform them on changes to our day-to-day operations. We also maintain a continual exchange with our key sales 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 the effects of our business activities.