

GRI CONTENT INDEX

GRI 102: GENERAL DISCLOSURES (2016)

GRI Standard 2016	Description	Reference or direct answer	Omissions	NaDiVeG requirement	Audit
Organisational profile					
GRI 102-1	Name of the organisation	Group overview			
GRI 102-2	Activities, [key] brands, products, and services	Group overview Our organisational structure		Business model	
GRI 102-3	Location of headquarters	Group overview			
GRI 102-4	Location of operations	Group overview Casinos Austria International locations are not included in the CSR disclosures		Business model	
GRI 102-5	Ownership and legal form	Our shareholders and shareholdings			
GRI 102-6	Markets served	Group overview		Business model	
GRI 102-7	Scale of the organisation	Group overview 2019 fiscal year 2019 KPIs		Business model	
GRI 102-8	Information on employees and other workers	2020 fiscal year Top employer GRI KPIs		Business model	
GRI 102-9	Supply chain	Our value chain		Business model	
GRI 102-10	Significant changes to the organisation and its supply chain	Foreword of the Managing Board Change in the legal structures of Österreichische Lotterien Gesellschaft m.b.H. Findings of internal investigation requested by the Supervisory Board WINWIN video lottery terminals		Business model	

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GRI Standard 2016	Description	Reference or direct answer	Omissions	NaDiVeG requirement	Audit
Organisational profile					
GRI 102-11	Precautionary principle or approach	Foreword of the Managing Board			
GRI 102-12	External initiatives	Our understanding of CSR		National, EU or international frameworks	
GRI 102-13	Membership of associations	Our understanding of CSR		National, EU or international frameworks	
GRI 102-14	Statement from senior decision-maker	Foreword of the Managing Board			
GRI 102-15	Key impacts, risks, and opportunities	Foreword of the Managing Board Legal and regulatory framework		Significant risks	
GRI 102-16	Values, principles, standards, and norms of behaviour	Our values Our responsibility Top employer Compliance on every level			
Governance					
GRI 102-18	Governance structure (incl. highest governance body)	Our shareholders and shareholdings			
GRI 102-19	Delegating authority	Our shareholders and shareholdings			
GRI 102-20	Executive-level responsibility for economic, environmental, and social topics	Our CSR organisation			
GRI 102-22	Composition of the highest governance body and its committees	Our shareholders and shareholdings Report of the Supervisory Board KPIs			
Stakeholder engagement					
GRI 102-40	List of stakeholder groups	Our key stakeholders			
GRI 102-41	Share of staff with collective bargaining agreements	Staff in our Group are covered by different collective bargaining agreements based on occupational group – 98% are covered by collective bargaining agreements			
GRI 102-42	Identifying and selecting stakeholders	Our key stakeholders Stakeholder KPIs			
GRI 102-43	Approach to stakeholder engagement	Stakeholder KPIs *			
GRI 102-44	Key topics and concerns raised	Materiality matrix Stakeholder KPIs *			

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GRI Standard 2016	Description	Reference or direct answer	Omissions	NaDiVeG requirement	Audit
Reporting practise					
GRI 102-45	Entities included in the consolidated financial statements	Our organisational structure		Business model	
GRI 102-46	Defining report content and topic boundaries	Reporting practise			
GRI 102-47	List of material topics	Materiality matrix		Key issues	
GRI 102-48	Restatements of information	No explicit restatements in comparison to earlier reports.			
GRI 102-49	Changes in reporting	Materiality matrix			
GRI 102-50	Reporting period	Reporting practise			
GRI 102-51	Date of most recent report	Reporting practise			
GRI 102-52	Reporting cycle	Reporting practise			
GRI 102-53	Contact point for questions regarding the report	Our CSR organisation Imprint			
GRI 102-54	Claims of reporting in accordance with the GRI Standards	Reporting practise		National, EU or international frameworks	
GRI 102-55	GRI content index	GRI content index *			
GRI 102-56	External assurance	(conducted by CSR company)			

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GRI 102: ECONOMY

Specific disclosures (2016)	Description	Reference or direct answer	Omissions	NaDiVeG requirement	Audit
GRI 203: Indirect economic impacts 2016					
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	People – good for Austria Gaming – player protection at its best			
GRI 203-2	Significant indirect economic impacts	People – good for Austria Gaming – player protection at its best			
GRI 204: Procurement practises 2016					
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	Environment – sustainable use of resources Disclosure on management approach *			
GRI 204-1	Proportion of spending on local suppliers (at main business locations)	Environment – sustainable use of resources KPIs			
GRI 205: Anti-corruption 2016				Anti-corruption and bribery	
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	Gaming – compliance on every level Disclosure on management approach *		Concepts applied and results	
GRI 205-1	Operations assessed for risks related to corruption	Gaming – compliance on every level Amongst other things, our Compliance unit is responsible for the topic of anti-corruption. Regular risk analyses are carried out for each of our business units (except for Casinos Austria International, which organises its own risk analyses) and identify a variety of different risks. Our individual places of business are audited regularly by our Internal Audit unit.			
GRI 205-2	Communication and training about anti-corruption policies and procedures	Gaming – compliance on every level KPIs Our anti-corruption rules apply to all staff members in our Group (including members of the Managing Board) and are published on our intranet. Staff are informed of any changes to these rules by email. Our Code of Conduct for Suppliers likewise includes anti-corruption rules, which every supplier is required to accept and adhere to. Every new member of staff is required to complete an online anti-corruption training module and test. Our managers receive additional specific anti-corruption training as required.			
GRI 205-3	Confirmed incidents of corruption and actions taken	There were no confirmed incidents of corruption in the reporting year.			

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ECOLOGY

Specific disclosures (2016)	Description	Reference or direct answer	Omissions	NaDiVeG requirement	Audit
GRI 301: Materials 2016				Environment – materials used	
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	Environment – sustainable use of resources Disclosure on management approach *		Concepts applied and results	
GRI 301-1	Materials used by weight or volume	KPIs *			
GRI 302: Energy 2016				Environment – energy consumption	
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	Environment – climate protection Disclosure on management approach *		Concepts applied and results	
GRI 302-1	Energy consumption within the organisation	Environment – climate protection KPIs *	Incomplete Data on transport or cooling/steam energy not available for reporting period.		
GRI 302-3	Energy intensity – specific energy consumption	KPIs *			
GRI 302-4	Reduction of energy consumption	Environment – climate protection KPIs *			
GRI 305: Emissions 2016				Environment – CO ₂ emissions	
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	Environment – climate protection Disclosure on management approach *		Concepts applied and results	
GRI 305-1	Direct (Scope 1) GHG emissions	Environment – climate protection KPIs *			
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Environment – climate protection KPIs *	No Scope 2 biogenic emissions reported since none are pro-		
GRI 305-4	GHG emissions intensity	KPIs *			
GRI 305-5	Reduction of GHG emissions	KPIs *			
GRI 306: Effluents and waste 2016					
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	Environment – sustainable use of resources Disclosure on management approach *			
GRI 306-2	Waste by type and disposal method (total weight)	Environment – sustainable use of resources KPIs *			
GRI 308: Supplier environmental assessment 2016					
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	Environment – sustainable use of resources Disclosure on management approach*			
GRI 308-1	New suppliers that were screened using environmental criteria	Our Code of Conduct for Suppliers applies to every supplier.			

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SOCIAL

Specific disclosures (2016)	Description	Reference or direct answer	Omissions	NaDiVeG requirement	Audit
GRI 401: Employment 2016				Staff issues – workplace conditions, staff turnover and human rights	
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	People – top employer Disclosure on management approach *		Concepts applied and results	
GRI 401-1	New employee hires and employee turnover	People – top employer KPIs *			
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	All the staff benefits provided by the Group are accorded to all staff regardless of whether they are employed on a full-time or part-time basis or on permanent or temporary contracts and include remuneration in line with collective bargaining agreements, social security and pension contributions, legal entitlement to parental leave, meal allowance, corporate health management.			
GRI 401-3	Parental leave	People – top employer KPIs *			
GRI 403: Occupational health and safety 2016				Staff issues – health and safety	
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	People – top employer Disclosure on management approach *		Concepts applied and results	
GRI 403-1	Workers representation in formal joint management-worker health and safety committees	Most of the Group's staff members are represented by works councils. The only exceptions are our tipp3 and Casinos Austria International business units.			
GRI 404: Training and education 2016				Staff issues – Training and education	
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	People – top employer Disclosure on management approach *		Concepts applied and results	
GRI 404-1	Average hours of training per year per employee	People – top employer KPIs *			
GRI 404-2	Programmes for upgrading employee skills and transition assistance programmes	People – top employer			
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	All of the Group's staff members have an annual performance review with their line manager in which goals and personal development plans are drawn up. Similarly, goal attainment is reviewed and assessed.			

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Specific disclosures (2016)	Description	Reference or direct answer	Omissions	NaDiVeG requirement	Audit
GRI 405: Diversity and equal opportunity 2016				Diversity	
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	People – top employer Disclosure on management approach *		Concepts applied and results	
GRI 405-1	Diversity of governance bodies and employees	KPIs *			
GRI 414: Supplier social assessment 2016					
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	Environment – sustainable use of resources Disclosure on management approach *			
GRI 414-1	New suppliers that were screened using environmental criteria	Our Code of Conduct for Suppliers applies to every supplier.			
GRI 416: Customer health and safety 2016					
GRI 103-1 to 3	Explanation of topic, management approach, evaluation	People – good for Austria Gaming Disclosure on management approach *			
GRI 416-1	Assessment of the health and safety impacts of product and service categories	Gaming – player protection at its best			

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GROUP-SPECIFIC KEY PERFORMANCE INDICATORS

RESPONSIBLE GAMING INDICATORS

Industry-specific topics	Description	Page reference/direct answer	Omissions	Audit
Player protection	Number of counselling interviews with guests pursuant to Article 25(3) GSpG *	Gaming – player protection at its best KPIs *		
	Number of restrictive measures pursuant to Article 25(3) GSpG *	Gaming – player protection at its best KPIs *		
	Number of self-suspension orders received and enacted	Gaming – player protection at its best KPIs *		
Responsible gaming measures in game design	Risk potential analyses using the GamGard V3.0 evaluation tool (game design)	KPIs *		
Responsible gaming measures in advertising and sponsorship	Number of advertising materials checked in accordance with our guidelines and rules for responsible advertising	Gaming – player protection at its best KPIs *		
Regular, lasting training	Number of staff members trained annually	KPIs *		
	Number of retail partners trained annually	KPIs *		
	Number of specially trained staff members at Casinos Austria	Gaming – player protection at its best KPIs *		
	Number of specially trained staff members at WINWIN	Gaming – player protection at its best KPIs *		
Further development of responsible gaming measures	Number of participations in external conferences/talks/training events	KPIs *		
	Number of participants at the RGA conference per year – internal	KPIs *		
	Number of participants at the RGA conference per year – external	KPIs *		
	Number of participants at the RGA conference per year – total	Gaming – player protection at its best KPIs *		

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COMPLIANCE INDICATORS

Industry-specific topics	Description	Page reference/direct answer	Omissions	Audit
	Compliance checks by type	KPIs *		
	Complaints relating to breaches of customer privacy and loss of data	KPIs *		

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