

2020 FISCAL YEAR KEY PERFORMANCE INDICATORS

PEOPLE – TOP EMPLOYER GRI 102: GENERAL DISCLOSURES

GRI 102-8 Information on employees and other workers (FTE, as at 31/12/2020)

Total workforce by gender	2018		2019		2020		Total 2020
	Male	Female	Male	Female	Male	Female	
Casinos Austria & Austrian Lotteries	1,688.62	948.88	1,622.13	927.85	1,416.39	805.61	2,222
Casinos Austria **	1,223.58	652.52	1,177.98	632.05	988.01	508.51	1,496.52
Austrian Lotteries ***	465.04	296.36	444.15	295.80	428.38	297.10	725.48

* Annual average full-time equivalent; ** incl. Cuisino, CCB, CAST, CAIH, CALL; *** incl. WINWIN, Rabcat, tipp3

Total workforce by employment status	2019		2020	
	Full-time	Part-time	Full-time	Part-time
Casinos Austria & Austrian Lotteries	2,103.00	446.98	1,786	436
Casinos Austria *	1,463.00	347.03	1,162	334.52
Austrian Lotteries **	640.00	99.95	624	101.48

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

GRI 401: EMPLOYMENT 2020

GRI 401-1

New employee hires and employee turnover (by gender and in total)	New hires			Turnover		
	Male	Female	Total	Male	Female	Total
Casinos Austria & Austrian Lotteries	147	124	271	369	295	664
Casinos Austria *	111	85	196	315	249	564
Austrian Lotteries **	36	39	75	54	46	100

New employee hires and employee turnover (by age group)	New hires			Turnover		
	<30 years	30-50 years	>50 years	<30 years	30-50 years	>50 years
Casinos Austria & Austrian Lotteries	136	106	29	276	248	140
Casinos Austria *	103	69	24	242	208	114
Austrian Lotteries **	33	37	5	34	40	26

Rate of new employee hires (by gender and in total, in %)**	2019		2020		Total 2020 ***
	Male	Female	Male	Female	
Casinos Austria & Austrian Lotteries	20.46	31.50	8.84	12.7	10
Casinos Austria *	21.26	36.74	9.18	13.36	11
Austrian Lotteries **	18.09	19.23	7.93	11.47	9

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

** We calculate staff turnover by age group and/or departures divided by the headcount of the age group at 31/12/2020.

*** Rate of new staff in reporting period (based on total number of staff at the end of the reporting period).
Rate of new staff in reporting period (based on total number of staff at the end of the reporting [period].)

Rate of new staff hires (by age group and in total, in %)**	2019			2020		
	<30 years	30-50 years	>50 years	<30 years	30-50 years	>50 years
Casinos Austria & Austrian Lotteries	66.67	18.91	4.88	29.57	9.34	2.78
Casinos Austria *	69.12	20.92	4.95	29.43	10.00	2.98
Austrian Lotteries **	56.25	15.16	4.62	30.00	8.31	2.09

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

Staff turnover across total workforce (by gender, in %)**	2018		2019		2020		Total 2020
	Male	Female	Male	Female	Male	Female	
Casinos Austria & Austrian Lotteries	55.05	44.95	51.62	48.38	55.57	44.43	25
Casinos Austria *	53.77	46.23	51.44	48.56	55.85	44.15	31
Austrian Lotteries **	62.3	37.7	52.63	47.37	54.00	46.00	13

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

** We calculate staff turnover by age group and/or departures divided by the headcount of the age group at 31/12/2020.

Staff turnover across total workforce (by age group, in %)**	2019			2020		
	<30 years	30-50 years	>50 years	<30 years	30-50 years	>50 years
Casinos Austria & Austrian Lotteries	63.99	18.91	9.76	60.00	21.85	13.41
Casinos Austria *	70.96	23.11	10.02	69.14	30.14	14.16
Austrian Lotteries **	34.38	11.09	8.82	30.91	8.99	10.88

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

GRI 401-3

Total number of staff who took parental leave (by gender, in HC)	2019		Total
	Male	Female	
Casinos Austria & Austrian Lotteries	17	43	60
Casinos Austria *	7	31	38
Austrian Lotteries **	10	12	22

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

Total number of staff who returned to work after parental leave ended in the reporting year (by gender, in HC)	2019		Total
	Male	Female	
Casinos Austria & Austrian Lotteries	18	45	63
Casinos Austria *	7	31	38
Austrian Lotteries **	11	14	25

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

Total number of staff who returned to work after parental leave ended in 2019 and were still employed 12 months later (by gender, in HC)	2019		Total
	Male	Female	
Casinos Austria & Austrian Lotteries	21	22	43
Casinos Austria *	5	13	18
Austrian Lotteries **	16	9	25

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

Pursuant to Austrian legislation, we use the term 'parental leave' in these disclosures. There are clear regulations covering parental leave in Austria. Mothers may not return to work until eight weeks (or 16 weeks in certain cases) after giving birth ('maternity protection period'). Parental leave then begins and lasts until the child's second birthday at the latest.

Number of staff who left the company during parental leave in 2018, 2019 or 2020	2018			2019			2020		
Casinos Austria & Austrian Lotteries	35			60			60		
Casinos Austria *	25			26			38		
Austrian Lotteries **	10			34			22		

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

Number of staff who returned after parental leave.	2018			2019			2020		
Casinos Austria & Austrian Lotteries	51			56			63		
Casinos Austria *	33			29			38		
Austrian Lotteries **	18			27			25		

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

Pursuant to Austrian legislation, we use the term 'parental leave' in these disclosures. There are clear regulations covering parental leave in Austria. Mothers may not return to work until eight weeks (or 16 weeks in certain cases) after giving birth ('maternity protection period'). Parental leave then begins and lasts until the child's second birthday at the latest.

WELL TRAINED AND MOTIVATED

GRI 404: TRAINING AND EDUCATION 2020

GRI 404-1

Training and education (by gender, in hours)	Male	Female	Total
Casinos Austria & Austrian Lotteries	3,449.49	3,214.47	6,663.96
Casinos Austria *	1,127.28	1,178.65	2,305.93
Austrian Lotteries **	2,322.21	2,035.82	4,358.03

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

Training and education (by gender and FTE, in hours)	Male	Female	Total
Casinos Austria & Austrian Lotteries *	2.44	3.99	3.00

* incl. Cuisino, CCB, CAST, CAIH, CALL, WINWIN, Rabcat, tipp3

Training and education (by staff category, in hours)	Managing Board	BM/CFM/MD	UM/GL/OM	DIR, Tier 1 and 2 managers in casinos	Other staff
Casinos Austria & Austrian Lotteries	0	156.5	1,083.78	444.6	4,979.08
Casinos Austria *	0	17.86	120.65	444.6	1,722.82
Austrian Lotteries **	0	138.64	963.13	0.00	3,256.26

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

BM=BU Manager, CFM=Corporate Function Manager, MD=Managing Director, UM=Unit Manager, GL=Group Leader, OM=Outlet Manager, DIR=Casino Director

Investment in training and education (€)	2018	2019	2020 **
Casinos Austria & Austrian Lotteries	1,671,504.00	1,601,804.23	494,264.43
Casinos Austria *	637,008.00	549,608.61	134,629.09
Austrian Lotteries	1,034,496.00	1,052,195.62	359,635.34

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, tipp3

Data retrieved from internal records for training and education in Controlling.

No data available for investment in training and education at Rabcat.

** Change due to closures because of COVID-19 pandemic and working from home

** Change due to closures because of COVID-19 pandemic and [working from] home

DIVERSE AND EQUITABLE

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2020

GRI 405-1

Diversity of governance bodies and employees

Diversity of governance bodies (%)	2018		2019		2020	
	Male	Female	Male	Female	Male	Female
Casinos Austria AG Supervisory Board	72.22	27.78	72.22	27.78	66.67	33.33
Österreichische Lotterien GmbH Supervisory Board	72.22	27.78	83.33	16.67	84.21	15.79

Includes elected shareholder and delegated employee representatives. Does not include state commissioners.

No further governance body disclosures are made.

Diversity of staff (by age group, in %)	<30 years	30-50 years	>50 years
Casinos Austria & Austrian Lotteries	19.95	47.4	32.65
Casinos Austria *	21.35	42.36	36.29
Austrian Lotteries **	16.92	58.35	24.74

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

Diversity (by staff category and gender, in %)	2018		2019		2020	
	Male	Female	Male	Female	Male	Female
Casinos Austria AG Managing Board	66.67	33.33	50.00	50.00	50.00	50.00
Österreichische Lotterien GmbH Managing Board	66.67	33.33	50.00	50.00	50.00	50.00
Casinos Austria & Austrian Lotteries Group						
Department/Corporate Function Manager	89.83	10.17	86.21	13.79	88.89	11.11
Unit/Group Manager	65.01	34.99	63.79	36.21	62.18	37.28
Director/Tier 1 and 2 managers (casinos), outlet managers (WINWIN)	86.93	13.07	86.48	13.52	86.72	13.28
Other employee/temporary staff/intern/apprentice	61.21	38.79	61.72	38.28	61.78	38.22

Employment of people with disabilities (FTE)	Share of total FTE (%)			
	2018	2019	2020	
Casinos Austria & Austrian Lotteries	31.80	40.36	43.97	1.98
Casinos Austria *	18.35	30.36	32.41	2.17
Austrian Lotteries **	13.45	10.00	11.56	1.59

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, win2day, Rabcat, tipp3

Employment of people without Austrian citizenship (FTE)	Share of total FTE (%)		
	2019	2020	
Casinos Austria & Austrian Lotteries	335.00	266.11	11.98
Casinos Austria *	258.54	187.54	12.53
Austrian Lotteries **	76.46	78.57	10.83

* incl. Cuisino, CCB, CAST, CAIH, CALL; ** incl. WINWIN, Rabcat, tipp3

GAMING – COMPLIANCE ON EVERY LEVEL

GRI 205-2

Communication and training about anti-corruption policies and procedures

	Total (HC)	
	2019	2020
Number of governance body members informed	6.00	0.00
Number of staff informed	0.00	0.00
Number of governance body members and staff trained in the reporting year (by staff category) Total (HC)		
	2019	2020
Managing Board	0	0
Total – other staff	79	73
Director/Tier 1 & 2 managers (casinos) WinWin Outlet Managers	0	2
Department/Corporate Function Manager	1	0
Unit/Group Manager	1	1
Other staff	77	70

Total number of compliance checks (by type)	Total (HC)	
	2019	2020
Invitations and gifts	6	4
Sponsorships and donations	137	84
Advertisements and commissions	1	0
Recruitment	-	6
Total	144	94
Anti-money laundering checks	55	103

Compliance checks are carried out by our Compliance unit. Incoming requests are carefully checked against an internal list of criteria and then a reply is sent. This list of criteria is based on our internal guidelines for invitations and gifts. As of 2018, it has been determined that all sponsorship applications must also be subjected to checks. The value of sponsorships/donations checked has thus risen accordingly.

Our Compliance unit reviews suspicious activity reports relating to money laundering and anti-money laundering check requests. In the event of an actual risk of money laundering, appropriate action is taken to prevent it and a suspicious activity report is submitted to the Austrian Ministry of the Interior (Federal Crime Agency's Financial Intelligence Unit - 7.2-FIU). If a guest is on a sanction list, this is immediately visible when they check in. A decision as to whether to refuse entry is taken based on the Dow Jones and Interpol databases.

GRI 418-1-a **

Total number of substantiated complaints relating to breaches of customer privacy and loss of customer data:	2019	2020
Complaints from third parties that have been acknowledged by the organisation	-	0
Complaints from supervisory authorities	-	0
Total number of data leaks, cases of data theft and data loss identified *	-	2

* Case reported to the data protection authority and subsequently closed.

** Recorded for the first time in 2020

GAMING – PLAYER PROTECTION AT ITS BEST

RESPONSIBLE GAMING – INTRA-GROUP INDICATORS

Player protection

Number of counselling interviews with guests pursuant to Article 25(3) GSpG *	Player protection		
	2018	2019	2020 **
Casinos Austria	620	560	230
WINWIN	946	1,106	322
Number of restrictive measures pursuant to Article 25(3) GSpG *	Player protection		
	2018	2019	2020 **
Casinos Austria	7,484	6,107	4,567
WINWIN	2,810	2,642	1,552
Number of self-suspension orders received and enacted	Player protection		
	2018	2019	2020 **
Casinos Austria	2,501	2,542	1,546
WINWIN	1,617	1,857	1,180

* Austrian Gaming Act ** Change due to closures because of COVID-19 pandemic and working from home

Responsible gaming measures in game design	Player protection		
	2018	2019	2020
Risk potential analyses using the GamGard V3.0 evaluation tool (game design)	0	2	0

No new games were launched and no relevant rule changes were made to existing games in the year under review. Therefore, no risk potential analysis was carried out.

Responsible gaming measures in advertising and sponsorship	Player protection		
	2018	2019	2020
Number of advertising materials checked in accordance with our guidelines and rules for responsible advertising	1,534	1,484	1,165

Regular, lasting training	Player protection		
	2018	2019	2020
Number of staff members trained annually	386	353	162
Number of retail partners trained annually	329	615	272
Number of specially trained staff members at Casinos Austria	118	123	129
Number of specially trained staff members at WINWIN	66	64	60

Further development of responsible gaming measures	Player protection		
	2018	2019	2020
Number of customer calls to our responsible gaming hotline	2 506	2,785	2,712

Further development of responsible gaming measures	Player protection		
	2018	2019	2020
Number of participations in external conferences/talks/training events	32	25	1
Number of participants at the RGA conference per year – internal	192	188	0 *
Number of participants at the RGA conference per year – external	58	57	0 *
Number of participants at the RGA conference per year – total	250	245	0 *

* Responsible Gaming Academy cancelled due to COVID-19 pandemic.

ENVIRONMENT – CLIMATE PROTECTION

GRI 302: ENERGY 2020

GRI 302-1 & GRI 302-4

Energy consumption within the organisation and reduction of energy consumption

Total energy consumption (MJ)	2019			Change 2019-2020 (%)	Share of total consumption in 2020 (%)
	2018	2019	2020 *		
MC4+ RW44/46	20,498,311	19,327,751	17,154,162	-11.25	19.60
Casinos	94,263,779	90,151,246	63,105,841	-30.00	72.11
WINWIN	11,887,873	11,429,795	7,251,716	-36.55	8.29
Total	126,649,965	120,908,793	87,511,719	-27.62	100.00

Casino figures were estimated at -30% compared to the previous year.

* Change due to closures because of COVID-19 pandemic and working from home

Total electricity consumption (kWh)	2019			Change 2019-2020 (%)	Share of total consumption in 2020 (%)
	2019	2019	2020 *		
MC4+ RW44/46	4,935,974	4,629,830	4,058,826	-12.33	18.77
Casinos	23,441,818	22,280,065	15,596,038	-30.00	72.12
WINWIN	3,126,648	3,085,619	1,971,573	-36.10	9.12
Total	31,504,440	29,995,514	21,626,437	-27.90	100.00

Total thermal energy consumption (kWh)	2019			Change 2019-2020 (%)	Share of total consumption in 2020 (%)
	2018	2019	2020 *		
MC4+ RW44/46	2,728,802	2,660,360	2,542,390	-4.43	26.33
Casinos	9,873,235	9,943,012	6,960,104	-30.00	72.08
WINWIN	631,940	321,567	154,053	-60.08	1.60
Total	13,233,978	12,924,940	9,656,547	-25.29	100.00

Electricity (by type of source)	2019		2020 *	
	Share of total consumption (%)	Total consumption (kWh)	Share of total consumption (%)	Total consumption (kWh)
Renewable electricity	100	29,995,514	100.00	21,626,437
Non-renewable electricity	0	0.00	0.00	0.00
Total electricity consumption	100	29,995,514	100.00	21,626,437

* Change due to closures because of COVID-19 pandemic and working from home

Thermal energy (by type of source)	2019		2020 *	
	Share of total consumption (%)	Total consumption (kWh)	Share of total consumption (%)	Total consumption (kWh)
Renewable district heating	4.45	575,720	5.35	516,203
District heating	67.63	8,741,079	68.45	6,609,749
Non-renewable thermal energy	95.55	12,349,220	94.65	9,140,344
Natural gas	25.96	3,354,900	24.37	2,353,327
Fuel oil	1.96	253,240	1.84	177,268
Total thermal energy consumption	100	12,924,940	100.00	9,656,547

* Change due to closures because of COVID-19 pandemic and working from home

GRI 302-3

Energy intensity – specific energy consumption

Total energy consumption (MJ)	2018	2019	2020 *
Specific consumption – electricity (MWh/FTE)	11.94	11.76	9.73
Specific consumption – thermal energy (FY/FTE)	18.06	18.25	15.65
Specific consumption – total energy consumption (FY/RTE)	48.02	47.42	39.38

* Change due to closures because of COVID-19 pandemic and working from home

GRI 305: EMISSIONS 2020

GRI 305-1/-2	Direct (Scope 1) GHG emissions (kg CO ₂ e)		Indirect (Scope 2) GHG emissions (kg Co2e ₂ e, market based)		Indirect (Scope 2) GHG emissions (kg Co2e ₂ e, location based)		Indirect (Scope 3) GHG emissions (kg CO ₂ e)	
	2019	2020	2019	2020	2019	2020	2019	2020
MC4+ RW 44/46	0.00	0.00	423,182	411,316	506,519	484,375	83,337	73,059
Casinos	8,209,935	5,746,948	389,020	272,314	1,730,275	1,211,192	866,220	606,354
WINWIN	510,317	368,957	0.00	0.00	77,565	35,488	66,438	43,367
Total	8,720,253	6,115,905	812,203	683,630	2,314,358	1,731,055	1,015,995	722,779

Casino figures were estimated at -30% compared to the previous year.

Total GHG emissions (kg CO₂e)

	2019	2020
MC4+ RW 44/46	1,013,038	968,750
Casinos	11,195,451	7,836,808
WINWIN	654,320	447,812
Total	12,862,809	9,253,370

The following emissions were taken into account in the calculation of direct and indirect greenhouse gas emissions.

Direct emissions from fuel combustion (except fuel for the vehicle fleet).

Indirect emissions from imported heat energy and emissions from purchased electricity.

The emission factors and global warming potential used were obtained from the Greenhouse Gas Protocol or directly from the supplier.

GRI 305-4

GHG emission intensity (t CO₂e/FTE)

	2019	2020 *
Direct (Scope 1) GHG emissions (t CO ₂ e/FTE)	3.42	3.33
Indirect (Scope 2) GHG emissions (t CO ₂ e/FTE, market based)	0.32	0.33
Indirect (Scope 2) GHG emissions (t CO ₂ e/FTE, location based)	0.91	0.79
Indirect (Scope 3) GHG emissions (t CO ₂ e/FTE)	0.40	0.49
Total GHG emissions (t CO ₂ e/FTE)	5.05	4.94

To calculate CO₂e GHG emission intensity, we used the universally valid measure for the services sector, i.e. staff in annual average FTE. * Change due to closures because of COVID-19 pandemic and working from home

ENVIRONMENT – SUSTAINABLE USE OF RESOURCES
SUSTAINABLE AND EQUITABLE PROCUREMENT
GRI 301: MATERIALS 2020

GRI 301-1 **Materials used by weight or volume**

Annual procurement volumes: for lottery products (million units)	2018		2019		2020	
	Scratch-off tickets	35.90		46.8		52.00
Break-open tickets	16.00		15.8		15.8	
Pick slips	48.40		32.00		24.00	
Thermal receipt rolls	0.38		0.39		0.37	
for food services Casinos Austria and WINWIN (average share in %)	Casinos Austria		WINWIN			
	2019	2020 *	2019	2020 *		
Food						
Organic and Fairtrade	9.55	22.2	20.75	2.25		
AMA quality label	13.39		20.06	19.88		
Conventional	69.49		79.25	85.25		
Beverages						
Organic and Fairtrade	5.28		0.25	0.00		
AMA quality label	6.46		0.00	0.00		
Conventional	88.27		99.75	87.5		
Beverage packaging						
Reusable glass bottles	60.63		71.06	67.81		
Disposable glass bottles	35.50		13.56	7.31		
Reusable plastic bottles	1.83		0.00	0.00		
Disposable plastic bottles	2.54		0.00	0.44		
Cans	3.75		16.00	11.88		
Tetrapaks	3.76		0.00	0.00		

* Change due to closures because of COVID-19 pandemic and working from home

GRI 303: WATER 2020

GRI 303-1 **Total water withdrawal (m³)**

	2019	2020 *	Change 2019-2020 (%)
MC4+ RW44/46	11,191,997	6,861,478	-38.69
Casinos	66,984,000	39,013,800	-41.76
WINWIN	2,110,680	-	-
Total	80,286,677	45,875,278	-42.86

* Change due to closures because of COVID-19 pandemic and working from home

The Group procures its water from communal water suppliers. The figures shown should be treated with caution, as not all consumption data were available at the time of reporting.

GRI 204: PROCUREMENT PRACTISES 2020

GRI 204-1 **Proportion of spending on local suppliers (at main business locations)**

Proportion of spending by volume and location	EUR millions		Percentage of total purchase volume	
	2019	2020	2019	2020
Austria	134.75	145.92	90.69	92.28
Rest of Europe	12.33	10.35	8.30	6.55
Asia	0.07	0.19	0.05	0.12
America	1.43	1.66	0.96	1.05
Africa	0.00	0.00	0.00	0.00
Oceania	0.03	0.01	0.00	0.00
Total	148.58	158.13	100.00	100.00

The current records only provide the supplier's location. We buy almost 92.28% of our products from Austrian suppliers. However, these suppliers sometimes purchase their goods from other countries. In future, the origin of the products will also be recorded.

SUSTAINABLE WASTE MANAGEMENT
GRI 306: EFFLUENTS AND WASTE 2020

GRI 306-2

Waste by type and disposal method (total weight in tonnes)	2018	2019	2020 *	Change 2019-2020 (%)	Share of total waste 2020 (%)
Hazardous waste	72.03	43.17	106.51 **	+154.81 **	11.84
Non-hazardous waste	944.12	1,023.52	793.15	-31.23	88.16
Total	1,016.15	1,066.69	899.66	-24.72	100.00

Waste by location (total weight in tonnes)	2019	2020 *	Change 2019-2020 (%)	Share of total waste 2020 (%)
MC4+ RW44/46	284.62	231.21	-18.33	25.70
Casinos	705.27	585.70	-30.00	65.10
WINWIN	76.81	82.75	+7.73	9.20
Total	1,066.69	899.66	-24.72	100.00

* Change also due to closures because of COVID-19 pandemic and working from home

** Special disposal of gaming and payout machines