

STAKEHOLDERS

GRI 102-43, GRI 102-44 & GRI 102-47

Key topics and concerns raised by stakeholders (in comparison to material topics) as well as approach to and frequency of stakeholder engagement

Stakeholders	Topic	GRI aspect/Group aspect	GRI/Group performance indicator	Materiality analysis/strategy aspect
Internal stakeholders				
Employees, incl. Works Council and Managing Board	Workplace stability Job security and health	Economic performance Job security and health protection	GRI 102-7 GRI 403-1 GRI 404-1, -2 GRI 405-1	Economic performance/good for Austria
	Training and education Diversity and equal opportunity Satisfaction	Training and education Diversity and equal opportunity		Occupational health and safety/top employer – health and safety Training and education/top employer – well trained and motivated Diversity/top employer – diversity and fairness
Shareholders and their representatives	Economic stability Compliance with licence provisions	Economic performance Compliance on every level	GRI 102-7 GRI 205 Internal indicators: 5-point responsible gaming programme	Economic performance/good for Austria
	Social responsibility	Player protection at its best		Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/compliance on every level Responsible gaming/player protection at its best
External stakeholders				
Direct external stakeholders				
Gaming customers and guests	Professional and diverse range of games and service Player protection and security Transparency	Compliance on every level Player protection at its best	GRI 205, 418-1 Internal indicators: 5-point responsible gaming programme	Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/compliance on every level Responsible gaming/player protection at its best
Suppliers and service providers	Long-term partnerships Local procurement Obligations in Code of Conduct for Suppliers	Procurement practices Supplier assessment	GRI 204-1 GRI 308, GRI 414	Sustainable procurement/sustainable use of resources Supplier management/sustainable use of resources/good for Austria
Regulators and public authorities	Transparency regarding significant suspicious activity reports Anti-corruption and anti-money laundering policies and procedures Player protection Tax payments	Compliance on every level Anti-corruption Player protection at its best Economic performance	GRI 205 Internal indicators: 5-point responsible gaming programme GRI 102-7	Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/compliance on every level Responsible gaming/player protection at its best Economic performance/good for Austria
Retail partners	Stable, amicable partnerships Reliability Professional support for responsible gaming Income	Procurement practices Player protection at its best Economic performance	GRI 204-1 Internal indicators: 5-point responsible gaming programme GRI 102-7	Sustainable procurement/sustainable use of resources Responsible gaming/player protection at its best Economic performance/good for Austria

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Internal stakeholders				
Player protection organisations	Stable cooperation Compliance with event and support agreements Compliance with statutory provisions and expectations of the licensing authority	Procurement practises Compliance on every level Player protection at its best	GRI 204-1 GRI 205 Internal indicators: 5-point responsible gaming programme	Sustainable procurement/sustainable use of resources Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/compliance on every level Responsible gaming/player protection at its best
Associations	Good cooperation to ensure and safeguard common standards Certification of Member States according to agreed standards Public relations and lobbying work for player protection and responsible gaming	Compliance on every level Player protection at its best	GRI 205 Internal indicators: 5-point responsible gaming programme	Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/compliance on every level Responsible gaming/player protection at its best
Indirect external stakeholders				
Universities and research facilities	Beneficial cooperation in relevant areas, e.g. responsible gaming Participation in events and counselling services	Player protection at its best	Internal indicators: 5-point responsible gaming programme	Responsible gaming/player protection at its best
Media	Advertising sales Headlines Professional image, moral integrity and qualified statements	Economic performance Compliance on every level Player protection at its best	GRI 102-7 GRI 205 Internal indicators: 5-point responsible gaming programme	Economic performance/good for Austria Corporate governance, anti-corruption, anti-money laundering, data protection and privacy/compliance on every level Responsible gaming/player protection at its best
NGOs	Social and environmentally responsible conduct Player protection Cooperation	Compliance on every level Anti-corruption Player protection at its best Economic performance	All key indicators	All points in the materiality analysis
Sponsorship partners	Compliance with Code of Conduct for Suppliers Long-term cooperation Contract compliance Economic stability Integrity	All items of CSR Strategy 2020	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 every level
Environment	Environmentally responsible conduct across the value chain	Supplier assessment Indirect economic effects Economic performance Compliance on every level	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 materials/sustainable use of resources Supplier management/sustainable use of resources/good for Austria

We maintain regular contact with our staff. We provide them with information via email, our InfoNet intranet site, our internal CSR Forum team box, our combined annual/sustainability report, our staff journal ('Einsatz'), which is published several times a year, and the Group's management report. We also organise a wide range of events for our staff, including our Let's Talk about CSR debates to discuss issues relating to sustainability, our Innovation Talks to bring staff up to date on innovations, as well as our Crazy Thursday events so as to look beyond our own horizons. But we want to do more than just provide information and therefore go a step further. We collect feedback via staff surveys and consult our staff on various topics, e.g. through our survey on human rights. In our specially established CSR Forum and various CSR working groups, we work with staff from all our business units, corporate functions and the Works Council with a view to promoting our commitment to CSR.

We communicate with our Managing Board at regular intervals in face-to-face meetings and through periodic reports. We establish what is of particular importance to our shareholders and their representatives in face-to-face meetings. We also report to them on our work in detail at regular intervals in our annual reports and management reports.

We identify relevant topics for our gaming customers and guests through market research, trade fair attendance, social media, but also in the form of stakeholder dialogue and surveys. We also keep our customers and guests up to date through the business unit websites, annual reports, newsletters and personal emails. Our Customer & Retailer Service Centre (CRS) unit is the first point of contact for all questions and inquiries from customers, guests, retail outlets and business partners of our Group. To demonstrate our commitment to player protection, we provide our gaming 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 player protection hotline (0800 202 304).

We have been cooperating for years with institutions that study and research gambling addiction and provide competent advice and treatment to people with gambling problems and their families. We want to know what the position is in Austria and therefore maintain regular contact with player protection organisations, counselling centres and treatment facilities.

We talk regularly to our main suppliers and provide them with information in person or via email. They can access any documents of relevance to the business relationship on our procurement portal at procurement.cal.at/en.

We obtain information on legal requirements and focus areas of regulators and public authorities at regular meetings of the various associations in which we are a member.

Active involvement in social initiatives, projects and programmes is essential for effective public affairs work. We achieve this mainly through our membership in various organisations and associations, our work in the corresponding bodies and on our own initiative in various fields.

We place great importance on maintaining regular communication with our retail partners. We use electronic newsletters to inform them on any changes in our day-to-day operations. We also maintain a continual exchange with key retail partners via monthly, quarterly or six-monthly meetings, strategic workshops, news articles and interviews in various media, regular phone calls and regional get-togethers. We respond to press enquiries regarding the gaming industry, the members of our Group and their products. We also inform them about press content on our business unit websites.

To ensure that we can live in a healthy environment going forward, we monitor it and the impact of our business activities upon it on an ongoing basis.