Companies in 2016 – Overview

**SHAREHOLDER STRUCTURE IN %**

**Casinos Austria AG**

1. Bankhaus Schelhammer & Schattera AG  
   5.3 %

2. Medial Beteiligungs-GmbH  
   38.3 %  
   - UNIQA  
   - CAME Holding GmbH  
   - Raiffeisen Gruppe  
   - Bankhaus Schelhammer & Schattera AG

3. Österreichische Bundes- und Industriebeteiligungen GmbH (ÖBIB)  
   33.2 %

4. Novomatic AG*  
   17.2 %

5. Private Shareholders*  
   6 %

**Österreichische Lotterien Gesellschaft m.b.H.**

1. Casinos Austria AG  
   68 %

2. Lotto-Toto Holding Gesellschaft m.b.H.  
   32 %

*Changes in the reporting period acquisition of shareholding by Novomatic AG

**SHAREHOLDER STRUCTURE IN %**

**Österreichische Lotterien Gesellschaft m.b.H.**

1. Casinos Austria AG  
   68 %

2. Lotto-Toto Holding Gesellschaft m.b.H.  
   32 %

*Changes in the reporting period acquisition of shareholding by Novomatic AG

**CASINOS AUSTRIA AG**  
Headquarters: Vienna

- Österreichische Sportwetten Gesellschaft m.b.H.  
  Headquarters: Vienna  
  56 %

- Entertainment Glücks- und Unterhaltungsspiel Gesellschaft m.b.H.  
  Headquarters: Vienna  
  50 %

**LOTTO-TOTO HOLDING Gesellschaft m.b.H.**  
Headquarters: Vienna

- Russisch Österreichische Lotterien Holding Gesellschaft m.b.H.  
  Headquarters: Vienna (in liquidation)  
  59 %

- Österreichische Lotterien Gesellschaft m.b.H.  
  Headquarters: Vienna  
  68 %

- win2day Entwicklungs- und Betriebsgesellschaft m.b.H.  
  Headquarters: Vienna  
  100 %

- Glückss- und Unterhaltungsspiel Betriebsges.m.b.H.  
  Headquarters: Vienna  
  100 %

*The Albanisch Österreichische Lotterien Holding Ges.m.b.H. was sold in the reporting period and is no longer listed.
Locations in Austria

12 casinos
Baden
Bregenz
Graz
Innsbruck
Kitzbühel

Kleinwalsertal
Linz
Salzburg
Seefeld
Velden
Wien
Zell am See

15 WINWIN outlets
Krems
Kufstein
Landeck
Lienz
Linz/Urfahr
Mayrhofen
Salzburg/Stadt
Schärding
Schwaz
Steyr
Vöcklabruck
Wels
Wels II
Wiener Neustadt
Zell am See

Headquarters
Rennweg 44 and 46,
1038 Vienna
Logistics and Parallel Computer Center MC4,
Wr. Neustadt

- more than 5,100 lottery sales outlets
- win2day on www.win2day.at
- tipp3 at 3,200 lottery sales outlets and on www.tipp3.at

Gaming Revenues/Sales (in millions euro)

Casinos Austria:
(by casino)

<table>
<thead>
<tr>
<th>Casino</th>
<th>Gaming Revenues (in millions euro)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wien</td>
<td>93.1</td>
</tr>
<tr>
<td>Kleinwalsertal</td>
<td>3.2</td>
</tr>
<tr>
<td>Zell am See</td>
<td>72.2</td>
</tr>
<tr>
<td>Bregenz</td>
<td>14.1</td>
</tr>
<tr>
<td>Seefeld</td>
<td>16.3</td>
</tr>
<tr>
<td>Graz</td>
<td>22.1</td>
</tr>
<tr>
<td>Salzburg</td>
<td>22.3</td>
</tr>
<tr>
<td>Velden</td>
<td>23.4</td>
</tr>
<tr>
<td>Innsbruck</td>
<td>23.9</td>
</tr>
<tr>
<td>Linz</td>
<td>24.1</td>
</tr>
<tr>
<td>Baden</td>
<td>93.1</td>
</tr>
</tbody>
</table>

Total | 326.8 |

Austrian Lotteries:
(by game)

<table>
<thead>
<tr>
<th>Game</th>
<th>Gaming Revenues (in millions euro)</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOTTO “6 aus 45”</td>
<td>499.5</td>
</tr>
<tr>
<td>win2day.at</td>
<td>595.8</td>
</tr>
<tr>
<td>Toto and Torwette</td>
<td>314.2</td>
</tr>
<tr>
<td>EuroMillionen</td>
<td>186.0</td>
</tr>
<tr>
<td>Bingo</td>
<td>127.2</td>
</tr>
<tr>
<td>TotoToiToi</td>
<td>23.5</td>
</tr>
<tr>
<td>Zahlenlotto 1-90</td>
<td>28.9</td>
</tr>
<tr>
<td>Rubbellos</td>
<td></td>
</tr>
<tr>
<td>Brieflos</td>
<td></td>
</tr>
<tr>
<td>Klassenlotterie</td>
<td></td>
</tr>
</tbody>
</table>

Total | 3,352.0 |

* Sales figures for tipp3 are not reported because sports betting is not included in the Austrian Gaming Act.

** Rake only.
## Our Business Year 2016

### Total Workforce*

<table>
<thead>
<tr>
<th></th>
<th>4,233</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Women</strong></td>
<td>39.3%</td>
</tr>
<tr>
<td><strong>Men</strong></td>
<td>60.7%</td>
</tr>
</tbody>
</table>

* Casinos Austria AG (incl. Casinos, CAST, CCB & CALL, CAIH), Österreichische Lotterien Ges.m.b.H., win2day (incl. Rabcat), WINWIN and tipp3

### Taxes and Other Duties

<table>
<thead>
<tr>
<th></th>
<th>609.25</th>
</tr>
</thead>
</table>

Casinos Austria AG and Österreichische Lotterien Ges.m.b.H.

### Casino Guests

<table>
<thead>
<tr>
<th></th>
<th>3.01</th>
</tr>
</thead>
</table>

excluding Casinos Austria International

### Sports Funding

<table>
<thead>
<tr>
<th></th>
<th>80</th>
</tr>
</thead>
</table>

Österreichische Lotterien Ges.m.b.H.

### Environmental Indicators

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy consumption in kWh</td>
<td>42,846,490</td>
</tr>
<tr>
<td>Water consumption in m³</td>
<td>77,469</td>
</tr>
</tbody>
</table>

Total consumption in 2016 at RW44/46 and MC4 sites, casinos and WINWIN outlets
Social responsibility plays a central role in corporate philosophy at Casinos Austria AG and Österreichische Lotterien Gesellschaft m.b.H. In their mission statements and codes of conduct, both companies expressly affirm their commitment to sustainable management and to the principle that their business activities should benefit society as a whole. The membership of both companies in the UN Global Compact underlines this commitment. For Casinos Austria, engagement for social initiatives, arts, culture and Austrian tourism was already written into the company’s statutes as a purpose of business when it was founded back in 1967, i.e. exactly 50 years ago. In this respect, the Casinos Austria AG statutes constitute the starting point for the group’s commitment to corporate social responsibility (CSR).

Nowadays, we see CSR as a development of our group in line with the three-pillar model of corporate sustainability. The economic pillar stands for sustainable growth and innovation, the environmental pillar comprises efforts to preserve our natural habitat, and the social pillar documents engagement for society and the safeguarding of a worthwhile and free existence for all. For the Casinos Austria and Austrian Lotteries Group, CSR means demonstrating responsibility beyond the regulatory obligations and provisions, doing so with great spirit and dedication, and anchoring this in a sound CSR management system.

As gaming operators, society rightly expects us to apply particularly strict standards to all our business activities and practices. Accordingly, these business activities are guided at the Casinos Austria and Austrian Lotteries Group by the principle of sustainability. This principle governs first and foremost our core business, where player protection, responsible advertising and fairness in the handling of the games play a central role. But responsibility also defines not only the way we deal with our suppliers, guests and customers, but also the work environment we offer our staff. It is the driving force behind our commitment to contributing to regional value creation.

This report covers the 2016 business year and has been compiled in the form of an interim report. The Casinos Austria and Austrian Lotteries Group produces a full report on its CSR activities every two years, and publishes so-called interim reports focusing on all key CSR-related topics in the intervening years. The next full CSR Report will be published in 2018 for the 2017 business year.

Our CSR reporting activities cover all companies in the group that do business in Austria.
We Learn from our Stakeholders

In the concept of social responsibility as it is understood in the Casinos Austria and Austrian Lotteries Group, regular dialog with stakeholders plays a central role. We don’t simply define our responsibilities to society ourselves, we do so in meaningful dialog with our key stakeholders. In this dialog, we place ourselves first and foremost in the role of the observer and listener and try to determine which aspects of gaming are considered problematic. How should the cooperation between our group as gaming license holders and the regulatory authorities best be organized? What issues in the fields of arts, culture and sport or in the social sector should we support – not just through sponsoring, but in the form of a CSR partnership that brings genuine benefits to society?

One of the most important formats for this constant communication with society is our annual stakeholder round table. For the last three years, we have invited a group of people with special ties to gaming – academic experts in gambling addiction, representatives of the regulatory authorities, former gambling addicts, to name but a few – to sit down and talk with us.

After three years, one thing is already abundantly clear: our group learns an enormous amount from these round tables. We also receive plenty of positive feedback and recognition both for our efforts in the field of responsible gaming and for the responsibility we show to society in general. This is, of course, gratifying – not just because everyone likes to receive praise, but also because these reactions show us that we are clearly on the right path with our approaches to corporate social responsibility and with the daily efforts made by our staff in this regard.

One of the most important things we have learned from the dialog with our stakeholders is the growing importance of protecting minors. This might at first glance appear surprising since the gambling regulations in Austria are strict and comprehensive when it comes to the protection of minors: access to our casinos and WINWIN outlets is restricted to persons over the age of 18, players on our win2day online gaming platform have to provide proof that they are over the age of 18 when they sign up with the site, and our lottery products are only sold to persons over the age of 16.

But at the same time, the current generation of youth has grown up with smartphones, tablets and similar devices and with access to the internet anywhere and at any time. And it is not difficult to find gambling websites there – illegal, unlicensed sites that are nonetheless accessible. Worse still, some experts also see a danger in the kind of internet gaming sites where no actual money is bet and users play with points or symbols – cash-free Roulette and Blackjack as it were. While these are not gambling websites in the strictly legal sense, they can still be a dangerous introduction to illegal gambling for some young people. Dealing with this will be a huge task for the authorities, for the legislators and for society as a whole – and it is a task that they must tackle together. As licensed operators, we see it as our duty to address and actively contribute to resolving this issue.

In general terms, online gambling constitutes a major challenge for all countries in Europe, as evidence shows that additional efforts will be required to effectively prevent illegal, unlicensed sites. Take, for example, the illegal online gambling operations that are typically run from faraway offshore sites. Without effective countermeasures, these sites are attracting market shares of up to 50 % and more in most EU Member States. It goes without saying that – alongside lost tax revenues and duties – even the most stringent national responsible gaming measures and policy will be futile if half the consumers migrate to illegal, unregulated operators.

However, and this is one of the positive things we have taken from our dialog with stakeholders, there is also pressure from the market for greater responsibility. When companies like Casinos Austria AG and Österreichische Lotterien Gesellschaft mbH set strong examples and adhere strictly and consistently to high levels of responsible gaming, this has a role model effect.

On that note, I can promise you that we will continue to set such an example. Corporate social responsibility will continue to gain even more relevance in the Casinos Austria and Austrian Lotteries Group in the future. This report provides you with a comprehensive overview of what we have already undertaken in this regard – and what we have achieved with our efforts.

Prof. Dietmar Hoscher, CSR Director, Casinos Austria and Austrian Lotteries Group

The CSR core team

Markus Eder
Head of Division Public & European Affairs / CSR / Compliance

Hermann Pannninger
CSR Officer Casinos Austria AG and Österreichische Lotterien Ges.m.b.H.

Susanne Hirner
CSR Specialist (since 2 January 2017)
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C3/C4 Companies in 2016 – Overview

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2 We Learn from our Stakeholders
3 The CSR Core Team
6 Reporting Period and Practices

7–15 About us
7 Our Organizational Structure
8 Our Six Business Units
9 Our Corporate and Guiding Principles
10 Legal Foundations
10 Our Key Stakeholders
11 General Conditions, Trends, Challenges
12 Our Responsibility Along our Value Chain
13 Focus on the Material Aspects
14 CSR in our Group

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21 Our Responsibility Toward our Employees
24 Our Responsibility Toward Society
26 Our Responsibility Toward the Environment

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C5/C6 Addresses and Contact Details
C7 Imprint
This CSR Report has been prepared and produced for the benefit of all stakeholders of Casinos Austria AG (hereinafter referred to as "Casinos Austria") and Österreichische Lotterien Gesellschaft m.b.H. (hereinafter referred to as "Austrian Lotteries").

The report provides information on the Casinos Austria and Austrian Lotteries Group’s engagement in and management of CSR activities. It covers the 2016 business year; unless otherwise indicated, the reference date for any data included in the report is 31 December 2016. Casinos Austria International Holding GmbH, which operates casinos outside Austria, does not form part of this report.

The report has been compiled according to the Global Reporting Initiative’s (GRI) new 2016 reporting standards and meets the specifications for the “Core” option. It serves as the annual Communication on Progress (COP) required by the UN Global Compact from its member organizations. The goals stated in the COP refer both to Casinos Austria and to Austrian Lotteries – both companies have been members of the UN Global Compact since 2011. For the first time, the report also considers the United Nations’ Sustainable Development Goals.

The content of this report was prepared by the CSR Department in consultation with the CSR Director and in cooperation with all Business Units and Corporate Functions in the Casinos Austria and Austrian Lotteries Group. The data, facts and figures supplied for this report by the individual companies (Business Units) and divisions (Corporate Functions) in the group were selected by their respective experts from the documentation and statistics they have diligently compiled and maintained for many years. All such data, facts and figures have also been verified for correctness and accuracy by the respective line managers.

**Our Organizational Structure**

Six Business Units (BU) come together under the umbrella of the Casinos Austria and Austrian Lotteries Group, each of which constitutes an independent company and focuses on a different business area.

- **Casinos in Austria**
  - Dr. Karl Stoss
  - Bettina Glatz-Kremsner
  - Prof. Dietmar Hoscher
  - Head of BU: Christian Schütz

- **International Business**
  - Dr. Karl Stoss
  - Bettina Glatz-Kremsner
  - Prof. Dietmar Hoscher
  - Managing Directors: Alexander Tucek, Christoph Züracker-Burda

- **Lotteries**
  - Dr. Karl Stoss
  - Bettina Glatz-Kremsner
  - Head of BU: Dr. Peter Ulovec

- **Betting & Sports-Related Skill Games**
  - Prof. Dietmar Hoscher
  - Managing Directors: Philip Neuwald, Georgi Weber

- **Video lottery terminals**
  - Win2day

- **Online gaming**
  - tipp3

- **Terrestrial casinos**
  - Casinos Austria

- **Gaming segments outside Austria**
  - Casinos Austria International

Operative management is handled by their respective managing directors or BU heads (Business Units) and management teams (Corporate Functions).

**BUSINESS UNITS**

<table>
<thead>
<tr>
<th>Business Unit</th>
<th>Business Unit</th>
<th>Business Unit</th>
<th>Business Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casinos in Austria</td>
<td>International Business</td>
<td>Lotteries</td>
<td>Online Gaming</td>
</tr>
<tr>
<td>Dr. Karl Stoss'</td>
<td>Dr. Karl Stoss'</td>
<td>Dr. Karl Stoss'</td>
<td>Bettina Glatz-Kremsner</td>
</tr>
<tr>
<td>Bettina Glatz-Kremsner</td>
<td>Bettina Glatz-Kremsner</td>
<td>Bettina Glatz-Kremsner</td>
<td>Managing Directors:</td>
</tr>
<tr>
<td>Prof. Dietmar Hoscher</td>
<td>Prof. Dietmar Hoscher</td>
<td>Managing Directors: Robert Vierziger</td>
<td>Martin Jekl</td>
</tr>
<tr>
<td>Head of BU: Christian Schütz</td>
<td>Managing Directors: Robert Vierziger</td>
<td>Fritz Pühringer</td>
<td>Emmerich Hager</td>
</tr>
<tr>
<td></td>
<td>and Fritz Pühringer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* as of 19 May 2017

**Reporting Period and Practices**

**Talk to us**

Dialog with our readers is important to us, since it lets us know what you like about this report, what you feel might be missing, and where you think the Casinos Austria and Austrian Lotteries Group could make further improvements. We look forward to receiving your comments and feedback by email to csr@casinos.at or csr@lotterien.at.
Our Six Business Units

Casinos Austria

Twelve casinos in Austria – twelve extraordinary gaming venues, each with its own look and feel. In all of our casinos – where access is only permitted to adults over the age of 18 – guests encounter an international gaming mix that extends from Roulett, Blackjack and Poker to our Mega Million Jackpot slot machines, and is coupled with absolute security of the gaming and the integrity and respectability of Casinos Austria. Through our Cusino – Genus-Events by Casinos Austria subsidiary, our casinos offer top-class cuisine and facilities for all manner of different events.

Austrian Lotteries

Austrian Lotteries has been offering a wide range of lottery games for the adult gaming market – sales of these products is restricted to persons over the age of 16 – since 1986. The company conducts 300 different casino projects worldwide. Tradition, innovation, integrity, social responsibility, security and service excellence are the cornerstones of its business concept. The CAIH Group’s business activities include operation of its own casinos, operational management of casinos under management contracts and investment in casino companies. Priority is placed in all its projects on ensuring that the product is an ideal fit for its respective local market. In 2016, CAIH’s portfolio comprised 33 gaming operations in 13 countries, including five slot machine rooms.
Legal Foundations

In Austria, the state holds a monopoly on games of chance – the Austrian Gaming Act (Glücks- spielegesetz) is the basis upon which the Casinos Austria and Austrian Lotteries Group offers games of chance in Austria. The legislator stipulates in the Gaming Act that a license can only be awarded to an applicant if said applicant can be expected to best exercise the license by virtue of its experience, infrastructures, development measures and own equity capital/resources as well as its systems and arrangements to prevent gambling addiction, to protect gamblers, to prevent money laundering and criminal activity, to ensure the security of its operations, to assure quality, to monitor its operations and to meet any other applicable provisions in the Act.

Österreichische Lottenein Gesellschaft m.b.H. holds the corresponding license to operate lottery draws (license valid until 30 September 2027). Casinos Austria AG has been awarded corresponding licenses by the Federal Ministry of Finance to operate twelve casinos (the licenses for the casinos in Bregenz, Graz, Innsbruck, Linz, Salzburg and Vienna are valid until 31 December 2027; the licenses for the casinos in Baden, Kitzbühel, Kleinwalsertal, Seefeld, Velden and Zell am See are valid until 31 December 2030).

Section 5 of the Gaming Act also provides for the operation of gaming machines in individual federal states. Under these provisions, the nine federal states in Austria have the right to issue licenses for the operation of gaming machines provided that certain regulatory measures are adhered to. The number of licenses to operate gaming machines is restricted to a maximum of three per federal state. At present, such licenses have been issued in five federal states, namely Burgenland, Carinthia, Lower Austria, Styria and Upper Austria.

Sports betting is classed in Austria as a skill game and is not subject to the provisions of the Gaming Act; legislative responsibility for sports betting lies with the individual federal states.

General Conditions, Trends, Challenges

Our group strives to be “best in class” when it comes to CSR. To achieve this, due consideration of the general global economic, environmental and social conditions is an absolute must. The Casinos Austria and Austrian Lotteries Group therefore continually analyzes and monitors the economic trends and developments that will affect and shape our companies in the future. To do so, we carry out periodic PESTEL and ESTEMPLE analyses, which also take account of the results of our group-wide risk and opportunities management activities. The last ESTEMPLE analysis was carried out in 2015 (next adaption: 2017).

Risks/Opportunities

Permanent risks/opportunities

<table>
<thead>
<tr>
<th>Economic situation</th>
<th>Early warning system in place in order to be able to react more quickly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Innovative strength</td>
<td>Continual monitoring of the market; Innovations in casinos, new products and homepage design</td>
</tr>
<tr>
<td>Effects of award of licenses to competitors</td>
<td>Raising attraction of casinos through innovative appearance and presence</td>
</tr>
</tbody>
</table>

Event-based risks/opportunities (by probability of occurrence)

- Advertising and marketing restrictions
- Development of alternatives and adaption of advertising and marketing measures
- Energy prices
- Ongoing monitoring of the energy market
- Stakeholder engagement
- Raising awareness among staff; Safeguarding the provisions of Section 56 of the Gaming Act

Source: ROM Update 2016

Our Key Stakeholders

We consider it to be part of our responsibility to keep in contact with our stakeholders, to clarify their demands and expectations at regular intervals and to foster corresponding dialogue. By involving our key stakeholder groups, we can identify their key issues, add them to the issues identified in our environmental and risk/opportunity analyses, and react accordingly. In the course of the preparation of this report, we also conducted an internal prioritization of our stakeholders. For this purpose, the members of our CSR Forum were asked to rate the relevance of various stakeholders on a scale of 1 to 5 (1=particularly important, 5=not important). This prioritization was then also verified by the corresponding member of the Management Board. The results of this prioritization are as follows:

2 Employees
1 Customers and Guests
3 Regulatory Authorities and Owners

This will be used in the coming years to improve our stakeholder management and enable us to address our stakeholders in an even more targeted manner.

The table below illustrates some of the key risks and opportunities that were identified for the 2016 business year.

<table>
<thead>
<tr>
<th>Risks/Opportunities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent risks/opportunities</td>
</tr>
<tr>
<td>Event-based risks/opportunities (by probability of occurrence)</td>
</tr>
</tbody>
</table>

PESTEL and ESTEMPLE are environmental analyses that permit the analysis of factors of influence and trends.

PESTEL: Political, Economic, Socio-cultural, Technological, Environmental, Legal

ESTEMPLE: Economic, Social, Technological, Environmental, Media, Political, Legal, Ethical
A company can ultimately only be successful in the long term if it is built on social acceptance, in other words, if it brings a benefit to society.

A core principle here is that the value added generated by an organization must benefit all stakeholders in the entire production process. The benefit for society should not only appear at the end of the chain, it should be encountered wherever value added is generated.

Responsible business in the gaming sector necessitates a business model that is based on generating optimal – and not maximum – revenues per customer or guest. A balance must be achieved between bets and winnings, so that the emphasis for our customers and guests remains on the experience and entertainment factors. Accordingly, and to ensure our business activities respect the principle of social responsibility along the complete value chain, the processes upstream of our day-to-day gaming and event operations were also analyzed along with their downstream counterparts. This resulted in the highly-differentiated value chain shown in the figure below.

When it comes to our casinos, we have to consider, for example, the manufacturers of gaming machines, cards and roulette tables as well as the maintenance service providers or suppliers of food produce for our restaurants and bars. In the lottery sector, the tobacconists as primary sales partner are extremely important, as are the producers of special printed materials like lottery tickets or scratch-off cards and the manufacturers of our lottery terminals. At headquarters, we work with a range of service providers, such as legal experts, graphic designers, banks, etc. Cleaning services, waste disposal and recycling also form part of the chain.

An in-depth materiality analysis was carried out during the preparations for our last full CSR Report covering the 2015 business year. This built on the topics identified in the ESTEMPLÉ, risk and opportunities, and stakeholder analyses and was also mirrored with the company-internal view. No new materiality analysis was conducted in the 2016 reporting year – an update will be carried out in 2017 and will be published in our next CSR Report.

The action fields derived from our materiality analysis and their connection to the UN’s Sustainable Development Goals (SDGs):

**Market**
- Entertainment
- Innovation
- Implementation of social standards
- Consumer protection & responsible gaming

**Workplace**
- Creation of new jobs
- Job security and health in the workplace
- Training and education
- Diversity and equal opportunities

**Environment**
- Energy efficiency
- Introduction of environmental standards
- Regionalism

This figure again shows the SDGs that are the focus of our attention:

The following chapters offer an insight into our sustainability activities.
What does CSR mean for us?

For us, corporate social responsibility means conducting our business along the value chain in a responsible yet economically successful manner to ensure sustainable development.

According to the 1987 Report of the Brundtland Commission (also known as the World Commission on Environment and Development):

"Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs."

This led to the development of CSR and the so-called priority or three-pillar model. This model proposes that economy, environment and society are both linked to and dependent on each other at the corporate level: there is no economy without a society, no society without an environment. We at the Casinos Austria and Austrian Lotteries Group work to integrate this idea into all our business processes.

CSR Organization:

**CSR Director**
Prof. Dietmar Hoscher
- Define CSR strategy
- Initiate CSR projects
- Approve CSR resources

**Head of Department**
Markus Eder
Public & European Affairs / CSR / Compliance
- Produce CSR strategy / coordination with Board and CSR Director
- Resource allocation
- Planning, budget

**CSR Officer**
Hermann Pamminger
- Produce CSR strategy / coordination with Board and Head of Department
- CSR organization / implementation / preparation / documentation / planning / goals / partnerships / reporting
- CSR Contact

**CSR Working Groups**
Experts for the respective topic from the CSR Forum
- Development of concrete solutions
- Development of decision-making basis
- CSR is an integral part of their job description
- Once a month

**CSR Forum**
Discussion body
- Communication of CSR activities
- Information exchange
- Members (as of 1 March 2017: 46) = representatives of all BUs and CFs

**Employees**
- Proposals
- Implementation
- Feedback

**Project-oriented**
Development of concrete solutions

Together not alone

Sustainability affects each and every one of our employees – in both their working and their personal lives. With a series of events under the title "CSR Talks", we want to raise awareness of sustainability among our employees and thus work together to achieve our goal of being "best in class". Four times a year, our staff are invited to attend an informal meeting where we discuss various current topics relating to sustainability with external experts in this field. The first of these events in 2016 focused on the topic of sustainable fashion.

We also actively strive to foster public discourse on the topic of CSR. A public "CSR Talk" is thus scheduled for 2017.

Outlook

In 2016, our group launched a new CSR excellence project, the goal of which is to evaluate our CSR management system and obtain certification for this according to the Austrian ONR 192500 standard. In 2017, we will implement a customized IT application to collect all relevant key performance indicators (KPIs) required for our CSR reporting activities.
Our Responsibility
Toward our Customers and Guests

Our portfolio of gaming products and services is broad and diverse. We cater to our customers and guests fun and excitement, and place particular importance on their health and safety.

Together with our staff, we have developed our own Code of Conduct to ensure that all our business activities are exemplary from an ethical and legal perspective and thus meet the high moral standards that apply in our group. This code of conduct is not just a code of practice for our own group, it also mirrors the demands we place on our business partners. It is supplemented in this regard by our strict Code of Practice for Suppliers.

Fair and controlled gaming

Compliance in our group stands for the totality of measures taken to ensure adherence to external laws and regulations and to our internal guidelines and provisions. As members of industry associations like the European Lotteries or the European Casino Association, we work toward establishing a common approach to compliance and to forming an alliance against illegal gambling. A joint process framework based on the ISO 9001 (Quality Management) and 27001 (Information Security) standards is defined for all our existing management systems. In addition to the joint process elements, this framework also covers the "know your customer" principle – as also required by the Austrian Gaming Act and the Austrian Banking Act (Bankwesengesetz). Data recording in our central computer center meets the highest possible security standards and is certified to ISO 27001. In the 2016 reporting year, a framework was established in the group to identify politically exposed persons (PEPs) in casinos, lottery games, WINWIN outlets and on the win2day gaming platform, as required from 1 January 2017 following the incorporation of the 4th EU Anti-Money Laundering Directive into national law in Austria.

Our goals for 2016 and 2017

<table>
<thead>
<tr>
<th>Our goals for 2016 and 2017</th>
<th>Status 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti-corruption</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Increased training for managers and introduction of periodic external audits</td>
<td>Planned for 2017</td>
</tr>
<tr>
<td>Preparation for the national implementation of the 4th EU Anti-Money Laundering Directive</td>
<td>Completed</td>
</tr>
<tr>
<td>Further optimization of our anti-money laundering system</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Introduction of periodic external audits</td>
<td>Planned for 2017</td>
</tr>
<tr>
<td>Data protection</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Preparation for the General Data Protection Regulation</td>
<td>Ongoing since 2016</td>
</tr>
<tr>
<td>Revision of our internal company data protection policy</td>
<td>Planned for 2017</td>
</tr>
</tbody>
</table>

Responsible Gaming

Responsibility for 2016 and 2017

<table>
<thead>
<tr>
<th>Our goals for 2016 and 2017</th>
<th>Status 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible Gaming Academy conference incl. stakeholder dialog and workshops for responsible gaming officers</td>
<td>Completed for 2016 Planned for 2017</td>
</tr>
<tr>
<td>Monitoring of adherence by sales partners to the age restriction (16 years and over) for the purchase of Austrian Lotteries products through mystery shopping checks</td>
<td>Completed for 2016 Planned for 2017</td>
</tr>
<tr>
<td>Addiction potential analysis using the GAM-GaRD tool (Version 3.0)</td>
<td>Completed for 2016 Planned for 2017</td>
</tr>
<tr>
<td>Group-wide implementation of the &quot;Responsible Advertising&quot; directive</td>
<td>Completed</td>
</tr>
<tr>
<td>Certifications: Austrian Lotteries: to European Lotteries and World Lottery Association responsible gaming standards win2day: to the GamCare Player Protection Code of Practice</td>
<td>Completed for 2016 Planned for 2017</td>
</tr>
<tr>
<td>Certification of the annual &quot;Holiday Campaign&quot; in cooperation with McGill University in Montreal, Canada and the National Council on Problem Gambling in the USA</td>
<td>Completed for 2016 Planned for 2017</td>
</tr>
<tr>
<td>Evaluation and further development of the &quot;MENTOR&quot; prevention tool on win2day</td>
<td>Completed for 2016 Planned for 2017</td>
</tr>
<tr>
<td>Casinos Austria: full certification of the responsible gaming management system to the European Casino Association’s responsible gaming standard</td>
<td>Completed for 2016 Planned for 2017</td>
</tr>
<tr>
<td>Redesign of the group-wide basic responsible gaming training programs</td>
<td>Planned for 2017</td>
</tr>
<tr>
<td>Australian Lotteries: training for sales partners in line with the annual responsible gaming focus</td>
<td>Completed for 2016 Planned for 2017</td>
</tr>
</tbody>
</table>
Responsible Gaming

Responsible gaming has been an underlying principle of all business activities in the companies in our group from the very outset.

Responsible gaming is understood as the sum of all measures taken by a gaming operator to address and proactively counter the possible problematic effects of the products and services it provides. In the Casinos Austria and Austrian Lotteries Group, our Corporate Function “Responsible Gaming, Advertising & Sponsoring” has the task of developing and implementing corresponding measures. Our response to this challenge is our Five-Point Responsible Gaming Program.

**Our Five-Point Responsible Gaming Program:**

1. **Player protection**
   - Conditions for participation and access restrictions are strictly adhered to.
   - Active provision of information on the risks of gambling through information folders, on the responsible gaming website www.spiele-mit-verantwortung.at and via the responsible gaming hotline (0800 202 304).
   - Player protection plays a fundamental role in the development of new games: the potential addiction risk is evaluated scientifically using GAM-GaRD, an internationally renowned social impact assessment tool. Version 3.0 of this tool was introduced in 2016. The results of the evaluation are then submitted to the Federal Ministry of Finance along with the required request for approval of a game.
   - Provision of self-monitoring and control options for players, e.g. self-exclusion orders or gambling breaks.
   - The MENTOR tool supports users of our online gaming platform win2day with important information and useful tips for monitoring their gambling behavior. MENTOR has also been available in a responsive design for mobile devices since 2016. A “MENTOR Reminder” campaign was likewise launched in 2016 to specifically draw the attention of users to the information tool on win2day.

   - **1,123** talks with guests in acc. with Section 25 (3), Gaming Act
   - **5,495** restrictive measures in acc. with Section 25 (3), Gaming Act

2. **Regular, lasting training**
   - Qualification as so-called specially trained member of staff (as required under Section 25 (3) of the Austrian Gaming Act). As of 31 December 2016, our group had a total of 164 specially trained members of staff who are authorized to talk to guests about their gambling behavior.
   - In 2016, 557 Austrian Lotteries sales partners were given responsible gaming training with a primary focus on the restriction of sales of lottery products to persons over the age of 16. Adherence to this contractually stipulated age restriction is monitored regularly using mystery shopping tests.

   - **12 casinos**
   - **5,495** restrictive measures in acc. with Section 25 (3), Gaming Act

3. **Responsible advertising**
   - Advertising should serve to provide appropriate information, yet not overly stimulate the desire to gamble. For this purpose, we have implemented a voluntary “Code of Conduct Responsible Advertising” across the Casinos Austria and Austrian Lotteries Group. This code of conduct ensures that our advertising and marketing activities correspond to high ethical standards and, in particular, do not target vulnerable groups. Furthermore, all companies in the group agreed in 2016 to expressly commit to their particular level of responsibility in a group-wide responsible advertising directive.

   - **1,047** advertising materials and advertising activities checked

4. **Promotion of research and cooperation with counseling centers and treatment facilities**
   - The Casinos Austria and Austrian Lotteries Group commissions various institutions and research facilities to conduct scientific studies into different aspects of responsible gaming. The research findings serve as the basis for effective preventive measures against problem gambling. We also practice rigorous knowledge sharing with relevant counseling centers and treatment facilities.

   - **215** delegates from external organizations

5. **Quality assurance of content and processes**
   - Our responsible gaming processes and measures are regularly audited and certified by independent international institutions.
   - **Casinos Austria**: certified to European Casino Association responsible gaming standards since 2014; full certification in 2017.
   - **Austrian Lotteries, WINWIN and win2day**: certified to the World Lottery Association and European Lotteries responsible gaming standards since 2009; full re-certification every 3 years, interim certifi-
   - **win2day**: certified to GamCare responsible gaming standards since 2011 (= UK’s biggest support organization for people with gambling problems); annual audit and re-certification.
   - **Pro-Ethik Seal of Approval from the Austrian Advertising Council**: confirms that our advertising activities have not breached its code of ethics.

   - **257 Austrian Lotteries sales partners**

**Point 3. Responsible advertising**

Advising the conference at our Responsible Gaming Academy is one of the Casinos Austria and Austrian Lotteries Group’s most important responsible gaming training measures. The conference was held for the 13th time in 2016 and once again attracted international experts from around the globe to Studio 44 in Vienna to discuss recent developments in this field. A further stakeholder dialog event was also organized during the RGA, this time on the topic of “Unlicensed Gambling”.

The RGA was rounded off by workshops for our Guest Relations & Organization managers as well as our WINWIN outlet managers to identify new options for the practical implementation of talks with customers and guests in a responsible gaming context.

**Point 4. Promotion of research and cooperation with counseling centers and treatment facilities**

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- **Pro-Ethik Seal of Approval from the Austrian Advertising Council**: confirms that our advertising activities have not breached its code of ethics.
We offer fun and excitement – above all through innovations and service excellence

At the beginning of March 2016, we opened our new Innovation Hub at our headquarters in Vienna, an open space for new ideas, networking and creative collaboration. Since March 2016, some 80 events and workshops have been held in the Innovation Hub for around 300 participants.

Our classic innovation management tools

• !deas Forum (!deenchallenge): forum for suggestions for improvements
• !deas Challenge (!deenforum): forum for suggestions for improvements
• Trend blog and monthly newsletter
• Summer Academy 2016: 165 members of staff
• Innovation Day 2016 in Studio 44: national and international experts, 330 participants

Excellent service is an important part of the all-round experience in a visit to one of our casinos or WINWIN outlets, where our staff await with a friendly and courteous welcome, professional service in the bars and restaurants and reliable handling of all games. Our sales partners are likewise always on hand to help customers and answer their questions. We consider it very important to know and understand how satisfied our customers, guests and partners are with the service we provide. Accordingly, we have installed our own group-wide Customer & Retailer Service Center (CRS) and complaints management system and established appropriate communication channels for each of our Business Units. We communicate regularly with our customers and guests via various channels, such as our newsletters, player loyalty cards and, last but not least, the win2day Facebook page where we post news, organize prize games and respond to all manner of questions regarding our gaming products and services.

Retailers as key partners

Austrian Lotteries products can be purchased at around 5,160 sales outlets across the whole of Austria. Our lottery sales partners are the first point of contact for lottery customers; they serve as intermediaries for information and measures and supply feedback on customer demands directly from the marketplace. Austrian Lotteries has developed a comprehensive package of services to safeguard and further support from Austrian Lotteries in order to ensure that the quality of their sales and customer service remains consistently high. Relevant current issues are discussed in person in the course of regular visits by the regional sales representatives. Monthly letters supply useful information, while important and/or short-term news is also communicated via the online terminals installed in the outlets. These terminals are also used to find out what the sales partners think about specific topics. Lottener Aktuell, the regular newsletter for lottery sales outlets, rounds off the information service.

The tourism regions and their various establishments are also important partners for the group, and above all for Casinos Austria. Through cooperation activities and information sharing, Casinos Austria works intensively with other enterprises in the respective regions to provide the best possible combination of services and options for guests.

Responsibility toward its employees is an integral part of any company’s social responsibility. We do our utmost to be an attractive employer: a healthy and motivating working environment, variety and a good work-life-balance all contribute to achieving this.

Together, the companies in our group employ a total of 4,233* people, 39.3% of whom are women.

Our Responsibility Toward our Employees

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Our goals for 2016 and 2017

<table>
<thead>
<tr>
<th>Goal</th>
<th>Status 2016</th>
<th>Status 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluation of psychological stress in the workplace</td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>Inclusion of CSR duties in job descriptions of CSR contacts in all Business Units and Corporate Functions</td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>Anchoring of a culture of innovation in the group and fostering of intrapreneurship</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>Promotion and maintaining of health</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>Promotion and extension of intercultural competence</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>Development of junior managers and promotion of talent</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>Implementation of a new learning platform</td>
<td>Planned for 2017</td>
<td></td>
</tr>
<tr>
<td>Revision of the diversity strategy</td>
<td>Planned for 2017</td>
<td></td>
</tr>
</tbody>
</table>

We don’t leave health to chance

The health of our employees is very important to us. We ensure that they enjoy ergonomically designed workplaces, evaluate psychological stress at work and continually offer healthcare support and advice from occupational health professionals. We strive to ensure that workplace accidents and the number of sick days are kept to an absolute minimum. We also offer numerous internal and external sports activities outside working hours. In our ‘Get Moving – Keep Moving’ campaign, we again organized preparatory training for running and walking groups in 2016.

The 2016 business year also marked the introduction of the mandatory EMES program required under the EU’s 2013/35 electromagnetic fields directive. The program covers the evaluation of all workplaces with regard to protection against the risks arising from electromagnetic fields up to 300 GHz.

Casinos Austria

<table>
<thead>
<tr>
<th>Year</th>
<th>Workplace Accidents</th>
<th>Sick Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>1</td>
<td>3.29</td>
</tr>
<tr>
<td>2016</td>
<td>4</td>
<td>3.00</td>
</tr>
</tbody>
</table>

Austrian Lotteries

<table>
<thead>
<tr>
<th>Year</th>
<th>Workplace Accidents</th>
<th>Sick Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>8</td>
<td>3.74</td>
</tr>
<tr>
<td>2016</td>
<td>3</td>
<td>3.47</td>
</tr>
</tbody>
</table>

*Annual average full-time equivalent for Casinos Austria Group (CAST, CCB & CALL, CAIH), Austrian Lotteries G.m.b.H. and WINWIN and tipp3
A motivating work environment is the name of the game

Opportunities for personal development are very important for job satisfaction. The Casinos Austria and Austrian Lotteries Group therefore offers its staff excellent career prospects and a range of training and development options. Fairness, variety and equal opportunities characterize daily work in our group. Our internal diversity matrix, which will be reworked in 2017, shows our priorities in this area: gender, generations, people with special needs. Our “Harassment and Bullying in the Workplace” policy establishes clear rules that go beyond the legal requirements and ensure that harassment and bullying are not tolerated in the Casinos Austria and Austrian Lotteries Group.

The focus of our training activities in the reporting year lay on innovation, networking and intercultural communication. The following workshops and events were held in 2016:

- Innovation and Design Thinking – training of design thinking facilitators who can be deployed in the development of customer-centric products and services.
- Awesomeness Challenge – our employees were invited to develop business ideas that would provide an awesome customer experience; of the 69 projects submitted, one was selected for development.
- Intercultural Communication – e-Learning modules for Arabic, Russian and Chinese were developed in 2016. The training focus in our operations in 2017 lies on intercultural communication.
- Modular Leadership Development Seminar for Heads of Department – the focus in 2016 lay on customer orientation, promoting innovation, personnel management, dealing with conflicts and behavior in “sandwich positions”.
- C&L Mentoring – this program was launched in 2015 to support new members of staff. The results of the practical exercises that form part of the program were presented in the reporting year, and one of these – a virtual reality show in Casino Baden, had already been implemented.
- Customer Experience/Customer Focus – this will be a focus of training measures in 2017.

Casinos Austria and the Austrian Lotteries Group in spring 2017.

- 1st place in the "Trends and Innovations" category at the HR Inside Summit 2016 Awards for the Casinos Austria and Austrian Lotteries Group for our “Glück(lich) durch Innovation” ("Happiness through Innovation") initiative.
- 2nd place in the "Employer Branding Award – Best Employer Brand" in the category "Internal Branding – Global Player" for the Casinos Austria and Austrian Lotteries Group.
- 1st place in the "Best Recruiters Award" in the services sector for Austrian Lotteries, 2nd place for Casinos Austria.

For the future, our HR measures must be evaluated and developed correspondingly. To find out whether our HR measures are bearing fruit, we conducted a group-wide staff survey at the end of summer 2016 on the topics of innovation and digital transformation, new ways of working and leadership culture. 73 % of managers and 29 % of staff in the group participated in this survey. The results are now being discussed in detail in the individual divisions to allow the development of appropriate measures.

We make sure that our employees are highly trained and qualified. The Casinos & Lotteries Academy (C&L Academy), our internal training and further education platform, is the central pillar for professional and personal development in our group. To optimize this, a working group is currently focusing on the implementation of a learning platform, which will be introduced across the Casinos Austria and Austrian Lotteries Group in spring 2017.

How do our staff see us?

To find out whether our HR measures are bearing fruit, we conducted a group-wide staff survey at the end of summer 2016 on the topics of innovation and digital transformation, new ways of working and leadership culture. 73 % of managers and 29 % of staff in the group participated in this survey. The results are now being discussed in detail in the individual divisions to allow the development of appropriate measures.

Our efforts were also rewarded in 2016:

- 1st place in the "Trends and Innovations" category at the HR Inside Summit 2016 Awards for the Casinos Austria and Austrian Lotteries Group for our "Glück(lich) durch Innovation" ("Happiness through Innovation") initiative.
- 2nd place in the "Employer Branding Award – Best Employer Brand" in the category "Internal Branding – Global Player" for the Casinos Austria and Austrian Lotteries Group.
- 1st place in the "Best Recruiters Award" in the services sector for Austrian Lotteries, 2nd place for Casinos Austria.
Our Responsibility
Toward Society

Observing the law is, of course, essential for any company, but it is not enough in itself. A company also has to have a “license to operate”, i.e. its business activities have to be accepted by society. Our group has always applied any applicable laws in the way they were intended by the legislator. This is very important to us and forms a central pillar of our corporate philosophy.

Companies which attract such a high level of public attention as those in the Casinos Austria and Austrian Lotteries Group are under even more pressure to convince all stakeholders that they are conducting their business in a manner that is good for the whole country.

We contribute to the national economy

Our group employs a total of 2,486 people in Austria. Through our close ties to supplier companies, the Austrian Lotteries Group makes a significant contribution to the development of the country’s economy.

A study by the Econometric Institute for Economic Research analyzed this value creation in detail for the 2016 business year for Casinos Austria. The results showed that in 2016 our direct contribution to value added amounted to 405.6 million euros. When the effects that are triggered on the upstream value chain and through so-called income effects are taken into account, this gross value added amounts to 725 million euros.

For every euro earned in the Casinos Austria Group, a further 79 cents in value added is triggered in Austria.

Gaming revenues and bets placed (incl. ancillary revenues) for the group as a whole amounted in Austria to 3.76 billion euros in 2016. The Casinos Austria and Austrian Lotteries Group has long been one of Austria’s biggest taxpayers. In 2016, our license fees, gaming tax, sales tax, casino tax, salary-related taxes and social security contributions, corporation tax and other tax payments totaled 609.3 million euros – that’s how much the activities of our group contributed to tax revenues in Austria in 2016.

Casinos Austria is recognized as a leading Austrian company. As local tourism partners, the twelve casinos deliver important impetus to the development of Austria’s tourist regions. The WINWIN outlets are likewise attractive and important additions to the local and/or regional leisure and tourism amenities in their host locations.

With each outlet, WINWIN also creates qualified jobs and offers a responsible, legal alternative both to the undesirable and rapidly growing number of illegal gambling venues in all federal states in Austria and to the gambling venues located directly at the nation’s borders.

For every euro earned in the Casinos Austria Group, a further 79 cents in value added is triggered in Austria.

Tourism and cultural events

Our “Casino on Tour” mobile charity casinos were in play at 232 events, including balls, company events and national and international trade fairs. A total of 77,963 euros was raised at these charity events for a variety of charitable causes.

Further investments were made in the infrastructure at the Studio 44 event venue in Vienna throughout the 2016 business year. The wall panels in the two seminar rooms were replaced, and high-performance beamers installed to improve the professional quality of presentations.

At the end of the year, the Studio 44 Ballroom was equipped with a new illuminated stage with Plexiglas stage elements and state-of-the-art LED technology. The new stage is more flexible in size and more energy efficient through the use of LED technology.

Studio 44 is an impressive example of the fact that sustainability can also work in the event sector. The Casinos Austria and Austrian Lotteries Group’s premium event location was awarded the Austrian “Eco-Label” in 2016 and recognized as a “Green Location”. The official presentation of the certificate by the Austrian Federal Minister of Agriculture, Forestry, Environment and Water Management Andrea Rupprechter and the European Commissioner for Environment, Maritime Affairs and Fisheries Karmenu Vella took place at the Green Events Austria Gala on 2 June 2016, which was fittingly held in Studio 44.

A good corporate citizen

We consider it our duty to show commitment to society and social matters well beyond our legal mandate. After all, we not only have a responsibility to our guests, players, customers, staff and shareholders, we also have a responsibility to society in general. We demonstrate this commitment through, for instance, our CSR partnerships, our many sponsoring projects and our support for Austrian sport. In doing so, we view our motto “Good for Austria” as a unifying theme for all sponsoring partnerships in the Casinos Austria and Austrian Lotteries Group.

Austrian Lotteries dedicates itself here first and foremost to social and humanitarian projects, while Casinos Austria focuses above all on supporting arts and culture. This allows us to spread our efforts and resources for maximum, long-term effect. Our goal is to establish sustainable partnerships that are based on trust and follow an overriding goal, namely to preserve what is valuable and important to us and many people as possible. That is just one of the reasons why we are such a valued sponsoring partner. Our CSR partnerships also serve to demonstrate the great importance we attach to being a good corporate citizen. This is illustrated by examples like the Casinos Austria Music Line, the Casinos Austria Rising Star Award (in cooperation with the University for Music and Performing Arts – mdw – in Vienna), the Casinos Austria Alpha Prize for Literature (in cooperation with Vienna Municipal Libraries), or the ImpulsTanz Festival, where we sponsor the DanceAbility Workshops and the Prix Jardin d’Europe for the best choreography.

Absolute respect for the principle of social responsibility is the most important selection criterion for any project we choose to support. This includes the pursuit of long-term socio-political goals, a high level of public benefit and the integration of the project into our overall sponsoring policy. But we also categorically refuse to support certain projects. In line with our sponsoring guidelines, we do not support the following:

• activities that bear a risk of infringing human rights,
• events outside Austria,
• motor, extreme or fun sports,
• initiatives with a direct link to young people or children.

Through the provisions for the funding of sports set out in the Austrian Gaming Act, Austrian Lotteries is the most important financier of sports in Austria. Each year, Austrian Lotteries contributes a total of 80 million euros to the country’s sports federations and associations. Since the company was founded, a total of around 14 billion euros has been contributed under this title to Austrian sports.

Many important and valuable projects have been realized through the support of the Casinos Austria and Austrian Lotteries Group. The corresponding lists of these projects can be found on our website (casinos.at, lotterien.at).
Our Responsibility

Toward the Environment

The Paris Climate Agreement that came into effect from November 2016 has refocused global attention on environmental and climate protection. Achieving the objective of keeping the global temperature rise in this century below 2°C above pre-industrial levels will require the participation of all nations and enterprises. As service providers, the companies in the Casinos Austria and Austrian Lotteries Group do not have the same effect on the environment as manufacturing companies. Nonetheless, our business activities and complex supply chain do impact and affect many sectors of the environment. As leading Austrian enterprises, our casinos cater to many thousands of guests each year. Austrian Lotteries operates an extensive sales network. This provides us with many opportunities to reduce the group’s ecological footprint.

Our efforts to do so focus on the following areas:

- sustainable procurement
- energy
- water
- waste

To extend our efforts to climate and environmental protection, we have also been partnering nature protection and environmental organizations for many years.

We are, however, well aware that our activities in the environmental sector are still at an early stage and that there is much more we can do in this regard. Accordingly, we have set ourselves the goal for the coming years of working even more intensely toward environmental and climate protection.

Sustainable procurement and sales

In our efforts to protect the environment, we buy locally whenever possible. This shortens delivery distances and contributes to the regional economy. Our casinos and casino restaurants have excellent partner and supplier networks in their respective regions. To ensure that our suppliers also conduct business in an environmentally-friendly manner, we have implemented a Code of Conduct for Suppliers, which must be adhered to in all business dealings with the companies in our group.

At Austrian Lotteries, sustainable procurement also means ensuring that all printed materials—lottery tickets, betting slips, etc.—are printed on FSC (Forestry Stewardship Commission) certified paper according to the Austrian ecotag guidelines. We also take care to ensure that the mailing of our marketing materials leaves as small a footprint on the environment as possible and therefore work with the Austrian mail service (Österreichische Post), who offer a CO₂-neutral delivery service.

We also endeavor to bundle sales routes whenever possible both to reduce travel distances and to save costs. Our warehouse facilities were likewise optimized in the reporting year, with extensive adaptations made at our MC4 site. This site will serve from 2017 as the main warehouse for the group and the second warehouse in Pfaffstätten will be closed.

Energy management

Our goal in the field of energy management is to keep energy consumption as low as possible. The energy managers at Casinos Austria and Austrian Lotteries are responsible for our energy efficiency measures and for collecting data on our energy consumption levels. The Casinos Austria and Austrian Lotteries Group is obliged under the provisions of the Austrian Federal Energy Efficiency Act (Bundes-Energieeffizienzgesetz/EEffG) to report on our performance in the energy sector. We have been purchasing 100 percent of the electricity for our headquarters in Vienna (Rennweg) and for our MC4 warehouse from renewable sources since 2008. The share of renewable energy used in our casinos and WINWIN outlets is likewise on the rise.

As part of our continued efforts to optimize our energy consumption, two old cooling machines at our headquarters and the cooling agents in the casinos in Seefeld and Velden were replaced in 2016. The lighting in the corridors of the Rennweg 44 (RW44) building, in numerous offices, in the packaging and loading areas at the MC4 warehouse and in some of the casinos was upgraded to LED lighting. During the renovation of Klessheim Palace (which is home to Casino Salzburg), new cooling agents and energy efficient compressors were installed, the old gas boilers were replaced with condensing boiler technology and new chimneys, and the windows were renovated. These measures reduced the group’s electricity consumption by 209,493 kWh.

Total energy consumption for the group (including casinos and WINWIN outlets) rose slightly in the reporting year. The reasons for this were the expansions in the casino sector, the takeover of the Cusino Restaurants and the new requirement that all slot machines be connected to the Austrian Federal Computer Center and may not be switched off outside opening hours.

Water – a valuable commodity

We can count ourselves lucky in Austria that we live in a country with abundant water. To safeguard this situation for future generations, measures are required to keep water consumption low and to prevent contamination. In the 2016 reporting year, our group reduced its water consumption through a careful approach to water use.

Waste management

We can all make a contribution to reducing waste. The Casinos Austria and Austrian Lotteries Group has, for instance, appointed a waste management officer to deal with waste management in our group. A basic principle applies here in all our business processes: avoid waste wherever possible.

Waste analyses are conducted every five years for the Rennweg 44 (RW44) and Rennweg 46 (RW46) sites. This gives us the opportunity to determine the precise amounts of office waste materials, uncover any errors in our waste disposal system and introduce any necessary measures.

The latest waste analyses showed that the waste disposal system in our offices is excellent, but that we could still reduce the amount of waste paper and data protection paper produced.

In the reporting year, the group generated a total of 1,051.11 tons of waste. Since the waste generated at the WINWIN sites was reported for the first time in this year, the comparability of the reported figures is limited.

Our goals for 2016 and 2017

<table>
<thead>
<tr>
<th>UN Global Compact Communication on Progress Report 2016</th>
<th>Status 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement of lighting at all sites with more energy-efficient LED technology</td>
<td>Implemented &amp; planned for 2017</td>
</tr>
<tr>
<td>Replacement of cooling at sites with more energy-efficient LED technology</td>
<td>Implemented &amp; planned for 2017</td>
</tr>
<tr>
<td>Uplifting of environmental indicators for WINWIN outlets</td>
<td>Planned for 2017</td>
</tr>
<tr>
<td>Switch to glass fiber air filters in casinos</td>
<td>Implemented &amp; planned for 2017</td>
</tr>
<tr>
<td>Replacement of lighting controls in casinos</td>
<td>Implemented &amp; planned for 2017</td>
</tr>
<tr>
<td>Replacement of circulating pumps at MC4 site in Wiener Neustadt</td>
<td>Planned for 2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Energy Consumption in kWh</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>7,305,830</td>
<td>39,060,734</td>
<td>42,096,450</td>
</tr>
</tbody>
</table>

*Reporting of energy consumption at Rennweg and WINWIN sites was only begun in 2015

<table>
<thead>
<tr>
<th>Total Weight of Waste in t</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazardous waste</td>
<td>2.72</td>
<td>21.64</td>
<td>5.36</td>
</tr>
<tr>
<td>Non-hazardous waste</td>
<td>779.14</td>
<td>789.78</td>
<td>1,045.85</td>
</tr>
<tr>
<td>Total</td>
<td>781.86</td>
<td>811.43</td>
<td>1,051.11</td>
</tr>
</tbody>
</table>

*The large increase in volume in 2015 is the result of the first time in this year, the comparability of the reported figures is limited.
### GRI Index: General Disclosures (2016)

<table>
<thead>
<tr>
<th>GRI Index</th>
<th>Brief Description of Disclosure</th>
<th>Chapter and Page Number (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRI 102-1</td>
<td>Name of the organization</td>
<td>Our Organizational Structure, Page 7</td>
</tr>
<tr>
<td>GRI 102-2</td>
<td>Activities, brands, products &amp; services</td>
<td>Our Organizational Structure, Page 7</td>
</tr>
<tr>
<td>GRI 102-3</td>
<td>Location of headquarters</td>
<td>Locations in Austria, C4</td>
</tr>
<tr>
<td>GRI 102-4</td>
<td>Location of operations</td>
<td>Locations in Austria, C4</td>
</tr>
<tr>
<td>GRI 102-5</td>
<td>Ownership &amp; legal form</td>
<td>Companies in 2016 – Overview, C3</td>
</tr>
<tr>
<td>GRI 102-6</td>
<td>Markets served</td>
<td>Locations in Austria, C4</td>
</tr>
<tr>
<td>GRI 102-7</td>
<td>Scale of organization</td>
<td>Our Organizational Structure, Page 7</td>
</tr>
<tr>
<td>GRI 102-8</td>
<td>Employees and other workers by employment status, gender and region</td>
<td>Our Business Year 2016, C2</td>
</tr>
<tr>
<td>GRI 102-9</td>
<td>Supply chain</td>
<td>Our Responsibility Towards Our Employees, Page 21 Indicators, Page 32</td>
</tr>
<tr>
<td>GRI 102-10</td>
<td>Significant changes</td>
<td>Change in ownership structure in the reporting period: Novomatic AG acquired 17 % of Casinos Austria AG. The Albanisch Österreichische Lotterien Holding Gesellschaft m.b.H. was sold in the reporting period. Other changes in the reporting period: opening of Casino Zell am See and closure of the WINWIN outlet in Bruck/Leitha.</td>
</tr>
<tr>
<td>GRI 102-11</td>
<td>Precautionary principle</td>
<td>Foreword by the Management Board, Page 1</td>
</tr>
<tr>
<td>GRI 102-12</td>
<td>External initiatives</td>
<td>CSR in our Group, Page 14</td>
</tr>
<tr>
<td>GRI 102-13</td>
<td>Membership of associations</td>
<td>CSR in our Group, Page 14</td>
</tr>
<tr>
<td>GRI 102-14</td>
<td>Statement from senior decision-maker</td>
<td>Forewords, Pages 1-2</td>
</tr>
<tr>
<td>GRI 102-15</td>
<td>Key impacts, risks and opportunities</td>
<td>General Conditions, Trends, Challenges, Page 11</td>
</tr>
</tbody>
</table>

### Strategy

| GRI 102-16 | Values, principles, standards, and norms of behavior | Our Corporate and Guiding Principles, Page 9 |
| GRI 102-17 | Mechanisms for advice and concerns about ethics       | Our Responsibility Toward our Customers and Guests, Page 16 |

### Ethics and Integrity

| GRI 102-18 | Governance structure               | Our Organizational Structure, Page 7    |
| GRI 102-19 | Delegating authority               | Our Organizational Structure, Page 7    |
| GRI 102-20 | Executive-level responsibility for economic, environmental, and social topics | CSR in our Group, Page 14 |

### Governance

| GRI 102-21 | Consulting stakeholders on economic, environmental, and social topics | Our Organizational Structure, Page 7 CSR in our Group, Page 14 |
| GRI 102-22 | Composition of the highest governance body and its committees | Group Management Bodies, Page 36 |

### Stakeholder Engagement

| GRI 102-40 | List of stakeholder groups         | Our Key Stakeholders, Page 10 Non-disclosures: Incomplete. Is currently being updated. |
| GRI 102-41 | Collective bargaining agreements   | The employees in our group are covered by various different collective bargaining agreements depending on their occupational group – 98 % of our employees are covered by collective bargaining agreements. |
| GRI 102-42 | Identifying and selecting stakeholders | Our Key Stakeholders, Page 10 |
| GRI 102-43 | Approach to stakeholder engagement | Our Key Stakeholders, Page 10 Non-disclosures: Incomplete. Is currently being updated. |
| GRI 102-44 | Key topics and concerns raised     | Our Key Stakeholders, Page 10 Non-disclosures: Incomplete. Is currently being updated. |

### Reporting Practice

| GRI 102-45 | Entities included in the consolidated financial statements | Companies in 2016 – Overview, C3 |
| GRI 102-46 | Defining report content and topic boundaries | Reporting Period and Practices, Page 6 |
| GRI 102-47 | List of material topics                  | Focus on the Material Aspects, Page 13 |
| GRI 102-48 | Restatements of information              | Change from GRI G4 to GRI Standards (2016). In the environmental sector, more data is reported from our casino and VLT outlets. |
| GRI 102-49 | Changes in reporting                     | Focus on the Material Aspects, Page 13 Change from GRI G4 to GRI Standards (2016) |
| GRI 102-50 | Reporting period                         | Reporting Period and Practices, Page 6 |
| GRI 102-51 | Date of most recent report               | Reporting Period and Practices, Page 6 |
| GRI 102-52 | Reporting cycle                          | Reporting Period and Practices, Page 6 |
| GRI 102-53 | Contact point for questions              | CSR in our Group, Page 14 Imprint, C7 |
| GRI 102-54 | Claims of reporting in accordance with the GRI Standards | Reporting Period and Practices, Page 6 |
| GRI 102-55 | GRI Content Index                       | GRI Index, Page 28 |
| GRI 102-56 | External assurance                      | The report was not audited externally. |

### Economy

| GRI 201-1 | Direct economic value generated and distributed | Our Business Year 2016, C2 Our Responsibility Toward Society, Page 24 |
| GRI 201-2 | Financial implications and other risks and opportunities due to climate change | Our Responsibility Toward our Customers and Guests, Page 16 |
Specific Disclosures (2016)

**Economy**

**GRI 203: Indirect Economic Impacts 2016**
- **GRI 103-1 to 3** Description of the material topic and its boundaries, management approach and evaluation
- **GRI 205-1** Operations assessed for risks related to corruption
- **GRI 205-2** Communication and training about anti-corruption policies and procedures
- **GRI 205-3** Confirmed incidents of corruption and actions taken

**GRI 302-4** Reduction of energy consumption
- **GRI 302-1** Energy consumption within the organization
- **GRI 302-4** Reduction of energy consumption
- **GRI 303-1** Water withdrawal by source

**GRI 303: Water 2016**
- **GRI 103-1 to 3** Description of the material topic and its boundaries, management approach and evaluation
- **GRI 303-1** Water withdrawal by source

**Social**

**GRI 401: Employment 2016**
- **GRI 103-1 to 3** Description of the material topic and its boundaries, management approach and evaluation
- **GRI 401-2** Benefits provided to full-time employees that are not provided to temporary or part-time employees

**GRI 403-2** Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities

**GRI 404: Training and Education 2016**
- **GRI 103-1 to 3** Description of the material topic and its boundaries, management approach and evaluation
- **GRI 404-1** Average hours of training per year per employee
- **GRI 404-2** Programs for upgrading employee skills and transition assistance programs
- **GRI 404-3** Percentage of employees receiving regular performance and career development reviews

**GRI 405: Diversity and Equal Opportunity 2016**
- **GRI 103-1 to 3** Description of the material topic and its boundaries, management approach and evaluation
- **GRI 405-1** Diversity of governance bodies and employees
- **GRI 405-2** Employees by type and disposal method

**GRI 416: Customer Health and Safety 2016**
- **GRI 103-1 to 3** Description of the material topic and its boundaries, management approach and evaluation

**Ecology**

**GRI 306: Effluents and Waste 2016**
- **GRI 103-1 to 3** Description of the material topic and its boundaries, management approach and evaluation
- **GRI 306-2** Waste by type and disposal method

**GRI 403-1** Workers representation in formal joint management-worker health & safety committees

**GRI 404-1** Benefits provided to full-time employees that are not provided to temporary or part-time employees

**GRI 404-2** Programs for upgrading employee skills and transition assistance programs

**GRI 404-3** Percentage of employees receiving regular performance and career development reviews

**GRI 405: Diversity and Equal Opportunity 2016**
- **GRI 103-1 to 3** Description of the material topic and its boundaries, management approach and evaluation
- **GRI 405-1** Diversity of governance bodies and employees
- **GRI 405-2** Employees by type and disposal method

**GRI 416: Customer Health and Safety 2016**
- **GRI 103-1 to 3** Description of the material topic and its boundaries, management approach and evaluation

**GRI 416-1** Assessment of the health and safety impacts of product and service categories
Indicators

Social

Data does not include the Casinos Austria International Business Unit. Data for the win2day (excl. Rabcat), WINWIN and tipp3 Business Units are only included for indicator 102-8. Data provision should be complete for the next reporting cycle.

GRI 102-8 Employee Information

<table>
<thead>
<tr>
<th>Total Workforce by Gender* (in %)</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>male</td>
<td>65.9%</td>
<td>65.0%</td>
<td>64.7%</td>
</tr>
<tr>
<td>female</td>
<td>34.1%</td>
<td>35.0%</td>
<td>35.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Workforce by Business Unit* (in absolute numbers)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td>Casinos Austria**</td>
</tr>
<tr>
<td>Austrian Lotteries</td>
</tr>
<tr>
<td>win2day, WINWIN and tipp3</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>

Social

* Average annual full-time equivalent.
** Casinos Austria incl. CAGAST, CAST, CCB and CALL.
*** Rise due to the takeover of the DO&CO employees by Cuisino in the reporting period.

GRI 401-1 Employee Fluctuation by Gender and Business Unit

<table>
<thead>
<tr>
<th>Employee Fluctuation* (in %)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td>male</td>
</tr>
<tr>
<td>Casinos Austria</td>
</tr>
<tr>
<td>Austrian Lotteries</td>
</tr>
</tbody>
</table>

Average Length of Service (in years)

<table>
<thead>
<tr>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>male</td>
<td>female</td>
<td>male</td>
</tr>
<tr>
<td>Casinos Austria</td>
<td>19.8</td>
<td>18.6</td>
</tr>
<tr>
<td>Austrian Lotteries</td>
<td>11.4</td>
<td>11.6</td>
</tr>
</tbody>
</table>

GRI 403-2 Types and Rates of Injury

Workplace Accidents (in absolute numbers)*

<table>
<thead>
<tr>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casinos Austria</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Austrian Lotteries</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>Total</td>
<td>9</td>
<td>9</td>
</tr>
</tbody>
</table>

Sick Days (as % of total calendar days (366) in 2016)

<table>
<thead>
<tr>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casinos Austria</td>
<td>3.2</td>
<td>3.7</td>
</tr>
</tbody>
</table>

GRI 404-1 Average Days of Training and Education Per Year

<table>
<thead>
<tr>
<th>Training Days by Gender and Business Unit (in absolute numbers)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td>male</td>
</tr>
<tr>
<td>Casinos Austria</td>
</tr>
<tr>
<td>Austrian Lotteries</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>

Investment in Training and Education (in euros)

<table>
<thead>
<tr>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casinos Austria</td>
<td>€ 407,751*</td>
<td>€ 248,000</td>
</tr>
<tr>
<td>Austrian Lotteries</td>
<td>€ 878,353</td>
<td>€ 656,000</td>
</tr>
<tr>
<td>Total</td>
<td>€ 1,286,104</td>
<td>€ 904,000</td>
</tr>
</tbody>
</table>

GRI 405-1 Gender Composition of Management Bodies and Workforce

Casinos Austria (in %)

<table>
<thead>
<tr>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management Board</td>
<td>66.67%</td>
<td>33.33%</td>
</tr>
<tr>
<td>Division Managers, Senior Department Managers</td>
<td>90.91%</td>
<td>9.09%</td>
</tr>
<tr>
<td>Department Managers, Group Leaders</td>
<td>78.13%</td>
<td>21.88%</td>
</tr>
<tr>
<td>Casino Directors, 1st and 2nd Tier Managers</td>
<td>91.13%</td>
<td>8.87%</td>
</tr>
</tbody>
</table>

Austrian Lotteries (in %)

<table>
<thead>
<tr>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management Board</td>
<td>66.67%</td>
<td>33.33%</td>
</tr>
<tr>
<td>Division Managers, Senior Department Managers</td>
<td>75.00%</td>
<td>25.00%</td>
</tr>
<tr>
<td>Department Managers, Group Leaders</td>
<td>64.56%</td>
<td>35.44%</td>
</tr>
</tbody>
</table>

Employees with Special Needs (in absolute numbers)

<table>
<thead>
<tr>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casinos Austria</td>
<td>31</td>
<td>32</td>
</tr>
<tr>
<td>Austrian Lotteries</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Total</td>
<td>36</td>
<td>38</td>
</tr>
</tbody>
</table>

* Seminar days were not accounted by employee category in the reporting year.
* In 2014, extensive analyses and planning on training were conducted in the units and a constancy of the structures and costs were ensured. This led to savings in investments in training and education.
* Friedrich Stickler retired from the Management Board in June 2015.
Indicators

Ecology

**GRI 301-1 Materials Used by Weight or Volume**

The information currently provided with regard to materials used is restricted to purchasing volumes for the Austrian Lotteries Group. For the next report, we have set ourselves the goal of also including data for our casino venues.

The rise in packaging volumes is due to changes to licensing requirements. From 2017, all packaging materials must themselves be licensed.

1) Figure only includes plastic bands.

2) Wood includes single-use palettes and wooden cover boards.

3) Rise compared to 2014 due to changes to packaging regulations.

4) Rise due to licensing requirement for paperboard as packaging material.

**GRI 301-2 Total Water Withdrawal (in m³)**

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water consumption</td>
<td>67.420</td>
<td>64.365</td>
<td>9.881</td>
</tr>
</tbody>
</table>

The data was collected by the respective Energy Managers based on the invoices received from the energy suppliers. Casino Zell am See did not open until the reporting year: at the time of print, thermal energy consumption data for this venue were not yet complete.

The group purchases energy from various suppliers. 90% of electrical energy consumed stems from renewable energy sources (corresponding certificates are available) – only some of the WINWIN outlets do not yet use renewable electrical energy.

The main source of thermal energy is the district heating supply, which stems partly from renewable sources, followed by natural gas and oil.

**GRI 301-3 Total Weight of Waste by Type and Disposal Method (in t)**

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazardous waste</td>
<td>0.77</td>
<td>0.75</td>
<td>0.81</td>
</tr>
<tr>
<td>Non-hazardous waste</td>
<td>459.14</td>
<td>488.14</td>
<td>527.20</td>
</tr>
</tbody>
</table>

**GRI 302-1 Energy Consumption Within the Organization**

**GRI 302-4 Reduction of Energy Consumption**

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Energy Consumption (in kWh)</td>
<td>32,850,878.95</td>
<td>7,012,850.00</td>
<td>7,305,600.00</td>
</tr>
<tr>
<td>Share of renewable energies 2016</td>
<td>45.99%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Electrical Energy Consumption (in kWh)</td>
<td>22,118,000.00</td>
<td>4,595,860.00</td>
</tr>
<tr>
<td>Change 15/16</td>
<td>18.90%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Thermal Energy Consumption (in kWh)</td>
<td>10,732,878.95</td>
<td>2,416,990.00</td>
</tr>
<tr>
<td>Change 15/16</td>
<td>1.80%</td>
<td></td>
</tr>
</tbody>
</table>

Since no specific details are available from the waste disposal firms, the following assumption has been made with regard to the disposal of residual waste: 6% is recycled, 67% is incinerated and 27% is subjected to biotechnical treatment (“Other”).

Since no precise information is available, all hazardous waste has been assigned to the disposal type “Other”.

The collection of data on waste volumes at the WINWIN outlets began in 2016.

The rise in the total volume of waste is due in particular to the inclusion of corresponding data for the WINWIN outlets from 2016.
### Group Management Bodies

#### CASINOS AUSTRIA

**SUPERVISORY BOARD**

**Presidium**
- Dr. Walter Rothensteiner, Director General
  - President (Chairman)
- Gerhard Starsich, Director General
  - Vice President (1st Deputy Chair)
- Prof. Elisabeth Stadler, Director General (to 23 June 2017)
  - Vice President (2nd Deputy Chair)
- Dr. Leonhard Romig, Attorney-at-Law
  - Vice President (3rd Deputy Chair)

**Members**
- Dr. Maria Theresia Bablik (to 20 March 2017)
- Dr. Andreas Bierwirth
- Hannes Bogner, Director (retired)
- Pavel Horák (from 23 June 2017)
- Wolfgang Horak
- Helene Kanta, Director
- Gerald Neuber, Director
- Harald Neumann, Director General (from 20 March 2017)
- Thomas Polzer
- Josef Pröll, Director General

**Central Works Council (CWC) Delegates**
- Manfred Schönbauer, CWC Chairman
- Christian Holz
- Maria Laister
- Peter Löb
- Alexander Nachbaur
- Alois Suppan

**State Commissioners**
- Alfred Lejsek
- Alfred Katterl
- Johannes Pasquali

#### CASINOS AUSTRIA

**MANAGEMENT BOARD**
- Dr. Alexander Labak, Director General (from 1 July 2017)
- Dr. Karl Stoss, Director General (to 30 June 2017)
- Bettina Glatz-Kremsner, Director
- Prof. Dietmar Hoscher, Director

as of 1 July 2017

#### AUSTRIAN LOTTERIES

**SUPERVISORY BOARD**

**Presidium**
- Dr. Walter Rothensteiner, Director General
  - President
- Gerhard Starsich, Director General
  - 1st Vice President
- Dr. Erich Hampel
  - 2nd Vice President

**Members**
- Dr. Maria Theresia Bablik (to 20 March 2017)
- Prof. Dr. Gerhard Baumgartner (to 30 June 2017)
- Stepán Dlouhý (from 29 March 2017)
- Wolfgang Horak (from 29 March 2017)
- Helene Kanta, Director
- Alfred Ludwig, Director General
- Gerald Neuber, Director
- Josef Pröll, Director General (from 29 March 2017)
- Thomas Schmid, Secretary General (from 1 July 2017)
- Dr. Leo Windtner, Director General (retired)
  - (from 29 March 2017)
- Dr. Alexander Wrabetz, Director General

**Works Council Delegates**
- Bettina Lahoda
- Franz Baumgartner
- Norbert Eigl
- Tassilo Kager
- Gertrude Kopp
- Erika Pilz

**State Commissioners**
- Dr. Martin Atzmüller
  - (State Commissioner)
- Christoph Schlager
  - (Deputy State Commissioner)

#### AUSTRIAN LOTTERIES

**MANAGEMENT BOARD**
- Dr. Alexander Labak, Director General (from 1 July 2017)
- Dr. Karl Stoss, Director General (to 30 June 2017)
- Bettina Glatz-Kremsner, Director
Addresses and Contact Details

HEADQUARTERS
Casinos Austria AG
Österreichische Lotterien
Gesellschaft m.b.H.
win2day Entwicklungs- und Betriebsgesellschaft m.b.H.
Glücks- und Unterhaltungsspiel Betriebsges.m.b.H.
Österreichische Sportwetten Gesellschaft m.b.H.
Casinos Austria International Holding GmbH

RESPONSIBLE GAMING
Responsibility Gaming Hotline (free in Austria):
0800 202 304
Responsibility Gaming Website:
www.spiele-mit-verantwortung.at

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E-Mail: baden@casinos.at
www.baden.casinos.at

Casino Bregenz
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Tel.: +43 5574 45 127
E-Mail: bregenz@casinos.at
www.bregenz.casinos.at

Casino Graz
Landhausgasse 10
8010 Graz
Tel.: +43 316 83 25 78
E-Mail: graz@casinos.at
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COUNSELLING CENTERS AND TREATMENT FACILITIES

The Casinos Austria and Austrian Lotteries Group has been working for many years with a range of institutions which carry out research into gambling addiction as well as with counselling centers and treatment facilities which provide counselling and treatment to people with gambling problems and their relatives.

### Vienna

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
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</tr>
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<td>Tel.: +43 660 123 66 74</td>
<td>E-Mail: <a href="mailto:shg@anonyme-spieler.at">shg@anonyme-spieler.at</a></td>
<td><a href="http://www.anonyme-spieler.at">www.anonyme-spieler.at</a></td>
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| Anton Proksch Institut – Suchtberatung Baden Helenenstraße 40/41 | Tel.: +43 1 880 10 1370 | E-Mail: baden@api.or.at | www.api.or.at |

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</table>

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</table>

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| Weitere Beratungsstellen: www.fachstelle-guecksspielsucht.at und www.suchtfragen.at |

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| Vorarlberg

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<tr>
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