

CORPORATE RESPONSIBILITY REPORT

Worldwide Presence | Worldwide Principles





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Message from the
Chairman

Since its founding, almost 25 years ago, INTRALOT has grown to be a global leader in the gaming industry, both as gaming solutions provider and as operator in regulated jurisdictions around the world. This impressive growth inevitably increased its impact on the economy and the society rapidly. At the same time, INTRALOT seeks to match its business growth with intensive efforts to implement and promote responsible operation practices, committed to implement a long-term strategy of Corporate Responsibility, in order to address its impact and support the Company's ultimate goal to serve its Stakeholders and create value for them.

One of INTRALOT's primary objectives is to ensure the integrity of the products and services offered and to enable players and the society to make informed and responsible choices. To this end, the Company adheres to Responsible Gaming international standards and principles and offers secure, reliable and transparent products and services to gaming markets around the world according to the Responsible Gaming Framework Certification for Associate members by the World Lottery Association (WLA) for its global lottery operations, as a result of INTRALOT's products and services and sound Responsible Gaming practices adopted and implemented.

I am very pleased to say that we have come a long way since INTRALOT published its first Corporate Responsibility Report in 2011. As INTRALOT embarks on its 5th year of Corporate Responsibility reporting, the Company strives to ensure that the focus for its Stakeholders is directly linked with its strategic priorities.

It is my hope and belief that the present Report will improve INTRALOT's practices related to Corporate Responsibility and benefit from feedback we will receive from all Stakeholders.

SOKRATIS P. KOKKALIS

Chairman, INTRALOT Group



Message from the
CEO

The gaming industry undergoes rapid changes, as regulatory frameworks evolve to eliminate illegal activities while new technologies create new consumer trends, requirements and opportunities. The expansion of the regulated market has a direct impact on the increase of social benefits deriving from the dividends collected for good causes by the vast majority of INTRALOT clients.

In this environment INTRALOT maintained solid business performance facilitated by the Company's robust international presence and its commitment to innovation. The Company continued its successful business strategy within 2015, based on its focus to incorporate consumer trends, new communication and delivery channels to its products and services portfolio, as well as foster new partnerships for responsible and sustainable growth.

As a global leader in the gaming industry, Corporate Responsibility constitutes a fundamental corporate principle for INTRALOT, which embraces its operations and influences its activities and initiatives to address economic, environmental and societal issues. In order to continue and remain transparent, the 5th Corporate Responsibility Report places a higher emphasis to conduct a structured and systematic Materiality Analysis. Through this procedure, INTRALOT was able to holistically examine issues related to its responsible operation, ensure that the Report focuses on the most important issues and set its commitments. In addition to this, the Report ratifies the company's commitment for sustainable leadership while promoting the UN Global Compact principles.

INTRALOT has prepared its 2015 Corporate Responsibility Report according to the Global Reporting Initiative's G4 Guidelines. Through the Report, which constitutes the compass that reveals where the Company is at the moment, INTRALOT describes both its qualitative and quantitative achievements, as well as areas where it has to strive further, in order to fully meet its planned objectives.

Among others within 2015, the Company:

- Addressed 11 Stakeholder groups.
- Communicated the Code of Conduct to 100% of its employees.
- Informed 100% of its employees about Responsible Gaming principles and policies.
- Employed 100% of its employees with permanent employment contracts.
- Increased the number of participants in customer training programs by 235%.
- Generated over €1 billion of shared value for its Stakeholders at Group level, with €77 million being in Greece.

I am confident that the present Corporate Responsibility Report will signal and accelerate necessary improvements in the Company's reporting practices and responsible operation. Therefore, the Report aims to evoke discussion and feedback that is necessary to take INTRALOT's performance to the next level, in order to coordinate the measures and commitments already undertaken even more effectively in the next years and continue focusing on the issues that are of particular relevance to the Company and its Stakeholders.

ANTONIOS I. KERASTARIS

CEO, INTRALOT Group



2. INTRALOT GROUP

1. Presence & Strategy

About INTRALOT

INTRALOT is a leading gaming solutions provider and operator, with activities in 55 regulated jurisdictions, €1.9 billion turnover and 5,200 employees around the world in 2015. The Company handles an average of €24.4 billion of wagers per year and has installed and operates more than 300,000 proprietary terminals around the world.

INTRALOT is uniquely positioned to provide groundbreaking solutions and operational expertise to lottery and gaming organizations across geographies. Through the use of a dynamic and omni-channel approach, INTRALOT offers an integrated portfolio of best-in-class gaming systems and product solutions and services to address all gaming verticals (Lottery, Betting, Interactive and VLTs). As a result, players can enjoy a seamless and personalized gaming experience, through exciting games and premium content across multiple delivery channels, both retail and interactive.

As member of the UN Global Compact, INTRALOT is a global corporate citizen committed to sustainable development and is an active proponent of the principles of Responsible Gaming, being awarded with the World Lottery Association (WLA) Responsible Gaming Framework Certification for Associate members.

The Company maintains the highest security certifications, as it is the first international vendor in the gaming industry that has been certified according to the WLA Security Control Standard in 2012. Additionally, the Company has been certified with the ISO 27001 for its Information Security Management System (ISMS) and maintains the ISO 20000-1 certification for Information Technology Service Management.



The Gaming Industry

The gaming industry appears to have sustainable future growth prospects, as regulatory initiatives fuel the global gaming market's growth. In order to meet the increased spending demand, regulators have liberalized gaming markets (mainly in internet and mobile), privatized state-owned lotteries and introduced measures to tackle illegal gaming.

The gaming market addressed by INTRALOT includes lottery games, sports betting, horse racing, gaming machines, interactive gaming and other activities, such as bingo, without including casinos and Native American gaming. The following table displays the GGY (Gross Gaming Yield) in each segment, according to data from Global Betting and Gaming Consultancy (CBGC), which provides consultancy, data and market reports for the global gaming industry.

GROSS GAMING YIELD PER SEGMENT

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Betting (GGY)	51.3	53.0	56.8	57.3	56.9	59.3	60.8	64.5	66.8	70	72.2
Casinos (GGY)	112.4	124.6	143	149.2	157.5	156.8	141.8	145.8	150.7	155.6	162.2
Gaming machines (GGY)	89.1	90.6	99.2	97.9	89.9	85.8	81.6	86	86.8	87	87.4
Lotteries (GGY)	103.9	106.3	119.8	122.2	128.2	132.7	134.2	141.4	147.1	153.8	159.5
Other activities (GGY)	11.0	11.3	11.5	11.4	11.7	11.7	11.9	12.2	12.4	12.6	12.9
GLOBAL TOTAL	367.7	385.8	430.3	437.9	444.3	446.3	430.4	449.8	463.8	478.9	494.1

Source: GBGC, Key Markets Gambling Data | Figures for 2015 are estimates and figures for 2016-2019 are forecasts.
Amounts in billion US dollars

Lottery games are the most traditional gaming segment and have historically attracted the largest number of players. The segment is estimated to have contributed 31.2% of the total global gaming market in 2015 (US\$134.2 billion), supported by a shift towards operations outsourcing and privatization. According to GBGC's forecasts, the segment is expected to grow at slightly below historical levels, with South and Central America as the primary expansion drivers. At the same time, the betting segment, which is estimated to have accounted for 14.1% of the global gaming market in 2015 (US\$60.8 billion), is also expected to grow at near historical levels.

According to the 2013 GBGC Global Gambling Forecasts, 8.9% of the total global gaming market activity (US\$38.3 billion) is estimated to have been performed online, which includes betting (48.4%), casinos (18.9%), poker (12.3%), state lotteries (11%), bingo (6.4%) and skill and other gaming (3.0%). The global online market has recently benefited from growing sales in connected electronic devices, such as smartphones and tablet PCs. As a result, the share of mobiles as an online channel is expected to increase, since there is growing demand for mobile sports book and interactive betting.

However, not all jurisdictions are on the same stage of their development cycle and are, therefore, subject to their own distinct dynamic. The main drivers of the development cycle include:

- The introduction of stable and clear regulatory regimes, which have proved to favor operators and provide additional security to players. The various regulatory initiatives aim to improve the gaming perception as an entertainment activity, taking into account Stakeholders' interests, wider private operators' involvement and consumers' interest in entertainment and chance to win.
- The product innovation, which is evident from the attention to players' end-to-end experience. As a result, new business models and products focus more on the growing consumer demand for entertainment, personalization of game offerings and content, as well as data mining and customer analytics. Gaming providers aim to deliver a unified customer experience by converging land-based and interactive channels, as a result of the technology convergence and customers' desire for an 'all-in-one' gaming platform.
- The market's liberalization, which is often reflected in the legalization and opening of a new market, such as the online gaming market. As a result, legal operators and consumers operate within a regulated environment.
- The privatization of activities, which represents a significant opportunity for private operators, due to the increasing trend from governments to outsource their lotteries' operation or management. It must be noted that state-run lotteries contribute to approximately 78% of global lottery sales (including instant tickets and excluding KENO) at the moment, with privately managed or licensed operators accounting for the remaining.

History

INTRALOT was established in 1992, in compliance with the Laws of the Hellenic Republic.

With headquarters in Athens, Greece (64 Kifissias Ave. & 3 Premetis Str.), the Company has been publicly listed on the Athens Stock Exchange since 1999.

Formation

- 1992** Founding of INTRALOT.
- 1992** Awarded with first contract in Romania.
- 1993** Won tender for the operation of the Instant Lottery in Greece 'XYSTO'.
- 1996** Signed contract with OPAP (Greek Organization of Football Prognostics) for new online games.
- 1999** Signed contract with OPAP for the Fixed Sports Betting in Greece.
- 1999** Listed on the Athens Stock Exchange.

International Expansion

- 2001** Entered Latin America, with a contract in Chile.
- 2002** Acquisition of a 49% stake in Eurofootball, a Bulgarian leading Fixed Odds and Live betting company.
- 2003** Awarded with first contract in the USA, in Nebraska.
- 2004** Acquired license to operate lottery games in Malta.
- 2005** Expanded in Oceania, with a contract in New Zealand.
- 2006** Entered Asia, with a contract in Taiwan.
- 2006** Acquired Sports Betting licenses in Italy.
- 2007** Acquired the majority stake in TecnoAccion, Argentina.
- 2007** Establishment of a production facility in Mason, Ohio.
- 2008** Became the first international vendor in the gaming sector that has been certified according to the World Lottery Association's Security Control Standard.
- 2008** Signed a dual contract in the Netherlands.
- 2008** Won tender for Sports Betting "Iddaa" in Turkey.
- 2010** Awarded the operation of lottery games in Minas Gerais, Brazil.
- 2010** Awarded with a dual contract in Morocco.
- 2011** Acquired gaming machine monitoring license in Victoria, Australia.
- 2012** Participated in the selected consortium for the Greek State Lotteries' concession.
- 2013** Awarded with a technology supply betting contract in Taiwan.

Organic Growth and Selective Expansion

- 2014** Announced the new Group organizational structure.
- 2014** Became technology vendor of Irish National Lottery.
- 2015** Awarded with the World Lottery Association's Responsible Gaming Framework Certification for associate members for its global lottery operations.
- 2015** Formed a strategic alliance with Bit8.
- 2015** Renewed contracts in the Netherlands, Morocco and Azerbaijan, while being selected again by the New Mexico State Lottery as its gaming vendor.
- 2015** Awarded with technology contracts in Nigeria and Kenya.
- 2015** Entered a cooperation agreement to organize sports betting in Kenya.

Strategy

INTRALOT Group seeks to thrive as a business and understand the trends and forces that shape the gaming industry, in order to move swiftly and prepare for the future. The Group's strategic pyramid creates a long-term destination for its operations and provides a 'roadmap' for its future actions.



As the global gaming market is expected to surpass €500 billion by 2019, INTRALOT focuses to respond to the trend for new markets opening and privatization, as well as the players' demand for an omni-channel personalized experience across all delivery channels, with a growth strategy that focuses on:

- An enhanced products and services portfolio.
- A series of new strategic partnerships around the world.

ONGOING INCREMENTAL IMPACT



Worldwide Presence

Within over 20 years of operation, INTRALOT has achieved impressive global expansion and has become a leader in the gaming sector, as a 'one-stop-shop' offering integrated, secure and efficient solutions, with presence in 55 jurisdictions. In 2015, INTRALOT Group operated a diversified and stable portfolio of 78 contracts for a wide range of products (such as gaming systems, terminals, alternative distribution channels and VLTs) and gaming applications (such as lotteries, instant lotteries and fixed odds betting), in all five continents.

As a vendor and/or lottery operator, INTRALOT has been awarded contracts or granted licenses in:

- **Africa:** Kenya, Morocco, Nigeria.
- **America:** Argentina (Corrientes, Neuquén, Santiago del Estero, Río Negro, La Pampa, Catamarca, La Rioja, Jujuy, Santa Cruz, Tierra del Fuego, HAPSA , Salta), Brazil, Chile, Jamaica, Peru, Suriname, USA (Arkansas Lottery Commission, Idaho State Lottery, Louisiana Lottery Corporation, Montana State Lottery, New Hampshire Lottery, New Mexico Lottery, Ohio Lottery Commission, South Carolina Education Lottery, Vermont State Lottery, Wyoming Lottery Corporation, Georgia Lottery Corporation, D.C. Lottery).
- **Asia:** Azerbaijan, Malaysia, Philippines, Russia, South Korea, Taiwan, Turkey.
- **Europe:** Bulgaria, Croatia, Cyprus, Czech Republic, Germany, Greece, Ireland, Malta, Moldova, Netherlands, Poland, Slovakia, Italy.
- **Oceania:** Australia (Victoria, Western Australia), New Zealand.

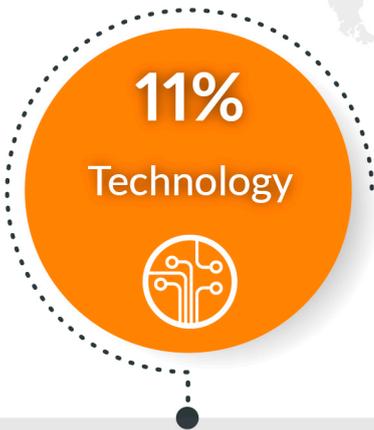


The Group is present in **55** jurisdictions of **32** countries
with **68** subsidiaries worldwide

The Group's various B2B/B2G and B2C engagements are carried out under three types of contractual arrangements, as follows:

- **Technology contracts** (and/or service contracts), through which providers typically offer:
 - ▶ Systems design, delivery and ongoing support operations.
 - ▶ Terminal installation and maintenance.
 - ▶ Telecommunications network installation, management and maintenance.
 - ▶ Other technical support services.
- **Management contracts**, which often include management of all gaming activities across the value chain, except for very few activities on behalf of state or private operator (e.g. game approvals and regulatory oversight), where vendor usually provides technical services and solutions as well as day-to-day operations, such as:
 - ▶ Retail network optimization.
 - ▶ Facilities management (e.g. call centre, field services and communication).
 - ▶ Interactive services.
 - ▶ Bookmaking services.
 - ▶ Other operational services (e.g. telemarketing, warehouse, distribution).
- **Licensed operations**, which allows the operator's control of every gaming offering aspect, where the operator always operates within the boundaries of the local gaming regulation framework.

CONTRACTS BREAKDOWN AND KEY MARKETS BY CONTRACT ROLE



- ▶ Hardware and Software
- ▶ Telecommunications Solutions
- ▶ Maintenance
- ▶ Support



- ▶ Day-to-day Operations
- ▶ Marketing
- ▶ POS Management
- ▶ Risk Management



- ▶ Lottery Operations

MARKETS

- ✓ Czech Republic
- ✓ Netherlands
- ✓ Argentina
- ✓ Australia (Victoria)
- ✓ Australia (Western Australia)
- ✓ Italy
- ✓ USA
- ✓ Ireland
- ✓ New Zealand
- ✓ Suriname
- ✓ Germany
- ✓ Kenya
- ✓ Nigeria
- ✓ Greece
- ✓ Malaysia
- ✓ Taiwan
- ✓ Philippines
- ✓ Croatia

- ✓ Turkey
- ✓ Russia
- ✓ Morocco

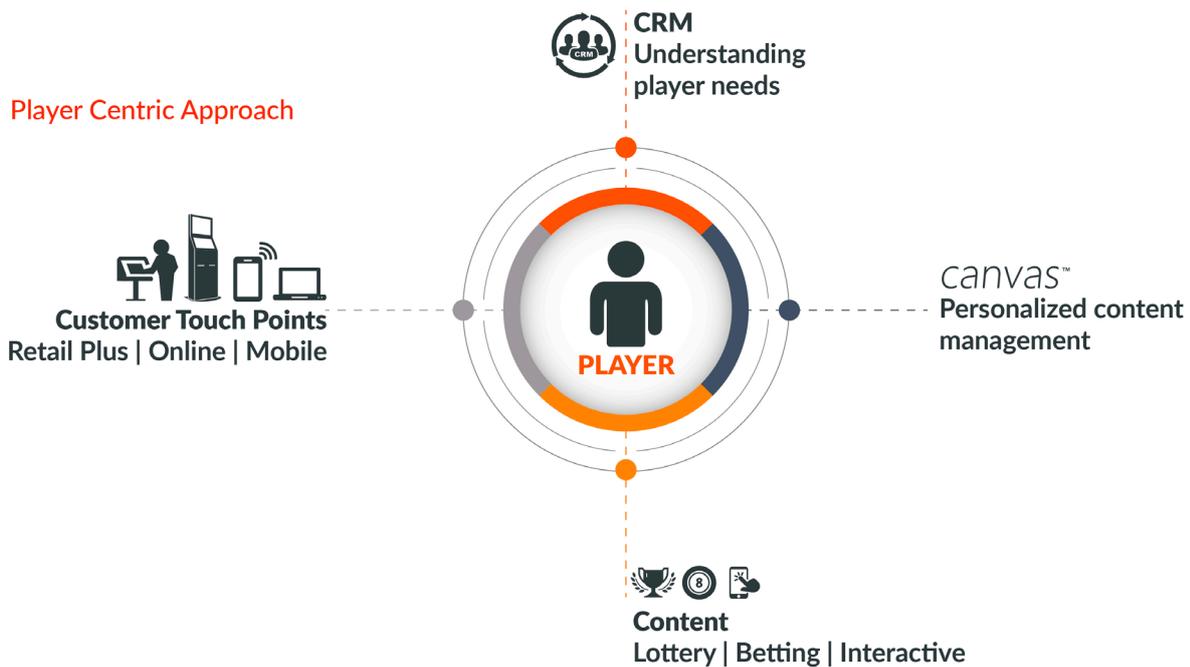
- ✓ Azerbaijan
- ✓ Bulgaria
- ✓ Italy
- ✓ Malta
- ✓ Moldova
- ✓ Cyprus
- ✓ Peru
- ✓ Slovakia
- ✓ Jamaica
- ✓ Poland
- ✓ Argentina
- ✓ Greece
- ✓ Brazil
- ✓ South Korea

During 2015, INTRALOT systems handled €24.4 billion of wagers worldwide, increased by 12.2% compared to 2014. Wagers handled increased in most regions around the world (30% in South America, 27.3% in North America, 18.2% in Asia, 15.3% in Africa and 8.1% in East Europe), with the exception of West Europe, where wagers decreased by 5.1%.

2. Products & Services

The Group designs, develops, operates and supports a full range of innovative and customized combination of software and hardware technology, as well as services for the gaming industry.

APPROACH ON CUSTOMER EXPERIENCE



PRODUCTS AND SERVICES



Products

The Group's game portfolio includes hundreds of different games. More specifically, its games include Numerical Lottery Games, Monitor Games, TV Lottery Games, Instant Games, Sports Pool Games, Fixed-Odds Betting, Racing, Virtual Games, Video Lottery and Interactive Games, which can be distinguished in the following four categories based on their outcome.

At the same time, the Group seeks to expand its product portfolio and invest in new products that ultimately add value to the overall players' experience, mostly through the adoption of a true 'best-of-breed' product mix model.

GAMES



As of 2015, the product portfolio consists of the following main categories:

Lotteries

The Company's operations encompass all game types, from traditional number and instant games to innovative concepts that enhance players' entertainment and overall gaming experience. INTRALOT has developed its own Games Library with hundreds of unique games and currently offers more than 300 tailor-made games worldwide, in accordance with international industry's trends and local conditions. At the same time, INTRALOT's lotteries portfolio continuously improves with new innovative games and participation methods, in order to refine the intuitive user experience in cooperation with the latest technology applications, such as CRM and Player Account Management systems.

Integrated Betting Management Services

Since 1999, INTRALOT Group offers betting services in 24 diverse regulated markets worldwide. INTRALOT is currently engaged, either as technology partner or commercial operator, in 18 betting projects around the world, including some of the biggest land-based operations, such as OPAP (in Greece), Sport Toto (in Turkey) and Oddset (in Germany). With all Betting Management Services being fully certified according to ISO 9001:2008, INTRALOT covers all aspects of managing a sports betting operation, including strategic

business planning, betting product production, broadcasting services, risk management and trading (both for Pre-Game and In-Play). The product portfolio consists of all Sports Events, International Live Horse and Greyhound Racing events, Virtual and Pre-recorded Games, through retail and digital sales channels.

The managed trading service is considered the core business function in a fixed-odds betting operation, as it aims to manage profit and operational risk in order to maximize Gross Gaming Revenues. Within this context, INTRALOT offers services to:

- Localize the Sportsbook's content and adjust generic odds to local market conditions.
- Trade on Pre-Match and In-Play markets through in-house developed algorithmic pricing for 14 Sports.
- Provide risk management services enabled by unique trading features, such as Real Time Exposure liability screen and High Risk Combinations suspensions.

Interactive Gaming

INTRALOT develops Instant Win Games from idea conception and game design to the actual gaming experience, which guarantee omni-channel deployment across platforms and touch points and enable seamless

gaming experience, without any access and location constraints. The Company's Remote Gaming Server features increased performance, modularity and scalability, as it is built to allow real-money, fun-play and loyalty-play modes for HTML5 games across different channels, formats and devices, while operators can benefit from integration simplicity and low expenses for premium content and services.

Retail Solutions

The Company designs and supplies a full range of Gaming Retail Solutions all over the world, supplying terminals either as stand-alone hardware or bundled with the gaming terminal software to operate lottery and betting games and all the necessary functions for Points of Sale. The wide range of retail solutions includes:

■ Retail solutions

- ▶ Photon: the first full-size retailer terminal to successfully utilize the innovative ICON Digital Imaging technology by INTRALOT to read play slips and barcodes.
- ▶ Proton: an all-in-one lottery terminal for extremely limited space applications, with an integrated ICON Digital Imaging technology and thermal printer.
- ▶ microLOT: a compact lottery terminal with a high-speed embedded printer, barcode reader and multi-core processing unit to cope with medium to high-volume loads.
- ▶ Genion: a multi-purpose ultra-small size terminal, which can be used as ticket checker, player transaction (including paperless functionality), advertising display, or even as an autonomous retailer terminal.

■ Self-Service solutions

- ▶ Gablet: a self-service terminal with a 22" Full HD touch-screen, card reader and/or barcode reader, through which registered and anonymous players can participate in games.
- ▶ Kiosk: a self-service terminal incorporating one or two 22" HD monitors, which supports all types of games, along with digital signage advertising capabilities.
- ▶ Coronis MPNG: an online multi-purpose self-service terminal for Points of Sale, with dual displays for all types of gameplay,

advertisements and promotional material.

■ Vending solutions

- ▶ DREAMTOUCH Product Family: fast and easy-to-play Full HD touch-screen vending machines, which incorporate the latest consumer participation methods for interactive gaming experience, with patented embedded bursters to dispense Scratch cards and lottery slips.
- ▶ WINSTATION: vending machines that combine sales for instant tickets and online lottery games.

Content Network Solutions

Horizon is INTRALOT's integrated retail solution for content management, sophisticated content delivery and content play-out in retail networks. As advertising and targeted messaging within the retail network are two of the most effective means of communication with the end-customers, INTRALOT offers a solution to attract and contact them through high-quality multimedia and updated information on dedicated TV/monitors, as well as on self-service terminals and retailer terminal screens.

Content Delivery & Management System

INTRALOT Canvas content delivery and management system is a pioneering platform which facilitates and enables centralized management and control of content distribution for multiple verticals (betting, lottery, instant, casino and bingo), across multiple sales channels (desktop, mobile and self-service terminals). Being a complete all-in-one solution, Canvas offers advanced front-end capabilities to increase the effectiveness of marketing strategies and provides operators the ability to adapt content depending on the visitor's profile and behaviour, through tools such as analytics and SEO, in order to offer a personalized gaming experience to the player.

Mobile

INTRALOT has established an advanced product portfolio with Mobile Lottery, Mobile Betting and Mobile Games native applications, which aim to offer a seamless gaming experience in a new online and mobile gaming ecosystem. Developed for iOS and Android, INTRALOT's mobile applications feature modern and engaging UI/UX and offer extensive functionalities, such as real-money gaming operation, multi-level

customization, versatile player and wallet account management and advanced security.

CRM Platform

INTRALOT Pulse is a complete gaming Customer Relationship Management system (CRM), which includes an advanced Player Account Management system and a superior Marketing Tools suite to cover both online and retail operations, across all channels and platforms.

Based on the Bit8 platform, INTRALOT Pulse features advanced segmentation, loyalty, bonus and promotion functionalities, centralized management and real-time reports, in order to support all functions required to convert and manage players, maximize their lifetime value and reduce churn in the most effective, simple and user friendly way.

VLTs Solutions

The iGEM VLT monitoring system is an integrated solution to centrally monitor and control large-scale gaming networks of video lottery terminals (VLTs), which has the necessary technical characteristics to:

- Meet operator's requirements for processing performance, data storage capacity, support, software features and functions, security and controls.
- Safeguard the continuous and successful operation of VLTs.
- Enable and encourage future business expandability by its customers.

LOTTERY RETAIL TERMINALS

162,400
Lottery Retail Terminals
WORLDWIDE



Retailer terminals include peripheral devices.

Services

INTRALOT Group's services cover the full range of day-to-day operational activities of Lottery organizations (from attracting the player's attention to winning numbers announcement), through a team of in-house marketing professionals, in order to assist Lotteries to compile the holistic playing experience desired by players.

As of 2015, the service portfolio consists of the following main categories:

Global IT Professional Services

INTRALOT provides the flexible and comprehensive suite of suite of IT services ILoT Pro, in order to maximize business value for lottery and gaming organizations. ILoT Pro follows the COBIT 5 principles and is certified according to ISO 20000 on IT Service Management, WLA SCS and ISO 27001 security standards, as well as European Lotteries Responsible Gaming Standard for Vendors. The suite consists of the following services:

- **ILoT Pro Architect**, which includes:
 - ▶ Design and deployment of optimal server infrastructure solutions, such as system design, equipment procurement, hardware and system software installation and configuration, infrastructure and related design documentation acceptance testing.
 - ▶ Design of network optimizing appliances and integration of voice, video and data.
 - ▶ Design and implementation of solutions to protect network and data usability, reliability, integrity and safety.
 - ▶ Advanced database design and architecture services.
- **ILoT Pro Check and Act**, which includes:
 - ▶ System, Network, Databases and Infrastructure capacity and performance monitoring, as well as proactive alerts to identify potential problems before they occur.
 - ▶ Preventive and corrective maintenance for installed infrastructure, such as systems, networks and databases.
- **ILoT Pro Operate**, which includes Managed Services to undertake all or part of daily IT operations.

Global Gaming Operations Services

The Company provides streamlined operational services to effectively take care of daily, system back-end operational activities and facilitate Depot and Field Support needs. INTRALOT's services enable focus on strategic customer-facing activities, such as player/retailer acquisition and retention and consist of the following:

- **ILoT Setup and Advise**, which includes:
 - ▶ Operational Model Design and Implementation, through services related to project level planning, design and implementation for optimal operational set up and readiness of each service listed under ILOT Operations Perform Services (e.g. specifications preparation for procurement, training of field support engineers, evaluation of employee needs for operational processes, assistance to define KPIs for operational performance).
 - ▶ Consulting and Advisory Services, with a particular emphasis on optimization of Lottery System Operations Management, Depot Services, Field Services, as well as in Technical Helpdesk and inbound Call Center Services (e.g. benchmarks and customized studies on organizational structures and resource allocation).
- **ILoT Ops Perform**, which includes:
 - ▶ Application Operations Management, through services such as complete Draw Cycle Management, Game and Promotional Content Definition, Configuration and daily administration, Player and Retailer Account Management administration, Payments, Cancellations and Retailer Financial Adjustments Management, as well as Monitoring of Fraud Detection System / Applications.
 - ▶ Advanced First Tier Support & Service Request Execution, through services such as handling Service Requests from the lottery or gaming organization or the local entity and detailed guidance and assistance on system switchovers.

- ▶ Depot Services, such as Asset Management and Repair Lab, which ensure that all required POS terminals and peripherals are available when needed at the expected quality and handling fault identification and recovery for POS terminals and peripherals respectively.
- ▶ Technical Field Services, such as Device Acceptance, Terminal Configuration and Installation, as well as Terminal Preventive and Corrective Maintenance for POS terminals and peripherals.

Global Service Desk Services

INTRALOT's Global Service Desk is crucial to build trust relationships with customers and deliver excellence in customer service. The Global Service Desk is the single point of contact of customers with INTRALOT headquarters for technical support services, 24 hours a day, 7 days a week. ILoT Respond is a round-the-clock service for complete lifecycle management of IT tickets, where dedicated Service Desk IT Support representatives manage and track all incidents and service requests, through a state-of-the-art service desk software and a well-defined Incident Management process with clear roles and responsibilities, in order to ensure accurate and timely incident resolutions. Services provided consist of the following:

- Incident Lifecycle Management, with services for incidents related to IT Infrastructure, Database, System, Network and INTRALOT Applications.
- Service Request Management, with services order to efficiently and timely organize, monitor and resolve requests that need to be fulfilled.

Information Security and Compliance Services

INTRALOT's Security Policy is framework established, governed and continuously improved by INTRALOT Group Top Management, in order to ensure protection of corporate information in any form and the secure operation of all INTRALOT business processes. The Company's Information Security Policy is implemented through the following services:

- Certifications of Products, Services and Operations (IS-CERTIFY), which includes:
 - ▶ Discovery of market opportunities to adopt new standards and certifications.
 - ▶ Business needs identification and analysis, design and implementation coordination of

financial integrity related (ISAE 3402) controls.

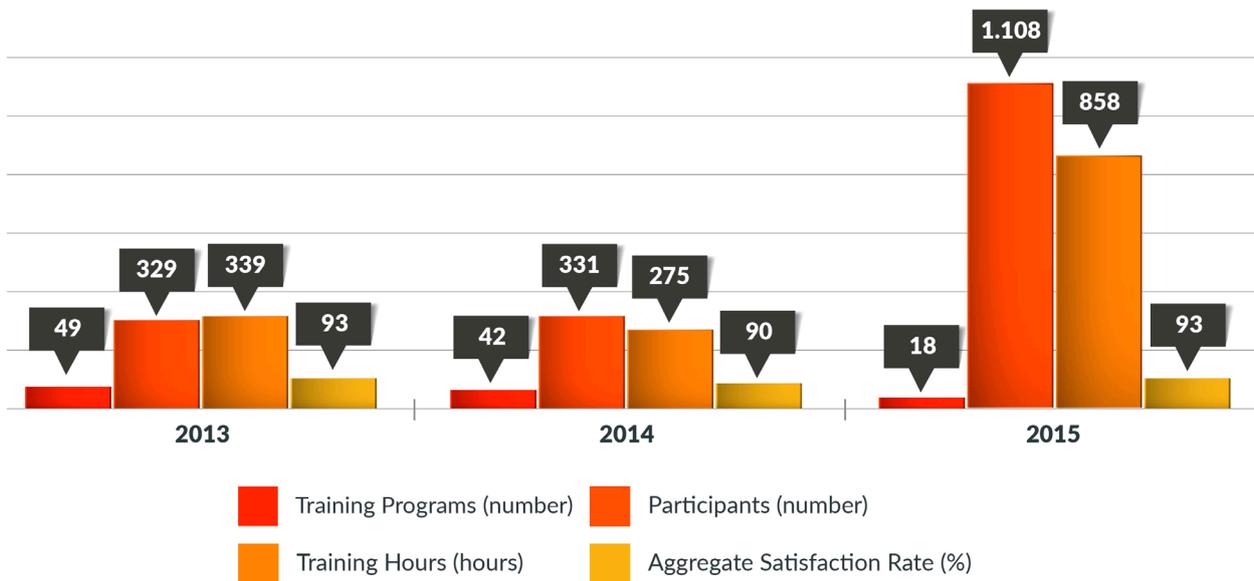
- ▶ Product needs identification and analysis, design and implementation coordination of controls.
- ▶ Consulting for customization of the customers' Information Security Management System, Quality Management System and Responsible Gaming Procedures.
- ▶ Development and maintenance of existing ISMS and QMS systems certifications.
- Secure-by-Design Products and Services (IS-DESIGN), which includes:
 - ▶ Design and approval of embedded security/compliance controls in products.
 - ▶ Compliance of products and due diligence of third parties.
 - ▶ Information Security R&D projects.
 - ▶ Standardized Security Architectures.
- Risk Management (IS-RISK), which includes:
 - ▶ Risk Assessments to identify vulnerabilities and corresponding risk levels.
 - ▶ Control design
 - ▶ Risk treatment consulting.
 - ▶ Monitoring risk treatment mitigation actions.
- Cybersecurity (IS-CYBER), which includes:
 - ▶ Design of technical security infrastructure and preventive controls.
 - ▶ Design information security incident response capability.
 - ▶ Continuous monitoring of cyber perimeter.
 - ▶ Incident investigation/forensics.
- Business Continuity (IS-BCP), which provides assistance to customers to establish a Business Continuity Plan, in order to address potential interruptions to business processes and minimize the impact to the information system caused by disasters.
- Privacy (IS-PRIV), which supports the implementation of a framework to protect the collected, maintained and processed private data.
- Compliance Audits (IS-AUDIT), which includes:
 - ▶ Management System audits (ISO 27001, ISO 9001, ISO 20000, ISO18001, ISO 14000, ISAE 3402).

- ▶ Technical security infrastructure audits.
- ▶ Support services to external Penetration Tests.
- ▶ Support to lottery operations during their external audits.
- Executive Representation (IS-REPR), which includes representation to relevant authorities and regulators for information security and information compliance.
- Marketing and Communication (IS-MRK), which encourages Stakeholder engagement to promote sustainable and Responsible Gaming business operations, as well as exchange knowledge and best practices.
- IPR Protection (IS-IPR), which patents products and services, in order to protect INTRALOT intellectual property.

Customer Training

The Group provides a broad range of training services related to products and technology, operational and technical support, marketing and various training modules, which are customized for each customer and can cover both new and mature lottery and betting operators.

CUSTOMER TRAINING



Number of participants and customer training hours increased by **235%** and **212%** respectively

CUSTOMER TRAINING by MANAGEMENT LEVEL



Middle and lower
Management



Upper
Management

Content Design

Content Design services include prize structure design, virtual presentation design and game portfolio management. The Group unifies all knowledge generated throughout the customer gaming lifecycle, analyzes preferences and translates them into game characteristics.

Marketing Services

The Group offers marketing consulting which include market research and analysis and marketing communication services. Local marketing teams support end-customers throughout a contract's lifecycle with the assistance of INTRALOT Headquarters, which offers global insight and an overall strategic perspective to each contract. Some of the services include:

■ Market Research and Analysis

- ▶ Facilitate player understanding, through analyzing tens of millions of player-initiated transactions globally.
- ▶ Analyze consumer response to market research.
- ▶ Optimize gaming performance and effectiveness and address market opportunities through questionnaires.

■ Game Design and Analysis

- ▶ Design and test new gaming concepts.
- ▶ Propose game portfolio enhancements, in order to maintain the Games Library's appeal.
- ▶ Support commercial launch and promotion of new games across diverse markets.

■ Marketing Communication

- ▶ Design appropriate marketing strategies based on the communication requirements of gaming operators.
- ▶ Develop tailored communication concepts, such as advertising, commercial logo, promotions and merchandising.

Sales Network

As a result of the Company's experience to develop and operate wide retail networks around the world, INTRALOT emphasizes to develop the Group's retail management toolkit and offer services related to launch and manage retail networks with different types of Points of Sale (POS), which include:

- Analyze retail environment in existing or new markets.
- Design a market-appropriate POS concept, in cooperation with retail designers.
- Create a structured POS deployment strategy to achieve critical mass and optimize the required investment.
- Proactively manage retail networks, such as operational capabilities and sales performance.
- Create dynamic and responsive commercial policies and sales campaigns.
- Plan and monitor trade marketing initiatives.
- Train and motivate front-line employees in sales, customer service and terminal operations.

Managed Services

The Group establishes innovative business models in collaboration with various Lotteries around the world and provides an entire set of managed services regarding:

- **Content Management:** a fully scalable, customizable content management solution for customers, in order to be able to update their betting, lottery and gaming content in a cost-effective and flexible manner, aligned with their performance marketing strategy.
- **Product Management:** plan, forecast and develop competitive products in the gaming industry with an omni-channel approach that covers retail and online sales channels.
- **Market & Players' Analysis:** analysis of data related to players' behavior and habits, games of chance and gaming markets around the world. INTRALOT converts data gathered from official sources and market research into insights on new and existing operations, as well as games performance's indicator.
- **Player Acquisition:** ensure that marketing budgets are allocated appropriately and optimize the lifecycle value of all new players, in order to improve partners' profitability. INTRALOT offers the possibility to fully outsource all performance marketing campaigns and designs, implements and monitors a combination of performance marketing campaigns, in order to attract non-paid visitors and increase traffic from sponsored visitors, which allows partners to better allocate their human resources and improve their bottom-line performance.
- **Player Conversion:** measure the effectiveness of every aspect of the operator's portal and optimize the conversion rate of window shoppers into real money players, through activation campaigns utilizing various means like e-mail, phone call, SMS or real time, which allows for solid positive impact on the sales bottom-line at minimum expense.

- **Player Retention:** employ the latest statistical techniques to break down databases into clearly targeted groups, in order to easily and readily identify real playing drivers and future opportunities, as well as develop player loyalty and rewarding long-term relationships through Promotions Management and Loyalty programs.

Value Chain

INTRALOT Group is a leading partner of licensed gaming operators worldwide, as a supplier of integrated gaming and transaction processing systems, pioneering hardware and software, innovative game content, sports betting management and interactive gaming services. At the same time, the Group is a licensed gaming operator in its own right, operating in several countries around the world.

For its operations, the Group utilizes inputs from its Suppliers (materials, equipment, services and know-how), either to its production units around the world or directly to the Company itself, as well as input from States and Regulatory Authorities (decisions and provisions that regulate the local gaming market). The Group provides its products in the B2C market through its own sales networks, which include internet-based channels and Points of Sale, following agreements with Retailers. As a technology provider in the B2B market, INTRALOT Group cooperates with Business Partners to provide its products and services to licensed gaming operators (Customers), in order for them to provide its games to Players. Throughout its value chain, the Group remains committed to safeguard the interests of Shareholders, contribute to the Local Communities and reduce its impact on the Environment.

VALUE CHAIN



3. Structure & Shareholders

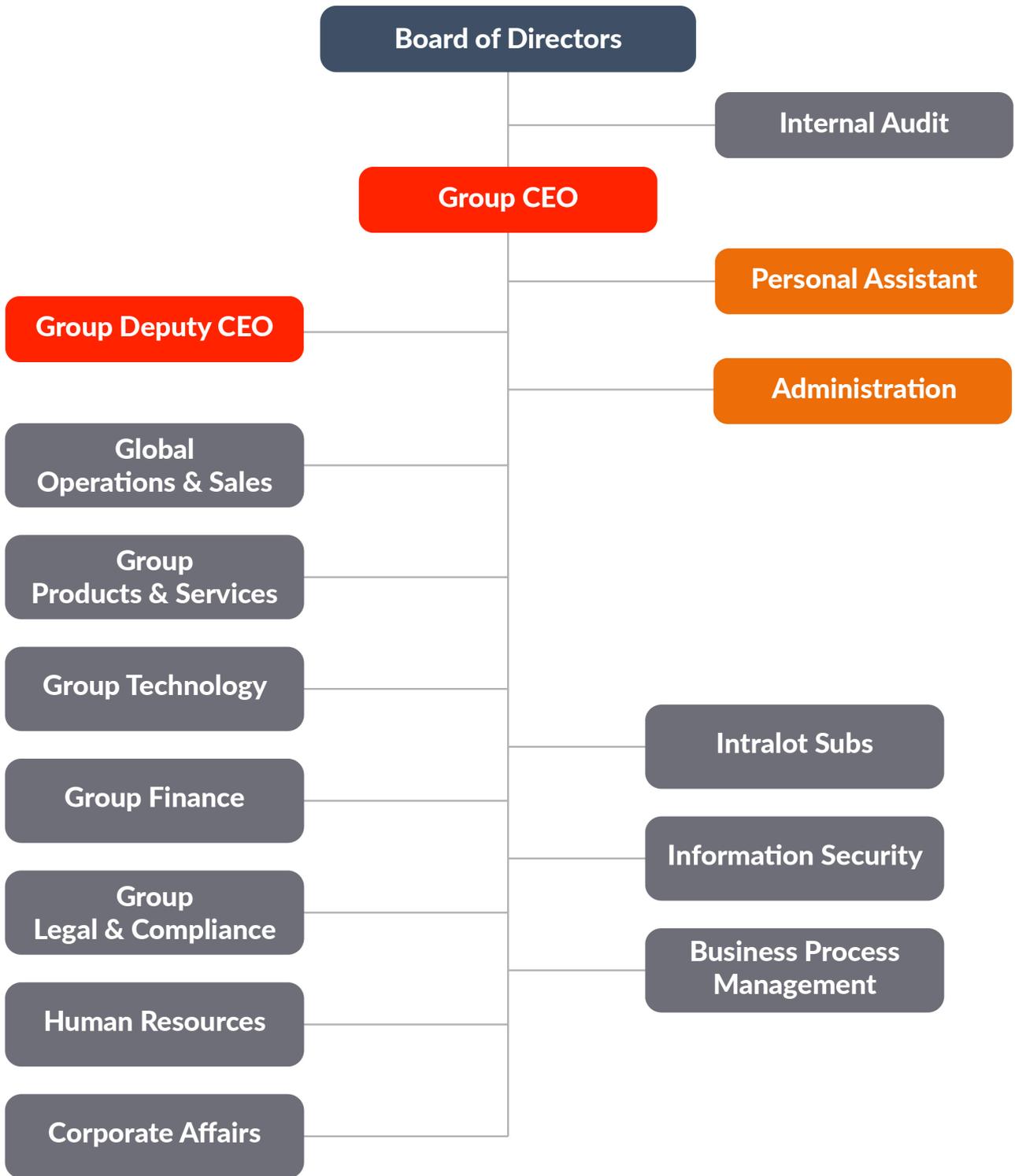
Organizational Structure

In the beginning of 2014, INTRALOT Group announced a new organizational structure, as a result of a thorough strategic and organizational study conducted in collaboration with management consultants, in response to:

- Its growing global presence.
- The need to better serve customers and their fast evolving needs.
- Optimize its operations, in order to enhance the offering of top-quality and innovative products and services, as well as to increase shareholder value.

The main highlight of the new organizational structure was the decision to consolidate all products and services and create centralized product development and R&D under one global division, in order to streamline product development and facilitate innovation.

ORGANIZATIONAL STRUCTURE

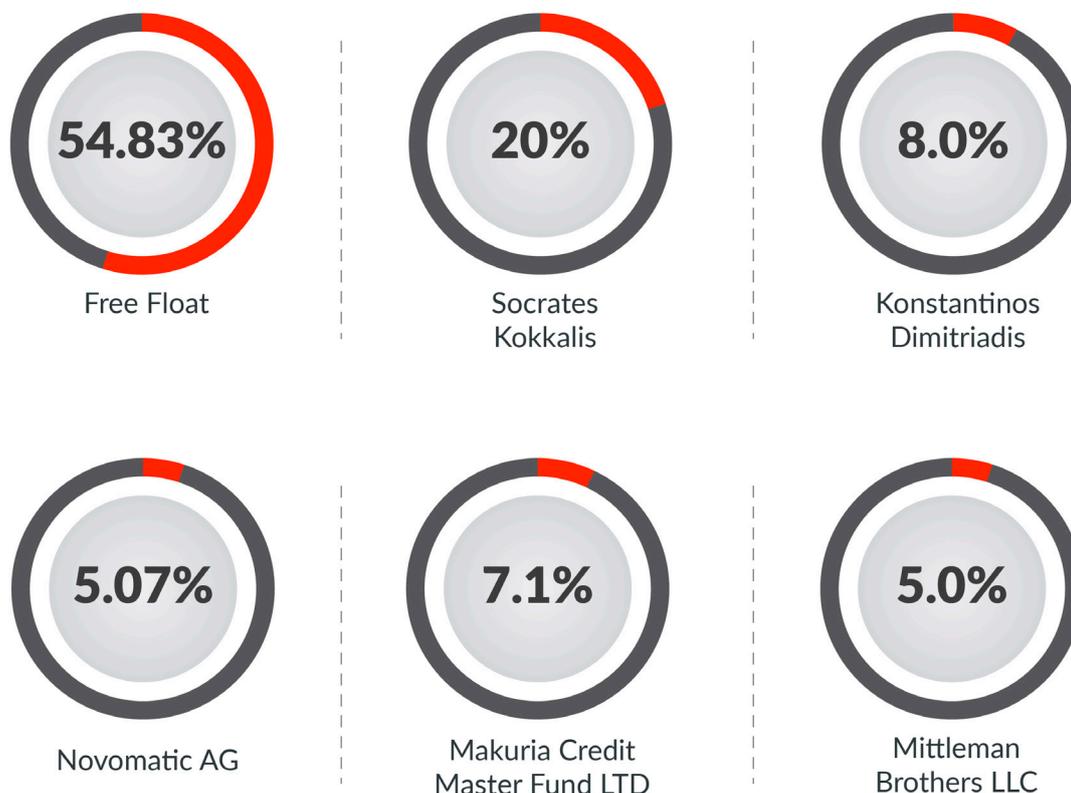


Shareholder Structure

INTRALOT's share capital amounts to €47,688,516.30, divided into 158,961,721 nominal shares at €0.30 each. All Company shares are common registered shares with a voting right and are introduced to the Athens Stock Exchange for negotiation, in the Mid Capitalization category, under 'Gaming Sector'.

The shareholding structure of INTRALOT on 31/12/2015 is presented below:

SHAREHOLDER STRUCTURE



Unicredit Bank Austria AG possesses the 5.07% of shares on behalf of Novomatic AG. Data refer to 31/12/2015.

4. Risks & Opportunities

Risks

The globalization of economies and operations sets corresponding economic and social challenges for the gaming industry. Due to the nature of the industry, gaming companies are exposed to certain risks, which can be outlined below:

RISKS IN THE GAMING INDUSTRY

Source	Level of Risk
Political and regulatory environment in each jurisdiction, especially concerning decisions on behalf of governments that can affect financial performance, public procurement and licensing rules or processes	High
Increased regulation that may be required due to the potentially negative publicity associated with problem and excessive gaming	High
Legal framework and legal risks associated with the national and international legislation, regarding issues such as minors' protection, violation of jurisdictional prohibitions, money laundering, fraud and corruption	High
Impact from illegal gaming activities to the regulated industry's revenues	High

Source	Level of Risk
Conditions of the macroeconomic environment, which directly affect business aspects such as credit, interest rates and foreign exchange rates	High
Volatility of players' spending on gaming entertainment	High
Constantly changing taxation schemes in various jurisdictions	Moderate
Diversity of social, cultural and religious profiles of the population in foreign countries	Moderate
Possibility that participation in games may result into a pathological addictive behavior, with severe personal, economic and social consequences	Moderate
Security issues that may arise from online threats towards online and interactive gaming	Moderate
Conditions within the supply chain, regarding aspects such as product quality, labour and human rights	Moderate
Environmental impact of operations, regarding consumption of materials for hardware production and energy consumption for production and business operations	Moderate

The gaming industry is a sector under intense public and regulatory scrutiny, where companies have to demonstrate sound corporate governance practices and extensive compliance. Since the industry must address serious issues such as money laundering, corruption and bribery, as well as gaming addiction and its social repercussions, INTRALOT deals with these issues proactively, through effective monitoring and security systems, which go beyond the minimum legal requirements and set the example for other companies.

Opportunities

Despite the risks and challenges that the gaming industry faces, there are also favorable circumstances that arise within this evolving landscape and gaming companies have to be able to leverage for their advantage. These opportunities include:

- The steady progress to liberalize the online gaming markets in Europe and worldwide.
- The trend towards enhanced private business participation in lottery operations through privatization initiatives, private management schemes and concession agreements.
- The increasing embrace of sports betting from Lotteries and Governments.
- The proliferation of interactive technologies and their applications to the gaming industry.
- The integration of gaming channels and products and the ability to build omni-channel customer relationships.
- The rise of the mobile technology and the exponential increase of smartphones penetration.
- The particular attention devoted to issues such as Responsible Gaming policies, practices to protect vulnerable groups, security mechanisms and prevention of fraud.

Technology and technological innovation are the main factors that drive disruptive change in the gaming industry, as gaming channels and products rapidly expand, new gaming channels emerge and gaming companies require increased integration. Within this new technological and regulatory context, the gaming market is increasingly competitive and gaming companies are required to invest in technology and demonstrate their compliance beyond the provisions currently set out by regulatory authorities, in order for them to gain or retain competitive advantage. The gaming industry is driven towards new business models, where strong player focus will be a key element of success, as players increasingly seek more sophisticated gaming entertainment through innovative and branded gaming content, personalized services and increased interactivity.

INTRALOT Group is both capable and well equipped with operational know-how, cutting-edge gaming technology and human capital to seize opportunities, while mitigating any potential risks within this rapidly evolving environment. The Group focuses on lottery and betting (product strategy), while targeting emerging markets around the world and strengthening its presence in Africa (strategy per region).

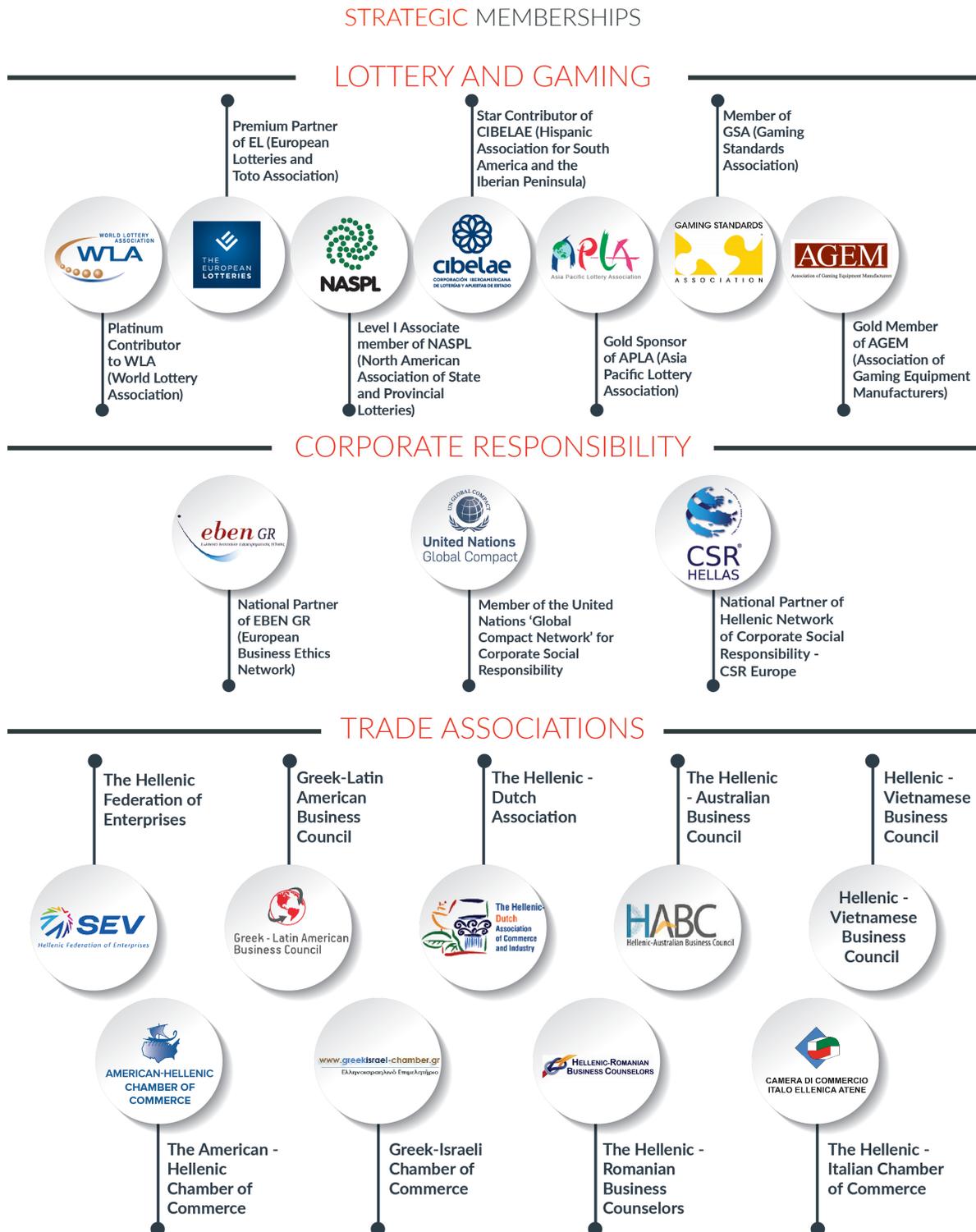
Moreover, INTRALOT Group has captured the market trend towards mobile sales channels and incorporates mobile features in its portfolio since 2014. The Group aims to further utilize mobile technology, in order to cover

the needs of players and retailers, as well as optimize the customer's lottery experience. Therefore, product strategy in the following years will focus more on players' needs and issues such as mobility, diverse gaming content and an innovative player engagement platform.

5. Memberships & Awards

Memberships

INTRALOT participates in a number of national and international associations and organizations, to promote issues linked to the gaming industry, as well as issues related to Corporate Responsibility. Indicatively, the Company participates in the following main associations and organizations:



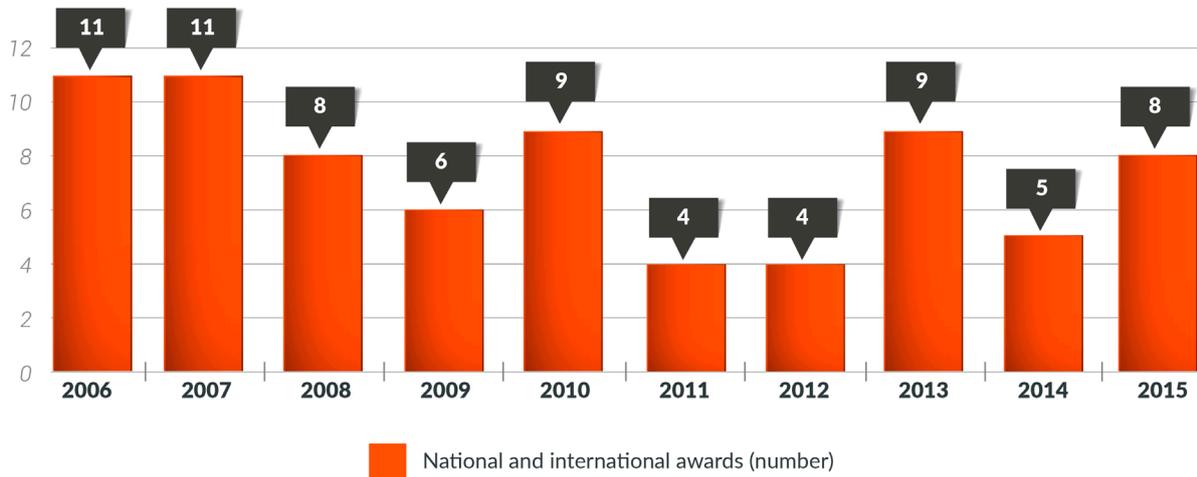
Awards

Recognition of the Company's efforts to become more responsible provides INTRALOT the moral reward and satisfaction to continue and implement its long-term programs and initiatives. In 2015, INTRALOT received the following awards:

- In **Business Awards 'HRIMA' - George Ouzounis 2015**, as a reward of its excellence and alignment with its vision to retain its leading position in the gaming industry and consistently offer increased value to its customers, shareholders and employees. More specifically, INTRALOT was awarded with:

- ▶ 1st prize in the '**Business Innovation**' category.
- ▶ 1st prize in the '**FTSE-LARGE CAP 2015**' category.
- In **ACTIVE GREECE AWARDS 2015** with the **Extroversion Award**, for its business excellence and performance while implementing its international expansion strategy, in a special ceremony held at a business forum under the auspices of the Ministry of Foreign Affairs, the Ministry of Development, the Ministry of Agriculture and key Stakeholders of Greek entrepreneurship.

NATIONAL and INTERNATIONAL AWARDS



Awards refer to INTRALOT S.A.



EBEN Gold Award

INTRALOT received a double distinction for its excellence in business ethics by the European Business Ethics Network (EBEN). More specifically, INTRALOT was certified with the **Gold SEE Certification Award in 'Social, Environmental and Ethical Governance'** (the highest distinction), following an extensive assessment of its business policies and practices. The Gold Award recognizes top performance in the sectors of Business Analysis particularly in Corporate Responsibility, Reporting and effective IT management, Regulations and Communications in Internal Auditing and Performance Assessment.

At the same time, INTRALOT received the **Platinum Distinction for its Responsible Gaming Pre-commitment System**, a category that EBEN launched for the first time in 2015 to reward innovative practices towards social responsibility, for its Pre-Commitment system, a world leading Responsible Gaming initiative that allows players to monitor in real time and put limitations to their play at VLTs or other gaming machines. INTRALOT has already successfully deployed the system in the State of Victoria, Australia.



Recognized for Excellence (R4E) in Europe - 5 Stars

For the 3rd consecutive assessment cycle, INTRALOT received the '**Recognized for Excellence (R4E) in Europe - 5 Stars**' distinction for its Technology Division from the **European Foundation for Quality Management (EFQM)**, a global non-profit membership foundation based in Brussels, Belgium, with over 500 members in more than 55 countries and 50 industries. EFQM provides a unique platform for organizations to learn from each other and improve performance and is the custodian of the EFQM Excellence Model, a business model which helps more than 30,000 organizations around the world to achieve and sustain outstanding levels of performance that meet or exceed the expectations of their Stakeholders. The EFQM Business Excellence Model is a critical framework which allows to continuously improve customer services and market competitiveness.

Following a thorough and structured assessment by a team of EFQM Model Assessors, INTRALOT's Technology Division received the R4E - 5 Stars distinction, the highest level distinction of the EFQM model, for its excellent performance in all areas, namely the 'enablers' criteria (which concern the overall performance regarding leadership, strategy, people, partnerships and resources, processes, products and services), as well as the 'results' criteria (which cover specific results achieved regarding people, customer, society and business results).



Collaboration Award

The Company is particularly honoured when its employees are rewarded for their efforts to excel in their work and support the Company's priorities and objectives. In 2015, INTRALOT's Head of Public Relations and CSR was awarded with the '**Collaboration Award by the Public Gaming Research Institute (PGPI)**', along with counterparts from IGT and Scientific Games, for their vision, breakthrough initiatives and actions to forge creative collaborations, which contributed to the great success of Government Lotteries. This award serves as recognition of their efforts and commitment, as well as their ability to effectively collaborate with other industry professionals to benefit the entire gaming sector, towards a common vision: to create a networking platform where people from the gaming industry would share their knowledge, experience and ideas and ultimately inspire the lottery community.





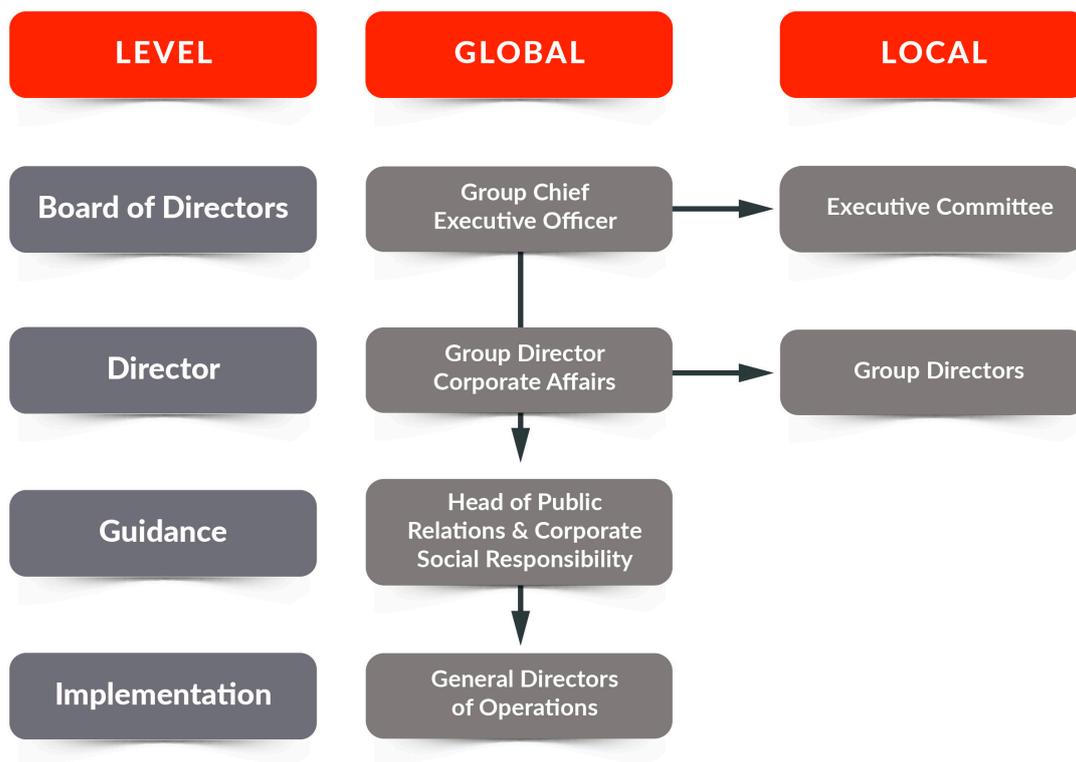
Integrating Corporate Responsibility within the Organizational Structure

3. CORPORATE RESPONSIBILITY

1. Managing Corporate Responsibility

From an organizational perspective, the Group Corporate Affairs Division is assigned to manage the issue of Corporate Responsibility, in order to streamline activities and facilitate the Company's responsible operation, at a strategic, organizational and operational level. INTRALOT's management structure related to Corporate Responsibility (which includes responsibility for economic, societal and environmental issues), is depicted on the right.

- At Board level, the overall responsible is the Group Chief Executive Officer, who is the Chairman of the Executive Committee, with the leadership on Corporate Responsibility plan.
- At Director level the Group Director Corporate Affairs is responsible to organize the relevant activities, as well as to review the Group's Responsible Gaming program.
- At Operational level, the Head of Public Relations & Corporate Social Responsibility is responsible to guide, plan, implement and evaluate the Corporate Responsibility program, as well as cooperate with other departments.
- The Corporate Affairs Division interacts with General Directors of Operations and other Divisions within the Company, at a local and global level, to facilitate respective practices implemented.



2. Material Issues

Recognizing Material Issues

In order to holistically examine issues that can or could affect its responsible operation and ensure that the content of this Report focuses on the Material Issues, INTRALOT conducted a Materiality Analysis, structured around four stages:

1. Identification of potential aspects, through which over 90 issues were considered by reviewing:
 - a. Current industry practices.
 - b. Future trends.
 - c. Relevant industry related analyses by international organizations, such as the RobecoSAM's Sustainability Yearbook for the 'Casinos & Gaming' sector.
 - d. Regulatory environment.
2. Analysis of these issues in terms of associated Risk, according to the significance of the economic, social and environmental impacts that the Company's activities, products and operations either have or could have.
3. Identification of Stakeholders' expectations, through the analysis of their views as a result of relevant surveys that have been conducted (e.g. Customer Survey) and the indirect input from the departments which interact with each Stakeholder group.
4. Combination of the Risk analysis and Stakeholders' expectations, which resulted in defining the Material Issues that INTRALOT should focus on.

The Materiality Analysis, as well as the current Report, which were approved by the Group Corporate Affairs Director, depicts the Material Issues for 2015 in the grey shaded area of the below diagram:

MATERIALITY ANALYSIS



<ul style="list-style-type: none"> Aspects of high importance Aspects of medium importance Other Aspects 	<ul style="list-style-type: none"> Governance & Compliance Responsible Gaming Employee Wellbeing 	<ul style="list-style-type: none"> Economic Sustainability Societal Support
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3. Stakeholder Engagement

Interacting with Stakeholders

INTRALOT has a large number of internal and external Stakeholders, who can be defined as all those who are either affected by the Company’s operations or are affecting its operations. Stakeholders increasingly require transparency and active involvement in issues, such as societal support and environmental protection. The Company intends to enhance its Stakeholder engagement program by expanding its participation in various business fora, such as the European Business Ethics Network and the Hellenic Business and Industry Federation’s Sustainable Development Committee. In addition, INTRALOT is actively engaged with business initiatives of industry associations, such as the World Lottery Association’s Responsible Gaming Programs and the European Lotteries initiatives. INTRALOT has identified its Stakeholders (through the respective departments), their expectations and main issues of interest and communicates with them in various ways, in order to maintain a constructive relationship with them, as described in the Report and summarized in the following table:

STAKEHOLDER ENGAGEMENT

Stakeholder group	Means of dialogue (continuous, unless otherwise stated)	Main issues of interest	Section in this Report
Players	<ul style="list-style-type: none"> ■ Website ■ Articles ■ Interviews ■ Blog ■ Social media ■ Surveys (annually) ■ Points of Sale ■ Call center ■ Responsible Gaming questionnaires 	<ul style="list-style-type: none"> ■ Responsible Gaming as Gaming Operator ■ Responsible Communication ■ Player Privacy ■ Products and Services ■ Compliance ■ Information Security 	Responsible Gaming: 5.1-7
Customers	<ul style="list-style-type: none"> ■ Formal communication ■ Meetings ■ Trainings ■ Customer Complaint Service ■ Customer Survey (annual) ■ Articles ■ Newsletters ■ Interviews ■ Blog ■ Products and Services information material ■ Social media 	<ul style="list-style-type: none"> ■ Responsible Gaming as Technology Provider ■ Responsible Communication ■ Player Privacy ■ Products and Services Compliance ■ Products and Services Quality ■ Business Continuity ■ Anti-Corruption 	Responsible Gaming: 5.1-7 Governance & Compliance: 4.3
Suppliers	<ul style="list-style-type: none"> ■ Meetings ■ Formal communication ■ Social media ■ Call center 	<ul style="list-style-type: none"> ■ Responsible Buying ■ Local Buying ■ Supplier Assessment for Labour Practices 	Economic Sustainability: 7.4
Business Partners	<ul style="list-style-type: none"> ■ Meetings ■ Formal communication ■ Articles ■ Interviews ■ Social media ■ Products and Services information material 	<ul style="list-style-type: none"> ■ Responsible Gaming as Technology Provider ■ Products and Services Compliance ■ Products and Services Quality ■ Anti-Corruption 	Responsible Gaming: 5.1-7 Governance & Compliance: 4.3
Retailers	<ul style="list-style-type: none"> ■ Website ■ Articles ■ Interviews ■ Blog ■ Social media ■ Trainings ■ Call center ■ Products and Services information material 	<ul style="list-style-type: none"> ■ Responsible Gaming as Gaming Operator ■ Responsible Communication ■ Products and Services Compliance ■ Products and Services Quality 	Responsible Gaming: 5.1-7

Stakeholder group	Means of dialogue (continuous, unless otherwise stated)	Main issues of interest	Section in this Report
States (e.g. Regulatory Bodies, Industry Associations)	<ul style="list-style-type: none"> ■ Formal communication ■ Meetings ■ Dialogue with representatives of authorities ■ Presentations ■ Reports ■ Attendance in associations 	<ul style="list-style-type: none"> ■ Responsible Gaming as Gaming Operator ■ Responsible Gaming as Technology Provider ■ Risk Management ■ Public Policy ■ Legal Compliance ■ Business Continuity ■ Anti-Corruption ■ Environmental Compliance 	Responsible Gaming: 5.1-7 Governance & Compliance: 4.3 Societal Support: 8.1
Employees	<ul style="list-style-type: none"> ■ Corporate intranet portal (iSpace) ■ Corporate and social events ■ Meetings ■ Trainings ■ Focus groups ■ Grievance mechanisms ■ Employee satisfaction surveys (not conducted in 2015) 	<ul style="list-style-type: none"> ■ Labour Practices Grievances ■ Job Security 	Employee Wellbeing: 6.1-6
Local Communities	<ul style="list-style-type: none"> ■ Meetings ■ Local events ■ Partnerships 	<ul style="list-style-type: none"> ■ Community Impact ■ Environmental Compliance ■ Hazardous Waste 	Societal Support: 8.1-3
Non Governmental Organizations	<ul style="list-style-type: none"> ■ Collaborations ■ Meetings 	<ul style="list-style-type: none"> ■ Responsible Gaming as Gaming Operator ■ Responsible Gaming as Technology Provider ■ Responsible Communication ■ Information Security ■ Community Impact ■ Hazardous Waste ■ Anti-Corruption 	Responsible Gaming: 5.1-7 Societal Support: 8.2, 8.3 Governance & Compliance: 4.3
Media	<ul style="list-style-type: none"> ■ Press Office ■ Website ■ Articles ■ Interviews ■ Press conferences ■ Press releases ■ Material/information upon requests 	All above issues	Governance & Compliance Responsible Gaming Employee Wellbeing Economic Sustainability Societal Support
Shareholders	<ul style="list-style-type: none"> ■ Annual Reports (annually) ■ Quarter Reports (quarterly) ■ Website ■ Road shows ■ Press releases ■ Shareholders' Annual General Meeting (annually) ■ Board of Directors meetings 	All above issues	Governance & Compliance Responsible Gaming Employee Wellbeing Economic Sustainability Societal Support

11 Stakeholder groups are addressed





4. GOVERNANCE & COMPLIANCE

1. Overview

The importance of responsible operation has been embedded in the way INTRALOT is managed, as the Company has adopted internal rules and regulations to govern its daily operations, such as the Internal Regulation Charter, the Code of Corporate Governance and the Code of Conduct, while at the same time, INTRALOT is committed to comply with the respective legislation in all countries of operations.

Internal Regulation Charter: The Company's Internal Regulation Charter regulates the structure of INTRALOT's Divisions, their responsibilities and the relationship with each other and with INTRALOT's management. Its primary objective is to ensure compliance with the provisions of the applicable legislation (such as the Law 3016/2002 on corporate governance, the Law 2190/1920 on public limited companies and the Law 3340/2005 on the capital market protection). The Charter defines the responsibilities, duties and obligations of each statutory body, under the provision of the Company's Articles of Association and the applicable legislation, and is binding for anyone who provides services to the Company, regardless of its nature and legal relationship, such as:

- The Board of Directors.
- The Group Chief Executive Officer, the Deputy Group Chief Executive Officer and all Division Directors, Department Managers and Supervisors.
- All employees with any type of employment relationship.
- All partners who provide their services through an independent services contract.

***Integrating
Responsibility in our
everyday operations***

Code of Corporate Governance: INTRALOT has its own Code of Corporate Governance, which documents the practices of corporate governance undertaken by the Company both on its own initiative and according to the relevant legislation (such as Laws 2190/1920, 2778/1999, 3016/2002, 3693/2008 and 3884/2010). The Code is aligned with the Principles of OECD Corporate Governance as published in 2004 and the Code of Corporate Governance for the Listed Companies of the Hellenic Federation of Enterprises (SEV), as well as generally accepted corporate governance principles applied by European Union countries. The Code is posted on the corporate website (www.intralot.com) and its main goals are:

- To define corporate governance practices.
- To assure transparency in its operations and management procedures.
- To improve information sharing with shareholders.
- To comply with the requirements of the relevant legislation and regulatory framework.

Code of Conduct: The Company's Code of Conduct defines the way its managers and employees behave, maintain respect of laws and regulations and foster relationships of trust with Stakeholders, business partners and other third parties and constitutes a statement of its principles on the following issues:

- Purpose
- International Business Conduct
- Information Security Policy Compliance
- Social Media
- Confidential Information
- Protection and Use of Company Assets and Resources
- Competition and Fair Dealing
- Conflict of Interest
- Corporate Opportunities – Inventions
- Giving or Accepting Business Courtesies
- Integrity/Probity
- Corporate Travel Policy
- Information and Technology Resources
- Relationships with Suppliers
- Relationships with Clients

- Relationships with Competitors
- Environment
- Health and Safety
- Equal Employment Opportunity and Harassment Policies
- Alcohol and Drugs
- Violence Prevention
- Reporting a Breach of the Code of Conduct.

It must be noted that:

- The Code of Conduct is available on the corporate intranet portal (where all employees have access) and has been communicated to all employees, including all new employees who receive the Code via email.
- The Code of Conduct is incorporated in all employee contracts and their signature is considered as acknowledgement and acceptance of the Code's principles and provisions.
- All managers and employees despite contract type (permanent and temporary) and hierarchical level of INTRALOT Group, its subsidiaries and controlled affiliates are required to comply with the Code of Conduct at all times and everyone is expected to behave and conduct his/her business in line with this Code without any exception.
- In case there are any questions related to the Code of Conduct, employees can direct them to the Human Resources Department.
- In case anyone suspects that they have or may have a conflict of interest or something that others could reasonably perceive as a conflict of interest, they must report it to their Supervisor or their Director, who will discuss with the employee to determine whether he/she actually has a conflict of interest and, if so, how to best address it. No such cases have been reported within 2015.

The Code of Conduct has been
communicated to **100%** of employees



Giving or Accepting Business Courtesies

Any gifts and donations towards employees are subject to the Code of Conduct's provisions, which strictly prohibit all corporate gifts or entertainment to be used or appear as improper forms of compensation and accept or solicit any personal benefit from a supplier or potential supplier that might compromise his/her objective assessment of the supplier's products and prices. Employees are allowed to give or receive gifts and entertainment to or from customers and suppliers only if the gift or entertainment cannot be viewed as an inducement to or reward for any particular business decision. Under all circumstances, employees are obliged to properly account all gifts and entertainment expenses on the related expense reports.

It must be noted that in 2015, there were no violations of the Code of Conduct's provisions regarding giving or accepting gifts.



Raising Concerns and Reporting Violations

All employees are obliged to report any breach of the Code of Conduct, including a conflict of interest or violation of the law, to the Human Resources Department, by name or anonymously, either by telephone or e-mail.

In parallel, the Company has established a dedicated mechanism for all employees to report their concerns on actual or potential violations of the Company's interests, regarding matters of honesty, integrity and professional ethics, without being applied at Group level at the moment. Such violations are defined as (but are not limited to, including any attempt to conceal or cover up):

- Illegal actions or intentional omissions.
- Corruption, bribery, fraud or any other forms of corruption.
- Non-compliance with internal procedures and/or regulations and/or corporate governance principles.
- Violations of procedures or legislation on Health and Safety or environmental protection.
- Abuse of power and hierarchical level.
- Conflicts or interest.
- Providing misleading information or falsifying data and information.

If an employee becomes aware of any of the above or similar cases, he/she can send their concerns (justified by sufficient and reliable information) in a sealed envelope with their name to the Ombudsperson for the Whistle blowing Policy, who is defined by the Audit and Compliance Committee to receive, examine and investigate the relevant reports or complaints within a reasonable time. The Supervisor is entirely independent, not connected with INTRALOT by any kind of employment relationship and is functionally and administratively subject to the Audit and Compliance Committee and the Board of Directors.

Under any circumstances, INTRALOT:

- Examines every case which constitutes or may constitute a breach of the Code or its principles.
- Maintains confidentiality for anyone reporting such breaches and violations.
- Does not take or allow retaliation against any employee who reporting a breach or violation.
- Reserves the right to take any appropriate action against anyone who threatens any employee who made such reports.

Within 2015, there were no reports or complaints raised through the whistle blowing mechanism or sent to the Ombudsperson for the Whistle Blowing Policy.



There were no reports or complaints or violations of the Code of Conduct

2. Board of Directors

Upholding Corporate Governance Principles

The responsibilities of the Board of Directors are clearly defined by the Company's Articles of Association and the Internal Regulations Charter. Based on these, the purpose of the Board is to continuously enhance the long-term economic value and to safeguard corporate interests. The Board is responsible to approve the overall long-term strategy and operational goals and decide on all aspects related to management, assets and business objectives, without limitations (excluding aspects decided by the Shareholders' Annual General Meeting).

Name	Position	Executive	Non-Executive	Independent
Sokratis P. Kokkalis	Chairman	✓		
Constantinos G. Antonopoulos	Vice Chairman		✓	
Antonios I. Kerastaris	Member (CEO)	✓		
Konstantinos S. Kokkalis	Member		✓	
Dimitrios Ch. Klonis	Member		✓	
Petros K. Souretis	Member		✓	
Sotirios N. Filos	Member		✓	✓
Anastasios M. Tsoufis	Member		✓	✓
Ioannis P. Tsoukaridis	Member		✓	✓

Data refer to 31/12/2015.

The Board of Directors consists of a minimum of seven to eleven members elected by the Shareholders' Annual General Meeting, which also determines the term of their service. At its majority, the BoD is comprised of non-executive members (including at least two independent non-executive members), while a legal entity may also be elected to the Board.

- At the moment, there are no processes for consultation between Stakeholders and the BoD on economic, environmental and social issues. However, it must be noted that there were no critical concerns communicated to the BoD within 2015.
- Nominations for the Board are made on merit, using objective criteria. The names of BoD members submitted for election or re-election are accompanied by sufficient biographical details, the Board's view on the independence of the proposed Board members (in accordance with the independence criteria set out by the respective legislation), as well as and any other relevant information to facilitate an informed decision on behalf of the shareholders.
- The Chairman is responsible to lead the Board, determine the agenda and effectively conduct Board meetings and meetings with the majority shareholders to discuss matters pertaining to corporate governance. Additionally, the Chairman is responsible to ensure that BoD members are informed in a timely manner, effectively communicate with all shareholders (especially those holding significant stakes and have long-term perspective, whose views are communicated to the BoD) and fairly address all shareholder interests.
- The Group CEO is responsible for the Company's strategy, its vision and values, as well as its operations at local and international level.
- BoD members are prohibited to assume any role or activity that creates or appears to create conflict between corporate interests and personal interests, such as holding board or executive positions in competing companies, without the permission of the Shareholders' Annual General Meeting. Additionally, the independent non-executive members are prohibited to form close ties with Management, majority

shareholders or the Company and are not permitted to hold more than 0.5% of the Company's share capital or to maintain a dependant relationship with the Company or with persons affiliated with the Company.

- BoD evaluates the performance of its members and its committees at least every two years, through a clearly established procedure led by the Chairman of the Board, who has meetings with the non-executive members, without the presence of executive members, in order to discuss the performance of the latter, as well as other related matters.
- The Compensation and Benefits Policy regulates fixed salaries levels, benefits and performance-related remuneration concerning executive members, based on the job description, accountability and responsibility of their position, along with their academic background, competencies, professional experience and performance evaluation. Their remuneration is associated with the corporate strategy and achieving the corporate objectives, in order to create long-term value. In addition to fixed and variable remuneration pertaining to the executive members (including the corporate stock option scheme) other incentives such as medical and life insurance, corporate car along with extra benefits are granted.
- Remuneration for non-executive members reflects the time expended and their responsibilities, while it is not directly related to corporate performance, in order to encourage top management to take business risks.
- The remuneration for executive members is pre-approved by the BoD following the Remuneration Committee's recommendations. The remuneration of non-executive members is pre-approved by the Shareholders' Annual General Meeting, as determined by legislation. Final approval for the executive and non-executive members' remuneration is granted by the Shareholders' Annual General Meeting.
- The Board of Directors announces all amounts and all other benefits paid to each BoD member or to Company's Directors within the previous two years at the Shareholders' Annual General Meeting, following the request of shareholders representing 1/20 of the paid up share capital, unless the BoD refuses to disclose information with due cause, which is recorded.
- INTRALOT cooperates with international consultancy agencies in the field of Compensation and Benefits research and monitors relevant reward trends, in order to enable a fair, objective and competitive reward strategy.



Relation of Dependence

According to the provisions of the Code of Corporate Governance, during the process of determining the independence of both candidates and current members, the Board of Directors should consider that a relation of dependence exists when the member:

- Is or has been an employee, senior executive or Chairman of the Company's Board of Directors or its subsidiaries within the last three years, as stipulated in Law 3016/2002.
- Receives or has received any compensation from the Company other than board membership fees approved by the Shareholders' Annual General Meeting during the 12 month prior to his/her appointment.
- Has or has had a material business relationship with the Company or its subsidiaries within the past year, particularly as a significant client, supplier or consultant of the Company or as a partner, shareholder or board member, or senior executive of an entity that has such a relationship with the Company or its subsidiaries, as stipulated in Law 3016/2002.
- Has been the external auditor of the Company or its subsidiaries or has been a partner or employee of a firm that provides external auditing services to the Company or its subsidiaries within the last three years.



Disclosure of Economic Activities

All BoD members and Executives are required to address a statement to the Board of Directors and notify them about:

- Their holdings over 10% in other companies, every six months.
- Their other professional and business activities at the time and manner decided by the Board of Directors, on an annual basis.
- Their intention to conclude contracts with Company's customers or suppliers of over €3.000 lump sum or annual amount, at any time (at least 20 days prior to the contract's conclusion).

Operating Board Committees

INTRALOT has also established a number of Board Committees to support the Board of Directors and ensure that more specific issues are managed, in a responsible and systematic way:

BOARD COMMITTEES



More information is posted on www.intralot.com (Investor Relations / Corporate Governance).

Audit and Compliance Committee: The Committee consists of three independent non-executive members, appointed by the Board of Directors, and assists the Board with its supervisory responsibilities regarding financial reporting and information, compliance with the legislative and regulatory operational framework and internal control processes and systems, as well as supervision over the Internal Audit Unit. The Committee convenes as necessary but at a minimum of four times a year and also meets with the Company's auditor at least twice a year, without the presence of Company's Management.

The Audit and Compliance Committee also includes the Financial Committee as a sub-committee, which is responsible for the financial management and comprised of the Chief Financial Officer, the Director of Finance, the Accounting Director, the Subsidiaries and Business Development Director and other executives within the Finance Department, as deemed necessary. The Committee provides recommendations to the Audit and Compliance Committee and/or directly to the Board of Directors concerning:

- The management of the Group's exposure to risk associated with interest rate fluctuations while taking into account the ratio between floating and fixed interest rates for the Group's total net indebtedness.
- The management of the Group's exposure to risks associated with currency exchange rate fluctuations by proposing financial derivative agreements such as Forward Contracts, Options, Currency Swaps and other financial products offered by Greek and international banks.
- The management of risks that may arise from socio-political changes through products available on the market.

Nomination and Remuneration Committee: The Committee consists of one non-executive member as Chairman and two independent non-executive members and is responsible to:

- Recommend remuneration levels for executives, managers and senior executives to the Board of Directors.
- Regulate matters associated with the overall remuneration policy, such as:

- ▶ Propose the remuneration policy (including incentive bonuses, stock options and employee loyalty incentive programs).
- ▶ Suggest an annual salary.
- ▶ Decide on performance-related remuneration, pension plan and severance package for the remuneration of executives and managers.
- ▶ Suggest the level and structure of senior executive remuneration.
- ▶ Determine the general frame and criteria for selection of BoD members.

- Propose the procedure for the internal affairs of BoD members.
- Determine the criteria for selection of new directors, as well as for removals.

Executive Committee: The Committee consists of the Group Chief Executive Officer and the Company's General Directors and examines all significant corporate matters, formulates proposals and decides how to address them, with the following main responsibilities:

- Design corporate strategy.
- Emphasize on critical operational issues.
- Coordinate the departments' projects and support the Group Chief Executive Officer.
- Advance the implementation of major projects and objectives.
- Provide an accurate and complete corporate overview.

Responsible Gaming Committee: The Committee consists of INTRALOT's executives and its main responsibilities include:

- Design, plan, implement and review the Group's Responsible Gaming strategy.
- Submit proposals to the Board of Directors regarding the long-term strategy and objectives of its Responsible Gaming program.

Strategy Committee: The Committee consists of three to five BoD members and monitors the Company's performance, as well as decides, reviews, revises and proposes the long-term strategy and goals to the BoD.

Bid Committee: The Committee consists of four BoD members and specifies the numerical thresholds for the Company's participation in Requests for Proposals (RFPs), as well as evaluates and decides which RFPs

above a specific value/risk are consistent with the Company's purpose and activities.

Strategy and Risk Management Committee: The Committee consists of INTRALOT's executives and is responsible to ensure that information security, information compliance and risk management activities are properly prioritized, funded and supported by the involved organizational units, as well as correspond to realistic business needs.

3. Risk Management

Conducting Internal Audits

INTRALOT has formed an Internal Audit Unit, in order to help the Group accomplish its objectives, safeguard the investments and assets, as well as identify and resolve major risks, by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, internal control and corporate governance processes. The internal audit system consists of procedures implemented by the Board of Directors, Management and employees to ensure the effectiveness and efficiency of corporate operations, the accuracy of financial reporting and compliance with applicable legislation and regulations.

The Internal Audit Unit is independent as it is not connected to other organizational unit hierarchy and functionally reports to the Audit Committee of the Board of Directors and administratively (e.g. day-to-day operations) to the Group CEO. The Internal Audit Unit, who meets or exceeds the International Standards

for the professional practice of Internal Auditing (IPPF), examines and evaluates the adequacy and effectiveness of the Group's internal control, enterprise risk management and corporate governance processes, in accordance with its policies and procedures, as well as the applicable legislation, operating standards and corporate governance principles, in order to ensure that the Group:

- Identifies and manages arising risks.
- Protects and efficiently uses its resources.
- Provides accurate, credible and up-to-date financial and management reports.
- Maintains employee compliance with the Company's policies, procedures and standards
- Complies with the regulatory framework governing its operation.

The Audit and Compliance Committee:

- Monitors and reviews the effectiveness of the Internal Audit Unit every three months, regarding the management of main risks faced, which comprises all audits, including financial and operational audits, compliance and risk management systems.
- Ensures the integrity of corporate accounts, financial reporting systems and public disclosures, as well as the effectiveness of the internal control and risk management systems.
- Establishes direct and regular contact with external and internal auditors, in order to remain updated on the proper operation of the control system, through the Audit and Compliance Committee.



Disclosure of Transactions

The Company requires to be notified in writing from BoD members, Executive Managers, the Director of Group Internal Audit, the General Counsel, certified auditors and all employees with access to confidential information (as defined by Law. 3340/2005), as well as from any other person closely related to them, for every transaction in INTRALOT's stocks, securities or derivatives associated with them, within two days after the transaction is completed, unless the cumulative value of transactions within one calendar year is below €5,000. Following, the Company submits the details of these transactions to the Capital Market Commission.

AUDIT METHODOLOGY



Identifying and managing risks

INTRALOT follows a holistic approach to identify, assess and manage risks related to the achievement of its business objectives. The Enterprise Risk Management (ERM) Framework takes into account parameters related to the Group's strategy, including INTRALOT's financial health, operations, people, technology, compliance, products and reputation, in order to balance risk and value at all times.

The Framework monitors and aligns risks with the changing internal and external parameters and manages them according to the Company's mission, objectives and operations. INTRALOT has designed its ERM Framework according to the specifications of COSO (Committee of Sponsorship Organizations of the Treadway Commission) and ISACA (COBIT for RISK) and incorporates the following components:

1. Objective setting: Objectives are clearly defined in order to be used as a reference point for the

identification of risks.

2. Risk assessment: Risks are analyzed in relation to the objectives and the likelihood of an impact from an adverse event actually happening.
3. Risk response: Management selects risk responses (avoid, accept, reduce or share risk) and develops a set of actions to align risks with the entity's risk tolerances.
4. Event identification: Internal and external events affecting the achievement of objectives are identified.
5. Internal environment: The internal environment sets the basis for how risk is viewed and addressed, including risk management philosophy, integrity and ethical values, as well as the environment of operations.
6. Control activities: Policies, procedures, strategies

and action plans in general are established and implemented, in order to ensure that risk responses are effectively carried out.

7. Information and communication: Relevant information is identified, captured and communicated properly and within a specific time frame.
8. Monitoring: Risk is monitored either through ongoing management activities or separate evaluations or both and modifications made as necessary.

SIGNIFICANT RISKS and UNCERTAINTIES

Source	Impact	Policies and Practices
Financial Risks		
Credit risk	Not significant	<ul style="list-style-type: none"> ■ Pursue wide dispersion of customers ■ Set credit limits through signed contracts ■ Set limits regarding the amount of credit exposure to any financial institution ■ Adopt an internal rating system, regarding credit rating evaluation, using the relevant financial indices.
Liquidity risk	Not significant	<ul style="list-style-type: none"> ■ Form certain policies to monitor the liquidity in order to hold liquid assets that can cover Group's liabilities.
Foreign Exchange risk	Moderate	<ul style="list-style-type: none"> ■ Achieve diversification in the currency portfolio, due to the activity abroad. ■ Enter into derivative financial instruments with various financial institutions.
Interest rate risk	Not significant	<ul style="list-style-type: none"> ■ Use financial hedging instruments in order to reduce exposure to interest rate risk. ■ Have a balanced portfolio of loans with fixed and floating rate borrowings.
Operating Risks		
Winners' payouts in sports betting	Moderate	<ul style="list-style-type: none"> ■ Depends on the outcome of the events.
Gaming sector and economic activity	Moderate	<ul style="list-style-type: none"> ■ Aim at international expansion, in order to achieve significant diversification and reduce dependency on the performance of individual markets and economies.
Gaming Taxation	Moderate	<ul style="list-style-type: none"> ■ Conduct systematic assessment of prevailing local environments before entering new markets. ■ Monitor and evaluate changes in taxation. ■ Focus on international operations, in order to secure diversification of the risk posed by taxation regimes for financial performance and economic sustainability.



Business Continuity and Crisis Situation

INTRALOT has established the Business Continuity Planning and Testing Guide and implements a business continuity plan, in order to address potential interruptions to business processes, minimize the impact caused by disasters and recover from loss of information assets to an acceptable level, through a combination of preventive and recovery controls. Within this context, INTRALOT follows the below principles of recognized international security standards:

- The 'Code of practice for information security management' of ISO/IEC 27002 regarding business continuity management.
- The World Lottery Association Security Control Standard.
- The principles of BS 25999-1 'Business continuity management – code of practice'.
- The guidelines of NIST Special Publication 800-34 'Contingency Planning Guide for Information Technology Systems'.

INTRALOT implements a holistic approach for the following disaster categories when defining the business impact from a disaster occurring, as well as during the development of the business continuity strategy:

- Natural: earthquake, hurricane, tornado, flood and fire.
- Human: operator error, sabotage, network attack and terrorist attack.
- Environmental: equipment failure, software error, telecommunications network outage and electric power failure.

It must be noted that 40% of INTRALOT's operations were analysed for risks which could result to a cease of operations by the Internal Audit Unit in 2015, compared to 50% in 2014.

According to a formal corporate procedure, INTRALOT has established the RED Team (Chief Level Emergency Response Team) and the ORANGE Team (Group Director Level Emergency Response Team) and has defined the necessary actions to respond to a crisis situation or any event that could be harmful to INTRALOT's reputation and operations, such as legal disputes, accidents, fires or disasters that could be attributed to the Company, according to following 5-scale impact classification:

- Critical (international long-term negative media coverage; failure to achieve long-term strategic objectives): RED Team, ORANGE Team and ERM Team (Enterprise Risk Management) are contacted and Group Chief Executive Officer coordinates RED Team.
- Major (national long-term negative media coverage; failure to achieve medium-term strategic objectives): RED Team, ORANGE Team and ERM Team are contacted and Group Chief Executive Officer coordinates RED Team.
- Moderate (national short-term negative media coverage; failure to achieve short-term strategic objectives): ORANGE Team and ERM Team are contacted and Group Chief Operations Officer and Group Chief Legal & Compliance Counsel are informed.
- Minor (local reputation damage; no strategic impact): Group Corporate Affairs Director, Global Operations Group Director and ERM Team are contacted.
- Low (local media impact; no strategic impact): situation is resolved locally and reported in monthly reports to the Headquarters.

Upholding Information Security

INTRALOT has established clear processes to manage practices, tools and activities necessary to prevent, detect and react to information security incidents. The information security processes applied aim to protect information assets regardless of how the information is formatted or whether it is in transit, being processed or stored. All information is classified according to three classifications levels:

- **Confidential** – high sensitive information (e.g. financial information, system and game configuration, business critical statistics or game data).
- **Restricted** – information of medium criticality (e.g. corporate internal operation documents and manuals).
- **Public** – no security requirements (e.g. information gathered from the Internet).

Any kind of information and all corporate documents either in hardcopy or in electronic form are required to display their classification level, as a means to communicate their criticality and INTRALOT has set specific rules regarding the following information handling for each one of the above classification levels:

- Oral communication
- Storage
- Transmission
- Information in physical form

The Company provides specific guidelines to all employees, in order to minimize information security business and personal risk, which include instructions on the following:

- Device security
- Protection against malicious code
- Unauthorized use of security mechanisms
- Passwords
- Physical security
- Email and internet security

Furthermore, the Company has developed detailed rules and guidelines related to information security for specific departments or user groups (such as the Human Resources Department and the Public Relations Department, Project and Technical Managers, Code Designers and Developers, ICT Department and Service Desk), which respective employees must read and comply with their provisions.



Report a Security Incident or Event

All employees are obliged to report any security incident (defined as any violation of the Information Security Policy which has impact on the business) and security event (defined as any violation of the Information Security Policy which has no impact on the business) through a digitally signed e-mail to the members of the local security function and security@intralot.com for INTRALOT and describe the incident or event in detail. In case employees do not have access to corporate email at that time, they can file their report through telephone and send an email as soon as possible. At all times, they are obliged to follow the appropriate security guidelines and do not disclose security information incidents to unauthorized persons at any circumstances.

Within 2015, there were no security events reported by employees, either by email or by telephone according to the respective procedure.

Combating Corruption

The Company implements an integrated framework to detect and dodge corruption, which includes the following three procedures:

- Management controls and Internal Control measures
- Financial Control, Security, Quality, Risk Management and Compliance
- Internal Audit

Within the context of this framework, INTRALOT controls its business units for risks associated with corruption, following standard internal auditing procedure, with regular audits planned by the relevant auditing departments. Certain areas considered to have high risk for financial fraud are monitored with the appropriate anti-corruption policies and measures, as defined by the Code of Conduct, detailed work regulations, clearly defined duties and responsibilities, procedure monitoring and authorization limitations and restrictions. In case of confirmed incidents of corruption and in accordance with Internal Regulation Charter, the Company reserves the right to proceed to relevant administrative and legal measures, which include dismissal or legal prosecution, depending on the incident's scale and severity.

It must be noted that within 2015:

- There were 8 operations analyzed for risks related to corruption by the Internal Audit Unit (approximately 40% of total operations).
- There were no contributions made to politicians and political parties.
- There were no confirmed incidents of corruption.
- There were no legal actions related or pending legal actions related to corruption or legal fines imposed by the respective authorities.



————— There were no incidents of corruption. —————

Following Fair Competition Principles

INTRALOT values the role of fair competition as it promotes the efficient use of resources, innovation and, ultimately, higher quality of products and services. For this reason, the Company:

- Conforms to the principles of fair competition for the entire spectrum of its operations.
- Complies with competition laws and regulations preventing anti-competitive or market distorting practices.
- Cooperates with governments and regulatory bodies and respects the regulatory framework of each jurisdiction of operations.
- Requires that all employees deal fairly with customers and competitors and not take unfair advantage of anyone through manipulation, abuse of privileged information, misrepresentation or any other unfair practice.
- Prohibits disclosure of confidential information to any person who is not an employee of INTRALOT unless employees are authorized to do so.

As a result, there were no legal actions for anti-competitive behavior, anti-trust and monopoly practices within 2015 and no relative fines or non-monetary sanctions were imposed by the respective authorities.



Competition

According to the provisions of the Code of Conduct, INTRALOT is committed to free and fair competition in the marketplace and does not proceed with actions that could reasonably be considered as being anti-competitive, monopolistic or otherwise contrary to laws governing competitive practices in the marketplace, including anti-trust laws. Therefore, employees are refrained from:

- Obtaining or giving competitive information by unethical, unlawful or illegal means.
- Using any confidential information belonging to any former employers.
- Making false or deceptive statements about a competitor.
- Commenting on another company's business reputation or financial or legal situation.

There were no incidents of non-compliance with laws and regulations.

Complying with Legislation

INTRALOT is committed to respect the legislation and regulatory framework of each jurisdiction of operations. Within 2015, INTRALOT was not accused of violating legislation and regulations in any of the countries where it operates and was not involved in any prosecutions for non-compliance with laws and regulations, while there were no lawsuits regarding quality of products or services delivered and no relevant fines or non-monetary sanctions were imposed by the respective authorities.

4. Standards & Certifications

Operating based on Management Systems

Recognizing that there is the need to use and manage multiple Management Systems in several fields, such as Quality, Security, Compliance and Service Management in a simpler and more effective manner, INTRALOT has introduced the COBIT 5 Governance Framework, which aims to:

- Holistically cover its business processes and their alignment with its business strategy.
- Reduce complexity.
- Ensure information quality toward decision making.
- Increase the value gained from technology.
- Enable innovation.

All INTRALOT certifications are being governed by the COBIT 5 Framework and INTRALOT currently works on the COBIT 5 implementation's maturity and processes feedback from metrics and effectiveness analyses. At the same time, the Company implements COBIT 5 for Information Security and examines subsequent COBIT products such as COBIT 5 for Risk.

Quality Management System: Being certified according to ISO 9001:2008 for all its operations, the Company conducts its business in line with its ISO 9001 Quality Manual, which sets the framework for INTRALOT's Quality Management System, presents the corporate philosophy and fundamental principles and makes reference to documented procedures, which describe corporate processes and functions in detail.

Information Security Management System: Being a leading international supplier of integrated gaming systems in over 50 jurisdictions worldwide, information security management is critical to business success. Acknowledging

the strategic importance of security, the Group is the first international vendor in the gaming industry that has been certified according to the World Lottery Association (WLA) Security Control Standard in 2008 and has been additionally certified its Information Security Management System (ISMS) according to ISO 27001.

As per its WLA SCS and ISO 27001 Information Security Management System (ISMS), INTRALOT abides by the principles of integrity, player trust, compliance, quality and operational excellence and ensures that a continual security improvement framework is in place to design, develop, implement, test and support of state-of-the-art gaming systems, in order to promptly identify emerging threats, assess their risk and apply appropriate security controls.

Moreover, INTRALOT:

- Implements a Code of Practice for Information Security Management, certified with ISO 27002.
- Is certified according to the Gaming Standards Association (GSA) Point to Point SOAP/HTTPS Transport and Security Specification and the GSA Game to System (G2S) Message Protocol standard, both of them for its iGEM VLT Monitoring system.

Information Technology Service Management: INTRALOT was also the first international vendor in the gaming industry to achieve ISO 20000 certification on Information Technology Service Management in 2013, which covers the provision of Infrastructure Support Services and Managed IT Services, for Integrated Gaming and Transaction Processing Systems and Services and Interactive Gaming Services provided to Licensed Lotteries, Gaming and Casino Organizations and Entities worldwide.

Based on the ISO 20000 certified Service Management System, INTRALOT has established a Global Service Desk, in order to collect, analyze and respond to all types of customer requests. INTRALOT records and resolves these requests in a timely manner to comply with the agreed Service Level Agreements (SLAs) and reviews the submitted tickets, in order to check for identify their root cause and provide appropriate problem resolutions.

Training Services: INTRALOT became the first vendor in the gaming industry certified for the training services provided by the Company's Learning Center with the ISO 29990:2010 standard in 2015, which covers the entire training process, including analysis, design, delivery, monitoring and evaluation of project-based training.

MANAGEMENT SYSTEMS STANDARDS

Management Systems Standards	Country
Quality Management System (ISO 9001:2008)	<ul style="list-style-type: none"> ■ INTRALOT S.A. (Greece) ■ INTRALOT Services S.A. (Greece)
Information Security Management System (WLA SCS:2012 and ISO 27001:2013)	<ul style="list-style-type: none"> ■ INTRALOT S.A. (Greece) ■ INTRALOT Nederland BV (Netherlands) ■ INTRALOT GERMANY GmbH (Germany) ■ MALTCO Lotteries Ltd. (Malta) ■ INTRALOT Inc. (USA – South Carolina, Arkansas, Ohio) ■ Inteltek (Turkey) ■ INTRALOT Italia S.p.A. (Italy) ■ INTRALOT Maroc (Morocco) ■ INTRALOT de Peru (Peru) ■ Tecno Accion (Argentina) ■ INTRALOT Australia Pty Ltd. (Australia) ■ INTRALOT Gaming Services (Australia) ■ INTRALOT S.A.'s operations at the OPAP's National Lottery (Greece) ■ INTRALOT S.A.'s scratch tickets operations of Hellenic Lotteries (Greece)
Information Technology Service Management (ISO 20000)	<ul style="list-style-type: none"> ■ INTRALOT S.A. (Greece)
Occupational Health & Safety Management Systems (ELOT 1801:2008 / BS OHSAS 18001:2007)	<ul style="list-style-type: none"> ■ INTRALOT Services S.A. (Greece)
Responsible Gaming	<ul style="list-style-type: none"> ■ INTRALOT S.A. (Greece) ■ Totolotek S.A. (Poland) ■ INTRALOT de Peru (Peru) ■ MALTCO Lotteries Ltd. (Malta)
Code of Practice for Information Security Management (ISO 27002)	<ul style="list-style-type: none"> ■ INTRALOT S.A. (Greece)
Controls over Financial Integrity (ISAE 3402)	<ul style="list-style-type: none"> ■ INTRALOT S.A. (Greece) ■ INTRALOT S.A.'s operations at Hellenic Lotteries (Greece) ■ INTRALOT S.A.'s operations at OPAP (Greece) ■ INTRALOT Nederland BV (Netherlands)
Gaming Standards Association (GSA) Point to Point SOAP/HTTPS Transport and Security Specification	<ul style="list-style-type: none"> ■ INTRALOT's iGEM VLT Monitoring system
GSA Game to System (G2S) Message Protocol	<ul style="list-style-type: none"> ■ INTRALOT's iGEM VLT Monitoring system
Training Services (ISO 29990:2010)	<ul style="list-style-type: none"> ■ INTRALOT S.A.'s Learning Center (Greece)



New Certifications

INTRALOT Group strives to ensure the quality and safety of its products and tackle some of the most demanding challenges of modern business. In order to demonstrate its commitment to meet the expectations of its Stakeholders, the Group's strategy is to further expand its certifications in various jurisdictions of operations. Therefore, within 2015 the Group was awarded with the World Lottery Association Security Control Standard (WLA SCS:2012) and ISO/IEC 27001:2013 certification for its operations in the United States of America, Italy, Peru, Morocco and Victoria (Australia). The new certifications cover all corporate functions of each operation, namely INTRALOT Inc. (which was certified for its Central Monitoring and Accounting System that operates in Georgia as well as for its overall operations in Ohio), INTRALOT Italia S.p.A., INTRALOT de Peru, INTRALOT Maroc and INTRALOT Gaming Services Pty Ltd. (IGS). At the moment, it must be noted that INTRALOT Inc. supports 12 lotteries in the USA, while INTRALOT Gaming Services operates the monitoring system of 27,500 EGMs in Victoria through its iGEM Electronic Monitoring System. These certifications complement the WLA SCS, ISO 27001, ISO 20000 and ISO 9001 certificates of INTRALOT S.A., which cover the entire life cycle of system and service design, development, implementation, support and operation in a particular country.



5. RESPONSIBLE GAMING

1. Overview

Responsible Gaming is a concept according to which gaming operators, technology and software suppliers and associated service providers need to ensure that their products and services provide a fair and safe gaming experience that enables players to be protected from the adverse consequences of gaming. Whether players buy a lottery or scratch ticket, place their bets, play bingo or on a gaming machine or casino game, players have to view their activity as a form of entertainment in a balanced way. Thus, Responsible Gaming means that operators must aim to keep their games and gaming services profitable and reliable while, at the same time, ensure that all steps are taken to eliminate excessive behavior and protect vulnerable groups, which include:

- Individuals under legal age of play.
- Individuals of low income.
- Retailers, lottery employees and contractors.
- Individuals with a gaming addiction.
- Individuals with other psychiatric disorders, such as substance abuse and alcoholism.
- Individuals with a family history of problem gaming.
- Individuals not aware of risks of problem gaming.

Ensuring a fair and safe gaming experience for Players and offering Customers the highest standards of responsible gaming operation



The Rising Need for Responsible Gaming

The rising need for Responsible Gaming has emerged due to a changing gaming environment, especially within the last few years, since:

- Online gaming has changed the traditional Points of Sale.
- Gaming is more accessible with the proliferation of new media, such as internet, smartphones, tablets and mobile applications.
- There is increased availability of different games and gaming services, as well as increased sports betting advertising.

It is important that anyone who participates in games of chance understands the possible risks of the entertainment that they are buying and how they vary from one type of games to another. Players must make their choices based on aspects of the game or the gaming service, know and accept the odds and never overestimate the chances of winning or try to recover losses by persisting to game beyond their means.

Besides being an ethical and a regulatory requirement, Responsible Gaming is a business imperative for gaming companies that protects the regulated business reputation and market share and has gained increased importance for society and Stakeholders. Companies are required to comply with applicable legal and regulatory Responsible Gaming frameworks and implement specific protection measures and procedures.

RESPONSIBLE GAMING APPROACH



As an Associate member of WLA, INTRALOT abides by the WLA Responsible Gaming Framework, whose purpose is to integrate the Responsible Gaming Principles into the day-to-day operations of the member lotteries. The Framework consists of:

- **The 7 Responsible Gaming Principles**, to which WLA members commit themselves:
 - ▶ Meet their objectives while protecting their customers' and vulnerable groups' interests and, at the same time, uphold their respective commitments to defend public order within their own jurisdiction.
 - ▶ Ensure their practices and procedures reflect a combination of government regulations, operator self-regulation and individual responsibility.
 - ▶ Develop their practices concerning Responsible Gaming related issues on the fullest possible understanding of relevant information and analysis of documented research.
 - ▶ Work with Stakeholders to share information, develop research and promote Responsible Gaming as broadly as possible and encourage a better understanding of the gaming's social impact.
 - ▶ Promote only legal and Responsible Gaming in all aspects of their activities, including development, sale and marketing of their products and activities and make reasonable efforts to ensure their agents do the same.

- ▶ Provide information to public in an accurate and balanced manner (e.g. regarding marketing, gaming and the associated risks), in order to enable individuals to make informed choices about gaming activities within their jurisdiction.
- ▶ Monitor, test, and revise as appropriate the activities and practices related to Responsible Gaming and publicly report their findings.

■ **The 10 Responsible Gaming Framework program elements are described below:**

RESPONSIBLE GAMING FRAMEWORK PROGRAM ELEMENTS

Element	Description
Stakeholder Engagement	Identify, understand and integrate interests of decision-makers, decision influencers and other society members into key Responsible Gaming related business decisions and Responsible Gaming program development.
Reporting and Measurement	Measure and report on lottery's commitments, actions and progress on Responsible Gaming to relevant internal and external Stakeholders.
Research	Support and/or conduct, integrate and disseminate Responsible Gaming related research.
Employee Program	Ensure and support efficient and effective application of Responsible Gaming principles by all relevant employees.
Retailer Program	Ensure and support efficient and effective application of Responsible Gaming principles by retailers and their front-line employees.
Game Design	Apply evidence-based Responsible Gaming considerations to design, selection and introduction of new lottery and gaming products.
Remote Gaming Channels	Ensure that interactive remote gaming platforms have safeguards in place that protect players.
Advertising and Marketing Communications	Ensure continuous improvement of responsible marketing and communications practices and application of regulatory codes.
Player Education	Support, integrate and disseminate information related to good practices in responsible play ('informed player choice') and treatment referral.
Treatment Referral	Offer support, guidance and referral to specialized services to customers with potential or actual gaming addiction problems, if needed.

■ **The 4 Levels of certification:**

- ▶ **A Level 1** submission is fulfilled for all WLA members, as they agree to embrace the WLA Responsible Gaming Principles.
- ▶ **A Level 2** submission focuses to identify Responsible Gaming program gaps and set priorities for future program development.
- ▶ **A Level 3** submission focuses to implement a plan to address identified gaps and priorities, as well as plan for the program's effectiveness evaluation.
- ▶ **A Level 4** submission provides robust evidence on program evaluation and focuses to plan future improvement opportunities, which must be accompanied by an external independent assessor report.

In 2015, INTRALOT was granted the Certificate of alignment with the criteria set in the Responsible Gaming Certification Standards for Associate members, following an external audit performed by TÜV NORD, the WLA approved assessor, which completed an in-depth independent assessment of INTRALOT's products and services and Responsible Gaming practices communicated to lottery customers.

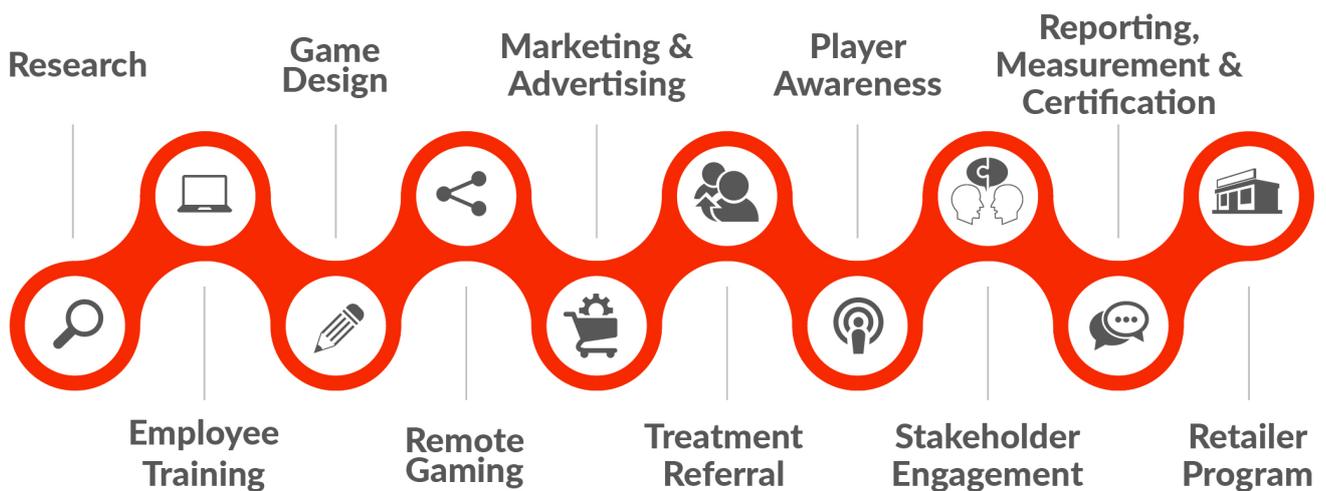
INTRALOT Group recognizes that a Responsible Gaming approach has to incorporate and govern all business activities and operations, in order to safeguard the interests of players and the community in general. Therefore, the Group implements a series of projects and activities to guarantee the development of Responsible Gaming standards, according to the principles and framework of the WLA, both as a licensed gaming operator and a technology provider, as presented below:

RESPONSIBLE GAMING FRAMEWORK FOR TECHNOLOGY PROVIDERS
(WLA Associate Members)



As a licensed Lottery operator in its own right, the Group develops its Responsible Gaming Program on the basis of all 10 elements of the WLA Responsible Gaming Framework.

RESPONSIBLE GAMING FRAMEWORK FOR LOTTERIES



The Group has the technological skills and the operational know-how required to develop and implement a Responsible Gaming program in any jurisdiction globally. Within the context of its adopted Responsible Gaming framework, INTRALOT Group aims to:

- Comply with the relevant laws and regulations worldwide.
- Ensure that the interests of players and vulnerable groups are protected.
- Consider information and research conducted, in order to develop or improve appropriate practices and processes.
- Develop a better understanding of the gaming's social impact.
- Promote the internal and external implementation of Responsible Gaming practices.
- Educate the public through accurate information that enable informed choices regarding gaming activity.
- Improve and report on Responsible Gaming activities.



INTERNATIONAL GOOD PRACTICE

Maltco Responsible Gaming Certification

Within 2015, Maltco maintained its international Responsible Gaming certificates for the second consecutive year, as evident from its certification by both European Lotteries and World Lotteries Association to operate within the requirements of the Responsible Gaming Certification Framework in a methodical and effective manner, following the independent audits and intensive assessment from TÜV NORD to Maltco's operations and agents.



INTERNATIONAL GOOD PRACTICE

INTRALOT de Peru Responsible Gaming Certification

Within 2015, Intralot de Peru started the self-evaluation process of its Responsible Gaming programs, in order to submit the documentation for the 4th Level WLA certification and start the respective audit process.



Responsible Gaming Practices

Regardless of the market involved, INTRALOT Group strives to follow best international Responsible Gaming practices, as indicated by the following

examples:

- INTRALOT Australia is a member of the Responsible Gambling Reference Group in Victoria, Australia and a member of the Gambling Industry Group (GIG) in Tasmania. The company implements regular retail network training on Responsible Gaming and displays on-screen age warning messages for players under 18 years old in all Points of Sale.
- INTRALOT de Peru implements training programs for its employees and sales agents, in order to promote Responsible Gaming practices and facilitate their awareness.
- Maltco provides information on gaming regulations of LGA (Lottery and Gaming Authority in Malta), as well as guidelines to promote Responsible Gaming at Points of Sale through its Retailer Network Training program.
- INTELTEK checks the player's national identity number entered during online registration, in order to check and verify its age. The company also includes age warning information on player materials and coupons and displays Responsible Gaming stickers at retailer stores.
- INTRALOT USA is a supporter of the Montana Council on Problem Gambling, a non-profit agency dedicated to alleviate gaming-related issues.

Stakeholder Engagement: The Group places and emphasis on developing working relationships and collaboration with key Stakeholders, in order to:

- Exchange information on related issues.
- Promote Responsible Gaming as broadly as possible.
- Encourage a better understanding of gaming's social impact.
- Improve all elements of its Responsible Gaming program.

Therefore, apart from research organizations and independent institutions, the Group cooperates with Governments and Regulation Authorities, and forms strategic partnerships with treatment providers and public health professionals and NGOs, through one-to-one meetings and on-going collaborations.

Within the context of its Responsible Gaming activities in 2015, the Group:

- Provided updated information on Responsible Gaming practices and activities in the corporate intranet portal and in social media.
- Participated with panel speeches in the following scientific conferences and Stakeholder engagement events:
 - ▶ The EL 2015 Congress in Oslo, organized by European Lotteries, in the EL Premium Partners CEO panel debate, as well as with the speech 'INTRALOT S.A. Innovation circle'.
 - ▶ The APLA / WLA 2015 Seminar in Australia, organized by APLA (Asia Pacific Lottery Association) and WLA, as a Gold Sponsor to the panel session 'Building Customer Connection – Pathways to Success'.
 - ▶ The Security Seminar 'Secure, Monitor, React... or pay the price' in Stockholm, organized by WLA and European Lotteries, with a speech on 'Creating Cybersecurity Capability in the Lottery Sector'.
 - ▶ The 15th CIBELAE CONGRESS 'Bringing the World Together Through the Lotteries' in Argentina, organized by ALEA (Asociación De Loterías Quinielas Y Casinos Estatales) and CIBELAE (Corporación Iberoamericana de Loterías y Apuestas de Estado), in the panel discussion 'A Multi-jurisdictional Game for Ibero-America? How is a product aimed at more than 600 million people developed?'.
 - ▶ The 3rd International Seminar on Lotteries 'Experience in Entertainment' in Argentina, organized by Lotería de la provincial, ALEA, CIBELAE and WLA, in the session 'Technologies and Product Commercialization at the Sales Points'.

- ▶ The Marketing Seminar 'Rediscovering the Customer' in London, organized by WLA and European Lotteries, with the speech 'How we help our customers support their customers'.
- ▶ The Retailing Seminar 'Keeping Up With Changing Retail' in Malta, organized by Maltco and European Lotteries, where participants discussed and examined several issues related to lotteries.
- ▶ The Sports Betting Seminar 'Operate Like A Champion Today!' in Warsaw, organized by WLA and European Lotteries, in the panel discussion 'Best Customer Management Solutions for sports wagering'.
- ▶ The Sports Betting Seminar 2015 in Dakar, organized by Association Des Loteries D'Afrique, in the panel session 'Advantage of outsourcing the lottery system', as well as with the speech 'Means of communication for sports bets'.



**INTERNATIONAL
GOOD PRACTICE**

Preserve and Protect the Integrity of Sports

INTRALOT Group is vital part of a global endeavor to preserve and protect the integrity of sports, which includes the following activities and related

organizations:

- **Agreement with the International Olympic Committee and the International Sports Monitoring:** Betting Company S.A., INTRALOT Group's subsidiary, has signed a cooperation agreement with the International Olympic Committee (IOC) and the International Sports Monitoring (ISM), in order to actively participate in initiatives that aim to protect and maintain the integrity of sports. Through the agreement, Betting Company provides ISM and IOC with betting-related information, in order to assist ISM to monitor betting activities related to the Olympic Games and IOC to act in case of suspicious betting activities on the Olympic Games.
- **Agreement with FIFA's Early Warning System:** The Group has signed a cooperation agreement with FIFA's subsidiary, Early Warning System GmbH (EWS), through which INTRALOT has become a member FIFA's global network and promptly informs EWS on betting patterns that could indicate possible manipulation of football matches or other sport events in jurisdictions where the Company offers its services.
- **Support to Spor Toto:** INTRALOT informs Spor Toto, Turkey's National Sports Lottery, regarding cases of unusual betting activity in order to alert the Turkish Football Federation and take actions to prevent possible cases of distorted match results and protect the transparency of the Turkish Football Championship.

Reporting, Measurement and Certification: The Group has developed specific procedures and mechanisms to support the implementation of its Responsible Gaming strategy and programs, as well as inform about the Company's Responsible Gaming activities and report their progress. Therefore, INTRALOT Group:

- Has developed an integrated Responsible Gaming Program for all elements of its Responsible Gaming Framework, which is annually reviewed by the Responsible Gaming committee and revised, if necessary. The Corporate Affairs Division is responsible for the Responsible Gaming Program, which is jointly implemented with the Quality Assurance Department and the Sales and Operations Marketing, in connection with Licensed Operations abroad.
- Determines the level of compliance during the design phase of new games with WLA's Responsible Gaming criteria through a software tool, which has been awarded with a Platinum Award by the European Business Ethics Network.
- Has defined relevant Key Performance Indicators (KPIs), which are measured and communicated on a regular basis to support decision-making.
- Consistently reviews Responsible Gaming researches and related documentation, in order to be informed about best practices in the gaming industry.
- Utilizes a wide range of means to report its Responsible Gaming activities, results and future plans to its Stakeholders, which include its Annual Report and various communication channels, such as the corporate website, newsletters, interviews to industry-specific magazines and social media.



Market Research Survey

In 2015, a quantitative Market Research Survey was conducted in Malta to a sample of 600 local citizens, 100 expatriates and 100 tourists, which also investigated Responsible Gaming from all legal operators in the country. At the time of the survey, gaming operators included four casinos, one National Lottery Operator (Malto), four VLT vendors (one of which had also online betting activities) and a wide variety of Bingo Halls. In the general question ‘What does Responsible Gaming mean to you?’, 43% of locals and expatriates stated that Responsible Gaming is about ‘don’t spend too much money / only the amount you can afford’, while 26% to ‘avoid gambling addiction’ and 8% to ‘play for fun’.

The survey also revealed that:

- 73% of local residents and expatriates know what Responsible Gaming refers to.
- Maltco outperforms its competitors when compared to competition and the general perception regarding Responsible Gaming. In particular, Maltco highly outperforms the competition in the following questions:

Question	Difference Maltco-Competition
Protects minors and does not allow them to play in its stores if younger than 18	+36%
Will not allow a person to exceed its financial limits, by using his/her credit card	+23%
Refrains from obtaining credit in order to gamble	+27%
Provides information to the public and increase awareness for rules of ethics in gaming	+19%
Provides a Referral to people who have difficulties with gambling addiction	+10%
Offers games which pose a lower risk of inducing excessive gambling	+24%
Trains employees, agents and any other person with direct contact to players, as regards for rules of ethics in gaming	+22%

2. Research

Contributing to society’s understanding of Responsible Gaming

The Group is committed to initiate and engage in research studies or surveys, in order to:

- Contribute to the understanding of problem gaming.
- Utilize new technologies that prevent problem gaming.
- Improve gaming practices and enable Responsible Gaming.

INTRALOT Group cooperates with independent organizations and institutions to understand problem gaming. As of 2015, the Group has on-going partnerships with:

- The gaming innovation cluster of the Corallia Clusters initiative, in order to develop the collaborative project GameLot and launch dedicated tools and platforms in the cognitive area of interactive games.
- The Center of Excellence for Research and Education Athens Information Technology (AIT).
- The University of Hohenheim’s Gambling Research Center.



Research on Gaming

In order to promote the concept of Responsible Gaming, INTRALOT supports the University of Hohenheim's Gambling Research Center since 2008, an independent scientific non-profit institution, which:

- Examines the various aspects of gaming and gambling through an interdisciplinary scientific approach.
- Conducts research on various economic and social aspects of betting games.
- Identifies their impact on player behaviour, habits and lifestyle.

The Gambling Research Center was established in December 2004 and is the only academic gambling research center in Germany. There are more than 20 members in the Research Center, all of whom are scientists with diverse scientific backgrounds and expertise, such as law, economics, mathematics and statistics, communication and information science, household and gender economics, marketing and game theory and psychology. Moreover, the head of the Center is a member of the executive board of the European Association for the Study of Gambling (EASG)



Support to CECRO

In a country with limited support from official institutions for research and, in general, for addressing the issues surrounding addictive behaviors, INTRALOT de Peru supports the Information and Education Center for the Prevention of Drug Abuse (Centro de Información y Educación para la Prevención del Abuso de Drogas – CEDRO) in Peru. The company's support to CEDRO has key positive impact to prevent problem gaming, through early intervention initiatives in risk scenarios and promoting awareness related to gambling and other addictions.



Responsible Gaming Awareness

In order to ensure that its employees are informed about the Responsible Gaming principles and policies, INTRALOT implements Responsible Gaming awareness activities, which include:

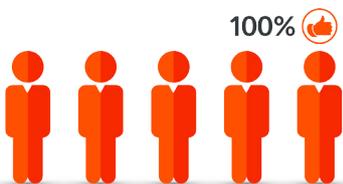
- Dissemination of a Responsible Gaming Quick Reference Guide.
- Emails sent to all employees, to remind them the importance of Responsible Gaming.
- Posting of Responsible Gaming information on the corporate intranet portal, where all employees have access.
- Development and dissemination of a Responsible Gaming e-learning course, which is available to all employees at Group level, without however being a mandatory course.
- Reference to Responsible Gaming practices during Corporate Induction Training for all new employees.
- Reference to Responsible Gaming in Corporate Induction Handbook.

3. Employee Training

Training Employees

The employee training program ensures that employees are informed of the Group’s Responsible Gaming practices, as well as its products and services. The Group’s objective is to educate its employees and enable them to uphold the highest standards and practices related to Responsible Gaming, in order to ensure a fair and safe gaming experience to players and protect them, as well as society in general, from the adverse consequences of gaming.

LEARNING OBJECTIVES OF RESPONSIBLE GAMING TRAININGS



100% of employees have been informed about Responsible Gaming principles and policies

INTRALOT Group’s Responsible Gaming training programs consists of various modules, depending on the targeted audience, which include:

- Induction to Responsible Gaming.
- Best Responsible Gaming Practices for Marketing Employees.
- Responsible Gaming Technology Updates for Senior Technical Management.
- Responsible Gaming Awareness and Best Practices for Retailer Trainers (Train-the-Trainer).
- Responsible Gaming Awareness and Best Practices for Business and Support Employees.
- Other Training Modules.

Induction to Responsible Gaming: Upon recruitment, new employees undergo an Induction Program, which includes a specific module on Responsible Gaming, in order to:

- Educate and raise awareness on Responsible Gaming principles and policies.
- Communicate the significance of Responsible Gaming.
- Understand the corporate and social impact of Responsible Gaming.
- Provide examples of Responsible Gaming practices and initiatives.

Within 2015, all new employees were trained on Responsible Gaming upon hiring.

Best Responsible Gaming Practices for Marketing Employees: In jurisdictions where the Group undertakes the marketing of products, employees from the headquarters' Marketing Department train the local marketing employees to conduct marketing activities based on Responsible Gaming best practices, as applicable to the local jurisdiction. Moreover, members of the Game Design Department are trained on structural characteristics of games and situational risks associated with gaming.

Responsible Gaming Technology Updates for Senior Technical Management: The Senior Technical Management is regularly trained on the latest developments in Responsible Gaming technology, in order to provide updated information about gaming-related technology applications. The designated employees can easily access the training materials in a dedicated section of the corporate intranet portal.

Responsible Gaming Awareness and Best Practices for Retailer Trainers (Train-the-Trainer): The Group has designed Train-the-Trainer programs intended for Retailer Trainers, in order to raise retailers' awareness on Responsible Gaming and incorporate Responsible Gaming practices and procedures into the retailers' daily sales operations.

Responsible Gaming Awareness and Best Practices for Business and Support Employees: The Group designed this module for Business Users (primarily Commercial/

Management employees) and Support employees (e.g. employees in Call Center), which places less emphasis on the 'sales' approach of Responsible Gaming topics and aims to raise awareness on Responsible Gaming practices and procedures, as well as enable effective knowledge transfer to retailers over the phone.

Other Training Modules: The Group implements employee training programs that can be indirectly associated to Responsible Gaming, such as the annual training on Information Security Management System (ISMS), which emphasizes the importance of information confidentiality, integrity and availability, in accordance with WLA standards.

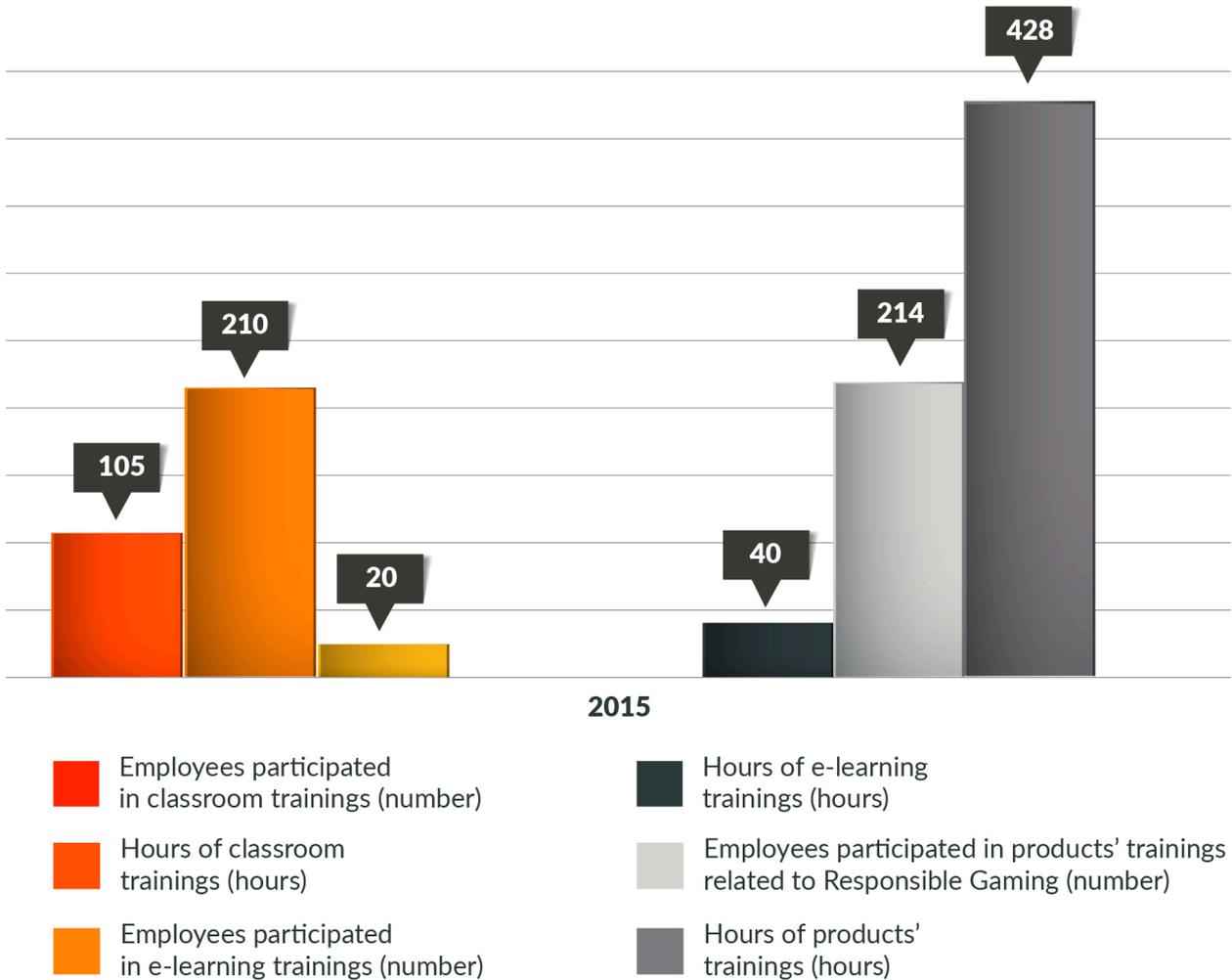
The employee training programs on Responsible Gaming are designed, implemented, evaluated and continuously improved by content developers and training experts of INTRALOT's Learning Center, which is a department dedicated to provide training services, being subject to ISO 9001, ISO 27001 and WLA SCS certifications, with Responsible Gaming material being available for all employees in the corporate intranet portal and also in the e-learning platform. Besides the training modules intended for Marketing and Technology employees, which are conducted by qualified specialists, all other training modules are conducted by experienced, certified trainers of the Company's Learning Center.

The Learning Center utilizes different training methods depending on the module and intended audience, which include:

- The instructor-led trainings (ILT), held in suitably equipped physical classrooms.
- The e-learning trainings, which include synchronous training (i.e. live, virtual classroom training sessions) and asynchronous training (i.e. e-courses on a dedicated e-learning platform), such as the Responsible Gaming e-learning course, an asynchronous e-learning course created in-house by the Learning Center, where all Group employees around the world have access anytime.

Total duration of Responsible Gaming trainings reached **678** training hours

EMPLOYEE TRAINING on RESPONSIBLE GAMING



**Data for classroom trainings refer to INTRALOT S.A.; data for e-learning trainings refer to INTRALOT S.A., INTRALOT Australia, INTRALOT Germany, Maltco, INTRALOT BV, INTRALOT Peru, INTRALOT Italy, INTRALOT Morocco, INTRALOT Ohio and INTRALOT Georgia; data for products' trainings related to Responsible Gaming refer to INTRALOT S.A., INTRALOT Peru, INTRALOT Brazil and Jamaica SVL.*

Evaluating employee training programs on Responsible Gaming

Depending on the learning objectives of the training programs, each module features methods such as open discussion, questions and answers, role plays and quizzes, in order to determine the knowledge attained by trainees. Furthermore, a detailed course evaluation at the end of each training module is conducted, in accordance with international best quality assurance practices and standards, in order to determine whether the training course was effective or extra training may be required to have the desired results. Out of the total number of participants in the e-learning Responsible Gaming course, 47% rated the course as 'excellent' and 41.2% as 'good'.

4. Products & Services Features

Offering safe and quality products and games

INTRALOT Group is committed to delivering safe and quality products and services to its customers and players, adopting an integrated approach to design and monitor the quality and safety requirements of its products throughout their entire lifecycle. Based on its approach, the Group:

- Complies with the safety regulations in each market and jurisdiction for all gaming terminals.
- Clearly displays the compliance of its gaming terminals with the appropriate labels (CE, FCC, C-Tick).
- Takes safety compliance into consideration from the initial stage of product design.
- Collaborates with internationally accredited laboratories (such as the Underwriters Laboratories) to test and certify product compliance.
- Designs its games in order to meet the standards acknowledged and used by Regulatory Authorities.
- Verifies the credibility and integrity of its games and ensures that they are fair and secure.
- Collaborates with independent inspection and certification laboratories (such as the Gaming Laboratories International) to test and certify its games.

As a result of the Group's practices, in 2015 there were:

- No incidents of non-compliance with regulations and voluntary codes concerning the provision and use of products and services and their health and safety impacts during their life cycle.
- No recalls of any product.
- No relevant fines for non-compliance with laws and regulations by the respective authorities.



Responsible Gaming Technology

Technology is the main tool to implement the Group's Responsible Gaming Program, as it can be used to:

- Prevent the participation of minors and of players with pathological behavior in gaming.
- Prevent excessive gaming.
- Support a healthy gaming environment, both in land-based and in interactive/alternative channels.
- Enable players to make informed gaming choices.
- Ensure a fair and safe gaming experience and prevent fraud.

The Group's technologies and functionalities of its IT systems incorporate knowledge gained throughout the gaming industry and actively support the Group's and its customers' Responsible Gaming activities. INTRALOT Group's terminals:

- Can read the player's profile data in his/her Player Card, in order to identify his/her age.
- Allow players to restrict their gaming budget to a specific amount.
- Allow players to self-exclude or block their participation in games for an unlimited or specified time period.
- Display reminder messages to players, in case they reached the predefined gaming amount.
- Incorporate and display Responsible Gaming messages to players.
- Allow personalized Responsible Gaming suggestions, depending on a player's gaming behavior.
- Can multicast Responsible Gaming messages and TV spots to other terminals, ticket checkers, printers, TVs and any other display within Points of Sale.

Minimizing risk before launching a new game

The Group is aware that a critical aspect of its operations is to ensure appropriate game design with embedded Responsible Gaming characteristics, as well as to monitor its games' impact on the market in which they are offered. To this end, the Group implements regular Social Impact Assessments to minimize risk before launching a new game, based on the following approach:



As an integral part of its game design process, the Group launched the iRGD tool (INTRALOT Responsible Gaming Designer) in 2014, a novel Responsible Gaming Assessment tool created in collaboration with its research partner Athens Information Technology (AIT) and independent international scientists. The tool is used to test the social impact of games, as it evaluates the following characteristics per game and provides results and recommendations for improvement:

- Structural characteristics: game features that relate to initiate, expand and maintain playing over time.
- Situational characteristics: game features primarily related to the gaming environment (e.g. retailer store, Video Lottery venue, internet or mobile channel).
- Responsible Gaming characteristics: features that may impact the players gaming pattern (i.e. self-imposed time and/or financial limits, etc.).

The iRGD tool features friendly interactive user interface and is used to:

- Conduct Social Impact Assessments per game, channel or territory.
- Generate detailed reports per characteristic, based on which specific game or gaming improvements required.
- Store data and gaming intelligence per game, channel and territory.



5. Remote Gaming

Imposing data protection controls

An imperative requirement from INTRALOT Group is to implement control procedures, in order to safeguard the games' security and ensure their reliability.

- For draw games, the Group utilizes proven IT mechanisms and security measures, which virtually eliminate the possibility of hacking and/or manipulation of information submitted to the customer's central system. At the same time, prior to publicly broadcasting the games' draws, an appointed bailiff representing the players, controls the wagers' closing and is also responsible to monitor the draws.
- For instant games, the Group implements a set of security mechanisms and controls, in order to randomly allocate winnings to tickets and prevent any 'localization' of winning tickets.

Protecting players in online gaming

INTRALOT Group is committed to cultivating a remote gaming environment that respects and upholds the principles of Responsible Gaming. As new gaming activities are developed, there is a growing concern on behalf of society that online gaming may enhance the adverse consequences of problem gaming, especially since the internet literally brings gaming right into a player's home. Therefore, the Group ensures that its products and solutions for remote gaming platforms feature the necessary characteristics that are required to protect players and monitor their participation in remote gaming channels.

Remote gaming platforms: In order to meet its obligations and act in a responsible way towards players and the society, the Group focuses on deterring dependency or non-desirable behavior through its online gaming activities. In particular, the Group's remote gaming platforms feature some of the industry's leading practices, as they:

- Require that all players have to register, in order to participate to games provided by operators.
- Follow strict security standards regarding player registration and monitor of player behavior.
- Players can verify their age and information such as home address and personal Tax Identification Number, either via the system's online interface (where players are requested to submit a copy of identification documents, such as personal identity card, driver's license, passport, a public utility bill or a bank statement) and verified by a third party or offline by authorized personnel (e.g. retailers) and standardized procedures.
- Provide the ability to freeze a player account and do not permit any further online gaming, in case the player's age is not verified after the first deposit or player registration.
- Comply with the relevant legislation regarding protection of personal data.

- Monitor players' identity and gaming behavior.
- Incorporate a flagging system and real-time alerts.
- Include a dedicated monitoring process that triggers personalized Responsible Gaming messages to inform players about potentially excessive and problematic gaming behavior.
- Display the wager value and indicate the time played in each gaming session with a dedicated clock.
- Provide a detailed history of activities linked to a player account, such as financial and gaming transactions, as well as participation to gaming sessions.
- Players can configure the history view and filter on specific criteria, such as game category, specific game, date of participation, draws, winnings, betted numbers or team.
- Provide centralized payment management for all transaction types.
- Players can set their own limits depending on their personal risk profile, including:
 - ▶ Limits on personal spending
 - ▶ Limits on personal losses
 - ▶ Limits on personal deposits
 - ▶ Limits on each gaming session
 - ▶ Limits on time spent on gaming
- Players can set temporal limits to prevent them from spending too much time on gaming, through which they can:
 - ▶ Set the time period between participation in games, especially in games that potentially allow a high frequency of play, such as instant win tickets.
 - ▶ Limit the duration of a gaming session, especially in numerical games with high frequency draws.
 - ▶ Set the minimum time to participate in consecutive gaming sessions, such as a day or a week.
- Players can exclude themselves from all or a specific category of games, such as instant win tickets or sports betting, utilizing two kinds of exclusions:
 - ▶ The temporary exclusion, where players can exclude themselves from participation to some games (e.g. for one week or one month). It must be noted that for players who repetitively exclude themselves (e.g. five times) across a certain period (e.g. one year), the exclusion becomes definitive.
 - ▶ The definitive exclusion, where players can definitively exclude themselves from participating to some games.
- Players can review their limits at any time and can increase or extent them only after a specified cool off (or temporisation) period has elapsed, in order to ensure that players have the time to set back.
- Lottery operators can set limits for all players (e.g. maximum spending or time limit above which players cannot go) or set default player limits, which are applied by default if the player does not specify one.
- Players can opt to close their accounts immediately.
- Include self-assessments questionnaires for players who are concerned about their gaming behavior.

Responsible Gaming Pre-Commitment System: In gaming industry, pre-commitment systems introduce restrictions on electronic gaming machines (EGMs), in order to prevent players from spending more money than they originally intended. The INTRALOT Group includes a Player Pre-Commitment System in an EGM monitoring system, having developed the Responsible Gaming Module for its iGEM Monitoring System, which is used to monitor, manage and control large networks of EGMs.

The Responsible Gaming Module follows the latest gaming standards and best gaming practices. Players can register via web or in any gaming venue and get a player card with credentials to access their account, which allows them to set personalized game limits or self-exclusion options. The system also allows the use of anonymous player cards for pre-commitment purposes, in case players wish to play anonymously, and offers various options to players, including:

- Selection of either a Voluntary Scheme (where non-registered players can play in EGMs) or a Mandatory Scheme (where player cards from registered players with player-set limits are necessary to activate the games).
- Support of Anonymous or Named Registration: either or both options can be active at any installation, but the Named Registration may offer additional services, such as game history reporting and option to re-activate an account, in case players lose their card and/or credentials).
- Configuration to stop game play when a limit is reached or to allow game play after that limit, either with warnings or with no warnings.
- Access to real-time information about the players' gaming activity before and after the set limits.
- Set fully configurable limits that can be activated or deactivated, such as financial loss, play duration and bet amount, applicable on a daily, weekly or monthly basis.
- Display of configurable warning messaging and warning levels.
- Access to self-assessment questionnaires available via website, in order to measure their risk level (on an ascending scale from green, yellow, orange, to red) of excessive gaming behavior.
- Links to resources and organizations engaged in Responsible Gaming and problem gaming

As a result of the Group's practices, in 2015 there were no complaints regarding breaches of player privacy and losses of player data and no relative fines were imposed by the respective authorities.



Roll out of Pre-Commitment System in Australia

INTRALOT Gaming Services Pty Ltd, a wholly owned subsidiary of INTRALOT Australia Pty Ltd, rolled out on December 1st the first Voluntary Pre-commitment Scheme branded 'YourPlay' for a network of 28,500 electronic gaming machines (EGMs) across the State of Victoria, including the Melbourne Casino. The official launch follows a contract between INTRALOT and the Victorian Government to operate the pre-commitment service for a period of 12 years, until August 2027. Although the scheme is voluntary for players, it is mandatory on all gaming machines operating in Victoria, including at the Melbourne Casino.

6. Responsible Communication

Advertising products responsibly

It is the Group's policy to carry out all advertising and marketing communications in a manner that promotes Responsible Gaming and that all advertising and marketing activities are, at all times, aligned with the standards and practices adopted and implemented by WLA members. In addition, the Group's marketing and advertising campaigns in all jurisdictions where it is present:

- Abide by WLA Responsible Gaming principles.
- Include a statement of its commitment to Responsible Gaming.
- Comply with the relevant legislation, including unfair competition and consumer protection.
- Local subsidiaries are involved in marketing and advertising activities of its products and services, in order to ensure that local regulations are met and that the local culture is respected.

Within 2015:

- There were no sales of banned or disputed products in any foreign market of operation.
- There were no customer complaints to respective authorities concerning advertising and marketing activities and product or service information (e.g. product labeling).

- There were no incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, as well as marketing communications (e.g. advertising, promotion and sponsorship).
- There were no cases of advertising campaigns being withdrawn after release.
- There were no relevant fines or non-monetary sanctions imposed by respective authorities.



Media Relations

According to a formal corporate procedure concerning corporate communication issues (such as press releases, announcements, interviews and Responsible

Gaming):

- All press releases that contain corporate information (both international and local) need the Group Corporate Affairs Department's (GCAD) prior review and approval.
- In case of local promotional news, subsidiaries can send the press releases directly to local media, but they should inform the GCAD prior to dissemination, in order to decide whether the news is of broader interest and for compliance with Group policies.
- The press release or a draft version has to be sent to the GCAD at least 2 days before its release, in order to follow the required approval procedures.
- If the communication material (e.g. press release) concerns another party as well, such as business partner or customer, the GCAD is obliged to send the final draft of the material to them (as prepared or approved by the GCAD), in order to review and approve it.

It must be noted that in 2015, there were no cases of non-compliance with the above corporate procedure.

Replying to customers' requests

INTRALOT Group has established and operates a Service Desk in compliance with ISO 20000 within the Global Technology Operations Department, which:

- Functions as a single point of contact 24 hours a day, 7 days a week, between customers and internal support groups for management of IT Services.
- Records and monitors incidents and service requests, according to the provisions of the Incident Management Procedure.
- Ensures that solutions, workarounds and responses are provided to all customer requests within the agreed Service Level Agreements, where applied.
- Ensures that errors and solutions are recorded in the Knowledge Management database, according to the provisions of the Problem Management Procedure.
- Collaborates with the IT Professional Services Department to ensure that all changes follow the Configuration Management Procedure.

SERVICE REQUESTS and COMPLAINTS

	2015
Total Service Requests (number)	6,931
Answered calls (%)	100
Resolved requests (%)	100



mobile
lottery

Tom, New York

LOTTERY
Lucky days ahead!

Sergio, Rio

SCRATCH
Scratch and win!

Wang, Beijing

DRAW INFO
All you need to know!

George, Athens

SOCIAL MEDIA
Share the fun!

Jacqueline, Paris

DONATE
Share the luck!

Marco, Rome

MOBILE SPORTS
Are you ready
for some action?

James, London

STATISTICS
Lottery Statistics
at a glance!

Lotteries go mobile.

INTRALOT presents "Mobile Lottery". The first native app in the industry to allow participation in all games of a Lottery organization.

In a fast changing world, you have to keep up and be there every second of every hour. Mobile lottery goes where the players go. Join the ride and be part of an innovative lottery platform that turns the world into a playground.

Available worldwide at:

www.intralot.com

intralot



Global Service Desk

According to ISO 20000:2015 requirements for IT Service Management, the Group has established the Global Service Desk, in order to streamline all customers' communications regarding support for the Group's products and services. The Global Service Desk ensures that all requests are handled effectively within the agreed Service Level Agreements. INTRALOT monitors all incidents reported, in order to identify customer concerns and areas for improvement, and INTRALOT's Top Management monitors and reviews all incidents classified as high priority.



Market Research

INTRALOT is a member of the European Society for Opinion and Marketing Research (ESOMAR) and abides by its Code and Guidelines to conduct market research, including research on player satisfaction and mystery shopping. ESOMAR is the leading organization to encourage, advance and elevate market research worldwide. Since 1948, ESOMAR's objective is to promote the value of market and opinion research in effective decision-making. ESOMAR facilitates an on-going dialogue with its 4,900 members, in over 130 countries, and promotes a comprehensive program of industry specific and thematic conferences, publications and best practice guidelines.

All ESOMAR members are listed in the ESOMAR Members search function and agree to abide by the ICC/ESOMAR International Code on Market and Social Research, which has been jointly drafted by ESOMAR and the International Chamber of Commerce and is endorsed by major national and international professional institutions around the world.

Measuring player satisfaction

As player satisfaction is an ongoing process, whose success largely depends on the effective interpretation of the latest trends into the right products and services, INTRALOT Group seeks to deepen its understanding of the players. Therefore, the Group:

- Analyzes their actual behavior, as collected from the tens of millions player-initiated transactions on a global scale.
- Utilizes regular market researches to further monitor their satisfaction. Within 2015, there were 16 market researches conducted.
- Utilizes the data from over 50,000 questionnaires collected across all continents.

7. Players Education

Informing Customers

INTRALOT Group strives to promote customer awareness on Responsible Gaming and ensure that players are well-informed and vulnerable groups are constantly protected. Therefore, the Group:

- Includes a detailed list (service catalogue) with the Responsible Gaming features of its remote gaming platforms within all Requests for Proposal (RFP) documents, in order to provide customers the necessary information required to protect players, monitor their behavior and assess any potential excessive or illegal gaming activities.
- Has created a Quick Reference Guide with information about Responsible Gaming, which is provided to its customers on an annual basis.

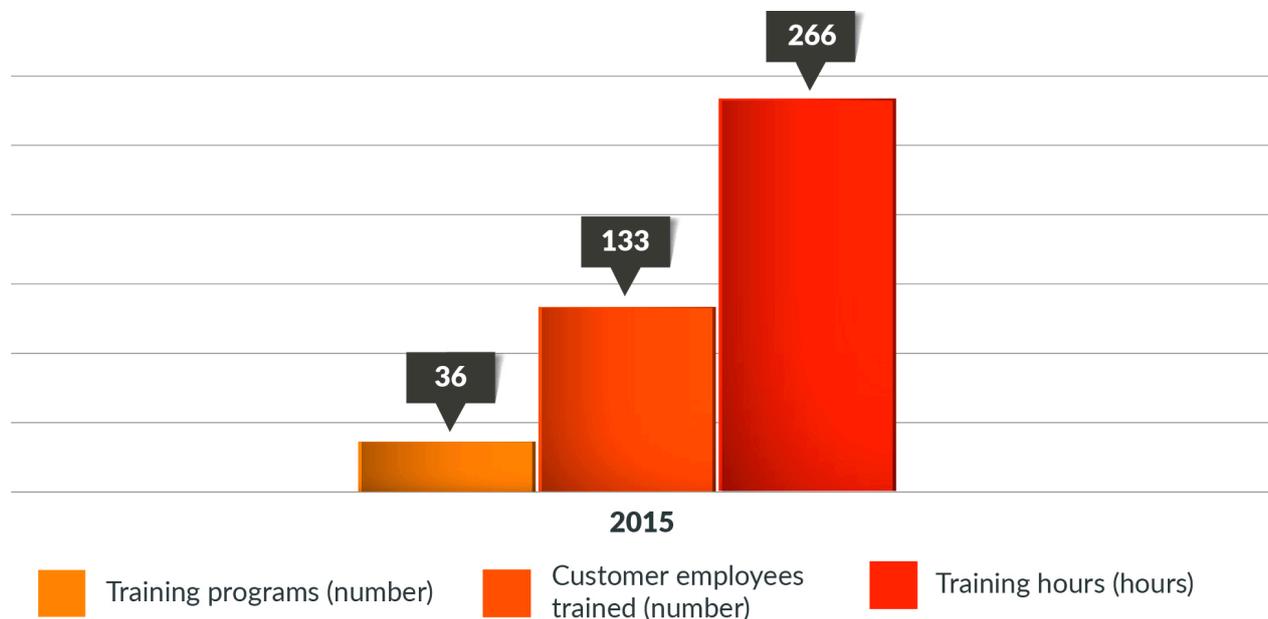
Training Customers on Responsible Gaming

INTRALOT's Learning Center is responsible to design, develop, implement and monitor the Responsible Gaming training activities to customers. In order to develop these programs and the respective content for customers, the Learning Center collaborates with INTRALOT's Responsible Gaming Executive, with experts across different departments and works closely with employees designated by the customers, in order to provide the optimum training solution. Depending on the customers' employee groups, the Group provides specific Responsible Gaming courses, such as courses for Retailers, courses for Call Center and courses for Business Users.

The Responsible Gaming training activities aim not only to inform and educate them, but also to enable them to inform and educate their players through:

- Instructor-led training in classrooms, which features:
 - ▶ Responsible Gaming material (Induction presentation and Guide)
 - ▶ Responsible Gaming awareness course
 - ▶ Responsible Gaming Awareness Quick Reference Guide.
- Knowledge-transfer programs to customers, as part of awarded contracts for the Group's products and services, where Responsible Gaming concepts are included in different courses related to the solution or service provided by the Group.
- Asynchronous Responsible Gaming e-learning courses for WLA certified customers, with an e-learning course on Responsible Gaming, to which all customer employees are enrolled at least once a year and provide their feedback at the end of the course via a questionnaire.
- Synchronous e-learning for selected job roles, through live webcasts, where key customer employees are invited to attend and evaluate the webcast at the end of the session via a questionnaire.

CUSTOMER TRAINING on RESPONSIBLE GAMING



Customers include Magnum Corporation (Malaysia), Dutch Lotteries Staatloterij and De Lotto (Netherlands), AzerInteltek (Azerbaijan) and Hrvatska Lutrija (Croatia, Bulgaria).

133 customer employees were trained
on Responsible Gaming, for a total duration
of **266** training hours

Providing information to players

INTRALOT Group undertakes every possible effort to inform players and their relatives, as well as the society in general, regarding the rational participation in games of chance as well as the potential adverse consequences related to irresponsible gaming. Therefore, the Group complies with all legal labeling requirements, as indicatively mentioned below:

- All games include Responsible Gaming messages.
- All games have clear labeling, which indicates the age restrictions to participate in games.
- All games include information on the applicable Regulatory Authority.
- All games have clear and visible information on game odds in their informational material and game guides.
- Information about Responsible Gaming, such as related messages, self-assessment questionnaires to evaluate whether players are playing responsibly and helpline numbers, is displayed on online gaming platforms.
- All terminals installed in agencies and other Points of Sale feature information about Responsible Gaming.
- Additional information on Responsible Gaming is also available through the corporate website.

Responsible Gaming information and messages
are displayed to **100%** of games and terminals

Assisting players with problematic behavior

INTRALOT Group sets as its priority to protect players and socially vulnerable groups. Within this context, the Group cooperates with expert organizations which provide health services and counseling to addicted gamers in several of the jurisdictions where it operates, in order to:

- Prevent gaming addiction and dependency on games of chance.
- Provide useful guidance to players with problematic behavior and their relatives.
- Inform everyone on ways to receive information and practical support in cases of excessive participation in games.
- Disseminate information about their work.
- Report problem gaming incidents to these organizations.

INTRALOT Group has developed treatment referral collaborations in several jurisdictions, such as with the Montana Council on problem Gambling, a non-profit agency dedicated to alleviate gaming-related social and personal distress. Additionally, since several of its Lottery customers have developed collaborations with specialized organizations dealing with gaming addiction and problem gaming therapy, the Group promotes regular information about the availability of this support throughout their sales networks.



Identifying Gaming Habits

The Group has designed two questionnaires, which are provided to lotteries, in order to identify gaming habits and indicate if a player experiences issues with his/her gaming habits: a short questionnaire with 3 questions and a detailed questionnaire with 9 questions. If a player scores above a specific threshold on the short questionnaire based on the scoring methodology, they are advised to continue with the detailed one. Both questionnaires are based on the 5th edition of the American Psychiatric Association's Diagnostic and Statistical Manual of Mental Disorders.



***Ensuring the
wellbeing and
development of
our Employees***

6. EMPLOYEE WELLBEING

1. Overview

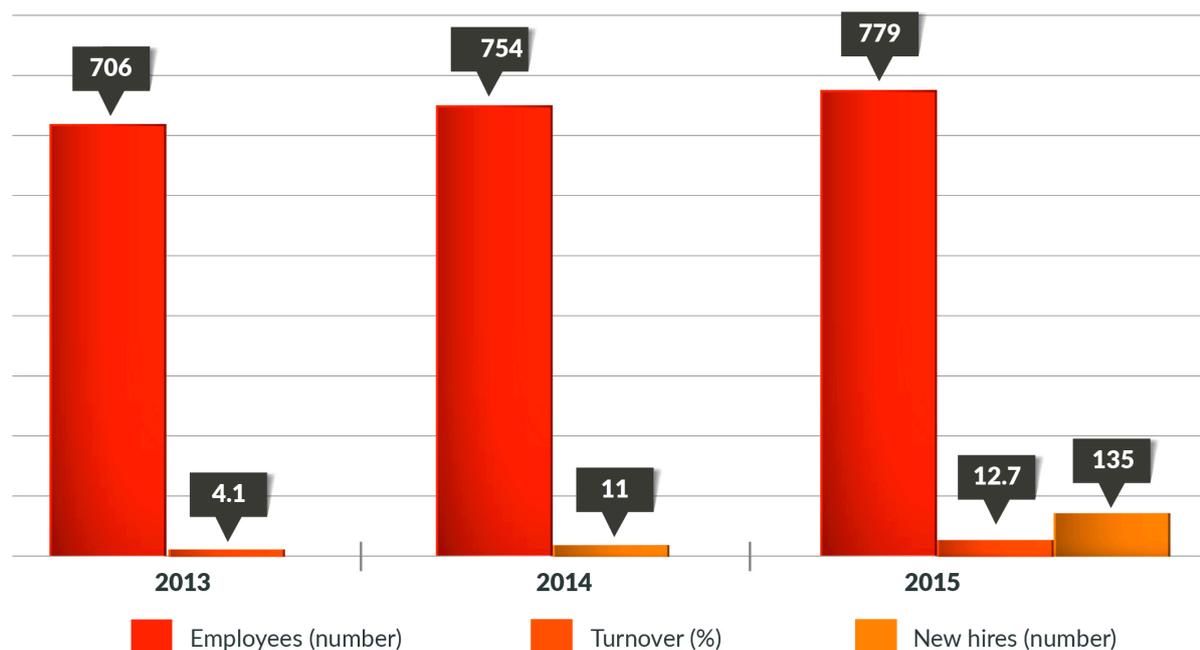
INTRALOT's human resources are its most important asset, as they allow the Company to operate on its full potential within a constantly changing business environment, effectively face the challenges of the gaming industry and, ultimately, succeed in its mission. For this reason, it is imperative for INTRALOT to be recognized as an attractive employer, who cultivates a healthy and safe workplace, respects human rights and diversity and creates the necessary opportunities for personal and professional development of its employees.

2. Positions & Benefits

Maintaining work positions

INTRALOT's goal is to offer employment opportunities within an excellent working environment, directly occupying 779 employees, while its business activity indirectly supports hundreds work positions.

HUMAN RESOURCES



779 employees are directly employed, while the Company's activities indirectly support hundreds work positions all over the country

EMPLOYEE DISTRIBUTION

Position	Directors	Managers	Employees	Total	
Employees (number)	62	12	705	779	
Type of employment	Permanent	Temporary	Full-Time	Part-Time	
Employees (number)	779	0	743	36 (23 women)	
Gender	Female	Male			
Employees (number)	236	543			
Age	<30	30-50	>50		
Employees (number)	58	613	108		
New hires	Female	Male	Age <30	Age 30-50	Age >50
Employees (number)	25	110	33	94	8
Turnover*	Female	Male	Age <30	Age 30-50	Age >50
Employees (number)	21	77	5	62	31
Turnover	Resignations	Redundancies			
Employees (%)	4.7	8			
Categories	Handicapped	Foreigners			
Number	0	12			
Education level	High School	TEI/University	Postgraduate		
Employees (number)	152	376	251		
Duration of employment	<5 Years	5-10 Years	>10 Years		
Employees (%)	308	186	285		

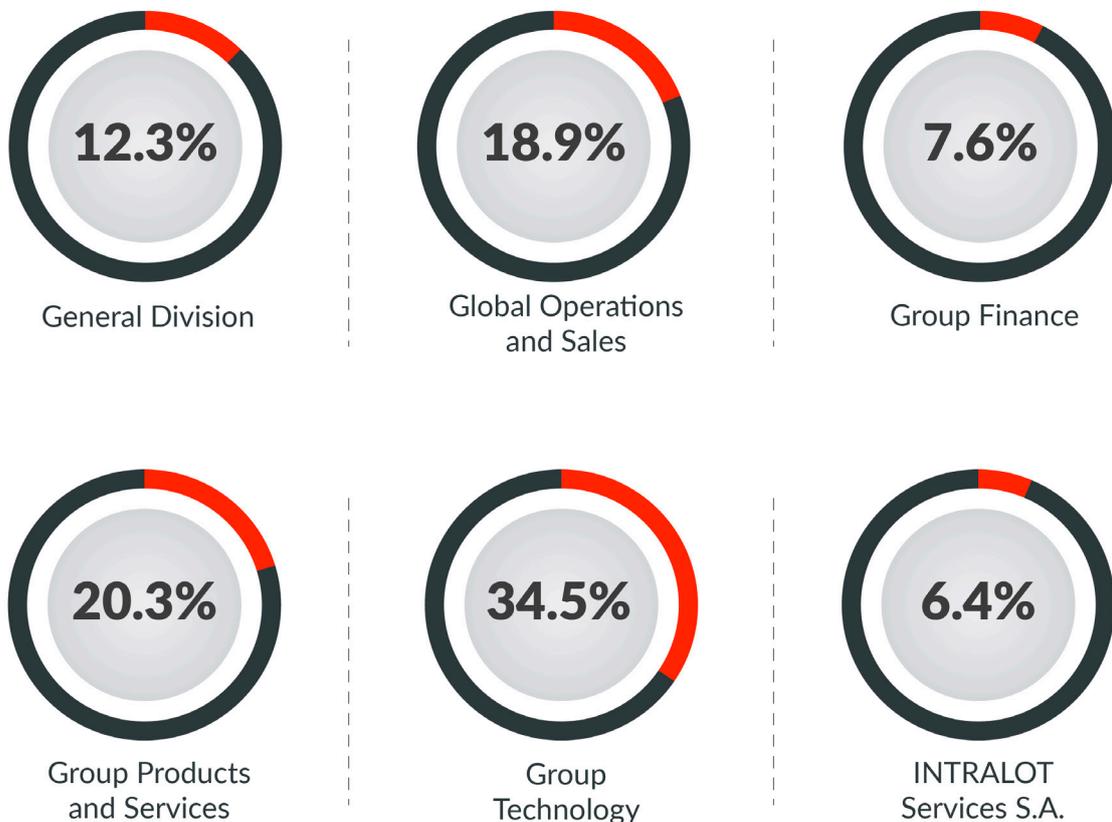
Data refer to 31/12/2015. *Turnover data do not include INTRALOT employees who left for other INTRALOT Group's companies in Greece and abroad.

It must be noted that:

- 95.4% of employees are full-time.
- The average age of employees is 41 years.
- The average turnover rate is 12.7%, with men employees having a turnover rate higher by 7.2% compared to women employees.
- Approximately 99.2% of employees and 83.3% of managers (at Head/Director, Group Director and Chief level) were hired from the local community, without requiring relocation.
- There are no variations in employment numbers due to seasonality.

100% of employees have permanent employment contracts

ALLOCATION of EMPLOYEES per DIVISION/ENTITY



Data refer to 31/12/2015.

Communicating with Employees

INTRALOT values the role of effective internal communication to promote employees' collaboration and create a homogeneous corporate culture. Therefore, the Company has established a systematic dialogue with its employees, via internal communication means, such as:

- Open door policy.
- Personal communication through respective managers and department heads.
- Corporate intranet portal iSpace.
- Regular meetings.

- Corporate and social events.
- Dedicated grievance mechanism.
- 'HR Here' focus groups between employees and senior representatives from Human Resources Division, in order to openly discuss and address all related issues of concern to INTRALOT employees.
- E-mail announcements.

As a result:

- All employees have been informed at least once regarding sustainability and corporate responsibility issues.
- There were 4 internal communication activities regarding sustainability and corporate responsibility issues in 2015.

Handling Work-Life Balance

INTRALOT is aware of the importance of promoting work-life balance for its employees, which increases job satisfaction. The Company's aim is to create and maintain a healthy work environment, which will enable employees to have balance between work and personal responsibilities and thus strengthen employee productivity. For this reason, INTRALOT:

- Complies with the applicable laws concerning:
 - ▶ The daily and weekly work hours of each employee, according to their employment contract.
 - ▶ The hours of commencement and termination of work.
 - ▶ All types of leaves and reasons of absence.
 - ▶ The implementation of any alternative employment scheme for some or all employees.



iSpace

In order to facilitate the information flow with all employees, INTRALOT has developed its own corporate intranet portal, named iSpace, which:

- Allows collaboration and information sharing with increased security.
- Enhances communication and coordination.
- Increases data management efficiency, through comprehensive control of documents and other electronic content.
- Optimizes content and processes effectiveness among employees.

All employees have access to iSpace, which constitutes an important focal point of communication and provides a single starting point to access internal and external resources, which include among others:

- Information about INTRALOT Group's offices worldwide.
- Information about the organizational structure.
- Various official Policies and procedures, such as the Code of Conduct, the Internal Regulation Charter and the Internal Guide of Employment Policies and Procedures.
- Information about employee benefits and offers.
- Access to INTRALOT'S e-learning platform.
- The applicable Logo Manual, which provides the requirements for using corporate logos.
- Related employee applications, such as for Timesheet management (required for employees in the Products & Services and Technology Divisions on a weekly basis), Leave management (annual leave, short leave, attendance request) and Travel management.

- Does not allow overtime work without prior permission from the management (depending on corporate needs) and the permission of the relevant Labor Inspectorate, where necessary.
- Grants the additional remuneration to employees working overtime, according to relevant laws.
- Complies with the relevant laws, ministerial decisions and collective labor agreements in force concerning:
 - ▶ The employees' normal leave, which all employees are entitled to receive on completion of the required period, with full remuneration and a holiday pay.
 - ▶ Any paid or unpaid leave, which all employees are entitled to receive.
 - ▶ The maternity leave, which working mothers can receive during and after pregnancy.
- Has created breast feeding facilities within corporate premises for female employees and complies with the legislation regarding breast feeding, for the time period fixed by the relevant law provisions.
- Permits employees to work from home, if suitable to deliver job requirements.

Offering Additional Benefits

The Company's strategy is to follow best practices and offer employees an extensive additional benefits package, in order to maintain their loyalty and motivation. As a result, INTRALOT has established a well-structured and fair Compensation and Benefits Policy for its employees and their families, which aims to:

- Increase the long-term prosperity of employees.
- Attract new employees, while retaining existing employees.
- Increase productivity.
- Enhance job satisfaction.

The benefits cover all permanent employees (including part-time employees), depending on their level and job content, with an indicative list as follows:

100% of employees have been informed
on corporate responsibility issues

ADDITIONAL BENEFITS

EMPLOYEE BENEFITS	FRINGE BENEFITS	FAMILY BENEFITS
		
<ul style="list-style-type: none"> ✓ Private medical and life insurance ✓ Company cars and gas card ✓ Parking ✓ Mobile phone or mobile allowance ✓ Subsidized home internet connection ✓ Corporate laptop 	<ul style="list-style-type: none"> ✓ Special corporate discounts (e.g. for mobile services, dental treatment, restaurants, cleaning services and athletic centers) ✓ Memberships in professional associations 	<ul style="list-style-type: none"> ✓ Access to blood bank ✓ Medical insurance for family members ✓ Annual kids party ✓ Gift vouchers for newborns
<small>*According to the level of their position.</small>		



iGame

Since 2011, INTRALOT organizes the annual iGame contest, which aims to encourage employees to identify corporate needs or areas for improvement and come up with innovative and creative ideas to address them, without however organizing a similar contest during 2015.

All employees fill in can the related form and submit their ideas via the iSpace throughout the year, until the 30th of November of each year. INTRALOT has established an evaluation committee composed of top management executives, who examine the ideas submitted, according to the following criteria:

- Relevance to the definition of innovation provided at the corporate intranet portal (innovative nature and uniqueness, applicability, relevance to INTRALOT's mission).
- Timing relevance in accordance to INTRALOT business strategy.

The best ideas submitted are awarded at the end of each year in a corporate event at the Company's headquarters and winners are included in INTRALOT's Wall of Fame. Additionally, employees whose ideas were distinguished through the annual contest can:

- Become executive members of a project committee (to develop the idea into products/new product features/new processes).
- Receive a certificate of appreciation.
- Be recorded as inventors in INTRALOT patent application (if applicable).

3. Development & Training

Inducing employees

Upon recruitment, all new hired employees participate in an Induction Training program, which is specifically designed in order for them to:

- Gain a general overview of the gaming industry.
- Gain a general overview of the Company.
- Learn about the products and services.
- Learn about the work environment.
- Learn About Health & Safety Issues.
- Become familiar with the basic terminology used within the Company.
- Become aware of the basic principles of Responsible Gaming.

The Induction Training is important to help new employees integrate more easily into INTRALOT and into their new role. The content of the Induction Training is also part of the Induction Handbook, which is distributed to all new employees, is available through the corporate intranet portal and is updated when key information changes. The Handbook contains information about the Company in 3 sections:

- Company (e.g. Vision, Mission and Values, Strategy, Group activities, Global presence, Corporate Responsibility, Focus on excellence).
- Products (e.g. Games, Terminals, Services, Technology).
- People (e.g. Working environment, Code of Conduct, Organizational structure, Health & Safety, Corporate intranet portal, Learning Center, Evacuation procedures).

It must be noted that apart from the Induction training program provided to all employees, a more in-depth induction program is conducted for INTRALOT executives. Among other, the program includes one-to-one sessions with INTRALOT executives from different Divisions and Departments and more specialized presentations, in order to

become familiar with respective departmental processes and operations.

Within 2015:

- 90% of all newly hired employees attended INTRALOT's in-class Induction training program.
- All newly-hired executives in senior management positions participated in the Induction program for INTRALOT executives.



Introduction to Information Security Policies and Practices

All INTRALOT employees are trained on security policies and practices, with an emphasis on INTRALOT's Information Security Management System (ISMS). The objectives of the information security training for employees are to:

- Identify and classify information according to its classification level.
- Correctly use the 3 information security principles (confidentiality, integrity and availability).
- Identify security violation incidents.
- Understand IT-related information security basics.
- Apply principles of physical security.

The Company organizes Induction sessions to present the overview of INTRALOT's ISMS along with other corporate information and all new employees are required to participate and successfully complete an ISMS e-learning course within two working weeks of employment.

Furthermore, all employees are required to undergo security training updates on an annual basis, which are primarily conducted through a fully-customized e-learning course on INTRALOT's e-learning platform. At the end of the course, all employees are required to complete a questionnaire, in order to determine training effectiveness, with a pass score of 80%. In case it is required, INTRALOT also conducts in-class training sessions for its employees.



People Development Department and Project-Based Learning Center

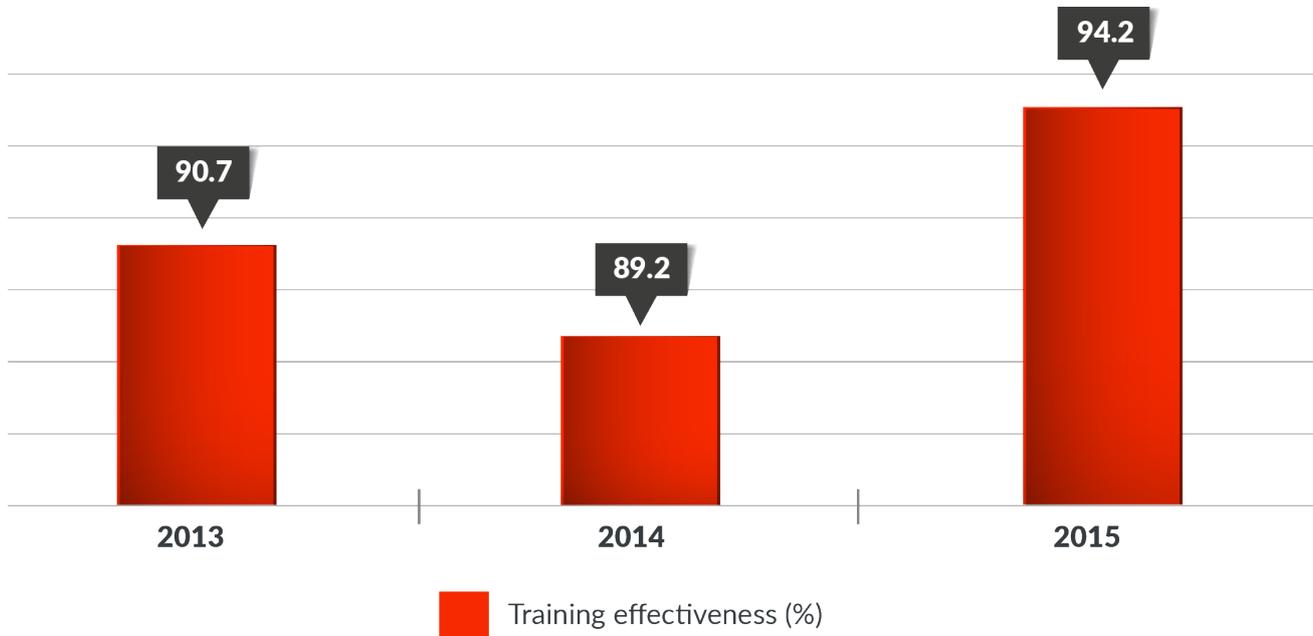
INTRALOT's People Development Department, which is a part of the Human Resources function, cooperates closely with INTRALOT's Learning Center to provide high-quality training services. However, while the People Development Department addresses organizational, departmental and individual training and development needs, the mission of the Learning Center is primarily to design and implement project-based training programs for INTRALOT Customers worldwide. All training provided by the Learning Center is certified against the ISO 29990:2010 standard, which includes the entire training process: analysis, design, delivery, monitoring and evaluation of project-based training.

Training Employees

INTRALOT highly values training and continuous learning, since they contribute to the professional and personal development of its employees and ensure operational growth.

All training results are analyzed and processed and kept in a training database, which is regularly audited, in accordance with the internal audit process and the certifications INTRALOT complies with.

EMPLOYEE TRAINING EFFECTIVENESS



Data for 2013 and 2014 refer to the effectiveness of INTRALOT employee training undertaken by the Learning Center; data for 2015 refer both to the effectiveness of Learning Center and Human Resources' People Development Department.

Training and development programs are materialized either within classrooms or through INTRALOT's e-learning platform and feature seminars, mentoring and other programs and initiatives. The programs offered include:

- INTRALOT-specific (e.g. Corporate Induction, Products & Services, Corporate Applications, INTRALOT Games).
- Lottery-specific (e.g. Gaming Business Overview, Responsible Gaming, Lottery Selling Approach for Retailers).
- Skills Development (e.g. IT and Computer Skills, Business Skills).
- Compliance (e.g. Responsible Gaming, Information Security Management System, Quality Management Systems).

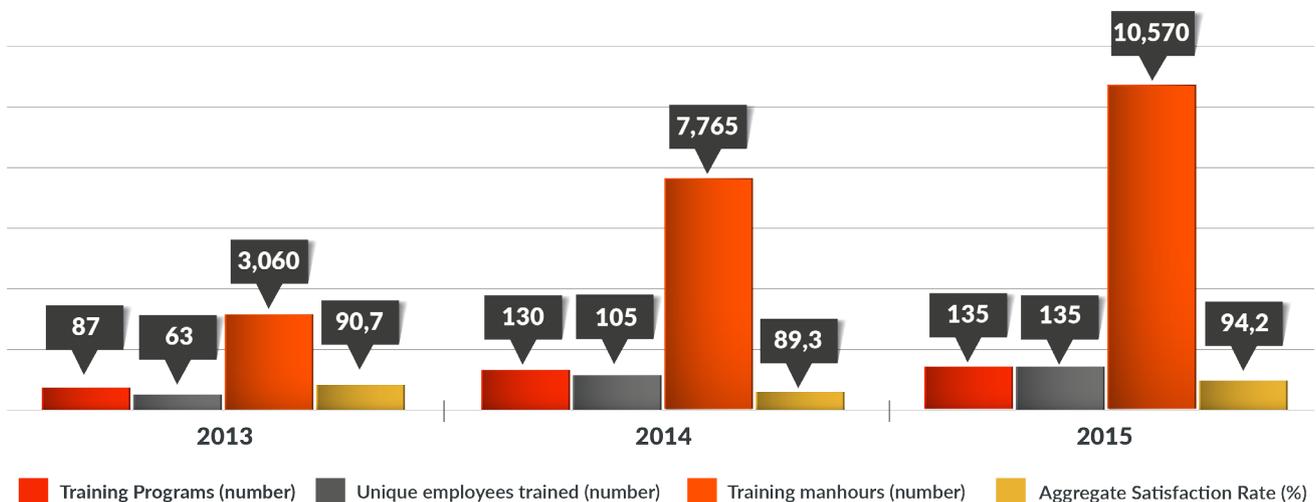
TRAINING & DEVELOPMENT PROGRAMS

COPROPRATE	Corporate Induction
	Gaming Sector Overview
	INTRALOT Products
	Responsible Gaming Policies and Best Practices
	Corporate Management Tools
	Corporate Online Services/Applications
	Information Security Management System
	Quality Management Systems
	Health & Safety
	FUNCTIONAL AND INDIVIDUAL
IT Skills (Software Development, Operating Systems, Network Technologies, Database systems, Web Design, Cloud and Computer Virtualization, Security)	
Desktop Computer Skills (MS Office)	
Business Skills (Finance, Leadership and Management, Project Management, Social Media and Marketing, Customer-facing)	
Quality and Compliance-related	
Foreign Languages	
Seminars and Conventions of Lottery and Gaming Associations	

Within 2015, INTRALOT:

- Conducted 151 classroom and e-learning training programs.
- Trained 63.1% of its employees (including employees participated in e-learning training), with 33.3% of them being women.
- The total duration of training programs was estimated to be approximately 11,000 man-hours, averaging 13.5 hours and 0.6 hours per participant for classroom and e-learning training respectively.
- The Average Satisfaction Rate reached 94.2%, according to training satisfaction surveys conducted for approximately 50% of the total training programs.

EMPLOYEE CLASSROOM TRAINING



Data for 2013-2015 refer to INTRALOT S.A., INTRALOT Services S.A. and BetCO.

Duration of classroom training programs and number of unique employees trained increased

by **36.1%** and **28.5%** respectively

Average satisfaction rate from training programs increased by **4.9%**

e-LEARNING TRAINING

	2013	2014	2015
Training programs (number)	32	17	16
Training manhours (number)	624	1,590	472
Unique employees trained (number)	427	617	465

Data for 2013-2015 refer to INTRALOT S.A., INTRALOT Services S.A. and BetCO.

Developing Employees

In 2015, INTRALOT designed a new Performance Management system, which will benefit employees, managers and INTRALOT in general, as it establishes the framework to identify and manage poor performance and top performers (talent management) and enables INTRALOT to plan fully targeted training and development initiatives according to the individual needs of each employee (either for their current position or for a future one). The system entails full involvement on the development path of each employee, both by the Manager and the employee himself, and aims to provide a common language on expectations and fair evaluation, as well as to link results, feedback, recognition and development.



e-Learning Training

Apart from classroom training, the Company also utilizes e-learning training through INTRALOT's customized e-learning platform. The main course categories available through the e-learning platform are the following:

- Compliance and Certifications, which include mandatory courses for all employees and require successful completion, in order to comply with industry standards and towards relevant certifications.
- Gaming (industry-related), which include courses on the gaming industry available to all employees, such as Responsible Gaming and Gaming Business Overview.
- Corporate, which include courses relevant to INTRALOT's corporate environment, such as Induction and Corporate Applications.
- Global Live Network Webcasts, which include recorded webcasts on a variety of INTRALOT-specific topics, such as INTRALOT Products and Services and INTRALOT Success Stories.



Global Mobility Program

In 2015, the Company recognized the need for a structured Global Mobility Program, as there were approximately 20 INTRALOT employees on international assignments around the world. Therefore, INTRALOT revisited its mobility practices and defined and established a new Global Mobility Program, which follows global best practices and ensures fair and transparent opportunities for all employees on international assignments. The program is particularly important for INTRALOT, since it allows knowledge transfer from Headquarters to the subsidiaries and vice versa, as well as provides development and career opportunities to employees.

Promoting Employees

It is important for INTRALOT to support the development of its employees, in order to achieve their personal goals and development plans. In case of a new department within the Company or advancement to a manager position, the Human Resources Division first examines the possibility of promoting an existing employee with all the necessary qualifications (such as experience, education, integrity and ethics), who is considered suitable to cover the position.

In order to increase the process's transparency, INTRALOT introduced the 'Internal Job Posting' policy in October 2015, according to which all open positions at headquarters and subsidiaries and the necessary requirements are posted on iSpace, where all employees can select the position of interest and submit their Curriculum Vitae for the specified position, without however covering any open positions by internal candidates within 2015.

In 2015, there were 11 INTRALOT employees (2 women and 9 men) who were transferred to other INTRALOT Group's companies in Greece and abroad, out of whom 7 employees between 30-50 years old and 4 employees over 50 years old.

4. Health & Safety

Ensuring Health and Safety

Having as a priority to offer its employees a safe work environment, the Company focuses on ensuring suitable work conditions and follow Health and Safety rules, in order to protect its employees. For this reason, INTRALOT:

- Identifies and manages potential Health and Safety risks in accordance with the Greek and European legislation and related practices.
- Identifies labor risks via documented and written Occupational Risk Assessments, which also include the measures to be taken in order to control, minimize and eliminate these risks. These Assessments are revised in case of changes to the work environment and work conditions and are communicated to all employees, so that they are aware with any risks associated with their employment.
- Uses an external prevention agency for Health and Safety services, whose specialized safety engineers and occupational physicians evaluate workplaces, offer advices and make suggestions on preventive measures.
- Conducts Health and Safety training programs to its employees.
- Encourages participation of employees to training programs and certification on First Aid held by the Red Cross, in order for each facility to have its own trained First Aid Team, without however any First Aid trainings conducted in 2015.
- Trains employees on the Evacuation Policy and Procedures, either through classroom trainings or e-learning trainings. It must be noted that 465 employees were trained on evacuation procedures in 2015, as part of the ISMS e-learning course.
- Conducts regular evacuation drills.
- Has appointed Evacuation Coordinators for each floor of every building and Fire Suspensions Teams, which are trained once a year.
- Has designated Safety Officers for each floor of every building, who are responsible to uphold the procedures and safety rules in case of an emergency evacuation.
- Has set designated Assembly Points for its premises in Maroussi and Peania.
- Provides free consultation for all employees from qualified health professionals on First Aid procedures, seasonal diseases and prevention, as well as Health and Safety guidelines.
- Has installed fire detection and extinguish systems in areas with electronic equipment such as computer rooms, which are regularly maintained according to global acceptable standards and practices.



Health and Safety

According to the provisions of the Code of Conduct, INTRALOT is committed to comply with all relevant Health and Safety laws and conduct its business in a way that protects the safety of its employees. Therefore, all employees are required to fully comply with the applicable Health and Safety laws, regulations and policies relevant to their work positions.

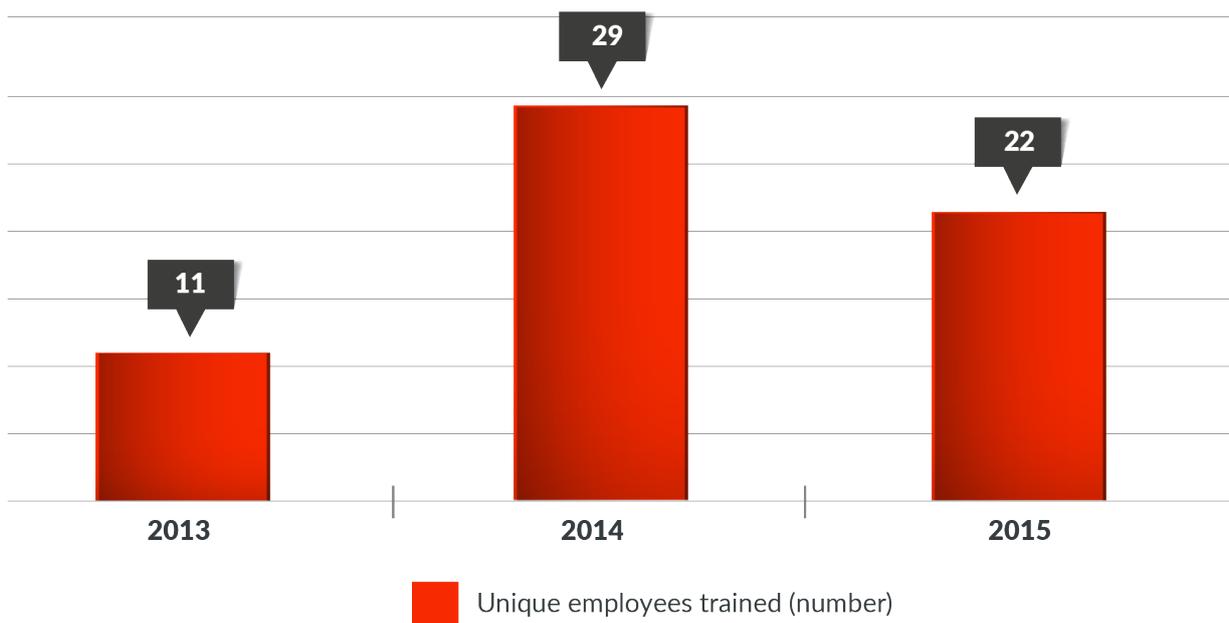
- Has created the First Aid and Emergency Handbook, with the necessary information required to effectively respond to emergency cases.
- Posts Health and Safety information (such as First Aid and evacuation procedures) to the corporate intranet portal and in announcement boards or sends them to the employees via e-mail.
- Has adopted a no smoking policy within Company facilities, applicable to all employees, customers and visitors.
- Does not tolerate violence or threats of violence in, or related to, the workplace.
- Encourages employees to report any violent or potentially violent situation that may witness, as well as their concerns about unsafe conditions or activities that present a risk of injury to them or anyone else to their Supervisor or the Human Resources Division. It must be noted that no concerns related to Health and Safety were reported within 2015.

Monitoring Health and Safety Performance

As a result of INTRALOT's continuous effort to improve its Health and Safety performance, in 2015:

- There are no employees with high incidence or risk of diseases associated with their work within the Company.
- There were no accidents or injuries involving INTRALOT employees.
- There was no employee loss due to any reason.

HEALTH AND SAFETY TRAINING





Accident Report

In case of an accident, the relevant Head of the Department is immediately notified, in order to draw up a report about the accident and its circumstances, the time it happened and the witnesses to the accident. In addition to that, the Human Resources Division reports any accident to the relevant branch of the Social Insurance Institute and the Police Headquarters, as well as to Labour Inspectorate.



Breast Cancer Awareness Program

Within 2015, INTRALOT conducted a Breast Cancer Awareness Program for employees at its Headquarters, in cooperation with the Hellenic Association of Women with Breast Cancer 'Alma Zois'. More than 70 employees attended the Awareness Program, which aimed to highlight the importance of regular check-ups.



INTRALOT Inc. Health and Safety Initiatives

In 2015, INTRALOT Inc. implemented a number of programs and initiatives related to employee Health and Safety, which included:

- The 2015 Wellness Campaign, an awareness program on weight management, guidance on a smoking quit plan and stress management.
- The Know Your Numbers Challenge, an online health assessment program.
- The Hydrate Challenge, an awareness campaign to encourage daily water consumption.
- The Wellness your way campaign, an awareness campaign to encourage employees to conduct their annual health risk assessment.
- Two employee awareness and responsibility programs, featuring the Sexual Harassment Awareness campaign and the Drug Free Workplace campaign.

5. Equality & Diversity

Maintaining a fair work environment

INTRALOT is an Equal Opportunity Employer and implements a strict policy against any form of harassment in the workplace. The Company does not tolerate any unlawful discrimination and harassment with regards to gender, race, color, nationality, ancestry, citizenship, sexual orientation, religion, age, physical or mental disability, medical condition or marital status, regarding work issues, such as recruitment and selection, wages, promotions and career development. Additionally, all employment contracts are terminated according to the relevant legislative provisions.

It must be noted that within 2015:

- The percentage of women within the overall workforce is maintained above 30%.
- The percentage of Greek employees in top management positions is 100%.
- The percentage of men employees trained is estimated to be higher by 28.6% compared to women employees, while the average training hours for men employees is higher by four hours compared to women employees.
- The average salary of men employees is higher by 30.4% compared to women employees.
- There were no complaints or grievances regarding discrimination incidents or unfair treatment.
- There were no complaints or grievances regarding labor practices.

————— No accidents occurred within the workplace —————

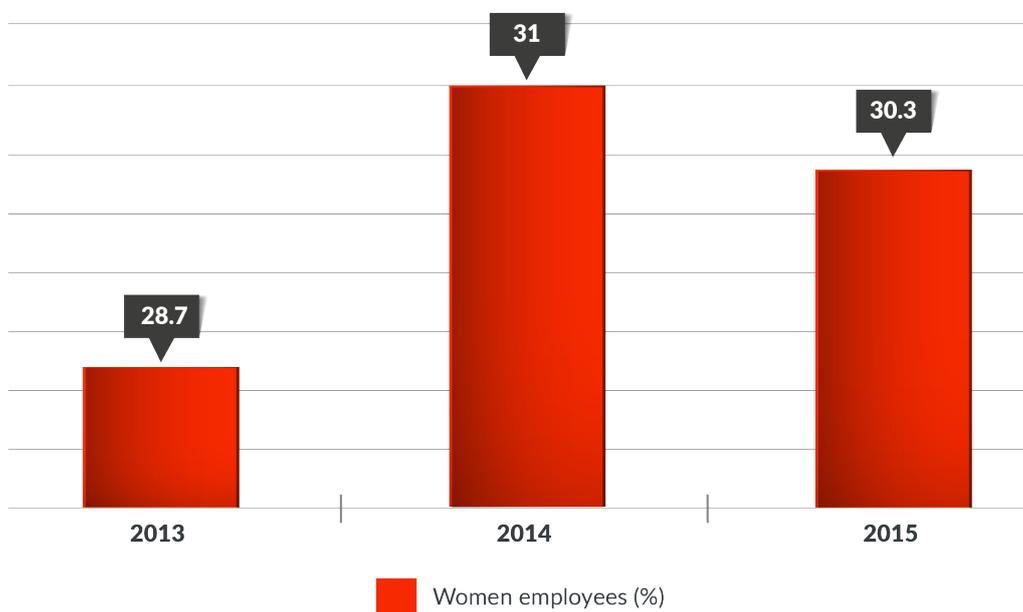


Equal Employment

According to the provisions of the Code of Conduct, INTRALOT is committed to uphold a policy of equal employment opportunity for all employees and candidates in accordance with the appropriate employment laws. Additionally, hiring and evaluating candidates and employees is solely based on their respective qualifications, skills and performance.

————— **100%** of employees in top management positions are of local nationality —————

WOMEN EMPLOYEES





Internal Guide of Employment Policies & Procedures

Upon signing their contract, all employees are informed about the Internal Guide of Employment Policies & Procedures, ratified by the Hellenic Ministry of Employment and Social Protection, which lays down the rights and obligations of employees working for the Company. The Internal Guide of Employment Policies & Procedures is also available on the corporate intranet portal and all employees are requested to comply with the regulations of the Internal Guide.

The Internal Guide of Employment Policies & Procedures is also notified to employees already working within INTRALOT, by posting them in places accessible and visible to all employees, according to the provisions of the Law, or by printing out copies and distributing them to each employee individually (in this case, a signed acknowledgement of receipt on behalf of the employee is required).

Ensuring meritocracy in compensation

INTRALOT's compensation plan is designed to follow market trends and ensure competitiveness of compensation packages and, at the same time, support equal opportunity and transparency for all employees, with no discrimination per company department. However, the Company's Board of Directors can grant remunerations and special payments or other benefits higher than those decided by collective agreements, taking into consideration criteria such as the individual performance of each employee, always in accordance with the Law. In any case, all kinds of remuneration are paid accrued, in intervals that do not exceed a month.

It must be noted that there are no employees with salaries lower than the local minimum salary, as defined by the provisions of applicable laws, Ministerial Decisions, Collective Labor Agreements and Arbitration Awards.

6. Human Rights & Bargaining

Following internationally recognized Human Rights principles

INTRALOT's operations strictly follow the internationally recognized human rights principles, as by the United Nations and the International Labor Organization (ILO) and the Company is committed to comply with the relevant legislation. Based on these principles, INTRALOT:

- Has signed the United Nations Global Compact since 2009, which is a strategic policy initiative for businesses that are committed to align with ten universally accepted principles for human rights, labor, environment and anti-corruption.
- Is committed not to allow child labor and forced or compulsory labor in any of its premises and fully respects human rights, as described within its Code of Conduct, without however assessing its operations for child labor and forced or compulsory labor risks within 2015.
- Systematically monitors the relevant labor legislation by the ILO, which includes the prohibition of child labor and forced labor, as well as provisions related to human rights and working conditions.
- Has established a grievance mechanism for employees to submit complaints regarding human rights, report incidents, and raise issues that impact or can potentially impact human rights.

As a result of INTRALOT's practices:

- There are no operations identified as having significant risk for incidents of child labor or forced and compulsory labor.
- There were no complaints or grievances regarding human rights violation within 2015.

Respecting Confidential Information

Security of personal information is not only an important issue related to privacy, but also a legal and ethical obligation, which requires a series of organizational and technical mechanisms. For this reason, INTRALOT:

- Has determined the types, methods and details of personal file keeping, according to the respective legal framework and the relevant legislation on personal data protection.
- Keeps a personal file for every employee, where all documents concerning the employee are classified, including:
 - ▶ Proof of initial qualification and relevant skills.
 - ▶ Proof of marital status.
 - ▶ Proof of career advancement.
 - ▶ Proof of place of residence.
 - ▶ Proof of military service.
 - ▶ Leaves and penalties.
 - ▶ Other certificates.
- Keeps an electronic record of all employees' personal data in secure servers, where all data are protected and available only through personalized login procedure
- Allows only authorized Company employees to access personal files and information.
- Prohibits the sharing of personal information, with the exception of authorized Company Directors.

As a result of its practices, INTRALOT did not receive any formal complaint within 2015 regarding privacy issues or loss of personal data.

Respecting Labor Rights

INTRALOT respects labor rights and it imposes no constraints to employees to exercise their right to freedom of association. Furthermore, it must be noted that:

- All new hired employees are informed about the essential terms of their contract in accordance with the provisions of the Presidential Decree 156/1994, which is governed by private law and drawn up immediately upon their recruitment.
- There are no employees participating in formal employee unions.
- 100% of employees are covered by the National Collective Labor Agreement.
- No operations in which the right to exercise freedom of association and collective bargaining may be at significant risk have been identified.
- INTRALOT's employees did not participate in any strike or lock-out within 2015.
- INTRALOT abides by the relevant applicable legislation regarding the minimum notice period for operational changes.

7. ECONOMIC SUSTAINABILITY

1. Overview

Since its founding almost a quarter of a century ago, INTRALOT has grown into a global leader as a gaming solutions provider and operator in regulated jurisdictions. Being one of the largest companies in its segment, INTRALOT facilitates substantial development opportunities globally, contributing to the growth of local economies. The Group's strategy focuses on growth through local partnerships in new and existing markets and is driven by the Company's objective to expand and diversify its portfolio with complementary products and market share. Additionally, INTRALOT's unique understanding of traditional industry verticals such as lottery and betting retail, both as technology provider and operator, drives its new product roadmap towards a universal customer experience.

The combination of the Group's successful strategy implementation and the recently accomplished debt refinancing, which creates a sustainable capital structure, significantly improves the Company's financial performance and creates additional value for our Stakeholders.



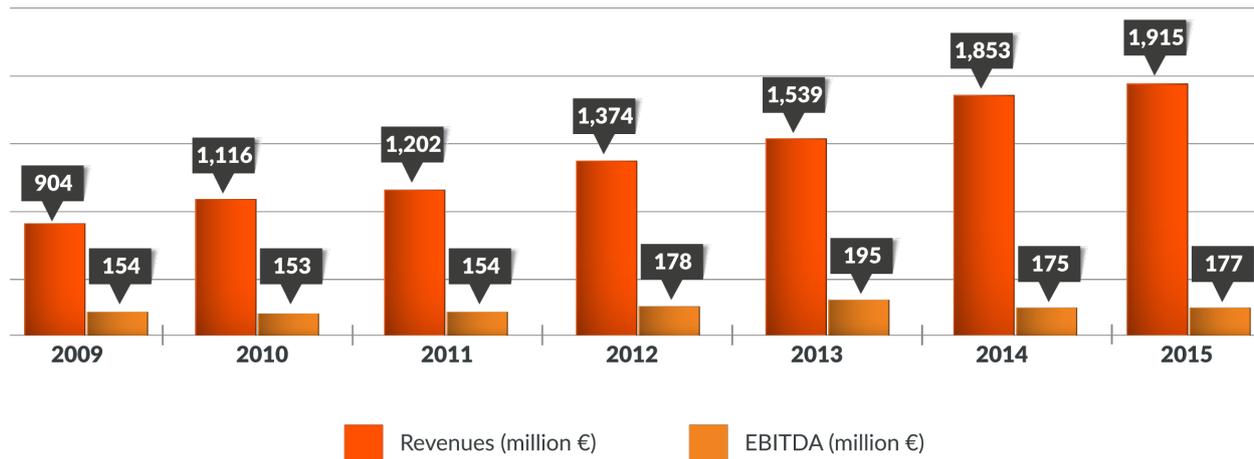
***Ensuring benefits
for Shareholders,
Suppliers, Business
Partners, Retailers
and States***

Financial Performance & Shared Value

Achieving Economic Development

INTRALOT Group's strategy has proven resilient and the Group currently owns a large portfolio of contracts, diversified across geographies and business activities, with highly visible recurring revenues, which are secured by long-term contracts. Regarding the Group's financial results in 2015, revenues increased to approximately €1,915 million, from €1,853 million in 2014, an increase of €62 million. EBITDA (Earnings before Interest, Tax, Depreciation and Amortization) also increased and reached €177.2 million in 2015, compared to €175.4 million in 2014.

KEY GROUP FINANCIAL HIGHLIGHTS



Revenues and EBITDA increased by **3.3%**
and **1%** respectively, at Group level

The following table presents the main results for the 2012-2015 period, with additional financial information being available in the Annual Reports at www.intralot.com, while no financial assistance was received from the Government.

GROUP FINANCIAL RESULTS

	2012	2013	2014	2015
Total Assets	1,114,807	1,135,170	1,355,092	1,169,297
Invested Capital*	899,462	874,837	1,107,259	959,656
Total Revenues**	1,404,083	1,565,382	1,885,381	1,952,155
Sales (PL)	1,374,021	1,539,430	1,853,164	1,914,885
Other Income (PL)	18,602	17,361	18,630	24,944
Finance Income (CF)	11,460	8,591	13,587	12,326
Operating costs	1,106,423	1,247,155	1,570,083	1,630,236
Operating Income (EBITDA)	177,536	194,831	175,445	177,202
Employee wages & benefits	113,436	117,774	126,265	132,391
Payments to providers of funds***	53,929	54,457	89,828	132,532
Dividends paid (CF)	20,320	16,645	23,663	67,682
Interest paid (CF)	33,609	37,812	66,165	64,850
Payments to governments (income tax)	23,602	35,493	28,986	28,188

*Invested Capital = Equity + Debt, ** Total Revenues = Sales + Other Income + Finance Income, *** Payments to providers of funds = Dividends paid (CF) + Interest paid (CF), Total Revenues, Other Income and Operating Costs for 2014 have been restated.
Amounts in thousands of euros



Financial Performance in Main Markets

The gaming industry experiences significant changes and faces both increased challenges and new opportunities, such as regulatory initiatives, market liberalization, technological convergence, new business models and the need to attract new customer demographics. With presence in all 5 continents, the Group runs projects in advanced and mature gaming markets, but it also has contracts in developing markets and projects in newly developed gaming markets with significant growth potential.

The financial performance in main markets within 2015 was the following:

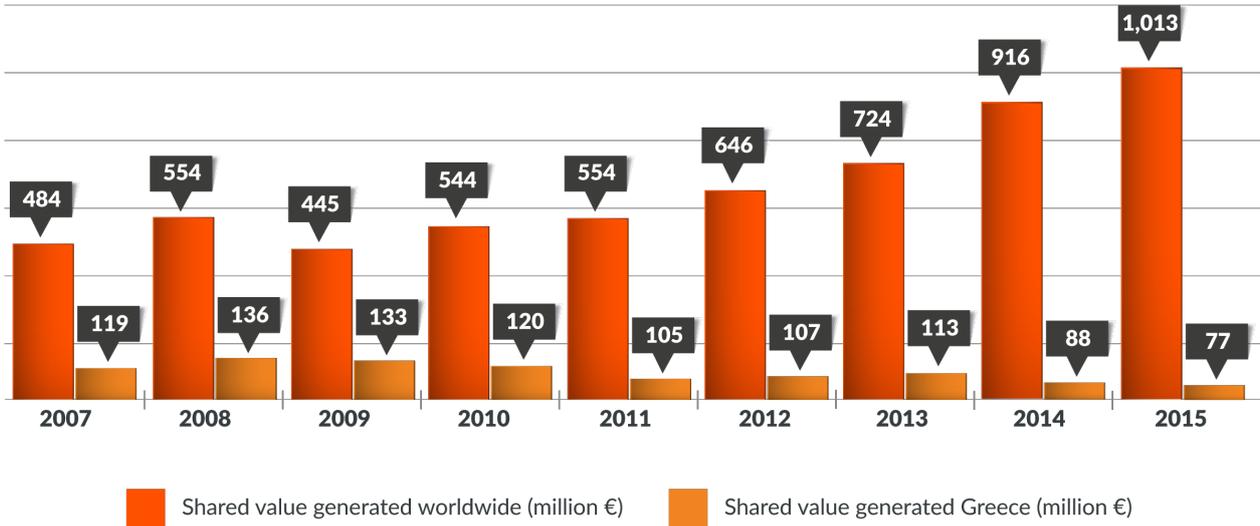
- In Italy, INTRALOT Italia managed to significantly improve its sales in 2015, while it remained the largest non-Italian sports betting company in the country. This is mainly attributed to the company's strategy, built around product enhancement, customer satisfaction and network optimization. However, due to the highly competitive Italian market, payout was approximately 1.5% higher compared to 2014, thus adversely affecting its profitability.
- In Morocco, INTRALOT Maroc increased the agents' network efficiency and enhanced its communication campaigns' effectiveness, which led to a turnover increase, despite a progressive ban to marketing activities.
- In Turkey, Inteltek managed to increase its revenues (even in euro terms, despite the depreciation of the Turkish Lira), due to the fact that the sports betting market in Turkey is still growing and the significant investments in technology and marketing activities on behalf of the online agents to support their further expansion.
- In Jamaica, the Supreme Ventures Limited (SVL) increased its sales in 2015, due to the completed upgrades to sports betting and lottery platforms, being the only company offering numerical games in the country, while its profitability was further supported by reducing operational expenses and their allocation to revenue generating activities.
- In Malta, MALTCO Lotteries' revenues decreased compared to 2014, due to the positive effect of the FIFA World Cup on sports betting sales within the last year. However, profitability increased compared to 2014, due to the effective payout management (especially in numerical games) and optimizations regarding Cost of Sales.
- In Azerbaijan, Azerinteltek's sales decreased compared to 2014, due to the worsening macroeconomic environment that is negatively affecting the gaming market in the country. However, the upgrade of the sports betting platform, the introduction of a new game (Horse Racing) and the full utilization of Euro Cup 2016 are expected to support Azerinteltek's growth in the forthcoming year.
- In Bulgaria, Eurofootball's revenues significantly improved in 2015, as the market welcomed a newly launched game (Virtual Football) that increased the subsidiary's market share.
- In Peru, Intralot de Peru's sales largely increased in 2015, as a result of its wide product portfolio, network expansion and sports betting products maturity in the market.
- In Argentina, Tecno Accion and Tecno Accion Salta managed to deliver higher results, both in terms of revenue growth and profitability, despite the poor macroeconomic conditions in the country.
- In United States, INTRALOT Inc. increased its revenues due to the successful launch of the VLT monitoring system in Georgia and the successful renewal of its contracts in New Mexico and Montana on better terms than the previous ones.
- In Australia, the Group managed to substantially increase its revenues due to the successful introduction of the voluntary pre-commitment scheme (PCS) in Victoria, as well as the support to the state lottery in Western Australia (Lottery West) to revamp its retail network.

The Group aims to improve the products and services offered and develop new technologies that will allow to further expand its operations in existing markets. At the same time, its goal is to reduce operating costs and increase the scope of work and productivity, in order to improve the current projects' profitability.

Sharing Value

INTRALOT Group generated over €1 billion of shared value for its Stakeholders in 2015, increased by 10.6% compared to €916 million in 2014. At INTRALOT level, the Company generated €77 million of shared value in 2015 in Greece.

SHARED VALUE

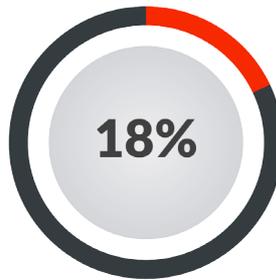


The Group generated approximately **5.9** billion shared value in the last **9** years, with **€1** billion being in Greece

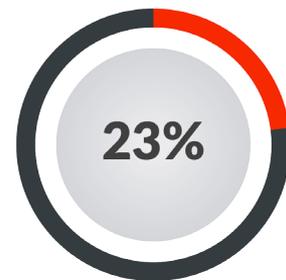
GROUP SHARED VALUE BREAKDOWN



Corporate Reinvestment



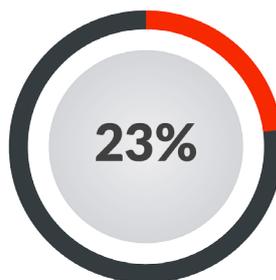
Sales fees



Payments to governments (taxes paid)



Payments to providers of funds



Payments to suppliers



Employee wages and benefits

3. Innovation & Research

Promoting Research and Innovation

INTRALOT operates within an industry that advances through interdisciplinary research in scientific fields such as mathematics, engineering, statistics and stochastic processes, which are key areas for disruptive innovation and cross-sector synergies. Therefore, research is a particularly important issue of strategic importance for INTRALOT, as it allows the Company to:

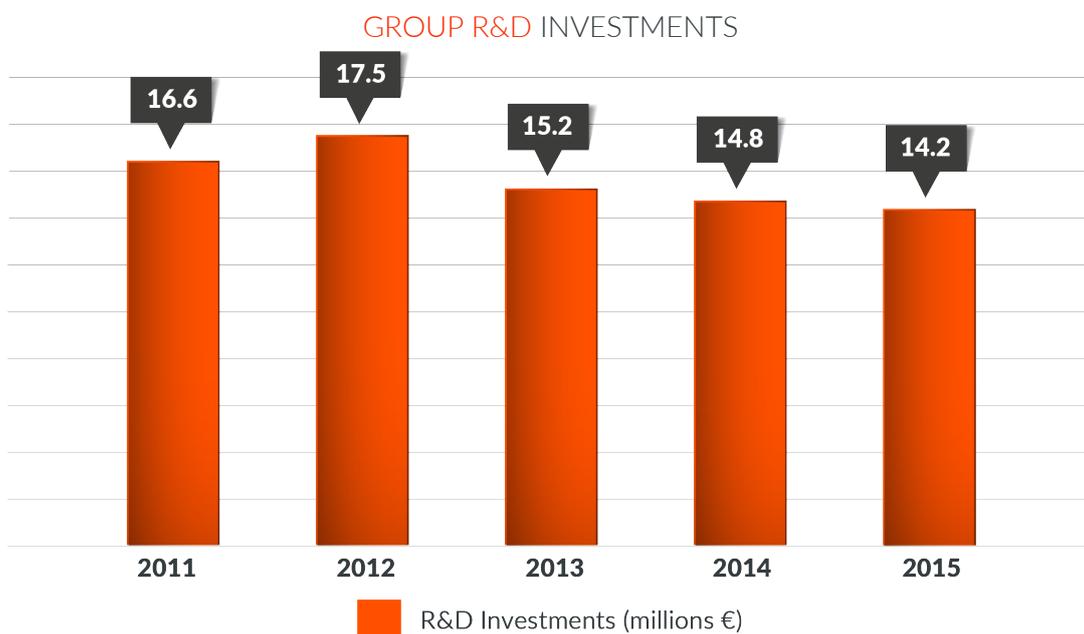
- Launch innovative products
- Implement new design and new technology functionalities
- Advance business goals
- Promote knowledge and know-how sharing among its employees
- Support the development of human capital.

In 2015, INTRALOT Group spent €14.2 million in R&D, compared to €14.8 million in 2014. Furthermore, the Company held 120 patents worldwide, compared to 99 patents worldwide in 2014. These patents allow the Company to protect its intellectual capital, with indicative examples being:

- A novel fraud prevention / detection system for lottery and betting operators, which is embedded in the product suite and addresses the increasing market requirements against fraudulent attempts.
- A novel method to display a graphical representation of draw results.
- A unique game that combines the selection of figures and numbers in multiple subsequent participations.
- A high-end system with a camera to read lottery/ betting slips in different conditions.
- The design of INTRALOT terminals.

The current goal of INTRALOT R&D is to leverage trends in mobile technology, multiple gaming channels, the internet of things (IoT), cloud computing and HTML5, which converge towards an 'anytime, anywhere' environment, on the following areas:

- Responsible gaming technologies
- Gaming concept design/development
- Retailer terminal design
- Data communications
- Data mining
- Central Systems infrastructure
- Software development
- New sales channels
- Content Delivery and Interactive Multimedia
- Value-added services
- Alternative and Electronic payment methods.





R&D Investment Ranking

For the tenth consecutive year, INTRALOT was ranked amongst the top investing organizations of the 2015 European Union Industrial Research & Development Investment Scoreboard, which is annually published by the European Commission’s Joint Research Centre (JRC) – Institute for Prospective Technological Studies (IPTS) and the Directorate General for Research and Innovation – Directorate A, Policy Development and Coordination.

As a result of its commitment to promote research and innovation, INTRALOT:

- Was ranked 608th in the list with the 1,000 most significant R&D investors in Europe and 35th at the ‘Technology Hardware & Equipment’ European Industrial Sector list of the Scoreboard.
- Was one of the only three companies from Greece to be included in the 2015 Industrial R&D Investment Scoreboard.
- Was included in the World’s top 2,500 R&D investors.

The 2015 Scoreboard rankings highlighted that in 2014:

- The World’s top 2,500 companies invested €607.2 billion in R&D, which represents approximately 90% of the total expenditure on R&D by companies worldwide.
- The World’s top 2,500 companies increased their Research and Development investments by 6.8%, while net sales continued to grow at a significant lower pace (2.2%).
- Companies based in Europe showed an annual R&D investment growth rate of 3.3%, slightly improving the previous year’s performance (2.5%).
- Companies based in the United States of America showed a stronger R&D investment growth rate (8.1%), driven by the good performance of its R&D-intensive ICT and health companies, which represent more than two thirds of US total R&D investment.

gi-CLUSTER MAIN GAMING TECHNOLOGY CATEGORIES

Product categories	Platforms and social networking content
	Three-dimensional machines (3D engines)
	Serious Games
	i-Gaming
	Digital Signage
Support services	Creative Content
	Research and gaming systems development

Over **€14** million were invested for research and development, at Group level

Forming research partnerships

Besides producing in-house research, INTRALOT facilitates research mainly relevant to the gaming industry and seeks research partnerships with independent research centers and organizations. To this date, the Company has formed the following main research partnerships:

Partnership with Corallia Gaming Cluster: Since 2010, INTRALOT has an ongoing partnership with the Corallia Clusters Initiative, a non-profit organization focusing on to facilitating innovation. As a result, the gi-Cluster (www.gi-cluster.gr) was established in 2012, in order to:

- Create a leading and functional business innovation ecosystem.
- Produce new technologies and competitive products.
- Advance scientific knowledge and business research talent from all areas.
- Improve Greece's position in international competitiveness rankings.

Being awarded with the Bronze Label by the European Secretariat for Cluster Analysis (the European excellence cluster certification body), gi-Cluster's strategy is to accelerate creative industries' innovation potential and lead to synergies for other sectors of the economy, such as:

- Develop tourism applications
- Digitize cultural content
- Develop digital educational tools.

It must be noted that gi-Cluster now includes 50 members (40 companies and 10 research and academic institutions), increased by 317% compared to 2013. The cluster's SMEs have achieved a 29% increase in turnover, a 22% increase in employment, a 19% increase in exports and a 120% increase in joint academia-industry research projects.

Partnership with the Athens Information Technology: INTRALOT has a partnership with the Athens Information Technology (AIT), a non-profit Center for Research and Education in Information Technology, Telecommunications and Innovation Management.

The main project collaborations with AIT are the following:

- Collaborate in story storytelling, visual design and development of a 2D interactive educational game on ISMS scenarios, in order to assess the acquired

know-how of employees on aspects related to INTRALOT's Information Security Management System.

- Design and implement an Addiction Detection Engine (ADE) with three major modules:
 - ▶ A game-evaluation module, which comprises a decision tree that allows game designers to evaluate whether a proposed game-design has high risk of being addictive or not.
 - ▶ A player addiction detection module, which constantly monitors player's historical behavioral data.
 - ▶ A self-awareness feedback module, which includes an appropriate self-evaluation questionnaire.
- Define and implement a gaming ecosystem for new game development and game playing (Gamez-on).
- Develop novel image and video processing technologies previously designed by AIT for INTRALOT, in order to:
 - ▶ Improve INTRALOT's Lottery Ticket Reader
 - ▶ Design and implement a Barcode Reader
 - ▶ Improve INTRALOT's Kinect - enabled DreamTouch terminal.

INTRALOT's collaboration with AIT has led to numerous patents as well as technological innovations, which contribute to INTRALOT's competitive advantage, while AIT's researches gain knowledge on the practical application of scientific and technology results to the market. Beyond industry-specific assigned projects, INTRALOT has been a firm supporter of AIT's research and education activities, being one of the most active research centers in Greece in the Information Technology and Telecommunications sectors.

4. Responsible Procurement

Supporting Suppliers

INTRALOT has suppliers in 6 main categories. Despite the globalization of procurement, the Company continues to purchase a considerable amount of products and services from local suppliers and its priority is to work with local suppliers, where possible. Payments to suppliers amounted to €4.1 million in 2015, compared to €5.8 million in 2014, with the

percentage of procurement expenses allocated to local suppliers reaching 21%, compared to 47% in 2014.

At the same time, INTRALOT aims to keep its contractual obligations regarding payments to suppliers. Indicatively, in 2015:

- The average supplier payment time was between 60 to 90 days.

- 98% of payments were made according to the terms and provisions of the signed contracts, as in 2014.

Selecting Suppliers Responsibly

INTRALOT recognizes its suppliers as significant partners and collaboration with them is defined by INTRALOT's values and principles, relevant legislation and international codes and standards. As an ISO 9001 certified company, INTRALOT business processes follow standardized procedures throughout the entire product chain, which include:

- A written procurement policy with step-by-step procedures, supplier requisites and documentation, in order to ensure fairness and compliance with quality assurance standards.
- A Quality Management System (QMS) which enables the Company to ensure consistency with quality standards, maintain regular contact with suppliers, exchange feedback and implement product or service improvements. INTRALOT's QMS is based on open communication between the Department of Contracts and Procurements and the Technical Support Department through the corporate intranet portal, where input on subcontractor performance is shared and also allows recommendations for new or continuing partnerships.
- Annually audited procurements processes to ensure that the most qualified vendors and service providers for all the materials and services used are selected.

- A non-discrimination policy during the procurement process, regardless of race, color, gender, sexual orientation, religion, disability, age, ancestry and national or ethnic origin.

Monitoring Suppliers

INTRALOT works closely with its suppliers and subcontractors, in order to share the Company's quality policy and requirements.

- Suppliers' performance is monitored on a regular basis, through quality control audits conducted by senior quality engineers, in order to help suppliers improve the quality of the delivered products or services.
- Subcontractors are monitored on a yearly basis or in certain changes since the previous evaluation, such as delivery of new products or introduction of a new Quality Plan. In any cases, the subcontractor is evaluated on certain features, including the existence of its own certified Quality Management System and the compatibility of its Quality Plan with INTRALOT's.

Since the Company's establishment, a supplier assessment process is conducted by INTRALOT for all suppliers, which evaluates their performance on the following main criteria:

- Financial cost
- Time to delivery.
- Quality specifications

It must be noted that so far, INTRALOT has not identified any suppliers with significant actual or potential negative environmental, labor practices and human rights impacts or impacts on society.



Purchase Agreements with Suppliers

According to the provisions of the Code of Conduct, all purchase agreements have to be sufficiently documented and clearly state the services or products to be provided, the unit price, the method and terms of payment, as well as the applicable rate or fee, while the amount of payment has to be commensurate with the products or services provided.



***Supporting
Local Communities
we operate in
and protecting
the Environment
we influence***

8. SOCIETAL SUPPORT

1. Overview

The gaming industry where INRALOT operates is a highly regulated sector and revenues from gaming operations are allocated by governments to support various social causes in several jurisdictions worldwide. An indicative example of that support is lotteries, which are mainly public-private partnerships as most state lotteries nowadays are privately managed within the context of public interest.

A key element of INTRALOT's approach to society is to understand the expectations of people in local communities of operations and effectively contribute to their needs. The Company seeks to align its economic growth with support to society and strives to:

- Support knowledge and technological know-how sharing to local communities.
- Contribute to enhance the quality of life.
- Implement programs to create value to different groups and accelerate social growth and prosperity.

While environmental protection is a particularly important aspect for most industries, the gaming industry can be considered as of relatively low impact to the environment. Most of the industry's impact can be attributed to the use of various energy sources and natural resources for business operations, as well as the consumption of materials for hardware production and product packaging. However, improving its environmental performance is a challenge that the Company takes very seriously.

Therefore, INTRALOT:

- Complies with national and international environmental regulations and standards.
- Has applied several standards and requirements of ISO 14001 to its environmental management system.
- Has assigned TUV NORD Group to handle all certifications for all certified organizational units, which are audited annually for each standard and re-certified usually every three years from initial certification to manufacture products according to international safety rules and practices.
- Has adopted eco-friendly processes, in order to address environmental issues throughout its products and services' life cycle, such as:
 - ▶ Produce energy efficient and durable products.
 - ▶ Design products without any hazardous and restricted materials.
 - ▶ Increase the use of recyclable materials.
- Takes into consideration relevant environmental impact assessments.

It must be noted that within 2015:

- There were no incidents with environmental impacts on local communities.
- There were no complaints about environmental impacts filed through formal grievance mechanisms, no prosecutions or legal actions for environmental issues and no fines or non-monetary sanctions for non-compliance with environmental laws and regulations were imposed by the respective authorities.

SOCIAL CAUSES supported by the GAMING INDUSTRY





Society Support

According to data from the European State Lotteries and Toto Association (European Lotteries - EL), the umbrella organization of national lotteries operating games of chance for the public benefit, the 74 EL members within 2015:

- Returned approximately €24 billion back to society, as revenues generated by Lotteries are returned to the State budgets and support social causes, such as sports, arts and culture, scientific research, education and the environment.
- Employed approximately 27,550 full-time employees on average, without including the almost 20,000 people employed by the Organización Nacional de Ciegos Españoles (ONCE) in Spain, who are persons with disabilities selling the tickets and are also full-time employees.
- Have created over 413, indirect full-time work positions.

On average, an EL member state licensed lottery gives back to society 62% of its Gross Gaming revenues (not including sponsorships).

Source: European Lotteries' Report on the Lottery Sector in Europe 2015

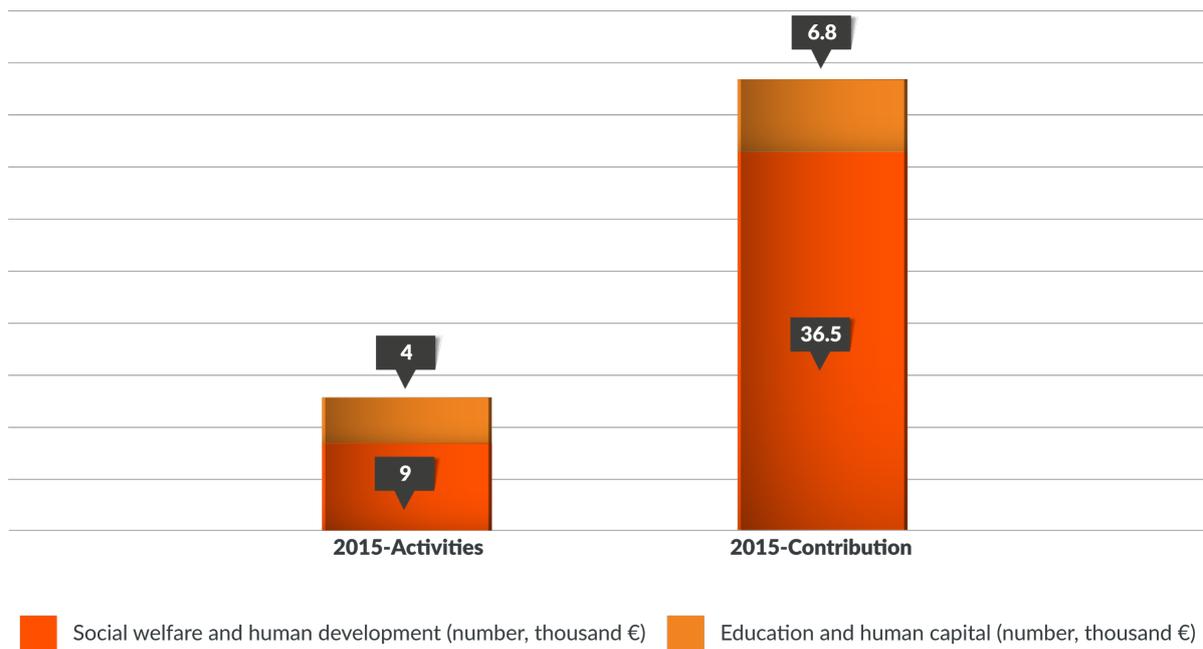
2. Society Support

Contributing to Society

INTRALOT is committed to contributing to the communities where it operates, as they provide the resources, infrastructure and markets that support its businesses operations. Therefore, the Company has launched the targeted social support program 'INTRALOT - We Care a Lot', in order to contribute to local communities, which included 13 activities in 2015, with a total investment of €43,300 in two main areas:

- Advance education and human capital.
- Support social welfare and human development.

'INTRALOT - WE CARE A LOT' PROGRAM



13 activities were supported through social support program, with **€43,300** invested

Advancing education and human capital

Education and human capital constitutes an important priority that supports local communities, with INTRALOT being active in this field through various activities, which include:

- Official sponsor of the Olympic swimming athlete Apostolos Christou, for his preparation for the 2016 Olympic Games in Rio de Janeiro, Brazil.
- Grand Sponsor of the 4th Hellenic Game Jam organized by the gi-Cluster, where more than 80 participants worked in 25 groups to develop an electronic game under the topic 'enigma' within only 48 hours.
- Support to the University of Hohenheim's Gambling Research Center, which conducts research on the various economic and social aspects of gambling and its impact on player behavior, habits and lifestyle.
- Support to the US Educational Foundation Fulbright, to issue 66 grants for Greek and American students every year.
- Support to high School students of Makrygianeio

Lyceum to participate in the 4th Student Congress of the 'ZOGRAFEIO LYCEUM' in Istanbul.

- Sponsor of the Alumni Day 2015 event for members and families of the Hellenic-American Educational Foundation's Association of Graduates.
- Support to music-theatre production 'The Chorus' (Les Choristes), presented at Onassis Cultural Center, whose revenues were donated to the Arsakeia Scholarship Fund.

Supporting social welfare and human development

Social welfare and human development is an area that has attracted increased attention during the last years. INTRALOT's initiatives focus on supporting underprivileged groups, in collaboration with various NGOs and institutions, with indicative examples being:

- Support to Nikaia-Athens Diocese of the Orthodox Church of Greece every Easter and Christmas season for the last ten years.
- Support to the organizations 'Greek Society for the Protection of Autistic People' and 'The Smile of the Child'.



Supporting Youth Entrepreneurship and Innovation

As a follow-up to the 3-day 'Panorama of Entrepreneurship and Career Development' initiative, one of the most important youth entrepreneurship and career building events in Greece, organized for the 5th consecutive year by the Athens University of Business and Economics, INTRALOT organized a Business Day Conference at the Company's Innovation Centre in Athens in 2015, where more than 100 university students and graduates:

- Were informed about its products and services, as well as its international expansion and global operations.
- Exchanged ideas with INTRALOT executives.
- Participated in an interactive workshop featuring a gaming business case study.

Additionally, INTRALOT welcomed 22 academic students from the FAE Business School of Curitiba (Brazil) at the INTRALOT Innovation Center, who were visiting Greece within the context of a Management Experience Program.



Little Santa Claus

During the 2015 INTRALOT Kids party, each child became a 'Little Santa Claus' and approximately 1,500 toys were offered to children from the 'SOS Children's Villages Greece', a non-profit organization who provides a new and permanent home, proper education, guidance and support to abandoned, orphaned and destitute children.



Society Support

INTRALOT Group's society support also extends to support local communities in all markets of operations, through a series of activities that contribute to the improvement of the daily life of local residents, which include:

Italy

- Participation in a fund raising initiative for Telethon Foundation in Italy, in order to support the scientific research against genetic diseases, where players had the opportunity to donate €2 of their winnings to Telethon Foundation at INTRALOT Italia's 500 Points of Sale, as well as through the gaming portal www.intralot.it.

Malta

- Contribution to the Maltese Responsible Gaming Fund, in order to support research, awareness campaigns and support services related to Responsible Gaming in Malta. It must be noted that Maltco's contribution to the Responsible Gaming Fund and various other society support activities exceeds €8 million in the last 12 years.
- Participation to the European Week of Sports Awareness 2015, where Maltco was the main sponsor of the Indoor Rowing Event.

United States of America

- Participation in several fund raisers for public schools and colleges in the USA, in order to support various educational areas that are often not funded or underfunded by school systems.
- Support to the Plan International USA, an organization that helps communities build schools, train teachers, fund scholarships, empower mothers and provide emergency relief to families in case of a disaster.
- Contribution to the US Center for Children and Young Adults, a non-profit organization who offers shelter, care, medical services, academic assistance and guidance to abused, abandoned and neglected children.
- Support to the families and children of the Atlanta Cancer Center's patients and participation to the Center's fund raisers.
- Support to the American Cancer Society and the Breast Cancer Society.
- Support of various charities in Montana, in order to support the local community.
- Support to the Hellenic Public Radio and the local Hellenic School of the Greek-American community in Georgia.
- Support to the Montana Council on Problem Gambling, a non-profit association dedicated to alleviate gaming-related social and personal distress.

Peru

- Donation to the United Way Matching Fund, which aims to improve the quality of education for children under 7 years old.
- An internal campaign to collect and donate school supplies for poor children, in collaboration with United Way Perú.
- Sponsorship to the 2nd Workshop of Recreational Reading, in order to train elementary school teachers and improve the reading activity on their class.
- Support to people suffered from the cold weather in the country, such as donation of second-hand uniforms, donation of blankets and construction of school vegetable gardens.
- Donation of sport equipment to the AGAPE program, which supports and promotes sports to children that suffered from family violence.
- Donations to support local communities, such as the Huancayo Charity, the Jaén Charity and the Fuente de Vida Refuge.



INTRALOT/DCO9 Social Support Program

Following the expansion of its operation in the District of Columbia, Intralot/DCO9 has also expanded and enhanced its social support program, in order to contribute to the local community and society in general. Since 2010, Intralot/DCO9 has supported a wide range of programs and organizations that have a significant impact on the community, resulting in over \$300,000 in contributions and donations in the District of Columbia, with indicative examples being:

- The Knock Out Abuse Against Women organization, which promotes awareness and raises contributions to combat domestic abuse and support victims of domestic violence through supporting shelters for abused women and children.
- The District of Columbia Fire Fighters Association.
- The Fraternal Order of Police – District of Columbia, which supports programs such as Mothers Against Drunk Drivers and a Safe Driving Campaign.
- The Boys & Girls Clubs of Greater Washington DC, which helps boys and girls of all backgrounds to build their confidence, develop character and acquire the necessary skills to become productive and responsible adults.
- The Marriott Foundation for People With Disabilities, which offers the opportunity to learn, develop and succeed through employment to more than a thousand young people with disabilities each year.
- The United Negro College Fund (UNCF), which is the USA's largest and most effective minority education organization and helps more than 60,000 students each year to attend college and get the education they require.
- The Voices for a Second Chance organization, which empowers prisoners to create, maintain and strengthen family and community ties, in order to better prepare them for successful transition back into community.

Encouraging volunteerism

INTRALOT seeks to leverage corporate skills and resources, as well as involve its employees in various initiatives that drive social change and give back to society. In order to mobilize its employees, the Company cultivates volunteerism through various activities, as described below:

INTRALOT Runners

Within 2015, INTRALOT participated with 45 runners to the 33rd Athens Authentic Marathon, a unique global sports event, where more than 43,000 participating athletes, an all-time record for the Athens Marathon. For the fourth consecutive year, 'INTRALOT Runners' ran the 5km, 10km and 42km races of the Marathon, in support of the 'Greek Society for the Protection of Autistic People'. At the same time, INTRALOT organized the Bet4aSmile fund raiser on behalf of 'The Smile of the Child' for the second consecutive year, through which employees could place their bets on the 'INTRALOT Runners' performance, in order to support the organization's mission to uphold children's rights and care for their physical, mental and psychological stability.

Blood donation

In order to further contribute to society, INTRALOT implemented one blood donation program within 2015, in cooperation with the Athens Children's Hospital 'Aghia Sofia', where INTRALOT has established a blood bank. As a result, the Company gathered a total of 32 blood units, to support needs of employees and their families, as well as needs of society in general.

32 blood units were gathered, through employees' voluntary blood donation program



INTRALOT de Peru Volunteering Activities

Within 2015, Intralot de Peru's employees participated in various volunteering activities to support charitable organizations. In particular:

- 18 employees participated in the 5-kilometers 'Run With Me' race, in order to support children with down syndrome of the Peruvian Society of Down Syndrome.
- Several employees participated in the 'Read me a tale' corporate volunteering campaign and spent an afternoon with children, in order to stimulate reading activity at schools.

Caring for the impact of operations

Local communities constitute an important Stakeholder of INTRALOT, as they are directly related with the Company and its activities. Therefore, the Company aims to identify its impacts on local communities and remain aware of its operations' effects related to the respect and protection of human rights. To this day, the Company has not identified any operations with significant actual or potential negative impacts on local communities.

It must be noted that within 2015:

- Approximately 75% of INTRALOT's premises are accessible by people with disabilities.
- There were no significant investment agreements and contracts with clauses on human rights.
- There were no significant investments on infrastructure to provide a public service or good rather than for commercial purpose (e.g. road, school, water supply and power lines/facilities).
- There were no accidents with significant impact on the local communities.
- There were no complaints about impacts on society filed through formal grievance mechanisms and no fines or non-monetary sanctions for non-compliance with relevant laws and regulations were imposed by the respective authorities.

3. Materials & Waste

Reducing Materials

Materials consumption at INTRALOT is a direct result of its operational needs (i.e. paper), according to the following classification. It must be noted that the Company has reduced its paper and toner consumption to produce bid documents and distribute press monitoring hard copies compared to previous years, as it only uses central printers with scanning and electronic dissemination of copies.

MATERIALS CONSUMPTION

	2014	2015
Paper (kg)	13,550	10,425
Toners (units)	NR	419

NR = Not reported

It must be noted that manufacturing of gaming terminals complies with the Restriction of Hazardous Substances (RoHS) Directive 2002/95/EC, which limits or bans specific substances in new electronic and electric equipment (e.g. lead, cadmium, PBB, mercury, hexavalent chromium, PBDE flame retardants). At the same time, INTRALOT requires that its suppliers located in Europe comply with the RoHS Directive, as well as the Waste Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC.



Environmental Policy

As INTRALOT strives to maintain operational excellence for its worldwide operations, the Company is committed to minimize its potential environmental impacts, conserve energy and natural resources and fulfill its obligations related to environmental legislation. For this reason, the Company has established an Environmental Management System (EMS), fully compliant with the requirements of ISO 14001:2015, with the following key points:

- Exploit state-of-the-art technologies to establish environmentally friendlier and efficient operations, which minimize waste and pollution, as well as enable safe waste disposal.
- Be an environmentally responsible Company and address incidents or conditions that threaten health, safety or the environment.
- Meet or exceed the environmental legislation that relates to its operations.
- Minimize emissions through appropriate selection and use of vehicle fleet and employee travel methods.
- Actively promote recycling, both internally and amongst customers and partners.
- Set and evaluate achievable environmental performance goals to continuously improve the EMS.
- Use materials and technologies that comply with environmental standards and recycle old equipment in an environmentally responsible way.

According to the provisions of the Code of Conduct, INTRALOT is committed to being an environmentally accountable corporate citizen and strives to conserve resources and reduce waste and emissions through recycling and other energy conservation measures.



Environmental Management System

According to a formal corporate procedure, INTRALOT is committed to protect the environment from the potential impact of its activities. As part of its commitment, the Company identifies and evaluates the environmental impact of its activities, structured around 5 steps:

- Identify the environmental aspects which INTRALOT can control or influence.
- Determine which environmental aspects have significant impacts.
- Determine and take measures for the significant environmental aspects.
- Update the identification and evaluation of environmental aspects.

The assessment results to an environmental aspect overall priority assignment, which combines the outcome of the following criteria:

- The level of environmental impact severity, using a 1-5 impact scale.
- The likelihood of its occurrence, using a 1-5 likelihood scale.



Designing eco-friendlier Products

The Company uses 3D design techniques and simulation software products, in order to minimize the prototype re-design stag, reduce costs and efficiently utilize materials. As a result, INTRALOT:

- Integrates NFC technologies (and generally cashless payment services) in vending machines.
- Promotes the use of digital solutions, including LOTOS™ Horizon for content/information delivery to retailers, Icon Digital Imaging Technology, Stylot, Gablet and self-service terminals, in order to reduce paper consumption.
- Develops products that enable game participation in a total paperless environment, where neither coupons nor tickets are needed, as indicated by the Coronis MP self-service terminal, as well as the Gablet multifunctional player device for retailers, which allow players to enter their bets without using paper coupons.
- Has introduced the LOTOS™ Horizon multimedia platform to deliver information about jackpots, results, betting event programs and odds to digital signage displays inside the retailer shops, which allows players to access constantly updated information, with no need to print anything of the above.
- Has adopted the use of cameras in terminals, in order to replace page scanners, which leads to using fewer materials and parts.
- Uses ARM technology processors in 30% of its terminals, which combine high computing power with low energy consumption and result in more reliable, long lasting and environmental-friendlier terminals.
- Uses category 6 external power packs in all terminals (the latest efficiency standard), in order to ensure the lowest energy footprint during operation and stand-by mode.
- Has designed 35% of its gaming terminals fan-less, in order to shut down automatically during prolonged periods of inactivity and achieve higher reliability.
- Has fully replaced conventional CCFL (cold-cathode fluorescent lamp) technology monitors with LED monitors, which are more energy-efficient and environmental friendlier, as they use 30%-50% less power than conventional monitors and do not contain mercury, halogen or lead.
- Uses plastic and metals that can be recycled in its terminals, which is also the case for most of the electronic components.
- Has introduced reusable and durable packaging material for its terminals, which can be re-used to transport equipment.
- Encourages customers to recycle the decommissioned terminals and participates in the recycling scheme in all operating specific markets.

Recycling materials

In order to further reduce its environmental footprint, INTRALOT follows the relevant legislative framework concerning waste disposal and does not directly send any waste to landfills. Instead, all waste is systematically collected and sent to a licensed recycling partner, who handles waste disposal in an appropriate and environmentally friendlier manner.

At the moment, INTRALOT does not use recycled or FSC certified paper or any other recycled materials. It must be noted that the Company is responsible to remove hazardous waste included in hardware produced or traded by INTRALOT according to environmental procedures in cases of leased equipment that is removed after the expiration of the agreement.

Recycling bins

In order to collect and convert waste materials into reusable objects (a practice that only prevents waste of potentially useful materials, but also reduces the consumption of raw materials and energy), INTRALOT has placed recycling bins, which include:

- Green recycling bins for paper on each floor. The Company has assigned specialized employees to handle collected paper and regularly sent it to a partner recycling company.
- Blue recycling bins for aluminum cans on each floor.
- Clear recycling bin for batteries at the main entrance.

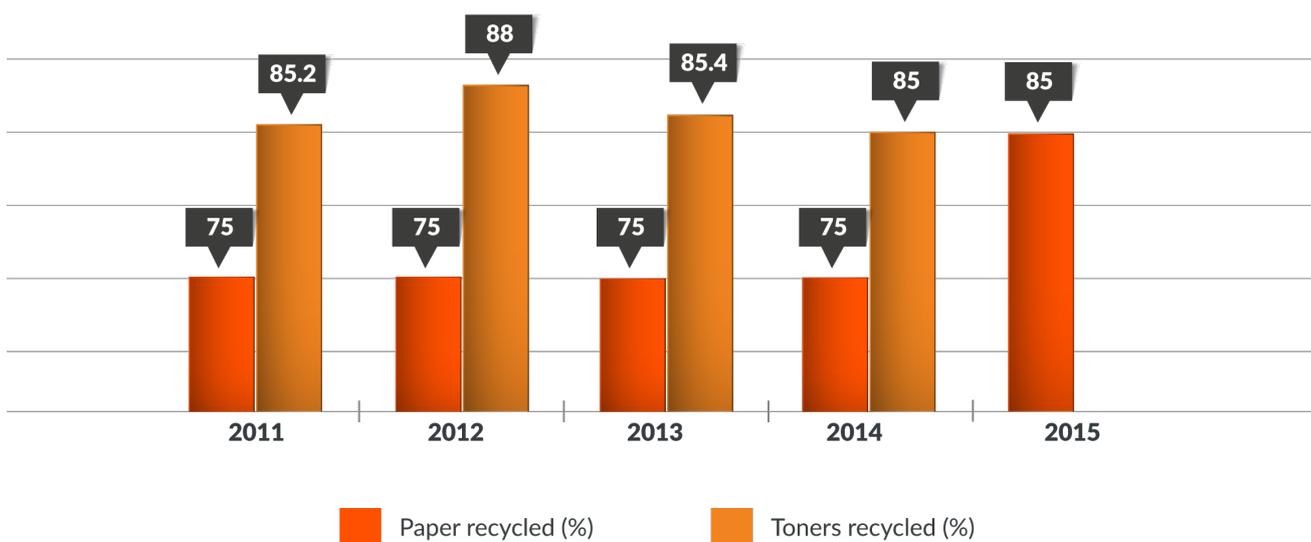
Electronic equipment

The Company ensures that telecommunication devices and IT equipment (such as personal computers and mobile phones) are re-used if they are in working condition, which are re-assigned to another user. In case they are not in a condition to be re-used, certain parts and components are stored, in order to be retained as spares, such as memory discs, batteries and hard discs.

MATERIALS RECYCLING

	2011	2012	2013	2014	2015
Operational needs					
Paper (kg)	7,200	7,350	7,125	10,162	2,500
Toners (units)	716	818	820	740	21*
Batteries (kg)	498**	93	33	40	63
Packaging materials					
Cardboard / paper (kg)	2,500	2,500	NR	3,000	2,750
Cardboard packaging for liquids (kg)	0	0	NR	0	1
Plastic (kg)	10	0	NR	1	0
Wood (kg)	3,000	3,000	NR	3,500	3,200
Packaging pieces (units)	18,000	18,000	NR	20,000	19,000

*Toners from central printers (MPS) for June-December 2015. **450kg were car batteries. NR = Not reported



Paper recycled increased by **10%**



Memberships to Organizations

INTRALOT is a member of the Hellenic Recovery Recycling Corporation (HE.R.R.Co.) and has been listed in the organization’s registry of companies that have recycled materials in 2015. Furthermore, in compliance with Law 2939/2001 and the Presidential Decree 117/2004, INTRALOT is also a member of Appliances Recycling S.A., the official organization that organizes, operates and controls the collective system for the Alternative Management of the Waste of Electrical and Electronic Alternative Equipment (WEEE) in Greece.

Monitoring Water Consumption

Water scarcity is highlighted as an extremely important environmental aspect which requires urgent action, as the needs and demand for this precious resource have been intensified during the last years. INTRALOT is aware of its relative scarcity and therefore strives to reduce water consumption, where feasible.

- Water supply is performed exclusively through the public water supply network and water utility companies, therefore no other water sources are affected.

- All liquid waste is directed to the public waste network.
- No water leakages were noticed, nor are other water sources affected due to operations.
- There were no planned or unplanned water discharges and no significant spills of chemicals or fuels or any other material.

WATER CONSUMPTION

	2015
Water consumption (m ³)	4,816

4. Energy & Emissions

Analyzing energy impact

Although INTRALOT’s operations are not energy intensive, the Company consciously seeks to reduce energy consumption, which is linked to global climate

change. The main sources of its energy consumption are electricity (entirely purchased from the Public Power Corporation – Hellas) and heating petrol.

ENERGY CONSUMPTION AND INTENSITY

	2015
Heating petrol (lt)	65,000
Electricity (KWh)	2,101,838

Data refer to all buildings of INTRALOT S.A.

- In order to reduce its energy consumption, INTRALOT:
- Has implemented an energy saving program in all facilities.
 - Complies with the necessary technical and maintenance requirements of petrol tanks used for heating.
 - Performs regular checks on the electromechanical equipment (boilers) for heating and hot water, air conditioning systems, as well as computer and other office equipment according to global acceptable standards and practices.

- Monitors the fuel consumption of corporate leased vehicles, through the corporate credit cards issued to users.
- Complies with the Euro 5 (2009/9) standard for light passenger and commercial vehicles for all corporate leased vehicles.
- Utilizes company buses from major public transportation stations to transport employees from/to Peania premises.
- Uses LED lamps in its building in Maroussi.
- Has installed photoelectric cells in garage areas, in

- order to ensure that lights are turned off when no employee is in the garage areas.
- Has instructed the Building Security guards to perform regular inspections during their shifts (including late night shifts), in order to ensure that lights and the heating/cooling are turned off in workspace areas where no employee is present during late evening and night hours.
- Has installed and operates a Building Management System (BMS) in its building in Peania.
- Uses a time scheduler to control the start/end time of central heating and cooling in its building in Peania, which is adjusted for winter/summer (except for certain areas, where heating/cooling is required at all times).



Transition to Cloud

INTRALOT steadily progresses towards environmentally friendlier IT solutions, as it expands the use of virtualized environments and cloud solutions for certain IT and development services, in order to replace standalone servers. As a result of its NEFOS (Novel, Extensive, Flexible, On-Demand, Secure) cloud solution successful roll-out, which is already for new corporate-wide applications and IT services, INTRALOT's IT Department has moved the testing of new software configurations, as well as development and consolidation of production servers to the virtualized environment.

As a solution that integrates internationally adopted practices and standards on Information Security for cloud computing in the gaming sector, the NEFOS cloud solution significantly reduces INTRALOT's environmental footprint, since it reduces energy consumption and carbon dioxide emissions and allows significant cost savings for the Company.

Within 2015, INTRALOT replaced 68 physical servers by migrating to virtual infrastructure, and achieved significant energy savings, as indicated below. The migration was supported by low-power new servers, who feature high processing power.

TRANSITION TO CLOUD

	2013	2014	2015
Physical servers (to virtual)			
INTRALOT Group (number)	701	668	NR
INTRALOT S.A. (number)	192	164	41
Cloud Roll Out			
Servers moved to cloud (private) (number)	19	31	68
Approximate energy savings (MJ)	157,680	236,520	252,288
Approximate heat dissipation savings (MJ)	157,049	208,138	251,288

NR = Not reported

Monitoring Greenhouse Gas Emissions

Direct and indirect energy consumption unavoidably lead to greenhouse gas emissions. Despite the fact that INTRALOT operates in a non-energy intensive industry with limited greenhouse gas emissions compared to other industries, the Company systematically measures and reports its greenhouse gas emissions due to its extensive operations and the issue's importance worldwide.

GREENHOUSE GAS EMISSIONS

	2015
Greenhouse gas emissions (tons CO ₂)	1,686.6
Due to petrol consumption for heating (direct emissions) (tons CO ₂)	173.3
Due to electricity consumption (indirect emissions) (tons CO ₂)	1,513.3

Data refer to all buildings of INTRALOT S.A.

Air Travel

INTRALOT strives to reduce the impact of its business operations on climate change. Because the climate impact of air transportation is currently not sufficiently regulated by national or international laws, the Company voluntarily commits to limit air travel to the minimum necessary and minimize the number of travelled air miles. Therefore, INTRALOT:

- Uses other modes of transport in regional travel, where possible.
- Utilizes remote session technologies (such as Skype, WebEx and conference calls), in order to reduce the number and frequency of business travels.
- Extensively uses e-learning training programs.
- Monitors the number of flights and greenhouse emissions due to employee air travel.
- Combines trips and activities, in order to minimize the number of flights required.
- Uses the most direct routes possible, since take-offs and landings increase the amount of fuel consumed.
- Prefers to utilize flights during the daytime, because relevant studies have showed that flying during nighttime increases the overall environmental impact.
- Encourages employees to fly economy seats, because more people per plane mean fewer emissions per person.
- Encourages employees not to carry heavy baggage during flights, because lighter planes mean less fuels consumed.

AIR MILES AND CO₂ EMISSIONS FROM AIR TRAVEL

	2015
Flights (number)	783
Long flights (>4 hours)	180
Short flights (<4 hours)	603
Travelled air miles (million miles)	3.5
CO ₂ emissions (indirect emissions) (tons)*	549.6

*Estimation based on ICAO Carbon Emissions Calculator and EPA 430-R-08-006.

Promoting Environmental Awareness

INTRALOT seeks to promote environmental protection issues and encourages initiatives that relate to environmental protection. Therefore, the Company:

- Promotes employee environmental awareness through measures, which include the use of a dedicated reminder in corporate e-mail signatures to consider the environment before printing an e-mail.
- Supports the activities of its Corporate Volunteer Group, which was created in 2005 and actively engages in various programs and initiatives with Stakeholders and the wider public on environmental protection issues. The Corporate Volunteer Group has created the GREEN SITE, an electronic platform that supports their mission and publicizes their activities.

Protecting Biodiversity

Due to its negligible influence of activities and operations on biodiversity, INTRALOT does not have a separate policy on biodiversity. However, the Company takes this important environmental issue into consideration, as:

- All buildings are located in established industrial or residential areas, with no facilities located near protected NATURA or RAMSAR areas.
- All operation sites are not located near ecosystems and habitats or other areas of high biodiversity value outside protected areas.
- There are no IUCN Red List species and national conservation list species with habitats in areas affected by operations.



9. ABOUT THE REPORT

1. Scope & Development

Principles

The Report follows the guidelines 'Sustainability Reporting Guidelines' (publication G4, 2013) of the Global Reporting Initiative (GRI), while the following have also been used:

- For the principles of the Report, the UN's Global Compact.
- For the presentation of quantitative data within the Report, the EFQM's RADAR Card.

Scope

The Corporate Responsibility Report:

- Refers to the period 1/1/2015-31/12/2015 (unless indicated otherwise in certain points).
- Refers to all activities of INTRALOT S.A. (referred as 'INTRALOT' or 'Company'), while further references to selected activities of other companies within the INTRALOT Group (referred as 'INTRALOT Group' or 'Group') are presented (without being included in the scope of this Report), with the exception of Responsible Gaming and Financial Results, which refer to the entire INTRALOT Group.
- Addresses all operations (hardware and software, game content, sports betting management, interactive gaming and management & marketing services, as well as licensed gaming operations in its own right).
- Contains, as a norm, quantitative results for the last two years.
- Contains, as a norm, quantitative data from direct measurements, with exceptions of estimations clearly noted.

Terms

For convenient reading, please pay attention to the following terms and symbols:

- The terms 'INTRALOT' or 'Company' refer to INTRALOT S.A., the headquarters of INTRALOT Group.
- The terms 'INTRALOT Group' or 'Group' refer to all companies of the Group, including INTRALOT S.A. and its subsidiaries.
- The term 'Customers' refers to the players in countries where INTRALOT is a licensed gaming operator, as well as Lottery Operators in countries where INTRALOT is a provider of technology or manages lottery operations.
- Terms indicated as '3.1', '5.6' etc. refer to the area and section of this Report (e.g. used in the GRI, Global Compact and Stakeholder Tables). For example, the term '5.6' makes reference to chapter 5 (Responsible Gaming), section 6 (Responsible Communication).

Restrictions

INTRALOT recognizes limitations in the Report it publishes, such as presentation of more quantitative data and objectives and external assurance of the Report's principles and content, which intends to handle in future publications.

Level of Report

The Report is prepared and self-declared to be in accordance with the 'Sustainability Reporting Guidelines' (version G4, 2013) of Global Reporting Initiative (GRI), at 'Core' level.

Your feedback

INTRALOT welcomes any question, enquiry, clarification or proposal to improve its sustainability reporting. Kindly forward your comments, enquiries or suggestions to:

INTRALOT S.A.

Group Corporate Affairs

Mr. Chris Sfatos, Group Director, Corporate Affairs
Mrs. Chryssa Amanatidou, Head of Public Relations & CSR
64 Kifissias Ave. & 3 Premetis Str. GR-151 25 Athens, Greece
Tel: (+30) 210 615 6000, e-mail: amanatidou@intralot.com

Main symbols

For convenient reading of this Report, please pay attention to the following symbols, which are widely used:



Good Practice...

Highlights examples of good practices implemented by INTRALOT



International Good Practice...

Highlights examples of good practices implemented by INTRALOT in countries where it operates.



Policy...

Highlights sections from formal corporate Policies.



Did you know...

Highlights information of particular interest.

2. Global Compact Table

Issue	Principle	Report Section	Coverage
Human Rights			
1.	Support and respect protection of internationally proclaimed human rights	6.6	F
2.	Ensure not to be complicit in human rights abuses	6.6	F
Labour Standard			
3.	Recognize freedom of association and right to collective bargaining	6.6	F
4.	Eliminate all forms of forced and compulsory labour	6.6	P
5.	Abolish effectively child labour	6.6	P
6.	Eliminate discrimination in respect to employment and occupation	6.5	F
Environment			
7.	Support a precautionary approach to environmental challenges	8.1, 8.3, 8.4	F
8.	Promote greater environmental responsibility	8.1, 8.3, 8.4	F
9.	Encourage development and diffusion of environmentally friendly technologies	2.2, 8.3	F
Corruption			
10.	Work against all forms of corruption, including extortion and bribery	4.1, 4.3	F

3. GRI Tables

The correspondence between the content of this Report and the Global Reporting Initiative's (GRI G4 version 2013) General and Specific Standard Disclosures, is presented in the following table.

- Coverage of Indicators is characterized as Full (F), Partial (P) or Not Applicable (NA).
- General Standard Disclosures of GRI required for 'Core' application level are indicated in grey background.
- Material Aspects of GRI for the organization (based on the Materiality Analysis conducted), are indicated in grey background.
- Boundaries of GRI indicators are indicated on the Table.
- No external assurance has been conducted for the Material Aspects.

General Standard Disclosures	Report Section	Coverage/ Omission	Boundary of Material Aspects
Strategy and Analysis			Company
G4-1	1	F	
G4-2	1, 2.4, 4.3	P	
Organisational Profile			Company
G4-3	2.1, 9.1	F	
G4-4	2.2	F	
G4-5	2.1	F	
G4-6	2.1	F	
G4-7	2.3	F	
G4-8	2.1	F	
G4-9	2.1, 2.2, 6.2, 7.2	F	
G4-10	6.2	F	
G4-11	6.6	F	
G4-12	2.2	F	
G4-13	2.1	F	

General Standard Disclosures	Report Section	Coverage/ Omission	Boundary of Material Aspects
G4-14	2.2, 2.4, 8.1-3	F	
G4-15	2.5, 4.1, 5.1, 6.5, 6.6	F	
G4-16	2.5	F	
Identified Material Aspects and Boundaries			Company
G4-17	7.2, 9.1	F	
G4-18	3.1, 3.2	F	
G4-19	3.2	F	
G4-20	3.2, 9.3	F	
G4-21	3.2, 9.3	F	
G4-22	2.1, 3.2, 9.1	F	
G4-23	9.1	F	
Stakeholder Engagement			Company
G4-24	3.2	F	
G4-25	3.2	F	
G4-26	3.2	F	
G4-27	3.2	F	
Report Profile			Company
G4-28	9.1	F	
G4-29	9.1	F	
G4-30	9.1	F	
G4-31	9.1	F	
G4-32	9.3	F	
G4-33	9.1, 9.3	F	
Governance			Company
G4-34	4.2, 4.3	F	
G4-35	3.1	P	
G4-36	4.2, 4.3	F	
G4-37	4.2	F	
G4-38	4.2	P	
G4-39	4.2	F	
G4-41	4.2	F	
G4-42	3.1, 4.2	P	
G4-43	3.1, 4.2	P	
G4-44	4.2	P	
G4-45	4.3	P	
G4-46	4.3	P	
G4-47	4.3	P	
G4-48	3.2	F	
G4-50	4.2	F	
G4-52	4.2	P	
G4-53	4.2	P	
Ethics and Integrity			Company, customers, suppliers
G4-56	2.1, 4.1, 5.1, 6.5, 6.6	F	

General Standard Disclosures	Report Section	Coverage/ Omission	Boundary of Material Aspects
G4-57	4.1	P	
G4-58	4.1	F	

DMA and Indicators	Report Section	Coverage/ Omission	Boundary of Material Aspects
ECONOMIC			
Economic Performance			
G4-DMA	7.2	F	
G4-EC1	7.2	F	
G4-EC4	7.2	F	
Market Presence			
G4-DMA	6.2, 6.5	F	
G4-EC5	6.5	P	
G4-EC6	6.2, 6.5	F	
Indirect Economic Impacts			
G4-DMA	8.2	F	
G4-EC7	8.2	F	
G4-EC8	8.2	F	
Procurement Practices			
G4-DMA	7.4	F	Company
G4-EC9	7.4	F	
ENVIRONMENTAL			
Materials			
G4-DMA	8.3	P	
G4-EN1	8.3	P	
G4-EN2	8.3	F	
Energy			
G4-DMA	8.3, 8.4	P	
G4-EN3	8.4	P	
G4-EN4	8.4	P	
G4-EN6	8.4	P	
G4-EN7	8.3	P	
Water			
G4-DMA	8.3	F	
G4-EN8	8.3	F	
G4-EN9	8.3	F	
Biodiversity			
G4-DMA	8.4	F	
G4-EN11	8.4	F	
G4-EN12	8.4	F	
G4-EN14	8.4	F	
Emissions			
G4-DMA	8.4	P	
G4-EN15	8.4	P	

DMA and Indicators	Report Section	Coverage/ Omission	Boundary of Material Aspects
G4-EN16	8.4	P	
G4-EN17	8.4	P	
Effluents and Waste			Company
G4-DMA	8.3	F	
G4-EN22	8.3	F	
G4-EN23	8.3	P	
G4-EN24	8.3	F	
G4-EN26	8.3	F	
Products and Services			
G4-DMA	8.3	P	
G4-EN27	8.3	P	
Compliance			
G4-DMA	8.1	F	
G4-EN29	8.1	F	
Transport			
G4-DMA	8.4	P	
G4-EN30	8.4	P	
Supplier Environmental Assessment			
G4-DMA	7.4	F	
G4-EN33	7.4	F	
Environmental Grievance Mechanisms			
G4-DMA	8.1	F	
G4-EN34	8.1	F	
SOCIAL			
LABOR PRACTICES AND DECENT WORK			
Employment			Company
G4-DMA	6.2	F	
G4-LA1	6.2	F	
G4-LA2	6.2	F	
Labor/Management Relations			
G4-DMA	6.6	F	
G4-LA4	6.6	F	
Occupational Health and Safety			
G4-DMA	6.4	F	
G4-LA6	6.4	P	
G4-LA7	6.4	F	
Training and Education			
G4-DMA	6.3	P	
G4-LA9	6.3, 6.5	P	
G4-LA10	6.3	P	
Diversity and Equal Opportunity			

DMA and Indicators	Report Section	Coverage/ Omission	Boundary of Material Aspects
G4-DMA	6.2	F	
G4-LA12	6.2	F	
Equal Remuneration for Women and Men			
G4-DMA	6.5	F	
G4-LA13	6.5	F	
Supplier Assessment for Labor Practices			Company, suppliers
G4-DMA	7.4	F	
G4-LA15	7.4	F	
Labor Practices Grievance Mechanisms			Company
G4-DMA	6.5	F	
G4-LA16	6.5	F	
HUMAN RIGHTS			
Investment			
G4-DMA	6.6, 8.2	F	
G4-HR1	8.2	F	
Non-discrimination			
G4-DMA	6.5	F	
G4-HR3	6.5	F	
Freedom of Association and Collective Bargaining			
G4-DMA	6.6	P	
G4-HR4	6.6	P	
Child Labor			
G4-DMA	6.6	P	
G4-HR5	6.6	P	
Forced or Compulsory Labor			
G4-DMA	6.6	P	
G4-HR6	6.6	P	
Indigenous Rights			
G4-DMA	-	NA	
G4-HR8	-	NA	
Supplier Human Rights Assessment			
G4-DMA	7.4	F	
G4-HR11	7.4	F	
Human Rights Grievance Mechanisms			
G4-DMA	6.6	F	
G4-HR12	6.6	F	
SOCIETY			
Local Communities			Company
G4-DMA	8.2	F	
G4-SO1	8.2	P	
G4-SO2	8.2	F	

DMA and Indicators	Report Section	Coverage/ Omission	Boundary of Material Aspects
Anti-corruption			Company
G4-DMA	4.1, 4.3	F	
G4-SO3	4.3	F	
G4-SO4	4.1, 4.3	P	
G4-SO5	4.3	F	
Public Policy			Company
G4-DMA	4.3	F	
G4-SO6	4.3	F	
Anti-competitive Behavior			
G4-DMA	4.3	F	
G4-SO7	4.3	F	
Compliance			Company
G4-DMA	4.3	F	
G4-SO8	4.3	F	
Supplier Assessment for Impacts on Society			
G4-DMA	7.4	F	
G4-SO10	7.4	F	
Grievance Mechanisms for Impacts on Society			
G4-DMA	8.2	F	
G4-SO11	8.2	F	
PRODUCT RESPONSIBILITY			
Customer Health and Safety			
G4-DMA	5.4	F	
G4-PR2	5.4	F	
Product and Service Labeling			
G4-DMA	5.6, 5.7	F	
G4-PR3	5.6, 5.7	F	
G4-PR4	5.6	F	
G4-PR5	5.1, 5.6	P	
Marketing Communications			Group
G4-DMA	5.6	F	
G4-PR6	5.6	F	
G4-PR7	5.6	F	
Customer Privacy			Group
G4-DMA	5.5	F	
G4-PR8	5.5	F	
Compliance			Group
G4-DMA	5.4	F	
G4-PR9	5.4	F	

4. Glossary

Please pay attention to the following, frequently used terms:

Term	Refers to
'3.1' or '5.6' etc.	The area and section of this Report (e.g. used in the GRI, Global Compact and Stakeholder Tables). For example, the term '5.6' makes reference to chapter 5 (Responsible Gaming), section 6 (Responsible Communication).
'B2B'	The form of commerce where a company makes a commercial transaction with another, such as sourcing materials for their production process.
'B2C'	The form of commerce where a company sells consumer goods or services to directly to its customers through multiple distribution channels.
'Carbon dioxide' or 'CO2'	The gaseous chemical compound derived from the combustion of fossil fuels (oil, gasoline, natural gas, etc.) and organic compounds (wood, plastic, etc.), which contributes to the greenhouse effect.
'COBIT'	The Control Objectives for Information and Related Technologies, a framework created by the international professional association ISACA for information technology (IT) management and IT governance. The framework provides a set of controls over information technology and organizes them around a logical framework of IT-related processes and enablers.
'Corporate Social Responsibility' or 'Corporate Responsibility'	The voluntary commitment of companies to include in their corporate practices economical, social and environmental criteria and activities, which are beyond the legislative requirements and are related to their impact on Stakeholders.
'Customers'	The end users (players) in countries where INTRALOT is a licensed operator (B2C), as well as Lottery Operators (B2B) in countries where INTRALOT is a provider of technology or manages lottery operations.
'EFQM'	The European Foundation for Quality Management, a non-profit organisation located in Brussels, which promotes Business Excellence and within this frame, also Corporate Responsibility.
'European Lotteries and Toto Association' or 'EL'	The umbrella organisation of national lotteries in Europe, who only offer gaming and betting services in the jurisdictions they are licensed by the respective national government.
'Environmental footprint'	The total greenhouse gas emissions arising directly (e.g. burning of fossil fuels for heating) or indirectly (e.g. by the use of products) from a company.
'Electronic Gaming Machines' or 'EGMs'	The gaming machines with three or more reels which spin when a button is pushed.
'Global Compact'	The United Nations Global Compact, an initiative to encourage companies and organizations worldwide to adopt sustainable and socially responsible policies, as well as to report on their implementation, stating ten principles in the areas of human rights, labor, the environment and anti-corruption.
'INTRALOT' or 'Company'	INTRALOT S.A., the headquarters of INTRALOT Group.
'INTRALOT Group' or 'Group'	All companies of the Group, including INTRALOT S.A. and its subsidiaries.
'ISO'	The largest organisation in the world, developing internationally accepted Standards, such as ISO9001.
'NFC'	The Near-field communication technology, a set of communication protocols that enable two electronic devices to establish communication by bringing them in close distance with each other.
'Player'	The end users of INTRALOT's games.
'Report'	The Corporate Responsibility Report 2015.
'Sales network'	The Points of Sale of INTRALOT's games.
'Video lottery terminal' or 'VLT'	The gaming machine that allows players to bet on the outcome of a video game.
'World Lottery Association' or 'WLA'	The global professional association of state lottery and gaming organizations from more than 80 countries.

5. Feedback Form

Your opinion helps INTRALOT improve

We invite you to share your opinion with INTRALOT and help to improve the Corporate Responsibility Report, by submitting your answers to the following questionnaire:

Which stakeholder group do you belong to?

- | | | |
|--|--|------------------------------------|
| <input type="checkbox"/> Players | <input type="checkbox"/> Customers | <input type="checkbox"/> Suppliers |
| <input type="checkbox"/> Business Partners | <input type="checkbox"/> Retailers | <input type="checkbox"/> States |
| <input type="checkbox"/> Employees | <input type="checkbox"/> Local Communities | <input type="checkbox"/> NGOs |
| <input type="checkbox"/> Media | <input type="checkbox"/> Shareholders | |
| <input type="checkbox"/> Other: _____ | | |

What is your overall impression of the Report?

	Very Good	Good	Average	Poor
Coverage of basic issues regarding the company's operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completeness of quantitative data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completeness of qualitative data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graphics and illustration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balance between sections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What is your opinion regarding the following sections of the Report?

	Very Good	Good	Average	Poor
INTRALOT Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate Responsibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Governance & Compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsible Gaming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee Wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic Sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Societal Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any sections that need to be extended/shortened?

Comments or suggestions

Personal Details (optional):

Full Name: _____

Company/organization: _____

Address: _____

Tel./Fax: _____

E-mail address: _____

Please return this form to:

INTRALOT S.A., Group Corporate Affairs

64 Kifissias Ave. & 3 Premetis Str., GR-15125,
Athens, Greece, e-mail: contact@intralot.com

*Report evaluation information will be statistically processed
toward the sole purpose of making reporting improvements.*

*All personal data are treated as confidential and are
protected as stipulated by law.*

intralot

The logo for Intralot, featuring the word "intralot" in a bold, italicized, dark green sans-serif font. A thick, orange brushstroke underline is positioned beneath the text, starting from the left and tapering off to the right.