

GAMING¹

**2023
SUSTAINABILITY
REPORT**

**IN PURSUIT
OF A
SUSTAINABLE
FUTURE**

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ABOUT THIS REPORT

GRI & SDGS

To compile this sustainability report, we have followed the internationally recognized standards provided by the Global Reporting Initiative (GRI). Additionally, we have explored opportunities to contribute to the United Nations Sustainable Development Goals (SDGs). These can be found throughout the report.

ANNUAL REPORT

This second ESG report from GAMING1, published in 2024, offers insights into our Environmental, Social, and Governance performance from 1 January 2023 to 31 December 2023. We commit to annual updates to maintain transparency regarding our sustainability efforts and future priorities.

SCOPE

Unless otherwise specified, this report encompasses all activities of the GAMING1 Group worldwide.

REPORT DRAFTING

The drafting of this report was a collaborative effort between Robine MERTENS, Audit Officer, with the valuable support of Nicolas HENAUX, Internal Auditor Manager.

LETTER FROM OUR BOARD

2023 was a year marked by a series of regulatory changes in Belgium and the Netherlands, prompting us to refocus on our main market, namely Western Europe, as a precaution against these often emotional and uncoordinated initiatives by our policymakers, which are not always in line with industry experts' advice.

Additional pressure was also exerted by some of our partners regarding the perception of our sector, which is sometimes misunderstood.

That's why we proactively evolved our ESG strategy and its implementation, notably by maintaining our Ecovadis Silver label despite the tightening of the criteria. We also heavily invested in addition detection and prevention tools to make the user experience even more enjoyable, initiated the greening of our energy sources, and published our first ESG report.



Nicolas Léonard
Chief Strategy Officer, GAMING1



*“We proactively evolved
our ESG strategy and its
implementation.”*

ABOUT GAMING1

GAMING1, with around 1,400 employees, including 405 at its Liège hub, achieved a turnover of 480 million euros in 2023, showcasing a CAGR of 7%. We proudly stand as the leading entity in Belgium for games of chance, embracing casinos, sports betting and poker, both offline and online.

Our mission is to offer the preferred gaming experience, geared to regulated markets, while favoring responsible behavior. We do this by leveraging our own technology and relying on a strong local physical or affiliate network to provide competitive advantages and develop both nationally and internationally.

The group's Belgian activities include the Namur and Spa casinos, as well as over 30 Circus gaming halls, along with the Circus.be, 777.be and Pokerstars.be websites.



1400
EMPLOYEES

480
MEUR
IN 2023

Internationally, the group owns 7 casinos and the Circus Club in France and, in Switzerland, the Davos and Crans Montana casinos. Additionally, it operates, in partnership with leading national operators, several online gaming sites in Spain, Switzerland, Portugal, France, the United States and the Netherlands.

OUR BRANDS

Map highlighting the countries in which we operate, displayed in gold. Scan the QR code to see our brands, sorted by country and categorized as online/land-based.

DISCOVER OUR BRANDS HERE





Our office in Malta

21

EMPLOYEES IN MALTA

6

MOST SIGNIFICANT ORGANIZATIONS IN THE GAMBLING SECTORS REPRESENT BAGO

MALTA'S HUB

In 2014, convinced by its unique partnership business model offered to land-based operators to enable them to expand online, GAMING1 opened an office in Malta, the European hub of iGaming. The objective is to manage the development of our international activities.

In 2023, the offices relocated to a new building in Malta, providing our 21 on-site employees with an experience that integrates comfort, technology, a relaxing atmosphere and flexibility.

ARDENT GROUP

GAMING1 is part of the Ardent Group portfolio, a group from Liège sharing values of solidity, curiosity and loyalty, with the aim of actively and responsibly participating in the economic redevelopment of Wallonia through entrepreneurial and societal projects.

BAGO

GAMING1 is member of the Belgian Association of Gaming Operators (BAGO), which represents the union of the six most significant organizations in the gambling sector. Together, they account for 70% of both the online and offline gambling market in Belgium. BAGO pursues a quadruple objective:

- Playing a pioneering role in promoting responsible gambling.
- Ensuring the economic sustainability of the sector and the jobs dependent on it.
- Upholding the attractiveness of the private gambling sector as a bulwark against illegal gambling activities.
- Serving as a reliable interlocutor for public authorities and the community.



GAMING1'S VALUES

To make our vision and mission a reality for both our clients and employees, we rely on five core values that shape our company culture.

TEAM SPIRIT



Team spirit is vital in any company as it promotes collaboration, unity and synergy among employees. When individuals work together with a shared sense of purpose and camaraderie, they can achieve goals more efficiently and effectively. Additionally, team spirit fosters a positive work environment, enhances communication, and boosts morale, leading to increased productivity and overall success for the organization.

INTEGRITY



We understand that making mistakes is a natural part of progress. However, it is essential to acknowledge our errors to maintain respectful and impeccable conduct toward our colleagues, partners, and customers. We uphold integrity, strong work ethics and empathy in all our professional interactions, ensuring that our actions are beyond reproach.

PERFORMANCE



Driven by our pursuit of performance, we aim for excellence in all that we do. This entails optimizing our organizational structure to deliver exceptional gaming experiences to our customers and provide outstanding services that benefit our colleagues. Our commitment to performance ensures that we continually strive to exceed expectations and achieve the highest standards of quality and efficiency.

BOLDNESS



Every member of GAMING1 is empowered to take initiative, therefore demonstrating a proactive attitude by anticipating, making suggestions and taking calculated risks to advocate for our ideas. This proactive and optimistic approach is ingrained in our daily operations, fostering a culture of innovation and continuous improvement.

PLEASURE



Beyond the enjoyable activities offered by GAMING1, we find genuine pleasure in our work, driven by our passion for what we do, our admiration for our colleagues and the strong bonds we share. This sense of enjoyment extends beyond tasks and projects, enriching our workplace environment and enhancing our overall experience.

OUR 2023 ESG HIGHLIGHTS

ESG REPORT

We were proud to announce in 2023 the release of our inaugural ESG report, marking a significant milestone in our commitment to corporate social responsibility.



SILVER | Top 15%

ecovadis
Sustainability Rating
JAN 2024

ECOVADIS

For the second consecutive time, HQ1 has been awarded the silver medal following its sustainability assessment by EcoVadis. This recognition places us in the top 15% of the highest-rated companies audited by EcoVadis worldwide.



TOP EMPLOYER

We proudly retain our title as a Top Employer in Belgium, a testament to the outstanding quality of our human resources practices within our organization.



CARBON FOOTPRINT 2023

This year, we've expanded the scope of our carbon footprint to include our Belgian land-based activities. The company Carbo has enabled us to conduct this assessment.



ARDENT AWARD

In 2023, the 6th edition of the Ardent Awards took place to support 6 new winners. They received donations totalling over €90,000, providing them with a significant boost for their various social and environmental projects.



BAGO

We are proud signatories of the Duty of Care convention, which is BAGO's commitment to providing every player with a safe, responsible, and supportive environment, where entertainment is coupled with mindful gaming.

DOUBLE MATERIALITY ASSESSMENT

Double materiality is a concept that involves taking into account both the impact of an organization's activities on the environment and society, as well as the impact of these issues on the company value.

The aims of this assessment are:

- Define the organization's ESG priorities: by identifying the ESG issues that are most important to the organization, in terms of risks, opportunities and impacts, the organization can focus its efforts on the most relevant areas.
- Develop a coherent ESG strategy: double materiality helps the organization implement an ESG strategy that is aligned with its financial objectives and sustainability challenges.
- Improve transparency and communication: double materiality helps the organization to communicate in a transparent and comprehensive manner about its ESG performance to its stakeholders.

Our 3 aims: define the organization's ESG priorities, develop a coherent ESG strategy and improve transparency and communication.

METHODOLOGY

PHASE 1

Define the purpose and scope: our purpose is to identify and address the most material ESG issues for our online operations and our main offices.

PHASE 2

Identify potential topics: we create a list of 50 potential material topics relevant to our company.

PHASE 3

Categorise each topic: we have categorized all the topics into the following categories: environment, social, and governance, in line with the pillars of our approach.

PHASE 4

Assess impact and importance: GAMING1 has explored each material topic in detail to understand its relevance to the business and selected 12 topics after a workshop with our CSO, COO and CCO.

PHASE 5

Prioritise the main topics based on feedback: G1 has prioritised the material topics based on the strategic importance to the business, importance to stakeholders and the ESG impact. This was done by identifying the opportunities, risks and impacts of each theme.

PHASE 6

Engage management and seek approval: we test the results of our materiality assessment with key internal audience, in other words, our management, to validate the outcome.

PHASE 7

Seek stakeholder feedback: we have requested the feedback from our internal stakeholders, which includes our employees and shareholders, and we also proceeded in the same manner with our external stakeholders, namely authorities, customers, and partners.



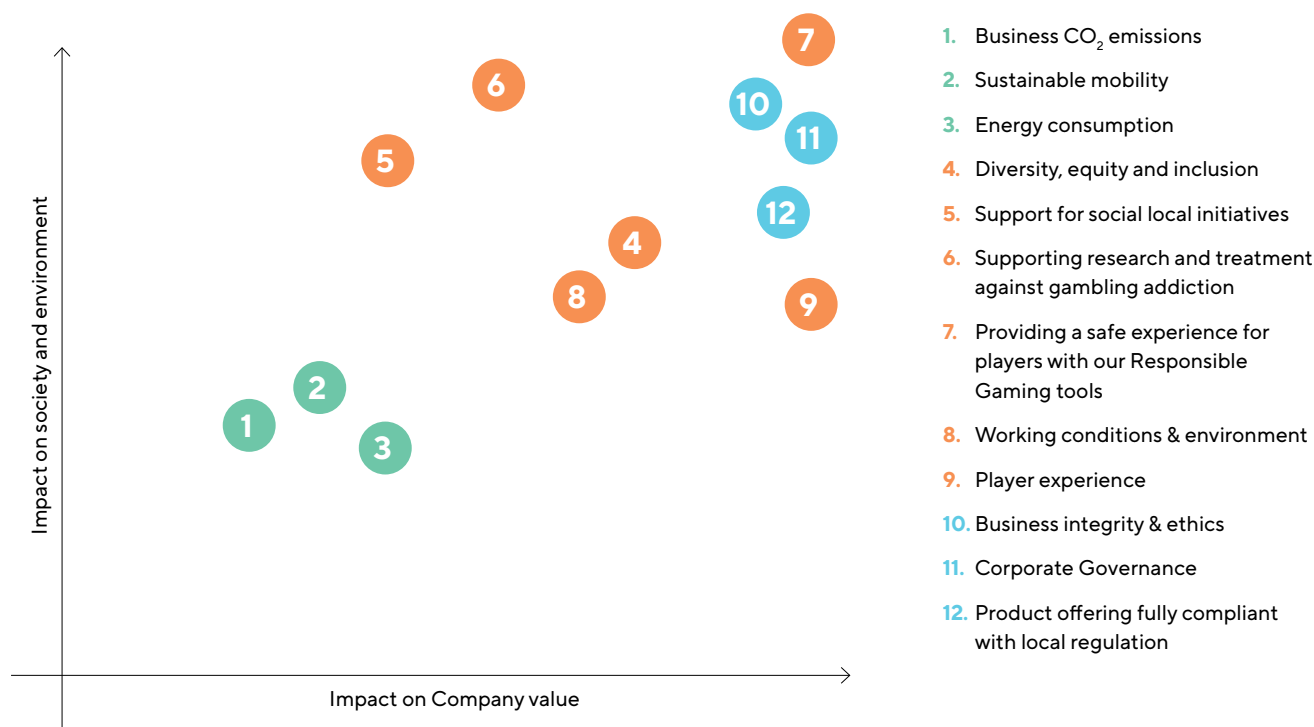
ENVIRONMENT GOVERNANCE SOCIAL

MATERIALITY MATRIX

This table presents the results of our Double Materiality Assessment. It was created following discussions with our stakeholders, positioning various topics based on their impact on the environment and society, as well as their impact on the financial performance of the organization.

All themes have been categorized. **In green**, the 3 environmental themes. **In orange**, 6 social topics. **In blue**, 3 governance-related themes.

The most important topics that we intend to prioritize are those in the upper right corner of the table, although we obviously intend to give attention to all of them.



MATERIALITY TOPICS

We were able to conduct our Double Materiality Assessment by identifying all the risks, opportunities and impacts associated with each theme.

BUSINESS CO₂ EMISSIONS

Risks

- Stricter regulations in the field
- Repelling potential investors
- Harming the company's reputation
- Natural disasters

Opportunities

- Enhanced investor attractiveness
- Innovation in products and technologies
- Strengthening the company's reputation

Impacts

- Environmental
- Regulatory (many regions/countries have implemented CO₂ emission quotas to comply with)
- Possible alteration of the supply chain and value chain

SUSTAINABLE MOBILITY

Risks

- Costly financial investments
- Heavy logistics for a substantial electric car fleet
- Harm to the company's reputation if not proactive

Opportunities

- Long-term cost reduction
- Enhancing the company's reputation
- Improved taxation of electric vehicles

Impacts

- Replacement of an existing vehicle fleet
- Loss of autonomy in travel
- Reduction in CO₂ emissions
- Need for developing charging infrastructure

ENERGY CONSUMPTION

Risks

- Fluctuation in energy costs
- Harm to the company's reputation if not proactive

Opportunities

- Cost reduction
- Enhancement of the company's reputation

Impacts

- Environmental
- Identification of key consumption areas
- Implementation of innovations enabling lower energy consumption

DIVERSITY, EQUITY AND INCLUSION

Risks

- Lack of employee diversity
- Discrimination
- Social conflicts
- Boycott

Opportunities

- Creating a more inclusive culture
- Attracting and retaining talent
- Enhancing the company's reputation

Impacts

- Implementing a DEI policy

SUPPORT FOR SOCIAL LOCAL INITIATIVES

Risks

- Disruptions in company operations (e.g., volunteer days)
- Fund embezzlement

Opportunities

- Enhancing the company's reputation
- Increasing employee engagement
- Promoting diversity, inclusion, and equality
- Economic benefits

Impacts

- Integration of the company into the community
- Positive social impact

SUPPORTING RESEARCH AND TREATMENT AGAINST GAMBLING ADDICTION

Risks

- Costly financial investments
- Uncertain research advancements

Opportunities

- Strengthening the company's reputation
- Attracting and retaining players
- Increasing awareness of this issue
- Positioning the company as an industry leader

Impacts

- Positive societal impact
- Sectoral advantage compared to our competitors

PROVIDING A SAFE EXPERIENCE FOR PLAYERS WITH OUR RESPONSIBLE GAMING TOOLS

Risks

- Negative consequences on the health and well-being of players
- Legal actions
- Harm to the reputation

Opportunities

- Strengthening the company's reputation
- Player retention
- Increasing awareness of this issue
- Positioning the company as an industry leader

Impacts

- Positive societal impact
- Boosting innovation in online gaming addiction analysis and protection technologies
- Potential impact on revenues

WORKING CONDITIONS & ENVIRONMENT

Risks

- Employee health and safety
- Legal actions
- Harm to the reputation
- Operational issues/strikes

Opportunities

- Enhance employee satisfaction/engagement
- Improve productivity
- Strengthen the company's reputation
- Attract talents

Impacts

- Improvement of employee well-being
- Company attractiveness

PLAYER EXPERIENCE

Risks

- Loss of players
- Excessive customer support solicitation

Opportunities

- Improvement of player satisfaction/engagement/retention
- Player involvement in product development
- Differentiation from competitors

Impacts

- Player satisfaction
- Positive financial impacts

BUSINESS INTEGRITY & ETHICS

Risks

- Harm to the company's reputation
- Fraud
- Corruption
- Money laundering
- Legal actions

Opportunities

- Strengthen the company's reputation
- Build healthy, long-term relationships with regulators

Impacts

- Stakeholder trust
- Increased compliance risk management

CORPORATE GOVERNANCE

Risks

- Loss of trust from investors, customers, employees, and players
- Ineffective decision-making
- Decreased company performance
- Fraud and corruption

Opportunities

- Improvement of financial performance
- Enhancement of transparency and accountability
- Improvement of reputation and trust
- Standardization of processes and productivity gain

Impacts

- Long-term sustainability
- Financial performance

PRODUCT OFFERING FULLY COMPLIANT WITH LOCAL REGULATION

Risks

- Additional costs
- Loss of flexibility
- Legal actions
- Loss of approval

Opportunities

- Enhancement of the company's reputation
- Improvement in market access
- Enhancement of product safety
- Improvement of brand image

Impacts

- Player protection
- Long-term operational viability

UNITED NATION'S SUSTAINABLE DEVELOPMENT GOALS

DISCOVER ALL
THE 17 GOALS
HERE



The Sustainable Development Goals (SDGs) were adopted by the United Nations in 2015 to promote sustainable development. They call on governments, companies, NGOs and all other social actors to address the most pressing global issues, such as poverty, inequalities, famine, education and climate change, and contribute to the achievement of these 17 goals.



WHAT ARE THE GOALS WHERE GAMING1 CAN HAVE THE MOST SIGNIFICANT IMPACT?



GAMING1 places great emphasis on player protection. We aim to provide players with a secure gaming environment while ensuring that they play within their means and derive enjoyment from it. Additionally, we place significant importance on the mental and physical well-being of our employees. Furthermore, we support various associations to contribute to the well-being of others in society.



We provide our employees with a pleasant, supportive and respectful work environment, along with competitive salary packages that reflect their contributions. In addition, we invest in training and development opportunities for everyone, so each individual can thrive in their career.



In order to establish a high-quality, reliable and resilient infrastructure, we are investing in sustainable and high-quality buildings. Additionally, we support scientific research and continuously enhance our technological capabilities to improve our products and, most importantly, to safeguard our users.



In our efforts to minimize our environmental footprint, we are committed to practicing responsible consumption internally as well as within our supply chain. It is imperative to take swift action in addressing climate change and develop a clear roadmap for decarbonization.



In pursuit of promoting a fully legal and ethical gaming environment, we have established robust internal policies to combat corruption, money laundering, illegal financial flows and all forms of fraud. We aim to uphold the ethics and compliance of our operations.

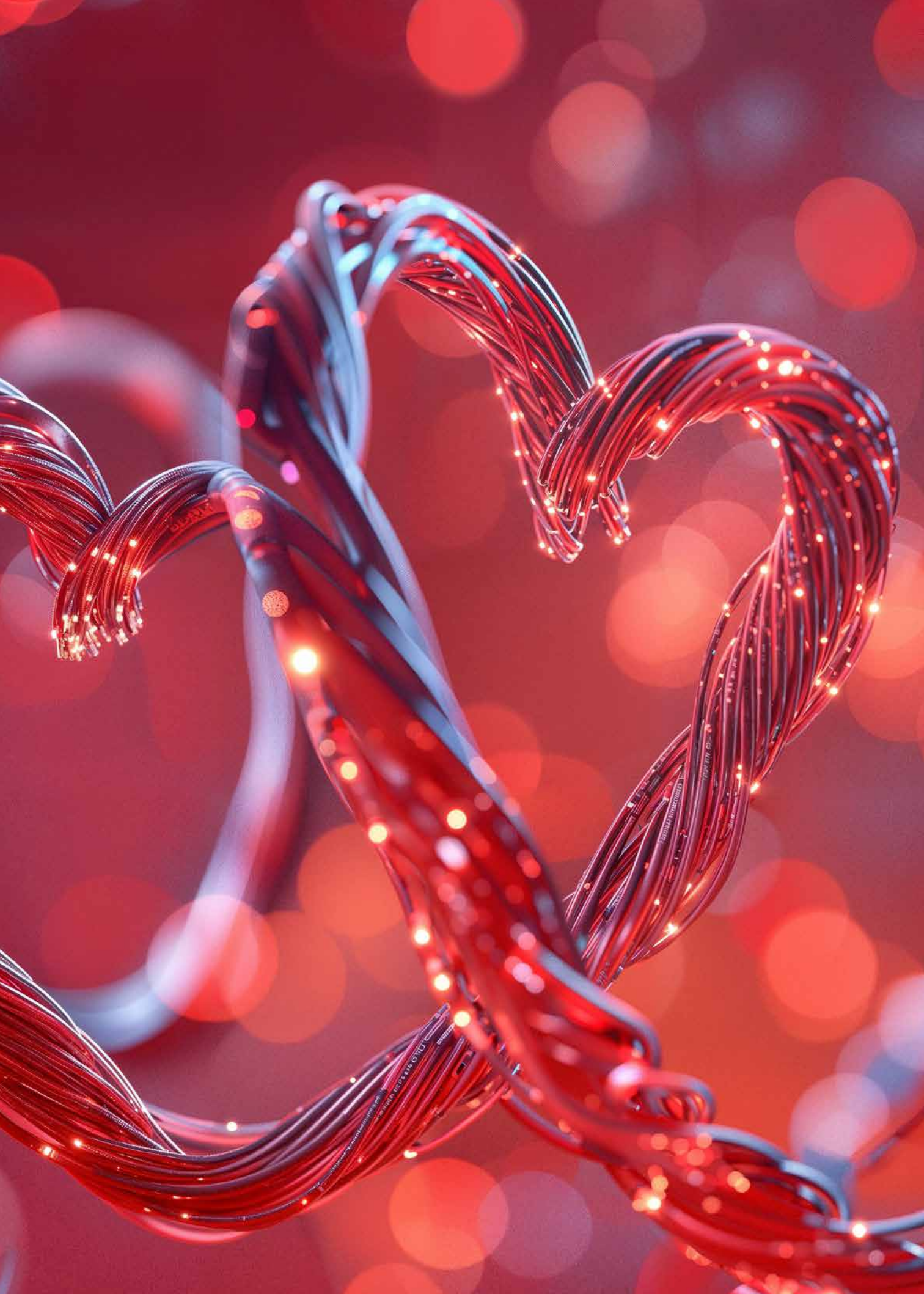
SOCIAL

At GAMING1, we prioritize three key groups: players, employees and community.

First and foremost, we recognize the importance of addressing the potential for gambling addiction among players, a concern that demands our utmost attention. It is our responsibility to safeguard these players by providing a secure, monitored and regulated gaming environment, to minimize the risk of addiction.

Then, we understand that the commitment and skills of our employees are the very engine of our activities. Their well-being at work is therefore paramount. For this reason, we do everything in our power to offer them a pleasant working environment where everyone can develop their talents, achieve their goals and feel valued every step of the way.

Lastly, driven by our core values and beliefs, we are committed to tackling societal issues and lending our support to the Belgian community through various charities and other initiatives.



PLAYERS



RESPONSIBLE GAMING

GAMING1 is acutely aware of its societal role and ethical responsibility to combat problematic behaviors, providing a regulated and secure gaming environment for its players. GAMING1 has long integrated responsible gaming into its overarching strategy.

According to Sciensano, 0.9% (≈100.000 individuals) of the Belgian population is at risk of gambling addiction, with 0.2% (≈20.000 individuals) at serious risk. The risks involved include social isolation and, in severe cases, lying to loved ones or accumulating debts to sustain gambling habits. Nevertheless, this also implies that over 99% of the population engages in gambling purely for recreational purposes.

Source: L. Gisle, S. Drieskens. *Pratique des jeux de hasard et d'argent. Bruxelles, Belgique* : Sciensano. Numéro de rapport : D/2019/14.440/69. Disponible en ligne : www.enquetesante.be

0.2%
OF THE BELGIAN
POPULATION IS AT
SERIOUS RISK OF
GAMBLING ADDICTION

OUR PROACTIVE DETECTION TOOL

Considering our commitment to responsible gaming, the group initiated a partnership three years ago with Dr. Xavier Noël, a renowned psychologist and addiction specialist from the Free University of Brussels. Leveraging his scientific expertise and our anonymized player database built over the years, we collaborated to create an innovative tool utilizing artificial intelligence to detect problematic gambling behaviors online.

This revolutionary prevention tool analyzes and identifies indicators of potentially risky behavior based on player habits and legally recorded operator data. It considers various parameters such as time spent, amounts wagered, gaming frequency and betting patterns. Artificial intelligence coupled with data science determines the player's risk profile based on behavior indicator analysis. Operational for three years, our system automatically triggers an alert when risky behaviors are identified, enabling our Responsible Gaming team to intervene proactively and offer personalized assistance to players.

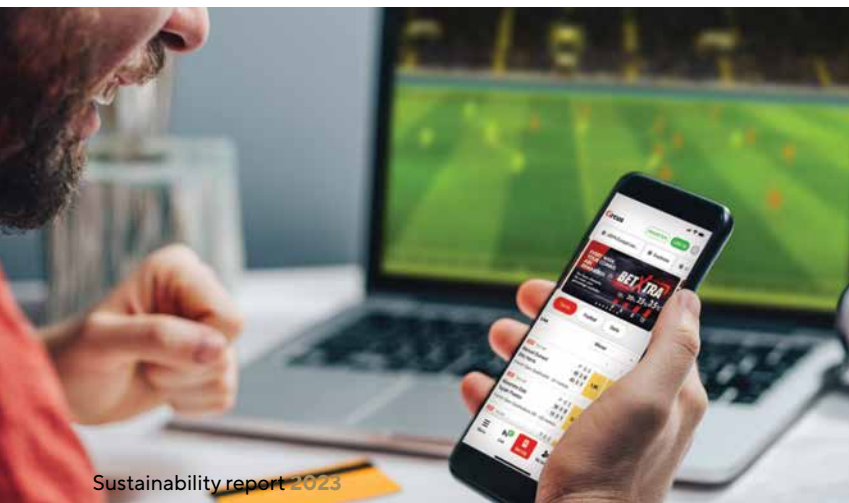
GAMING1's problematic behavior detection tool is a tangible example of the group's commitment to responsible gaming. It illustrates that the group not only provides entertainment but also cares about the health and well-being of its players. By swiftly identifying risky behaviors, GAMING1 can take preventive action and provide players with the necessary resources to overcome their difficulties.

NONOXA

The proactive detection tool mentioned above is exclusively used for our operations utilizing the GAMING1 platform (excluding the USA). In order to extend our Responsible Gaming policy across all our operations, we have decided to partner with NoNoxa for our brand 777, which includes 777.be, 777.nl and 777.es.

The NoNoxa Solution is a responsible gaming tool that leverages artificial intelligence and machine learning to assist us in identifying and managing at-risk 777 players.

In practical terms, the platform operates by collecting data on player behavior from



According to Sciensano, 0.9% of the Belgian population is at risk of gambling addiction, with 0.2% at serious risk.

various sources, such as time spent gaming and interactions with customer service. This valuable data is then used to create individual profiles for each player. Drawing on these profiles, NoNoxa is able to offer personalized measures to aid at-risk players. These measures may include deposit limits, suspension periods or even gambling exclusions.

This partnership aims to harness NoNoxa's cutting-edge technology to enhance the existing responsible gaming measures in place at 777.

OTHER PREVENTION AND PLAYER PROTECTION TOOLS

In line with our commitment to responsible gaming, every player automatically receives neutral and educational emails regarding the risks of gambling. In 2023, for example, 208,794 emails were sent automatically to our players in Belgium and the Netherlands for prevention and awareness purposes. If their behavior indicates risk, communication becomes increasingly frequent and encouraging, with reminders and specific messages urging moderation.

Circus.be + Circus.nl	2022	2023
Personalized messages send	1,913	5,080
Automatic emails send	122,000	202,002

The increase in these figures can be attributed, on one hand, to the reinforcement of our responsible gaming processes, and on the other hand, to the growing number of players on our platforms.

Furthermore, several moderation and self-regulation tools are provided to players to help them maintain control over their activities. These include assessment tests,

spending limits and mechanisms for taking breaks. In the current year, we've introduced additional moderation tools, such as daily, weekly or monthly loss and/or bet limits. Currently, 38% of our online players are voluntarily utilizing these features.

It's also important to note that in Belgium, the law already imposes a deposit or betting limit of €200 per week per website. However, this limit can be increased after an investigation conducted with the National Bank to verify that the applicant is not in default of payment. The player can go back at any time thanks to our tools

What's more, we take proactive steps to inform players about the risks of gaming, including displays in our gaming halls, prevention campaigns, informational pages, links to support centers and personalized emails for vulnerable players, as recommended by the Belgian Gaming Commission.

If a player persists despite warnings, we encourage them to implement self-regulation mechanisms. If they fail to do so, we reserve the right to impose gaming limits, whether in terms of deposits or connection time. In extreme cases, temporary exclusion may be necessary. However, we believe it's more effective when players make these decisions themselves, as they become more aware of the consequences.

Additionally, Belgium has been a pioneer in implementing the EPIS system (Excluded Persons Information System). EPIS centralizes information on all individuals excluded from gambling by the Belgian Gaming Commission (Unfortunately, only the private and legal gambling sector utilizes this electronic database). Among the 55,000 individuals currently excluded, nearly 90%

38%

OF OUR ONLINE PLAYERS ARE VOLUNTARILY UTILIZING OUR MODERATION TOOLS

EPIS

CENTRALIZES INFORMATION ON ALL INDIVIDUALS EXCLUDED FROM GAMBLING BY THE BELGIAN GAMING COMMISSION

€230.000

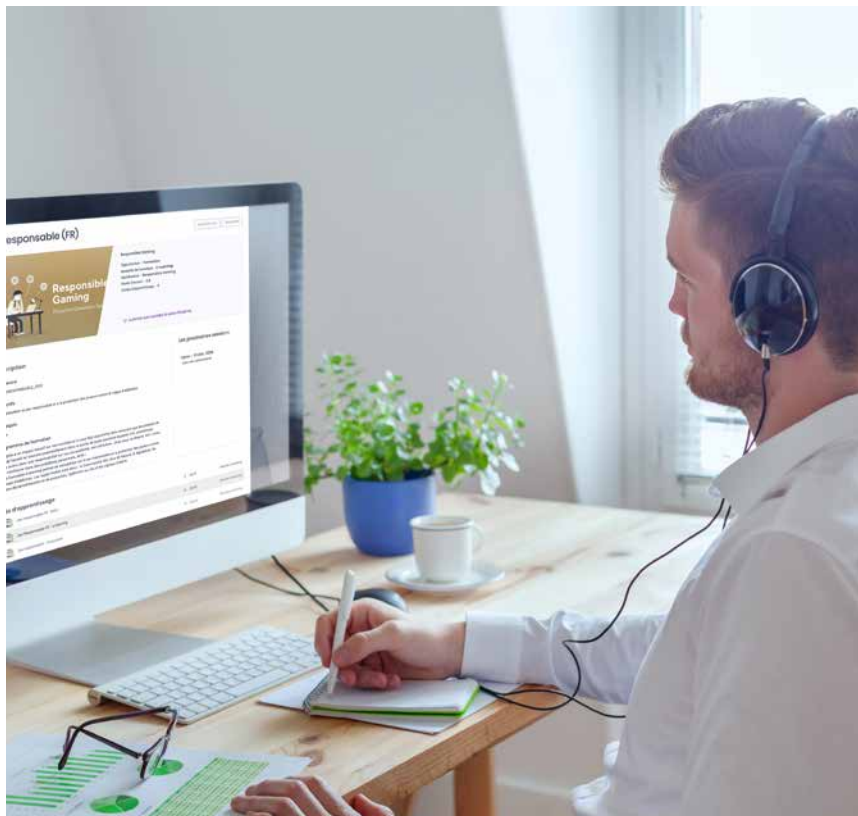
WE HAVE CONTRIBUTED THIS AMOUNT TO RESEARCH INITIATIVES ON ADDICTION

are preventively excluded. The systematic identity verification process not only applies to legal online gambling platforms but also to land-based establishments, ensuring comprehensive protection for the most vulnerable players. As a result, we identified 27,208 attempted log ins to our platforms in 2023, resulting in an error message. This system is now also in place in the Netherlands and Portugal, where we operate in the same manner.

Finally, regarding our land-based establishments, we have implemented enhanced training and awareness programs on responsible gaming for our staff this year. Furthermore, alcohol consumption is prohibited in our gaming halls to ensure players maintain full control over their actions.

SUPPORTING RESEARCH ON ADDICTION

To date, we have contributed €230,000 to research initiatives. This financial support has been directed to the University of Brussels to aid in advancing our understanding and assistance for individuals dealing with gambling risky behavior. The aim is to gain deeper insights into addiction mechanisms, which can also have applications in addressing other addictive behaviors such as those related to social media and video games.



Every new employee has undergone a comprehensive training program developed in partnership with the Gaming Clinic

TRAINING OF OUR EMPLOYEES

Since 2021, every new employee has undergone a comprehensive training program developed in partnership with the Gaming Clinic at Brugmann University Hospital. Presented as an interactive e-learning course, this training is a mandatory requirement for all employees to renew annually. In 2024, we have plans for a complete overhaul of this program to ensure it remains up-to-date and receives a refreshed design. Additionally, a brochure will be distributed to all employees to raise awareness.

TARGETS FOR THE FUTURE

In the near future, the Responsible Gaming team aims to implement new moderation tools to continually empower players to manage their gaming activities according to their needs and desires.

Furthermore, we are planning to provide players with real-time access to information about all their gaming activity to enhance transparency. This will include a comprehensive gaming report detailing total sessions in terms of time and money, preferred game types and much more. This will help guide the player towards the moderation tool that best suits their needs and to increase awareness of their activities.

BAGO SIGNS THE DUTY OF CARE CONVENTION

In November 2023, six operators, all members of the Belgian Association of Gaming Operators, including GAMING1, proudly signed the Duty of Care convention. This convention establishes a clear framework within which each operator commits, if not already done so, to develop a prevention policy aimed at identifying and addressing problematic gambling behaviors more swiftly, based on scientific criteria.

This prevention policy is structured around four key pillars:

- **Detection system:** Utilizing advanced algorithms, artificial intelligence and scientific criteria (Markers of Harm), this system identifies potentially risky behaviors. Criteria include gaming frequency, duration, intensity, deposits and other relevant factors crucial for pinpointing potential risks.
- **Player protection measures:** These encompass a range of actions and recommendations aimed at safeguarding players. This includes providing comprehensive information on potential risks, offering voluntary deposit limits, implementing a 'reality check' feature to prompt players to assess their gaming habits, facilitating self-exclusion options, and enforcing general exclusion measures by regulatory authorities.
- **Staff education and training:** Ensuring staff members are equipped with the knowledge and skills to recognize potential issues and intervene effectively is paramount. Through ongoing education and training programs, employees are empowered to identify problematic behaviors and take appropriate action to mitigate risks.

→ **Transparency and collaboration:** Transparency and collaboration with regulatory bodies, such as the Belgian Gaming Commission, are essential. Therefore, the implemented prevention policy is actively shared with relevant authorities, fostering open communication and collaboration to ensure the effectiveness of efforts in promoting responsible gaming practices.

Therefore, it can be observed that GAMING1 is already fully committed to prevention and already meets all criteria.

In the long term, operators aim to collaborate with the Belgian Gaming Commission to establish an independent monitoring mechanism. They also call on the government to make it mandatory by law for all legal gambling operators in Belgium, including the National Lottery, which currently does not implement any measures to protect minors and vulnerable players to adopt such protective measures.

Emmanuel Mewissen, Vice President of BAGO and CEO of GAMING1, adds: *"However, it is not enough to create a legal and safe gaming environment. Players must also be able to find their way there. And this is becoming increasingly difficult because legal operators have been banned from advertising. Today, 1 in 5 Belgians already play in the illegal circuit. Tomorrow, it may be 2 in 5."*

Emmanuel Mewissen,
Vice President of BAGO
and CEO of GAMING1



NOMINATED FOR AN EGR B2B AWARD

In 2023, we were also in the running for the **Safe Supplier** award, which is a testament to our hard work to achieve ever more responsible gaming with the utmost respect for our players. This nomination was particularly important to us because at GAMING1, we make it a point of honor to make the safety of our players a priority.

1/4

OF PLAYERS ADMIT TO HAVING GAMBLED WITH AN ILLEGAL OPERATOR IN THE LAST 3 MONTHS

THE FIGHT AGAINST ILLEGAL SITES

In an increasingly digitalized world, many players are now turning to online gaming. In this context, the offering of online games has significantly expanded, leading to the proliferation of illegal sites. These illegal operators fail to comply with legal obligations regarding advertising, deposit limits, minimum legal age and payment methods. Such sites pose a real danger to players who no longer benefit from any protective measures and may even face legal action.

Unlike illegal sites, legal ones offer a permanent point of contact, a gaming authority, which is there to support players' inquiries and concerns. In case of complaints, players can turn to the gaming authority to support their complaints.



At GAMING1, we are aware that the promotion of gambling activities must be conducted with ethical, responsible and thoughtful perspectives. Nevertheless, since 1 July 2023, advertising for gambling has been heavily restricted in Belgium, and operator sports sponsorship is set to disappear within three years. The rules imposed by this royal decree do not sufficiently take into account the digital reality. The current market is saturated with illegal gaming sites bombarding users with advertising messages. We believe it is essential to channel players towards the legal sector, where we can identify problematic gambling behaviors and provide support to combat gambling risky behavior. By weakening the legal sector, unfortunately, we encourage the illegal sector.

To raise awareness and inform players about the difference between legal online gaming and illegal online gaming and the specific dangers of the latter, we use the "Always Play Legally" logo on our Belgian websites. By clicking on the logo, a list of legal gambling sites will appear along with advice on how to recognise a legal site from an illegal one.

WE ALSO CONDUCTED OUR OWN RESEARCH

While scrolling through social networks, it's highly likely to come across an advertisement from an illegal website promoting bonuses or free spins. Both of these elements, along with gambling advertisements, are actually completely prohibited for legal Belgian operators, with the aim of not enticing the public to gamble. Unfortunately, the more rules are imposed on legal operators, the more illegal operators exploit the situation to gain visibility.

Indeed, according to a survey of 1,000 Belgians, 26% of players admit to having gambled with an illegal operator in the last 3 months. This represents a 6% increase compared to the period before the Belgian Royal Decree, which came into effect in July 2023 and prohibits legal operators from

An illegal operator is not subject to any regulation or taxation and offers no protection to players.

advertising. Among the most vulnerable players, 43% of respondents have done so.

Source: Study conducted by Nepa in May/June 2023, and then in November/December 2023.

As a legal operator concerned with the integrity of the gambling sector and consumer protection, we have actively searched for aggressive advertisements from illegal platforms during the months of July and August 2023, in order to report them to the Belgian Gaming Commission. This was done in the sincere hope that concrete actions would be taken as soon as possible to counter the growing influence of illegal operators. In this endeavor, we submitted a total of 1,035 reports to the Commission. Moving forward, we persist in sporadically submitting declarations in our ongoing efforts to combat illicit gambling activities.

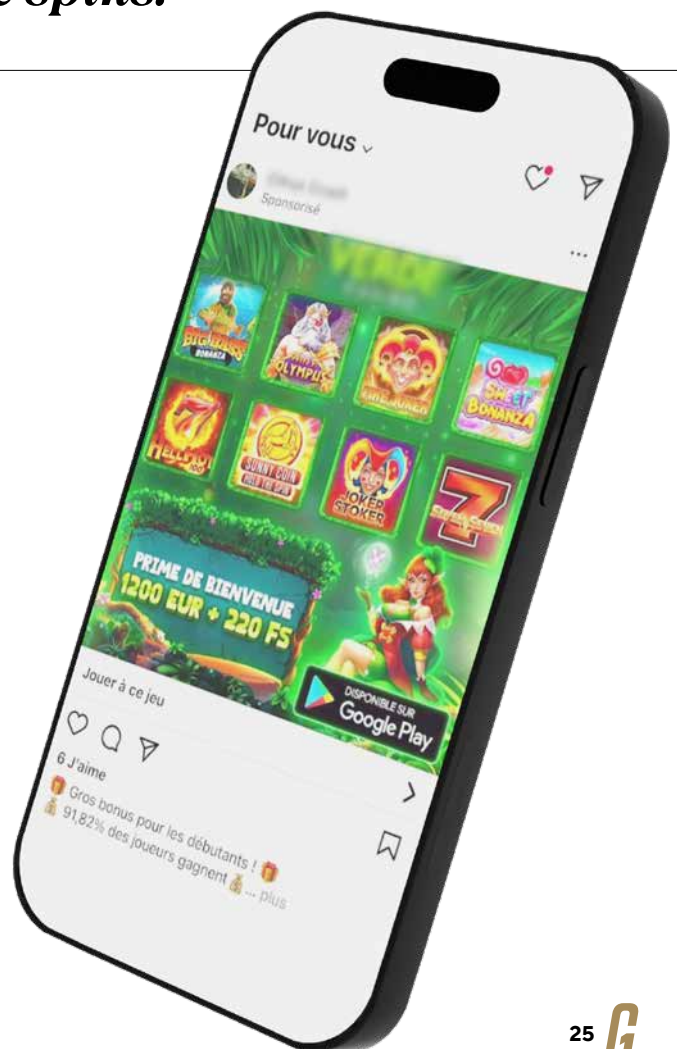
For several years now, the Commission has maintained a blacklist intended to block illegal operators, but the blacklist is not functioning perfectly. There are tens of thousands of illegal operators, and only slightly over 450 are included in the list. Then, some of the listed sites easily find ways to bypass this blocking mechanism and remain active. Additionally, the use of a VPN is increasingly common and allows easy access, in a few clicks, to an illegal site that has been blocked in Belgium by the Commission.

In addition to this, at gaming conventions, we are increasingly encountering actors from the illegal gambling sector. Indeed, some of the booths may represent various platform companies, marketing firms, and other entities involved in promoting unlicensed gambling. This phenomenon is particularly concerning because these platforms seem to specifically target Belgium and other regulated countries, cir-

cumventing current regulations. We have reported this alert to the gaming authorities for denunciation.

Our mission today is to establish better dialogue among key stakeholders such as the elected representatives, regulators, the private sector and organizations specialized in addiction in order to address these issues.

While scrolling through social networks, it's highly likely to come across an advertisement from an illegal website promoting bonuses or free spins.



PLAYER SATISFACTION

We strive to provide the best possible experience for our players. They can reach out to us via email or chat for assistance 7 days a week, from 8 am to 3 am. Our average response time is 12 minutes. Following each interaction, a satisfaction survey is sent to the player. This year, we received a satisfaction rating of 78.62% for email tickets and 80.10% for chat support, reflecting the quality of our services across our online operations in Belgium, including turnkey partners (gambling sites to which we provide our technology).

The Net Promoter Score (NPS) for our major operations, Circus.be, Circus.nl and 777.be, was 7.8 in 2023.

We are constantly enhancing the player experience to elevate customer satisfaction year after year.



	2022 (Circus.be)	2023 (Circus.be, Circus.nl, 777.be)
Player NPS	5.2	7.8

	2022	2023
Satisfaction rate email tickets (Circus.be)	76.33 %	79.10 %
Satisfaction rate chat support (Circus.be)	79.81 %	80.10 %

12 MIN.

**AVERAGE RESPONSE
TIME OF OUR
ASSISTANCE**

EMPLOYEES



TOP EMPLOYER CERTIFICATION

For the third consecutive time, we are delighted to announce that GAMING1 has been awarded the prestigious Top Employer certification. This achievement reflects our ongoing commitment to the goal we set last year. The Top Employers Institute recognizes the world's leading employers annually through this certification, which is bestowed upon companies following a thorough analysis of their HR practices. This certification serves as a valuable tool for companies, aiding them in both assessing and enhancing their workplace environments for employees, as well as attracting top talent.

To date, GAMING1 stands as the sole Belgian gaming operator to have attained this esteemed certification, highlighting our unwavering dedication to continually improving working conditions for all our employees. Our group has excelled in Employer Branding and integration processes, attributed largely to our robust and distinctive corporate culture built on the values of pleasure, team spirit, integrity, boldness and performance. GAMING1 offers each new employee a comprehensive integration process, facilitating swift and effective adaptation to the work environment.

While this certification serves as a commendable recognition of our collective efforts, the group remains steadfast in its commitment to further enhancement. In 2024, our primary objective is to fortify our organizational structure and foster a culture of performance, characterized by a collective commitment to excellence across all levels. We aim to align the actions and objectives of every individual with the five fundamental values of our corporate culture.

RESULTS

Employer Branding	96 %
Talent Acquisition	94 %
Onboarding	81 %

76.22%

TOP EMPLOYER OVERALL SCORE IN 2023
AGAINST 76% IN 2022



INTERNATIONAL RECRUITMENT AND ONBOARDING PROCESSES

In 2023, we had the privilege of welcoming 104 new collaborators to our hub in Liège. To provide them with the best possible start, we are committed to accompanying and guiding them from day one. During Day 1, which is the new employee's welcome day, a series of meetings are organized to introduce the new employee to the company, their role, benefits, IT equipment, their manager, the office and more. Additionally, basic training is provided on topics such as data protection, responsible gaming, anti-corruption measures and more in the following weeks. The aim is to integrate them swiftly into the daily life of GAMING1 and familiarize them with our mission, vision and values. Two interviews are also scheduled, one after 1 month and another after 5 months, with HR and the manager to gather feedback from the employee and provide them with an opportunity to suggest improvements for the company.

Furthermore, a Welcome Day is organized every quarter. This event offers a day of presentations with our directors, a delicious meal at one of our restaurants and a visit to our casino in Namur. The purpose is to allow them to discover our games and the forefront of our daily work.

Starting in 2024, GAMING1 aims to further enhance its onboarding process by offering detailed presentations of our products, as well as providing tours of one of our gaming halls, in addition to the Namur casino, and specific training for each department alongside mandatory compliance training.

QUALITY OF WORK LIFE

We place great importance on the well-being and health of our employees. That's why, over time, we've implemented several initiatives to positively contribute to the quality of life within our company, as well as to foster better integration and team cohesion. Among these initiatives, you will find:

- Provision of free fresh fruits
- Free soup every Thursday
- Free drinks selected for their environmental impact and low sugar
- Reimbursement of registration fees for sports challenges
- Regular organization of after-work events
- Thoughtful gestures for each celebration
- Team-building activities
- Organization of sports events
- Informative monthly breakfasts
- English summer camps
- Flexible working hours and homeworking up to 50%





*Internal events,
team-building activities
and sports events*

OUR COMMITMENT TO PROTECTING OUR STAFF

At GAMING1, integrity is paramount, and we prioritize various principles to safeguard our personnel's mental and social well-being.

First and foremost, we champion **diversity** among our employees and in our business relationships, irrespective of gender, age, beliefs, ethnic origin, disability, sexual orientation or identity, or affiliation with a political, union, or minority organization. GAMING1 respects religious pluralism and the freedom for each of our employees to adhere to a faith tradition. In our hiring practices, we prioritize talent acquisition aligned with our values, ensuring equal opportunities for professional skill development and career advancement for all, without any form of discrimination.

This brings us to our second point, our commitment to **non-discrimination**. GAMING1 and its employees refrain from any form of discrimination, whether direct or indirect. We prohibit and do not tolerate discriminatory practices during hiring or any decision-making processes within GAMING1. This prohibition extends to our interactions with third parties.

Thirdly, GAMING1 strives to create working conditions that foster respect, **freedom of association**, and collective bargaining. In our daily operations, we implement processes and tools that facilitate communication among employees and with management, promoting open and constructive dialogue.

Moreover, GAMING1 believes it is our responsibility to ensure a workplace **free from harassment**, offering all employees a respectful working environment.

Furthermore, we recognize employees' rights to a working environment tailored to their professional needs. GAMING1 ensures compliance with **safety and health requirements** mandated by European authorities, providing a healthy and safe work environment based on current knowledge and identified specific risks.

Lastly, GAMING1 respects **fundamental rights** and principles outlined in the Universal Declaration of Human Rights, the ILO Declaration, and UN and OECD guidelines. At GAMING1, the dignity of every individual is respected, and every right is exercised responsibly and proportionately, fostering respectful relationships with employees and third parties alike. Additionally, GAMING1 enforces a strict zero-tolerance policy towards human trafficking, child labor and forced labor.

To promote these principles, we have implemented several initiatives.

1. A WELL-DESIGNED, ERGONOMIC WORKING ENVIRONMENT

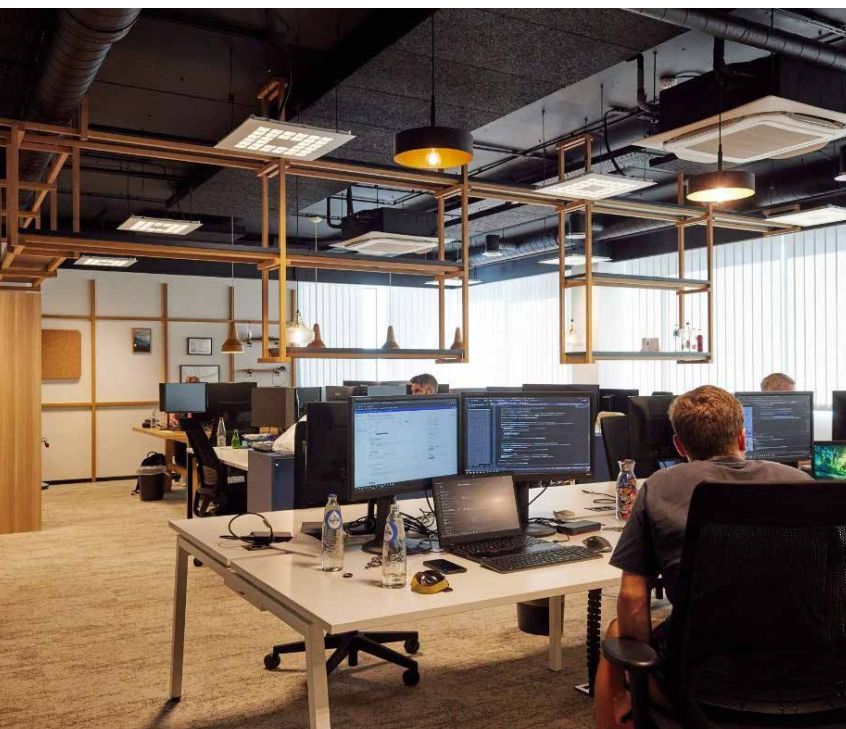
At GAMING1, we believe that the work environment plays a crucial role in stimulating creativity and productivity. That's why our hub has revolutionized the way we work. Collaboration and flexibility are at the heart of our spaces, encouraging human interaction and cross-functional collaboration.

Collaboration and flexibility are at the heart of our spaces, encouraging human interaction and cross-functional collaboration.

Employees are free to choose their workspace based on their daily objectives, whether it's a project area, a collaborative zone, a private desk, a room for video calls, traditional or adaptable meeting rooms, or brainstorming spaces. Additionally, we provide numerous meeting and relaxation areas, including a zen room for relaxation, coffee bars, a gaming area, a terrace, showers and more.

These workspaces are in perfect alignment with our management style, which is rooted in values, trust, autonomy and responsibility. They complement the array of programs we offer to our employees, such as sports classes, concierge services, parcel delivery, and complimentary fruits and beverages. Furthermore, our hub has been meticulously designed to ensure full accessibility for individuals with disabilities, promoting inclusivity and equal access. This philosophy is also reflected in our other offices beyond the headquarters.

Moreover, we have conducted a risk analysis of visual display unit workstations and provided various ergonomic training sessions to our employees, accompanied by practical demonstrations of proper workstation positioning.



Employees are free to choose their workspace based on their daily objectives

2. SAFETY AND WELLBEING AT WORK

This year, our Safety and Well-being Committee organized first aid, fire safety and electrical safety training sessions. The aim was to enable a number of employees to undergo these training sessions and provide assistance in emergency situations.

Furthermore, most of our employees are covered by company insurance in case of illness, work-related accidents and are entitled to family and parental leave.

Finally, in our commitment to enhancing workplace well-being, we offer our employees the opportunity to work remotely for up to 50% of their working hours, along with flexible scheduling options to promote a healthy balance between their personal and professional lives.

3. DIVERSITY, EQUITY AND INCLUSION

At GAMING1, we believe that diversity, equity and inclusion enrich perspectives and enhance performance and innovation. As a company primarily offering IT jobs, we are proud to observe that the recruitment of women remains higher than the industry average of 20%. Additionally, we have a diverse range of nationalities represented in our offices, including within our leadership team.

Furthermore, this year, we have chosen to support Passwerk, a company that leverages the skills of individuals on the autism spectrum in various areas of expertise within the regular job market. Since February, we have had the honor of welcoming 2 new consultants from Passwerk as testers in our quality control team. These new additions will enable us, once again, to embrace differences and contribute to making the world a better place.

Our goal is to continue promoting diversity, equity and inclusion and to further develop projects in this area.

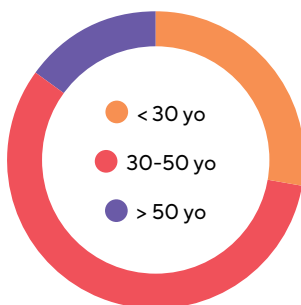
50%

OF WORKING HOURS CAN BE DONE REMOTELY

36%

OF WOMEN WITHIN THE COMPANY

AGE PYRAMID



	2022	2023
Percentage of women within the company	30.08%*	36.33%
Percentage of women in management positions	24.07%*	38.46%
Percentage of women at executive level	20%*	10%
Unadjusted gender pay gap	Not measured	1.62%*
Number of nationalities	16	17
Number of different nationalities at executive level	5	5
Percentage of employees with disabilities	0.49%*	1.15%

*Scope = headquarters (if no * the figures are for the whole Group)

SKILLS DEVELOPMENT

GAMING1 is the leading company in Belgium’s gambling industry and aspires to become a global leader in preventing gambling risky behavior. To achieve this, we need motivated staff, and fortunately, we have just that. We support our employees in their personal development, aiming to nurture their inherent talents and help them achieve their ambitions. That’s why we offer training throughout their careers. Some training sessions are beneficial for all employees and are therefore provided to everyone, while others are specific to each individual’s role. Additionally, we allocate a budget of €500 per employee per year for specific training requests, in addition to what we already offer internally.

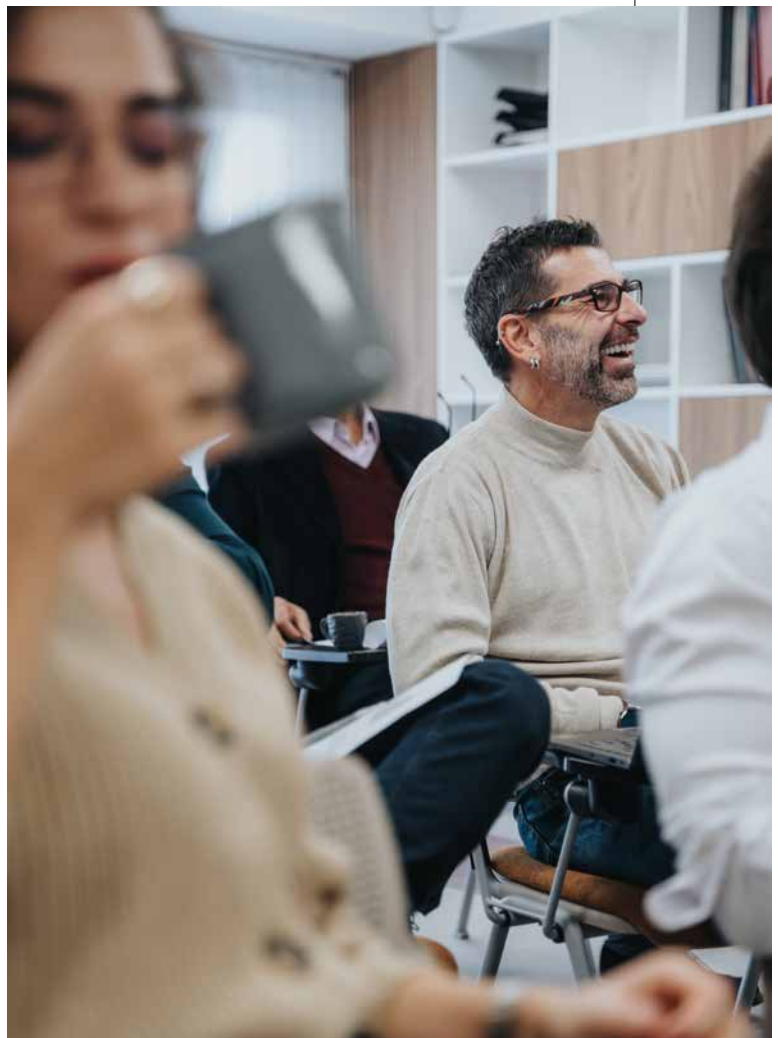
In 2023, on average, a GAMING1 employee received 32.2 hours of training, slightly lower than the previous year. This decrease is due to our teams focusing on renewing and updating various training programs—such as whistleblowing, anti-corruption, anti-money laundering, etc.—which will be available again in 2024. Therefore, this figure is expected to increase next year.

	2022	2023
Average training hours per employee*	35.8 hours	32.2 hours

*Scope = headquarter

Every year, managers conduct an annual salary review with each team member to clarify their ambitions, set new goals (both individual and team), and identify learning needs. If the previous year’s goals were achieved and the employee’s daily behavior aligns with our values, a salary increase may be considered. The Human Resources department is available to provide support if needed.

32.2
TRAINING HOURS
ON AVERAGE
HAVE BEEN RECEIVED BY
A GAMING1 EMPLOYEE
IN 2023



OUR WORKFORCE

This year, the total workforce of the GAMING1 group, including subsidiaries, amounts to exactly 1,390 individuals, aside from the 86 freelancers. We recorded 488 departures and 496 new hires, resulting in a turnover rate of 35.39%. It should be noted that renewals of fixed-term contracts as well as fixed-term contracts converted to contracts for an indefinite period are counted both in the number of departures and in the number of new recruits.

In addition to external recruitment, we also promote internal mobility within the company. This opportunity allows individuals to progress and be challenged throughout their careers, while also fostering their commitment and confidence in G1. In 2023, 19 people took advantage of this opportunity.

Moreover, for a variety of positions (Betting Content Operator, Betting PX Operator, Customer Service Agent, Risk & Fraud Analyst, Receptionist, etc.), we do not specifically require a higher education diploma, but rather seek motivated individuals

aligned with our values. We then provide internal training to enable these individuals to effectively fulfil their roles.

EMPLOYEE SATISFACTION SURVEY

In 2022, our eNPS (Employee Net Promoter Score) was 4.2/5. Although we didn't conduct a satisfaction survey in 2023, we've made plans to implement a new one in 2024. This won't be a traditional survey, but rather a series of weekly questionnaires consisting of 5 questions each, sent to our employees. These questionnaires will cover different topics and provide our team members with the opportunity to provide regular feedback. We'll carefully consider this feedback to ensure continuous improvement for our employees.

	2022	2023
Number of employees at the head office	398	405
Number of employees at Group level	1550	1390
Percentage of women employed	30.08%*	36.33%
Percentage of men employed	69.92%*	63.67%
Percentage of permanent contracts	Not measured	92.23%
Percentage of fixed-term contracts	Not measured	7.77%

*Scope = headquarters (if no * the figures are for the whole Group)

1390

INDIVIDUALS IN 2023

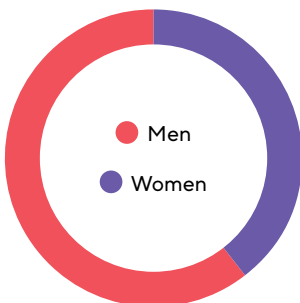
92.23%

OF PERMANENT CONTRACTS

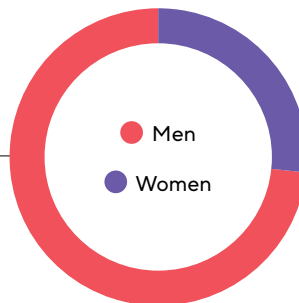
19

PEOPLE MOVED INTERNALLY IN 2023

PERCENTAGE OF PERMANENT CONTRACTS



PERCENTAGE OF FIXED-TERM CONTRACTS



COMMUNITY

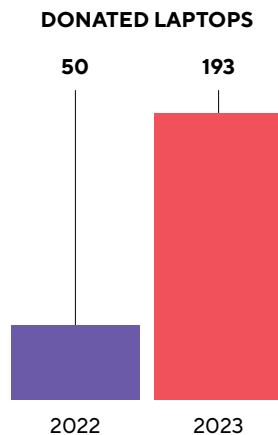


THE ARDENT AWARDS

The Ardent Awards are primarily the brain-child of Emmanuel Mewissen and Nicolas Léonard, CEO and CSO respectively at GAMING1. Both have been actively involved in the Walloon associative sector for years and, aware of their significant role as employers, they aimed for a more impactful initiative while acting locally. They decided to establish a more elaborate citizen project, overseen by experts, which led to the birth of the Ardent Awards in 2016. The objective is to support and reward projects addressing current societal issues such as disability, childhood, and integration. Each year, a jury selects 5 associations from the Liège region to receive a grant of €10,000 each to carry out their chosen project. But we don't stop there. In addition to the 5 associations, there is also the Municipal Award, which similarly rewards a project from a municipality in the province of Liège with a donation of €25,000.

Thanks to the donations made during this 6th ceremony, over €90,000 was raised. This proudly brings the total amount donated to projects close to our hearts to over half a million euros since the inception of the Ardent Awards.

DISCOVER MORE ABOUT ARDENT AWARDS



DIGITAL FOR YOUTH

We support Digital for Youth, a non-profit organization with a mission to bridge the digital divide in Belgium and help all children and young people aged 6 to 25 to overcome it. To achieve this, the organization collaborates with companies like GAMING1 to collect as many depreciated laptops as possible and refurbish them.

This year, we donated 186 laptops to Digital for Youth and 7 others to Live in Color and ASBL ADI.

This collaboration promotes a circular economy by giving a second or third life to our devices that are nearing the end of their warranty but still hold significant social value. The donated devices are fully refurbished by ISO 27001 and ISO 9001 certified partners to ensure data security.

The ultimate goal of this organization is to ensure that every individual aged 6 to 25 has access to a laptop, empowering them to take on challenges and navigate a highly digitalized world.

Additionally, Digital for Youth also collects our non-functioning laptops for spare parts.

OVER
€90,000
OF DONATIONS WAS RAISED
DURING THE 6TH EDITION OF THE
ARDENT AWARDS



CHARITY POKER TOURNAMENT

The second edition of the G1 Charity Poker Tournament took place at our Circus Casino Resort in Namur, and this year we decided to honor the CAP48 - RTBF association. This organization raises funds to contribute to the creation of a more inclusive society, enabling people with disabilities, troubled youth and struggling families to improve their daily lives and future prospects. CAP 48 operates in Belgium for the Walloon-Brussels Federation and in the German-speaking community.

Thanks to the 174 employees who participated in the tournament, along with donations and the raffle, we managed to raise €5,040 for CAP 48.

THE CAPSULE PROJECT

This year, we also decided to collect as many caps as possible from the glass bottles we provide to our employees, with the aim of donating them to the NatuurHulp-Centrum association. This organization collects certain materials for recycling to generate income, as all their services are free. The center assists wild animals day and night and also raises environmental awareness.

BLOOD COLLECTION

For years now, every 4 months, we've been organizing a blood collection in collaboration with the Red Cross. It takes place in the courtyard of our headquarters, and all employees can sign up to donate blood during their workday. This year, 74 blood bags were collected to be distributed to Belgian hospitals.

CHARITY PROJECT

During the 2023 holiday season, GAMING1 launched the Charity Project to support two associations: Operation Shoebox and Loving Kids. The donations helped collect gift shoeboxes for the homeless and numerous toys for underprivileged children.

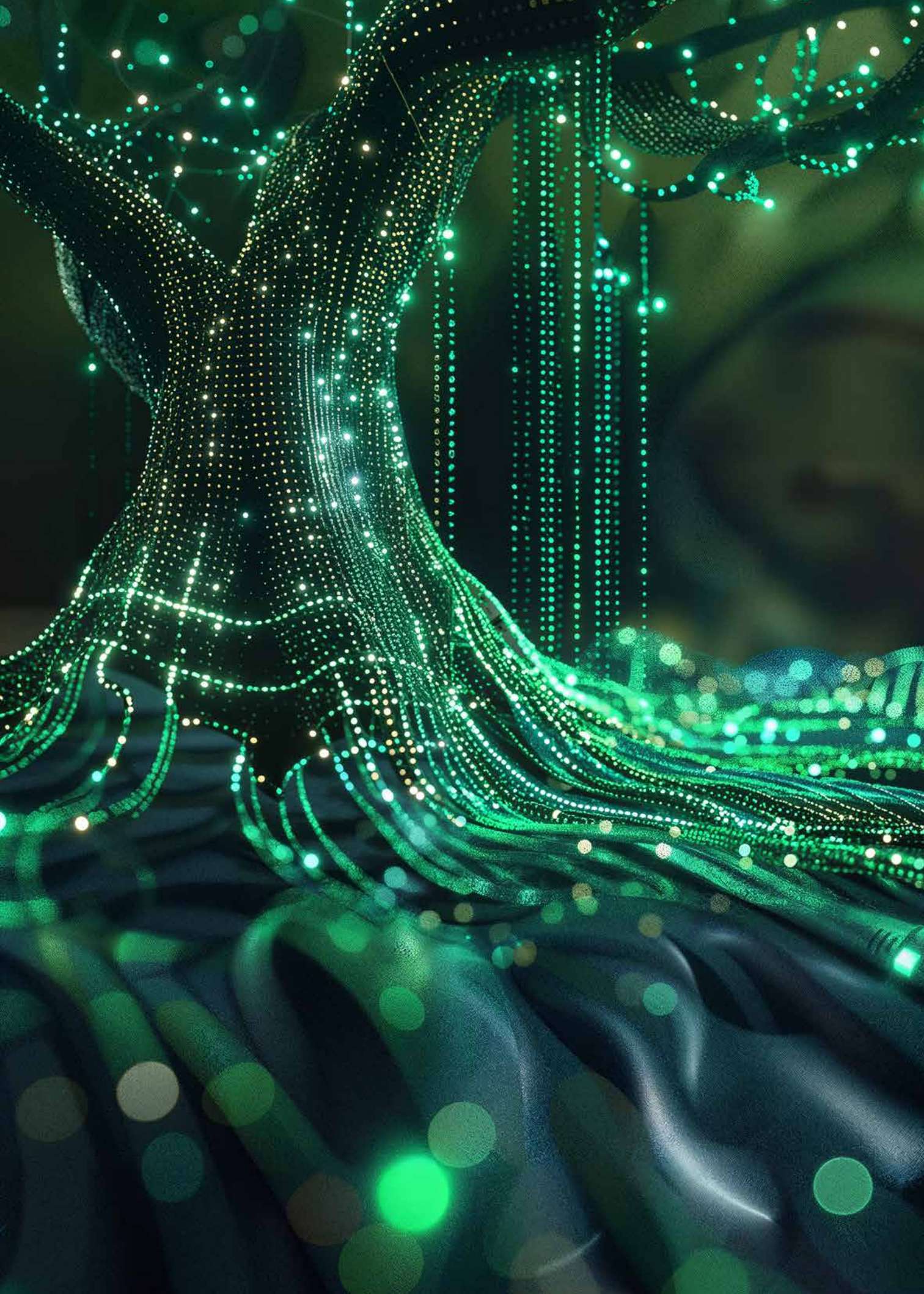
CULTURAL AND SPORT ASSOCIATIONS

In addition to our support for various charitable endeavors, we also endorse cultural and artistic organizations such as the Théâtre de Liège and the Buren project at the Guillemins station in Liège, as well as sports associations like the Circus Brussels Basketball club and the Intermarché Wanty cycling team. This year, we have expanded our support to new teams such as the KVC Westerlo soccer team, the Cyclocross Reds, basketball teams from Mons, Courtrai and Alost, the Dutch football team PEC Zwolle and many more.



ENVIRONMENT

Sustainability is no longer a choice; it is an imperative. In order to combat climate change, unprecedented action across all industries and societies is required. GAMING1 is aware of this and recognizes that our business practices have a certain environmental impact. We are committed to studying the latter to be able to progressively reduce it. We not only want to be one of the best of our sector in the world, but we also want to be better for the world.



GAMING1 CARBON FOOTPRINT



For the second consecutive year, we have decided to delve deeper into GAMING1's carbon footprint. Last year, we focused on the CO₂ emissions from our headquarters in Belgium and our international online operations. This year, we have decided to expand this scope by including all our physical casinos and gaming halls in Belgium. Our goal for the coming years will be to also include our land-based operations abroad.

Through this assessment based on the GHG Protocol, we can identify and analyze the greenhouse gas emissions generated by our company, divided into 3 categories: Scope 1, Scope 2 and Scope 3. The first category covers all direct CO₂ emissions generated by our activities through fuel consumption by our buildings, company vehicles, or refrigerant consumption. Scope 2 includes indirect GHG emissions associated with the consumption of energy purchased by GAMING1. This mainly includes emissions from the energy production we use. Lastly, Scope 3 refers to indirect emissions not included in the first two scopes. These include emissions resulting from the use of our products, marketing activities, transportation or waste management.

This categorization enables us to better target our actions to prioritize those with the most significant impacts and thus reduce our carbon footprint to be better for the planet.

These are the results compared to those of last year:

	2022	2023
Total Carbon footprint	4,023 tCO ₂ e*	5,393.42 tCO ₂ e
Scope 1 emissions	942 tCO ₂ e*	1,383.09 tCO ₂ e
Scope 2 emissions	71 tCO ₂ e*	1,188.47 tCO ₂ e
Scope 3 emissions	3,010 tCO ₂ e*	2,821.86 tCO ₂ e

*Scope: headquarters (if no * the figures are for landbased BE + online operations)

It is important to note that since last year, we have included all our Belgian land-based establishments in the scope of the carbon footprint, which includes 2 casinos and around thirty gaming halls. This explains the overall increase in CO₂ emissions compared to 2022. However, the decrease in scope 3 emissions can be attributed to the reduction in employee commuting, achieved through a more accurate calculation method using a questionnaire issued by our provider Carbo.

We observe from this assessment that our highest emissions stem from our thermal automobile fleet, electricity consumption and purchases of products and services primarily associated with the gifts we offer to our players through our loyalty system.

	2022	2023
Headquarters energy consumption	428,101.6 kWh*	394,946.04 kWh*
New scope energy consumption (online operations + Belgian landbased)	Not measured	6,911,894.87 kWh
Total renewable energy consumption	0kWh*	46,208.7 kWh*
Car fuel consumption	Gasoline: 125,026 liters Diesel: 230,200 liters	Gasoline: 105,659 liters Diesel: 265,100 liters
Number of loyalty gifts given to Circus players	11,361	12,332

*Scope: headquarters (if no * the figures are for landbased BE + online operations)

These results highlight the areas where we have made progress and where further improvements are needed. Acknowledging the significant emissions from our thermal automobile fleet, electricity consumption and loyalty gifts, we are more committed than ever to implementing targeted actions to reduce our carbon footprint.

With the assistance of our provider Carbo, we aim to create our first roadmap during the year 2024 to embark on the path of decarbonizing GAMING1's activities.

OUR INITIATIVES



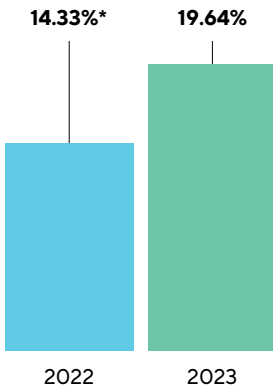
PROMOTION OF SOFT MOBILITY

In 2021, we relocated our headquarters to a strategic location in the city of Liège, less than 100 meters from Guillemins train station and bus stops, to facilitate better accessibility via public transportation.

Additionally, GAMING1 provides 5 electric bicycles for its employees, which they can easily reserve for short trips from the office.

Our goal is to increase the number of hybrid and electric vehicles in our fleet, and we are on the right track, with the proportion of thermal vehicles having decreased by about 5%. We aim to continue this trend in the coming years to further reduce emissions from our thermal automobile fleet.

PERCENTAGE OF HYBRID AND ELECTRIC CARS IN OUR FLEET



*Scope = headquarter (if no * the figures are for the whole Group)

ENCOURAGEMENT OF REMOTE MEETINGS

To minimize international business trips, we encourage the use of Microsoft Teams for meetings among our teams located in different countries, even across continents worldwide. In 2023, a total of 59,018 Microsoft Teams meetings were conducted within our company, accounting for 244,241 hours of remote meetings. Additionally, we offer our employees the option of working remotely for up to 50% of their working hours. This significantly reduces their journeys between home and work and helps lower their carbon footprint.

THE USE OF SUSTAINABLE BUILDINGS

Our hubs in Liège and Malta serve as GAMING1's main offices, and both have achieved BREEAM certification. This certification assesses the environmental performance of a building, considering various criteria such as energy efficiency, water management, greenhouse gas emissions, indoor air quality, use of sustainable materials and waste management. We are proud to have received the 'Very Good' rating for these certifications.

Our goal is to install solar panels and photovoltaic systems at our land-based establishments to reduce their environmental impact and promote the use of renewable energy. We already installed them at the Circus Casino Resort in Namur in 2023, which is our largest land-based establishment. We aim to continue this initiative to further reduce emissions related to our electricity consumption.

JOINING THE SCIENCE-BASED TARGET INITIATIVE

The Science-Based Targets Initiative (SBTi) was established in 2015 through a partnership between CDP, the United Nations Global Compact, the World Resources Institute (WRI) and the World Wide Fund for Nature (WWF), coinciding with the signing of the Paris Agreement. It encourages companies to set greenhouse gas emission reduction targets based on scientific data to effectively combat climate change.



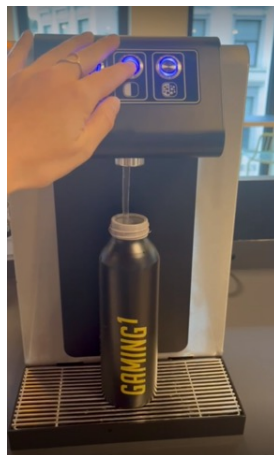
BREEAM CERTIFICATION ASSESSES THE ENVIRONMENTAL PERFORMANCE OF A BUILDING

Its ambition is to enable companies to set decarbonization goals that are science-based and compatible with limiting global warming, ideally to +1.5°C compared to pre-industrial levels. Since late 2023, GAMING1 has committed to the SBTi with the initial goal of setting a short-term carbon footprint reduction target. With our new carbon footprint assessment, we will develop a roadmap towards decarbonizing our activities that aligns with our SBTi objective. This target is expected to be set by 2025.

The minimum ambition for short-term targets corresponds to limiting warming well below 2°C.

RAISING AWARENESS AMONG EMPLOYEES

We are aware of the urgency to act against climate change. However, we cannot do it alone and we want to engage as many people as possible. That's why we've organized Talk About sessions on the subject. These are 45-minute conferences that GAMING1 holds once a month to discuss various topics with all its employees. In 2023, two of these presentations focused on the importance of ESG within a company, climate issues, and greenwashing, aiming to raise awareness and inform about the importance of our actions.



5.838

PAGES OF PAPER WERE
SAVED THANKS TO
DOCUSIGN

OUR LITTLE EVERYDAY GESTURES

Since every action matters, we have implemented several initiatives to have a better impact on the planet. Indeed, we aim to reduce our water and energy consumption, as well as our waste. For this reason, we have removed all glass bottles previously provided to our employees and replaced them with water fountains, filtered taps and reusable bottles.

We are also committed to a paperless philosophy, where all our activities, including administrative tasks, are predominantly digital. GAMING1 collaborates with DocuSign, which allows both internal and external stakeholders to sign contracts and other documents digitally without the need for printing. This software has saved us 5,838 pages of paper.

Moreover, all our meeting rooms and common areas are equipped with motion detectors that automatically turn off lights when not in use.

Finally, we encourage employees to use the reusable dishes provided in the office kitchens and to separate their waste using our recycling bins. As for electronic waste, it is usually given a second life, used for spare parts or recycled.

We are aware of the urgency to act against climate change. However, we cannot do it alone and we want to engage as many people as possible.

We are contributing to creating a more sustainable and environmentally-friendly work environment.

LAUNCH OF THE SUSTAINABLE PROCUREMENT PROJECT

Following the findings of our 2022 carbon footprint assessment, which highlighted the need to improve our purchasing policy, we took action. By the end of 2023, we had initiated the request for our suppliers to adhere to our Code of Conduct, which outlines our ethical and environmental values. If we find that any of our suppliers act contrary to these values, we will consider terminating our business relationship with them. Our future goal is to refine our criteria and select new suppliers based on their sustainability values.

Additionally, we conducted a study on various labels and certifications related to electronic equipment, data centers and cloud services. This report was shared with the procurement team so they can consider these labels when purchasing new electronic products.

THE MOBILITY PLAN

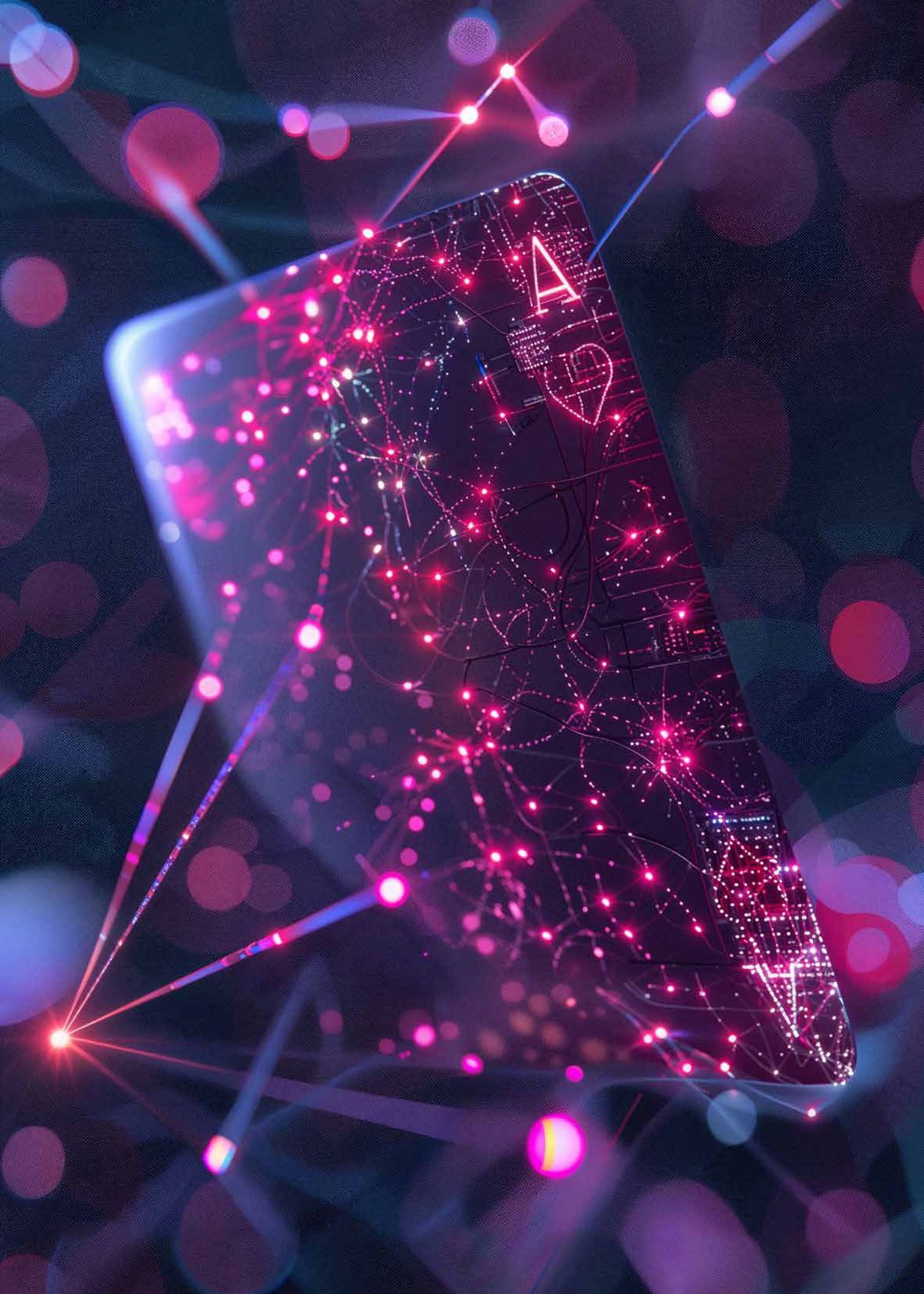
In 2024, our aim is to implement a comprehensive mobility plan for our employees, enabling them to make the most of their mobility budget according to their needs. This strategy seeks to encourage the adoption of sustainable and efficient modes of transportation by offering options such as public transportation subscriptions, environmentally-friendly company cars, shared mobility services, bicycles, scooters, reimbursement of accommodation expenses for remote working and more. Our primary goal is to reduce reliance on individual combustion engine vehicles, minimize CO₂ emissions associated with business travel and promote alternative transportation modes like public transport, carpooling, cycling and walking. By working together to implement this plan, we are contributing to creating a more sustainable and environmentally-friendly work environment.



Talk About sessions are 45-minute conferences that GAMING1 holds once a month to discuss various topics with all its employees.

GOVERNANCE

Ethical conduct, effective governance, and transparency are fundamental principles within our industry. We operate under stringent regulations set forth by the Gaming Authority, ensuring accountability and fair play. At the heart of our values lies integrity, emphasizing the significance of moral and ethical conduct for all members of our team at GAMING1.



LEADERSHIP AND GOVERNANCE

Strong governance and inspiring leadership are essential to ensure that our company continues to operate as a highly responsible enterprise. GAMING1 is committed to ensuring governance throughout the organization led by talented and inspiring leaders.

COMPOSITION OF THE BOARD OF DIRECTORS

As of December 31, 2023, the Board of Directors of GAMING1 Holding consists of 7 directors:

- 3 proposed by the historical shareholders
- 4 proposed by CVC Capital Partners

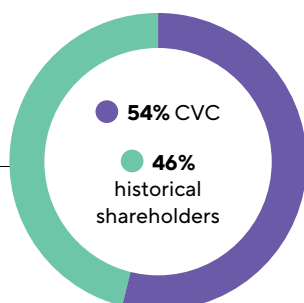
For the Belgian historical shareholders:

- Emmanuel Mewissen, CEO of GAMING1 Group
- Nicolas Léonard, CSO of GAMING1 Group
- Sylvain Boniver, COO of GAMING1 Group

For the shareholders of CVC Capital Partners:

- Chairman of the board of Directors, BCCONSEIL, represented by Bernard Delvaux
- Britt Boeskov, board member of GAMING1 Group
- Steven Buyse, board member of GAMING1 Group
- Maxim De Vos, board member of GAMING1 Group

GAMING1 HOLDING



GOVERNANCE: REGULAR MEETINGS OF DECISION-MAKING BODIES

The Board of Directors sets the overall policy and strategy of the company and oversees operational management. It delegates day-to-day management to the Management and Audit Committee. It met six times in 2023.

COMPOSITION OF THE AUDIT COMMITTEE

- Maxim De Vos, board member of GAMING1 Group
- Bernard Delvaux, chairman of GAMING1 Group
- Nicolas Léonard, CSO at GAMING1 Group

WHAT ABOUT SUSTAINABILITY MATTERS?

In 2023, 8 meetings were held with certain members of the Board and Management Committee to inform them about progress on various ESG topics and to seek approval for sustainability-related projects within the company. This included discussions on the content of our first sustainability report, debriefing on our EcoVadis assessment, reviewing our carbon footprint, updating the ESG section of our website, project schedules and the double materiality assessment, among other items on the agenda.

OUR VALUES AND ETHICS



CODE OF CONDUCT

GAMING1's Code of Conduct embodies the company's values and ethical principles, outlining what constitutes acceptable behavior throughout the organization. We uphold and promote clear ethical standards for the group and expect similar standards from all third parties working with or on behalf of GAMING1.

DUE DILIGENCE

We now require our suppliers to adhere to our Code of Conduct to ensure we share the same ethical values. A due diligence questionnaire is also sent to them to learn more about the company in question, its directors and its internal policies such as anti-corruption, anti-money laundering, whistleblowing, etc.

WHISTLEBLOWING POLICY

The Whistleblowing Policy and Procedure applies to all companies controlled by the GAMING1 Group. GAMING1 is committed to upholding the highest standards of integrity, ethics, transparency and accountability, by providing its employees with an effective mechanism to report violations. Violations include any breach of legislation, regulations, internal policies and ethics. GAMING1 encourages employees to report, in good faith, any information that may involve a violation through an appropriate reporting system. Reported viola-

tions are directly escalated to the Director of the Compliance Department, and if the violation is confirmed, they are brought to the attention of the members of the management. In 2023, no complaints were recorded. The company acknowledges the value of whistleblowers as a positive contribution to the protection and improvement of its corporate culture, reputation and success.

OUR POLICIES AND TRAINING COURSES

GAMING1 employees are required to always treat others with respect and ensure that their activities do not contribute, directly or indirectly, to human rights violations. Inhumane treatment of company employees or individuals in the supply chain is unacceptable, including any form of forced labor, child labor, human trafficking or other forms of abuse.

We have also implemented policies and training to inform and raise awareness among our employees about these issues and our philosophy.

GAMING1 aims to significantly increase the

Policy	Participation rate in 2022	Participation rate in 2023
Code of Conduct, Anti-Bribery and Corruption & Whistleblowing	50.28%	48.17%
Anti-Money Laundering & Combating the Financing of Terrorism	75.39%	New version in the pipeline
ISO 27001:2013 & RGPD	85%	91%

participation rates in these training programs next year, thanks to the efforts of our teams this year to renew and update the content with a more pedagogical approach. Reminders will be sent to employees who forget to complete them. Each e-learning module is also accompanied by a test.

We also have other policies regarding conflicts of interest, fraud and anti-competitive practices, all of which are readily accessible on our shared SharePoint platform.

CERTIFICATION ISO 27001:2013

GAMING1 is also committed to protecting personal and confidential data it processes by complying with GDPR regulations and maintaining its ISO/IEC 27001:2013 certification obtained in 2018. This certification enables us to enhance the security of our organization’s information year after year and to safeguard against cyberattacks and data breaches. Our goal for the future is to retain our certification and continually optimize information security within our company.

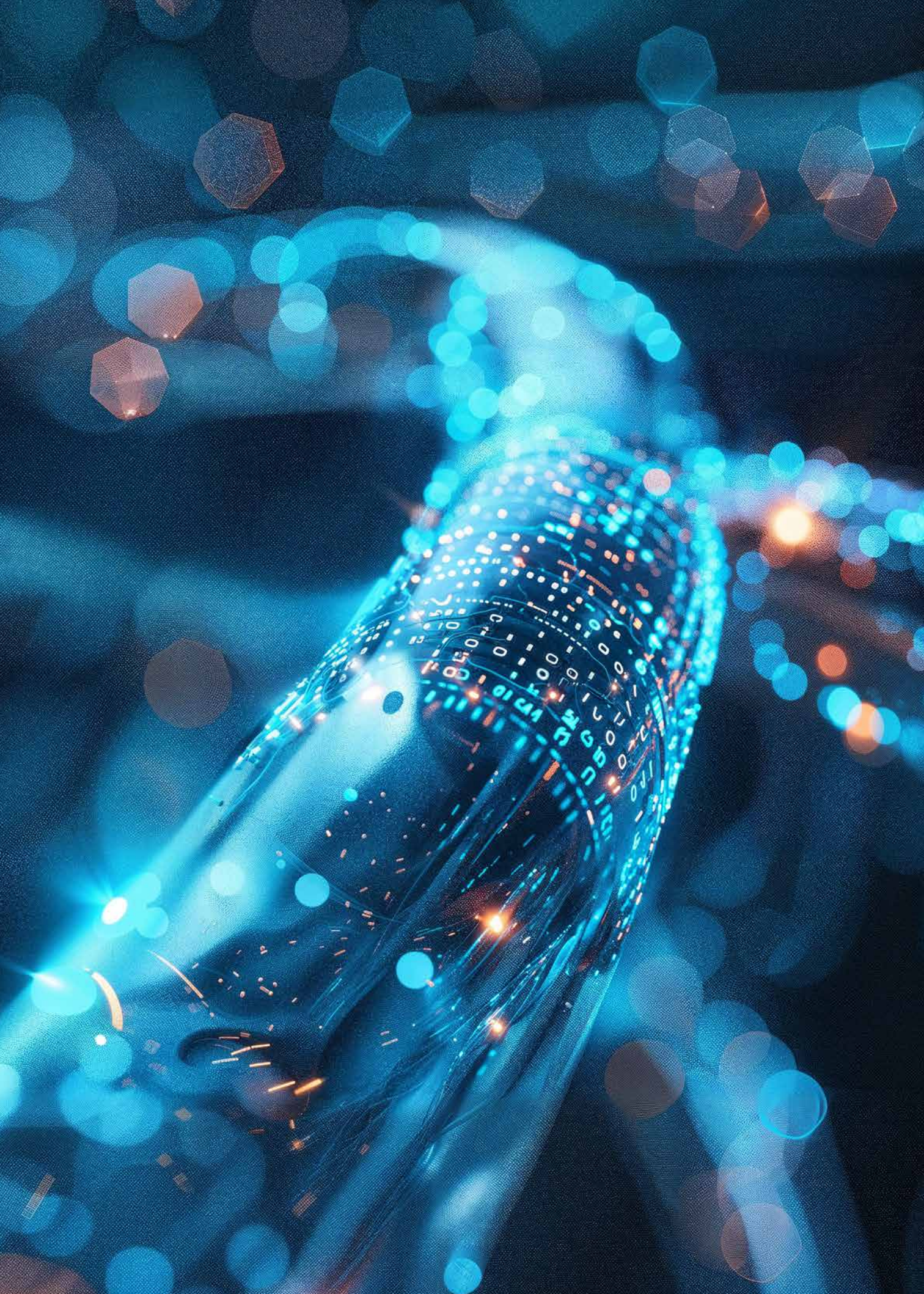


FULLY REGULATED MARKETS

It is important for us that our activities take place in countries that regulate gambling to protect players and prevent abuses. In fact, we have websites and land-based establishments in Belgium, the Netherlands, France, Portugal, Switzerland and Spain, which have clear legislation for industry players. We comply with all these regulations and maintain our licenses in the various countries. It is therefore possible and beneficial to operate in 100% regulated markets. This ensures the sustainability of our business.

	2022	2023
Number of confirmed corruption incidents	0	0
Number of information security breaches	0	0
Number of internal audits completed	12	11

APPENDICES



ECOVADIS

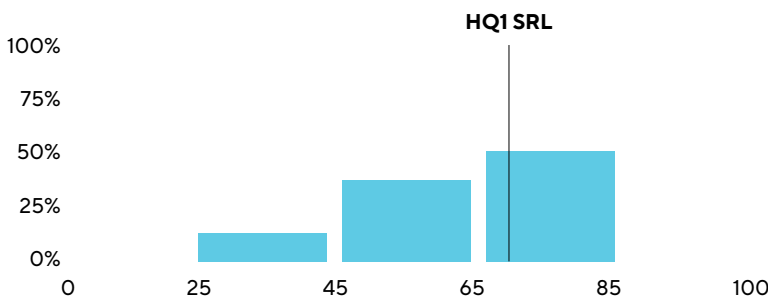


The EcoVadis certification provides companies with the opportunity to measure their environmental, social and ethical impact in accordance with the principles of Corporate Social Responsibility (CSR).

In 2022, we were honored to receive the silver medal. We are proud to share that for the second time, despite stricter evaluation criteria, we have achieved this distinction. This recognition places us among the top 15% of companies assessed for their sustainability by EcoVadis worldwide.

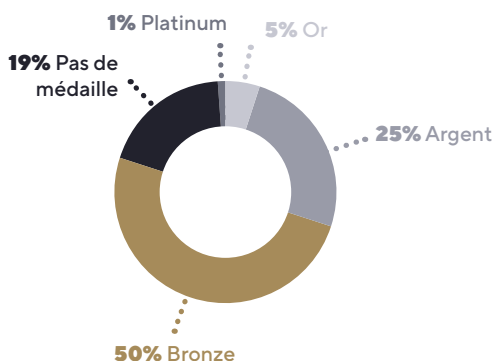
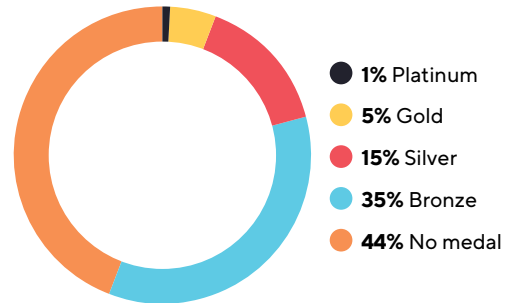
This assessment system is aligned with international sustainable development standards, drawing on data from companies themselves and various sources such as regulations and international standards. Among these standards are those of the Global Reporting Initiative, the United Nations Global Compact, ISO 26000, International Labour Organization (ILO) conventions, CERES principles, and the UN Guiding Principles on Business and Human Rights.

SCORE DISTRIBUTION



● All companies rated by EcoVadis in this factory

MEDAL DISTRIBUTION





**DISCOVER ALL THE
21 SUSTAINABILITY
GOALS**

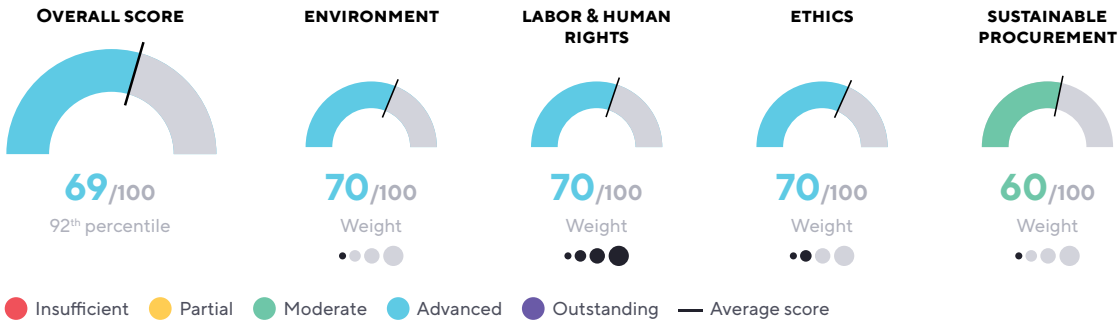


The certification is based on an online questionnaire covering 21 sustainability criteria across four domains: environment, social, ethical and sustainable procurement. These criteria are reviewed annually to best reflect current sustainability challenges.

With an overall score of 69%, we achieved a commendable distinction. We notably observed progress in the areas of environment, labor rights, human rights and sustainable procurement since last year. Regarding ethics, we were already strong and have maintained that level.

The EcoVadis label is of paramount importance to us as it allows us to assess our current standing and potential areas for improvement. Therefore, we incorporate the results of this evaluation to enhance our score, with a particular focus on developing sustainable procurement practices.

SUSTAINABILITY PERFORMANCE



UNITED NATIONS GLOBAL COMPACT

The United Nations Global Compact is an international initiative launched in 2000 to encourage businesses to adopt responsible and sustainable business practices. Companies participating in the Global Compact commit to respecting ten universally recognized principles in the areas of human rights, labor, environment and anti-corruption. By joining this initiative, companies pledge to align their operations and strategies with these principles and contribute to the United Nations Sustainable Development Goals.

In late 2023, GAMING1 joined the United Nations Global Compact because we are fully aligned with these principles. Our goal is to improve year after year in the areas of human rights, labor, environment and anti-corruption. We also plan to submit our first Communication on Progress during the year 2024.

Additionally, as mentioned in this report, we also commit to the United Nations Sustainable Development Goals (SDGs), which are closely related and complementary to this pact.



EGR AWARDS

This year, at the EGR B2B Awards, GAMING1 won its first EGR Global Marketing & Innovation Award for 2023.

We are thrilled to announce that we have clinched the “Best Use of Brand Ambassador” award for our collaboration with the incredible Ronaldinho for the Circus brand. This achievement underscores our relentless commitment to partnering with remarkable individuals in the sports industry, providing exceptional experiences to our players, and fostering connections with fans!

In addition to this remarkable win, we are proud to share that we were also nominated for three other prestigious awards: Employer of the Year, Safer Supplier and Best Sportsbook Marketing Campaign. These nominations reflect our ongoing efforts to cultivate an exceptional work environment for our team members and underscore GAMING1’s unwavering commitment to player safety and responsible gaming.

But that’s not all, at the EGR Operator Awards 2023, we were also nominated in the “ESG strategy of the year” category in recognition of our ongoing commitment to environmental, social and governance principles. We remain dedicated to advancing responsible business practices and making a positive impact in all aspects of our operations.



tripick
Plan en kas bereik van iedereen.
Maak de weg hier, om aan te komen.

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Plan en kas bereik van iedereen.
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KEY PERFORMANCE INDICATORS

	2022	2023
PLAYERS		
RESPONSIBLE GAMING		
Number of personalised messages sent to Circus.be & Circus.nl players	1,913	5,080
Number of automatic messages sent to Circus.be & Circus.nl players	122,000	202,002
Number of automatic messages sent to players across our Belgian and Dutch platforms	Not measured	208,794
EPIS connection attempts on our Belgian platforms	Not measured	27,208
Donations to addiction research to date	-	€230,000
Reports of illegal sites to the Belgian Commission	Not measured	1,035
PLAYER SATISFACTION		
Player NPS (Circus.be, Circus.nl & 777.be)	5.2	7.8
Satisfaction rate email tickets (Circus.be)	76.33 %	79.10 %
Satisfaction rate chat support (Circus.be)	79.81%	80.10%
WORKFORCE		
Number of employees at Group level	1,550	1,390
Number of employees at our headquarters	398*	405*
Number of independent contractors	Not measured	86
Total number of staff supplied by third-party companies	Not measured	4
Total number of Full-Time Equivalent (FTEs)	Not measured	1,347.8
Total number of female FTE employees	Not measured	318.91
Number of nationalities represented within the company	16	17
The total number of employees, as well as the breakdowns by gender and by country for countries where the company employs 50 or more employees, representing at least 10% of the total number of employees	NA	NA
Percentage of women in the workforce	30,08%*	36,33%
Employee age distribution	Not measured	-30 : 28% 30-50 : 57% 50+ : 15%
Number of executives at C-level	14	14
Number of women in C-level positions	2	1
Diversity of nationalities at C-level	5	4
Percentage of permanent contracts	Not measured	92.23%
Percentage of fixed-term contracts	Not measured	7.77%
Percentage of permanent contracts held by women	Not measured	39.5%
Percentage of fixed-term contracts held by women	Not measured	26.8%

New hires at the Group level	Not measured	496
New hires at our headquarters	140*	104*
Number of departures	Not measured	488
Annual turnover rate (FTE)	10.80%*	35.39%
Annual voluntary turnover rate (FTE)	8%*	15.54%
Number of internal mobilities, broken down by gender	Total : 80*	Women: 6 Men: 13
Number of promotions, broken down by gender	Not measured	Women: 34 Men: 97
Percentage of women in management positions	24.07%*	38.46%
Percentage of women in executive roles	20%	10%
Unadjusted gender pay gap	Not measured	1,62%*
Percentage of employees with disabilities	0.49%*	1,15%
Total number of non-guaranteed hours employees	0	0
Ratio between the total annual remuneration of the highest paid person and the median total annual remuneration of all employees	Not measured	397.9%*
Percentage of employees receiving regular performance and career development reviews	Women: 100% Men: 100%	Women: 100% Men: 100%
Positions that do not require a higher diploma	2.58%*	21%
Number of individuals included in a Management Incentive Plan (MIP)	Not measured	26
Number of individuals included in a Long-Term Incentive Plan (LTIP)	0	0
Possibility of homeworking	Up to 50%	Up to 50%
Overall Top Employer score	76%	76.22%
Employee Net Promoter Score	4.2/5	Not measured
Survey participation rate	53%	NA
Average hours of training per employee	35.8 hours*	32.2 hours*
Training budget per employee for non-catalogue training	€500*	€500*
Number of employees trained in fire safety	0	10
Number of employees trained in first aid	0	45
Number of employees trained in electrical safety (BA4)	0	14
Number of work-related accidents	0	10
Number of work-related illnesses	0	0
Number of days lost due to work-related illnesses/accidents	0	98
Number of work-related fatalities	0	0
Percentage of workforce covered by a health and safety management system	Not measured	91.79%

Percentage of employees with hospital insurance coverage	Not measured	93.38%
Percentage of employees with company life insurance coverage	Not measured	32.80%
Percentage of employees with disability insurance coverage	Not measured	38.12%
Percentage of employees with group insurance (pension funds) coverage	Not measured	32.80%
Percentage of employees eligible for parental leave	100%	100%
Percentage of employees taking parental leave, by gender	Not measured	Women: 8.47% Men: 1.97%
Percentage of employees benefiting from non-statutory parental leave	0%	0%
Percentage of employees entitled to family leave	100%	100%
Percentage of employees who have taken family leave	Not measured	Women: 2.39% Men: 5.46%
Percentage of employees benefiting from non-statutory sick leave	0%	0%
Percentage of employees covered by a collective agreement	100%	100%
Percentage of employees covered by employee representatives	0%	0%
Number of reported harassment incidents	0	0
Number of reported discrimination incidents	0	0
Number of reported incidents of forced labour, human trafficking or child labour	0	0
Number of staff complaints based on fundamental rights	0	0
Fines paid following complaints based on fundamental rights	€0	€0
COMMUNITY		
Total value of donations	Not measured	+/- €150,000
Donated laptops	50	193
Number of volunteer days per employee during working hours	0	0
ENVIRONMENT		
Headquarters energy consumption	428,101.6 kWh*	394,946.04 kWh*
Group energy consumption	Not measured	6,911,894.87 kWh
New scope renewable energy consumption	0kWh*	46,208.7 kWh*
Carbon footprint	4,023 tCO ₂ e*	5,393.42 tCO ₂ e
Scope 1 emissions	942 tCO ₂ e*	1,383.09 tCO ₂ e
Scope 2 emissions	71 tCO ₂ e*	1,188.47 tCO ₂ e
Scope 3 emissions	3,010 tCO ₂ e*	2,821.86 tCO ₂ e
Total water consumption	Not measured	5,180.710 liters
Car fuel consumption	Gasoline: 125,026 liters Diesel: 230,200 liters	Gasoline: 105,659 liters Diesel: 265,100 liters
Total weight of pollutants emitted to water	0	0
Total electronic waste produced by the company	Not measured	261 Kg
Total weight of non-hazardous waste	No data	No data
Total weight of hazardous waste	0	0
Percentage of hybrid and electric vehicles in our fleet	14.33%*	19.64%
Hours of remote meetings	Not measured	244,241 hours
Percentage of suppliers selected based on environmental and social criteria	0%	0%
Percentage or number of all buyers who received training on sustainable procurement	0%	0%

GOVERNANCE		
Percentage of suppliers adhering to our Code of Conduct	0%	0%
Participation rate Code of Conduct, Anti-Bribery and Corruption & Whistleblowing training	50.28%	48.17%
Participation rate Anti-Money Laundering & Combating the Financing of Terrorism training	75.39%	New version in the pipeline
Participation rate ISO 27001:2013 & RGPD training	85%	91%
Number of confirmed corruption incidents	0	0
Number of information security breaches	0	0
Number of internal audits completed	12	11
Number of meetings with Management about sustainability	Not measured	8
The number of convictions related to the violation of the Belgian Royal Decree of February 27, 2023, determining the modalities regarding advertising for games of chance	NA	0
ECOVADIS		
Overall score	58%	69%
Environment	50%	70%
Labor & Human Rights	60%	70%
Ethics	70%	70%
Sustainable Procurement	30%	60%

*Scope: headquarters (if no * the figures are for the whole Group)

GRI^{*} CONTENT INDEX

GRI CONTENT INDEX		
GAMING1 Group has reported the information cited in this GRI content index for the period 01.01.2023 - 31.12.2023 with reference to the GRI Standards.		
GRI STANDARD	DISCLOSURE	PAGE NUMBER
GRI 2: General Disclosures 2021	2-1 Organizational details	2 & 4-5-6
	2-2 Entities included in the organization's sustainability reporting	2 & 4-5-6
	2-3 Reporting period, frequency and contact point	2
	2-4 Restatements of information	2 & 8-9
	2-6 Activities, value chain and other business relationships	4-5-6
	2-7 Employees	33 & 54-55-56
	2-8 Workers who are not employees	33 & 54
	2-9 Governance structure and composition	31 & 44-45
	2-11 Chair of the highest governance body	44
	2-14 Role of the highest governance body in sustainability reporting	45
	2-15 Conflicts of interest	47
	2-16 Communication of critical concerns	46
	2-21 Annual total compensation ratio	55
	2-22 Statement on sustainable development strategy	3 & 38 - 39 & 45
	2-23 Policy commitments	Across all chapters
	2-24 Embedding policy commitments	Across all chapters
	2-26 Mechanisms for seeking advice and raising concerns	24-25 & 46
	2-27 Compliance with laws and regulations	47 & 57
	2-28 Membership associations	20 & 23 & 34-35 & 52
	GRI 3: Material Topics 2021	2-29 Approach to stakeholder engagement
2-30 Collective bargaining agreements		29
3-1 Process to determine material topics		11-15
3-2 List of material topics		12
	3-3 Management of material topics	13-14-15

GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Provided in the Annual Financial Statements
	201-3 Defined benefit plan obligations and other retirement plans	32
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	34-35
	203-2 Significant indirect economic impacts	20 & 34-35
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	46
	205-2 Communication and training about anti-corruption policies and procedures	28 & 32 & 46
	205-3 Confirmed incidents of corruption and actions taken	47-57
GRI 302: Energy 2016	302-1 Energy consumption within the organization	38
	302-2 Energy consumption outside of the organization	38
	302-4 Reduction of energy consumption	38-41
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	40 & 56
	303-5 Water consumption	56
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	38 & 56
	305-2 Energy indirect (Scope 2) GHG emissions	38 & 56
	305-3 Other indirect (Scope 3) GHG emissions	38 & 56
	305-5 Reduction of GHG emissions	38 -41
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	40
	306-3 Waste generated	56
	306-4 Waste diverted from disposal	34-45
	306-5 Waste directed to disposal	34 & 40 & 56
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	41 & 56
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	33 & 54-55
	401-3 Parental leave	31 & 56

*The GRI (Global Reporting Initiative) standards are globally recognized guidelines used by organizations to report on their sustainable development performance. They provide a framework for the collection and communication of information on the economic, environmental and social aspects of an organization's activities. A GRI index in an ESG report helps to structure and organize information according to GRI standards, facilitating comparability of reports between different companies and understanding of sustainability performance.

GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	28-31 & 56
	403-2 Hazard identification, risk assessment, and incident investigation	29-31
	403-5 Worker training on occupational health and safety	30-31 & 55
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	30
	403-8 Workers covered by an occupational health and safety management system	31 & 56
	403-9 Work-related injuries	31 & 55
	403-10 Work-related ill health	31 & 55
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	32 - 55
	404-2 Programs for upgrading employee skills and transition assistance programs	32
	404-3 Percentage of employees receiving regular performance and career development reviews	32 & 55
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	29 & 31 & 54
	405-2 Ratio of basic salary and remuneration of women to men	31 & 55
GRI 406: Non discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	29 & 56
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	29 & 46
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	30 & 46 & 56
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	30 & 46 & 62
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	34 - 35
	413-2 Operations with significant actual and potential negative impacts on local communities	20
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	41 & 46 & 56-57
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	20-25
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	47
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	23 - 25
	417-2 Incidents of non-compliance concerning product and service information and labeling	23-25 & 47
	417-3 Incidents of non-compliance concerning marketing communications	23-25 & 47 & 57
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	47 & 57

communication@gaming1.com
audit@gaming1.com



CO₂ emissions: 0.39 kg CO₂

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Certificat: CC-000196/BE



GAMING¹

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LEVEL ENTERTAINMENT**

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