



Sustainability and Responsible Business Addendum to the Annual Report 2021

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A message from the Chair of the Committee



Linda Marston-Weston
Sustainability and Public Policy Committee Chair

As a newly appointed Board member and Chair of the Board's new Sustainability and Public Policy Committee, I am delighted to share the progress and highlights of our performance for 2021. Playtech has set an ambition to grow its business in a way that has a positive impact on its people, its communities, the environment and its sector. Whilst we have made progress since launching our commitments in 2020, we recognise there is much more to do. The Board has increased its focus and challenged the business to think bigger and bolder about its approach to sustainability. Playtech recognises that sustainability is more critical now than ever. Society and our stakeholders want to see more action to tackle gambling-related harm, combat climate change, contribute to a more inclusive business culture and support communities and our workforce in its recovery from the pandemic.

During 2021, we made two significant steps to strengthen our approach to sustainability. The first was to establish a Board-level Committee to help improve Board oversight and support for accelerating progress against our commitment. The second was to establish a Stakeholder Advisory Panel to inform and challenge our thinking and inform our approach to sustainability and future actions on safer gambling, diversity equity and inclusion, as well as climate change. The Stakeholder Advisory Panel has played an instrumental role in accelerating Playtech's journey towards embedding sustainability into its business strategy and culture.

Elsewhere, we have undergone an extensive exercise to better understand how climate change could pose risks and present opportunities for the Company in the short and long term. Our initial assessment can be found in the Task force on Climate-related Financial Disclosures (TCFD) section of this report (page 58). This exercise has been critical to help inform Playtech's climate action plan and will play a crucial role in meeting the Company's targets relating to emissions reduction in its operations and value chain.

This year, the Company has also refreshed its approach to promoting diversity, equity and inclusion across its leadership and workforce. Playtech operates in numerous countries, each with their own distinct cultures, which

requires nuance and sensitivity. Playtech's aim remains consistent; to focus on each individual and celebrate the difference and cultural diversity of its workforce. To guide and support the Company's approach of greater gender diversity, Playtech recently adopted a new target to increase female representation in leadership and senior management roles and support the pipeline of female talent within our organisation.

More information can be found on pages 43–76 of the Annual Report 2021.

Playtech will continue to report against its targets going forward. Whilst the Company has made significant progress during 2021, this is just the first step in its journey towards a sustainable future.



Our Sustainability Strategy

Committed to building a sustainable industry

Playtech is committed to growing the business in a way that has a positive impact on people, communities, the environment and the industry.

For 20 years, Playtech has strived to be a technology leader in its industries.

Given its scale and strengths, Playtech is well placed to continue growing in regulated and regulating markets; the Group's employees have a wealth of experience, combined with

the Company's data-driven technology and the proven ability to innovate.

At the heart of Sustainable Success, the Group has three commitments:

- powering safer gambling solutions;

- promoting integrity and an inclusive culture; and
- partnering on shared societal challenges.

Playtech has set goals for each of these commitment areas and will report on its progress year on year.

2025 sustainability strategy: Sustainable Success



Powering safer gambling solutions

Goals and targets

- Increase uptake of safer gambling technology, tools and solutions
- Harness investment in R&D to advance the next generation of safer solutions
- Strengthen operational safer gambling standards and technology across our operations

Promoting integrity and an inclusive culture

Goals and targets

- Promote integrity and reduce compliance risk across our operations and supply chain
- Reduce our carbon footprint by 40% by 2025 against a 2018 baseline
- Support employee wellbeing
- Increase gender diversity amongst our leadership population to 35% by 2025

Partnering on shared societal challenges

Goals and targets

- By 2025, engage 30,000 people each in community programmes and mental health programmes to improve livelihoods
- Engage 415,000 people with digital wellbeing programmes by 2025
- 5% year-on-year increase in employees contributing their skills, time or money to their community through Playtech's community investment programmes, reaching a global average of 10% of employees

Issues that matter to Playtech and society

Playtech operates in a world that is constantly changing. Regularly assessing which issues are most material to the business and industries it operates in is essential to successfully test and develop the Group's responsible business strategy and reporting.

Playtech defines an issue as being material if it is considered important by key stakeholders and could have a significant financial impact on the business. As such, the business considers both risks and opportunities as part of the materiality assessments.

The most recent materiality assessment was performed in Q4 2020. Playtech conducted a systematic scan of the priority issues for the gambling sector, as defined by investors and the wider financial community, employees, licensees, gambling charities, regulators and the media. The Company then grouped together the long list of issues into more meaningful clusters, which were prioritised through a variety of exercises, including internal interviews, as well as input and validation via interviews with a selection of external stakeholders. Lastly, the draft outcomes were presented to the newly formed Stakeholder Advisory Panel which provided additional insights and made recommendations for keeping the assessment up to date in the future. In addition to the ongoing monitoring of material issues, Playtech will update its materiality analysis in 2022.

The diagram overleaf provides a visual overview of the material concerns, segmented into operational, strategic, material and emerging issues. Emerging issues typically represent challenges that may not be on the stakeholders' radar yet, but are instrumental in the Group's planning for the future. While this may break with usual conventions around materiality assessments, Playtech is a unique business, spanning both the technology and gambling industry classifications for Environment, Social and Governance (ESG) benchmarks. To that end, the Company has taken into account material issues from both sectors in its materiality assessment.

Materiality continued

Sustainability materiality matrix

This section outlines the material and emerging issues of interest to stakeholders, including topics that are related to wider community investment activities and water usage within the Group's Italian operations. Playtech makes disclosures to various audiences and through multiple communications channels, and as a result many issues are reported in more depth outside of the Annual Reporting cycle. For instance, Playtech has participated in the FTSE Women Leaders Review (formerly the Hampton-Alexander Review) on diversity as well as the Carbon Disclosure Project (CDP) disclosure system to manage environmental impacts.



¹ Sharp increase in importance due to COVID-19.

² Relevant to Snai only.

The eight issues identified as being the most material are:

- **safer gambling** embraces areas such as game design and product safety, marketing, investment in research, education and treatment (RET), customer engagement, regulation, data analytics and the use of AI;
- **carbon reduction and energy efficiency** covers policies, initiatives and performance relating to climate change prevention, mitigation and adaption;
- **corporate governance** refers to elements of governance that relate to the social and environmental aspects of sustainability such as Board diversity and experience, incentives and remuneration, as well as integration of sustainability into decision making;
- **financial crime** focuses on anti-money laundering (AML), anti-bribery and corruption (ABC), tax evasion and professional integrity;
- **human capital management** covers issues such as talent attraction and retention, employee engagement, training and development;
- **Diversity, Equity and Inclusion (DEI)** covers increased representation and inclusivity covers increased representation and inclusivity for various underrepresented groups;
- **data protection and cybersecurity** relates to policy, governance, and resourcing as well as operational KPIs including breaches and compliance costs; and
- **employee health and safety** which relates to looking after the mental and physical health of employees – a concern that has come further to the fore as a result of COVID-19.

Playtech recognises the area of DEI as a separate and stand-alone issue. To date, materiality has helped inform the development of Sustainable Success and, in the future, the insights gained will help to refine it further. The approach to materiality is dynamic and will continue to evolve and adapt, ensuring assessments help the business to capture changes in the business and in society, as well as focusing on reporting and ESG disclosures.



Summary of 2021 ESG Data

The following provides an overview of key ESG metrics included in the FY 2021 Annual Report; the KPIs are presented under the three pillars of Playtech's sustainability strategy. The table also indicates the relationship to relevant GRI and SASB indicators. Additional information is available at <http://www.investors.playtech.com/annual-reports>.

	2021	2020	2019	GRI	SASB	Notes
Pillar 1 – POWERING SAFER GAMBLING SOLUTIONS						
Escalations to licensees – iPoker						
Anti-Money Laundering (AML) (%)	0.02	0.03	0.05			* Restated due to amended methodology with more refined calculation of unique players for full year based on quarterly data.
Collusion (%)	1.03	1.03	6.06*			
Responsible gambling (RG) (%)	0.39	0.36	0.14			
Responsible gambling escalation to licensees – Live Casino						
Escalations from Euro Live Technologies			5,211			* This number has increased due to the number of Live operations included in the scope of reporting, continued investment in staff training and chat tool improvements.
Risk escalations from all four Live operations	23,802	19,558*				
Responsible gambling performance – B2C						
Proportion of customers self-excluding (%)*	10	9****	9***			* Number of self-exclusions and registrations with GAMSTOP as a percentage of total unique customers within Playtech's B2C operations in the UK. ** RG tools comprise reality checks, time-outs and deposit limits. *** Restated due to improved methodology to consider unique players. Previously reported figure (27%) included non-unique player accounts. **** Transposition error in 2020.
Proportion of customers using RG tools (%)**	32	29****	27			
B2C customer interactions						
Emails	529,244	420,071				
Person-to-person interactions via phone, email or live chat	5,314	6,478				
Pop-up messages	147,603	21,276				
Customer clicks on SmartTips	71,390	42,048				
Pillar 2 – PROMOTING INTEGRITY AND AN INCLUSIVE CULTURE						
Training overview						
Compliance*						
Total number of employees eligible	6,279	5,080		GRI 205-2		* Includes Snaitech employees.
Total number of employees completing training	5,822	4,981		GRI 205-2		
Completion rate	93%	98%		GRI 205-2		
Average hours per employee		9.14		GRI 404-1		
Human rights						
Total number of employees eligible	235					
Total number of employees completing training	201	29				
Completion rate	86%					
Customer interactions (B2C)						
Total number of employees eligible	177					
Total number of employees completing training	165	116				
Completion rate	93%					



Summary of 2021 ESG Data continued

	2021	2020	2019	GRI	SASB	Notes
Pillar 2 – PROMOTING INTEGRITY AND AN INCLUSIVE CULTURE continued						
Data protection and security training overview						
Data protection						
Total number of employees eligible	6,279					
Total number of employees completing training	5,822					
Completion rate	93%					
Total number of contractors eligible	38					
Total number of contractors completing training	33					
Completion rate	87%					
Information security						
Total number of employees eligible	5,431	5,420				
Total number of employees completing training	5,306	5,333				
Completion rate	98%	98%				
Average hours per employee		0.67		GRI 404-1		
Total number of contractors eligible	37					
Total number of contractors completing training	33					
Completion rate	89%					
Global compliance – senior leader						
Total number of employees eligible		1,044		GRI 205-2		
Total number of employees completing training		881		GRI 205-2		
Completion rate		84%		GRI 205-2		
Average hours per employee		1.5		GRI 404-1		
Incident reports through the independent Speak Up hotline	2	0	0			
Environment metrics						
Energy use						
Global total energy consumption (kWh)	26,404,609	27,677,113	30,932,101	GRI 302-1, GRI 302-4	SV-CA-130a.1, TC-SH-130a.1	
UK total energy consumption (kWh)	1,672,350	1,556,362				
GHG emissions						
Global Scope 1 (tonnes CO ₂ e) ²	1,171 ^{1,5,6}	1,155	1,421	GRI 305-1		1 2021 absolute data is an estimate based on 99.8% actual data coverage by headcount. Coverage has been above 90% for all three years.
UK Scope 1 (tonnes CO ₂ e) ²	69 ^{1,5}	48				
Global Scope 2 (location-based) ³ (tonnes CO ₂ e)	6,720 ^{1,5,6}			GRI 305-2		2 Using the latest Department for Environment, Food & Rural Affairs (DEFRA) conversion factors (CO ₂ e).
UK Scope 2 (location-based) ³ (tonnes CO ₂ e)	281 ^{1,5}					3 Using the latest DEFRA electricity conversion factor (CO ₂ e) for all UK locations and district heating conversion factors for the whole Group, and the latest International Energy Agency (IEA) conversion factors for all electricity use at non-UK sites (CO ₂ e).
Global Scope 2 (market-based) ⁴ (tonnes CO ₂ e)	7,078 ^{1,5}			GRI 305-2		
UK Scope 2 (market-based) ⁴ (tonnes CO ₂ e)	212 ^{1,5}					
Global Scope 3 (See Scope 3 breakdown below) ¹ (tonnes CO ₂ e)	80,420			GRI 305-3		
Global Total Scope 1 and 2 (location-based) (tonnes CO ₂ e)	7,892 ⁶	9,316	10,914			4 Using the latest 2020 Association of Issuing Bodies (AIB) residual mix emission factors for all electricity used at all sites when available, or the latest International Energy Agency (IEA) conversion factors for all electricity use for countries where the data is not available.
UK Total Scope 1 and 2 (location-based) (tonnes CO ₂ e)	350	350				
Global Total Scope 1 and 2 (market-based) (tonnes CO ₂ e)	8,249					
UK Total Scope 1 and 2 (market-based) (tonnes CO ₂ e)	281					5 Due to reporting timelines, data for November and December 2021 has been estimated using November and December 2020 actual data, except for sites where actual 2021 data was already available. This is the same methodology that was applied for all three years.
Global Scope 1, 2 (location-based) and 3 (tonnes CO ₂ e)	88,312					
Global Scope 1, 2 (market-based) and 3 (tonnes CO ₂ e)	88,669					6 Indicates data subject to independent limited assurance by PricewaterhouseCoopers LLP (PwC). 2020 data was assured for the 2020 Annual Report and 2021 data was assured for the 2021 Annual Report; full assurance statement can be found at www.playtech.com .



	2021	2020	2019	GRI	SASB	Notes
Carbon intensity						
Scope 1 and 2 (location-based) GHG intensity (tonnes CO ₂ e/employee) ⁶	1.14	1.37	1.70	GRI 305-4		6 Indicates data subject to independent limited assurance by PricewaterhouseCoopers LLP (PwC). 2020 data was assured for the 2020 Annual Report and 2021 data was assured for the 2021 Annual Report; full assurance statement can be found at www.playtech.com.
Scope 1 and 2 (market-based) GHG intensity (tonnes CO ₂ e/employee)	1.19			GRI 305-4		
Scope 3 breakdown						
1: Purchased goods and services (tonnes CO ₂ e)*	41,031			GRI 305-3		* These are Playtech's top three categories. Over 90% of the total Scope 3 GHG footprint comes from those categories.
2: Capital goods (tonnes CO ₂ e)*	14,842			GRI 305-3		
3: Fuel and energy-related activities (tonnes CO ₂ e)	2,610			GRI 305-3		
4: Upstream transportation and distribution (tonnes CO ₂ e)	177			GRI 305-3		
5: Waste generated in operations (Snai only)	154			GRI 305-3		
6: Business travel (tonnes CO ₂ e)	445			GRI 305-3		
7: Employee commuting (Snai only) (tonnes CO ₂ e)	184			GRI 305-3		
8: Upstream leased assets (tonnes CO ₂ e)	Not relevant for Playtech			GRI 305-3		
9: Downstream transportation and distribution (Snai only) (tonnes CO ₂ e)	542			GRI 305-3		
10: Processing of sold products (tonnes CO ₂ e)	Not relevant for Playtech			GRI 305-3		
11: Use of sold products (tonnes CO ₂ e)	2,070			GRI 305-3		
12: End-of-life treatment of sold products (tonnes CO ₂ e)	Relevant but not yet calculated			GRI 305-3		
13: Downstream leased assets (tonnes CO ₂ e)	Relevant but not yet calculated			GRI 305-3		
14: Franchises (tonnes CO ₂ e)*	17,972			GRI 305-3		
15: Investments	392			GRI 305-3		
Water consumption⁷						
Total water consumption (m ³)	688,707 ⁸	611,629 ⁹	719,635 ¹⁰	GRI 303-5	TC-SI130a.2	7 Data covering all of Playtech's operations.
Water consumption for watering racetracks (m ³)	188,150	167,831	175,259	GRI 303-5		8 2021 estimate based on 73% actual data coverage by headcount.
Water consumption for watering racetracks (% of total)	27.3%	27.4%	24.4% ¹⁰	GRI 303-5		9 2020 estimate based on 84% actual data coverage by headcount.
						10 Restated due to the inclusion of a multiplying factor that was used for water charges in the Philippines. Calculations have since been restated to the actual consumption.
Waste and effluent¹¹						
Total waste production (tonnes)	7,056	7,665	8,850	GRI 306-3		11 Data covering Snaitech operations only.
> Sent to landfill (tonnes)	7	5	52	GRI 306-5		12 This figure is split between Racetracks (Manure/by-product of animal origin – 6,496), Racetracks (other-358) and offices (195).
> Reused or recycled (tonnes)	7,048 ¹²	7,660	8,798	GRI 306-4		
Hazardous waste (tonnes)	49	66	96			
Gender splits						
Employees (%)[*]						
Male	62.7	60.7	58.6	GRI 405-1, GRI 2-7	TC-SI330a.3	* Employees are defined as the total number of employees on the payroll on 31 December. Out of 7,698 employees, 11 preferred not to disclose their gender.
Female	37.3	39.3	41.4	GRI 405-1, GRI 2-7	TC-SI330a.3	
Senior managers (%)^{**}						
Male	80.8	80.6	81.4	GRI 405-1, GRI 2-7	TC-SI330a.3	** Senior managers are defined as the top 500 highest earning employees at Playtech.
Female	19.2	19.4	18.6	GRI 405-1, GRI 2-7	TC-SI330a.3	



Summary of 2021 ESG Data continued

	2021	2020	2019	GRI	SASB	Notes
Pillar 2 – PROMOTING INTEGRITY AND AN INCLUSIVE CULTURE continued						
Gender splits continued						
Directors (%)***						*** Directors are defined as Board Directors on 31 December.
Male	71.4	71.4	75.0	GRI 405-1, GRI 2-7	TC-SI330a.3	
Female	28.6	28.6	25.0	GRI 405-1, GRI 2-7	TC-SI330a.3	
Direct Reports to the Executive Committee (%)*						
Male	58.7**	74.2**	75.0***	GRI 405-1, GRI 2-7	TC-SI330a.3	* Excludes administrative support staff. ** Data as at 31 October of the reporting year. *** Data as at 1 July of the reporting year.
Female	41.3**	25.8**	25.0***	GRI 405-1, GRI 2-7	TC-SI330a.3	
Executive Committee (%)						
Male	70**	100**	100***	GRI 405-1, GRI 2-7	TC-SI330a.3	
Female	30**	0**	0***	GRI 405-1, GRI 2-7	TC-SI330a.3	
Gender pay gap*						
Median gender pay gap (%)**	18.9	21.0	31.7	GRI 405-2		* Based on UK employees only. The numbers were calculated in line with the UK Government's requirements for reporting Gender Pay Figures and covers payroll and bonuses paid up to 5 April 2019, 5 April 2020 and 5 April 2021 respectively.
Mean gender pay gap (%)**	27.5	25.5	32.5	GRI 405-2		** Based on hourly rate of pay. In line with the UK Government's guidance for gender pay gap reporting, furloughed employees are excluded from the calculation.
Median gender bonus gap (%)***	11.4	31.1	25.9	GRI 405-2		*** Based on total bonuses received. In line with the UK Government's guidance for gender pay gap reporting, furloughed employees are included in the calculation.
Mean gender bonus gap (%)***	44.7	49.6	52.7	GRI 405-2		
Occupational health and safety data*						
Total number of accidents	10	4	11	GRI 403-9		* Covers Snaitch operations only. ** 200,000 is a fixed coefficient (50 working weeks x 40 hours x 100). *** Number of days of absence in 2020 is defined as total hours of absence/8 (hours of work per day); 31,942 days of absence are due to furloughed absences. Number of days of absence in 2021 is defined as hours lost due to illness, which includes COVID-19.
Accident ratio: total number of accidents/ working hours x 200,000**	1.55	0.67	1.6	GRI 403-9		
Number of days lost to accidents	266	88	310	GRI 403-9		
Severity of accident index: total days lost for accidents/working hours x 200,000**	41.27	14.81	45.9	GRI 403-9		
Number of days' absence***	6,836	40,131	7,949	GRI 403-10		
Pillar 3 – PARTNERING ON SHARED SOCIETAL CHALLENGES						
Community investment						
Number of countries reporting on community investment	11	10		GRI 413-1		
Charities worked with	>90	>100		GRI 413-1		
Estimated cumulative number of people engaged	>12,600	>10,000				
Total value of gifts in kind distributed (€)		>40,000		GRI 201-1		
Total value of monetary donations (€)	>€487,600	>300,000		GRI 201-1		
Investment in research, education and treatment programmes to reduce gambling-related harm (£)	>£1,665,000	>1,300,000				

Playtech sustainability data: principles and methodology

This document spells out the principles and methodology used by Playtech to collect, analyse and verify the Company's sustainability data as it relates to mandatory reporting in the Annual Report and Accounts (ARA).

Underlying reporting principles

The following principles underlie our approach to sustainability reporting:

- All data and information is a true and fair reflection of our performance, and provides sufficient transparency for the reader to have confidence in the integrity of our reporting.
- We are clear about the definitions, scope and boundaries of our reporting.
- If we have any exclusions in our reporting due to data gaps, then those exclusions are clearly stated.
- Any assumptions that we make are clearly stated, and the accounting and calculation methods explained.

Reporting boundaries

Playtech is a global business with offices in 26 jurisdictions, namely:

- Australia
- Austria
- Bulgaria
- Cyprus
- Denmark
- Estonia
- Germany
- Gibraltar
- Israel
- Italy
- Latvia
- Malta
- Peru
- Philippines
- Poland
- Romania
- Russia
- Singapore
- Slovenia
- South Africa
- Spain
- Sweden
- Ukraine
- United Kingdom (includes Guernsey and Isle of Man)
- United States
- Vietnam

We report performance on a Group-wide basis. Our reporting boundaries are defined by financial control as explained by the Greenhouse Gas (GHG) protocol.

Associated companies of which we own a share that is less than 35% are excluded from the reporting boundary. We have a 85% stake in a Joint Venture (Statscore). Statscore is considered 100% consolidated from a reporting perspective. We therefore report on 100% of Statscore's headcount and impacts.

As per the protocol for financial reporting we have to treat any business sold within the reporting year as "discontinued" in the results, on the basis that including it in our consolidated results as normal gives a misleading view of the Group's continuing operations. We aim to include any acquired businesses during the financial year in our reporting, and we will make it clear if and when this is not possible, e.g. due to incompatible systems or lack of data.

Use of estimates

We have made every effort to capture all relevant data, but it is not feasible or practical to capture everything. Where we have made estimates to cover such occasions we make this clear in the criteria and where we deviate from this we will give a further explanation in the relevant section of the report.

Roles, responsibilities and accountabilities

We follow a strict process to ensure that the data we report is as accurate as possible and any queries surrounding the data have been followed up in the best manner. We start by using a standardised reporting template to collect the data. Data is then collated and reviewed by the relevant responsible personnel, using this template. Once the data has been collected in full, it is then subject to a second check by our Group Internal Audit team and a third check by our external advisers. This process allows us to reduce the number of errors in our reporting process.

Data is collected from sources at Group level and from individuals at an individual office level (including Snaitech), hereafter referred to as "offices".

Restatement of reported data

We think it is important for the business and also for the reader of our ARA to be able to see our sustainability performance over time. Where information becomes available that changes figures reported in prior years by 5% or more, we will restate figures in prior years to make data as comparable between years as possible.

We report sustainability data under six broad headings: responsible gambling, gender diversity, environment, health, safety and wellbeing, training, and community investment.

Safer gambling

Under this heading, we collect data and provide quantitative indicators relating to our Safer Gambling (SG) tools, processes and initiatives.

B2B

Parameter: escalations (iPoker)

- Definition: the percentage of escalations to licensees, split by Anti-Money Laundering (AML), Collusion, and Responsible Gambling (RG).
- Scope: all unique players.
- Units: percentage of escalations.
- Method: sum of escalations during each quarter (1 January-31 March; 1 April-30 June; 1 July-30 September; 1 October-31 December) by type (AML, collusion, RG) divided by the total number of network unique players for that quarter. Annual figures calculated by taking the average of each quarter's figure.
- Source: collected by the iPoker team. Numbers extracted from Poker admin system reports and internal databases.

Reporting methodology continued

Safer gambling continued

B2B continued

Parameter: escalations (Live)

- Definition: the total number of escalations to licensees about players in Eurolive; PTR; CGM; and S-Tech.
- Scope: all players in each of the four studios.
- Units: number of escalations.
- Method: sum of escalations during the year, from 1 January to 31 December 2021.
- Source: collected by the Live team. Numbers extracted from Live Admin system reports.

Parameter: number of Playtech Protect customers

- Definition: the number of brands actively using Playtech Protect services, including BetBuddy.
- Scope: all brands of Playtech.
- Units: number of brands.
- Method: sum of brands actively using BetBuddy as at the year end, 31 December.
- Source: collected by the Compliance team. Numbers extracted from legal/contracts.

Parameter: number of Software As A Service (SAAS) partnerships offering safer gambling and compliance services

- Definition: the number of SAAS partnerships offering safer gambling and compliance services.
- Scope: all SAAS partnerships.
- Units: number of SAAS partnerships.
- Method: sum of SAAS partnerships as at the year end, 31 December.
- Source: collected by the Product Strategy and Innovation team. Numbers extracted from our internal databases.

Parameter: Research and insights on SG

- Definition: the number of research articles, blogs, whitepapers and podcasts published that contribute to SG.
- Scope: all publications, as specified in the Definition.
- Units: number of publications.
- Method: sum of articles, blogs, whitepapers and podcasts published in the year from 1 January to 31 December 2021 that contribute to SG.
- Source: collected by the Compliance team, available on the Playtech Protect (Research) website.

B2C

Parameter: self-exclusions

- Definition: Total number of unique self-exclusions and/or registrations with GAMSTOP as a percentage of total unique and active customers within Playtech's B2C operations in the UK.
- Scope: all Playtech B2C customers in the UK and Ireland.
- Units: number of unique customer self-exclusions and/or registrations with GAMSTOP.
- Method: sum of unique self-exclusions started during the year from 1 January to 31 December 2021.
- Source: collected by Compliance. Numbers extracted from Information Management Solution (IMS) reports.

Parameter: SG tools

- Definition: the total number of unique Playtech customers that have experienced at least one out of the following SG tools: emails, reality checks, time-outs and/or deposit limits.
- Scope: all active Playtech B2C customers in the UK.
- Units: number of unique customers experiencing at least one SG tool.
- Method: sum of unique and active customers using one or more of the SG tools mentioned in the Definition during the year from 1 January to 31 December 2021. Source: collected by the Compliance team. Numbers extracted from IMS reports.

Parameter: customer interactions regarding SG

- Definition: the total number of customer interactions regarding SG through emails sent; person-to-person interactions (chat, email or phone call); and pop up messages during the year from 1 January to 31 December 2021.
- Scope: all Playtech B2C customers in the UK.
- Units: total number of customer interactions regarding SG and breakdown by type of interaction (total number of RG emails sent, person to person interaction (either via live chat/phone call/email) and pop-up messages).
- Method: sum of customer interactions by type of interaction.
- Source: collected by the Compliance team. Numbers extracted from the Customer Relationship Management (CRM) platform.

Parameter: clicks on SmartTips

- Definition: the total number of customer clicks on SmartTips during the year from 1 January to 31 December 2021.
- Scope: all Playtech B2C customers in the UK.
- Units: total number of clicks.
- Method: sum of clicks.
- Source: collected by Compliance. Numbers extracted from IMS reports.

Gender diversity

Under this heading we collect data and report on indicators to assess the gender diversity of our employees.

Total employees

Parameter: employee number (henceforth "employee")

- Definition: total number of employees as at 31 December 2021.
- Scope: all employees in Playtech Group – both full time and part-time. This includes those who are: full time employed; contractor; intern; on maternity leave or parental leave; on unpaid vacation; and those with "other" status (e.g. sick leave).
- Units: number of employees.
- Method: sum of employees by office.
- Source: Global HR and Snaitech HR. Global HR data extracted from the main HR management system, HRis; Snaitech HR data extracted from Snaitech's HR management system, Zuchetti.
- Numbers submitted by Global HR for the Playtech Group and Snaitech HR for Snaitech.

Employee diversity

Parameter: employee gender split

- Definition: the percentage of male or female employees as at 31 December 2021.
- Scope: all employees in Playtech Group – both full time and part-time. This includes those who are: full time employed; contractor; intern; on maternity leave or parental leave; on unpaid vacation; and those with "other" status (e.g. sick leave).
- Units: percentage (%).
- Method: sum of female employees as a percentage of the total employee number on 31 December 2021 (same for male employees).
- Source: Global HR and Snaitech HR. Global HR data extracted from the main HR management system, HRis; Snaitech HR data extracted from Snaitech's HR management system, Zuchetti.
- Numbers submitted by Global HR for Playtech Group and by Snaitech HR for Snaitech.

Parameter: Senior Managers' gender split

- Definition: the percentage of male or female employees in senior managerial positions on 31 December 2021. A "senior manager" is a person who, as defined by the Strategic Report statutory reporting requirements:
 - has responsibility for planning, directing or controlling the activities of the Company, or a strategically significant part of the Company, and
 - is a full time employee of the Company.
- We have taken this to mean the top 500 highest paid employees at Playtech Group based on payroll identifiable on HRIs, which excludes allowances and benefits.
- Scope: all full time employees in Playtech. This includes those who are: full time employed; intern; on maternity leave or parental leave; on unpaid vacation; and those with "other" status (e.g. sick leave). It excludes the Group Chief Executive Officer and Group Chief Financial Officer, because they are included in the Directors' gender split.
- Units: percentage (%).
- Method: sum of female senior managers as a percentage of the total number of employees in senior managerial positions on 31 December 2021 (same for male senior managers).
- Source: Global HR and Snaitech HR. Global HR data extracted from the main HR management system, HRIs. Snaitech HR data extracted from Snaitech's HR management system, Zuchetti.
- Numbers submitted by Global HR for the Playtech Group and Snaitech HR for Snaitech.

Parameter: Directors' gender split

- Definition: the percentage of male or female Board Directors on 31 December 2021.
- Scope: Members of Playtech Group's Board of Directors, including both Executive and Non-Executive Directors.
- Units: percentage (%).
- Method: sum of female members of the Board of Directors as a percentage of the total number of members of the Board of Directors on 31 December 2021 (same for male Directors).
- Source: Global HR. Data extracted from the main HR management system, HRIs.

Environment

Under this heading we collect data and report against indicators to monitor the environmental impacts of our business.

Energy use

Parameter: total energy consumption

- Definition: the total amount of energy consumed within all our assets, including office buildings, racetracks, live studios and data centres. Energy includes diesel for vehicles, district heating, electricity, fuel oil, gas, gasoline for generators, gasoline for vehicles, LPG for heating and methane for heating.
- Scope: we aim to collect aggregate data from offices covering at least 85% of the total number of staff that are office-based and 100% of our own data centres.
- Time period: the reporting period is 1 January 2021 to 31 December 2021. Due to reporting timelines, data for November and December 2021 has been estimated using November and December 2020 actual data, except for sites where actual 2021 data was already available.
- Units: kilowatt-hours (kWh).
- Method: sum of energy data reported per office and fuel type, converting to kWh where not already reported in that unit. Where we were not able to collect data for the full 12-month period for an office that was functional for the full 12-month period, we pro-rate the data to compensate for the missing information. This is done by splitting the reporting period into 24 half-month periods and multiplying the total energy use figure with the appropriate factor to compensate for missed half-month periods.
- Source: collected directly from offices covering at least 85% of Playtech's staff and 100% of data centres. We then estimate for 100% of Playtech's office-based staff (i.e. the staff that is based out of a Playtech-operated office, even if they work elsewhere from time to time) by calculating a pro-rated value for offices where actual data is not available based on the head count data at 31 December 2021 from HR. This is done by multiplying the total energy consumption figure by the % of missed headcount. So, if coverage is 95% the total energy consumption figure is multiplied by a factor of 1.05.

- For offices that are able to collect actual data for some energy sources but not for a particular one, we still use the actual reported data. The missing data is calculated by finding a similar office type (e.g. office/office + data centre). We calculate the kWh/m² consumption of the missing energy source. The missing data is then estimated by multiplying the office size by the proxy office's kWh/m² figure.
- Output: global figures (covering all 27 jurisdictions listed in the Reporting boundaries section); and UK figure (covering all of Playtech's operations in the UK), to comply with Streamlined Energy & Carbon Reporting (SECR) requirements.

Greenhouse Gas (GHG) emissions

Parameter: Scope 1 and 2 GHG emissions

- Definition: the amount of carbon dioxide equivalent (CO₂e) emitted through the energy used within all our assets, including office buildings, racetracks, live studios and data centres. CO₂e includes the gases carbon dioxide (CO₂); methane (CH₄); and nitrogen dioxide (N₂O). This is reported as follows:
 - Scope 1 (direct) emissions from energy used in company-owned or controlled facilities and vehicles. This includes diesel for vehicles, fuel oil, gas, gasoline for generators, gasoline for vehicles, LPG for heating, and methane for heating.
 - Scope 2 (indirect) location-based emissions from purchased electricity, steam, heating and cooling for own use. This includes district heating and cooling, and electricity.
 - Scope 2 (indirect) market-based emissions from purchased electricity, steam, heating and cooling for own use. This includes district heating and cooling, and electricity.
- Total Scope 1 and 2 GHG emissions.
- GHG intensity. This is defined as the total absolute Scope 1 and 2 emissions (Tonnes CO₂e) divided by the total number of employees who are based in Playtech offices. Please refer to parameter: employee number for further details.
- Scope: we aim to collect aggregate data from offices covering at least 85% of the total number of staff that are office-based and 100% of our own data centres.
 - We report on CO₂e emissions arising from our use of third-party data centres under the Scope 3 parameter.

Reporting methodology continued

Environment continued

Greenhouse Gas (GHG) emissions continued Parameter: Scope 1 and 2 GHG emissions continued

- Time period: the reporting period is 1 January 2021 to 31 December 2021. Due to reporting timelines, data for November and December 2021 has been estimated using November and December 2020 actual data, except for sites where actual 2021 data was already available.
- Units: tonnes of CO₂e.
- Method:
 - Scope 1 and 2 location-based: multiplying energy data by appropriate available emissions factors from the UK Government's Department for Food, Environment and Rural Affairs (DEFRA) or the International Energy Agency (IEA).
 - Scope 2 market-based: multiplying energy data by appropriate available emissions factors from specific energy suppliers to Playtech where renewable energy is purchased. For the remaining energy, we multiply energy data by residual mix emission factors where available, or emission factors from the International Energy Agency (IEA) where not.
 - UK emissions factors are derived from DEFRA's most recent Greenhouse Gas Conversion Factors for Company Reporting.
 - International emissions factors are derived from IEA's most recent Emissions from electricity generation data.
 - Residual mix emission factors are derived from the Association of Issuing Bodies (AIB) most recent European Residual Mix emission factors.
 - Supplier-specific emission factors are derived from specific energy suppliers to Playtech.
- Key assumptions in using these factors are as follows:
 - For office and data centre electricity calculated following the location-based approach, specific country conversion factors are used depending on the office location: The UK grid conversion factor comes from DEFRA (CO₂e), for all other countries it is derived from IEA data (CO₂, CH₄, and N₂O).
 - For office and data centre electricity calculated following the market-based approach, specific country residual mix conversion factors are used depending on the office location, and are derived from AIB data for all countries including the UK.

- Gas, fuel oil, vehicle diesel/petrol, LPG, Gasoline for generators and District heat use a consistent conversion factor regardless of global location (i.e. UK DEFRA emission factors).
- Source: collected directly from offices covering at least 85% of Playtech's staff and 100% of data centres. We then estimate for 100% of Playtech's office-based staff (i.e. the staff that is based out of a Playtech-operated office, even if they work elsewhere from time to time) by calculating a pro-rated value for offices where actual data is not available, based on the head count data at 31 December 2021 from HR. This is done by multiplying the total Scope 1 & 2 GHG emissions figure by the % of missed headcount. So, if coverage is 95% the total GHG emission figure is multiplied by a factor of 1.05.
 - For offices that are able to collect actual data for some energy sources but not for a particular one, Scope 1 and 2 GHG emissions are calculated based on the estimated kWh energy consumption figure as explained under Parameter: Total energy consumption.
- Output (Scope 1 emissions; Scope 2 (location-based) emissions; Scope 2 (market-based) emissions; Total Scope 1 and 2 (location-based) emissions): global figures (covering all 27 jurisdictions listed in the Reporting boundaries section); and UK figures (covering all of Playtech's operations in the UK), to comply with Streamlined Energy & Carbon Reporting (SECR) requirements. GHG intensity is reported as a global figure only.

Data collection process

The following process is followed to ensure that the data received is collated and reported as accurately as possible.

Playtech Group excluding Snaitech

- 1a. The GHG data collection tool is filled in by Local Financial Controllers on a country or office basis.
- 2a. The data is then sent to Group Finance, where a Corporate Controller undertakes an initial assessment of the integrity and completeness of the data, following up with data providers as necessary. Once the dataset is complete, Group Finance passes on the complete dataset to both Playtech's Group Internal Audit team and Playtech's external sustainability advisers.

Snaitech

- 1b. The same greenhouse gas data collection tool as the one used by Playtech Group is filled in by three data owners, one for Snaitech offices; one for property agencies; and one for racetracks.

- 2b. The data is then sent to Snaitech's Internal Audit team, which undertakes an initial assessment of the integrity and completeness of the data, following up with data owners as necessary. Once the dataset is complete, Snaitech Internal Audit passes on the complete dataset to both Playtech's Group Internal Audit team and Playtech's external sustainability advisers.

Both Playtech Group and Snaitech

3. The advisers perform the next step of the analysis, calculating the relevant CO₂e emissions. They also perform a check of the data in its final form to verify data quality.
4. The data review and findings are formally documented as an audit trail by the sustainability advisers, which in turn is reviewed by internal audit.
5. Finally, the full dataset (i.e. containing all of the Playtech Group data, including Snaitech data) will be signed off and approved by Playtech's Chief Financial Officer.

Snaitech, our Italian business unit which accounts for a significant part of the Group's energy use and GHG emissions, also reports environmental metrics separately in its annual sustainability reports. While these use a different reporting period for some metrics including energy use and GHG emissions (calendar year versus the Group's November-October), we check alignment between Snaitech's reported figures and those disclosed as part of the Group's Annual Reporting to identify any discrepancies and flag potential issues in the methodology followed for Group reporting.

Parameter: Scope 3 GHG emissions

- Definition: the amount CO₂e emitted in our value chain. CO₂e includes CO₂, CH₄, and N₂O. This is reported as follows:
 - Total Scope 3 emissions (tonnes CO₂e).
 - Scope 3 emissions split by category (tonnes CO₂e).
- Scope: We have determined which of the 15 categories listed by the GHG Protocol Corporate Value Chain (Scope 3) Standard are relevant to Playtech and therefore should be included in our Scope 3 footprint.
 - The following categories are relevant and included. The scope of each category includes the full Playtech Group, unless otherwise stated:
 - 1: Purchased Goods and Services.
 - 2: Capital Goods.
 - 3: Fuel and Energy Related Activities.
 - 4: Upstream Transportation and Distribution.

- 5: Waste generated in operations. Includes Snaitech only. The waste generated by Snaitech's operations is significant, as they operate physical points of sale and three horse racetracks. For the rest of our operations, our waste is mostly small amounts of domestic waste generated in offices which is insignificant and we have therefore not calculated.
 - 6: Business Travel.
 - 7: Employee Commuting.
 - 9: Downstream Transportation & Distribution. Includes Snaitech only. Downstream transportation & distribution is only relevant for a limited number of specific divisions within the Playtech Group beyond Snaitech, which manufacture or distribute physical products.
 - 11: Use of sold products.
 - 14: Franchises. Includes Snaitech only, which is the only part of the Playtech Group that operates franchises.
 - 15: Investments. Includes all Joint Ventures that the Playtech Group participates in. Where a Joint Venture is excluded due to unavailable data, this is clearly disclosed and justified.
- The following categories are relevant but not included due to a lack of available data. We will endeavour to include these in future footprints:
 - 12: End-of-life treatment of sold products.
 - 13: Downstream Leased Assets.
 - The following categories are not relevant for Playtech:
 - 8: Upstream Leased Assets. All emissions in relation to upstream leased assets are already included in the Scope 1 and 2 GHG emissions parameter.
 - 10: Processing of Sold Products. Playtech does not manufacture products that require further processing.
 - Time period: the reporting period is 1 January 2021 to 31 December 2021.
 - Units: tonnes of CO₂e.
 - Method: We have gathered a combination of actual data, activity data, and financial data to calculate Scope 3 GHG emissions, as detailed per category below:
 - Category 1: we gathered complete Operational Expenses (OpEx) covering the Playtech Group (excluding Snaitech) grouped by spend category.

We determined which spend categories needed to be included (for example we excluded spend related to energy, as this is included in Scope 1 & 2, or travel, as this is included in Category 6). We attempt to gather supplier-specific cradle-gate (Scope 1, 2 and 3) emission data where possible and practicable, targeting the categories with the highest percentage of spend and the suppliers within those categories with the highest percentage of spend. Where we are able to gather supplier-specific emissions data covering more than 10% of the total category spend, we estimate the full category emissions based on the supplier-specific emission factor. Where we are unable to do so, we use the supplier-specific emission data to calculate emissions from that specific supplier spend only. We also use the supplier-specific emission factors to calculate any other spend with that supplier, even when that spend is located in a category that is not prioritised for the gathering of actual supplier-specific emissions data. The remaining spend is multiplied by emission factors from DEFRA: Supply chain emission factors for spending on products (2014). For Snaitech, we gathered the same information for the top suppliers by spend, covering at least 70% of the total OpEx. We then follow a similar approach, identifying the top suppliers by spend and attempting to gather supplier-specific cradle-gate emissions data. The rest of the spend is multiplied by DEFRA (2014) emission factor. We multiply the sum of the calculated emissions by a factor to estimate for the missing coverage.

- Category 2: we gathered complete CapEx covering the Playtech Group (including Snaitech). We categorised the top suppliers by spend by their product category, covering at least 70% of the total CapEx. We then multiplied this by the appropriate emission factors from DEFRA: Supply chain emission factors for spending on products (2014). We then multiplied the sum by a factor to estimate for the missing coverage.
- Category 3: we multiplied the total energy used split by fuel type by the appropriate emission factor from DEFRA (2021): Well-To-Tank: fuels; the total electricity and district heating by the appropriate emission factor from DEFRA (2021); Well-To-Tank: UK & overseas electricity; and the total electricity and district heating by the appropriate emission factor from IEA (2021); adjustment for transmission and distribution losses induced emissions.

- Category 4: we gathered total OpEx on transportation for the Playtech Group and multiplied this by the Road Transport emission factor from DEFRA: Supply chain emission factors for spending on products (2014). We were unable to calculate emissions from distribution due to data unavailability, and this is therefore excluded from our Scope 3 inventory.
- Category 5: we gathered total volume of waste for Snaitech only, split by destination (landfill, reused or recycled) and multiplied by the appropriate emission factor from DEFRA (2021): Waste disposal.
- Category 6: calculated based on data on actual distance travelled by mode of transport covering the Playtech Group, including Snaitech. This excludes travel not recorded in the Group's travel management system, for example Board travel, due to data availability. For flights, each trip was categorised as Domestic, to/from UK; Short-haul, to/from UK; Long-haul, to/from UK; International, to/from non-UK and DEFRA (2021) business travel: air emission factors (average passenger) applied. For travel by train, the total distance travelled was multiplied by the DEFRA (2021) business travel: land, national rail emission factor. For travel by rental car, the total distance travelled was multiplied by the DEFRA (2021) business travel: land, medium car, average size, unknown fuel source emission factor.
- Category 7: we gathered commuting data from two Snaitech offices (Rome and Milan), outlining means of transportation, distance, average homeworking rate, and average working days. Data was provided in distance brackets (<10km; 10-50km; 50-100km; >100km); we assumed the middle value for each category (e.g. 30km for 10-50 and 150km for >100km). Daily journeys were split by means of transportation and multiplied by the relevant DEFRA (2021) business travel: land emission factors. For commuting by subway, the DEFRA (2021) business travel: land, London Underground emission factor was applied. For commuting by motorcycle, the DEFRA (2021) business travel: land, motorbike average emission factor was applied. For commuting by train, the DEFRA (2021) business travel: land, national rail emission factor was applied. For commuting by car, the DEFRA (2021) business travel: land, average car emission factor was applied. For commuting by tram, the DEFRA (2021) business travel: land, light rail and tram emission factor was applied.

Reporting methodology continued

Environment continued

Data collection process continued

Parameter: Scope 3 GHG emissions continued

For commuting by bus, the DEFRA (2021) business travel: land, average local bus emission factor was applied. For commuting by electric car, we multiplied the average energy consumption of an electric car by the IEA emission factor for Italy and the distance travelled. We collected data covering at least 60% of total employees per site and multiplied the figure by a factor to estimate for the missing %. We were unable to calculate emissions from the commuting of Snai employees based outside of the Rome and Milan office due to data unavailability. No data was gathered about Playtech employees as almost all work from home.

- Category 9: we gathered total OpEx on transportation for Snaitech and multiplied this by the Road Transport emission factor from DEFRA: Supply chain emission factors for spending on products (2014). We were unable to calculate emissions from distribution due to data unavailability, and this is therefore excluded from our Scope 3 inventory.
- Category 11: we gathered total revenue from B2B Customers for the Playtech Group. We then attempted to gather customer-specific emission data for customers representing more than 65% of total B2B revenue. We calculate a customer-specific emission factor that we then multiply by Playtech's revenue from that customer during the reporting period. The sum of these calculations is then multiplied by a factor to estimate for the rest of B2B revenue.
- Category 14: we gathered the total floor space that each franchise occupies in square metres. For sports playpoints (i.e. not full betting shops), the total floor space attributable to Playtech is unknown and is assumed to be 49% of the premises' total, as Italian regulation dictates that it must be under 50%. We then estimated the associated emissions by calculating a GHG emissions per square metre factor based on Snaitech's own data on its betting shops (the Snai Rete Italia division), and multiplied this by the total square metres occupied by the franchises.
- Category 15: we gathered the total revenue of the investee companies with which entities within the Playtech Group have a Joint Venture, and apportioned this to the Playtech Group based on its share of the equity. We then multiplied the revenue by the appropriate emission factor from DEFRA: Supply chain emission factors for spending on products (2014).

- Source: Collected directly from the relevant Playtech & Snaitech data owners.

- Output: Total Scope 3 emissions for the Playtech Group; total Scope 3 emissions per category for the Playtech Group.

Water use

Parameter: total water consumption

- Definition: the amount of water consumed within all our assets, including office buildings, racetracks, live studios and data centres.
- Scope: we aim to collect aggregate data from offices covering at least 85% of the total number of staff that are office-based and 100% of our own racetracks.
- Time period: the data reported in the Annual Report corresponds to the data collected for the 12-month period between 1 November 2020 to 31 October 2021 except for sites where data for 1 January 2021 to 31 December 2021 was already available.
- Units: Cubic metres (m³).
- Method: sum of water use data reported for each asset, converting to m³ where not already reported in that unit. Where we were not able to collect data for the full 12-month period for an office that was functional for the full 12-month period, we pro-rate the data to compensate for the missing information. This is done by splitting the reporting period into 24 half-month periods and multiplying the total water use figure with the appropriate factor to compensate for missed half-month periods.
- Source: collected directly from offices covering at least 75% of Playtech's staff and 100% of racetracks. We then estimate for 100% of Playtech's office-based staff (i.e. the staff that is based out of a Playtech-operated office, even if they work elsewhere from time to time) by taking the average water use per capita for the offices we have data cover for, and multiplying the figure by the figure for total office-based employees collected from Group HR.

Parameter: water consumption for watering racetracks

- Definition: the amount of water consumed for watering the three racetracks owned by Snaitech: San Siro galoppo and La Maura trotto (Milan) and Sesana trotto (Montecatini terme).
- Scope: data collected directly from the three Snaitech-owned racetracks.
- Time period: the data reported in the Annual Report corresponds to the data collected for the 12-month period between 1 November 2020 to 31 October 2021 except for sites where data for 1 January 2021 to 31 December 2021 was already available.

- Units: Cubic metres (m³) and percentage of total water use (%).

- Method: sum of water use data reported for each of the three racetracks, converting to m³ where not already reported in that unit. Where we were not able to collect data for the full 12-month period for an office that was functional for the full 12-month period, we pro-rate the data to compensate for the missing information. This is done by splitting the reporting period into 24 half-month periods and multiplying the total water use figure with the appropriate factor to compensate for missed half-month periods.
- Source: collected directly from the three racetracks.

Waste

Parameter: total waste production

- Definition: the amount of waste produced in all of Snaitech's operations, including office buildings, racetracks, live studios and data centres; and split by destination (landfill or reused/recycled).
- Scope: we aim to collect aggregate data from offices covering at least 85% of the total number of Snaitech staff that are office-based and 100% of our own racetracks. The figure does not include Snai Rete Italia, the Area Scm and EPIQA (Rome).
- Time period: the data reported in the Annual Report corresponds to the data collected for the 12-month period between 1 November 2020 to 31 October 2021 except for sites where data for 1 January 2021 to 31 December 2021 was already available.
- Units: tonnes.
- Method: sum of waste production data reported for each asset, converting to tonnes where not already reported in that unit. Where we were not able to collect data for the full 12-month period for an office that was functional for the full 12-month period, we pro-rate the data to compensate for the missing information. This is done by splitting the reporting period into 24 half-month periods and multiplying the total water use figure with the appropriate factor to compensate for missed half-month periods.
- Source: collected directly from offices covering at least 85% of Snaitech's staff and 100% of racetracks. We then estimate for 100% of Snaitech's office-based staff (i.e. the staff that is based out of a Snaitech-operated office, even if they work elsewhere from time to time) by taking the average waste production per capita for the offices we have data cover for, and multiplying the figure by the figure for total office-based employees collected from Snaitech HR.

Parameter: hazardous waste production

- Definition: the amount of hazardous waste produced in all of Snaitech's operations, including office buildings, racetracks, live studios and data centres.
- Scope: we aim to collect aggregate data from offices covering at least 85% of the total number of Snaitech staff that are office-based and 100% of our own racetracks. The figure does not include Snai Rete Italia, the Area Scm and EPIQA (Rome).
- Time period: the data reported in the Annual Report corresponds to the data collected for the 12-month period between 1 November 2020 to 31 October 2021 except for sites where data for 1 January 2021 to 31 December 2021 was already available.
- Units: tonnes.
- Method: sum of waste production data reported for each asset, converting to tonnes where not already reported in that unit. Where we were not able to collect data for the full 12-month period for an office that was functional for the full 12-month period, we prorate the data to compensate for the missing information. This is done by splitting the reporting period into 24 half-month periods and multiplying the total water use figure with the appropriate factor to compensate for missed half-month periods.
- Source: collected directly from offices covering at least 85% of Snaitech's staff and 100% of racetracks. We then estimate for 100% of Snaitech's office-based staff (i.e. the staff that is based out of a Snaitech-operated office, even if they work elsewhere from time to time) by taking the average hazardous waste production per capita for the offices we have data cover for, and multiplying the figure by the figure for total office-based employees collected from Snaitech HR.

Health, safety and wellbeing

Under this heading we collect data and report on indicators to assess the health, safety and wellbeing of our employees.

Health and safety

Parameter: accidents

- Definition: total number of accidents that have affected an employee of Snaitech in the year from 1 January to 31 December 2021. "Accident" is defined in accordance with GRI 403: Occupational Health and Safety 2018.
- Scope: all employees in Snaitech – both full time and part-time. This includes those who are: full time employed; contractor; intern; on maternity leave or parental leave; on unpaid vacation; and those with "other" status (e.g. sick leave).
- Units: number of accidents; accident ratio.

- Method: sum of number of accidents. For the accident ratio, this number is divided by the total number of working hours and multiplied by 200,000 (a fixed coefficient).
- Source: Snaitech HR. Data extracted from the main HR management system, Zuchetti.
- Numbers submitted by offices.

Parameter: days lost to accidents

- Definition: total number of working days lost by employees of Snaitech due to accidents in the year from 1 January to 31 December 2021. "Accident" is defined in accordance with GRI 403: Occupational Health and Safety 2018.
- Scope: all employees in Snaitech – both full time and part-time. This includes those who are: full time employed; contractor; intern; on maternity leave or parental leave; on unpaid vacation; and those with "other" status (e.g. sick leave).
- Units: number of days.
- Method: sum of hours of absence due to accidents divided by 8 (hours of work per day).
- Source: Snaitech HR. Data extracted from the main HR management system, Zuchetti.
- Numbers submitted by offices.

Parameter: severity of accidents

- Definition: total number of working days lost by employees of Snaitech due to accidents in the year from 1 January to 31 December 2021. "Accident" is defined in accordance with GRI 403: Occupational Health and Safety 2018.
- Scope: all employees in Snaitech – both full time and part-time. This includes those who are: full time employed; contractor; intern; on maternity leave or parental leave; on unpaid vacation; and those with "other" status (e.g. sick leave).
- Units: severity of accident ratio.
- Method: sum of hours of absence due to accidents divided by total working hours multiplied by 200,000 hours (a fixed coefficient: 50 working weeks x 40 hours x 100).
- Source: Snaitech HR. Data extracted from the main HR management system, Zuchetti.
- Numbers submitted by offices.

Parameter: absence

- Definition: total number of working days lost by employees of Snaitech due to absence in the year from 1 January to 31 December 2021. "Absence" is defined in accordance with GRI 403: Occupational Health and Safety 2018.
- Scope: all employees in Snaitech – both full time and part-time. This includes those who are: full time employed; contractor; intern; on maternity leave or parental leave; on unpaid

vacation; and those with "other" status (e.g. sick leave).

- Units: total number of days.
- Method: sum of hours of absence divided by 8 (hours of work per day).
- Source: Snaitech HR. Data extracted from the main HR management system, Zuchetti.
- Numbers submitted by offices.

Wellbeing

Parameter: wellbeing initiatives

- Definition: total number of wellbeing initiatives in the year from 1 January to 31 December 2021. A wellbeing initiative is defined as any initiative that is designed to contribute to the mental and/or physical wellbeing of employees.
- Scope: all employees in Playtech Group – both full time and part-time. This includes those who are: full time employed; contractor; intern; on maternity leave or parental leave; on unpaid vacation; and those with "other" status (e.g. sick leave).
- Units: total number of initiatives.
- Method: sum of wellbeing initiatives.
- Source: Global HR. Data extracted from the Playtech Academy, the Group's learning and development platform.
- Numbers submitted by offices.

Parameter: employee participation

- Definition: total number of employees participating in at least one wellbeing initiative in the year from 1 January to 31 December 2021. A wellbeing initiative is defined as any initiative that is designed to contribute to the mental and/or physical wellbeing of employees.
- Scope: all employees in Playtech Group – both full time and part-time. This includes those who are: full time employed; contractor; intern; on maternity leave or parental leave; on unpaid vacation; and those with "other" status (e.g. sick leave).
- Units: total number employees and percentage of total employees in the Playtech group who have participated in at least one initiative (refer to Gender Diversity – parameter: employee number).
- Method: sum of the number of employees participating in at least one wellbeing initiative per office.
- Source: Global HR. Data extracted from the Playtech Academy, the Group's learning and development platform.
- Numbers submitted by offices.

Reporting methodology continued

Training

Under this heading we collect data and report on indicators to assess the training that our employees receive.

Training

Parameter: employees eligible for training

- Definition: total number of employees eligible for training in the year from 1 January to 31 December 2021, split by training type (compliance, Human Rights, information security, global compliance senior leader (ILT), customer interaction (GamCare), chat moderator (GamCare), mental health first aid).
- Scope: all employees in Playtech Group – both full time and part-time. This includes those who are: full time employed; contractor; intern; on maternity leave or parental leave; on unpaid vacation; and those with “other” status (e.g. sick leave).
- Units: total number of employees.
- Method: sum of number of employees eligible for training by training type.
- Source: Global HR.

Parameter: employees completing training

- Definition: total number of employees completing training in the year from 1 January to 31 December 2021, split by training type (compliance, Human Rights, information security, global compliance senior leader ILT, customer interaction (GamCare), chat moderator (GamCare), mental health first aid).
- Scope: all employees in Playtech Group – both full time and part-time. This includes those who are: full time employed; contractor; intern; on maternity leave or parental leave; on unpaid vacation; and those with “other” status (e.g. sick leave).
- Units: total number of employees.
- Method: sum of number of employees completing training by training type.
- Source: Global HR.

Parameter: completion rate

- Definition: rate of employees completing the training they were eligible for in the year from 1 January to 31 December 2021, split by training type (compliance, Human Rights, information security, global compliance senior leader ILT, customer interaction (GamCare), chat moderator (GamCare), mental health first aid).
- Scope: all employees in Playtech Group – both full time and part-time. This includes those who are: full time employed; contractor; intern; on maternity leave or parental leave; on unpaid vacation; and those with “other” status (e.g. sick leave).

- Units: percentage of employees.
- Method: sum of number of employees completing training by training type divided by total number of employees eligible for that training type.
- Source: Global HR.

Parameter: average training hours per employee

- Definition: average hours spent on training per employee in the year from 1 January to 31 December 2021, split by training type (compliance, Human Rights, information security, global compliance senior leader ILT, customer interaction (GamCare), chat moderator (GamCare), mental health first aid).
- Scope: all employees in Playtech Group – both full time and part-time. This includes those who are: full time employed; contractor; intern; on maternity leave or parental leave; on unpaid vacation; and those with “other” status (e.g. sick leave).
- Units: number of hours.
- Method: weighted average of average hours spent on training per employee per training type. Weighted average is calculated by taking the average figure for Playtech and Snaitech, and calculating a weighted average based on number of employees completing training.
- Source: Global HR.

Community investment

Under this heading we collect data and report on indicators to assess the community investment we make.

Community investment

Parameter: countries with community investment initiatives

- Definition: total number of countries with at least one community investment initiative in the year from 1 January to 31 December 2021. A community investment initiative is defined as any initiative that fits within our community investment strategy and budget, including volunteering, donations or gifts in kind.
- Scope: all countries where the Playtech Group operates.
- Units: total number of countries.
- Method: sum of countries with at least one community investment initiatives.
- Source: offices.

Parameter: charities that Playtech has worked with

- Definition: total number of charities with which Playtech has worked through at least one community investment initiative in the year from 1 January to 31 December 2021. A community investment initiative is defined as any initiative that fits within our community investment strategy and budget, including volunteering, donations or gifts in kind.
- Scope: all countries where the Playtech Group operates.
- Units: total number of charities.
- Method: sum of charities with which Playtech has worked through at least one community investment initiative.
- Source: offices.

Parameter: people engaged

- Definition: total number of people engaged through at least one community investment initiative in the year from 1 January to 31 December 2021. A community investment initiative is defined as any initiative that fits within our community investment strategy and budget, including volunteering, donations or gifts in kind. Engaged is defined as an individual that has directly benefitted and/or has interacted with the programme supported from financial and/or in-kind support.
- Scope: all countries where the Playtech Group operates.
- Units: total number of people engaged.
- Method: sum of people engaged by each community investment initiative.
- Source: offices.

Parameter: value of community investment

- Definition: total monetary value delivered through community investment initiatives in the year from 1 January to 31 December 2021; split by gifts in kind and monetary donations. A community investment initiative is defined as any initiative that fits within our community investment strategy and budget, including volunteering, donations or gifts in kind.
- Scope: all countries where the Playtech Group operates.
- Units: Euros (€).
- Method: sum of monetary value of each gift in kind and monetary donation made by each community investment initiative.
- Source: offices.

Data checking and assurance

All of the sustainability data that is collected and reported by Playtech undergoes a rigorous amount of checks both internally and using external advisers.

Individuals with responsibility for collecting and handling data are provided with detailed instructions and guidance before and during the data collection process.

The data that is collected is kept for a minimum of three years.

PricewaterhouseCoopers LLP (PwC) is providing independent limited assurance for the following metrics:

- Global Scope 1 energy emissions (Tonnes CO₂e);
- Global Scope 2 (location-based) emissions (Tonnes CO₂e); and
- GHG intensity (Tonnes CO₂e/employee).

GRI and SASB Indicators Index

Playtech is publishing a GRI Content Index in reference to the various standards developed by the Global Reporting Initiative (GRI) that apply to Playtech's most material environmental, social and governance (ESG) issues. Where applicable, we reference the most recent reporting standards that have been published by April 2022. This is the fourth year Playtech has reported in reference to the GRI Standards, having first published a GRI Content Index in 2019.

The GRI's Sustainability Reporting Guidelines, first published in 2000 (the "GRI Standards"), provide a framework for reporting on an organisation's economic, environmental and social performance. The GRI Standards provide a common language for organisations and stakeholders, and represent global best practice for sustainability reporting. For more information on the GRI Standards, visit <https://www.globalreporting.org/standards/>.

GRI Standards	Disclosure topics	Location	
GRI 2: General Disclosures 2021	2-1 Organisational details	<ul style="list-style-type: none"> a. Legal name. b. Nature of ownership and legal form. c. Location of headquarters. d. Countries of operation. 	<ul style="list-style-type: none"> Annual Report: Front cover Annual Report: pp.127–131 Annual Report: p.71 Annual Report: pp.25–27
	2-2 Entities included in the organisation's sustainability reporting	<ul style="list-style-type: none"> a. List of all entities included in sustainability reporting. b. If the organisation has audited consolidated financial statements or financial information filed on public record, specify the differences between the list of entities included in its financial reporting and the list included in its sustainability reporting. c. If the organisation consists of multiple entities, explain the approach used for consolidating the information, including: <ul style="list-style-type: none"> i. whether the approach involves adjustments to information for minority interests; ii. how the approach takes into account mergers, acquisitions, and disposal of entities or parts of entities; iii. whether and how the approach differs across the disclosures in this Standard and across material topics. 	<ul style="list-style-type: none"> Annual Report: pp.184–226 Sustainability and Responsible Business Addendum to the Annual Report 2021: pp.9–17 Sustainability and Responsible Business Addendum to the Annual Report 2021: pp.9–17
	2-3 Reporting period, frequency and contact point	<ul style="list-style-type: none"> a. Reporting period for, and the frequency of, its sustainability reporting. b. Reporting period for its financial reporting and, if it does not align with the period for its sustainability reporting, explain the reason for this. d. Contact point for questions about the report or reported information. 	<ul style="list-style-type: none"> Annual Report: p.6 Website: Annual Reports – Playtech Website: Investor Contacts – Playtech
	2-4 Restatements of information	<ul style="list-style-type: none"> a. Restatements of information made from previous reporting periods and explain: <ul style="list-style-type: none"> i. the reasons for the restatements; ii. the effect of the restatements. 	<ul style="list-style-type: none"> Annual Report: p.50; p.52; p.66; p.116; pp.142–144; pp.184–185; p.200; p.208; p.213; p.227



GRI Standards	Disclosure topics	Location	
GRI 2: General Disclosures 2021 continued	2-5 External assurance	<p>a. Policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved.</p> <p>b. If the organisation's sustainability reporting has been externally assured:</p> <p>i. provide a link or reference to the external assurance report(s) or assurance statement(s);</p> <p>ii. describe what has been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process;</p> <p>iii. describe the relationship between the organisation and the assurance provider.</p>	<p>Annual Report: pp.133–140</p> <p>Annual Report: p.66 Website: Sustainable Success – Promoting Integrity and Inclusion</p>
	2-6 Activities, value chain and other business relationships	<p>a. Sector(s) in which it is active.</p> <p>b. Describe its value chain, including:</p> <p>i. the organisation's activities, products, services and markets served;</p> <p>ii. the organisation's supply chain;</p> <p>iii. the entities downstream from the organisation and their activities.</p> <p>d. Describe significant changes in 2-6-a, 2-6-b, and 2-6-c compared to the previous reporting period.</p>	<p>Annual Report: pp.4–5; p.16</p> <p>Annual Report: pp.10–11; pp.18–19; p.22</p> <p>Annual Report: p.22</p>
	2-7 Employees	<p>a. Total number of employees, and a breakdown of this total by gender and by region.</p> <p>c. Describe the methodologies and assumptions used to compile the data, including whether the numbers are reported:</p> <p>i. in head count, full time equivalent (FTE), or using another methodology; and</p> <p>ii. at the end of the reporting period, as an average across the reporting period, or using another methodology.</p>	<p>Annual Report: p.4; p.69</p> <p>Annual Report: p.69 Sustainability and Responsible Business Addendum to the Annual Report 2021: pp.10–11</p>
	2-9 Governance structure and composition	<p>a. Governance Structure</p> <p>b. Committees of the highest governance body that are responsible for decision making on and overseeing the management of the organisation's impacts on the economy, environment and people.</p> <p>c. Composition of the highest governance body and its committees.</p>	<p>Annual Report: p.46</p> <p>Annual Report: p.46</p> <p>Annual Report: pp.96–97</p>
	2-10 Nomination and selection of the highest governance body	<p>a. Nomination and selection processes for the highest governance body and its committees.</p> <p>b. Criteria used for nominating and selecting highest governance body members.</p>	<p>Annual Report: pp.102–103</p> <p>Annual Report: pp.102–103</p>
	2-11 Chair of the highest governance body	<p>a. Report whether the chair of the highest governance body is also a senior executive in the organisation.</p>	<p>Annual Report: p.96</p>
	2-12 Role of the highest governance body in overseeing the management of impacts	<p>a. Role of the highest governance body and of senior executives in developing, approving and updating the organisation's purpose, value or mission statements, strategies, policies, and goals related to sustainable development.</p> <p>b. Role of the highest governance body in overseeing the organisation's due diligence and other processes to identify and manage the organisation's impacts on the economy, environment and people.</p> <p>c. Role of the highest governance body in reviewing the effectiveness of the organisation's processes as described in 2-12-b, and report the frequency of this review.</p>	<p>Annual Report: p.46</p> <p>Annual Report: p.46; pp.58–59; p.98; p.101; p.103</p> <p>Annual Report: p.46; pp.58–59; p.98; p.101; p.103</p>

**GRI and SASB Indicators Index** continued

GRI Standards	Disclosure topics	Location	
GRI 2: General Disclosures 2021 continued	2-13 Delegation of responsibility for managing impacts	<p>a. The highest governance body delegates responsibility for managing the organisation's impacts on the economy, environment and people, including:</p> <p>i. Whether it has appointed any senior executives with responsibility for the management of impacts;</p> <p>ii. whether it has delegated responsibility for the management of impacts to other employees.</p> <p>b. Process and frequency for senior executives or other employees to report back to the highest governance body on the management of the organisation's impacts on the economy, environment and people.</p>	<p>Annual Report: p.46</p> <p>Annual Report pp.101–103</p>
	2-14 Role of the highest governance body in sustainability reporting	a. Whether the highest governance body is responsible for reviewing and approving the reported information, including the organisation's material topics, and, if so, describe the process for reviewing and approving the information.	Annual Report: p.28; p.46
	2-15 Conflicts of interest	a. Processes for the highest governance body to ensure that conflicts of interest are prevented and mitigated.	Annual Report: p.124
	2-16 Communication of critical concerns	a. Whether and how critical concerns are communicated to the highest governance body.	Annual Report: p.20; p.105; p.125
		b. Report the total number and the nature of critical concerns that were communicated to the highest governance body during the reporting period.	Annual Report: pp.56–57; p.105
	2-17 Collective knowledge of the highest governance body	a. Report measures taken to advance the collective knowledge, skills and experience of the highest governance body on sustainable development.	Annual Report: p.56
	2-18 Evaluation of the performance of the highest governance body	a. Processes for evaluating the performance of the highest governance body in overseeing the management of the organisation's impacts on the economy, environment and people.	Annual Report: pp.104–105
		b. Report whether the evaluations are independent or not, and the frequency of the evaluations.	Annual Report: pp.104–105
		c. Actions taken in response to the evaluations, including changes to the composition of the highest governance body and organisational practices.	Annual Report: pp.104–105
	2-19 Remuneration policies	a. Remuneration policies for members of the highest governance body and senior executives.	Annual Report: pp.98–99; p.101; p.103; pp.110–126
b. Remuneration policies for members of the highest governance body and senior executives relate to their objectives and performance in relation to the management of the organisation's impacts on the economy, environment and people.		Annual Report: pp.10–125	
2-20 Process to determine remuneration	a. Process for designing its remuneration policies and for determining remuneration.	Annual Report: pp.110–125	
	b. Results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable.	Annual Report: p.124	
2-21 Annual total compensation ratio	a. Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual).	Annual Report: p.122	
	c. Contextual information necessary to understand the data and how the data has been compiled.	Annual Report: p.122	



GRI Standards	Disclosure topics	Location	
GRI 2: General Disclosures 2021 continued	2-22 Statement on sustainable development strategy	a. Statement from the highest governance body or most senior executive of the organisation about the relevance of sustainable development to the organisation and its strategy for contributing to sustainable development.	Annual Report: pp.24–28
	2-23 Policy commitments	a. Policy commitments for responsible business conduct.	Annual Report: pp.44–47
		b. Specific policy commitment to respect human rights.	Annual Report: p.67
		d. Level at which each of the policy commitments was approved within the organisation, including whether this is the most senior level.	Annual Report: p.46
		e. Extent to which the policy commitments apply to the organisation's activities and to its business relationships.	Annual Report: p.44
	2-24 Embedding policy commitments	f. How the policy commitments are communicated to workers, business partners and other relevant parties.	Annual Report: pp.46–47
		a. How it embeds each of its policy commitments for responsible business conduct throughout its activities and business relationships.	Annual Report: pp.44–75
	2-25 Processes to remediate negative impacts	a. Commitments to provide for or co-operate in the remediation of negative impacts that the organisation identifies it has caused or contributed to.	Annual Report: p.67
b. Approach to identify and address grievances, including the grievance mechanisms that the organisation has established or participates in.		Annual Report: p.56; p.102; p.105; p.125	
d. How the stakeholders who are the intended users of the grievance mechanisms are involved in the design, review, operation and improvement of these mechanisms.		Annual Report: p.105	
e. How the organisation tracks the effectiveness of the grievance mechanisms and other remediation processes, and report examples of their effectiveness, including stakeholder feedback.		Annual Report: p.56; p.105	
2-26 Mechanisms for seeking advice and raising concerns	a. Mechanisms for individuals to:	Annual Report: p.56; p.102; p.105; p.125	
	i. seek advice on implementing the organisation's policies and practices for responsible business conduct; ii. raise concerns about the organisation's business conduct.		
2-27 Compliance with laws and regulations	a. Total number of significant instances of non-compliance with laws and regulations during the reporting period, and a breakdown of this total.	Annual Report: p.176	
	b. Total number and the monetary value of fines for instances of non-compliance with laws and regulations that were paid during the reporting period, and a breakdown of this total.	Annual Report: p.176	
2-29 Approach to stakeholder engagement	a. Approach to engaging with stakeholders.	Annual Report: pp.20–23; pp.103–105	

GRI and SASB Indicators Index continued

GRI Standards	Disclosure topics		Location
GRI 3: Material Topics 2021	3-1 Process to determine material topics	a. Process followed to determine its material topics. b. Specify the stakeholders and experts whose views have informed the process of determining its material topics.	Annual Report: p.45 Annual Report: p.45
	3-2 List of material topics	a. List its material topics.	Annual Report: p.45
	3-3 Management of material topics	a. Actual and potential, negative and positive impacts on the economy, environment and people, including impacts on their human rights. b. Whether the organisation is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships. c. Policies or commitments regarding the material topic. d. Actions taken to manage the topic and related impacts. e. Following information about tracking the effectiveness of the actions taken. f. How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Annual Report: pp.44–75; pp.85–90 Annual Report: pp.44–75 Annual Report: pp.44–75; pp.85–90 Annual Report: pp.44–75 Annual Report: pp.44–75
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	a. Direct economic value generated and distributed (EVG&D) on an accruals basis. b. Where significant, report EVG&D separately at country, regional or market levels, and the criteria used for defining significance.	Annual Report: pp.77–84
	201-2 Financial implications and other risks and opportunities due to climate change	a. Risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure.	Annual Report: pp.60–66
	201-4 Financial assistance received from government	a. Total monetary value of financial assistance received by the organisation from any government during the reporting period. b. The information in 201-4-a by country.	Annual Report: p.77; p.146
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	a. Extent of development of significant infrastructure investments and services supported. b. Current or expected impacts on communities and local economies, including positive and negative impacts where relevant. c. Whether these investments and services are commercial, in kind or pro bono engagements.	Annual Report: pp.73–76
	203-2 Significant indirect economic impacts	a. Examples of significant identified indirect economic impacts of the organisation, including positive and negative impacts. b. Significance of the indirect economic impacts in the context of external benchmarks and stakeholder priorities, such as national and international standards, protocols, and policy agendas.	Annual Report: pp.73–76
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	a. Total number and percentage of operations assessed for risks related to corruption. b. Significant risks related to corruption identified through the risk assessment.	Annual Report: p.56; p.86

GRI Standards	Disclosure topics		Location
GRI 205: Anti-corruption 2016 continued	205-2 Communication and training about anti-corruption policies and procedures	a. Total number and percentage of governance body members that the organisation's anti-corruption policies and procedures have been communicated to, broken down by region. b. Total number and percentage of employees that the organisation's anti-corruption policies and procedures have been communicated to, broken down by employee category and region. c. Total number and percentage of business partners that the organisation's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organisation's anti-corruption policies and procedures have been communicated to any other persons or organisations. d. Total number and percentage of governance body members that have received training on anti-corruption, broken down by region. e. Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region.	Annual Report: p.56; p.86
GRI 207: Tax 2019	207-1 Approach to tax	a. A description of the approach to tax.	Annual Report: p.71; p.85; p.108
	207-4 Country-by-country reporting	a. All tax jurisdictions where the entities included in the organisation's audited consolidated financial statements, or in the financial information filed on public record, are resident for tax purposes. b. Breakdown for each tax jurisdiction reported in Disclosure 207-4-a. c. The time period covered by the information reported in Disclosure 207-4.	Annual Report: p.87; p.141; pp.177-179
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	a. Total fuel consumption within the organisation from non-renewable sources, in joules or multiples, and including fuel types used. b. Total fuel consumption within the organisation from renewable sources, in joules or multiples, and including fuel types used. c. In joules, watt-hours or multiples, the total: electricity, heating, cooling, steam consumption. d. In joules, watt-hours or multiples, the total: electricity, heating, cooling, steam sold. e. Total energy consumption within the organisation, in joules or multiples. f. Standards, methodologies, assumptions, and/or calculation tools used. g. Source of the conversion factors used.	Annual Report: p.66 Sustainability and Responsible Business Addendum to the Annual Report 2021: pp.11-15
	302-4 Reduction of energy consumption	a. Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples. b. Types of energy included in the reductions, whether fuel, electricity, heating, cooling, steam, or all. c. Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it. d. Standards, methodologies, assumptions, and/or calculation tools used.	Annual Report: pp.65-66

GRI and SASB Indicators Index continued

GRI Standards	Disclosure topics		Location
GRI 303: Water and Effluents 2018	303-5 Water consumption	<p>a. Total water consumption from all areas in megaliters.</p> <p>b. Total water consumption from all areas with water stress in megaliters.</p> <p>c. Change in water storage in megaliters, if water storage has been identified as having a significant water-related impact.</p> <p>d. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies and assumptions used, including whether the information is calculated, estimated, modeled, or sourced from direct measurements, and the approach taken for this, such as the use of any sector-specific factors.</p>	Annual Report: p.66
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	<p>a. Gross direct (Scope 1) GHG emissions in metric tons of CO₂ equivalent.</p> <p>b. Gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all.</p> <p>c. Biogenic CO₂ emissions in metric tons of CO₂ equivalent.</p> <p>d. Base year for the calculation, if applicable.</p> <p>e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.</p> <p>f. Consolidation approach for emissions; whether equity share, financial control, or operational control.</p> <p>g. Standards, methodologies, assumptions, and/or calculation tools used.</p>	Annual Report: p.66 Sustainability and Responsible Business Addendum to the Annual Report 2021: pp.11–15
	305-2 Energy indirect (Scope 2) GHG emissions	<p>a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent.</p> <p>b. If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent.</p> <p>c. If available, the gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all.</p> <p>d. Base year for the calculation, if applicable.</p> <p>e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.</p> <p>f. Consolidation approach for emissions; whether equity share, financial control, or operational control.</p> <p>g. Standards, methodologies, assumptions, and/or calculation tools used.</p>	Annual Report: p.66 Sustainability and Responsible Business Addendum to the Annual Report 2021: pp.11–15
	305-3 Other indirect (Scope 3) GHG emissions	<p>a. Gross other indirect (Scope 3) GHG emissions in metric tons of CO₂ equivalent.</p> <p>b. If available, the gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all.</p> <p>c. Biogenic CO₂ emissions in metric tons of CO₂ equivalent.</p> <p>d. Other indirect (Scope 3) GHG emissions categories and activities included in the calculation.</p> <p>e. Base year for the calculation, if applicable.</p> <p>f. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.</p> <p>g. Standards, methodologies, assumptions, and/or calculation tools used.</p>	Annual Report: p.66 Sustainability and Responsible Business Addendum to the Annual Report 2021: pp.11–15
	305-4 GHG emissions intensity	<p>a. GHG emissions intensity ratio for the organisation.</p> <p>b. Organisation-specific metric (the denominator) chosen to calculate the ratio.</p> <p>c. Types of GHG emissions included in the intensity ratio; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3).</p> <p>d. Gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all.</p>	Annual Report: p.66 Sustainability and Responsible Business Addendum to the Annual Report 2021: pp.11–15



GRI Standards	Disclosure topics	Location
GRI 305: Emissions 2016 continued	305-5 Reduction of GHG emissions	Annual Report: pp.65–66 Sustainability and Responsible Business Addendum to the Annual Report 2021: pp.11–15
	<ul style="list-style-type: none"> a. GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO₂ equivalent. b. Gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all. c. Base year or baseline, including the rationale for choosing it. d. Scopes in which reductions took place; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3). e. Standards, methodologies, assumptions, and/or calculation tools used. 	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Annual Report: pp.65–66
	<ul style="list-style-type: none"> a. For the organisation's significant actual and potential waste-related impacts, a description of: <ul style="list-style-type: none"> i. the inputs, activities and outputs that lead or could lead to these impacts; ii. whether these impacts relate to waste generated in the organisation's own activities or to waste generated upstream or downstream in its value chain. 	
	306-2 Management of significant waste-related impacts	Annual Report: p.65
	<ul style="list-style-type: none"> a. Actions, including circularity measures, taken to prevent waste generation in the organisation's own activities and upstream and downstream in its value chain, and to manage significant impacts from waste generated. b. If the waste generated by the organisation in its own activities is managed by a third party, a description of the processes used to determine whether the third party manages the waste in line with contractual or legislative obligations. c. The processes used to collect and monitor waste-related data. 	
	306-3 Waste generated	Annual Report: pp.65–66
	<ul style="list-style-type: none"> a. Total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste. b. Contextual information necessary to understand the data and how the data has been compiled. 	
	306-4 Waste diverted from disposal	Annual Report: pp.65–66
	<ul style="list-style-type: none"> a. Total weight of waste diverted from disposal in metric tons, and a breakdown of this total by composition of the waste. b. Total weight of hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations: <ul style="list-style-type: none"> i. preparation for reuse; ii. recycling; iii. other recovery operations. c. Total weight of non-hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations: <ul style="list-style-type: none"> i. preparation for reuse; ii. recycling; iii. other recovery operations. d. For each recovery operation listed in Disclosures 306-4-b and 306-4-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste diverted from disposal: <ul style="list-style-type: none"> i. onsite; ii. offsite. e. Contextual information necessary to understand the data and how the data has been compiled. 	

GRI and SASB Indicators Index continued

GRI Standards	Disclosure topics		Location
GRI 306: Waste 2020 continued	306-5 Waste directed to disposal	<p>The reporting organisation shall report the following information:</p> <p>a. Total weight of waste directed to disposal in metric tons, and a breakdown of this total by composition of the waste.</p> <p>b. Total weight of hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:</p> <p>i. incineration (with energy recovery);</p> <p>ii. incineration (without energy recovery);</p> <p>iii. landfilling;</p> <p>iv. other disposal operations.</p> <p>c. Total weight of non-hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:</p> <p>i. incineration (with energy recovery);</p> <p>ii. incineration (without energy recovery);</p> <p>iii. landfilling;</p> <p>iv. other disposal operations.</p> <p>d. For each disposal operation listed in Disclosures 306-5-b and 306-5-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste directed to disposal:</p> <p>i. onsite;</p> <p>ii. offsite.</p> <p>e. Contextual information necessary to understand the data and how the data has been compiled.</p>	Annual Report: pp.65–66
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	a. Percentage of new suppliers that were screened using environmental criteria	Annual Report: p.59
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	<p>a. Benefits which are standard for full-time employees of the organisation but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum:</p> <p>i. life insurance;</p> <p>ii. health care;</p> <p>iii. disability and invalidity coverage;</p> <p>iv. parental leave;</p> <p>v. retirement provision;</p> <p>vi. stock ownership;</p> <p>vii. others.</p> <p>b. The definition used for 'significant locations of operation'.</p>	Annual Report: pp.180–182
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	<p>a. A statement of whether an occupational health and safety management system has been implemented.</p> <p>b. A description of the scope of workers, activities and workplaces covered by the occupational health and safety management system, and an explanation of whether and if so, why any workers, activities or workplaces are not covered.</p>	Annual Report: p.71



GRI Standards	Disclosure topics	Location
GRI 403: Occupational Health and Safety 2018 continued	403-2 Hazard identification, risk assessment, and incident investigation	Annual Report: pp.46–47; pp.56–57; p.102
	<p>a. A description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls in order to eliminate hazards and minimise risks, including:</p> <ul style="list-style-type: none"> i. how the organisation ensures the quality of these processes, including the competency of persons who carry them out; ii. how the results of these processes are used to evaluate and continually improve the occupational health and safety management system. <p>b. A description of the processes for workers to report work-related hazards and hazardous situations, and an explanation of how workers are protected against reprisals.</p> <p>c. A description of the policies and processes for workers to remove themselves from work situations that they believe could cause injury or ill health, and an explanation of how workers are protected against reprisals.</p> <p>d. A description of the processes used to investigate work-related incidents, including the processes to identify hazards and assess risks relating to the incidents, to determine corrective actions using the hierarchy of controls, and to determine improvements needed in the occupational health and safety management system.</p>	
	403-4 Worker participation, consultation, and communication on occupational health and safety	Annual Report: pp.70–72
	<p>a. A description of the processes for worker participation and consultation in the development, implementation and evaluation of the occupational health and safety management system, and for providing access to and communicating relevant information on occupational health and safety to workers.</p> <p>b. Where formal joint management-worker health and safety committees exist, a description of their responsibilities, meeting frequency, decision-making authority, and whether and, if so, why any workers are not represented by these committees.</p>	
	403-5 Worker training on occupational health and safety	Annual Report: p.71
	<p>a. A description of any occupational health and safety training provided to workers, including generic training as well as training on specific work-related hazards, hazardous activities or hazardous situations.</p>	
	403-6 Promotion of worker health	Annual Report: p.25; pp.70–72; p.214
	<p>a. An explanation of how the organisation facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided.</p> <p>b. A description of any voluntary health promotion services and programmes offered to workers to address major non-work-related health risks, including the specific health risks addressed, and how the organisation facilitates workers' access to these services and programmes.</p>	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Annual Report: p.71
	<p>a. A description of the organisation's approach to preventing or mitigating significant negative occupational health and safety impacts that are directly linked to its operations, products or services by its business relationships, and the related hazards and risks.</p>	

GRI and SASB Indicators Index continued

GRI Standards	Disclosure topics	Location
GRI 403: Occupational Health and Safety 2018 continued	403-8 Workers covered by an occupational health and safety management system	Annual Report: p.71
	a. If the organisation has implemented an occupational health and safety management system based on legal requirements and/or recognised standards/guidelines: <ol style="list-style-type: none"> i. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organisation, who are covered by such a system; ii. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organisation, who are covered by such a system that has been internally audited; and iii. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organisation, who are covered by such a system that has been audited or certified by an external party. b. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded. c. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies and assumptions used.	
	403-9 Work-related injuries	Annual Report: p.71
	a. For all employees: <ol style="list-style-type: none"> i. the number and rate of fatalities as a result of work-related injury; ii. the number and rate of high-consequence work-related injuries (excluding fatalities); iii. the number and rate of recordable work-related injuries; iv. the main types of work-related injury; v. the number of hours worked. b. For all workers who are not employees but whose work and/or workplace is controlled by the organisation: <ol style="list-style-type: none"> i. the number and rate of fatalities as a result of work-related injury; ii. the number and rate of high-consequence work-related injuries (excluding fatalities); iii. the number and rate of recordable work-related injuries; iv. the main types of work-related injury; v. the number of hours worked. c. The work-related hazards that pose a risk of high-consequence injury, including: <ol style="list-style-type: none"> i. how these hazards have been determined; ii. which of these hazards have caused or contributed to high-consequence injuries during the reporting period; iii. actions taken or underway to eliminate these hazards and minimise risks using the hierarchy of controls. d. Any actions taken or underway to eliminate other work-related hazards and minimise risks using the hierarchy of controls. e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked. f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded. g. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies and assumptions used.	

GRI Standards	Disclosure topics		Location
GRI 403: Occupational Health and Safety 2018 continued	403-10 Work-related ill health	The reporting organisation shall report the following information: <ol style="list-style-type: none"> a. For all employees: <ol style="list-style-type: none"> i. the number of fatalities as a result of work-related ill health; ii. the number of cases of recordable work-related ill health; iii. the main types of work-related ill health. b. For all workers who are not employees but whose work and/or workplace is controlled by the organisation: <ol style="list-style-type: none"> i. the number of fatalities as a result of work-related ill health; ii. the number of cases of recordable work-related ill health; iii. the main types of work-related ill health. c. The work-related hazards that pose a risk of ill health, including: <ol style="list-style-type: none"> i. how these hazards have been determined; ii. which of these hazards have caused or contributed to cases of ill health during the reporting period; iii. actions taken or underway to eliminate these hazards and minimise risks using the hierarchy of controls. d. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded. e. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies and assumptions used. 	Annual Report: p.71
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	a. Average hours of training that the organisation's employees have undertaken during the reporting period, by: <ol style="list-style-type: none"> i. gender; ii. employee category. 	Annual Report: pp.56–57
	404-2 Programmes for upgrading employee skills and transition assistance programmes	a. Type and scope of programmes implemented and assistance provided to upgrade employee skills. b. Transition assistance programmes provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.	Annual Report: p.38; p.51; pp.55–57; pp.69–70
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	a. Percentage of individuals within the organisation's governance bodies in each of the following diversity categories. b. Percentage of employees per employee category in each of the following diversity categories.	Annual Report: p.6; pp.68–69
	405-2 Ratio of basic salary and remuneration of women to men	a. Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation. b. The definition used for 'significant locations of operation'.	Annual Report: p.69
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	a. Operations and suppliers in which workers' rights to exercise freedom of association or collective bargaining may be violated or at significant risk either in terms of: <ol style="list-style-type: none"> i. type of operation (such as manufacturing plant) and supplier; ii. countries or geographic areas with operations and suppliers considered at risk. b. Measures taken by the organisation in the reporting period intended to support rights to exercise freedom of association and collective bargaining.	Annual Report: p.67

GRI and SASB Indicators Index continued

GRI Standards	Disclosure topics		Location
GRI 408: Child Labour 2016	408-1 Operations and suppliers at significant risk for incidents of child labour	<p>a. Operations and suppliers considered to have significant risk for incidents of:</p> <ul style="list-style-type: none"> i. child labour; ii. young workers exposed to hazardous work. <p>b. Operations and suppliers considered to have significant risk for incidents of child labour either in terms of:</p> <ul style="list-style-type: none"> i. type of operation (such as manufacturing plant) and supplier; ii. countries or geographic areas with operations and suppliers considered at risk. <p>c. Measures taken by the organisation in the reporting period intended to contribute to the effective abolition of child labour.</p>	Annual Report: p.67
GRI 409: Forced or Compulsory Labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	<p>a. Operations and suppliers considered to have significant risk for incidents of forced or compulsory labour either in terms of:</p> <ul style="list-style-type: none"> i. type of operation (such as manufacturing plant) and supplier; ii. countries or geographic areas with operations and suppliers considered at risk. <p>b. Measures taken by the organization in the reporting period intended to contribute to the elimination of all forms of forced or compulsory labour.</p>	Annual Report: p.67
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programmes	<p>a. Percentage of operations with implemented local community engagement, impact assessments, and/or development programmes, including the use of:</p> <ul style="list-style-type: none"> i. social impact assessments, including gender impact assessments, based on participatory processes; ii. environmental impact assessments and ongoing monitoring; iii. public disclosure of results of environmental and social impact assessments; iv. local community development programmes based on local communities' needs; v. stakeholder engagement plans based on stakeholder mapping; vi. broad-based local community consultation committees and processes that include vulnerable groups; vii. works councils, occupational health and safety committees and other worker representation bodies to deal with impacts; viii. formal local community grievance processes. 	Annual Report: p.9; p.17; p.44; p.47; pp.73–76
GRI 415: Public Policy 2016	415-1 Political contributions	<p>a. Total monetary value of financial and in-kind political contributions made directly and indirectly by the organisation by country and recipient/beneficiary.</p> <p>b. If applicable, how the monetary value of in-kind contributions was estimated.</p>	Annual Report: p.128
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	<p>a. Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.</p>	Annual Report: p.14; p.23; p.42; pp.48–53



GRI Standards	Disclosure topics	Location
GRI 417: Marketing and Labelling 2016	417-1 Requirements for product and service information and labelling a. Whether each of the following types of information is required by the organisation's procedures for product and service information and labelling: i. the sourcing of components of the product or service; ii. content, particularly with regard to substances that might produce an environmental or social impact; iii. safe use of the product or service; iv. disposal of the product and environmental or social impacts; v. other (explain). b. Percentage of significant product or service categories covered by and assessed for compliance with such procedures.	Annual Report: pp.41–42; p.49; pp.51–53; p.55



GRI and SASB Indicators Index continued

The US-based SASB sets out sustainability reporting standards for various sectors. The following table provides references to our relevant reporting in relation to the sector-specific standard for casinos and gaming, and software and IT services. Playtech provides software and services to betting and gaming operators, and also runs its own B2C online gambling operations. Not all indicators are relevant; for example Playtech does not run any physical casino operations. This is the first time Playtech is publishing a SASB index. For more information on the SASB standards visit <https://www.sasb.org/standards/>.

Disclosure number	Disclosure title	Reference
SV-CA-130a.1/TC-SI-130a.1	(1) Total energy consumed; (2) percentage grid electricity; (3) percentage renewable	Annual Report: pp.65–66
TC-SI-130a.2	(1) Total water withdrawn; (2) total water consumed, percentage of each in regions with high or extremely high baseline water stress	Annual Report: p.65
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data centre needs	Annual Report: p.63
TC-SI-220a.1	Description of policies and practices relating to behavioural advertising and user privacy	Annual Report: pp.56–57
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Annual Report: pp.56–57
SV-CA-510a.1	Description of anti-money laundering policies and practices	Annual Report: p.50; pp.55–57; p.86
TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Annual Report: p.69
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Annual Report: pp.58–65; pp.87–90



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