

**LOTTOMATICA**

**THE PROFESSIONAL NETWORK**

**OF LEGAL GAMING**

**LOTTOMatica**



# INDEX

- 3 About Us
- 5 The widespread coverage of our network
- 6 Our responsible gaming program
- 7 Our governance
- 8 Guidelines on responsible gaming
- 9 Responsible gaming training
- 10 In collaboration with CEPID
- 11 The «Punto Gioco Intelligente» course
- 12 Our commitment to the SDGs

# A LEADER IN SUSTAINABLE ENTERTAINMENT

Lottomatica is **the leading operator in Italy** in the public gaming market authorized by the Customs and Monopolies Agency and one of the largest players at the European level. The Group operates across three main sectors: **Online** (sports betting and online games); **Sports Franchise** (sports betting and games on physical networks); **Gaming Franchise** (amusement and entertainment machines).

With approximately €2 billion in revenues and €39 billion in sales by 2024, Lottomatica is the market leader across all its business areas and offers secure and innovative gaming experiences through all sales channels.

The Group is the largest contributor to the gaming industry, with more than 3 billion euro paid out each year.

Lottomatica is listed on Euronext Milan of Borsa Italiana. Its majority shareholder is Apollo Global Management, one of the world's leading alternative investment managers.



€39 Bn

GAME COLLECTION



€2 Bn

REVENUES



€3 Bn

TAX CONTRIBUTION



LOTTOMatica



**18,000**  
PEOPLE



**2,800**  
EMPLOYEES



**42** YEARS  
AVERAGE AGE

## A BIG TEAM



**18,000**  
POINTS  
OF SALE

**4,000**  
BETTING  
OUTLETS



Lottomatica benefits from the expertise of **2,800** direct **employees** and more than **18,000** **people** working in the specialized franchise network, a wealth of ideas, talents and experience that is essential to the Group's success and the achievement of its goals.

The group also operates **the largest specialized distribution network** in Italy's gaming sector, with **4,000 betting outlets** and **1,100 gaming halls**, and has distribution agreements with a very large number of bars/tobacco shops.



**1,100**  
FRANCHISED  
GAMING HALLS

**119**  
COMPANY-OWNED  
GAMING HALLS



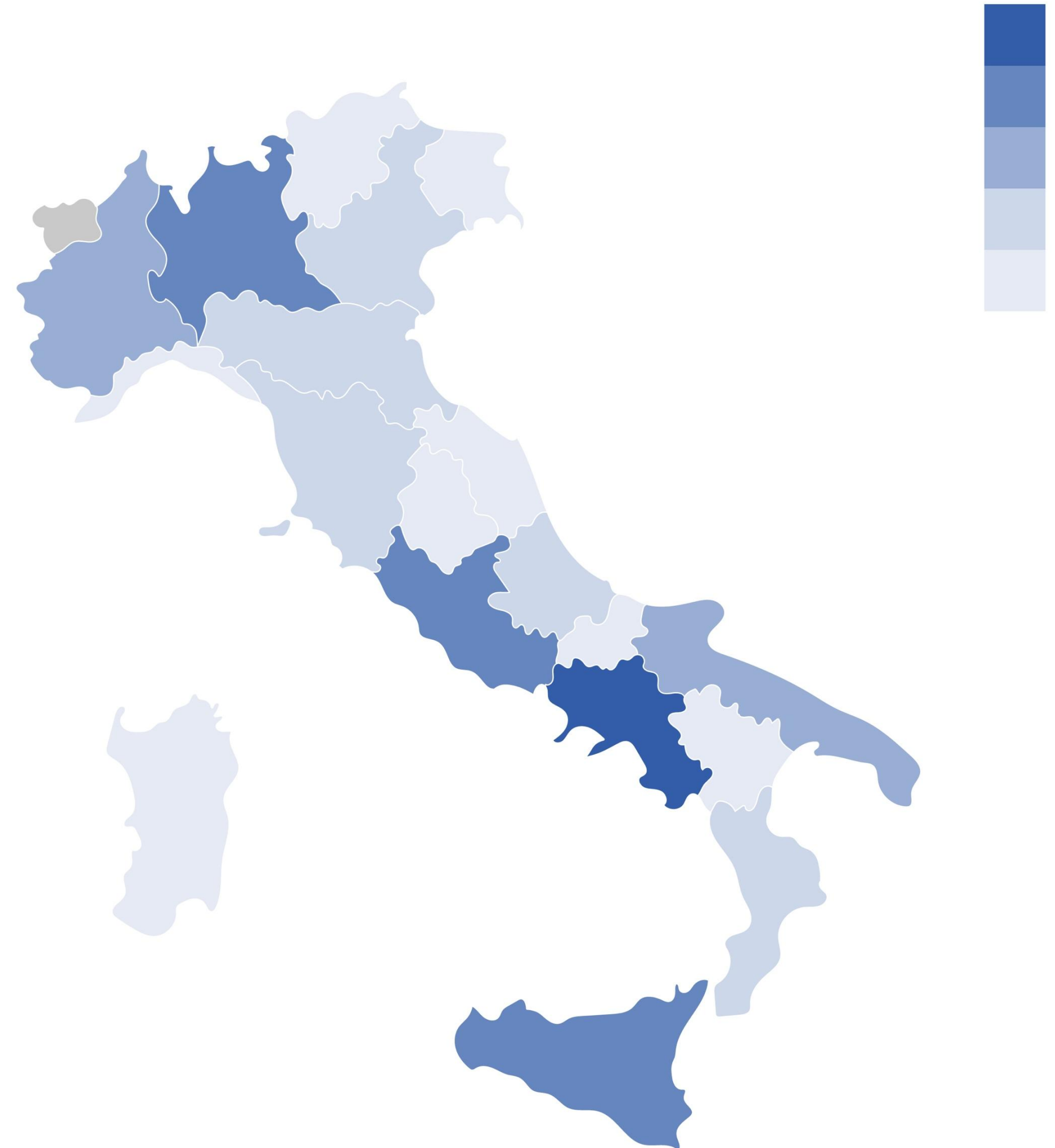
**12,000**  
BAR/TOBACCO  
SHOPS SERVED

**2 Mln**  
ONLINE  
CUSTOMERS



# THE WIDESPREAD COVERAGE OF OUR NETWORK

The Lottomatica Group has a presence in Italy with **more than 4,000 betting outlets**, **1,100 gaming halls** and **119 company-owned halls**, with the following brands:





# OUR RESPONSIBLE GAMING PROGRAM

Lottomatica operates with full awareness of its role in **promoting a legal and responsible gaming model**, recognising the consumer as an individual to be protected. The Group is committed to offering innovative, engaging, high-quality gaming experiences in a fully secure environment.

**Responsibility is at the core of Lottomatica's business.** The Group is dedicated to making responsible gaming a key pillar of its **sustainable business strategy** and an integral part of its daily operations. Every day, Lottomatica works with professionalism and integrity to encourage a **healthy and informed approach to gaming** and supports its customers in engaging with gaming activities responsibly and within their personal limits.

This commitment is formalized through the **Responsible Gaming Policy**, the **Group's Code of Ethics**, and a dedicated **Responsible Gaming Program**. This structured initiative outlines and documents a broad set of actions designed to **protect consumers**, especially minors, **prevent excessive gaming behaviours**, and **promote a model of responsible, healthy and informed gaming model**.

# OUR GOVERNANCE

The implementation of the **Responsible Gaming Program**, along with the **monitoring of results**, and **verification** of the progress **objectives** are ensured by specific company departments and functions, included in the broader framework of the **ESG governance** structure of the Lottomatica Group.

In particular, project implementation is ensured by the Responsible **Gaming Committee** chaired by the Responsible Gaming function and coordinated by the ESG Office.

In line with, and in coordination with, the ESG Committee's guidance, the Responsible Gaming Committee aims to **foster increasing integration between business processes and the Responsible Gaming Program** and to ensure the continuous improvement of the program itself and the achievement of expected results.

In this regard, the Group:

- **is committed to its customers** to put in place all kinds of activities that can increase their sense of responsibility with respect to the practice of gaming;
- **informs customers** in accordance with applicable regulations about the **probability of winning**, the **risks of gaming**, and the **prohibitions involved**. Communication activities are focused on increasing players' awareness and helping them understand and monitor their gaming habits;
- **train staff** so that they can **support and help** those who do not approach play as entertainment;
- **does not allow minors under the age of 18 to play**. To this end, Lottomatica has issued strict instructions to its entire sales network.



# GUIDELINES. RESPONSIBLE GAMING

In managing its operations, Lottomatica has adopted dedicated **Responsible Gaming Guidelines** that encompass all areas of gaming governance and influence. These guidelines aim to promote awareness and accountability among all stakeholders involved across the value chain—from business units to those directly interacting with players, whether in gaming venues or on remote gaming platforms.



**Protection of minors** through the adoption of specific measures aimed at preventing any form of access to gaming by minors.



**Prevention of excessive gaming** through training initiatives, monitoring and governance tools, and dedicated support for individuals experiencing gaming-related problems.



**Promotion of a responsible model of gaming** understood as a form of entertainment to be chosen with awareness and characterized by clarity, comprehensiveness and impartiality of information.

In line with these guidelines, the Group fosters constructive dialogue with all parties involved in promoting legal and responsible gaming, including employees, players, regulatory authorities, institutions and other stakeholders, and implements projects focused on the following 4 macro-areas of activity.

**Training and resource awareness**  
on responsible gaming issues

**Information and player awareness**  
on issues related to gaming and possible related disorders

**Prevention and mitigation of impacts**  
from behaviours of incorrect play

**Study and research**  
on responsible gaming issues

# RESPONSIBLE GAMING TRAINING

Promoting Responsible Gaming is a key priority for Lottomatica and a substantial part of its sustainable business strategy. This commitment is inseparable from the need to provide thorough **training** and **awareness** of all operators who engage directly with consumers.

To this end, in 2023, the Lottomatica Group launched a comprehensive training program for all its employees and its national network.

The course, called "**Punto Gioco Intelligente**", is conducted **in collaboration with Fondazione Policlinico Universitario Agostino Gemelli IRCCS** and Fondazione Lottomatica and focuses on the **Gambling Disorder**, offering a practical framework for the identification, prevention and management of problematic behaviours.

Specially designed for employees and staff directly involved with players, this course complements existing training on anti-money laundering. It is accessible via a dedicated learning management platform, allowing operators to complete their training at their convenience.

Upon successful completion and passing the final test, participants receive a certificate of attendance.





# CEPID

Centro Psichiatrico Integrato di ricerca,  
prevenzione e cura delle Dipendenze

Grazie al contributo di:

FONDAZIONE

LOTTOMATICA

## IN COLLABORATION WITH CEPID

February 2023 saw the opening of the Integrated Psychiatric Center for Addiction Research, Treatment and Prevention (CEPID), a collaboration between Fondazione Policlinico Universitario Agostino Gemelli IRCCS and Lottomatica Foundation.

A state-of-the-art facility equipped with highly trained staff and specialized equipment, to which citizens can turn for assistance and support.

CEPID was established and made operational within the Complex Operative Unit of Clinical and Emergency Psychiatry of Policlinico Gemelli directed by Prof. **Gabriele Sani**, and is coordinated by Dr. **Marco Di Nicola**.

The facility, which performs Day Hospital treatment through medical, health, technical and administrative staff on staff at Policlinico Gemelli, has developed a course for Lottomatica's employee staff and for the staff of rooms throughout the country to make them aware of the relationship with customers and prevent forms of problem gambling.

# THE «PUNTO GIOCO INTELLIGENTE» COURSE MODULES AND CONTENTS

The course, called "Punto Gioco Intelligente", is conducted by trained medical personnel and aims to facilitate the recognition, prevention and **combating of gambling disorder**, with both a theoretical and practical approach to enable hall operators to intervene most effectively when faced with potentially risky situations.

"Punto Gioco Intelligente" is divided into three modules:

- the first module traces an overview of pathological **addiction phenomena** as a whole and their prevalence;
- the second module addresses the specific topic of **Gambling Disorder** as a clinical pathology and thus its characteristics;
- the third module examines the main behavioural factors and provides a number of practical **suggestions** on how to approach **potentially risky situations** and how to handle them.

The course content has also been reviewed and validated by international certification bodies specializing in responsible gaming, such as **G4** and the **WLA**.





## OUR COMMITMENT TO THE SDGs

Lottomatica operates with full awareness of its role in **promoting a legal and responsible gaming model** and respects the consumer as a subject to be protected to whom it offers **innovative** and **engaging gaming experiences**, of **quality** and in total **safety**.

The Group is committed to implementing all necessary actions to ensure that a focus on responsible gaming is a central element in building a sustainable business strategy and an integral part of its daily operations.

In this regard, Lottomatica works earnestly and professionally on a daily basis to promote a healthy and mindful approach to gaming and supports its customers to approach such activities responsibly and within their own limits in line with the **Sustainable Development Goals target 3.8**, namely the achievement of universal health coverage, including protection from financial risks, access to quality essential health care services, and safe, effective, quality, and affordable access to basic medicines and vaccines for all.

**LOTTOMatica**

[www.lottomaticagroup.com](http://www.lottomaticagroup.com)