

Quality and Safety Policy

The Organization believes that the true measure of the Quality of the service offered is linked to the satisfaction of its final customers, compatible with the company's efficiency and sustainability.

Furthermore, the Organization confirms, with this document, its commitment to improving its Health and Safety performance in the workplace.

Mission

Create **safe, unique, and innovative gaming experiences**, online and in-life.

Generate **sustainable value** for our customers, people, partners, institutions, communities, and shareholders.

Sustainably innovate our industry through **technological excellence** and **experimentation with new business**, work and relationships models.

Attitudes

COLLABORATION

Be a team

We build solid relationships based on trust, among colleagues and with all our stakeholders. We believe in teamwork, communication and sharing, because we are convinced that this is the best way to integrate everyone's energies towards common goals.

INCLUSION

Enhance uniqueness

We act with respect for the sensitivities, histories, values and uniqueness of each person. We encourage the exchange of ideas and points of view, and we are committed every day to creating a working environment in which people feel free to express themselves and are motivated to contribute to the Group's mission.

RESPONSIBILITY

Act consciously

We operate with consistency towards all our stakeholders, maintaining our commitments. We pursue our objectives with determination and responsibility, balancing business and social needs and ensuring the protection of the most vulnerable.

EXCELLENCE

Exceed expectations

We are curious, proactive and flexible, we pursue excellence as continuous improvement. We pay attention to details, to the quality of our work, we plan before we act and we value best practices to exceed, every day, our own expectations.

ENTREPRENEURIAL SPIRIT

Think beyond

We are passionate, courageous and enterprising, we do not settle, and we always want to be one step ahead. We know how to see opportunities and seize them, looking at change with enthusiasm and seeking innovative approaches and ways to best meet current and future needs.

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Vision

To be the **first choice** for our customers, creating sustainable opportunities for our people and the communities in which we operate.

The Organization's objective is therefore to understand and satisfy the customer's needs, also anticipating their future needs within the broader market for gaming.

The Organization therefore commits to facilitating actions that will be taken with the aim of meeting the Quality requirements of all stakeholders and safeguarding and promoting the Health and Safety of workers.

The Organization intends to encourage behaviors and choices that determine a reduction in the workers' exposure risk level while also allowing an improvement in the qualitative level of the service provided through a series of actions aimed at continuous improvement.

This Integrated Management System, which applies to the companies Lottomatica Group S.p.A., Gamenet S.p.A., Lottomatica Videolot Rete S.p.A., GBO Italy S.p.A., Betflag S.p.A., PWO S.p.A. and Totosì S.r.l., is a tool to achieve the set objectives and to ensure compliance with the values of the Lottomatica Group.

Each Area Manager has the responsibility and objective to ensure effective application of the fundamental principles of the Integrated Management System for Quality and Safety within the processes under their control.

Customer-focused Quality orientation represents a guarantee:

toward the Final Customer

- in terms of service completeness, so that it fully meets their wishes;
- in terms of service legality, operating in compliance with the concession;
- in terms of service reliability, involving the Supply Chain Partners in the company activities and considering them active participants in achieving the set objectives.

toward the Employees

- by developing a culture oriented to Quality and continuous improvement;
- by maintaining a high level of motivation, empowerment, and engagement;
- by ensuring the necessary training for professional development.

toward the Management

- by developing, implementing, and improving a process control system oriented to risk prevention and management;
- by planning the company strategies with a view to satisfying the final Customer.

The proactive management of Health and Safety, with extensive collaboration of all employees, represents a constant commitment of the company management.

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In order to achieve the objectives of this Quality and Safety Policy, the following commitments are undertaken:

- Scrupulously comply, in substance and principles, with applicable Occupational Safety and Health laws and regulations (e.g., Legislative Decree 81/2008 and subsequent amendments and integrations) as well as technical standards and good practice guidelines;
- Integrate Health and Safety principles at the workplace into the management of all company activities;
- Organize activities to minimize workers' risk levels to the lowest possible extent;
- Offer a service that fully satisfies the requests and expectations of Clients and all interested parties, and compliant with good-practice rules and applicable regulatory and legal provisions;
- Regularly verify compliance with norms and laws, monitor their evolution over time, and adapt the Organization to changes;
- Prefer the adoption of technological solutions whose application reduces workers' exposure risk;
- Innovate company means and equipment, providing, for them, constructive features aimed at better protection for users/operators;
- Constantly analyze risks related to working activities and continuously monitor, with the support of the RSPP and all employees, product and equipment innovations that allow a significant risk reduction and a continual improvement of working conditions;
- Aim for continuous improvement of awareness regarding constant reduction of risks in the workplace and the enhancement of the quality of services provided;
- Select suppliers by evaluating the guarantees they provide on aspects related to health and safety at the workplace;
- Encourage Third Parties/Suppliers to raise safety levels in the services/products they provide;
- Manage and monitor an Integrated Management System for Quality and Safety compliant with UNI EN ISO 9001 and UNI EN ISO 45001;
- Ensure that any non-conformities are promptly identified and resolved with appropriate corrective actions aimed at preventing recurrence and implementing preventive actions to eliminate causes of potential non-conformities;
- Communicate Safety and Quality to all involved parties, promoting cooperation and coordination among them;
- Involve all personnel and collaborators in the development of the Integrated Management System for Quality and Safety;
- Responsibly involve all personnel, increasing competence and awareness of the need to ensure operations are always aimed at continuous improvement of competitive performance;
- Train, inform, and sensitize all workers so they are placed in the best conditions to carry out assigned tasks safely, in compliance with mandatory regulations and the agreements of the State-Regions Conference on safety training, providing a service of a quality level in line with the guiding principles of this Policy;
- Operate in the reference context to identify and mitigate risks related to company activities;

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- Ensure that work environments are suitable, safe, and ergonomic for performing activities, ensuring periodic monitoring of physical, chemical, and biological parameters;
- Protect workers' health through continuous health surveillance and initiatives aimed at promoting health in general terms;
- Implement effective preventive measures for accidents, injuries, and occupational diseases, ensuring constant attention to Safety and Health aspects in workplace management;
- Identify stakeholders belonging to the context in which the Company operates;
- Understand the needs and concerns of identified stakeholders;
- Translate stakeholders' needs into requirements for the Company;
- Aim to achieve objectives and comply with requirements by preventing deviations from objectives;
- Ensure adequate organization and availability of human resources, tools, and financial means necessary to implement the commitments undertaken.

This Quality and Safety Policy is distributed to all employees and is available to all external interested parties.

Everyone is invited to report any deficiencies or non-conformities they become aware of, and, in any case, to propose possible improvement actions.

The verification of the achievement of the Quality and Safety Policy objectives will be carried out annually during the Management Review Meeting by the Company Management.

If workers or suppliers of the organization deviate from safety procedures, the Employer will take disciplinary action in accordance with the modalities established in the operative procedure attached to the Integrated Management System Manual.

All risks have been assessed in the related documents according to the type of role performed, and the preventive and protective measures required by current legislation and good practice have been defined. In analyzing the risks, residual risks were considered, i.e., those to which workers are exposed in compliance with safety procedures and the mandatory PPE, as well as residual risks for achieving Quality objectives and opportunities to seize to consolidate the objectives achieved in the ongoing improvement process.

The organizational structure, procedures, applications, company know-how, Management's commitment, and the involvement at all levels of the people who work for the Lottomatica Group represent the essential instruments for ensuring the achievement of the set objectives.