



# Sustainability Report 2021

Ahead of the Game



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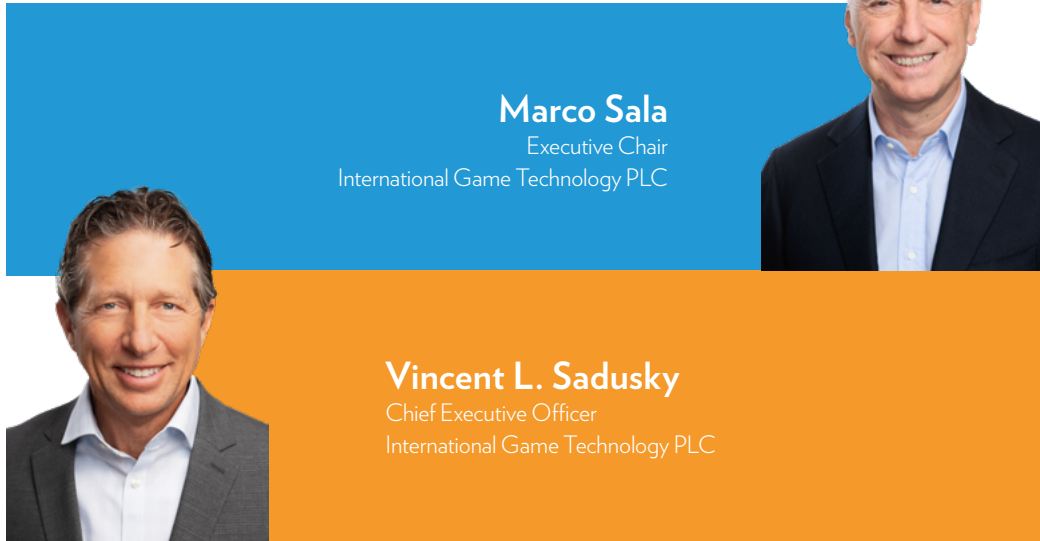
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## Letter from the Chief Executive Officer and Executive Chair

GRI: 102-14



**Marco Sala**

Executive Chair  
International Game Technology PLC

**Vincent L. Sadusky**

Chief Executive Officer  
International Game Technology PLC

Dear readers,

As we reflect upon the last two years and the effects of the pandemic, we realize how IGT maintained a balance in adjusting to new conditions while honoring its commitments to sustainability. Our formula was simple: protect our people, service our customers, and pursue our strategic priorities.

Environmental, Social, and Governance (ESG) policies remain at the forefront of our business priorities. IGT and its predecessors have been industry leaders in sustainability for 15 years and have issued independently audited sustainability reports since 2008. Four priorities represent the foundation of our sustainability strategy: valuing and protecting our people, advancing responsibility, supporting our communities, and fostering sustainable operations.

Our sustainability program is widely appraised and recognized by leading ESG advocacy organizations and investor rating groups. IGT's commitment to sustainable growth is designed to

support the achievement of nine Sustainable Development Goals (SDGs) identified within the 2030 United Nations Agenda for Sustainable Development.

In addition, IGT's sustainability initiatives fall within the scope of the United Nations Global Compact (UNGC), the world's largest voluntary corporate sustainability initiative for the development, implementation, and disclosure of responsible corporate policies and practices, according to 10 universally accepted principles in the areas of human rights, labor, environment, and anti-corruption.

With the establishment of IGT Sustainability Steering Committee (SSC), in 2021 we further advanced our commitment to creating sustainable value in the long-term. Among the objectives pursued, the SSC aims to foster a consistent sustainability approach across all regions and businesses, and increase communication on sustainability practices by sharing best practices at a global and local level.

The adoption of a global sustainability plan will help us pursue the identified sustainability goals according to a strategy shared across the entire organization. The plan will aim at identifying areas for improvement in the Company's sustainability performance, by focusing on external and internal drivers and defining initiatives to bridge the gaps accordingly.

Some major accomplishments made 2021 a remarkable year: IGT joined the Science Based Targets initiative (SBTi) which prioritizes climate action among businesses worldwide. Through this commitment, IGT officially pledges to set targets to reduce greenhouse gas (GHG) emissions, contributing to low-carbon emissions and furthering the Company's ESG impact.

Importantly, we released our first Human Rights Policy Statement which outlines our belief that promoting and living sustainability principles begin with respecting the basic rights to which all human beings are entitled. IGT recognizes that, as a global organization, we are responsible for promoting human rights and contributing to meaningful change around the world.

IGT also released its Global Responsible Gaming Policy. The policy was created to transparently inform all relevant stakeholders about IGT's worldwide programs and solutions, and to meet or exceed requirements, as well as comply with regulations, on responsible gaming in all jurisdictions in which the Company operates. IGT remains committed to balancing growth with social responsibility, as evidenced by efforts to continually improve our responsible gaming program, which is certified by the highly respected World Lottery Association (WLA) and Global Gaming Guidance Group (G4).



Diversity and inclusion (D&I) objectives are a major priority for the senior leadership team. For 2022 those metrics have been made part of its compensation system. Our commitment to D&I remains as strong as ever as we believe that sustainable companies that celebrate the diversity of their workforce simply do better and succeed for all stakeholders.

Companies are primarily about people, and what they can achieve given the right resources and leadership. As people are our most valuable asset and drive our customer relationships, IGT is committed to investing in its people. Throughout 2021, we took significant steps to ensure employees around the world are recognized and rewarded for their efforts and informed about our strategy, while also delivering training and talent development programs to evolve the skills we need to remain a global leader.

Many of our efforts were the product of important feedback that we received through our biennial employee engagement survey, 2020 MyVoice@IGT, which IGT has since complemented with a comprehensive listening strategy and the launch of a Global Employee Advisory Committee made up of individuals from throughout our business operations. Put simply — we are actively listening, and we are committed to continue doing so going forward.

IGT's senior leadership has continually examined what we can do to keep our employees safe, and what our patterns of work should look like in the future. New patterns of work have been launched at sites around the world, blending fixed and flex roles, thereby enabling the benefits of in-person collaboration.

A final remark must be made to thank everyone in the Company. Since the start of the pandemic, we have delivered on our promises to customers and players, and our success in doing so is attributed to the passion and drive we put in our work. Owing to the strong commitment of IGT employees, we will continue to stay Ahead of the Game.

Sincerely,

Marco Sala  
Executive Chair  
International Game Technology PLC

Vincent L. Sadusky  
Chief Executive Officer  
International Game Technology PLC



# About IGT

GRI: 102-3

International Game Technology is a global leader in gaming that delivers entertaining and responsible gaming experiences for players across all channels and regulated segments, from lotteries and gaming machines to sports betting and digital.

The global market for regulated gaming is driven by two main dynamics: strong player demand and governments that look to regulated gaming as a way to fund good causes. In this context, IGT is uniquely positioned to provide responsible solutions by leveraging its global leadership position, long history of innovation, and depth and breadth of its product offerings. The Company's resilient business model is characterized by robust recurring revenues and a diversified geographic and product mix. Innovation is the key growth driver across all of the Company's activities in many different areas.

HEADQUARTER	 LONDON
PRINCIPAL OPERATING FACILITIES	 PROVIDENCE (RHODE ISLAND, U.S.)
	 LAS VEGAS (NEVADA, U.S.)
	*  RENO (NEVADA, U.S.)
	 ROME (ITALY)
EMPLOYEES	 <b>~10,500</b>

## THREE BUSINESS SEGMENTS



GLOBAL LOTTERY



GLOBAL GAMING



DIGITAL & BETTING

## LEADING INNOVATION

IGT IS INNOVATING



PRODUCTS



SERVICES



PROCESSES



CHANNELS



## About IGT

### Profile

GRI: 102-1; 102-2; 102-4; 102-6; 102-7; 102-10

International Game Technology PLC (together with its subsidiaries, the Company or IGT), is a global leader in gaming that delivers entertaining and responsible gaming experiences for players across all channels and regulated segments, from lotteries and gaming machines to sports betting and digital. The Company operates and provides an integrated portfolio of innovative gaming technology products and services, including lottery management services, online and instant lottery systems, gaming systems, instant ticket printing, electronic gaming machines, sports betting, digital gaming, digital lottery, and commercial services.

The Company is headquartered in London, with principal operating facilities located in Providence (Rhode Island, U.S.), Las Vegas and Reno (Nevada, U.S.), and Rome (Italy). Research and development and product assembly are mostly centralized in North America. IGT had approximately 10,500 employees as of December 31, 2021.

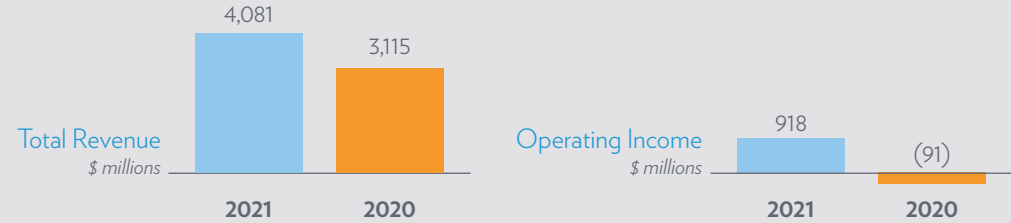
Effective September 1, 2021, the Company adopted a new business structure focused on three business segments, Global Lottery, Global Gaming and Digital & Betting.

On February 25, 2022, IGT's wholly-owned subsidiary, IGT Lottery S.p.A., signed a definitive agreement to sell its Italian proximity payment business to PostePay S.p.A. – Patrimonio Destinato IMEL, an entity of the Italian postal service provider group, for €700 million. The transaction is subject to customary closing conditions and regulatory approvals and is expected to close during the third quarter of 2022.

The global market for regulated gaming is driven by two main dynamics: strong player demand and governments that look to regulated gaming as a way to fund good causes. In this context, IGT is uniquely positioned to provide responsible solutions by leveraging its global leadership position, long history of innovation, and depth and breadth of its product offerings.

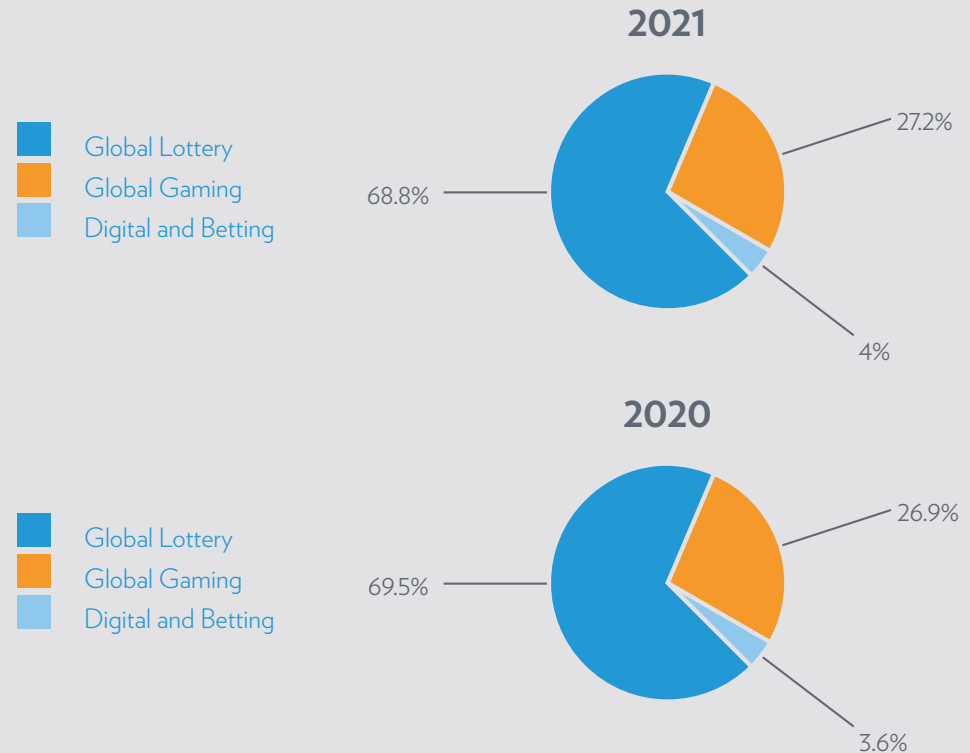
The Company's resilient business model is characterized by robust recurring revenues and a diversified geographic and product mix. Innovation is the key growth driver across all of the Company's activities in many different areas including content, technology, distribution, and marketing.

### Financial Highlights



Source UK Annual Report & Accounts

### Company Revenue by Business Segment





# PRODUCTS AND SOLUTIONS



## GLOBAL LOTTERY

### LOTTERY

- Over 475,000 terminals in the field
- Leading lottery operator models
- Instant ticket printing
- Facilities management contracts
- iLottery platforms and solutions
- Commercial services



## GLOBAL GAMING

### CASINO

- Gaming machines and central systems
- Largest premium content library

### VIDEO LOTTERY

- Compelling content
- VLT management systems



## DIGITAL AND BETTING

### DIGITAL

- High performance content
- Flexible platform
- Marketing services
- Powerful data and artificial intelligence tools



### SPORTS BETTING

- Platform, hardware, software and services
- In-house trading and turnkey solutions

## Direct Economic Value Generated and Distributed

GRI: 103-3; 201-1

According to Global Reporting Initiative (GRI), an independent international organization that has pioneered sustainability reporting since 1997, “information on the creation and distribution of economic value, provides a basic indication of how an organization has created wealth for stakeholders.” This section of the report informs readers about the entire spectrum of direct and indirect impacts that IGT can have on its stakeholders and the economy.

IGT creates value for stakeholders such as shareholders, investors, employees, suppliers and contractors, government authorities, and local communities. What remains after the distribution of the economic value to stakeholders, IGT commits to investing to maintain market competitiveness and economic sustainability. In instances where IGT is the gaming operator, IGT aspires to increase the value generated in the future, and consequently, the distribution of this value to stakeholders.

The Company is committed to pursuing its financial goals with a high level of transparency and integrity. In strict adherence to GRI Standards, IGT “compiles information for economic disclosures using figures from its audited financial statements or from its internally audited management accounts.” With regard to “Direct economic value generated and distributed,” data is sourced from the Form 20-F and U.K. Annual Report and Accounts of International

Game Technology PLC and its subsidiaries for the financial year ended on December 31, 2021 and from other audited internal reports. In 2021, the economic value generated by IGT topped US\$4.5 billion and the economic value distributed amounted to nearly US\$3.8 billion.

\$ thousands	2021	2020
<b>Economic Value Generated</b>	<b>4,504,000</b>	<b>3,152,137</b>
<b>Economic Value Distributed</b>	<b>3,794,000</b>	<b>3,303,156</b>
Value to employees	1,090,000	932,038
Value to governments	332,261	89,991
Value to communities	2,630	2,334
Value to suppliers	2,028,109	1,880,606
Value to providers of capital	341,000	397,916
<b>Economic Value Retained</b>	<b>710,00</b>	<b>151,019</b>

## Governance

GRI: 102-18

International Game Technology PLC (the Parent) is a public limited company incorporated in England and Wales that has its ordinary shares listed on the New York Stock Exchange (NYSE). The Parent’s Articles of Association provide that, for as long as its ordinary shares are listed on the NYSE, the Parent shall comply with all NYSE corporate governance standards set forth in Section 3 of the NYSE Listed Company Manual applicable to non-controlled domestic U.S. issuers, regardless of whether the Parent is a foreign private issuer.



The board of directors of the Parent (the Board) for the year ended December 31, 2021 were made up of: Marco Sala (CEO), Lorenzo Pellicoli (Chairperson), James McCann (Vice Chairperson and Lead Independent Director), Massimiliano Chiara (CFO), Alberto Dessy, Marco Drago, Heather McGregor, Samantha Ravich, Vincent Sadusky and Gianmario Tondato da Ruos. Beatrice Bassej was previously a director of the Parent whose term of office ended on May 11, 2021.

In January 2022, the Board implemented a number of changes to the Company's executive team and Board. Effective January 14, 2022, the Board appointed Ashley M. Hunter and Maria Pinelli as Non-Executive Directors. Ashley M. Hunter was also appointed to the Nominating and Corporate Governance Committee and Maria Pinelli was appointed chair of the Audit Committee, replacing Vincent Sadusky. Effective January 24, 2022, Lorenzo Pellicoli retired as Chairperson of the Board and remains a Non-Executive Director. On the same date, Marco Sala became Executive Chair of the Board and Vincent Sadusky became CEO and Executive Director of the Board.

The Board<sup>1</sup> is currently comprised of seven independent directors including James McCann, the Vice Chairperson of the Board and Lead Independent Director, and five non-independent directors - Marco Sala (Executive Chair), Vincent Sadusky (CEO), Massimiliano Chiara (CFO), Lorenzo Pellicoli, and Marco Drago<sup>2</sup>.

The Board is the Company's highest governance body. The Board is responsible for managing IGT's business, establishing the Company's strategy, and is accountable for all aspects of governance including decision-making authority and organizational structure in order to pursue longer-term value creation and business growth of the Company whilst honoring commitments to stakeholders.

The Board is supported by an Audit Committee, a Nominating and Corporate Governance Committee, and a Compensation Committee, each made up of independent Board members, with a clear framework of matters delegated to each committee.

All Board members have business and governance competencies, with a general understanding of environmental and other social responsibility matters as a result of their significant long-standing positions and commitments at IGT and/or at other organizations that have a significant impact on consumer/community habits and behaviors (including as CEOs and/or founding members of relevant organizations). The effectiveness of the Board is vital to the success of the Company. The Board undertakes a rigorous self-evaluation process each year to assess how the Board, its committees and each individual director are performing. The evaluation in 2021 was undertaken by way of an internal questionnaire, supported by discussions with the Nominating and Corporate Governance Committee, the independent directors and the full Board.

The Audit Committee is responsible for, among other things, assisting the Board's oversight of:

- the integrity of the Parent's financial statements;
- the Parent's compliance with legal and regulatory requirements;
- the independent registered public accounting firm's qualifications and independence;
- the performance of the Parent's internal audit function and independent registered public accounting firm; and
- The Parent's internal controls over financial

reporting and systems of disclosure controls and procedures.

- <sup>1</sup> For the current composition of the Board of Directors, please see <https://igt.gcs-web.com/board-directors>. For the current senior managers and senior consultant, please see <https://www.igt.com/explore-igt/about-igt/management-team>
- <sup>2</sup> Messrs. Pellicoli and Drago are the chief executive officer and chairperson of the board, respectively, of De Agostini S.p.A., the Parent's controlling shareholder

As of May 31, 2022, the membership of the Audit Committee, Nominating and Corporate Governance Committee and the Compensation Committee is as follows:

	Audit Committee	Compensation Committee	Nominating and Corporate Governance Committee
James McCann			
Alberto Dessy			
Ashley M. Hunter			
Heather J. McGregor			
Maria Pinelli			
Dr. Samantha Ravich			
Gianmario Tondato da Ruos			



Chairperson



Member





The Audit Committee is also responsible for oversight of risk assessment and risk management, including with respect to major financial, compliance, strategic and operational risk exposures (including cybersecurity risk), and for making recommendations to the Board for any changes, amendments, and modifications to the Code of Conduct.

Each member of the Audit Committee must meet the financial literacy requirement, as such qualification is interpreted by the Board in its business judgment, or must become financially literate within a reasonable period of time after their appointment to the Audit Committee. In addition, at least one member of the Audit Committee must have accounting or related financial management expertise, as the Board interprets such qualification in its business judgment. The Board has determined that each member of the Audit Committee qualifies as an “audit committee financial expert” as defined under the rules of the U.S. Securities and Exchange Commission.

The Nominating and Corporate Governance Committee is responsible for, among other things:

- recommending to the Board, consistent with criteria approved by the Board, the names of qualified persons to be nominated for election or re-election as directors (including, in consultation with the Compensation Committee as it relates to the compensation package, the CEO’s successor) and the membership and

## Nominating and Corporate Governance Committee

The Nominating and Corporate Governance Committee oversees environmental, social, and governance (ESG) matters. The Board performs periodic reviews of economic, environmental, and social topics and their impacts, risks, and opportunities through the Nominating and Corporate Governance Committee’s review of the sustainability program described in the Company’s Sustainability Report (audited by an independent third-party firm) and presented to the committee by the Senior Vice President of Marketing, Communications and Sustainability.

- chairperson of each Board committee;
- reviewing each director’s character and integrity prior to appointment and in connection with renomination decisions and Board evaluations;
- reviewing, at least annually, the appropriate skills and characteristics required of Board members in the context of the current composition of the Board and its committees;
- periodically reviewing the size, composition (including diversity) and leadership of the Board and committees thereof and recommending any proposed changes to the Board;
- reviewing and reassessing from time to time the Company’s Corporate Governance

Guidelines and recommending any changes to those;

- determining, at least annually, the independence of each director under the independence requirements of the NYSE and any other regulatory requirements and report such findings to the Board;
- overseeing, at least annually, the evaluation of the performance of the Board and each Board committee, as well as individual directors where appropriate; and
- overseeing IGT’s sustainability program and giving due consideration to diversity and inclusion, environmental and social matters that could impact the Company, the environment or the communities in which the Company operates.

The purpose of the Compensation Committee is to discharge the responsibilities of the Board relating to compensation of the Parent’s executives and directors. The Compensation Committee is responsible for, among other things:

- reviewing management recommendations and advising management on broad compensation policies such as salary ranges, deferred compensation, incentive programs, pension, and executive stock plans;
- reviewing and approving goals and objectives relevant to the CEO’s compensation, evaluating the CEO’s performance in light of those goals and objectives, and setting the CEO’s compensation level based on this

evaluation;

- monitoring issues associated with succession and management development of the CEO and other senior executives;
- making recommendations to the Board with respect to non-CEO executive officer compensation, incentive compensation plans and equity-based plans that are subject to Board approval;
- reviewing and recommending director compensation;
- creating, modifying, amending, terminating, and monitoring compliance with share ownership guidelines for executives and directors; and
- reviewing, monitoring and making recommendations to the Board on human capital management matters including work environment and safety, culture and employee training and engagement, and diversity, equity and inclusion.

With regard to the processes for consultation between stakeholders and the highest governance body on economic, environmental, and social topics, IGT maintains open channels of communication where shareholders and employees can ask questions of senior management. Topics of importance are summarized and reported to the Board and/or the Nominating and Corporate Governance Committee.



## Regulatory Framework and Regulatory Changes

GRI: 103-3

Gaming and lottery industries are among the most highly regulated and monitored businesses in the world and one where public interest must prevail over many other interests. In safeguarding such public interest, governments, regulatory bodies, and local governmental organizations play key roles according to primary legislative objectives: legality and public security, protection of consumers and fair competition, maintaining public safety, and financial and tax compliance. Proper regulatory oversight also ensures that government authorities collect the appropriate amount of gaming tax revenues to fund important government-sponsored programs and good causes.

Gaming laws are based upon declarations of public policy designed to ensure that gaming is conducted honestly, competitively, and free from criminal and corruptive elements. IGT is actively engaged in the public policy arena as it relates to most gaming issues. Public affairs and government relations are essential to IGT's interests because the Company conducts business with governments and government-regulated gaming entities. While the regulatory requirements vary from jurisdiction to jurisdiction, the majority typically require some form of jurisdictional licensing or regulatory suitability of operators, suppliers, manufacturers, and distributors, as well as its major shareholders, officers, directors, and key employees. Regulators

review many aspects of an applicant, including financial stability, integrity, and business experience. Additionally, the Company's gaming products and technologies require certification or approval in the jurisdictions where IGT conducts business.

As of December 31, 2021, the Company holds over 470 gaming licenses across approximately 340 jurisdictions. Key regulatory authorities that have licensed the Company include the United Kingdom Gambling Commission, the Nevada State Gaming Control Board, the New Jersey Division of Gaming Enforcement, and key states and provinces in Australia and Canada. The Company has never been denied a gaming-related license, nor has any of its licenses been suspended or revoked.

A comprehensive network of internal and external resources and controls is required to achieve compliance with the broad governmental oversight of the Company's business. IGT has a robust internal program to ensure compliance with applicable requirements imposed in connection with gaming and lottery activities, as well as legal requirements generally applicable to all publicly traded companies.

IGT complies with standards set forth by specialized lottery authorities and related government agencies. In some instances, regulators not only govern the activities within their jurisdictions, but also monitor IGT activities in other jurisdictions to ensure compliance with local gaming operating standards on a global

basis. For the purpose of reporting on regulatory changes, this report will focus on the Italy and U.S. regions, as they represent the most significant markets to IGT.

During the year ended December 31, 2021, subsidiaries of the Parent made various forms of contributions (i.e., political (where permissible), charitable donations, membership dues, and sponsorships) to entities in the U.S. that have charitable, social welfare, trade, business sector, or political affiliations and missions. Some of these organizations and entities had affiliations with governments or government officials. The Company fully complied with jurisdictional reporting requirements for these contributions and such contributions were permissible under applicable laws.

### United States

In 2021, there were continued changes to the regulated digital and sports wagering markets. In the U.S., 10 new states legalized and adopted regulations to govern sports wagering within their state boundaries. The channels for offering sports wagering differ from state to state, with most states seeking to offer sports wagering both retail and online, such as via a mobile phone app. At a significantly slower pace, U.S. states are contemplating digital casino gaming at the legislative level. Michigan launched online casinos in 2021. Sports betting, iGaming and online sports betting were legalized in Connecticut and both online sports betting and iGaming were launched in January 2021.

### Italy

The political situation in Italy has traditionally entailed periodic amendments to the overall regulatory framework, and the gaming sector is no exception. The current Italian regulatory framework on gaming identifies the concessionaire as the central figure in the gaming operating model, assigning specific responsibilities directly stemming from public interest. The concessionaire must carry out wager collection in the territory, guaranteeing the pursuit of state interests.

The Legislative Decree n.87/2018 laid down a ban on advertising, forbidding any form of advertisement, albeit indirect, related to gaming or wagering with monetary prizes, and gambling, however done and by any means, including sports, cultural, and artistic events, TV or radio shows, daily and periodical press, general publications, posting campaigns and IT channels, including social media. The ban came into full force in July 2019.

The Legislative Decree n.125/2019 came into effect in 2020, implementing the EU Directive n.843/2018 aimed at preventing the use of the financial system for money laundering or financing of terrorism.



The Decree includes a wider cluster of recipients of anti-money laundering obligations, broader access to and exchange of information on beneficial ownership, new and more stringent assessment criteria for intermediaries operating in countries exposed to higher risks of money laundering or financing of terrorism, and a mandatory annual report issued by self-regulatory bodies.

**Leading Innovation**

GRI: 103-3

IGT is committed to pursuing innovation when developing its products, services, processes, and management across all gaming categories and global markets. The extensive knowledge and experience that IGT has gathered over the years as a leader in the gaming industry allows the Company to deeply understand customers'

needs and design turnkey solutions. IGT has a proven track record of introducing new gaming products and features to players and customers before its competitors.

In developing integrated marketing and go-to-market plans, IGT follows player and general consumer trends through many channels including industry news, industry research, trend reports, and player research. Research projects, ranging from player focus groups to segmentation studies, help IGT to identify player trends across multiple demographics and player segments that allow IGT to meet the constantly evolving needs of players. IGT operates a B2C Contact Center supporting the U.S. digital market, namely lottery and iGaming customers, with the aim of balancing growth and quality of service efficiently and effectively,

leveraging an omnichannel approach with the use of self-service, automation and artificial intelligence.

IGT's B2C Contact Center is designed to sustain growing volumes of inbound contacts as a result of new business initiatives and addressing player needs. For example, more than 30% of calls are due to players wanting to play and not remembering their digital login credentials.

Automation is the only viable and proven solution to provide high-quality service levels in these critical cases. Therefore, embedding artificial intelligence tools in apps, portals, and interactive voice response (IVR) kits is a necessary technological evolution.

IGT's global leadership in the gaming business relies on a powerful network of data centers supported by robust IT infrastructures located all over the world to provide business services for customers and in compliance with restrictions imposed by regulators.

IGT has always focused on implementing initiatives that continuously improve the quality of the service to its customers by deploying IT Service Management processes and tools. In 2020, IGT started the IRIS (IGT Repository ITSM Solution) - Global Configuration Management Database (CMDB) initiative to centrally manage, in a single repository, all IT assets installed in its data centers worldwide.

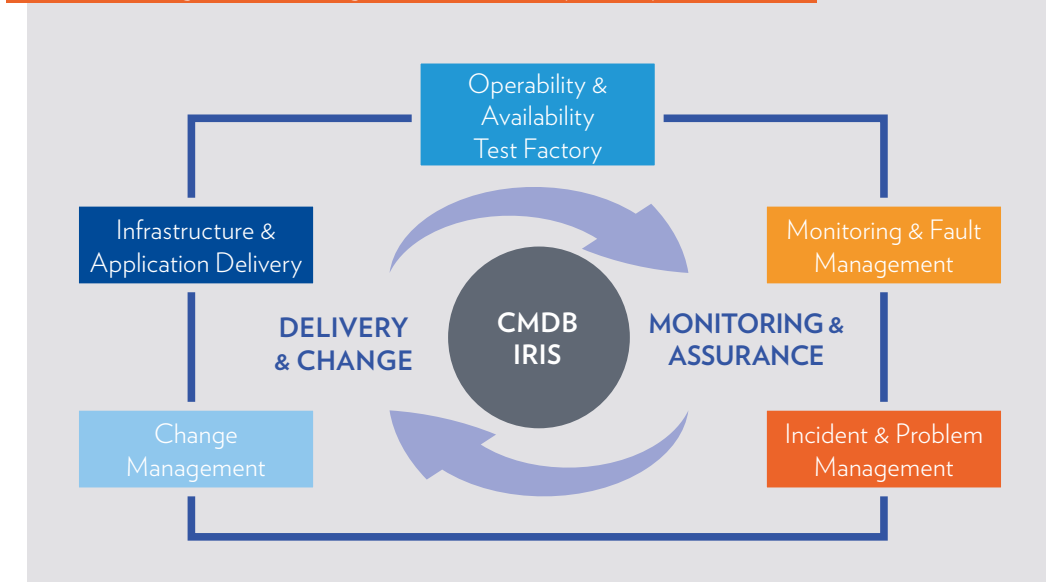
In 2021, IGT commenced the extension of the IRIS CMDB initiative to all IGT data centers to include and correlate the infrastructure information (data center location, equipment type, vendor, IP address, serial number, etc.), business information (customer and business scope), and operations information (technical owner/system administrator, environment, etc.) for each asset.

The next goal is to extend the IRIS CMDB initiative to software information (operating systems, middleware products and application packages running on the systems), as well as business and application services.

**Contact Center Omnichannel Evolution**

IGT is focusing on providing players with a full suite of self-service, automatic and operator-based support channels to balance quality of service, baseline volume growth, peaks and costs. Efficiency, contact reduction, and revenue generation initiatives have been identified to leverage lower-cost and/or less-than-saturated locations and reduced communications costs, thus transforming the U.S. B2C Contact Center into a margin-generating operation.

**Goals and functions of IGT Repository ITSM Solution (IRIS) - Global Configuration Management Database (CMDB)**





IGT understands the inherent value that cloud solutions can bring to the gaming industry. The Company has conducted extensive due diligence on major cloud service providers, focusing on how to most effectively harness the cloud for gaming, lottery, and its digital and betting business. To that end, IGT's approach is measured to ensure that its system has appropriate integrity, reliability, and scalability.

As an organization, IGT is going through the same transformation that lotteries are going through as they move their enterprise systems to cloud-based technologies. The Company is currently focused on a corporate-wide initiative to make cloud services available to customers through all IGT business units, incrementally, with a target for a full-solution cloud gaming system capability in 2024. In the interim, this approach will provide IGT customers with incremental business value by offering cloud-based services such as IGT's sales force automation tool, retailer portal, web-based

training application, gaming systems solutions where regulators permit, and more.

Currently, IGT organizations are leveraging cloud solutions for internal purposes, utilizing cloud for SaaS applications and replacing on-premise hardware with IaaS solutions. Engineering teams are using cloud technology for internal development and test systems because of the flexibility to deploy systems quickly and for limited periods of time. The Global Gaming organization has been using cloud solutions for several years, supporting customers with products in markets where regulations allow. There continues to be customer interest in cloud-based deployments and IGT expects this trend to increase.

These cloud-based efforts will allow lotteries and gaming customers to benefit from faster time to market when taking up new IGT services that are offered in the cloud. Additionally, if a lottery wishes to reduce its on-

premise infrastructure capability (e.g., minimize capital expenditures and enhance operational benefits), an IGT-supported cloud solution will be available and fully compliant with World Lottery Association (WLA) standards of security, integrity, availability, and performance.

In August 2021, the Georgia Lottery Corporation became the first customer to go live with IGT's iLottery eInstants cloud, followed by the Kentucky Lottery Corporation and the Rhode Island Lottery. The successful launches demonstrated the cloud's flexibility and scalability, and with additional customers in the pipeline, IGT's iLottery system is now fully prepared for the cloud.

Cloud initiatives throughout IGT's business units will benefit customers via increased scalability (adding more servers or adding more power) to build on-demand systems that react through machine-learning to adjust automatically during times of peak load and

then revert to the standard configuration thereafter. This adaptability also minimizes operating expenses, as systems can be built and evolve over time.

IGT is constantly evaluating customer needs and possible solutions to better provide the right services and roadmaps to meet current and future demands. Cloud technology facilitates faster and easier integration of insights to enhance the player experience.

### Digitization Now: Tools to Transform the Player Experience

Even where digital wagering is not yet permitted, lotteries can digitize the retail experience to increase player engagement and provide a contactless player journey. Giving lottery players cashless payment options was an industry priority even before the pandemic, and now, lotteries can leverage digital solutions to offer a contactless retail player journey and transform other aspects of the player experience.

Players can interact via mobile apps and various touchpoints that digitally enhance their overall lottery experience. They can have their winnings withdrawn electronically and deposited directly into the bank, or they can top-up funds electronically to buy their physical ticket by cashless and contactless means. These are just a few of the tools available.

“

The COVID-19 pandemic significantly accelerated the need for gaming operators to innovate and meet their players wherever they are. IGT sees iGaming as a high-growth segment for our business, and our compelling iGaming content and digital solutions help our customers maximize player engagement while responsibly driving sales for their business.

Enrico Drago | CEO Digital & Betting IGT



## ADVANCING CONNECTED PLAY

Enabling the multi-layered marketing journey that bridges the retail and digital space—what IGT calls Connected Play—remains a critical component to aligning with consumer expectations. IGT has identified the key consumer needs that drive its approach to retail evolution, such as convenience, paperless, cashless, contactless, relevance, and rewards. To address these needs, IGT has developed solutions to address the convergence of the retail and digital channels.

With its unified, end-to-end solution—designed to fully cover and converge the lottery business across all sales channels and game verticals—IGT is advancing the next generation of omnichannel capabilities in alignment with evolving consumer expectations.



Player downloads convenience app, makes selections on their mobile device and creates a **Digital Playslip**



Player's **Digital Playslip** is scanned at the terminal



Player elects to pay with **eWallet**. Barcode in the app is scanned at the terminal



Player receives the **Digital Ticket**



Player can claim prize at retailer to **eWallet**. Or Ticket is auto checked. Prize is paid to the **eWallet**

The Connected Play approach represents IGT's evolution of omnichannel specifically for the lottery industry.

Lotteries benefit from new insight into known player behaviors at retail by collecting data on all individual consumer habits for analysis and use in individually targeted marketing efforts, thus yielding greater player engagement, retention, and responsible gaming. Players benefit from the convenient, paperless, cashless, contactless, frictionless, and personally relevant consumer experience they increasingly expect in their engagement with brands. Finally, retailers benefit from the streamlined and modernized consumer experience available in their store and from lotteries' ability to fuel the drive to retail via digital tools that incentivize desired consumer behaviors.



### DIGITAL RETAIL PLAYER JOURNEY

Mobile-centered retail modernization with new digital services, enabling a convenient, paperless, contactless, cashless, relevant, and rewarding consumer experience



### PLAYER-LEVEL DATA CAPTURE

Transform anonymous players and transactions to individualized data-gathering on known players across all touchpoints for analysis and segmentation



### TARGETED MARKETING

Leverage new player-level insights to evolve from mass marketing to personalized customer relationship management, delivering more relevant communication, promotions, and rewards

Connected Play provides lottery-specific solutions to today's consumer behaviors and preferences. Upon establishing an account, each player receives a Virtual Player Card attached to their eWallet. A digital QR code in the mobile app represents a convenient retail-centered player card with which players can open transactional sessions at retail and earn and redeem points, all tied to a single account. This turns the mobile app into a closed loop virtual debit card they can use across the retail network.



The Virtual Player Card eliminates many of the expenses associated with maintaining and administering physical card inventory and enables retailers to reach players through a

channel they use every day - their mobile devices - with a benefit for the environment by reducing plastic consumption.

Non-registered players can create their lottery wager by using their phone to configure their game purchases and create a QR code that represents their wager without the need to fill out a paper playslip. This digital playslip can then be scanned via the retail terminal. Digital playslips allow players to save and reuse the wager information even without logging in, which is both environmentally conscious and convenient for players.

### Virtual Player Card - How it Works

1.



DOWNLOAD MOBILE APP

2.



REGISTER

3.



PULL UP VIRTUAL PLAYER CARD

4.



SCAN THE VIRTUAL PLAYER CARD  
AT TERMINAL

5.



PLAYER SESSION STARTS AT TERMINAL,  
TRACKING PURCHASING  
AND REWARDING WITH POINTS

### Enhanced Digital Playslip

Whereas the convenience version of the digital playslip carries only the ticket information itself, registered players unlock enhanced digital playslip features. Players use the mobile app to select their numbers, store them, and create a digital playslip that is then scanned at the terminal to produce a ticket. In this case, the scanned digital playslip carries the player ID and all player-configured preferences (such as digital vs. paper ticket, auto-payment of winnings to the eWallet, responsible gaming limits, etc.). This further provides retailers with the details to identify the individual player at the point of sale and the lottery with individualized details on the retail transaction. Players using the enhanced digital playslip will be able to earn points for purchases at retail



(if the loyalty program is enabled) and transactions will be recorded within the player's account. In addition, if the player's preference for digital ticket and auto-pay options are activated, tickets would be recorded within the player's account and processed for payment of prizes.



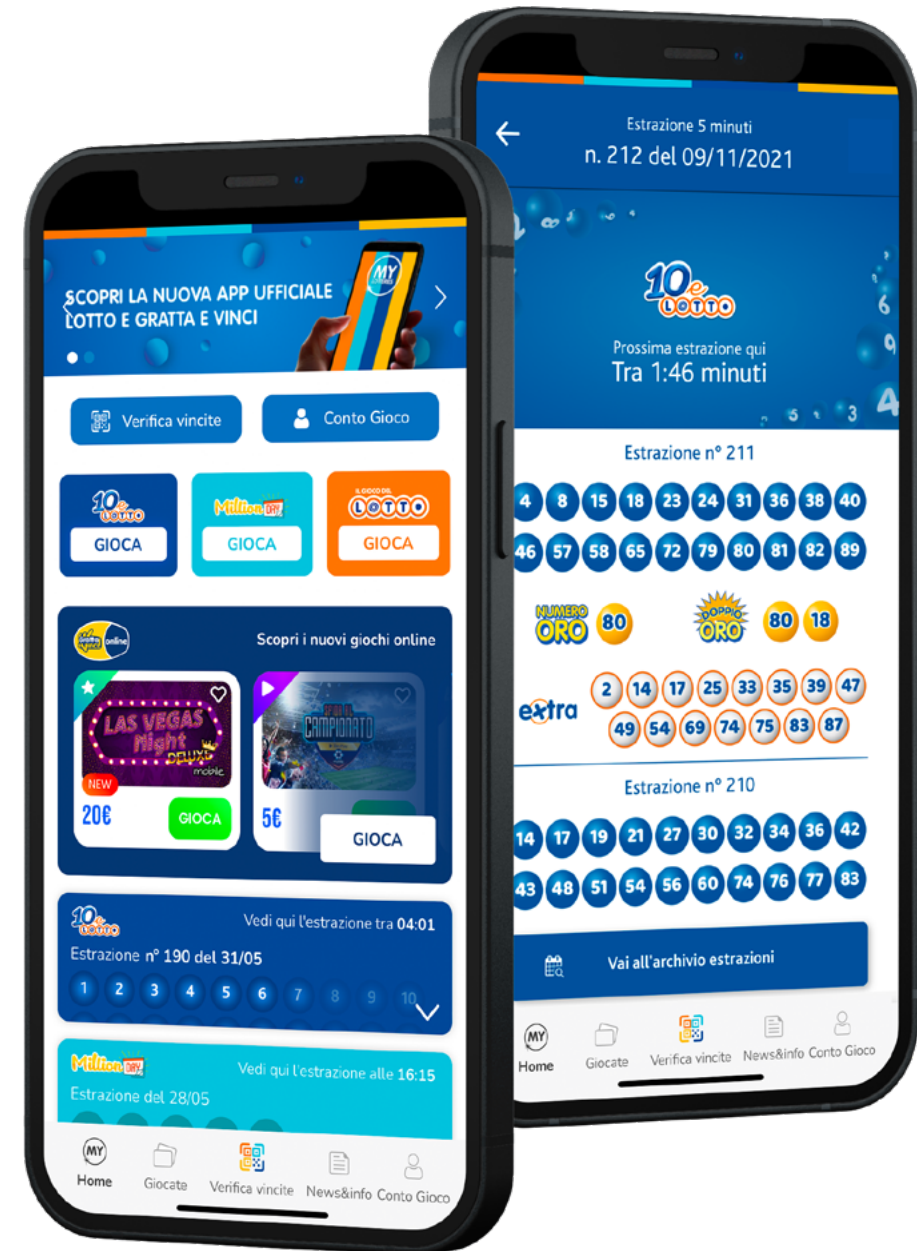
As players continue to search for convenient and efficient lottery transactions, in-lane solutions are addressing their needs. In addition, retailers are interested in offering an additional location within their stores to sell lottery, with the added benefit of having those transactions integrated with the point-of-sales (POS) systems. As a market leader in the U.S., IGT supports 78% of the lottery market by wager and 70% of the more than 220,000 retailers across the country who sell lottery products.

IGT is taking the modernization of gaming one step further. The vehicle for this modernization is the IGT ADVANTAGE® casino management system: an electronic ecosystem for the slot floor that was conceived to modernize and simplify player rewards. Most recently, the focus has been on bringing the slot play experience into the 21st century, with slot club logins, cash access and funding of slot play.

## Mobile Lottery Apps in the U.S. and Italy

Lottery players want their retail experience to be convenient, clean, and intuitive. IGT's mobile app technology offers cashless payment and digital play options for lotteries to build stronger relationships with their players and transform lottery at retail. Currently, IGT provides 15 lotteries in the U.S. with mobile app technology.

To highlight the concept of integrated offer of services and support, IGT has been using the My Lotteries brand in Italy to bundle the lotteries products Gratta e Vinci, il Gioco del Lotto, 10eLotto, Millionday, and Lotteria Italia since 2019. The My Lotteries app includes several functionalities to meet players' needs in terms of game experience, such as win check, draws, statistics, ticket fill-in, winning odds and regulations, and responsible gaming. In 2021, the My Lotteries app was used by approximately 700,000 players per month, and represented a useful information tool and a valid alternative to check draws without stopping at a point of sale, thus helping players abide by the rules on social distancing. In addition, the layout of the app was completely redesigned, and the interface was optimized to refresh the app and provide a user-friendly touch.





## Innovating the Casino Management System

Casino patrons are already accustomed to making purchases, payments and other transactions in the world outside the walls of casinos via smartphones. For IGT, the solution lies within the IGT ADVANTAGE® casino management system with IGTPay™ and Resort Wallet™. IGTPay serves as an external funding gateway, and Resort Wallet is a mobile wallet for funding gaming activity, from depositing and withdrawing funds in a casino account to transferring funds to that account from outside sources.

### Carded Cashless

With Carded Cashless, players can use a casino-branded loyalty card to load cash into a secure Cashless Wagering Account from either the casino cashier, kiosk, or slot machine, and access those funds from any slot machine, electronic table game or kiosk using the card. After a gaming session, credits on the machine are transferred back to the player's account to be used another time.



### Cardless Cashless

The Resort Wallet solution provides players with a cardless, mobile experience for cashless wagering. Players fund their Cashless Wagering Account from either the casino cashier, kiosk, or a slot machine, then tap their smartphone on a slot machine or table game to card in. After a gaming session, credits on the machine are transferred back to the player's account to be used another time either by cashing out or by manually carding out from the mobile app. Players can also print a ticket on cashout using their phone or mobile app, which prevents the need to visit the cage for funds withdrawal.



### IGTPay™

This full-service cashless experience combines Resort Wallet with IGTPay™, IGT's proprietary external funding gateway. It gives players the flexibility to load their Cashless Wagering Account with funds from external sources such as bank accounts, credit card and debit card accounts, as well as e-wallets. Furthermore, the registration, verification, and digital financial transacting activity inherent in cashless wagering can be leveraged by operators as a powerful responsible gaming tool, empowering players to voluntarily activate responsible gaming features that set them on an informed path to responsible play.





# Commitment to Sustainable Growth

IGT's internal corporate culture is guided by a set of five values, which provide the foundation for its commitment to sustainable growth, together with IGT's vision and mission.

IGT maintains a corporate governance system that is committed to overseeing and implementing sustainability practices at the highest standard.

In early 2021, IGT advanced this commitment by establishing the IGT Sustainability Steering Committee (SSC).

The SSC approved the definition of a global Sustainability Plan, which aims at identifying areas for improvement in the Company's sustainability performance with respect to external and internal drivers, as well as, defining initiatives and actions to bridge the gaps.

In addition to the plan, the Company is strengthening its efforts to limit its climate change impacts through a specific Carbon Neutrality Project. The Project started in 2021 with the Greenhouse Gas (GHG) inventory calculation.



## 5 VALUES

PASSIONATE, PIONEERING, RESPONSIBLE, AUTHENTIC, AND COLLABORATIVE

## 4 PRIORITIES

VALUING AND PROTECTING OUR PEOPLE

ADVANCING RESPONSIBILITY

SUPPORTING OUR COMMUNITIES

FOSTERING SUSTAINABLE OPERATIONS

## 9 SDGs





## Commitment to Sustainable Growth

### Our Values, the 2030 Agenda and Our Priorities

GRI: 102-12; 102-13; 102-16

When conducting business, IGT is committed to ensuring strict adherence to the principles of lawful conduct in every jurisdiction it serves. Integrity, in terms of behavior as well as business conduct, is essential for creating value for all stakeholders.

IGT's internal corporate culture is guided by a set of five values: passionate, pioneering, responsible, authentic, and collaborative. These values, together with IGT's vision and mission, provide the foundation for its commitment to sustainable growth.

In 2021, as part of a Company-wide strategy refresh, IGT revisited its vision and mission as part of its efforts to communicate how it is connecting the Company business strategy more explicitly to the brand, which is at the center of IGT's identity and actions.

IGT's updated vision and mission reinforce the Company's strategic focus in the global regulated gaming markets, and the strong commitment to sustainability and responsible gaming. IGT will continue to strengthen its position as a leading provider of content, technology, services, and solutions with a player-centric approach.

Drawing inspiration from its core values, IGT has advanced its commitment to sustainability over the years. By embracing the 2030 United Nations

(UN) Agenda for Sustainable Development and its Sustainable Development Goals (SDGs), IGT has identified its sustainability priorities, representing its commitment to contributing to global sustainability efforts. IGT strives to be a responsible partner for local and international authorities, customers, and players in markets and jurisdictions where the Company operates. In addition, the Company identifies its stakeholders and addresses each one according to the most appropriate practices in its approach, engagement, and initiatives, that are integrated in the overall sustainability strategy (for more details, please see the [2021 UK Annual Report and Accounts](#)).

#### VISION

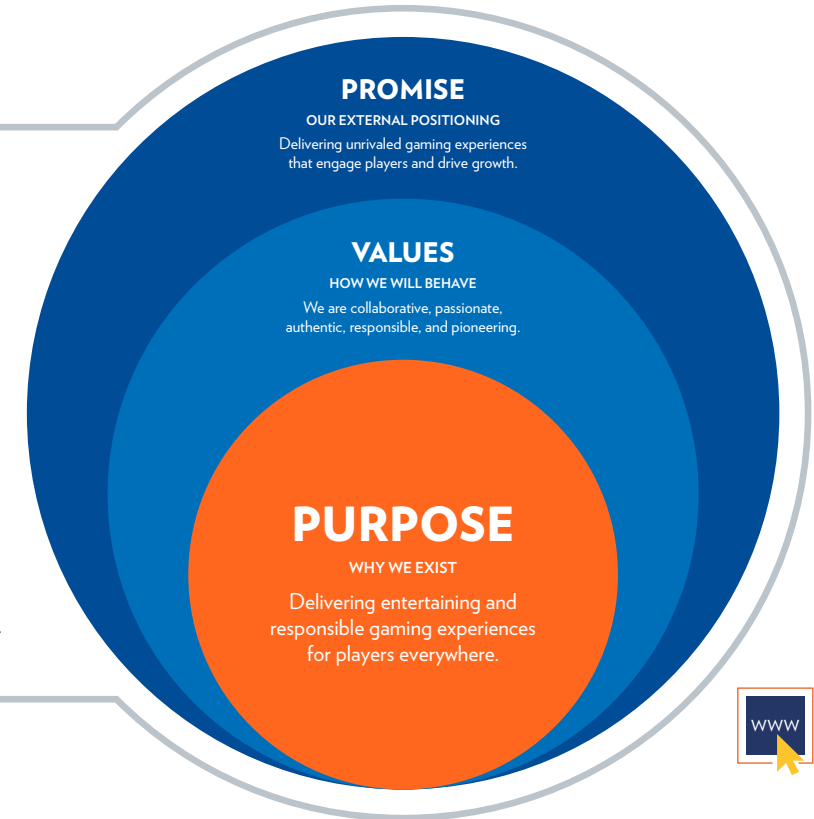
##### THE OPPORTUNITY WE STRIVE TO REALIZE

Drive growth in the global gaming industry through greater player engagement and responsible management.

#### MISSION

##### WHAT WE WILL DELIVER TO FULFILL OUR PURPOSE

Provide best-in-class content, services and solutions to the global, regulated gaming industry.



“

ESG topics are naturally embedded in our business priorities. As a matter of fact, we have been advancing our sustainability efforts for over 15 years and since 2008, we have published an annual sustainability report, which is independently audited. As a result of this long-term commitment, our program is widely recognized by leading ESG advocacy organizations and investor groups.”



IGT continues to proactively communicate its approach to sustainability so that it is embraced by its global culture and within its operations.

IGT's ongoing pledge to sustainable growth within the gaming industry includes the guiding principles set forth by the UN's SDGs. This 2030 Agenda and its 17 SDGs form an action program for people, the planet, and prosperity. The Agenda was signed in September 2015 by the governments of the 193 UN member countries to meet three key objectives by 2030: end extreme poverty, fight inequality and injustice, and limit climate

change. Based on its business activities and its sustainability priorities, IGT has identified nine SDGs as key areas of focus: no poverty, good health and well-being, quality education, gender equality, affordable and clean energy, decent work and economic growth, industry innovation and infrastructure, reduced inequalities, and climate action. IGT has also begun an ongoing process to develop specific targets and initiatives that could effectively contribute to the achievement of the SDGs in the future.

By committing to pursuing the UN's SDGs and voluntarily disclosing information through the

annual Sustainability Report, IGT is leveraging the long-standing results of its sustainability strategy to strengthen its reputation and improve customers' confidence.

In addition, IGT has joined the United Nations Global Compact (UNGC), the largest corporate responsibility initiative in the world for the development, implementation, and disclosure of responsible corporate policies and practices.

Endorsed by high-ranking executives from all around the world, the UNGC is a call to companies everywhere to voluntarily

align their operations and strategies with 10 universally accepted principles in the areas of human rights, labor, environment, and anti-corruption.

IGT is committed to making the UNGC principles part of the Company's strategy, culture, and day-to-day operations. IGT fulfills the annual Communication on Progress (COP), a tool to report to the Company's stakeholders on progress made in implementing the UNGC principles.

Out of 17 United Nations SDGs, IGT has identified nine as primary areas of focus





IGT is actively contributing to the UNGC global effort by focusing its sustainability initiatives to pursue the SDGs within the Company's scope of operations according to four strategic priorities:

## VALUING AND PROTECTING OUR PEOPLE



Diversity and inclusion are valued and embedded throughout the organization. IGT is committed to the promotion of equal opportunities and fostering inclusive work environments. In an effort to support talent acquisition and retention, the Company offers corporate health and well-being initiatives, while ensuring paths for professional growth that allow everyone to achieve their highest professional potential. IGT firmly adheres to a policy requiring non-discriminatory behaviors. The Company ensures fair labor and favorable working conditions with respect to health and safety standards, along with a strong commitment to the protection of human rights that encompass the supply chain.

## ADVANCING RESPONSIBILITY



IGT is committed to adhering to the highest ethical standards, and to an effective risk management approach, in order to ensure the highest levels of security and quality of products and services. IGT maintains a long-standing commitment to player protection by means of fair and transparent relations with customers, regulators, research institutes, and advocacy groups that promote tools to prevent problem gambling and match-fixing. In addition, IGT pursues the higher objective of fostering and maintaining the trust of all stakeholders through programs and solutions designed to comply with all requirements and regulations on data protection.

## SUPPORTING OUR COMMUNITIES



Community support, through non-profit partnerships and sponsorships, creates value for local communities where the Company operates. IGT promotes education programs, contributes to the development of adequate livelihood opportunities for people living within low-income communities, supports equal access to opportunities, and encourages local economic development. The Company supports its employees' interests by actively engaging with organizations that align with the Company's overall community support endeavors.

## FOSTERING SUSTAINABLE OPERATIONS



IGT promotes responsible behaviors throughout its supply chain by requiring its suppliers to adhere to its Supplier Code of Conduct, which references compliance with regulations, and promotes human rights and environmental protection. Frequent conversations are held with customers to provide them with timely support and services. With respect to corporate environmental practices, IGT administers programs that reduce emissions and energy consumption as well as those which increase energy efficiency. Such programs are administered in accordance with responsible and careful management of manufacturing processes, distribution activities, and material use. The Company also minimizes the impact of waste production and ensures the efficient use of water.



## Sustainability Governance

IGT is a global leader in one of the most regulated industries, with operations in more than 100 countries that encompass a broad spectrum of cultural and social attitudes. In assuming such leadership, IGT is committed to growing its business responsibly by implementing a structured and dedicated governance framework, which includes high standards of Environmental, Social, and Governance (ESG) practices.

The Nominating and Corporate Governance Committee (NCGC) has responsibility for overseeing the Company's sustainability program and giving due consideration to environmental and social matters that could impact the Company, the environment or the communities in which the Company operates, with IGT's Board of Directors receiving quarterly ESG updates from the NCGC. The NCGC also oversees the ESG reporting process through the review of the Sustainability Report and the group Modern Slavery Statement, as well as IGT's ongoing ESG investor outreach initiatives.

Marco Sala, formerly CEO of IGT, was appointed Executive Chair of the Board as of January 24, 2022 with focus on managing the Board, corporate governance - including sustainability initiatives - and guiding the strategic direction of IGT.





IGT's significant commitment to sustainability and to creating sustainable value in the long term, represents the Company's constant ambition to serve the global gaming market according to disciplined ethical and integrity principles. This commitment was further advanced in early 2021 by the establishment of the IGT Sustainability Steering Committee (SSC).

The goals of the SSC include creating a homogeneous sustainability approach across all regions and businesses and establishing a long-term vision and related objectives on sustainability. Among the objectives pursued, the SSC aims to increase communication on sustainability practices by sharing best practices at a global and local level.

In order to pursue these objectives and design the path necessary to their achievement, in 2021 the SSC approved the definition of a global sustainability plan that will be consistent and integrated with business priorities. The plan aims at identifying areas for improvement in the Company's sustainability performance with respect to external and internal drivers, and at defining initiatives and actions to bridge any identified gaps and to strengthen IGT's commitment towards its sustainability priorities.

The SSC is responsible for managing evaluation and approval of the global sustainability plan in order to ensure that appropriate resources are allocated to pursue the priorities identified in the plan. Also, the SSC will be responsible for the promotion and sponsorship of internal communication and training activities, in addition to monitoring an annual sustainability dashboard that highlights priorities, objectives and activities, as well as reviewing the annual materiality analysis and sustainability report.

At the operating level, seven working groups, each made up of representatives of different departments, are responsible for analyzing sustainability initiatives and defining an action plan: Community Engagement, Commitment to Diversity, Human Capital Development, Respect for Human Rights, Sustainable Procurement, Wellness at Work, and Environment Care. In addition, with the aim of deepening all topics belonging to the global sustainability plan, temporary working groups were created. These were composed of members with specific expertise in topics not covered in detail by the seven working groups mentioned above.

As part of the development of its sustainability plan, the Company is strengthening its efforts to limit its climate change impacts through a

carbon neutrality project. Carbon neutrality is the result of a process of measuring, reducing and offsetting greenhouse gas (GHG) emissions linked directly or indirectly to the activities of a company and derived from the production, distribution, and use of the Company's products and/or services.

The project started in 2021 with the GHG inventory calculation and will lead to the

Company developing specific emission reduction targets and decarbonization trajectories. IGT has established a task force for carbon neutrality whose members will vary depending on the needs of each phase. Nonetheless, certain members of selected departments and the Global Sustainability team will be permanent members of the task force overseeing the entire project, including guaranteeing consistency and timing.





## SUSTAINABILITY WORKING GROUPS

COMMUNITY  
ENGAGEMENT

The **Community Engagement** working group promotes education programs in communities where IGT is present, contributing to the development of adequate livelihood opportunities for people living within low-income communities, ensuring equal access to opportunities, and encouraging local economic development.

COMMITMENT  
TO DIVERSITY

The **Commitment to Diversity** working group is focused on embedding diversity, equity and inclusion into people and business processes and ensuring that IGT's people are not subject to discrimination, harassment of any kind, including sexual harassment, bullying or any other form of violence in the workplace. The group is also committed to ensuring equitable access to opportunities for all people at IGT including women, people of color, LGBTQ+ people, people with disabilities and more. In addition, the working group is focused on sustaining an inclusive organizational culture that values and prioritizes nurturing a sense of belonging by supporting the diverse contributions, presence and perspectives of all of our people.

HUMAN CAPITAL  
DEVELOPMENT

The goals of the **Human Capital Development** working group include the promotion of a full and productive employment, the administration of quality education, and skills development. The group is also tasked with promoting partnerships with local universities or schools through school recruitment campaigns, and providing access to internship programs, funding, scholarships, or grants.

RESPECT  
FOR HUMAN RIGHTS

The **Respect for Human Rights** working group aims to strengthen IGT's commitment to protecting human rights within the Company thus minimizing the risk of human rights violation. The group is also responsible for promoting actions to support the rights of vulnerable groups and raise awareness among employees about human rights practices.

SUSTAINABLE  
PROCUREMENT

The **Sustainable Procurement** working group is focused on the protection of the environment and human rights along the supply chain of the organization. The working group is responsible for promoting measures to minimize the risk of environmental and human rights violations related to its suppliers' operations worldwide. These measures include environmental compliance, undocumented and child labor, slavery and human trafficking, working conditions, discrimination, freedom of association, and underpaid, forced or bonded labor.

WELLNESS  
AT WORK

The **Wellness at Work** working group is aimed at ensuring the health and safety of all people in the workplace, and developing a corporate culture that promotes physical and mental health, and overall organizational well-being.

ENVIRONMENT  
CARE

The **Environment Care** working group joins the fight against climate change by improving the efficiency of operations through the mitigation of pollution generated by air emissions and use of hazardous chemicals, and the more efficient use of natural resources.



## IGT – Inspiring Global Transformation

IGT is moving forward with an ongoing commitment to sustainability, supported by concrete actions that reinforce its purpose-driven mission.

To this extent, starting from the establishment of sustainability priorities and in synergy with the business priorities, the Company has worked, since 2021, on the development of the IGT Sustainability Plan, under the theme, “Inspiring Global Transformation.”

This plan and process have the goal to further integrate sustainability along the entire value chain and improve ESG impact in the daily operations.

The IGT Sustainability Plan will be approved by the SSC during 2022. It consists of a comprehensive set of targets and actions that drive IGT towards its priorities and ambitions:

- Become the employer of choice for the talent of the future
- Contribute to a secure and positive gaming environment
- Engage with community partners to facilitate opportunities
- Fight climate change, promote circularity and enhance sustainable procurement

Reported herein are the main strategic goals on which such sustainability targets will be based.



INSPIRING GLOBAL TRANSFORMATION





## VALUING AND PROTECTING OUR PEOPLE



**AMBITION**  
Become the employer of choice for the talent of the future



**STRATEGIC GOALS**

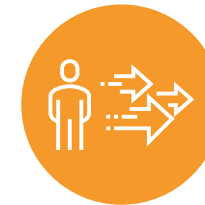
Promote a positive work environment through training and development and partnerships with various institutions

Prioritize employee health and safety while promoting a healthy work-life balance



Promote a diverse, inclusive and equitable workplace, including enhancing the talent pipeline for employee underrepresented at IGT

Promote human rights, with a focus on groups most vulnerable



## ADVANCING RESPONSIBILITY



**AMBITION**  
Contribute to a secure and positive gaming environment



**STRATEGIC GOALS**

Ensure the highest levels of security and quality of products and services, guaranteeing top standards of data protection

Contribute to player protection by promoting positive play concepts, securing third party credibility through accreditation and research partnerships, and creating awareness of responsible gaming tools within IGT's product portfolio





## SUPPORTING OUR COMMUNITIES



**AMBITION**  
Engage with community partners to facilitate opportunities



**STRATEGIC GOALS**



Encourage sustainable communities where we live and work through strategic engagement and funding of organizations whose missions align with our sustainable development goals

Develop education programs and digital learning centers to encourage skill development and create a sustainable workforce for the future



## FOSTERING SUSTAINABLE OPERATIONS



**AMBITION**  
Fight climate change, promote circularity and enhance sustainable procurement



**STRATEGIC GOALS**



Fight climate change by identifying risks and opportunities, improving the efficiency of operations and buildings, choosing renewable energy and engaging suppliers and customers in our decarbonization pathway

Promote circularity both of products and processes, for example by choosing materials with reduced environmental impact and by enabling customers to reduce, reuse, recycle and renew. Mitigate the pollution generated by air emissions and use of hazardous chemicals

Monitor the working environment and the respect of civil rights of our supply chain partners, minimize the risk of violations related to our suppliers' operations worldwide



## IGT Decarbonization Pathway

IGT’s commitment towards the fight against climate change is represented in the Decarbonization Pathway, that will be part of the Sustainability Plan by dedicated strategic actions within the priority “Fostering Sustainable Operations.”

The first step involved completion of IGT’s inventory of GHG emissions, including emissions occurring throughout the value chain (i.e., the Scope 3 emissions), while also improving

the accounting of emissions associated with the purchase of electricity (Scope 2).

This effort, which was completed in the beginning of 2022, allowed the Company to understand the extent of emissions generated by its value chain and to be able to provide a more comprehensive carbon footprint.

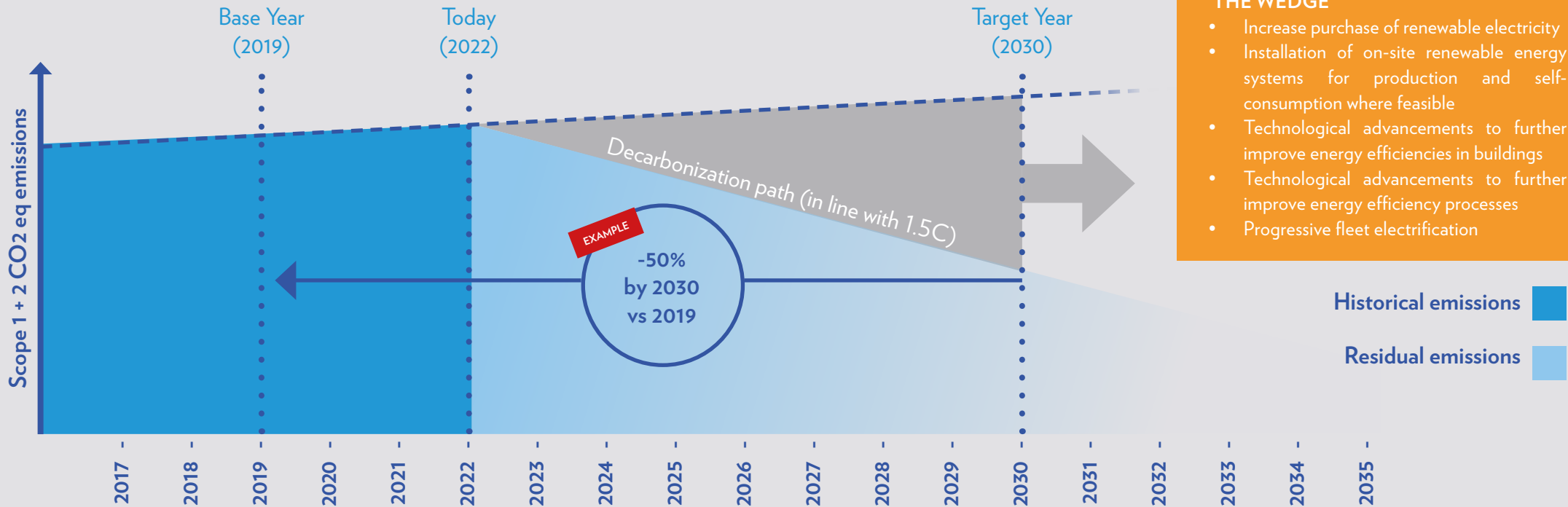
Also, in December 2021, IGT joined the Science Based Targets initiative (SBTi), which drives climate action among businesses worldwide; through this commitment, IGT officially pledged

to set targets to reduce GHG emissions. These steps paved the way for the definition of the science-based emission reduction targets. The short-term and long-term science-based targets will be internally approved and officially submitted to the SBTi by the end of 2022. In the figure below, an example of a possible science-based target is represented.

IGT plans to meet this target by increasing the consumption of green electricity, both by purchasing electricity certificates which guarantee the renewable source origin and

integrating on-site renewable energy systems for energy production and self-consumption, where feasible. In addition, the Company will continue leveraging technological advancements to further improve building and process efficiencies, and will commence the process of fleet electrification.

## IGT DECARBONIZATION POTENTIAL PATHWAY



### MAIN OPPORTUNITIES TO REDUCE THE WEDGE

- Increase purchase of renewable electricity
- Installation of on-site renewable energy systems for production and self-consumption where feasible
- Technological advancements to further improve energy efficiencies in buildings
- Technological advancements to further improve energy efficiency processes
- Progressive fleet electrification



## Environmental, Social, and Governance (ESG) Ratings

ESG factors concur in the evaluation process of the Company according to the degree of sustainability integrated into the business. Given that ESG data are essentially qualitative factors, thus intangible, non-financial and not readily quantifiable in monetary terms, one of the main issues with respect to ESG ratings is disclosure.

IGT has continually committed to improving the quality of information disclosed about the conduct of its business.

These efforts have been rewarded by several of the most reputed ESG rating institutions and trade associations<sup>1</sup>:

- **Financial Times Stock Exchange (FTSE) Russell** is a leading global index provider. Its ESG ratings and data model allows investors to understand a company's exposure to, and management of, ESG issues in multiple dimensions. With a **4.1 score (on a scale of 0 to 5)**, IGT overperforms the companies within the same subsector of analysis.
- IGT received an MSCI ESG Rating of **AA (on a scale of CCC to AAA)**. **MSCI ESG Research LLC** is the world's largest provider of ESG ratings and research, used by over 1,200 institutional investors to understand

how ESG factors can impact the long-term risk and return profile of their investments.

- **ISS-oekom**, one of the world's leading rating agencies for sustainable investments, considers ESG aspects by evaluating more than 100 industry-specific indicators with grades **from A+ (best grade) to D-**. IGT is rated at **C+ level**, "prime" category.
- IGT is included in the **C-list (on a scale of D- to A+)** of the **Carbon Disclosure Project (CDP)**, a not-for-profit charity that runs the global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts, with the richest and most comprehensive dataset on corporate and city action.
- IGT scored **67 (on a scale of 0 to 100, improved from the score of 62)**, gaining a Gold Medal recognition by **EcoVadis**. The result places IGT among the top five percent of companies assessed by EcoVadis. The objective of EcoVadis rating methodology is to assess policies, actions and reporting with regard to key sustainability and CSR issues.
- **Sustainalytics**, global provider of ESG research and ratings, in its ESG Risk Report rated IGT as a low-risk company with a

score of **17.3** therefore ranked as **3** out of **89** in the Casino and Gaming sector.

- **Arabesque**, a company established in 2013 that provides ESG scores on corporate sustainability, rated IGT at **52.37 (ESG score on a scale of 0 to 100)**.
- IGT participated in the S&P **Global Corporate Sustainability Assessment (CSA)**, an annual evaluation of companies' sustainability practices, and gained a score of **50 (on a scale of 0 to 100)**. The CSA focuses on sustainability criteria that are both industry-specific and financially material.

### Materiality Analysis

GRI: 102-42; 102-43; 102-44; 102-47; 102-49; 103-1; 103-2

A materiality assessment is designed to help identify and understand the relative importance of specific ESG and sustainability topics to an organization. This involves prioritizing a variety of factors through two particular lenses: potential impact on the organization and importance to stakeholders. The combination of priorities seen through those lenses allows the organization to identify the material aspects that must be addressed according to business goals and stakeholders' expectations.

According to the GRI Sustainability Reporting Standards, sustainability topics are considered

material when they reflect an organization's economic, environmental, and social impacts, or substantively influence stakeholders' decisions. Therefore, such topics represent sustainability matters that are pivotal to IGT and reflect stakeholders' expectations, while also considering the sustainability context of the industry. In line with previous years, the 2021 Sustainability Report is based on sustainability topics identified and prioritized through materiality analysis processes.

To determine material topics for 2021, IGT conducted a thorough analysis to identify business priorities and stakeholders' main expectations. The Company analyzed other organizations' sustainability and social responsibility reports, websites of competitors and peers, and sustainability-related articles and studies to identify the most significant trends in the gaming and lottery sector.

<sup>1</sup> Scores as of May 31, 2022



# MATERIALITY MATRIX

Furthermore, IGT identified sustainability macro trends worldwide by comparing documents and studies from the most relevant and influential non-governmental organizations, policymakers, and global stock exchanges.

Finally, IGT analyzed assessments and requests of several ESG rating agencies originating from customers and investors, as well as customized questionnaires from other clients, in order to identify the primary sustainability focuses and external influences.

Material topics were then ranked according to their priorities for both IGT and its stakeholders.

Stakeholders' priorities were defined by weighing the recurrence of topics in the analysis of articles, analyzing the way in which IGT's peers and competitors evaluate the topics, and tracking the presence of topics in both sector documents and macro sustainability trends.

Furthermore, the Company derived information about customer and investor expectations mainly from the analysis of questionnaires of ESG rating agencies.

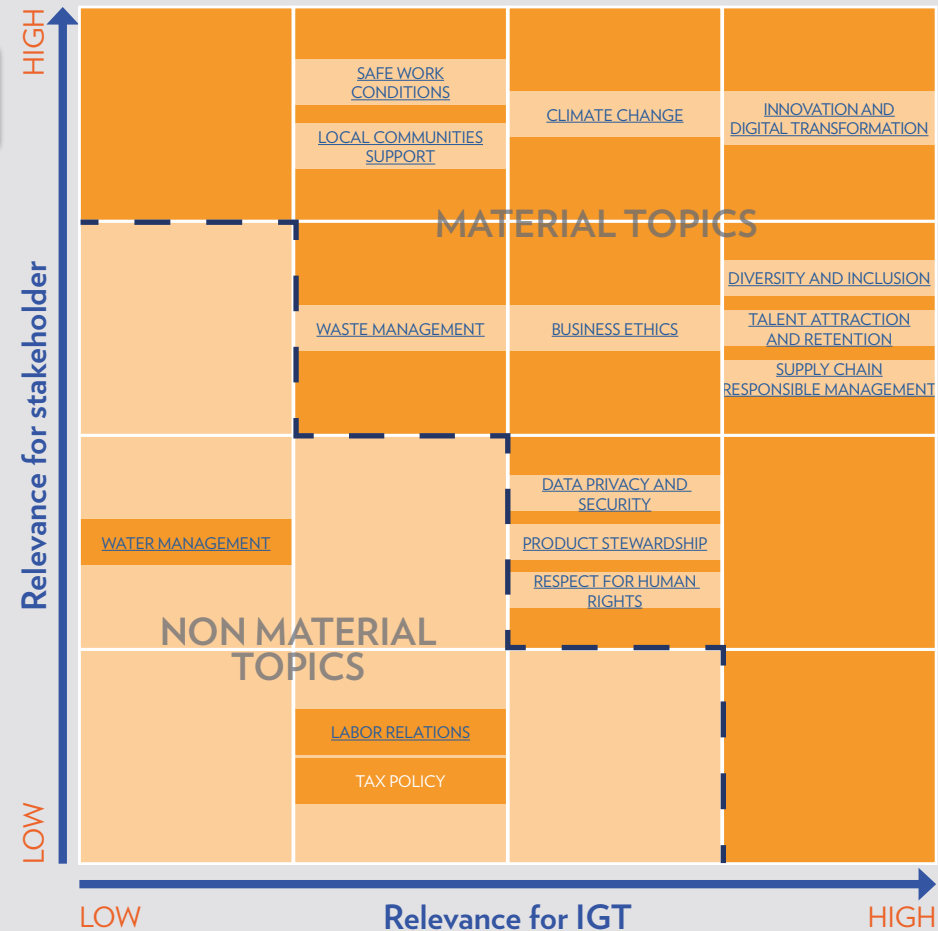
In 2021, IGT's priorities were defined by directly engaging with the Company's executive management, who were asked to prioritize

the material topics, while considering IGT's economic, environmental, and social impacts.

Members of executive management were asked to assign relevance to the themes on the "Relevance for IGT" axis by associating each of the 15 themes with a level of priority between 1 and 4.

As a result, the relevancy of each topic was defined and validated and the following materiality matrix was finalized, reflecting the 2021 priorities for the Company and its stakeholders.

Consistent with the GRI precautionary principle, all topics set by IGT above the relevance threshold were considered material.



In 2021, the materiality matrix was transformed from a 3 x 3 matrix into a 4 x 4 matrix in order to increase granularity and offer a greater degree of relevance, which is deemed appropriate for better intercepting both stakeholder and company priorities.

Compared to 2020, the main changes in the materiality matrix include:

- the move of the "Respect of human rights" topic above the materiality threshold; and
- the "Waste management" topic which gained higher relevancy both for IGT and stakeholders, thus becoming one of the material topics.

Other minor changes compared to 2020 include:

- relevance for IGT had decreased with respect to each of the "Safe work conditions," "Local Communities Support" and "Business Ethics" topics, thus moving toward the left part of the matrix;
- the "Data privacy and security" topic having lost relevance for both IGT and stakeholders, thus moving toward the lower left part of the matrix; and
- relevance for IGT had increased with respect to each of the "Climate change," "Diversity and inclusion," "Supply chain responsible management" and "Labor relations" topics, thus moving toward the right part of the matrix. "Labor relations" did not achieve the materiality threshold despite such move.



# Valuing and Protecting Our People

IGT values, respects, and appreciates the contributions of its approximately 10,500 employees who work and live in nearly 60 countries.

The diversity of IGT's workforce and its appreciation for a multicultural work environment contributes to IGT's understanding of global business needs and builds meaningful relationships with customers and communities.

In all operations and along the value chain, IGT upholds a firm commitment to protecting human rights.

Human capital development is one of the most important elements for the success of an organization, as every employee's skill and know-how aid us in reaching our business goals.

An employee's career development is a conscious choice to grow and stretch individual capabilities and further a professional career.

IGT is also committed to the health and wellness of employees and provides programs to support that commitment.

## A SAFE AND INCLUSIVE WORK ENVIRONMENT



WORKPLACE HEALTH  
AND SAFETY



PROTECTING HUMAN RIGHTS



EQUAL EMPLOYMENT  
OPPORTUNITY  
& NON-DISCRIMINATION



DIVERSITY & INCLUSION

## ENGAGING OUR EMPLOYEES



HUMAN CAPITAL DEVELOPMENT



REWARDS AND BENEFITS



FOSTERING AND MEASURING  
ENGAGEMENT



## Valuing and Protecting Our People

For IGT, employee health and safety have always been a top priority. In 2021, as the pandemic and restrictions eased, IGT employees made a difference by proving how people are the true foundation of the Company, its most valuable asset, and the key to its competitive advantage. People are an important reason why customers want to work with IGT and the power behind the rich portfolio of IGT games.

For these reasons and many more, IGT remains committed to investing in its people. Throughout 2021, significant steps were taken to ensure that employees around the world were recognized and rewarded for their efforts and kept apprised of new business strategies. Employees were also provided with training and talent development programs to evolve their skills.

IGT's talent acquisition team filled approximately 2,100 positions in 2021, and roughly 1,500 employees were promoted. To remain competitive, IGT intends to examine its compensation philosophy and strategies as part of its larger efforts to ensure a strong position in the talent market, both for existing employees and new hires.

Additionally, and importantly, IGT's commitment to human rights, equal opportunities, and diversity and inclusion (D&I) remains as strong as ever.





















IGT appreciates the contributions of its approximately 10,500 employees who work and live in almost 60 countries, and truly represent a multicultural environment where individual beliefs and needs are respected and valued. IGT's diversity enhances its ability to understand its global business needs, identify local market opportunities, and better connect to customers and communities.

“

In these challenging times, our people have shown a unique mix of responsibility, collaboration, passion, and authenticity beyond their daily business activities. We're building a strong and resilient organization, with a bright future ahead of us.

Marco Sala | Executive Chair IGT

## IGT PEOPLE PER COUNTRY

 United States	5,527	 India	120
 Italy	1,370	 Spain	117
 Canada	504	 Chile	83
 Serbia	353	 Trinidad and Tobago	82
 Poland	285	 Jamaica	78
 Mexico	265	 Argentina	69
 Australia	260	 The Netherlands	65
 United Kingdom	246	 Peru	62
 Austria	236	 South Africa	60
 Colombia	161	 Costa Rica	54
 China	138	Other Countries	351
		Total	10,486

For all countries interns have been encountered in the workforce, for a total of 39 interns.



## A Safe and Inclusive Work Environment

The organizational climate of a business is how employees at all levels perceive the environment and culture of the business they work for. Many factors can contribute to an employee's perception, and IGT strives to develop initiatives and programs that support a positive organizational climate.

IGT's leadership identifies the resources needed to make the work environment welcoming for all employees. This includes listening to employee feedback and accommodating emerging needs, as well as supporting key initiatives that promote a safe, healthy, and inclusive work environment.

### Workplace Health and Safety

GRI: 103-3; 403-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-7

All employees are responsible for ensuring that operations are performed with the utmost regard for the health and safety of all personnel involved. Employees are responsible for committing to the health and safety program, including compliance with all rules and regulations for continuously practicing safety while performing their duties.

The Company continues to take precautions, many of which were started at the onset of the pandemic, such as practicing social distancing, performing deep cleanings at its facilities, and enabling employees to work from home when and where possible in an effort to protect their health and safety. IGT has complied with rules and the regulations for workplace issued

by governmental authorities with respect to COVID-19 and taken measures consistent with the guidelines for workplace issued by the World Health Organization.

Throughout the pandemic, IGT has continually examined new patterns of work at sites around the world in order to keep employees safe. These patterns of work blend fixed and flex roles, and they began at various times depending on individual site readiness and local COVID-19 transmission factors.

IGT's new patterns of work are aimed at providing flexibility, where possible, with the benefits of in-person collaboration. In preparation for the new patterns of work, IGT recently updated its employee-facing microsite, the Future Ways of Working. Accessible through its OneIGT intranet homepage, this site includes critical information and helpful tips on hybrid ways of working, work-life balance, and wellness in the workplace.

Physical working environments are an important part of this new approach. In 2021, employees occupied newly renovated workspaces in locations such as Rome and Las Vegas. These environments are designed as neighborhoods where flex employees will use shared workspaces.

The uncertainty inherent in the pandemic made it clear that IGT would not be able to provide a single, worldwide start date for new patterns of work to commence due to significant variations in vaccination levels and persistent waves of

COVID-19 cases across IGT's global footprint. In recognition of these circumstances, IGT leaders decided that the best course of action was to pivot away from global guidance and rely exclusively on local guidance. Local leaders, working together with environmental health and safety team members, communicated new patterns of work start dates that reconciled IGT's commitment to employee health and safety with the pandemic's localized nuances.

This meant that while some new patterns of work pilots began in January 2022, others would be dependent on the pandemic condition

indicators in that particular location. In all cases, communication on the start of each pilot would be issued by site leaders. Sites would only begin new patterns of work once all safety criteria have been fully satisfied. IGT's new ways of work have started in each location as a pilot, giving the opportunity for people to adjust and provide feedback. IGT is monitoring such feedback and evolving its hybrid working model as a result of people's comments about what is working and what is not.

## NEW WAYS OF WORK



### MANAGER PERSPECTIVE

- How do I preserve our team performance?
- Who needs to be in the office and when to collaborate?



### REAL ESTATE VIEW

- How do we optimize our Real Estate capacity under this new model?



### SUSTAINABLE VIEW

- How do we contribute to a better planet?



### EMPLOYEE VIEW

- Is it safe to return?
- Do I have to return at all?
- What will it be like in the Future Ways of Working?





IGT is heavily invested in the wellbeing of its employees. In April 2021, IGT welcomed a trio of medical experts to a series of employee town halls designed to educate employees on COVID-19 vaccinations. In the following month, the Company delivered a series of mental health workshops exploring topics from caregiver stress to depression and isolation. Additionally, IGT offered a Company-wide flexible Friday program in parts of the second and third quarters aimed at helping employees take time off to unplug and unwind.

IGT upholds a firm commitment to providing, maintaining, and promoting a safe, healthy and productive work environment for all employees, and ensuring compliance with all applicable environmental health and safety regulations. The People and Transformation (P&T) Policy: Safe and Healthy Work Environment covers topics such as workplace violence, illegal drug and alcohol use, tobacco use, fitness for duty, and actions that should be taken if someone needs to report a violation.

In the case of a workplace-related injury or illness, the Company is committed to providing appropriate medical attention to the employee. If the injury or illness is work-related, the Company will comply with all jurisdictional laws and reporting requirements, and all applicable laws on providing insurance to reimburse employees for lost wages and medical expenses.

The IGT Global Environmental, Health & Safety (EH&S) team engages IGT leadership

and regularly presents information on upcoming projects and programs, as well as initiatives to reduce risk and prevent injuries. In addition, there are several site-level IGT safety committees whose efforts include promoting health and safety awareness with topics relevant to the operations occurring at the location (for example, emergency preparedness, injury prevention programs, tracking COVID-19 impact, etc.).

As an example of how the Company makes employees' safety a high priority, the Field Services department maintains a safe work environment by:

- providing annual training;
- performing equipment inspections;
- performing job task assessments; and
- appointing safety leaders at each site, as well as at an organizational leadership level.

In 2021, IGT started a significant project to improve the overall safety and compliance training for Field Services employees with targeted roll out plans of a new eLearning training curriculum. After reviewing job-associated risks, the training modules were enhanced to include new topics such as Ladder Safety 2.0, Back Safety and Injury Prevention 2.0, Ergonomics in the Workplace 2.0, and Hand and Power Tool Safety. All training courses will be completed by 2022 for U.S.-based employees and the program will launch internationally in 2023. The project will roll out in phases to ensure that Field Services employees at all levels receive the appropriate

training courses.

IGT's Field Services Safety Committee publishes a monthly newsletter alerting Field Services employees to common and seasonal hazards on the job. The newsletters are also shared with other IGT departments such as Lottery Site Operations. In 2021, IGT launched quarterly Field Service Safety town halls, which included presentations relevant to risk management, safety compliance, safety and health programs.

### Protecting Human Rights

GRI: 102-41; 103-3

As a global leader in the gaming industry, IGT is committed to supporting and cooperating with international institutions and authorities

to promote corporate actions that advance societal goals. By joining the United Nations (UN) Global Compact network, IGT bolsters its commitment to human rights principles derived from international conventions such as the International Bill of Human Rights, including the UN Universal Declaration of Human Rights and the fundamental Conventions of the International Labor Organization (ILO).

The first two principles of the UN Global Compact are directly related to human rights and they respectively state that businesses should support and respect the protection of internationally proclaimed human rights, and ensure they are not complicit in human rights abuses. IGT identifies these two principles as

### Training on Health and Safety for Field Services Operators in North America

Throughout 2021, IGT offered 11, 10-hour (two-day) classes focused on awareness training for Occupational Safety and Health Administration (OSHA) 1910 General Industry standard. The course included the following content:

- Introduction to OSHA;
- Safety & Health Programs;
- Material Handling, Storage and Use;
- Ergonomics;
- Personal Protective Equipment;
- Hand and Power Tool Safety;
- Walking Working Surface and Duty to Have Fall Protection Electrical Safety;
- Hazardous Communications; and
- Exit Routes, Emergency Action Plans, Fire Protection, and Fire Prevention Plans.

At the completion of the 10-hour course, participants received an OSHA 10-hour Certification Card, and their completion was registered within the OSHA system. Over 130 Field Services employees completed the training course.



fundamental to its action towards human rights protection and promotion.

IGT recognizes the value of using dialogue and negotiation to achieve positive outcomes in employment practices, in line with the third principle of the UN Global Compact which states that businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining. The Company is committed to accommodating specific local laws and regulations and abides by non-discriminatory policies and procedures with respect to trade unions, union memberships, and their activities, as well as the tools needed for union representative to perform their duties. IGT also provides employees' representatives with appropriate resources to assist in the development of effective collective agreements in several countries.

In all operations and along the value chain, IGT upholds a firm commitment to protecting internationally proclaimed human rights. The Company publishes its annual statements in accordance with the 2015 Modern Slavery Act designed to combat modern slavery in the U.K., and the Modern Slavery Act 2018, which sets out Australia's legislative framework for preventing modern slavery in large organizations and their supply chains. The statements disclose the steps IGT has taken during the relevant reporting period and its future approach to ensure that modern slavery is not taking place in any part of its business or supply chains.

In 2021, IGT adopted a Human Rights Policy Statement, currently available in nine languages, to help govern its approach to human rights and modern slavery as part of its commitment to operating a responsible business. The policy statement sets out IGT's commitment to advancing human rights within IGT and the communities in which the Company does business, particularly as they relate to its employment practices and alongside the entire value chain. The policy statement also reaffirms IGT's commitment to providing equal opportunity in employment and a work environment that values workplace diversity and respect for all employees, as well as providing fair working conditions for all employees including terms and conditions of employment, remuneration, working hours, health and safety, holiday entitlements and benefits, subject to territory-specific labor law and/or applicable collective bargaining agreements, if any.

IGT's commitment to social accountability is further evidenced by the achievement of the SA8000 certification at IGT's printing facility in Lakeland, Florida. This certification provides a framework for organizations to conduct business in a way that is fair and decent for workers, thereby evidencing IGT's commitment to treating its employees ethically and in compliance with global standards.

In line with the UN Global Compact, IGT recognizes the value of using dialogue and negotiation to achieve positive outcomes

in employment practices, maintaining an environment that encourages open communication and collaboration between employees at all levels, and which fosters a culture of positive employee relations. IGT respects an employee's right to associate freely with or seek the representation of unions. Where there are unions, IGT works in a productive partnership with their representatives and members. This commitment is reinforced through various communication channels, such as training, employee focus groups, and employee bulletin boards related to union information and updates. The Company abides by non-discriminatory policies and procedures with respect to trade unions and union memberships and their activities. IGT provides workers' representatives with appropriate services to assist in the development of effective collective agreements. Consequently, IGT is involved in

collective bargaining in different countries and is committed to accommodating specific local laws and regulations, providing union representatives with resources needed to perform their duties.

Employees in Argentina, Austria, Finland, Italy, Sweden and some states in the U.S. are covered by collective agreements. In locations with collective agreements, the notification period of significant changes that could substantially affect personnel is communicated to employees and their elected representatives according to national laws. For example, the statutory Italian labor contract defines a minimum wage for every contract level.

The salary for newly hired employees, although dependent on the role and on the previous level, is generally higher than the minimum wage defined by the labor contract.

### IGT's Zero-Tolerance Approach to Modern Slavery

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms including slavery, servitude, forced and compulsory labor, as well as human trafficking, all of which have, in common, the deprivation of a person's liberty in order to exploit them for personal or commercial gain. IGT has a zero-tolerance approach to modern slavery and will not support it anywhere in its business or supply chain. IGT is committed to acting ethically and with integrity in all its business dealings and relationships, and to implementing and enforcing effective systems and controls to reduce and possibly prevent the risk of the Company doing business with any companies that practice modern slavery. IGT operates an [Integrity Line](#), which is managed by an independent third-party provider, to collect reports of suspected or known activities that may involve unethical or unlawful conduct. There are also global phone lines and an email address to submit any such reports to IGT's Compliance team. All reports to the Integrity Line can remain anonymous if desired, and IGT has a strict policy prohibiting any form of retaliation or intimidation against an individual for raising a concern about potential misconduct.



## A Stronger Commitment Against Modern Slavery



In 2021, IGT strengthened its approach to managing modern slavery risks in the following ways:

- [IGT's Code of Conduct](#) was updated to appropriately reflect and keep in line with applicable laws, regulations, and market practice;
- [IGT's Supplier Code of Conduct](#) was translated into other languages and made available on IGT's website;
- [The Human Rights Policy Statement](#) was adopted and made available on IGT's website;
- Virtual reviews were conducted on selected suppliers where on-site reviews were not practicable due to the pandemic; and
- Supply chain mapping exercise was initiated on vendors.

IGT aims to continue strengthening its approach to managing the risk of modern slavery within its business and supply chain, and responding to changing risks by driving awareness about modern slavery to its employees and engaging with them on these topics, as well as improving the business and supply chain risk assessment process, including addressing human rights risks.

A number of activities are planned to be carried out during 2022, including:

- To continue with the human rights assessment and supply chain mapping activities;
- To improve existing due diligence and risk assessment processes, including increasing the focus on sustainability topics in due diligence procedures and implementing virtual and/or desktop-based risk assessment procedures where appropriate;
- To implement employee training on human rights/modern slavery, including on the Human Rights Policy Statement;
- To make available the Human Rights Policy Statement in other languages on IGT's website;
- To undertake a global effort to assess its local practices in relation to the principles outlined in the Human Rights Policy Statement; and
- To maintain IGT's zero-tolerance approach to modern slavery.

## Equal Employment Opportunity & Non-Discrimination

IGT is committed to providing equal opportunity in employment and an environment that values workplace diversity and respect for all employees. This policy applies to all stages of employment, including but not limited to, the application and hiring process. IGT provides equal employment opportunities for all employees based on qualification and merit, and in accordance with anti-discrimination laws that prohibit discrimination on the basis of any legally protected status such as race or gender.

The Company has policies in place that prohibit discrimination and retaliation against individuals who, in good faith, bring forward claims of discrimination. Reports of discrimination may be made through multiple channels, including the Company's Integrity Line or through the Legal, Compliance, P&T, and Diversity and Inclusion departments. All reports of discrimination are immediately investigated by P&T with support from internal/external legal counsel as required. In the U.S., formal charges of discrimination may also be filed against the Company through the Equal Employment Opportunity Commission (EEOC) and the applicable local Human Rights Commission.

To the extent reasonably possible, IGT will accommodate employees with disabilities. In the U.S., IGT adheres to the guidelines of the 1990 Americans with Disabilities Act (ADA), as amended. Under the ADA, employers are

required to enter a good-faith, interactive process to assess an individual's need for a work accommodation. A "reasonable accommodation" is one that enables an employee to perform the essential functions of the job and may result in job restructuring, a change in use of tools and equipment, a policy adjustment, or working from home. As such, reasonable accommodation is available to all employees and applicants, provided the accommodation does not create an undue hardship for the Company and can be provided without posing a substantial safety risk to the employee or others. Employees in the U.S. may, via IGT's Accommodation Request Form, initiate an interactive process to determine if an accommodation is required.

## Diversity and Inclusion

GRI: 103-3; 405-1



Diversity, especially in leadership, helps companies realize greater profitability, productivity and engagement. Inclusion - actions that welcome, value, and encourage employees to contribute to their greatest extent and reach their highest potential - amplifies the benefits of diversity. Additionally, when organizations are increasingly diverse and inclusive, they are better prepared to anticipate and meet the needs of customers and the ever-changing demographics of the communities where they operate. IGT has made a commitment to its employees, customers, partners, and shareholders to build and maintain a workforce that is reflective of the communities in which it operates. To measure effectiveness and progress, IGT monitors demographic measurements by the



Company, business units, and various other layers, leveraging its engagement survey to learn more about the employee experience. IGT also collects both formal and informal feedback from employees throughout the year by a variety of means. IGT monitors leadership engagement through individual and team goals, and measures growth through a maturity model assessment and other external indices.

IGT's Office of Diversity & Inclusion establishes and guides strategic D&I initiatives, ensuring that these topics continue to stay in focus and are embedded throughout business processes. IGT has achieved a range of significant D&I milestones such as the creation of seven global, employee-led Diversity and Inclusion Groups (DIGs), growth in the representation of women and people of color in leadership, and global recognition by highly respected organizations such as Bloomberg and the All-In Diversity Project. In addition, the National Diversity Council named Kim Barker Lee, IGT Vice President, Diversity and Inclusion, to the list of Top 100 Diversity Officers. In early 2022, IGT became the first gaming supplier to be recognized as a Best Place to Work for LGBTQ+ Equality by the Human Rights Campaign Foundation.

IGT's Office of Diversity & Inclusion is a center of excellence within P&T. There is a strong commitment from senior leadership to ensure that the Office of Diversity & Inclusion is staffed by employees with the experience and expertise to manage these topics,

including additional components of IGT's D&I infrastructure:

- **Global Diversity & Inclusion Council:** This group represents different levels within the organization, from individual contributors to Executive Vice Presidents, and all regions where the Company operates.
- **Regional Diversity & Inclusion Councils:** Europe, the Middle East and Africa (EMEA); Asia Pacific (APAC); and Latin America and Caribbean (LAC). Launched in 2020, these councils apply global D&I efforts in regionally appropriate ways and provide feedback to the Global D&I Council.
- **DIGs:** By the end of 2021, the Company had seven DIGs (networks formed around dimensions of diversity and open to all employees regardless of identity or group affiliation). They are formed around employees over age 50, employees who are millennials or Gen-Zers, LGBTQ+ employees, those with disabilities, military veterans, women and employees who are of African descent.

While most of this effort takes place without regulatory mandates, some jurisdictions do require some elements of this work, such as reporting based on demographics, efforts to improve demographic numbers, and supplier diversity initiatives. In 2021, business unit leaders created action plans related to goals relative to diverse representation on their teams. At IGT, the representation of women

### Gender Diversity

Category	Up to 30 years			30-50 years			Over 50 years		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	0	0	0	212	88	300	247	81	328
Middle Management	13	6	19	635	296	931	357	150	507
Office Staff & Workers	729	332	1,061	3,309	1,586	4,895	1,699	746	2,445

in leadership globally and leaders of color in the U.S., 26.9% and 14%, respectively, are at their highest levels in the last four years, being the percentage of people of color among employees in the U.S. 32.6%.

The CEO committed to ensuring all members of the senior leadership team have a Management By Objective (MBO) related to D&I, and that MBO ties performance and pay to reaching D&I goals. In early 2022, IGT fully launched Ignite Inclusion, a Company-wide D&I learning journey.

IGT's Global Strategic Plan for Diversity and Inclusion includes input from IGT's CEO, business unit leaders, and employees. One of the goals of the strategic plan is to create a more inclusive and equitable organizational culture within IGT and increase the representation of underrepresented groups at all levels, consistent with applicable regulatory requirements. Successful implementation requires the absolute commitment of IGT's leadership team, which is collectively

responsible for ensuring that diversity and inclusion are embedded into IGT's business strategy and core values, and that the plan is cascaded throughout the organization with the goal of engaging every employee.



In 2021, we focused on activating inclusion by empowering our leaders, managers and DIG members to continue to address colleague needs in response to COVID-19 and proactively addressing mental wellness and care. Focusing on inclusion, we embraced our hybrid model through virtual programming like our month-long Mental Health Awareness series and dozens of other events that brought employees together from around the world to acknowledge and celebrate the diversity of our people. We also reinforced our commitment to equity with the publication of our U.S. Parent Guide and U.S. Workplace Gender Transition Guidelines."

— Kim Barker Lee | VP Diversity & Inclusion IGT



## FOUR PILLARS OF DIVERSITY & INCLUSION

Diversity and inclusion (D&I) initiatives are embedded into business and people systems, operations, and culture.



**Culture**, which describes what it feels like to work at IGT, continued as a focal point in 2021, as employees grappled with the impact of COVID-19, and many found themselves working from home or continuing to work in the field with many new challenges. The culture pillar focuses on deepening individual and organizational understandings of D&I, supporting IGT's DIGs, continuing to increase education and inclusive behaviors more broadly, and support IGT's global and regional D&I advisory councils.



The **Systems** pillar is about fairness, equity and access, ensuring that IGT continues to develop and evolve inclusive practices, policies and systems to meet the needs of all employees.



Within the **Teams** pillar, IGT is focused on building more diverse teams, benchmarking internally and externally, establishing goals for each business unit, and creating supporting action plans.



The fourth pillar, **Beyond IGT**, is about communicating IGT's commitment to D&I beyond the organization. This involves connecting with customers and players, aligning our community engagement strategy to reflect the Company's commitment to D&I, as well as evolving and enhancing the supplier diversity program.

IGT's DIGs, sometimes referred to as Employee Networks or Affinity Groups at other companies, help to attract, retain, and develop talent, foster inclusion, and drive business innovation. DIGs have caught on rapidly at IGT, with 15 percent of employees engaging in them as members and thousands more participating in their programs and initiatives from over 20 countries around the world.

DIGs support employees' professional development, assist in the improvement of IGT's policies and processes, and support various business needs,

from recruitment to marketing and everything in between. These groups receive formal, structural, and financial support from the Office of Diversity & Inclusion and IGT more broadly.

In 2021, IGT celebrated the launch of NEXGEN at IGT, which is dedicated to supporting millennial and Gen Z employees who account for over 35 percent of the overall corporate population, and the relaunch of Wealth of Wisdom, which is focused on employees ages 50 years and older.

### Purpose and Importance of the Diversity & Inclusion Groups (DIGs)

DIG activities are primarily internally focused, but may also have an external component (e.g., recruitment events, community engagement activities, professional associations, cultural celebrations, etc.).

Executive leaders serve as sponsors and provide guidance, coaching and advocacy, help to remove organizational barriers, review progress, and use their platform to communicate results to the organization. DIGs:

- provide a forum to share career interests and experiences that will promote career growth and satisfaction while working;
- provide education about underrepresented groups and work to dismantle misconceptions and stereotypes;
- generate an environment that welcomes, leverages, and enhances the experience and skills of employees;
- promote appreciation and respect for D&I, thus creating a more comfortable and safe work environment for all;
- provide professional development opportunities, mentoring, and networking;
- promote the efforts of the D&I strategy to colleagues;
- strengthen the communication vehicles that support employee information and participation; and
- assist in structured events, activities, and community outreach programs.



## Advancing Workplace Excellence

In furtherance of the Company's commitment to diversity and inclusion and valuing a sense of belonging for all employees, the Company partnered with Advancing Workplace Excellence, a woman-owned firm that specializes in transformative learning experiences, to develop a global series on allyship. This engaging and interactive series explored why it is critical to support others in the workplace and how to move from passive supporter to active champion. The program took place over three sessions—Understanding Allyship and Why It Matters, Embracing the Mindset of an Ally, and Creating Impact Through Intentional Actions. More than 1,200 IGT employees took part in one or more of the events.

## Engaging Our Employees

GRI: 103-3

### Human Capital Development

GRI: 103-3; 404-1

Human capital development is one of the most important elements for the success of an organization, as every employee's skills and know-how are key to reaching the business goals. In 2021, the Company built programs and activities to address continued business disruptions and the need for new ways to work

and collaborate as teams due to the ongoing COVID-19 pandemic.

IGT adopted a new talent process to integrate into the Performance Management & Development, Talent Review, and Succession Planning processes. In addition, IGT provided multiple workshops and tools to train managers on setting goals and coaching teams on performance management, and to identify, develop and retain their talent.

Career development is a partnership between each employee, their manager and IGT, and is a conscious choice to grow and stretch individual capabilities and further a professional career. Employees and managers have a responsibility to drive growth and development, with IGT providing the resources. New capabilities are developed by means of learning experiences, specific trainings (live or online), and through relationships/connections with others via coaching, mentoring, and feedback. Individual Development Plans (IDPs), aligned to personal growth goals and business objectives, enable employees to develop the most needed skills to reach individual and corporate goals. In 2021, IGT offered a new individual development workshop series named "G.R.O.W." to employees, to aid them with identifying their career aspirations and the skills necessary to grow and develop at IGT.

To assess the development of employees, IGT applies the Performance Management Process and Talent Review & Succession Planning. The Performance Management Process allows the cross-analysis of the annual performance

results and the skills needed to reach such results, leading to constructive feedback, and the creation of an IDP. As part of its Integrated Talent Management process, IGT requires employees to work with their managers to identify work and development goals based on the business strategy. Goals are set in July, and performance of those goals are discussed during 30:30 (30 minutes every 30 days) and evaluated during the end of cycle in June. Managers are asked to evaluate the performance on goals and competencies, then go through the process of calibrating performance across the entire team to ensure that there is equity in the evaluation of performance and a baseline for what is considered to be a success.

The new Integrated Talent Management process was executed in three phases:

- preliminary manager evaluation of employee performance,
- calibration of performance, potential and talent flags across teams, and
- Talent Review and Succession Planning for Level 2 (CEO -2) and above roles.

IGT provided workshops and training for each phase of the process for managers along with educational and system resources.

In addition to the IDP, employees' skills and competencies are fostered by means of several learning programs such as mentoring, coaching, virtually delivered programming, and self-paced e-learning courses. IGT offers a rich e-learning catalogue with contents provided by Harvard ManageMentor (HMM), HMM Spark, Udemy,

Skillssoft, and MindGym, covering a broad range of business skills, technical training, and diversity and inclusion training.

Talent Review & Succession Planning allows the Company to map the potential of the entire corporate population, and to identify the successors of leaders and roles critical to the Company's success. In 2021, IGT added Talent Review and Succession to the Performance Management process to assess potential, risk of leaving, impact of loss and critical talent (talent flags) of all employees across the organization, and also potential successors for Level 2 (CEO -2) and above roles. This will be part of an ongoing Talent Review process to ensure IGT is developing and retaining top talent for future growth.

In response to the continued impact of the COVID-19 pandemic, IGT invested in creating and delivering a range of virtual training options to continue engaging and upskilling employees. For example, the first-level leader program, Manager Essentials, was redesigned for virtual delivery and successfully piloted; a series of Winter Wellness Workshops focused on Mindfulness and employee well-being; and G.R.O.W. workshops enabled employees to better manage their career and professional development with IGT.



Assessments and interactivity are woven in the design of most IGT learning courses. At the end of each training course and learning program, IGT administers an assessment questionnaire and conducts evaluations on classroom training, although many of the digital learning offerings have pre- and post-evaluation components.

Society's heightened focus on the quality of the work environment has sparked a rich global dialogue and brought much-needed attention to the issue of harassment in the workplace. IGT stands firmly behind its commitment to maintaining an environment where everyone is treated with fairness, dignity, and respect. Any behavior that goes against these principles and diminishes the well-being of its employees, customers, or community is unacceptable and will not be tolerated.

All employees, including IGT senior leaders, are required to complete proactive, worldwide harassment prevention training. The length and content of this training vary based upon regulatory requirements. IGT encourages anyone who believes they have been subjected to harassment to come forward with the understanding that they will be protected from retaliation and appropriate action will be taken.

### Rewards and Benefits

IGT considers compensation and benefits to be critical components of what attracts and motivates employees to join and stay with the Company. Together, compensation and benefits, along with other specific programs,

comprise the Total Rewards equation. As a global organization, IGT strives to offer market-competitive total rewards programs, reflective of what is expected in all geographies where the Company employs talent.

The Company aligns with industry and geographical benchmarks by implementing annual salary reviews. As part of salary reviews, managers are encouraged to focus their salary increase budgets on high performers and high potential employees whose compensation is lower in their salary ranges. In addition, to promote the Company's core values and a recognition culture, IGT implements a special peer-to-peer recognition program called Spotlight, through which employees can nominate colleagues for awards to recognize their effort and collaboration. In 2021, employees in 54 countries recognized each other for being collaborative, authentic, passionate, pioneering, and responsible on more than 9,900 occasions.

Compensation programs and initiatives aim at rewarding employees in exchange for their work, as well as assisting in attracting and retaining employees. IGT's performance-based pay structure is intended to incentivize and motivate employees continuously while providing meaningful rewards and recognition. IGT's market-focused approach to compensation is intended to remain a competitive edge with regard to broad-based pay, short-term and long-term incentives, sales commissions, bonuses, rewards, and recognition opportunities.

Regarding benefits, IGT aims to ensure employees' welfare by offering a wide variety of

### Training by the figures

Category	Total training hours		
	Men	Women	Total
Senior Management	2,173	943	3,117
Middle Management	7,237	3,035	10,272
Office Staff & Workers	44,261	21,998	66,259
Total	53,672	25,976	79,647

benefits available to all employees who work 30 or more hours a week. As part of the response to the pandemic, IGT adopted more flexibility in their medical plans. For instance, teledoc visits were covered at 100%, waiving the member cost sharing. Telemedicine coverage was added to the plan for all diagnosis/services in-network and payable at the appropriate plan level.

Historically, as part of encouraging executive involvement in and contribution to the performance of the Company, IGT has offered several performance-based variable incentive programs, such as a share award program for employees at a certain level. Share awards are typically based on a three-year performance cycle and subject to achievement of several pre-determined financial metrics. Setting these thresholds and offering such awards help drive leadership accountability, which significantly impacts the overall performance of the Company. The Company also offers a short-term incentive program based on achievement of pre-determined fiscal year financial results as well as individual performance against specific pre-determined goals.

### Anti-Harassment Training

In September 2020, IGT launched a proactive, worldwide harassment-prevention training for all employees, each of whom play key roles in preventing and addressing workplace harassment. The training aims to familiarize employees with the terms and provisions of IGT's [Non-Harassment](#) and Bullying Policy. The course also equips employees with the knowledge necessary to recognize the principles of respectful behaviors in the workplace and respond to or report alleged violations of the policy. IGT supplemented its annual anti-harassment training with a module titled 'Call it Out.' This learning module was launched to all global employees to educate them on the importance and approaches they can take for identifying and addressing harassment practices and behaviors. This proactive and inclusive approach is designed to develop capabilities to prevent harassment throughout the organization. In 2021, specific content and scenarios were added to address harassment and bullying on the basis of sexual orientation, gender identity and/or gender expression.



Parental leave is granted according to local laws and regulations, as they vary greatly among countries. Also, leave duration and additional programs are formally within the remit of local jurisdictions. In Italy, IGT provides integration of three months of facultative maternity leave from 30 percent to 100 percent of base pay as well as additional leave for medical examinations.

The standard benefits for full-time employees generally include, as a minimum:

- life insurance;
- health care insurance;
- disability and invalidity coverage;
- parental leave; and
- retirement provision.

### Fostering and Measuring Engagement

Employees who are more engaged in their company and its activities contribute in more positive ways and have increased motivation to deliver innovative products and solutions to customers. Engagement is ultimately linked to individual and team performance, customer satisfaction and loyalty, employee retention, quality of service, safety metrics, profitability, and market share growth. There are a number of factors that influence employee engagement, including a healthy work environment, leadership presence and expectations, work-life integration, and an inclusive culture that values diverse employee contributions and personal and professional experiences.

IGT works continuously to better understand how to improve the engagement of its employees. Every two years, IGT runs the employee engagement survey MyVoice@IGT. The survey is voluntary and consists of 45 engagement index items covering 11 categories that measure areas such as communication, inclusion, manager effectiveness, growth and development, remote work, and more. The last global survey was carried out in 2020 and the next one is expected in the second half of 2022.

Many of the 2021 efforts made by IGT were the product of important feedback IGT received through the 2020 MyVoice@IGT engagement survey, which has since been complemented with a comprehensive listening strategy that includes a candidate experience survey, a hiring manager survey and an exit survey for employees who leave the Company. Additionally, IGT launched a global employee advisory committee. Throughout 2021, members of the advisory board provided valuable feedback on how IGT can improve engagement across the Company.

The engagement management approach is one of the items under scrutiny in MyVoice@IGT. Engagement management follows a two-level approach. The first level is related to the corporate climate and the employee experience of working at IGT. The second level is linked to how comfortable every employee feels in the role they are working in relative to their own

responsibilities and corporate strategy, and the relationships held with their team and manager.

The first level falls within the remit of P&T, which must ensure transparency of processes, clarity of guidelines, and effectiveness of tools available to managers. The second level falls under the direct responsibility of managers, with the support of P&T.

In the 2020 engagement survey, the overall engagement index, which measures pride and commitment to IGT, rose to 79.3% with a 4.5% improvement from 2018. Two important measurements that contributed to the improvement included employees having a greater feeling of personal accomplishment and employees growing increasingly likely to recommend working at IGT to others. These trends underscore that there has been a healthy improvement in the employee experience.

### Employee Advisory Committee

IGT formed an Employee Advisory Committee comprised of a diverse group of employees worldwide to provide advice and counsel to the Global Head of P&T on a variety of topics including but not limited to feedback on current morale and overall work environment, new and current programs and policies, common themes being heard throughout the Company, Company communications, and other considerations that may need to be considered. The Employee Advisory Committee meets each month representing the viewpoints of not only their own, but of their colleagues with the hope of gaining a comprehensive view on selected topics impacting the workforce. A new committee rotates every 12 months to allow new members the opportunity to represent their views.





# Advancing Responsibility

Business ethics and integrity represent the foundation of IGT's activities. It is important that customers have the tools they need to be secure and successful.

Customers trust that IGT's products and services are fully compliant with existing laws and ensure the protection of all stakeholders' rights.

Responsible gaming (RG) is a key element in IGT's sustainability strategy. Our approach follows goals and commitments that aim to raise the standards of RG in the industry.

## OPERATING WITH INTEGRITY

COMPLIANCE AND  
CODE OF CONDUCT

ANTI-CORRUPTION  
AND ETHICS (ACE)

## PROTECTING PEOPLE, PRODUCTS, AND PROCESSES

ENTERPRISE RISK  
MANAGEMENT, DATA  
PROTECTION AND  
CYBERSECURITY

PROTECTING AGAINST  
MATCH FIXING, FRAUD  
AND MONEY LAUNDERING

## PROMOTING RESPONSIBLE GAMING

COLLABORATING

EDUCATING

COMMUNICATING

DEMONSTRATING



## Advancing Responsibility

As a global leader in the gaming industry, IGT considers responsibility in its many forms to be a critical part of the business. Advancing Responsibility is about ensuring that stakeholders involved in IGT's activities are protected. Safeguards for customers, employees, players, suppliers, and the environment are embedded in a system of codes, policies, guidelines and best practices that protect them from the risk of illicit behaviors. As key stakeholders, IGT provides customers the tools they need to be secure and successful while maintaining the utmost integrity in important areas. By working in highly regulated markets across jurisdictions worldwide, where differences are related not only to laws and regulations but also to cultural and social attitudes, IGT is fully aware of the risks and responsibilities associated with the gaming industry.

Business ethics and integrity represent the foundation of IGT's activities and the prerequisites for working successfully in the gaming industry. In addition to complying with laws in every jurisdiction where it operates, IGT has adopted a Code of Conduct that applies to all stakeholders involved in its corporate activities. The Code supports IGT's policies and procedures for anti-corruption practices, as well as Anti-Money Laundering (AML) and financing of terrorism, according to laws and regulations issued at an international and national level.

IGT has established a risk management process aimed at guaranteeing an adequate understanding of those risks that may hinder the achievement of its strategic, financial and operational objectives. Maintaining the trust of customers and players is a paramount goal in IGT's operational policies, and this is well-represented by the procedures adopted for guaranteeing data privacy and protection. In addition, cyber security and business recovery plans address internal aspects of responsibility that may be less visible from the outside, but are important parts of IGT's responsibility pledge.

Match-fixing is one of the greatest threats to contemporary sports as it endangers the integrity and unpredictability of competitions, contradicting their fundamental values. It is a form of fraud that can take place through groups of illegal bettors potentially engaged in money-laundering activities. IGT is actively involved in combatting match-fixing, while ensuring that products such as gaming cabinets or lottery tickets are manufactured according to the highest safety standards.

IGT works relentlessly to make sure that state-of-the-art tools and procedures are embedded throughout all the Company to protect people, products, and processes.

IGT's responsible gaming (RG) commitment

is long-standing and engrained within its core business and within all products offered to customers and players worldwide. IGT demonstrates this commitment through collaborations with regulators, gaming organizations, research groups, customers, and players.

### Operating with Integrity

GRI: 102-16; 102-25

The trust that players and customers place in IGT's products and services derives from the certainty that gaming management operations are fully compliant with existing laws and carried out to ensure the protection of all stakeholders' rights. IGT has always believed that ethics and integrity are essential prerequisites for success. By means of corporate procedures, constantly improved over time, IGT ensures fairness of operations and maintains its position as a leader in the global gaming market.

### Compliance and Code of Conduct

GRI: 102-4; 102-17; 103-3

With operations in more than 100 countries, IGT is constantly working to become a better supplier, employer, and corporate citizen by adapting policies to comply with local regulations and apply industry standards to maintain a secure working environment.

IGT places significant emphasis on the

importance of designing and implementing strong internal controls. IGT's Sarbanes-Oxley (SOX) compliance program entails an up-front assessment of financial reporting risks, and establishing adequate internal controls to address those risks. The effectiveness of internal control over financial reporting is assessed annually by IGT's Chief Executive Officer and Chief Financial Officer. IGT's independent registered public accounting firm, PricewaterhouseCoopers LLP, also audits the effectiveness of the Company's internal control over financial reporting annually.

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IGT is committed to winning business the right way and our reputation as a responsible and ethical supplier of gaming and lottery products and services is the cornerstone of our success.

Chris Spears | EVP & General Counsel IGT



The Company's internal control over financial reporting includes policies and procedures that:

1. pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the Company;
2. provide reasonable assurance that transactions are recorded, as necessary, to permit preparation of financial statements in accordance with generally accepted accounting principles;
3. provide reasonable assurance that receipts and expenditures of the Company are made only in accordance with authorizations of the Company's management and directors; and
4. provide reasonable assurance that unauthorized acquisition, use or disposition of the Company's assets, that could have a material effect on the financial statements, would be prevented or detected on a timely basis.

In addition to participating in the SOX program, certain IGT operations are subject to System and Organization Controls (SOC) audits, such as SOC 1 and SOC 2 audits, providing additional assurance over the internal control environment at the local level. Operations can be subject to both a SOC 1 and SOC 2 audit depending on customer and/or contractual requirements.

A SOC 1 audit focuses on IGT's business process and information technology controls that might impact a customer's financial reporting. Examples of other service organizations that typically provide a SOC 1 report to their customers include payroll processors, data centers or colocation service providers, and organizations that hosts software in the cloud (e.g., software as a service - SaaS).

A SOC 2 audit focuses on how IGT achieves its service commitments or promises related to security, service availability, transaction processing, data confidentiality and/or privacy, and is more operational and security-centric rather than focusing on financial reporting.

IGT's management is responsible for establishing and maintaining accurate books and records and maintaining a system of internal accounting controls sufficient to give reasonable assurance that transactions are properly authorized and accurately recorded. A violation of IGT's Code of Conduct does not depend on the legality or illegality of the underlying transaction, as failing to properly authorize or improperly recording an otherwise legal transaction can be a violation of the Code of Conduct. Accordingly, all IGT employees must obtain all required authorizations and provide accurate and complete information for IGT's books and records.

In Italy, IGT and its subsidiaries are subject to the Legislative Decree no. 231/2001. This regulation introduced the administrative liability of legal entities for certain crimes committed by their representatives and requires the adoption of specific compliance programs aimed at preventing such crimes, including the so-called "white collar crimes."

In addition, IGT has adopted a Conflict of Interest (COI) policy available internally to all employees. The policy explains the nature of conflicts of interest and the process for reporting suspected instances of conflicts of interest. The policy also provides for consideration and

approval by the Associate General Counsel and the Chief Compliance Officer of engagements that may have the appearance of a conflict of interest.

IGT's Code of Conduct addresses anti-competitive practices and appropriate behavior, ethics, corruption and bribery and requires annual certification. As appropriate, employee engagement letters and contracts include specific actionable provisions barring any type of anti-competitive behavior.

### The Code of Conduct

IGT's Code of Conduct provides a clear description of what behavior is considered appropriate and ethical in the course of doing business on behalf of IGT. The Code of Conduct also offers some examples of acting with integrity in employees' day-to-day work. Every employee is responsible for reading, understanding, and agreeing to abide by the Code of Conduct. IGT provides periodic training on the Code of Conduct to enhance employees' understanding of ethical and legal risks. Employees are required to certify that they have read and will abide by the Code of Conduct upon hire and annually. The [Code of Conduct](#) is available on IGT.com.



Everyone at IGT has a duty to prevent and report any type of irregular activity, and fully cooperate with investigations of any attempted, suspected, potential or actual violations of the Code of Conduct. IGT provides employees and external stakeholders with an Integrity Line that features alternative methods for anonymous reporting, such as a protected online portal, phone number, and an email address. Grievances and reported irregularities, whether anonymous or not, are tracked and reported for resolution or closure by the Compliance and/or the Legal departments. IGT will not retaliate, or permit retaliation, against anyone who reports suspected misconduct in good faith or cooperates with an investigation.

### Anti-Corruption and Ethics

GRI: 103-3

IGT is committed to acting with honesty and in good faith in all business activities and dealings with government officials, customers, and third parties. IGT's reputation as a responsible and ethical supplier of lottery and gaming products and services is critical to its success. Global compliance with anti-corruption laws and IGT-related policies and procedures is fundamental to protecting the Company's reputation.

IGT's gaming and lottery activities may be vulnerable to corruption and anti-competitive manipulation in both the government and private sectors. To maintain its licenses

around the globe and its good reputation in the industry, IGT adopted and implemented policies and procedures to ensure a corporate culture and practices that protect against such vulnerabilities. Accordingly, IGT has Antitrust and [Anti-Corruption Compliance and Ethics \(ACE\) policies](#) and programs that are overseen by the Legal department.

The ACE policy program includes detailed gift, entertainment, and travel policies and limits, along with specific procedures and limitations concerning government officials. IGT prohibits its directors, officers, employees, and third parties from offering or giving to any person, bribes, kickbacks, or any other improper benefit. IGT prohibits bribery in any form to or from any person. To maintain the highest ethical standards and comply with global anti-corruption laws, IGT also prohibits bribery in the private sector, which is also known as commercial bribery. Any business courtesy should be reasonable and for a legitimate business purpose.

Compliance with the ACE policy is mandatory and may be considered as a factor in promotion and compensation decisions. Non-compliance of the ACE policy may result in disciplinary actions, including termination of employment.

IGT benchmarks its ACE program against the U.S. Department of Justice guidance and industry best practices. IGT's Internal Audit department assesses the ACE

program periodically and reports results to the Company's Audit Committee and management, which in turn reports to the Board of Directors as appropriate. The most recent assessment led to the recommendation of an updated risk assessment to re-evaluate the risks and impacts of corruption to the Company. The risk assessment was completed in 2021 and evaluations for improvements to the program are underway. In addition, Internal Audit annually conducts an audit to assess compliance with the annual Code of Conduct certification process.

As part of the annual SOX compliance program, effectiveness of internal control over financial reporting is tested annually by Internal Audit. Adjustments to the policies, programs and oversight are made on an ongoing basis in response to internal assessments and any changes in the regulatory environment.

### Whistleblower Policy



All employees are encouraged to report any suspicion of a violation of IGT's Code of Conduct or other activities that may be unlawful, lead to incorrect financial reporting, or raise questions about the integrity of management, without any fear of retaliation. Employees, officers, directors, consultants, and representatives are encouraged to report suspected or known violations through regular reporting channels or anonymously through the Company's Integrity Line. IGT's Whistleblower Policy was revised and amended in December 2021 to be compliant with Directive (EU) 2019/1937 of the European Parliament and of the Council of October 23, 2019 on the protection of persons who report breaches of Union law ("EU Whistleblower Directive"). IGT's Compliance department receives all inbound telephone and web portal reports of suspected or known violations through the Integrity Line, operated by an independent provider. If it is reasonable to conclude under the circumstances that a material violation is ongoing or about to occur, the Chief Compliance Officer and/or the General Counsel shall immediately notify the Chairman of the Audit Committee of the Board of Directors. In all other circumstances, investigation reports, findings, and recommendations will be reviewed in a reasonable and timely manner by the Chief Compliance Officer and General Counsel's office.



In Italy, IGT adopts compliance programs according to the Organizational Model 231 in order to validate the effectiveness of the controls put in place by the Company to prevent crimes identified by Legislative Decree no. 231/2001 (e.g. bribery, corruption, AML, financial reporting crimes, unlawful competition, etc.). IGT's commitment extends beyond regulatory compliance, as the adoption of those compliance programs is voluntary. In addition, there are several certifications which ensure continuous improvement of the organization processes and the services to stakeholders. Such programs:

- perform a risk assessment in order to identify activities which may give rise to the offenses listed in the decree;
- define the procedures through which IGT makes and implements decisions relating to the offenses to be prevented;
- defining procedures for managing financial

resources to prevent such offenses from being committed;

- appointing a supervisory body monitoring the effective organizational model implementation through specific audits conducted by external audit firms; and
- putting in place an effective disciplinary system to punish non-compliance with the model.

IGT requires all of its employees to complete anti-corruption training on a periodic basis. Third-party service providers are background checked and vetted for corruption risk or, when appropriate, indications of anti-competitive behavior. Additionally, anti-corruption and anti-competitive practices provisions are included in third-party service provider contracts. In the latter part of 2022, online training for employees whose roles present corruption risks and targeted in-person training for senior leaders is planned.

## Protecting People, Products and Processes

IGT devotes the utmost attention to the aspects of personal data protection and computer security, aimed at protecting players, points of sale, offices and data centers, including the infrastructure and information stored and managed. Prevention, protection, and enforcement measures, implemented through advanced technological security processes and solutions, ensure the appropriate storage, transfer, and processing of personal data, maximum protection against current and future cyber threats, and a high management capacity in fraud prevention.

### Enterprise Risk Management

The Company acknowledges that it faces a number of risks that could impact the achievement of its strategy. IGT seeks to monitor, control, and minimize the impact of risks to profitability while maximizing the opportunities they present. While it is not possible to identify or anticipate every risk, the Company has an established risk management process to manage and mitigate risks. IGT's process for identifying and managing risks is set by the Board of Directors, which avails itself of its Audit Committee. An investment in technology-driven solutions was made in 2021 to expand the capabilities of IGT's risk management program.

Risks are considered in terms of their impact

and likelihood from a financial, regulatory and reputational perspective.

Although not exhaustive, the principal risks facing the Company are categorized into broad risk categories, such as operational, financial, and regulatory and legal.

The Enterprise Risk Management (ERM) function defines and updates IGT's overall risk management framework, in line with the guidelines of the Board of Directors, and according to best practices and accepted ERM methodologies. Within IGT's governance structure, the ERM function carries out the following operations:

- definition and updating of the risk management process activities;
- identification of roles and responsibilities;
- definition of methodologies and tools for risk assessment and priority;
- coordination with other relevant functions (e.g. Compliance & AML, Quality, Policies & Procedures, Internal Control, Internal Audit, etc.), for the integration of risk management models, in particular for the purpose of updating methodologies and metrics.

The ERM function continuously identifies emerging risks, and monitors multiple items, including but not limited to working with external leading risk research and advisory companies, along with contributors and participants from a variety of industries to gauge and track the emerging threat landscape. The ERM function

### Risks Due to Climate Change

Although not a principal risk, IGT may be impacted by severe weather and other geological events (including as a result of climate change, such as hurricanes, earthquakes, floods or tsunamis), which could disrupt the Company's operations or the operations of the Company's customers, suppliers, data service providers and regulators. While IGT insures against certain business interruption risks, the Company cannot assure that such insurance will compensate for any losses incurred as a result of natural or other disasters. More information on all risks assessed by IGT can be found in the U.S. [Form 20-F](#) and the [U.K. Annual Report and Accounts](#).



then reviews, discusses, and determines which risks, if any, require further analysis, action, or escalation.

All employees are responsible for risk management and it is expected that they will escalate any issues or concerns by email to

the ERM function ([erm@IGT.com](mailto:erm@IGT.com)) or through IGT's Integrity Line. In addition, an employee must report an operational incident to the ERM function to allow identification, impact quantification and ultimately the strengthening of controls.

### Risk Management in Italy

IGT has established a risk management process in Italy to integrate all principles, regulations, procedures, tools, and organizational structures to guarantee adequate understanding, measurement, processing, and monitoring of those risks that may hinder the achievement of business goals.

In 2021, senior management requested a detailed risk assessment activity on all instant ticket processes to identify, analyze and measure all Basel risks.

Action plans have been identified to strengthen the effectiveness of the controls and further mitigate the current residual risk.

The risk management process pursues the following main objectives:

- ensure a structured and unified approach for the proper and timely identification, assessment, treatment and monitoring of risks;
- use consistent risk assessment and monitoring tools and models at the corporate level;
- ensure the reporting of risks to the Board of Directors and IGT's senior leadership team; and
- develop a common language and disseminate an appropriate risk management culture at all levels of the organization to encourage greater awareness of risk exposure by management and employees.

In Italy, the Risk and Safety Committee meets every three months to foster awareness of potential risks. The committee includes leaders of strategic functions and has advisory roles for particularly sensitive or strategically important matters. The mission and structure of this committee ensures that the Company makes informed decisions. The committee follows the Internal Control and Risk Management System (SCIQR), focusing on the prevention and management of risks related to the organizational structure, sustainability, processes and systems of IGT in Italy. In particular, the committee suggests specific proposals regarding exceptional events (e.g., major incidents, crises, interruptions of activities), analyzes the main results of incidents, and identifies the specific and necessary requirements for management systems relating to information security, health and safety at work, as well as energy and environment.



The "Three lines" ERM model has been published by The Institute of Internal Auditors and endorsed by the Public Company Accounting Oversight Board.

The model provides a simple and effective way to enhance communications on risk management and control by clarifying essential roles and duties. It provides a fresh look at operations, helping to assure the ongoing success of risk management initiatives.



## Data Protection

GRI: 103-3

The collection and processing of data related to people and transactions require the highest degree of responsibility towards individuals, business partners, and markets. IGT not only manages the personal data of customers (e.g. lottery and gaming players, retailers, and casino operators) but also employees, vendors, and other business partners. Privacy is a key consideration because gaining and maintaining the trust of stakeholders is critical to success and business growth. The loss of that trust can significantly impact IGT's brand, disrupt customer experience, and potentially damage credibility and reputation.

The enforcement of the European Union's General Data Protection Regulation (GDPR) 2016/679 in 2018 radically affected the way global entities view data protection and privacy. Many jurisdictions around the globe are reexamining their values surrounding privacy and currently, nearly 80% of countries around the globe have enacted or are enacting data privacy legislation. IGT's data protection and privacy program strives to give individuals control over their personal data and comply with the data privacy laws and regulations where it does business.

# MAKE TRUST A COMPETITIVE ADVANTAGE

## DATA USE AND PRIVACY

Promote a human-centric vision in all the ways that we use data. Focus on user experience: a) keep IGT's products simple, transparent and secure, b) empower users to control their data and exercise their rights.

## DIGITAL TRANSFORMATION

Contribute to digital transformation and innovation: a) promote high standards. Make responsible choices according to data privacy regulations, b) integrate measures "by design" to improve data security and privacy.

## SKILLS AND ENGAGEMENT

In cooperation with internal teams, invest in raising awareness and accountability, and work to increase knowledge of data protection and cyber security risks.

## DATA PRIVACY MODEL AND OPERATIONS

Continue to update and optimize the operating model, evolving IGT processes and solutions for the concrete application of data privacy regulations.



IGT monitors the global data privacy legal landscape to identify and prepare for newly enacted data privacy laws in jurisdictions where the Company operates. IGT updated its Global Data Privacy and Protection Program (Privacy Program) to address evolution in IGT's business and technology, society, behavioral expectations, risk, and global legal frameworks, in 2020 and implemented a risk-based approach to data privacy. This risk-based approach embeds "privacy by design and by default" within relevant business units and functions, and requires the business units to consider privacy at the initial design stage and throughout the development

cycle for new products, processes or services that involve processing of personal data. In 2021, IGT facilitated awareness and compliance with the China Personal Information Protection Law, the Virginia Consumer Data Privacy Act, the Colorado Privacy Act, and the on-going India Personal Data Protection Bill.

Resources from all major business segments and functional areas are directed towards implementing the Privacy Program and the program has the full support of the most senior executives and the Audit Committee of the Board of Directors.

### Global Data Privacy and Protection Program

IGT's Global Data Privacy and Protection Program (Privacy Program), combined with information security, underpins the organization's ability to be a trusted steward of the information entrusted by customers, business partners and employees.

The Privacy Program provides the following benefits:

- **Innovation catalyst:** the legal use of customer data is critical for the development of new products and services in the current digital environment. IGT is committed to

embedding privacy by design and default in the product development life cycle to ensure the privacy and security of customers' personal data.

- **Market differentiator:** by focusing on next waves of business and regulatory opportunity based on personal data, the Privacy Program may enable a competitive advantage.
- **Meet customers' ever-increasing expectations:** by focusing on increasing protection of customers' personal data, the Privacy Program increases IGT's reputation by fostering trust.

The Privacy Program applies to all IGT entities, business units and personnel globally, as well as all personal data in IGT's possession whether it is collected from employees, clients, customers, suppliers, vendors, contractors, subcontractors, shareholders, or any third party. The principles included in the Privacy Program align with the privacy principles of standard ISO/IEC 29100.

Anyone processing personal data must comply with an overarching set of principles. To comply with the principles, personal data processing activities must be:

- fair and lawful;
- for limited purposes and appropriate;
- adequate, relevant and not excessive;
- accurate;
- kept for no longer than is necessary; and
- processed in a manner that ensures appropriate security of the personal data.

IGT's data privacy governance model describes the roles, responsibilities, and expectations for relevant segments of, and roles within, the Company. To improve the effectiveness of the Privacy Program, the governance model delegates responsibilities to relevant business units and functions and affords them increased autonomy to implement the Privacy Program and its principles in a customized manner suited to their respective area. The Privacy Program is governed by:

- **Audit Committee:** oversees the effectiveness of the Privacy Program and provides feedback for continuous improvement.
- **Program Owner:** IGT's senior leadership is represented by the Executive Vice President and General Counsel, who supports and champions the Privacy Program.
- **Senior Management:** accountable for implementing data privacy and protection compliance in their business segments or functional areas, as well as tracking and reporting data privacy metrics as part of the assurance process.
- **Data Privacy Leadership Team:** senior leaders of the applicable business segments and functional areas appointed by Senior Management to drive implementation of the Privacy Program within their respective business unit or function.
- **Data Protection and Privacy Officers:** in conjunction with the Legal department, the Data Protection and Privacy Officers develop, manage, and maintain the Privacy Program within the Company.
- **Privacy Operations:** performs operational aspects of the Privacy Program by partnering with business units to conduct ongoing impact and risk assessments, as well as data mapping.





## Data Protection and Privacy Officers

In compliance with the provisions set by the GDPR, IGT appointed data protection and privacy officers in relevant jurisdictions to monitor the privacy management system and to guide choices at an organizational, technological and process level. In particular, data protection and privacy officers are accountable for:

- developing, implementing, and maintaining privacy policies, procedures, processes and tools in compliance with privacy and data protection legal obligations; and
- promoting training and ensuring full awareness of data protection by all employees

IGT maintains a dedicated email address for data privacy inquiries coming from its employees, customers, vendors, or other data subjects who may have a question or want to exercise their rights. This email address ([privacy@igt.com](mailto:privacy@igt.com)) is managed by the Privacy Office and is published in several locations, such as the IGT's Data Protection and Privacy Policy, data privacy training materials, and privacy notices displayed on every IGT website that collects personal data. The email is monitored daily, and questions, comments or inquiries are responded to as promptly as possible. A software tool is also available to submit inquiries

and claims, as well as to track and respond to inquiries and claims from all categories of data subjects. The Data Protection and Privacy Policy and the Code of Conduct are accessible online to all employees and privacy notices are displayed on every IGT website that collects personal data. In addition, general data privacy training was provided to all employees in 2020 and employees with data privacy responsibilities received specific training about data privacy operational processes. Furthermore, data privacy training specific to new jurisdictional laws was provided to U.S., Australia, and New Zealand employees in 2021.

Compliance with the Privacy Program is periodically monitored by the Internal Audit department and its findings are reported to the Audit Committee.

IGT takes appropriate technical and organizational security measures to prevent unlawful or unauthorized data processing and the accidental loss of, or damage to, personal data. Such measures are set out in IGT's Information Security Management System (ISMS). IGT employees, contractors and consultants are expected to familiarize themselves with the security measures set out in the ISMS Policies and Standards.

### Cybersecurity

Ensuring confidentiality, integrity, and availability of information by protecting networks, devices, and data from unauthorized access or criminal use

is a paramount commitment to all stakeholders. IGT is subject to similar risks that most global companies face, such as external attempts to breach and compromise systems, insider threats, mishandling of security policies, and not adhering to published guidance on how to operate with proper cyber hygiene.

A robust Global Information Security (GIS) department governs information security concerns for the Company and is divided into practice areas that include Cyberthreat Intelligence, Governance, Risk and Compliance, Enterprise Security Operations, Application Security, Core Security Engineering, Business Continuity and Architecture.

The mission of GIS is simple: enable the business to operate in a secure fashion. The success of this mission is measured by the fact that IGT has not suffered any security incidents that have risen to a level of material harm to the Company.

IGT's global security program ensures solutions development from the ground up with security in mind. Prior to delivery, solutions are reviewed by the GIS team and subjected to various assessments, especially risk assessments to evaluate potential impact to the business of various security threat vectors. IGT embeds application security programs into its software development life cycle to guarantee security at the source-code level. Results are provided to development teams for resolution and tracked until all identified issues are remediated. This method provides end-to-end security and

a structured, measurable process to ensure solutions are managed and sustainable with a security focus.

IGT's global Information Security Management System (ISMS) is responsible for addressing security concerns related to inbound, internal and outbound information flows, developing GIS policies to safeguard the confidentiality, integrity and availability of all physical and electronic information assets, and ensuring that regulatory, operational and contractual requirements are fulfilled. The ISMS is a key component of overall information security management framework and has information security documentation including security policies, security standards and security protocols or procedures.

The goals pursued by this policy include:

- Comply with business, legal and regulatory requirements to maintain the confidentiality, integrity and availability of IGT information assets and services;
- Comply with industry best practices at the program, process, and system levels;
- Ensure that IGT is capable of continuing its services in the event of major disruptions;
- Establish controls for protecting IGT information and information systems against theft, abuse, and other forms of harm and loss; and
- Establish requirements for controlling access to all IGT information assets, including computers and communication systems.



IGT strives to implement in-depth cybersecurity programs. A Cyberthreat Intelligence team works relentlessly to ensure early detection of risks, and vulnerability testing is regularly scheduled according to industry frameworks that fully meet internal audits for compliance with the requirements of the information security policy and regulatory requirements. These types of tests typically involve penetration and vulnerability scanning of systems and environments that are in scope for each audit. Most of these scans must be performed quarterly, with more extensive exercises performed yearly.

Policies and standards are reviewed and approved on an annual basis by the Information Security Governance Committee (ISGC). Such documents are central to IGT's ISO 27001 and World Lottery Association (WLA) certifications since they are the foundation of IGT's ISMS. Security awareness training campaigns are continuously offered, together with a mandatory application security training required for all employees, with specific modules based on job roles and module content.

IGT is certified to the international standard, ISO/IEC 27001 ISMS. IGT ISO 27001 certification covers all design and development activities related to the production of on line, instant and gaming solutions for lotteries, including the ISMS, technical design and development, finance, human resources, physical security, IT and application security, business continuity, internal audit, and project management. The certificate covers all current IGT sites on lottery

and gaming contracts.

A global Security Incident Response Plan (SIRP) is available to all employees globally for reporting potential incidents. These are analyzed by an incident manager who appoints a specially assembled team to review the issue and respond accordingly. An ensuing internal report is delivered to senior management based on the severity and degree of the issue. The GIS department has also introduced the Third-Party Risk Assessments (TPSR) program, implemented to evaluate the potential impact of IGT vendors on the business from various security threat vectors. The GIS department also monitors the overall cyber security health of IGT critical vendors.

### Business Recovery Plans

IGT's Business Recovery Plans are modelled after the ISO/IEC 27001 standard, which defines information security management and includes Business Continuity Management (BCM) practices. IGT's ISO/IEC 27001:2013 comprises information security standards published jointly by the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC), an international institution that specifies the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining, and improving a documented ISMS within the context of the organization's overall business risks. IGT has also implemented a BCM policy, standard, and best practices to formalize the BCM program and ensure the continuity of

operations.

### Anti-Fraud and Anti-Money Laundering

IGT has implemented effective processes and controls to continuously deter money laundering, monitor customer activity, and identify and report suspicious activity. IGT employees who are in roles where money laundering has been identified as a risk are required to understand the issues and report suspicions of money laundering activities.

With respect to iGaming, the Primary Service Provider (PSP) Fraud and Security team analyzes player accounts at various stages of the customer journey, including registration, deposit, game play, and withdrawal.

It manages the risk at each stage of the customer journey and decides appropriate account actions. IGT offers fraud monitoring payment services to U.S. customers through its Cashless Payments Service team. Currently, the team is supporting both digital and retail lotteries.

Cashless fraud monitoring focuses on several areas of support, including Know Your Customer (KYC) verification to confirm age and identity, manual customer due diligence checks, monitoring payment registration and funds withdrawal, preventative and detective controls that limit deposits, identification of associated accounts, alerts on suspicious behavior patterns, and chargeback monitoring

### WLA Certification on Information Security

Recently, IGT was awarded the WLA's Security Control Standard: 2020 (WLA SCS 2020) Level 2 dual certification, which combines the assessment of controls for lottery and mobile gaming solutions with information security management standards from the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC).

The standard represented by the latter two organizations is often referred to as ISO/IEC 27001.

It is awarded to organizations that demonstrate adequate and proportionate security controls that give confidence to interested parties by protecting information assets.

The certifications cover IGT's operations in Moncton, New Brunswick, Canada, and multiple locations in the United States including the Providence and West Greenwich, Rhode Island, offices and IGT's instant ticket services operation in Lakeland, Florida.

Achieving this level of certification demonstrates to stakeholders the effectiveness of IGT's risk management strategies and processes.

It also shows national and state regulators that the Company is committed to quantifiable security measures that comply with leading, independent and industry-recognized accreditations.



to prevent abuse of the chargeback process.

Along with the IGT account management systems, customer due diligence checks are performed to ensure effectiveness of account restrictions and identification of abusive behavior which seek to violate those restrictions. IGT's solutions validate and process payment methods through payment gateway tools, such as Worldpay and IGTPay™. These tools facilitate payment method verification through configurable controls, provide restriction models to limit, control and decline transactions based on defined rules and parameters, support reporting of KPI trend monitoring and fraud investigations, and support chargeback monitoring and dispute resolution. IGT has customized a dedicated fraud platform to detect suspicious activity, which is then investigated following established procedures. The results of the investigation are delivered to the stakeholders and the Risk Management team to determine whether appropriate authorities should be engaged. When an operational incident is evaluated as fraud, IGT, according to its internal procedures, carries out further investigations and involves the risk owners to define the mitigation plan.

The Cashless Payments team investigates cases of fraud as defined by the established policies and procedures. Investigation results are then provided to the appropriate point of contact within each customer organization. Fraud is defined individually by each customer according to their product offering and

individual regulations. The Cashless Payments team supports customers in monitoring and reporting varied types of fraud, including identity theft, payment fraud, and friendly fraud. The team utilizes the established fraud monitoring tools to detect suspicious activity that is investigated based on established procedures. The results of the investigation will dictate the action to be taken which may include suspension of the account. The compiled results are sent to the customer who determines when to engage the appropriate authorities. In 2021, the number of investigations sent to lottery and casino customers based on their criteria to escalate and to determine action amounted to more than 600.

Members of the Cashless Payments team, as part of the onboarding process, receive training on systems, payments and a general AML overview. This training prepares employees to review and identify suspicious behavior, common fraud trends, and reinforce appropriate actions and escalation procedures to report on fraudulent activity. All employees involved in the cashless payments operations are required to understand and adhere to AML policies and procedures to create and maintain a compliant environment. As part of the AML training, all fraud and security team members supporting IGT's customer participated in the AML in 2021. The training included the review of an AML training presentation which outlined definitions, best practices, AML monitoring, and responsibilities.

The Cashless Payments team works closely with IGT's Compliance and Legal departments to develop and implement AML policies and procedures that align with each business model and ensure the optimum effectiveness of the preventive and detective controls. KYC checks, which include Office of Foreign Assets Control (OFAC) and Political Exposed

Persons (PEP) checks, are performed through integration with several vendors. These checks work to ensure compliance with age, location, and identity requirements as well as to limit the opportunities for money laundering.

### Anti-Fraud in Italy

IGT in Italy is committed to reducing the risk of fraud to the lowest possible level through a complex system of internal procedures and controls aimed at detecting and preventing fraudulent behavior in lotteries and online gaming platforms.

Business processes and points of sale for each IGT product are monitored to timely detect anomalous patterns and/or alleged fraud.

Each anomaly is subject to further in-depth analysis to evaluate possible corrective actions in consultation with stakeholders involved in each process.

The approach adopted by IGT uses computer monitoring tools that collect data from a specific set of behavioral indicators.

Regarding the lottery business, the monitoring activity focuses on anomalous behavioral patterns at points of sale, to identify and prevent behaviors that may expose the Company to operational or reputational risks.

In digital gaming, however, the monitoring activity focuses on several preventive and/or investigative controls, such as the monitoring of new game account registrations, deposits and withdrawals to and from game accounts, and the identification of linked accounts.



## Protection Against Match Fixing

Match fixing is something IGT takes very seriously. As traders, it is critical to the integrity of the sports betting industry that every match or event is determined on the field of play with each competitor giving their full effort to succeed.

IGT uses multiple avenues in order to identify potential match-fixing. IGT's Trading Advisory Team monitors wagers as they take place and looks for unusual betting patterns which might include a higher than anticipated amount on a game or event that is of much lesser quality, or multiple wagers from different users timed to be simultaneously entered. All player accounts are reviewed to continually manage players to ensure they are properly profiled.

IGT's current software platform includes Automatic Risk Control (ARC) that will help reduce risk of these potential situations. Also, the team routinely monitors popular gaming social media outlets to help identify suspicious activity and maintain quality communication with clients so that they can help identify patrons who might be involved in any kind of suspicious wagering activity. Approximately 3,000 accounts were monitored in 2021.

IGT maintains "tiered" limits for all wagering events offered. The more prominent the event, the higher the accepted limit, while the smaller events, which are more prone to suspicious betting, will offer significantly lower limits in order to discourage any foul play. IGT reviews each jurisdictional and state betting catalog to ensure that only bets are

accepted on approved events and markets. Where any suspicious activity may entail match integrity, IGT will escalate the situation to the relevant authority.

IGT is committed to working with industry associations to contribute its perspective on maintaining integrity in sports betting and to receive information from organizations regarding suspicious activities. IGT retains a membership with Global Lottery Monitoring System (GLMS) and U.S. Integrity (USI) sharing information on suspicious match-fixing behaviors with the objective of safeguarding integrity and values of sports worldwide.

### Product Safety and Quality

GRI: 103-3; 416-1

The ability to place gaming and lottery equipment in most markets is dependent upon delivering designs that comply with numerous safety standards required by the U.S., Canada, Mexico, and Europe. An example of a safety standard is Underwriters Laboratories 22 (UL 22), the safety standard addressing gaming and amusement equipment for several markets in the U.S. A regular part of the New Product Introduction process includes performing internal safety testing to verify compliance with published standards. Once internal testing is complete, IGT engages the Nationally Recognized Testing Laboratories for external verification of compliance to required safety standards.

IGT has an Environmental Compliance policy that encompasses IGT processes (including

design, source to procurement, warehousing, manufacturing, reconditioning, and delivery) aimed at ensuring that IGT products meet Environmental Compliance requirements. One hundred percent of IGT products are covered by and assessed for compliance with such policy, and IGT gaming and lottery equipment are marked with Product Safety markings (UL, Intertek, CE, etc.) and the Waste Electrical and Electronic Equipment directive (WEEE) mark.

At IGT's Lakeland, Florida printing facility, product safety, durability and security are paramount features of IGT instant tickets, designed to protect customers and players against material faults, health and fraud risks.

The printed tickets are non-toxic, and scratch tickets do not cause any physical harm to the

consumer. This is assured through an all water-based chemistry in coatings and inks used to print the tickets.

Tickets are designed to perform under a variety of conditions. How lotteries store, distribute, and market tickets vary significantly between organizations. IGT tickets are constructed to function in the harshest environments. The clear coat layers that are applied over the data are designed to protect the play symbols from being damaged even from an aggressive scratcher. The tickets are designed to scratch in below zero temperatures and in tropical humidity conditions. The scratch off coating is designed to provide a normal scratch even if stored for a few years before they are placed in a dispenser. The Lakeland, Florida printing facility has not had any incidents of non-compliance

## Global Lottery Monitoring System (GLMS) and U.S. Integrity (USI)

The Global Lottery Monitoring System (GLMS) is the state lotteries' mutualized monitoring system on sports betting. It was founded by European Lotteries and the World Lottery Association, and currently has 33 individual members as well as two associate members. It aims to detect and analyze suspicious betting activities that could affect the integrity of a sports competition. GLMS facilitates the sharing of sports betting information as part of the collective efforts of its members in ensuring sports betting integrity globally. It is dedicated to effective cooperation with all key stakeholders, namely regulators, law enforcement authorities, and sports organizations.

IGT also cooperates with the U.S. Integrity (USI) organization. Established in 2018, USI is an independent company with a one-of-a-kind monitoring system that helps customers identify and address suspicious betting-related activity. Leveraging real betting data, unique expertise, a proprietary monitoring system, and customized reporting, USI provides clients reporting, analytics and education that help ensure the highest integrity in the sports betting industry. The company works with organizations of all sizes, from major professional sports leagues and collegiate conferences to sportsbooks and regulated gaming operators throughout the country.



concerning the health and safety impacts of products and services.

IGT considers all its instant tickets to be recyclable. Paper is sourced from a supplier who adopts a sustainable forest management system and maintains an extensive sustainability program. Cartons are purchased from a supplier who is Sustainable Forestry Initiative certified. Additionally, cartons contain approximately 30% pre-consumer recycled corrugated paper, and are completely recyclable as well as the paper labels used to identify cartons. IGT conforms to each jurisdiction's labeling requirements and approvals. This includes the use of recyclable and biodegradable logos and text.

Since maintaining the integrity of the lottery is a paramount concern, tickets are designed to withstand fraudulent attempts to determine win/loss status. The physical security of the tickets originates with the unique coatings that create an envelope around the play symbols to protect them. The security of the tickets is evaluated during the print run to ensure there will not be concerns once the tickets are being sold.

### Promoting Responsible Gaming

Responsible gaming (RG) is an important element in IGT's sustainability strategy and supported by the globally recognized RG framework the Company creates and manages. The idea that responsibility and growth are not mutually exclusive is fully embraced within the Company. IGT believes that it is incumbent

upon all stakeholders in the gaming industry to take a proactive approach to problem and underage gambling.

As one of the world's leading gaming and technology vendors, IGT has a unique approach to grow its business sustainably. By working with global customers to engage players across all gaming channels, IGT's RG efforts are based on the following goals:

- Promote protective tools to prevent problem gambling and encourage positive play behaviors.
- Support Responsible Gaming (RG) organizations that address problem gambling.
- Prevent underage gambling.

RG product features and consumer protection programs consider all elements of a gaming operation. IGT offers technologies that facilitate informed choices for the player and improve player protection through age control, player controls, and on-screen information. IGT sees the opportunity to continue its responsible presence as gaming technology evolves in the digital and cashless environments. Therefore, it becomes even more critical that all systems and portals include player protection and security tools to safeguard players' interests and the community at large, as well as address regulators' concerns. IGT recognizes that a RG approach should be incorporated into and govern all business management activities.

### IGT's Responsible Gaming Commitment

In compliance with the industry's best practices and standards, IGT has identified eight RG commitments in support of the RG Working Group's goals:

- Working with appropriate stakeholders on RG issues to ensure IGT follows best practices and is aware of current RG research as it relates to its operations.
- Creating internal awareness on RG and providing specific education and training to employees as it relates to their daily activities.
- Incorporating RG tools into products and services to minimize potential risks.
- Ensuring IGT's remote gaming platforms offer operators the ability to monitor players' behavior and minimize any potential excessive or illegal gaming activities.
- Ensuring all advertising and promotional activities comply with IGT's Responsible Gaming Code of Principles.
- Supporting customers with RG best practices to promote responsible play.
- Engaging with stakeholders to align RG strategies with expectations.
- Reporting IGT's RG activities to key stakeholders.

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We have always intended the game as a form of entertainment, in a context of safety and legality, without excesses, thus promoting a sustainable, balanced, and long-term approach where player protection is a daily objective. Regarding the protection of our customers, in addition to complying with strict procedures, for many years we have focused on continuous innovation to make our responsible gaming program a concrete commitment to player safety.



IGT focuses on being a forward-thinking company that weaves RG into the fabric of all its products, programs, and policies. This is demonstrated by IGT's adherence to globally recognized programs, such as those of the World Lottery Association (WLA) and the Global Gambling Guidance Group (G4) aimed at protecting players and minimizing problem gaming risks and other potential harms.

The certifications awarded to IGT by the most important gaming industry associations worldwide are acknowledged as the highest testimony to commitment in RG. To maintain its certifications, IGT constantly works to fulfill the requirements of these gaming industry associations and prevent any gaps in actions or procedures that may hinder their process.

IGT is the first gaming vendor in the world to achieve RG accreditation from the G4 for its land-based casino and digital operations. To maintain the G4 certification, IGT was independently assessed to confirm that the Company goes above the industry standards of providing player protection tools and RG information on gaming machines. G4 also requires vendors to make a commitment to research, dedicated policies, and employee training. This certification reinforces IGT's commitment to being a responsible vendor, and demonstrates the effectiveness of the RG technology solutions it provides to gaming operators worldwide. Doing the right thing for players and the broader community has made corporate social responsibility, specifically,

the Responsible Gaming Principles and Framework, a priority for the WLA. IGT has been awarded certification for its lottery and digital operations for the WLA Associate Member Corporate Social Responsibility Standards and Certification Framework.

An external audit was performed by a WLA-approved assessor who provided an informed, complete, and impartial assessment of the Company's lottery operations and completed a Statement of Alignment reflecting IGT's compliance with the eight sections of the WLA Corporate Social Responsibility Standards. The eight standards include research, employee



programs, product and service development, remote gaming environment, advertising and marketing communications, client awareness, stakeholder engagement, and reporting.

From the top-down, the support for IGT's RG program has allowed the creation of an RG program that is woven into the corporate core business functions.

In 2021, IGT adopted the Responsible Gaming Policy, which outlines IGT's commitment and approach to RG. This includes a governance structure that created the RG Advisory Group comprised of IGT leaders who can advise and lend support to RG efforts. IGT also uses communication and stakeholder relationship building to identify potential risks, share information, and address common issues related to RG with its peers. Externally, IGT works with RG experts and advisors to ensure that products, features, and policies are in line with current best practices. It is in this type of setting that IGT can learn about new approaches and research, while discovering new ways to provide support to other players in the industry. IGT's Responsible Gaming Policy is published on its website for external stakeholders to demonstrate the transparency of the Company's efforts.

Policies and procedures ensure there is oversight to certain functions by means of cross-reviews carried out by subject-matter experts and advisors, to guarantee that products and features are in line with current best practices in RG. IGT

maintains open communications with product subject-matter experts in order to identify and mitigate risk early.

IGT is committed to adopting a collaborative approach, providing adequate training programs to involved parties, and promoting awareness of RG by means of efficient communication plans.

## G4 Certification for Gaming and Digital Operations





## Collaborating

GRI: 102-13

A functional RG program can be carried out only if all teams involved in product design and delivery are properly educated on RG goals and commitments.

This entails an intense collaboration that must be sparked and fostered within the organization, as well as with the involvement of qualified and independent external stakeholders who provide insights and guidance.

IGT's Responsible Gaming Advisory Group meets at least once each year to discuss RG efforts and progress toward the Advancing Responsibility priority of IGT's sustainability strategy, review the overall RG strategy, and provide insight into key projects for the year. The group's purpose is to bring all areas of the business together for a common RG goal, lend support and expertise of their teams, and ensure alignment with broader corporate goals.

The Responsible Gaming Advisory Group will support the development of topic-focused subject matter expert working groups brought together to address current or emerging RG needs. The following subject matter expert working groups will serve as the inaugural groups, with others to be developed as needed:

- Compliance - aligning efforts and

collaborating among locations;

- Cashless - balancing RG concerns with growing technology and stakeholder concerns;
- Marketing - reviewing and implementing changes to the Marketing Code of Principles and the compliance process.

To ensure a holistic perspective of RG issues, IGT works with a wide variety of stakeholders, including problem gambling researchers, organizations dedicated to promoting awareness, and policy makers with the goal of promoting and supporting RG to the fullest extent possible.

IGT actively supports agencies and programs committed to research, prevention, and treatment of problem gaming. IGT collaborates with the WLA, National Council on Problem Gambling (NCPG), American Gaming Association (AGA), European Association for the Study of Gambling (EASG), European Lotteries (EL), North American Association of State and Provincial Lotteries (NASPL), and the International Center for Responsible Gaming (ICRG). IGT also supports and participates in the activities of many regional and global organizations that have an RG-related purpose.

Additionally, IGT disseminates information about its RG programs and capabilities through its website, sustainability report, brochure, and

social media. It also participates in global RG conferences and seminars, such as the:

1. International Center on Responsible Gaming Conference;
2. British Columbia Lottery Corporation New Horizons in Responsible Gaming Conference;
3. European Lotteries/World Lottery Association CSR/Responsible Gaming Seminar; and
4. National Council on Problem Gambling Conference.

IGT works closely with customers to understand and accommodate their need for turnkey solutions and assistance with embedded RG features in their offerings. By working with global customers to engage players across all gaming channels, IGT pays great attention in providing games that players can enjoy, anytime, anywhere, on any device, and in ways that are anchored by a sound approach to responsibility.

The specific knowledge and expertise that IGT has gained from working with lotteries around the world enable the Company to provide technical assistance on RG topics with lottery customers when needed. IGT offers solutions to address player concerns or risk by sharing best practices as well as helping to produce and distribute RG tools and materials to retailers and players. In this capacity, IGT has assisted several

lottery customers with questions and best practices regarding the WLA framework. IGT's experience as both a WLA-certified supplier and operator allows lottery customers to have one source of expertise on a variety of topics related to certification.

In the gaming and digital space, IGT creates tools to assist customers in meeting their RG needs. This may be robust limit-setting features, messaging, or customized interfaces. Regardless of the RG-related customer need, IGT is there to assist. IGT has created an [RG brochure](#), available on IGT.com, that is updated annually and identifies the key RG capabilities across its business segments. IGT is also increasingly asked to advise other gaming organizations worldwide on RG best practices.

IGT works with a variety of global external stakeholders, including advocacy groups, audit firms and certification bodies dedicated to promoting awareness of RG. Each entity is considered a valued partner that supports IGT's efforts to continually improve its RG practices.

**WORLD LOTTERY  
ASSOCIATION**

IGT is an Associate Member of the World Lottery Association (WLA). The WLA's values are based on a commitment to the highest standards of corporate responsibility, including the WLA Responsible Gaming Principles and Framework, and respect for the duly authorized legal systems that determine where, and in what form, gaming products can be provided to the citizens of a particular geographical or national territory. The WLA is committed to sharing knowledge and experience amongst its members and improving their business in the interest of stakeholders as determined by the authorities in their respective jurisdictions. IGT Lottery S.p.A. is represented at the Corporate Social Responsibility/Responsible Gaming WLA Working Group, and Francesco Parola, SVP Italy Lottery Operations, is a member of the WLA Executive Committee.

**THE EUROPEAN  
LOTTERIES**  
FOR THE BENEFIT OF SOCIETY

IGT is a Premium Partner of the European Lotteries (EL), the umbrella organization of national lotteries operating games of chance for the public benefit. EL brings together state-owned and private operators, both profit and non-profit, that operate on behalf of the state. Members only offer gambling and betting services in the jurisdictions in which they are licensed by the respective national government. EL promotes the sound and sustainable gaming model for the benefit of society, based on the values of subsidiarity, precaution, solidarity and integrity. IGT representatives cooperate with all EL working groups.

**NCPG**  
National Council on Problem Gambling

IGT is a Platinum Member and annual sponsor of the Conference of the National Council on Problem Gambling (NCPG), the U.S.-based organization working with state and national stakeholders in the development of comprehensive policies and programs for all those affected by problem gambling. Jade Luchauer, IGT Global Sustainability Senior Manager, serves on the NCPG's Responsible Gaming Committee.

**ICRG**  
INTERNATIONAL CENTER FOR RESPONSIBLE GAMING

IGT is a supporter of the International Center for Responsible Gaming (ICRG), formerly National Center for Responsible Gaming (NCRG), the only national organization exclusively devoted to funding research that helps increase understanding of pathological and youth gambling, and finds effective methods of treatment for the disorder. The ICRG Center of Excellence ensures that high quality research — not bias or political expediency — determines the steps that are taken to regulate sports betting.





IGT is a Member of the CSR and Responsible Gaming committee of the American Gaming Association (AGA), the U.S.-based national trade group representing commercial and tribal casino operators, suppliers and other entities affiliated with the gaming industry. Renato Ascoli, IGT CEO Global Gaming, serves on the AGA board of directors.



IGT is an Associate Member of the North American Association of State and Provincial Lotteries (NASPL). NASPL's mission is to assemble and disseminate information and benefits of state and provincial lottery organizations through education and communications and, where appropriate, publicly advocate its positions on matters of general policy.



IGT is a Member of the European Association for the Study of Gambling (EASG) and sponsors and attends its bi-annual Conference on Gambling Studies and Policy Issues. The association provides a forum for the systematic study, discussion and dissemination of knowledge about all matters related to the study of gambling in Europe.



IGT is a voting member of the Association of Gaming Equipment Manufacturers (AGEM). The voting members are limited to only companies that hold or have an application pending for a manufacturer and/or distributor license in a regulated gaming jurisdiction and whose principal business is manufacturing or distributing gaming devices.



In 2021, IGT worked with UNLV's International Gaming Institute to better understand the research they are doing on gambling payment processing. IGT leveraged that relationship to share their work through a presentation on the joint EL/WLA Seminar and continued to support the relationship by sponsoring a graduate assistantship for the coming year.



## A CHANGE IN PERSPECTIVE ON PLAYERS' BEHAVIOR

In order to better understand their player base, IGT in Italy has changed its perspective by shifting from assessing negative behaviors (with the Problem Gambling Severity Index) to the identification of positive attitudes and behaviors.

The Positive Play Scale, developed by respected RG research leader Gamres, assists IGT in Italy by assessing the beliefs and behaviors of their players. The results of the scale demonstrate the extent to which surveyed players engage in responsible and informed behaviors.

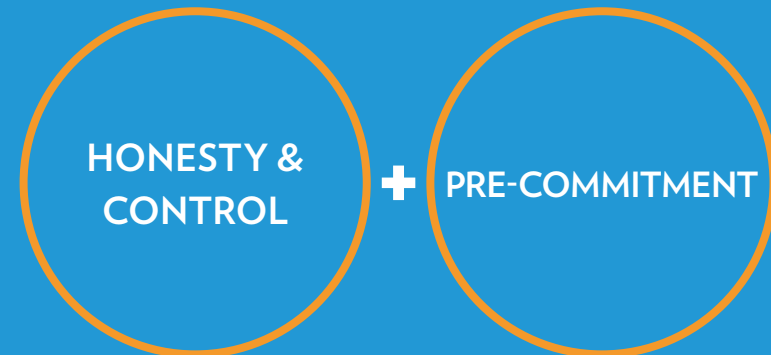
 positiveplay

### The Properties of the PPS

There are two belief subscales



There are two behavior subscales:





## Educating

IGT designs training courses that ensure employees of all levels and responsibilities have the appropriate RG skills to manage their daily activities. IGT has created several training courses to consistently uphold a balanced and responsible approach to gaming that ensures long-term value creation. Employees receive training every three years and new hires receive training upon employment.

In 2021, IGT launched a new model for the Responsible Gaming General Awareness training. This is a mandatory training for all employees designed to reinforce employees' knowledge on RG main topics such as:

- IGT goals and commitments toward RG;
- Differences between recreational players and problem gamblers;
- RG features that are embedded in IGT's products.

In 2021, IGT released its first Responsible Gaming Policy designed to inform and educate employees and relevant stakeholders about IGT's worldwide programs and solutions designed to promote fair play and comply with requirements and regulations on RG in all jurisdictions in which the Company operates. IGT counts a strong governance model, innovation and collaboration with internal

and external partners as success drivers for its RG initiatives. Topic-focused working groups created through this new policy have been established to explore emerging trends and best practices related to RG with the support of the leaders in the RG Advisory Group.

Understanding the odds



Track Your Play  
CALCULATOR

Part of positive play means setting limits. Do you know how much you spend playing the lottery each year? Answer a few questions for insights into your play!



Track your play calculator

## Educating Players through Positive, Informed Play

The Hoosier Lottery (through the work of IGT Indiana) was an early adopter of the Positive Play approach used to educate its players. The evolution of their journey from the Positive Play Scale assessment in 2017 to 2021 has been remarkable. Part of that journey is understanding that messaging can enhance the use of RG features offered by IGT. Some of those features are as simple as understanding randomness, odds, and prize payouts. Other tools can help a player understand their spend over time. The Hoosier Lottery was able to shift their messaging to one of informed play to boost player literacy of gambling. Whilst it is important to enjoy playing the Hoosier Lottery, it is equally important to understand the game. IGT and the Hoosier Lottery have created a Positive Play video library, which is a series of fun, short, educational videos to help explain how to keep lottery play positive. The videos feature RG messaging such as understanding the odds, gambling myths, spending limits, and gifting responsibly. They have also dedicated the RG section of their website as Positive Play. Additional features on the website include a spending calculator, referral numbers, and a quiz. IGT Indiana, on behalf of the Hoosier Lottery, is leading the way for Positive Play in the U.S. lottery market. As a WLA Level 4 lottery, they are creating tools that are innovative and can be shared with other lotteries to elevate the standard of RG programs in the U.S.



### Communicating

Promoting RG features and behaviors is an essential part of IGT's communication efforts within and outside the organization, as well as an integral part of the RG programs and initiatives carried out. Corporate literature, also available on IGT's digital channels, provides employees and external visitors with information on RG features and updates.



IGT regularly joins forces with some of the most reputable organizations dedicated to RG to increase awareness of this important topic. IGT participates in annual campaigns such as Problem Gambling Awareness Month promoted by the NCPG, Responsible Gaming Education Week carried out by the AGA, and Safer Gambling Week (UK) through the Betting and Gaming Council (BGC).



## JOINING FORCES WITH THE NATIONAL COUNCIL ON PROBLEM GAMBLING (NCPG) AND AMERICAN GAMING ASSOCIATION (AGA)



To emphasize the importance of RG to all employees globally, IGT continually participates in the NCPG's national observance of Problem Gambling Awareness Month, a grassroots campaign held in March every year, by NCPG. This national campaign aims at increasing public awareness of problem gambling and the availability of prevention, treatment and recovery services as well as encouraging healthcare providers to screen clients for problem gambling.

Also, IGT proudly supports the AGA's annual Responsible Gaming Education Week, which provides an opportunity to showcase the industry's year-round dedication to RG programs and is an important part of the industry's steadfast commitment to promoting RG. Every year, IGT joins with the AGA and casino operators throughout the U.S. to increase awareness of RG among gaming employees, casino customers and the general public.

IGT also supports the NCPG's Gift Responsibly Campaign that aims to remind the public that lottery tickets are not suitable gifts for kids and should be given only to adults. IGT supports this campaign through social media. IGT Indiana and Northstar New Jersey, as lottery operators, utilize social media to focus on players.



## LET'S SPREAD THE WORD ON GAMING BAN FOR MINORS

In 2021, IGT in Italy extended the advertising campaign on national and local press and digital media. The “Let’s spread the word” campaign was aimed at increasing awareness on the gaming ban for minors.



**Dream Big.  
Play Responsibly.**

**Life is about balance.**

The New Jersey Lottery is a provider of fun and entertaining games that should be enjoyed responsibly. The Lottery should not be considered or played as an alternative source of income. For more information about responsible gaming, visit NJLottery.com.



18+ Only. For more information, visit NJLottery.com. Please play responsibly. If you or someone you know has a gambling problem, call 1-800-GAMBLER.

## NORTHSTAR NEW JERSEY WINS NCPG RESPONSIBLE GAMING COMMUNICATIONS AWARDS

IGT employees at Northstar New Jersey are not new to responsible gaming (RG). As a WLA Level 4 lottery, they know the importance of communicating a message that resonates with players. In 2021, Northstar released refreshed advertisements that feature RG topics and their “Not 18 Yet? No Bet” logo. These advertisements won two awards at the NCPG annual conference: NCPG 2021 Corporate Multi-Cultural Communication Award and NCPG 2021 Corporate People’s Choice Award.



## Demonstrating

IGT is committed to maintaining its position as a leader in the gaming and technology business by providing advanced RG features embedded in all product verticals offered to customers and players worldwide.

### Lottery

For a long time, IGT has built RG features throughout its product offerings that address the needs of lottery customers, retailers, and players. These features are built to ensure operational control over components that address processing, reporting, security, and retailer management. Most importantly, they support customers to implement RG structures and play styles.

IGT uses TouchPoints, which are hardware and software lottery products used to engage players in the retail environment, to implement RG features. TouchPoints, both retailer- and player-facing, can read personal identification cards containing a bar code (like a driver's license), which provide lottery customers with reliable age-verification technology at the retail level. Trim kits on the self-service devices can be used to clearly identify that a player must be 18 years of age or older to play. Beyond age reminders, IGT encourages lotteries to place RG labeling on all lottery solutions seen by the public. These labels include key information such as a phone number for players seeking RG assistance. All TouchPoints to IGT's central system include sophisticated fraud detection reporting and RG features.

The most recent solution, "Connected Play,"

includes RG settings that are applied in the retail environment, expanding on their initial application in digital environments. Connected Play offers further innovation in retail to address RG at both the terminal and self-service terminal. If the player is playing from a mobile wallet balance and hits their wagering limit for the given period, the wager will be rejected. This serves as a "reality check" on the player's spending, which has not been possible in retail before.

The point-of-access at the retailer setting plays a critical role in the way IGT incorporates RG parameters into its systems. The age-verification process becomes even more critical with self-service devices. To address underage play, lottery customers can require players to scan their driver's license or government ID in each transaction on self-service devices. In the event driver's license age verification is not used, retailers can remotely disable the machines. A notification of the minimum age to purchase can be displayed on the self-service screen. IGT's multimedia digital signage and player facing-ticket checkers also provide an opportunity for the lottery to promote responsible messages and encourage players to play responsibly.

Because IGT has specific knowledge and expertise through its work with lotteries around the world, the Company can offer lottery customers technical assistance in RG programs as requested. IGT offers customer-driven solutions that protect and serve players using best practices to produce and distribute RG tools and materials for retailers and consumers.

### Gaming

Previously, casino operators regarded RG as something likely to impact their business from a compliance and regulatory perspective, but they have gained an appreciation for gaming safety. Over time, the scope of RG has evolved, likely because more regulators are promoting RG as social responsibility that has become an important feature in meeting key stakeholders' expectations. For several years, IGT has included RG features in casino systems products so that customers can offer RG options to their players. IGT systems' RG technology is comprehensive and serves two main purposes: protection of players and regulatory compliance.

### Casino Systems

IGT has integrated the RG module into its flagship casino systems portfolio (the IGT ADVANTAGE™ product suite) to help customers offer RG options to their players. Since ADVANTAGE™ is a B2B product, IGT's interaction is only with casino operators, and not directly with players. However, embedding systems-based RG features helps casino operators check people at the entrances of their premises and prevent minors from entering. In addition, it raises customer awareness about RG features, e.g. limitation on time played, amount wagered, amount lost, games played, and number of visits. All these features can be set for different periods of time and different actions can be triggered when limits are reached.

### Video Lottery

IGT has developed its RG technology for video lottery terminals (VLTs) based on extensive

research with lottery operators, players, and in consultation with experts in the field of problem gambling. The RG tools are designed to enhance player education and self-awareness, with the main objective of helping players make informed choices. IGT's solution for the distributed market is the most comprehensive one in the industry today, as it consists of a wide selection of different RG features that are offered to players.

The INTELLIGEN™ core central system includes system-supported RG features. This solution manages video gaming operations, system administration, game accounting, and monitoring and metering of VLTs in distributed and venue environments, or a combination of both. INTELLIGEN™ was built on more than 20 years of experience operating stable and secure central system platforms that manage tens of thousands of VLTs in thousands of retail sites.

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To help ensure responsible growth for customers and responsible entertainment for players, we support customers with a comprehensive responsible gaming program that provides sophisticated protective tools across all distribution channels.

Renato Ascoli | CEO Global Gaming IGT



In addition to system-supported RG features, IGT offers game-embedded RG features that are implemented on the gaming machine, including:

- access to a screen with RG information;
- a permanent clock displaying time and game/session duration;
- a credit meter showing monetary amounts;
- optional time and monetary limits for play session;
- a mandatory cash-out threshold;
- restriction of money inserted;
- a RG attract banner; and
- an age verification feature.

Other features offered by the INTELLIGEN central system are:

- A self-assessment survey that is based on the Canadian Problem Gambling Index.
- A spending prediction feature that allows the system to analyze a player's current spending pattern and calculates approximate monthly or weekly expenditures.
- A tutorial, which is a series of screens that inform the player how games operate and deal with certain myths and misconceptions about gaming.
- A Day Stop button that allows the player to self-exclude for the remainder the day.

### Digital

IGT is both an operator and a supplier of technology, offering RG solutions and tools to regulated lotteries and gaming operators around the world to promote RG. Its global position, and the very nature of the industry

in which it operates, means that social responsibility is invested in and nurtured as a strategic asset that will ensure IGT's long-term sustainability.

To prevent risky play and ensure compliance with regulations stipulated by gaming regulatory agencies, IGT's proprietary Player Account Management (PAM) system, IGT Command, includes RG functionalities, such as setting of general and individual wager limits, loss limits and deposit limits, and self-exclusion. All financial limits are designed so that the player is not permitted to exceed the set limit. The platform allows operators to set global maximum and global default limits, which apply to all players. RG limits can also be set at the individual player level and be edited to adjust to the individual's needs; however, individual limits cannot exceed the global maximum values.

IGT Command offers a diverse and progressive mix of RG tools. To place limits on gaming behavior and monitor playing habits, these RG settings can be established by the following:

- Lotteries: a customer can establish minimum, maximum, and default RG settings for player accounts, selecting which combination of limits should be enforced. For each limit selected (e.g., financial and session time), a default, minimum, and maximum value can be set. The default is the limit for a new player. No player can increase their limit to a value above the maximum;
- Players: they use the player portal or mobile app to view and configure their limits.

Players can reduce the value of any of their limits at any time if they wish to restrict their gaming behavior; such a change is effective immediately. If a player wishes to increase the value of a limit, the change is not immediately effective as a cooling-off or "buffer" period is enforced. The period is a configurable number of hours (dependent on legislation and operator choice) between the request being made and the increased limit becoming effective.

Types of RG controls available to both players and authorized customer users include:

- Financial Limits: limits on deposits, losses, and game transactions, each of which can be configured with a maximum limit per day, week, month or year. Customers can select which combination of limits should be enforced. For each limit selected, a default and a maximum value can be set;
- Session Time Limits: IGT Command supports time limits to help players and lotteries track and set limits on the amount of time spent playing. Players are kept apprised of their time and limits (e.g., the portal shows how long they have been logged in; individual games show the duration that a game session has been open);
- Reality Check: this message warns players when they have been playing for a self-defined amount of time; and
- Exclusion Periods: lotteries may require that certain players be excluded, and players might have the need to cut themselves off from gaming temporarily or permanently,

regardless of the status of any limits. Once excluded, a player is unable to log in and wager until the exclusion expires. On the back-office administration screens used by an operations team, the player is shown as excluded, along with the date on which their exclusion will expire.

### Sports Betting

Most regulated betting markets enable some form of account-based sports betting, whereby players create an account to place wagers. For account-level monitoring, IGT PlaySports provides tools to allow operators to see betting patterns within player accounts. The account links information about the wagering activity and wagering history to an individual. Within any IGT PlayDigital installation, account-level monitoring is performed both within the IGT PlaySports system and within the PAM system, whether the PAM is IGT Command or a third-party system. Attributes like geographic grouping and financial patterns are all monitored from within the PAM. The PAM also features KYC checks to verify player identity, assessing potential risks, and monitoring transactions.



# Supporting Our Communities

IGT participates in a broad array of community involvement and employee engagement initiatives that embrace a breadth of causes by means of corporate giving, corporate sponsorships and employee-driven programs.

To provide a consistent effort globally, IGT's Community Ambassador program facilitates community involvement activities for employees in their local areas.

IGT's corporate-driven activities must take into consideration the regional and cultural needs of our sites while still aligning with the Sustainable Development Goals.

In 2021, the pandemic continued to impact IGT's community efforts. IGT's charitable giving focused primarily on basic needs.

IGT was able to once again support important education and cultural programs that lend themselves to building a well-rounded community.



## CORPORATE-DRIVEN ACTIVITIES



## EMPLOYEE-DRIVEN ACTIVITIES



MATCHING GIFTS



DOLLARS FOR DOERS



DAY OFF FOR VOLUNTEERISM





## Supporting Our Communities

IGT is committed to helping build sustainable communities especially in areas where we have business and employees. This commitment is demonstrated through IGT's community engagement strategy and deployed through corporate and employee-driven activities that support IGT's sustainability goals and align with Sustainable Development Goals (SDGs) adopted from the United Nations.



### 1 - NO POVERTY

Volunteering, financially supporting, and holding global internal campaigns benefitting charitable organizations contribute to the SDG Target 1.2, "By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions." This translates into supporting organizations that develop adequate, affordable and accessible goods, services and livelihood opportunities for people living in poverty and in low-income communities.



### 3 - GOOD HEALTH & WELL-BEING

Volunteering and financially supporting organizations that improve access to medicine and healthcare services contribute to SDG Target 3.4, "By 2030, reduce by one-third premature mortality from non-communicable diseases through prevention and treatment and promote mental health well-being."



### 4 - QUALITY EDUCATION

Addressing educational challenges in core business operations by means of supporting educational training programs and engaging in partnerships with the public sector and educational organizations contribute to SDG Target 4.1, "By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes."



### 5 - GENDER EQUALITY

Promoting women in leadership by working toward SDG Target 5.5, "Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life."



### 8 - DECENT WORK AND ECONOMIC GROWTH

Encouraging existing efforts to ensure equal access to opportunities for occupational development in local communities of operation, contributes to SDG Target 8.6, "By 2030, substantially reduce the proportion of youth not in employment, education or training."



### 10 - REDUCED INEQUALITIES

Reducing inequalities with efforts aimed at supporting SDG Target 10.2, "By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or another status."



IGT participates in a broad array of community involvement activities and employee engagement initiatives that embrace a breadth of causes through corporate giving, corporate sponsorships and employee-driven programs. To provide a consistent effort globally, IGT's Community Ambassador program facilitates community involvement activities for employees in their local areas.

In 2021, the pandemic continued to impact IGT's community efforts. With COVID-19 restrictions changing due to new and evolving variants, partner organizations faced challenging conditions with limited time to react. While some in-person volunteering resumed, the majority of support was given virtually. IGT continued to support organizations by spreading awareness of community needs and services through its "lunch and learns" programs" and by creating awareness of partner organization needs through internal communications.

IGT's flagship community program, *After School Advantage (ASA)*, continued in 2021 and helped many organizations prepare for the return of students. Though in-person contact continued to vary from site to site, digital learning centers were installed in the United States and the Caribbean, and planning began for our first center in the United Kingdom. In 2021, IGT's charitable giving focused primarily

on basic needs and successfully incorporated all nine of the SDGs as the COVID-19 pandemic guidance evolved and became less restrictive. While the needs never fully diminished, IGT was able to resume supporting important education and cultural programs that lent themselves to building well-rounded communities.

### Corporate-Driven Activities

IGT's corporate-driven activities must consider the regional and cultural needs of its sites while ensuring their alignment with the SDGs. Broadly speaking, a bulk of corporate giving activities are directed at education projects and organizations that support individuals in need.

Community support is distributed through contributions to non-profit organizations and registered charities. Community projects funded through IGT's global charitable giving program are reviewed and approved by the IGT Social Impact Committee (SIC). IGT created the SIC to manage the complexity inherent in overseeing funding distribution involving people and communities from across the globe. Comprised of senior leaders from several IGT departments and regions, the SIC ensures the appropriate governance of charitable giving by reviewing project proposals to guarantee transparency and accountability of IGT's charitable giving programs.

The SIC evaluates the progress made toward meeting the Company's commitment to charitable giving, as well as ensures consistency and compliance with corporate objectives. Community requests are reviewed against the Community Giving Guidelines to ensure that requests align with IGT's core values and commitment to the SDGs. A due diligence check on each organization to assess reputational risk ensures that initiatives that are contrary to IGT's Community Giving Guidelines or would put the Company at risk are not considered.

The SIC also ensures the absence of political motivations or discriminatory behaviors within funding requests. In the spirit of trust-based philanthropy, IGT takes a holistic view by supporting the organization and its mission more so than the project being funded. With this approach, IGT's contribution to the organization helps build the community network and infrastructure. A new community giving policy and SIC charter are expected to be implemented in 2022, reflecting the changes that have occurred since the Community Giving Guidelines were written in 2015. IGT is an established member of the Grantmakers Council of Rhode Island (GCRI), a statewide network of funding organizations, including private, public, family, corporate and community foundations, and corporate and

federated giving programs. GCRI is not itself a funding organization and does not make or distribute any grant funding, but provides capacity building, professional development and collaboration opportunities for staff from member organizations committed to philanthropy and civic engagement. GCRI provides local support and programming, as well as national connections and resources through its membership in the United Philanthropy Forum, a philanthropic network comprised of regional associations of grant makers and national philanthropic serving organizations with more than 7,000 participating organizations, making it the largest network in American philanthropy.



## A YEAR UP IN COMMUNITY ENGAGEMENT

Since 2006 IGT has partnered with Year Up, a non-profit organization whose mission is to close the opportunity divide by ensuring that young adults gain the skills, experiences, and support that will empower them to reach their potential through careers and higher education. Since its founding in 2000, Year Up has directly served over 36,000 young adults across the U.S.

As a result of the partnership, the program has provided IGT with 126 interns since 2006, and that number continues to grow. IGT is pleased to count many Year Up interns and alumni as part of its Rhode Island workforce.





The COVID-19 pandemic underlined the vastness of the digital divide in many communities, and magnified how critical technology is in education and daily life worldwide. Globally, the need for accessible technology varied but remained a key priority as many students and parents continued working from home. IGT's ASA partner organizations also experienced an increased need for staff to have updated equipment to assist school children and families trying to balance virtual attendance in school, work, and life during a global pandemic. IGT continued to address the challenges and pressed forward with scheduled ASA labs even if it meant changing the deliverables or foregoing the fanfare of a traditional digital learning center launch. Above all, IGT believes that giving students the tools that they need to learn and succeed during any condition is essential for the success of all communities now and in the long term.

Each digital learning center is unique in terms of its design and is specific to each organization's needs and the needs of the local community. In a typical year, IGT employees volunteer their time and technology skills to develop the digital learning centers. IGT is continuously improving the ASA program to further align it with the UN's SDGs, which support inclusive and equitable quality education and future employment with an emphasis on science,

technology, engineering, arts, and math (STEAM), cultivating skills that are applicable in the workplace in young people. IGT believes that the focus on STEAM will enhance the learning opportunities and skills of students in our communities, and as an employer offering highly technical jobs, IGT sees the benefit of global competitiveness and future employment opportunities in these communities.

The IGT community team is working on specific questionnaires to be shared with coordinators of the centers where ASA resources are deployed and students and users of the areas where technological devices will be installed. The answers given to the questionnaires before and after installation of the devices alongside other simultaneous activities will then be translated into quantitative research findings.

Development of the project continues and will help IGT identify specific social KPIs, which could eventually be applied throughout other ASA centers.

### Programming a Robot at the Boys & Girls Club in Middlebury, IN

IGT recognizes the importance of supporting local communities, even throughout times of hardship during the pandemic. In Indiana, the Boys & Girls Club of Middlebury was a recipient of IGT's After School Advantage Program (ASA). IGT donated equipment that allowed children at the Club to participate in STEAM-related activities, enhancing their educational and work-related skills. Equipment donated in May 2021 included Chromebooks, desktop monitors and 3D printers for children to learn while having fun. One of the popular activities was learning how to program a Lego robot via Bluetooth technology.

“

As a global technology company, we recognize the critical need for youth in our local communities to have access to advanced technical literacy and STEAM opportunities. More than 20 years ago, IGT launched the After School Advantage program to meet those vital needs by partnering with non-profits around the world to donate powerful combinations of educational resources and best-in-class technology, serving hundreds of young people each year. Having access to this sort of technology opens doors to a vast range of opportunities and sets students up for future success. IGT is extremely pleased with its more than 330 After School Advantage digital learning centers worldwide and we look forward to continuing this legacy for many years to come.

Wendy Montgomery | SVP, Marketing, Communications and Sustainability IGT

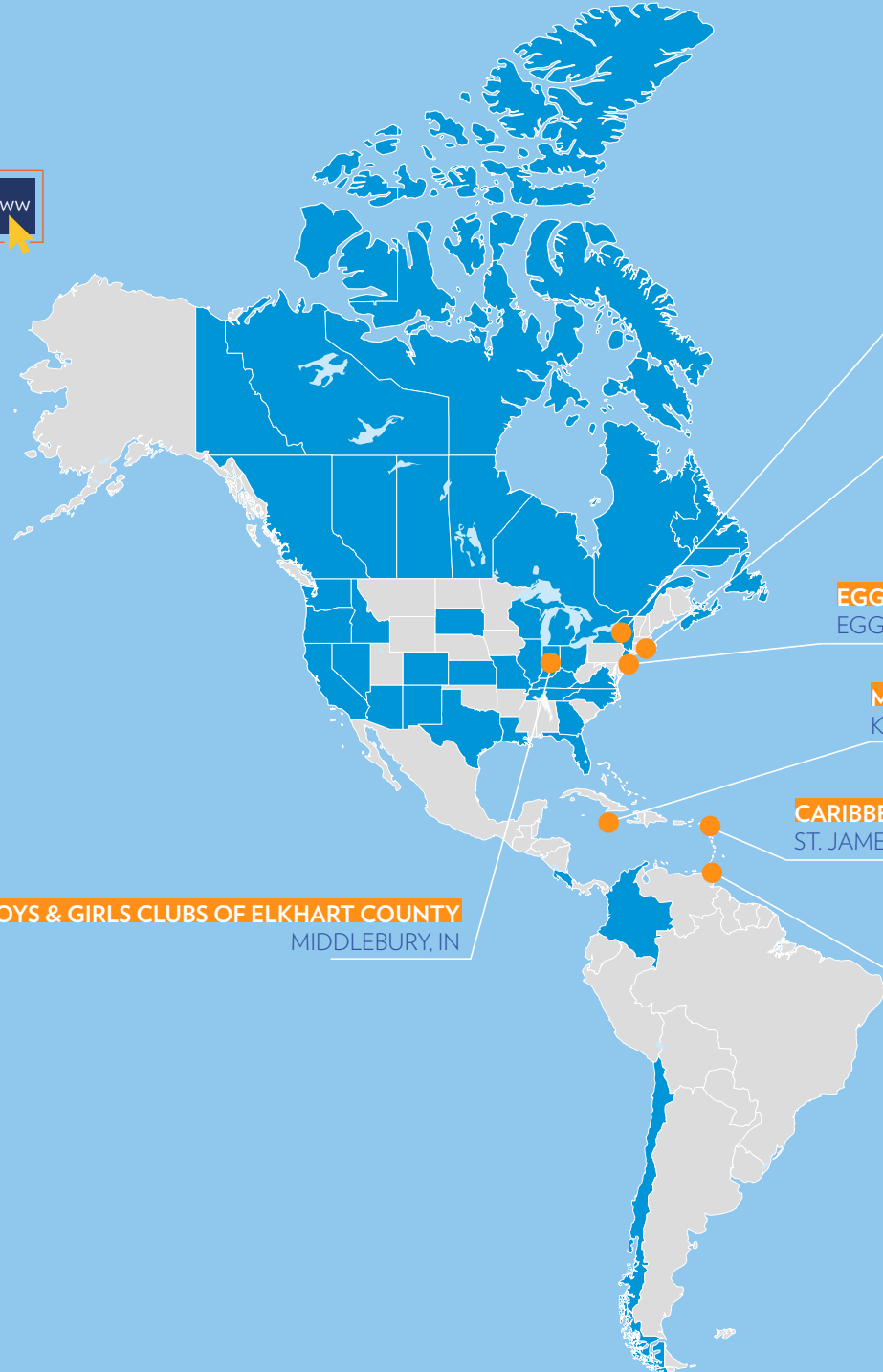


The ASA program has been implemented throughout North America, South America, Latin America, and the Caribbean. Since the launch of the ASA program on April 14, 1999, IGT has installed more than 330 digital learning centers in customers' communities.

In 2021, seven ASA labs were launched, although many launch ceremonies were put on hold due to the continuing precautions around the pandemic.

■ ASA Labs to date

● 2021 ASA Lab Openings



**RISE HIGH INC.**  
CLIFTON PARK, NY

**BOYS & GIRLS CLUB OF PAWTUCKET**  
PAWTUCKET, RI

**EGG HARBOR TOWNSHIP POLICE ATHLETIC LEAGUE**  
EGG HARBOR, NJ

**MONA GEOINFORMATICS INSTITUTE (MGI)**  
KINGSTON, JAMAICA

**CARIBBEAN KIDS AND FAMILIES THERAPY ORGANIZATION**  
ST. JAMES, ANTIGUA

**BOYS & GIRLS CLUBS OF ELKHART COUNTY**  
MIDDLEBURY, IN

**SOPHIA HOUSE**  
PORT OF SPAIN, TRINIDAD & TOBAGO



## CODING AND ROBOTICS ROCK! ASA CAMP IN THE CARIBBEAN

In August 2021, IGT partnered with Mona Geoinformatics Institute (MGI) to host a two-week Coding and Robotics Rock! Camp and train 36 Caribbean youths from Barbados, Jamaica, St. Kitts & Nevis, St. Maarten and Trinidad & Tobago, in coding and robotics. The students were overwhelmed with excitement. IGT is now tasked with the duty of expanding the virtual training to all beneficiaries at its 38 ASA computer centers throughout the English-speaking Caribbean.

The tech camp provided students with valuable IT skills which have the potential to address the huge disparity in IT education and virtual learning between students from the Caribbean and those from first-world territories. Many youths in the region are far behind in basic computer literacy. There are socio-economic variables that account for this, and it has also set the region's students at a disadvantage in the learning and employment arenas. The IGT ASA program was originally established to tackle the issue of the digital divide among youth. This latest initiative has become a necessity in the region especially now that the pandemic has left educators and students resorting to virtual learning.



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The responses from students in our ASA centers have been overwhelming. Those who participated want more! Those who were not a part of this pilot program have signaled great interest to be included next time.

**Brendan Hames** | Regional Director, Caribbean IGT



## FOLLOWING THE COMETA

SEGUIAMO  
LA COMETA 

### Education and Training Programs in Italy

Youth education and training, social inclusion, technological innovation and the enhancement of the Italian historical and artistic heritage are the cornerstones of IGT's commitment to the Italian community. By carrying out initiatives in support of the local communities, IGT in Italy is sharing the values that guide the Company's activities and link it to the country's cultural roots.

"Following the Cometa" is an IGT project established to support Cometa and its (Reality-Based Learning approach at) Oliver Twist School in Italy. The purpose is to lend step-by-step support as students prepare for their future educational or vocational goals as well as to prevent school dropout. The partnership brings together IGT's commitment to community and Cometa's 30 years of experience in youth program delivery. Furthermore, in 2021, the second edition of the free six-meeting training course was launched for all fourth-year high school students or those who have recently graduated from Oliver Twist School.

The vocation-based training introduced students to the work environment and the skills needed to be successful. Students can also gain other support through the center such as personalized guidance, mentorship programs, and additional training courses. IGT's partnership with Cometa is meaningful as it contributes to educational excellence and supports a welcoming and inclusive home for young people at risk of social exclusion and school dropout. This is a promising investment in today's youth and the country's future.





## HIGH TECH HIGH SCHOOL



IGT created High Tech High School (HTHS) to address the technology needs of young individuals in Italian communities. The project's aim is to bridge the digital skills gap and ensure that younger individuals have the knowledge to meet the demands of the working world. The project also serves as an excellent way to address social inequalities.

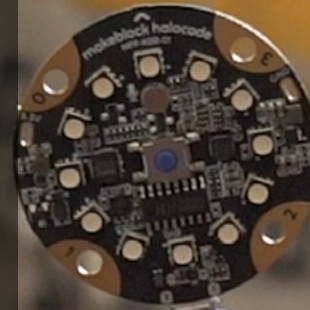
IGT believes that youth should drive their own future. Technology, combined with training, is a valuable tool to teach critical thinking, spread knowledge, develop independence, prepare youth to compete with their peers around the world as well as future professional opportunities. This has been emphasized with the pandemic accelerating the digital space and highlighting the importance of science, technology, engineering, arts, and math (STEAM) subjects.

After the success of the first edition in 2020, which involved kids age 14 to 18 attending the State Scientific High School, Gaetano Salvemini in Bari, and the Institute of Higher Education, J.C. Maxwell in Milan, the project was expanded to the State Scientific and Language High School Principe Umberto di Savoia in Catania and the IIS Enzo Ferrari Hertz in Rome between February and June 2021. In 2021, 22 teachers were also trained in coding at the schools where HTHS was implemented.

During the online workshops, experienced educators introduced the participants to the use of new technologies, addressing programming, design and electronic challenges such as the development of web apps, Internet of Things and artificial intelligence projects, as well as virtual reality, augmented reality, 2D and 3D design and graphics. Additionally, in October 2021, IGT began a process of formally identifying, monitoring and evaluating the social impact of the HTHS program, which was chosen as a pilot project among other Italian community programs. The social impact of HTHS was determined by applying the Generic Learning Outcome, a methodology used to measure the benefit that people receive from interacting with cultural organizations, in terms of learning. According to this framework, a person's learning process can be assessed within five categories:

- Knowledge and understanding
- Skills
- Behavior and progression
- Enjoyment, inspiration and creativity
- Attitudes and values

Development of the project continues and will help IGT identify specific social KPIs, which could eventually be applied throughout other Italian community programs.



2 EDITIONS

4 CITIES MILAN ROME  
CATANIA BARI

432 STUDENTS  
14 - 18 YEARS OLD

192 LESSONS

4 MONTHS

22 TEACHERS

1.5 HOURS  
PER LESSON

24 TRAINING HOURS  
FOR EACH STUDENT





## JOY POINT USES SPORTS TO ADDRESS PANDEMIC CHALLENGES IN ITALY



The goal of Joy Point is to guarantee access to sports for all and to promote integration and social inclusion of young people at risk of marginalization and in socio-economic and/or psycho-physical hardship. The COVID-19 pandemic restrictions have had a significant impact on the most vulnerable groups such as the very young and those at risk of social exclusion. Joy Point was designed in collaboration with the non-profit organization Sport Without Borders, as a multi-sport initiative for rehabilitation purposes. Free micro summer camps from June to September 2021, hosting children from three to 15-years-old from disadvantaged families, were set up by Joy Point in Rome, Naples, Milan, Turin, and Bergamo.





## IGT COMMUNITY AMBASSADORS

IGT's Community Ambassadors program is a network of more than 160 IGT employees across the globe who share a passion for their communities and for supporting good causes. They schedule local community engagement events on behalf of IGT with consideration of SDGs in their planning efforts. Community Ambassadors also promote and support other employee-led efforts. For example, in 2021, the Community Ambassadors partnered with the Women's Inclusion Network (WIN) chapters to promote International Women's Day.

The Community Ambassadors are truly the heart of the community engagement program

and maintain close connections with local organizations, continually checking the needs of their communities. Employee interests are also considered in planning community efforts because they have a unique perspective on what is important within those communities. In a typical year, the Community Ambassadors participate in global corporate challenges such as Global Giving Week, Global Book Collection, Global Food Collection, in addition to their local events. Due to the pandemic in 2020-2021, the Community Ambassadors changed course and had to be more creative and innovative in how they engaged local communities to find opportunities that were safe for employees.

### International Women's Day



IGT employees around the world showed their support for International Women's Day by choosing to challenge gender inequality, bias and stereotypes. Wendy Montgomery, Senior Vice President of Marketing, Communications and Sustainability and WIN executive co-sponsor, launched a call to action on Yammer, raising her hand and challenging employees worldwide to take action to support the cause by sharing their own #ChooseToChallenge photos.

### Virtual and Real-Life Support to Local Organizations

During the annual Global Giving Week (GGW), due to pandemic restrictions and safety measures, IGT employees were encouraged to join virtual educational "lunch and learns" with local organizations. If employees at individual locations felt comfortable, employees were encouraged to volunteer in safe and socially distanced ways. Here are some examples of how the GGW projects varied.

- Employees in Nevada supported basic needs organizations. IGT employees raised money for Eddy House, a daytime drop-in center and overnight shelter for homeless, runaway, foster, and other at-risk youth. Eddy House works with youth to develop life and job skills necessary for sustainable independence with the goal of ending juvenile homelessness in Northern Nevada. In Las Vegas, IGT partnered with Three Square Food Bank, who worked with a service network of community partners, including non-profit and faith-based organizations, schools and after-school and feeding sites, to reach struggling individuals and families at risk of hunger.
- In Rhode Island, IGT employees coordinated the United Way Campaign to align with Global Giving Week thus maximizing awareness and participation in May 2021. In addition to the highly promoted giving campaign, employees



engaged in virtual activities in partnership with United Way.

- In New Jersey, a team of IGT volunteers helped to clean up the Edwin B. Forsythe National Wildlife Park.
- In Italy, IGT collaborated with Sport Senza Frontiere (SSF, Sports Without Borders), a non-profit organization focused on social inclusion, by means of two activities:
  - Employees worked with the families of the kids monitored by SSF, by setting up support and orientation meetings to help parents entering the labor market. Over three working days, IGT volunteers gave short online trainings to parents living in difficult neighborhoods, looking for a job, and with limited knowledge of digital language and tools, with the goal of creating a resume and preparing for a job interview.
  - Another group of volunteers translated SSF's entire website and corporate presentation into English. This activity greatly helped SSF in successfully applying for many European calls for bids and improving relationships with potential international partners.



The Community Ambassadors support local organizations through donation drives, group volunteering, and relationship building according to three primary goals:

- improving communication throughout the Company about community-focused

activities around the world;

- ensuring such community engagement activities are visible and well represented; and
- sharing information about IGT Employee Giving programs with locations around the world.

### Community Ambassadors Spotlight: Be Better Bears

Tanya Singh, Administrative Assistant for IGT Trinidad & Tobago, has been an active volunteer since 2011 and her recent efforts to impact her community are worthy of the spotlight. Through the community ambassador programs,

Tanya helped provide donations to Be Better Bears, which are given to children to provide comfort during their cancer treatments. The proceeds from the donations are given to the families of the sick children to provide help with medical expenses for cancer treatments. Tanya credits her colleagues who are also active volunteers, making it a true team effort. In total, 50 of the Be Better Bears sponsored were dedicated solely to the children, providing comfort and solace during their hospital stay. Due to health and safety regulations being faced by hospitals since the start of the pandemic, virtual platforms were used to connect with the founders. With Tanya's efforts, IGT was able to host an Easter treat event. The Easter bunny came to deliver goodie baskets, bringing an abundance of smiles, hugs and laughter to the children in the hospital. Events like these provide IGT employees with the opportunity to volunteer.



### Community Ambassador Spotlight: Supporting a Pop-up Vaccination Site in Barbados

During a time where it seemed like the world had stopped, Kellee King-Campbell, Brand and Public Relations Manager for IGT Antilles sought an opportunity to help those who needed it the most. Volunteering her time in Barbados, she provided support to pop-up vaccination sites in the area to ensure a better sense of security for families and individuals. Kellee and her team organized an effective setup while following strict COVID-19 protocols distributing over 250 vaccinations to persons in need. This pop-up vaccination would not have been possible without Kellee's efforts. She was responsible for working with organizations such as the National Conservation Council, Barbados

Defense Force and the National Vaccine Unit to bring their efforts together and collectively run a successful program.



### Community Ambassadors: Rudolph Round-Up at Lakeland

IGT's Lakeland, Florida site recognizes that not everyone has the opportunity of spending the holidays with their family and friends. To spread holiday cheer around the local community, the site's employees helped organize the Rudolph Round-Up, which support kids currently in foster care who

would otherwise go without receiving gifts for the holidays. Employees at the Lakeland site have been working with the organization for the past seven years. Gifts were donated for children of all ages and included a variety of books, electronics and board games.



## Employee-Driven Activities



IGT encourages its employees to be actively engaged with organizations that align with the Company's overall community support endeavors. IGT's employee engagement programs reflect the Company's values and provide employees with the opportunity to give

back to their local communities.

The Matching Gifts, Day Off for Volunteerism, and Dollars for Doers programs embody the Company's commitment to social programs globally that positively impact communities, as well as critical areas of daily life.



### MATCHING GIFTS

The **MATCHING GIFTS PROGRAM** is a way for IGT to support the diverse charitable interests of employees by matching their individual financial contributions to qualifying charitable organizations. Employees may submit a request for a matching gift and upon approval, IGT will issue a check to the charitable organization.



### DOLLARS FOR DOERS

Employees with exceptional community service may apply for grants from the **DOLLARS FOR DOERS PROGRAM**. When an employee volunteers 25 hours or more during the year to a charitable organization, IGT will provide a grant to that organization.



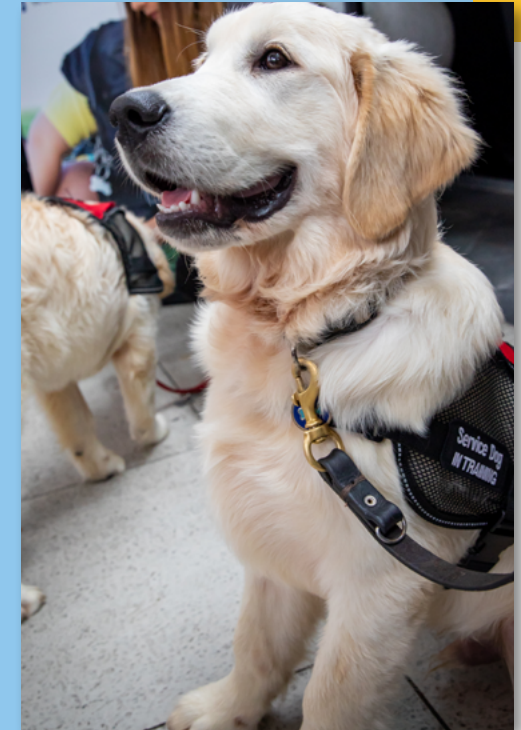
### DAY OFF FOR VOLUNTEERISM

IGT recognizes the value of giving back and supporting the communities in which employees live and work. The purpose of the global **DAY OFF FOR VOLUNTEERISM** is to allow IGT employees to share in that effort by supporting and recognizing employee volunteer activities that serve communities. The program provides employees one scheduled paid workday off.

## Dollars for Doers:

### Making the Difference with SmartPups

IGT employees can participate in the Dollars for Doers program allowing employees such as Craig Harley, Sales Manager, to support organizations that they are passionate about. For the past nine years and counting, Craig has volunteered his time with SmartPups, an organization that trains service dogs to assist children with autism. It all started with witnessing the impact one dog had on a childhood friend's daughter living with severe autism. Seeing the impact firsthand and having a child of his own, Craig was moved to raise funds and awareness for the amazing organization. Craig now serves as a long-time board member and his primary volunteer responsibility is organizing the annual fundraising luncheon. With his involvement over the years, the event has helped raise funds to provide the resources necessary to make a difference in the lives of others.



“

My affiliation with Smart Pups stemmed from a childhood friend whose eldest daughter is living with severe autism. I have personally seen and recognized what a difference a companion dog has made to this young woman's life. Having children of my own, I wanted to give back and see what I could do to raise funds and awareness for this amazing organization.

Craig Harley | Sales Manager, Queensland



# Fostering Sustainable Operations

IGT constantly appraises suppliers beyond business reliability to their compliance with environmental, social, and governance (ESG) international standards, and to IGT's Human Rights Policy Statement as part of a broader commitment to responsible business.

Serving customers in six continents according to the highest quality standards requires reliable feedback and regular meeting opportunities across multiple time zones and local jurisdictions. Whether at a trade exhibition, a roadshow, a field service intervention or a contact center conversation, IGT is consistently meeting customers' and players' needs. In addition to continually improving its environmental management systems and environmental impact, IGT has joined the Science Based Targets initiative (SBTi) in setting reduction targets in greenhouse gas (GHG) emissions according to scientific evidence.

## GROWING WITH OUR SUPPLY CHAIN

SUPPLIER  
CODE OF CONDUCT

ENVIRONMENTAL  
AND HUMAN RIGHTS  
ASSESSMENTS

CONFLICT MINERALS

## INTERACTING WITH OUR CUSTOMERS

LISTENING TO OUR  
CUSTOMERS

CONTACT CENTERS

FIELD SERVICES

## CARING FOR THE ENVIRONMENT

ENERGY  
CONSUMPTION

GHG EMISSIONS

WASTE, WATER  
AND MATERIAL  
CONSUMPTION



## Fostering Sustainable Operations

### Growing with Our Supply Chain

GRI: 102-9; 102-10

IGT collaborates with a variety of global vendors and suppliers in carrying out its manufacturing activities and providing gaming products. In adopting progressively stricter sustainability practices, IGT is constantly fine-tuning the selection process applied to the supply chain in order to ensure continuous improvement in corporate activities. IGT expects its suppliers to join the effort at the global level by adhering to mandatory corporate policies and practices.

IGT and its direct and indirect supply chain businesses are exposed to a highly regulated and controlled environment. IGT's direct supply chain consists of materials purchased to use in its own product manufacturing process which follows procedures established by the International Organization for Standardization (ISO). IGT's indirect supply chain consists of purchases of third-party off-the-shelf products that are typically manufactured for the general public, and are used for IGT's customer solutions, as well as for its internal business infrastructure. Supplier spend in 2021 amounted to US\$1.29 billion distributed between 5,526 suppliers located mainly in 13 countries: United States, Mexico, China, Trinidad and Tobago, Canada, South Korea, United Kingdom, India, Australia, Poland, Italy, Taiwan and Colombia.

IGT purchases most of the parts, components, and sub-assemblies necessary for manufacturing its terminals and slot machines from outside sources. IGT outsources the entire manufacturing and assembly of certain lottery terminals to a single supplier, while other products have portions outsourced to multiple qualified suppliers. Slot machine suppliers are mainly based in the U.S., where the majority of IGT employees are located and the greatest portion of the Company revenues are generated, while most lottery suppliers are based internationally.

Suppliers play a key role in IGT's ability to support customers' requirements, and they are instrumental in the effort to achieve total customer satisfaction. Sound business relationships with suppliers are essential in maintaining a dependable, competent source of supply for the uninterrupted flow of quality goods and services. IGT's goal is to improve and enhance relationships with suppliers who are committed to total quality and continuous improvement.

### Selecting Our Vendors

GRI: 103-3

IGT maintains the highest level of business standards and ethics, and strongly encourages suppliers to follow its example. As set out in the Supplier Code of Conduct, IGT expects its suppliers to fully comply with applicable laws and to adhere to internationally recognized environmental,

social, and corporate governance standards.

In 2020, IGT initiated a restructuring plan aimed at optimizing its global supply chain and footprint as well as achieving efficiency to fulfill future demand for its products. As part of the plan, IGT contracted worldwide manufacturers that are experts in the field and excel at sourcing and assembly activities. The plan was substantially completed in the first quarter of 2021.

Direct material suppliers are subject to periodic inspections and visits by members of IGT's Supplier Management and/or Quality Engineering team. In particular, critical suppliers (custom orders or original components) are subject to periodic inspections, based on their performance, quality programs and the updating of the relevant certifications. The possession of ISO quality certifications is a criterion of preferred selection for all the suppliers. IGT requires all direct material suppliers to comply with the European Union Directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS) (2015/863/EU) (RoHS 3).

IGT's [Supplier Code of Conduct](#) includes IGT's expectations regarding the workplace standards and business practices of its suppliers, along with their affiliates, subcontractors and others who are within their supply chain. IGT requires

suppliers to acknowledge that they share the commitments listed in the Supplier Code of Conduct. The expectations contained in the Supplier Code of Conduct are essential to IGT's decisions to enter into or extend existing business relationships with its suppliers. IGT expects its suppliers to share the commitment to promoting and respecting human rights and equal opportunity in the workplace. For example, suppliers are restricted from, amongst other things, exploiting children and young workers, and participating in or benefiting from any form of forced labor. Suppliers are also required to promptly inform IGT of any potential violation of the code. In the event of an actual violation, IGT and the concerned supplier will develop a remediation plan. Breaches of the Supplier Code of Conduct may lead to termination of the supply agreement, especially where severe or repeated. In 2021, the Supplier Code of Conduct was sent to 1,633 existing and new suppliers.

Suppliers are subject to screening for compliance with human rights practices based on the principles expressed in IGT's Supplier Code of Conduct. Major Original Equipment Manufacturers (OEM) suppliers that provide "Direct Material" are audited based on their performance around cost, quality, capability, capacity and delivery, in addition the audit has a checklist to understand their compliance with rules regarding social and environmental responsibility.



## Risk Assessment and Management

IGT performs reviews on strategic direct material suppliers with specific reference to suppliers with high financial risk who provide critical goods or services to IGT. Since 2020, IGT has been integrating environmental and social criteria, including those related to human rights, to the review checklist. In 2021, while the COVID-19 pandemic continued to impact IGT's operations and stakeholders, including its employees and customers, supplier reviews were completed both on-site and virtually. IGT expects on-site reviews to return to pre-pandemic levels in 2022.

During 2021, IGT continued its efforts to implement responsible supply chain management by initiating a risk-based supply chain mapping. The first step involved an analysis of potential risk factors related to IGT's business and geography. A preliminary risk level will then be assigned to each supplier or each category of suppliers.

## Diverse Suppliers

In the U.S., IGT works with top-quality suppliers, including suppliers classified as Diverse Suppliers, especially in the lottery and instant ticket printing businesses. To be identified as a Diverse Supplier, a public or other certifying agency must certify that the supplier is owned (at least 51%) by one or more of the following:

- women;
- minorities (people of color);
- LGBTQ+ (lesbian, gay, bisexual, transgender and queer) persons;
- veterans;
- persons with disabilities; and
- persons from other underrepresented groups recognized by local laws or regulations.

Typically, in U.S. lottery competitive procurements, a Request for Proposal (RFP) includes a goal for IGT to utilize Diverse Suppliers, thus allowing lotteries to contribute to the generation and distribution of economic value to a broad array of businesses, including smaller local businesses, in their respective jurisdictions.

IGT's Procurement department adheres to various ISO documents that outline the supplier engagement process including supplier questionnaire, commodity team responsibilities, strategic supplier classifications, and first article submissions.

IGT's Procurement department works with partners in the Quality Engineering department to monitor suppliers' quality and quantity metrics. By using advanced inspection equipment, onsite reviews, and timely communication techniques, the Quality Engineering department ensures that suppliers have the data required to manufacture raw material that meets IGT's needs at the point of use. This helps IGT meet its customers' expectations for quality, cost, and delivery. Whenever possible, a member of the commodity management team will visit strategic direct material suppliers to review and discuss commercial and quality issues and other issues of interest.

IGT expects suppliers to effectively select, develop, assess, and monitor their material sources and sub-contractors. Suppliers are expected to have process controls to effectively comply with jurisdictional and environmental policies and regulations.

### Carbon Footprint Assessment

Over the last few years, IGT has annually reported its greenhouse gas (GHG) emissions (Scope 1 and Scope 2, according to the GHG Protocol), collecting data from sites around the world. In 2021, IGT performed extensive preparatory work

to extend the calculation of its carbon footprint, thus including indirect emissions that occur in the value chain (i.e. the Scope 3 emissions). This work spanned from the identification of the relevant categories of Scope 3 emissions, the business and operational perimeter of the suppliers and stakeholders involved, the inventory design, the data collection activities, and finally the selection of emission factors, in order to quantify the GHG emissions indirectly released by the Company. This exercise will allow completion of the Company's GHG inventory. As of the publication of this report, the already quantified categories are reported in the Table at pag. 95, while the remaining categories will be reported in future publications.

While completing the GHG inventory, IGT is already looking forward to engaging with internal and external stakeholders contributing to the release of GHG emissions in ambitious decarbonization pathways. In particular, IGT is identifying suppliers who contribute to the generation of GHG from the Company's upstream operations (particularly suppliers contributing to Category 1 and 2 of the Scope 3 emissions). In future, IGT will directly engage with suppliers, while coordinating the effort with its procurement office, in order to:

- understand where emissions occur throughout the different "tiers" of the supply chain;
- evaluate how to improve the estimation of the emissions associated with the different tiers and suppliers involved in the purchase of goods, services and capital goods; and
- implement the best solutions to better



estimate the GHG emissions (e.g., data collection on tier 1 suppliers, support the suppliers in a proper GHG inventory drafting or emission factors designing, or product or service deep carbon footprint analysis).

The long-term goal is to have a clear understanding of how emissions are generated outside of IGT's direct activities and focus on the most impactful suppliers from an emissions standpoint, to involve them in proper decarbonization pathways, consistent with the ambition set down by the SBTi. For the other Scope 3 categories, IGT will work towards:

- the promotion of sustainable business travel and commuting guidelines and policies (Category 6 and 7);
- the launch of pilot projects related to player engagement in areas and businesses where the Company directly interfaces with users of IGT products e.g. lottery tickets in Italy (Category 12); and
- engaging internally and externally with stakeholders involved in the transportation and distribution process, not only to optimize routes, but also to choose suppliers with decarbonization commitments (Category 4 and 9).

### Environmental Assessment of Our Suppliers

GRI: 103-3

IGT designs and manufactures products that are environmentally compliant for the jurisdictions where the products are placed. IGT's Environmental Compliance Policy encompasses

IGT product processes including design, source to procurement, warehousing, manufacturing, reconditioning, and delivery.

IGT has developed procedures for engineering, materials, quality engineering, logistics, customer service and suppliers to ensure that products meet environmental compliance requirements. IGT's process ensures reasonable measures are taken to determine environmental compliance of existing products, convert existing products to meet environmental compliance requirements, and ensure precautions concerning environmental compliance on an ongoing basis.

Suppliers are required to comply with IGT's Environmental Compliance Policy. As such, suppliers should be able to identify each substance that is intended for release during the normal operation of articles procured by or on behalf of the Company. IGT retains the right to utilize alternate suppliers in the event that an existing supplier is unwilling or unable to comply with the policy.

The supplier management approach to environmental assessment includes first-hand observations where IGT will conduct an informal inspection of conditions while onsite. In 2021, for the direct material Supplier Management team, there were limited supplier visits at which environmental assessment could be conducted. When visiting suppliers, members of IGT's Supplier Management team will conduct informal assessment of environmental conditions. For example, the team will look at whether appropriate licensing from the local

government is in place. Special attention is paid to waste management processes from industrial processes that produce hazardous solid waste like the chroming, plating and painting processes. Preventative Maintenance (PM) procedures and schedules are observed on related equipment to confirm that PM schedules support hazardous liquid containment integrity of the mentioned processes. Observable exceptions to standard are communicated and discussed with the supplier immediately to be corrected. Exception conditions are noted in the supplier visit report and are checked on the next visit. Exception information is shared with stakeholders in Quality Engineering for additional follow up.

### Respecting Human Rights in IGT's business operations and the Supply Chain

In line with its core value of being a responsible business, IGT strives to protect human rights, both in its business and along its supply chain. As one of its sustainability initiatives, IGT continues to work towards eliminating the risks of human rights violations related to its global operations.

IGT has a zero-tolerance approach to modern slavery and will not support it anywhere in its business or supply chain. IGT is committed to acting ethically and with integrity in all its business dealings and relationships, and to implementing and enforcing effective systems and controls to reduce and possibly prevent the risk of the Company doing business with any company that practices modern slavery.

In accordance with the UK Modern Slavery Act

2015, IGT published its first Modern Slavery Statement in June 2017. This annual statement, covering International Game Technology PLC and all of its subsidiaries, describes the activities that IGT undertakes to prevent modern slavery in its business operations and global supply chains. Furthermore, IGT ([Australia](#)) Pty Limited and its wholly owned subsidiary, International Game Technology (NZ) Limited, published their second annual Modern Slavery Statement in 2021 in accordance with the Australian Modern Slavery Act 2018.

The efforts referenced in IGT's [Modern Slavery](#) statements, which are available on its corporate website, demonstrate IGT's commitment to preventing modern slavery in its business and supply chains in all jurisdictions in which it operates.

In 2021, IGT adopted a [Human Rights Policy](#) Statement to help govern its approach to human rights and modern slavery as part of its commitment to being a responsible business. This statement outlines IGT's commitment to advancing human rights within IGT and the communities in which the Company does business, particularly as they relate to the Company's employment practices and alongside the entire value chain.





The statement also reaffirms IGT's commitment to providing equal opportunity in employment and a work environment that values workplace diversity and respect, as well as providing fair working conditions for all employees including terms and conditions of employment, compensation, working hours, health and safety, holiday entitlements and benefits, subject to territory-specific labor law and/or applicable collective bargaining agreements, if any.

Due to the nature of the business operations at IGT's printing facility in Lakeland, Florida, IGT achieved the SA8000 certification (i.e. a certification program which provides a framework for organizations to conduct business in a way that is fair and decent for workers) for the site, demonstrating IGT's commitment to social accountability and to treating its employees ethically and in compliance with global standards.

With respect to IGT's employment practices and its value chain, recruitment checks are in place to safeguard human rights, minimizing the risk of directly recruiting someone who is being forced to work or is being trafficked. IGT carefully monitors this area and believes that policies and processes in place mean that the risk of forced or trafficked labor being employed directly by IGT and its employment agencies is very low. Background checks or other employment verifications are also carried out to safeguard against the risk of hiring someone under unfair conditions.

No incidents or cases concerning modern slavery were reported via IGT's Integrity Line or similar

tools during 2021, nor were any clues detected that might suggest an increase in the likelihood or severity of modern slavery risks in IGT's business and supply chain, which remain low.

IGT aims to continue strengthening its approach in managing the risk of modern slavery within its business and supply chain and responding to changing risks by:

- driving awareness about slavery and human trafficking to its employees and engaging with employees on these topics; and
- improving the business and supply chain risk assessment processes, including addressing human rights risks.

### Conflict Minerals



IGT complies with Rule 13p-1 (the Rule) under the Securities Exchange Act of 1934, as amended, adopted by the U.S. Securities and Exchange Commission (SEC) to implement reporting and disclosure requirements related to conflict minerals, as directed by Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010.

Conflict minerals for purposes of the Rule – which include tantalum, tin, tungsten, and gold (3TG) – are defined as those minerals originating in the Democratic Republic of Congo (DRC) and adjoining countries, and determined by the U.S. Secretary of State to finance conflict in the DRC or its adjoining countries and therefore enabling armed groups to commit, contribute to, or benefit from serious violations of human rights, violations of international humanitarian

## Broad-Based Black Economic Empowerment in South Africa

Black Economic Empowerment (BEE) is a racially inclusive initiative by the South African government to redress the inequalities brought about by apartheid, and the Broad-Based Black Economic Empowerment Act (B-BBEE) is the governmental policy responsible for the implementation of BEE, by providing the legal legislative framework for its implementation. The B-BBEE was amended in 2013, and came into operation in October 2014, to advance economic transformation and enhance the economic participation of black people (African, and Indian people who are South African citizens) in the South African economy, particularly women, workers, youth, people with disabilities and people living in rural areas, through diverse socio-economic strategies that include:

- increasing the number of black people who manage, own and control enterprises and productive assets;
- facilitating ownership and management of enterprises and productive assets by communities, workers, co-operatives, and other collective enterprises;
- developing skills;
- achieving equitable representation in all occupational categories and levels in the workforce;
- procuring from enterprises that are owned or managed by black people; and
- investing in enterprises that are owned or managed by black people.

B-BBEE is measured under the amended Code of Good Practice which consists of five elements: Ownership, Management Control, Skills Development, Enterprise and Supplier Development, and Socio-Economic Development. IGT Africa (Pty) Ltd. has moved up to B-BBEE Status Level 3, after a sustained increase, focus, and investments in four of the five elements including Ownership, Skills Development, Enterprise and Supplier Development, and Socio-Economic Development.

law, or violations amounting to crimes under international law.

Since certain minerals are required to manufacture land-based machine products (including, but not limited to, slot machines, video poker machines, video lottery terminals, electronic or video bingo machines, lottery terminals, instant ticket vending machines, and ticket scanners, i.e. "covered products"), IGT

must diligently eliminate conflict minerals in this process.

IGT has implemented policies and procedures, including the preparation of its annual Conflict Minerals Report, to ensure the minerals IGT and its suppliers use are DRC-conflict-free and that IGT complies with the Rule. IGT developed its due diligence policies, procedures, and processes with consideration of the third edition



of the Organization for Economic Cooperation and Development (OECD) Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, and the related supplements for conflict minerals. IGT's Conflict Minerals Report, which outlines the conflict minerals diligence program and due diligence process, can be found at IGT's website.

In 2021, to identify relevant suppliers subject to its Due Diligence, IGT reviewed 94 suppliers. The number of suppliers representing the vast majority of IGT's manufacturing significantly declined from the previous year as a result of IGT focusing its manufacturing efforts on select suppliers and terminating several low-spend suppliers, to pursue cost saving strategies.

As part of its review, IGT determined suppliers were out-of-scope if the materials purchased from them either did not contain conflict minerals or were not included in any of the covered products. If any uncertainty remained as to potential inclusion of any conflict minerals in materials purchased from a supplier for the covered products, the supplier was considered in scope. As a result of this analysis, IGT identified 58 in-scope suppliers and 36 out-of-scope suppliers who, in the aggregate, represented 95% of IGT's 2021 spend. The 58 in-scope suppliers were subject to further due diligence.

### Conflict Minerals Diligence Program and Due Diligence Process

IGT established a due diligence program based on procedures and tools provided by the:

- Organization for Economic Cooperation and Development (OECD);
- Electronic Industry Citizenship Coalition (EICC); and
- Global e-Sustainability Initiative (GeSI).

The Responsible Minerals Initiative (RMI), founded by members of the EICC and GeSi, developed the Conflict Minerals Reporting Template, a standardized reporting template that facilitates the transfer of information through the supply chain regarding mineral country of origin and the smelters and refiners being utilized. IGT requests that in-scope suppliers contributing up to 95% of IGT's direct material spend and whose products contain conflict minerals use the template to convey the required information to the Company. IGT also requests that its suppliers:

- adopt a conflict minerals policy to reasonably assure that the conflict minerals in the products they manufacture are compliant with the RMI's Responsible Minerals Assurance Process (RMAP) assessment protocols; and
- establish their own due diligence program to ensure RMAP-conformant supply chains and report their due diligence efforts to IGT.

### Reasonable Country of Origin Inquiry (RCOI)

The Responsible Minerals Initiative's (RMI) Responsible Minerals Assurance Process (RMAP) audits smelters and refineries to ensure that all certified smelters and refineries only use ores that are Democratic Republic of Congo-conflict free. As part of the RCOI process, IGT adopted the RMI industry approach and traced back the origin of conflict minerals by identifying smelters, refineries or recyclers, and scrap supplier sources. IGT used the RMI and its RMAP to trace the conflict minerals back to the mine of origin. Because some suppliers source material from sub-suppliers, IGT has determined that it may longer for some suppliers to verify the origin of conflict minerals (directly or indirectly) as required by the RCOI.



## Interacting with Our Customers

As a global leader, IGT has gained the trust of customers thanks to pristine integrity and compliance with laws and regulations in all jurisdictions where the Company operates. The Company takes stock of customers' priorities and goals, and carries out a stakeholder engagement process with the goal of delivering the most suited solutions to address the collective needs.

### Listening to Our Customers

IGT consistently seeks feedback from customers to improve products and services. Customer satisfaction surveys are part of IGT's ongoing efforts to provide best-in-class service to lottery and gaming customers by understanding how well the Company is meeting their needs and identifying products and services requiring improvements.

IGT hosts a variety of customer events including trade shows to provide service, product and brand awareness, which also serve as a platform to gain better understanding of its customers' ever-changing needs. Customer meetings are regularly focused on the value IGT provides as a partner when communicating new gaming ideas, products, or innovation to a market. In addition, IGT invites lottery customers to complete customer scorecards on a quarterly basis. This

tool is critically important to gain customer feedback and ensure the delivery of a high level of customer service.

During 2021, IGT organized and participated in a number of meeting events with customers. Due to restrictions following the COVID-19 pandemic, some originally planned live events were replaced with virtual events. However, following the gradual lifting of such restrictions, IGT resumed in-person participation at major meeting events and trade shows, such as the Global Gaming Expo (G2E) and Indian Gaming Tradeshow & Convention (NIGA) in Las Vegas, Nevada, as well as customer forums in Brisbane and Sydney, Australia. IGT also exhibited at international events, such as the Ukrainian Gaming Week and the Gaming Industry Expo in Kyiv, Ukraine, the GAT Colombia expo, and the Belgrade Future Gaming exhibition in Belgrade, Serbia.

IGT participated in eight lottery association events in 2021. The two in-person events were the PGRI Lottery Expo and La Fleur's Austin Conference. The remaining ten virtual events were EL Instant Games Webinar, EL Sport Betting Webinar, PGRI Live- Retail Modernization, NASPL Lottery Leadership, EL/WLA Marketing Seminar, APLA/WLA Webinar, PGRI Live - Digital Lottery, NASPL Professional Development Seminar, NASPL DeskCon and EL Communication Workshop.

In Asia, IGT is renowned for providing in-venue product launch activations on casino gaming floors. Although these in-venue activations were affected due to COVID-19 closures and restrictions, IGT was able to deliver a number of these activations toward the end of 2021, following the lifting of restrictions. IGT also trained the staff on key game features for players, by providing 'snapshot' flyers and 'spotlight' videos for game releases that included more detailed insights into game features, game

highlights and key game differentiators targeted at gaming managers.

In late 2021, IGT fielded its biennial Customer Satisfaction Study (postponed from 2020) to lottery customers, marking the seventh iteration of the study which is aimed at understanding what is truly important to customers, what they value most from IGT, and to monitor key metrics over time. The study received the highest ever level of engagement, with contributions from 208 directors and managers at 69 lotteries, providing IGT with insights in six main areas and 33 dimensions of evaluation. The response rate was 68%, a 5-point improvement on the previous study, with a rating of 85% satisfied customers.

In Italy, as a means to support retailers, IGT carries out annual trade marketing surveys on new products and services. In 2021, the Company completed 93 research activities with over 95,000 interviews.

### The Players Project: Technology Track Event

IGT hosted two virtual events for its global lottery customers in 2021 under the theme 'The Players Project', aimed at finding value for players. The first event focused on the questions surrounding how consumers make decisions and the reasons behind specific choices they make.

The second event, The Players Project: Technology Track, featured independent experts on cloud deployment discussing how state and private organizations are taking advantage of cloud technology and how it could be deployed to help lotteries connect to their customers. The collective team of experts agreed that embracing cloud technology would allow lotteries to accelerate the innovation cycle. The cloud ecosystem enables frequent updates of games, content, websites, features, etc., and at the same time allows game providers to scale up intelligence such as big data and machine learning.



Following postponement or cancellation of many Company research activities in 2020, in 2021, IGT started to see an influx of new primary research requests for support from lottery customers, including in the areas of concept evaluation, general feedback, and strategic planning initiatives, particularly regarding game development. In tandem with those efforts, the Company continued to support customers through managing and executing several pieces of ongoing research, including tracking studies. Although the annual IGT Global Lottery Insights Exchange was cancelled in 2020, a series of Retail Webinars allowed customers to interact and exchange ideas in a similar format to the Insights Exchange. Taking lessons learned from the Retail Webinars, in the second quarter of 2021 IGT designed the first-ever virtual Global Lottery Insights Exchange, a recurring series of video meetings where lottery market research specialists from all over the world came together to exchange experiences about research and relevant topics. The virtual environment allowed for more participation from each lottery, including users and stakeholders of market research such as game product managers and other marketing professionals who had not attended in the past. Prior to the start of the pandemic, IGT initiated the process of pivoting traditional, in-person training courses to virtual platforms to eliminate travel costs and reduce logistical constraints

associated with hardware training for lottery and gaming customers, which include retailers, technicians, call centers and data centers. IGT had been planning the expansion of its remote services for years, and while in the midst of implementing major improvements at the start of 2020, remote delivery quickly became imperative.

#### Introducing the iLottery Showcase

With the goal of creating one centralized place to learn about IGT's elnstant games, the innovative IGT iLottery Showcase website went live in September 2021, featuring around 100 playable elnstant titles, organized by region, and offering customers the ability to download marketing assets and refresh their elnstant campaigns. The site also gives visitors a deep look into IGT's robust iLottery content pipeline, iLottery industry news, and case studies. The mix of interactive and informational content is aimed at ensuring visitors understand everything from elnstant game mechanics and game playstyles to themes in a few simple clicks.

#### A Mobile Showroom in Australia

All trade shows across the Asia-Pacific region were either cancelled or postponed in 2021 due to the impacts of the COVID-19 pandemic. As an alternative to the Australasian Gaming Expo that was cancelled, IGT hosted an AGE 21 2 U webinar for customers across Australia and New Zealand, with key personnel providing industry and IGT updates, as well as demonstrations of new games that were soon being released. IGT's mobile showroom also took to the streets in the states and territories that were open and not impacted by COVID-19 restrictions.



The IGT Mobile Showroom travelled to the Northern Territory, pictured here at Uluru, Alice Springs



## Technology Training and Support Services Team: All-In for Ingenuity

To elevate the user experience and apart from other remote models that only allow for instructor-to-student interaction, IGT's Technology Training and Support Services team explored ways to bring the engaging, hands-on elements of an in-person course to a real-time, interactive production model, by utilizing a streaming platform. Fundamental to the platform's success, which has resulted in tens of thousands of dollars in savings for IGT since its deployment, is the Technology Training and Support Services team's commitment to connect with customers. Through customer feedback, the team has found that remote learning is now the preferred approach for some customers and is an acceptable alternative for many others. It will continue to be the standard going forward.

With rapidly evolving technological capabilities, the Technology Training and Support Services team is developing the next phase of virtual training: augmented reality. Retailers will soon be able to spatially walk through lottery terminal installation steps via their phone or tablet and interact with the terminal as if it were present in the room. Piloted at the end of 2021, the augmented reality application for lottery terminals is slated for completion in the second half of 2022.

### Responding to Our Customers' Needs

Listening to and meeting customers' needs across all time zones is a challenge, as customers differ in terms of size, services required, and status (from state lotteries and regional gaming halls to local gaming retailers and single players). Needs also vary in terms of jurisdiction-specific regulations and agreements at both the national and local levels. The COVID-19 pandemic has represented a challenge due to the restrictions imposed on gaming halls and retailers. While embracing such complexity, IGT progressively fine-tuned its organizational aspects of serving customers, and pursued excellence in its processes as well as through its people.

### IGT Field Services

IGT Global Field Services is a full-service network providing an end-to-end venue experience. As such, IGT provides lottery point-of-sale and gaming machine service, as well as venue network infrastructure. As a full service provider, IGT employees also perform machine conversions, installation, removal and relocations. IGT's comprehensive service plan begins with reliable equipment, cutting-edge peripherals, signage and a robust communications network. Networking in the lottery retailer environment could include either satellite or cellular communications requiring the technician to pull Category 5 Ethernet cable (CAT5E) and coaxial cable to

transmit data, while in the gaming venue, the communications network is already established by the location, consisting of CAT5E network infrastructure.

The over 1,200 resources throughout Field Services operations include Field Services Technicians (FSTs), Bench Repair Technicians and Field Services management, who support over 1.4 million pieces of equipment that include on-counter terminals, satellite communication equipment and player-facing equipments such as lottery vending machines and electronic gaming machines. Resources are available to assist with any maintenance requirements any hour of the day, 365 days a year. In 2021, FSTs completed approximately 1,020,000 equipment related tasks, such as general maintenance, conversions, installations, removals and equipment repair.

The IGT Field Services organization applies three principles to every aspect of its Quality Process to minimize issues and provide industry-leading uptime, whether during normal daily routines or record-breaking jackpots:

- Field Services Standards outline all responsibilities and performance requirements of FSTs, including procedures for performing service visits and preventive maintenance on each piece of equipment serviced by IGT. The standards also include training which FSTs are expected to comply with when working with peers, customers and third-party resources. The standards help every FST provide the highest level of service consistently across the retailer base,

regardless of the type of equipment being serviced.

- Performance Levels and Expectations are set according to Field Services Standards such that staffing levels are reviewed to ensure that customers can rely on adequate in-state staff who are equipped to respond to all service calls in a timely manner. IGT understands the importance of staffing each customer base with an appropriate number of FSTs to match demand.
- Staffing Levels and Performance Measurements are constantly reviewed against statistics and trends to maintain optimal field staffing levels. Field Service leadership measures the performance of each staff member as well as the team to provide guidance and feedback. The local Field Services management team then provides performance reports to the customer for full transparency and accountability.

The Field Services operations provide basic equipment training in most jurisdictions, which complements the overall retailer training program delivered by IGT's Learning Services group through the marketing departments for each jurisdiction. Training delivery evolved during 2020 and 2021 into a hybrid solution of remote and on-site delivery. Communications to retailers are generally prepared and delivered by the customer. Each customer operates differently and may collaborate with IGT on specific communication plans.



## Remote Training Deliveries

In 2021, IGT strived to deliver best-in-class remote learning experiences to customers and employees. Delivering remote hardware and software training is far more complex than an instructor sitting in front of a camera and teaching as if they were in a classroom. Using Open Broadcasting Software (OBS) Studio, multiple cameras, pre-recorded video clip segments, and a Producer-Trainer model, IGT produced training that looks more like high-tech, interactive television than the usual face-to-face on-line meetings. In South Africa, IGT's Field Services implemented training and remote support using the mobile application, WhatsApp.

In 2021, IGT trained 1,835 customers and employees through 219 virtual events, saving 246 flights and 564 car rental days. For example, its North Carolina eLearning saved 135,800 miles of what would have been retailer car-driven miles.

A significant project to improve the overall safety and compliance training for Field Services employees, with targeted roll-out plans of a new eLearning training curriculum, was initiated in 2021. Employees from Field Services, Environmental Health & Safety and Talent Development took several months to review job-associated tasks in order to enhance the safety training and awareness program. As a result, FSTs will be required to complete a series of safety and compliance training courses in the second quarter of 2022. IGT also launched quarterly Field Services Safety town hall meetings, which included presentations relevant to risk management, safety compliance, as well as safety and health programs.

Starting in 2021 and continuing throughout 2022, IGT began working on Field Services optimization covering multiple global projects

and a set of lottery and gaming programs, in order to introduce new ideas, solutions and cost saving opportunities. The projects are expected to yield substantial gains across several key areas:

- Expansion of retailer self-service offerings (Retailer Self Service/Sports Betting) is expected to propel IGT's service forward with cutting-edge innovations;
- Examination of service models is expected to result in more standardization, compliance and control, allowing personnel to spend time on solutions rather than chasing issues;
- Management of data, through better collection, collation and analysis, is expected to generate cost savings and improve communication;
- Regionally distributed lottery repair centers are focusing on quality and sustainable operations, including formally certifying ISO14001 Environmental Management

Systems in each location. In 2021, two locations were certified and in 2022, an additional eight locations are expected to be certified. IGT's objectives are to lead the way in environmental efficiency, reduce waste, prevent pollution and conserve resources; and

- Focus on talent, by creating a clear understanding of skill and proficiency level differentials and compensation pathways, is expected to improve workforce engagement.

IGT is committed to gathering customer satisfaction data and constantly improve the level of service. Customer satisfaction can be measured in a variety of ways, such as customer surveys, direct feedback, and customer retention. Internally, IGT measures itself to a high standard of quality utilizing a self-imposed 98% service level of on-time call completion.

Field Services metrics are measured by specific

calculations and weighted averages based on jurisdictional contractual requirements. Additionally, customer satisfaction reports are performed by the site account or sales manager, which utilizes a scoring metric of one to five. Each metric category is reviewed with the customer, who is asked how they would score IGT for each metric. These quarterly scores are entered onto a dashboard along with customer commentary. Due to COVID-19 restrictions, customer scorecards were not fully completed in 2021.

In Italy, IGT monitors satisfaction through a semi-annual customer scorecard effort and data-driven performance measurements. The day after the visit from an IGT Lottery technician, retailers are asked to express their satisfaction about courtesy, overall service, and the technician's technical and listening skills. With more than 13,000 retailer interviews completed in 2021, IGT Lottery reached an average score of 4.5/5 (2020: 4.0/5) in customer satisfaction assurance and delivery.

## IGT Field Services Optimization Project

New work streams will transform service models, optimize processes, deliver best-in-class technology solutions, while creating a community of employees who feel prepared and valued. It is an unprecedented dedication of time and attention with no less than 12 separate project teams meeting weekly to both ideate creative solutions and dig deep into the minutiae, as well as to determine "what isn't working" and "what could work even better" for this crucial customer-facing vertical. Old challenges are being re-examined and are benefitting from fresh insight and data-based decisions. New challenges are benefitting from discovery work that is uncovering even more opportunities for cost savings and optimization. All challenges are benefitting from the synergy of ideas and efforts which can only take place when collaboration removes siloed working practices from teams around the globe.



## IGT Contact Centers

The mission of IGT Contact Centers is to provide 24/7 business assistance, accurate information, and effective procedural safeguards to all locations where IGT services its customers. In particular, its mission is to maximize customer satisfaction with a specific focus on responsible gaming and compliance, while ensuring sustainable costs through the identification and implementation of best practices (e.g., streamlined processes, quality management, and common tools).

Contact Centers and dispatch teams in multiple geographic locations provide superior redundancy and disaster recovery capabilities, in addition to offering service in local languages to enhance the customer experience. This solution has boosted response times and overall customer satisfaction while reducing call volumes.

The Contact Centers track performance daily. In addition to the various operational reports generated daily, weekly performance meetings are held to review the previous week's performance. Service-level metrics provide insight into any problems that occurred in the previous week. The Contact Centers also generate reports to review its performance for the year.

## B2B Contact Centers

IGT's business-to-business (B2B) Contact Centers provide assistance to IGT's end users of systems and terminals in lottery retailer locations and casinos by identifying and applying appropriate optimizations in cooperation with areas managed by IGT corporate partners.

The National Response Center (NRC) provides support to lottery retailers and gaming customers, global incident management and gaming dispatch, systems and parts services. The NRC has four hubs supporting all business lines located in the United States (Rhode Island, West Virginia, Texas, and Florida), and is staffed 24 hours a day, seven days a week, 365 days a year to ensure IGT's B2B business has the support required to carry out its lottery and gaming functions.

All NRC associates are trained to be universal agents able to provide technical support to all 24 lottery retailer jurisdictions. In 2021, the NRC handled over 800,000 lottery and gaming contacts at a service level of 86%.

The NRC has a supervisory and quality team that evaluates lottery and gaming contacts on a monthly basis to ensure accuracy of processes and procedures, and the workforce management team monitors service level performance in real time on a daily basis.

The NRC received the "ContactCenterWorld" awards for Best Help Desk and Best Workforce Management (WFM) Support Professional at the regional and global levels in 2021. The NRC was also re-certified in ISO 20000, Service Management System Standard, and ISO 27001, Information Security, in 2021 evidencing compliance with standardized best practices. The Contact Centers produce daily reports with all the indicators necessary for monitoring the quality of the service, with data profiled according to the type of business, the channel of origin of the contact, and the type of contact (technical/information problem). All reports, for

specific expertise and assistance, are available to managers.

In 2021, some major changes took place in the Contact Center organization in Poland, following the launch of a new equipment for Totalizator Sportowy, the Polish Lottery. IGT assisted in transferring the main Contact Center support line for retailers to the lottery, and making the change transparent to retailers, by providing access to IGT's toll-free number and specific training activities. In addition, the entire team was provided with the necessary equipment to work remotely, and assisted with the replacement of 20,000 terminal devices. Similar organizational changes occurred in the Czech Republic due to a new lottery contract, with a network of 8,000 retailers. IGT Contact Centers played the role of a single point of contact for each project.

## B2C Contact Centers

IGT Global Consumer Services Business-to-Consumer (B2C) Contact Centers provide 24/7, multichannel assistance to players worldwide, as well as to lottery and commercial partners operating within the entire digital offering – iLottery, sports betting, poker, casino, skill games, and bingo, through seven centers from five countries and in three different languages. Global Consumer Services focus on responsible gaming, compliance, and customer satisfaction, acting as a partner and advisor directly to players where IGT manages the customer base via a lottery contract or commercial license (Italy), and to third-party organizations for which IGT provides technology and services (e.g., World Lottery Association members in North America).

Global Consumer Services are coordinated via a dedicated team in the Rome office, and rely on local operational sites in the U.S., Canada, and Italy, as well as outsourced centers in Romania. As a core element of its philosophy, management aims to ensure that all employees of Global Consumer Services are always provided with the best working conditions, from ensuring workspaces are compliant with all relevant regulations to providing up-to-date training.

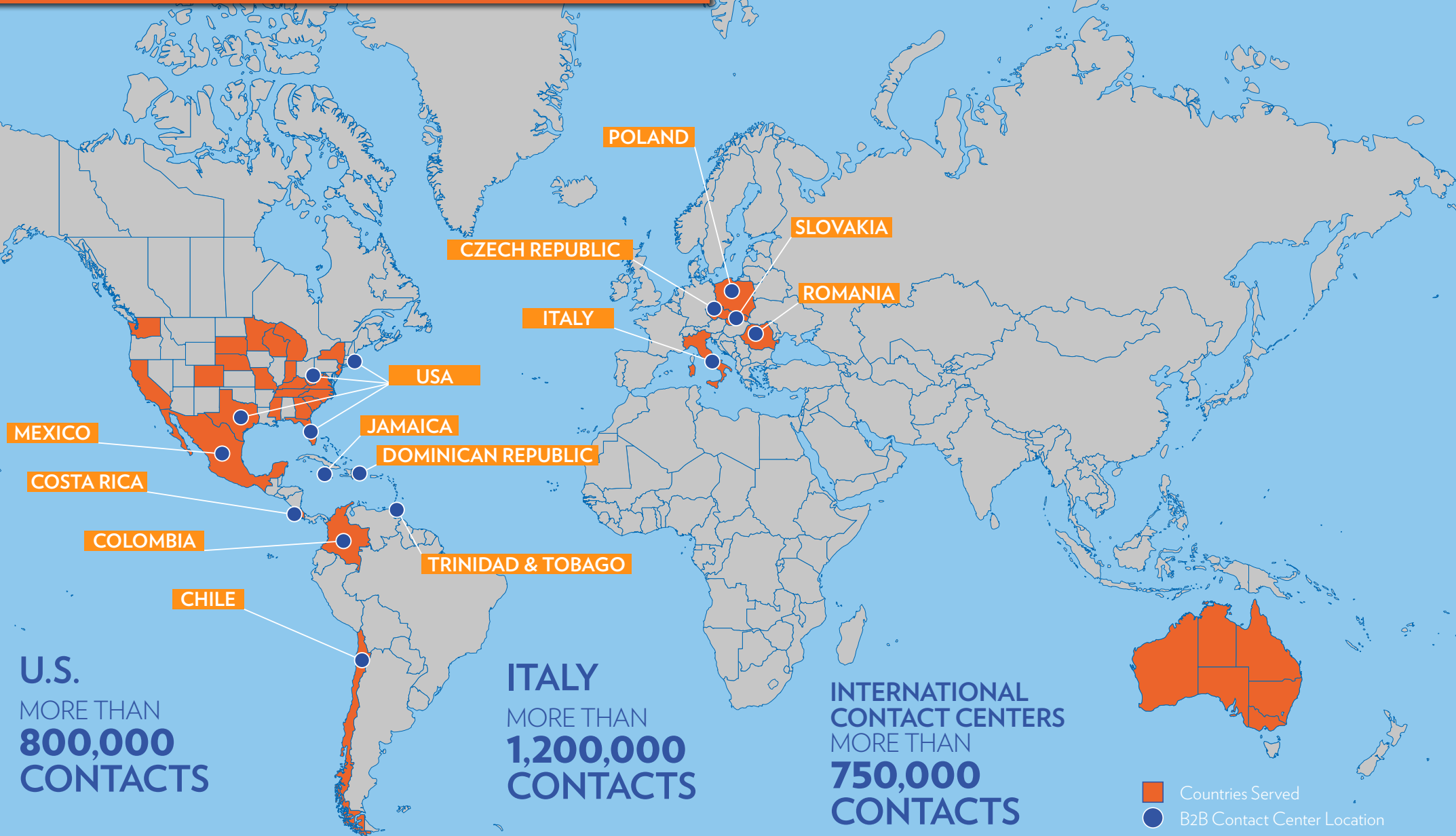
Global Consumer Services consistently measures performance using the same KPIs across each location. In addition to the various operational reports, a monthly report keeps track of the performance of and emerging issues at each Contact Center. The main indicators include the phone call response rate, chats conducted, and emails sent within a specific timeframe, as well as the rate of incoming issues resolved upon reception.

## Projects Completed in 2021

- IGT Lottery Consumer Contact Center (Italy): insourced phone and email support for consumers of IGT Lottery
- iLottery Players Contact Center (Italy): launched email support for players of the online Italian iLottery platforms
- iLottery upgrade (Georgia - US): upgraded iLottery with new tech stack, and enhanced iLottery Players Contact Center
- Escalation procedures upgrade (Georgia, Kentucky, Rhode Island and Tennessee - US): adopted IMO Jira software for iLottery and Sports Betting single-player tickets



# IGT B2B CONTACT CENTERS: LOCATIONS AND COUNTRIES SERVED







# IGT B2C CONTACT CENTERS ACROSS THE WORLD



MORE THAN **700,000** CONTACTS IN A YEAR

**24/7** MULTI CHANNEL ACCESS

**3** LANGUAGE

**7** CENTERS

 Countries Served  
 B2C Contact Center Location



## Caring for the Environment

Besides meeting and often exceeding applicable legal and certification requirements, IGT strives to continually improve its environmental management systems and reduce its environmental impact and carbon footprint. IGT has significantly increased its efforts to fight climate change.

In December 2021, in consciousness and ambition of the way for the definition of decarbonization goals, IGT joined the Science Based Targets initiative (SBTi) and through this commitment, officially pledged to set targets to reduce greenhouse gases (GHG) emissions according to scientific evidence. As a first step, IGT expanded

its inventory of GHG emissions, including additional categories of emissions throughout the value chain of the group (i.e., Scope 3 emissions), while also keeping and improving the accounting of direct emissions (Scope 1) and indirect emissions associated with the purchase of electricity (Scope 2). This effort allowed the Company to understand the extent of the emissions generated by its value chain and to provide a more comprehensive carbon footprint.

While the short-term and long-term science-based targets will be internally approved and officially submitted to the SBTi in the last months of 2022, IGT has already set one ambitious target: by the end of 2022, IGT in Italy will avoid 100% of CO2 emissions related to electricity consumption

by purchasing electricity certified from renewable sources. The agreements undertaken with the Italian energy provider will make it possible for the target to cover 2022 emissions and will contribute to the emission reduction efforts that will be taken to fulfill the science-based targets from 2022 onwards.

In addition to steps being taken in Italy, IGT has also started reflecting on provisional targets that, if gradually achieved between 2022 and 2030, should lead the Company to achieving carbon neutrality by 2030. With the aim of making this commitment even more realistic, IGT has been communicating internally with all managers at the most impactful sites to understand the strategies that will lead the group to achieve this ambitious goal. IGT plans to meet this target may include the following:

- increasing the percentage of electricity coming from renewable sources over the total electricity consumption, by purchasing electricity certificates that guarantee the renewable source origin;
- increasing the production and self-consumption of green electricity, by integrating on-site renewable energy systems, where technically feasible;
- leveraging technological advancements to further advance efficiencies in buildings and processes; and
- carrying on the electrification of the fleet.

### Our Approach

Effective and reliable monitoring allows IGT to

assess its progress with respect to reaching its environmental commitments. The Company collects environmental data from locations around the world and has substantially improved its monitoring of environmental data over the years. From 2016 to 2021, it used an internally developed web-based tool aimed at collecting environmental data but has since replaced this with a third-party tool, to make the data collection process smoother and more user-friendly. This new tool will support IGT in assessing its progress towards its environmental commitments, including the ones on decarbonization.

### Joining the Science-Based Targets initiative (SBTi)

Early in 2022, IGT joined the SBTi, which drives ambitious climate action in the private sector by enabling companies to set science-based emissions reduction targets. The SBTi is a partnership between the Carbon Disclosure Project (CDP), the United Nations Global Compact, the World Resources Institute (WRI), and the World Wide Fund for Nature (WWF), and is one of the commitments of the “We Mean Business Coalition”. Through this formal commitment, IGT pledged to set targets to reduce GHG emissions, by contributing to low-carbon emissions, and furthering its beneficial Environmental, Social, and Governance (ESG) impact. The new SBTi commitment aligns the Company with the most ambitious objective of the 2015 Paris Agreement. As part of this commitment, IGT will develop both short-term and long-term GHG emissions targets to contribute to limiting global warming to 1.5 degrees Celsius compared to the pre-industrial average temperature. To date, almost 2,000 companies have expressed their commitment to setting reduction targets, and many more are committing to challenging targets aligned with the emissions trajectory needed to contain global warming to within 1.5 degrees Celsius.

“

Climate change is one of the main challenges for the sustainable development of our planet. No company can refrain from joining the fight against climate change. IGT has identified this challenge as one of the key pillars of its own vision of growth, by regularly focusing on protecting the environment by improving its environmental and energy performance, and by making available appropriate resources to pursue sustainable growth.”

Fabio Cairoli | CEO Global Lottery IGT



IGT is committed to improving the data gathering and the consolidation processes, by ensuring that locations provide accurate data and detailed supporting documents. In order to accurately report environmental impacts and energy-related emissions of all active locations in 2021, data were computed for all productive and large sites, and estimated for the remaining smaller offices.

### Environmental Management Systems and Certifications

IGT is committed to improving its environmental performance by implementing Environmental Management Systems (EMSs) in all of its industrial sites. All production sites – the instant ticket printing sites in Lakeland, Florida, and Tito Scalo, Italy, and the machine assembling facility in Reno, Nevada – are certified according to the ISO 14001 Standard. Also, IGT's UK Aintree Repair Facility and Trinidad Repair Depot are self-declared as ISO 14001 sites. This self-declaration was assessed by an independent internal ISO auditor and confirmed by Matthew Rudden, Senior Director of International Field Services.

In addition, IGT's office in Rome located in Campo Boario, employing approximately 10% of IGT's total workforce, have implemented ISO 14001 and ISO 50001 certified Energy Management Systems, and the Reno facility holds a Green Globes Certification (equivalent to the previous LEED gold certification awarded by the United States Green Building Council in 2015).

#### ISO 14001 Environmental Certification

The ISO 14001 environmental certification relates to the management of major environmental issues (energy and water consumption, waste production and management, office paper consumption, and supply management with environmental impact), the limitation of harmful substances, and the maintenance of information technology (IT) facilities.

The main actions taken at IGT sites with an active ISO 14001 Environmental Management Systems (EMSs) are:

- complete compliance with applicable state or federal environmental laws;
- specific improvements in printing facilities such as reduction of solvent-related air emissions;
- reduction of paper consumption through implementing software to measure employee paper use and a process to monitor the quantity of printed copies;
- reduction of plastic consumption through process optimizations aimed at using more sustainable materials;
- reduction of energy consumption through replacing air conditioning systems; adopting more efficient technology platforms including building management systems (BMS), installing air conditioning fan coil sensors, replacing windows, and substituting fluorescent tubes with LED lights;
- implementation of communication channels in the event of incidents with potential environmental impacts in order to provide immediate responses;
- reduction of water consumption;
- promotion of recycling and reusing treatments instead of disposing, also through conversion of waste into materials with energy potential.

#### ISO 50001 Certification

Since 2011, IGT has implemented an ISO 50001 certified Energy Management System at its Rome, Italy location. The ISO 50001 certification specifies requirements to establish, implement, maintain, and improve an energy management system that will enable an organization to follow a systematic approach to continually improve energy performance, including energy efficiency, energy use, and energy consumption. Also, ISO 50001 certification requirements for energy use and consumption include measurement, documentation, reporting, design, and procurement practices for equipment, systems processes, and personnel who contribute to energy performance.

#### Green Globes Certification

Since 2018, the Reno facility has held a Green Globes Certification, which is a certification based on a comprehensive, science-based building rating system that supports a wide range of building types in identifying, approaching, and ultimately improving their environmental commitments. To obtain the certification, the building has been appraised in six areas (Energy, Water, Resources, Emissions, Indoor Environment and Environmental Management System), and it obtained a score of 833.5 out of 981.0 applicable points (85%), which is equivalent to "Four Green Globes." On the Green Globes Rating Scale, having a "Four Green Globes" score means the holder has demonstrated world-class leadership in resource efficiency, reducing environmental impacts, and improving its occupant wellness.



## Our Impact

IGT's industrial activities include instant ticket printing in Lakeland, Florida, printing activities in Tito Scalo, Italy, and machine assembly in Reno, Nevada.

The potential environmental impact of IGT facilities is related to:

- **Energy consumption:** energy is used in fuel for heating, and for company cars and trucks; electricity and natural gas are used for offices, manufacturing, and printing activities; propane is used for some warehouse activities.

- **Emissions:** the processes taking place within IGT facilities in upstream and downstream activities can produce both direct and indirect emissions.
- **Waste production:** assembling and printing processes do not generate a significant amount of waste. Generally, the waste produced in these processes is not hazardous, and is mostly sent to recycling, consistent with IGT's corporate policies.
- **Material consumption:** IGT's facility in Reno assembles sub-products provided by suppliers, thus having an indirect impact on material consumption. IGT's printing facilities use paper and inks, with a direct

impact on material consumption.

- **Sub-processes:** the potential indirect impact can be significant for some sub-product assembly processes in Reno (such as chroming); the suppliers used for such processes are periodically monitored via on-site inspections to verify their compliance with applicable regulations.

## Energy Consumption

GRI: 103-3; 302-1; 302-4

The reduction of energy consumption is one of the priorities of IGT's environmental strategy, as it enables IGT to achieve direct benefits in terms of combating climate change. IGT's direct energy

consumption mainly concerns heating fuel, primarily natural gas, and corporate cars and small trucks. In case of a power-outage emergency, fuel is also used for powering back-up electrical generators. The indirect consumption of energy includes electricity consumption for offices, data centers, and manufacturing and printing operations. In 2021 despite the alleviation of the effects of the COVID-19 pandemic and the resumption of most activities at full capacity, the energy consumption slightly decreased with the respect to 2020, due to the changes in perimeter (i.e. sale of the Italian B2C gaming machine, sports betting, and digital gaming businesses).

## Reducing the Environmental Impact at IGT Facilities Around the World

Throughout 2021, IGT committed to reducing the environmental impact of its facilities around the world. The initiatives carried out primarily involved the replacement of old lighting systems and energy efficiency of heating, ventilation and air conditioning systems. Some examples of these initiatives are:

- The Tito Scalo site (PCC, Italy) continued the replacement of the old lighting systems with Light Emitting Diode (LED) installations. In 2021, LED electrical power for illumination amounted to 22%, allowing an annual energy saving of 14,400 kWh.
- The Reno site (Nevada) performed activities aimed at increasing the efficiency of heating, ventilation and air conditioning (HVAC) systems. Moreover, there was a drop in utilities usage due to the outsourcing of some operations to third parties, which led to an annual energy saving of 301,853 kWh.
- In 2021, the renovation of Campo Boario 56 site (Rome, Italy) involved the replacement of the old lighting system with LED installations, a process that will continue in 2022. Moreover, the closure of Campo Boario 19 site (Rome, Italy) in 2021 led to a reduction in water and electricity. Other initiatives included the implementation of air purifiers and sound absorbing panels and the implementation of an eco-point for recycling. Managers at this site are also evaluating the implementation of reflective films on the office windows, which should enable efficient air conditioning use.
- An Anilox Cleaning system was installed at the Lakeland site (Florida) in 2021 for a more efficient washing of printing machines. Specifically, this system allows cleaning of the printing rollers through laser technology, thus reducing the detergent need in the cleaning process. The installation of such new equipment led to an annual energy saving equal to 676.9 kWh and to the elimination of 52,491 gallons of wastewater from the main stream. The installation of a second Anilox Cleaning system, which is expected to result in annual energy savings of 371.6 kWh, has already been planned for 2022.



# CARBON NEUTRALITY PLAN - ENERGY EFFICIENCY

ITALY			
<p><b>TITO SCALO</b></p> <p>Replacement of the old lighting systems with new <b>Light Emitting Diode (LED)</b> installations and dismission of some lighting systems</p>	Completed	Under Development	Future Opportunities
	✓		
<p><b>ROME</b></p> <p>Electrical system improvement with <b>Light Emitting Diode (LED)</b> installations</p>	Completed	Under Development	Future Opportunities
	✓		
<p>Improvement of air conditioning with application of <b>reflective films</b> on office windows</p>			✓
<p>Implementation of air purifiers, sound absorbing panels, eco-point for recycling</p>	✓		
<p>Reduction in water, electricity and gas consumption following closure of <b>Campo Boario Site 19</b></p>	✓		

U.S.			
<p><b>LAKELAND</b></p> <p>Replacement of the old lighting systems with new <b>Light Emitting Diode (LED)</b> installations and dismission of some lighting systems</p>	Completed	Under Development	Future Opportunities
		✓	
<p>New <b>Anilox Cleaning system</b> for more efficient backpress roller washing</p>		✓	
<p><b>RENO</b></p> <p>Activities of heating, ventilation and air conditioning (<b>HVAC</b>) systems efficiency</p>	Completed	Under Development	Future Opportunities
	✓		
<p>Reduction in consumption following <b>sub-leasing</b> of the Company's building</p>	✓		
<p>Reduction in water, electricity and gas consumption following a <b>perimeter change</b></p>			✓
<p>Drop in utilities usage due to operational changes</p>	✓		



Additional efforts to improve energy efficiency to reduce total energy consumption both in facilities and warehouses, have been implemented by many other IGT offices.

**Emissions**

GRI: 103-3; 305-1; 305-2; 305-3; 305-5

GHG emissions can be divided into three categories: Scope 1, Scope 2 and Scope 3. Over the last few years and until 2020, IGT reported its direct emissions (Scope 1), indirect emissions associated with the purchase of electricity (Scope 2), and part of its indirect value chain emissions (Scope 3).

In 2021, IGT extended the calculation of its carbon footprint to Scope 3 emissions, thus including indirect emissions throughout the value chain. As of the publication date of this report, some of the categories already quantified have been reported while the remaining ones are expected to be reported in the future

publications.

- **Scope 1 emissions:** direct emissions from stationary or mobile combustion referring to fuel consumption, natural gas and liquefied petroleum gas (LPG) for heating, diesel consumption for generators, diesel and gasoline consumption for vehicles, and fugitive emissions from refrigerant gases. Many IGT's U.S. contracts require the Company to install, maintain, and service lottery equipment throughout the country. The fleet includes gasoline and diesel-powered service vans, as well as sales force vehicles, and company cars. IGT continues to focus on driver behavior by addressing fuel consumption affected by idle time, rapid acceleration, and cargo weight. In addition, the Company strives to keep its fleet appropriately sized for specific contractual needs and territorial requirements.
- **Scope 2 emissions:** indirect emissions from energy consumption that refer entirely to

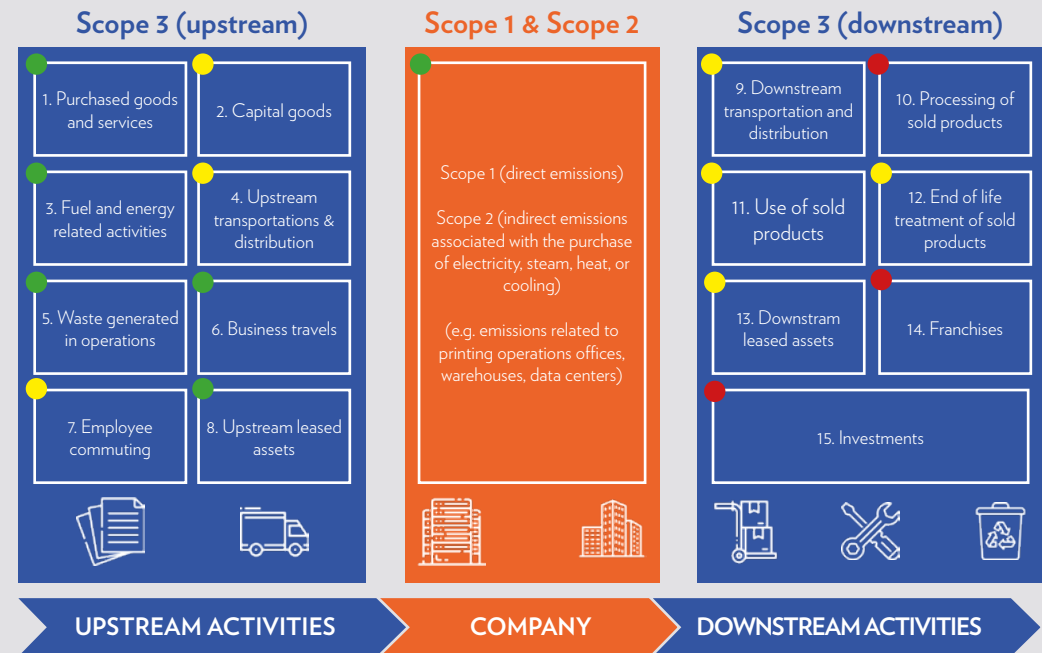
electricity. IGT, beyond its commitment to reduce energy consumption and implement energy efficiency initiatives, strives to use green energy wherever suitable.

- **Scope 3 emissions:** Scope 3 emissions include all other indirect emissions that occur in a company's value chain. For IGT, these mainly derive from the purchase of goods and services, including paper and machine components. Until 2020, IGT had only partially computed Scope 3 emissions, by considering only emissions generated by business travel, logistics and the production of paper used in offices and products. Since 2021, the Company started disclosing details

of additional categories and committed to completing the entire Scope 3 inventory by the end of 2022. Moreover, as part of its efforts to submit the science-based targets, IGT changed its calculation methodology of Scope 3 emissions in order to align it with the GHG Protocol Guidelines. Specifically, the data collection methodology shifted from being a bottom-up process, in which each site autonomously provided data needed for the computation, to a top-down data collection, in which data were collected directly from the contact persons of the main business lines and facilities.

ENERGY CONSUMPTION GIGAJOULE (GJ) <sup>1</sup>			
	2021	2020	2019
Natural Gas	119,902	118,286	131,289
Electricity	314,974	338,858	418,920
Gasoline (fleet)	261,729	250,665	298,879
Diesel consumption for vehicles and generators	25,843	36,093	40,204
Liquefied petroleum gas (LPG)	-	2	27
Propane	336	246	312
<b>Total Energy Consumption</b>	<b>722,784</b>	<b>744,150</b>	<b>889,640</b>

<sup>1</sup> In order to evaluate natural gas and electricity consumption, and related emissions of all active locations in 2021, data from smaller offices were estimated based on the average emissions per square meter.





During 2021, IGT continued to increase transportation efficiency by preventing vans from leaving when not fully loaded and reorganizing routes and deliveries, and to engage customers by consolidating deliveries and shipments to reduce the number of trucks needed for product delivery, while ensuring that customer contract dates and needs were met.

Compared to 2020, Scope 1 and Scope 2 emissions have increased by 11.9% and decreased by 11.5% respectively. Such decrease is mainly due to the decrease of energy consumption in 2020 caused by the COVID-19 pandemic, which forced certain offices and facilities to close temporarily and led to less car travels by corporate fleet. Scope 2 emissions have also decreased due to the update of emission factors, which corresponds to the growing presence of renewable energy in the energy supply process. The change in Scope

3 emissions is not compared against the data reported in the 2019 and 2020 Sustainability Reports, as they have been re-stated in this Report due to the changes in methodology explained above.

For the purposes of this publication, the following Scope 3 categories, as per the GHG Protocol, are included in the Scope 3 emissions computation:

- **Purchased Goods and Services:** this category includes all upstream (i.e., cradle-to-gate) emissions from the production of products purchased or acquired by the reporting company in the reporting year. Products include both goods (tangible products) and services (intangible products). (Category 1)
- **Fuel-and-Energy Related Activities:** this category includes emissions related to the production of fuels and energy purchased

and consumed by the reporting company in the reporting year that are not included in Scope 1 or Scope 2. (Category 3)

- **Waste Generated in Operations:** this category includes emissions from third-party's disposal and treatment of waste generated in the reporting company's owned or controlled operations in the reporting year. This category includes emissions from disposal of both solid waste and wastewater. (Category 5)
- **Business Travel:** this category includes emissions from the transportation of employees for business-related activities in vehicles owned or operated by third parties, such as aircraft, trains, buses, and passenger cars. (Category 6)
- **Upstream Leased Assets:** this category includes emissions from the operation of assets that are leased by the reporting company in the reporting year and

not already included in the reporting company's Scope 1 or Scope 2 inventories. (Category 8)

The methodology used to compute the above-mentioned Scope 3 emissions varies between categories depending mainly on the emission factors used. Specifically, the approach to each category could be either "spend-based," which uses emission factors based on economical expense, or "physical-based," which uses emission factors based on physical criteria (e.g. weight, surface, and power). For each category, the same approach was adopted for the three-year period. For all the above-mentioned categories, a physical-based approach was used, except for the portion of services in the Purchased Goods and Services category.

#### GREENHOUSE GAS (GHG) EMISSIONS (TONS)

	2021	2020	2019
Scope 1	31,646	28,275	32,219
Scope 2*	32,506	36,721	46,378
Scope 3	1,337,361	1,228,536	1,572,465

\* In 2021, Scope 2 emissions based on market-based methodology amounted to 33,769 tons of CO<sub>2</sub>. The methodology used for GHG calculation is based on voluntary and mandatory GHG reporting guidance issued by the U.K. Department for Environment, Food & Rural Affairs (DEFRA). Fuels and operations were factored in through the DEFRA conversion protocol within the reporting methodology. GHG emissions related to electricity were computed according to the emission factors (EFs) issued by the International Energy Agency (IEA), except for U.S. states that were referenced according to state-based U.S. Environmental Protection Agency EFs. For those countries where IEA EFs were not available, conversion rates followed the Institute for Global Environmental Strategies EFs. Please note that the total 2019 and 2020 Scope 3 emission were re-stated compared to the 2020 Report data, due to the increase in scope of reported categories and the change in methodology explained above. Please note that 2019 and 2020 GHG emissions include those generated by the Italian B2C gaming machine, sports betting, and digital gaming business which was sold in 2020.

#### SCOPE 3 EMISSIONS PER CATEGORY (CO<sub>2</sub>e Tons)

	2021	2020	2019
Purchased Goods and Services	1,296,578	1,192,628	1,516,815
Fuel-and-Energy Related Activities	15,696	12,244	15,290
Waste Generated in Operations	20,477	18,768	25,492
Business Travels	2,138	2,792	12,740
Upstream Leased Assets	2,472	2,105	2,127

GHG Scope 3 emissions were computed according to the GHG Protocol methodology, using mainly the following emission factors: Ecoinvent for Category 1 (Purchased goods and services) and 5 (Waste generated in operations), U.K. Department for Environment, Food & Rural Affairs (DEFRA) for Category 3 (Fuel-and-Energy Related Activities) and Category 6 (Business Travels). Finally, for Category 8 (Upstream Leased Assets) the same EFs of Scope 2 emissions were used.



MySelf, the New Environmental Friendly Customer Service in Italy

In 2021, the Company maintained the MySelf project, in order to keep optimizing the number of technical interventions carried out by service staff at the point of sale. Through the review of the customer service process, the MySelf project increased the effectiveness of remotely troubleshooting all point-of-sale gaming terminals (e.g. through web, app) without field intervention. This change resulted in multiple environmental benefits including reduced emissions of carbon dioxide, nitrogen oxides, sulfur oxides and particulate matter. With 53,749 planned interventions, 38,997 were completed on the field in 2020 (Lotteries perimeter). At the end of 2021, 48,741 field interventions were detected, 9.3% less than 2019, thanks to new features released during 2021.

MySelf, Touch Point, Channels, Tool, Organization



Customer Relationship Management (CRM)



Field maintenance

KNOWLEDGE BASE



Virtual Agent



Operator



Operator



Chat Operator



Conventional Chatbot



Big Data

INTERACTIVE VOICE RESPONSE (TVR)

CHAT/CHATBOT

AI



Phone



App



Retailer Portal



Computer Terminal

SERVED ASSISTANCE

SELF ASSISTANCE

PROACTIVE ASSISTANCE

SELF DIAGNOSIS - IOT





## Other Emissions

IGT's production processes have no significant impact on the atmosphere. However, it is possible to trace volatile organic compounds (VOC) in the printing activities, as well as low emissions of ozone-depleting substances from the cooling systems at various production and office sites. The printing facilities in Lakeland, Florida, and Tito Scalo, Italy, as well as the manufacturing facility in Reno, Nevada, have adopted a similar approach to VOCs, with the aim of ensuring and monitoring compliance with existing laws, and guaranteeing that emission levels stay significantly below the limits set by local authorities.

The VOC emissions from inks and cleaning material in 2021 at the printing plant in Tito Scalo dropped by 60% allowing the measured emission to be extensively below the Atmospheric Emissions Authorization limits. The Lakeland facility continues to use a water-based ink construction and water-based plate manufacturing process to minimize the VOC's (Volatile Organic Compounds) and HAP's (Hazardous Air Pollutants) produced. The VOCs emissions in 2021 decreased by 8% with respect to 2020.

## Waste, Water and Material Consumption

GRI: 103-3; 306-1; 306-2; 306-3

### Waste

Most of IGT's waste is produced at the Company's manufacturing and printing plants, since office buildings are characterized by a lower generation of waste due to the type of activities

conducted. Each plant is committed to improving its environmental performance, including waste management. In 2021, IGT produced 11,340 tons of waste, of which more than 95% was non-hazardous, showing a 12% increase compared to the previous year.

This decrease in waste production is mainly due to waste reduction programs in various IGT facilities, combined with IGT's new ways of working, which includes its hybrid-working model. The Company's focus on proper waste management has led to a drastic reduction in hazardous waste destined for disposal, in favor of recovery and recycling treatment.

The Reno manufacturing facility complies with

the European Union Directive on Restrictions of Hazardous Substances in Electrical and Electronic Equipment (2011/65/EU) (RoHS) and is registered as a small quantity generator of hazardous waste. In 2021, by using multiple balers to segregate the waste stream, the Reno facility was able to divert 77% of its waste. Throughout 2021, the Reno facility worked with various recycling vendors with respect to products such as batteries, Styrofoam™, paper, e-waste, metal, plastic and cardboard.

In 2021, the Lakeland printing facility partnered with a waste processing company to reduce the waste sent to landfills. In partnership with recyclers and alternative fuel source generation, the Lakeland facility reduced its own production

landfill waste to only 1.67%. Most of the packaging waste, scrap plastic, and wood were sent to a recycling facility for conversion into fuel cubes. Significant amounts of paper dust are created during the converting and packaging process for instant tickets, which are then compacted at a ratio of 16:1, and extruded out as pucks or cores. As traditional markets are not interested in compacted dust, IGT's recycling partner, NuCycle, can utilize all compacted dust by combining it with other combustible products to produce fuel cubes. The Lakeland facility also has an extensive recycling program in place, finalized to recycling all wastepaper from the printing process. The material is shredded onsite and compressed into large bales to be sent to a recycling facility for processing.

## Waste Management

	WASTE (TONS) <sup>2</sup>					
	2021		2020		2019	
	Waste Sent to Recovery, Reuse and Recycling	Waste Sent to Landfill	Waste Sent to Recovery, Reuse and Recycling	Waste Sent to Landfill	Waste Sent to Recovery, Reuse and Recycling	Waste Sent to Landfill
Non-hazardous Waste	7,191	3,123	5,768	3,692	10,628	2,495
Hazardous Waste*	414	80	659	22	450	339

<sup>2</sup> In order to evaluate waste consumption and related impacts of all active locations in 2021, data from smaller size locations have been estimated based on the average waste consumption per-employee.



## IGT WON THE 2021 FLEXOGRAPHIC TECHNICAL ASSOCIATION (FTA) SUSTAINABILITY EXCELLENCE AWARD

IGT's Lakeland, Florida, printing facility was recognized as the winner of the Sustainability Program in 2021 FTA Sustainability Excellence Awards for having implemented a waste reclamation program. The award is given to companies committed to developing sustainable package printing solutions that reduce the environmental impact of printing while improving workers' health and safety. The program has been implemented by IGT in partnership with NuCycle Energy, a waste processing technology company that develops an alternative fuel by replacing coal generated from standard landfill waste materials. NuCycle Energy turns waste materials from industrial and commercial businesses into an energy dense, highly engineered fuel product called Enviro-Fuelcubes (EFCs), which is a valid source of alternative fuel in the energy-intensive industrial manufacturing and utility power generation sectors.

The Lakeland facility is pursuing the goals of reducing the facility's community and local wildlife exposure to environmental issues, by reducing the generation of GHG and mitigating the groundwater contamination from its waste stream. In response to growing requests from customers to reduce the environmental impact of IGT processes on the surrounding of its sites, the Company implemented a landfill waste reduction program that would enable the reduction of the Company's GHG generation, and the mitigation of potential groundwater contamination from its waste stream.

This initiative follows Lakeland's desire to further develop the facility's pre-existing recycling program with the aim of reducing its landfill waste. This program has entailed posters for waste identification, employee training materials and employee meetings, dedicated recycling storerooms and docks, as well as transportation between the Lakeland facility and the new waste processors. The process behind this partnership has led to the reduction of open top waste containers, as the reclaimed materials are kept and transported in closed top truck containers, which not only remove excess process waste but also decrease potential spreading or leaking of contaminants. This program removed 7,175,050 pounds of waste from landfills in 2020, of which 1,073,380 pounds were used to make alternative fuel. Alternative fuel represents a one-to-one replacement for burning 1,073,380 pounds of coal. The Lakeland facility has set the target of keeping the production of landfill waste to less than 3% annually.



**Water** GRI: 103-3; 303-1; 303-2; 303-3

Water at IGT is primarily used in cafeterias, restrooms, washrooms for office purposes, and silkscreen printing activities. Consequently, IGT is not a major user of water. Approximately 85% of water withdrawal comes from third parties (such as municipalities), and to a lesser extent from surface water and groundwater. Nearly all withdrawal occurs in non-water-stressed areas. Overall, water withdrawals in 2021 were down 14% from 2020, mainly due to a perimeter change and to the Lakeland and Tito Scalo water efficiencies.

Compared to 2020, the water discharged in 2021 was reduced by 18%. Nearly all discharges are assigned to third party.

In 2021, water consumption (given by the difference between water withdrawal and water discharge) amounted to 17,660 mc, and mainly occurred in the Lakeland printing site and in the Providence facility. The 34% decrease in consumption compared to the previous year reflects the changes in withdrawal described above.

The Lakeland facility uses potable water for all purposes in the building and in the production process and has implemented a water reduction program for cleaning printing rollers. In 2021, the site switched to a laser system that gets rid of wastewater generation, as the dust made by the laser is then collected and disposed of with no water consumption. Due to the new system, IGT consumed 200 cubed meters less of potable water for this process in 2021.

IGT purchased a second unit due to the success of the program. The latter will reduce consumption by an additional 110 cubed meters from the process in 2022, totaling a reduction in consumption of more than 310 cubed meters per year. The Reno facility completed the conversion of their silk-screening process to a Digital Ink Jet Process in 2021, which saves over 200,000 gallons of water per year.

**Water Consumption**

WATER CONSUMPTION AND DISCHARGE [M <sup>3</sup> ]			
		2021	2020
<b>Withdrawal</b>	Surface Water	19,195	21,280
	of which from water stress area	0	0
	Groundwater	1,703	2,783
	of which from water stress area	133	158
	Seawater	0	0
	of which from water stress area	0	0
	Produced water	0	0
	of which from water stress area	0	0
	Third-party water	190,152	235,324
	of which from water stress area	26,920	33,484
	Total withdrawal	211,050	259,388
of which from water stress area	27,053	33,642	
<b>Discharge</b>	Surface Water	1,603	0
	of which to water stress area	0	0
	Groundwater	1,703	1,943
	of which to water stress area	133	158
	Seawater	0	0
	of which to water stress area	0	0
	Third-party water	190,084	230,829
	of which to water stress area	26,920	33,484
	Total Discharge	193,390	232,771
of which to water stress area	27,053	33,642	
<b>Consumption</b>		17,660c	26,617 mc

*In order to evaluate water consumption and related impacts of all active locations in 2021, data from smaller offices have been estimated based on the average water consumption per-employee. 2020 data on withdrawal and discharge from water stress areas were restated due to a change in methodology.*



**Materials Consumption** GRI: 103-3; 301-1

IGT's processes and activities involve a wide range of raw materials. Main materials used in the assembly of gaming machines include metals, wood, plastics, glass, electronic components, and liquid crystal display (LCD) screens. IGT's primary manufacturing and production facility in Reno, Nevada, has approximately 594,000 square feet dedicated to product development, warehousing, shipping, and receiving.

Compared to previous years, the data collection methodology for purchased materials and products changed in 2021. Specifically, it shifted from bottom-up data collection, in which each site provided the amount of materials purchased, to top-down data collection, in which data were collected directly from the contact persons of the main business lines and facilities. This methodology was adopted to ensure that data were consistent with the estimates made for Scope 3, category 1 (Purchased Goods and Services).

Configuration and assembling of electronic components, cables, harnesses, video monitors, and prefabricated parts purchased from outside sources are the main manufacturing operations at IGT. Products comply with all regulations of the jurisdictions where IGT places products. For example, in compliance with the European Union Directive on Restrictions on Use of Hazardous Substances (RoHS) in Electrical and Electronic Equipment (2015/863/EU), IGT manufactures RoHS-compliant machines for European distribution.

**Material Consumption**

PURCHASED MATERIALS (TONS)			
IGT uses a variety of non-renewable materials such as raw materials (e.g., metals, wood), semi-manufactured materials (e.g., assemblies and electronic components), and other materials (e.g., cardboard, paper, plastic, toners, and inks)			
	2021	2020	2019
Paper (office paper, olographic paper, thermal paper and packaging)	20,988	15,750	16,811
Paper (lottery tickets)	14,787	11,183	11,816
Cardboard	62	53	52
Toner and liquid inks	2,153	1,639	1,984
Plastics (packaging and cabinets plastic parts)	13,976	7,353	7,785
Electronic components (assemblies, PCBs, monitors, bill acceptors)	88,419	103,851	142,241
Wood	357	356	425
Metals	37,232	5,098	5,460
Other	26,630	21,973	29,811

2020 showed a general downward trend in the consumption of materials due to the temporary shutdown of offices and facilities, particularly during the peak period of the COVID-19 pandemic. In addition, smart-working initiatives carried out in many of the Company's sites and offices have further contributed to the reduction of raw materials consumption. Please note that the total 2019 and 2020 materials consumption data were re-stated, due to the change in methodology explained above. Paper for lottery tickets refer to virgin paper used for printing activities in Lakeland and Tito Scalco (PCC).



The most purchased materials are used at IGT's Reno facility for assembling instant ticket vending machines (ITVMs) and electronic gaming machines (EGMs), and for packaging. In 2021, 38 ITVMs and 20,779 new EGMs were assembled at the Reno facility. However, a change in purchasing to optimize logistics took place in 2021 and resulted in the purchase of already assembled EGMs and ITVMs directly from a single supplier. In 2019 and 2020, most gaming machines were built from parts in Reno, but throughout 2021, pre-assembled cabinets were directly bought from contract manufacturers. Similarly, ITVMs were also purchased directly from a contract manufacturer since late 2020.

Packaging, including cardboard and paper, is the largest portion of consumed raw materials at offices and the Lakeland printing facility. IGT's printing presses in Florida are servo-driven and can be operated solely on water-based ink systems. The servo-driven press optimizes job changeover times, minimizes material waste, and offers high-quality printing.

The Company relies heavily on the supply of paper for instant tickets production. In this regard, IGT has made a commitment to reduce impact of paper consumption on natural resources. This is in line with the commitments of the major paper suppliers, which abide by several environmental standards. These standards include the Forest Stewardship Council® (FSC), a global, not-for-profit organization dedicated to the promotion of responsible forest management worldwide. The organization defines standards based on agreed principles for responsible forest stewardship that

are supported by environmental, social, and economic stakeholders.

The Lakeland printing facility is certified by a third-party registrar as FSC Chain of Custody certified facility for paper products. IGT uses an ink color-match and mixing center on site to reduce the quantity of plastic pails used to print custom/pantone matching system colors. This program greatly reduces the quantity of plastic pails utilized by IGT's ink suppliers as well as ink waste because the ink is mixed only according to the specific need of the business project. Plastic buckets do not lend themselves to normal recycling processes. IGT's partnership with NuCycle provides an outlet to convert these normally non-recycled landfill materials into an alternative energy resource.

In addition, the Tito Scalo printing facility has adopted a policy for the FSC Chain of Custody certification, thus highlighting the commitment to promoting sustainable management of forest resources, in line with the ethical and environmental values of IGT. The policy provides for the preference of raw materials of FSC forest origin and the commitment to directing customers and suppliers towards environmental and social responsibility aimed at safeguarding and preserving forest biodiversity. IGT is committed to:

- implementing and maintaining an adequate FSC Chain of Custody management and control system for products manufactured and labelled according to the FSC management scheme;
- supplying and using raw materials that

are certified and/or do not come from controversial sources;

- working with suppliers of raw materials of forestry origin that have obtained or intend to obtain recognized forestry certifications; and

- promoting and encouraging the use of FSC-certified paper and cardboard among its customers.

### Mapping the Consumption of Paper, Cardboard and Plastic at IGT in Italy

In 2021, in line with 2020, IGT completed a specific analysis aimed at measuring paper and plastic consumption at the Company's locations in Italy. Measuring is the first step in identifying potential areas for reducing and replacing materials with more sustainable alternatives.

This analysis has made it possible to define, in addition to the quantity, the type of materials mostly used within the IGT offices in Italy for each business area, in order to promote a more conscious use of the resources.

With regard to plastic consumption, IGT launched in 2020 an initiative aimed at recovering the outer shell of the printing cartridges and their packaging. This demonstrated that most of the consumption of plastic raw material came from the purchase of the printing cartridges, containing a ribbon inside them which, despite the excellent condition of the plastic component of the cartridges, contributed strongly to the generation of waste.

Through a careful analysis of the entire printing process and supply chain, it was possible to establish that the regeneration of the plastic component of the cartridge, as well as of part of the packaging, is an important process of optimizing environmental and economic performance. In such a way, it was possible to reduce both the 2020 and 2021 plastic consumption. IGT now returns the used cartridge shells to its suppliers so they can be reintroduced into the production cycle. The same is made an integral part of the new cartridges purchased by the Company. When the cartridge shell is recovered, the reduction of plastic components of the cartridge is around 80%, allowing for about 400,000 units to be recycled in 2021.



### Green Conversion of all Lottery Products at IGT in Italy

Starting in 2019, IGT mapped all lottery products, including instant tickets and playslips, that may have been sourced from FSC-certified suppliers. In 2020, the Company signed the first agreements for paper to be sourced from suppliers using paper from responsibly managed forest for all lottery products.

### Trade Marketing Goes Green at IGT in Italy

In March 2020, IGT launched a project in Italy aimed at reducing the paper and plastic used in all communication tools delivered to the point of sale, by identifying alternative solutions and greener materials. The project identified three areas of intervention:

1. Development of digital solutions for the point of sale;
2. Design and implementation of permanent materials and subsequent reduction of temporary ones; and
3. Design and development of materials using “green” resources and consequent reduction in the use of resources with high environmental impact.

Regarding point one, in 2021, IGT developed a point-of-sale digital signage solution to communicate product news and winnings to players. About 1,900 installations were implemented on the network.

As for point two, IGT deployed about 18,000 scratch stations made of recyclable plexiglass and continued investing in permanent scratch display solutions made of recyclable materials. To spread these solutions among retailers, both tools can be requested from the retailer portal, free of charge. This choice makes it possible to respond to the retailer’s need and represents a sustainable optimization of the process. Until 2019, product information materials were mailed to nearly all retailers. In 2021, IGT made its product catalog available on the retailer portal for retailers to order the materials they need, in an effort to optimize the distribution of these hard-copy materials. Materials are ordered - in the most widespread cases - by about 60% of the eligible retailers, which means the volumes shipped could be reduced by approximately 40% of the former distribution to the entire network.

With reference to point three, in 2021, IGT resolutely maintained and increased the efforts made until 2020, and produced all lottery kits in a “green” version (i.e., made using paper from responsibly managed forests, recycled material and/or controlled wood). All packaging of communication materials has also been made from recycled paper.

Finally, in 2021 IGT started a communication campaign for retailers. Each delivery of communication materials included an accompanying letter aimed at informing customers about the type of materials used, and IGT’s commitment to environmental sustainability.

### Machine End-of-Life Management

The Reno facility manufactures two types of machines: ITVMs and EGMs. ITVM maintenance and replacement programs vary depending on the lottery contracts. The ITVMs’ end-of-life treatment is determined by regulations in each jurisdiction, and these machines are not returned to the Reno facility. EGMs, conversely, can be sold or leased. Outside the U.S., machine end-of-life management is handled according to local regulations on reuse, recycling, and waste reduction.

While IGT strives to manage equipment returns and recycling operations at a local level to limit

the need to transport equipment to a central facility, the need to process returns through the Reno facility is still required. Primarily, operations with limited space or in proximity of Reno facility, return used equipment for recycling purposes. In 2019 and continuing into 2020, IGT identified areas throughout the U.S. to accommodate the return/recycling process and further reduce transportation needs to Reno. In fact, return/recycling operations took place in nine other locations accounting for approximately 20% of the total equipment recycling. In 2021, there were approximately 7,265 pieces of equipment returned to warehouse locations around the U.S. Of these, approximately 40% of the returned EGMs were repurposed for reuse.

### The North America Hubs Project

The North America Hubs project is focused on reducing cost, miles and CO2 emissions by consolidating returned Electronic Gaming Machines (EGMs) from casino properties at regional IGT locations. In 2021, IGT furthered its effort to utilize the group’s regional locations as consolidation points for EGMs returning from casino properties to the Reno, Nevada manufacturing facility with shipments from Egg Harbor, New Jersey.

Throughout the year, facilities in Bozeman (Montana), Latham (New York), Wixom (Michigan), Miami (Florida), and Las Vegas (Nevada), were utilized as consolidation hubs for returned EGMs. Relying on consolidation hubs to gather the machines coming from 33 casinos has allowed optimization of travel to the Reno manufacturing facility down to 23 shipments. This new logistics initiative reduced miles traveled and emissions related to shipments. Indeed, direct partial shipments from casinos to the Reno manufacturing facility were reduced to 22. By consolidating EGMs in the various regions and shipping full truckloads to Reno, IGT was able to save 80,129 kilometers of travel and reduce CO2 emissions by about 80 metric tons.

In 2021, additional regional hubs in Colorado, Illinois, Missouri, Minnesota, and Washington had been added to the program. IGT is completing a North America network modeling exercise to identify potential consolidation points to further optimize shipment savings and facilitate sustainable improvements. The CO2 North American Hubs project achieved a reduction of 307,620 miles and reduced CO2 emissions by 1,059 metric tons. The output of the North America network modeling exercise has generated a logistics project to further reduce miles and CO2 emissions for shipments originating in Reno to the East Coast of North America. This project was executed in late 2021 and will continue throughout 2022.



# Appendix



## Appendix

### Methodological Note

GRI: 102-49

This Sustainability Report is published by International Game Technology PLC and its subsidiaries (“IGT” or the “Company”), unless otherwise stated, to disclose its sustainability performance and to preserve an important communication channel with its stakeholders.

### Identifying Material Aspects and Boundaries

GRI: 102-46; 102-47; 103-1

#### MATERIALITY DEFINITION PROCESS

The subjects covered in this report have been identified by means of a materiality definition process that IGT carried out to identify the most relevant economic, environmental, and social topics for the Company. GRI Sustainability Reporting Standards require this report to include information related to topics deemed material – i.e. those topics that reflect the reporting organization’s significant economic, environmental, and social impacts, or substantively influence the assessments and decisions of stakeholders. The material topics were examined in four phases: identification, prioritization, validation, and review.

In the identification phase, all topics have been considered according to their impact, regardless of whether they relate to internal or external aspects of the organization. Topics have been identified as relevant for IGT by qualitatively assessing their economic, environmental, and social impact, along with considering corporate

initiatives, procedures, policies, and functions. External relevance has been determined by considering the main categories of stakeholder and business impacts at local, regional, and global levels. Stakeholder priorities have been defined by weighing the recurrence of the topics in the analysis of publicly available articles, analyzing the way IGT’s competitors evaluate the topics, and tracking the presence of each topic in both sector documents and sustainability macro-trends. For this report, some proxy data have been used to measure the relevancy of each topic in the assessments and decisions of stakeholders. In particular, the following analyses have been carried out:

- benchmark analysis: review of 30 sustainability and social responsibility reports and similar sources of publicly available information from IGT’s competitors in order to identify the most widely discussed sustainability issues;
- media analysis: review of publicly available articles related to relevant sustainability areas in order to identify the impact of public opinion and the media;
- sector trend analysis: review of key sustainability documents published by relevant international sustainability organizations, and documents edited by specific sector associations and organizations (e.g., gaming sector outlook studies published by leading international consulting firms; Sustainability Accounting Standards Board Materiality Map for the

- “Casinos & Gaming” and “Software & IT Services” sectors);
- worldwide sustainability macro-trends: review of documents and reports from the most relevant and influential non-governmental organizations, policymakers, and stock exchanges at the global level, in order to identify the primary sustainability issues at the international level; and
- customer and investor Environmental, Social, and Governance (ESG) issue analysis: review of documents and specific ESG questionnaires submitted to IGT in 2021 to identify the main sustainability issues on which customers and investors focus their attention.

In the second phase, the economic, environmental, and social significance was prioritized, as well as the subsequent influence on stakeholders’ assessments and decisions. Based on the principles of materiality and stakeholder inclusiveness, this phase has been divided into two parts. The first part identified the significance of each topic according to its influence on the assessments and decisions of stakeholders, and its impact on their perceptions and expectations. The second part identified the significance of each topic in relation to IGT’s performance, by considering:

- the Company’s economic, environmental, and social impacts related to the topic;
- the potential risk/opportunity (financial, reputational, etc.) for the Company as

- represented by the topic; and
- how the topic relates to the success of the Company’s business strategy.

In 2021 IGT’s priorities were defined by directly engaging with the Company’s executive management, who were asked to prioritize the material topics, while considering IGT’s economic, environmental, and social impacts. Members of executive management were asked to assign relevance to the themes on the “Relevance for IGT” axis by associating each of the 15 themes with a level of priority between one and four.

As a result, the relevancy of each topic was defined and validated, and the following materiality matrix was finalized, thus reflecting the 2021 priorities for the Company and its stakeholders. Consistent with the GRI precautionary principle, all topics set by IGT above the relevance threshold were considered material.





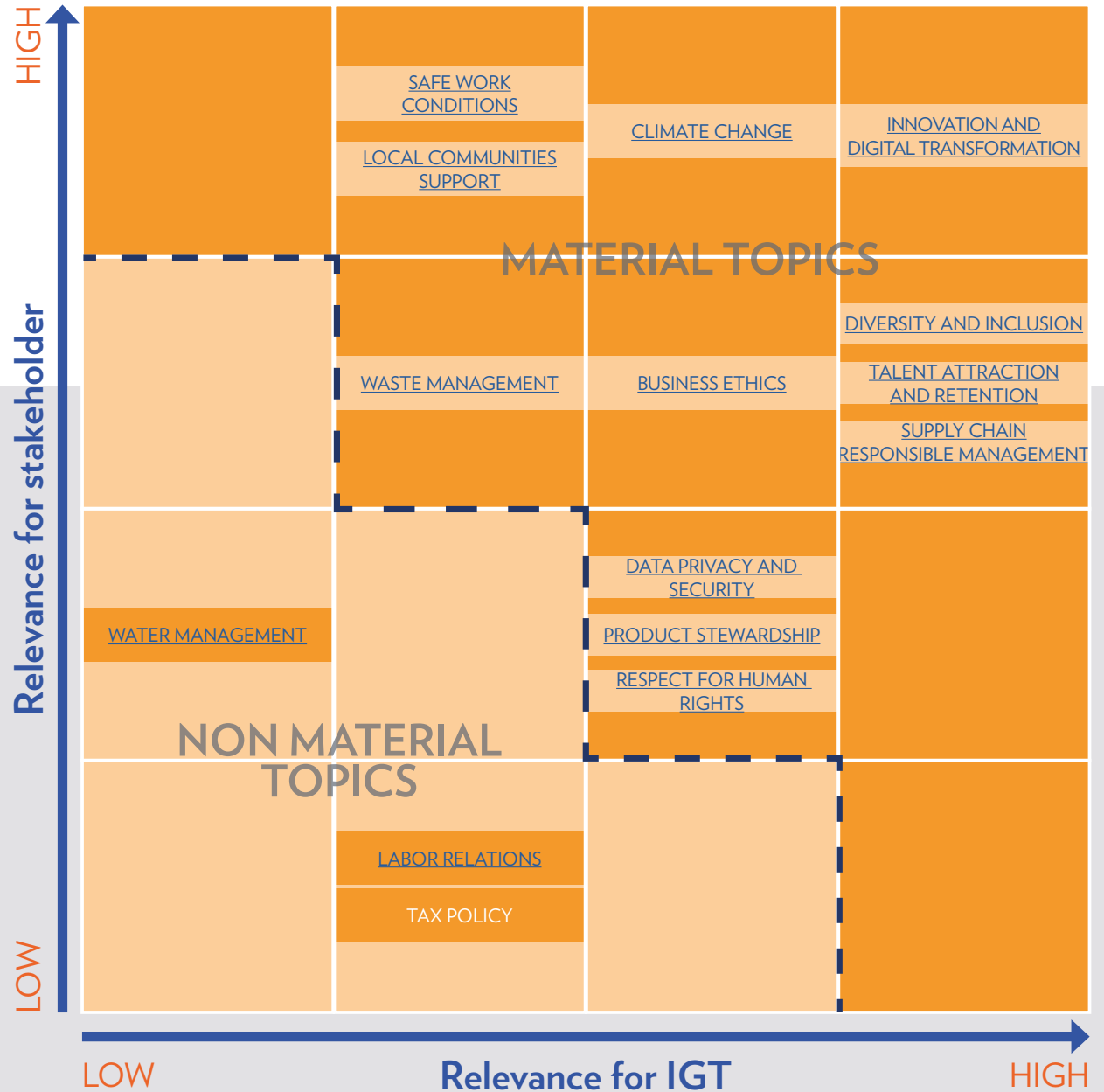
# MATERIALITY MATRIX

Compared to 2020, the materiality matrix was transformed from a 3x3 into a 4x4 format, in order to increase granularity and offer a greater degree of relevance, which is deemed appropriate for better intercepting both stakeholder and Company priorities.

The main change in the materiality matrix, due to the methodology update, were the “respect for Human Rights” topic being moved above the materiality threshold. By looking instead at the differences between the 2020 and 2021 matrices within the same new 4x4 format, the main change relates to the topic “Waste Management,” which gained higher relevance for both IGT and stakeholders, thus becoming part of the material topics.

Other minor changes are reported here afterwards:

- “Safe Work Conditions,” “Business Ethics” and “Local Communities Support” have decreased relevance for IGT, thus moving to the left;
- “Data Privacy and Security” have lost relevance for both IGT and stakeholders, thus moving toward the lower left box of the matrix; and
- “Climate Change,” “Diversity and Inclusion,” “Supply Chain Responsible Management,” and “Labor Relations” have increased their relevance for IGT, thus moving to the right in the matrix. As for “Labor Relations,” it is important to underline that this shift did not allow the latter to be included among the material topics.





Except for the addition of two new material topics (i.e. “Human Rights” and “Waste Management”), the 2021 material topics are in line with 2020. Also, although the “Water Management” and “Labor Relations” topics are not considered material, IGT, in line with previous years, has chosen to report on these topics.

The validation phase involved the assessment of the material topics against scope, boundaries and completeness of selected information according to the reporting period. This analysis resulted in the table below that identifies scope and boundaries of material topics where impacts might occur, both within and outside IGT in 2021.

The material topics identified in this reporting period will be reviewed for relevancy and will be taken into account in the identification phase of the next reporting cycle.

IGT Material Topic	Related GRI Topic - Specific Disclosures	Relevance within the Organization	Relevance outside the Organization
Business Ethics	Anti-Corruption, Anti-Competitive Behavior, Socioeconomic Compliance, Environmental Compliance, Public Policy	●	
Climate Change	Energy, Emissions	●	●
Innovation and Digital Transformation	-	●	
Support for Local Communities	Economic Performance	●	
Product Stewardship	Customer Health & Safety, Materials	●	●
Responsible Supply Chain Management	Child Labor, Forced or Compulsory Labor		●
Diversity and Inclusion	Diversity and Equal Opportunity, Non-Discrimination	●	●
Talent Attraction and Retention	Employment, Training and Education	●	●
Safe Work Conditions	Occupational Health and Safety	●	●
Data Privacy and Security	Customer Privacy	●	●
Waste management	Waste	●	
Human Rights	Human Rights Assessment, Forced or Compulsory Labor, Child Labor	●	



## Report Profile

GRI: 102-5; 102-45; 102-48; 102-50; 102-52; 102-53; 102-54

### BOUNDARY AND REPORTING PERIOD

This Sustainability Report is published by International Game Technology PLC and its subsidiaries covering fiscal year 2021 (January 1, 2021 – December 31, 2021).

The economic, social, and environmental information reported refers to all entities included in the consolidated financial statements of International Game Technology PLC as of and for the year ended December 31, 2021. In 2021, IGT started using an externally provided web-based tool to collect environmental data from its sites all over the world.

With reference to those sites that were unable to provide electricity and natural gas consumption data for 2021, an estimate<sup>1</sup> has been made to calculate greenhouse gas (GHG) related emissions across 100% of IGT locations active in 2021.

For a better understanding of the Company and its business, please refer to International Game Technology PLC's U.K. Annual Report and Accounts and Form 20-F for the year ended December 31, 2021. This report describes activities, initiatives, and significant events that took place in 2021, as well as comparative data related to 2020 and 2019, where available.

### PREPARATION PRINCIPLES GRI: 102-54

Based on the current coverage of both "Universal Standards" and "Topic-Specific Standards" linked to material topics, this report has been prepared in accordance with the GRI Standards: Core option. The content index is shown on page 116.

### SOURCES AND DATA GATHERING SYSTEMS

Data sources include internal documents, market surveys, and other official sources indicated in the report. Financial and economic data and information are derived from International Game Technology PLC's Form 20-F and U.K. Annual Report and Accounts for the year ended December 31, 2021<sup>2</sup>.

### ASSURANCE PROCESS

This report has been verified by Ernst & Young (EY), an independent auditor, who has carried out a limited assurance engagement according to International Standard on Assurance Engagements (ISAE) 3000 (revised) criteria.

### REPORT STRUCTURE GRI: 102-53

The document is made up of six sections and an appendix:

1. "About IGT" provides an overview about IGT's business and main activities, and a description of the structure and responsibilities of its governance bodies. It also describes the international gaming space in which the Company operates;

2. "Commitment to Sustainable Growth" describes IGT's sustainability priorities, its commitments to the United Nations Global Compact and Sustainable Development Goals, its ambitions and strategic goals, and its approach to stakeholder engagement. It also shows IGT's materiality matrix and its generated value;
3. "Valuing and Protecting Our People" provides an overview of IGT's workforce and the Company's commitment to fostering a positive work climate and engaging with its employees;
4. "Advancing Responsibility" provides an overview of the Company's commitment to responsible gaming and to the protection of people, products, and processes;
5. "Supporting Our Communities" describes the Company's initiatives on behalf of the communities in which it operates; and
6. "Fostering Sustainable Operations" provides a description of the Company's supply chain and related activities to ensure its sustainability. It also illustrates the Company's environmental impact and efforts to reduce it, the Company's commitment to promoting responsible operations across its supply chain, and the Company's constant dialogue with customers. It also illustrates the environmental impact of the Company's operations and its efforts to reduce its environmental impact and carbon footprint.

In the appendices of this report, both Universal and Topic-Specific GRI standards are reported within the content index in accordance with the core option of the GRI Sustainability Reporting Standards.

This report is published in English at [igt.com/sustainabilityreport](https://igt.com/sustainabilityreport).

More information and in-depth analysis about topics disclosed in the report can be requested via email at [sustainability@igt.com](mailto:sustainability@igt.com).

<sup>1</sup> Electricity and natural gas estimation is based on an average emission per square meter.  
<sup>2</sup> The financial data are presented in U.S. dollars, unless otherwise specified. Any references to "\$" refer to the currency of the United States of America (or "U.S.").



Social KPIs GRI: 102-7; 102-8; 401-1; 403-9; 404-1; 405-1

Disclosure 102-8 Information on employees and other workers

Employees by employment contract, by gender	2021			2020			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Permanent contracts	7,153	3,240	10,393	7,538	3,444	10,982	8,129	3,662	11,791
Temporary contracts	48	45	93	34	32	66	83	48	131

Employees by region, by gender	2021			2020			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
U.S.	3,820	1,707	5,527	3,905	1,797	5,702	4,404	1,998	6,402
Italy	838	532	1,370	1,092	656	1,748	1,145	648	1,793
Rest of the world	2,543	1,046	3,589	2,575	1,023	3,598	2,663	1,064	3,727
Canada	363	141	504	333	127	460	347	134	481
Serbia	238	115	353	201	93	294	168	84	252
Poland	225	60	285	231	62	293	236	64	300
Mexico	195	70	265	157	45	202	161	45	206
Australia	220	40	260	241	39	280	247	40	287
United Kingdom	163	83	246	154	73	227	161	80	241
Austria	167	69	236	181	68	249	183	65	248
Colombia	109	52	161	114	50	164	118	50	168
China	69	69	138	150	115	265	165	127	292
India	91	29	120	81	23	104	80	21	101
Spain	84	33	117	82	30	112	83	32	115
Chile	64	19	83	70	21	91	78	21	99
Trinidad and Tobago	45	37	82	44	36	80	44	36	80
Jamaica	51	27	78	44	25	69	46	27	73
Argentina	54	15	69	58	21	79	62	22	84
Netherlands	56	9	65	60	7	67	60	8	68
Perù	35	27	62	36	31	67	41	36	77
South Africa	38	22	60	39	22	61	40	21	61
Costa Rica	41	13	54	42	16	58	45	16	61
Other	235	116	351	257	119	376	298	135	433
<b>Total</b>	<b>7,201</b>	<b>3,285</b>	<b>10,486</b>	<b>7,572</b>	<b>3,476</b>	<b>11,048</b>	<b>8,212</b>	<b>3,710</b>	<b>11,922</b>



Employees by employment type, by gender	2021			2020			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Employees on full-time contract	7,161	3,185	10,346	7,358	3,332	10,690	7,945	3,542	11,487
Employees on part-time contract	40	100	140	214	144	358	267	168	435

Disclosure 401-1 New employee hires and employee turnover\*

Age group	2021				2020				2019			
	New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
Up to 30	562	52%	313	29%	357	35	321	31	590	45	475	36
30-50	832	14%	1,001	16%	426	6	744	11	593	9	789	11
Over 50	162	5%	413	13%	119	4	479	15	145	4	337	9
<b>Total</b>	<b>1,556</b>	<b>15%</b>	<b>1,727</b>	<b>16%</b>	<b>902</b>	<b>8</b>	<b>1,544</b>	<b>14</b>	<b>1,328</b>	<b>11</b>	<b>1,601</b>	<b>13</b>

	2021				2020				2019			
	New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
U.S.	816	15%	987	18%	517	9	1,085	19	824	13	1,009	16
Italy	131	10%	120	9%	127	7	141	8	105	6	107	6
Rest of the world	609	17%	620	17%	258	7	318	9	399	11	485	13
<b>Total</b>	<b>1,556</b>	<b>15%</b>	<b>1,727</b>	<b>16%</b>	<b>902</b>	<b>8</b>	<b>1,544</b>	<b>14</b>	<b>1,328</b>	<b>11</b>	<b>1,601</b>	<b>13</b>

	2021				2020				2019			
	New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
Male	1,061	15%	1,183	17%	587	8	1,065	14	851	10	1,014	12
Female	495	15%	544	16%	315	9	479	14	477	13	587	16
<b>Total</b>	<b>1,556</b>	<b>15%</b>	<b>1,727</b>	<b>16%</b>	<b>902</b>	<b>8</b>	<b>1,544</b>	<b>14</b>	<b>1,328</b>	<b>11</b>	<b>1,601</b>	<b>13</b>

\* Employees hired and separated from Big Easy Srl, Lottomatica Scommesse and Lottomatica Videolot Rete have not been encountered within the number and rate of new employees hires and employees turnover, as such companies were sold in 2021; Interns have been encountered within the number and rate of new employees hires and employees turnover.



Disclosure 404-1 Average hours of training per year per employee

Professional Category	2021						2020						2019					
	Total training hours			Average number of training hours			Total training hours			Average number of training hours			Total training hours			Average number of training hours		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	2,173	943	3,117	4.74	5.58	4.96	1,198	440	1,638	2.61	2.80	2.66	2,845	1,012	3,857	5.78	6.36	5.92
Middle Management	7,237	3,035	10,272	7.20	6.71	7.05	3,815	1,645	5,460	3.62	3.49	3.58	18,134	7,031	25,165	16.78	15.42	16.37
Office staff and workers	44,261	21,998	66,259	7.72	8.26	7.89	24,989	10,472	35,461	4.12	3.68	3.98	41,156	17,618	58,774	6.2	5.69	6.04
<b>Total</b>	<b>53,672</b>	<b>25,976</b>	<b>79,647</b>	<b>7.45</b>	<b>7.91</b>	<b>7.60</b>	<b>30,002</b>	<b>12,557</b>	<b>42,559</b>	<b>3.96</b>	<b>3.61</b>	<b>3.85</b>	<b>62,135</b>	<b>25,661</b>	<b>87,796</b>	<b>7.57</b>	<b>6.92</b>	<b>7.36</b>

The training hours for 2021 were calculated considering LMS training platform only

Number of employees per employee category, gender and age group

Category	2021											
	Up to 30			30-50			Over 50			Total per Category		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	0	0	0	212	88	300	247	81	328	459	169	628
Middle Management	13	6	19	635	296	931	357	150	507	1,005	452	1,457
Office staff and workers	729	332	1,061	3,309	1,586	4,895	1,699	746	2,445	5,737	2,664	8,401
<b>Total</b>	<b>742</b>	<b>338</b>	<b>1,080</b>	<b>4,156</b>	<b>1,970</b>	<b>6,126</b>	<b>2,303</b>	<b>977</b>	<b>3,280</b>	<b>7,201</b>	<b>3,285</b>	<b>10,486</b>

Category	2020											
	Up to 30			30-50			Over 50			Total per Category		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	220	93	313	239	64	303	459	157	616
Middle Management	19	6	25	689	324	1,013	347	142	489	1,055	472	1,527
Office staff and workers	660	336	996	3,657	1,748	5,405	1,741	763	2,504	6,058	2,847	8,905
<b>Total</b>	<b>679</b>	<b>342</b>	<b>1,021</b>	<b>4,566</b>	<b>2,165</b>	<b>6,731</b>	<b>2,327</b>	<b>969</b>	<b>3,296</b>	<b>7,572</b>	<b>3,476</b>	<b>11,048</b>



Category	2019											
	Up to 30			30-50			Over 50			Total per Category		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	226	92	318	266	67	333	492	159	651
Middle Management	34	15	49	671	299	970	376	142	518	1,081	456	1,537
Office staff and workers	997	474	1,471	3,681	1,732	5,413	1,961	889	2,850	6,639	3,095	9,734
<b>Total</b>	<b>1,031</b>	<b>489</b>	<b>1,520</b>	<b>4,578</b>	<b>2,123</b>	<b>6,701</b>	<b>2,603</b>	<b>1,098</b>	<b>3,701</b>	<b>8,212</b>	<b>3,710</b>	<b>11,922</b>

### Disclosure 405-1 Diversity of governance bodies and employees

Category	2021									
	Up to 30			30-50			Over 50			
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Total
Senior Management	-	-	-	33.8	14.0	47.8	39.3	12.9	52.2	
Middle Management	0.9	0.4	1.3	43.6	20.3	63.9	24.5	10.3	34.8	
Office staff and workers	8.7	4.0	12.6	39.4	18.9	58.3	20.2	8.9	29.1	

Category	2020									
	Up to 30			30-50			Over 50			
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Total
Senior Management	-	-	-	35.7	15.1	50.8	38.8	10.4	49.2	
Middle Management	1.2	0.4	1.6	45.1	21.2	66.3	22.7	9.3	32.0	
Office staff and workers	7.4	3.8	11.2	41.1	19.6	60.7	19.6	8.6	28.1	

Category	2019									
	Up to 30			30-50			Over 50			
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Total
Senior Management	-	-	-	34.7	14.1	48.8	40.9	10.3	51.2	
Middle Management	2.2	1.0	3.2	43.7	19.5	63.1	24.5	9.2	33.7	
Office staff and workers	10.2	4.9	15.1	37.8	17.8	55.6	20.1	9.1	29.3	



Number and percentage of individuals within the organization’s governance bodies per gender and age group

Gender	2021						2020						2019					
	Up to 30		30-50		Over 50		Up to 30		30-50		Over 50		Up to 30		30-50		Over 50	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Man	-	-	-	-	8	80	-	-	-	-	8	73	-	-	1	8	11	85
Woman	-	-	-	-	2	20	-	-	1	9	2	18	-	-	-	-	1	8

Disclosure 403-9 Work-related injuries

Rate	2021	2020	2019
	U.S.		
Rate of fatalities as a result of work-related injury	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0	0
Rate of recordable work-related injuries	1.19	0.87	1.55
Hours worked	10,697,997	12,804,000	12,466,553

Rate	2021	2020	2019
	Italy		
Rate of fatalities as a result of work-related injury	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0	0
Rate of recordable work-related injuries	0	0.92	1.9
Hours worked	2,138,460	2,607,708	2,840,315

Rate	2021	2020	2019
	Rest of the World*		
Rate of fatalities as a result of work-related injury	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0	0
Rate of recordable work-related injuries	0.2	0.37	1.37
Hours worked	6,058,767	8,596,515	7,144,608

Rate	2021	2020	2019
	IGT Total		
Rate of fatalities as a result of work-related injury	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0	0
Rate of recordable work-related injuries	0.84	0.67	1.59
Hours worked	16,756,764	21,400,515	19,581,161

\* In 2020 and 2021, 21 countries were considered compared to the 18 countries in 2019. Differently from 2019, in 2020 and 2021 India, the Netherlands and UK were included within the GRI calculation. Therefore, the following countries were include in the 2020 and 2021 GRI calculation: Australia, Austria, Argentina, Chile, Canada, Colombia, Costa Rica, China, India, Italy, Jamaica, Mexico, Netherlands, Peru, Poland, Serbia, Spain, South Africa, Trinidad and Tobago, UK, and United States.





## Additional D&I KPIs

Share of women in total workforce (as % of total workforce) - Global

Total workforce	10,486
Number of women in total workforce	3,285
<b>Share of women in total workforce</b>	<b>31.33%</b>

Share of women in STEM-related positions\* as % of total STEM positions - Global

Total number of employees in STEM-related positions	3,563
Number of women in STEM-related positions	747
<b>Share of women in STEM-related positions (as % of total STEM positions)</b>	<b>20.97%</b>

Share of women in management positions in revenue-generating functions\*\* as % of all such managers - Global

Total number of employees in management positions in revenue-generating functions	35
Number of women in management positions in revenue-generating functions	19
<b>Share of women in management positions in revenue-generating functions (as % of all such managers)</b>	<b>54.29%</b>

Percentage of People of Color - US only

Total number of employees	5,527
People of Color	1,804
<b>% of PoC</b>	<b>32.64%</b>

\* The job functions considered for the STEM-related positions were IT and technology

\*\* The revenue-generating functions considered were management roles in departments that contribute directly to the output of products or services. It excludes support functions such as HR, IT, Legal.



## Independent Auditor's Report

GRI: 102-56



# International Game Technology PLC

## Independent auditors' report on the "Sustainability Report 2021"



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## Independent auditors' report on the "Sustainability Report 2021"

To the Board of Directors of  
International Game Technology PLC

### Scope

We have been engaged by International Game Technology PLC (hereinafter also "IGT") to perform a "limited assurance engagement", as defined by International Standards on Assurance Engagements, here after referred to as the engagement, to report on the Sustainability Report 2021 (the "Sustainability Report") of International Game Technology PLC and its subsidiaries (hereinafter also the "IGT Group") for the year ended on December 31, 2021.

### Criteria applied by International Game Technology PLC

In preparing the Sustainability Report, IGT applied the "Global Reporting Initiative Sustainability Reporting Standards" issued by GRI - Global Reporting Initiative ("GRI Standards"), as described in the paragraph "Methodological Note" of the Sustainability Report ("Criteria").

### International Game Technology PLC's responsibilities

IGT's management is responsible for selecting the Criteria, and for presenting the Sustainability Report in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the Sustainability Report, such that it is free from material misstatement, whether due to fraud or error.

### EY's responsibilities

Our responsibility is to express a conclusion on the presentation of the Sustainability Report based on the evidence we have obtained.

We conducted our engagement in accordance with the *International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* ("ISAE 3000").

Those standards require that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the Sustainability Report is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

EY S.p.A.  
Sede Legale: Via Marevigi, 12 - 20123 Milano  
Sede Secondaria: Via Lombardia, 31 - 00187 Roma  
Capitale Sociale Euro 2.525.000,00 i.v.  
Iscritta alla S.O. del Registro delle Imprese presso la CCIAA di Milano Monza Brianza Lodi  
Codice fiscale e numero di iscrizione 00434000564 - numero R.E.A. di Milano 606158 - P.IVA 00891231003  
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Iscritta all'Albo Speciale delle società di revisione  
Consob al progressivo n. 2 delibera n.10831 del 16/7/1997

A member firm of Ernst & Young Global Limited



**EY's Independence and Quality Control**

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants and have the required competencies and experience to conduct this assurance engagement.

EY also applies International Standard on Quality Control 1, *Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements*, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

**Description of procedures performed**

Procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Sustainability Report and related information and applying analytical and other appropriate procedures.

Our procedures included:

- analysis of the process relating to the definition of material aspects included in the Sustainability Report, with reference to the criteria applied to identify priorities for the different stakeholders' categories and to the internal validation of the process outcomes;
- comparison of economic and financial data and information included in the Sustainability Report with those included in IGT Annual Report pursuant to section 13 or 15(d) of the Securities Exchange Act of 1934 for the fiscal year ended on December 31, 2021 on which other auditor issued the auditors' report, dated March 3, 2022;
- understanding of the processes that lead to the generation, detection and management of significant qualitative and quantitative information included in the Sustainability Report.

In particular, we have conducted interviews and discussions with the management and with the personnel of IGT Group (in Italy, in the United States and in Mexico), and we have performed limited documentary evidence procedures, in order to collect information about the processes and procedures that support the collection, aggregation, processing and transmission of data and information to the department responsible for the preparation of the Sustainability Report.



Furthermore, for significant information, considering the Group's activities and characteristics:

- at Group level
  - with reference to the qualitative information included in the Sustainability Report we carried out inquiries and acquired supporting documentation to verify its consistency with the available evidence;
  - with reference to quantitative information, we have performed both analytical procedures and limited assurance procedures to ascertain on a sample basis the correct aggregation of data.
- for IGT Lottery S.p.A. (Rome, Italy and Tito Scalo, Italy) and for the Providence (Rhode Island, U.S) and Guadalajara (Mexico) IGT Group's plants, which we have selected based on their activity and relevance to the consolidated performance indicators, we have carried out site visits and virtual meetings during which we have had discussions with management and have obtained evidence about the appropriate application of the procedures and the calculation methods used to determine the indicators.

**Conclusion**

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Sustainability Report for the year ended on December 31, 2021, in order for it to be in accordance with the Criteria.

Rome, 1 July 2022

EY S.p.A.

Filippo Maria Aleandri  
(Auditor)



## GRI Content Index GRI: 102-55

For the Content Index Service, GRI Services reviewed that the GRI content index is clearly presented and the references for all disclosures included align with the appropriate sections in the body of the report.



GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION
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GRI 101: Foundation 2016

### GRI 102: GENERAL DISCLOSURES 2016

#### ORGANIZATIONAL PROFILE

102-1 Name of the organization	About IGT - Profile - pg. 6
102-2 Activities, brands, products, and services	About IGT - Profile - pg. 6
102-3 Location of headquarters	About IGT - pg. 5
102-4 Location of operations	About IGT - Profile - pg. 6 Advancing Responsibility - Operating with Integrity pg. 42
102-5 Ownership and legal form	Appendix - Methodological Note - Report Profile - pg. 107 Please refer to 2021 Annual Report Form 20-F (pg. 30)
102-6 Markets served	About IGT - Profile - pg. 6-7
102-7 Scale of the organization	About IGT - Profile - pg. 6 Appendix - Social KPIs - pg. 108
102-8 Information on employees and other workers	Appendix - Social KPIs - pg. 108
102-9 Supply chain	Fostering Sustainable Operations - Growing with Our Supply Chain - pg. 78
102-10 Significant changes to the organization and its supply chain	About IGT - Profile - pg. 6 Fostering Sustainable Operations - Growing with Our Supply Chain - pg. 78
102-11 Precautionary Principle or approach	IGT is committed to taking a Precautionary Principle to environmental impacts.
102-12 External initiatives	Commitment to Sustainable Growth - Our Values, the 2030 Agenda and Our Priorities - pg. 18
102-13 Membership of associations	Commitment to Sustainable Growth - Our Values, the 2030 Agenda and Our Priorities - pg. 18 Advancing Responsibility - Promoting Responsible Gaming - Collaborating - pg. 55

#### STRATEGY

102-14 Statement from senior decision-maker	Letter from the Chief Executive Officer and Executive Chair - pg. 3-4
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#### ETHICS AND INTEGRITY

102-16 Values, principles, standards, and norms of behavior	Commitment to Sustainable Growth - Our Values, the 2030 Agenda and Our Priorities - pg. 18 Advancing Responsibility - Operating with Integrity - pg. 42 Please also refer to IGT's Code of Conduct ( <a href="https://www.igt.com/explore-igt/about-igt/compliance">https://www.igt.com/explore-igt/about-igt/compliance</a> )”
102-17 Mechanisms for advice and concerns about ethics	Advancing Responsibility - Operating with Integrity - pg. 44



GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION
<b>GOVERNANCE</b>			
	102-18 Governance structure	About IGT - Governance - pg. 7 Please refer to 2021 Annual Report Form 20-F (pg. 75)	
	102-25 Conflicts of interest	Advancing Responsibility - Operating with Integrity - pg. 43	
<b>STAKEHOLDER ENGAGEMENT</b>			
	102-40 List of stakeholder groups	Please refer to 2021 UK Annual Report and Accounts - pg. 39	
	102-41 Collective bargaining agreements	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Protecting Human Rights - pg. - 34 Fostering Sustainable Operations - Growing with Our Supply Chain - Respecting Human Rights in IGT's business operations and the Supply Chain -pg. - 81	
	102-42 Identifying and selecting stakeholders	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29	
	102-43 Approach to stakeholder	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29	
	102-44 Key topics and concerns raised	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29	
<b>REPORTING PRACTICE</b>			
	102-45 Entities included in the consolidated financial statements	Appendix - Methodological Note - Report Profile - pg. 107	
	102-46 Defining report content and topic	Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105	
	102-47 List of material topics	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105	
	102-48 Restatements of information	Appendix - Methodological Note - Report Profile - pg. 107	
	102-49 Changes in reporting	Commitment to Sustainable Growth - Materiality Analysis - pg. 28 Appendix - Methodological Note - pg. 104	
	102-50 Reporting period	Appendix - Methodological Note - Report Profile - pg. 107	
	102-51 Date of most recent report	Previous edition of Sustainability Report was published in 2021	
	102-52 Reporting cycle	Appendix - Methodological Note - Report Profile - pg. 107	
	102-53 Contact point for questions regarding the report	Appendix - Methodological Note - Report Profile - pg. 107	
	102-54 Claims of reporting in accordance with the GRI Standards	Appendix - Methodological Note - Report Profile - pg. 107	
	102-55 GRI Content Index	GRI Content Index - pg. 116	
	102-56 External assurance	Independent Auditor's Report - pg. 114	



GRI STANDARD    DISCLOSURE    PAGE NUMBER(S) AND/OR URL(S)    OMISSION

GRI SERIES 200: ECONOMIC TOPICS

ECONOMIC PERFORMANCE

GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2	The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29
103-3	Evaluation of the management approach	About IGT - Direct Economic Value Generated and Distributed - pg. 7

GRI 201: Economic Performance 2016

201-1	Direct economic value generated and distributed	About IGT - Direct Economic Value Generated and Distributed - pg. 7
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ANTI-CORRUPTION

GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2	The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29
103-3	Evaluation of the management approach	Advancing Responsibility - Operating with Integrity - Anti-Corruption and Ethics - pg. 44

GRI 205: Anti-corruption 2016

205-3	Confirmed incidents of corruption and actions taken	During 2021 there were no cases of corruption within the IGT Group.
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ANTI-COMPETITIVE BEHAVIOR

GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2	The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29
103-3	Evaluation of the management approach	Advancing Responsibility - Operating with Integrity - Anti-Corruption and Ethics - pg. 44

GRI 206: Anti-competitive Behavior 2016

206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During 2021 there were no cases of legal actions or cases reported internally for anti-competitive behavior, anti-trust, and monopoly practices within the IGT Group.
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**GRI SERIES 300: ENVIRONMENTAL TOPICS**

**MATERIALS**

GRI 103: Management Approach 2016			
	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29	
	103-3 Evaluation of the management approach	Fostering Sustainable Operations - Caring for the Environment - Waste, Water and Material Consumption - pg. 100	
GRI 301: Materials 2016			
	301-1 Materials used by weight and volume	Fostering Sustainable Operations - Caring for the Environment - Waste, Water and Material Consumption - pg. 100	

**ENERGY**

GRI 103: Management Approach 2016			
	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29	
	103-3 Evaluation of the management approach	Fostering Sustainable Operations - Caring for the Environment - Energy Consumption - pg. 92-94	
GRI 302: Energy 2016			
	302-1 Energy consumption within the organization	Fostering Sustainable Operations - Caring for the Environment - Energy Consumption - pg. 92-94	
	302-4 Reduction of energy consumption	Fostering Sustainable Operations - Caring for the Environment - Energy Consumption - pg. 92-94	

**WATER**

GRI 103: Management Approach 2016			
	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29	
	103-3 Evaluation of the management approach	Fostering Sustainable Operations - Caring for the Environment - Waste, Water and Material Consumption - pg. 99	
GRI 303: Water and Effluents 2018			
	303-1 Interactions with water as a shared resource	Fostering Sustainable Operations - Caring for the Environment - Waste, Water and Material Consumption - pg. 99	
	303-2 Management of water discharge-related impacts	Fostering Sustainable Operations - Caring for the Environment - Waste, Water and Material Consumption - pg. 99	
	303-3 Water withdrawal	Fostering Sustainable Operations - Caring for the Environment - Waste, Water and Material Consumption - pg. 99	



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**GRI SERIES 300: ENVIRONMENTAL TOPICS**

**EMISSIONS**

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29
103-3 Evaluation of the management approach	Fostering Sustainable Operations - Caring for the Environment - Emissions - pg. 94

GRI 305: Emissions 2016

305-1 Direct (Scope 1) GHG emissions	Fostering Sustainable Operations - Caring for the Environment - Emissions - pg. 94
305-2 Energy indirect (Scope 2) GHG emissions	Fostering Sustainable Operations - Caring for the Environment - Emissions - pg. 94
305-3 Other indirect (Scope 3) GHG emissions	Fostering Sustainable Operations - Caring for the Environment - Emissions - pg. 94
305-5 Reduction of GHG emissions	Fostering Sustainable Operations - Caring for the Environment - Emissions - pg. 94

**WASTE**

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29
103-3 Evaluation of the management approach	Fostering Sustainable Operations - Caring for the Environment - Waste, Water and Material Consumption - pg. 97

GRI 306: Waste 2020

306-1 Waste generation and significant waste-related impacts	Fostering Sustainable Operations - Caring for the Environment - Waste, Water and Material Consumption - pg. 97
306-2 Management of significant waste-related impacts	Fostering Sustainable Operations - Caring for the Environment - Waste, Water and Material Consumption - pg. 97
306-3 Waste generated	Fostering Sustainable Operations - Caring for the Environment - Waste, Water and Material Consumption - pg. 97





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GRI SERIES 300: ENVIRONMENTAL TOPICS

ENVIRONMENTAL COMPLIANCE

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29
103-3 Evaluation of the management approach	"Advancing Responsibility - Product Safety and Quality - pg. 52 Fostering Sustainable Operations - Growing with our Supply Chain - Environmental Assessment of Our Suppliers - pg. 80"

GRI 307: Environmental Compliance 2016

307-1 Non-compliance with environmental laws and regulations	During 2021 IGT received no significant fines and non-monetary sanctions for non-compliance with environmental laws and/or regulations.
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GRI SERIES 400: SOCIAL TOPICS

EMPLOYMENT

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29
103-3 Evaluation of the management approach	Valuing and Protecting Our People - Engaging our Employees - pg. 38

GRI 401: Employment 2016

401-1 New employee hires and employee turnover	Appendix - Social KPIs - pg. 109
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GRI SERIES 400: SOCIAL TOPICS

OCCUPATIONAL HEALTH AND SAFETY

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29
103-3 Evaluation of the management approach	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 32-33

GRI 403: Occupational Health and Safety 2018

403-1 Occupational health and safety management system	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 32-33
403-2 Hazard identification, risk assessment, and incident investigation	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 32-33
403-3 Occupational health services	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 32-33
403-4 Worker participation, consultation, and communication on occupational health and safety	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 32-33
403-5 Worker training on occupational health and safety	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 32-33
403-6 Promotion of worker health	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 32-33
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 32-33

403-9 Work-related injuries	Appendix - Social KPIs - pg. 112	Reason of the omission: information unavailable. Health and safety data are not gathered for the entire reporting scope because of information system constraints. IGT is committed to provide a full coverage of H&S data in the next years.
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**GRI SERIES 400: SOCIAL TOPICS**

**TRAINING AND EDUCATION**

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29
103-3 Evaluation of the management approach	Valuing and Protecting Our People - Engaging Our Employees - Human Capital Development pg. 38-39

GRI 404: Training and Education 2016

404-1 Average hours of training per year per employee	Valuing and Protecting Our People - Engaging Our Employees - Human Capital Development pg. 39 Appendix - Social KPIs - pg. 110
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**DIVERSITY AND EQUAL OPPORTUNITY**

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29
103-3 Evaluation of the management approach	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Diversity and Inclusion - pg. 35-36

GRI 405: Diversity and Equal Opportunity 2016

405-1 Diversity of governance bodies and employees	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Diversity and Inclusion - pg. 36 Appendix - Social KPIs pg. 111
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**NON DISCRIMINATION**

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29
103-3 Evaluation of the management approach	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Diversity and Inclusion - pg. 35-36

GRI 406: Non-discrimination 2016

406-1 Incidents of discrimination and corrective actions taken	During 2021 there were no cases of discrimination within the IGT Group.
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GRI SERIES 400: SOCIAL TOPICS

CHILD LABOR

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Please also refer to IGT's Modern Slavery Act Statement 2021 ( <a href="https://www.igt.com/explore-igt/about-igt/global-responsibility/modern-slavery-act">https://www.igt.com/explore-igt/about-igt/global-responsibility/modern-slavery-act</a> )
103-3 Evaluation of the management approach	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Protecting Human Rights - pg. 33-35 Fostering Sustainable Operations - Growing with Our Supply Chain - Selecting Our Vendors - pg. 78 Please also refer to IGT's Modern Slavery Act Statement 2021 ( <a href="https://www.igt.com/explore-igt/about-igt/global-responsibility/modern-slavery-act">https://www.igt.com/explore-igt/about-igt/global-responsibility/modern-slavery-act</a> )

GRI 408: Child Labor 2016

408-1 Operations and suppliers at significant risk for incidents of child labor	No situations at risk of violation of child labour regulations were identified within IGT operations and supply chain during 2021.
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FORCED LABOR

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Please also refer to IGT's Modern Slavery Act Statement 2021 ( <a href="https://www.igt.com/explore-igt/about-igt/global-responsibility/modern-slavery-act">https://www.igt.com/explore-igt/about-igt/global-responsibility/modern-slavery-act</a> )
103-3 Evaluation of the management approach	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Protecting Human Rights - pg. 33-35 Fostering Sustainable Operations - Growing with Our Supply Chain - Selecting Our Vendors - pg. 78 Please also refer to IGT's Modern Slavery Act Statement 2021 ( <a href="https://www.igt.com/explore-igt/about-igt/global-responsibility/modern-slavery-act">https://www.igt.com/explore-igt/about-igt/global-responsibility/modern-slavery-act</a> )

GRI 409: Forced and Compulsory Labor 2016

409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	No situations at risk of violation of forced labour regulations were identified within operations and IGT supply chain during 2021.
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**GRI SERIES 400: SOCIAL TOPICS**

**PUBLIC POLICY**

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Please also refer to IGT's Anti-Corruption Compliance and Ethics Policy ( <a href="https://www.igt.com/en/explore-igt/about-igt/compliance">https://www.igt.com/en/explore-igt/about-igt/compliance</a> )
103-3 Evaluation of the management approach	About IGT - Regulatory Framework and Regulatory Changes - pg. 10

GRI 415: Public Policy 2016

415-1 Political contributions	During the year ended December 31, 2021 subsidiaries of the Parent made various forms of contributions (i.e. political (where permissible), charitable donations, membership dues, and sponsorships) that totaled \$1.8 million in the U.S. The Company has fully complied with jurisdictional reporting requirements for these contributions and such contributions are permissible under applicable laws. - Please refer to 2021 UK Annual Report and Accounts (pgs. 48, 56)
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**CUSTOMER HEALTH AND SAFETY**

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105
103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29
103-3 Evaluation of the management approach	Advancing Responsibility - Protecting People, Products and Processes - Product Safety and Quality - pg. 52

GRI 416: Customer Health and Safety 2016

416-1 Assessment of the health and safety impacts of product and service categories	Advancing Responsibility - Protecting People, Products and Processes - Product Safety and Quality - pg. 52
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### GRI SERIES 400: SOCIAL TOPICS

#### CUSTOMER PRIVACY

GRI 103: Management Approach 2016			
	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29	
	103-3 Evaluation of the management approach	Advancing Responsibility - Protecting People, Products and Processes - Data Protection - pg. 47-49	
GRI 415: Public Policy 2016			
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	During 2021 there was 1 case concerning customer Privacy. The case was identified and handled promptly by the Data Protection Officer.	

#### SOCIOECONOMIC COMPLIANCE

GRI 103: Management Approach 2016			
	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29	
	103-3 Evaluation of the management approach	Advancing Responsibility - Operating with Integrity - Compliance and Code of Conduct - pg. 42	
GRI 419: Socioeconomic Compliance 2016			
	419-1 Socioeconomic Compliance	During 2021 there were no instances of non-compliance with social and economic laws and regulations.	

#### INNOVATION AND DIGITALIZATION

GRI 103: Management Approach 2016			
	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 104-105	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 28-29	
	103-3 Evaluation of the management approach	About IGT- Leading Innovation - pg. 11-12	
		IGT constantly monitors effectiveness of its approach to ensure its research & development investments, as the Company is fully aware that only the development of new products and services can guarantee to maintain the leader position in the gaming business.	



## United Nations Global Compact (UNGC) Table

UNGC AREAS	UNGC PRINCIPLES	IGT SUSTAINABILITY PRIORITIES
HUMAN RIGHTS	1. Businesses should support and respect the protection of internationally proclaimed human rights	<a href="#">VALUING AND PROTECTING OUR PEOPLE</a> <a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
	2. Make sure that they are not complicit in human rights abuses	<a href="#">VALUING AND PROTECTING OUR PEOPLE</a> <a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
LABOR	3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	<a href="#">VALUING AND PROTECTING OUR PEOPLE</a>
	4. The elimination of all forms of forced and compulsory labor	<a href="#">VALUING AND PROTECTING OUR PEOPLE</a> <a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
	5. The effective abolition of child labor	<a href="#">VALUING AND PROTECTING OUR PEOPLE</a> <a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
ENVIRONMENT	6. The elimination of discrimination in respect of employment and occupation	<a href="#">VALUING AND PROTECTING OUR PEOPLE</a>
	7. Businesses should support a precautionary approach to environmental challenges	<a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
	8. Undertake initiatives to promote greater environmental responsibility	<a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
	9. Encourage the development and diffusion of environmentally friendly technologies	<a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
ANTI-CORRUPTION	10. Businesses should work against corruption in all its forms, including extortion and bribery	<a href="#">ADVANCING RESPONSIBILITY</a>



## Cautionary Note

This report contains forward-looking statements (including within the meaning of the Private Securities Litigation Reform Act of 1995) concerning International Game Technology PLC and its consolidated subsidiaries (the “Company”) and other matters. These include statements regarding the Company’s sustainability targets, goals, commitments and programs, other business plans, intentions, initiatives and objectives, which are based on current beliefs of the management of the Company as well as expectations of, assumptions made by, and information currently available to, such management. Further, these statements may include standards of measurement and performance that are either developing or are based on assumptions.

These statements are typically accompanied by words such as “aim,” “anticipate,” “aspire,” “believe,” “plan,” “could,” “would,” “should,” “shall,” “continue,” “estimate,” “expect,” “forecast,” “future,” “guidance,” “hope,” “intend,” “may,” “will,” “possible,” “potential,” “predict,” “project” or the negative or other variations of them. These forward-looking statements speak only as of the date on which such statements are made and are subject to various risks, uncertainties, changes in circumstances and

other factors, many of which are outside the Company’s control. Should one or more of these risks, uncertainties, changes in circumstances or other factors materialize, or should any of the underlying assumptions prove incorrect, actual results, including the achievement of targets, goals or commitments may differ materially from those predicted in the forward-looking statements.

Therefore, you should not place undue reliance on such statements. Factors that could cause actual results to differ materially from those in the forward-looking statements include (but are not limited to) the factors and risks described in the Company’s annual report on Form 20-F for the financial year ended December 31, 2021 and other documents filed from time to time with the U.S. Securities and Exchange Commission (SEC), which are available on the SEC’s website at [www.sec.gov](http://www.sec.gov) and on the investor relations section of the Company’s website at [www.IGT.com](http://www.IGT.com). Except as required under applicable law, the Company does not assume any obligation to update these forward-looking statements. You should carefully consider these factors and other risks and uncertainties that affect the Company’s business. The Company cannot guarantee that the results, targets, goals, achievements and other projections reflected or implied by any forward-looking statement will be realized or, even if substantially realized,

that those results will have the forecasted or expected consequences and effects. All forward-looking statements contained in this report are qualified in their entirety by this cautionary statement. Information in this report is presented as of December 31, 2021, unless otherwise stated, and should not be relied upon as representing developments subsequent to that date. We disclaim any obligation to update such information for any subsequent date, including as a result of new information, future events or otherwise. Consequently, you should not rely on the information in this report as current or accurate for any date beyond December 31, 2021, unless otherwise stated.

Should you have any questions or comments arising from IGT Sustainability Report 2021, please write to us at the following addresses: [info@igt.com](mailto:info@igt.com) or [sustainability@igt.com](mailto:sustainability@igt.com).