



# Ahead of the Game



Sustainability Report 2015

AS THE WORLD'S  
LEADING GAMING  
COMPANY,  
WE ARE FOCUSED ON  
SUPPORTING  
OUR INDUSTRY,  
OUR COMMUNITIES,  
AND OUR WORLD.  
OUR BEST-IN-CLASS SOLUTIONS  
RESPECT BOTH  
PEOPLE AND THE ENVIRONMENT,  
WHILE DELIVERING  
INNOVATION AND EXCELLENCE  
TO KEEP GAMING FUN FOR ALL.

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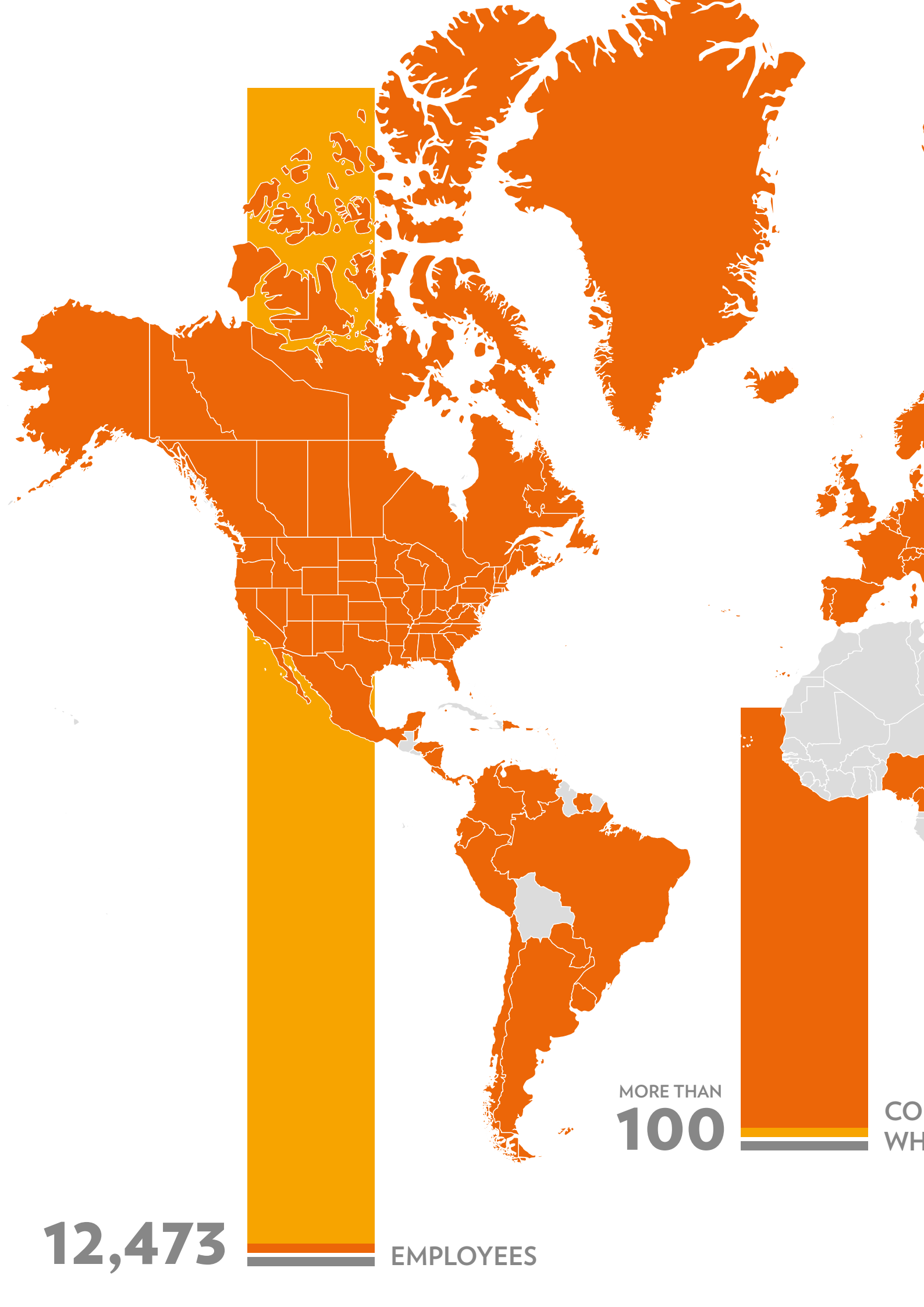
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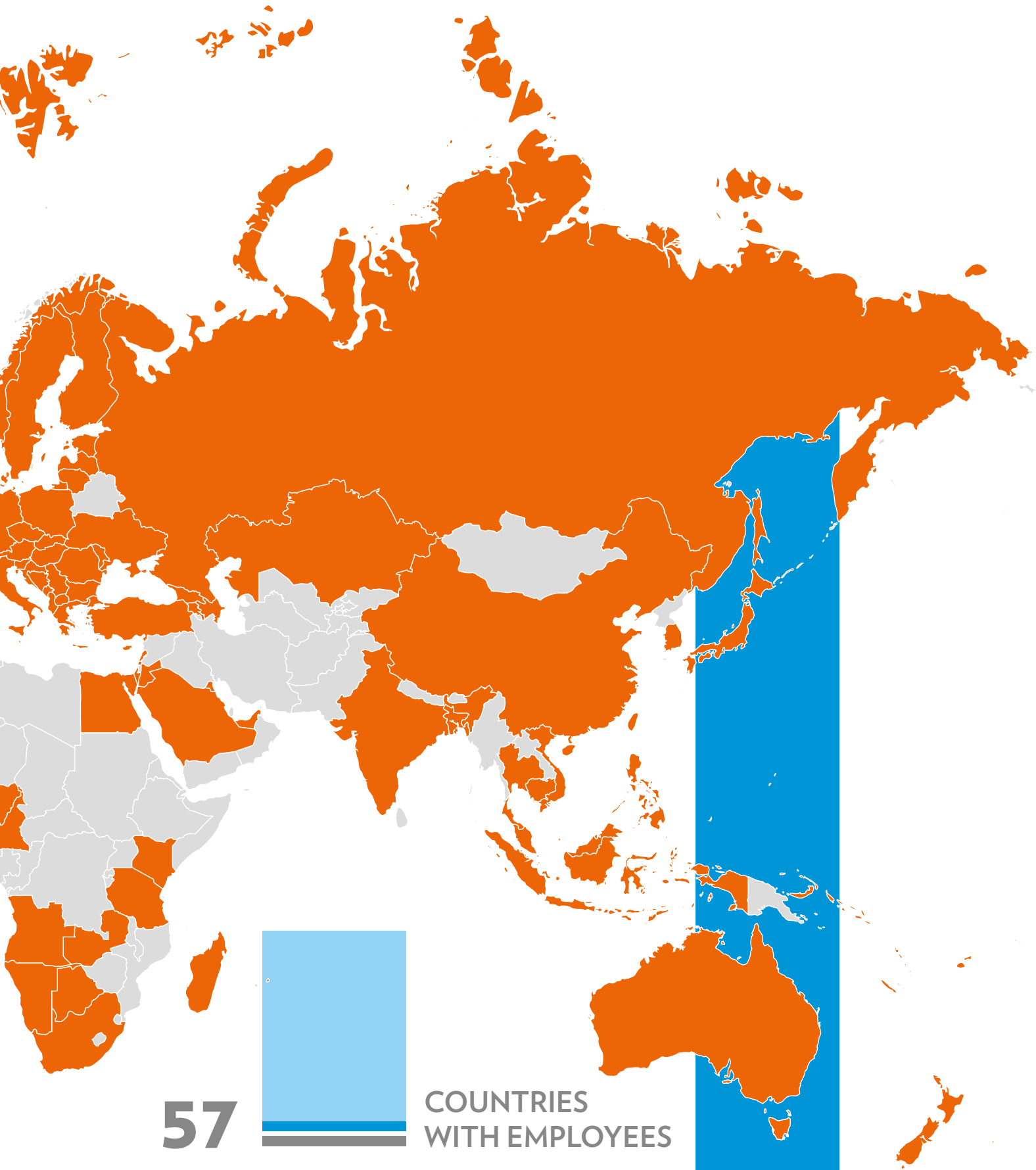
**12,473**

EMPLOYEES

MORE THAN

**100**

CO  
WH



COUNTRIES  
WHERE WE DO BUSINESS

**8,409** SUPPLIERS



## Letter from the CEO

Dear Readers,

IGT is focused on supporting our industry, our communities, and our world. Our best-in-class solutions respect both people and the environment, while delivering innovation and excellence to keep gaming fun for all. And our people continue to be steadfast proponents of our core values: we are responsible, collaborative, authentic, passionate, and pioneering.

We are pleased to present IGT's Sustainability Report, which details our Company's CSR performance in 2015. The report follows the Global Reporting Initiative Guidelines (GRI-G4).

To fulfil its commitment to CSR, IGT adheres to internationally-recognized responsible gaming principles and works closely with the World Lottery Association and European Lottery, the world's leading gaming trade organizations, to contribute to their guiding principles addressing issues related to problem gambling.

The Company has worked hard to make its Customer First approach the cornerstone of every activity, including its responsible gaming initiatives, programs, and services. Our Global Compliance and Governance Program, together with our comprehensive Code of Conduct, guide ethical behavior among all employees, representatives, and vendors around the world, reflecting another facet of IGT's CSR program.

The Company enjoys positive working relationships with public authorities and regulatory bodies in every jurisdiction where it operates, while supporting a growing list of social, cultural, and environmental projects on both local to national levels. By monitoring the related social risks associated with its business activity, IGT strengthens its sustainability.

This report offers measurable proof of IGT's commitment to CSR at every level of the organization and in every country where the Company does business.

I encourage you to review the report to learn how IGT's dedication to CSR puts us and our stakeholders, Ahead of the Game.

Sincerely,

Marco Sala

CEO International Game Technology PLC



# Approach to Sustainability

Due to the nature of IGT's business, and its prominence in the global gaming industry, IGT conducts its business according to rigorous ethical principles and sustainable practices. The Company operates on a global scale as different jurisdictions and communities require individual approaches and solutions.

Authorities, governing and regulatory bodies, and public opinion, are increasingly more sensitive to Corporate Social Responsibility issues, which are only partially addressed in the current legislative environment. Thus, IGT has robust sustainability best practices that go beyond legal or government-mandated regulations.

IGT's Code of Conduct clearly outlines the standards of behavior and the level of integrity it expects of all employees, directors, officers, and consultants, as well as any third-party representatives who deal with or act on behalf of the Company, its subsidiaries, and controlled affiliates. The Code represents IGT's commitment to truthfulness and integrity in all operations and informs the Corporate Governance adopted by the Company.

In addition, by leveraging advanced technologies and knowledge, IGT provides industry-leading gaming systems that meet or exceed legal standards for security.

IGT's long-term strategy identifies three categories of sustainability:

1. Economic sustainability: the creation of long-term value for shareholders and increasing added value for all of the Company's stakeholders;

2. Social sustainability: support of responsible gaming tools to counter problem gambling, prevent underage gambling, and limit excessive gambling. Social sustainability also means support of local communities through a variety of initiatives involving Company funds and volunteerism;
3. Environmental sustainability: investing in cutting-edge technology to monitor energy use, to improve efficiency, and contribute to a healthier planet.

The Company pursues global sustainability goals according to advanced sustainability practices, such as:

- Acknowledging all stakeholders' legitimate interests;
- Communicating transparently and effectively via an open dialogue with stakeholders;
- Considering stakeholder positions in decision-making;
- Balancing benefits among different stakeholders;
- Adopting transparent and accountable practices.

In partnering with the World Lottery Association, European Lotteries, and the American Gaming Association, which are among some of the world's most important gaming industry organizations, IGT actively contributes to setting milestones for Corporate Social Responsibility guidelines in the gaming industry.

The Company believes that this strategy's long-standing results minimize the potential negative external influences of its economic activity, enhances the Company's initiatives in the community, and strengthens the Company's reputation and trustworthiness.

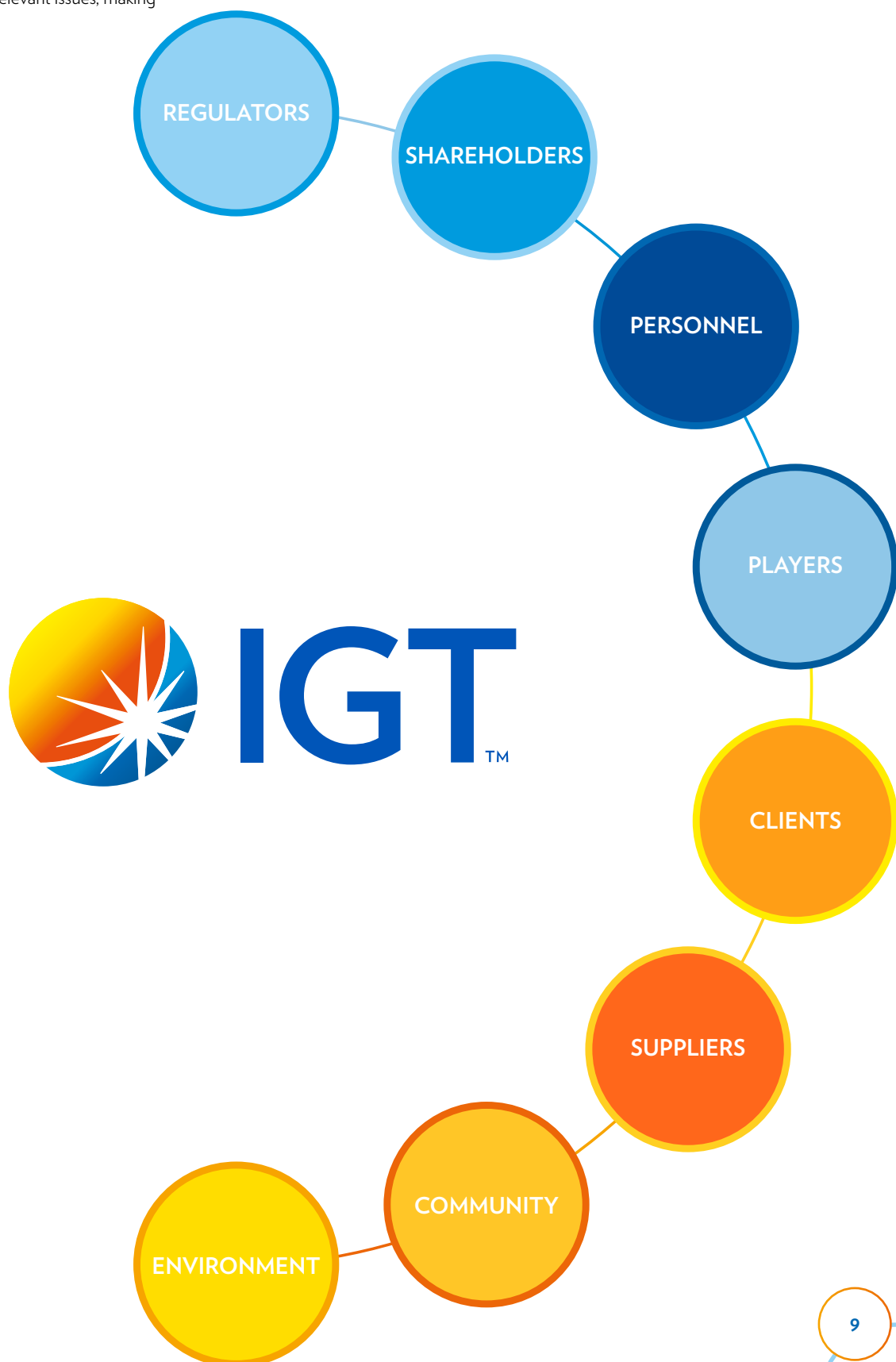




# Stakeholder engagement

IGT's stakeholders are individuals or groups that may be affected by – or could affect – the Company's products, services, operations, or business performance. With each stakeholder, IGT maintains a collaborative relationship that is based on open dialogue and information sharing. This continuous dialogue and involvement of all stakeholders is associated with the Company's commitment to report its social, environmental, responsible gaming, and economic performance as transparently as possible.

The Company's Sustainability Report, which complies with internationally recognized guidelines, remains one of the most important means to annually report to stakeholders on relevant issues, making transparent disclosure possible.



STAKEHOLDERS	REGULATORS	SHAREHOLDERS	PERSONNEL	PLAYERS
	COMMITMENT	<ul style="list-style-type: none"> <li>Managing games in a way that guarantees safety, reliability, integrity, and efficiency</li> <li>Counteracting illegal and problem gambling</li> <li>Preventing match fixing</li> <li>Actively providing knowledge and expertise to national and international institutions</li> <li>Contributing to the creation of CSR guidelines together with the European Lotteries (EL) Responsible Gaming and CSR working group</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring value creation in the short, medium, and long term</li> <li>Reporting transparently, promptly, and completely</li> </ul>	<ul style="list-style-type: none"> <li>Providing equal employment opportunities for all employees on the basis of qualifications and merit</li> <li>Providing ongoing training programs to ensure managerial development, upgrade of specialized skills, and promoting organizational competencies to achieve company goals</li> <li>Providing a positive working environment</li> </ul>
RESULTS ACHIEVED		<ul style="list-style-type: none"> <li>Created and maintained programs to prevent problem gambling and create awareness about responsible gaming</li> <li>Contributed to American Gaming Association's (AGA's) CSR working group, created in 2015</li> <li>Participated as a regular member of the Executive Committees in both the World Lottery Association (WLA) and the European Lotteries (EL)</li> <li>Played an important role in the Global Lottery Monitoring System (GLMS) non-profit project, leveraging expertise managing suspicious money detection in fighting match fixing</li> </ul>	<ul style="list-style-type: none"> <li>Consolidated relations with long-term investors and coverage by sell-side analysts</li> </ul>	<ul style="list-style-type: none"> <li>Maintained low injury and lost work day rates</li> <li>Provided more than 96,000 training hours</li> <li>Implemented the Leadership Development Program</li> <li>Adopted next generation learning technologies (e.g., social learning, mobile, and e-learning)</li> <li>More than 98 percent of employees received a performance appraisal in 2015</li> <li>Ongoing renewal of internal communication tools (e.g., intranet, Yammer) where employees can share their expertise and knowledge to help spread the new IGT culture</li> </ul>

	CLIENTS	SUPPLIERS	COMMUNITY	ENVIRONMENT
COMMITMENT	<ul style="list-style-type: none"> <li>Establishing partnerships marked by integrity, respect, and excellence</li> <li>Offering a vast range of integrated services</li> <li>Providing customers with technologically advanced, innovative, and safe products</li> <li>Adopting strategies that provide prompt and complete assistance to customers</li> </ul>	<ul style="list-style-type: none"> <li>Increasing the number of on-site visits to suppliers to guarantee compliance with laws and regulations</li> <li>Reducing defects</li> <li>Expanding supply chain to low-cost centers</li> <li>Creating value in the supply chain</li> </ul>	<ul style="list-style-type: none"> <li>Creating a transparent approval process for charitable contributions</li> <li>Creating educational opportunities, fostering community initiatives, and empowering employee involvement</li> <li>Supporting organizations related to childhood, disability, research, and education</li> </ul>	<ul style="list-style-type: none"> <li>Complying with accepted environmental practices</li> <li>Remaining committed to meeting and exceeding certification requirements</li> <li>Monitoring environmental impact and implementation of initiatives for resource efficiency</li> <li>Continuing improvement of the Environmental Management System (EMS)</li> <li>Reducing energy consumption</li> </ul>
RESULTS ACHIEVED	<ul style="list-style-type: none"> <li>Maintained a competitive advantage as a leading operator and supplier of technological solutions for regulated gaming markets</li> <li>Continued support services through Contact Centers</li> <li>Provided training on responsible gaming topics to more than 7,000 retailers in Italy through e-learning programs in 2015</li> <li>Received more than 1 million contacts in 2015 through the B2B Global Contact Center, providing business assistance, efficient information, and efficient procedural safeguards</li> <li>Received about 2.3 million contacts in 2015 through the Global B2C Contact Centers, providing multi-channel assistance to worldwide customers as well as the WLA</li> </ul>	<ul style="list-style-type: none"> <li>Maintained relationships with new and current suppliers</li> <li>Increased qualified suppliers</li> <li>Improved quality and response time</li> <li>Distributed \$1.8 billion to suppliers in 2015</li> </ul>	<ul style="list-style-type: none"> <li>Maintained the support to important projects and events that add cultural value to society</li> <li>Continued programs to support childhood, disability, research, and education</li> <li>Opened 21 labs within the After School Advantage program</li> </ul>	<ul style="list-style-type: none"> <li>Obtained LEED Gold certification for 10 years for Reno facility</li> <li>Renewed the ISO 14001-2004 EMS certification for operating headquarters in Italy and U.S.</li> <li>Reduced electricity consumption in data centers, saving more than 1 million kWh and about 250 tons of CO<sub>2</sub> emissions</li> <li>Reduced fuel consumption in the shipment of goods by increasing efficiency and reorganizing routes and deliveries</li> </ul>





GAMING

BETTING

LOTTERIES

INTERACTIVE

# Company Profile

Structure and Activities  
Principal Risks and Opportunities  
Corporate Governance and Compliance

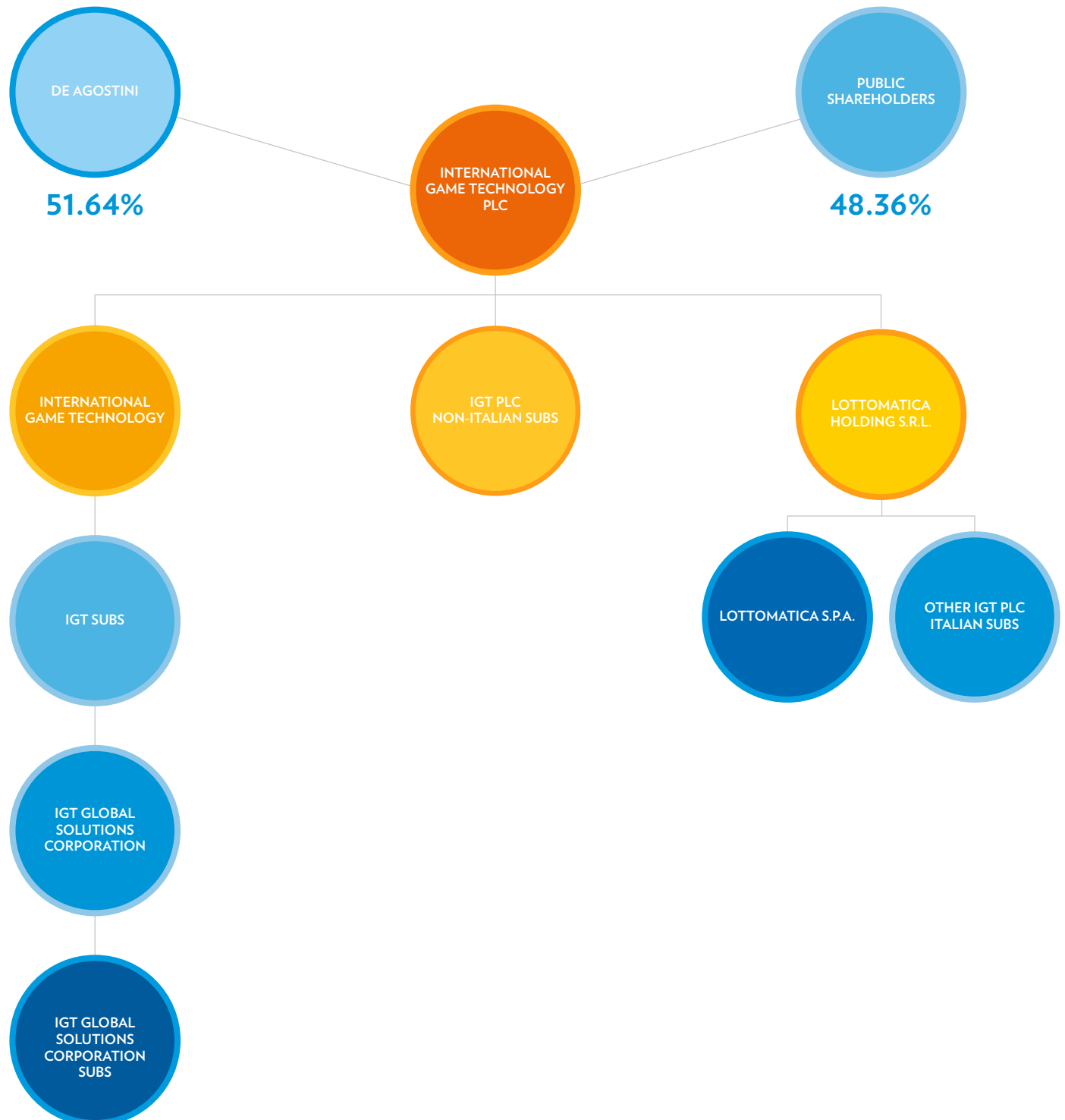
# Company Profile

## Structure and Activities

PLC is the world's leading end-to-end gaming Company, providing business-to-consumer ("B2C") and business-to-business ("B2B") products and services to customers in more than 100 countries on six continents. The Company operates and provides an integrated portfolio of leading-edge technology products and services across all regulated gaming

markets, including, lottery management services, online and instant lotteries, electronic gaming machines, sports betting, interactive gaming, and commercial services. As of December 31, 2015, IGT employed more than 12,000 people.

IGT, subsidiaries and associated companies, including U.S. regulated entities



International Game Technology PLC is incorporated in, and organized, as a public limited Company under the laws of England and Wales. Its principal office is located in London, United Kingdom, with operating centers in Providence (Rhode Island), Las Vegas (Nevada), and Rome (Italy). The Company is organized into four business segments supported by corporate shared services:

- North America Gaming and Interactive,
- North America Lottery,
- International,
- Italy.

Each of these segments operate and provide a full range of gaming services, including lottery management services, online and instant lotteries, sports betting, machine gaming, and interactive gaming. Hardware and software development and manufacturing are centralized in North America.

## North America Gaming and Interactive

Headquartered in Las Vegas, Nevada, the North America Gaming and Interactive (NAGI) has the global responsibility for the product development, manufacturing, marketing, and delivery of all IGT gaming offerings. This includes interactive and sports betting, as well as oversight of the DoubleDown Casino™ online social gaming business.

The primary manufacturer of all NAGI products, in addition to a number of products for other IGT business segments, is IGT's Global Operations organization, based in Reno, Nevada.

## North America Lottery

The North America Lottery Organization (NALO) develops and delivers innovative and future-focused lottery solutions worldwide, including to 40 of the 45 U.S. lotteries. This business segment is headquartered in Providence, Rhode Island, and provides North America World Lottery Association (WLA) customers with a single point of contact, leveraging IGT's full lottery product suite. NALO performs R&D for all lottery-related products globally. IGT also has lottery management services agreements in three U.S. jurisdictions (Illinois, Indiana, and New Jersey).

NALO's revenues are derived from the sale or lease of lottery central system hardware and software, and the sale or lease of lottery and gaming terminals to government entities.

*In the United States, revenues from many lotteries are earmarked for specific purposes such as education, economic development, conservation, transportation, and aid to the elderly.*

The segment also includes revenue generated from the sale of instant tickets to government entities. Government-sponsored lotteries grant printing contracts on both an exclusive and non-exclusive basis where there is typically one primary vendor and one or more secondary instant-ticket vendors.

Revenues from lottery ticket sales are often a significant source of funding for state programs.

## International

The International segment is the global leader in delivering innovative end-to-end solutions across all channels and regulated gaming segments. This segment is responsible for the strategic development and operation management for all regulated markets in Europe, the Middle East, Central and Latin America (including Mexico), the Caribbean, Asia Pacific, and Oceania, across the entire product portfolio. The global strategy capitalizes on IGT North America experience, while customizing products for foreign languages, unique local preferences, and regulatory requirements.

International includes revenue from the sale or lease of commercial gaming machines and software to casinos and government entities and from the sale or hosting of real-money interactive wagering games played over the internet. This segment also includes revenue from the sale or lease of lottery central system hardware and software and the sale or lease of lottery terminals to government entities. Additionally, International includes revenue from the sale of physical instant tickets to government entities and professional services in the form of lottery facility management and lottery operation fees. Legalized online real-money gaming, in certain regulated markets, also contributes. IGT offers a variety of interactive gaming products including poker, casino, bingo and mobile systems within the International segment.

## Italy

The majority of the revenue earned in the Italy segment is derived from lottery and machine gaming concessions. The Italy segment operates and provides a full range of business-to-consumer ("B2C") gaming products, across all five product lines:

- **Lottery** - Since 1993, Lottomatica has been the sole concessionaire for the Italian Lotto game, gaining substantial experience in managing all of the activities along the lottery value chain. This includes collecting wagers, marketing, and point-of-sale materials. Since 2004, Lottomatica (through Consorzio Lotterie Nazionali) has been the sole concessionaire for instant ticket pre-printed lottery paper tickets (called Gratta e Vinci).
- **Machine Gaming** - In machine gaming concessions in Italy, Lottomatica directly manages stand-alone amusement with prize machines (AWP), in addition to video lottery terminals (VLTs) installed in various retail outlets linked to a central system, IGT also provides B2B solutions to other machine gaming concessionaires.
- **Betting** - Lottomatica manages the collection of pari-mutuel and fixed odds betting through physical points of sale and online interactive channels.
- **Interactive** - Lottomatica provides most of the online games currently authorized in the Italian market, including skill games, poker; bingo; casino games (such as roulette, blackjack, live dealer roulette, fixed odds, and pool betting) and, lottery (including Lotto, "10 and Lotto", Superenalotto with Win for Life, Eurojackpot) and instant lottery (Gratta e Vinci online).
- **Commercial Services** - IGT provides collection and processing services in Italy, including bill payments, electronic tax payments, utility payments, prepaid cellular telephone and TV recharges, prepaid cards and e-commerce vouchers. IGT commercial services network involves almost 78,000 points of sale divided between tobacconists, bars, petrol stations, newspaper stands, and motorway restaurants.

## Principal Risks and Opportunities

Due to the nature of the gaming business, IGT is exposed to risks that are strictly related to regulatory issues and the general socio-economic climate. IGT operates on a global scale and navigates in a number of different contexts and jurisdictions.

Thanks to a solid corporate governance, IGT has established healthy and successful relationships with communities, as well as regulatory bodies and authorities worldwide, allowing the Company to successfully compete while mitigating the risks at the same time.

IGT is exposed to risks associated with the performance of the global economy and the markets where it operates. Economic contraction, political instability, economic uncertainty, and the perception of weak or weakening economic conditions may cause a decline in demand for entertainment in the forms of gaming services. In addition, changes in discretionary consumer spending or consumer preferences could be driven by factors such as an unstable job market, perceived or actual disposable consumer income and wealth, or fear of war and future acts of terrorism. IGT also operates in tribal jurisdictions with sovereign immunity within the U.S.

A significant threat for the entire gaming and betting industry arises from illegal activities, which may drain significant betting volumes away from the regulated industry.

From time to time, the gaming industry is exposed to negative publicity related to gaming behavior, gaming by minors, the presence of gaming machines in too many shops, risks related to online gaming, and alleged association with money laundering. If the perception develops that the gaming industry is failing to address such concerns adequately, the resulting political pressure may result in the industry becoming subject to increased regulation that could adversely impact the gaming business.

Since IGT is a publicly listed company, a comprehensive list of risks and their mitigation initiatives, along with other relevant information, can be found in the SEC Form 20-F, which is required to be submitted to the U.S. Securities and Exchange Commission by foreign companies with shares traded on a U.S. exchange.

## Corporate Governance & Compliance

International Game Technology PLC is a company organized under the laws of England and Wales and qualifies as a foreign private issuer under the rules and regulations of the U.S. Securities and Exchange Commission (SEC) and the listing standards of the New York Stock Exchange (NYSE).

IGT's Board of Directors currently consists of 12 directors. Seven of the current directors were determined by the board to be independent under the listing standards and rules of the NYSE (with no material relationship with International Game Technology PLC, as required by the Company Articles). IGT's Board of Directors has made an affirmative determination that the members of the board meet the standards for independence set forth in the Company's Corporate Governance Guidelines and applicable NYSE rules.

Doing business on a worldwide basis requires the compliance to the laws and regulations of various jurisdictions. There may also be updated over time. In particular, IGT's international operations are subject to anti-corruption laws and regulations, such as:

- **The U.S. Foreign Corrupt Practices Act (FCPA) of 1977** – the FCPA prohibits providing anything of value to foreign officials for the purposes of obtaining or retaining business or securing any improper business advantage;
- **The United Kingdom Bribery Act of 2010** – the provisions extend beyond bribery of foreign public officials and are more onerous than the FCPA in a number of other respects, including jurisdiction, non-exemption of facilitation payments, and penalties;
- **The Italian Legislative Decree No.231 of June 8, 2001** – companies may be held responsible for certain crimes committed in Italy or abroad (including corruption, fraud against the state, corporate offenses, and market abuse) by individuals having a functional relationship with the Company, including third-party agents or intermediaries;
- **Economic sanctions programs**, including those administered by the United Nations and the European Union;
- **The U.S. Office of Foreign Asset Control (OFAC)** regulations set forth under the Comprehensive Iran Accountability Divestment Act. Penalties may include confiscation of profits or legal sanctions, such as termination of authorizations, licenses, concessions and financing agreements; suspension of operations; or prohibitions on contracting with public authorities.

### The new IGT Code of Conduct

*Since the merger in April 2015, there has been significant discussion concerning training and awareness activities for all employees of the combined companies. On April 7, 2015, the Chief Compliance Officer of the combined compliance organizations issued a detailed communication to all employees worldwide about the new IGT Code of Conduct. The communication included details on how employees can contact the Compliance Department, call the Integrity Line, access avenues of communication to submit questions or concerns, and navigate through the new Compliance website on the IGTconnect.*

*The Code of Conduct annual certification process is expected to be deployed in July 2016. Within this certification, all employees will be required to complete a short training to cover high-risk areas such as anti-corruption and conflicts of interest. Additional training is anticipated in 2017 and will include topics such as participation in lottery and gaming, the Integrity Line, Gift Giving, and Whistleblower policy awareness.*





Approach  
Commitment to the WLA and EL Frameworks  
A Contribution to the Development of Responsible Gaming

# Responsible Gaming

## Approach

While sales growth is the essential goal of any corporation, IGT is aware that its diverse stakeholders — such as shareholders, customers, regulatory authorities, local municipalities, and consumers associations — may have varying expectations about its goals.

IGT strongly believes that the gaming industry must pursue the legitimate goals of business growth through a model of sustainable development. Above all, it must respect legal and ethical principles, as well as the more comprehensive principles of Corporate Social Responsibility (CSR). IGT recognizes that responsible gaming should be incorporated across all business management activities to safeguard the interests of players and the community.

As a gaming technology provider, IGT works with multiple stakeholders, including customers, gaming regulators, research institutes, problem gambling advocacy groups, and responsible gaming organizations in the industry, to develop technology that supports responsible gaming. In addition, IGT partners with research institutes and universities to stay current on the latest problem gambling research to improve its own programs.

IGT abides by the Responsible Gaming guidelines drafted by World Lottery Association (WLA). The goal of the program is to protect players' rights and safety while ensuring a positive gaming experience through eight intervention areas:

*Sales growth and responsible gaming cannot be exclusive of one another.*

### Building Credibility and Trust

Governments, operators, local councils, and advocacy groups supporting problem gambling awareness partner with IGT to develop industry best practices. This shared responsibility is the bedrock of the Company's success. IGT supports and collaborates with important trade associations and problem gambling advocacy groups, such as:

- American Gaming Association (AGA),
- World Lottery Association (WLA),
- European Lotteries (EL),
- National Council on Problem Gambling (NCPG),
- National Center for Responsible Gaming (NCRG),
- North American Association of State and Provincial Lotteries (NASPL),
- Responsible Gambling Trust (RGT)
- European Association for the Study of Gambling (EASG).



## Setting objectives for responsible gaming

IGT has a long-standing commitment to developing and implementing responsible gaming programs. The Company employs industry best practices and applies international standards to achieve its responsible gaming objectives:

- Protective tools address problem gambling;
- Support for responsible gaming organizations that address problem gambling;
- Prevention of underage gambling.

## Commitment to the WLA and EL Frameworks

### 1. Research

**Researching comprehensive solutions** - IGT works to support responsible gaming research. This commitment contributes to the evolution of the Company's responsible gaming system features, controls, overall understanding of player behavior, and the development of its comprehensive solutions.

IGT is further committed to promoting responsible gaming by contributing to research on problem gambling prevention and the risks of gambling. The Company collaborates with problem gambling advocacy groups, independent commercial research firms, and independent behavioral research and addiction experts and programs within the academic community.

It is vitally important to understand and monitor the phenomenon of problem gambling and establish and compare the problem gambling behaviors of players over time. This requires focused research. Methods include proactive diagnostics, player behavior modeling, and responsible gaming research initiatives or targeted lines of questioning in studies we have supported such as:

- Online Panel Survey on Mobile Wallets
- Responsible Gaming Initiative with Atlantic Lottery, University of New Brunswick and Dalhousie University
- 2015/2016 Tennessee Education Lottery Tracker quarterly study
- 2016 Tennessee Education Lottery Keno To Go Consumer Study
- 2015/2016 Innovative Game Consumer Study of 32 Potential New Games
- 2016 New Jersey 5 Card Cash Game Study
- CIRMPA – Università Sapienza, Rome – Sustainable Interaction: Prevalence, risk and protective factors of problem gambling in Italy
- Focus group research on the OnPremise™ Tethered Wagering product

### 2. Employee Program

**A shared approach across the entire organization** - IGT's employee education program ensures that employees in all locations worldwide are informed of the Company's responsible gaming programs, products, and services. The latest responsible gaming information is available to employees via the corporate website. IGT ensures that adequate responsible gaming training is provided to all employees at the general level and offers more specific training where responsible gaming may relate to job-specific duties. In an effort to emphasize the importance of responsible gaming to all employees, IGT held a "Responsible Gaming Education Week" (RGEW) from August 3 – 7, 2015. More than 3,000 employees on IGT's online Yammer enterprise social channel received daily messages on problem gambling and responsible gaming and were quizzed at the conclusion

In 2015, IGT promoted responsible gaming internally and externally through its Responsible Gaming Working Group. This fostered cohesive awareness in support of the Company's overall principles to uphold ethical behavior, continually strengthen its commitment to responsible gaming, and abide by the corporate social responsibility values. At the end of 2014, the group created a set of Responsible Gaming Commitments and Guidelines to demonstrate IGT's Company-wide commitment. In addition, the Working Group determined the 2015 strategy of creating and managing responsible gaming programs that have a direct impact on players. IGT Working Group members monitor the programs' effectiveness, ensure compliance with the practices and procedures under each of the program's elements detailed in Responsible Gaming Commitments and Guidelines, and monitor the results of the group's Responsible Gaming and Problem Gambling e-learning curriculum.

### Training

IGT has developed and executed the first-ever mandatory Responsible Gaming and Problem Gambling employee e-learning training course and video. It is designed to educate all employees about IGT's commitment to responsible gaming, encourage growth in an ethical and responsible manner, and highlight player protections built into IGT's various gaming platforms.

Both the National Council on Problem Gambling in the United States and the European Association for the Study of Gambling endorsed the Company's e-learning content. The mandatory online e-learning curriculum is available to all employees in English, Spanish, and Italian. It includes an introductory responsible gaming video and interactive training course. The response rate was remarkable, as the Company attained a near 80 percent success rate in the U.S., Europe, and Latin America, while Italy boasted a successful completion rate of 89 percent.

### 3. Product and Service Development

As a vendor and supplier of gaming equipment, product portfolios, and management services, IGT uses technology as its main tool for implementing responsible gaming features and fraud prevention safeguards. IGT ensures that responsible gaming features are considered in the design, development, and delivery of gaming products and services. It does this by conducting risk assessments, while communicating current and potential features to customers to help them mitigate potential problem gambling risks. IGT's technology solutions allow operators to develop responsible gaming parameters and practices that are appropriate to the specific needs of each customer's gaming jurisdiction.

Through its game development program elements, IGT has access to a tremendous amount of gaming data and other information from jurisdictions throughout the world. This customer input provides a wide range of responsible gaming and player behavior insights, which are shared with other customers according to their needs.

### Game Design

In early 2016, IGT launched FutureGame™, a new development process to conceive, evaluate, and test new games. During the evaluation process, it applies a proprietary scoring system of 32 game attributes, with mandatory testing for "Excess Play," which can negatively affect the score. Only high-scoring games advance to subsequent and final testing phases.

## 4. Remote Gaming

IGT defines remote gaming as games played over the internet on a remote device, such as a computer or mobile phone. IGT refers to this product offering as Interactive but will call it remote gaming for the purposes of this report.

IGT supports the integration of required features on remote gaming platforms to protect players, monitor player behavior, and assess any potential excessive or illegal gambling activities. IGT offers, at a minimum, the following product capabilities to meet responsible gaming standards:

- Self-exclusion mechanisms;
- Display of wagers;
- Integration with ID verification systems;
- Integration with age verification systems;
- Limits on spending and/or losses and/or deposits;
- Reality checks on the game screen (e.g., session clock);
- Data protection controls.

All customer-facing staff members (Regional Vice Presidents, Account Development Managers, or a member of the Sales Team) are dedicated to informing customers about the responsible gaming features available on the Company's systems; ensuring implementation of customer-defined minimum standards on the remote gaming platforms; and addressing modifications to responsible gaming features as required by customers.

Should a customer request that a particular responsible gaming feature be added to any service that IGT offers, the Responsible Gaming Working Group will collaborate with the business leaders to review the request for additional support and recommendations

### IGT Interactive Capabilities to Support Responsible Gaming

IGT deploys its gaming products in a socially responsible manner and develops its responsible gaming features by adhering to local legislation, industry standards, and operator and regulatory requirements. IGT's interactive assessment process is as follows:

- IGT undertakes an assessment to determine what regulatory/technical standards govern interactive products for each jurisdiction (e.g., the Registrar Standards for Gaming in Ontario);
- IGT's Product Compliance team reviews these standards for understanding/interpretation. The team then passes the standards on to the appropriate design/development product teams;
- Customer input through system implementations is managed by the project or the account team;
- Product Compliance submits its assessment to the appropriate lab or regulator. As part of this testing, any responsible gaming requirements that are written into the technical standards will be verified by the lab. The process for external testing is documented as a formal process within IGT's Product Compliance program;
- If any issues are raised as to whether the implemented solution complies, Product Compliance acts a liaison between the lab and the project team on corrections;
- Because the end result of testing is product certification, Product Compliance can be confident that any responsible gaming standards are addressed and have been tested appropriately once the certification is received.

## 5. Advertising and Marketing Communications

The Company's marketing and advertising campaigns abide by a Marketing and Advertising Code of Conduct that incorporates responsible gaming principles and actively promotes best practices. IGT's directives for "Marketing and Promotions" are as follows:

- IGT will not feature anyone who is or appears to be under the legal gambling age;
- IGT will not use images or messages designed to appeal specifically to children and/or minors;
- Claims or representations that gambling activity will guarantee an individual's social, financial, or personal success are to be avoided;
- IGT promotions will not imply or suggest illegal activities of any kind.

In compliance with guidance from operators, as well as contractual requirements for supporting their players, the Company and any applicable third-party vendors also ensure that the content of all marketing material produced for players adheres to an extensive, agreed-upon code of standards.

## 6. Client Education

IGT has gained specific knowledge from working with many lotteries around the world. This enables the Company to respond effectively to requests from specific lottery customers wishing to enhance their responsible gaming programs. The Company provides solutions that help operators protect and serve players by advising them on best practices, such as producing and distributing responsible gaming tools and materials to retailers and players.

In particular, lotteries throughout the world rely on IGT's industry-leading lottery retailer training to provide operational training and implement responsible gaming programs. IGT recognizes that lottery retailers and their staff, are best suited to offer direct aid in the prevention of problem gambling.

IGT also supports its customers' retailer network, by assisting with responsible retailer programs that include measures to:

- Ensure the Retailer Code of Conduct is in place. During training and field visits provide appropriate guidance to lottery retailers about socially responsible business practices;
- Include responsible gaming messaging on all signage and promotional marketing materials posted within each retail location;
- Include responsible gaming in retailer training programs and require retailers complete the training before receiving the equipment necessary to sell and redeem lottery products;
- Have field and marketing representatives place responsible gaming stickers on IGT equipment at all retail locations that display a toll-free telephone number so players can report any concerns they have regarding problem gambling.

## 7. Stakeholder Engagement

IGT maintains a collaborative relationship with key responsible gaming stakeholders, such as customers, gaming regulators, research institutes, problem gambling advocacy groups, and responsible gaming organizations in the industry.

The Company engages in two-way communication with stakeholders, with a strong emphasis on open dialogue and information sharing.

## 8. Reporting and Measurement

The Company uses various channels to report its responsible gaming objectives and actions. Continuous updates are provided throughout the year through Responsible Gaming Working Group activities and corporate communications activities such as news releases, editorial, and email communications. In addition, the Company regularly participates in industry panel discussions and conferences through its support of organizations such as the American Gaming Association, the National Council on Problem Gambling, the National Center for Responsible Gaming, European Lotteries, and WLA.

This Sustainability Report, which complies with internationally recognized guidelines, remains the company's most important means of reporting responsible gaming activities to stakeholders on an annual basis.

IGT's reporting practices ensure company transparency and certifiable compliance with international responsible gaming standards.

### Internet Compliance Assessment Program (iCAP)



Beginning in late 2015, IGT worked with the U.S.-based National Council on Problem Gambling to successfully apply for the Internet Compliance Assessment Program (iCAP) certification. IGT is the second vendor to receive this certification worldwide.

The iCAP certification provides assurance to operators and players that IGT's business-to-consumer (B2C) websites and platforms are trustworthy. It also confirms that the company is compliant with Internet Responsible Gambling Standards (IRGS), also developed by NCPG, these are the highest standards for online responsible gaming in the U.S., meeting or exceeding the existing worldwide online gaming regulations.

IGTgames.com was independently assessed by Gambling Integrity (GI), a U.K.-based organization, which confirmed the effectiveness of IGT's technology solutions, as well as the tools on its remote gaming platforms that monitor player behavior and assess potential excessive or illegal gambling activities.

*"Congratulations to IGT for the rigorous iCAP assessment," said Keith S. Whyte, Executive Director of the NCPG.*

*"It demonstrates leadership to seek this voluntary certification and commitment to achieve it."*

### When the Fun Stops Employee Training Program

Although a large percentage of IGT employees do not directly interact with players, there are some exceptions, such as the Reno Airport Operation. For those employees, IGT conducts the formal training session, "When the Fun Stops – Understanding Problem Gambling Employee Training Program," a unique program originally developed by the Nevada Council on Problem Gambling. The Nevada Council also trains a select group of IGT employees to act as certified trainers who may conduct classes, as needed.

## Responsible Gaming Program - GAMING

There are several measures IGT takes with regard to its gaming products and services that assist with responsible gaming and consumer protection

### Player Protection tools on the gaming device:

IGT welcomes the opportunity to work with operators in any gaming jurisdiction that may be implementing responsible gaming features and tools on gaming products to ensure that players' gaming experiences are safe and enjoyable. IGT works closely with problem gambling advocates, researchers, and other key gaming stakeholders to determine the effectiveness of gaming machine modifications as they relate to responsible gaming and the impact such modifications have on players who do have exhibit signs of problematic play. Depending on each jurisdiction's regulatory requirements, responsible gaming technology may be implemented through an operator's wide-area central system, casino management system, or directly on the game itself.

### Reality Checks

IGT provides some features that help players keep track of time and money wagered in a user-friendly and unobtrusive manner. The following reality check features are recommended for jurisdictions that have adopted machine modifications as a responsible gaming strategy:

- Time Clocks: Depending on regulatory requirements, the clock may show time elapsed and time remaining when players set a time limit on their play.
- Wager Amounts: Wagered amounts are shown in local currency, rather than credits. Depending on regulation, the game may indicate the value of the amount won and lost.
- Pop-up Reminders: These may indicate the time remaining in a play period as determined by the player or operator, show responsible gaming information, and/or indicate amounts wagered or lost.

### Responsible Gaming Information Screens

IGT works with operators to create responsible gaming information and tools for their gaming screens, which can include the following:

- Information about the signs of a gambling problem;
- Responsible gaming guidelines;
- Budget-setting suggestions;
- Myths about gaming machines;
- Self-assessment;
- Where to go for help with a gambling problem.

### Limit-Setting Features, where required by regulation

IGT can provide operators with limit-setting features that restrict time and/or money spent on play, which can help players control their gambling and protect against the possibility of developing a gambling problem. Such features can be mandatory or voluntary and can be implemented by the operator or player, depending on regulatory requirements.

These limits determine how long players can play until a break is enforced. This may apply to any form of gaming that involves rapid, continuous gambling. Players may have the option to set limits on both the amount of time and on the wager or net-loss amounts. Players may also be able to limit play within parameters that have been defined by the operator.

In some cases, operators may wish to incorporate this type of responsible gaming measure through a player loyalty card. IGT provides the IGT Advantage® Player Management System in Australia to provide this type of pre-commitment tool to players. The Company ensures that its limit-setting features, sometimes referred to as "Responsible Gaming Tools," are easily configurable for operators, are user-friendly for players, and are easily accessible.

## A contribution to the development of Responsible Gaming

### The five objectives of the European Gaming Standard

European Lotteries (EL), the most important European responsible gaming association, works to fight illegal gaming and related activities through education and prevention initiatives designed to minimize potential risks for the most vulnerable citizens and society. EL recommends standards for the correct management of lottery activities, pursuing five key objectives:

1. Promoting social order and safety through the constant fight against illegal gambling and financial misconduct, as defined by European legislation;
2. Identifying best practices in lotteries' responsible gaming;
3. Allowing all lotteries abiding by EL standards to systematically integrate responsible gaming into their daily activities to minimize the negative impacts on society;
4. Establishing clear and specific rules aimed at:
  - Ensuring the protection of the players, including those showing problematic play behavior;
  - Respecting laws, regulations, and responsibilities;
  - Developing appropriate practices that take research and all relevant information into account;
  - Improving the understanding of the social impact of gaming;
  - Promoting the application of responsible gaming practices in all activities of gaming operators and their agents;
  - Providing the public with balanced and accurate information that can guide gaming choices;
  - Regularly reporting adopted responsible gaming programs;
5. Allowing member companies to show that their responsible gaming programs are adequate and verified by independent agencies.

### Lottomatica's Commitment to Responsible Gaming

Lottomatica abides by the European Lottery (EL) and the World Lottery Association (WLA) responsible gaming program guidelines. Along with EL, the WLA is one of the most prominent bodies advising on problem gambling awareness and education. The programs' goal is to protect players' rights and safety by applying the following 10 Responsible Gaming Principles, which are shared by both organizations:



#### 1. Research

Lottomatica works with the most important research institutes and associations to promote the results of studies on gaming and to share them with key stakeholders, such as ruling authorities, commercial partners, and problem gambling organizations.

#### 2. Employee training

Lottomatica employees are regularly trained on prevention and early detection of problem gambling behavior, especially those employees who work directly with retailers and players.

#### 3. Retailer training

All retailers must complete responsible gaming training, which includes simulations on problem gambling and under-age gambling prevention.

*In 2015, 7,238 retailers were trained on responsible gaming through e-learning programs*

#### 4. Game design

Prior to the introduction of new games, a risk assessment is carried out on the specialized international platform GamGard to rate the social risk for vulnerable players. The assessment may lead to the entire re-design of the product.

#### 5. Remote gaming

Lottomatica offers players self-limitation, self-exclusion, and self-assessment online tools. The players must be able to set a wager limit daily, weekly or monthly; suspend their account temporarily or permanently; and self-exclude from specific types of games. Underage gambling is automatically kept in check through the compulsory ID identification.

#### 6. Advertising and marketing communications

Along with the existing regulations, Lottomatica abides by its Self-Discipline Code of Conduct in Money Prize Marketing Communications, setting standards that ensure all messages to players are clear and complete, regardless of the communication channel.

*Lottomatica abides by the Code of Conduct on advertising for games with money prizes, which is more restrictive than the existing regulations.*

#### 7. Treatment referral

Since 2009, Lottomatica has supported "GiocaResponsabile," the first Italian phone and online helpline on problem gambling. The service includes remote assistance in behavioral therapy via chat or phone, and is completely anonymous ([www.giocaresponsabile.it](http://www.giocaresponsabile.it)).

#### 8. Player education

Educational campaigns are carried out on a yearly basis to promote fair gameplay. Messages encourage players to approach gaming in moderation, as well as addressing underage gambling risks and prevention.

## 9. Stakeholder engagement

All internal audiences (sales, contact center and business functions) external audiences, as well as authorities and ruling bodies, (such as EL, FeDerSerD, Fit, G4, GamRes, Moige, WLA) are addressed to guarantee the fullest compliance to all laws and regulations.

## 10. Measurement and reporting

IGT is fully committed to constantly and transparently reporting on the activities and results of responsible gaming initiatives. Programs and reports are periodically submitted to third parties that certify IGT's compliance to the highest international standards.

### Lottomatica's Responsible Gaming Certifications



Certificate of compliance with the Responsible Gaming Standard of European Lottery program, achieved in 2009 and renewed to 2018.



Certificate of compliance with the Responsible Gaming Standard of World Lottery Association program at the highest level of certification (level 4), obtained in 2009 and renewed to 2019.



First international certification of conformity for all gaming portals, granted by G4 - Global Gambling Guidance Group, achieved in 2009 and renewed until 2017.

### Prevalence, risk and protective factors of problem gambling in Italy

*The research carried out in 2014 by CIRMPA - Università "La Sapienza," together with Ipsos and Sustainable Interaction AB, was focused on problem gambling and conducted with a panel of 2,000 Italian adults. According to the research, problem gamblers in Italy represent 1.54 percent of Italian adults (approximately 750,000 people), slightly decreasing from the previous survey in 2012 (1.65 percent, approximately 780,000 people). This decrease may be due to the ongoing economic crisis, a reduced interest in gambling, and possibly effective initiatives related to responsible gaming carried out by the operators, which may have improved the awareness and the education on the risks associated to gambling.*

*The perception of the size of the phenomenon is overestimated: while problem gamblers are objectively estimated at 2 percent of total players, according to the survey participants they are between 50 and 60 percent. Also, the participants think that the media consider problem gambling as less serious than what is perceived by the participants themselves. The number of participants who know about awareness initiatives or counseling associations has significantly increased from the previous surveys. The general perception of the prohibition of under-age gambling is as high as 70-80 percent, showing the effectiveness of operators' communication activities.*

### The prevention campaign for underage gambling

*Since 2010, Lottomatica has implemented an annual communication plan designed to increase awareness of the ban on underage gambling, using different channels (national and local press, web, social network, magazines) to maximize prevention. In 2015, the new communication campaign "Let's spread the word" was launched, targeting communities, families, and minors on the importance of respecting the underage gambling ban. The campaign, executed from November 2015 to February 2016, ran in the most important Italian newspapers and magazines, local press, and main media websites as well as Facebook. Other campaigns are planned throughout 2016.*

*The media and internet campaign on underage gambling prevention, "Let's spread the word," has generated more than 23 million hits in 2015.*

IGT recognizes that a responsible gaming approach should be incorporated and govern all business management activities to safeguard the interests of players and the community in general. IGT applies this approach and experience to all its Lottery Management Services customers, including in Indiana, New Jersey, and Illinois.



#### IGT Indiana for the Hoosier Lottery Level 4 Responsible Gaming Certification

In December 2015, IGT Indiana received news that the application it facilitated on behalf of the Hoosier Lottery was awarded the highest possible certification for excellence in responsible gaming by the WLA. Level four certification is awarded by the WLA to select lotteries that have integrated responsible gaming into day-to-day operations and demonstrated continuous improvement in responsible gaming programs.

Its key accomplishments in responsible gaming include receiving the National Council on Problem Gambling's 2015 holiday campaign award for its public awareness campaign to discourage gifting lottery tickets to individuals under 18, its inaugural corporate social responsibility report in January 2015, and its first-of-a-kind financial literacy course (developed in partnership with a local community college).



#### Northstar New Jersey On Behalf of the New Jersey Lottery Level 3 Responsible Gaming Certification

In March 2015, Northstar New Jersey worked closely with the New Jersey Lottery to help the Lottery receive its Level 3 certification from the WLA. Since 1970, the New Jersey Lottery has made responsible gaming a priority to its operations, and the lottery was honored to be globally recognized by the WLA.

A number of initiatives will mature in the short-to-medium-term, and these should help the New Jersey Lottery to advance in developing initiatives and evaluating performance. The New Jersey Lottery looks forward to applying for the WLA Level 4 certification.



#### Northstar Illinois on Behalf of the Illinois Lottery Illinois Alliance on Problem Gambling

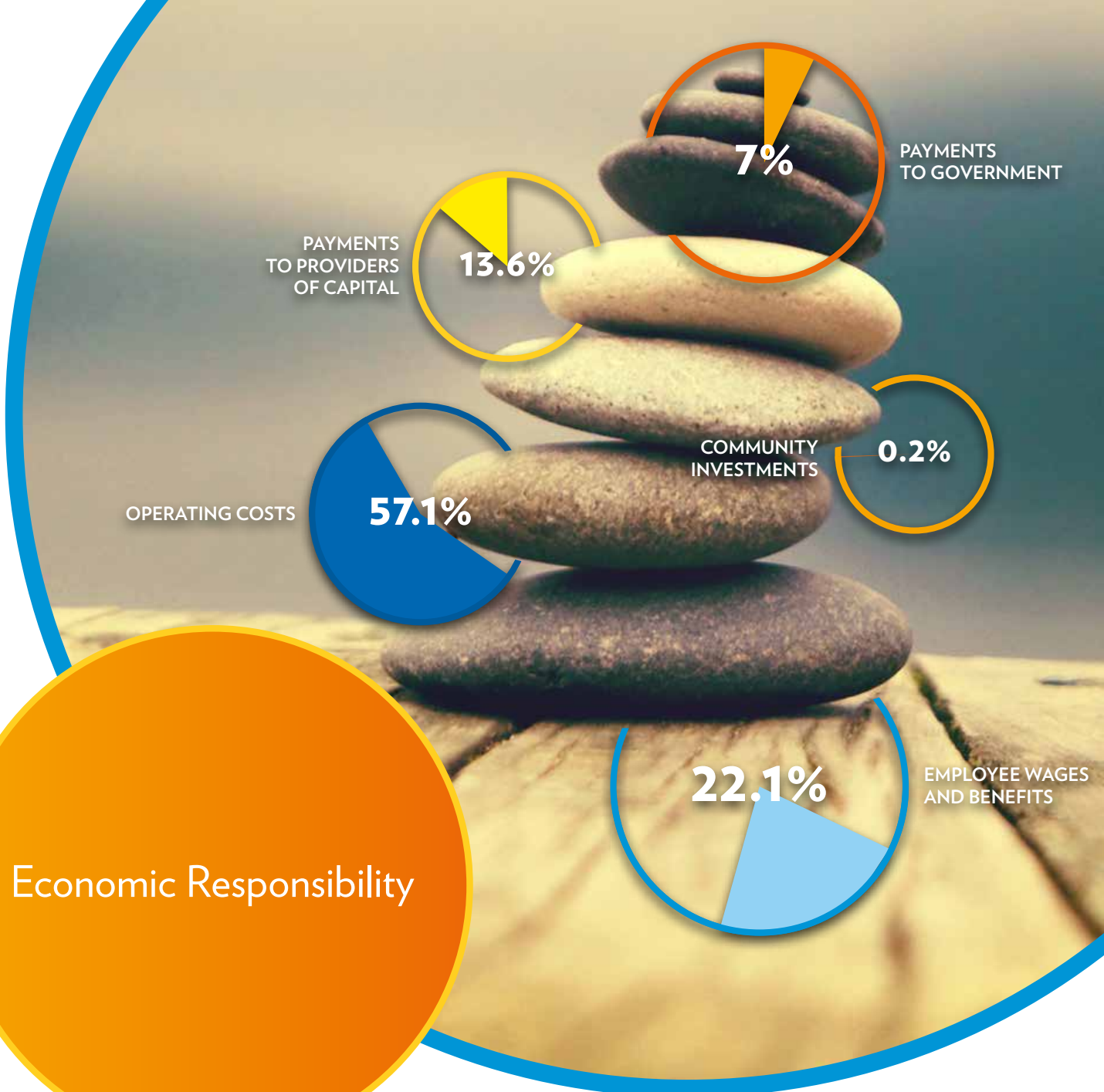
Northstar Illinois, on behalf of the Illinois Lottery, continues to excel in its efforts to lead and support the Illinois Alliance on Problem Gambling (IAPG), now in its third year of operation. The Alliance's goal is to ensure wide-scale public awareness of problem gambling through education, increased accessibility, and full coordination of resources to assist problem gamblers, including those who at risk and those affected by them.

The Illinois Alliance is united by a common interest in creating awareness about the potential dangers of problem gambling, preventing underage play, and acting as resources to assist problem gamblers, their families, and the public.

The Alliance is comprised of organizations such as Illinois Department of Alcoholism and Substance Abuse, Illinois Institute for Addiction Recovery, Illinois Council on Problem Gambling, Rush University Medical Center, Midwest Asian Health Association, and University of Chicago Department of Psychiatry and Behavioral Neuroscience.



# Economic Responsibility



2015 Creation and Distribution of Economic Value  
World Gaming Market

# Economic Responsibility

## 2015 Creation and Distribution of Economic Value

In this chapter, IGT provides an analysis of the generation and distribution of economic value, which is an alternative description of the company's profits. This analysis includes the economic impact on both the company's internal stakeholders (e.g., personnel) and its external stakeholders (e.g., community and public administration). By analyzing economic value generation and distribution, IGT's economic impact can be measured beyond a strictly financial view that only considers shareholders' interests.

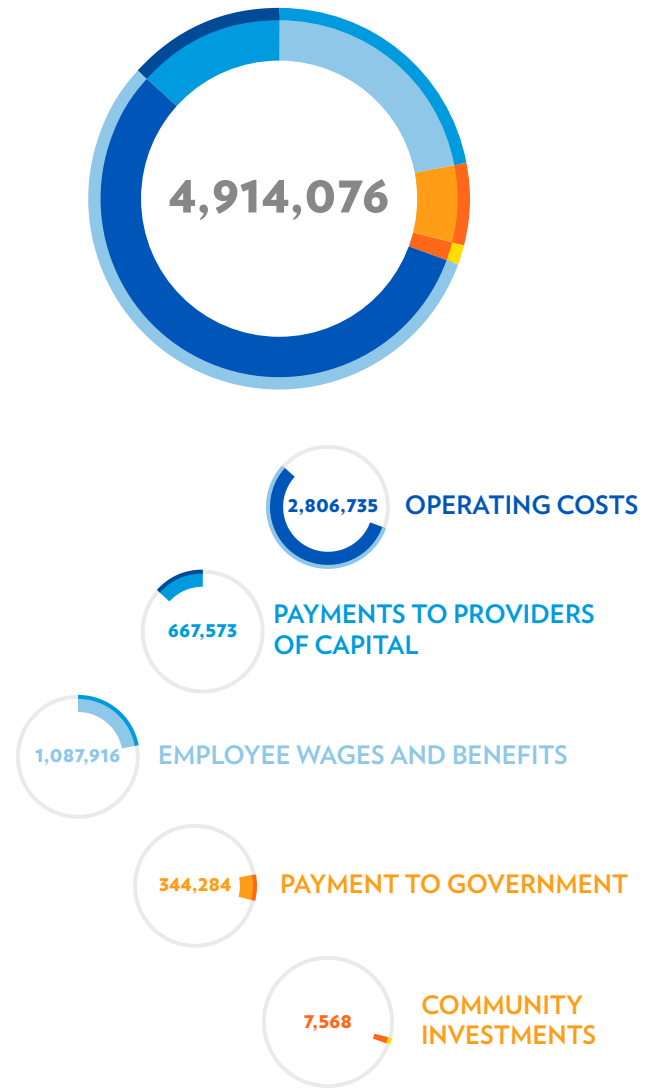
*'Economic value' provides a fuller meaning than a company's mere profit, as it incorporates the interests of both internal and external stakeholders, showing the economic impact of corporate activities on host communities.*

IGT is the global leader in the gaming market by revenue, with reported revenues for 2015 of U.S. \$4.69 billion. The value is adjusted to incorporate the full year revenues produced by the merging companies before and after April 2015, when the merger was completed. Adjusted earnings before interest, taxes, depreciation and amortization (EBITDA) reached U.S. \$1.61 billion, and the adjusted operating income topped U.S. \$1.04 billion.

IGT occupies a strong competitive position in various sectors and claims a very balanced portfolio in terms of geography, with 46 percent of total revenue in North America, 36 percent in Italy, and the remaining 18 percent in International. The product line is diversified with more than 50 percent of revenue in gaming and 44 percent in lottery.

Economic value generated and distributed in 2015 (in U.S. \$ thousand)	
<b>Economic Value Generated</b>	<b>4,767,549</b>
Employee wages and benefits	1,087,916
Payments to government	344,284
Community investments	7,568
Operating costs	2,806,735
Payments to providers of capital	667,573
<b>Economic Value Distributed</b>	<b>4,914,076</b>

## Economic Value Distributed (US \$ thousand)



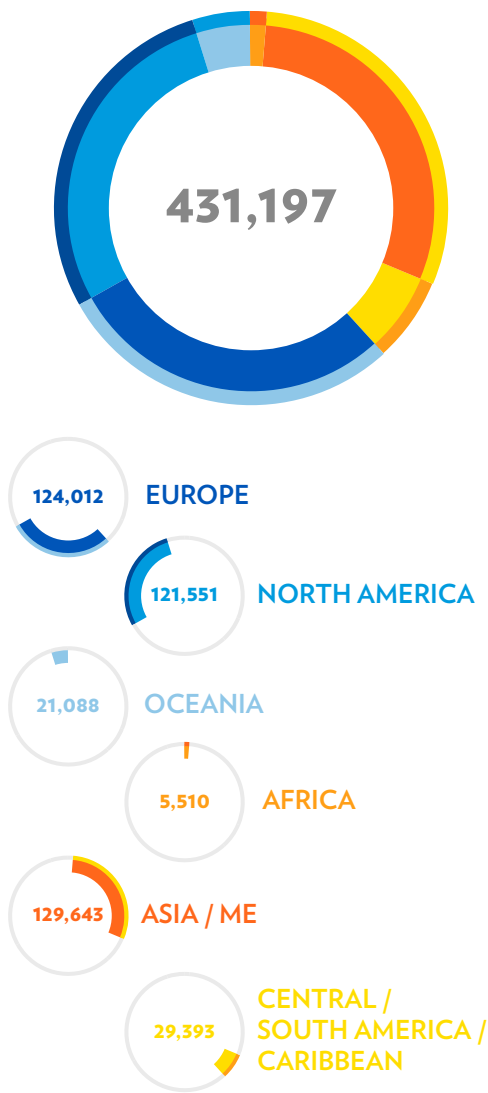
## World Gaming Market\*

More than five years after the worst of the global recession of 2008/2009, the global gaming sector continues to be influenced by the uncertainty and weakness of the global economy. Global gaming fell by 3.4 percent due to a decline in Macau's casino GGY (Gross Gaming Yield) and lower sales in the Chinese lottery industry.

Forecasts continue to reflect the general fragility in the global economy. In 2016, gaming forecasts suggest that global gaming growth will be 4.5 percent higher than the 3.4 percent global economic growth forecast by the IMF, showing higher percentage growth for emerging regions like Africa than for more mature gaming regions, like Europe.

The global gaming market in 2015 was worth U.S. \$431.2 billion, down 3.4 percent compared to 2014 (U.S. \$446.3 billion) as measured by GGY. Asia is the largest market according to GGY at 30 percent, while Europe (28.8 percent) and North America (28.2 percent) together account for more than half the size of the global market.

\* Source: GBGC, Global Betting and Gaming Consultants, April 2016 release - International Fund Monetary IMF Recent Developments and Prospects. Gaming Market is related to Betting, Casinos, US Indian gaming, gaming machines, lotteries and other games.



Interactive global\*

The market is still struggling to regain its strength following the worldwide financial crisis. The forecast for interactive gaming predicts a slight improvement within the next year for the whole of Europe, but at present, countries like Italy are seen as quite stable in terms of the gaming business. Interactive gaming – via internet, mobile phone, and interactive television – has reached a penetration of around 9.7 percent of global gaming in 2014, and it is forecast to reach 10.4 percent in 2017-2018.

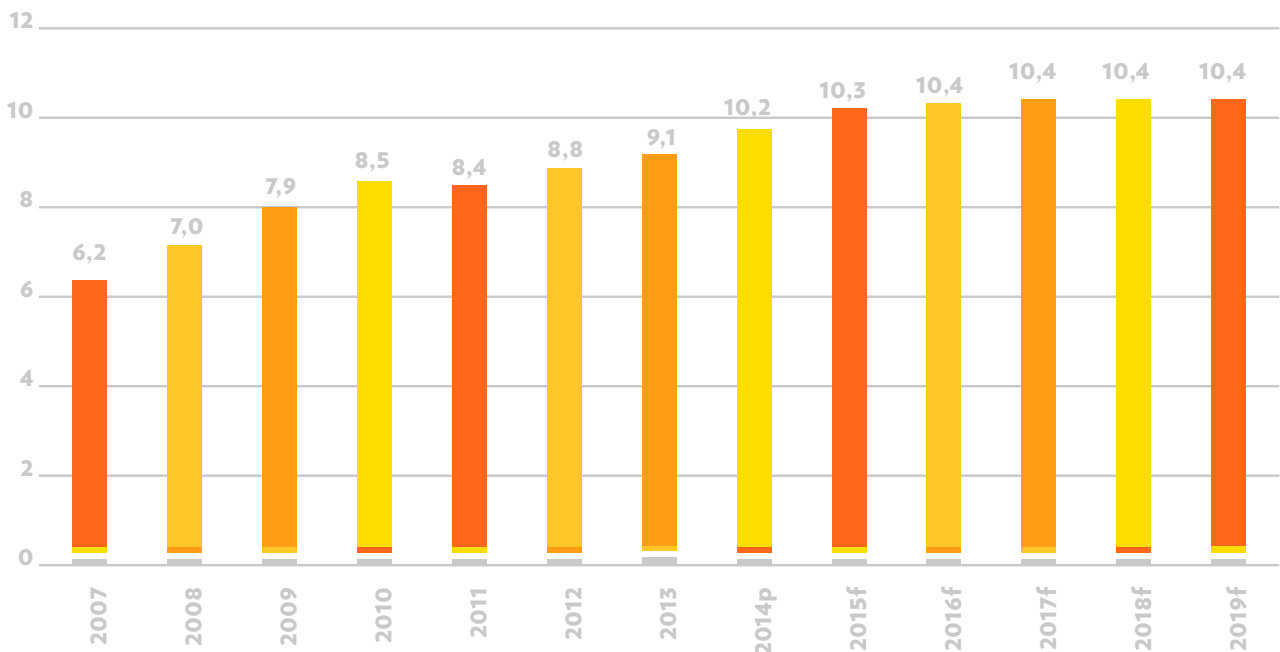
**The nature of internet gaming regulation is changing, especially in Europe, in the form of tax and regulatory issues.**

Many countries have introduced specific domestic interactive license regulations that require interactive firms to apply for a license in that individual country, effectively limiting the interactive operators based in offshore jurisdictions.

Furthermore, interactive firms are facing pressures on their operating expenses due to new taxation and regulatory issues, which have decreased the percentage of revenues they convert to operating profit.

\* Source: GBGC, Global Betting and Gaming Consultants, April 2016 release

Interactive Gaming as % of Total Market



\* Source: GBGC, Global Betting and Gaming Consultants, April 2016 release





119 CLIENTS BY COUNTRIES

8,409 SUPPLIERS

57 PERSONNEL BY COUNTRIES

12,473 EMPLOYEES

Social Responsibility

- Personnel
- Clients
- Regulators
- Communities
- Suppliers

# Personnel

In April 2015, GTECH finalized the acquisition of legacy IGT, creating the new IGT with nearly 12,500 employees spanning 57 countries as of December 31, 2015. As a result of the merger, the global IGT Human Resources organization started the process to integrate its functions from both legacy GTECH and IGT.

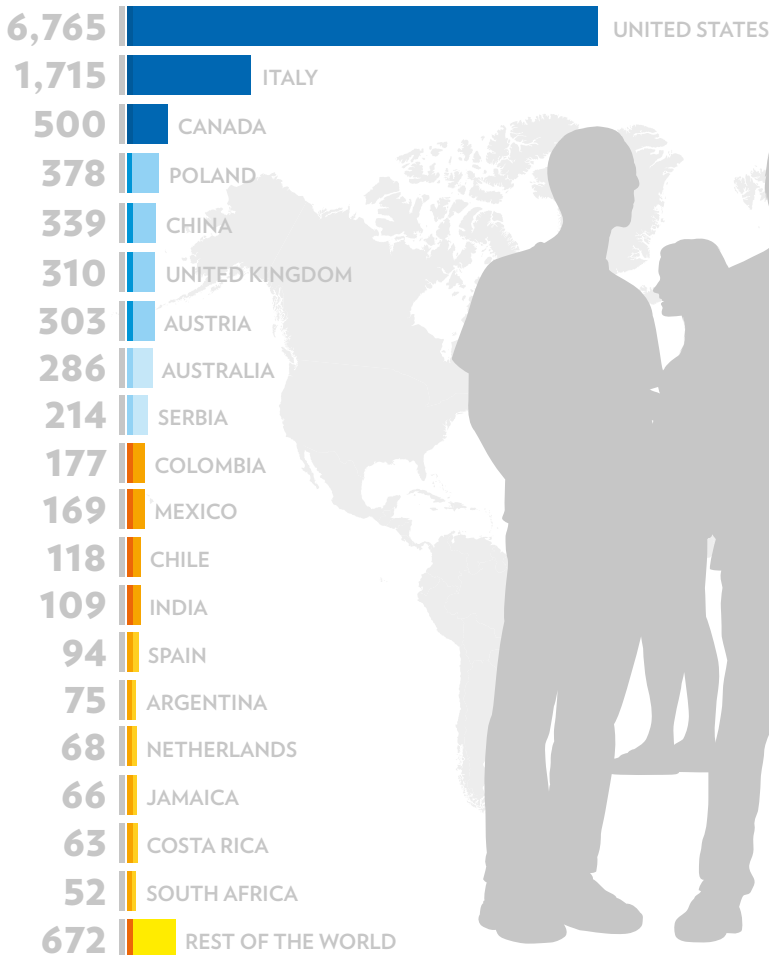
The mission of Global Human Resources (HR) is to support the achievement of business results through the implementation of people and organizational strategies that are aligned to IGT's corporate objectives. The global HR team serves as strategic advisors, change agents, and communication champions, helping to create and sustain a culture that attracts, retains, and engages employees.

An HR organizational structure was created utilizing three core global functions through which strategic business support, program design, and transactional HR services are delivered – HR Business Partners (HRBPs), Centers of Expertise (COEs), and HR Shared Services (HRSS).

The **HR Business Partners** (HRBP) immerse themselves in the activities of the business units they support. They work directly with business leaders, consulting on people matters and designing unit-specific workforce planning, talent management, and change management strategies that help solve business problems and support the organization in achieving its objectives.

## IGT personnel around the world

**12,473** EMPLOYEES:



The **Centers of Expertise** (COE) comprise specialists who focus on the design and delivery of "one-Company" global HR programs and initiatives that are impactful, efficient, and customized to regional and local needs. The COEs also partner with the HRBPs to develop customized solutions to meet business unit needs. As part of this evolution, the organization implemented programs and practices that apply the best approaches from each legacy company. COEs can be engaged through the HRBP, or independently and directly for their specialized knowledge. Current COEs within the HR organization include Compensation, Benefits, Talent Acquisition, HRIS, HR Shared Services, Payroll, Employee Relations, and HR Strategy.

The **HR Shared Services** team focuses on the day-to-day delivery of HR services that support IGT's employees, management, and the business. They ensure operational efficiency through the globalization and standardization of transactional, repeatable, high-volume processes and procedures, where appropriate. Employees are encouraged to work with their local, on-site HR Services team or HRBP for day-to-day individual support.

## IGT Human Resources 2016 Objectives

### Integration

- Integrate global HR systems by utilizing SuccessFactors to develop tools that will drive an Integrated Talent Management program through the deployment of a single, integrated System of Record and the development of Knowledgebase and Case Management, Talent Acquisition, Onboarding, Performance Management, and Learning and Development systems
- Communicate and drive the implementation of IGT's integrated Core Values, Operating Principles, and Core Competencies
- Complete the integration and delivery of core global HR policies and ensure the development of such HR policies in locations where employees from both entities work to guarantee policy and program consistency
- Evaluate, develop, and implement a new global job structure

## HR Organization

- Drive the continued evolution and advancement of the new HR organization
- Integrate global HRSS model

## Support the Business

- Develop a global Succession Planning strategy, framework, and roadmap
- Continue to support leaders in evaluating their businesses to recognize synergies and develop strategies to generate operating efficiencies

*IGT abides by the Tripartite Declaration of Principles concerning Multinational Enterprises (Geneva, 2000) and subscribes to the International Labour Office (ILO) guidelines, to promote employment growth, contract stability, equal opportunity, and to protect and improve work conditions, freedom of trade union association, collective bargaining, and professional consultation.*

## Equal Opportunities, Rights of Minorities and Personnel with Different Abilities

IGT provides equal employment opportunity for all employees on the basis of qualification and merit and will not permit discrimination on the basis of characteristics such as, race, color, religion, gender, sexual orientation, gender identity or expression, pregnancy, marital status, national origin, citizenship, covered veteran status, ancestry, age, physical or mental disability, medical condition, genetic information, or any other legally protected status in accordance with applicable local, state, and federal laws.

To the extent reasonably possible, IGT will accommodate employees with disabilities. In the U.S., HR adheres to the guidelines of the ADAA (Americans with Disabilities Amendment Act). As such, reasonable accommodation is available to all employees and applicants as long as 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.

## Training programs

IGT strongly encourages employee education, incorporating the various processes performed annually by the legacy companies to facilitate the understanding of business challenges and the subsequent definition of learning objectives at departmental levels.

IGT allocates 1.1% of payroll to fund employee training. Most of this funding is managed locally to ensure alignment of training investment to specific business unit/department needs. Contents range from IGT-specific content to general skills development (including leadership, management, communications/interpersonal skills, business process/systems technical skills, and safety). Different learning formats allow the most effective education related to the theme, using traditional classroom, virtual classroom, and a robust catalogue of self-paced

mechanisms (e-learning, videos, and simulations) made available to all employees on-demand, 24 hours a day, seven days per week. More than 20 classroom courses are available off-the-shelf and custom courses are developed as requested by the business. Additionally, IGT supports tuition reimbursement and other educational subsidies to assist employees with their long-term educational goals.

In Italy, the Company continues to support employee development with training courses and specialized training products from top business schools (such as London Business School and SDA Bocconi), as well as specific courses on business-related themes, cross functional skills, attitudinal behavior, and languages. In particular, a mentorship program to facilitate cross-Company networking among female senior managers was implemented.

## IGT Performance management - 9 guiding principles

- Differentiate and reward individual performance through merit
- Reward is appropriate to the level of individual, team, and business unit
- Global approach with local focus
- Simple, easy to administer, transparent
- Assess and reward both “what” and “how”
- Drive accountability and consistency while allowing flexibility
- Identify development needs for performance management
- Align individual goals to business unit and IGT objectives
- On-going engagement between manager and employee

## Assessing IGT on a global scale

*A global project has been in progress since the merger to assess the culture, performance management philosophy, competencies, and operating principles that will drive IGT's integrated talent programs. Interviews, surveys, and focus groups have been carried out across the various locations and the results of the research have led to a new combined set of values, operating principles, competencies, and performance management guidelines. These will be the foundation as the Company continues to build its strategic framework to deploy a differentiated performance management philosophy and will help facilitate a high performing organization.*

## Training courses

### Leadership Development Programs<sup>(1)</sup>:

- **Global Leadership Development (GLD):** Provides high potential Sr. Managers and Sr. Directors from around the globe a robust development experience comprised of classroom learning and action learning on organizational leadership and business principles
- **Management Development Curriculum:** Provides new managers and employees transitioning from managing self to managing others the talent management skills they need to unleash the passion in their employees to build an engaged, productive workforce.
- **Developing the Leader in You:** Provides our emerging leaders a comprehensive self-development journey including communications, networking and business acumen
- **Women's Leadership Development programming**

### Coaching:

Developed an internal coaching practice designed to provide individual & team development coaching.



### Next Generation Learning Technologies:

Adopting social learning, mobile, and new learning technologies.

### Career Development Training Program:

- E-learning course designed to increase employee and manager awareness regarding career development
- Blended learning (online and classroom) instruction for both managers and employees to focus on career planning and development (in planning)

### Sales Training Program:

- Support for Lottery Managed Services Sales teams.
- Sales Skills
- Sales performance management support using enhanced features and functions in SuccessFactors Learning Management System.

(1) Inclusive solely of centrally managed and organized training projects by IGT Talent Development Group. Does not include any initiatives that may be managed by local sites, individual cost centers (departments) or individual employees.

## Incentive and career plans

The merger of GTECH and legacy IGT in 2015 presented a unique opportunity to shape a performance appraisal system that will serve all IGT employees worldwide and accommodate local objectives and global hierarchies. A global project was completed that assessed IGT's new culture, performance management philosophy, competencies, and operating principles that will drive the existing integrated talent programs. Managers have been asked to review their employees' overall performance including the behaviors needed to accomplish their job duties.

process was successful in that 98.5% of employees received a performance rating. Management By Objective (MBO) completion for directors and above was evaluated through the SuccessFactors platform. Manager level and below were rated using a tool called Harvest to rate employees' work goal completion and overall performance. All employees outside of Italy received an overall performance score in the Harvest system.

In 2016, an integrated performance management system will be developed in the SuccessFactors platform that will allow leaders to evaluate all employees within one standardized tool.



## Performance ratings worldwide

2015	n° of employees who received rating	% of Employees who received a formal performance rating
Female	3,606	98%
Male	8,043	99%
<b>Total</b>	<b>11,649*</b>	<b>98.5%</b>

\* According to job roles and management levels, during the past year 98.5% of eligible employees received a performance rating.

### Incorporation of the new IGT corporate culture

Analysis of data collected through interviews, surveys, and focus group has led to a new combined set of values, operating principles, competencies, and performance management guidelines.

#### Our Corporate Identity

- **We are Responsible**, respectful of partners, colleagues, customers, and regulations; reliable and working hard to earn the trust of customers, regulators, and society.
- **We are Collaborative**, striving to create lasting partnerships, seeking out relationships that create new opportunities, and connecting seamlessly within the organization.
- **We are Authentic**, honest, real people who strive to deliver excellence in all activities and in establishing open and respectful relationships.
- **We are Passionate** for gaming, everything is done with conviction and pride.
- **We are Pioneering**, innovative, entrepreneurial, continually striving for new solutions to deliver the highest standards and push the industry forward.

#### How We Work

- Accountable
- Customer First
- Open and Transparent
- Proactive
- Pioneering

#### How We Behave

- Driving Results
- Building Collaborative Relationships
- Decision Making
- Personal Energy
- Self-Leadership
- Foster Innovation

Across the organization, 99% of employees are full-time, while the remaining 1% are temporary. Due to the variations in local laws and regulations, the benefits offered to employees vary accordingly.

In Italy, for instance, the Insurance Life and Accident benefits are offered to all employees with permanent contracts. Following an agreement with the Italian labor unions, employees are provided access to health insurance by paying a health insurance premium.

IGT provides employees with outplacement assistance through an external supplier, in order to assist employees in obtaining new

employment due to termination. These outplacement services provide web-based programs that offer on-call coaching support, live coach-led webinars, and self-directed e-learning. It also provides opportunities to keep the job search productive with the creation of an effective online presence and social media profile to reach recruiters and hiring managers.

## Internal communication

Effective and regular communications with employees is a key component to the Company's overall success. Internal communications has a direct impact on employee engagement and can help foster better understanding of the Company's mission, vision, and values.

IGT's communication tools allow for the distribution of information to the appropriate audiences through various channels. In order to reach all employees in the new IGT, a fully integrated internal website called IGTConnect was launched on the day of the merger completion. IGTConnect includes executive biographies; brand tools; compliance information, including our Code of Conduct; organizational announcements; and other Company news updates. There is also an area where employees can ask anonymous questions to be answered by the Senior Executive team, and responses are published.

### An extensive network of internal communication tools

- **IGTconnect** – global intranet that includes news, videos, brand tools, compliance information, FAQs, and Executive Connect Q&As.
- **IGT Traction Digest** – an internal Wiki that includes news stories from around the world related to IGT's business.
- **Yammer** – similar to Facebook, it allows all IGT employees to use their Company network credentials to follow colleagues, join specific groups and discussion topics, post comments, and status updates.
- **News At Your Fingertips** – monthly, electronic, internal newsletter with a variety of newsworthy stories compiled from IGT sites around the world. This is written and edited by corporate communications.
- **Department-driven Newsletters** – monthly newsletters that are dedicated to a specific audience and driven by the business needs of various departments. These include the Upcoming Training Flyer distributed by Learning Services; Proposals Talk: What's Trending distributed by Business Proposals; and a Global Field Services newsletter.
- **Ask the Board of Directors** – employees can anonymously submit any question or concern to the Company's Board of Directors through an email address listed on IGT's external website.
- **Executive Connect** – a page on IGTconnect where employees can visit to ask their anonymous questions. The most frequently asked questions are answered by the Executive Leadership Team and published to IGTconnect.
- **Sustainability Report**
- **Company-Wide Meetings**

## Industrial relations

In line with Principle Three of the United Nations' Global Compact, IGT recognizes the value of using dialogue and negotiation to achieve positive outcomes. The Company abides by non-discriminatory policies and procedures with respect to trade unions, union membership, and its 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 every tool needed to perform their duties.

Collective agreements currently cover 2,465 employees, accounting for 20% of the total workforce. All employees in Austria, Italy, and Sweden are covered by collective bargaining agreements. Although various locations have voted to become unionized within the United States, with a total of 65 employees electing to do so, no formal contracts were finalized in 2015.

IGT does not have a designated period for notice to employees, and their elected representatives, of significant operational changes that could substantially affect personnel. The notification period is affected by country laws and is not usually specified in collective agreements in those locations where such agreements apply. The minimum notification time varies from a standard 30 days in China, to a variable period depending on the employee's tenure in Finland, to a person's age in Sweden. In Austria, employees are to receive a seven-day notice of termination and the work council must be informed. For any other changes, there are no general time lines.

## Corporate Welfare

Contributions to the corporate supplement investment program can be established by the employee on a voluntary basis, taking advantage of the Company's market investment program. Where the public welfare benefit is extended, as in the case in most European Union countries, all personnel receive compulsory pension plan coverage as defined by each country.

IGT is required to pay regular contributions established in support of the public welfare program for retirement, unemployment compensation, and health care. Where mixed welfare systems exist, the Company supplements welfare contributions, sometimes engaging in collective agreements with trade unions.

IGT provides comprehensive, market competitive benefits to all employees while adhering to all statutory requirements in the jurisdictions in which we operate. Because of the multitude of jurisdictions and the varying statutory requirements, the benefits offered may differ considerably.

## Health & Safety at Work

IGT is firmly committed to providing all employees with a safe work environment, free from health and safety hazards. There are a number of site level safety committees in existence (in addition to the IGT Global Steering Committee), who stay connected with employees and who present information on potential risks & injury trends, upcoming projects and programs to be implemented, as well as initiatives to reduce risk and prevent injuries.

IGT's Global Field Services Safety Committee, GSSAFE, publishes a weekly safety tip as well as a monthly newsletter alerting field service employees to common and seasonal hazards on the job. The tips and newsletter are posted on Yammer for all employees to read.

In the case of a workplace related injury or illness, the Company provides appropriate medical attention for the employee, complying with all jurisdictional laws regarding reporting requirements, and all applicable requirements for providing insurance to reimburse employees for lost wages and medical expenses.

Activities promoting good health differ across IGT jurisdictions according to the local and national variances in public health care systems. A number of live training sessions were held in several IGT locations to train Field Services teams on fall protection and safe use of equipment. In addition, several eLearning courses were designed to address emergency evacuations and office ergonomics that can be delivered to all employees worldwide. The Environmental Health & Safety team works closely with the Business Continuity team to develop emergency response plans that call out specific response procedures for a number of natural hazards.

## Accommodating local laws and regulations while providing the highest standards in the industry.

The Company has developed health and safety programs for workers in the following countries: U.S., Italy, Canada, Great Britain, Spain, Turkey, Poland, Ireland, Sweden, and Finland. Specific trade union agreements are also applicable in Italy, Sweden, and Finland. IGT also offers maternity-related benefits, training programs, fitness facilities and memberships, and other programs that vary by country.

In Italy, all employees are represented by the special health and safety in the workplace board. Employees undergo specific training in accordance with law no. 123/2007 "measures for the safeguard of health and safety in the workplace".

In the U.S., where healthcare programs are provided through private insurance companies, IGT offers additional programs to its employees and their family members:

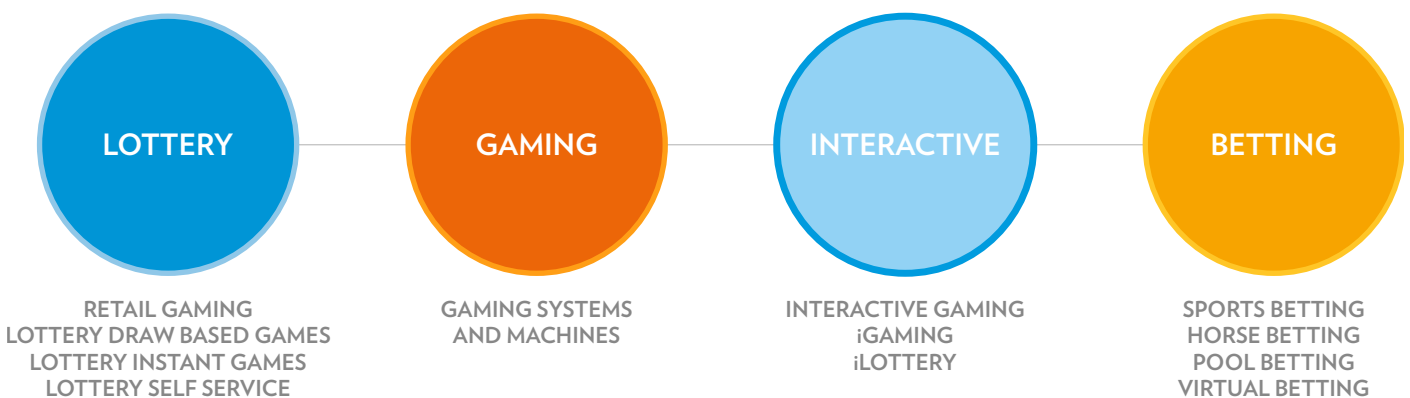
- IGT provides a wellness program that encourages participation by offering either a discount on health insurance premiums or a contribution to the employee's Health Savings Account (if enrolled in a high deductible health plan) for completion of specific wellness activities.
- Life Assistance Program (formerly Employee Assistance Program): a comprehensive referral and counseling program available to all employees.
- Onsite Health Educational Seminars: free monthly seminars scheduled with different health/medical professionals to discuss various topics.
- Onsite Eight-Week Stress Reduction Program: offered to IGT employees in the Reno location at a reduced cost.
- Onsite Fitness Centers: offer gym access, along with on-site group exercise classes at various sites.
- First Aid Responders: several campuses maintain First Aid Responders who are trained in CPR and have first aid bags to respond to any medical emergency.
- Free Flu Vaccinations: IGT partners with third-party providers to provide onsite flu vaccinations at various offices. At other U.S. locations, IGT partners with CVS Health to provide employees with a free flu shot.
- Online Wellness Program: through IGT's benefit provider, employees on the medical plan can access an online portal to see where they can make improvements to their overall health, earn points for participating in different activities, and reach different wellness achiever levels to win prizes.
- IGT Wellness Coordinator: works closely with Corporate Social Responsibility team to organize community health-related events such as the American Heart Association Heart Walk, Bike to Work Week, and Lung Association Walk.
- Las Vegas Corporate Challenge: IGT participates in 40 various sporting events against other companies in the City of Las Vegas. In 2015, IGT took 1st Place in the Challenge with 122 IGT employees competing.
- Reno Field Day: IGT employees participate in a departmental challenge where they can participate in six different sporting events against other employees.
- Preventive Care: through IGT's medical plan and Wellness Coordinator, employees receive information regarding preventive care.
- Wellness Calendar: each month is focused on a different health and wellness initiative, including a dedicated month for nutrition and heart health.
- Employee Mailings: targeted mailings are sent to employees and their families promoting IGT health programs.
- Newsletters: includes a Benefits monthly newsletter emailed to employees and newsletters from American Cancer Society and Wellness Council of America.
- Wellness Wednesday: IGT's Wellness Staff provides weekly blood pressure screenings, weigh-ins, and fitness consultations in a private setting.

# Clients

As an end-to-end Company, IGT allows players to experience their favorite games across all channels and regulated segments, from gaming machines and lotteries to interactive and social gaming. In addition, IGT delivers business-savvy, modular solutions that connect platforms and verticals for every gaming market.

The Company maintains a laser focus on its customers, guided by five core values of being **Responsible**, **Collaborative**, **Authentic**, **Passionate**, and **Pioneering**.

## Product and Services



## Data Protection and Security

*With the IGT merger, the Company's Information Security has expanded its scope of responsibility to provide a high level of data protection with a certified information security framework already in place.*

*As with most companies, IGT is faced with enormous pressure to withstand attacks of all sorts, such as botnets, malicious executables, advanced malware (APTs and zero days), host exploits, and Trojan backdoors. IGT has also seen an increase in the amount of phishing and spear phishing attacks, including those involving social engineering. In a majority of the cases, these events were detected immediately and blocked. In cases where further remediation was required, systems were isolated and reimaged.*

*IGT has implemented several Information Security Management Systems (ISMS) certified to ISO27001:2013 and WLA-SCS:2012 security standards.*

*Under the ISMS, the IGT products are designed and delivered to comply to applicable security standards and best practices, including Payment Card Industry Data Security Standard (PCI-DSS), jurisdictional security audits, Open Web Application Security Project (OWASP), National Institute of Standards and Technology (NIST), etc. Another important security certification, the PCI PA-DSS, is related to the payment gateway product developed by IGT – IGT Pay – enabling compliance with credit card issuers' (Visa, MasterCard, Diners Club, American Express) standard for security management of customer credit card information. Further, the Company has expanded its business continuity best practices to include certification to ISO 22301.*

*Awareness training and constant reminders about how to react to such attempts have allowed the Company to set a clean record: in no cases have these attacks resulted in a compromise of IGT data.*

## Lottery

IGT provides and operates highly secure online lottery transaction processing systems. The Company designs, sells, and operates a complete suite of lottery-enabled terminals electronically linked to a centralized transaction processing system.

IGT has a wide geographical reach. In North America alone, IGT holds a 78 percent market share for U.S. lottery draw-based games and instant tickets. The Company is a partner to more than 65 percent of the addressable market in Europe through the ES Lottery Service, while providing services to more than 20 national lotteries, including those in the United Kingdom, Finland, Poland, Czech Republic, Mexico, and Colombia.

IGT is also a technologically advanced instant game supplier, with a state-of-the-art press and printing division that provides customers with instant tickets, marketing plans and graphic designs, programming, production, packaging, shipping, and delivery services. IGT is the market leader in serving the instant ticket category, and it runs the world's largest instants program – Gratta e Vinci in Italy. Overall, IGT serves customers in 100 jurisdictions globally, supporting both instant and draw-based sales. Instant ticket sales have grown rapidly, and IGT sees additional growth potential in this lottery space.

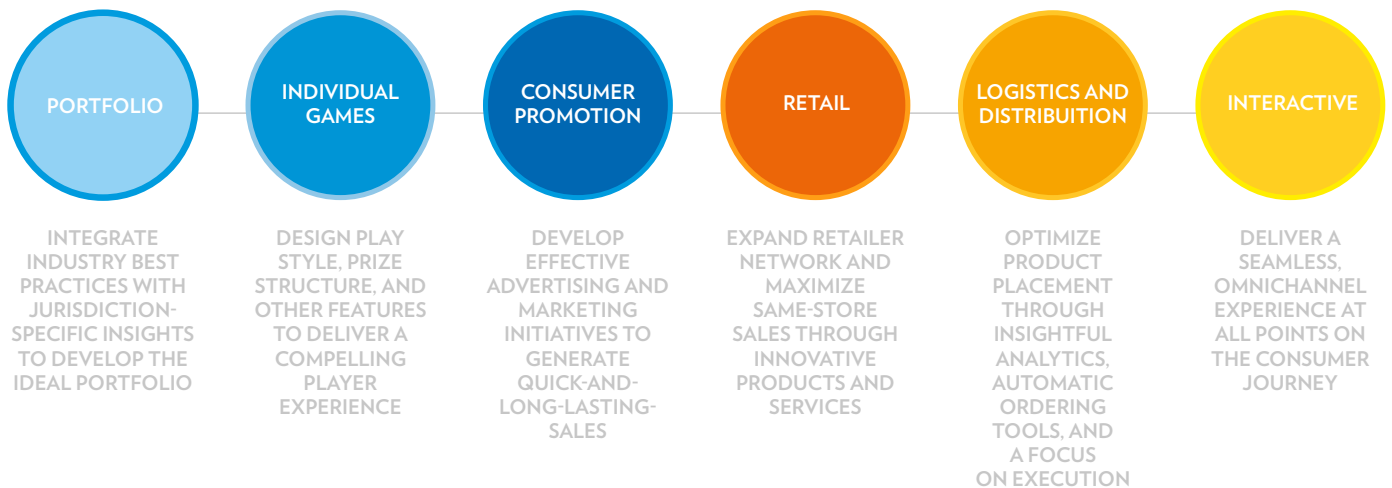
### Increasing Profits to Good Causes

*Aurora is IGT's latest end-to-end lottery solution and platform. Aurora is designed to address the industry's omnichannel requirements, need for openness, and desire for faster time-to-market. This comprehensive lottery suite of solutions is designed to expand the player base, increasing profits to good causes. The system is player and retailer focused, provides omnichannel capability, and is built on a service-oriented architecture. Aurora can be delivered as an end-to-end solution or incrementally to existing customers. It combines reliable retail equipment, proven and secure transaction processing capability, business intelligence reporting, and the foundation for a high-performing*

## Defining IGT Support across the Instants Category's Entire Value Chain

IGT teams have always been deeply engaged in helping lotteries grow their instants business. The Six Pillars of Instants Success represent a complete end-to-end offering of products and services that best delivers profits to customers, and reinforces IGT as a trusted lottery growth partner with jurisdiction-specific consumer and retailer expertise.

### The Six Pillars of Instant Success



CONSUMER, PRODUCTS, RETAIL, AND OPERATIONAL INSIGHTS

CONTINUOUS PLANNING, MONITORING, AND ADJUSTING TO EVOLVING MARKET NEEDS

SYSTEM ENABLING TECHNOLOGIES AND INFRASTRUCTURE

## Gaming

IGT is the leading provider of casino management and Video Lottery Terminal (VLT) systems. The Company designs, manufactures, and provides state-of-the-art cabinets, games, systems, and software to customers in legal gaming markets throughout the world.

IGT proudly serves gaming customers at commercial and tribal casinos in all legal gaming jurisdictions around the world, as well as through World Lottery Association (WLA) government-sponsored gaming programs, including video lotteries and racinos (combined race track and casino).

As the global leader in gaming, IGT focuses on fostering a culture of innovation to build the future of gaming. The Company is leading the industry with end-to-end gaming solutions and product portfolios, deploying game content across multiple platforms.

### *The World's Leading Content Library*

*IGT's broad and popular collection of proprietary and licensed brands enables the Company to develop games that attract a wide player base across multiple product segments and channels. IGT's content library includes Wheel of Fortune®, the most successful slot title of all time. Since the introduction in 1996, Wheel of Fortune® slots have delivered more than \$3 billion in jackpots and minted the 1,000th millionaire on Sept. 28, 2015. Leveraging on the Company's TRUE 3D technology, IGT has developed the first Wheel of Fortune® 3D gaming experience. Wheel of Fortune® Double Diamond 3D premiered at G2E 2015.*

### *Big Wheels Keep on Turning*



*The IGT Mobile Showroom, an innovative sales tool originally launched in 2013, brings 12 of IGT's latest and greatest games directly to casino customers' doorsteps to showcase the freshest offerings. The Showroom is a 40-foot, fully-customized trailer with a pullout on each side. It made its debut at the IGT Las Vegas campus on Aug. 27, giving employees a first-hand look.*

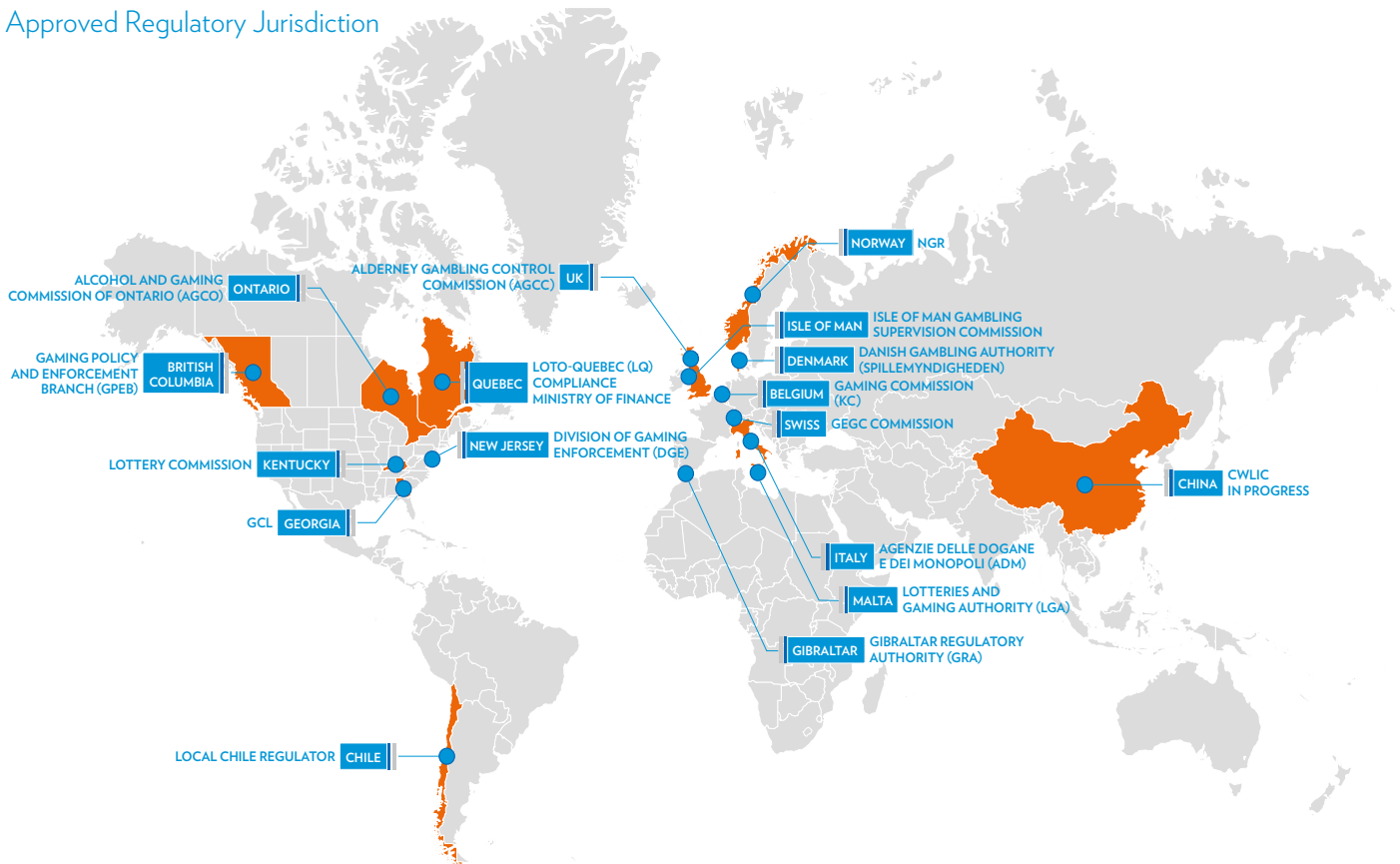
### *IGT Customer Advisory Board Exemplifies Customer First Focus*

*Each year, IGT brings a number of its casino customers together from around the world to an event called the IGT Customer Advisory Board (CAB). This is a three-day open forum where the board can give direct feedback to IGT executives and sales leaders, attend presentations, and participate in roundtables on specific topics that customers have asked to discuss. The 2015 event had a more international focus than any previous CAB, with almost one-third of the 43 attendees coming from countries outside of the U.S. The meeting was held at the Red Rock Casino in Las Vegas. Operators were able to provide direct feedback through a live interactive survey titled "Your Input Matters," which provided IGT's new executive team with a clear understanding of the Company's progress since the 2014 CAB. This helped prioritize action items for the new administration. Attendees also heard a keynote presentation from guest speaker Anika Khan, Wells Fargo Director and Senior Economist, who explored consumer spending habits and global economic trends and their potential impact on the gaming industry. In addition, Victor Duarte, IGT Chief Global Product Officer, Gaming, led a presentation on potential innovations and technologies that could shape the future of gaming. The ideas and suggestions from CAB 2015, collected through a unique real-time polling app, are now an integral part of the R&D and Product roadmap.*

## Interactive

Since the turn of the millennium, IGT has been a global force in interactive gaming, delivering top-performing online titles to for-wager (real money) operators and lotteries worldwide. As a gaming operator, providing interactive gaming experiences directly to players, IGT works only in regulated iGaming markets. In these markets, IGT is the interactive operator and holds the gambling license, takes all commercial risk, and retains all income after expenses. In the rest of the world, IGT's customers are the operators. Thus IGT licenses systems and content (games), typically for a percentage of the operator's net winnings after tax, while offering value-added services such as marketing support, customer care, fraud and security, and payment services.

### Approved Regulatory Jurisdiction

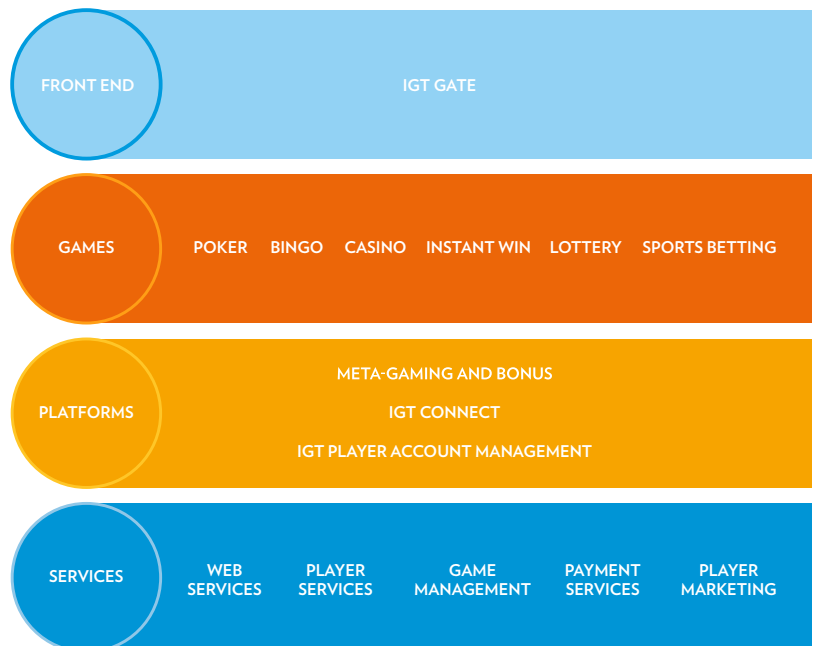


IGT's innovative interactive platform and connectivity solutions are modular, providing seamless paths to upgrade or integrate new content, including third-party verticals.

The award-winning remote game server (IGT RGS) has revolutionized the interactive casino business through the widest variety of content, including casino slots, blackjack, roulette, video poker, and instant lottery games. Most of the content is device-optimized for the best player experience, whether on phone, tablet, or desktop. The system is modular, flexible, open, and complete. Customers can take all or part of it, can put IGT RGS into existing systems, or tie third-party products into IGT's system. Managed services are also available as an option to take care of a variety of operating functions.

Licensing big-screen blockbusters, board games, and TV shows, IGT brings household brand names to the gaming environment. Some in-house titles have also become 'brands' in their own right and player favorites worldwide. The depth and breadth of the distribution network has made IGT a leader in anticipating, and adapting to regulation of new markets and technologies. With teams in the U.K., Europe, North America, and China, IGT strictly complies with regulations in the growing list of worldwide jurisdictions where it operates.

### Complete Interactive Portfolio



In 2015, IGT and Ontario Lottery and Gaming Corporation (OLG) launched PlayOLG online casino and lottery, the first and only regulated online gambling site in Ontario, Canada. As the primary service provider, IGT operates iGaming on behalf of OLG. As such, the Company is registered with the Alcohol and Gaming Commission of Ontario (AGCO) as an iGaming operator in Ontario. The lottery handles the marketing and oversees IGT operations. Everything for the PlayOLG site was newly created, from regulations and compliance protocols to site operations. Stringent responsible gambling regulations were a main focus for the project team. The requirements included comprehensive responsible gambling controls and tools. To meet the challenge, IGT worked closely with the AGCO and the lottery to understand their responsible gambling expectations; IGT also educated them on the details of how an iGaming system works to ensure the most forward-thinking, responsible gambling options to protect players and provide safe interactive gaming. One of the biggest accomplishments and customer benefits of the project was the creation of a local team to handle site operations, call center, and data services. The successful partnership has allowed IGT to extend its services to the entire Canadian regulated gaming market, including support for British Columbia Lottery Corporation, Loto-Québec, and Atlantic Lottery Corporation.

## Betting

IGT combines 30 years of betting experience from sports games in the lottery sector with 15 years of commercial bookmaking, back office functionality, and the successful launch of the Better brand in Italy (Lottomatica). This enables the Company to enter jurisdictions with all technology and services combined as an operator, either alone, with a partner, or as the supplier of a 'white-label' solution. The Company offers a Sports Betting platform comprising a core engine and associated support modules, and it serves leading lotteries and commercial operators around the world. The IGT Betting platform is a point of convergence from earlier

technology solutions, leveraging the proven solutions of Enterprise Series (ES), MarginMaker, and Lottomatica's Betting Core Platform (BCP), offering wagering on sporting events, motor sports, and non-sporting events such as those involving entertainment, music, culture, and current affairs.

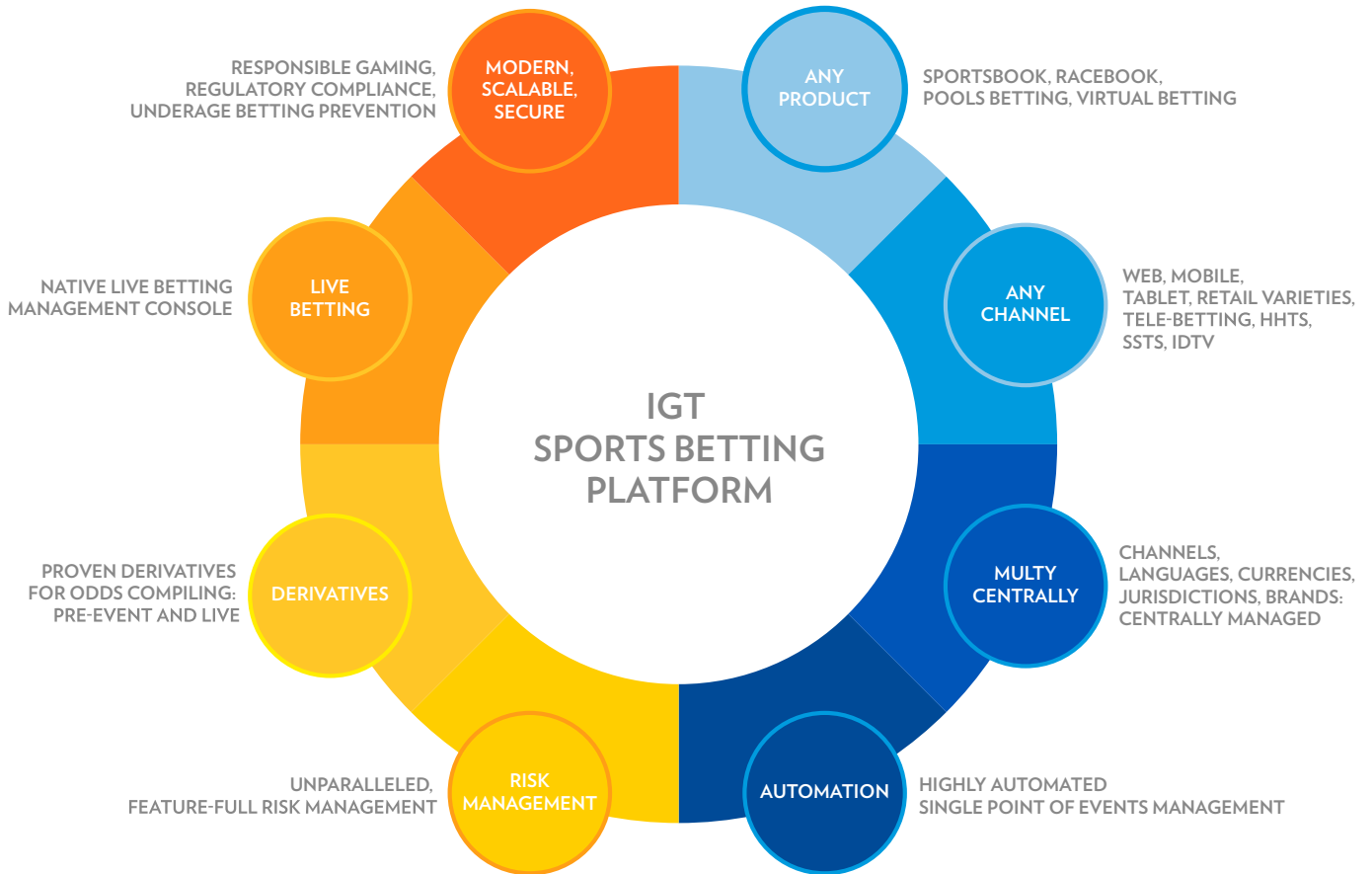
IGT's modular platform gives access to every available betting product through trading engine modules. These modules handle all betting product families: fixed odds sports, racing, numbers, and virtual betting; pool sports and racing; and E-Venue, IGT's event data management system.

### IGT Betting Platform and Services - Customer Engagement Models

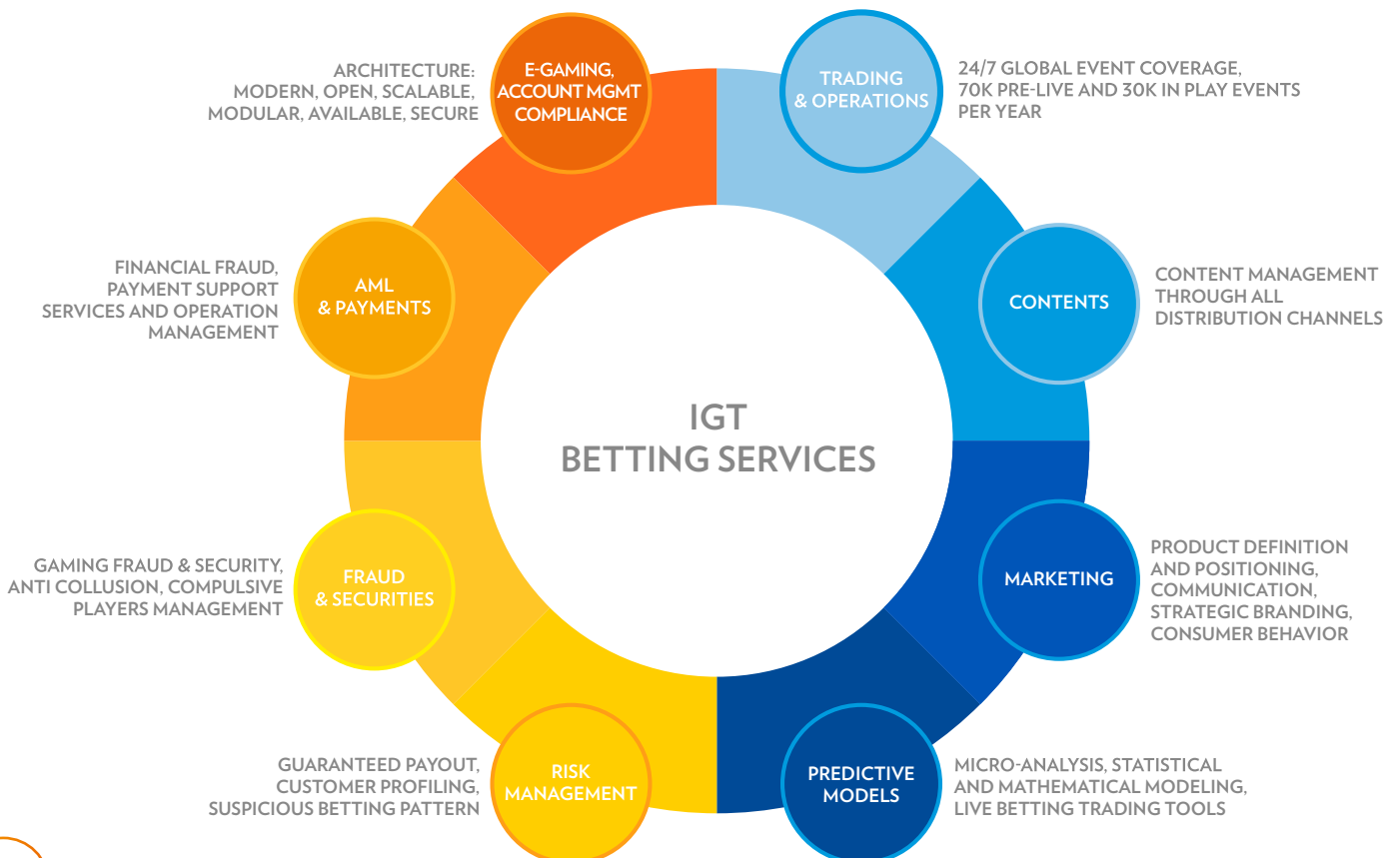
<b>IGT PRODUCTS AND SERVICES PORTFOLIO</b>	<b>TECHNOLOGY SUPPLYING B2B</b>	<b>SERVICE PROVIDING B2B2C</b>	<b>GAME OPERATION B2C</b>
<b>PRODUCTS/SERVICES PROVIDED</b>	<b>TECHNOLOGY PLATFORM AND SOFTWARE TO SUPPORT PLAYER MANAGEMENT</b>	<b>VALUE ADDED SERVICES INCLUDING EVENT/ODDS AND LIABILITY MANAGEMENT</b>	<b>END-TO-END SERVICES INCLUDING PLAYER AND DISTRIBUTION MANAGEMENT</b>
<b>TYPICAL PRICING MODEL</b>	<b>PRODUCT SALES</b>	<b>REVENUE SHARING</b>	<b>PROFIT SHARING</b>
<b>CHANNELS</b>	<b>RETAIL</b> <b>INTERACTIVE</b> <b>MOBILE</b>		

## IGT Betting Platform and Services

### Sports Betting Platform (B2B)



### Services (B2B2C)

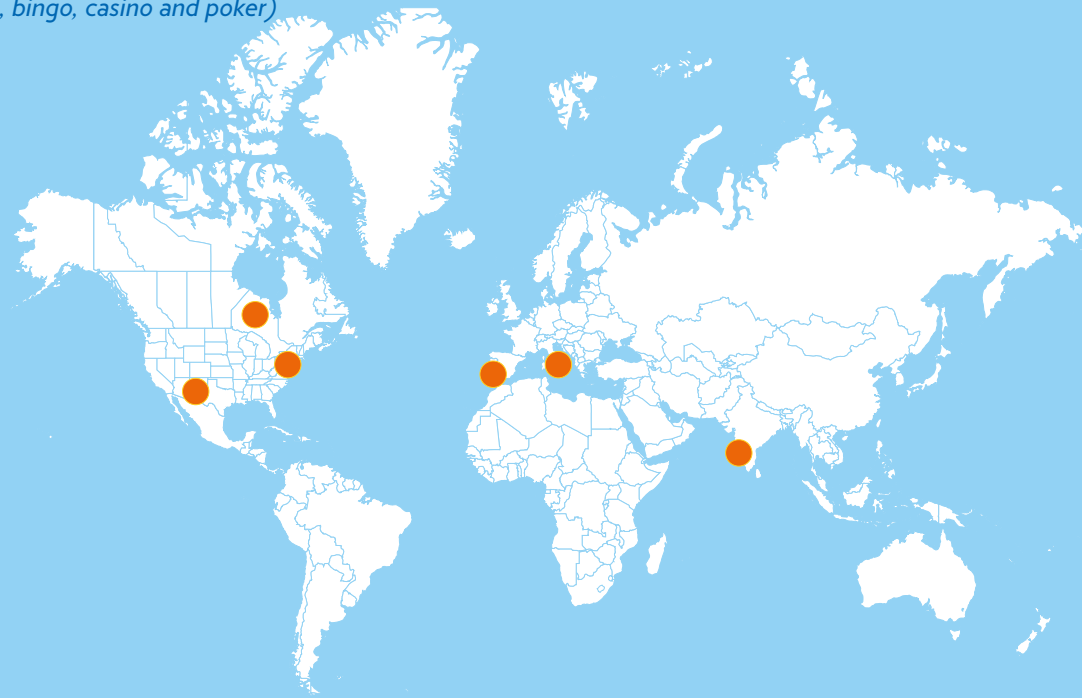




## Player Services Overview

The Player Services Management team has been active within the interactive Betting and Gaming space, providing services and expertise related to Player Account Management, Fraud & Security, AML analysis, ePayments, and Operations. Such capabilities have been leveraged both by fully managing services (IGT's own brands and/or white labels and commercial customers) or by advising partners in the setup and running of such services.

Player Services Operations are tailored to customers' needs to ensure high standards in support of their operational needs. The Player Services team works with a wide number of operators in different types of partnerships (B2B, B2B2C and networks), within different jurisdictions (e.g. Italy, U.K., Greece, Spain, Sweden and Canada) and verticals (betting, bingo, casino and poker)



6 PLAYERS  
SERVICE CENTERS  
WORLDWIDE

LANGUAGES  
FRENCH CANADIAN  
SWEDISH  
ENGLISH  
SPANISH  
ITALIAN  
DANISH  
INDIAN

PLAYER SERVICES WORLDWIDE  
PLAYER MARKETING  
WEB/PORTAL MANAGEMENT  
GAME/NETWORK MANAGEMENT  
CONTACT CENTER  
PAYMENTS  
FRAUD PROTECTION AND SECURITY

## IGT's New Betting Platform Debuts in Italy

During the last quarter of 2015, IGT has successfully deployed its new betting platform for Lottomatica's two betting brands, Better and TotoSi, with a targeted launch date in Q1 2016. The successful design of the new IGT Betting platform evolved by leveraging IGT's many decades of experience developing of betting solutions for its customers and operators worldwide, as well as its proficiency in developing and operating solutions for the betting business in the Italian market. The new platform has the ability to support all sales channels for both pre-event and live-event betting. Better is Lottomatica's betting brand for both retail and interactive channels, while TotoSi is interactive only. The platform, deployed in all 1,350 outlets of Lottomatica's Italian Betting Network (IBN), is customized to meet all requirements in Italy, and the solution is fully integrated with Lottomatica systems and operating processes. It is now also available "off the shelf" for other operators. The sports platform has been integrated with other products from the same IGT terminal, so retailers can access all applications as needed. Routines have also been added so retailers can print events and other similar services. The platform is also accessible through both web and mobile channels, including mobile sites and native apps for iOS and Android.

## IGT Global Contact Centers

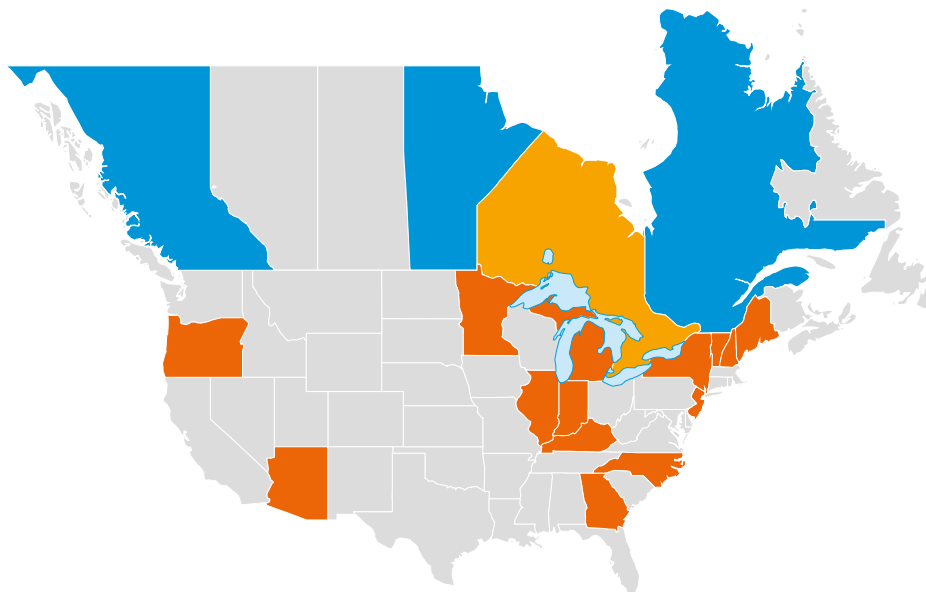
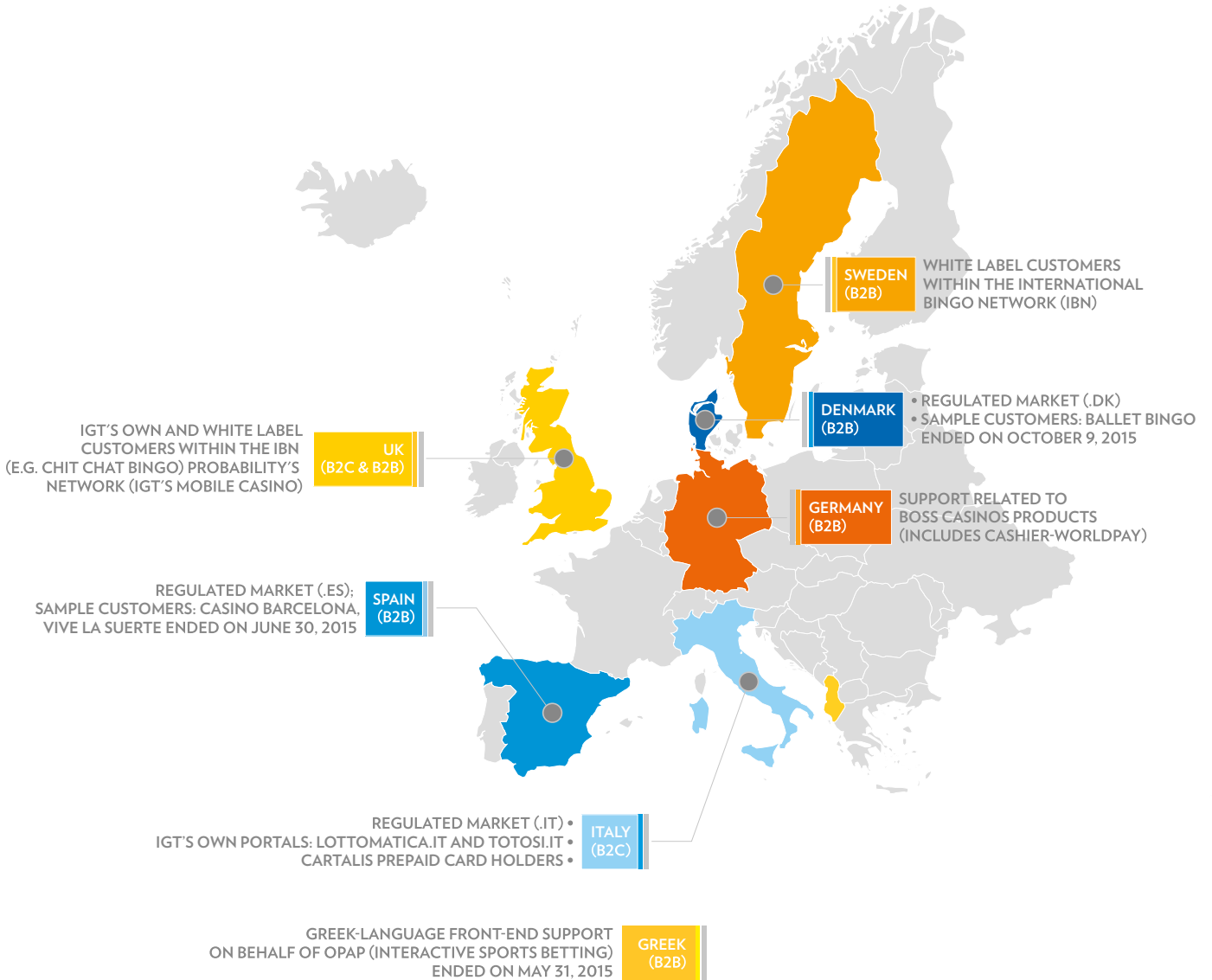
The Global Contact Center's mission is to provide 24/7 business assistance, efficient information, and efficient procedural safeguards in all global customer bases. In particular, they strive to maximize customer satisfaction with a specific focus on both responsible gaming and compliance (also in cooperation with areas managed by IGT corporate partners) while ensuring sustainable costs via the identification and implementation of best practices (e.g. streamlined processes, quality management, common tools).

### B2C Services

Since the merger in April 2015, IGT Global B2C Contact Centers provide 24/7 multichannel assistance to worldwide "B2C" customers (Players) as well as WLA/Commercial partners operating within the entire interactive offering – iLottery, betting, poker, casino, skill games, and bingo – through nine centers from six countries and in eight different languages.

### IGT B2C Contact Centers across the World





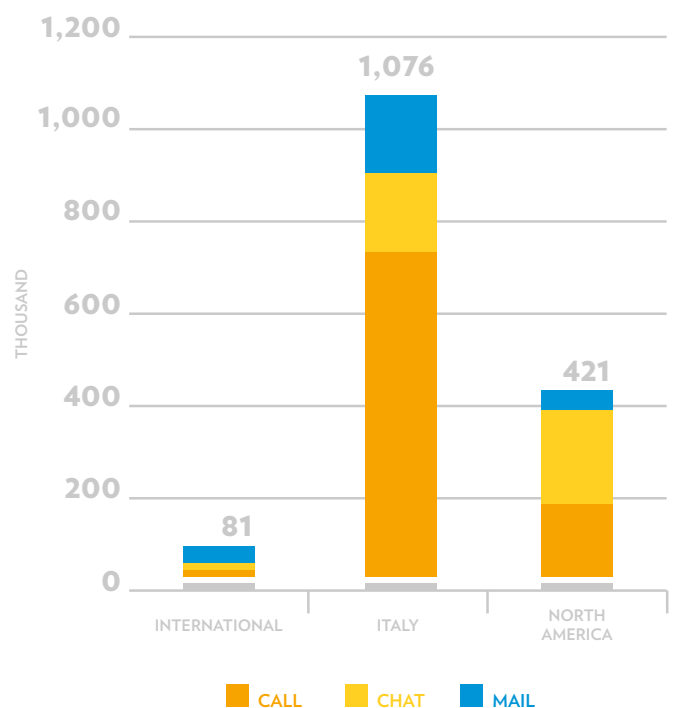
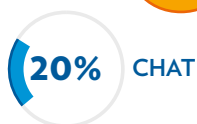
## Every Customer is Assisted by Global B2C Contact Centers in the Official Reference Language

	ROME (IT)	BUCHAREST (RO)	CONSTANȚA (RO)	TIRANA (AL)	PROVIDENCE (US-RI)	AUSTIN (US-TX)	ATLANTA (US-GA)	TORONTO (CA)	HYDERABAD (IN)
LOTTOMATICA.IT									
TOTOSI.IT									
CARTALIS									
IBN PROBABILITY BOSS CASINOS									
OLG									
CBN/CPN									
IL, GA, MI, IN, NJ, AZ, ME, MN, NC, NH, NY, OR, VT									

The Global B2C Contact Centers consistently measure performance using the same Key Performance Indicators across each location. In addition to the various operational reports, a monthly report keeps track of each B2C Contact Center's performance and emerging issues. 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 solved upon reception.

In 2015, all B2C Contact Centers handled a total of approximately 1.5 million contacts across all channels (voice, chat and email).

### Number and Type of Contacts Assisted by Global B2C Contact Centers in 2015



Analysis and feasibility studies on new projects are being carried out in 2016. They are focused on extending the Italian Contact Centers' best practices, such as the Customer Relationship Management (CRM) platform developed by Lottomatica in Italy, in order to improve quality of service and reduce operational costs.

## B2B Services

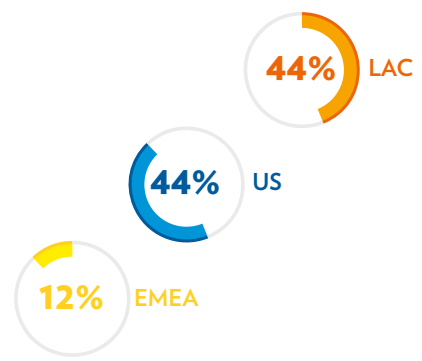
The B2B Contact Center provides assistance to end users of systems and terminals located in retailer locations and casinos across Latin America and Caribbean (LAC), Europe, Middle East, and Africa (EMEA), and USA regions.

End users and business partners assisted by Global B2B Contact Center in the LAC, EMEA and USA regions



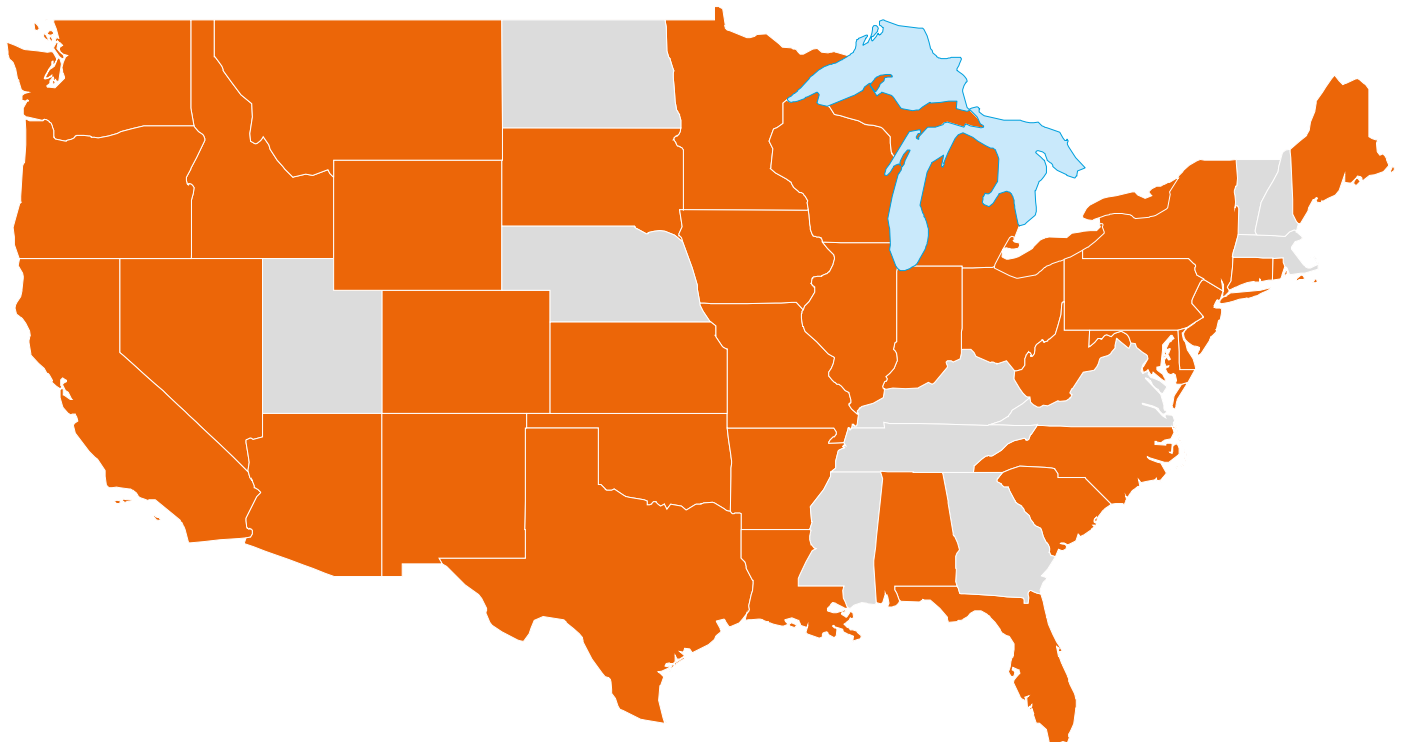
In addition to daily generation of various operational reports, the center holds a weekly performance meeting. The Contact Center also generates reports to review the combined year's performance. Among the main indicators measured, this figure includes the percentages of responses within the agreed time returning phone calls. In 2015, IGT B2B Global Contact Center assisted approximately 2.34 million contacts.

### Global Contact Centers Call Volume



Global Contact Centers - 2015	
Site	Call Volume
EMEA	285,293
LAC	1,028,569
US	1,026,009
<b>Total</b>	<b>2,339,871</b>

### Casinos and Regions Assisted in the USA

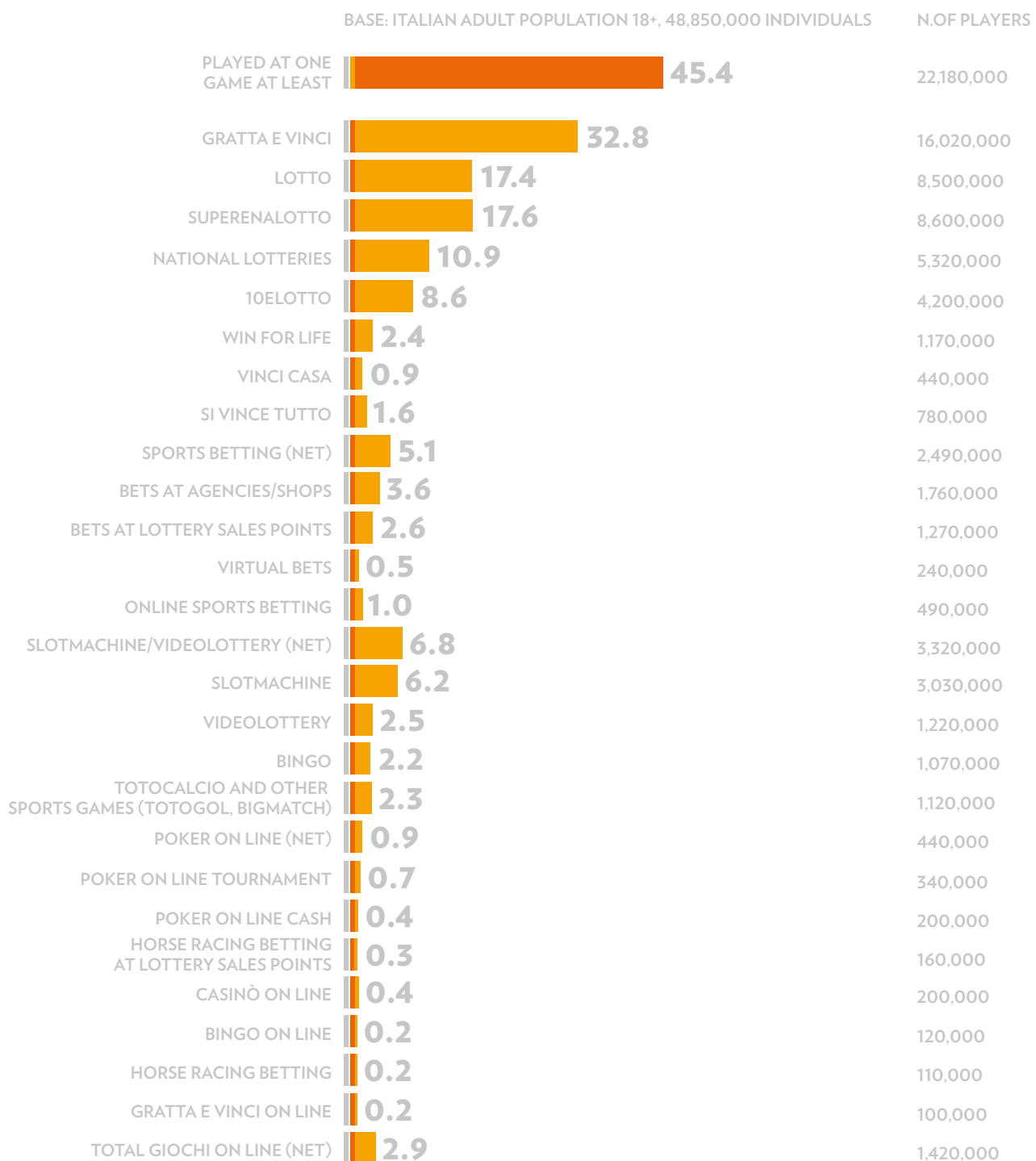


## The Italy B2C Segment - Lottomatica

IGT's Lottomatica in Italy operates under exclusive concessionaire rights for traditional and instant lotteries and is an operator for games such as sports betting, online gaming and gaming machines. Primarily, Lottomatica carries out B2C activities, including offering products and services across the entire range of the five following IGT business lines:

- Management of traditional, online, and instant lotteries, such as Gratta e Vinci, Gioco del Lotto, 10eLotto, and national lotteries. Lottomatica has been holding the exclusive concessionaire rights to Gioco del Lotto for 23 years, and to instant lotteries since 2004.
- Products and services for gaming machines, including VLT (video lottery terminals) and AWP (Amusement with Prizes)
- Full platforms for betting with Better and Totosì brands.
- Sales services on e-payments for utility bills, phone charge cards, money transfers, stamps, taxes, pre-paid cards, and tickets. The service network runs across the entire country, through approximately 78,000 points of sale.
- Interactive games (multi-channel games such as Bingo, Poker, Casino games, and online betting)

### Panel of Italian Player in the Past 12 Months



# Retailers

As a gaming operator, Lottomatica operates through a retailer network, working directly with end consumers. The quality of the relationships with the point-of-sale retailers is an important success factor, as Lottomatica places great emphasis on providing value-added services to retailers.

## Lottomatica Retailers Network in Italy

Overlapping network 2015	n.
Only services	22,260
Games and services	55,751
Only games	24,663
<b>Total:</b>	<b>102,674</b>

Source: DWH + BU gaming machines

N. of points of sale per game* offering 2015	
Lotto	34.038
Gratta e Vinci	65.700
Better	1.766
VLT rooms	758
AWP	20.128

\*Single points of sale may offer different games

## The Portal for Retailers



## Lottomatica Retailers Network (by percentage)



**54%** GAMES AND SERVICES

**24%** ONLY GAMES

**22%** ONLY SERVICES

### The Portal for Italian Retailers

The portal is an efficient tool to help retailers in listening to and address issues forwarded, because of an increased digitalization of management, administrative, and informative processes. Through the portal, IGT can:

- Digitalize a series of corporate activities (such as purchasing of consumables, assistance and viewing accounting documents)
- Innovatively communicate to all retailers in real time
- Offer retailers a new channel to order Gratta e Vinci tickets

Points of sale can access customized services to facilitate their daily management and sales activities.



In February 2016, Lottomatica conducted a customer satisfaction survey on 5,000 points-of-sale across the country to listen to the retailers and design initiatives for ongoing service improvement. The survey highlighted a very high satisfaction score, with an average score of 8.03 on a scale of 1 to 10, higher than the competitors. About 38 percent of customers claim to be extremely satisfied with the service offered by Lottomatica.

### *Sales, Payment and E-money Services in Italy*

*IGT's Lottomatica in Italy Operates Under Exclusive Concessionaire Rights for Traditional and Lottomatica Italia Servizi SpA, a subsidiary of Lottomatica, provides all citizens with sales, payment, and e-money services through a network of more than 46,000 direct points-of-sale (i.e. tobacco shops and bars with a Lotto license) and more than 22,000 indirect points of sale (e.g., tobacco shops without a Lotto license, newsagents, rest stops, and restaurants). Services cover three areas:*

- *Sales Services – Phone charge cards, pre-paid cards for mobile phones, online purchases and cable TV subscriptions.*
- *Payment services – Utility bills, taxes, road tickets and fines, loan installments, insurance, car taxes, social security, health taxes, participation fees for public calls for tender, train tickets, and stamps.*
- *E-money services – Sale and reloading of pre-paid cards issued by CartaLIS Imel SpA, the e-money institute jointly established by Lottomatica Italia Servizi SpA, and Banca Sella.*
- *In providing these services, Lottomatica Italia Servizi SpA liaises directly with the main telephone and utility companies, as well as the main bodies of the Italian Public Administration.*

## **B2C Social Casino - DoubleDown Casino**



DoubleDown Casino is the largest free-to-play social casino offering an authentic Vegas experience through an online application available on Facebook and mobile devices. DoubleDown Casino's extensive slot catalog includes top-performing IGT games such as Wheel of Fortune®, Wolf Run®, Cleopatra™, Double Diamond™, Golden Goddess®, as well as popular branded games like Orange Is the New Black and The Ellen DeGeneres Show™ slot, Have a Little Fun Today. In the U.S. alone, there are more than 71 million social casino players, 75 percent of which visit a casino at least once a year. DoubleDown Casino players surpass the industry average with 84 percent of players frequenting land-based casinos at least twice a year. DoubleDown Casino is the second top-grossing app on Facebook, selected as one of four games to the Facebook "Hall of Fame" list (2013), with 1.7 million daily players in more than 150 countries and more than 4 million monthly active players. More than 32 million people have downloaded the DoubleDown Casino mobile app, which continues to be in the Top Grossing App lists for iPad, iPhone, and Google Play.

*DoubleDown Casino provides authentic Vegas-style entertainment to casino fans around the world*

# Regulators

The casino and lottery industries are some of the most highly regulated and monitored businesses in the world. Gaming laws and regulations serve to protect the public and ensure activities related to gaming are carried out fairly, competitively, and free of corruption. 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.

IGT currently operates in more than 100 countries worldwide, where its activities are subject to extensive and complex governmental regulations. The Company complies with substantial oversight by specialized lottery authorities and related government agencies. In some instances, regulators not only govern the activities within their jurisdiction, but also monitor IGT activities in other jurisdictions to ensure compliance with local gaming operating standards on a global basis.

Organizational models vary from country to country, but often the operation of games is conducted by one or more dedicated public or private entities. In certain countries, the operation of games is conducted by several operators. Worldwide, the supply of gaming products is varied and can be broken down by game segments, such as casino gaming (slot machines and tables games), lotteries (online, instant, and traditional lotteries), interactive gaming (iGaming and iLottery) and betting. The level of maturity in these game segments varies in degree among different countries. This is attributable, in part, to macroeconomic factors, but also to player preferences and the gaming laws of a specific jurisdiction.

IGT operating entities and key personnel have obtained or applied for all required government licenses, permits, registrations, findings of suitability and approvals necessary to manufacture and distribute gaming products in all jurisdictions where the Company conducts business.

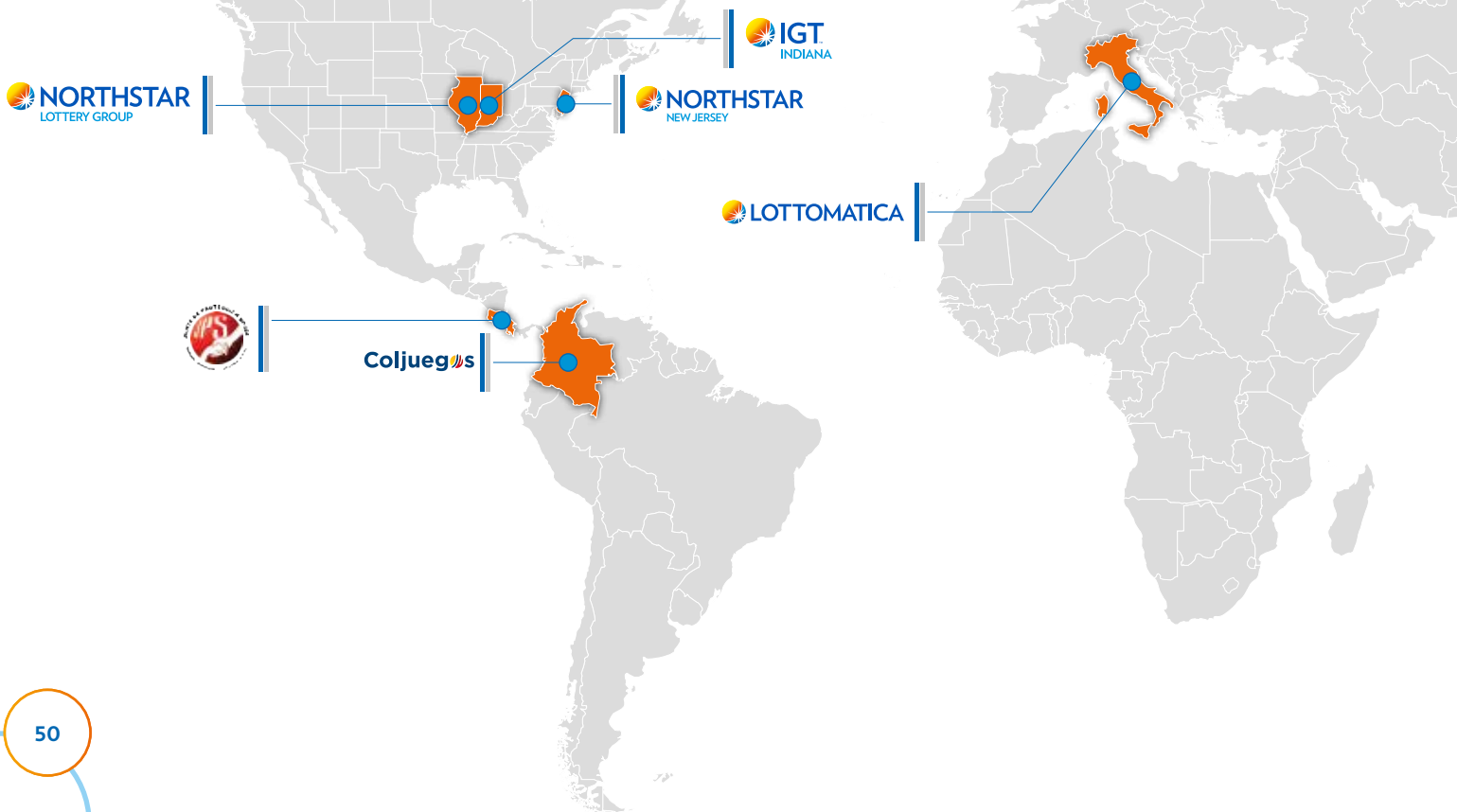
The following are IGT's business segments from a regulatory point of view:

## Lotteries

IGT lottery services are provided in a growing number of jurisdictions through concession or operator contracts (also referred to as lottery management agreements), facilities management contracts, and product sales. In most jurisdictions, lottery authorities award contracts through a competitive bidding process.

- Concessions and Lottery Management Agreements (LMAs)** – A portion of IGT revenues, primarily from its Italy segment, is derived from operating contracts. Under certain operating contracts, IGT manages all of the activities along the lottery value chain, including collecting wagers, paying out prizes, managing all accounting and other back-office functions, running advertising and promotions, operating data transmission networks and processing centers, training staff, providing retailers with assistance, and supplying materials for the games. The service revenues IGT earns in return for operating these concessions are based on a percentage of wagers. In the United States, IGT is the lottery management services provider in three jurisdictions — Illinois, Indiana and New Jersey.
- Facilities Management Contracts (FMCs)** – FMCs typically require IGT to construct, install, and operate the lottery system for an initial term, usually five to ten years, with the option to extend the contract under the same or predetermined terms and conditions, generally from one to five years. IGT revenues under FMCs are generally service fees paid directly from the lottery authority based on a percentage of gross online and instant ticket sales. Under a number of IGT FMCs, the Company also provides a wide range of support services and equipment for a lottery's instant ticket games, such as marketing, distribution and automation of validation, inventory, and accounting systems.
- Product Sales Contracts (PSCs)** – Under PSCs, IGT constructs, sells, delivers and installs turnkey lottery systems or lottery equipment, and licenses the software for a fixed price. The lottery authority subsequently operates the lottery system or equipment.

### Concessions and Lottery Management Agreements Worldwide



## Machine Gaming

IGT designs, develops, manufactures and provides cabinets, games, systems, and software for customers throughout the world under fixed fee, participation, and product sales contracts. IGT holds more than 400 global gaming licenses, including licensing from the Nevada Gaming Commission.

IGT also provides video lottery terminals (VLTs), VLT central systems, and VLT games to government customers and operators worldwide, as well as video and traditional mechanical reel slot machines and casino systems to casino operators in Europe, Asia and the Americas, including Native American casinos in the United States. In addition, IGT provides amusement with prize (AWP) machines and games to licensed operators in Europe.

## Betting

IGT provides betting technology to lotteries and commercial operators in regulated markets, primarily in Italy and other countries in Europe. In addition, the Company supplies a betting platform, comprising a core engine and associated support modules, which serves leading lotteries and commercial operators around the world.

## Interactive & Social Gaming

Interactive gaming (or iGaming) enables game play via the Internet for real money or for fun (social). IGT designs, manufactures, and distributes a full suite of award-winning customizable products, systems, and services for Internet gaming, including Internet poker, table games, slots, bingo, iLottery and Gaming Management Systems. IGT holds more than 24 interactive gaming licenses worldwide.

The following are two of IGT's Regions from a Regulatory point of view:

## U.S. Gaming Regulation

The U.S. gaming industry is subject to extensive governmental regulation by federal, state, and local governments, along with tribal nations offering gaming within the United States. Gaming is authorized and regulated at the state level throughout the United States. There are currently 45 jurisdictions authorizing the operation of online lotteries in the United States; the laws and regulation vary, and are subject to change from state-to-state. Gaming regulations typically require licenses, permits, findings of suitability for the company (as well as individual officers, directors, major shareholders and key employees), documentation of qualifications (including evidence of financial stability) and specific approvals for gaming equipment manufacturers and distributors.

## Italian Gaming Regulation

IGT operates in Italy in the gaming and betting sectors as Lottomatica. As of December 31, 2015, Lottomatica held concessions for:

- the activation and operation of the network for the Lotto game, retail, and online;
- the operation of instant and traditional lotteries, retail, and online;
- the activation and operation of the network for legalized amusement with prize (AWP) machines, in addition to video lottery terminals (VLTs) that are installed in various retail outlets and linked to a central system;
- the collection of pari-mutuel and fixed odds betting through physical points of sale and online interactive channels
- online gaming including skill games, poker, bingo, and casino games.

Gaming in Italy is an activity overseen by the State, and the gaming regulatory authority is the Agenzia delle Dogane e dei Monopoli (ADM),

which carries out all of the activities aimed at regulating and controlling the gaming sector. Any game that is carried out without proper authorization is illegal and subject to criminal penalties. Italian law grants the Ministry of Economy and Finance the power to introduce games and to manage gaming activities directly, or by granting concessions to third parties. The process of creating and granting gaming and betting concessions in Italy is heavily regulated through a public tender procurement procedure.

Regulation is also defined by the laws approved by the Italian Parliament (Legge di Stabilità - the Budget law), which shape the Italian gaming industry framework within the wider national economic interest. Furthermore, 15 Italian regions have approved laws imposing limits on the offer of legal gaming in the areas within their jurisdiction.

### Regulatory changes occurred in 2015 in Italy

#### **The Fiscal Delegation Law**

*During the first half of 2015, there were many expectations about the adoption of the Fiscal Delegation law, ruling on the reorganization and harmonization of public gambling and taxation, which would coordinate the measures adopted at a local level with the national regulatory framework. However, no decree was adopted because the terms expired on June 27, leaving the gaming sector with many unsolved issues.*

#### **Legge di Stabilità - The Budget Law**

*Some major changes were introduced by the Budget Law, such as:*

- *The new gaming machine tax – concessionaires had to pay an additional aggregate annual contribution of €500 million, divided among concessionaires based on their number of AWP's and VLTs at Dec. 31 of 2014.*
- *The regularization process for unauthorized betting shops (Data Transmission Centers - DTCs) – unauthorized betting operators were given the opportunity to become legal by submitting to a “declaration of commitment to tax regularization” to the ADM, by connecting their platforms to regulator servers and paying €10.000. In 2015, about 2.200 betting shops decided to take part to this process.*

### Lottomatica: Cooperating with gaming authorities

Lottomatica is involved in a regular constructive dialogue with European Union (EU) institutions (European Commission, European Parliament, and European Council), national regulators, and societal stakeholders. As a state concession operator in the gaming sector, Lottomatica contributes based on existing national and EU laws. The sector's sustainable development in Europe is built on the primary authority of national regulators, which can guarantee public interest, provide clear rules in a regulated system fully respecting the European Court of Justice, and limit the spread of uncontrolled illegal operator activities. Enforcement measures are a fundamental tool to ensure legality, fair competition among operators, and a high level of consumer protection. Lottomatica embraces the need for effective legislative implementation by endorsing the dialogue between national governments and the Commission when assessing the technical regulations that Member States intend to introduce for adoption. This notification provides clear guidance based on non-discriminatory rules that allows economic operators to adapt their activities within a reasonable time.

## Transparency in Public Policy Advocacy.

*Lottomatica is included in the EU Transparency Register, a voluntary system of registration for interested representatives, which aims to ensure full compliance with the EU Institutions Code of Conduct.*

## European Regulatory Changes Occurred in 2015

*The legislative developments have included the revised Anti-Money Laundering Directive (AMLD) which will, for the first time, cover all gambling services (considering the high risk of money laundering in the sector, if not regulated properly). The 4th AMLD will, however, allow Member States to exempt specific gaming products on the basis of proven legal risk posed by the nature and scale of their services. Lottomatica has welcomed the cooperation agreement between the EU gambling regulatory authorities on online gambling, which will set a benchmark for future regulatory cross-border collaboration across the continent.*

## Partnering With Trade Associations Worldwide

Lottomatica is member of a number of trade associations. Since 2014, Lottomatica has been a member of the Executive Committee of the World Lottery Association (WLA). Founded in 1999, WLA provides a unique platform for state lottery and gaming operators from more than 80 countries on six continents to exchange knowledge and experience.

At a regional level, Lottomatica is a member of the European Lotteries (EL), the umbrella organization of national lotteries operating games of chance for the public benefit. The EL brings together state-owned and private operators, both profit and non-profit, which operate on behalf of the state. Lottomatica also has a representative on the Executive Committee of this organization.

Thanks to its expertise in the management of suspicious money detection in combatting match-fixing, Lottomatica has an active role in the non-profit Global Lottery Monitoring System (GLMS) project for sports betting, built on the existing European Lottery Monitoring System (ELMS) for sports betting, which was established by the EL and has been operational in Europe since 2009. The GLMS implements the most up-to-date technology, offering its members global coverage on sports betting activity, service

## Partnership with the American Gaming Association

*IGT has a longstanding history as a partner with the American Gaming Association (AGA), the premier national trade group representing the \$240 billion U.S. casino industry, including commercial and tribal casino operators, suppliers, and other entities. In 2015, the AGA created a Corporate Social Responsibility Working group focusing on four key areas: Responsible Gaming, Environmental Sustainability, Diversity and Inclusion, and Corporate Philanthropy. IGT was invited to contribute to the Working Group, with a focus on Responsible Gaming to elevate it as a key priority for the industry and shape policies more favorable to innovation and consumer protection. In 2016, the AGA created a Responsible Gaming Task Force with the goal of taking a more hands-on approach to drive research, update its Code of Conduct, review best practices, and work on Responsible Gaming Education Week 2016 in August. IGT is committed to being a key part of these efforts.*

# Communities

As a global company, IGT understands the importance of being a good corporate citizen and having a positive and meaningful impact on our local communities. IGT's Corporate Social Responsibility (CSR) strategy is executed through community involvement and employee engagement initiatives, supporting programs that enrich and strengthen those communities. The Company embraces a breadth of needs, providing educational and economic opportunities for people in challenging socio-economic environments around the globe.

## Commitment to Education

IGT makes education a top priority. The Company has strong partnerships with local colleges and universities providing work experience and opportunities to students through internships, co-ops, specialized classroom courses, and summer jobs. These relationships provide students with real work experience and allow IGT to build bridges to future job candidates.

In addition, IGT supported hundreds of employee-directed efforts through matching gifts and scholarships in 2015. In all areas of giving, IGT aims to support programs that serve diverse groups and adults in the areas of engineering, computer science, technology, and business management programs. IGT also supports programs that provide mentorship and assist youth from varying economic backgrounds, inspiring them to pursue a lifetime of education, and to excel in the areas of reading, math, science, and the arts.

### *Providence After School Alliance (PASA)*

*Based in Providence, Rhode Island (USA), the Providence After School Alliance (PASA) mission is to expand and improve quality learning opportunities for the local youth by organizing a sustainable, public/private system that serves as a national model. In 2015, IGT supported PASA in creating the first ever Police After School Sports program (PASS) to provide middle school children with after-school sports activities such as flag football, basketball, soccer, and baseball, coached by Providence police officers in their off-duty hours.*

*"I am so proud to tell other communities that I live in a city where our police officers are becoming role models for the youth in our middle school. Our officers are getting to know the youth from their community on the basketball courts and football fields and young people are discovering how much they care. And I'm proud to live in a place where our business leaders, like IGT, care about building lasting relationships between our youth and adult mentors. We cannot thank IGT enough for bringing PASS to Providence and helping young people see our police as caring adults." Hillary Salmons  
Executive Director of PASA*

### *IGT's After School Advantage (ASA)*



*The After School Advantage (ASA) program is a global community investment program that offers qualifying non-profit community agencies and public schools with digital learning centers to provide underprivileged children aged 5 to 18 with a meaningful learning experience in a safe environment during the critical after-school hours. Each ASA center is unique in its design and specific to an organization's custom needs. This initiative is meant to bridge the digital divide among at-risk children by utilizing technological tools that are most appropriate to their individual learning needs and environment.*

*IGT donates, on average, \$15,000 in state-of-the-art computers, online technology, computer software, furniture, and volunteer hours to each selected after-school program. Utilizing volunteer hours, IGT employees work with each non-profit to design and develop a fully operational digital learning center. With one paid workday-per-year to volunteer at any organization, IGT employees are encouraged to and often remain active in their local ASA program after the learning centers are operable. By applying its knowledge and expertise to this type of program, IGT hopes to increase children's interest in careers focused on computers and technology, and provide them with the necessary tools to help them become more competitive in school and in today's job market.*

*The success and sustainability of IGT's ASA program is demonstrated by the more than \$4 million in support given to communities globally. Because of this support, thousands of youth enjoy continued access to technology.*

*Since 1999, IGT has installed 271 computer labs, including 21 in 2015*

## IGT's After School Advantage Labs



## Involvement of local employees



### Legs For Literacy

For the third year in a row, IGT Moncton (Canada) sponsored the annual Legs for Literacy race, the largest running event in New Brunswick. A team of 58 employees competed and an additional 66 employees volunteered with the event. Overall, Legs for Literacy raised \$80,000 for literacy-based programs.

### Giving Back

IGT Washington employees at the Lacey office brought donations of school supplies for the annual Little Red Schoolhouse fundraiser with local radio station KXXO 96.1. From pens and notebooks to highlighters and glue sticks, the initiative provided supplies to the two sites of the Boys and Girls Clubs of Thurston County.



## Frekuensi 200 with Fondazione WeWorld

*By law, all students in Italy are required to attend no less than 200 days at school per year. At the heart of the Frekuensi 200 project are a number of activities aimed at containing and preventing school drop-out. Initially started in three areas in the Puglia region, South Italy (Polignano a mare, Conversano and Monopoli), the project focuses on 10- to 16-year-old children with the involvement of schools, families, and local institutions. The goal is to establish a coordination center to monitor the activities and results, and to define network protocols while supporting the existing initiatives about child distress and family support. The protocols include cultural and social repeatable methodologies to integrate the activities supporting at least 500 minors in undergoing a positive school experience, as well as tutoring them in their future choices. Adult involvement, particularly by mothers, was the key feature of the project, together with the engagement of social and economic local entities that create a welcoming community. To support the project, Lottomatica is working with Fondazione WeWorld a non-profit organization that fosters a culture of mutual support, social commitment, and respect for human rights, in order to lay solid foundations for real, lasting community development.*

## Commitment in Social Areas

The projects and events selected by IGT are among those having an impact on critical areas of daily life, and initiatives that support the basic needs of the population such as health care, education, and assistance to lower-income families.

The investments are made to compensate in areas where public spending is inadequate where an individual is unable to pay for certain services. IGT invests in programs that help disadvantaged families achieve economic self-sufficiency, obtain otherwise unaffordable quality childcare or elder

care, and help families affected by drug addiction and child abuse. Each organization it supports has common characteristics, including volunteer services to the local population and strong diverse support to the local community. It is also results-oriented.

The enthusiastic support from employees worldwide (through volunteerism and donations) is complemented by the Company through sponsorships, matching donations, and paid leave for volunteer work.

## I play with Arts workshops

*The workshops “lo gioco con l’arte” (I play with art) are educational initiatives for families brought forward by Il Gioco del Lotto since 2008, together with the sponsorships of art and culture events in Italy, with the goal of bringing art within everybody’s reach. The laboratories allow visiting families and their children to play together with colors, shapes, materials, and tools, mimicking the works of art they’re enjoying and creating new ones. The workshops are meant to encourage a spirit of wonder and discovery through art and culture, inspiring creativity and sharing different views through unusual settings and languages. In 2015, more than 1,800 families were involved in the prestigious art exhibitions “Matisse and his time” and “Balthus” at the Scuderie del Quirinale, as well as “Impressionists Tête-à-Tête” and “Giorgio Morandi 1890-1964” at Complesso del Vittoriano, in Rome, Italy.*

IGT's Community Involvement Program encourages employees to volunteer their time, money, and efforts to local charities and initiatives through a variety of grants and programs. Organizations and programs benefiting from these employee initiatives encompass education, cultural events, health care, social services, animal and environmental causes, and humanitarian outreach.

- **Volunteer Time Off Program** – The global IGT Volunteer Program provides eligible employees one scheduled workday of volunteer paid time off per calendar year. In 2015, 599 employees volunteered 3,955 hours to diverse charitable organizations, reflecting those causes that are most important to them.
- **Matching Gifts Program** – IGT is committed to honoring the diversity of its employees' charitable giving by matching their donations on a dollar-for-dollar basis. In 2015, the Matching Gifts Program amounted to \$17,184.
- **Dollars for Doers** – IGT rewards its employees for taking the time to volunteer in their communities. Whenever an employee volunteers at least 25 hours at any non-profit organization, IGT will donate \$250 to that organization. In 2015, 38 employees took advantage of the Dollars for Doers program, and \$9,500 was donated to as many charities.
- **Team Grants** – IGT Team Grants encourage teams of 10 or more employees to volunteer in a non-profit event of their choice. In return, IGT contributes \$1,000 to that organization. The REACH Out! Team Grants provide community organizations with financial support while recognizing and assisting employee volunteer teams in their efforts to participate in various charitable events. In 2015, six IGT teams raised \$6,000, and several hundred employees worked together to benefit their chosen charitable organizations.

## Local initiatives, global commitment

### 365 Kids Home in Beijing, China



On International Children's Day, IGT Beijing volunteers visited the Kids Home for disadvantaged and orphaned youth. The money saved from recycling office supplies allowed them to donate six bookshelves and two drawing boards that were assembled onsite by the children. Fruits and cakes completed the sweet celebration.

### Coats for Kids Campaign and Blessings in a Backpack in Moncton, Canada

Keeping families warm and feeding the less fortunate were the focus of IGT Moncton, Canada employees' charitable efforts in 2015. They donated 94 coats; 24 pairs of ski pants; 108 hats, scarves, and mittens; five pairs of boots; 359 pounds of food to the local food bank, and a monetary donation to Blessings in a Backpack (an organization that provides food to children who have nothing to eat when they are not in school). IGT Moncton employees also hosted their annual Christmas Families, where the Company sponsored 13 families, making the holidays brighter for 36 children.

### Adopt a Cottage in Reno, Nevada

IGT Reno employees volunteered with the Northern Nevada non-profit STEP2 and their "Adopt A Cottage" program for the second year in a row, supporting women and their children suffering from chemical addiction, poverty, and domestic violence. The families are accommodated in one-, two- and three-bedroom cottages furnished through in-kind donations. When the women complete the program



and move in to their own home in the community, they are able to take the cottage furnishings to help start their new lives. IGT employees volunteered to help decorate and prepare the cottages.

### Painted Pumpkins in Providence, Rhode Island and Atlanta, Georgia

In October 2015, the Providence and Atlanta National Response Centers came up with a creative plan to spread some goodwill and Halloween happiness to children. The sites painted a total of 60 pumpkins that were donated to Hasbro Children's Hospital in Providence, and the Brown Elementary School in Atlanta.



### Florida Spreads Holiday Cheer in Lakeland



For the second year in a row, the Client Services team at IGT's printing facility in Lakeland, Florida, led an effort to donate non-perishable food items to Agape, a local food bank supporting needy families in the community. The team delivered more than 150 canned goods and non-perishable food items for Thanksgiving and also collected food donations through December to ensure that local families would

have a meal for the Christmas holiday as well. The team also partnered with Heartland for Children, a local non-profit agency that supports the foster care system for more than 2,000 children in the Polk, Hardee, and Highlands counties, donating toys to ensure they all had gifts to open on Christmas morning.



### *No Finish Line in Monaco*

In November 2015, nine IGT Monaco employees participated in the annual super-marathon, No Finish Line. The Monaco team ranked 100th among 333 local companies, travelling a total of 882 kilometers (approximately 548 miles) over eight days and raising €1 per each kilometer for Children & Future, a charity that supports sick and underprivileged children around the world through initiatives like covering costly heart surgeries. In total, the event raised €383,109.

### *Christmas Toy Drive in Oklahoma*

For the fourth year in a row, IGT Oklahoma participated in an annual Christmas Toy Drive in support of more than 1,100 children who are victims of neglect, physical abuse, abandonment, domestic violence, substance, or sexual abuse. IGT employees purchased gifts that were delivered to their children by their caretakers (foster parents, grandparents, and temporary homes) from IGT's office.

### *Gardening at St. Ann's Hospice in Manchester, UK*

In August 2015, a group of eight team members from the Manchester office volunteered 56 hours of work to rejuvenate the surrounding gardens and children's play area of St. Ann's Hospice, the greater Manchester's largest hospice. It cares for and helps approximately 3,000 patients and their families affected by cancer every year.



### *Giving back days in Hoofddorp, the Netherlands*

A group of 20 IGT Hoofddorp staff had a volunteer day in May 2015 supporting Jeugdland, a daycare run entirely by volunteers. IGT donated a computer and helped with several chores around the facility, such as cleaning up the garden and preparing the building for painting.

### *Dam to Dam Run in the Netherlands*

In September, a team of eight IGT Hoofddorp employees ran the Dam to Dam run, a 10-mile race beginning in Amsterdam and ending in Zaandam. The group collected donations in support of the Make-a-Wish Foundation, totaling €1,310.

### *Building a new home in Caltango, Mexico*

IGT Mexico employees teamed up with Techo, a youth-led non-profit organization that raises awareness about extreme poverty in Latin America, by constructing transitional housing. They helped build a 162-square-foot new home for a family in need in the heart of the Xochimilco community in Caltango. Thanks to the effort of IGT people and the other local volunteers, a family moved into the emergency house within three days.

### *Halloween Family Fun Night in Pennsylvania*

IGT New Jersey employees had a "spooktacular" time on October 26 volunteering at the Muscular Dystrophy Association's (MDA) Halloween Family Fun Night at Dave & Buster's restaurant in neighboring Pennsylvania. IGT was a proud sponsor of this event, and staff abandoned their business attire for Halloween costumes to decorate pumpkins, play games, and distribute holiday goodie bags to all the families in attendance.

### *The Spirit of Giving in Rhode Island*

IGT employees sponsored 23 families, including 66 children, through "The Spirit of Giving" holiday drive promoted by Children's Friend, a non-profit organization with more than 175 years of service to vulnerable children and families. By adopting these families, IGT employees provided them with gifts of clothing and toys. The bags and boxes of gifts were donated on December 10 for parents to wrap before Christmas.

### *Yes we Can in San Francisco, California*

IGT San Francisco organized a canned food drive from March 2 through March 13 to help the SF-Marin Food Bank's mission to end hunger in San Francisco and Marin County. Approximately 107,000 meals are delivered daily, which help an estimated 225,000 people stay nourished through the non-profit's dedicated programs. IGT employees worked together in teams and donated a total of 4,552 cans, or 3,200 pounds of food, to support the fight against hunger in the Bay Area.

### *National Walking Day all over the World*

On April 1, IGT celebrated National Walking Day through the American Heart Association. Employees around the globe were urged to "lace up and get walking with IGT" in support of heart health awareness. All employees were given a four-week walking tracker to track their walking time each day during the month of April.



### *A Day of Service in Las Vegas, Nevada*

In May, IGT Las Vegas participated in a "Day of Service" with Three Square Food Bank. During the activity, 102 employees participated by volunteering one to two hours packaging oatmeal for the organization. A total of 202 volunteer hours were logged, and the oatmeal packaged by the volunteers would serve 2,000 families in Southern Nevada.

### *Committed to the children in Costa Rica*

IGT Costa Rica believes that part of improving quality of life is through educating children where financial resources are limited. In January 2015, employees made voluntary contributions of school supplies that allowed a group of more than 80 abandoned children to attend school. These children live in SOS Children's Villages, a non-governmental children's care international organization.



### *After the Storm: the Antilles Lotteries help with recovery*

In September 2015, Tropical Storm Erika entered the Caribbean region, devastating the neighboring island of Dominica. Although the Antilles Lotteries do not have a presence in Dominica, Caribbean Lottery employees, some of who had family in Dominica, immediately responded to the international appeal for help. In the aftermath of the storm, employees in Anguilla, Antigua, Barbados, St. Maarten, U.S. Virgin Islands (USVI), and St. Kitts answered the call to donate to the relief effort. Staff personally gave donations to purchase supplies. Account Development Manager Brendan Hames reached out to All Hands Volunteers, a well-respected non-profit that specializes in international disaster recovery missions. What ensued was an agreement by Antilles Lotteries to lead local efforts through the American Chamber of Commerce to raise corporate contributions to All Hands Volunteers. This campaign raised thousands of dollars to help fund disaster recovery efforts.

### *Children support in India*

On the eve of Diwali (the Festival of Lights), the Women's Employee Forum from IGT India volunteered and donated clothing, food, stationery, and other items to orphans at Sishu Vihar. In addition to these items, a monetary donation was given to Sishu Vihar that will be used for the children's education.



IGT Italy (Lottomatica) teamed up with the National Olympic Committee CONI and SISTEMA, the international network of youth orchestras and choirs, providing disadvantaged families the enjoyment of sports and music activities through the program “Vincere da Grandi,” sponsored by Il Gioco del Lotto. Overall, the program involved more than 3,000 low-income families through the cooperation with social welfare local networks, municipalities, school establishments and social services.

### Sports

The activities began in May and ran through the end of the year at sports centers in Rome, Naples, Palermo, and Milan. Children ages 5 to 14 from at-risk or distressed areas were able to practice sports such as track-and-field, karate, volleyball, basketball, swimming, soccer, tennis, badminton, sailing, judo, gymnastics, taekwondo, and rugby. Accomplished Italian athletes and coaches supervised



the activities, including London 2012 Taekwondo Gold Medalist Carlo Molfetta in Rome, Judo Master Giovanni Maddaloni in Naples, and Sydney 2000 Olympic runner Rachid Berradi in Palermo.

### Music

The program provided less fortunate families the opportunity to participate in musical activities of five Nuclei, the music schools of SISTEMA, in the cities of Milan, Compolongo Maggiore (Venice), Florence, Rome, and Naples, chosen among the 70 Nuclei existing in the country. With the support of Il Gioco del Lotto, new musical instruments were bought and the free teaching programs were extended. Practicing music collectively in orchestras and choirs becomes a unique tool to shape the person and the citizen, facilitating intercultural dialogue and the inclusion of those at risk of social and cultural isolation.



“Vincere da Grandi represents a virtuous example of cooperation between the public and private sectors with the goal of fostering prevention and social development through sports. I believe that teaming up with private parties who share the same goal represents the winning formula to provide a real contribution to the sports system and the community”.

(Giovanni Malagò, Presidente of CONI).

“I want to thank CONI for the initiative Vincere da Grandi, supporting so many kids who only ask for a chance to express their talent. We must always pay attention to children: they are the spark of the enthusiasm in the country.”

(Sergio Mattarella, President of the Italian Republic).



## Taking Care of Communities And The Environment

IGT employees worldwide participate in a variety of events and programs to help protect the environment and reduce our carbon footprint. Many IGT locations have employee-sponsored Green Teams to promote recycling, composting, and other environmentally friendly activities. For example, in Las Vegas and Reno last year, the Green Team sponsored the “Mug Movement” to limit the consumption of Styrofoam cups by providing each employee with a complimentary mug to use instead.



### Hands-on gardening in Costa Rica

In July 2015, the Social Responsibility Committee at IGT Costa Rica worked to plant trees in the community, taking advantage of the rainy season. Volunteers had the opportunity to prepare the ground and plant a small tree that will bring known benefits, such as air purification, improved temperatures, biodiversity preservation, and protection of water sources.

During the following months, the team worked on maintaining the sown areas, jointly with the local government. The land is being treated with compost produced by colleagues at the IGT site. The recycling program enables the collection of organic waste in cans, later processed in a composter located in the office. After 20 days, it is transformed into fertilizer and used also in the orchard located at the site.

### Celebrating Earth Day

April 24 marked the second annual “Green Awareness Day” event in both Reno and Las Vegas. The event, in honor of Earth Day 2015, provided employees with multiple on-campus recycling resources as well as information on how to improve sustainability. The sites promoted environmental awareness by encouraging employees to bring in recyclable items to on-site recycling services, allowing for the collection of 6,500 pounds of recyclable material, including laptops, printers, speakers, and home appliances such as microwaves, vacuum cleaners, and lawnmowers.

Rhode Island employees volunteered in a clean-up effort along the Providence River on Earth Day. The event began with a luncheon for all participants on the 5th floor balcony of the IGT Center in Providence, RI. After the luncheon, employees were divided into four teams of five people and took to the banks of the Providence River along with other volunteers supporting the river clean-up event. After three hours of cleaning, the teams had the targeted area free of debris and visually pleasing.



### May Day Breakfast & Green Fair in Rhode Island

Earth-friendly activities continued in Rhode Island as all locations celebrated the annual May Day breakfast tradition on May 1 with coffee and pastries, while Green Fair activities were hosted by the building management of the IGT Center. The Green Fair participants included the Rhode Island Resource Recovery Corporation, which offered advice to employees on how to be an environmentally responsible employee and resident; and National Grid, which supplied environmentally friendly lighting products for purchase at a discounted rate. Goodwill once again supported Green Fair activities by providing drop off boxes so IGT Center occupants could bring used electronic equipment for recycling and support Goodwill programs. IGT staff also provided information about the IGT Veggie Box initiative, how to get involved in the program, and the importance of supporting local farmers.

## Wide-Ranging Commitment in Italy

IGT's Lottomatica has an established relationship with the country at the capillary level and with public institutions at the national level. Its commitment to the region is evidenced by numerous initiatives supported in many projects and contexts developed by public and private organizations.

### Ai.Bi.- Bambini in alto mare

The association supports the activities of Pan di Zucchero, an organization working in Salerno area (South Italy) to establish a permanent network of families to host non-accompanied migrant and refugee children to prevent child abuse and neglect. The program also includes educational trainings for families and children to support social inclusion and cultural interchange.

### Associazione Italiana Persone Down (AIPD)

The association is working to support the social inclusion of mature and young/adult people affected by Down syndrome through the initiative “The Market of Knowledge (Il Mercato dei Saperi)” in the towns of Viterbo (Centre of Italy), Milazzo, Vulture and Potenza (South Italy). The activities are focused on allowing individuals with Down syndrome to share their experiences and become productive and active members of the community.

### Comunità di Sant'Egidio

Since 2008, Lottomatica has supported the activities of 11 Laboratories of Experimental Arts for mentally and physically impaired artists in Rome. In November 2015, the organization set up the art exhibition “Io è un altro” at the Maxxi Museum in Rome to display the works prepared in the laboratories.

### Polisportiva S.S. Lazio

Lottomatica has been sponsoring the activities of the sports club since 2007. The club works throughout the city of Rome to allow kids with physical disabilities to practice sports at competitive level.

### Sailing Campus

Il Gioco del Lotto supports the activities of “Spirito Libero (Free Spirit),” the first catamaran built with a barrier-free design to allow physically impaired sailors to enjoy sailing. The Sailing Campus takes place in several Italian coast towns during the spring/summer season.

### Amref Health Africa in Italy

Lottomatica supports “Mamma mia, che consultorio!”, a family counseling service for disadvantaged women and operated across the country by Amref in collaboration with the public health system. The initiative represents a complementary service to the domestic health system.

### Associazione Andrea Tudisco

Thanks to the support of Lottomatica, the association is now setting up the third home for families of children affected by serious health conditions who are hospitalized in Rome and arriving from all over the world.

### Fondazione ANT

Established in 1978, the foundation is now assisting at no cost more than 3,400 people suffering from cancer and residing in the provinces of Naples and Caserta (South Italy). The service provides patients with home assistance delivered by a dedicated doctor, with the support of health staff from the Oncology Home Hospital in Naples.

### Komen Italia

Lottomatica has donated a new ultrasound imaging device to be used by Komen Italia on the occasion of the “Itinerant Days of Prevention” against breast cancer.

### Tiget - Telethon

Lottomatica's Telethon contribution in 2015 benefited Tiget, a center of excellence for research on genomic and cellular therapies and the development of new treatment protocols for genetic diseases. Tiget is the first European laboratory awarded with the international GLP certification (Good Laboratory Practice).

## Commitment to Culture

Arts and culture represent essential factors in the stability and growth of communities. They derive from people's common roots; they inspire a sense of belonging. They are permanent features of people's identity. In supporting artistic and cultural events and activities, IGT fulfills the role of a Company that belongs to the communities and regions it serves. Projects and initiatives are chosen according to their greater scope and

relevance to local communities, while the involvement of local authorities and institutions is often a key element in selecting the most needed interventions, greatly contributing to local municipalities' economic stability. IGT is continuing the tradition of supporting projects and events that add cultural value to communities, families, and to new generations.

### Contributing to Local Culture through Arts

#### Artown Arts Festival in Reno, Nevada

In 2015, IGT sponsored Artown, the Northern Nevada month-long arts festival that has created a climate for cultural and economic rebirth of the region. Artown's primary goal is to encourage local artist participation, and highlight the best performers in Northern Nevada. With some 500 events produced by more than 100 organizations and businesses in nearly 100 locations all over the city, Artown is the engine of Reno's arts industry and an inspiration for its civic identity. According to Beth MacMillan, Executive Director of Artown, "The inviting nature of this arts festival brings people together and creates a social connectivity and a powerful community pride."



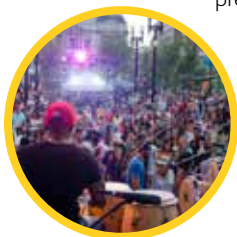
#### Being Leonardo Da Vinci: an impossible interview

In March, IGT, the Italian Consul General of Boston Nicola De Santis, and members of the community brought Leonardo Da Vinci, a leading figure of the Italian Renaissance, to life. The theatrical genius of Italy's dramatic virtuoso Massimiliano Finazzer Flory, provided a one-night presentation of "Being Leonardo Da Vinci: An Impossible Interview" in Providence, RI. The initiative was included in italianissimo! 2015, the program designed by the Friends of the Italian Cultural Center of Boston to support the activities of the center focused on the promotion of the Italian language and culture.



#### 2015 Providence International Arts Festival

IGT was also a "Creative Sponsor" of FirstWorks, a non-profit organization based in Providence, RI whose purpose is to build the cultural, educational, and economic vitality of its community by engaging audiences with world-class performing arts and education programs. The 2015 Providence International Arts Festival, held in June, hosted artists from across the globe for a four-day, multi-arts take-over of public spaces, parks, and outdoor stages in the heart of Providence.



### A multi-century legacy

*Since its origins, Il Gioco del Lotto has always been tied with arts and culture. In the 1700s, for instance, the Pope Clemente XII decided to allocate the proceeds of a Lotto game to the construction of the famous Trevi Fountain. In supporting arts and culture, Il Gioco del Lotto is also supporting the history of the country through the promotion of cultural projects and initiatives, such as the restoration of the country's most significant monuments and organization of events at the sites. The focus is always on families and new generations, because culture is an essential element to the growth and development of healthy communities.*

#### **Più tua l'Opera – The Opera is yours to take**

*In 2015, Il Gioco del Lotto and Teatro dell'Opera in Rome worked together on a project to introduce the world of opera music to a greater audience during three free-of-charge events: the general rehearsal of "Aida" and two lectures on "The Marriage of Figaro" and "Tosca." "Aida," a highly popular opera by Giuseppe Verdi, has been shown at Teatro dell'Opera every season since 1881, making it a permanent feature of Rome's cultural scene. The lectures were by Corrado Augias, popular journalist, writer, and opera enthusiast. The initiative involved more than 4,500 people who attended the events, filling the venue to capacity.*

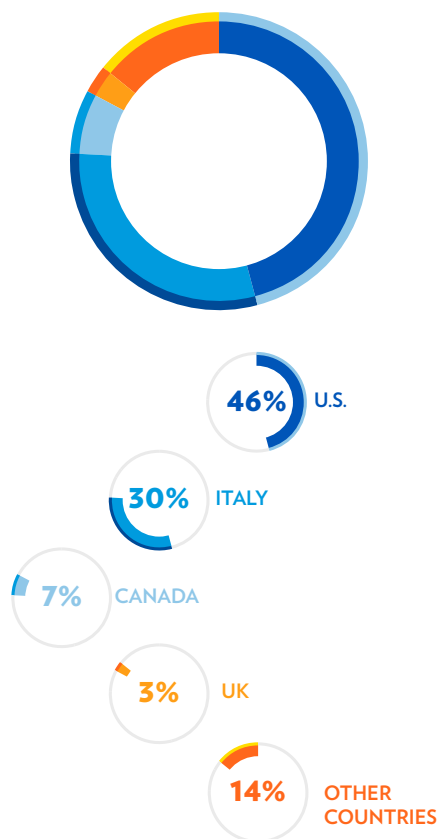
#### **Più tua la Città – The City is yours to take**

*To celebrate the multi-century heritage in Italy, Il Gioco del Lotto sponsored a 10-city tour to celebrate local works of art through the organization of surprising itineraries, introducing citizens to various arts and culture initiatives. The 10 cities chosen correspond to the 10 places where the Lotto is drawn (Florence, Milan, Turin, Rome, Venice, Naples, Palermo, Cagliari, Bari, and Genoa). More than 64,000 people were involved in the events in Milan and Naples, the two cities where the tour stopped in 2015. The tour featured a wide range of free events for all ages, from exhibitions and guided visits to performing arts shows, with music, theatre, and light entertainment shows in venues and along the city streets. In Milan, from April 17 to May 10, the itinerary touched the places where Leonardo Da Vinci lived and worked in his 18 years of residency, with insights referring to the importance of symbols and numbers in his works, somewhat related to the game of Lotto. In Naples from July 4 to 28, museums and historical places were open for free guided visits and events, ending with a spectacular free concert of the singer/band "Il Volo" in the city's square Piazza del Plebiscito, attended by more than 50,000 people.*

# Suppliers

IGT strives to apply the principles of integrity, honesty, and fairness to every transaction with its suppliers. IGT strives to work with suppliers that can ensure high-quality goods and services, and that can meet high economic, ethical, and socio-environmental standards. IGT's Code of Conduct not only sets the parameters for acceptable behavior of employees, but it also serves as a guide to the moral, legal, and ethical standards it expects when doing business with the Company. In 2015, IGT's supply chain consisted of approximately 8,409 vendors worldwide, which accounts for about \$1.8 billion in annual spending in both direct and indirect supply categories. "Indirect" supplies include technology, computers, hardware and software, networking equipment, communications services, and standard maintenance, repair, and operations (MRO) commodities. These products are purchased to support IGT customer-facing deliveries, as well as IGT internal infrastructure. "Direct" supplies support the manufacture of IGT products that are delivered as part of IGT's customer-facing solutions.

## Geographical distribution of suppliers (by percentage)<sup>1</sup>



To include a supplier into the IGT vendor list, the Company is guided by a quality management system, which is certified ISO 9001. Once the Company identifies a need, it evaluates the available suppliers, taking into account quality, cost, efficiency, delivery capacity, and the capability to comply with IGT business principles (quality, ethics, a Customer First approach, environmental awareness, and human rights). IGT requires all suppliers to meet and provide compliance certificates with the European Union Restriction on Hazardous Substances declaration of July 2006 (RoHS). Certified management systems, such as ISO 9001, ISO 14001, SA 8000 are considered an asset when selecting suppliers.

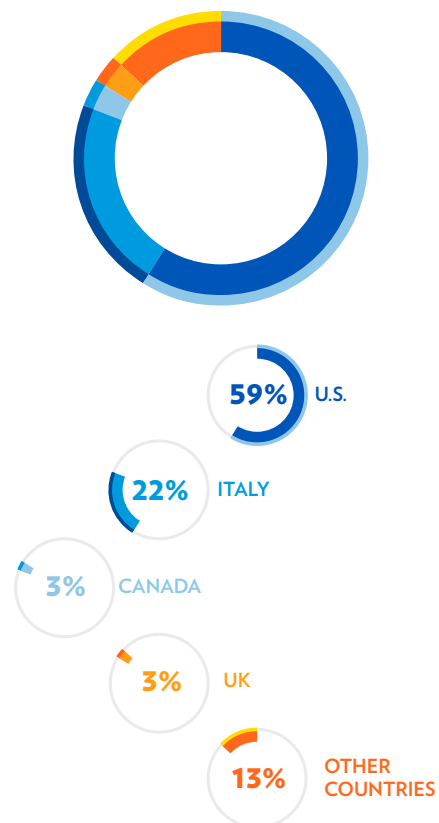
During the selection, the Company conducts a risk analysis on each potential supplier. The supplier is also asked to evaluate its own performance by completing a self-assessment. IGT cross-functional teams then rigorously review the potential vendors, focusing on important factors including quality, finance, technology. The process is intended to ensure the Company partners with vendors that provide the best technical solutions; are financially capable of supporting long-term customer contract requirements; and meet contract terms necessary to maximize IGT's ability to support its global customer base. In 2015, 100 percent of new suppliers were screened following this process.

For a limited number of suppliers identified in the risk analysis as "critical," IGT carries out on-site audits twice a year to verify their performance. After each audit, the Company provides feedback and meets the supplier to discuss possible improvements. In 2015, no relevant figures stood out from the audit activities and no supplier was blacklisted.

IGT asks its vendors to share ethical concerns about environmental protection, respect for human rights, non-discrimination practices, and workers' right to fair wages. IGT does not work with vendors that use forced or compulsory labor in manufacturing products; this includes labor required as a means of political coercion, or as punishment for holding or peacefully expressing political views. IGT does not use vendors that practice corporal punishment or other forms of mental or physical coercion, or that use child labor.

As a result of the merger, the reorganization of the supply chain is still on going. During 2015 manufacturing activities were concentrated in the Reno facility, where IGT now performs all manufacturing processes, except for the printing activities in its facilities in Lakeland, Florida, U.S. and in Tito Scalo, Italy.

## Spending on local suppliers<sup>1</sup>



<sup>1</sup> Distribution of spending on suppliers based on the VAT payment from SAP



USE OF FOREST  
STEWARDSHIP COUNCIL  
CERTIFIED OFFICE PAPER

66%

73%

OF WASTE RECYCLED

1.36  
MILLIONS OF KWH

ENERGY SAVED  
IN DATA CENTERS

## Environmental Responsibility

Approach and Commitment  
Materials  
Energy Consumption  
Emissions  
Waster and Water

# Environmental Responsibility

## Approach and Commitment

IGT is committed to conducting its business in an environmentally responsible manner.

As a global Company, IGT is committed to complying with accepted environmental practices, including the promise to meet or exceed applicable legal and certification requirements. The Company strives for continual improvement in its environmental management system, reducing the impact of its business activities.

*Favorable environmental practices are encouraged among employees and considered in the development of operational policies.*

IGT has always believed that environmental awareness must be a central part of its Corporate Social Responsibility program, and it clearly expresses program goals and commitments to the Company's stakeholders. The Company uses effective and reliable monitoring systems, according to specific indicators, in order to assess its commitments to reach these goals.

The Company's approach to environmental activities is guided by the following principles:

- Determining and regularly assessing goals for improving environmental performance;
- Following operating guidelines that protect the environment, employees' health, and the integrity of the communities influenced by the Company's business;
- Complying with current regulations and applicable authorization requirements at all levels;
- Applying principles for ongoing improvement of pollution prevention;
- Reducing the environmental impact of production processes in an economically effective way;
- Sharing information about the environmental impact of its business performance in a transparent manner;
- Guaranteeing that the staff has the skills and resources needed to achieve the established environmental goals.

IGT activities are mainly related to office work: software implementation, research and development, and administrative work. IGT industrial activities are printing (performed in Lakeland, Florida, U.S. and in Tito Scalco, Italy) and main assembling (carried out in Reno, Nevada, U.S.).

The Company has several Environmental Management Systems (EMSs) in accordance to ISO 14001 (in Rhode Island; ATC in Austin, Texas; Lakeland, Florida; Rome; Tito Scalco) and the Reno facility has a Leadership in Energy and Environmental Design (LEED) gold certification, as awarded by the United States Green Building Council.

Potential environmental impacts are related to:

- Material consumption as an (i) indirect impact in Reno, as the facility assembles sub-products provided by suppliers, as well as a (ii) direct impact in terms of paper and ink used in printing activities, specific to Lakeland;
- Energy use - (i) direct: fuel consumption for heating, Company fleet (cars and small trucks), and in case of emergency for electricity supply; (ii) indirect: electricity consumption and natural gas (office, manufacturing, and printing);
- Emissions related to energy use (direct and indirect) and transportation of goods made by service providers;
- Waste production: assembling and printing processes do not produce

a significant amount of waste; generally, the waste produced is not hazardous and is mostly sent to recycling, consistent with corporate policies;

- Indirect environmental potential impacts can be significant for some processes related to the production of sub-products assembled in Reno (such as chroming); the suppliers used for such processes are periodically monitored through on-site inspections to verify their compliance with regulations.

The ISO 14001 Environmental Certification relates to the management of major environmental issues (energy consumption and pollutant emissions; waste production and management; office paper consumption; management of supplies with environmental impact), the limitation of harmful substances, and the maintenance of IT facilities. The Company took several actions to achieve the certification requirement goals. The main actions taken on the premises with an active ISO 14001 EMS are as follows:

- Complete compliance with applicable environmental provisions of state or federal law — no notices of violation;
- Specific improvements in printing facilities (such as reduction of air emissions due to solvents);
- Reduction of paper consumption (adoption of software to check employee usage of paper in printing documents, and implementation of a process to monitor the quantity of print copies);
- Reduction of energy consumption, including: replacement of air conditioning systems in IT rooms hosting data servers; adoption of more efficient technology platforms; setting up of air conditioning fan coil sensors; window replacement; substitution of fluorescent tubes with LED lights;
- Monitoring and reducing water consumption;
- Increasing recycling (using recycling boxes). For Rhode Island facilities it has been extended to composting of food waste.

Through this EMS, the Company is committed to improving its environmental performance, reflected in these statistics from the past year:

- In Rhode Island, energy consumption has decreased by 4 percent in 2015;
- In Italy, due to a logistic reorganization, shipping to retailers has decreased by 18 percent (corresponding to 70 trucks travels) in 2015;
- More than 73 percent of produced waste is recycled

As of March 2015, the Reno facility has been certified LEED Gold until 2025. LEED, or Leadership in Energy and Environmental Design, is changing the way to think about how buildings are planned, constructed, maintained and operated. Projects pursuing LEED certification earn points across several areas that address sustainability issues. Based on the number of points achieved, a project then receives one of four LEED rating levels: Certified, Silver, Gold and Platinum. LEED-certified buildings are resource-efficient. They use less water and energy and reduce greenhouse gas emissions and as an added bonus, they save money.

## Materials

IGT's business activities are mainly related to office work: software implementation, R&D, and administrative work. The Company's industrial activities are printing and hardware assembling. Different activities have different priorities in terms of consumption.

### Manufacturing of gaming devices

*Very few raw materials are directly used by IGT. Consumption is mainly related to products, none of which has a significant impact on non-renewable sources.*



IGT designs, develops, manufactures, and provides cabinets, games, systems, and software for customers in legal gaming markets, and uses a variety of raw materials to assemble gaming devices (e.g., metals, wood, plastics, glass, electronic components, and LCD screens). IGT's main manufacturing and production facility is located in Reno with approximately 594,000 square feet dedicated to product development, warehousing, shipping, and receiving. Other facilities provide a local community presence, customized products, and regional production where they would be beneficial or required. Manufacturing operations primarily involve the configuration and assembling of electronic components, cables, harnesses, video monitors, and prefabricated parts purchased from outside sources.

In compliance with the European Union (EU) Restriction of Hazardous Substances (RoHS) Directive of 2006, IGT began manufacturing RoHS-compliant machines for European distribution. Although IGT is not required to do so, it now includes many of the parts that meet or exceed the RoHS standards in machines manufactured even for the U.S. and countries outside the EU. IGT machines comply with the European Waste Electrical and Electronic Equipment Directive (WEEE) recycling initiative. Recycling symbols may be present on some parts, but they are not required by IGT.

IGT maintains a full-scale gaming equipment refurbishment activity with an annual volume of approximately 10,000 units, and refurbishes the most gaming equipment in the U.S. Older or outdated machines are scrapped. The electronic components are removed and reused or sent to a not-for-profit organization for separation and recycling. The main metal cabinet is sent to a local recycling facility for crushing and metal separation, and the metal components are sent to a smelter facility in Salt Lake City, Utah.

### Office work and printing facilities

In office work and ticket production in the printing facilities, the main product used is paper, and there is also a significant consumption of toner and ink. A large part of the material used involves packaging, most of which is cardboard and paper. IGT has two printing plants, one in Tito Scalo and the second in Lakeland, Florida. In Florida, each of the IGT printing press machines is servo-driven and can be operated completely on water-based ink systems.

*66 percent of the office paper is certified FSC*

IGT relies heavily on the supply of paper for its instant ticket production and is committed to reducing the impact of paper consumption on natural resources. This philosophy is in line with the commitments of its major paper suppliers, which embrace several environmental standards. The Forest Stewardship Council (FSC), Sustainability Forest Initiative (SFI), and Program for the Endorsement of Forest Certification (PEFC) all promote sustainable forest management, reforestation, and continuous improvement of standards and practices. In addition, these independent organizations comply with IGT's sustainability principles to assure customers of an environmentally responsible sourcing process.

Type of material (2015)	Quantities (tons)
Paper for printing tickets and testing machines	10,259
Paper for packaging	1,850
Office paper	241
Toner and liquid ink	1,143

## Energy Consumption

Reducing energy consumption is a priority for the Company. IGT's direct energy consumption is related mainly to heating fuel consumption (primarily natural gas) and to its corporate fleet (cars and small trucks). In case of emergency, there is fuel consumption available for electricity supply. The indirect consumption of energy is related to electricity consumption for offices, data centers, manufacturing, and printing.

Consumption 2015	Quantities (GJ)
Natural gas	118,483
Electricity	311,962
Gasoline (fleet)	317,435
Diesel consumption for vehicles and generators	24,117
Total energy consumption	771,997

In order to better manage energy usage, several activities have been adopted such as the LEED Certification for Reno facility and an ISO 50001 EMS certification.

In addition, IGT has a project in the works to reduce the energy consumption of the Data Center. As a result of the merger, the Company decided to consolidate its data center at a global level to achieve a more efficient organization.

### Data Center Consolidation

In the spring of 2015, GTECH and legacy IGT merged into a single Company with a massive base of data centers and IT infrastructure, sometimes duplicating capacity in the same geographical region while often supplying integrated solutions to the same customers. The Company decided to create a Global DC organization with the goal of driving the future evolution of IT infrastructure and Data Center market offerings. The Data Center Consolidation Program also saves the environment from wasteful power use by reducing carbon emissions and making Company's solutions "greener." During 2015, six data centers have been decommissioned and the virtualization index (showing the impact of virtual server on the total amount of servers, both physical and virtual) increased from 77 percent (first quarter of 2015) to 83 percent (fourth quarter of 2015). This has allowed IGT to considerably reduce the energy consumption related to the Data Center. In 2015, there has been a savings of 1,361,083 kWh worldwide (compared to 2014 pro-forma data); energy saved could power 170 million of LED lights for an entire day. Because of the implementation of this initiative, in 2015 more than 244 tons of greenhouse gas emissions have been avoided.

### LEED Certification

The Reno facility has been LEED Gold (61 points) certified for 10 years (3/2015 – 3/2025). It operates as Nevada's first Gold-certified combined office, data processing and manufacturing facility under the LEED for Existing Buildings.

The Reno office has met several benchmarks related to energy consumption to earn its LEED certification:

- Reduced greenhouse gas emissions from commuting employees by providing a fitness center, cafeteria, and on-site childcare services;
- Finished in the 35th percentile above the national median for energy efficiency performance;
- Purchased energy efficient electrical and electronic equipment (high recycled content in furniture and low mercury fluorescent lamps).

## ISO 50001

Since 2011, IGT has implemented an ISO 50001 certified EMS for the location in Rome, Italy. The ISO 50001:2011 certification specifies requirements to establish, implement, maintain, and improve an EMS that enables an organization to follow a systematic approach to achieving continual improvement in energy performance, including energy efficiency, energy use, and consumption.

Also, ISO 50001:2011 requirements in regards to energy use and consumption include measurement, documentation and reporting, design and procurement practices for equipment, systems processes, and personnel that contribute to energy performance.

## Emissions

### Greenhouse Gas (GHG) emissions

GHG emissions produced by IGT are caused by fuel and electrical consumption and transportation of goods and people. The Company traces and reports GHG emissions (see also CDP box). Scope I emissions refer to fuel consumption (natural gas for heating; diesel consumption for generators; diesel and gasoline consumption for vehicles such as Company cars or small trucks) and to fugitive emissions of refrigerants. Many of IGT's domestic contracts require the Company to install, maintain, and service lottery equipment throughout the United States. In order to fulfill its contractual obligations, the Company uses a domestic fleet that fluctuates between 1,500 and 1,700 vehicles. The fleet comprises gasoline and diesel-powered service vans, as well as gasoline-powered sales and marketing vehicles. In an effort to conserve fuel, 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 properly sized for specific contractual needs and territorial requirements.

Scope II emissions refer entirely to electrical consumption. IGT, beyond its commitment to reduce energy consumption (as described above), strives to use green energy where suitable, such as in Austria, where 70 percent of energy supplied to the facilities in Unterpemstaetten and Gross Sankt Florian is from alternative sources (wind, water, and sun).

Regarding Scope III emissions, in 2015 IGT kept its commitment in extending its reporting boundary by including emissions deriving from paper consumption (both for office and production use), shipments of IGT goods by third parties, and business travel<sup>(1)</sup>. In Italy in particular, IGT adopted a strategy aimed at increasing the efficiency of the shipment of goods by preventing vans from leaving when not fully loaded, and reorganizing routes and deliveries, which prevented 55 tons of GHG emissions in 2015, compared to 2014.

The Company has implemented Cisco solutions to securely teleconference between offices, which helps reduce the carbon footprint of travelling.

*Employees at many sites are encouraged to use public transportation and “ride share” or carpool when possible.*

In the Lakeland facility, a greenhouse gas emissions reduction program details the most energy-efficient modes for running the printing press, including:

1. Using natural gas to dry the ink;
2. Using better operating practices, including shutting down the dryers when it will not impact quality;
3. Reducing downtime as operating efficiencies improve;
4. Using faster-drying inks;
5. Eliminating propane-driven fork lifts.

GHG emissions 2015	Quantities (t)
Scope 1	30,823
Scope 2	36,775
Scope 3	23,435

### IGT and the Carbon Disclosure Project

The Carbon Disclosure Project, or CDP, is a non-profit organization that aims to transform the business activities of the largest international companies by influencing their strategic decisions and policy making processes to create a more sustainable world. CDP pursues this goal by incentivizing companies to publicly disclose the environmental impact of their business activities, with a particular focus on their GHG emissions and on the emissions reduction projects they are implementing.

IGT is committed in supporting the CDP initiative and tackling climate change. The Company is voluntarily\* going to participate in the 2016 questionnaire. Last year, legacy GTECH scored 95 (out of 100) in the disclosure category of the CDP questionnaire, which led to the Company being named “Most Improved” in Italy during a ceremony held at the Italian Stock Exchange in Milan on Nov. 12, 2015.

\* Regarding the U.S. market, CDP invites companies listed in S&P 500 index to respond. Since IGT is not currently included in the index, the Company is going to participate to 2016 CDP questionnaire as a “self-selected company.”

Due to the merger, the reporting boundaries have changed since some sites and premises have been included and other excluded. Therefore, it was difficult to compare performance on GHG emissions with the previous years.

### Other emissions

IGT's production processes don't have significant impacts on the atmosphere. The only significant emissions are made of Volatile Organic Compounds (VOCs) resulting from printing activities and very low emissions of ozone-depleting substances for cooling systems at various sites (both production and office sites). The two printing facilities and Reno manufacturing facility adopt a similar approach on to VOCs, keeping the monitoring activities compliant with the law and keeping significantly below the limit stated by local authorities. The Lakeland printing facility has reduced its emissions of VOCs to less than 25 percent of the operating limit currently allowed and has also significantly lowered CO<sub>2</sub>, SO<sub>2</sub>, and NO<sub>2</sub> emissions as a result of more energy-efficient operating practices. Lakeland VOC emissions in 2015 amounted to 126 tons. Currently, only two units use solvent-based inks, keeping regulated pollutant emissions to a minimum. The Company is continually evaluating ways to further reduce unit emissions. The majority of the printing is done using water-based inks. Using inks with little to no evaporation and reducing the usage of solvent-based inks result in lower VOC emissions. Efforts to incorporate more environmentally friendly materials in protective coatings are ongoing. The other printing plant, located in Tito

(1) In 2014, only emissions related to business travel were considered.

Scalo, constantly monitors VOC emissions, fully complying with stringent Italian regulations. In 2015, ozone-depleting emissions amounted to 23 kg chlorofluorocarbon (CFC) equivalent.

## Waste and water

### Waste

Most of the waste is produced at manufacturing and printing plants; each has ISO 14001 EMS or LEED certification to ensure proper waste management and a commitment to improving performance.

In 2015, IGT produced more than 7,700 tons of waste, only one percent of which was hazardous. Through its waste management, IGT recycled 73 percent of the waste produced.

Disposal method	Recycle	Treatment	Landfill
Weight (t)	5,588	947	1,104

Type	Not hazardous	Hazardous
Weight (t)	7,556	83

IGT's manufacturing facility in Reno complies with the European Union Restriction of Hazardous Substances Directive (RoHS) and it is registered as a Small Quantity Generator (SQG) of hazardous waste. Furthermore, IGT switched from non-biodegradable bubble wraps and Styrofoam chips to biodegradable packaging material for the shipment of certain equipment, such as spare parts. The Reno facility diverted nearly 80 percent of its waste from the landfill thanks to the Reno office's extensive waste management program.

Lakeland printing facility uses 100 percent recyclable paper, none of which is designated as hazardous waste. The printing facility exceeds requirements of all state and federal air and water regulatory bodies, while the primary and backup facilities do not discharge any processed liquids.

In Austrian, Providence and west Greenwich facilities IGT brings all organic and green waste to nearby compost facilities, receiving in return compost earth for the maintenance of gardens in the premises.

### Water

As a rule, all IGT facilities but the printing plants get water from local municipal water sources. The water is used for office purposes and silk screen production activities.

Consequently, IGT is not a major user of municipal water. Water is primarily used in the cafeteria and washrooms. IGT does not currently reuse or recycle water in its facilities. All wastewater is discharged through the local municipal water system for treatment.

Water consumption (m <sup>3</sup> )	184,110
-------------------------------------	---------

Water discharge - Sewage (m <sup>3</sup> )	162,177
--	---------

The Reno office's water is delivered by two suppliers: Truckee Meadows Water Authority, which supplies the Domestic (potable) water, and Washoe County Utility, supplying the reclaimed (non-potable) water that is used strictly for outdoor landscaping. Using reclaimed (non-potable) water helps to reduce the amount of domestic water used, thereby reducing IGT's reliance on the Truckee River and local groundwater resources. With respect to water efficiency, the Reno facility adheres to the LEED policy when purchasing plumbing fixtures, ensuring that all fixtures purchased for renovations and replacement are high-performance fixtures meeting the Uniform Plumbing Code/International Plumbing Code (UPC/IPC) standards.

With respect to the landscaping projects, IGT has been working on landscaping renovations, replacing old and dying plants with drought-tolerant plants needing less water. IGT has also been replacing old or cracked drip lines and valve systems with more efficient drip lines, valves, and controllers. This too helps to reduce the usage of reclaimed water. In April 2015, because of the multi-year drought affecting Northern Nevada, IGT was asked by the county to cut back on the use of reclaimed water by 10 percent, adjust the time of day when watering, and the amount of potable water used. The Reno facility succeeded in reducing reclaimed water by 11,549 m<sup>3</sup> (compared to 2014), thanks to efficient water fixtures that have cut water usage by 15 percent, and reduced water used for irrigation by 50 percent compared to initial design.

**MATERIALS**  **FSC 66%** 66% OF OFFICE PAPER IS CERTIFIED FSC (FOREST STEWARDSHIP COUNCIL)

**ENERGY CONSUMPTION**  **-4%** RHODE ISLAND FACILITIES REDUCED ENERGY CONSUMPTION BY 4%. SAVINGS COULD POWER 58 HOMES FOR ONE YEAR

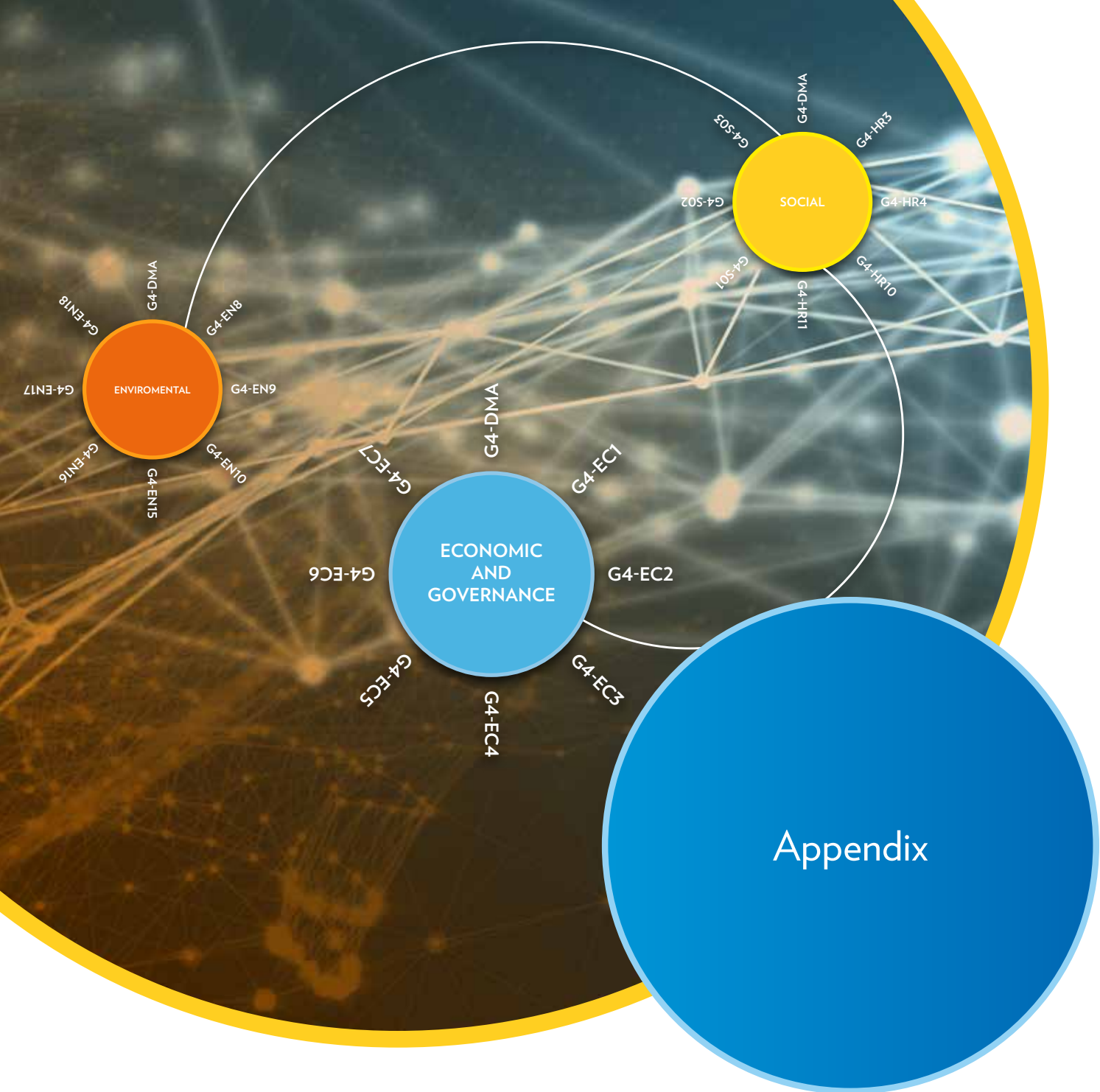
 RENO FACILITY IS CERTIFIED LEED GOLD

**-1,361,083 KWH** DATA CENTERS SAVED 1,361,083 KWH IN 2015  
ENERGY SAVED COULD POWER 170 MILLION LED-LIGHT FOR AN ENTIRE DAY

**EMISSION**  **-14%** IN ITALY WE REDUCED SHIPMENTS BY 79,344 LOWERING CO2 EMISSIONS BY 14% COMPARED TO 2014

**WASTE**  **73%** MORE THAN 73% OF THE WASTE PRODUCED BY IGT IS RECYCLED





Methodological Note

a. Identifying material aspects and boundaries

b. Report profile

Independent Auditor's Report

GRI Content Index

# Methodological Note

## Introduction

This report is the first edition of the Sustainability Report prepared by International Game Technology PLC.

On April 7, 2015, GTECH S.p.A. and International Game Technology announced the completion of the combination of their businesses. The combined company's name is International Game Technology PLC ("IGT"). In an effort to maintain transparency with all stakeholders, IGT publishes the 2015 Sustainability Report to disclose its sustainability performances and to preserve an important communication channel with its stakeholders.

### a. Identifying material aspects and boundaries

#### Materiality definition process

The subjects covered in the report have been identified through a materiality definition process that IGT, according to G4 guidelines issued by GRI, carried out to identify the most relevant economic, environmental, and social topics for the Company. Sustainability Report guidelines GRI G4 require the Sustainability Report to include information related to topics deemed material; in other words, the Company uses information that reflects significant impacts for the organization from an economic, environmental, and social point of view and that substantially influences stakeholders' assessments and decisions. The identification of IGT material topics was organized into four phases: identification, prioritization (and determination of the materiality), validation, and review.

In the identification phase, all G4 topics have been taken into

consideration according to their impacts, regardless of whether they occurred inside or outside the organization.

Regarding internal relevance, the identification of relevant topics has been carried out by qualitatively assessing the relevance on economic, environmental, and social performance. Additionally, the process takes into account initiatives, the existence of procedures and policies, and the existence of corporate functions overseeing different topics.

External relevance was determined by considering the main categories of stakeholders and business impacts at a local, regional, and global level. For the 2015 Sustainability Report, some proxy data has been used to measure the topics' relevance in stakeholders' assessments and decisions:

- An **analysis of more than 3,100 stories** related to IGT published last year by national and international media;
- An **assessment of relevant topics** through the analysis of:
  - Topics reported in the Sustainability Yearbook 2015 published by investment specialist RobecoSAM for the "Casinos & Gaming" sector;
  - Disclosures that IGT is required to supply to investors committed to sustainable investing;
  - SASB (Sustainability Accounting Standard Board) Materiality Map;
  - GRI document "Sustainability Topics for Sectors: What do stakeholders want to know?"
  - Outlook studies regarding the gaming sector, published by leading international consultancies.
- A **competitive analysis** through the identification of topics included in the Sustainability Reports of 12 different national and international sector players comparable with IGT business.

What follows is an analysis that identifies the boundaries of the relevant topics where impacts may occur, both within and outside IGT.

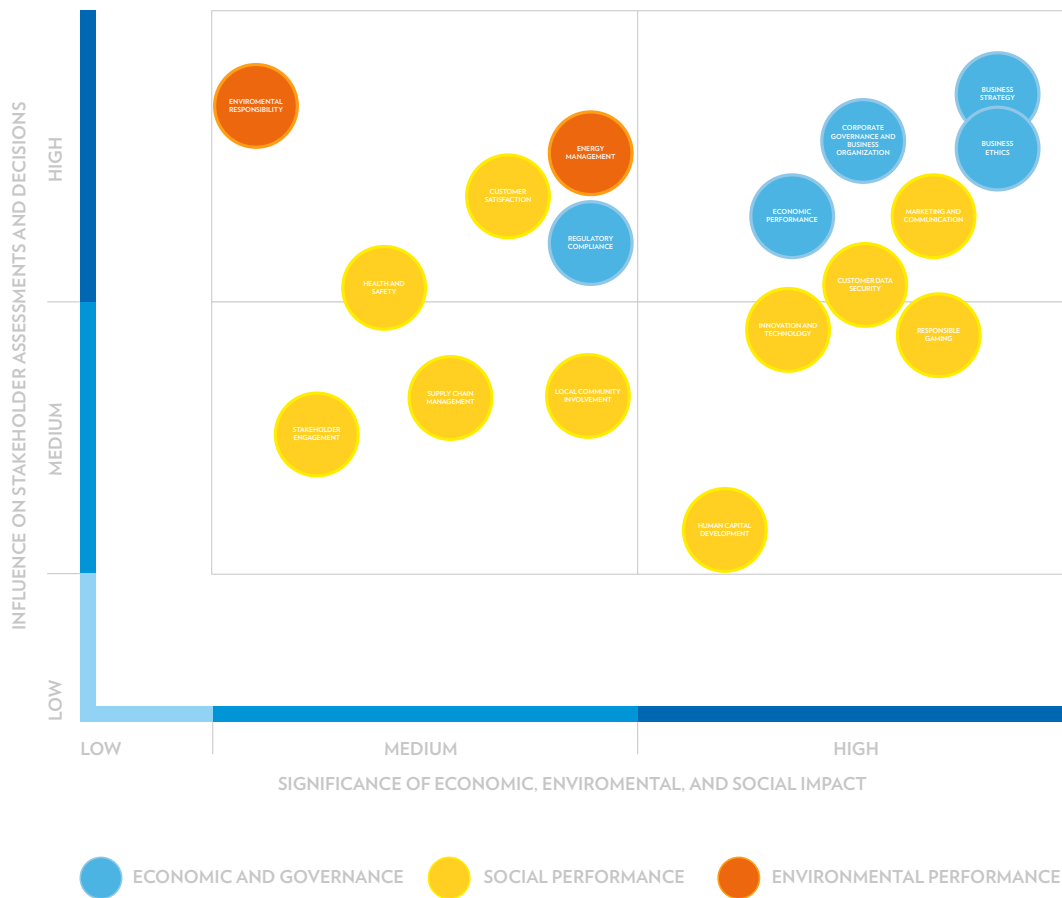
IGT relevant topics	Related G4 disclosure	Relevance within the organization	Relevance outside the organization
<b>Economic and Governance aspects</b>			
Business Ethics	-	√	
Business Strategy	Anti-Corruption, Public Policy, Anti-Competitive Behavior, Compliance (SO), Compliance (PR)	√	
Corporate Governance and Business Organization	Anti-Corruption	√	
Economic Performance	Economic Performance, Indirect Economic Impacts, Procurement Practices	√	√
Regulatory Compliance	Product and Service Labeling, Marketing Communications	√	
<b>Environmental aspects</b>			
Energy Management	Energy	√	
Environmental Responsibility	Materials, Water, Emissions, Effluents And Waste, Products and Services, Compliance (EN), Transport	√	
<b>Social aspects</b>			
Customer Data Security	Customer Privacy	√	√
Customer Satisfaction	Product and Service Labeling	√	
Health and Safety	Anti-Corruption, Public Policy	√	√
Human Capital Development	Occupational Health and Safety	√	
Innovation and Technology	Market Presence, Employment, Labor/Management Relations, Training and Education, Diversity and Equal Opportunity, Equal Remuneration for Women and Men, Non-Discrimination, Freedom of Association and Collective Bargaining	√	
Local Community Involvement	-	√	
Marketing and Communication	Local Communities	√	
Responsible Gaming	Anti-Competitive Behavior, Customer Health and Safety	√	√
Stakeholder Engagement	-	√	
Supply Chain Management	Supplier Environmental Assessment, Supplier Assessment for Labor Practices, Supplier Human Rights Assessment	√	

In the next phase, the report prioritizes the significance of economic, environmental, and social aspects and their subsequent influence on stakeholders' assessments and decisions. This activity has been based on the principles of materiality and stakeholder inclusiveness.

It is split into two parts. The first part is aimed at topics according to their influence on stakeholders' assessments and decisions, as well as their impact according to their diversity and to the stakeholders' perceptions and expectations. The second part identifies the significance of topics related to IGT performance, considering several factors: the likelihood and severity of impact; the likelihood of risks and opportunities; how critical the impact is on long-term performance; opportunities for the organization to grow or gain advantage from the impact; current and future financial and non-financial implications; impacts on strategies, policies, processes, and IGT commitments; and impacts on competitive advantage. In this phase, two analyses have been carried out to identifying possible sustainability risks related to both supply chain and IGT personnel. This is done through an investigation of the ratification process of international labor organizations' fundamental conventions in the countries where suppliers and International Game Technology PLC subsidiaries operate.

Based on the outcome of the external and internal prioritization, the following is a summary matrix where topics are represented according to their priority.

### MATERIALITY MATRIX



Therefore, on this matrix a threshold has been traced to identify material topics reported by IGT. Consistent with the precautionary principle, all relevant topics have been considered material.

Finally, for each of these topics, the level of coverage has been determined according to its significance and the availability of related data.

## b. Report profile

### Boundary and reporting period

This is the first annual Sustainability Report edited by International Game Technology PLC and its subsidiaries, covering fiscal year 2015 (January 1, 2015 - December 31, 2015). As the merger between legacy IGT and legacy GTECH significantly changed the reporting boundary, and since some economic, environmental, and social data are not available for previous years, the 2015 Sustainability Report does not include comparative historical data from the legacy companies.

The perimeter of the report, regarding economic and social performance, includes the total Consolidated Financial Statement of International Game Technology PLC at December 31, 2015. As far as the environmental performance is concerned, only environmental data related to the most significant countries and operations are included in the report, such as Italy, Canada, Austria and most U.S. and U.K. operations<sup>(1)</sup>.

For a better understanding of the Company and its business segments, please refer to International Game Technology PLC “Annual Reports and Accounts 2015” and to International Game Technology PLC “Form 20-F” from December 31, 2015.

### Preparation principles

The 2015 Sustainability Report is edited according to the Global Reporting Initiative Guidelines in their latest version GRI-G4, issued in May, 2013.

The content index is shown on page 76.

Based on current coverage of “Specific Standard Disclosures” linked to material topics, the Company has chosen the “In accordance – Core” option of GRI G4 guidelines.

### Sources and data gathering systems

The contents of the report are based on the results of stakeholder engagement, which involves both external stakeholders and corporate functions. Data sources include internal documents, market surveys, and other official sources indicated in the report. Financial and economic data and information relate to Form 20-F of International Game Technology PLC and its subsidiaries published on December 31, 2015.

### Assurance process

The 2015 Sustainability Report is verified by an independent auditor who carried out a limited audit, according to ISAE 3000 criteria.

### Report structure

The document is made up of five sections:

1. “Company Profile” explains the international gaming space where the Company operates, as well as the Company’s activities, risk and opportunities, and governance structure;
2. “Responsible Gaming” describes how the Company defines responsible gaming, actions taken according to this concept, and consequent commitments to stakeholders;
3. “Economic Responsibility” presents and analyzes IGT’s generation and distribution of Economic Value;
4. “Social Responsibility” analyzes the relationships between the Company and its stakeholders;
5. “Environmental Responsibility” evaluates the Company’s environmental performance.

Moreover, in the appendix of the document, General and Specific Standard Disclosures are reported within the content index in accordance with the GRI G4 - “Core” option.

The 2015 Sustainability Report is edited and published in English on the corporate web site [www.igt.com](http://www.igt.com).

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).

(1) Moreover, electricity consumption and related Scope 2 GHG emissions of IGT PLC data centers in Sweden, Malta, Gibraltar, Poland, Netherlands, France, Spain, Ireland, and Serbia have been taken into consideration.





EY S.p.A.  
Via Po, 32  
00198 Roma

Tel: +39 06 324751  
Fax: +39 06 32475504  
ey.com

### Independent auditors' report on the "Sustainability Report 2015"

#### To the Board of Directors of International Game Technology PLC

We have carried out a limited assurance engagement of the "Sustainability Report 2015" (hereinafter "Sustainability Report") of International Game Technology PLC and its subsidiaries (hereinafter "IGT PLC" or "IGT") as of December 31, 2015.

#### Management's responsibility on Sustainability Report

The Management is responsible for the preparation of the Sustainability Report in accordance with the "G4 Sustainability Reporting Guidelines", issued in 2013 by GRI - Global Reporting Initiative, that are detailed in the paragraph "Methodological note" of the Sustainability Report, as well as for that part of internal control that they consider necessary in order to allow the preparation of a Sustainability Report that is free from material misstatements, even caused by frauds or not-intentional behaviors or events. The Management is also responsible for defining the IGT's commitments regarding the sustainability performance and for the reporting of the achieved results, as well as for the identification of the stakeholders and of the significant matters to report.

#### Auditors' responsibility

It is our responsibility the preparation of this report on the basis of the procedures carried out. Our work has been conducted in accordance with the criteria established by the principle "International Standard on Assurance Engagements 3000 - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000"), issued by the International Auditing and Assurance Standards Board for the engagements that consist in a limited assurance. This principle requires the respect of relevant ethical principles, including those related to independence, as well as the planning and the execution of our work in order to obtain a limited assurance that the Sustainability Report is free from material misstatements. These procedures included inquiries, primarily with company's personnel responsible for the preparation of the information included in the Sustainability Report, documents analysis, recalculations and in other procedures in order to obtain evidences considered appropriate.

The procedures performed on the Sustainability Report were related to the compliance with the principles for defining report content and quality, as articulated in the "G4 Sustainability Reporting Guidelines", and are summarized below:

EY S.p.A.  
Sede Legale: Via Po, 32 - 00198 Roma  
Capitale Sociale € 2.750.000,00 I.v.  
Iscritta allo S.O. del Registro delle imprese presso la C.C.I.A.A. di Roma  
Codice fiscale e numero di iscrizione 00434000584 - numero R.E.A. 250904  
P.IVA 00891231003  
Iscritta all'Albo Revisori Legali al n. 70945 Pubblicato sulla G.U. Suppl. 13 - IV Serie Speciale del 17/2/1998  
Iscritta all'Albo Speciale delle società di revisione  
Consob al progressivo n. 2 delibera n.10831 del 16/7/1997

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- a. Comparison of the economic and financial data and information included in the Sustainability Report with those included in the IGT's Annual Report pursuant to section 13 or 15(d) of the Securities Exchange Act of 1934 for the fiscal year ended December 31, 2015 on which other auditor issued the auditors' report, dated April 29, 2016;
- b. Analysis, through interviews, of the governance system and of the process to manage the issues related to sustainable development regarding Group's strategy and operations;
- c. Analysis of the process relating to the definition of material aspects included in the Sustainability Report, with respect to the criteria applied to identify priorities for the different stakeholders' categories and to the internal validation of the process outcome;
- d. Analysis of the operating mode of the processes supporting the initiation, recording and management of the quantitative data reported in the Sustainability Report. In particular, we have carried out the following procedures:
  - interviews and discussions with personnel of the Management of IGT PLC and of its subsidiaries to obtain an understanding about the information, accounting and reporting system in use for the preparation of the Sustainability Report, as well as about the internal control processes and procedures supporting the collection, aggregation, data processing and transmission of data and information to the department responsible for preparation of the Sustainability Report;
  - on-site verifications at Rome, Campo Boario 19 and 56/D (Italy); Providence, 10 Memorial Boulevard (RI, USA); Reno 9295 Prototype Drive (NV, USA) production site and PCC Giochi e Servizi S.p.A. Tito (PZ, Italy) production site;
  - analysis on a sample basis of the documentation supporting the compilation of the Sustainability Report, in order to confirm the processes in use, their adequacy and the operation of the internal control for the correct processing of data and information referred to the objectives described in the Sustainability Report;
- e. Analysis of the compliance and internal consistency of the qualitative information included in the Sustainability Report to the guidelines identified in paragraph "Management's responsibility on Sustainability Report" of the present report;
- f. Analysis of the process relating to the stakeholders engagement, with reference to the procedures applied, through the review of minutes or any



- other existing documentation relating to the main topics arisen from discussions with them;
- g. Obtaining of the representation letter, signed by the legal representative of IGT PLC, relating to the compliance of the Sustainability Report with the guidelines indicated in paragraph "Management's responsibility on Sustainability Report", as well as to the
  - h. reliability and completeness of the information and data presented in the Sustainability Report.

The data and information which are subject to the limited assurance are reported, in compliance with "G4 Sustainability Reporting Guidelines", in the table "GRI-G4 Content Index" of the Sustainability Report.

Our engagement is less in scope than reasonable assurance engagement in accordance with ISAE 3000 and, as consequence, we may not have become aware of all the significant events and circumstances which we could have identified had we performed a reasonable assurance engagement.

#### Conclusion

Based on our work, nothing has come to our attention that causes us to believe that the "Sustainability Report 2015" of IGT PLC as of December 31, 2015 is not in compliance, in all material aspects, with the guidelines "G4 Sustainability Reporting Guidelines" issued in 2013 by the GRI - Global Reporting Initiative, as stated in the paragraph "Methodological note" of the Sustainability Report.

Rome, 4 July 2016

EY S.p.A.

A handwritten signature in black ink, appearing to read 'Filippo Maria Aleandri', written over a horizontal line.

Filippo Maria Aleandri  
(Partner)

# GRI Content Index

## GENERAL STANDARD DISCLOSURES

General Standard Disclosures	Page Number (or Link)	External Assurance (Page 73)
<b>STRATEGY AND ANALYSIS</b>		
G4-1	6-7	√
<b>ORGANIZATIONAL PROFILE</b>		
G4-3	70, 71, 72	√
G4-4	14, 15, 16, 35	√
G4-5	14, 15, 16	√
G4-6	4, 5	√
G4-7	14, 15, 16	√
G4-8	4, 5, 15, 35	√
G4-9	26, 27, 30, 31, 33	√
G4-10	30, 31, 83	√
G4-11	33, 34	√
G4-12	61	√
G4-13	14, 15, 70, 71, 72	
G4-14	70, 71, 72	√
G4-15	16	√
G4-16	9, 10, 11, 18	√
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>		
G4-17	70, 71, 72	√
G4-18	70, 71, 72	√
G4-19	70, 71, 72	√
G4-20	70, 71, 72	√
G4-21	70, 71, 72	√
G4-22	70, 71, 72	√
G4-23	70, 71, 72	√
<b>STAKEHOLDER ENGAGEMENT</b>		
G4-24	9, 10, 11	√
G4-25	9, 10, 11	
G4-26	9, 10, 11	
G4-27	9, 10, 11	√
<b>REPORT PROFILE</b>		
G4-28	70, 71, 72	√
G4-29	70, 71, 72	√
G4-30	70, 71, 72	√
G4-31	70, 71, 72	√
G4-32	70, 71, 72	√
G4-33	70, 71, 72	√
<b>GOVERNANCE</b>		
G4-34	14, 15, 16, 17	√
<b>ETHICS AND INTEGRITY</b>		
G4-56	8, 16	√

## SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance (Page 73)
<b>CATEGORY: ECONOMIC</b>					
<b>MATERIAL ASPECT: ECONOMIC PERFORMANCE</b>					
G4-DMA	26, 27, 70, 71, 72				
G4-EC1	26				√
<b>MATERIAL ASPECT: MARKET PRESENCE</b>					
G4-DMA	26, 27, 70, 71, 72				
G4-EC6	In 2015, 69% of Senior Management from the US were hired from the local community				
<b>MATERIAL ASPECT: INDIRECT ECONOMIC IMPACTS</b>					
G4-DMA	26, 27, 70, 71, 72				
G4-EC8	53, 54, 55, 56, 57				
<b>MATERIAL ASPECT: PROCUREMENT PRACTICES</b>					
G4-DMA	61, 70, 71, 72				
G4-EC9	61				√
<b>CATEGORY: ENVIRONMENTAL</b>					
<b>MATERIAL ASPECT: MATERIALS</b>					
G4-DMA	64, 65, 70, 71, 72				
G4-EN1		In 2015 data related to materials used in manufacturing were not available	The information is currently unavailable	Due to the merger the only data available were on paper consumption. Next years data will be disclosed	
<b>MATERIAL ASPECT: ENERGY</b>					
G4-DMA	64, 65, 70, 71, 72				
G4-EN3	65 Data source: bills and invoices from fuel/ electricity suppliers Conversion factors: G3.1 Sustainability Reporting Guidelines				√
G4-EN5	Energy intensity has been calculated as the ratio between energy consumption (electricity and fuel) and the revenues 0,000165 GJ/\$				√
G4-EN6	65				√
<b>MATERIAL ASPECT: WATER</b>					
G4-DMA	67, 70, 71, 72				
G4-EN8	67				√
G4-EN9	67				

## SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance (Page 73)
<b>CATEGORY: ENVIRONMENTAL</b>					
<b>MATERIAL ASPECT: EMISSIONS</b>					
G4-DMA	66, 70, 71, 72				
G4-EN15	66 Data source: energy consumption reported in G4-EN3 Emission factor: DEFRA-UK Government conversion factors 2015				√
G4-EN16	66 Data source: energy consumption reported in G4-EN3 Emission factor: the DEFRA-UK Government conversion factors 2015; only for US the Emissions & Generation Resource Integrated Database (eGRID) - EPA 2015				√
G4-EN17	66 Emission factor: for paper consumption the Key Statistics 2014 EUROPEAN PULP AND PAPER INDUSTRY of the CEPI (Confederation of european paper industries); for fuel consumption the GHG Protocol Transport Tool v2.6 tCO <sub>2</sub> /(KM <sup>3</sup> t); business travels direct provided by IGT's travel agencies				√
G4-EN18	Emissions intensity has been calculated as the ratio between emissions (scope I and II) and the revenues 0.000014 tCO <sub>2</sub> /\$				√
G4-EN19	66				√
G4-EN20	66				√
G4-EN21	66				√
<b>MATERIAL ASPECT: EFFLUENTS AND WASTE</b>					
G4-DMA	67, 70, 71, 72				
G4-EN22	67				
G4-EN23	67				√
<b>MATERIAL ASPECT: PRODUCTS AND SERVICES</b>					
G4-DMA	64, 65, 70, 71, 72				
G4-EN27	64, 65, 66, 67				

## SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance (Page 73)
<b>MATERIAL ASPECT: COMPLIANCE</b>					
G4-DMA	64, 65, 70, 71, 72				
G4-EN29		During the reporting period the company is not aware of penalties, fines or reports relative to the failure to respect the environmental regulation in all the countries in which it operates			
<b>MATERIAL ASPECT: TRANSPORT</b>					
G4-DMA	66, 70, 71, 72				
G4-EN30	66				√
<b>MATERIAL ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT</b>					
G4-DMA	61, 64, 70, 71, 72				
G4-EN32		61, 64 100% of new suppliers were screened using environmental criteria			
<b>CATEGORY: SOCIAL</b>					
<b>SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK</b>					
<b>MATERIAL ASPECT: EMPLOYMENT</b>					
G4-DMA	30, 70, 71, 72				
G4-LA1	83 - 87				√
<b>MATERIAL ASPECT: LABOR/MANAGEMENT RELATIONS</b>					
G4-DMA	33, 34, 70, 71, 72				
G4-LA4	33, 34				√
<b>MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY</b>					
G4-DMA	34, 70, 71, 72				
G4-LA6	34, 87				
<b>MATERIAL ASPECT: TRAINING AND EDUCATION</b>					
G4-DMA	31, 32, 70, 71, 72				
G4-LA9	87				√
G4-LA10	32, 33				
G4-LA11	32, 33				√
<b>MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY</b>					
G4-DMA	31, 70, 71, 72				
G4-LA12		88 All 12 members of the Board of Directors are over 50 years old, of which 92% are men			√
<b>MATERIAL ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN</b>					
G4-DMA	31, 70, 71, 72				
G4-LA13	88				
<b>MATERIAL ASPECT: SUPPLIER ASSESSMENT FOR LABOR PRACTICES</b>					
G4-DMA	61, 70, 71, 72				
G4-LA14		61 100% of new suppliers were screened according to labor practices criteria			

## SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance (Page 73)
<b>SUB-CATEGORY: UMAN RIGHTS</b>					
<b>MATERIAL ASPECT: NON-DISCRIMINATION</b>					
G4-DMA	31, 70, 71, 72				
G4-HR3		In 2015 were closed two cases of discrimination against IGT, one charged in 2014 and one charged in 2015; for both cases no probable cause were found			
<b>MATERIAL ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</b>					
G4-DMA	33, 34, 70, 71, 72				
G4-HR4	33, 34				
<b>MATERIAL ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT</b>					
G4-DMA	61, 70, 71, 72				
G4-HR10		61 100% of new suppliers were screened using according to human rights criteria			
<b>SUB-CATEGORY: SOCIETY</b>					
<b>MATERIAL ASPECT: LOCAL COMMUNITIES</b>					
G4-DMA	53, 70, 71, 72				
G4-SO1	53, 54, 55, 56, 57				
<b>MATERIAL ASPECT: ANTI-CORRUPTION</b>					
G4-DMA		Please refer to <a href="http://media.corporate-ir.net/media_files/IROL/11/119000/IGT%20PLC%20Code%20of%20Conduct.pdf">http://media.corporate-ir.net/media_files/IROL/11/119000/IGT%20PLC%20Code%20of%20Conduct.pdf</a>			
G4-SO3		100% in Italy and in the US			
G4-SO5		No incidents during 2015			
<b>MATERIAL ASPECT: PUBLIC POLICY</b>					
G4-DMA		Please refer to <a href="http://media.corporate-ir.net/media_files/IROL/11/119000/IGT%20PLC%20Code%20of%20Conduct.pdf">http://media.corporate-ir.net/media_files/IROL/11/119000/IGT%20PLC%20Code%20of%20Conduct.pdf</a>			
G4-SO6			The information is subject to specific confidentiality constraints	IGT doesn't disclose on these issues	



## SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance (Page 73)
<b>MATERIAL ASPECT: ANTI-COMPETITIVE BEHAVIOR</b>					
G4-DMA		Please refer to <a href="http://media.corporate-ir.net/media_files/IROL/11/119000/IGT%20PLC%20Code%20of%20Conduct.pdf">http://media.corporate-ir.net/media_files/IROL/11/119000/IGT%20PLC%20Code%20of%20Conduct.pdf</a>			
G4-SO7		During 2015, IGT was not involved in legal actions regarding anticompetitive behaviour and violations of anti-trust and monopoly legislation			
<b>MATERIAL ASPECT: COMPLIANCE</b>					
G4-DMA	16, 70, 71, 72				
G4-SO8		During 2015 IGT didn't received any significant fines for non-compliance with laws and regulations For more details please refer to the IGT's 20F form paragraph "Risk Factors" pages 13-14 <a href="http://phx.corporate-ir.net/phoenix.zhtml?c=119000&amp;p=irol-irhome">http://phx.corporate-ir.net/phoenix.zhtml?c=119000&amp;p=irol-irhome</a>			
<b>SUB-CATEGORY: PRODUCT RESPONSIBILITY</b>					
<b>MATERIAL ASPECT: CUSTOMER HEALTH AND SAFETY</b>					
G4-DMA	18, 19, 70, 71, 72				
G4-PR1	18, 19, 20, 21, 22				
G4-PR2		IGT has not had any issues of non-compliance with regulations and voluntary codes			
<b>MATERIAL ASPECT: PRODUCT AND SERVICE LABELING</b>					
G4-DMA	18, 19, 70, 71, 72				
G4-PR3		All IGT products are in compliance with Rohs and WEEE directives. IGT procedures regarding Rohs specify all components comply with Rohs directive. IGT does not use any substances that might produce an environmental or social impact. All IGT products comply with 1 or more of the industry safety certificates such as UL or CE and all products are in compliance with the WEEE directives which deal with proper disposal.			
G4-PR4		During 2015 IGT didn't have incidents of non-compliance with regulations			
G4-PR5	42, 45, 47, 48, 49				√

## SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance (Page 73)
<b>MATERIAL ASPECT: MARKETING COMMUNICATIONS</b>					
G4-DMA	18, 35, 70, 71, 72				
G4-PR6	18, 19, 20, 21, 22				
G4-PR7		During 2015, IGT did not gain knowledge of any violation of laws/ voluntary codes concerning product and service marketing, communication, promotion and sponsorship			
<b>MATERIAL ASPECT: CUSTOMER PRIVACY</b>					
G4-DMA	35, 70, 71, 72				
G4-PR8	35				
<b>MATERIAL ASPECT: COMPLIANCE</b>					
G4-DMA		Please refer to <a href="http://media.corporate-ir.net/media_files/IROL/11/119000/IGT%20PLC%20Code%20of%20Conduct.pdf">http://media.corporate-ir.net/media_files/IROL/11/119000/IGT%20PLC%20Code%20of%20Conduct.pdf</a>			
G4-PR9		During 2015 IGT didn't recieved any significant fines for non-compliance with laws and regulations			

## G4-10 – Total number of employees by type of contract

Breakdown Of Personnel By Category			
Employment contract	Women	Men	Tot
Permanent	3,807	8,572	<b>12,379</b>
Fixed term	29	65	<b>94</b>
<b>Total</b>	<b>3,836</b>	<b>8,637</b>	<b>12,473</b>
	Women	Men	<b>Total</b>
part-time contract*	93	33	<b>126</b>

\*data refers only to permanent contract

	Women	Men	Undeclared	Tot
Supervised Workers**	1,571	582	738	<b>2,891</b>

\*\* data are not included in the total amount of IGT's employees

Personnel With Permanent Contract By Country			
Country	Women	Men	Tot
Anguilla	2	0	2
Antigua and Barbuda	8	1	9
Argentina	21	54	75
Australia	42	244	286
Austria	76	227	303
Barbados	12	11	23
Belgium	8	22	30
Bulgaria	1	0	1
Canada	151	349	500
Chile	21	97	118
China	129	210	339
Colombia	48	129	177
Costa Rica	17	46	63
Cyprus	1	6	7
Czech Republic	12	36	48
Denmark	3	6	9
Dominican Republic	8	11	19
Dutch Antilles	5	1	6
Estonia	0	1	1
Finland	8	27	35
France	0	1	1
Germany	10	24	34
Gibraltar	24	14	38
Greece	4	15	19
Hong Kong	2	0	2
India	19	90	109
Ireland	1	1	2
Israel	1	1	2
Italy	595	1,120	1,715
Jamaica	30	36	66
Latvia	0	3	3
Luxembourg	1	7	8
Macau	12	18	30
Malaysia	1	6	7
Malta	1	3	4
Mexico	31	138	169
Monaco	5	44	49
Morocco	1	0	1
Netherlands	7	61	68
New Zealand	3	7	10
Peru	20	28	48
Philippines	0	7	7
Poland	101	277	378
Portugal	3	6	9
Serbia	66	148	214
Singapore	12	22	34
Slovakia	11	21	32
South Africa	20	32	52
Spain	19	75	94
St. Kitts and Nevis	5	1	6
Sweden	5	36	41
Switzerland	2	6	8
Taiwan	1	6	7
Trinidad and Tobago	14	27	41
Turkey	8	30	38
Ukraine	0	1	1
United Kingdom	96	214	310
United States	2,132	4,633	6,765
<b>Grand Total</b>	<b>3,836</b>	<b>8,637</b>	<b>12,473</b>

G4-LA1 Total number and rates of new employee hires and employee turnover by age group, gender and region

Country*	2015 New Hires			New Employee Rate (%)			2015 Terminations			Turnover Rate (%)		
Country	Female	Male	Grand Total	Female	Male	Grand Total	Female	Male	Grand Total	Female	Male	Grand Total
<b>Anguilla</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>50.00%</b>	<b>0.00%</b>	<b>50.00%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	1	0	1	50.00%	0.00%	50.00%
30-50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Antigua and Barbuda</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>12.50%</b>	<b>0.00%</b>	<b>11.11%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
30-50	0	0	0	0.00%	0.00%	0.00%	1	0	1	16.67%	0.00%	14.29%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Argentina</b>	<b>2</b>	<b>10</b>	<b>12</b>	<b>9.52%</b>	<b>18.52%</b>	<b>16.00%</b>	<b>2</b>	<b>8</b>	<b>10</b>	<b>9.52%</b>	<b>14.81%</b>	<b>13.33%</b>
up to 30	2	6	8	50.00%	42.86%	44.44%	1	3	4	25.00%	21.43%	22.22%
30-50	0	4	4	0.00%	13.33%	8.51%	1	5	6	5.88%	16.67%	12.77%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Australia</b>	<b>4</b>	<b>17</b>	<b>21</b>	<b>9.52%</b>	<b>6.97%</b>	<b>7.34%</b>	<b>11</b>	<b>35</b>	<b>46</b>	<b>26.19%</b>	<b>14.34%</b>	<b>16.08%</b>
up to 30	3	3	6	60.00%	17.65%	27.27%	3	2	5	60.00%	11.76%	22.73%
30-50	1	11	12	3.70%	7.33%	6.78%	6	23	29	22.22%	15.33%	16.38%
over 50	0	3	3	0.00%	3.90%	3.45%	2	10	12	20.00%	12.99%	13.79%
<b>Austria</b>	<b>4</b>	<b>21</b>	<b>25</b>	<b>5.26%</b>	<b>9.25%</b>	<b>8.25%</b>	<b>9</b>	<b>34</b>	<b>43</b>	<b>11.84%</b>	<b>14.98%</b>	<b>14.19%</b>
up to 30	3	12	15	21.43%	27.91%	26.32%	3	15	18	21.43%	34.88%	31.58%
30-50	1	9	10	1.67%	5.26%	4.33%	6	18	24	10.00%	10.53%	10.39%
over 50	0	0	0	0.00%	0.00%	0.00%	0	1	1	0.00%	7.69%	6.67%
<b>Barbados</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>16.67%</b>	<b>9.09%</b>	<b>13.04%</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>16.67%</b>	<b>0.00%</b>	<b>8.70%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
30-50	2	1	3	18.18%	14.29%	16.67%	2	0	2	18.18%	0.00%	11.11%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Belgium</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>25.00%</b>	<b>27.27%</b>	<b>26.67%</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>12.50%</b>	<b>22.73%</b>	<b>20.00%</b>
up to 30	2	0	2	100.00%	0.00%	50.00%	0	2	2	0.00%	100.00%	50.00%
30-50	0	6	6	0.00%	35.29%	26.09%	1	3	4	16.67%	17.65%	17.39%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Canada</b>	<b>13</b>	<b>29</b>	<b>42</b>	<b>8.61%</b>	<b>8.31%</b>	<b>8.40%</b>	<b>51</b>	<b>106</b>	<b>157</b>	<b>33.77%</b>	<b>30.37%</b>	<b>31.40%</b>
up to 30	8	6	14	61.54%	13.95%	25.00%	7	21	28	53.85%	48.84%	50.00%
30-50	5	21	26	4.17%	7.84%	6.70%	31	68	99	25.83%	25.37%	25.52%
over 50	0	2	2	0.00%	5.26%	3.57%	13	17	30	72.22%	44.74%	53.57%
<b>Chile</b>	<b>6</b>	<b>11</b>	<b>17</b>	<b>28.57%</b>	<b>11.34%</b>	<b>14.41%</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>14.29%</b>	<b>5.15%</b>	<b>6.78%</b>
up to 30	5	5	10	125.00%	20.00%	34.48%	0	1	1	0.00%	4.00%	3.45%
30-50	1	6	7	5.88%	10.17%	9.21%	3	4	7	17.65%	6.78%	9.21%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>China</b>	<b>27</b>	<b>17</b>	<b>44</b>	<b>20.93%</b>	<b>8.10%</b>	<b>12.98%</b>	<b>32</b>	<b>59</b>	<b>91</b>	<b>24.81%</b>	<b>28.10%</b>	<b>26.84%</b>
up to 30	20	12	32	46.51%	21.82%	32.65%	23	25	48	53.49%	45.45%	48.98%
30-50	7	5	12	8.24%	3.25%	5.02%	9	33	42	10.59%	21.43%	17.57%
over 50	0	0	0	0.00%	0.00%	0.00%	0	1	1	0.00%	100.00%	50.00%
<b>Colombia</b>	<b>16</b>	<b>23</b>	<b>39</b>	<b>33.33%</b>	<b>17.83%</b>	<b>22.03%</b>	<b>15</b>	<b>15</b>	<b>30</b>	<b>31.25%</b>	<b>11.63%</b>	<b>16.95%</b>
up to 30	12	10	22	70.59%	43.48%	55.00%	9	5	14	52.94%	21.74%	35.00%
30-50	4	13	17	12.90%	12.75%	12.78%	6	10	16	19.35%	9.80%	12.03%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Costa Rica</b>	<b>4</b>	<b>9</b>	<b>13</b>	<b>23.53%</b>	<b>19.57%</b>	<b>20.63%</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>11.76%</b>	<b>13.04%</b>	<b>12.70%</b>
up to 30	3	2	5	30.00%	12.50%	19.23%	2	1	3	20.00%	6.25%	11.54%
30-50	1	5	6	14.29%	20.83%	19.35%	0	4	4	0.00%	16.67%	12.90%
over 50	0	2	2	0.00%	33.33%	33.33%	0	1	1	0.00%	16.67%	16.67%
<b>Cyprus</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	<b>16.67%</b>	<b>14.29%</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	<b>16.67%</b>	<b>14.29%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
30-50	0	1	1	0.00%	16.67%	16.67%	0	1	1	0.00%	16.67%	16.67%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Czech Republic</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>16.67%</b>	<b>0.00%</b>	<b>4.17%</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>33.33%</b>	<b>5.56%</b>	<b>12.50%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
30-50	2	0	2	22.22%	0.00%	6.25%	2	1	3	22.22%	4.35%	9.38%
over 50	0	0	0	0.00%	0.00%	0.00%	2	1	3	66.67%	9.09%	21.43%

Country*	2015 New Hires			New Employee Rate (%)			2015 Terminations			Turnover Rate (%)		
Country	Female	Male	Grand Total	Female	Male	Grand Total	Female	Male	Grand Total	Female	Male	Grand Total
<b>Dominican Republic</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>12.50%</b>	<b>18.18%</b>	<b>15.79%</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>12.50%</b>	<b>18.18%</b>	<b>15.79%</b>
up to 30	0	1	1	0.00%	20.00%	16.67%	1	0	1	100.00%	0.00%	16.67%
30-50	1	1	2	14.29%	16.67%	15.38%	0	1	1	0.00%	16.67%	7.69%
over 50	0	0	0	0.00%	0.00%	0.00%	0	1	1	0.00%	0.00%	0.00%
<b>Finland</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0.00%</b>	<b>11.11%</b>	<b>8.57%</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>12.50%</b>	<b>3.70%</b>	<b>5.71%</b>
up to 30	0	1	1	0.00%	33.33%	33.33%	0	0	0	0.00%	0.00%	0.00%
30-50	0	2	2	0.00%	9.52%	7.14%	1	1	2	14.29%	4.76%	7.14%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Germany</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>11</b>	<b>5</b>	<b>16</b>	<b>110.00%</b>	<b>20.83%</b>	<b>47.06%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	2	1	3	0.00%	0.00%	0.00%
30-50	0	0	0	0.00%	0.00%	0.00%	9	4	13	100.00%	21.05%	46.43%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Gibraltar</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>8.33%</b>	<b>14.29%</b>	<b>10.53%</b>	<b>15</b>	<b>17</b>	<b>32</b>	<b>62.50%</b>	<b>121.43%</b>	<b>84.21%</b>
up to 30	1	2	3	33.33%	50.00%	42.86%	6	5	11	200.00%	125.00%	157.14%
30-50	0	0	0	0.00%	0.00%	0.00%	8	11	19	47.06%	110.00%	70.37%
over 50	1	0	1	25.00%	0.00%	25.00%	1	1	2	25.00%	0.00%	50.00%
<b>Greece</b>	<b>3</b>	<b>15</b>	<b>18</b>	<b>75.00%</b>	<b>100.00%</b>	<b>94.74%</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>25.00%</b>	<b>6.67%</b>	<b>10.53%</b>
up to 30	0	1	1	0.00%	100.00%	100.00%	0	0	0	0.00%	0.00%	0.00%
30-50	3	14	17	75.00%	100.00%	94.44%	1	1	2	25.00%	7.14%	11.11%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Hong Kong</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>100.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
up to 30	2	0	2	100.00%	0.00%	100.00%	0	0	0	0.00%	0.00%	0.00%
30-50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>India</b>	<b>3</b>	<b>16</b>	<b>19</b>	<b>15.79%</b>	<b>17.78%</b>	<b>17.43%</b>	<b>2</b>	<b>18</b>	<b>20</b>	<b>10.53%</b>	<b>20.00%</b>	<b>18.35%</b>
up to 30	2	10	12	28.57%	43.48%	40.00%	0	7	7	0.00%	30.43%	23.33%
30-50	1	6	7	8.33%	8.96%	8.86%	2	11	13	16.67%	16.42%	16.46%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Ireland</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>12</b>	<b>31</b>	<b>43</b>	<b>1200.00%</b>	<b>3100.00%</b>	<b>2150.00%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	1	1	2	0.00%	0.00%	0.00%
30-50	0	0	0	0.00%	0.00%	0.00%	9	26	35	900.00%	2600.00%	1750.00%
over 50	0	0	0	0.00%	0.00%	0.00%	2	4	6	0.00%	0.00%	0.00%
<b>Italy</b>	<b>16</b>	<b>39</b>	<b>55</b>	<b>2.69%</b>	<b>3.48%</b>	<b>3.21%</b>	<b>9</b>	<b>24</b>	<b>33</b>	<b>1.51%</b>	<b>2.14%</b>	<b>1.92%</b>
up to 30	6	14	20	22.22%	25.93%	24.69%	1	4	5	3.70%	7.41%	6.17%
30-50	8	22	30	1.64%	2.61%	2.26%	7	11	18	1.43%	1.31%	1.35%
over 50	2	3	5	2.50%	1.34%	1.64%	1	9	10	1.25%	4.02%	3.29%
<b>Jamaica</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>16.67%</b>	<b>8.33%</b>	<b>12.12%</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>13.33%</b>	<b>8.33%</b>	<b>10.61%</b>
up to 30	2	1	3	40.00%	33.33%	37.50%	0	1	1	0.00%	33.33%	12.50%
30-50	2	2	4	9.52%	6.45%	7.69%	4	2	6	19.05%	6.45%	11.54%
over 50	1	0	1	25.00%	0.00%	16.67%	0	0	0	0.00%	0.00%	0.00%
<b>Luxembourg</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0.00%</b>	<b>28.57%</b>	<b>25.00%</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0.00%</b>	<b>57.14%</b>	<b>50.00%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
30-50	0	2	2	0.00%	33.33%	28.57%	0	3	3	0.00%	50.00%	42.86%
over 50	0	0	0	0.00%	0.00%	0.00%	0	1	1	0.00%	100.00%	100.00%
<b>Macau</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>8.33%</b>	<b>5.56%</b>	<b>6.67%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
30-50	0	0	0	0.00%	0.00%	0.00%	1	1	2	12.50%	12.50%	12.50%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Malaysia</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	<b>16.67%</b>	<b>14.29%</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	<b>16.67%</b>	<b>14.29%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
30-50	0	1	1	0.00%	25.00%	20.00%	0	1	1	0.00%	25.00%	20.00%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Malta</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	<b>33.33%</b>	<b>25.00%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
30-50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
over 50	0	0	0	0.00%	0.00%	0.00%	0	1	1	0.00%	100.00%	100.00%

Country*	2015 New Hires			New Employee Rate (%)			2015 Terminations			Turnover Rate (%)		
Country	Female	Male	Grand Total	Female	Male	Grand Total	Female	Male	Grand Total	Female	Male	Grand Total
<b>Mexico</b>	<b>5</b>	<b>31</b>	<b>36</b>	<b>16.13%</b>	<b>22.46%</b>	<b>21.30%</b>	<b>8</b>	<b>16</b>	<b>24</b>	<b>25.81%</b>	<b>11.59%</b>	<b>14.20%</b>
up to 30	3	13	16	27.27%	43.33%	39.02%	2	8	10	18.18%	26.67%	24.39%
30-50	2	18	20	11.76%	18.56%	17.54%	6	4	10	35.29%	4.12%	8.77%
over 50	0	0	0	0.00%	0.00%	0.00%	0	4	4	0.00%	36.36%	28.57%
<b>Monaco</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	<b>2.27%</b>	<b>2.04%</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>40.00%</b>	<b>4.55%</b>	<b>8.16%</b>
up to 30	0	1	1	0.00%	25.00%	20.00%	0	0	0	0.00%	0.00%	0.00%
30-50	0	0	0	0.00%	0.00%	0.00%	2	2	4	50.00%	5.88%	10.53%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Netherlands</b>	<b>1</b>	<b>10</b>	<b>11</b>	<b>14.29%</b>	<b>16.39%</b>	<b>16.18%</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>42.86%</b>	<b>4.92%</b>	<b>8.82%</b>
up to 30	0	2	2	0.00%	25.00%	18.18%	1	1	2	33.33%	12.50%	18.18%
30-50	1	8	9	25.00%	17.78%	18.37%	2	1	3	50.00%	2.22%	6.12%
over 50	0	0	0	0.00%	0.00%	0.00%	0	1	1	0.00%	12.50%	12.50%
<b>New Zealand</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	<b>14.29%</b>	<b>10.00%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
30-50	0	0	0	0.00%	0.00%	0.00%	0	1	1	0.00%	0.00%	50.00%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Peru</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>20.00%</b>	<b>17.86%</b>	<b>18.75%</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>20.00%</b>	<b>17.86%</b>	<b>18.75%</b>
up to 30	3	4	7	50.00%	50.00%	50.00%	3	4	7	50.00%	50.00%	50.00%
30-50	1	1	2	71.4%	5.56%	6.25%	1	1	2	71.4%	5.56%	6.25%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Philippines</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0.00%</b>	<b>28.57%</b>	<b>28.57%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
30-50	0	2	2	0.00%	28.57%	28.57%	0	0	0	0.00%	0.00%	0.00%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Poland</b>	<b>6</b>	<b>18</b>	<b>24</b>	<b>5.94%</b>	<b>6.50%</b>	<b>6.35%</b>	<b>8</b>	<b>12</b>	<b>20</b>	<b>7.92%</b>	<b>4.33%</b>	<b>5.29%</b>
up to 30	5	14	19	20.00%	41.18%	32.20%	4	3	7	16.00%	8.82%	11.86%
30-50	1	4	5	1.49%	1.90%	1.80%	4	7	11	5.97%	3.32%	3.96%
over 50	0	0	0	0.00%	0.00%	0.00%	0	2	2	0.00%	6.25%	4.88%
<b>Serbia</b>	<b>9</b>	<b>17</b>	<b>26</b>	<b>13.64%</b>	<b>11.49%</b>	<b>12.15%</b>	<b>11</b>	<b>12</b>	<b>23</b>	<b>16.67%</b>	<b>8.11%</b>	<b>10.75%</b>
up to 30	2	8	10	25.00%	32.00%	30.30%	2	1	3	25.00%	4.00%	9.09%
30-50	7	9	16	13.21%	7.63%	9.36%	9	8	17	16.98%	6.78%	9.94%
over 50	0	0	0	0.00%	0.00%	0.00%	0	3	3	0.00%	60.00%	30.00%
<b>Singapore</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0.00%</b>	<b>13.64%</b>	<b>8.82%</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>16.67%</b>	<b>13.64%</b>	<b>14.71%</b>
up to 30	0	1	1	0.00%	0.00%	100.00%	0	1	1	0.00%	0.00%	100.00%
30-50	0	2	2	0.00%	11.76%	7.14%	2	2	4	18.18%	11.76%	14.29%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Sint Maarten</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
up to 30	2	0	2	0.00%	0.00%	0.00%	1	0	1	0.00%	0.00%	0.00%
30-50	0	0	0	0.00%	0.00%	0.00%	1	0	1	0.00%	0.00%	0.00%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Slovakia</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>9.09%</b>	<b>0.00%</b>	<b>3.13%</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>9.09%</b>	<b>0.00%</b>	<b>3.13%</b>
up to 30	1	0	1	33.33%	0.00%	33.33%	0	0	0	0.00%	0.00%	0.00%
30-50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
over 50	0	0	0	0.00%	0.00%	0.00%	1	0	1	33.33%	0.00%	7.14%
<b>South Africa</b>	<b>7</b>	<b>1</b>	<b>8</b>	<b>35.00%</b>	<b>3.13%</b>	<b>15.38%</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>15.00%</b>	<b>6.25%</b>	<b>9.62%</b>
up to 30	4	0	4	66.67%	0.00%	44.44%	1	2	3	16.67%	66.67%	33.33%
30-50	3	1	4	25.00%	3.85%	10.53%	2	0	2	16.67%	0.00%	5.26%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>Spain</b>	<b>3</b>	<b>17</b>	<b>20</b>	<b>15.79%</b>	<b>22.67%</b>	<b>21.28%</b>	<b>4</b>	<b>12</b>	<b>16</b>	<b>21.05%</b>	<b>16.00%</b>	<b>17.02%</b>
up to 30	1	5	6	50.00%	55.56%	54.55%	0	1	1	0.00%	11.11%	9.09%
30-50	1	12	13	7.14%	18.46%	16.46%	4	9	13	28.57%	13.85%	16.46%
over 50	1	0	1	33.33%	0.00%	25.00%	0	2	2	0.00%	200.00%	50.00%
<b>Sweden</b>	<b>0</b>	<b>8</b>	<b>8</b>	<b>0.00%</b>	<b>22.22%</b>	<b>19.51%</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>40.00%</b>	<b>8.33%</b>	<b>12.20%</b>
up to 30	0	7	7	0.00%	77.78%	77.78%	1	1	2	0.00%	11.11%	22.22%
30-50	0	1	1	0.00%	3.85%	3.23%	1	1	2	20.00%	3.85%	6.45%
over 50	0	0	0	0.00%	0.00%	0.00%	0	1	1	0.00%	100.00%	100.00%

Country*	2015 New Hires			New Employee Rate (%)			2015 Terminations			Turnover Rate (%)		
Country	Female	Male	Grand Total	Female	Male	Grand Total	Female	Male	Grand Total	Female	Male	Grand Total
<b>Switzerland</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	<b>16.67%</b>	<b>12.50%</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>50.00%</b>	<b>33.33%</b>	<b>37.50%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
30-50	0	1	1	0.00%	20.00%	14.29%	1	1	2	50.00%	20.00%	28.57%
over 50	0	0	0	0.00%	0.00%	0.00%	0	1	1	0.00%	100.00%	100.00%
<b>Turkey</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>12.50%</b>	<b>3.33%</b>	<b>5.26%</b>
up to 30	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
30-50	0	0	0	0.00%	0.00%	0.00%	1	1	2	14.29%	4.55%	6.90%
over 50	0	0	0	0.00%	0.00%	0.00%	0	0	0	0.00%	0.00%	0.00%
<b>United Kingdom</b>	<b>14</b>	<b>22</b>	<b>36</b>	<b>14.58%</b>	<b>10.28%</b>	<b>11.61%</b>	<b>23</b>	<b>53</b>	<b>76</b>	<b>23.96%</b>	<b>24.77%</b>	<b>24.52%</b>
up to 30	5	5	10	41.67%	25.00%	31.25%	9	6	15	75.00%	30.00%	46.88%
30-50	8	15	23	11.27%	9.04%	9.70%	12	40	52	16.90%	24.10%	21.94%
over 50	1	2	3	7.69%	7.14%	7.32%	2	7	9	15.38%	25.00%	21.95%
<b>United States</b>	<b>261</b>	<b>601</b>	<b>862</b>	<b>12.24%</b>	<b>12.97%</b>	<b>12.74%</b>	<b>450</b>	<b>902</b>	<b>1352</b>	<b>21.11%</b>	<b>19.47%</b>	<b>19.99%</b>
up to 30	133	308	441	42.77%	43.87%	43.53%	152	266	418	48.87%	37.89%	41.26%
30-50	93	231	324	8.15%	8.74%	8.56%	186	411	597	16.30%	15.55%	15.78%
over 50	35	62	97	5.15%	4.81%	4.93%	112	225	337	16.47%	17.47%	17.12%
<b>Grand Total</b>	<b>427</b>	<b>965</b>	<b>1,392</b>	<b>11.23%</b>	<b>11.24%</b>	<b>11.24%</b>	<b>716</b>	<b>1414</b>	<b>2130</b>	<b>18.83%</b>	<b>16.47%</b>	<b>17.20%</b>

\* Data refers only to those countries where have been new hires or termination in 2015.

#### G4-LA6 Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender

US			
Rate	Men	Women	Total
Injury Rate (IR)	2.48	0.87	1.92
Occupational Disease Rate (ODR)	N/A - No Illnesses	N/A - No Illnesses	N/A - No Illnesses
Lost Day Rate (LDR)	26.86	10.37	21.15

Italy*			
Rate	Men	Women	Total
Injury Rate (IR)			0.66
Occupational Disease Rate (ODR)			N/A - No Illnesses
Lost Day Rate (LDR)			11.70

\* Data not available by gender

#### G4-LA9 Average hours of training per year per employee by gender, and by employee category

Category	Total training hours			Average number of training hours		
	Men	Women	Tot	Men	Women	Tot
Senior Management	1,184.17	516.9	1,701.1	2.41	3.64	2.69
Middle Management	9,578.2	4,369.2	13,947.4	7.44	9.18	7.91
Office staff	46,771.5	19,099.5	65,871.0	7.28	6.26	6.95
Workers	10,884.9	4,335.7	15,220.7	25.02	26.12	25.33
<b>Tot</b>	<b>68.419</b>	<b>28.321</b>	<b>96.740</b>	<b>7.92</b>	<b>7.38</b>	<b>7.76</b>

G4-LA12 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity

Employees per category, age group and gender									
Category	Up to 30			30-50			Over 50		
	Women	Men	Tot	Women	Men	Tot	Women	Men	Tot
Senior Management	0	1	1	113	299	412	29	191	220
Middle Management	14	14	28	340	942	1,282	122	331	453
Office staff	464	968	1,432	1,952	4,254	6,206	636	1,202	1,838
Workers	19	78	97	78	232	310	69	125	194
<b>Tot</b>	<b>497</b>	<b>1,061</b>	<b>1,558</b>	<b>2,483</b>	<b>5,727</b>	<b>8,210</b>	<b>856</b>	<b>1,849</b>	<b>2,705</b>

Category	Up to 30			30-50			Over 50		
	Women	Men	Tot	Women	Men	Tot	Women	Men	Tot
Senior Management	0.0%	0.2%	0.2%	17.9%	47.2%	65.1%	4.6%	30.2%	34.8%
Middle Management	0.8%	0.8%	1.6%	19.3%	53.4%	72.7%	6.9%	18.8%	25.7%
Office staff	4.9%	10.2%	15.1%	20.6%	44.9%	65.5%	6.7%	12.7%	19.4%
Workers	3.2%	13.0%	16.1%	13.0%	38.6%	51.6%	11.5%	20.8%	32.3%

G4-LA13 Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation

USD		Ratio of basic salary of women to the basic salary of men for each employee category*
Senior Management		-20%
Middle Management		-1%
Office Staff		-8%
Workers		-5%
<b>Total</b>		<b>-12%</b>

\* Data refers to U.S. and Italy.





