



# SUSTAINABILITY | REPORT

2022

Ahead of the Game





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GRI 2-22

## Letter from the Executive Chair

**Marco Sala**

Executive Chair International Game Technology PLC

## and Chief Executive Officer

**Vincent L. Sadusky**

Chief Executive Officer International Game Technology PLC

Dear readers,

In 2022, IGT demonstrated how the combination of business integrity, solid governance, and clearly established goals can drive the achievement of significant accomplishments. Our Global Lottery segment continued to demonstrate great strength, and our Global Gaming segment had a record year. Additionally, our acquisition and integration of a leading iGaming content provider are expected to further enhance PlayDigital's promising competitive capabilities. Also, the sale of our Italian proximity payment business enabled IGT to concentrate efforts on our core assets and use proceeds from the sale primarily to reduce debt.

A number of changes were implemented to impact the composition of our Board of Directors and senior leadership team in January 2022, which enabled us to focus on executing our strategic priorities, including a focus on sustainability best practices at the highest Environmental, Social, and Governance (ESG) standards. IGT's commitment to ESG initiatives continues to be one of our business-related priorities and is widely recognized by leading ESG advocacy organizations and investor rating groups.

As part of our efforts, IGT launched Sustainable Play™ that represents our commitment to leading the gaming industry in global sustainability. It celebrates our dedication to our people and planet as we deliver innovation and excellence that is "Ahead of the Game." Valuing and Protecting Our People, Advancing Responsibility, Supporting Our Communities, and Fostering Sustainable Operations are the key priorities driving Sustainable Play.

In 2022, we published our first Sustainability Plan, "IGT: Inspiring Global Transformation." This plan is overseen by our Sustainability Steering Committee (SSC) and Nominating and Corporate Governance Committee (NCGC). It further supports our contributions to the UN Sustainable Development Goals (SDGs) and participation in the UN Global Compact (UNGC), the world's largest voluntary corporate sustainability initiative for the development, implementation, and disclosure of responsible corporate policies and practices, according to 10 universally accepted principles in the areas of human rights, labor, environment, and anti-corruption.

Sustainability and diversity, equity, and inclusion (DEI) are intertwined, and the Company is committed to building high-performing, diverse, and inclusive teams to ensure accountability and alignment between business goals and DEI. In 2022, a dedicated education session was held for all members of the Board, and the Board hosted a global, all-employee town hall focused on DEI. Our commitment to DEI has already had positive effects on attracting and retaining talent, and our programs have proven to be differentiators and provided us with competitive advantages in hiring practices.

In 2022, IGT made a formal shift from traditional responsible gaming (RG) approaches that focused on problem gambling, to adopting a Positive Play approach to RG by promoting ways to educate players about any potential risks. We believe that educating stakeholders on this new approach is the best way to encourage the normalization of positive, healthy play behaviors for new and existing players.

IGT has been recognized for its leading commitment to RG, having become the first gaming vendor in the world to achieve RG accreditation from the Global Gambling Guidance Group (G4) for its land-based casino and digital operations. In 2022, IGT also became the first U.S. supplier in the gaming industry to receive G4 RG accreditation for its sports betting operations. With this latest achievement, IGT is now certified in RG across all product segments.

Under the direction of IGT's Social Impact Committee (SIC), we continued to support charitable causes around the world through corporate giving, corporate sponsorships, and employee-driven programs. We also found new momentum with the publication of our first formal Community Giving & Engagement Policy. Together with our traditional Matching Gifts, Day Off for Volunteerism, Dollars for Doers, and Community Champion programs, the Community Ambassadors program enhanced community involvement activities with a focus on employee-giving programs, providing employees with the opportunity to give back to their local communities.

After School Advantage (ASA), IGT's flagship community initiative, built upon its 20-year history of combining educational resources and best-in-class technology to serve hundreds of underprivileged young people. IGT supported the STEM Discovery Center, a one-of-a-kind education facility based in Hertfordshire County, United Kingdom,



to support more than 500 families and over 1,800 disadvantaged youth. Inspired by this successful initiative, other international locations may be selected to host similar initiatives. IGT employees are encouraged to become STEM Ambassadors and engage with the program.

We have taken significant steps to identify direct and indirect environmental impacts generated along the entire value chain, with the goal of reducing negative effects and strengthening positive outcomes. In 2022, we completed the inventory of our greenhouse gas (GHG) emissions, which included direct emissions from corporate activities and indirect emissions related to supply chain activities. This exercise enabled IGT to design a decarbonization pathway with the goal of progressively reducing our carbon footprint. In addition, the Company has formally pledged to the Science Based Targets initiative (SBTi). In late 2022, we submitted near-term and long-term emission reduction targets to SBTi for validation.

To even further our positive impact on the environment, IGT partnered with Treedom to offer trees instead of traditional giveaway items as corporate gifts at global tradeshows. This initiative brings social and economic advantages to communities in more than 17 countries throughout the world.

This significant progress towards IGT's sustainability initiatives in 2022 would not have been possible without the unwavering commitment of all our employees. To celebrate their efforts, we have introduced the IGT Sustainability Champions Award program to recognize employees who have shown an outstanding commitment to our sustainability pillars.

With a dedicated team and a detailed sustainability strategy, we look forward to building a sustainable future and ensuring that IGT remains, "Ahead of the Game."

Sincerely,

Marco Sala  
Executive Chair  
International Game Technology PLC

Vincent L. Sadusky  
Chief Executive Officer  
International Game Technology PLC





# 1. About IGT

International Game Technology PLC (IGT), is a global leader in gaming that delivers entertaining and responsible gaming experiences across all channels and regulated segments. The Company's business structure is focused on three segments: Global Lottery, Global Gaming and PlayDigital.

IGT is committed to creating value for all stakeholders, from employees and customers, to government authorities and local communities.

IGT seeks to comply with standards set forth by gaming authorities and related government agencies, in compliance with jurisdictional operating standards.

Innovation is the driving force behind IGT's leadership in the gaming industry. The Company is focused on providing customers and players with entertaining gaming products and solutions, and reliable services.

## Global Leader in Gaming



GLOBAL LOTTERY



GLOBAL GAMING



PLAYDIGITAL

## Value Creation



## Local and Global Compliance



## Innovation-Oriented Mindset





## 1.

## About IGT

**Profile** GRI 2-1, GRI 2-6, GRI 2-7

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

The Company is headquartered in London, United Kingdom, with the following principal locations: the corporate functions headquarters in Providence, Rhode Island, the Global Lottery headquarters in

Rome, Italy, the Global Gaming headquarters in Las Vegas, Nevada, the PlayDigital headquarters in San Francisco, California, and the principal location of manufacturing, logistics, and supply chain leadership in Reno, Nevada. IGT had 10,786\* employees as of December 31, 2022.

On July 1, 2022, IGT completed the acquisition of iSoftBet by purchasing 100% of the equity interests in certain entities of the iSoftBet group for cash consideration of €162 million and contingent consideration of up to €4 million. The acquisition of iSoftBet provided market-tested proprietary digital content, advanced game aggregation capabilities, scalable promotional tools, analytics, and creative talent to the PlayDigital segment.

On September 14, 2022, IGT completed the sale of 100% of the share capital of Lis Holding S.p.A., a wholly owned subsidiary of IGT Lottery S.p.A. that

conducted the Company's Italian commercial services business, to PostePay S.p.A. – Patrimonio Destinato IMEL, for a purchase price of €700 million.

The Company's organizational structure is focused on three business segments - Global Lottery, Global Gaming, and PlayDigital (formerly known as Digital & Betting).

**Global Lottery**

IGT has a broad, global footprint in lottery where it provides the technology, including the central system and retail terminal network, required for business-to-business (B2B) operations, and a full coverage of the value chain for business-to-consumer (B2C) operations.

**Global Gaming**

IGT maintains significant, long-standing relationships with commercial and tribal casinos and government-

sponsored video lottery terminal (VLT) customers around the world. The Company's Global Gaming B2B leadership is bolstered by its large portfolios of games and intellectual property, in addition to best-in-class central systems.

**PlayDigital**

Serving B2B iGaming and sports betting activities worldwide, the PlayDigital segment provides iGaming products and services to online casino operators, as well as sports betting technology and management services to licensed sports betting operators, primarily in the U.S.

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

## Business Model

**Global Lottery**

Operator Contracts  
Facilities Management Contracts  
Systems & Software  
Instant Ticket Services  
iLottery Platforms & Solutions

**Global Gaming**

Gaming Machines, AWP's, VLTs  
Casino Management & VLT Systems  
Conversion Kits & Parts  
Software Licenses & IP

**PlayDigital**

iGaming Platforms & Solutions  
Sports Betting Platforms & Solutions



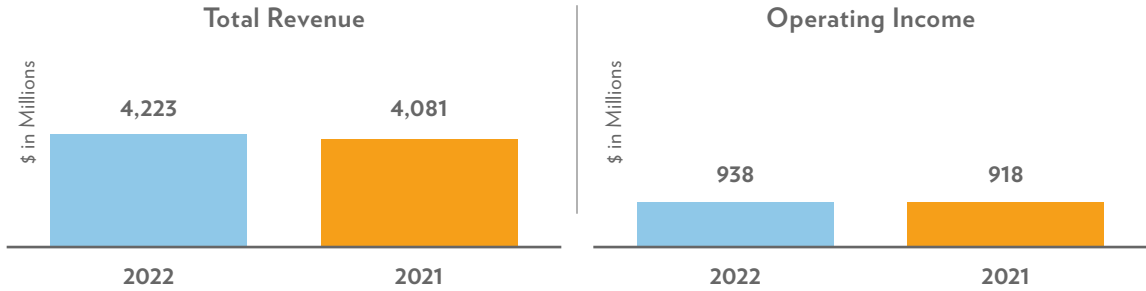
Services / Product Sales

STAKEHOLDER VALUE CREATION

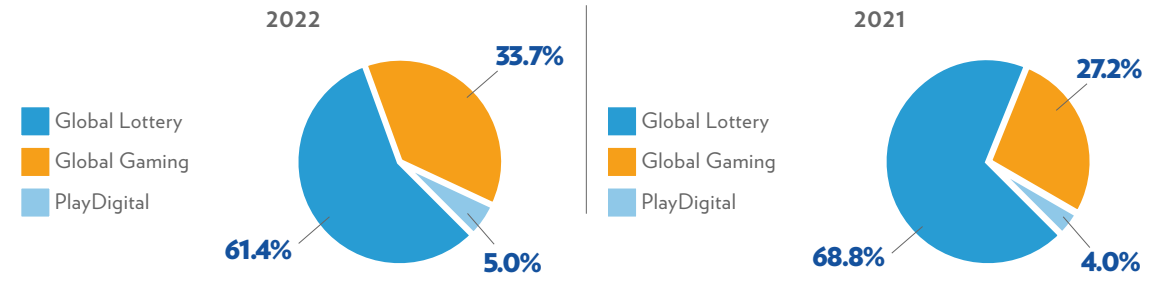
\* This data is comprehensive of iSoftBet employees and interns.



## Financial Highlights



## Company Revenue by Business Segment



For more details of financial information please refer to [20-F](#) and [UK Annual Report 2022](#)

### Direct Economic Value Generated and Distributed GRI 3-3, GRI 201-1

The Global Reporting Initiative (GRI), an independent international organization that has pioneered sustainability reporting since 1997, notes that, “information on the creation and distribution of economic value provides a basic indication of how an organization has created wealth for stakeholders.”

IGT seeks to create value for investors, employees, suppliers and contractors, government authorities, local communities, and other important stakeholders, and is committed to investing in its business to maintain market competitiveness and economic sustainability.

IGT remains committed to pursuing its financial goals with a high level of transparency and integrity. In accordance with GRI Standards, the Company “compiles information for economic disclosures using figures from its audited financial statements or from its internally audited management accounts.” With regard to “direct economic value generated and distributed”

data for the financial year ended December 31, 2022, the Company sourced reporting from the Annual Report on Form 20-F filed with the U.S. Securities and Exchange Commission (SEC), the U.K. Annual Report and Accounts (ARA) and other audited internal reports. In 2022, the economic value generated by IGT topped U.S. \$4.2 billion, with the economic value distributed amounting to nearly U.S. \$3.8 billion.

Economic Value Generated and Distributed		
\$ Thousands	2022	2021
<b>Economic Value Generated</b>	<b>4,225,000</b>	<b>4,504,000</b>
<b>Economic Value Distributed</b>	<b>3,757,000</b>	<b>3,794,000</b>
Value to employees	1,166,000	1,090,000
Value to governments	223,822	332,261
Value to communities	2,594	2,630
Value to suppliers	2,075,583	2,028,109
Value to providers of capital	289,000	341,000
<b>Economic Value Retained</b>	<b>468,000</b>	<b>710,000</b>

### Governance

GRI 2-9, GRI 2-12, GRI 2-13, GRI 2-14, GRI 3-3, GRI 201-1

The Parent is a public company limited by shares, incorporated under the laws of England and Wales (registered number 09127533). The Parent’s ordinary shares are listed on the New York Stock Exchange (NYSE) under the ticker symbol “IGT” and its Articles of Association provide that, for as long as its ordinary shares remain listed on the NYSE, the Parent shall comply with all NYSE corporate governance standards set forth in Section 3 of the NYSE Listed Company Manual applicable to non-controlled domestic U.S. issuers, regardless of whether the Parent maintains a foreign private issuer designation.

As of December 31, 2022, the Board of Directors of the Parent (the Board) was composed of 12 members: Marco Sala (Executive Chair), Vincent Sadusky (Chief Executive Officer), James McCann (Vice Chairperson and Lead Independent Director), Massimiliano Chiara (Chief Financial Officer), Alberto Dessy, Marco Drago, Ashley M. Hunter,

Heather McGregor, Lorenzo Pellicoli, Maria Pinelli, Samantha Ravich, and Gianmario Tondato Da Ruos.

The Board<sup>1</sup> is currently comprised of seven independent directors, including James McCann, and five non-independent directors - Marco Sala, Vincent Sadusky, Massimiliano Chiara, Marco Drago, and Lorenzo Pellicoli.<sup>2</sup> The Board periodically reviews its size and composition, ensuring that the majority of the directors shall be independent.

<sup>1</sup> For the current composition of the Board of Directors, please see <https://ir.igt.com/esg/board-of-directors/default.aspx>. For the current senior managers and senior consultants, please see <https://www.igt.com/explore-igt/about-igt/management-team>

<sup>2</sup> Messrs. Drago and Pellicoli are the Chair Emeritus and Chairperson, respectively, of the Board of Directors of De Agostini S.p.A., the Parent’s controlling shareholder.



The Board is the Company’s highest governing body. In addition to establishing the Company’s strategy and monitoring its execution, the Board oversees all aspects of corporate governance, including decision-making authority and adoption of policies governing the whole organization, in order to pursue long-term value and honor the Company’s commitments to stakeholders.

The Executive Chair focuses on managing the Board, corporate governance, including sustainability initiatives, and guiding the strategic direction of the Company, while the day-to-day management of the Company’s business has been delegated to the CEO. IGT’s senior management team has also been delegated with certain decision-making authority within specified parameters, and the Nominating and Corporate Governance Committee (the NCGC) reviews these delegations and criteria on an annual basis.

All Board members have business and governance competencies, with a general understanding of environmental and other social responsibility matters.

The Audit Committee (the AC), Compensation Committee (the CC), and the NCGC, each composed of independent directors and guided by their respective charter, provide support to the Board in its oversight role. Although the committees are typically not responsible for decision-making, they are an essential part of the process, providing advice and offering proposals to the entire Board for consideration.

The effectiveness of the Board is key to the success of the Company, and the directors undertake a rigorous self-evaluation process each year to assess the performance of the Board, its committees, and each director. The

NCGC oversees these evaluations and reports the results to the Board. In 2022, the Board completed its latest evaluation, by way of an internal questionnaire, supported by discussions with the NCGC, the independent directors, and the full Board.

Any notable items identified during the evaluation or subsequent discussions are followed up on by the Board or the relevant committee. For example, in the 2022 evaluation, several directors recognized the importance of direct involvement in environmental, social, and governance (ESG) matters and issues, and welcomed management’s initiatives to conduct an annual ESG investor outreach program, with the results reported to the relevant committees.

The Board and its committees receive periodic reports and updates on matters which fall within their respective oversight, including those relating to operations across IGT, as well as the interests and views of key stakeholders, for consideration and discussion with, and among the directors.

To support these efforts, the Company periodically offers and encourages directors to attend educational opportunities, designed specifically for IGT and/or for directors of publicly traded companies, that will help leaders to effectively perform their roles and responsibilities.

**During 2022, the directors attended sustainability-related training on diversity, equity, and inclusion (DEI), as well as on inflation and supply chain issues. Members of both the AC and the NCGC also attended an induction training on climate change in May 2023.**

The AC oversees financial reporting, internal controls, internal and external audit processes, the risk assessment and risk management process (including climate-related and cybersecurity risks), as well as compliance with laws and regulations. The chair of the AC regularly reports to the Board on the Committee’s activities and makes appropriate recommendations on matters or issues arising within its responsibilities.

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

as defined under the rules of the SEC.

The NCGC considers the structure, size, and composition of the Board. In considering possible candidates, prior to appointment and in connection with renomination decisions, the NCGC is guided by a number of principles as set out in IGT’s Corporate Governance Guidelines, including selecting directors to ensure the Board represents diversity (in all aspects of that term) of background and experience. The NCGC takes into account various factors and perspectives, including professional experience, education, and other demographics, such as gender, gender identity, race, and ethnicity, as well as the variety of attributes that contribute to the Board’s collective strength as part of its commitment to diversity.

### Membership of the Committees

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

Chairperson

Member

Membership of the AC, the CC, and the NCGC as of May 31, 2023.



The NCGC oversees the Company's strategy on sustainability and monitors the implementation of the Company's sustainability program, including a review of the Company's public disclosures regarding ESG matters. The most significant or meaningful matters relating to sustainability are typically reported to the Board so that the directors are aware of their evolution. The NCGC also oversees, in conjunction with the CC, engagement with investors/shareholders and proxy advisory firms on ESG matters, and the outcome of such engagement is reported to the full Board. The AC and the NCGC share responsibilities over different aspects of the Company's climate change reporting obligations.

The CC reviews all aspects of Board and executive remuneration and oversees human capital management matters, such as culture, employee engagement and well-being, and DEI. The CC also reviews, monitors, and makes recommendations to the Board on talent tracking, development, and retention through customized training and career progression plans and succession planning.

## Supporting Regulatory Framework and Regulatory Changes

Gaming and lottery industries are among the most highly regulated and monitored businesses in the world and ones where public interest must prevail over many other interests. In safeguarding such public interest, governments, regulatory bodies, and local governmental organizations play key roles according to primary legislative objectives, including legality and public security, protection of consumers and fair competition, maintaining public safety, and financial and tax compliance. Proper regulatory oversight

also ensures that government authorities collect the appropriate amount of gaming tax revenues to fund important government-sponsored programs and good causes.

The global market for regulated gaming is characterized by two main dynamics: strong player demand and governments that look to regulated gaming as a way to fund state budgets, including providing support for good causes. In meeting players' demand, IGT works to support regulatory interventions in a number of jurisdictions to regulate gaming activities and discourage the spread of illegal gaming. The Company sells its products only in regulated markets. Lotteries generate consistent revenues for governments to allocate to good causes, such as education, community services, and the promotion of sports. In this context, IGT is uniquely positioned to provide responsible solutions by leveraging its global leadership position, long history of innovation, and depth and breadth of its product offerings.

Gaming laws are based upon declarations of public policy designed to ensure that gaming is conducted honestly, competitively, and free from criminal and corruptive elements. IGT is actively engaged in the public policy arena as it relates to most gaming issues. Public affairs and government relations are essential to IGT's interests because the Company conducts business with governments and government-regulated gaming entities.

While the regulatory requirements vary depending on the jurisdiction, the majority typically require some form of jurisdictional licensing or regulatory suitability of operators, suppliers, manufacturers, and distributors, as well as their major shareholders, officers, directors,

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

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

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

IGT engages government relations consultants globally to assist with a wide variety of activities related to its gaming, lottery, digital, and sports betting businesses. All government relations consultants are required to follow applicable rules, regulations, reporting, and registration requirements in the jurisdictions in which they act on behalf of IGT.

IGT fully complies with jurisdictional reporting on spending for political campaigns, political organizations, lobbyists or lobbying organizations, trade organizations, trade associations, or tax-exempt groups. These contributions have been reviewed for

permissibility under the relevant countries' laws. IGT has policies and oversight in place to comply with federal, state, and local laws and regulations relating to the reporting and registration requirements for lobbying in the U.S. and other countries.

During 2022, the Company made various forms of contributions (i.e., political contributions where permissible, charitable donations, membership dues, sponsorships) to entities in the U.S. and other non-U.S. sponsorship events that have political, charitable, social welfare, or trade and business sector affiliations and missions. Some of these organizations and entities have affiliations with government officials.

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

### United States

In the U.S., the channels for offering sports wagering differ from state to state, with most states seeking to offer sports wagering both at retail and online, such as via a mobile phone app. In 2022, the pace of change slowed in the U.S. regulated digital and sports wagering markets. Only three new states legalized and adopted regulations to govern sports wagering.

### Italy

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



## Leading Innovation

Innovation is the driving force behind IGT's leadership in the gaming industry. The firm commitment to continuously and successfully providing customers and players with newer and more entertaining gaming

products, together with reliable services, has allowed the Company to utilize an innovation-oriented mindset across all gaming categories and global markets.

Beyond products and services, innovation plays an essential role in constantly improving the systems

and functions that are essential for the operation of the Company. IGT has developed a state-of-the-art technological infrastructure to adequately support all stages of its business, from product and service design to data management, business intelligence, and systems integration.

In an overall effort to advance its technological capabilities and reduce its environmental footprint, IGT invested in the automation of technical documentation to reduce paper copies and make information available for download to its customers.

## IGT's Cloud-Based Solutions Revolutionize Gaming Services

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

IGT understands the inherent value that cloud solutions can bring to the gaming industry. They are more efficient from an environmental perspective as they are used as needed, scaled as the business requires, and enable automation to improve overall customer experience. Moving to cloud solutions allows flexibility and reduction of permanent servers that consume energy. The Company has conducted extensive due diligence on major cloud service providers, focusing on how to effectively harness cloud solutions for its gaming, lottery, digital and betting businesses. To that end, IGT's approach is measured to ensure that its system has the appropriate integrity, reliability, and scalability level.

IGT is going through the same transformation that other lotteries are going through as they move their enterprise systems to cloud-based technologies. With the establishment of the Cloud Center of Excellence (CCOE) in 2022, IGT is currently focused on a corporate-wide initiative to make cloud services available to its customers through all IGT business units, with a target for complete cloud gaming system capability in 2024. In the interim, this approach will provide IGT customers with incremental business value by offering cloud-based services, such as IGT's sales force automation tool, retailer portal, web-based training application, and gaming systems solutions where regulators permit.

Currently, IGT is leveraging cloud solutions for internal purposes, utilizing the cloud for software as a service application and replacing on-premise hardware with infrastructure as a service solution. IGT's engineering teams are using cloud technology for internal development and test systems for the flexibility to deploy systems quickly and for limited periods of time. The Global Gaming organization

has been using cloud solutions for several years, supporting customers with products in markets where regulations allow. There continues to be customer interest in cloud-based deployments, and IGT expects this trend to increase.

These cloud-based efforts will allow lotteries and gaming customers to benefit from faster time to market when utilizing new IGT services that are offered in the cloud. Additionally, if a lottery wishes to reduce its on-premise infrastructure capability, an IGT-supported cloud solution will be available and fully compliant with World Lottery Association (WLA) standards of security, integrity, availability, and performance.

Cloud initiatives throughout IGT's business units will benefit customers via increased scalability (adding more servers or adding more power) to build on-demand systems that react through machine learning to adjust automatically during times of peak load, and then revert to the standard configuration thereafter. This adaptability also minimizes operating expenses,

as systems can be built and evolve over time.

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







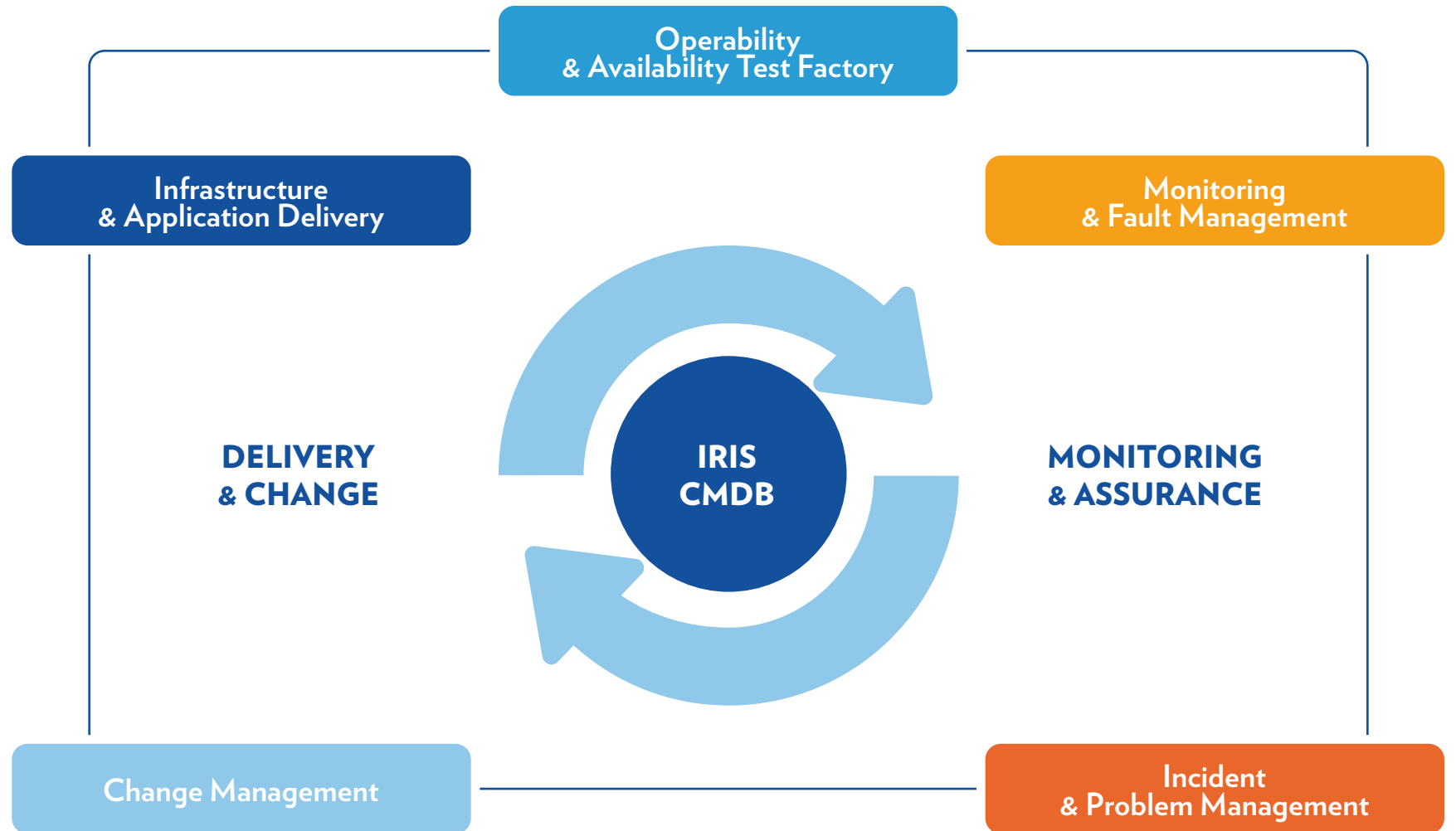
## Developing the Solution for Global Database Management

IGT has always focused on implementing initiatives that continuously improve the quality of the service to its customers by deploying IT Service Management (ITSM) processes and tools. In 2020, IGT started the IGT Repository ITSM Solution (IRIS) - Global Configuration Management Database (CMDB) initiative to centrally manage, in a single repository, all IT assets installed in its data centers worldwide. In 2022, IGT completed the extension of IRIS CMDB to IGT's worldwide data centers to include and correlate each physical and virtual asset:

- Infrastructure information: data center location, equipment type, vendor, IP address, serial number, etc.;
- Business information: customer and business scope; and
- Operations information: technical owner/system administrator, environment, etc.

The next steps of the IRIS Global CMDB initiative in 2023 include completing the software data collection for assets in data centers and in cloud infrastructure and enabling the extension of tools and processes to centralize office assets management, asset risk classification, and physical infrastructure maintenance management.

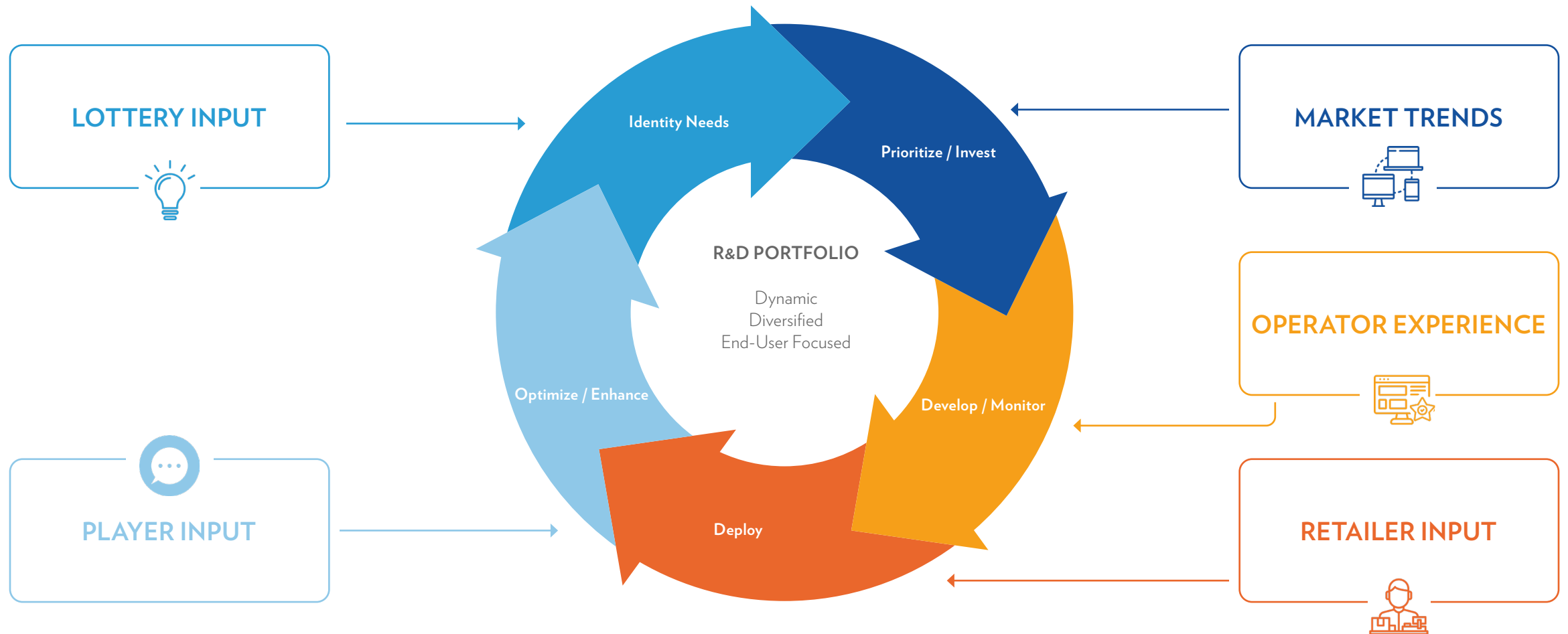
## Goals and Functions of IGT Repository ITSM Solution (IRIS) - Global Configuration Management Database (CMDB)





## Lottery Technology Research and Development Process

In shaping the research and development (R&D) portfolio, IGT includes the input from lottery customers as their unique requirements or requested solutions may ultimately provide benefit to an extended group of customers. By accommodating their input into the product roadmaps, IGT provides benefits to customers and the industry at large.



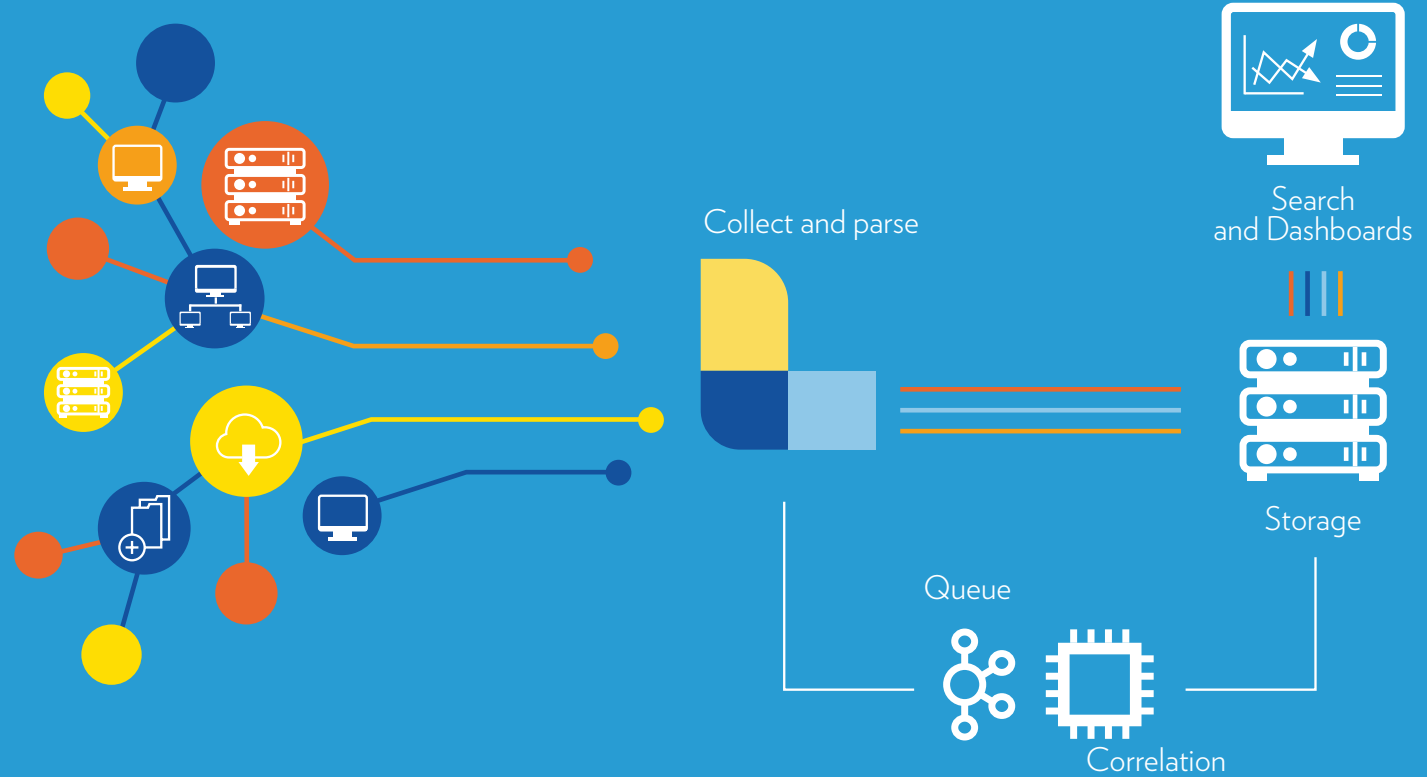




## The Andromeda Initiative for Lottery Business Monitoring

Andromeda is designed to capture logs and events from different environments and with different operating systems, enrich these logs with additional data, and concentrate them in a single platform where they can be searched and managed. The system guarantees full compliance with the provisions of the law and also offers additional features to analyze logs in order to extract valuable information.

The Andromeda initiative provides a detailed and up-to-date information framework on Instant Lotteries to support all preventative and reactive actions. This guarantees the security of the systems, while ensuring service availability and customer satisfaction.





## Transforming Instant Tickets with Infinity Instants™



Infinity Instants is a revolutionary digital printing platform for instant games that provides full color, variable printing on the ticket front, ticket back, and play/prize symbols. With this technology, IGT is the first gaming supplier in the world to offer lotteries opportunities to expand and redefine what is possible with instant tickets. Some of the groundbreaking features of this technology are listed below:

- Completely compatible with all industry standard quality and security requirements.
- Over 50 U.S. and international patents.

Infinity Instants generates a wide range of opportunities for lotteries to engage players through more engaging graphics and enhanced playstyles.

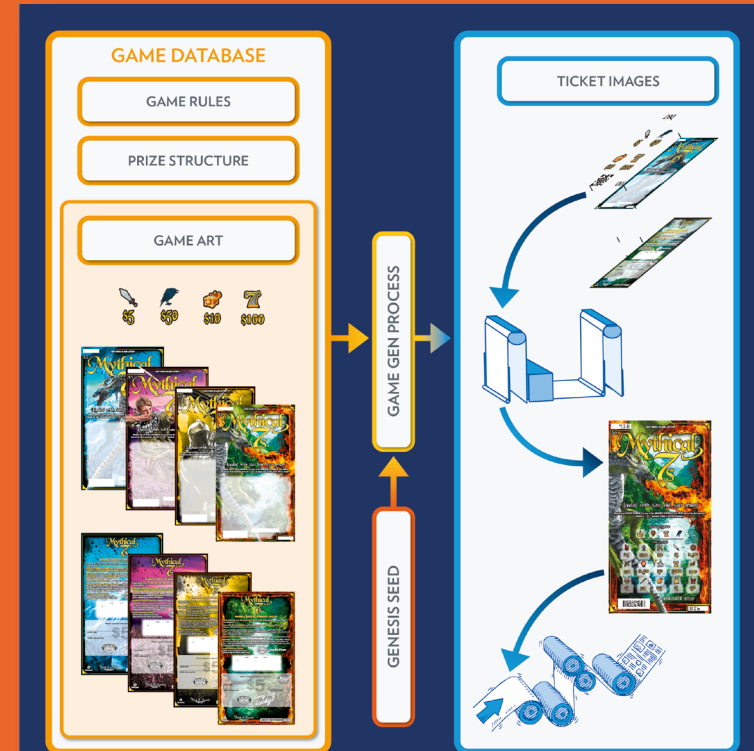
- Creates games with richly colored game symbols and display graphics in resolutions as high as 1,600 by 1,585 DPI on both the front and back of a game – the highest resolution in the industry.
- Highly distinguishable, vibrant play symbols clearly convey the results of the game and are tied more effectively into the overall theme.
- Provides unlimited graphic scene variety on the front and back of a game, with the ability to include a higher number of unique scenes per pack than traditional flexographic printing.
- Enables innovative play styles and game mechanics.



## NextGen Instant Tickets

Lotteries can now benefit from a new, state-of-the-art patented system for secure, predetermined instant game generation, developed by IGT. This proprietary system, known as NextGen, harnesses modern digital security technology to improve on the legacy security processes that have been commonly used throughout the industry for the past two decades.

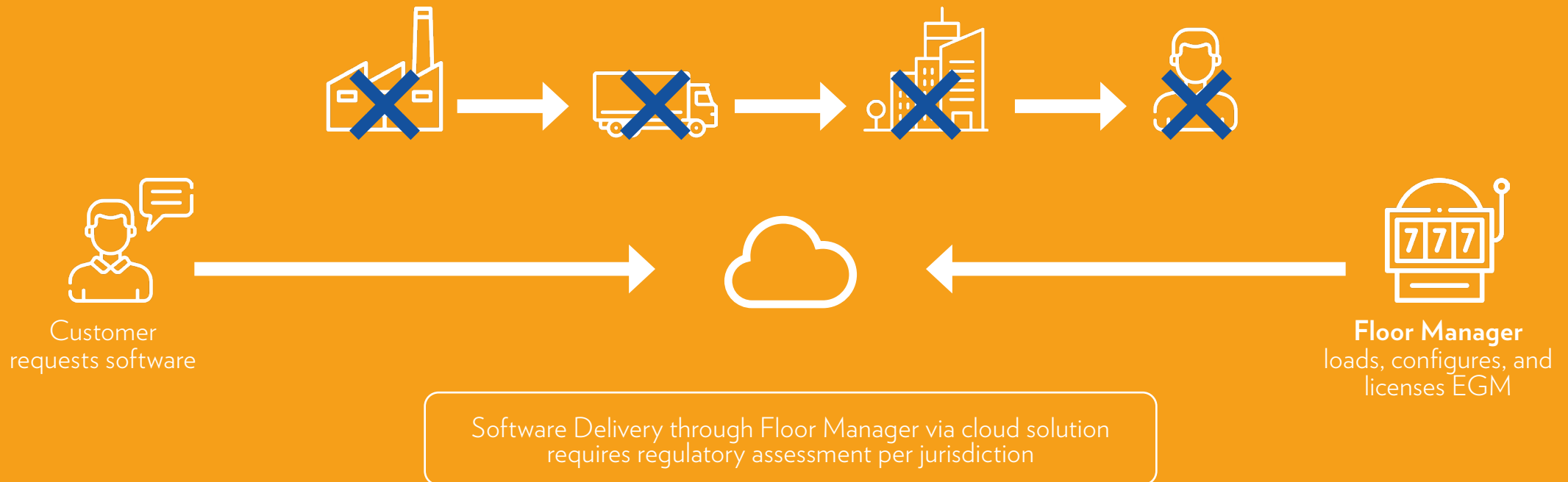
IGT's NextGen platform maintains an unalterable forensic blockchain of an instant game to help prevent the possibility of security breaches. NextGen technology uses a game database to store all the basic elements required to generate a given game, including the prize structure, the game art, and the rules. NextGen maintains a separate blockchain for each game database, logging every access or modification.





## Remote Delivery of Media and Themes

IGT's Digital Content Delivery (DCD) program is a method of delivering media and themes from a remote secure storage location. This solution replaces the need to send physical media to customers as the only means of receiving any updates. By leveraging encrypted communication channels and policy-based access controls, IGT's DCD solution enables customers to connect directly to a secure content repository and have access to the entire released suite for that market or jurisdiction. Policy-based access controls ensure the security and availability of the content, which can be transferred from the customer's local instance (on-premise) of Floor Manager for use without having to manage the physical media (if not required).





## Driving the Next Phase of Growth for Lotteries with OMNIA™



Consumer expectations and behaviors have changed rapidly in recent years. They are now defined by a growing familiarity with digital experiences and consumers' desire to move seamlessly between the channels in which they shop and transact.

In 2022, IGT launched OMNIA™, a comprehensive and modular solution that gives lotteries the means to digitalize the retail experience by converging the retail and digital channels.

Through the integration of IGT's established Aurora™ and iLottery systems, OMNIA provides the industry's first true, player-centric omnichannel system, facilitating a transformation of the lottery operational model. OMNIA enables what IGT calls Connected Play, regardless of whether or not a lottery offers iLottery. Connected Play allows players to begin their play in one channel and complete it in another, if desired, creating a seamless experience that increases convenience and engagement.

OMNIA provides lotteries with integrated data to better understand player behaviors and preferences across all channels. Among many benefits, this facilitates optimal player experiences and supports lotteries in making informed and responsible product and service decisions. In addition, OMNIA provides an unprecedented opportunity to strengthen responsible gaming programs.

## Improve Sustainability with Learning Wizard

Learning Wizard, IGT's e-learning management system designed specifically to serve the lottery customers and retailers, supports sustainability by reducing consumables, such as printed paper handouts. E-learning also eliminates fuel emissions released into the atmosphere during travel to classroom training. Learning Wizard can be used to complement or supplement classroom training for retailers, including retail store managers and clerks, and business users, such as lottery staff and sales representatives. With an optimized learning mix, users are actively engaged with hands-on exercises, multiple-choice questions, guided practice, immediate performance feedback, and the ability for users to seek help for improved understanding and retention.

## Digitalization Now: Tools to Transform the Player Experience

Even where digital wagering is not yet permitted, lotteries can digitalize the retail experience to increase player engagement and provide a contactless player journey. Giving lottery players cashless payments at both retailer and player-facing devices was an industry priority even before the COVID-19 pandemic, and now, lotteries can leverage digital solutions to offer a contactless retail player journey and transform other aspects of the player experience.

Players can interact via mobile apps and all IGT touchpoints that digitally enhance their overall lottery experience. Amongst other things, players can withdraw winnings electronically and deposit them directly into the bank, or they can top-up funds electronically to buy their physical ticket by cashless and contactless means.



## Advancing Connected Play

Enabling the multi-layered player journey that bridges the retail and digital space remains a critical component of aligning with consumer expectations. IGT has identified the key consumer needs that drive its approach to retail evolution, such as convenience, paperless, cashless, contactless, relevance, and rewards.

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



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



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



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

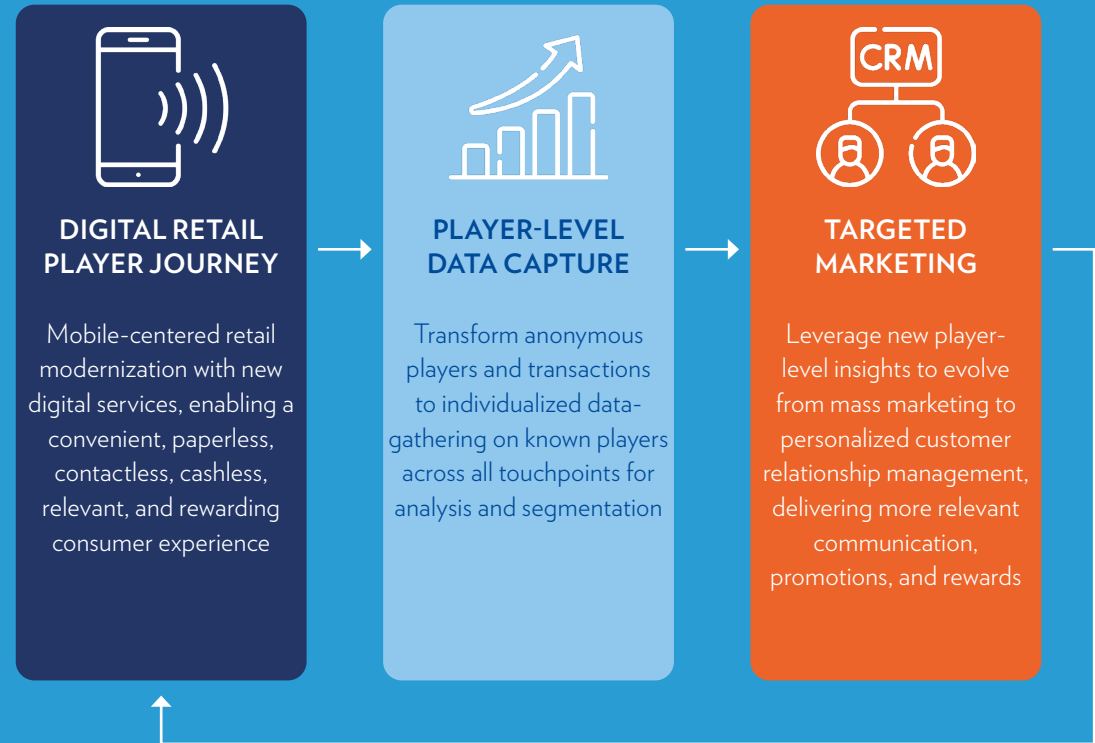


Player receives the **Digital Ticket**



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

The Connected Play approach represents IGT's evolution of omnichannel specifically for the lottery industry. Lotteries benefit from new insight into known player behaviors at retail by collecting data on all individual consumer habits for analysis and use in individually targeted marketing efforts, thus yielding greater player engagement, retention, and responsible gaming (RG). Players benefit from the convenient, paperless, cashless, contactless, frictionless, and personally relevant consumer experience they have come to expect in today's world. Retailers benefit from the streamlined and modernized consumer experience available in their stores and from the lotteries' ability to fuel the drive to retail via digital tools that incentivize desired consumer behaviors.





## Virtual Player Card

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

The Virtual Player Card eliminates many of the expenses associated with maintaining and administering physical card inventory and enables retailers to reach players through a channel they use every day, their mobile devices, with a benefit for the environment by reducing plastic consumption.

1.

**DOWNLOAD MOBILE APP**

2.

**REGISTER**

3.

**PULL UP VIRTUAL PLAYER CARD**

4.

**SCAN THE VIRTUAL PLAYER CARD  
AT TERMINAL**

5.

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

## Cashless Solutions for iLottery and all Lottery Terminals

IGT iLottery provides a complete cashless solution for player-funding options via standard banking and credit card processes, as well as payment providers like PayPal and Apple Pay. Players can also use IGT's eWallet to add funds at a retail store. Using the eWallet in retail is not an internet transaction; as such any lottery can implement the feature, whether or not they are regulated to offer internet wagering.

The cashless payment option, minimizes cash and ticket handling for both instant and draw games, and allows players to purchase their favorite lottery games using their mobile device or a debit/credit card via insert, tap, or swipe payment technology. These solutions offer players more payment choices, a faster checkout experience, and easier transactions. Lotteries benefit from a faster time to market and reduced payment card industry (PCI) scope and compliance, all while appealing to new player demographics, converting new customers, and supporting retailers with less cash management.

## Enhanced Digital Playslip

While the mobile convenience app of the digital playslip only carries the ticket information, registered players are able to unlock enhanced digital playslip features. Players use the mobile app to select their numbers, store them, and create a digital playslip that is scanned at the terminal to produce a ticket. The scanned digital playslip carries the player ID and all player-configured preferences, such as digital instead of a paper ticket, auto-payment of winnings to the eWallet, and RG limits, providing retailers with the details required to identify the individual player at the point of sale, and the lottery with individualized details on the retail transaction. By enabling the loyalty program, players using the enhanced digital playslip will be able to earn points for purchases at retail and transactions will be recorded within the player's account. In addition, if the player's preference for digital tickets and auto-pay options are activated, tickets would be recorded within the player's account and processed for payment of prizes. Non-registered players can create their lottery wager by using their phone to configure their game purchases and create a QR code that represents their wager, without the need to fill out a paper playslip. This digital playslip can then be scanned via the retail terminal. Digital playslips allow players to save and reuse the wager information even without logging in, which is both environmentally conscious and convenient for players.





## Modernizing Retail

IGT has introduced the new Retailer Vue™ camera-based terminal to evolve the retail environment and meet, or exceed consumer expectations. The Retailer Vue joins IGT's traditional terminal portfolio where the terminal interacts only with the retailer, to offer self-service to the player. One of the many distinguishing features of Retailer Vue is that it allows retailers and players to interact easily through the same efficient unit. The new terminal gives lotteries the ability to deliver Connected Play via players' mobile phones and apps, and includes a feature that allows terminals to enter power-saving modes when not in use. The terminals can be turned back on with a remote device and will help lotteries reduce their power consumption. With its ability to read everything from playslips and lottery tickets to ID cards and mobile devices, Retailer Vue is a unique, flexible retail touchpoint that can be deployed in various configurations to suit individual lottery needs, increase retailer productivity, save electricity, and support a contactless player experience.

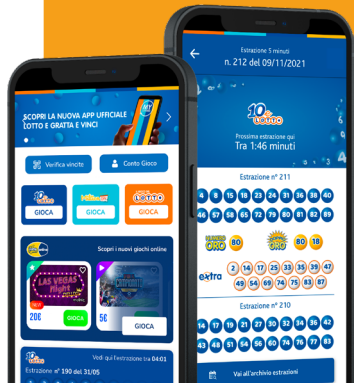


## Mobile Lottery Apps in Italy

Lottery players enjoy a convenient, clean, and intuitive retail experience. IGT's mobile app technology offers cashless payment and digital play options for lotteries to build stronger relationships with their players and transform lottery at retail through services and support.

Since 2019, IGT has been using the My Lotteries brand in Italy to bundle the products Gratta e Vinci, il Gioco del Lotto, 10eLotto, Millionday, and Lotteria Italia. The My Lotteries app includes several functionalities designed to meet players' needs in terms of game experiences, such as win checks, draws, statistics, ticket fill-in, winning odds and regulations, and RG.

In 2022, My Lotteries introduced several new functionalities: biometric login strengthens security levels by allowing users to choose if they want to log in faster through Face ID or Touch ID options without the need for a username and password, making multi-account management much easier; in-app saving allows players to save Gioco del Lotto, 10eLotto and MillionDAY playslips in a section of the app so they can be viewed or repeated anytime, with app users receiving a notification once the draw is complete; and the Win Check function has been integrated with the Optical Character Recognition (OCR) scan functionality for Lotteria Italia to improve the player experience.



## Innovating the Casino Management System

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

IGT's Casino Systems Cashless Solution continues to expand. In 2022, the Company established a collaboration with the Las Vegas-based company, Marker Trax®, and entered a field trial with Station Casinos at several locations. The Marker Trax® solution simplifies the process to gain approval for casino markers, which are short-term, interest-free lines of credit that gaming establishments offer customers. Players are expected to repay these interest-free loans quickly, typically within 30 days. Marker Trax® offers a seamless and frictionless payback process. Players can be approved within minutes and the technology ensures that users cannot walk out without paying.

IGT is taking the modernization of gaming one step further through its IGT ADVANTAGE®, casino management system. Most recently, the focus has been on bringing the slot play experience into the 21st century, with cardless loyalty card logins, cash access, and funding of slot play.

## Modernizing VLT and Casino Systems

In 2022, IGT unveiled the new EVO system at the Global Gaming Expo (G2E) in Las Vegas, Nevada. This milestone achievement represents over two years of R&D for modernizing the VLT system by using technologies such as Kubernetes and containerization and focusing on automation. Deployed with greater efficiency than previous systems, EVO will also enable IGT's customers to benefit from reduced delivery timelines and quicker time to market for new features. In addition, by eliminating proprietary software and adopting more off-the-shelf software with EVO, customers can enjoy lighter maintenance with fewer changes over time.





## 2. Commitment to Sustainable Growth

Five corporate values, together with the Company’s mission and vision, provide the foundation for IGT’s internal corporate culture and its commitment to responsible gaming (RG) and sustainable growth.

IGT’s governance system oversees sustainability practices at the highest Environmental, Social and Governance (ESG) standards by contributing to the UN Sustainable Development Goals (SDGs). IGT’s Sustainability Steering Committee (SSC) represents an integral part of the sustainability governance by overseeing the Company’s Sustainability Plan under the theme of, “IGT: Inspiring Global Transformation.”

Sustainable Play™ represents IGT’s commitment to industry-leading global sustainability. It celebrates the Company’s dedication to valuing and protecting its people, advancing responsibility, supporting its communities and fostering sustainable operations.

IGT is strengthening its efforts to limit its climate change impacts according to scientific evidence, by adhering to the Science Based Targets initiative (SBTi) and designing a corporate decarbonization path.

### Solid Foundations for Sustainability



### Sustainable Play™



### IGT: Inspiring Global Transformation

INSPIRING GLOBAL TRANSFORMATION

### Decarbonization Path



DRIVING AMBITIOUS CORPORATE CLIMATE ACTION





2.

# Commitment to Sustainable Growth

Sustainability is a set of initiatives for systemically enhancing the social, economic, and environmental impacts of IGT’s business.

When conducting business, IGT is committed to ensuring strict adherence to the principles of lawful conduct in every jurisdiction it serves. Integrity, in terms of behavior as well as business conduct, is essential for creating value for all stakeholders and aligns with a long-term vision of sustainability priorities that are identified and pursued in order to support the future growth of the Company.

## Our Values, Our Priorities and the Agenda 2030 GRI 2-23, GRI 2-28

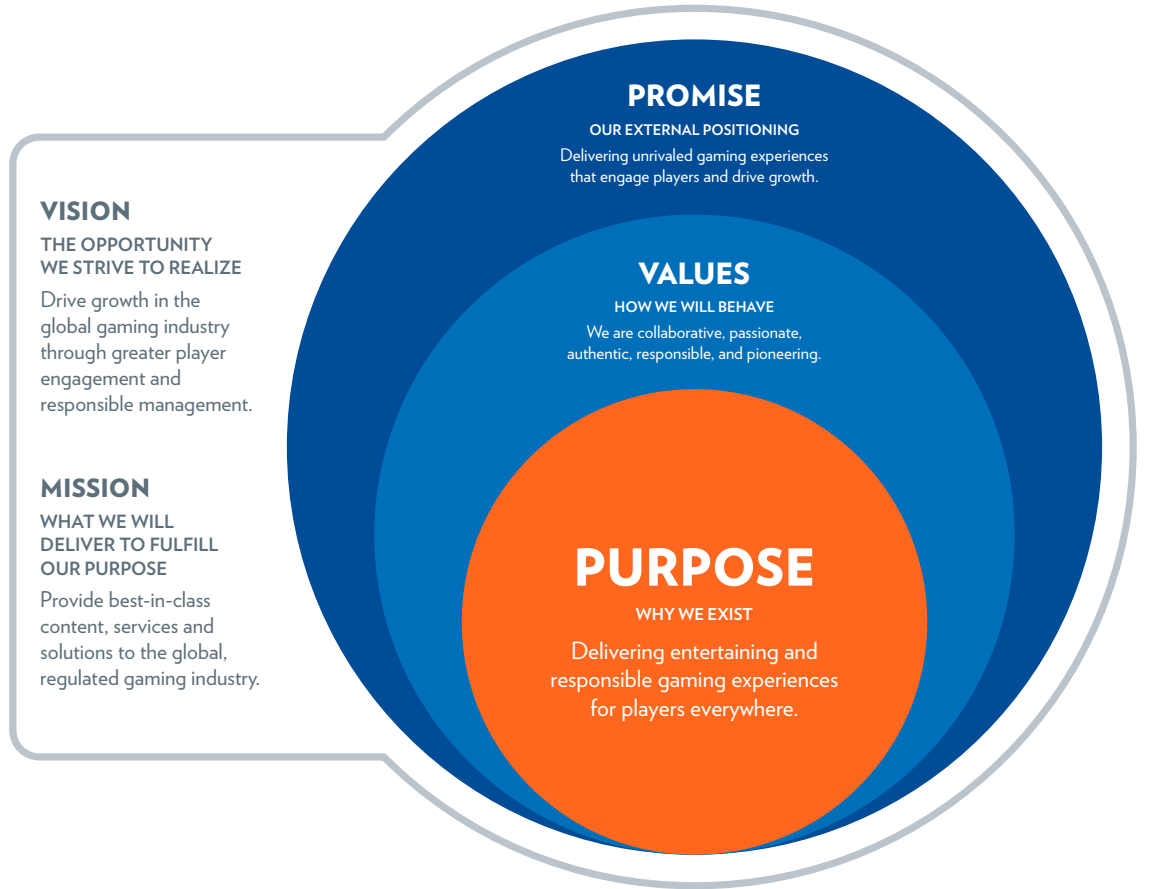
IGT’s internal corporate culture is guided by a set of five values: responsible, authentic, pioneering, collaborative, and passionate. These values, together with IGT’s vision and mission, provide the foundation for its commitment to sustainable growth.

IGT’s vision and mission reinforce the Company’s strategic focus in the globally regulated gaming markets, and the strong commitment to sustainability and responsible gaming (RG). IGT continues to strengthen its position as a leading provider of content, technology, services, and solutions with a player-centric approach.

Drawing inspiration from its core values, IGT has

advanced its commitment to sustainability over the years. By embracing the 2030 United Nations (UN) Agenda for Sustainable Development and its Sustainable Development Goals (SDGs), IGT has identified its sustainability priorities, representing its commitment to global sustainability efforts. IGT strives to be a responsible partner for local and international authorities, customers, and players in markets and jurisdictions where the Company operates.

In addition, the Company identifies its stakeholders and addresses each one according to the most appropriate practices in its approach, engagement, and initiatives, which are integrated into the overall sustainability strategy.



“We are committed to setting challenging sustainability goals, disclosing them, and working to ensure their achievement by allocating adequate resources and teams of talented people. This responsible approach has been recognized by the financial community, ESG rating agencies and organizations across the globe.”

Marco Sala | IGT Executive Chair



IGT’s ongoing pledge to sustainable growth within the gaming industry includes the guiding principles set forth by the UN SDGs. This 2030 Agenda and its 17 SDGs form an action program for people and the planet. The Agenda was signed in September 2015 by the governments of the 193 UN member countries to meet three key objectives by 2030: end extreme poverty, fight inequality and injustice, and limit climate change. Based on its business activities and its sustainability priorities, IGT has identified nine SDGs as key areas of focus: no poverty (SDG 1), good health

and well-being (SDG 3), quality education (SDG 4), gender equality (SDG 5), affordable and clean energy (SDG 7), decent work and economic growth (SDG 8), industry innovation and infrastructure (SDG 9), reduced inequalities (SDG 10), and climate action (SDG 13). IGT has also started developing specific targets and initiatives that could effectively contribute to the achievement of the SDGs in the future.

By pursuing the UN SDGs and voluntarily disclosing information through its annual sustainability report,

IGT is leveraging the long-standing results of its sustainability strategy to strengthen its reputation and improve customers’ confidence.

In addition, IGT has joined the United Nations Global Compact (UNGC), the largest corporate responsibility initiative in the world for the development, implementation, and disclosure of responsible corporate policies and practices. Endorsed by high-ranking executives from all around the world, the UNGC is a call to companies everywhere to

voluntarily align their operations and strategies with 10 universally accepted principles related to human rights, labor, environment, and anti-corruption.

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

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





IGT is actively contributing to the UNGC global effort by focusing its sustainability initiatives on pursuing the SDGs within the Company’s scope of operations according to four strategic pillars:

## VALUING AND PROTECTING OUR PEOPLE

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



## ADVANCING RESPONSIBILITY

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



## SUPPORTING OUR COMMUNITIES

Community support, through non-profit partnerships and sponsorships, creates value for local communities where the Company operates. IGT promotes education programs, contributes to the development of adequate livelihood opportunities for people living in low-income communities, supports equal access to opportunities, and encourages local economic development. Moreover, the Company encourages and develops education programs and digital learning centers mainly focused on STEM to encourage skills development, and create a sustainable workforce for the future. Also, the Company supports its employees’ interests by actively engaging with organizations that align with the Company’s overall community support endeavors. IGT’s commitment to community engagement is formalized within its internal policies and procedures.



## FOSTERING SUSTAINABLE OPERATIONS

IGT promotes responsible behaviors throughout its supply chain by requiring its suppliers to adhere to its Supplier Code of Conduct, which references compliance with regulations, and promotes human rights and environmental protection. Conversations are held with customers to provide them with timely support and services. With respect to corporate environmental practices, IGT administers programs that reduce emissions and increase energy efficiency. Such programs are administered in accordance with responsible and careful management of manufacturing processes, distribution activities, and material use. The Company also minimizes the impact of waste production and ensures the efficient use of water. IGT’s commitment is demonstrated by the Company officially joining the Science Based Targets initiative (SBTi) and pledging to reduce greenhouse gas emissions.





## Sustainability Governance

GRI 2-9, GRI 2-13, GRI 2-14, GRI 2-17

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

IGT’s Nominating and Corporate Governance Committee (the NCGC) oversees the Company’s strategy on sustainability and monitors the implementation of the Company’s sustainability program. This includes reviewing IGT’s ESG-related public disclosures such as its annual sustainability report and modern slavery statement. The NCGC will also provide periodic sustainability updates to IGT’s Board of Directors. Marco Sala, formerly CEO of IGT, was appointed Executive Chair of the Board on January 24, 2022, to manage the Board, corporate governance – including sustainability initiatives – and guide the strategic direction of IGT.

IGT’s significant commitment to sustainability and creating sustainable value in the long term represents the Company’s constant ambition to serve the global gaming market according to disciplined ethical and integrity principles.

IGT’s Sustainability Steering Committee (SSC) was



established in 2021 to create an aligned sustainability approach across all regions and businesses. The SSC is chaired by Wendy Montgomery, SVP Marketing, Communications & Sustainability, and its members consist of senior leaders.

In order to pursue its objective, the SSC is tasked with evaluating and approving a global sustainability plan that is integrated and consistent with business priorities. This includes cultivating a long-term vision and related objectives on sustainability, fostering a consistent sustainability approach across all regions and businesses, and increasing communication on sustainability initiatives by sharing best practices at global and local levels.

**During 2022, a Diversity, Equity & Inclusion (DEI) training was attended by the Board. Moreover, two new members of the Board and other directors participated in an induction program that included sustainable development related topics.**

### 2022 Sustainability Steering Committee Members

Members	Job Titles
Renato Ascoli	Chief Executive Officer, Global Gaming
Fabio Cairoli	Chief Executive Officer, Global Lottery
Fabio Celadon*	Executive Vice President, Strategy & Corporate Development
Max Chiara	Executive Vice President & Chief Financial Officer; Executive Director
Stefania Colombo	Director, Global Sustainability
Dorothy Costa	Senior Vice President of People and Transformation
Scott Gunn	Senior Vice President, Corporate Public Affairs
Wendy Montgomery	Senior Vice President, Marketing, Communications & Sustainability
Phil O’Shaughnessy	Vice President, Global Communications, Events & Sustainability
Chris Spears	Executive Vice President & General Counsel
Bob Vincent	Chairperson, IGT Global Solutions Corporation

*There are at least four scheduled meetings for the SSC each year and additional meetings are called as necessary. During 2022, there were five scheduled meetings. Copies of all meeting papers are distributed to all members in advance of each meeting.*

\* In 2022 Fabio Celadon has been included in the SSC.



In order to pursue these objectives and design the path necessary for their achievement, the SSC approved a global sustainability plan for 2022-2025, which is consistent and integrated with business priorities. The plan aims to identify areas for improvement in the Company's sustainability performance with respect to external and internal drivers, define initiatives and actions to bridge any identified gaps, and strengthen IGT's commitment to its sustainability priorities. The SSC is responsible for the promotion and sponsorship of internal communication and training activities. The SSC also monitors priorities, objectives, and activities, and reviews IGT's annual materiality analysis and annual sustainability report.

For the 2022 reporting year, the SSC proposed the list of material topics under the new GRI standards, which was reviewed and validated by the NCGC in late February 2023.

The IGT Global Sustainability team works full-time on sustainability initiatives. It leads project planning for IGT's Sustainability Plan, including the coordination of sustainability working groups. It also coordinates the data collection and monitors the reporting systems to fulfill ESG questionnaire requirements and to draft the global and Italian sustainability reports for IGT, guaranteeing compliance with international standards.

In addition, the Global Sustainability team leads the development and implementation of a global community engagement strategy and the creation of related partnerships with non-profit associations. It also drives global RG initiatives that are consistent with industry standards.

At the operating level, seven working groups, each consisting of employees from different departments, are responsible for analyzing sustainability initiatives and defining an action plan. The groups include Community Engagement, Commitment to Diversity, Environment Care, Human Capital Development, Respect for Human Rights, Sustainable Procurement, and Wellness at Work.

As part of the sustainability plan, the Company is strengthening its efforts to limit its climate change impacts through a decarbonization path project by measuring and reducing greenhouse gas (GHG) emissions linked directly or indirectly to the corporate activities and derived from the production, distribution, and use of the Company's products and/or services.

The project started with a carbon footprint calculation and has resulted in the development of specific emission reduction targets and decarbonization trajectories. IGT has established a dedicated task force to address the needs of each phase of the project.

## Sustainability Working Groups

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

The **Commitment to Diversity** working group is focused on embedding DEI into people and business processes and ensuring that IGT's people are safe from every form of discrimination, harassment of any kind, including sexual harassment, bullying, or any other form of violence in the workplace. The group is committed to ensuring equitable access to opportunities for all people at IGT including women, people of color, LGBTQ+ people, people with disabilities, and more. In addition, the working group is focused on sustaining an inclusive organizational culture that values and prioritizes nurturing a sense of belonging by supporting the diverse contributions, presence, and perspectives of all people.

The **Environment Care** working group joins the fight against climate change by constantly investigating opportunities for improved efficiency in IGT's assets and operations. The group also strives to mitigate the impact of pollution generated by air emissions and the use of hazardous chemicals, and to ensure that natural resources are used efficiently, and waste is managed responsibly in IGT's operations.

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

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

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

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





Sustainable Play™ represents IGT's commitment to leading the gaming industry in global sustainability. It celebrates the Company's dedication to its people and the planet as the Company delivers innovation and excellence that is "Ahead of the Game." Valuing and protecting our people, advancing responsibility, supporting our communities and fostering sustainable operations are the key priorities driving Sustainable Play. Aligned with UN SDGs, IGT seeks to advance the gaming industry with sustainable practices that benefit the Company and its key stakeholders.



IGT established an ongoing commitment to sustainability, supported by concrete actions that reinforce its purpose-driven mission. To this extent, starting from the establishment of sustainability priorities and in synergy with the business priorities, the Company published the IGT Sustainability Plan 2022-2025 under the theme, "Inspiring Global Transformation." The goal of this plan and process is to further integrate sustainability along the entire value chain and improve IGT's ESG impact in its daily operations.

The IGT Sustainability Plan, available on [IGT's website](#), consists of a comprehensive set of targets and actions that drive IGT towards its priorities and ambitions to:

- Become the employer of choice for the talent of the future, by promoting a positive, diverse, inclusive, and equitable work environment where all employees feel safe and represented, and human rights are protected;
- Contribute to a secure and positive gaming environment, by adhering to the highest ethical standards and promoting positive play concepts;
- Engage with community partners to facilitate opportunities for support, learning and growth, by developing education and support programs in local communities through strategic engagement with organizations whose missions are aligned with IGT's SDGs; and
- Fight climate change, promote circularity and enhance sustainable procurement, by improving the efficiency of operations through, amongst other things, improved energy consumption, choosing renewable energy suppliers, and using materials with reduced environmental impact.



## VALUING AND PROTECTING OUR PEOPLE

### AMBITION

Become the employer of choice for the talent of the future

### STRATEGIC GOALS

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

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



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

Promote human rights, with a focus on groups most vulnerable



## ADVANCING RESPONSIBILITY

### AMBITION

Contribute to a secure and positive gaming environment

### STRATEGIC GOALS

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



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



## SUPPORTING OUR COMMUNITIES

### AMBITION

Engage with community partners to facilitate opportunities

### STRATEGIC GOALS

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



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



## FOSTERING SUSTAINABLE OPERATIONS

### AMBITION

Fight climate change, promote circularity and enhance sustainable procurement

### STRATEGIC GOALS

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



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

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





### Stakeholder Engagement GRI 2-29

IGT recognizes the importance of stakeholder engagement, as it enables the organization to understand evolving expectations, better manage related risks and impacts, and provide insight into potential future changes. For this reason, IGT actively and consistently engages with stakeholders who critically influence its success, such as regulators, shareholders, suppliers, community partners, players, customers, and its employees. These groups of stakeholders have been identified as important, as they fulfill at least one of two criteria: either the stakeholder group exerts a strong influence on the economic, environmental, or social performance of IGT and/or the stakeholder group is strongly affected by the economic, environmental or social performance of IGT.

IGT cooperates with regulatory authorities by attending meetings and sharing insights and updates, for the purpose of maintaining, renewing, and expanding IGT's global regulatory licensing portfolio. Several investor conferences and roadshows provide opportunities to meet with investors and business analysts.

The process for supplier engagement starts with sharing the commitments included in the IGT Supplier Code of Conduct, which suppliers have been required to acknowledge. In addition, IGT performs environmental assessments on its suppliers, and undertakes periodic business and quality reviews.

Community engagement is demonstrated through several initiatives that support local and global activities,

from the After School Advantage (ASA) program that provides young people with access to technology and STEM skill development, to the IGT Community Ambassadors Program which encourages community engagement and development opportunities in local communities where IGT operates. Employees are encouraged to support community organizations and causes that align with the Company's community engagement strategy and SDGs.

IGT engages with players, customers, and key stakeholders through numerous industry events and trade shows throughout the year.

IGT uses a variety of communication channels and tools to keep its employees informed and engaged in corporate initiatives. IGT's employee engagement

survey, MyVoice, was launched in 2022 to collect feedback and suggestions and improve workplace conditions. Furthermore, a global employee assistance program was launched to deliver workshops and advice in support of mental health and wellness at work. A specific program designed for career management includes a comprehensive training schedule.

For details of engagement activities carried out in 2022, please refer to the [2022 UK Annual Report and Accounts](#).

## IGT Sustainability Champions

IGT established the IGT Sustainability Champions award program to acknowledge those employees who have shown an outstanding commitment to IGT's sustainability pillars, ranging from promoting a positive and inclusive workplace and advancing a responsible gaming (RG) approach, to supporting employee participation in community programs and fostering sustainable operations.

The award committee reviews all nominations and recognizes Sustainability Champions, or teams of Sustainability Champions, on a quarterly basis. The first Sustainability Champions were selected in early 2023. Honorees and their stories are featured internally and externally on social media channels, including the Company's intranet (OneIGT) and internal social media platform (Yammer), and mentioned in town hall meetings. In addition, as part of IGT's Treedom partnership, a tree will be planted in honor of each Sustainability Champion and a donation will be made to a global charity.





## IGT Decarbonization Path

IGT’s commitment to the fight against climate change is represented by its decarbonization path project, a key part of IGT’s Sustainability Plan under the pillar “Fostering Sustainable Operations.”

In 2022, the first step of the IGT Decarbonization Path project involved the completion of IGT’s inventory of GHG emissions, which for the first time included all applicable emissions occurring along the

value chain (i.e., Scope 3 emissions), thus allowing the Company to understand the full extent of its carbon footprint and provide a more comprehensive disclosure to its stakeholders.

After joining the Science Based Targets initiative (SBTi) at the end of 2021, committing to reduce GHG emissions according to scientific evidence, IGT submitted near-term and long-term science-based targets for validation by the SBTi in October 2022. Namely IGT committed to reach net-zero

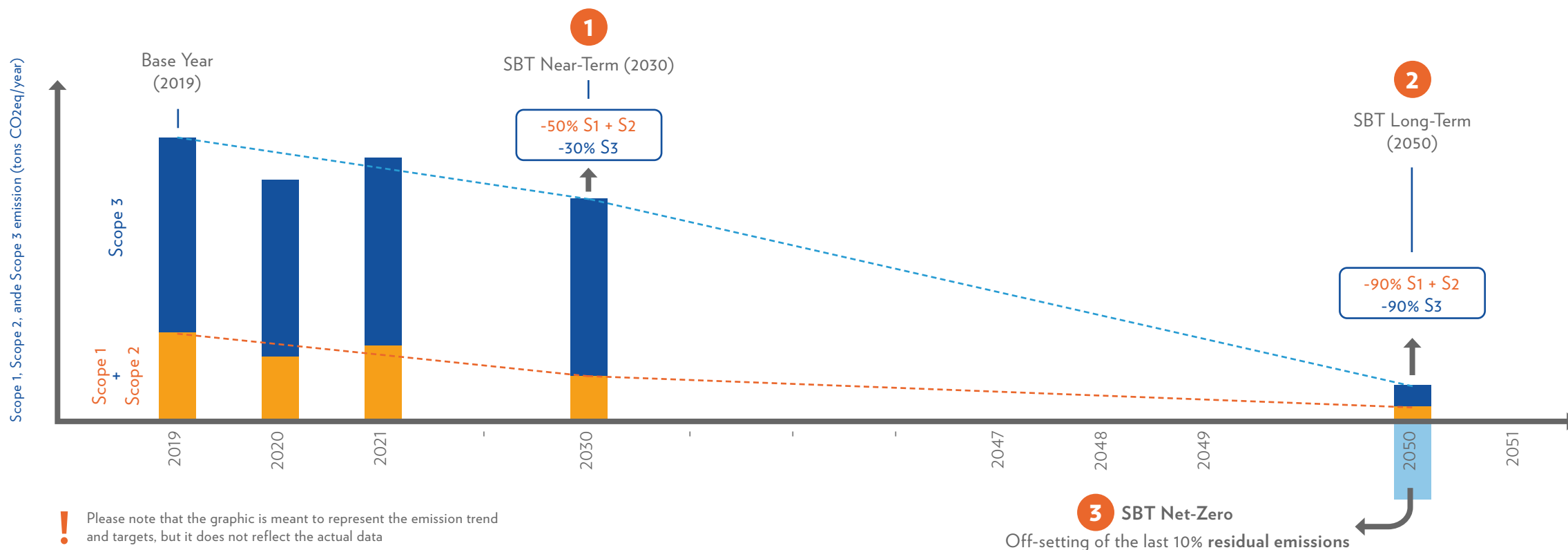
GHG emissions across the value chain by 2050.

To achieve this goal, IGT commits to reduce absolute Scope 1 and 2 GHG emissions 50% by 2030, from a 2019 base year, and reduce absolute Scope 3 GHG emissions 30% within the same timeframe. Moreover, IGT commits to reduce absolute Scope 1 and Scope 2 GHG emissions 90% by 2050, from a 2019 base year, and reduce absolute Scope 3 GHG emissions 90% within the same timeframe. IGT would then offset the residual 10% of emissions by 2050. The

validation process is ongoing, and the outcome is expected in late summer 2023.

IGT plans to meet these targets by integrating energy efficiency initiatives and technological advancements in its building and processes management, and by engaging the key players in its value chain, including suppliers and customers, to commit to a common path of emissions reduction.

### Science-Based Targets (Near-Team + Long-Term + Net Zero)





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

IGT’s sustainability efforts are routinely evaluated<sup>1</sup> and recognized by environmental and ESG rating agencies, and IGT is committed to improving the quality of information disclosed about the conduct of its business:

- IGT is included in the B list (on a scale of D- to A+) of the **Carbon Disclosure Project (CDP)**, a not-for-profit charity that runs the global disclosure system for investors, companies, cities, states, and regions to manage their environmental impacts,

with the richest and most comprehensive dataset on corporate and city action.

- IGT scored 67 (on a scale of 0 to 100), gaining a Silver Medal recognition by **EcoVadis**. The objective of the EcoVadis rating methodology is to assess policies, actions, and reporting with regard to key sustainability and Corporate Social Responsibility issues.
- **Financial Times Stock Exchange (FTSE) Russell** is a leading global index provider. Its ESG ratings and data model allow investors to understand a company’s exposure to, and management of, ESG

issues in multiple dimensions. With a 3.5 score (on a scale of 0 to 5), IGT overperformed the companies within the same subsector of analysis.

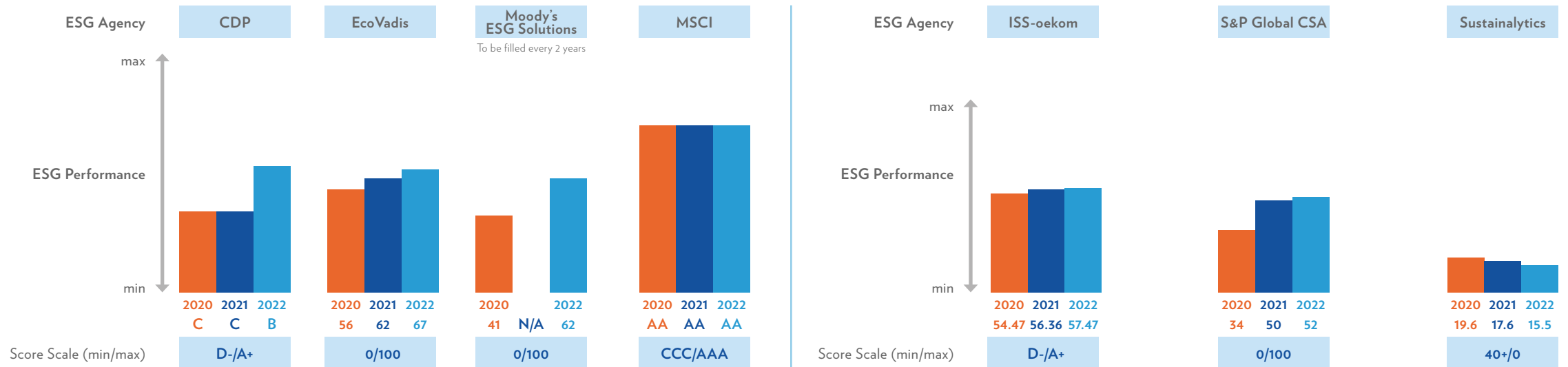
- **ISS-oekom**, one of the world’s leading rating agencies for sustainable investments, considers ESG aspects by evaluating more than 100 industry-specific indicators with grades from A+ (best grade) to D-. IGT is rated at the C+ level, “prime” category.
- In 2022, IGT received a rating of AA (on a scale of AAA-CCC) in the MSCI ESG Ratings assessment. **MSCI ESG Research LLC**, the world’s largest provider of ESG ratings and research, used

by institutional investors to understand how ESG factors can impact the long-term risk and return profile of their investments.

- **Sustainalytics**, a global provider of ESG research and ratings, in its ESG Risk Report rated IGT as a low-risk company with a score of 15.5 and therefore ranked third out of 82 in the casinos and gaming sector.

<sup>1</sup> Scores as of May 31, 2023

## IGT ESG Scores





## Materiality Analysis GRI 3-2

A materiality assessment is designed to help identify and understand the relative importance of specific ESG and sustainability topics to an organization.

Consistent with past years, the 2022 IGT Sustainability Report discloses sustainability topics identified through a materiality analysis process. IGT has conducted such analysis according to the 2021 GRI Sustainability Reporting Standards which introduced the concept of “impact,” defined as the “effect the organization has or could have on the economy, environment, and people, including on their human rights, which in turn can indicate its contribution (negative or positive) to sustainable development.” The focus shifted from the topics deemed important by the company to the impacts generated externally by the company itself. In addition, the update involved the transition from the materiality matrix to a list of material topics.

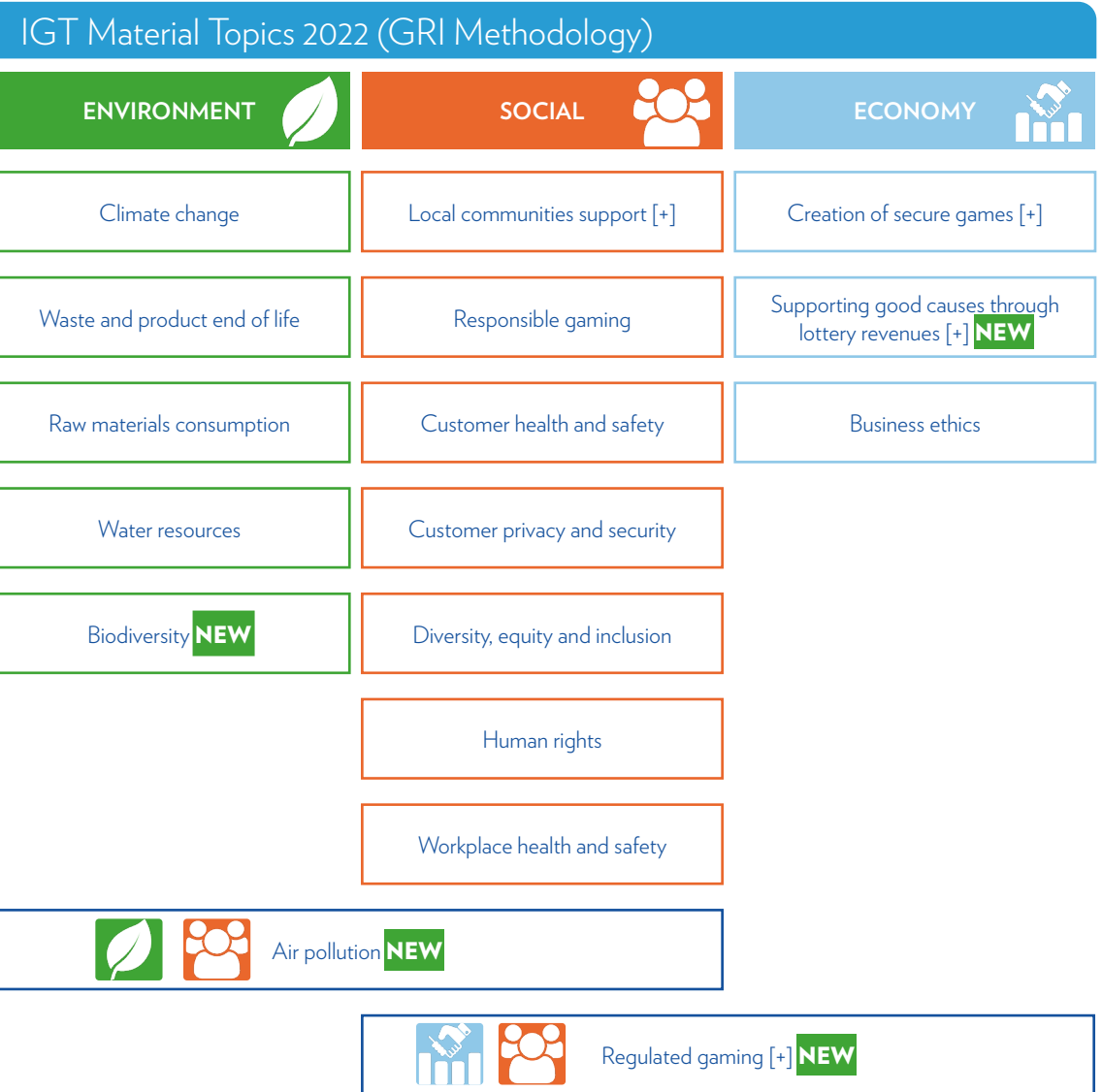
To determine the material topics for the 2022 Sustainability Report, IGT conducted a thorough analysis to identify major positive and negative impacts arising from its operations, as well as upstream and downstream activities along its value chain. The Company has carried out several analyses in order to identify the most significant impacts caused by the gaming and lottery sector, including: a benchmark analysis based on sustainability and social responsibility reports published by other organizations, examination of websites of competitors and peers, consideration of sustainability-related articles and studies, observation of worldwide macro trends, as well as review of documents and studies from the most relevant and influential non-

governmental organizations, policymakers, and global stock exchanges. The analysis enabled IGT to identify all typologies of impacts: actual and potential, defined as impacts that already occurred and impacts that could occur, respectively; negative and positive; short-term and long-term; intended and unintended; and reversible and irreversible.

IGT then assessed the significance of the identified impacts through analyses, as well as critical and professional judgment. The identified impacts were tested by IGT subject matter experts who understand the organization and its sectors and have insight into one or more material topics.

The list of material topics was reviewed and validated by the SSC and the NCGC.

The list of material topics is grouped according to the following categories: Environment, Social, and Economy.



+ Material topic representing a positive impact



# 3. Valuing and Protecting Our People

To protect human rights, prevent discrimination and promote diversity, equity and inclusion (DEI), IGT adopts a comprehensive set of policies and measures to ensure workplace safety and equity through fair treatment, remuneration, and benefits.

IGT openly abides by the principles set forth by the United Nations (UN) Global Compact, and takes a zero-tolerance approach to modern slavery.

By its global strategic plan for DEI, and adopting a non-discrimination policy, IGT commits to the individual needs of each employee.

IGT has developed an extensive set of programs and initiatives to support the Company’s human capital development, including mentoring, coaching, and self-paced e-learning courses. A regular engagement survey collects feedback to ensure continuous improvement.

## People: IGT’s Most Valuable Asset



## Respect for Human Rights



## Diversity, Equity and Inclusion



## MyVoice@IGT





## 3.

## Valuing and Protecting Our People

“

At IGT, we value and appreciate our employees. Representing almost 60 countries across the globe, they bring a unique blend of knowledge and passion to our Company, and through a collaborative effort, our employees are helping to build a sustainable future.

”

Vince Sadusky | IGT CEO

IGT appreciates the contributions of its 10,786\* employees (as of December 31, 2022), who work and live in almost 60 countries and represent a multicultural environment where individual beliefs and needs are respected and valued.

As a global company operating in several geographic settings characterized by differing social and cultural traditions, IGT is aware of the impact that corporate practices related to remuneration, employment, or benefits may have on employees and suppliers. The Company has embraced diversity, equity, and inclusion (DEI) across the entire organization, and takes measures to avoid the risks of discrimination (based on ethnicity, gender, etc.) and violation of human rights (forced labor, child labor, freedom of association) on the company's employees and those of its suppliers. IGT has continually updated and strengthened its corporate policies and procedures on fair treatment, discrimination, and protection of individual and collective human rights to ensure the highest standards. Policies and practices extend to cover the business relationships established between the [Company and suppliers](#).

### A Safe and Inclusive Work Environment

Organizational climate is determined by employees' perception of the workplace environment and culture. This perception can be influenced by several factors, including but not limited to, safety measures, inclusion practices, compensation programs, and comprehensive

internal communication plans.

IGT strives to develop initiatives and programs that support a positive organizational climate by identifying the resources needed to establish and maintain a welcoming work environment for all employees. Listening to employee feedback, accommodating emerging needs, and supporting key initiatives help to promote a safe, healthy, and inclusive work environment.

### Workplace Health and Safety

GRI 3-3, GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7

It is the responsibility of all IGT employees to ensure that operations are performed with the utmost regard for the health and safety of all personnel involved. Employees are responsible for committing to IGT's environmental health and safety program, including compliance with all rules and regulations for continuously practicing safety, while performing their duties.

The People and Transformation (P&T) Policy: Safe and Healthy Work Environment covers topics such as workplace violence, illegal drug and alcohol use, tobacco use, fitness for duty, and actions that should be taken if someone needs to report a violation.

In the event of a workplace-related injury or illness, the Company is committed to providing appropriate medical attention to the employee. If the injury

or illness is work-related, IGT will comply with all jurisdictional laws and reporting requirements, and all applicable laws addressing employee lost wages and medical expenses.

### Implementation of Global Health & Safety Data Collection System

IGT continues to engage with employees and encourages health and safety efforts through several site-level safety committees, whose efforts include promoting health and safety awareness with topics relevant to each specific location. Topics include emergency preparedness, injury prevention programs, and hazard mitigation.

The IGT Global Environmental, Health & Safety (EHS) team recently improved its organizational structure and operating model to better support employees worldwide, promote health and safety initiatives in the workplace, and ensure environmental, health, and safety compliance in the Company's operations. The Company is introducing a new internal platform solution – VelocityEHS - for reducing risk by measuring and collecting data and monitoring safety performance across the Company, with information on incidents, injuries, audits and inspections. This provides better oversight of IGT's people, accurately measuring risk for its employees, while providing accurate and truthful data disclosure of the situation throughout the Company.

\* This data is comprehensive of iSoftBet employees and interns.



## Self-Care Workshops

In May 2022, in recognition of Mental Health Awareness Month (MHAM), IGT embraced the theme, “Together for Mental Health” with the goal of unifying local and global communities to advocate for mental health and equitable access to care. In recognition of MHAM, the Diversity and Inclusion Group (DIG) SuperAbilities at IGT, hosted two important events in Italy and the U.S. to raise awareness and address the stigma surrounding mental illness.

In Italy, the DIG hosted “SuperAbilities meets Neuroscience,” and invited Dr. Federica Filippino and Dr. Susanna Alpino to speak about healthy habits for the brain and self-regulating negative thoughts and feelings to manage stress and regain balance. In the U.S., the DEI team and and SuperAbilities at IGT hosted a self-care workshop, featuring guest speaker Elizabeth Delgado, employee well-being strategist and founder of Colectiva Wellness & Healing. Under the theme “Cultivating Your Self-Care Work Plan,” offered both in English and Spanish, the workshop was designed to teach mindfulness, self-care, and resilience practices and create a culture of well-being.

## Global Employee Assistance Program

IGT understands the various personal challenges of its employees. As part of the Company’s commitment to employee well-being, IGT has expanded the employee assistance program (EAP) to all staff and their family members worldwide. The program, which is delivered globally through the Optum platform, provides confidential support for concerns such as:

- Depression, anxiety and stress;
- Substance abuse;
- Legal issues; and
- Parenting and family issues.

To ensure employees’ safety remains a top priority, the Field Services department maintains a safe work environment by:

- Providing annual training;
- Performing equipment inspections (in both manufacturing operations and field service), including regular inspections of life safety equipment, such as fire suppression systems, smoke and heat detectors, and automated external defibrillators (AEDs), according to local regulations;
- Performing job task assessments; and
- Appointing safety leaders at each site, as well as at an organizational leadership level.

Field Services in North America continues to collaborate with EHS to ensure compliance with local and federal safety regulations. Throughout 2022, safety leaders offered four 10-hour classes focused on awareness training for Occupational Safety and Health Administration (OSHA) 1910 General Industry. At the completion of the course, participants received an OSHA certification card, and their completion of the course was registered within the OSHA system. Course content included:

- Introduction to OSHA
- Health and safety programs
- Material handling, storage, and use
- Ergonomics
- Personal protective equipment (PPE)
- Hand and power tool safety

- Walking working surfaces and duty to have fall protection
- Electrical safety
- Hazardous communications
- Exit routes, emergency action plans, fire protection, and fire prevention plans

In 2022, IGT issued, “Global Guidelines – Our Ways of Working,” to replace its existing guidance regarding new patterns of work. These guidelines govern IGT’s working patterns, which take several forms depending on the needs of various roles and functions across its global operations, and detail the assignment of office space and the provision of equipment for on-site and remote work.

## Global Guidelines – Our Ways of Working

The guidelines outline the criteria that IGT people leaders should consider when classifying a job as fixed (in-office), flex/hybrid (in-office/remote combined), or remote. In addition to weighing job requirements, managers need to consider the environment in which individual employees thrive. Some employees may thrive in a fully fixed or remote setting while others may benefit from having regular working time in an IGT facility.

IGT understands that flexibility in working arrangements is fluid, and as a result, these guidelines are subject to review, as needed. In the event of a conflict between the guidelines and local/state law and/or any applicable collective bargaining agreement, the latter shall prevail.

Internal surveys have shown that all IGT employees, including those in flex roles, need and desire opportunities for in-person collaboration, although the frequency for this type of work varies by business. For instance, in newly renovated locations such as Rome, Italy and Las Vegas, Nevada the working environments are designed as neighborhoods where flex employees can use shared workspaces.





## Flexible Friday Program

The Flexible Friday program, which supports work-life balance and sustainability, is a vital component of IGT's efforts to cultivate a positive and productive workplace culture. This program allows all employees to work a modified schedule on Fridays, as long as they are deemed eligible through the approval of their respective managers and adequate coverage is guaranteed. Through this program, employees may either work half-day Fridays or take every other Friday off entirely, from the end of May through the beginning of September. While the Company encourages eligible employees to consider Flexible Fridays as a means of improving work-life balance, it is also important to take advantage of paid time off throughout the remainder of the year to recharge and reduce stress, which is critical for supporting IGT's customers, the Company, and each other.

## Protecting Human Rights

GRI 2-23, GRI 2-30, GRI 3-3, GRI 408-1, GRI 409-1

IGT is committed to supporting and cooperating with international institutions and authorities to promote corporate actions that advance societal goals. By participating in the UN Global Compact network, IGT bolsters its commitment to human rights principles derived from international conventions, such as the International Bill of Human Rights, which includes the UN Universal Declaration of Human Rights, and the fundamental Conventions of the International Labor Organization (ILO).

The first two principles of the UN Global Compact are directly related to human rights and they respectively

state that, "businesses should support and respect the protection of internationally proclaimed human rights," and "ensure they are not complicit in human rights abuses." IGT recognizes these two principles as fundamental to its actions towards human rights protection and promotion.

IGT continues to strengthen its approach to managing the risk of modern slavery within its business and supply chain. The Company responds to changing risks by driving awareness about modern slavery to its employees and engaging with them on these topics, as well as improving the business and supply chain risk assessment process.

The Company publishes its annual statements in accordance with the Modern Slavery Act 2015, designed to combat modern slavery in the U.K., and the Modern Slavery Act 2018, which outlines Australia's legislative framework for preventing modern slavery in large organizations and their supply chains. The

statements disclose the steps IGT has taken during the relevant reporting period and its future approach to ensure that modern slavery is not taking place in any part of its business or supply chain.

In its [2022 Modern Slavery Statement](#), IGT reiterated its commitment to advancing human rights within IGT and the communities in which the Company does business, particularly as they relate to the Company's employment practices and alongside the entire value chain, as provided under its [Human Rights Policy Statement](#).

In 2022, the following key actions were taken by IGT within its operations:

- Employee training was expanded to include the Human Rights Policy Statement;
- Ongoing development of a framework to implement a comprehensive human rights assessment within IGT's operations. Specifically concerning child and forced labour risk assessment;

- The Supplier Code of Conduct was updated to include reporting concerns regarding conflict minerals non-compliance or violations to the Integrity Line.

Looking ahead, IGT is committed to maintaining a zero-tolerance approach to modern slavery and defining a human rights due diligence process that will identify, prevent, mitigate and account for negative human rights impacts in the Company's operations. In addition, IGT participates in the UN Global Compact Business and Human Rights Accelerator program, aimed at supporting the global business community in its journey to respect human rights.

**More than 97 % of IGT employees completed the human rights training and human rights policy statement certification.**

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

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, including slavery, servitude, forced and compulsory labor, as well as human trafficking. All of these forms of modern slavery feature the deprivation of a person's liberty in order to exploit them for personal or commercial gain.

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

IGT conducts recruitment checks to minimize the risk of hiring someone who is being forced to work or is being trafficked. Background checks and other employment verifications also safeguard against the risk of hiring someone under unfair conditions. IGT requires all employees to acknowledge the Code of Conduct upon hiring and participate in annual human rights training and certification of the Human Rights Policy Statement and of the [Code of Conduct](#).





## Key Performance Indicators

# 0

INCIDENTS OR CASES CONCERNING  
MODERN SLAVERY, INCLUDING IN  
THE SUPPLY CHAIN, REPORTED VIA  
IGT'S INTEGRITY LINE OR OTHER  
SIMILAR TOOLS

# 100%

PERCENTAGE OF IGT EMPLOYEES WHO  
COMPLETED THE CODE OF CONDUCT  
CERTIFICATION

## Setting the Tone with the Human Rights Policy Statement

IGT's Human Rights Policy Statement governs the Company's approach to human rights and modern slavery as part of its commitment to operating a responsible business. The Statement outlines IGT's commitment to advancing human rights within IGT and the communities in which the Company does business, particularly as they relate to the Company's employment practices and along the entire value chain. The statement reaffirms IGT's commitment to providing equal opportunities for employment and a work environment that values workplace diversity, equity and inclusion for all employees. The statement also describes fair working conditions for all employees, including terms and conditions of employment, remuneration, working hours, health and safety, holiday entitlements and benefits, subject to territory-specific labor law and/or applicable collective bargaining agreements, if any.

In line with the UN Global Compact, IGT recognizes the value of using dialogue and negotiation to achieve positive outcomes in employment practices. This helps the Company to maintain an environment that encourages open communication and collaboration between employees at all levels, and which fosters a culture of positive employee relations. IGT respects

an employee's right to associate freely with, or seek the representation of, unions. Where there are unions, IGT works in a productive partnership with their representatives and members.

This commitment is reinforced through various communication channels, such as training, employee

focus groups, and in some locations, on employee bulletin boards related to union information and updates. The Company abides by non-discriminatory policies and procedures with respect to trade unions and union memberships and their activities. In certain locations, IGT provides workers' representatives with appropriate services to assist in the development of effective collective agreements. The Company is involved in collective bargaining in different countries and is committed to accommodating specific local laws and regulations, providing union representatives with resources needed to perform their duties.

All employees in Italy, Argentina, Austria and some employees in U.S., Finland, Sweden and Spain are covered by collective bargaining agreements, for a total of 15.25% employees covered worldwide. In locations with collective agreements, the notification period of significant changes that could substantially affect personnel is communicated to employees and

their elected representatives according to national laws. For example, the statutory Italian labor contract defines a minimum wage for every contract level. The salary for newly hired employees, although depending on the role and the previous level, is generally higher than the minimum wage defined by law and/or labor contract.

For employees not covered by collective agreements, there are specific labor, social and other regulations that determine the rules for employers to follow. In addition, employees have individual employment agreements that can be even more specific than the local labor regulations.

## A Safe Framework to Report Potential Violations

The Code of Conduct and IGT's Whistleblower Policy encourages employees to raise concerns about conduct believed to be unethical, or which are in potential violation of IGT's policies, regulations or laws. IGT's Integrity Line, managed and operated by an independent third-party provider, offers access for reporting suspected or known activities that may involve unethical or unlawful conduct either by phone or through a protected online portal. Any such reports could also be submitted to IGT's Compliance team either by phone, post or email. All reports to the Integrity Line can remain anonymous if desired, and IGT has a strict policy prohibiting any form of retaliation or intimidation against an individual for raising a concern about potential misconduct. Employees can also report suspected or known wrongdoing to the P&T team or management.



Initiatives on Labor Standards - IGT has a Membership with the Following Organizations:

NAME OF ORGANIZATION	DESCRIPTION	GLOBAL / LOCAL
SHRM	SHRM is the world largest HR association, with nearly 325,000 members committed to creating better workplaces. As the voice of all things work, workers, and the workplace, SHRM is the foremost expert, convener, and thought leader on issues impacting today's evolving workplaces.	Global
BLOOMBERG LAW	Bloomberg Law combines the latest in legal tech with legal analytics, comprehensive legal research tools, primary and secondary sources, trusted news, expert analysis, and business intelligence.	Global
SEYFARTH	Seyfarth Shaw LLP provides advisory, litigation, and transactional legal services to clients worldwide.	U.S.
LAW 360	With over 1.5 million newsletter recipients each day, Law360 is a trusted news source for legal professionals, business leaders, and government officials.	Global
RENDEMENT ONLINE	Rendement Online is a multimedia publisher of professional information, informing tens of thousands of professionals about important laws and regulations. Rendement provides access to trade journals, books, and online content, such as reference books and tools, newsletters and training courses, and conferences for professionals in ten fields: from human resources to finance, from payroll administration to occupational health and safety.	Local

**Equal Employment Opportunity and Non-Discrimination**

IGT is committed to providing equal opportunity in employment and an environment that values workplace diversity and respect for all employees. IGT's Non-Discrimination Policy applies to all stages of employment, including but not limited to, the application and hiring process. IGT provides equal employment opportunities for all employees based on qualification and merit, and 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 ensure the Company maintains its commitment, IGT provides training to Talent Acquisition recruiters and hiring managers, as well as surveys to candidates during and after the hiring experience to invite their feedback. IGT also provides educational information and updates on an annual basis.

The Company has policies in place that prohibit discrimination and retaliation against individuals who, in good faith, bring forward claims of discrimination. Reports of discrimination may be made through multiple channels, including the Company's Integrity Line or through the Legal, Compliance, P&T, and DEI departments. All reports of discrimination are

immediately investigated by P&T with support from internal/external legal counsel as required.

To the extent reasonably possible, IGT will accommodate employees with disabilities. In the U.S., IGT adheres to the guidelines of the 1990 Americans with Disabilities Act (ADA), as amended. Under the ADA, employers are required to enter a good-faith, interactive process to assess an individual's need for workplace accommodation. A "reasonable accommodation" is one that enables an employee to perform the essential functions of the job and may result in job restructuring, a change in use of tools and equipment, a policy adjustment, or working from home. As such, reasonable accommodations are available to all employees and applicants, provided the accommodation does not create an undue hardship on the Company and can be provided without posing a substantial safety risk to the employee or others. Employees in the U.S. may, via IGT's Accommodation Request Form, initiate an interactive process to determine if an accommodation is required.

**Diversity, Equity and Inclusion**

GRI 3-3, GRI 405-1

In 2022, the former Office for Diversity and Inclusion added "Equity" to its name and mission. By expanding to include equity, IGT commits itself to the individual needs of each employee. Equity recognizes that different employees and groups of employees have different needs, and IGT will support them uniquely as valued members of the organization.



DEI has a meaningful impact on the success of IGT. Thanks to the expanding diversity at many levels, from individual contributors to the Board of Directors, IGT is benefiting from new ideas, perspectives, and knowledge, which is driving positive business impacts. IGT welcomes, values, and encourages employees to contribute to their greatest extent and reach their highest potential. The focus on diversity and inclusion also allows the Company to anticipate and meet the needs of customers and the ever-changing demographics of the communities where it operates. IGT owes it to employees, customers, partners, and shareholders to build and maintain a workforce that is reflective of the communities in which it operates.

The Office of DEI participates in the creation of national-level and global policies to ensure fair and equitable support for all people. In 2022, the office of DEI assisted with the updating of several policies, including the Company's Global Dress Code & Appearance, the U.S. Sick Time Policy, and the U.S. Workplace Gender Transition Guidelines. The changes championed through DEI help create an environment where IGT employees are respected and

supported in their health and other dimensions of their lives. For the U.S. Sick Time Policy, the Office of DEI and Women's Inclusion Network with IGT diversity and inclusion group (DIG) championed an expansion of time use beyond diagnosed illnesses to include the importance of using time for general emotional, mental, and physical wellness. For the Global Dress Code & Appearance Policy, employees are supported in dressing in any way that reflects their gender identity. The policy also does not contain any wording that affects one gender differently than another. The U.S. Workplace Gender Transition Guidelines provide clear direction and support to employees who are or who are considering transitioning their gender or to those whose dependents are undergoing a gender transition. The Guidelines also provide direction and support to the IGT people supporting employees, including people leaders and People Partners within the office of P&T. The Office of DEI also ensures that all global and local training on human rights and harassment complies with the required standards of all jurisdictions across IGT's footprint.

IGT's Global Strategic Plan for DEI includes

input from IGT's CEO, business unit leaders, and employees. One of the goals of the strategic plan is to create a more inclusive and equitable organizational culture within IGT and increase the representation of underrepresented groups at all levels, consistent with applicable regulatory requirements. Successful

implementation requires the absolute commitment of IGT's leadership team, which is collectively responsible for ensuring that DEI is embedded into IGT's business strategy and core values, and that the plan is cascaded throughout the organization to engage every employee.

## International Women's Day 2022

International Women's Day (IWD), observed annually on March 8, is a global day that recognizes the achievements of women and makes a call to action for achieving gender equality. "Break the Bias," the official IWD 2022 theme, sought to forge equality by asking everyone to actively call out gender bias, discrimination and stereotyping each time it is seen.

IGT celebrated IWD 2022 with renowned author and professor, Ella Bell, who is considered a leading expert in the management of race, gender and class in the workplace. IGT employees were encouraged to take a photo with crossed arms and post it to the Yammer channel.

These photos featured Women's Inclusion Network (WIN) with IGT executive co-chairs Wendy Montgomery, Senior Vice President of Marketing, Communications and Sustainability, and Scott Gunn, Senior Vice President of Corporate Public Affairs, alongside his two daughters.

In 2022, IGT purposefully included Equity in the title of our Office of Diversity, Equity and Inclusion to ensure policies, practices, and culture identify and fulfill the needs of all employees. Equity recognizes that different employees and groups of employees have different needs, and IGT will support them uniquely, with everyone being valued.

**Brian Blake** | IGT VP, Diversity, Equity & Inclusion





## Embracing our Identities

IGT understands that its employees' names are one of the most important—and personal—aspects of its individual identity. IGT supports the use of preferred names in all systems and processes that allow for it. A preferred name is a name that is different than a person's legal first name that employees want to be known as and to have displayed in systems where colleagues will see them listed. A preferred name may be a variation of an employee's legal first name or it could be a different name entirely.

The decision to be known by a preferred first name is a personal choice. It does not require approval from anyone within IGT. The Company implemented a wide-scale system change where employees can self-select their own preferred name in their internal MyIGT profile. Their preferred name is then displayed in systems where legally possible, and a new IGT.com email address is created. Additionally, IGT recently debuted the voluntary ability for employees to personally select and share their preferred pronouns. Respecting and creating space to recognize gender identity is a core element of DEI at IGT.

## IGT Recognized for Inclusivity by the All-In Diversity Project

IGT has been recognized as one of the top-ranking suppliers in the 2022 All-In Diversity Project's report for diversity and inclusion in the gaming industry. All-Index, the report that serves as a benchmarking tool for diversity, equality and inclusion in the betting and gaming sectors, placed IGT among the top three ranked firms, recognizing its "leadership in sustainability and discipline in implementing policies that promote a diverse and inclusive culture." The All-Index survey welcomed participation from over 40 companies in the industry covering 2020-2021. IGT has consistently achieved a high ranking since the Index began in 2018. Analyzing industry-wide trends with regard to equality and diversity, the report uncovered that, for the first time, there was a measurable number of IGT participants who identified as non-binary.

To measure effectiveness and progress, IGT monitors demographic measurements by overall Company, business units, and various other layers, leveraging its engagement surveys and both formal and informal employee feedback to learn more about the broad employee experience. IGT monitors leadership engagement through individual and team goals and measures growth through a maturity model assessment and other external indices.

In 2022, IGT expanded its diverse candidate recruitment plan to ensure it is promoting professional opportunities among organizations that serve and represent underrepresented people. This includes but is not limited to, people of color, people who identify as LGBTQ+, and people who have served in the military. While most of these efforts take place without regulatory mandates, some jurisdictions do require some elements of this work, such as reporting based

on demographics, efforts to improve demographic numbers, and supplier diversity initiatives.

Recognizing the importance of diversity in the workplace, in 2022, with no internally mandated targets or goals relative to demographics, the number of women (globally), people of color (U.S.), and women of color (U.S.) in leadership roles increased\*.

Also in 2022, for the first time, all members as to more general DEI initiatives. For the first time, in 2022, all members of the CEO's senior leadership team had a Management By Objective (MBO) assessment related to DEI and tied performance and pay to reaching certain goals. Each senior leader developed a goal or goals that were specific to their department and DEI priorities and opportunities within it.

**The Office of DEI organized training and coaching for the senior leadership team in understanding and modeling inclusive behaviors and how to better understand their cultural fluency on individual and team levels. This Cultural Competence, Fluency, and Inclusivity training and development experience involved multiple phases that included group learning sessions, personal coaching, and a 360-degree assessment. CEO Vince Sadusky and his direct reports had in-depth discussions around the implications of inclusive leadership and their role in leading the way as we build towards the goal of creating a more inclusive IGT culture.**

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

manage these topics. Additional components of IGT's DEI infrastructure include global and regional councils and DIGs, the latter of which are networks formed around dimensions of diversity and open to all employees regardless of identity or group affiliation.

DIGs support employees' professional development, assist in the improvement of IGT's policies and processes, and support various business needs, from recruitment to marketing and everything in between.

These groups receive formal, structural, and financial support from the Office of DEI and IGT more broadly. The Office of DEI engages with many external national and international consultants, companies, and organizations on the strategy, creation, execution, and monitoring of programs, training, initiatives, and events. These external resources ensure that DEI efforts are appropriate for the changing external world.

*\* Figures are disclosed in Social KPI section at pag. 105*

## Diversity, Equity and Inclusion (DEI) Councils

The Global DEI Council represents a variety of levels within the organization, from individual contributors to the CEO, and all regions where the Company operates. The three Regional DEI Advisory Councils are formed around Latin America and the Caribbean; Europe, Middle East and Africa; and Asia-Pacific, and they provide valuable feedback on how DEI initiatives are impacting their teams and also guide the creation of major programs in their regions.



IGT's DIGs, sometimes referred to as employee networks or affinity groups at other companies, help to attract, retain, and develop talent, foster inclusion, and drive business innovation. DIGs have grown rapidly at IGT, with nearly 15 percent of employees engaging in them as members and thousands more participating in their programs and initiatives from more than 20 countries around the world.

In the Summer of 2022, DEI engaged with an expert on employee resource groups to evaluate its seven DIGs, their maturity in the employee resource group lifecycle, engagement of members, areas of growth, perceived impact to IGT and extended communities, and more. All DIG members were invited to participate and DIG leaders received special reports that are guiding their current outreach with support from the Office of DEI.

IGT has achieved a range of significant DEI milestones, including welcoming the new WIN with IGT U.K. chapter, growth in the representation of women and people of color in leadership, and global recognition by highly respected organizations, such as the All-In Diversity Project. In recognition of the programs carried out in 2022, IGT is the first gaming supplier to be included in the Human Rights Campaign Foundation's Corporate Equality Index, which measures LGBTQ+ inclusion in the workplace.

The Office of DEI planned and executed more than 70 events and initiatives in 2022, including more than 40 local, regional, and international programs through its seven DIGs. The entire IGT Senior Leadership Team participated in a 360-degree inclusive leadership assessment, education session and committed to enhance their inclusive leadership competencies. DEI

launched the U.S. IGT Workplace Gender Transition Guidelines, including live training, on how to support employees, managers, and people partners who want to learn more about how IGT supports employees who are, or who are considering, transitioning their gender.

In 2022, IGT was the first Casino and Gaming company to become a signatory for the UN Women's Empowerment Principles (WEPs), a set of principles offering guidance to businesses on how to promote gender equality and women's empowerment in the workplace, marketplace and community.

In support of

## WOMEN'S EMPOWERMENT PRINCIPLES

Established by UN Women and the  
UN Global Compact Office

In London, U.K., Board of Directors Executive Chair Marco Sala hosted IGT's first-ever DEI global town hall event. This event was especially important as it announced that the future of IGT's work in diversity and inclusion now included equity. It took place under the title "Diversity, Equity and Inclusion: Activating Our Values" and included a round-table style discussion between IGT's DEI leaders and some of IGT's Board Directors. Thousands of IGT employees from across the globe watched as Board Members Heather McGregor, Maria Pinelli, Jim McMann, Ashley M. Hunter, and Samantha Ravich told their personal and professional stories about why they are committed to

DEI and how they carry that into their leadership roles at IGT and beyond. The event also featured important keynote DEI messages from IGT CEO Vince Sadusky, and SVP, P&T, Dorothy Costa.

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

DIG activities are primarily internally focused, but may also have an external component (e.g., recruitment events, community engagement activities, professional associations, cultural celebrations). Executive leaders serve as sponsors and provide guidance, coaching and advocacy, help to remove organizational barriers, review progress, and use their platform to communicate results to the organization. The DIGs help to:

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

“

The diversity of our IGT team continues to grow. Nearly 29% of all IGT's leaders are now women, up from 16% in 2018, and 15% of leaders in the United States are now people of color, a 47% increase from 2018. One-third of IGT's Board of Directors are women, and every member of our board joined employees worldwide, including senior leaders, in completing DEI training.

”

Dorothy Costa | IGT SVP, People &  
Transformation





## Diversity & Inclusion Groups (DIGs)

<p><b>WoW<sup>at</sup> IGT</b> Wealth of Wisdom</p> <p>Working to understand the unique issues faced by and opportunities available to IGT employees 50 and older, while fostering intergenerational collaboration</p> <p>Global Chapter</p>	<p><b>ACE<sup>at</sup> IGT</b> Advancing Cultural Education</p> <p>Committed to advancing people of African descent within the gaming industry through professional development, networking, promoting inclusion and diversity, a sense of belonging, and creating positive connections within our communities</p> <p>Global Chapter</p>	<p><b>Military Veterans<sup>@</sup> IGT</b></p> <p>Supporting those who served in the military through mentorship, networking, professional development and community outreach</p> <p>Global Chapter</p>	<p><b>PRIDE<sup>with</sup> IGT</b> Pluralism · Respect · Integrity · Diversity · Égalité</p> <p>Creating a workplace where LGBTQ+ employees feel safe, supported and empowered to participate in the organization and thrive as their full, authentic selves</p> <p>Global Chapter</p>	<p><b>SuperAbilities<sup>at</sup> IGT</b> Italy</p> <p>Promoting the rights and empowering people with disabilities</p> <p>Global Chapter &amp; Italy</p>	<p><b>WIN<sup>with</sup> IGT</b> Italy</p> <p>Women's Inclusion Network (WIN) Empowering women at IGT through networking, professional development and mentorship opportunities</p> <p>Chapters in Italy, U.K., Latin America, Rhode Island, U.S., Lakeland, Florida, Las Vegas and Reno, Nevada</p>	<p><b>NEXGEN<sup>@</sup> IGT</b></p> <p>Focuses on recognizing the professional contributions and development of millennial and generation Z employees, while directly embracing how this generation communicates, learns, and engages in the workplace</p> <p>Global Chapter</p>
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The seven DIGs are collectively represented by 14 regional and global chapters. DIGs have both a global and local focus with some chapters operating on an international or regional level. IGT's DIGs have played a critical role in understanding and supporting the needs of team members around the globe.





## Ignite Inclusion

In early 2022, IGT launched Ignite Inclusion, its first-ever global DEI learning program. Components included interactive, live virtual events, online self-paced courses, and small group discussions known as, “Let’s DIG In Team Talks.”

The 2022 Ignite Inclusion program established a foundation for IGT employees to understand themselves, their colleagues, and the people in their lives. It was a proud success for the Company with a global participation rate of more than 96%, which is exceptional for a first-year program. Ignite Inclusion was offered in Spanish, Italian, and English, and all live events were offered at a wide variety of international times to meet the needs of employees around the globe.

## Engaging Our Employees

### Human Capital Development GRI 404-1

Human capital development is one of the most important elements for the success of an organization, as every employee’s skills and know-how are key to reaching the business goals. The impact on the organization by people’s development is particularly evident in digital transformation, next-generation, globalization, and hybrid ways of working.

Career development is a partnership between each employee, their manager and IGT, and is a conscious choice to grow and stretch individual capabilities and further a professional career. Employees and managers both have responsibility to drive growth and development, with IGT providing the resources. To better empower employees in growing their careers, IGT launched the ‘Talent Central’ portal on the Company’s website. Talent Central acts as a one-

stop hub where employees can browse and access upcoming learning events and tools, including monthly talent roundups, and operational talent toolkits, designed to help employees understand and execute talent-based activities. In addition to these key learning and development resources, Talent Central features ‘WelcomeMe’, a comprehensive roadmap to help new employees and their hiring managers navigate through the IGT onboarding journey. The new hire portal contains orientation materials, helpful links, a Company overview, and information about IGT’s values and culture, among other key materials to acclimate new employees to life at IGT. The WelcomeMe people manager portal features helpful resources designed to help managers effectively prepare for the arrival of new employees, as well as a comprehensive plan for supporting employees over their first six months with the Company.

## The Employee Journey



We want IGT to be known as an **Employer of Choice**

Our goal is to offer employees processes that are **innovative, simplified, agile and transparent**

Our goal is to provide a culture of continuous **learning, development, and growth based on experience**

We want people to feel **nurtured, challenged, and given the opportunity to thrive**

With the goal of positioning IGT as the “Employer of Choice,” IGT is fostering a culture of continuous learning by designing integrated processes for performance management and talent review. The employee journey begins on the day a new hire starts at IGT. The onboarding process introduces the new hire to IGT’s culture and values, and their job duties. Performance and skills are regularly monitored by means of frequent feedback, and assessed according to the results achieved. Every employee is given the opportunity for professional development by attending global or specific training programs. Employees can also apply to transfer into other internal positions that fit their skills and expectations.



## Top Employer Certified - IGT Italy



"I am very proud that IGT has received the top employer 2023 certification in Italy," said Fabio Cairoli, Global Lottery CEO. "We obtained this recognition thanks to the fact that we belong to a multinational group with strongly structured processes and programs that attests to our commitment to valuing and protecting people."

IGT Italy, at the beginning of 2023, was certified as a top employer in Italy, joining nearly 150 other Italian companies who are recognized as human resource leaders for their outstanding strategies and people practices aimed at fostering employees' well-being and improving work environments. Top employer Italia certification, issued by the Top Employers Institute, is based on the results of a "Human Resources (HR) best practice survey," a process which evaluates each company to see if it meets certain standards. The analysis is carried out on six macro-HR areas and examines, in-depth, 20 different topics and respective best practices, including people strategy, work environment, talent acquisition, learning, well-being and diversity and inclusion, among others.

New capabilities are developed by means of learning experiences, specific trainings (live or online), and through relationships/connections with others via coaching, mentoring, and feedback. Individual Development Plans (IDPs), aligned to personal growth goals and business objectives, enable employees to develop the skills required to reach individual and corporate goals.

As part of its Integrated Talent Management process, IGT requires employees to work with their managers to identify and develop work goals based on business strategy. Goals are set in July, and performance of those goals are discussed during monthly check-ins and evaluated during the end-of-cycle processes. Managers are asked to evaluate the performance on goals and competencies based on a five-point

scale, and then go through the process of calibrating performance across the entire team to ensure that there is equity in the evaluation of performance and a baseline for what is considered to be success. 100% of employees are assessed for their performance.

IGT has added Talent Review and Succession Planning to the Talent Management process to assess potential, risk of leaving, impact of loss (talent flags) of all employees across the organization, and potential successors for the top three levels of the organization and key positions. This will be part of an ongoing Talent Review process to ensure IGT is developing and retaining top talent for future growth.

The Integrated Talent Management process is executed in three phases – goals setting, monthly

check-ins, and end-of-cycle review. The final review phase consists of:

- Employee self-evaluation;
- Preliminary manager evaluation of employee performance, potential and talent flags;
- Calibration and talent review of performance, potential and talent flags across teams;
- Final discussion and employee acknowledgment; and
- Succession planning for the levels/positions described above.

IGT provides workshops and training for each phase of the process for employees, people leaders, and P&T stakeholders. Additionally, IGT houses SharePoint sites, including Talent Central, offered in English, Spanish and Italian, dedicated to providing tools and resources for all aspects of Integrated Talent Management. In 2022, IGT introduced weekly open house sessions during the two-to-three month calibration period where P&T colleagues and people leaders were invited to join and ask questions.

Employees' skills and competencies are fostered by means of several learning programs, such as mentoring, coaching, virtually delivered programs, and self-paced e-learning courses. IGT offers a rich e-learning catalogue with content provided by Harvard ManageMentor (HMM), HMM Spark, Udemy, Skillssoft, and MindGym, covering a broad range of business skills, technical training, and DEI training. In addition, IGT provides on-demand courses on wellness topics, such as stress management, through online resources HMM and Udemy. The Ways of Working internal microsite provides a curated collection of on-demand resources on wellness in the workplace and work-life balance.

IGT invested in the creation and delivery of a range of virtual training options to ensure continued employee engagement and upskilling. For example, the first-level leader program, Manager Essentials, was redesigned for virtual delivery. In 2022, 401 leaders were enrolled in the program. Transformative Leadership, an intensive three-day experiential leadership development program for Directors and Senior Directors, was piloted with a cohort of eight participants. Leading IGT, a Harvard-delivered program, involved Vice Presidents and above. Development work began on a program for high-potential individual contributors likely to move into people leadership roles to address the learning needs of employees in the leadership pipeline. Integrated into these programs are conversations around the importance of promoting a diverse, inclusive, and equitable workplace, by building trusting, one-on-one relationships between managers and employees, and creating a safe environment that actively seeks input from diverse viewpoints.

Assessments and interactivity are woven in the design of most IGT learning courses. At the end of each training course and learning program, IGT administers a questionnaire and conducts evaluations on classroom training. Many of the digital learning offerings also feature pre- and post-evaluation components.

**Globally, the average number of training hours per IGT employee is 10.18\*. Through the Global Talent Management organization, IGT invested \$1.35 million in training in 2022, which included direct investments in leadership training programs and on-demand learning available to all employees.**

\* Figures are disclosed in Social KPI section at pag. 105



## Anti-Harassment Program

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

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

**In September 2020, IGT launched a worldwide harassment-prevention training for all employees, each of whom plays a key role in preventing and addressing workplace harassment. The training aims to familiarize employees with IGT's Non-Harassment and Bullying Policy.**

**The course also equips employees with the knowledge necessary to recognize the principles of respectful behaviors in the workplace and respond to or report alleged violations of the policy. This proactive and inclusive approach is designed to develop capabilities to prevent harassment throughout the organization. In 2021, specific content and scenarios were added to address harassment and bullying based on sexual orientation, gender identity, and/or gender expression. In 2022, this content was further updated and delivered to all employees, including temporary personnel and interns.**

### Rewards and Benefits

IGT considers compensation and benefits to be critical components of what attracts and motivates employees to join and stay with the Company. Together, compensation and benefits, along with other specific programs, comprise the total rewards equation. As a global organization, IGT strives to offer market-competitive total rewards programs, reflective of what is expected in all geographies where the Company employs talent.

IGT's market focused approach to compensation is intended to be a competitive edge with regard to broad-based pay, short-term and long-term incentives, sales commissions, bonuses, rewards and recognition opportunities. The IGT compensation team participates in multiple global, regional, and local salary survey studies to obtain relevant market

data. Pay ranges are established for every role and are continuously updated. Offers of employment are reviewed by the team to ensure that offers are market driven and uphold internal equity standards.

Compensation programs and initiatives are designed to reward employees for their work. Compensation is relevant to the Company, as it aims to assist in attracting and retaining employees. IGT's performance-based pay structure is intended to incentivize and motivate employees while providing meaningful rewards and recognition. The Compensation Committee reviews management recommendations and advises management on broad compensation policies.\*

As part of encouraging executive involvement and contribution to the performance of the Company, IGT has offered several performance-based variable incentive programs, including a share award program for employees at a certain level. Share awards are

typically based on a three-year performance cycle and subject to achievement of several pre-determined financial metrics. Setting these thresholds and offering such awards help drive leadership accountability and create linkage between employees and shareholder interests through share ownership. IGT also offers a short-term incentive program based on achievement of pre-determined fiscal year financial results, as well as individual performance against specific pre-determined goals, i.e. MBOs. In 2022, MBOs linked to IGT's ESG performance were set for its top management.

All IGT employees are eligible to participate in the Spotlight rewards and recognition program, where employees may nominate their colleagues for upholding IGT's core values.

IGT ensures employees' health and wellbeing by offering a wide array of benefits. The standard benefits

available to full-time employees generally include, as a minimum:

- Life insurance;
- Health care insurance;
- Disability and invalidity coverage;
- Parental leave; and
- Retirement provision.

### Fostering and Measuring Engagement

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

\*For more information, see [UK ARA 2022](#)



expectations, work-life integration, and an inclusive culture that values diverse employee contributions and personal and professional experiences.

IGT works continuously to further improve the engagement of its employees. For example, IGT runs a voluntary biennial employee engagement survey, MyVoice@IGT, consisting of 45 engagement index items and covering 11 categories that measure areas such as communication, inclusion, growth and development, as well as remote working opportunities. The last global survey was carried out in the third quarter of 2022, which included new topics on hybrid work models and mental and physical well-being.

Engagement management follows a two-level approach. The first level relates to corporate climate and the employee experience working at IGT and falls within the responsibility of P&T to ensure transparency of policies, clarity of guidelines, and effectiveness of tools for managers. The second level falls under the responsibility of the direct manager, with support from P&T and is linked to how comfortable every employee is in their role as it relates to their responsibilities, the relationship with their managers and team, as well as IGT's corporate strategy.

IGT works continuously to better understand how to improve the engagement through MyVoice@IGT. The survey is voluntary and sent to all employees.

In 2022, IGT's employee engagement had a 71% participation rate by employees globally. The results showed an overall engagement index of 76%, indicating a 3.3-point decrease from the previous survey. Manager effectiveness and psychological safety scored high at 83.8% and 84.4%, respectively, suggesting that employees feel respected and secure in expressing their opinions within their immediate teams. Growth & Development continues to be a key driver of engagement, with an increase of 7.7% compared to 2020. Notably, the largest single-item increase in 2022 was that employees knew the skills and capabilities required to advance their careers (13.5%). This is tracking positively as 2020 action planning focused on growth and development. Employees also highlighted that a sense of inclusion and belonging, scoring 68.1%, remained stagnant from the previous year and thus requires focused attention. Each department is accountable for sharing its results at the team and business levels, and creating action plans to address the results.

## Employee Advisory Committee

Another way that IGT fosters and measures employee engagement is through the formation of the Employee Advisory Committee, comprised of a diverse group of employees worldwide who provide advice and counsel to the SVP of P&T on a variety of topics, including but not limited to feedback on current morale and overall work environment, new and current programs and policies, common themes raised by employees throughout the Company, IGT communications, and other considerations that may need to be considered. The Employee Advisory Committee meets each month, and membership is rotated every 12 months to allow new members the opportunity to bring fresh insights and views into the work of the Committee. Providing this type of forum for direct employee feedback to be shared with senior leaders demonstrates IGT's commitment to ensuring that employees have a voice that is heard, in support of "Valuing and Protecting our People."



# 4. Advancing Responsibility

IGT's products, services and operations are fully compliant with existing laws and ensure the protection of all stakeholders' rights, gaining the trust of players and customers.

The Code of Conduct and internal policies guarantee that all corporate activities are carried out according to the highest standards of service and current regulations.

Prevention, protection, and enforcement measures ensure the appropriate processing of personal data, maximum protection against cyber-threats, and a high management capacity in fraud prevention.

Responsible gaming is a key priority as acknowledged by the certifications awarded by the most respected gaming industry associations worldwide.

## Ethics and Integrity



## Code of Conduct



## Protecting People and Processes



## Responsible Gaming

**IGT Positive Play**



## 4.

## Advancing Responsibility

As a global leader in the gaming industry, IGT considers responsibility a critical part of the business. Advancing responsibility is about ensuring that stakeholders involved in IGT's activities are protected. Risk mitigation features and capabilities are embedded in a system of codes, policies, guidelines, and best practices to protect customers, employees, players, suppliers, and the environment.

IGT is fully aware of the risks and responsibilities associated with the gaming industry. The Company's operations span the globe, working in jurisdictions with varying laws, regulations, and cultural and social attitudes.

IGT has adopted a comprehensive set of policies and procedures to prevent and mitigate any potential negative impacts related to corporate activities and the value chain. For instance, IGT strives to prevent fraudulent, anti-competitive, or corrupt behaviors by ensuring that all employees and suppliers conduct business with integrity and high ethical standards.

When it comes to product safety, IGT ensures that all of its products are produced according to the highest safety standards. Additionally, regulatory compliance and countering possible fraudulent behavior are paramount objectives. IGT secures the health and safety of players in a number of ways, including the use of non-toxic ink for all instant tickets. The Company also ensures that products are tamper-proof, and their

design and marketing are specifically developed to deter underage gambling and problematic behaviors, especially for players who are vulnerable. Security is also a top priority. IGT integrates the latest security technology into its game production platform to protect the system from unauthorized monitoring and modifications..

Business ethics and integrity are the foundation for IGT's activities and the prerequisites for working successfully in the gaming industry. IGT is committed to acting in good faith in all business activities and dealings with government officials, customers, and third parties. IGT's reputation as a responsible and ethical supplier of lottery and gaming products and services is critical to its success.

In addition to ensuring compliance with the laws of the jurisdictions in which it operates, IGT adheres to a Code of Conduct that applies to all stakeholders involved in its corporate activities. The Code supports IGT's policies and procedures for anti-corruption practices, anti-money laundering (AML) practices, and combating the financing of terrorism, according to laws and regulations issued at international and national levels.

IGT has established a risk management process aimed at guaranteeing an adequate understanding of potential risks that may hinder the achievement of strategic, financial, and operational objectives.

Maintaining the trust of customers and players is a paramount goal in IGT's operational policies, and this is well represented by the procedures adopted for guaranteeing data privacy and protection. For example, cyber-security monitoring and prevention activities are in place to avoid the loss or breach of personal and confidential data and information, thus protecting business continuity from service interruption. In addition, cybersecurity and business recovery plans address internal aspects of responsibility that may be less visible externally but are important parts of IGT's responsibility commitments.

Match-fixing is one of the greatest threats to sports betting as it endangers the integrity and unpredictability of competitions. It is a form of fraud that can take place through groups of illegal bettors potentially engaged in money-laundering activities. IGT is actively involved in combatting match-fixing.

IGT's responsible gaming (RG) commitment is long-standing and engrained within its core business and products offered to customers and players worldwide. IGT demonstrates this commitment by collaborating with regulators, gaming organizations, research groups, customers, and players.

### Licensing Process and Regulatory Requirements for IGT

IGT maintains an extensive network of licenses. Its ability to hold multiple licenses in each jurisdiction is testament to our commitment to compliance and responsible operations.

Currently, IGT has more than 500 active licenses. Obtaining these licenses requires strict adherence to regulatory requirements and rigorous background checks. However, the benefits of having a multi-jurisdictional presence are significant. It enables IGT to provide its customers with access to a diverse range of games and services across regions and jurisdictions. IGT's extensive network of licenses and partnerships allows the Company to offer innovative solutions and cutting-edge technology to customers around the world.

As IGT continues to grow, it remains committed to maintaining the highest standards of integrity, transparency, and responsible conduct in all operations, ensuring that it continues to earn the trust and confidence of its customers and stakeholders.





## Operating with Integrity

GRI 2-15, GRI 2-16, GRI 2-23, GRI 2-24, GRI 2-25, GRI 2-26, GRI 3-3

IGT's products, services and operations are fully compliant with existing laws and ensure the protection of all stakeholders' rights, gaining the trust of players and customers.

### Compliance and Code of Conduct

With operations in more than 100 jurisdictions, IGT is constantly working to become a better supplier, employer, and corporate citizen. The Company adopts policies to comply with local regulations and applies industry standards to maintain a secure working environment.

IGT has established a Global Compliance Governance Plan which is designed to protect the integrity and reputation of the Company. All IGT employees, officers, and directors must adhere to this plan and all applicable laws and regulations in all countries and jurisdictions in which the Company does business. The Chief Compliance Officer reports to the Global Compliance Governance Committee on a periodic basis with respect to any matter as described in the plan as well as to the Audit Committee on a quarterly basis to discuss the committee's activities and any other compliance matters deemed relevant.

In addition, the Chief Compliance Officer shall be entitled to report to the Board, the Committee, or senior management at any time without being required to first seek approval to make such report. He reported no materials matters to the Board during 2022.

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

audits the effectiveness of the Company's internal control over financial reporting annually.

IGT's management team maintains a system of internal accounting controls, providing reasonable assurance that transactions are properly authorized and recorded accurately. Failure to do so would be considered a violation of the Code of Conduct. Accordingly, all IGT employees must obtain all required authorizations and provide accurate and

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

### Company's Internal Control over Financial Reporting

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

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

### System and Organization Controls

In addition to participating in the SOX program, certain IGT operations are subject to System and Organization Controls (SOC) audits, such as SOC1 and SOC2 audits, providing additional assurance over the internal control environment. Operations can be subject to both a SOC1 and SOC2 audit depending on customer and/or contractual requirements.

A SOC1 audit focuses on IGT's business process and information technology controls that might impact a customer's financial reporting. Examples of other service organizations that typically provide a SOC1 report to their customers include payroll processors, data centers or colocation service providers, and organizations that host software in the cloud (e.g., software as a service – SaaS).

A SOC2 audit focuses on how IGT achieves its service commitments or promises related to security, service availability, transaction processing, data confidentiality, and/or privacy, and is more operational and security-centric rather than focusing on financial reporting.

“As a global gaming leader, IGT has a responsibility to protect our customers, employees, players, suppliers, and the environment. The Company has implemented a variety of policies and procedures to ensure that we operate ethically and with integrity.”

Chris Spears | IGT EVP & General Counsel



## Conflict of Interest

IGT has adopted a Conflict of Interest (COI) policy that is available to all employees. The policy explains the nature of the conflict of interest and the process for reporting attempted, suspected, potential, or actual violations of the policy. The policy also provides for consideration and approval by the Legal Department and, when necessary, the Compliance Department of engagements that may have the appearance of a conflict of interest. IGT maintains a [Related Person Transactions Policy](#), which seeks to mitigate the risk of a potential or actual conflict of interest and ensures decisions are in the best interests of the Company and its shareholders. The COI topic is also publicly treated in the [Code of Conduct](#), available on IGT.com

## Code of Conduct

IGT's Code of Conduct provides a clear description of what behavior is considered appropriate and ethical in the course of doing business on behalf of IGT. It covers specific risk areas such as bribery, global trade, fair competition, and environmental responsibility. The Code of Conduct also offers examples of acting with integrity in employees' day-to-day work. Every employee is responsible for reading, understanding, and agreeing to abide by the Code of Conduct, and they are required to certify their adherence to the Code of Conduct upon hire and on an annual basis. IGT provides periodic training on the Code of Conduct to enhance employees' understanding of ethical and legal risks. [The Code of Conduct is available on IGT.com.](#)

## Whistleblower Policy

All employees are encouraged to report any suspicion of a violation of IGT's Code of Conduct or other activity that may be unlawful, lead to incorrect financial reporting, or raise questions about the integrity of management without any fear of retaliation. Employees, officers, directors, consultants, and representatives are encouraged to report suspected or known violations through regular reporting channels or anonymously through the Company's Integrity Line.

[IGT's Whistleblower Policy](#) was revised and amended in December 2021 to be compliant with Directive (EU) 2019/1937 of the European Parliament and of the Council of 23 October 2019 on the protection of persons who report breaches of Union law ("EU Whistleblower Directive").

IGT's Compliance and Legal Departments receive all inbound telephone and web portal reports of suspected or known violations through the Integrity Line, operated by an independent provider. If it is reasonable to conclude under the circumstances that a material violation is ongoing or about to occur, the Chief Compliance Officer and/or the General Counsel shall immediately notify the Chair of the Audit Committee of the Board of Directors. In all other circumstances, investigation reports, findings, and recommendations will be reviewed in a reasonable and timely manner by the Chief Compliance Officer and the General Counsel's office.

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

### Anti-Corruption and Ethics (ACE)

Global compliance with anti-corruption laws and IGT-related policies and procedures is fundamental to protecting the Company's reputation. IGT's gaming and lottery activities may be vulnerable to corruption and anti-competitive manipulation in both the government and private sectors. To maintain its licenses around the globe and its good reputation in the industry, IGT adopted and implemented policies and procedures to ensure a corporate culture and practices that protect against such vulnerabilities. IGT has both Antitrust and [Anti-Corruption and Ethics \(ACE\)](#) policies and programs that are overseen by the Legal department.

The ACE policy and program include detailed gift, entertainment, and travel policies and limits, along with specific procedures and limitations concerning government officials. IGT prohibits its directors, officers, employees, and third parties from offering, giving, soliciting, or accepting bribes, kickbacks, or any other improper benefit. IGT has developed a reporting

platform to provide a simpler and more time-efficient process for IGT employees to obtain pre-approval for gifts or gratuities to a government official.

To maintain the highest ethical standards and comply with global anti-corruption laws, IGT also prohibits bribery in the private sector, also known as commercial bribery. Any business courtesy must be reasonable and for a legitimate business purpose.

**Compliance with the ACE policy is mandatory and may be considered a factor in promotion and compensation decisions. Non-compliance with the ACE policy may result in disciplinary actions, including termination of employment. IGT requires all employees to complete anti-corruption training on a periodic basis. As of December 2022, 96% of employees completed the training. A copy of the ACE policy is included in the Board Handbook made available to all directors of International Game Technology PLC (12), of whom six (50%) reside in the U.S., five (42%) in Italy, and one (8%) in the United Arab Emirates. In addition, IGT provided live ACE policy training for senior leaders in November 2022.**

IGT benchmarks its ACE program against the U.S. Department of Justice guidance and industry best practices. IGT's Internal Audit department performs audits of components of the ACE program and reports audit results to the Audit Committee (the AC). In addition, Internal Audit annually conducts an audit to assess compliance with the annual Code of Conduct certification process.



## An Active Commitment to Legality

IGT in Italy adopts compliance programs according to Organizational Model 231 to validate the effectiveness of the controls put in place by the Company to prevent crimes identified by Legislative Decree n. 231/2001 (e.g., bribery, corruption, AML, financial reporting crimes, unlawful competition, etc.). IGT's commitment extends beyond regulatory compliance, as the adoption of the programs is voluntary. In addition, there are also several certifications that ensure continuous improvement of the organization's processes and services to stakeholders. Organizational Model 231 provides for:

- performing a risk assessment to identify the activities which may give rise to the offenses listed in the decree;
- defining the procedures through which IGT makes and implements decisions relating to the offenses to be prevented;
- defining procedures for managing financial resources to prevent offenses from being committed;
- appointing a supervisory body monitoring the effective organizational model implementation through specific audits conducted by external audit firms;
- putting in place an effective disciplinary system that punishes failure to comply with the measures set forth in the Model itself;
- providing dedicated channels to encourage reporting whistleblowing based on evidence about irregularities, violations, censurable behaviors, or any non-compliance with the Code of Conduct and/or Organizational Model 231;
- putting in place third-party due diligence in order to mitigate reputational risk and the risk to be involved in corruption and other illegal activities;
- providing specific training to ensure adequate knowledge, understanding, and application of the model by employees and manager.

## Antitrust Policy

IGT and its subsidiaries are committed to complying with all U.S. and international, federal, state, and local laws, including antitrust and competition laws. All directors, officers, employees, hired contractors, and agents must be aware of and comply with applicable antitrust laws. The policy covers dealings with competitors, distributors, customers, and suppliers, and covers topics such as bid rigging, price fixing, market division or customer allocation, industry associations and trade groups, joint ventures and collaborations, group boycotts, intellectual property, mergers and acquisitions, and human resources implications.

## Protecting People, Products, and Processes

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

### Enterprise Risk Management

The Company acknowledges that it faces a number of risks that could impact the achievement of its strategy. IGT seeks to monitor, control, and minimize the impact of risks to profitability while maximizing the opportunities they present. While it is not possible to identify or anticipate every risk, the Company has an established enterprise risk management process to manage and mitigate risks. The Board of Directors, through its AC, provides direction and oversight over IGT's enterprise risks and the Company's enterprise risk management (ERM) program and risk management practices.

Risks are considered in terms of their impact and likelihood from a financial, regulatory, and reputational perspective. ERM is the risk discipline that approaches risk management strategically and holistically from the perspective of the entire organization by addressing the full spectrum of risks and managing them as

an interrelated risk portfolio. Enterprise risks stem from internal or external factors and are categorized as strategic, operational, government, regulatory and legal, technology and information security, and financial risks.

IGT's ERM program is comprised of various components, methods, techniques, and processes and sits within the Compliance and Risk Management department, under the finance function, to create, develop, implement, and manage the program. The ERM function defines and updates IGT's overall risk management framework, in line with the direction of the Board of Directors, and according to best practices and accepted ERM methodologies. Within IGT's governance structure, the ERM function carries out the following operations:

- defining and updating the risk management process activities;
- identifying roles and responsibilities;
- defining methodologies and tools for risks assessment and priority;
- coordinating with other relevant functions to integrate risk management models, in particular for the purpose of updating methodologies and metrics.



## Risk Governance Structure and Three-Lines Model

IGT has the following organizational structure in place to ensure there is effective risk governance and that sound risk management practices are established and followed. While risk management is the responsibility of all employees, specific responsibilities for risk management are delineated based on which of the “three lines” a role falls under in the diagram below.



The ERM function continuously identifies emerging risks, defined as highly uncertain risks that are not meaningfully impacting IGT at the moment, and maintains an emerging risk watch list. To help identify potential emerging risks, ERM monitors multiple sources, including, but not limited to, external leading risk research and advisory companies, along with contributors and participants from a variety of industries to gauge and track the emerging threat landscape. The ERM function then reviews, discusses, and determines which risks, if any, require further analysis, action, or escalation, or should be considered for inclusion in the Company’s risk register.

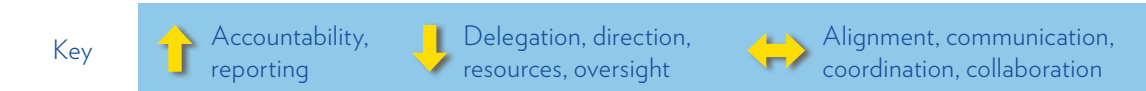
**that leaders understand their role in promoting risk management practices throughout the organization.**

All employees are responsible for risk management, and it is expected that they will escalate any issues or concerns by email to the ERM function or through IGT’s Integrity Line. In addition, an employee must report an operational incident to the ERM function to allow identification, impact quantification, and ultimately the strengthening of controls.

**Risk awareness and education are provided to business leaders throughout the year. This includes individualized training for executive employees as well as risk owners and risk assessors. The goal of all risk-related training is to ensure**

## Accountability for Environmental, Social, and Governance (ESG) Risks

Stakeholders demand greater corporate accountability, transparency, and sustainability. They want to know how organizations are affecting the environment, how they treat their employees, customers, and communities, and if they conduct their business ethically. IGT is expected to implement best practices and effectively manage and meet stakeholder expectations around evolving ESG issues. IGT carries out extensive risk prevention and mitigation activities in this regard, as the Company’s ESG practices may influence the investment and business decisions of investors and business partners, respectively. For example, IGT has developed ESG initiatives and programs, such as the forward-looking global Sustainability Plan, maintains certifications in responsible gaming (RG) and offers RG features as part of its core products, and supports the community through corporate and employee-driven programs.





## Risks Due to Climate Change

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

### Data Protection GRI 3-3

As a global leader in gaming, the collection and processing of data related to people and transactions require the highest degree of responsibility towards individuals, business partners, and markets. IGT manages the personal data of all stakeholders, including customers, players, retailers, employees, vendors and other business partners. Although IGT may be acting as a data controller or a data processor, depending on the activities, purposes, and categories of data subjects, all personal data are managed in compliance with applicable privacy laws and regulations and IGT Global Data Protection and Privacy Program (IGT Privacy Program). The same commitment to data privacy also applies to the personal data of any other stakeholders operating under the management and/or control of IGT.

Along with the IT Corporate Solutions and Global Information Security organizations, the IGT Privacy Program underpins the organization's ability to be

## Making Trust a Competitive Advantage

**DATA USE AND PRIVACY:** Promote a human-centric vision in all the ways that IGT uses data. Focus on user experience to keep IGT's products simple, transparent, and secure, while empowering users to control their data and exercise their rights.

**DIGITAL TRANSFORMATION:** Contribute to digital transformation and innovation to promote high standards. Make responsible choices according to data privacy regulations and integrate measures "by design" to improve data security and privacy.

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

**DATA PRIVACY MODEL AND OPERATIONS:** Continue to update and optimize the operating model, evolving IGT processes and solutions for the concrete application of data privacy regulations.

a principled steward of the personal information entrusted by our customers, business partners, and employees. The IGT Privacy Program gives individuals control over their personal data and complies with the data privacy laws and regulations where IGT does business.

The IGT Privacy Program applies to all IGT entities, business units, and personnel globally, as well as all personal data in IGT's possession, whether collected from employees, clients, customers, suppliers, vendors, contractors, subcontractors, shareholders, or any other third party. The principles included in the IGT Privacy Program align with the privacy principles of standards ISO/IEC 29100 and comply with an overarching set of principles, ensuring that the data processing activities are:

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

IGT updated its Privacy Program to address the evolution in IGT's business and technology, society, behavioral expectations, risk, and global legal frameworks and implemented a risk-based approach to embed "privacy by design" within relevant business units and functions.

IGT monitors the global data privacy legal landscape to identify and prepare for newly enacted data privacy laws in jurisdictions where the Company operates. In

this regard, it should be noted that the enforcement of the European Union's General Data Protection Regulation (GDPR) 2016/679 in 2018 radically affected the way global entities view data protection and privacy. Many jurisdictions around the globe are re-examining their values surrounding privacy and currently, nearly 80% of countries around the globe have enacted, or are enacting, data privacy legislation. In addition to GDPR, IGT complies with China's Personal Information Protection Law (PIPL), Brazil's General Data Protection Law (LGPD), Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), relevant U.S. regulations including the California Consumer Privacy Act (CCPA), Controlling the Assault of Non-Solicited Pornography and Marketing Act (CAN-SPAM) and Fair Credit Reporting Act (FCRA). In 2022, the privacy officer facilitated IGT's compliance with several U.S. state consumer privacy acts.

The legal privacy department and Data Protection and Privacy Officers partner with business units to facilitate privacy considerations at the initial design stages and throughout the development of new products, processes, or services that involve the processing of personal data, or to update product design to stay current with changing regulatory requirements. This approach, based on the principle of "privacy by design – by default" enables IGT to comply with ever-changing global data privacy and protection regulations, guarantees increased accountability for data privacy compliance, and gains and maintains the trust of our customers.





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

In October 2022, IGT's Privacy department was moved from the Information Security team to the IGT Legal team and is in the process of being reorganized to enhance efficiencies, increase employee engagement, and solidify the business units' commitment to data privacy. A new Director of Data Privacy and Compliance Operations joined the IGT Legal team, to better align with ongoing process improvements, transparency, and risk management.

IGT's data privacy governance model describes the roles, responsibilities, and expectations for relevant segments of, and roles within, the Company. To improve the effectiveness of the IGT Privacy Program, the governance model delegates responsibilities to relevant business units and functions and offers

increased autonomy to implement the Privacy Program and its principles in a customized manner suited to their respective areas. The IGT Privacy Program is governed by the:

- Audit Committee: oversees the effectiveness of the Privacy Program and provides feedback for continuous improvement.
- Program Owner: IGT's senior leadership is represented by the Executive Vice President and General Counsel who supports and champions the Privacy Program.
- Senior Management: accountable for implementing data privacy and protection compliance in their business segments or functional areas, as well as tracking and reporting data privacy metrics as part of the assurance process.
- Data Privacy Leadership Team: senior leaders of the applicable business segments and functional areas appointed by senior management to drive implementation of the Privacy Program within

their respective business unit or function.

- Data Protection and Privacy Officers: in conjunction with the legal department, the Data Protection and Privacy Officers develop, manage, and maintain the Privacy Program within the Company.
- Privacy Operations: performs operational aspects of the Privacy Program by partnering with business units to conduct ongoing impact and risk assessment, as well as data mapping.

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

A software tool is also available to submit inquiries and claims, as well as to track and respond to inquiries and claims from all categories of data subjects. The Data Protection and Privacy Policy and the Code of Conduct are accessible online to all employees. IGT's Privacy Notice is available to visitors at IGT.com, and IGT's internal Privacy Policy for employees, outlining their obligations to comply, is available at all times at the relevant section of its intranet site.

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

## Global Data Privacy and Protection Program (Privacy Program)

The Privacy Program provides the following benefits:

- Innovation catalyst: the legal use of customer data is critical for the development of new products and services in the current digital environment. IGT is committed to ensuring the privacy and security of customers' personal data in the product development lifecycle.
- Market differentiator: by focusing on the next waves of business and regulatory opportunities based on personal data, the Privacy Program may enable a competitive advantage.
- Meet customers' ever-increasing expectations: by focusing on increasing the protection of customers' personal data, the Privacy Program increases IGT's reputation by fostering trust.

## Data Protection and Privacy Officer

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

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





## Cybersecurity

Ensuring confidentiality, integrity, and availability of information by protecting networks, devices, and data from unauthorized access or criminal use is a paramount commitment to all stakeholders. IGT is subject to all risks that most global companies face, such as external attempts to breach and compromise systems, insider threats, mishandling of security policies, and not adhering to published guidance on how to operate within proper cybersecurity practices.

Customers entrust IGT to safeguard their data. IGT's Global Information Security (GIS) department ensures that trust with teams dedicated to commitments to confidentiality, integrity, and availability of customer data are met. GIS contributes to sustainability efforts in IGT through expanded secure paperless processes and facilitating increased secure remote work and assessment practices. GIS is tasked with identifying risks and tracking mitigation activities, testing the operational effectiveness of controls, and monitoring the operation to ensure commitments are achieved. In addition to internal management of data security controls, GIS undergoes a number of third-party assessments each year to validate that those controls are suitably designed and operating effectively. These independent assessments include; SOC 1, SOC 2, and SOC 3 audits; Payment Card Industry (PCI) assessments; World Lottery Association (WLA) assessments; and ISO 27001 certification audits.

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

## WLA Certification in Information Security

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

The standard represented by the latter two organizations is often referred to as ISO/IEC 27001. It is awarded to organizations that demonstrate adequate and proportionate security controls that give confidence to interested parties by protecting information assets.

The certification covers IGT's operations in Moncton, New Brunswick, Canada, and multiple locations in the U.S., including its Providence and West Greenwich, Rhode Island offices and IGT's instant ticket services operation in Lakeland, Florida.

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

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

IGT's global security program ensures the delivery of solutions designed for security. GIS secure practices are built into the secure software development lifecycle that includes risk assessments of projects, rigorous testing of application and network changes, issue tracking to resolution prior to deployment of changes, governance over our environment, and providing a structured, measurable process to ensure solutions are managed and sustainable with a security focus.

GIS is led by the Chief Information Security Officer (CISO). The CISO is responsible for oversight of the information security programs throughout the organization and for ensuring that leaders within their team have the appropriate expertise and qualifications to operate high-functioning teams.

IGT's global ISMS is responsible for addressing security concerns related to safeguarding customer data. The ISMS guides the management of the overall information security management framework and the development of information security documentation, including security policies, security standards, and security protocols or procedures. The goals pursued by ISMS include:

- Complying with business, legal, and regulatory requirements to maintain the confidentiality, integrity, and availability of IGT information assets and services;
- Adhering to industry best practices at the program, process, and system levels;
- Ensuring IGT's ability to continue services in the face of events and major disruptions;
- Implementing controls to protect IGT information against theft, abuse, and other forms of harm or loss;

- Designing and implementing a robust system of internal controls designed to protect IGT and its stakeholders.

IGT strives to implement in-depth cybersecurity programs. A cyber threat intelligence team works relentlessly to ensure early detection of risks through a variety of testing methods that are selected and implemented according to industry best practices. These types of tests typically involve penetration and vulnerability scanning of systems and environments. Findings from these tests are tracked to remediation.

Policies and standards are reviewed and approved on an annual basis by the Information Security Governance Committee (ISGC). Such documents are central to IGT's ISO 27001 and WLA certifications since they are the foundation of IGT's ISMS.

**Security awareness training is continuously offered, together with mandatory Application Security training required for all employees, with specific modules based on job roles.**



## IGT Certified for Secure and Compliant Gaming and Payment Solutions

IGT is certified to the international standard ISO/IEC 27001 Information Security Management System (ISMS), which covers design and development activities related to the production of online, instant, and gaming solutions for lotteries. Included in the ISMS are areas of technical design and development, finance, human resources, physical security, IT and application security, business continuity, internal audit, and project management. The IGT Pay solution is IGT's player payment solution designed for Payment Card Industry Data Security Standard (PCI DSS) compliance. This suite of solutions is assessed annually by a combination of IGT's PCI Internal Security Assessor team and external PCI Qualified Security Assessors.

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

### Business Recovery Plans

IGT ensures that its critical products, services, information, and information systems can be restored in a timely and secure manner following a significant disruptive event. Business Continuity Plans for all critical environments (both back office and production environments) are centrally managed by information security. IGT's Business Continuity Management (BCM) Policy and BCM Standard establish an enterprise Business Continuity Management System (BCMS), designed to create, evaluate, and execute continuation and recovery strategies against severe business disruptions, maintain continuity of operations, and resume business to its normal condition.

IGT's Business Recovery Plans are modeled after the ISO/IEC 27001 standard, which defines information security management and includes BCM practices. IGT's ISO/IEC 27001:2013 comprises information security standards published jointly by the ISO and the IEC, an international institution that specifies the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining, and improving a documented ISMS within the context of the organization's overall business risks.

IGT BCM system sets forth processes to navigate the uncertainty of natural, human, and technology threats and risks that have the potential to disrupt the continuity of operations, while ensuring their environmental impact is minimized. The goal of business continuity is similar to sustainability: to ensure that current and future processes continue to function with minimal impact and depletion of valuable resources.

### Anti-Fraud and Anti-Money Laundering

With respect to interactive lottery and gaming, the cashless payments team analyzes player accounts at various stages of the customer journey, including registration, deposit, gameplay, and withdrawal. As the team manages the risk of each stage of the customer journey, it decides appropriate account actions based on customer dictated criteria. In addition to player account monitoring, IGT offers fraud-monitoring payment services to U.S. customers through its cashless payments service team. In this regard, the team is currently supporting digital and retail lotteries, as well as casinos.

Cashless fraud monitoring focuses on several areas of support, including Know Your Customer (KYC) verification checks, manual customer due diligence checks, monitoring payment registration and funds withdrawal, preventative and detective controls that limit deposits, identification of associated accounts, alerts on suspicious behavior patterns, and chargeback monitoring to prevent abuse of the chargeback process. KYC checks, which include the Office of Foreign Assets Control (OFAC) and Political Exposed Persons (PEP) checks, are performed through integration with several third-party vendors. These checks work to ensure compliance with age, location, and identity requirements, as well as to limit the opportunities for money laundering.

Along with the IGT account management systems, customer due diligence checks are performed to ensure the effectiveness of account restrictions and identification of abusive behavior which seeks to violate

those restrictions. IGT's solutions validate and process payment through payment gateway tools, such as Worldpay (for retail lotteries), and IGTPay (for digital lotteries and casinos). These tools facilitate payment method verification through configurable controls, provide restriction models to limit, control, and decline transactions based on defined rules and parameters, support reporting of key performance indicators, trend monitoring and fraud investigations, chargeback monitoring, and dispute resolution.

The cashless payments team investigates cases of fraud as defined by established policies and procedures which are set forth and agreed to by the customer. Investigation results are provided to the appropriate point of contact within each customer organization. Fraud is defined individually by each customer according to their product offering and individual regulations. The cashless payments team supports customers in monitoring and reporting various types of fraud, including identity theft, payment fraud, and friendly fraud. The team utilizes the established fraud monitoring tools to detect suspicious activity that is then investigated based on established procedures. The results of the investigation will dictate the action to be taken, which may include the suspension of the account. The compiled results are sent to the customer who determines when to engage the appropriate authorities. In 2022, a total of 197 investigations were opened on lottery and casino customers. The aim of these investigations was to identify the necessary action based on escalation and criteria.



## B2C Anti-Fraud in Italy

IGT in Italy is committed to reducing the risk of fraud to the lowest possible level through a complex system of internal procedures and controls aimed at detecting and preventing fraudulent behavior in lotteries and online gaming platforms. Business processes for each IGT product are monitored to timely detect anomalous patterns and/or alleged fraud. Each anomaly is subject to further in-depth analysis to evaluate possible corrective actions in consultation with stakeholders involved in the process.

The approach adopted by IGT uses computer monitoring tools that collect data pursuant to a specific set of behavioral indicators. In the lottery business, the monitoring activity focuses on anomalous behavioral patterns at points of sale to identify and prevent behaviors that may expose IGT to operational or reputational risks. In digital gaming, the monitoring activity focuses on several preventive and/or investigative controls, such as the monitoring of new game account registration, deposit, withdrawal to and from game accounts, and the identification of linked accounts.

IGT is aware of the importance of preventing money laundering and terrorism financing. As a company that is organized under the laws of the United Kingdom

and publicly-traded on the New York Stock Exchange, IGT is committed to complying with applicable anti-money laundering/counter terrorism financing (“AML/CTF”) laws and regulations. In order to meet applicable requirements, guidelines and best practices and to mitigate potential compliance, regulatory and reputational risks associated with violations of applicable AML/CTF laws and regulations, IGT has adopted a Global AML Policy. IGT and its subsidiaries also adopt and implement local policies and procedures, where required, designed to comply with the Global AML Policy and applicable local laws and regulations in the jurisdictions in which they operate.

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

As part of the onboarding process, members of the cashless payments team receive training on systems, payments, and a general AML overview. This training prepares employees to review and identify suspicious behavior, and common fraud trends, and reinforces appropriate actions and escalation procedures to report fraudulent activity. Employees involved in the cashless payments operations are required to understand and adhere to fraud policies and procedures to create and maintain a compliant environment.

**As part of the AML training, all cashless payments team members supporting IGT’s customers**

**participated in the AML training modules in 2022. The AML training presentation outlined definitions, best practices, AML monitoring, and responsibilities.**

The cashless payments team works closely with IGT’s compliance department to develop and implement AML policies and procedures that align with each business model and ensure the optimum effectiveness of preventive and detecting control.

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

IGT may provide account-based wagering services that could include management of payment providers/vendors, funds management, OFAC and PEP checks, monitoring of duplicate accounts, payment method verification, withdrawal monitoring, pay alerts, and fraud and suspicious activity detection and monitoring. Should these services be provided by IGT in a particular jurisdiction, the operations are required to strictly follow IGT’s AML policies and adhere to any other customer requirements related to AML.

### Protection Against Match Fixing

Online sports betting is rapidly growing across the world. Over the past several years, regulatory changes in the U.S. have legalized sports betting across many jurisdictions. Furthermore, sports betting has benefited from improved connectivity, technology advancements, and increased access to connected

devices. However, along with greater popularity, there may be greater room for fraudulent behaviors.

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

IGT uses multiple avenues to identify potential match-fixing. IGT’s trading team monitors wagers as they take place and looks for unusual betting patterns. Examples include a higher-than-anticipated amount wagered on a game or event that is considered to be a lower-quality contest; multiple wagers from different users timed to be simultaneously entered; or wagers placed at different times of the day or week to circumvent any regulatory reporting.

All player accounts are reviewed to continually manage players to ensure they are properly profiled. When the IGT trading team notices irregular betting or line movement throughout the industry market, all wagers placed on that event or match are investigated to verify the integrity of the contest.

IGT’s current software platform includes Automatic Risk Control (ARC) which helps reduce the risk of these potential situations. The trading team routinely monitors popular gaming social media outlets to help identify suspicious activity and maintains quality communication with clients so they can help identify patrons who might be involved in any kind of suspicious wagering activity. Approximately 6,500 accounts were monitored in 2022.



IGT maintains “tiered” limits for all wagering events offered. The more prominent the event, the higher the accepted limit, while the smaller events, which are more prone to suspicious betting, will offer significantly lower limits to discourage any foul play. IGT reviews each jurisdictional and state betting catalog to ensure that only bets are accepted on approved events and markets. If any suspicious activity may entail matching integrity, IGT will escalate the situation to the relevant authority.

IGT is committed to working with industry associations to contribute its perspective on maintaining integrity in sports betting and to receive information regarding suspicious activities. IGT retains membership with the U.S. Integrity (USI) organization by sharing information on suspicious match-fixing behaviors with

the objective of safeguarding the integrity and values of sports worldwide.

### Product Safety and Quality GRI 3-3, GRI 416-1

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

the Nationally Recognized Testing Laboratories for external verification of compliance with required safety standards.

Maintaining the integrity of a lottery is of paramount importance. IGT’s instant tickets are designed to withstand fraudulent attempts to manipulate or determine win/loss status. The physical security of the tickets originates with the unique coatings that create an envelope around the play symbols to protect them. The security of the tickets is evaluated during the print run to eliminate concerns once the tickets are sold.

At IGT’s Lakeland, Florida printing facility, product safety, durability, and security are important features of IGT instant tickets, designed to protect customers and players against material faults, health, and fraud risks. Printed tickets are non-toxic and scratch tickets do not cause any physical harm to the consumer. This is assured through the use of all-water-based chemistry in coatings and inks used to print the tickets.

Tickets are designed to perform under a variety of conditions. Methods used by lotteries to store, distribute, and market tickets vary significantly between organizations. IGT’s tickets are constructed to function in the harshest environments. The clear coat layers that are applied over the data are designed to protect the play symbols from being damaged, even by an aggressive scratcher. The tickets are designed to scratch in below 0°C and in humid conditions. The scratch-off coating is designed to provide a normal scratch, even if stored for a few years before they are placed in a dispenser. The Florida printing facility has not had any incidents of non-compliance concerning the health and safety impacts of products and services.

The quality, security and integrity of game data are top priorities for IGT Lakeland. This mission is largely supported through the patented NextGen game programming platform which integrates the latest in state-of-the-art security technology seamlessly into day-to-day game production.

IGT’s NextGen system operates entirely within a physical Hardware Security Module (HSM) designed to protect the system from unauthorized monitoring and modifications. Residing within the HSM is a hardware True Random Number Generator (TRNG) that produces true random numbers from a physical process rather than by way of an algorithm. These true random numbers are digitally signed by the TRNG and utilized by NextGen to arrange or generate the winning and losing tickets in all IGT’s games.

After a true random number is used to generate the tickets for a game, it is encrypted via IGT’s patent-pending, multilayer encryption process, which utilizes One Time Pad (OTP) encryption for its first level of encryption. After the true random number is encrypted, its unencrypted (cleartext) embodiment is immediately destroyed without leaving the HSM. Finally, all events throughout the NextGen ticket generation process are recorded in a game-specific unalterable blockchain, including time-tagged identifying information of both the human and machine (e.g., computer) that initiated each event. These game-specific blockchains provide forensic audit trails of the entire digital life of each game.

## U.S. Integrity (USI)

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

## Environmental Compliance Policy

IGT has an Environmental Compliance Policy that encompasses processes (including design, procurement, warehousing, manufacturing, reconditioning, and delivery) aimed at ensuring IGT products meet environmental compliance requirements. The IGT processes ensure reasonable measures are taken to determine the environmental compliance of existing products, convert existing products to meet environmental compliance requirements and ensure reasonable precautions concerning environmental compliance on an ongoing basis. All IGT products are covered by and assessed for compliance with such a process and IGT gaming and lottery equipment are marked with product safety markings (UL, Intertek, CE, etc.) and the Waste Electrical and Electronic Equipment directive (WEEE) mark.



## Promoting Responsible Gaming

Responsible Gaming (RG) is an important element in IGT's sustainability strategy, and a key priority driving IGT's Sustainable Play™ campaign as the Company seeks to advance the gaming industry with sustainable practices that benefit the Company and its stakeholders. The idea that responsibility and growth are not mutually exclusive is fully embraced within the Company. IGT believes that it is incumbent upon all stakeholders in the gaming industry to take a proactive approach to problem and underage gambling.

From the top down, the support for IGT's RG program is evident. A strong management commitment and governance structure have allowed the creation of an RG program that is woven into the corporate business functions. IGT's publicly available [Responsible Gaming Policy](#) outlines IGT's commitment and approach to RG. Authorized by the Sustainability Steering Committee

(SSC), the RG Advisory Group, comprised of IGT leaders, ensures that IGT's RG strategy is realized.

IGT has a unique approach to growing its business sustainably. By working with global customers to engage players across all gaming channels, IGT's RG efforts are based on the following goals:

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

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

These certifications are acknowledged as the highest testimony to commitment in RG. Prior to each certification, IGT completes a gap analysis between its current efforts and the guidance from the certifying entity. IGT also benchmarks against other RG contributors to ensure that the Company is up to date with best practices. To maintain its certifications, IGT constantly works to fulfill the requirements of these gaming industry associations and prevent any gaps in actions or procedures that may hinder its progress.

IGT was the first gaming vendor in the world to achieve RG accreditation from the G4 for its land-based casino and digital operations. Furthermore, IGT is the first U.S. supplier in the gaming industry to receive G4 RG accreditation for its sports betting operations. With this achievement from G4, IGT is certified in RG across lottery, gaming, digital, and betting.

## IGT's Responsible Gaming Commitments

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

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



“

IGT's commitment to RG starts with its employees and continues to be a vital aspect of the Company's business. IGT has taken steps to prevent underage gambling while encouraging positive play behaviors and supporting organizations that address problem gambling. IGT's efforts are brought to life by a comprehensive RG framework and executive governance that are outlined in the Company's RG Policy.

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**Wendy Montgomery**

IGT SVP Marketing, Communications, &amp; Sustainability





To maintain the G4 certification, IGT was independently assessed to confirm that the Company meets certification requirements, however, it often goes beyond the industry standards of player protection. G4 requires vendors to make a commitment to research, dedicated policies, and employee training. This certification reinforces IGT's commitment to being a responsible vendor and demonstrates the availability of RG technology solutions it provides to gaming operators worldwide.

IGT was awarded certification for its lottery and digital operations for the WLA Associate Member Corporate Social Responsibility Standards and Certification Framework for the period 2021-2024. An external audit was performed by a WLA-approved assessor who provided an informed, complete, and impartial assessment of the Company's lottery operations and completed a Statement of Alignment, reflecting IGT's compliance with the eight sections of the WLA Corporate Social Responsibility Standards. The eight sections include research, employee programs, product and service development, remote gaming environment, advertising and marketing communications, client awareness, stakeholder engagement, and reporting.

IGT also works with RG experts and stakeholders to ensure that products, features, and policies are in line with current best practices. Through the collaboration of this nature, IGT can learn about new approaches in RG and related research that can be adapted within IGT's RG framework or used to further RG goals.

### Collaborating GRI 2-28

IGT works with a wide variety of stakeholders to promote and support RG and its Positive Play approach, including problem gambling researchers, policymakers, and advocacy groups dedicated to promoting awareness of RG. IGT works closely with customers to understand and accommodate their need for turnkey solutions and assistance with embedding RG features into their offerings. Additionally, the specific knowledge and expertise that IGT has gained from working with lotteries around the world enable the Company to provide technical assistance on RG topics to lottery customers when needed. IGT offers solutions to address player concerns or risks by sharing best practices as well as helping to produce and distribute RG tools and materials to retailers and players. In this capacity, IGT has assisted several lottery customers with questions and best practices regarding RG certification frameworks. Due to IGT's experience as both a supplier and operator seeking certifications, lottery customers have one source to seek technical assistance from on a variety of topics related to certification. In 2022, IGT assisted the Georgia Lottery in renewing its Internet Compliance Assessment Program (iCAP) certification with the National Council on Problem Gambling (NCPG).

Beyond customers, IGT is increasingly asked to advise other gaming organizations worldwide on RG best practices. The Company also collaborates with a wide variety of external stakeholders who are valued partners supporting IGT's efforts to continually improve its RG practices.

The foundation of IGT's RG initiatives is based on the WLA and G4 frameworks. By engaging in working groups for the main industry associations, IGT can have a voice in best practices and emerging RG topics. IGT is active with the NCPG by participating in their Responsible Gaming Committee and serves on the American Gaming Association (AGA)'s Corporate Social Responsibility and RG Committee. IGT sits on the board of the Rhode Island Council on Problem Gambling and the Indiana Council on Problem Gambling. Furthermore, IGT supports the Problem Gambling Network of Ohio and Nevada

Council on Problem Gambling, and other local treatment affiliates. Luke Orchard, SVP and Chief Compliance & Risk Management Officer serves on the board of the Problem Gambling Center in Las Vegas, Nevada.





WORLD LOTTERY  
ASSOCIATION

IGT is an **Associate Member of the World Lottery Association (WLA)**. The WLA's values are based on a commitment to the highest standards of corporate responsibility, including the WLA Responsible Gaming Principles and Framework, and respect for the duly authorized legal systems that determine where, and in what form, gaming products can be provided to the citizens of a particular geographical or national territory. The WLA is committed to sharing knowledge and experience amongst its members and improving their business in the interest of stakeholders, as determined by the authorities in their respective jurisdictions. IGT Lottery is part of the Corporate Social Responsibility/Responsible Gaming WLA Working Group, and Francesco Parola, former SVP of Italy Lottery Operations, was a member of the WLA Executive Committee. During the WLA Executive Committee meeting held on March 22, 2023, Alessandro Paciucci, SVP of Italy Lottery Operations, was officially appointed to the committee, replacing Francesco Parola.

THE EUROPEAN  
LOTTERIES  
FOR THE BENEFIT OF SOCIETY

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

NCPG  
National Council on Problem Gambling

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



## INTERNATIONAL CENTER FOR RESPONSIBLE GAMING

IGT is a supporter and contributor to the **International Center for Responsible Gaming (ICRG)**, the only international organization exclusively devoted to funding research that helps increase understanding of pathological and youth gambling and finds effective methods of treatment for the disorder.



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



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



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



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



IGT worked with the **University of Nevada, Las Vegas (UNLV)** International Gaming Institute to better understand its research on gambling payment processing. The Company continued to support the relationship with UNLV by sponsoring a graduate assistantship for the coming year, with a plan to continue supporting its conference.



**Educating**

In 2022, IGT established a Positive Play approach which led to the renaming of the annual corporate RG brochure to “Promoting Positive Play.” The brochure is updated annually and includes reinforcement of positive play behaviors, as well as sharing the key RG capabilities across business segments. [The brochure is available on IGT.com.](#)

IGT believes that educating stakeholders on this new approach is the best way to encourage the normalization of positive, healthy play behaviors for new gamblers entering the market. As a supplier, IGT has the unique opportunity to design creative solutions that encourage positive play from the start of game creation.

In 2022, IGT utilized Problem Gambling Awareness Month (PGAM) to formally promote its commitment to Positive Play through an

external campaign to educate stakeholders. Adoption of the Positive Play approach cannot be accomplished without educating employees so that they can carry the concept through to their daily work. Since the concept is new on the gaming side of the business, IGT educated employees on how Positive Play was a part of their daily work. This included a social media campaign featuring quotes and videos from employees throughout different areas of the business.

As part of a broader effort to educate and promote the understanding of RG, IGT seeks to elevate the conversation and increase awareness around RG by participating in global RG conferences and seminars, such as:

- British Columbia Lottery Corporation (BCLC) New Horizons in Responsible Gaming Conference;
- European Lotteries/World Lottery Association CSR /Responsible Gaming Seminar;
- NCPG Conference;

- EASG Conference;
- ICRG Conference on Gambling and Addiction;
- Responsible Gambling Council (RGC) Discovery Conference;
- Rhode Island Council on Problem Gambling Annual Conference;
- Indiana Council on Problem Gambling Fall Conference;
- NASPL Professional Development Seminar;
- Corporación Iberoamericana de Loterías y Apuestas del Estado (CIBELAE)/WLA Responsible Gaming Seminar;
- UNLV Gambling & Risk-Taking Conference.

Presentations at NCPG, Rhode Island Council on Problem Gambling, NASPL, EASG, and ICRG involved sharing the RG features on iLottery products and how such features have changed with the evolution of technology as a part of IGT culture. The presentations also included data that online lotteries can provide to

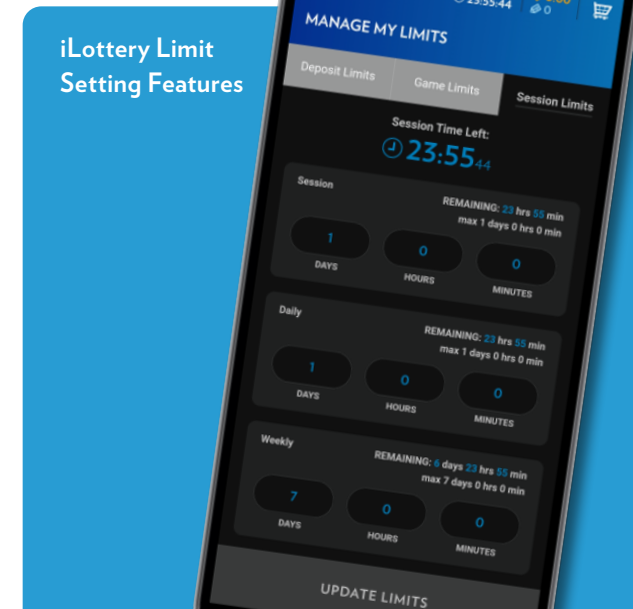
help prevent potential problematic gamblers versus the anonymity of traditional play as well as how RG remains the core element of IGT’s sustainability strategy.

To further educate IGT employees on RG, the Company designs training courses that ensure employees of all levels and responsibilities have the appropriate RG skills to manage their daily activities. IGT has created several training courses to consistently uphold a balanced and responsible approach to gambling that ensures long-term value creation. Employees receive general awareness training every three years, with new hires receiving training upon employment. In 2022, new hires completed the all-employee training at a completion rate of 95%. Additionally, employees working with customers on the design of lottery products, as well as iLottery employees, participated in role-based training at a 94% completion rate.



### Responsible Gaming Features

<p><b>Financial Limits and Network Limits</b></p> <p>Impose a maximum on the funds which a player may deposit, wager, lose or wager on a specific game platform within selected time periods.</p>	<p><b>Session Limits and Reality Check</b></p> <p>Impose time restrictions on a player’s gaming session and remind them how long they have been playing.</p>	<p><b>Self-exclusion and Time Outs</b></p> <p>Long and short-term exclusion from wagering or access to the system.</p>	<p><b>Platform Bans</b></p> <p>Temporary or permanent bans from specific gaming platforms.</p>
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### Communicating

Promoting RG features and behaviors is an essential part of IGT’s communication efforts, both inside and outside of the organization. It is also an integral part of the RG programs and initiatives that IGT carries out. The brochure, available on IGT’s website, provides information on RG features and updates on RG company’s program. IGT regularly joins forces with some of the most reputable organizations dedicated to RG to increase awareness of this important topic.

IGT participates in annual campaigns such as the PGAM campaign promoted by NCPG, the Responsible Gaming Education Week campaign carried out by AGA, and Safer Gambling Week (U.K.) through the Betting and Gaming Council (BGC).

In 2022, IGT publicly released its [Responsible Gaming Policy](#) and [Advertising Marketing Code of Principles](#). IGT chose to release both documents publicly to elevate the focus around RG and to create a greater sense of collaboration on best practices and benchmarking with industry partners.

The Advertising Marketing Code of Principles ensures that all promotional activity follows solid principles of responsible marketing. The code applies to all media and/or channels for marketing and/or advertising, including, but not limited to, tradeshow messaging and marketing collateral, direct mail, email, or SMS messaging, outdoor, on-property, radio, television, film, mobile devices, print including sales brochures, and the internet. The code applies to IGT’s business-to-business (B2B) marketing activities. Business-to-consumer (B2C), including local lotteries, must adhere to their own codes.

## Hoosier Lottery’s Research Grant Program and Responsible Gaming Initiatives

IGT Indiana working on behalf of the Hoosier Lottery launched a landing page for the Hoosier Lottery Research Grant Program, complete with descriptions of the Hoosier Lottery’s three grant categories designed to cover professional development opportunities, ongoing education, and academic research. In 2022, in partnership with the Central Indiana Community Foundation and the ICRG, IGT awarded two professional development grants, a student research grant, and a small research grant, distributed for grant funding.



The lottery received RG verification through the NASPL and NCPG’s Parallel Verification Program. The lottery was recognized at the Sustaining Level, the highest level possible, and presented as part of the Indiana Council on Problem Gambling Fall Conference “Hoosier Lottery Responsible Gaming Program” panel discussion on RG programs in the state.

IGT Indiana working on behalf of the Hoosier Lottery launched a new RG training guide for retailers. This pamphlet was used to onboard new retail partners and provided the outline for IGT triennial training for all retailers. In addition, in March 2022, during PGAM, the Lottery hosted two Lunch and Learn programs for employees focusing on the Indiana Gambling Awareness Program, and the Positive Play Scale.

## Northstar New Jersey Supports New Jersey Lottery’s Responsible Gaming Initiatives

Along with the re-certification at Level 4 by the World Lottery Association, IGT, working as Northstar New Jersey, supported the New Jersey Lottery in achieving the NASPL/NCPG RRG Verification Standards at the Sustaining Level in March 2022 as part of the Parallel Verification Program. IGT refreshed the New Jersey RG webpages to include a more engaging user experience and added a “Get Help” webpage that provides numerous problem gambling resources and ways of contact. The New Jersey Lottery launched campaigns for PGAM, Gift Responsibly, and Not 18 Yet? No Bet, which included weekly campaign-specific social media posts, digital RG advertisements placed on NJ.com, and RG advertisements in newspapers. Furthermore, each campaign included a video discussion between the Executive Director of the New Jersey Lottery and the Executive Director of the Council on Compulsive Gambling of New Jersey (CCGNJ), campaign messaging on terminals, tickets, and lottery screens, and VIP club emails.



**Dream Big. Play Responsibly.**

Life is about balance.

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



Responsible Gaming: Know Your Limits. Please play responsibly. © 2022 New Jersey Lottery. All rights reserved.





## IGT Italy Launches “Il Gioco è una cosa seria” (Gaming is a Serious Matter) Campaign for Positive Play

A new corporate key visual was published in 2022 on press and web media to increase awareness of the Positive Play approach under the theme “Il Gioco è una cosa seria - Giocare in modo sano tutela il divertimento di tutti” (“Gaming is a serious matter - healthy play preserve fun for all”).

In addition, all IGT Italian websites and apps benefited from redesign with new illustrations and graphic designs. Content restyling was derived from the results of the analysis carried out in 2021 in collaboration with Gamres, an internationally renowned research institute. With the “Positive Play Scale,” a research metrics methodology, IGT succeeded in assessing the characteristics of players who play in a positive and responsible fashion. Accordingly, the most appropriate style and content have been defined to achieve the dissemination of a healthy and conscious gaming culture among all stakeholders.



### Demonstrating

IGT's products, games, systems, and portals include advanced RG tools that help safeguard players' interests and address regulators' concerns. These tools are significantly more effective when offered across every gaming channel.

#### Lottery

- IGT weaves RG into the fabric of its complete lottery ecosystem across all lottery channels.
- These RG features ensure operational oversight of all system components, including transaction processing, reporting, security, retailer management, and age-verification technology.
- IGT's iLottery platform offers a wide range of player-protection tools, such as self-exclusion features; wager displays; integration with age- and ID-verification systems; spending, loss, and deposit limits; reality check and session timer on the game screen; and data protection controls. Additionally, individual game providers can set spending limits and game exclusions can be made for a player or operator.
- Operators can implement these features and functionalities to be compliant with their market rules and regulations, and to educate their players on RG practices.

#### Gaming

- For casino games, IGT provides the means for the operator to display RG information at their discretion, often with advice provided from IGT. Screens typically include information about the signs of a gambling problem, RG guidelines, and where to go for help if someone is experiencing a gambling problem.

- IGT provides a new RG application available through the ADVANTAGE™ and Casinolink® casino management systems. It can be used either as a back-office tool or with direct interaction with the players, where they can set their own limits (time, wagers, loss, visits), see their gaming history, get notifications about reaching their limits, and eventually receive gaming restrictions (exclusion for a period of time).
- VLT tools, that represent the most comprehensive RG solution in the industry, include on-machine features and system-supported functionalities to help players make educated, informed choices, including tracking player gaming activity and detecting situations where players are reaching time or monetary limits that they have pre-set. The INTELLIGENT™ central system also offers a self-assessment, spending prediction feature, a tutorial for informed play, and a day stop button for temporary self-exclusion.

#### PlayCasino

- IGT's PlayCasino solution offers player protection tools through the Remote Gaming Server (RGS) that includes support for reality checks and session timers.

#### PlaySports

- The IGT PlaySports™ sports betting platform offers operators features, such as match-fixing detection, excessive gambling identification and management, AML processes, and detection of suspicious betting patterns. The IGT PlaySports mobile component offers player protection such as player registration, multiple verification points, user optional daily, weekly and monthly betting limits, and ties into live support hotlines.



# 5. Supporting Our Communities

IGT contributes to sustainable communities where its employees live and work through strategic engagement and funding organizations whose missions align with IGT's SDGs.

The Company supports a variety of charitable causes through corporate giving, corporate sponsorships and employee-driven programs. To provide a consistent effort at a global level, IGT's Community Ambassadors facilitate community involvement activities for employees in their local areas.

IGT's Social Impact Committee (SIC) reviews charitable contributions, provides feedback, and ensures alignment with IGT's giving priorities. A new community giving policy was implemented in 2022.

IGT encourages employees to be actively engaged with the Company's community endeavors. Matching Gifts, Day Off for Volunteerism, Dollars for Doers, and Community Champion programs provide employees with the opportunity to give back to their local communities.

## Positive Impact on Community



## IGT Community Ambassadors

## IGT COMMUNITY AMBASSADORS

## Commitment and Accountability



## Employee Participation



MATCHING GIFTS



DOLLARS FOR DOERS



DAY OFF FOR VOLUNTEERISM



COMMUNITY CHAMPION





## 5.

## Supporting Our Communities GRI 3-3

IGT encourages sustainable communities where its employees live and work, through strategic engagement and funding of organizations whose missions align with the Sustainable Development Goals (SDGs) adopted by IGT. The Company utilizes both employee-driven and corporate-driven programs to create a positive impact while engaging with community partners to facilitate opportunities for support, learning, and growth. This includes a range of activities and programs from educational initiatives to supporting families in need.

1  
NO  
POVERTY

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

3  
GOOD HEALTH  
AND WELL-BEING

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

4  
QUALITY  
EDUCATION

Addressing educational challenges in core business operations through supporting educational training programs and engaging in partnerships with the public sector and educational organizations contributes to the UN's SDG target 4.1, "By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes."

5  
GENDER  
EQUALITY

Celebrating and empowering female employees and providing opportunities for advancement align with the UN's SDG target 5.5, "Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life."

8  
DECENT WORK AND  
ECONOMIC GROWTH

Encouraging existing efforts to ensure equal access to opportunities for occupational development in local communities where IGT operates, contributes to the UN's SDG target 8.6, "By 2030, substantially reduce the proportion of youth not in employment, education or training."

9  
INDUSTRY, INNOVATION  
AND INFRASTRUCTURE

Building and supporting communities through projects that support the UN's SDG target 9.2, "Promote inclusive and sustainable industrialization and, by 2030, significantly raise industry's share of employment and gross domestic product, in line with national circumstances, and double its share in the least developed countries."

10  
REDUCED  
INEQUALITIES

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

13  
CLIMATE  
ACTION

Supporting efforts that align with the UN's SDG target 13.3, "Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction, and early warning."



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

As the COVID-19 pandemic guidance evolved and became less restrictive, IGT's charitable giving expanded to include all nine of the SDGs, and IGT resumed its efforts to support important education and cultural programs to build well-rounded communities.

IGT's flagship community program, After School Advantage ([ASA](#)), continued in 2022. Digital learning centers were installed in the United States, the Caribbean, and, for the first time, the United Kingdom.

## Corporate-Driven Activities

IGT's corporate-driven activities consider the regional and cultural needs of IGT sites while ensuring their alignment with IGT's adopted SDGs. Many of IGT's corporate giving activities are directed at education projects and organizations that support individuals in need.

Throughout the year, IGT made contributions to non-profit organizations and registered charities. Requests for support, funded through IGT's global charitable giving program, are reviewed, and approved by the IGT Social Impact Committee (SIC). The SIC, comprised of senior leaders from several IGT departments and regions, ensures accountability,

compliance, and transparency within the Company's charitable giving programs. The SIC also oversees the contribution process for communities across the globe. The SIC works closely with the IGT Government Affairs Committee (GAC) to ensure compliance with applicable laws and regulations governing political and other contributions.

The SIC evaluates the progress made toward meeting the Company's commitment to charitable giving. IGT released its first formal [Global Community Giving & Engagement Policy](#) in 2022. The policy was created to inform and educate all relevant stakeholders about IGT's approach to supporting the communities where it operates through corporate and employee-driven activities and provide guidelines on community giving. Organizations to which contributions are made are subject to a due diligence check to avoid contributing to organizations that engage in discriminatory practices or pose a reputational risk to IGT.

In the spirit of trust-based philanthropy, IGT takes a holistic view by supporting charitable organizations and their missions beyond funding any one specific project. With this approach, IGT's contributions to charitable organizations build a community network and infrastructure.

IGT is an established member of the Grantmakers Council of Rhode Island (GCRI), a statewide network of funding organizations, including private, public, family, corporate, and community foundations, and corporate and federated giving programs. GCRI provides local support and programming, as well as connections and resources.

In 2022, IGT started working with Goodera, an organization that designs volunteering programs and curates tailored volunteering opportunities for more than 50,000 non-profit organizations in more than 100 countries. Goodera broadened IGT's ability to provide virtual volunteering opportunities to employees across the globe.

The COVID-19 pandemic underlined the vastness of the digital divide in many of our communities and magnified how critical technology is in education and daily life. Globally, the need for accessible technology remained a key priority as many students and parents continued to go to school and work from home. As students transitioned back to in-person learning and afterschool programming, IGT's ASA partner organizations had to create post-pandemic normalcy that included creativity and catching up for students who had been schooling at home.

Each digital learning center is unique in terms of its design and is specific to the needs of each organization and the local community. IGT is continuously improving the ASA program to further align it with the UN's SDGs which support inclusive and equitable quality education and future employment with an emphasis on science, technology, engineering, arts, and mathematics (STEAM), cultivating skills that are applicable in the workplace. IGT believes that the focus on STEAM will enhance the learning opportunities and skills of students in its communities, and as an employer offering highly technical jobs, IGT sees the benefit of global competitiveness and future employment opportunities in these communities. IGT has evolved the ASA program with innovative ways of delivering

programming beyond a traditional computer lab. This evolution is demonstrated by the Caribbean's Coding and Robotics Rock! Camp and the STEM Discovery Centre in the United Kingdom.

## A Long-Term Partnership with Crossroads Rhode Island



For many years, IGT has been a supporter of Crossroads Rhode Island, the leading provider of housing and homeless services in Ocean State. The non-profit offers a range of programs and services including basic needs, case management, education and employment services, housing, emergency shelter, and more. In addition to annual funding for programs, IGT employees also volunteered their time to assist in meal preparation for residents and guests at the shelter as part of IGT's Food Insecurity Awareness Month.

## Scholarship for Women in Computer Science

In 2022, the University of Rhode Island, in collaboration with IGT, announced a scholarship program that will be offered to women who major in computer science. The IGT Scholarships for Women in Computer Science will be offered to 10 women who are currently freshmen at the university. Students who receive the scholarship will each be granted \$20,000 over their four years in the undergraduate program.



“ We understand the value and importance of technology in today’s world and as a global technology company, we are committed to supporting our communities by providing access to these educational resources. For more than 20 years, IGT has been bridging the digital divide through the ASA program, providing best-in-class technology to more than 340 schools and after-school programs across the globe. We look forward to establishing more digital learning centers in 2023 and beyond.

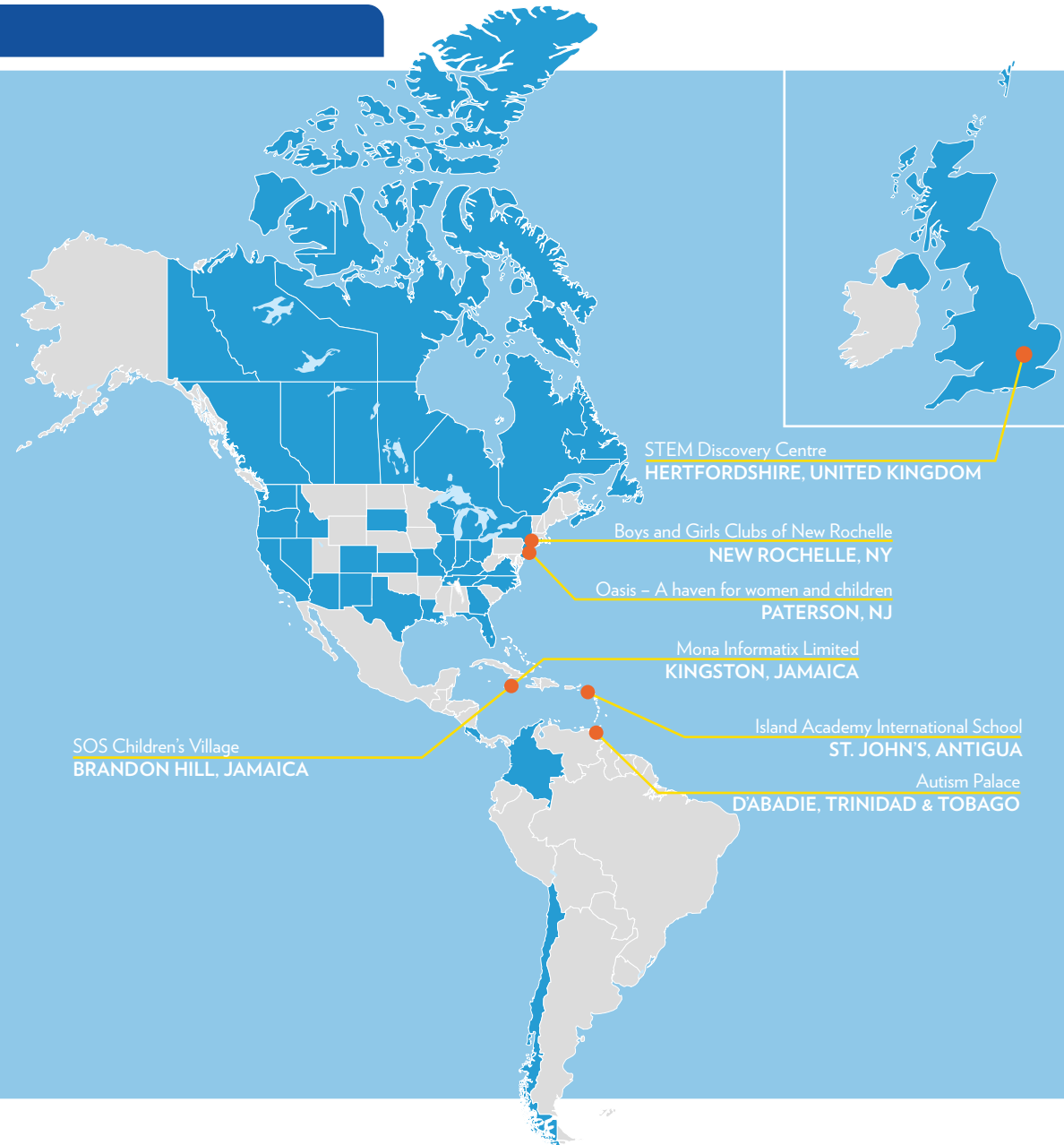
Wendy Montgomery

IGT SVP Marketing, Communications, & Sustainability

### IGT After School Advantage



Since the launch of the ASA program in 1999, IGT has installed more than 340 digital learning centers in communities around the world, including North America, South America, Latin America, the Caribbean, and the United Kingdom.



- ASA Labs to date
- 2022 ASA Lab Openings



## The United Kingdom's STEM Discovery Centre Demonstrates Innovation

In 2022, IGT supported the STEM Discovery Centre, a unique education facility based in Hertfordshire, United Kingdom, to inspire young people to consider a career in STEM. The goal is to reach as many disadvantaged schools and children as possible rather than just making a donation to a single school or community initiative. The Center worked with over 6,000 students, including home-educated youth. Without the Center, many of the youth may not have had exposure to STEM skill development. Programming includes school trips to galvanize and spark the imagination of young learners. The Center provides education modules and formats, such as the IGT Math Challenge, to stimulate young learners in classrooms and homes alike.

IGT developed an Employee Steering Committee, comprised of passionate IGT leaders from across the U.K., who met monthly to support the program and increase employee engagement. The committee participated in a brainstorming day to develop content for the educational program. Through IGT's contribution, a larger-than-life Galton box was created to teach students about probability. This is the first community support project that IGT has endorsed in the United Kingdom, with the potential to become a blueprint for other international locations. Furthermore, IGT partnered with the UK Discovery Center on a unique STEM partnership with plans to develop additional curriculum for other ASA programs.



## Coding and Robotics Rock! Camp in the Caribbean



In 2022, IGT renewed its partnership with Mona GeoInformatics Institute (MGI) to host a two-week Coding and Robotics Rock! Camp under the theme, “Youth Coding for a Sustainable Caribbean,” with a focus on technological innovations that are capable of reducing social and environmental issues and fueling sustainable growth within the region.

For this second camp, IGT and MGI delivered the training at two levels: an introductory course (Level I) for new students interested in learning the fundamentals of coding and robotics and an advanced two-week camp (Level II) for returning students to build upon the fundamentals learned in 2021. The camp featured 36 participants from IGT ASA Centers in the English-speaking Caribbean islands. Antigua, the newest participating country, joined the other participating islands of Barbados, Jamaica, St. Kitts and Nevis, St. Maarten, and Trinidad & Tobago.

The camp provided students with valuable information technology (IT) skills that have the potential to address the huge disparity in IT education and virtual learning between students from the Caribbean and those from first-world territories. Many youths in the region are far behind in basic computer literacy, putting students at a disadvantage in the learning and employment arenas.

“The response to our introductory Level One training in 2021 was overwhelmingly positive. With the addition of the more advanced Level Two component in 2022, there was an even greater demand for enrollment from our ASA student groups across the Caribbean.”

**Juan Pablo Chadid**

IGT Regional VP, Lottery Sales and Operations,  
Latin America and the Caribbean





## Education and Training Programs in Italy

Youth education and training, social inclusion, technological innovation, and the enhancement of the Italian historical and artistic heritage are the

cornerstones of IGT's commitment to the Italian community. By carrying out initiatives in support of the local communities, IGT in Italy is sharing the values that guide the Company's activities and linking them to the country's cultural roots.

### Seguiamo la Cometa



## SEGUIAMO LA COMETA

*(Following the Comet)*

"Seguiamo la Cometa" is an IGT partnership established in 2019 to support Cometa and its reality-based learning approach at Oliver Twist School in Italy. The purpose is to lend step-by-step support as students prepare for their future educational or vocational goals and to prevent school dropout. In 2022, the third edition of the free training course was launched for all fourth-year high school students.

The vocation-based training introduced students to the work environment and the skills needed to be successful. Students gained other support through the center such as personalized guidance, mentorship programs, and additional training courses. IGT's partnership with Cometa is meaningful as it contributes to educational excellence and supports a welcoming and inclusive home for young people.

## High Tech High School



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

IGT believes that youths should drive their own future. Technology, combined with training, is a valuable tool to teach critical thinking, spread knowledge, develop independence, and educate youth about future professional opportunities.

In October 2021, IGT began a process of formally identifying, monitoring, and evaluating the social impact of the HTHS program, which was chosen as a pilot project among other Italian community programs. The social impact of HTHS was determined by applying the Generic Learning Outcome, a methodology used to measure the educational benefits that people receive from interacting with cultural organizations.

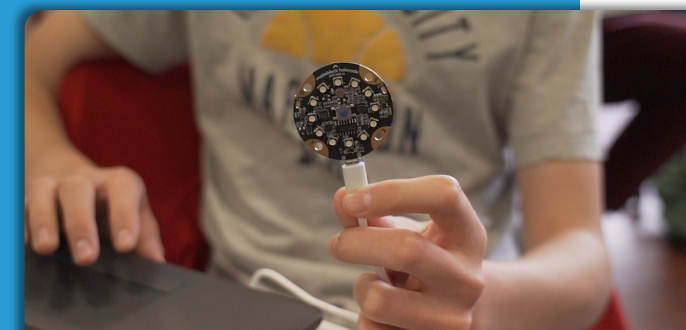
At its third edition, the program involved 216 students aged 14 to 18 from high schools in six Italian cities (Milan, Rome, Catania, Bari, Genua, and Naples) between November 2021 and June 2022, with 67% of participants made up of girls, compared to 14% in the first edition. During the online workshops,

experienced educators introduced the participants to the use of coding and emerging technologies, addressing programming, design, and electronic challenges such as the development of web apps, artificial intelligence projects, as well as virtual reality, augmented reality, and 2D and 3D design and graphics.

IGT implemented an evaluation component for the HTHS program to assess the impact the program has on the students and community.

### PROJECT IMPACT NUMBERS

- 3** editions
- 6** cities (Milan, Bari, Rome, Catania, Genua, Naples)
- 648** students, aged 14 to 18
- 576** educational sessions
- 24** training hours per student
- 60** teachers
- 20** educational sessions for teachers
- 12** training hours per teacher
- 126** digital workstations donated





## Compiti a Casa

# compiti@ casa

(Homework)

compiti@  
casa

**Accorriamo le distanze  
dell'apprendimento.**

Poor education is one of the main causes of inequalities. Children and adolescents who live in difficult social contexts and are considered to be at risk of absolute poverty are affected the most. In Italy, 14.2% of minors are currently in this situation (source: Istat 2021). Economic disadvantage often translates to education gaps, as disadvantaged adolescents enjoy fewer opportunities for personal achievement and school success than their peers in better economic situations.

“Compiti a casa” provides support and tutoring through afternoon remote study activities for lower secondary school students who are struggling to learn Italian, mathematics, and scientific subjects, with little autonomy or motivation to study. Absent official certification confirming their difficulties, these students are not eligible for support at school or customized programs and are therefore at risk of exclusion and school dropout.

From January to June 2022, the initiative involved 200 students from disadvantaged multi-ethnic neighborhoods in five cities (Milan, Naples, Novara, Rome, and Turin) who received more than 6,000 hours of tutoring from 200 volunteer university tutors.

## Brand Urbanism

In Italy, IGT holds a long-established history of community support and engagement. The re-qualification of neglected urban areas, according to the emerging practice of brand urbanism, has found a place in IGT's community support activities, by partnering with cities to launch and/or fund permanent urban development projects.

### Casilino Sky Park

Casilino Sky Park is an urban regeneration project that provides the city of Rome, Italy with a social gathering space for all citizens. An elevated park, among the largest in Europe, built on the unused roof of a multi-story car park in the Casilino area in Rome, Sky Park represents the new city square that the Alessandrino neighborhood has never had. This aerial square regenerated a place long neglected with several sports facilities and infrastructures for

cultural activities and social gatherings.

Hundreds of square meters of the area were painted by internationally famed street artists. Alice Pasquini's artwork was created with Airlite, a paint that helps to purify the air by absorbing smog and harmful particles. Such an extended surface can avoid the emission of 52 kg of CO<sub>2</sub>, the same contribution made by a 100 sqm area of tall trees. Access fares and annual subscriptions for sports activities are set at affordable levels, low prices are charged for cultural events, and thanks to IGT, full exemptions have been made available to groups at risk of social exclusion. Completed at the end of 2022, Sky Park is expected to welcome about 100,000 visitors per year and generate employment opportunities.



Compiti@casa contrasta la dispersione scolastica fornendo gratuitamente sostegno nello studio agli alunni in difficoltà delle scuole secondarie di primo grado. Con il supporto di studenti universitari nel ruolo di tutor.

Fondazione De Agostini e l'Università degli Studi di Torino promuovono compiti@casa con il sostegno di IGT.







## IGT COMMUNITY AMBASSADORS

IGT's Community Ambassadors program is a network of more than 100 IGT employees across the globe who share a passion for their communities and for supporting good causes. They coordinate local community engagement events on behalf of IGT with consideration of the UN SDGs in their planning efforts. Community Ambassadors also promote and support other employee-led efforts. For example, in 2022, the Community Ambassadors partnered with the Women's Inclusion Network (WIN) chapters to promote International Women's Day.

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

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

The Community Ambassadors are the heart of the community engagement program and maintain close connections with local organizations, continually checking the needs of their communities. Employee interests are considered in planning community efforts as they have a unique perspective on what is important within their communities. In addition to their local

events, the Community Ambassadors participate in global corporate challenges, such as Global Giving Week, Global Book Collection, and Global Food Collection.

### Habitat for Humanity

The IGT Austin team's volunteerism efforts, led by Community Ambassador and Director of Marketing, Shannon Plum, were highlighted for their work with Habitat for Humanity. Austin, not only a diverse, creative hub for arts and music, but also an office location for tech giants such as Apple, Google, Tesla, and IGT, has experienced significant increases in the cost of living. The lack of affordable housing is a major issue that affects local communities in and around the Austin area. In their efforts, IGT employees embraced Habitat for Humanity's mission and commitment to end the cycle of poverty and to create a more equitable world in which everyone has access to quality, affordable housing.

During their first outing with Habitat for Humanity, IGT employees installed flashing, siding, and window trim on newly built homes. In 2023, the team plans to complete landscaping duties with the organization.

### FútbolMàs

In December 2022, IGT employees in Chile embraced the holiday spirit and planned a Christmas party for 59 children from at-risk communities. Organized by Catalina Acevedo, Senior Manager Talent Management LAC & People Partner Chile, employees partnered with FútbolMàs, an organization that works with kids to promote wellness through meaningful

connections and community engagement, using sports, especially soccer. The organization's mission is to strengthen youth in vulnerable communities by teaching them life skills essential to playing and to practicing sports. The Christmas party featured dinner, an appearance by Papa Noel (Santa) who gifted soccer balls to all the children, and games and activities with IGT employees. The team in Chile intends to volunteer more time with FútbolMàs and host their annual Christmas party again.

### Football With a Heart

Amid the World Cup craze, employees from the Asia Pacific region participated in a five-on-five, friendly tournament organized by Football With a Heart. The organization brought together corporate teams to raise money for meaningful causes while having fun at the same time. The IGT Singapore team, led by Anil Chandrapati, Regional Account Director, played other corporate teams with all the funds benefitting local charities. Football With a Heart was founded in 2012 by a regional client, with IGT employees participating in the tournament for many years.



Habitat for Humanity



FútbolMàs



Football With a Heart



## Global Giving Week



### Global Giving Week

After several years of virtual volunteering initiatives and evolving IGT's community-driven activities around COVID-19, Global Giving Week 2022 provided an opportunity for employees to re-engage with non-profit partners in their local communities. While continuing to encourage employees to follow local COVID-19 guidelines in their specific locations, many employees came together to give back to their communities in person.

#### Five Opportunities for Giving in Reno

During Global Giving Week, WIN Reno, Nevada organized five different volunteering opportunities for employees of the Reno campus site to participate in. Organizations were chosen based on an employee survey of their interests in various local non-profits. Activities in 2022 included:

- Ronald McDonald House Charities – Employees volunteered at the Ronald McDonald House of Northern Nevada to shop,

prepare, cook, and serve dinner for 15 people. Reno employees donated hygiene kit items to support the families staying at the house while their family members receive medical treatment at the Reno Regional Medical Center.

- Keep Truckee Meadows Beautiful – A community cleanup and beautification project took place at Huffaker Park.
- Food Bank of Northern Nevada – Employees sorted and boxed 8,900 pounds of food to support those in need.
- Vitalant Blood Services – A blood donation drive was held on the Reno site.
- Pinocchio's Moms on the Run – A community-run in support of local mothers and the fight against breast cancer. The fundraiser aid local women currently going through cancer treatment.

#### A Truly Global Effort

IGT employees in the Antilles celebrated Global Giving Week with staff donations to St. Christopher Children's Home in St. Kitts and Nevis, the Foundation Judicial Institutes in St. Maarten, St. John Hospice in Antigua, the Red Cross in Anguilla, and the Living Water Community Homeless Feeding Program in Barbados.

IGT employees in Barcelona, Spain cleaned an open space in their business park near Barcelona, and IGT employees in Manchester, United Kingdom volunteered their time for the British-Ukraine Aid charity, assembling much-needed first aid kits containing life-saving equipment.

In Italy, due to restrictions related to the persisting

COVID-19 epidemic, IGT limited the number of supported non-profit organizations to two: Casa Ronald McDonald, an organization providing free homes away from home accommodation to sick children and their families, and Salvamamme, an organization that for 15 years has been giving support to mothers and severely disadvantaged families. The collaboration with Salvamamme expanded to support the Ukrainian population, by means of collecting food and first aid items.

#### Three Square Food Bank in Las Vegas

Employees spent an afternoon visiting the Three-Square Food Bank in Las Vegas, Nevada. They sorted 40 lbs. of donated products and 1,600 lbs. of Amazon-donated products for children and families who are food insecure and hungry in local communities. Established in 2007, Three Square is Southern Nevada's only food bank and the area's largest hunger-relief organization.

#### Across the State of Rhode Island

IGT in Rhode Island seized the opportunity to extend goodwill and commitment across the state with four volunteer projects involving more than 65 employees:

- Beach cleanup with Save the Bay: Warwick
- The Holly Charette House: Johnston
- Pop-up shop with Crossroads Rhode Island: Providence
- Ranch cleanup and improvements at Dare to Dream Ranch: Foster

#### Virtual Lunch & Learn with Festival Ballet Providence

For over 40 years, Festival Ballet Providence's

(FBP) community engagement programs have been introducing local community members and youths to the art of ballet in areas where dance education is almost non-existent. FBP connects with more than 5,000 students each year through workshops, demonstrations, and fully produced mainstage performances. More than 40 IGT Rhode Island employees participated in a session and spent time learning about FBP's mission, local community impact, and their initiatives to enrich lives through the arts.

#### Community South Food Bank, New Jersey

IGT Egg Harbor employees served their neighbors at the Community Food Bank of South Jersey mobile offsite location in Egg Harbor City, New Jersey. Team members volunteered to distribute food boxes in the local community, via a mobile drive-through. Over 60 vehicles passed through the site.





## Employee-Driven Activities

IGT encourages its employees to be actively engaged with organizations that align with the Company's overall

community support endeavors. IGT's employee engagement programs reflect the Company's values and provide employees with the opportunity to give back to their local communities.

The Matching Gifts, Day Off for Volunteerism, Dollars for Doers, and Community Champion programs throughout the world that positively impact

local communities, as well as critical areas of daily life.



### MATCHING GIFTS

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

### Hurricane Relief Efforts

In September 2022, Hurricane Ian descended on Florida, leaving millions of people without electricity and flooding homes across dozens of communities. The deadly storm then made landfall a second time, in South Carolina, before moving north, leaving continued destruction in its wake.

IGT took steps to help employees stay safe. In anticipation of Hurricane Ian, IGT closed its printing facility in Lakeland, Florida. In the wake of the storm, IGT ensured all employees were accounted for and safe. The Company also made corporate donations to the Florida Disaster Recovery Fund and, through matching gifts, a variety of other relief organizations.

### Joining Together to Support Ukraine

Following the eruption of the war in Ukraine, IGT has been working to launch a global assistance program whereby employees can get professional emotional health support and access to helpful guides and articles on wellness and stress management. The program, already available in the U.S., has been progressively extended to the rest of IGT's footprint.

To support those directly impacted by the crisis, the Company donated to the International Committee of the Red Cross Ukrainian Local Humanitarian Fund, which supports the Ukraine population by delivering food and hygiene packages. The Fund also assists with the evacuation of people with disabilities, among other support efforts. Many IGT employees across the world have joined forces with IGT through the Matching Gifts Program to contribute to the aid efforts supporting the Ukrainian population, while employees in the United Kingdom and Italy held donation and supply drives to provide relief to Ukraine.



### DOLLARS FOR DOERS

Employees who volunteer their own time may apply for grants from the **Dollars for Doers Program**. When an employee volunteers 25 hours or more during the year to a qualifying charitable organization, IGT will provide a grant to that organization. Starting in 2023, the minimum volunteer hours were reduced to 12 hours and a team option was added for groups to share their support.



### DAY OFF FOR VOLUNTEERISM

IGT recognizes the value of giving back and supporting the communities in which employees live and work. The purpose of the global **Day Off for Volunteerism** is to allow IGT employees to share in that effort by supporting and recognizing employee volunteering activities that serve communities. The program provides employees with one scheduled paid workday off to volunteer.



### COMMUNITY CHAMPION

In 2022, IGT introduced the **Community Champion program** to highlight social causes in which employees have taken a vested interest.

Full-time IGT employees who hold a board or other leadership position with a qualifying non-profit organization, and demonstrate a personal commitment to the organization, may apply for a Community Champion grant of up to \$2,500. Grants are awarded by the SIC and recipient organizations must align with IGT's funding priorities.



**Jen Bowman** and **Charley Randall Coles** are shown supporting Ukraine relief efforts through an employee-driven supply drive.





## 6. Fostering Sustainable Operations

IGT evaluates and selects suppliers based on their business reliability and compliance with corporate policies, applicable laws and internationally recognized ESG standards. IGT's expectations for workplace conditions and business practices apply to suppliers, and all subsidiaries and sub-contractors within their supply chain.

IGT regularly seeks feedback from customers at trade shows, conferences and via surveys as part of a commitment to continual improvement. Field Services and Contact Centers are full-service networks, available 24/7 to provide customers and retailers with prompt and accurate assistance.

Within the annual materiality analysis, IGT identifies direct and indirect environmental impacts along the entire value chain. The Company seeks to strengthen its environmental management systems to prevent and mitigate impacts on climate change according to science-based targets such as biodiversity and air pollution, while increasing circularity.

### Sustainability Standards Along the Supply Chain



### Customers and Retailers Satisfaction



### Managing Environmental Impacts



SCIENCE  
BASED  
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



## 6.

## Fostering Sustainable Operations

To achieve its Sustainable Development Goals (SDGs), the Company reviews its corporate practices and processes on an annual basis. With the support of key stakeholders along the value chain, IGT sets high standards of integrity.

The supply chain is critical to IGT's operations. The Company works with customers and suppliers to drive transparency, sustainability, and ethical business practices in a vast and often complex supply chain, consisting of a variety of vendors and suppliers. IGT emphasizes active engagement with the global value chain, to raise the standards in key environmental, social and governance (ESG) areas, including the environment, labor rights, and ethical behavior.

IGT continues to advance its analysis of the impacts of corporate activities on sustainability. By taking stock of the various environmental impacts of business practices, IGT has steadily adjusted to the internationally recognized requirements, and is regularly designing improvements in energy consumption, emissions, and resource management in its manufacturing processes.

### Growing with Our Supply Chain

GRI 2-6, GRI 2-25

IGT and its direct and indirect supply chain businesses are exposed to a highly regulated and controlled environment. IGT's direct supply chain consists of materials purchased to use in its own product manufacturing and assembling processes, and

follows procedures established by the International Organization for Standardization (ISO). IGT's indirect supply chain consists of purchases of third-party off-the-shelf products that are typically manufactured for the public, and are used for IGT's customer solutions, as well as for its internal business infrastructure. In 2022, the expense for around 7,600 suppliers amounted to approximately US\$2 billion, mainly distributed in 13 countries.

IGT's Environmental Compliance Policy encompasses IGT product processes, including design, source to procurement, warehousing, manufacturing, reconditioning, and delivery. IGT designs and manufactures products that are environmentally compliant for the jurisdictions where IGT places products and has developed procedures for engineering, materials, quality engineering, logistics, customer service and suppliers to ensure that products supplied meet such environmental compliance requirements. This process ensures reasonable measures are taken to assess the environmental compliance of existing products, convert existing products to meet environmental compliance requirements, and ensure reasonable precautions concerning environmental compliance are taken on an ongoing basis.

IGT purchases most of the parts, components, and sub-assemblies necessary for manufacturing its terminals and slot machines from outside sources. It outsources the entire manufacturing and assembly

of certain lottery terminals to a single supplier, while other products have portions outsourced to multiple qualified suppliers.

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

### Selecting Our Vendors

IGT expects its suppliers to adhere to the [IGT Supplier Code of Conduct](#), which includes specific sustainability requirements covering topics such as the environment, health, safety and security, privacy, risk management, labor and human rights management, and ethics.

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

substances in electrical and electronic equipment (RoHS) (2015/863/EU) (RoHS 3).

### Sharing Expectations on Business Conduct with Suppliers

IGT's Supplier Code of Conduct includes the Company's expectations regarding workplace standards and business practices of its suppliers, together with their affiliates, subcontractors and others within its supply chain.

The expectations contained in the Supplier Code of Conduct are essential to IGT's decision to enter into, or extend existing business relationships with its suppliers. IGT requires its suppliers to acknowledge and share its commitment to promoting and respecting human rights and equal opportunity in the workplace. Suppliers are restricted from, amongst other things, exploiting children and young workers, and participating in, or benefiting from, any form of forced labor. Suppliers are also required to promptly inform IGT of any potential violation of the code. In the event of an actual violation, IGT and the concerned supplier will develop a remediation plan. Breaches of the Supplier Code of Conduct may lead to termination of the supply agreement, especially where severe or repeated. In 2022, approximately 53% of existing suppliers and 100% of new suppliers received the Code.



Suppliers are subject to screening for compliance with human rights practices based on the principles expressed in IGT's Supplier Code of Conduct. Major Original Equipment Manufacturers (OEM) suppliers that provide "Direct Material" are audited based on

their performance in the areas of cost, quality, capability, capacity and delivery. The audit has a checklist to aid the assessment of their compliance with rules regarding social and environmental responsibility.

IGT's Procurement department adheres to ISO standards that outline the supplier engagement process, including supplier questionnaires, commodity team responsibilities, strategic supplier classifications and first article submissions. IGT is working on a Global Sustainable Procurement Policy inspired from ISO 20400, which incorporates concepts from the United Nations Guiding Principles of Human Rights and Business on accountability, respect for human rights and ethical behavior.

the Company's requirements when appraised as a source. The use of local, small, and/or disadvantaged businesses, including minority and woman-owned, is considered when making decisions.

## Supplier Diversity Purchasing Program

IGT is committed to developing mutually beneficial relationships with certified diverse suppliers regardless of 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.

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

IGT defines diverse suppliers as for-profit businesses with physical locations in the U.S. or one of its trust territories, with at least 51% of the business being owned, controlled and operated by women, people of color, LGBTQ+ (lesbian, gay, bisexual, transgender and queer) people, veterans, persons with disabilities, or persons from other underrepresented groups recognized by local laws or regulations, such as disadvantaged businesses.

The primary goal of IGT's supplier diversity program is to:

- Provide opportunities to diverse suppliers that satisfy the Company's procurement and contractual standards;
- Actively and routinely source qualified diverse suppliers that can provide competitive and high-quality products and services;
- Encourage strategic suppliers that do not qualify as a diverse supplier to commit to and support their own supplier diversity initiatives.

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

IGT expects suppliers to effectively assess, select, develop and monitor their material sources and sub-contractors, and they must have process controls to effectively comply with regulatory, jurisdictional and environmental policies and regulations. IGT is responsible for ensuring that all suppliers meet

## Sustainable Procurement

IGT is committed to increasingly evolving procurement processes into sustainable procurement practices. The effort takes into account a comprehensive analysis of the aspects where sustainability may be more impacted. It starts with an assessment of the overall carbon footprint of the Company and could include an environmental appraisal of the value chain. Together with the more evident environmental implications, IGT appraises key social aspects that greatly contribute to the sustainable procurement mix.

In this regard, IGT has progressively amended its Supplier Code of Conduct to encompass topics on modern slavery and conflict minerals in the procurement of materials for manufacturing gaming machines. Given the strategic importance of the supply chain to IGT's reputation as a trusted and reputable partner, the Company has integrated the selection process of suppliers with specific requirements according to all relevant domestic and international regulations.





## Carbon Footprint Assessment

Over the last few years, IGT has reported its greenhouse gas (GHG) emissions (Scope 1 and Scope 2, according to the GHG Protocol) on an annual basis, collecting data from its sites around the world. In 2021, IGT performed extensive work to extend the calculation of its carbon footprint to Scope 3 emissions, addressing indirect emissions that occur in the value chain. During 2022, IGT completed its first full Scope 3 emissions inventory and is reporting the complete inventory (Scope 1, Scope 2, and Scope 3) in this Sustainability Report, in the dedicated paragraph, at page 93.

Since IGT submitted its science-based targets to SBTi for validation in October 2022, the Company has been engaging with internal and external stakeholders contributing to the release of GHG emissions as part of its ambitious decarbonization pathway. In particular, IGT has defined and launched several workstreams to investigate potential GHG emissions reduction initiatives, spanning across all Scope 1, Scope 2 and Scope 3 emissions categories.

Through a series of screenings, analyses and engagement strategies conducted by the decarbonization workstreams, IGT is gradually approaching all its emission sources, starting from the most impactful ones, which include emissions associated with purchased goods and services, the use of sold and leased products, as well as the Company's energy and fuel consumption. To this end, IGT is currently carrying out various activities, including but

not limited to:

- a thorough mapping of its suppliers' practices and commitments;
- the constant search for energy efficiencies with a view to its own site-level implementations;
- the definition of phased approach to including electric vehicles to its fleet;
- the definition of an eco-design strategy.

## Environmental Assessment of Our Suppliers

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

The supplier management approach to environmental assessment is one of the first-hand observations where IGT will conduct an informal inspection of conditions while onsite. In 2022, IGT's Supply Management team found that there were limited supplier visits where environmental assessments could be managed. Suppliers in low-risk/highly regulated geographical areas received low levels of attention, while suppliers in high-risk geographical areas or where regulations remain ambiguous garnered higher scrutiny.

When visiting suppliers in high-risk areas, members of the IGT Supply Management team will conduct

informal observations to assess environmental conditions, and, where relevant, ensure that appropriate licensing from the local government is in place. Special attention is paid to waste management procedures from industrial processes that create hazardous solid waste, including the chroming, plating and painting processes. Preventative maintenance procedures and schedules are observed on related equipment to confirm that schedules support hazardous liquid containment and the integrity of the mentioned processes.

Observable exceptions to standards are communicated and immediately discussed with the supplier to ensure they are corrected. Exception conditions are noted in the supplier visit report and are followed up on a subsequent visit. Exception information is also shared with stakeholders in Quality Engineering for additional follow-up. All environmental audits were conducted informally and in good faith with the supplier and no formal reports were distributed.

## Modern Slavery Assessment in Supply Chain Management

Sound business relations with suppliers are essential to maintaining a dependable, competent source of supply for the uninterrupted flow of quality goods and services. IGT expects suppliers to fully comply with applicable laws and adhere to internationally recognized environmental, social and corporate governance standards, and to share the commitments listed in the Supplier Code of Conduct.

IGT selects and appraises suppliers beyond

their economic solidity and business reliability by conducting a risk-based due diligence (i.e., the amount of due diligence corresponds to the level of risk that the third party poses to IGT), and follows an ISO-9001 certified quality management system. In Italy, IGT's vendor and purchase management processes typically require non-SA8000 certified potential suppliers to complete questionnaires that include questions on the supplier's stance on child labor, forced labor, freedom of association, discrimination, health and safety, and migrant worker practices. The results of the assessment are then fed into the supplier onboarding process to ensure that areas of greater potential exposure are identified and assessed for risk.

In July 2022, with the publication of the Sustainability Plan, IGT defined targets that include the promotion of human rights in its operations. The Company continued its efforts in its risk-based supply chain mapping aimed at identifying potential risk factors, as part of the Company's efforts to define and implement a responsible supply chain management process.

IGT continues to analyze its suppliers' environmental and social exposures, including, but not limited, to slavery and human trafficking, minimum age standards, fair wages, freedom of association, forced labor, diversity, discrimination and harassment. The COVID-19 pandemic contributed to the transformation of supplier reviews which have been completed on-site and virtually since 2022, with this practice expected to continue.



## Responsible sourcing of minerals

According to the [IGT Conflict Minerals Policy\\*](#), published in early 2023, the Company complies with Rule 13p-1 (the Rule) under the Securities Exchange Act of 1934 (as amended), adopted by the U.S. Securities and Exchange Commission (SEC) to implement reporting and disclosure requirements related to conflict minerals, as directed by Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010.

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

Since certain minerals are required to manufacture land-based machine products (including, but not limited to, slot machines, video poker machines, video lottery terminals, electronic or video bingo machines, lottery terminals, instant ticket vending machines, and ticket scanners, i.e. “covered products”), IGT must diligently eliminate conflict minerals in this process.

IGT has implemented policies and procedures, including the preparation of its annual Conflict Minerals Report, to ensure the minerals IGT and its suppliers use are DRC-conflict-free and that IGT complies with the Rule. IGT developed its due diligence policies, procedures, and processes with consideration of the third edition of the Organization for Economic Cooperation and Development (OECD) Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, and the related supplements for conflict minerals. [IGT's Conflict Minerals Report](#), which outlines the conflict minerals diligence program and due diligence process, can be found at IGT's website.

In 2022, IGT reviewed 66 direct material suppliers, representing the vast majority of IGT's manufacturing suppliers. The number declined significantly from the previous year as a result of IGT continuing to focus its manufacturing efforts on select suppliers and terminating others to realize cost-saving strategies.

As part of its review, IGT determined direct material suppliers were out-of-scope if the purchased materials did not contain conflict minerals or were not included in any of the covered products. If any uncertainty remained regarding the potential inclusion of any conflict minerals in materials purchased from a supplier for the covered products, the supplier was considered in scope. As a result of this analysis, IGT identified 49 in-scope and 17 out-of-scope direct material suppliers that represented 95% of IGT's direct material 2022 spend. The 49 in-scope direct material suppliers were subject to further due diligence.

IGT also adheres to the EU Conflict Minerals Regulation which expands the geographic focus to include Conflict-Affected and High-Risk Areas (CAHRAs), defined as “areas in a state of armed conflict, fragile post-conflict areas, as well as areas witnessing weak or non-existing governance and security, such as failed states, and widespread and systematic violations of international law, including human rights abuses.”

*\* In April 2023, the IGT Conflict Minerals Policy was adopted, setting out the Company's commitment to responsibly sourcing its mineral supply chain.*

## Broad-Based Black Economic Empowerment in South Africa

The Broad-Based Black Economic Empowerment Act (B-BBEE) is a policy responsible for the implementation of black economic empowerment, by providing the legislative framework for its implementation. The B-BBEE Act, as amended, aims to advance economic transformation and enhance the economic participation of previously disadvantaged people. This primarily addresses black South Africans, and in particular women, youth, people with disabilities and people living in rural areas, through diverse socio-economic strategies that include:

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

The B-BBEE policy framework provides for five elements and criteria that businesses and organizations are required to comply with: Ownership, Management Control, Skills Development, Enterprise and Supplier Development, and Socio-Economic Development. Organizations meeting the standards of compliance can receive B-BBEE certification, which may present them with a variety of benefits, such as preferred procurement opportunities and access to government contracts.

Through intensive and sustained focus and investments in the abovementioned five measuring elements, IGT Africa (Pty) Ltd. has improved its B-BBEE status from Level 3 to Level 2 in 2022, representing the highest ranking achieved by the Company to date.

## Reasonable Country of Origin Inquiry (RCOI)

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



## Engaging Our Customers

As a global leader, IGT has earned the trust of its customers by maintaining high standards of integrity, and compliance with laws and regulations in all jurisdictions where it operates. The Company takes the time to understand its customers' priorities and goals, and engages with stakeholders to identify the most effective solutions to address their collective needs.

### Listening to Our Customers

IGT consistently seeks feedback from customers to improve its products and services. Customer satisfaction surveys are part of IGT's ongoing efforts to provide best-in-class service to lottery and gaming customers. This feedback allows IGT to understand how well the Company is meeting its customer needs as well as helping it identify products and services that require improvements.

IGT hosts a variety of customer events and exhibits at industry trade shows to provide product, service and brand awareness. The events and trade shows also serve as a platform to gain a better understanding of IGT customers' ever-changing needs. Customer meetings are regularly focused on the value IGT provides when communicating new ideas, products, or innovation to a market. In addition, IGT invites lottery customers to complete customer scorecards on a quarterly basis. This tool is critically important to gain customer feedback and ensure the delivery of a high level of customer service.

In 2022, IGT organized and participated in several events with customers. At the World Lottery Summit trade show in Vancouver, Canada, IGT's booth hosted 56 customer tours. Approximately 1,400 guests and 134 lotteries from around the world attended the summit. IGT hosted a Product Suite at the European Lotteries (EL) Industry Days in Wiesbaden, Germany, attended by 169 customers representing 52 lotteries. In October, the Global Gaming Expo (G2E) was held in Las Vegas, Nevada. This three-day show hosted approximately 26,000 casino industry attendees and saw thousands of people pass through IGT's booth for demos and meetings.

Also, in 2022, IGT took part in many other events, including the EL/WLA Marketing Seminar (virtual attendance), Public Gaming Research Institute (PGRI) Smart-Tech in Miami, FL (U.S.); La Fleur's Spring Conference in Richmond, Virginia; Corporación Iberoamericana de Loterías y Apuestas de Estado (CIBELAE) Workshop in Buenos Aires, Argentina; North American Association of State and Provincial Lotteries (NASPL) Professional Development Seminar in Indianapolis, Indiana; NASPL Directors' Meeting in Nashville, Tennessee; PGRI Lottery Expo in New York, New York; Asia Pacific Lottery Association (APLA) Conference in Singapore; EL/WLA CSR Seminar in the Netherlands; and La Fleur's Austin Conference in Austin, Texas. Gaming events included the Indian Gaming Tradeshow & Convention (IGA) in Anaheim, California; Canadian Gaming Show in Toronto, Canada; Northwest Indian

Gaming Conference & Expo (NWIGA) in Tulalip, Washington; Oklahoma Indian Gaming Association (OIGA) in Oklahoma City, Oklahoma; and VLT User Conference in Montreal, Canada.

As COVID-19 restrictions were lifted, the Australian Hospitality and Gaming Expo (AHGE) and the Australasian Gaming Expo (AGE) returned as live events in Australia. These shows were well-attended with numbers very similar to those experienced pre-COVID-19 in 2019, and provided the perfect platforms to reveal the latest games, service and systems offerings for the Australian and New Zealand markets. In Asia, IGT supported and participated in the Association of Southeast Asian Nations (ASEAN) Gaming Summit in the Philippines, a three-day live event, and the MGS Summit, which was again a virtual summit due to the COVID-19 restrictions still in place in Macau. Both events were supported by local customer networking events, allowing customers to be kept up-to-date with IGT's latest news and games.

IGT facilitated surveys for gaming customer forums, held in New South Wales, Queensland and Victoria, Australia in 2022, to gauge feedback on the presentations, guest speakers, format, and content, as well as to gather insights on the new games and product roadmaps showcased at each forum.

In 2022, IGT resumed its annual Global Gaming online customer survey that was canceled in 2020 and 2021 due to the COVID-19 pandemic. The

2022 survey covered satisfaction by product line, overall performance, delivery, value, and many other indicators, for North American and international customers. A total of 1,236 global gaming customers participated in the survey and provided IGT with key insights to help continuously improve.

In January 2022, IGT completed its Global Lottery Customer Satisfaction Study, which was conducted by an independent professional market research firm. This survey collected objective feedback from IGT's worldwide lottery customer base as part of the Company's biennial effort to gauge overall satisfaction. This effort marked the seventh iteration of the study, aimed at understanding what is truly important to customers, what they value most from IGT, and to monitor key metrics over time. The 2022 study was IGT's most ambitious undertaking to date with 208 directors and managers from 69 lotteries providing IGT with insights in six main categories, spanning 33 evaluation areas. The response rate was 68%, a five-point improvement on the previous study, and 85% of lottery customers expressed satisfaction with respect to their relationship with IGT.

During 2022, IGT continued to support research efforts undertaken by lottery customers, with the number of studies increasing significantly from 2021. Also, in 2022, IGT experienced an influx of new, primary research requests for support from lottery customers in the areas of concept evaluation, general consumer, retailer and customer feedback, and



strategic planning initiatives, particularly with regards to game development. Additionally, several lotteries re-engaged with the IGT Insights Team after pausing research initiatives in 2020 and 2021. Requests included attitude and usage studies, and retailer and player focus groups. In tandem with those efforts, the Company continued to support customers through managing and executing several pieces of ongoing research, including tracking and ad-hoc research, as well as sports betting impact studies.

IGT player research is the voice of the end consumer, the customers' customer. Games are evaluated by player focus groups, and quantitative survey research during the development process and changes are made prior to test bank or release. This feedback is used by the game designers, mathematicians, and studios to improve games before they are released. IGT also conducts other forms of player research for

hardware, test bank games (after release), concept testing and future iteration testing.

The annual IGT Global Lottery Insights Exchange went through changes due to the pandemic. In 2021, it was offered virtually, with lottery researchers from North America exchanging experiences about research and relevant topics. In late 2022, IGT began the planning process for the Exchange to be held in-person during 2023 or 2024.

In Italy, as a means to support retailers, IGT conducted annual trade marketing surveys on new products and services. In 2022, 98 research activities with over 100,000 interviews, were completed.

### Responding to Our Customers' Needs

IGT's customer needs differ based upon their size, location, available services, and status (from state

## Resuming Customer Forums in Australia

IGT Asia Pacific hosted its annual customer forums covering Brisbane, Sydney, and Melbourne. The forums were designed to provide insights into IGT game roadmaps for the year ahead and updates on systems and services. They also included educational opportunities for customers to relate to their business via external industry experts who focus on a variety of topics. For 2022, this focused on the digital transformation and what needs to be done to futureproof their businesses. IGT continued to provide its product "Snapshot" and "Spotlight" training materials to customers to educate staff and players on key aspects of IGT's games. With IGT being part of the Office of Liquor & Gaming NSW sandbox for the Digital Wallet/Cashless trial in New South Wales, IGT took the education process a step further, incorporating an industry expert panel with the trial partner Club York and key IGT system personnel to look deeper into what digital wallet/cashless gaming would mean for their business and players in the future.

## New Perspective on Lottery Retail

IGT hosted its 10th International Lottery Retail Workshop, providing lottery sales directors from around the world with an opportunity to discuss the future of retail and share current challenges, as well as success strategies. The Workshop was designed to foster collaboration and share insights among 17 retail lottery professionals from 11 lotteries. The format allowed for impromptu peer-to-peer conversations and group discussions around a range of current retail challenges.

As part of the workshop experience, attendees toured IGT's Player Experience Lab for a close look at several IGT innovations and unique product concepts directly relevant to lottery retail operations, giving participants an opportunity to offer feedback in the early stages of product development. They also heard from a major U.S. national retail chain about the importance of the lottery category to their overall business and visited several retail locations to speak with local retailers.

lotteries and regional gaming halls to local gaming retailers and single players). Needs also vary in terms of jurisdiction - specific regulations and agreements at both national and local levels. For this reason, IGT is progressively fine-tuning its aspects of serving customers, and pursuing excellence through its people and processes.

### IGT Field Services

IGT Global Field Services is a full-service network providing an end-to-end venue experience. The Company provides lottery point-of-sale, gaming machine service, and system support, as well as venue network infrastructure. As a full-service provider, IGT employees perform machine conversions, installation, preventative maintenance, removal, relocations, and upgrades. IGT's comprehensive service plan begins with reliable equipment, innovative peripherals, and a robust communications network.

IGT's Field Services operations is made up of 1,200 people, which includes Field Services Technicians (FSTs), Bench Repair Technicians and Field Services management. The team supports over 1.4 million pieces of equipment that include on-counter terminals, satellite communication equipment and player-facing equipment, such as lottery vending and electronic gaming machines. Resources are available to assist with any maintenance requirements any hour of the day, 365 days a year.

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

- Field Service Standards outline all FST responsibilities and performance requirements, including procedures for performing service visits



and preventive maintenance on each piece of equipment serviced by IGT. They also include training to be followed by FSTs when working with peers, customers, and third-party resources. Field Services Standards help every FST provide the highest level of service consistently across the retailer base, regardless of the type of equipment being serviced.

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

The Field Services operations provide basic equipment training in most jurisdictions, which complements the overall retailer training program delivered by IGT's Learning Services group through the marketing departments for each jurisdiction. Communications to retailers are generally prepared and delivered by the customer. Each customer operates differently and may collaborate with IGT on specific communication plans.

With the rise of virtual training options, the prevalence of traditional classrooms is steadily declining. Notably, more and more of these learning platforms are being deployed in sectors that offer lottery, particularly after the COVID-19 pandemic severely reduced in-person interactions with retailers and sales representatives. The lottery industry has a variety of training needs, from responsible gaming (RG) awareness to new retailer, employee, and sales representative training. eLearning can also be used effectively to train other lottery personnel and vendors on other topics as needed, such as new games, promotions, initiatives, and best practices.

In 2022, IGT released the newest version of Learning Wizard, a unique tool designed specifically to serve the needs of the lottery communities, including retail

store managers and clerks, and business users, such as lottery staff and sales representatives. This eLearning management system is a state-of-the-art, cloud-hosted solution delivered as a service (SaaS), avoiding the need for lotteries to install and maintain any software. Users simply access the application through their internet browser.

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

Starting in 2021 and continuing throughout 2022, IGT began working on Field Services optimization covering multiple global projects and a set of lottery and gaming programs to introduce new ideas, solutions and efficiency opportunities. The projects are expected to yield substantial gains across several key areas, including:

- Expansion of retailer self-service offerings (Retailer Self Service/Sports Betting) which is expected to propel IGT's service forward with cutting-edge innovations;
- Examination of service models which is expected

to result in more standardization, compliance and control, allowing personnel to spend time on solutions rather than chasing issues;

- Management of data, through better collection, collation and analysis, which is expected to generate efficiencies and improve communication; and
- A focus on talent, by creating a clear understanding of skill and proficiency level differentials and compensation pathways, which is expected to improve workforce engagement.

IGT strives to lead the way in environmental efficiency, reduction of waste, prevention of pollution and conservation of resources. Regionally distributed lottery repair centers are focusing on quality and sustainable operations, including the introduction of ISO14001 Environmental Management Systems certification in each location. In 2021, three locations were certified and in 2022, an additional eight locations were certified.

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

## Turning Live Training into Remote Training

IGT's customer training and support team (Technology Training and Support Services) travels globally to support IGT lottery projects. During the pandemic, protecting people and customers became the biggest challenge to business continuity. When some lottery customers turned to IGT for solutions in maintaining required responsible gaming (RG) training for retailers, the Company transformed its programs to eLearning and hosted them on IGT's Learning Wizard platform, where they remain today. By transferring this mandatory training from an in-person to online deliverable, IGT eliminates the need for retailers to travel to in-person trainings while enabling customers to provide continued RG support in a more sustainable way.





## IGT Field Services Optimization Project

As part of the IGT Field Services Optimization project, new work streams will transform service models, optimize processes, and deliver best-in-class technology solutions, while creating a community of employees who feel prepared and valued. With 12 separate project teams meeting weekly to ideate creative solutions, it is an unprecedented commitment of time and attention for this crucial customer-facing vertical. Old challenges are being re-examined to determine areas for improvement and have benefitted from fresh insight and data-based decisions. New challenges are benefiting from work that is uncovering even more opportunities for cost savings and optimization. All challenges involve the synergy of ideas and efforts, which can only take place when collaboration removes siloed working practices from teams around the globe.

Field Services metrics are measured by specific calculations and weighted averages based on jurisdictional contractual requirements. Additionally, customer satisfaction reports are performed by the site account or sales manager, which utilizes a scoring metric of one to five. Each metric category is reviewed with the customer and these quarterly scores are entered onto a dashboard along with customer commentary.

In Italy, IGT monitors satisfaction through a semi-annual customer scorecard effort and data-driven performance measurements. The day after the visit

from an IGT Lottery technician, retailers are asked to express their satisfaction about courtesy, overall service, and the technician's technical and listening skills. With more than 7,100 retailer interviews completed in 2022, IGT Lottery reached an average score of 4.5/5 in customer satisfaction assurance and delivery.

### Remote Troubleshooting and Predictive Repair

Remote troubleshooting is a key business focus for IGT Field Services and involves the ability to remotely access a product and troubleshoot or troubleshoot via phone without the need for a technician to drive and physically troubleshoot onsite. To mitigate physical interventions, Field Services requires data access into the multiple business system platforms, both internally and externally, and for new products to be designed with remote access functionality, increased digital interface and less hardware components to mitigate hardware failure. Another key area related to remote data access is predictive maintenance, also known as predictive repair. Both gaming and lottery have multiple system platforms, which are all being reviewed to define capabilities, access and requirements.

The end goal is to boost remote capabilities, increase tools and technician training to resolve issues remotely, creating an incentive for the customer to support the resolution process. By having these capabilities, IGT will reduce physical interventions, reduce travel time and vehicle usage, reduce incidents that are defined as no fault found (NFF), which is when the technician arrives to the customer location to find that there is no problem, and improve technician utilization.

## Checking on Quality

IGT's Field Services quality control system is a combination of varying checkpoints, system-driven metrics and reporting. Managers and supervisors within the organization are responsible for the day-to-day operations and contractual compliance, relative to the customer they support.

KPI reporting is generated by the business operations team and reviewed regularly by the leadership team. The KPIs reviewed include but are not limited to staffing levels, budgets and service levels. In addition to the internal quality control systems, IGT's Business Services group distributes regional-level reporting to regional vice presidents, who then share the report with local account and sales management teams. This monthly report provides key metrics, staffing levels, overtime and target service levels. Regional leadership, including vice presidents, account teams and sales teams, have an opportunity to provide another level of checks and balances, ensuring that quality of service is satisfactory and meets or exceeds customer expectations.

### IGT Contact Centers

The mission of IGT Contact Centers is to provide 24/7 business assistance and effective procedural safeguards to all locations where IGT services its customers. The Contact Centers also aim to maximize customer satisfaction, with a specific focus on responsible gaming (RG) and compliance, while ensuring sustainable costs

through the identification and implementation of best practices, including streamlined processes, quality management, and common tools.

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

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

### B2B Contact Centers

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

The National Response Center (NRC) provides support to lottery retailers and gaming customers, global incident management and gaming dispatch and systems. The NRC has four hubs supporting all business lines located in the United States (Rhode Island, West Virginia, Texas, and Florida), and is staffed 24 hours a day, seven days a week, 365 days a year to ensure B2B support for its gaming functions. All NRC associates are trained to be universal agents, providing technical





support to all 24 lottery retailer jurisdictions. In 2022, the NRC handled over 820,000 lottery and gaming contacts at a service level of 83%.

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

In 2022, the NRC moved the contact center platform to Genesys Cloud. This new platform enables IGT to offer different contact channels, such as chat and email to the lottery retailer base, and presents opportunities for self-service and automation capabilities. The NRC worked with the Technology Operations team to transfer gaming and systems calls out of the NRC and over to their specific department. It also created a 'One Stop Shop' for

gaming and systems support services, harmonizing customer support by aligning contacts in their most optimal departments.

In 2022, the NRC received the Contact Center World Awards for Best Analyst, Best Trainer, and Best Workforce Management Support Professional at the regional and global levels. The NRC was also re-certified in ISO 20000, Service Management System Standard, and remained certified in ISO 27001, Information Security, ensuring compliance with standardized best practices.

The Contact Centers' daily reports monitor the quality of the service, with data profiled according to the type of business, the channel of origin of the contact, and the type of contact (technical/information problem). All reports, for specific expertise and assistance, are available to managers.

The Contact Centers responsible for Latin America and Caribbean Lottery, Commercial and Gaming services, are based in Chile, Colombia, Costa Rica, Jamaica, Mexico, and Trinidad and Tobago, and provide support services to lottery retailers, players, casinos and commercial services retailers.

The EMEA Contact Centers, based in the Czech Republic (Contact Center – first line support), Slovakia (Contact Center – first line support), and Poland (second line support) support internal and external customers by assisting lottery retailers who need assistance in operating terminals, handling equipment issues, resolving network related problems, completing supply requests or getting answers to general questions.

The first line support is dedicated to lottery retailers facing hardware issues with their terminals and/or having general lottery questions. The second line support is responsible for technical assistance on communication problems of the Polish COMM network, including 20,000 devices for which IGT is responsible. The team maintains appropriate Service Level Agreement (SLA) parameters for communication, and addresses the low failure rate of devices, mainly through remote access to devices and remote failure removal, thereby minimizing Field Service visits.

In 2022, new versions of Agriscola Contact Center systems were implemented with many new functionalities and dashboards. The EMEA Contact Centers implemented the cloud solution Genesys system (replacing the existing telecommunications solutions), and several state-of-the-art tools, such

as intelligent interactive voice response (IVR), and many new functionalities and workforce management solutions.

The Contact Center based in Italy and partially served by an outsourcer in Romania, provides information desk and technical desk services for Gioco del Lotto and Gratta e Vinci (instant tickets) points of sale. In 2022, the Contact Center adopted a strategy based on two main pillars – Digital Transformation and the new organizational model (covering B2B and B2C lotteries). Digital Transformation provides extended usability through proactive notifications and autonomous solutions (mobile app, web portal and IVR), with the automatic management of network malfunctions via IVR. By extending the channels, in particular App and Portal, and the use of AI, the Digital Transformation has allowed greater service configuration flexibility and the introduction of the Call Me Back function.

The concept of "territorial site" has been phased out through the virtualization of customer service officers (CSOs) who are now working remotely. Contact Center agents have been rebranded as CSOs, and currently represent 74% of the total B2B Contact Center staff. The management of the "eLotteries" Contact Center service, launched in 2021 to support online scratch cards, Lotto and Lotteries consumer customers, has been consolidated. The comparison between the first and second half of the year shows an increase in managed volumes by 70%.

## The Road to Virtually Managing Contacts Worldwide

In 2023, IGT in Italy will achieve a reduction in contacts managed by human agents with the evolution of the chatbot. By switching to a Virtual Agent solution, IGT will expand the offer for My Premium GeV retail, and will further develop the proactive interactive voice response (IVR).

In the U.S., IGT is planning to implement a retailer self-service application and chat options (live and chatbot) in at least four lottery jurisdictions. In addition, the NRC is looking to add supply request and Intelligent Transport Systems (ITS) automation in 2023, allowing retailers to request stock and/or instant tickets via live chat, chatbot, and/or IVR.

Also, during 2023, IGT will be transitioning to Genesys cloud solutions for the call center Private Branch eXchange (PBX) solution in Jamaica and Costa Rica. This change will provide upgrades to support different contact channels such as chat and IVR interactive capabilities to provide the customer base with self-help options.



### IGT B2B Contact Centers: Locations and Countries Served

#### NORTH AMERICA - NATIONAL RESPONSE CENTER

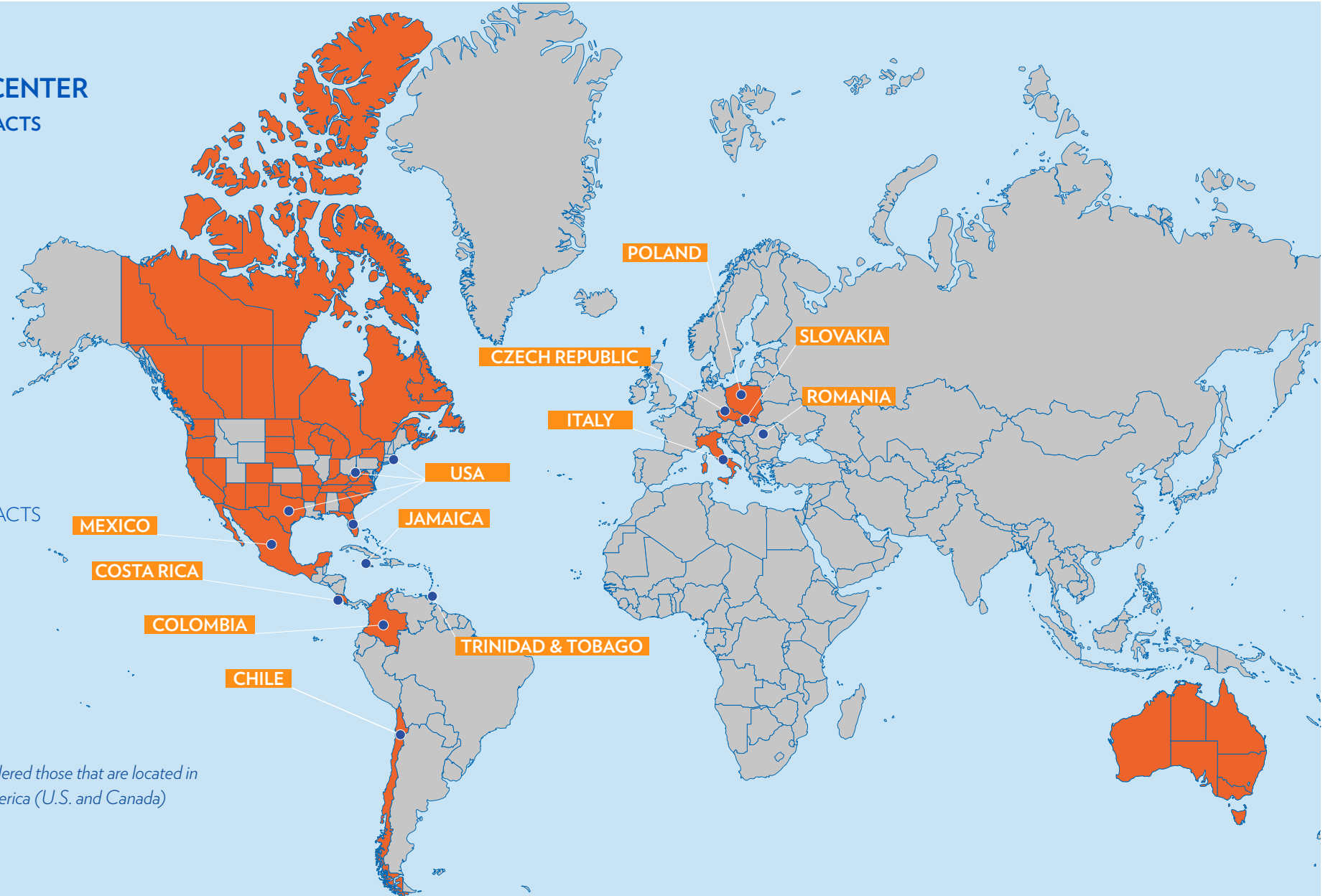
MORE THAN **820,000** CONTACTS

**ITALY** MORE THAN **560,000** CONTACTS

#### INTERNATIONAL CONTACT CENTERS\*

MORE THAN **600,000** CONTACTS

- Countries Served
- B2B Contact Center Location



\* International Contact Centers are considered those that are located in countries apart from Italy and North America (U.S. and Canada)



### B2C Contact Centers

IGT Global Consumer Services Business-to-Consumer (B2C) Contact Centers provide 24/7, multichannel assistance to players worldwide. They also support lottery and commercial partners operating within the entire digital offering (iLottery, sports betting and poker). This support is offered through four B2C centers, spanning four countries and in three different languages. Global Consumer Services focuses on RG, compliance, and customer satisfaction, acting as a partner and direct advisor to players, where IGT manages the customer base via a lottery contract or commercial license (Italy), and to third-party organizations for which IGT provides technology and services (e.g., WLA members in North America).

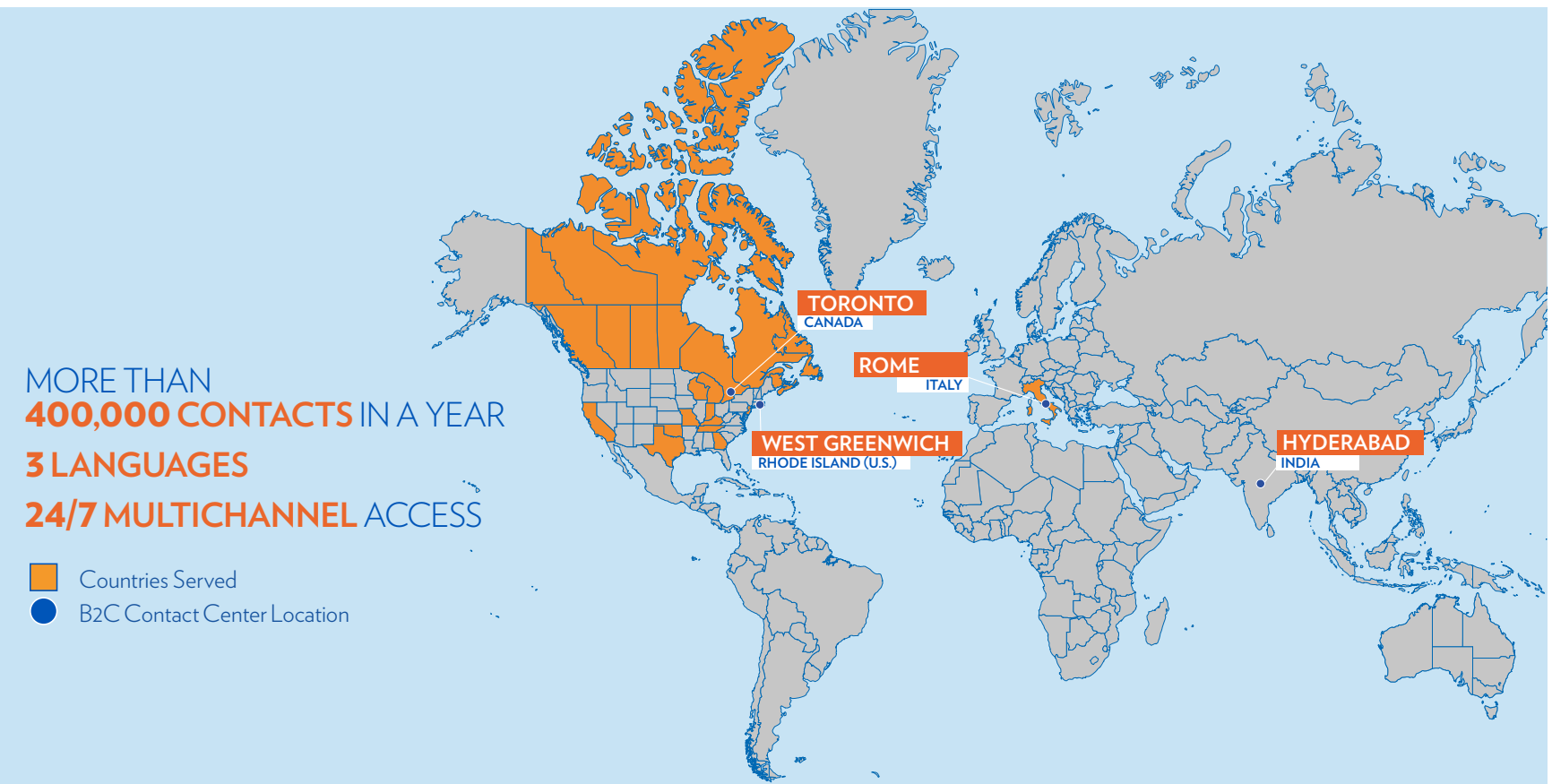
Global Consumer Services are coordinated via a dedicated team in the Rome, Italy office, and rely on local operational sites in the U.S., Canada, and Italy, as well as outsourced centers in Romania. By integrating a hybrid approach, the U.S. team can be staffed in both the U.S. and India. This internationalization supports sustainability and specific talent pool availability, with fully trained, very experienced, and licensed staff abroad. As a core element of its philosophy, management aims to ensure that all employees of Global Consumer Services are always provided with the best working conditions, from ensuring workspaces are compliant with all relevant regulations to providing up-to-date training.

Global Consumer Services consistently measure performance using the same KPIs across each

location. In addition to the various operational reports, a monthly report keeps track of the performance and of emerging issues at each Contact Center. The main indicators include the phone call response rate, chats conducted, and emails sent within a specific timeframe, as well as the rate of incoming issues resolved during the initial response.

Towards the end of 2022, IGT launched a customer satisfaction survey targeting Italian consumers through the customer relationship management tool, HelpSi. IGT collaborated with lottery customers in drafting survey questions and analyzing which case types would receive a survey and which should be excluded.

### IGT B2C Contact Centers Across the World





“

As part of IGT’s ongoing commitment to our planet, we have implemented a series of programs and initiatives to measure our impact on the environment. Through an ongoing data collection and evaluation process, IGT remains focused on affecting positive environmental change and achieving our sustainability goals.”

Fabio Cairoli | IGT CEO Global Lottery

## Caring for the Environment

### Our Approach

Today’s environmental challenges require an urgent and immediate response. In line with the materiality analysis performed every year, IGT identifies the main environmental impacts it generates along the whole value chain, both directly and indirectly through its business relations. The Company strives to constantly reduce its negative environmental impacts while strengthening the potential positive ones.

In terms of direct operations, IGT’s industrial activities include instant ticket printing in Lakeland, Florida, printing activities in Tito Scalo, Italy, and gaming machines, lottery and digital betting terminal assembly in Reno, Nevada, Guadalajara, Mexico, Sydney, Australia, Johannesburg, South Africa, and more recently Budapest, Hungary.

The main environmental impacts identified by IGT are:

- **Climate Change:** GHG emissions from direct operations and activities performed throughout the value chain, such as logistics, supplier activities and the use of sold products, contribute to climate change.
- **Waste and product end-of-life:** This is defined as the generation of waste from suppliers’ activities, corporate operations and end-of-life products. If this waste is non-recyclable or not disposed of properly, it may cause contamination of the environment and, indirectly, depletion of natural resources.
- **Water resources:** Due to the Company’s operations and paper production, which involves

abundant consumption of water, withdrawal and consumption of water in water-stressed areas may cause depletion of water resources.

- **Raw materials consumption:** IGT’s production processes in its lottery and gaming businesses require the use of a wide range of materials (e.g. paper, plastics, electronic components, copper, minerals such as “conflict minerals,” etc.) and this production may reduce the availability of certain resources, as well as contribute to their depletion.
- **Biodiversity:** Damages to biodiversity may result from the activities of suppliers from which the Company purchases large amounts of paper for lotteries. Such activities may lead to substantial and lasting changes in natural ecosystems due to episodes of deforestation and habitat fragmentation.
- **Air pollution:** IGT’s activities have an impact on air quality and human health due to polluting emissions (e.g., SO<sub>x</sub>, NO<sub>x</sub>, CO, PM, VOC), mainly generated at printing facilities.

IGT strives to continually improve its environmental management systems and reduce its environmental impact and carbon footprint. The Company seeks to go beyond simply meeting, and often exceeds, applicable legal and certification requirements. To further demonstrate the Company’s efforts, at the beginning of 2023, IGT adopted its [Environmental Policy](#), which is publicly available on the IGT website, outlining the Company’s environmental ambitions and commitments.

Effective and reliable monitoring allows IGT to have control over the above-mentioned impacts and assess

its progress against environmental commitments. IGT is committed to improving the data gathering and the consolidation process for all sites, ensuring that all locations provide accurate data and detailed supporting documents.

Over the years, the Company has gradually improved its monitoring of environmental data, including energy consumption and associated GHG emissions, water consumption, and waste generation. Specifically, in 2016, IGT started using an internal, web-based tool to collect environmental data from sites all over the world, allowing the Company to significantly improve usability and reduce the risk of errors.

Starting in 2021, the Company introduced a third-party data collection tool to improve the effectiveness of the data collection process. In 2022, IGT continued to focus on improving the data collection process. Beginning in January 2023, data collection has been carried out on an ongoing basis instead once at the end of the year.

With specific reference to climate change, in December 2021, IGT pledged to set science-based targets to reduce GHG emissions according to scientific evidence, by signing the SBTi Commitment Letter. IGT completed its first Scope 3 emissions inventory and, in October 2022, the Company submitted near-term and long-term science-based targets to the SBTi for validation.

For the financial year ending 2023, IGT will be required to report on climate matters in accordance with the requirements of the UK Companies Act which is aligned to, but does not directly mirror the Task Force on Climate-related Financial Disclosures



(TCFD) Guidelines. The report will include matters on the corporate governance of climate-related risks and opportunities, management of climate-related risks and their impact on the organization's strategy, in addition to the metrics and targets used to assess and manage significant climate-related risks.

## Climate Change

Climate change poses a significant risk to society and the natural environment. IGT recognizes its own role in contributing to this phenomenon through GHG emissions generated from both direct operations and upstream and downstream activities, such as logistics, suppliers' activities, use of sold products and end-of-life treatment.

Over the last two years, IGT made significantly greater efforts to fight climate change. As mentioned above, IGT is pursuing science-based targets to reduce GHG emissions according to scientific evidence, as agreed by means of the SBTi Commitment Letter. In addition, after completing its first Scope 3 emissions inventory, in 2022 IGT shared near-term and long-term science-based targets with the SBTi for validation. Namely IGT committed to reach net-zero GHG emissions across the value chain by 2050.

To achieve this goal, IGT commits to reduce absolute Scope 1 and 2 GHG emissions 50% by 2030 from 2019 base year and reduce absolute Scope 3 GHG emissions 30% within the same timeframe. Moreover, IGT commits to reduce absolute Scope 1 and Scope 2 GHG emissions 90% by 2050 from 2019 base year and reduce absolute Scope 3 GHG emissions 90% within the same timeframe. IGT would then offset

the residual 10% of emissions by 2050. The validation process is ongoing, and the outcome is expected in late summer 2023.

As a first step to reduce its carbon footprint, in 2022 IGT purchased an amount of Guarantees of Origin to certify that 100% of the electricity consumed by the Italian sites dedicated to lottery, comes from renewable sources. The agreements that were reached with the Italian energy provider will contribute to the emission reduction efforts, helping the Company to achieve the science-based targets from 2022 onwards.

In addition to the steps taken in Italy, IGT also started an analysis on provisional targets which, if gradually reached between 2022 and 2030, would lead to achieving its 2030 SBTi targets.

IGT has facilitated internal conversations with all key people at the most impactful sites to understand the effective strategies to help the Company achieve its commitments. The Company plans to meet those targets by:

- leveraging technological advancements to further increase efficiencies in buildings and processes;
- increasing the production and self-consumption of green electricity, by integrating on-site renewable energy systems, where technically feasible;
- evaluating the inclusion of electric vehicles to the fleet;
- engaging suppliers and customers in their environmental practices; and
- working on an eco-design approach to products.

IGT is also making progress in climate disclosures. In addition to completing its Scope 3 inventory

and disclosing it entirely in this report, a cross-functional working group has been established to lead the preparation for, and compliance with, the climate disclosure requirements pursuant to the UK Companies Act.

## Environmental Management Systems and Certifications

IGT is committed to improving its environmental performance by implementing Environmental Management Systems, certified according to the ISO 14001 Standard. These systems are in place at Lakeland, Florida, Reno, Nevada, Tito Scalo, Italy (production and assembling sites), and Rome, Italy.

Seven repair depots (in the U.K., Trinidad and Tobago, Slovakia, Mexico, Chile, Spain and Portugal) are self-certified to be ISO 14001 compliant, and the Company has planned to self-certify several additional depots by the end of 2023. In addition, the Company's Energy Management System at the Rome, Italy site (where an important data center is located) has been certified ISO 50001 since 2011, while the Reno, Nevada facility holds a Green Globes Certification (equivalent to the previous LEED gold certification awarded by the United States Green Building Council in 2015).

## ISO 14001 Environmental Certification

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

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

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





## ISO 50001 Certification

Since 2011, the Energy Management System of IGT's site located in Rome, Italy, is certified ISO 50001. This certification specifies the requirements to establish, implement, maintain, and improve an energy management system that will enable an organization to follow a systematic approach to continually raise energy performance, including energy efficiency, use, and consumption. Also, ISO 50001 certification requirements for energy use and consumption include measurement, documentation, reporting, design, and procurement practices for equipment, system processes, and personnel who contribute to energy performance.

## Green Globes Certification

Since 2018, the Reno, Nevada facility has held the Green Globes Certification based on a comprehensive, science-based building rating system that supports a wide range of building types in identifying, approaching, and ultimately improving their environmental commitments. To obtain the certification, the building was appraised in six areas (energy, water, resources, emissions, indoor environment, and Environmental Management System). The facility scored 833.5 out of 981.0 applicable points (85%), equivalent to "Four Green Globes." On the Green Globes Rating Scale, having a "Four Green Globes" score means the holder has demonstrated world-class leadership in resource efficiency, reducing environmental impacts, and improving the wellness of employees.

### Energy Consumption GRI 3-3, GRI 302-1, GRI 302-4

IGT's direct energy consumption mainly concerns heating fuel, primarily natural gas, and corporate fleet cars and small trucks. In the event of a power-outage emergency, fuel is also intended for powering back-up electrical generators. The indirect consumption of energy includes electricity consumption for offices, data centers, and manufacturing and printing operations.

In 2022, the energy consumption slightly increased compared to 2021 (i.e., 1,370 GJ), mainly due to the alleviation of the effects of the COVID-19 pandemic and the return of most activities to full capacity.

## Reducing the Environmental Impact at IGT Facilities Around the World

In 2022, IGT committed to reducing the environmental impact of its facilities around the world. The initiatives involved the replacement of old lighting systems with light emitting diode (LED) installations, and space management efficiency activities.

These initiatives have been carried out at the following sites: Ermington, Australia, Mississauga, Canada, Moncton, Canada, Winnipeg, Canada, Las Vegas, Nevada, and Tito Scalo, Italy. The new lighting system contributed to an estimated energy saving of c.485,000 kWh (i.e., 1746 GJ) in 2022, compared to 2021.

The LED installation at the Tito Scalo site in 2022, as with previous similar LED installations, contributed to c.42.5% of the total electrical power illumination of the site. In addition, some ultraviolet mercury ink-drying lamps have been replaced with LED ultraviolet lamps, thereby reducing energy consumption and improving effectiveness of the printers on which lamps were installed by up to c. 30%.

Space optimization that occurred at some sites also resulted in increased levels of efficiency, enabling sites to perform the same operations while occupying less space and consequently consuming less energy. For example, two sites in London, U.K. merged in November 2022, thereby contributing to a reduction of annual electricity consumption by approximately 6,900 kWh (i.e., 25 GJ) compared to 2021. The continued decrease in occupancy rates experienced in several buildings, due to the increase in remote or flexible working, also contributed to reduced energy consumption.

The initiatives reported above allowed IGT to reduce its energy consumption by 1771 GJ compared to 2021.



**GHG Emissions**

GRI 3-3 GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-5

GHG emissions can be divided into three categories: Scope 1, Scope 2 and Scope 3. In 2021, IGT extended the evaluation of its carbon footprint to Scope 3 emissions, thus including indirect emissions throughout the value chain. In this report, IGT discloses all applicable categories.

- Scope 1 emissions:** This includes direct emissions from stationary or mobile combustion from fuel consumption, natural gas and liquefied petroleum gas (LPG) for heating, diesel consumption for generators, diesel and gasoline consumption for vehicles, and fugitive emissions from refrigerant gases. Many U.S. contracts require IGT to install, maintain, and service lottery equipment across the country. The fleet includes gasoline and diesel-powered service vans, as well as sales force vehicles, and company cars. IGT continues to focus on driver behavior by addressing fuel consumption affected by idle time, rapid acceleration, and cargo weight. In addition, the Company strives to keep its fleet appropriately sized for specific contractual needs and territorial requirements.
- Scope 2 emissions:** These are indirect emissions from energy consumption that refer entirely to electricity. IGT, beyond its commitment to reduce energy consumption and implement energy efficiency initiatives, strives to use green energy wherever suitable.
- Scope 3 emissions:** Scope 3 emissions include all other indirect emissions that occur in a company's

value chain. For IGT, these mainly derive from the purchase of goods and services, including paper and machine components, and from the use of sold goods, including the emissions generated by gaming machines during their entire lifespan. Specifically, the data collection methodology

shifted from being a bottom-up process, in which each site autonomously provided data needed for the evaluation, to a top-down data collection, in which data has been collected directly from the main business lines and facilities.



● Not Applicable



## Energy Consumption Gigajoule (GJ)<sup>1</sup>

	2022	2021	2020
Natural gas	118,819	119,902	118,286
Electricity	285,761	314,987	338,858
Diesel	28,096	25,843	36,093
LPG	1	-	2
Propane	394	336	246
Gasoline	291,082	261,729	250,665
<b>Totale energy consumption</b>	<b>724,154</b>	<b>722,784</b>	<b>744,150</b>

<sup>1</sup>In order to evaluate natural gas and electricity consumption and related emissions of all active locations, in 2022, data from smaller offices were estimated based on the average emissions per square meter.

During 2022, IGT continued to increase transportation efficiency by requiring all vans to be fully loaded before departing. The Company also reorganized routes and consolidated deliveries and shipments to reduce the number of trucks needed for product delivery, while ensuring that customer contract dates and needs were met.

For the purposes of this publication, the following Scope 3 categories, as per the GHG Protocol, are included in the computation of Scope 3 emissions:

- Purchased Goods and Services: this category includes all upstream (i.e., cradle-to-gate) emissions from the manufacturing of products purchased or acquired by IGT in 2022. Products include both goods (tangible products)

and services (intangible products). (Category 1)

- Capital Goods: this category includes all upstream (i.e., cradle-to-gate) emissions from the production of capital goods purchased or acquired by the reporting company in the reporting year. Emissions from the use of capital goods by the reporting company are accounted for in either Scope 1 (e.g., for fuel use) or Scope 2 (e.g., for electricity use), rather than in Scope 3. (Category 2)
- Fuel and Energy Related Activities: this category includes emissions related to the production of fuels and energy purchased and consumed by the reporting company in the reporting year, which are not included in Scope 1 or Scope 2. (Category 3)
- Upstream Transportation and Distribution: this category includes emissions from transportation

and distribution of products purchased in the reporting year, between a company's tier 1 supplies and its own operations in vehicles not owned or operated by the reporting company. This category also includes third-party transportation and distribution services purchased by the reporting company in the reporting year (either directly or through an intermediary), including inbound logistics, third-party transportation and distribution between a company's own facilities. (Category 4)

- Waste Generated in Operations: this category includes emissions from third-party's disposal and treatment of waste generated in the reporting company's owned or controlled operations in the reporting year. This category includes emissions from disposal of solid waste and wastewater. (Category 5)
- Business Travel: this category includes emissions from the transportation of employees for business-related activities in vehicles owned or operated by third parties, such as aircraft, trains, buses, and passenger cars. (Category 6)
- Employee Commuting: this category includes emissions from the transportation of employees between their homes and worksites. (Category 7)
- Upstream Leased Assets: this category includes emissions generated from the operation of assets that are leased by the reporting company in the reporting year and not already included in the reporting company's Scope 1 or Scope 2 inventories. (Category 8)

Downstream Transportation and Distribution: this category includes emissions that occur in the reporting year from transportation and distribution of sold products in vehicles and facilities not owned or controlled by the reporting company. (Category 9)

- Use of Products Sold: this category includes emissions generated from the use of goods and services sold by the reporting company in the reporting year, i.e., scope 1 and scope 2 emissions of end users. End users include both consumers and business customers that use final products. Specifically, for IGT this category includes the emissions generated by the electricity consumptions related to the use of the sold gaming machines and lottery terminals throughout their entire lifespan. (Category 11)
- End-of-Life Treatment of Products Sold: this category includes emissions from the waste disposal and treatment of products sold by the reporting company (in the reporting year) at the end of their life. This category includes the total expected end-of-life emissions from all products sold in the reporting year. (Category 12)
- Downstream Leased Assets: this category includes emissions from the operation of assets that are owned by the reporting company (acting as lessor), and leased to other entities in the reporting year, that are not already included in Scope 1 or Scope 2. This category is applicable to lessors (i.e., companies that receive payments from lessees). Companies that operate leased



assets (i.e., lessees) should refer to category 8 (Upstream Leased Assets). Specifically, for IGT the category includes the emissions related to the electricity consumption of the gaming machines leased from IGT to customers in the reporting year. (Category 13)

- Investments: this category includes emissions associated with the reporting company's investments in the reporting year, not already included in Scope 1 or Scope 2. This category is applicable to investors (i.e., companies that make an investment with the objective of making a profit) and companies that provide financial services. Investments are categorized as a downstream

Scope 3 category because providing capital or financing is a service provided by the reporting company. (Category 15)

The methodology used to compute the above-mentioned Scope 3 emissions varies between categories depending mainly on the emission factors used. Specifically, the approach to each category could be either "spend based," which uses emission factors based on economical expense, or "physical-based," which uses emission factors based on physical criteria (e.g., weight, surface, power). For each category, the same approach has been adopted for the three-year period.

## Greenhouse Gas (GHG)\* Emissions (tons)

	2022	2021	2020	2019 SBTi base year**
Scope 1	30,210	31,646	28,275	31,960
Scope 2 - Location-based	27,383	32,506	36,721	40,894
Scope 2 - Market-based	26,091	33,769	38,395	46,602
Scope 3	1,772,483	1,606,597	1,108,596	2,022,433

The methodology used for GHG calculation is based on the GHG Protocol. Fuels and operations were factored in through the U.K. Department for Environment, Food & Rural Affairs (DEFRA) conversion protocol within the reporting methodology. GHG emissions related to electricity were computed according to the emission factors (EFs) issued by Terna, AIB and ISPRA, except for U.S. states that were referenced according to state-based U.S. Environmental Protection Agency EFs. Please note that the total Scope 3 emissions were updated compared to the 2021 Sustainability Report data, since the Scope 3 inventory was completed after the publication of the 2021 Sustainability Report. The figures reported here include all the Scope 3 applicable categories according to the GHG Protocol.

\*As anticipated in the UK Annual Report 2022, the 2022 GHG emissions and energy data were updated from the values shown in the mentioned document. This is due to the availability of additional data following the publication of the UK Annual Report 2022 occurred in late February.

\*\* Data for 2019 GHG emissions have been reported as they represent emissions considered as the baseline for SBTs setting.

## Scope 3 Greenhouse Gas (GHG) Emissions (tons)

	2022	2021	2020	2019 SBTi base year*
1. Purchased Goods and Services	807,553	754,907	620,368	832,204
2. Capital Goods	14,876	12,364	10,897	15,518
3. Fuel-and-Energy Related Activities	15,389	15,696	12,244	15,290
4. Upstream Transportation and Distribution	17,239	26,282	18,374	33,769
5. Waste Generated in Operations	16,015	20,477	18,768	25,492
6. Business Travel	15,428	2,396	3,377	13,966
7. Employee Commuting	10,710	8,628	8,799	25,025
8. Upstream Leased Assets	6,291	2,472	2,105	2,127
9. Downstream Transportation and Distribution	20,589	21,290	12,150	9,665
11. Use of Products Sold	681,329	597,812	287,233	910,882
12. End-of-Life Treatment of Products Sold	54,832	62,443	33,127	56,810
13. Downstream Leased Assets	110,398	78,372	77,696	77,508
15. Investments	1,835	3,458	3,458	4,176
<b>Total Scope 3 Emissions</b>	<b>1,772,483</b>	<b>1,606,597</b>	<b>1,108,596</b>	<b>2,022,433</b>

GHG Scope 3 emissions were computed according to the GHG Protocol methodology, using mainly the following emission factors: Ecoinvent, U.K. Department for Environment, Food & Rural Affairs (DEFRA) and Agence de la transition écologique (ADEME). For Category 8 (Upstream Leased Assets), 11 (Use of Sold Products) and 13 (Downstream Leased Assets), the same EFs of Scope 2 market-based emissions were used. Please note that the values of the Category 1 (Purchased Goods and Services) was updated compared to the Sustainability Report 2021, since following the publication of the Sustainability Report 2021, a more detailed dataset became available - in particular, relating to the material composition of some purchased products contributing to the computation of Category 1 of Scope 3 emissions, which made it possible to improve the calculations compared to the previously available data. The values were therefore updated to reflect the impact of Category 1 on the whole inventory in a more realistic way.

\* Data for 2019 GHG emissions have been reported as they represent emissions considered as the baseline for SBTs setting.



Compared to 2021, Scope 1 emissions have decreased by 5% (i.e., 1,436 CO<sub>2</sub>e tons), and Scope 2 emissions, from a location-based and market-based perspective, have reduced by 16% (i.e., 5,123 CO<sub>2</sub>e tons) and 23% (i.e., 7,678 CO<sub>2</sub>e tons), respectively. Such decrease is mainly due to the purchase of Guarantees of Origin at the Italian sites dedicated to lottery, and to the decrease in refrigerant gas leakages. Scope 2 emissions also decreased due to the update of emission factors, which corresponds to the growing presence of renewable energy in the energy supply process. With regards to Scope 3 emissions, the value slightly increased due to the mitigation of the impact of Covid-19 pandemic.

### MySelf, the Environmentally Friendly Customer Service in Italy

In 2022, the Company maintained the MySelf project to optimize the number of technical interventions carried out by service staff at the point of sale. Upon reviewing the customer service process, the MySelf project increased the effectiveness of remote troubleshooting of all point-of-sale gaming terminals (e.g., through website and mobile app) without field intervention. This change resulted in multiple environmental benefits, including reduced emissions of carbon dioxide, nitrogen oxides, sulfur oxides and particulate matter. Due to the new self-assistance processes, it was possible to reduce the number of assistance requests received by 20% (compared to 2021), with a consequent reduction in assistance interventions in the field.

### Engaging Retail Partners in E-training in Italy

IGT Italy has been very successful in engaging retailers with E-training on both lottery content and additional topics outside of lottery. Solely through E-training, they have provided lottery-specific content to more than 50,000 retailers on responsible gaming, and procedures and obligations for instant tickets to about 20,000 retailers. Within a 20-day period, approximately 12,000 retailers received content on new draw-game products. As the country's retailers are subject to strict rules limiting how they promote lottery products, IGT Italy provides E-training to retailers on marketing for their store.

IGT Italy has also provided 16,500 retailers with E-training for professional training content and tips related to store development beyond the lottery category, including communications, product promotions, display techniques, and customer relationships.

E-training has significantly reduced training times in Italy, effectively saving GHG emissions that would have been generated if people were to attend the training in person.

### Circularity

Increasing circular practices and reducing waste are critical to combating climate change and reducing environmental impacts. IGT strives to embed circularity into everything it does – from waste practices to water

consumption and the repurposing of materials.

### Waste and Machines End-of-Life Management

**GRI 3-3, GRI 306-1, GRI 306-2, GRI 306-3, GRI 306-4, GRI 306-5**  
IGT generates an environmental impact in terms of waste generation, which occurs mainly from the manufacturing activities carried out on site and for the end of life of products sold. The impact is mainly determined when waste is not sent for recycling or when the final product and its components cannot be recycled or re-purposed to be reused, thus causing a waste of resources that could potentially be re-introduced into the manufacturing process. In this regard, IGT constantly monitors the waste generated by its activities, and strives to improve the circularity of its production processes.

Most of IGT's waste is generated at the Company's manufacturing and printing plants, since office buildings are characterized by a lower generation of waste due to the type of activities conducted. In 2022, IGT produced 8,393 tons of waste, of which more than 97% was non-hazardous, showing a 22% decrease compared to the previous year.

This decrease in waste production was mainly due to waste reduction programs in various IGT facilities, combined with IGT's new ways of working that includes its hybrid-working model. The Company's focus on proper waste management has led to a drastic reduction in hazardous waste for disposal, in favor of recovery and recycling treatment. 100% of paper waste at the Lakeland, Florida printing facility is recycled.

The Reno, Nevada manufacturing facility complies

with the European Union Directive on Restrictions of Hazardous Substances in Electrical and Electronic Equipment (2011/65/EU) (RoHS) and is registered as a small quantity generator of hazardous waste. In 2022, by using multiple balers to segregate the waste stream, the Reno facility was able to divert 73% of its waste. Throughout 2022, the Reno facility worked with various recycling vendors with respect to products such as batteries, Styrofoam™, paper, e-waste, metal, plastic, and cardboard.

The Reno, Nevada facility manufactures two types of machines: instant ticket vending machines (ITVMs) and electronic gaming machines (EGMs). ITVM maintenance and replacement programs vary depending on the lottery contracts. The ITVMs' end-of-life treatment is determined by regulations in each jurisdiction. These machines are not returned to the Reno facility. EGMs, conversely, can be sold or leased. Outside the U.S., machine end-of-life management is handled according to local regulations on reuse, recycling, and waste reduction.

Within the gaming business, IGT strives to implement circularity practices that allow manufacturing to reuse spare parts whenever possible. In particular, materials and equipment are returned to Reno and they are either repurposed or the reusable materials are removed, scrapping only the defective materials. Spare materials are returned to Rhode Island and either stored to be reused or scrapped. Although IGT strives to manage material returns and recycling operations at a local level to limit the need to transport materials to a central facility, there is still the need to process returns through Reno, Nevada and Rhode Island, U.S.. Primarily,





operations with limited space or in proximity of Reno, Nevada facility, return used materials for recycling purposes. As a result, in 2022, there was a substantial number of material/equipment returned to warehouse locations around the U.S. Approximately 80% of the returned materials/equipment had been re-purposed for reuse.

**Water Resources**

GRI 3-3, 303-1, GRI 303-2, GRI 303-3, GRI 303-4, GRI 303-5  
 Another environmental impact generated along IGT’s value chain is the depletion of water resources

Waste generated (Tons)<sup>2</sup>

	2022		2021		2020	
	Waste sent to recovery, reuse and recycling	Waste sent to landfill	Waste sent to recovery, reuse and recycling	Waste sent to landfill	Waste sent to recovery, reuse and recycling	Waste sent to landfill
Non Hazardous	6,556	1,566	7,191	3,123	5,678	3,692
Hazardous	113	158	414	80	659	22

<sup>2</sup> In order to evaluate waste consumption and related impacts of all active locations in 2022, data from smaller size locations have been estimated based on the average waste consumption per square-meter.

The North America Hubs Project

The North America Hubs project is focused on reducing cost, miles and CO2 emissions by consolidating returned Electronic Gaming Machines (EGMs) from casino properties at regional IGT locations. In 2020, IGT furthered its effort to utilize the group’s regional locations as consolidation points for EGMs returned from casino properties to the Reno, Nevada manufacturing facility with shipments from Egg Harbor, New Jersey.

Throughout 2022, facilities in Bozeman, Montana, Latham, New York, Wixom, Michigan, Miami, Florida and Las Vegas, Nevada, were utilized as consolidation hubs for returned EGMs. Relying on consolidation hubs to collect the machines returned from 33 casinos, allowed optimization of travel to the Reno manufacturing facility down to 23 shipments. This new logistics initiative reduced the number of miles traveled and the emissions related to shipments. By consolidating EGMs in the various regions and shipping full truckloads to Reno, IGT saved 80,129 kilometers of travel and reduced CO2 emissions by approximately 80 metric tons.

IGT is completing a North America modeling exercise to identify potential consolidation points to further optimize shipment savings and facilitate sustainable improvements. The CO2 North American Hubs project achieved a reduction of 307,620 miles and reduced CO2 emissions by 1,059 metric tons. The output of the North America modeling exercise generated a logistics project to further reduce miles and CO2 emissions for shipments traveling from Reno to the East Coast of North America. This project began in late 2021 and will continue through 2023.

due to withdrawal and consumption of water in water-stressed areas. Specifically, water withdrawal takes place mainly in IGT’s operations and, along IGT’s value chain, during the generation of paper purchased which involves significant consumption of water in the suppliers’ production process.

Water used by IGT is primarily related to cafeterias, restrooms, washrooms, office purposes and silkscreen printing activities. Consequently, IGT is not a major user of water. Approximately 98% of water withdrawal comes from third parties (such as municipalities), and to a lesser extent, from surface water and groundwater. Most of the withdrawal occurs in non-water-stressed areas. In 2022, water withdrawals increased by 2%.

Compared to 2021, the water discharged in 2022 has decreased by 11% and nearly all discharges are attributed to third party. The decrease in water discharged is mainly due to the change in the estimation methodology for water discharged by offices. Starting in 2022, it was assumed that all offices consume 10% of the water withdrawn, thus discharging less water.

In 2022, water consumption (being the difference between water withdrawal and water discharged) amounted to 43,352 cubic meters, and mainly occurred at the Lakeland’s printing site and the Providence, Rhode Island office. The increase in water consumption compared to the previous year, reflects the changes in assumptions (described above) linked to water discharge calculation.

The Lakeland, Florida facility uses potable water for all purposes in the building, including the production process, and has implemented a water reduction program for cleaning printing rollers. In 2021, the site switched to a laser system that reduces wastewater generation, and the dust made by the laser is then collected and disposed of with no water consumption. With the success of the new laser system, IGT purchased a second unit in 2022, helping reduce the consumption by an additional 225 cubic meters. Thanks to the installation of the new laser systems, the Company reduced its consumption by more than 445 cubic meters with respect to 2020.



### Water Consumption and Discharge (cubic meters)<sup>3</sup>

		2022	2021	2020
Withdrawal	Surface water	2,717	5,455	12,253
	of which from water stress area	830	0	0
	Groundwater	1,071	1,703	2,783
	of which from water stress area	425	133	158
	Third-party water	211,461	203,892	244,351
	of which from water stress area	31,638	26,920	33,484
	Total withdrawal	215,249	211,050	259,388
Discharge	of which from water stress area	32,893	27,053	33,642
	Surface water	1,184	1,603	0
	of which to water stress area	349	0	0
	Groundwater	434	1,703	1,943
	of which to water stress area	0	133	158
	Third-party water	170,279	190,084	230,829
	of which to water stress area	29,733	26,920	33,484
	Total discharge	171,897	193,390	232,771
	of which to water stress area	30,082	27,053	33,642
	Consumption		43,352	17,660

<sup>3</sup> In order to evaluate water consumption and related impacts of all active locations, in 2022, data from smaller offices have been estimated based on the average water consumption per square meter.

### Raw Materials Consumption GRI 3-3, GRI 301-1

IGT's production processes, both in the lottery and gaming businesses, require the use of a wide range of materials the production of which, is a cause of depletion of natural resources. The main materials used in assembling gaming machines include metals, wood, plastics, glass, electronic components, and liquid crystal display (LCD) screens, while the lottery

business mainly requires paper and inks. In this regard, IGT is constantly committed to improving the recovery and reuse of materials and products, with the aim of reducing the purchase of new ones.

Most of the purchased materials are used for packaging and assembling ITVMs and EGMs. Configuration and assembling of electronic components, cables,

### Purchased Materials (tons)

IGT uses a variety of non-renewable materials, such as raw materials (e.g., metals, wood), semi-manufactured materials (e.g., assemblies and electronic components), and other materials (e.g., cardboard, paper, plastic, toners, and inks).

	2022	2021	2020
Paper (office paper, olographic paper, thermal paper and packaging)	20,101	20,988	15,750
Paper (lottery tickets)	13,399	14,787	11,183
Cardboard	357	62	53
Toner and liquid inks	2,052	2,153	1,639
Plastics (packaging and cabinets plastic parts)	3,124	13,976	7,353
Electronic components (assemblies, PCBs, monitors, bill acceptors)	4,671	12,733	6,588
Wood	659	357	356
Metals	14,188	37,232	5,098
Other	3,543	26,630	21,973

2022 showed a general reduction in the amount of raw materials consumed compared to 2021, with the exception of some materials dedicated to packaging, such as cardboard and wood. Please note that the total 2020 and 2021 material consumption data related to electronic components have been updated, due to the change in methodology explained above for the Category 1 of Scope 1 of Scope 3 emissions. Paper for lottery tickets refer to virgin paper used for printing activities at Lakeland, Florida and Tito Scalo, Italy.

harnesses, video monitors, and prefabricated parts purchased from outside sources, are the main manufacturing operations at IGT. Since 2021, pre-assembled cabinets have been purchased directly from contract manufacturers and integrated with additional parts. The same can be said for ITVMs, which since 2020 have been purchased directly from one contract manufacturer.

Products comply with the regulations of the jurisdictions where IGT places such products. For example, in compliance with the European Union Directive on Restrictions on Use of Hazardous Substances (RoHS) in Electrical and Electronic Equipment (2015/863/EU), IGT manufactures RoHS-compliant machines for European distribution. IGT's printing presses in Florida are servo-driven and can be operated solely on water-



based ink systems. The servo-driven press optimizes job changeover times, minimizes material waste, and provides high-quality printing.

The Company relies heavily on the supply of paper for instant tickets production. In this regard, IGT has made a commitment to reduce the impact of paper consumption on natural resources. This is in line with the commitments of the major paper suppliers, which abide by several environmental standards.

The Lakeland, Florida printing facility only uses paper coming from responsibly managed forests in its operations. Moreover, IGT uses an ink color-match and mixing center on site to reduce the quantity of plastic pails used to print custom/pantone matching system colors. The ink is mixed according to the specific need of the business project, helping to significantly reduce material waste, including ink and plastic pails. The plastic buckets do not lend themselves to normal recycling processes.

In addition, the Tito Scalo, Italy printing facility has adopted a policy for the Forest Stewardship Council (FSC) Chain of Custody certification, thus highlighting the commitment to promoting sustainable management of forest resources, in line with the ethical and environmental values of IGT.

## Mapping the Consumption of Paper, Cardboard and Plastic at IGT in Italy

In 2022, for the third consecutive year, IGT completed a specific analysis aimed at measuring paper, cardboard and plastic consumption at the Company's locations in Italy. Measuring is the first step in identifying potential areas for reducing and replacing materials with more sustainable alternatives.

This analysis made it possible to define the type and quantity of materials used within the IGT offices in Italy for each business area, helping to promote a more conscious use of the resources.

Since 2020, IGT has been running, an initiative aimed at recovering the outer shell of the printing cartridges and their packaging. This demonstrated that most of the consumption of raw plastic materials came from the purchase of the printing cartridges, which contained a ribbon inside them. Despite the excellent condition of the plastic component of the cartridges, this was a significant contribution to overall waste.

IGT returns the used cartridge shells to its suppliers so they can be reintroduced into the production cycle. When the cartridge shell was recovered, 80% of plastic cartridge components were recycled, effectively repurposing about 510,000 units in 2022.

## Green Conversion of all Lottery Products at IGT in Italy

Starting in 2019, IGT in Italy mapped all lottery products, including instant tickets and playslips, that may have been sourced from a supplier who adopts a sustainable forest management system and maintains an extensive sustainability program. Since 2020, the Company has been sourcing paper to be sourced from suppliers using paper from responsibly managed forest for all lottery products.



## Trade Marketing Goes Green at IGT in Italy

In 2022, as in the previous year, store improvement activities provided the best product communication at the point of sale while helping to avoid waste and foster respect for the environment.

Therefore, IGT continued its “trade marketing goes green” effort, which consists of three objectives:

1. implement alternative digital solutions for communication at the point of sale.
2. identify and deploy branded and permanent point-of-sale products.
3. reduce the paper used in the production of communication materials and, for those materials whose production is still necessary, only use paper sourced from a supplier who adopts a sustainable forest management system and maintains an extensive sustainability program.

All materials are available on the retailer’s portal and the retailer can request it free of charge. This choice allows IGT to provide only the materials which the retailer needs.

Regarding the first objective, the Company continued to develop the digital signage solution. The project featured the installation of a monitor, at the point of sale, dedicated to a playlist broadcast to communicate product news and winnings in real time. In 2021, there were 1,900 installations. An additional 2,800 installations were made in 2022. In every point of sale, selling draw games, there is a monitor which provides customers with up-to-date product information.

IGT implemented 500 play station and other permanent products to showcase the playslip and price structure. In 2022, the Company ensured that all instant ticket kits (temporary materials to support product launches) were made from paper sourced from a supplier who adopts a sustainable forest management system and maintains an extensive sustainability program.

The Company also optimized production calibrating to the retailers requests. For the instant tickets launch kits, this resulted in a paper consumption saving of approximately 60% compared to 2021.



## Choosing Sustainable Solutions at Worldwide Gaming Events

For international gaming events and conferences, including the 2022 National Indian Gaming Association (IGA) event and the Global Gaming Expo (G2E), IGT selected a flooring solution made of recycled plastic bottles. To further prevent the manufacturing of additional materials, at the same events, and at other gaming events the Company repurposed walls and counters from previous years and utilized rental services as needed. IGT also replaced giveaway items with trees from the Treedom initiative, reused registration desks and pop-up signage and featured a digital show guide, as opposed to a printed version.

### Biodiversity GRI 3-3, GRI 304-2

Biodiversity loss, defined as the increasing loss of the biological diversity that characterizes our planet’s living things, including plants, bacteria, animals, and humans, has gained increasing attention at a global level, and is now recognized as one of the biggest environmental threats to human beings and companies. Human consumption and other activities that disturb and even destroy ecosystems pose a major threat to the planet’s biodiversity.

One of the main contributors to this decline in biodiversity is the change in land use driven by, among other causes, the global demand for paper. Due to the nature of its business, IGT utilizes large quantities of paper. This generates an impact on biodiversity that, for the first time in 2022, has been detected among the material topics emerging from the Company’s materiality assessment, reinforcing IGT’s efforts to increase its understanding of the environmental impact of its operations.

IGT has always recognized the importance of preserving natural capital and ecosystems, and remains mindful

of its paper resource consumption. The Lakeland, Florida printing facility only uses paper sourced from responsibly managed forests and recycles 100% of its paper waste. Moreover, the Lakeland facility is certified by a third-party registrar as FSC Chain of Custody certified facility for paper products\*.

\* The certification mentioned for the Lakeland printing facility refers to the legal entity IGT Global Solutions Corporation.

## The Forest Stewardship Council (FSC)

The Forest Stewardship Council (FSC) is a non-profit organization that promotes responsible forest management worldwide through a certification system. The FSC label indicates that wood products or derivatives have been produced in a sustainable manner, respecting strict environmental, social and economic standards. The FSC certification is considered one of the most important for sustainable forest management worldwide as it helps to control and reduce the impacts of a company’s activities on biodiversity.



A policy for the FSC Chain of Custody certification was adopted in the Tito Scalo, Italy printing facility and clients can ensure their products are FSC certified\*. With this commitment, IGT is engaged in:

- implementing and maintaining an adequate FSC Chain of Custody management and control system for products manufactured and labeled according to the FSC management scheme;
- supplying and using raw materials that are certified and/or do not come from controversial sources;
- working with suppliers of raw materials of forestry origin that have obtained or intend to obtain recognized forestry certifications; and
- promoting and encouraging the use of FSC-certified paper and cardboard among customers.

IGT has also agreed, during the period of its relationship with FSC, not to be involved directly or indirectly in the following activities that are considered unacceptable and a threat to biodiversity:

- Illegal logging or illegal trade in timber or forest products;
- Violation of human and traditional rights during forestry operations;
- Destruction of high conservation values during forestry operations;
- Major conversions of forests to plantations or other non-forest uses; and
- Introduction of genetically modified organisms in forestry operations.

\* The certification mentioned for the Tito Scalo printing facility refers to the legal entity PCC Giochi e Servizi S.p.A.

## Supply and Disposal of Paper in Italy



IGT's environmental impact on the Italian lottery is centered around paper used for lottery slips, supporting games materials, Gratta e Vinci (instant) tickets, and some communication materials placed at retailers. In 2019, IGT mapped all consumable materials for gaming purposes, including instant tickets and lotto playslips, to be produced with paper sourced from a supplier who adopts a sustainable forest management system and maintains an extensive sustainability program. In terms of sorting and disposal, this paper holds a "B level" of recyclability, therefore it can be recycled in the separate paper waste collection, with a scrap rate lower than 20% (source: Aticelca 501 evaluation system). For its draw games, IGT seeks to reduce the number of tickets and playslips by featuring multiple bets on one playslip. This has proven to be a successful method as the number of playslips produced by the Company has reduced in recent years, despite its continued lottery growth. In 2022, IGT also launched an awareness campaign for players and retailers, promoting proper disposal of playslips.

## IGT's Treedom Initiative



In 2022, IGT decided to move away from offering traditional trade show giveaways to customers and instead partnered with Treedom to offer trees as corporate gifts.

Treedom is an innovative platform that allows trees to be planted in various global locations, and for tree owners to follow the story of their tree online.

Since its foundation in 2010, Treedom has planted more than 3.7 million trees in Africa, South America and Italy, directly financing agro-forestry projects in 17 countries. Treedom currently partners with more than 8,000 companies to allow them to offer trees as gifts.

In 2022, IGT planted 1,900 trees with Treedom to form the IGT Forest. These were a mix of mango, papaya, coffee, avocado, cashew and white mangrove trees that have been planted in Tanzania, Cameroon, Colombia, Ghana, Guatemala, Ecuador, Kenya, and Madagascar.

Custodianship of these trees was offered as a corporate gift to IGT's customers during trade shows, including G2E and the World Lottery Summit. In addition, trees were offered as gifts to attendees at IGT's VLT CAB meeting in November 2022.

Following these trade shows, IGT's research showed that customers liked the alternative to traditional merchandise, and they appreciated IGT's sustainable approach to giveaways. Treedom reported that the IGT forest directly involved 112 local farmers with respect to the planting of the trees. These farmers received education and skill-based training on how to best care for their soil, their new tree species, and what other crops would thrive in coexistence with them, to help boost biodiversity and productivity simultaneously. Four hundred and fifty of IGT's trees were planted in Kenya where Treedom is leveraging projects to support gender equality. In IGT's planting project, 80% of the staff employed are women, thereby providing decent employment, income, and economic equality to women. IGT's tree projects also contribute to 10 of the UN's 17 sustainable development goals (SDGs).





## Zero CO2 Impact Events in Italy with LifeGate

IGT Italy assessed the environmental impact of corporate events held in 2022, such as training courses, sales meetings, and a year-end town hall meeting, among others. This was done by estimating the related CO2 emissions and compensating them with carbon credits generated by projects to create and preserve an area 94,014 square meters wide of growing forests. This area is equivalent to almost four times the area of the Colosseum in Rome, Italy located in reservoir Bosco Siro Negri, inside the Parco del Ticino.

This initiative was conducted with the support of LifeGate, a leading organization that has been promoting sustainable development for more than 20 years. The collaboration started in 2019 and continued in 2020/2021 by compensating the CO2 emissions generated by the virtual events held by the Company. The reservoir project started in 2003 with the goal of re-foresting 260,000 square meters of land with native species, and thereby returning the area to its original balance between the historical value of the landscape and ecology.



Through these practices, IGT shows a clear commitment to the ethical use of natural resources, as well as a commitment to directing customers and suppliers towards environmental and social responsibility to safeguard and preserve biodiversity.

### Air Pollution GRI 3-3, GRI 305-7

Air polluting emissions (e.g., SOx, NOx, CO, PM, VOC) are generated mainly at IGT printing facilities and constitute another environmental impact that the Company monitors and strives to minimize. These emissions mainly affect air quality, thus impacting human health and the natural environment. Breathing in these pollutants has been linked to a significant increase in lung and respiratory issues, heart disease, childhood development issues, cognitive impairment, and premature death, while impacts on the environment include dangerous levels of smog, acid rain, and water pollution.

IGT's production processes have no significant impact in terms of polluting emissions. However, it is possible to trace volatile organic compounds (VOC) at the printing activities, as well as low emissions of ozone-depleting substances from the cooling systems at various production and office sites. The printing facilities in Lakeland, Florida and Tito Scalo, Italy have adopted a similar approach to VOCs, with the aim of ensuring and monitoring compliance with existing laws, and guaranteeing that emission levels stay significantly below the limits set by local authorities.

In 2022, the VOC emissions from inks and cleaning materials at the printing plant in Tito Scalo, Italy were extensively below the limits provided for the Atmospheric Emissions Authorization. The Lakeland, Florida facility continued to use a water-based ink construction and water-based plate manufacturing process to minimize VOCs and HAPs (Hazardous Air Pollutants) produced.

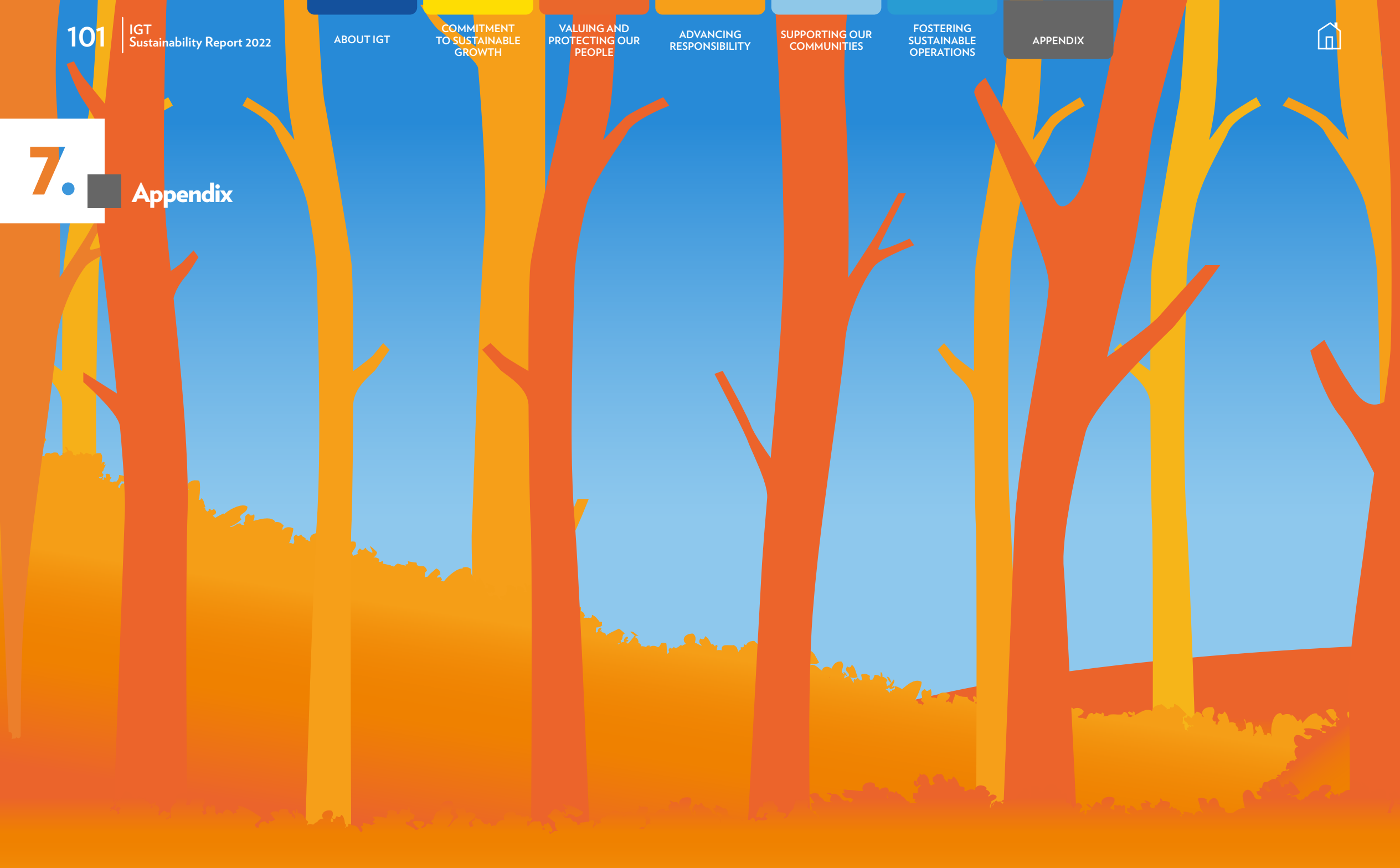
### Air Pollution

Pollutant	Quantity (kg)
NOx	2,277
SOx	43
Persistent organic pollutants (POP)	0
Volatile organic compounds (VOC)	81,735
Hazardous air pollutants (HAP)	25
Particular Matter (PM)	301
Others	0



7

Appendix





## 7.

## Appendix

**Methodological Note** GRI 2-3

This Sustainability Report is published on July 11th, 2023, by International Game Technology PLC (together with its consolidated subsidiaries, IGT or the Company unless otherwise stated), to disclose its sustainability performance and maintain an important communication channel with its stakeholders.

**Identifying Material Aspects** GRI 2-12, GRI 3-1, GRI 3-2, GRI 3-3

In 2022, IGT updated the materiality analysis definition process, according to the new Global Reporting Initiative (GRI) Sustainability Reporting Standards 2021.

**Materiality Definition Process**

The subjects covered in this report have been identified by means of a materiality definition process that IGT carried out to identify the most relevant economic, environmental, and social topics for the Company. The GRI Sustainability Reporting Standards require this report to include information related to topics deemed material – i.e. those topics that have the most significant impacts on the economy, environment and people, including impacts on human rights. The material topics were examined in five phases: (1) analysis of the sustainability context in which IGT operates; (2) identification of current and potential, negative and positive impacts; (3) assessment of the significance of

impacts; (4) definition of the most significant impacts for reporting purposes by IGT experts; and (5) shift from impacts to sustainability material topics and validation of these by the top management of the Company. During the five steps, IGT considered and analyzed all its value chain phases.

**Phase One**

In the first phase, IGT wanted to identify the most common impacts in its operating sector. The Company analyzed its activities, business relationships and the sustainability context in which these occur. The following analyses were carried out:

- Sector standards analysis: review of key sustainability documents published by relevant international sustainability organizations, and documents edited by specific sector associations and organizations.
- Benchmark analysis: review of 10 sustainability and social responsibility reports and similar sources of publicly available information from IGT's competitors to identify the most widely discussed sustainability issues.
- Media analysis: review of publicly available articles related to relevant sustainability areas to identify the impact of public opinion and the media.
- Legislative analysis: review of the current and future legislation (with focus on U.K., U.S. & E.U. – such as the Modern Slavery Act 2015, etc.).

**Phase Two**

In the second phase, IGT identified its actual and potential impacts on the economy, environment, and people. Actual impacts are defined as those that have already occurred, while potential impacts are defined as those that could occur. Furthermore, these impacts are classified as negative and positive, short-term and long-term, intended and unintended, and reversible and irreversible. This included the impacts on human rights across the organization's activities and business relationships within its value chain.

**Phase Three**

In the third phase, IGT assessed the significance of its identified impacts through quantitative and qualitative analysis, and critical and professional judgment. The latter allowed IGT to consider and evaluate all the specificities and peculiarities of the sectors in which the Company operates, as well as its business relationships.

In addition, due to the fact that negative impacts cannot be offset by positive impacts, IGT prioritized negative impacts separately from positive impacts.

To assess the significance of actual negative or positive impacts, IGT considered the severity of the impacts, which was determined by scale (how grave or beneficial the impact is), scope (how widespread the impact is), and the irremediable character of the impact

(how hard it is to counteract or make good the resulting harm of negative impacts). For potential negative or positive impacts, the significance was determined by severity and likelihood (the probability of the impact happening).

**Phase Four**

In the fourth phase, to determine its material topics for reporting, IGT defined its most significant impacts based on the assessment carried out in phase three.

The identified impacts were tested by IGT subject matter experts who understood the organization and its sectors, and had insight into one or more material topics. This enabled the Company determine which impacts were relevant.

**Phase Five**

In the fifth phase, the impacts determined as relevant were transformed to a list of material topics, classified according to the following categories: environment, social and economy. The list of material topics was reviewed and approved by the Sustainability Steering Committee and by the Nominating and Corporate Governance Committee of the board of directors of International Game Technology PLC (the Parent).



### Difference between 2021 and 2022

The materiality topics have changed to comply with the new GRI Sustainability Reporting Standards 2021 methodology.

Compared to 2021, IGT removed the material topics “innovation” and “digital transformation” and “talent attraction and retention,” as they could not be considered to have significant positive impacts on the external context, as defined by the new GRI methodology.

In addition, labor relations and tax policy were included in the 2022 material topics, “human rights” and “business ethics,” respectively. The product stewardship topic was not included as the related impacts were linked to four different topics, for 2022: “gambling related harm,” “raw materials consumption,” “customer’s health and safety,” and “promotion of a fair and secure game.”

“Supply chain responsible management” was not present as it was cross to several 2022 material topics.

Finally, four new material topics emerged from the new impact analysis:

- Incentive to legal gaming
- Biodiversity
- Air pollution
- Support to government through lottery revenues

### List of material topics GRI 3-2, GRI 3-3

The list of material topics has been categorized in the following table.

Environment	<ul style="list-style-type: none"> <li>• Climate change</li> <li>• Waste and product end of life</li> <li>• Water resources</li> <li>• Raw materials consumption</li> <li>• Biodiversity</li> </ul>
Environment/Social	<ul style="list-style-type: none"> <li>• Air pollution</li> </ul>
Social	<ul style="list-style-type: none"> <li>• Local communities support</li> <li>• Responsible gaming</li> <li>• Customer health and safety</li> <li>• Customer privacy and security</li> <li>• Diversity equity and inclusion</li> <li>• Human rights</li> <li>• Workplace, health, and safety</li> </ul>
Social/Economy	<ul style="list-style-type: none"> <li>• Regulated gaming</li> </ul>
Economy	<ul style="list-style-type: none"> <li>• Creation of secure games</li> <li>• Supporting good causes through lottery revenues</li> <li>• Business ethics</li> </ul>

### Report Profile GRI 1, GRI 2-1, GRI 2-2, GRI 2-3, GRI 2-4, GRI 2-5, GRI 2-14

### Boundary and Reporting Period

This Sustainability Report is published by IGT covering fiscal year 2022 (January 1, 2022 – December 31, 2022).

The economic, social, and environmental information reported refers to all entities included in the

consolidated financial statements of the Parent as of, and for, the year ended December 31, 2022. Please note that personnel data related to the following GRI do not encounter iSoftBet employees: GRI 2-7, 2-8, 2-30, 401-1, 403-1-9, 404-1, 405-1. In fact, the company was acquired in July 2022 and no details are available on the breakdown of its 206 employees (e.g., age, employee category). Nevertheless, IGT commits to collect such data for the next reporting cycle.

This report describes activities, initiatives, and significant events that took place in 2022, as well as comparative data related to 2021, 2020 and 2019, where available.

IGT previously utilized an internal, web-based tool to collect environmental data from sites all over the world. In 2021, the Company introduced a third-party data collection tool to improve effectiveness of the data collection process. Since January 2023, data collection is carried out on an ongoing basis instead of on a year-end basis.

With reference to those sites that were unable to provide electricity and natural gas consumption data for 2022, an estimate<sup>1</sup> was made to calculate greenhouse gas (GHG) related emissions across 100% of IGT’s active locations. Additionally, for sites that were unable to provide water withdrawal and discharge and waste generation data for 2022, an estimate<sup>2</sup> was made to cover the entire IGT perimeter.

For a better understanding of the Company and its business, please refer to the Parent’s U.K. Annual Report and Accounts and Form 20-F for the year ended December 31, 2022.

### Preparation Principles GRI

Based on the current coverage of both “Universal Standards” and “Topic Standards” linked to material topics, this report has adopted the, “In accordance with,” option of the, “GRI Sustainability Reporting Standards 2021.” The content index is shown on page 113.

### Sources and data Gathering Systems

Data sources include internal documents, market surveys, and other official sources indicated in this report. Financial and economic data and information are derived from the Parent’s Form 20-F and U.K. Annual Report and Accounts for the year ended December 31, 2022.<sup>3</sup>

### Assurance Process GRI 2-5

This report has been verified by Ernst & Young S.p.A. (EY S.p.A.), an independent auditor, who has carried out a limited assurance engagement according to International Standard on Assurance Engagements (ISAE) 3000 (revised) criteria.

The quantitative indicators, which do not refer to any general or topic-specific disclosure of the GRI Standards, reported at the pages indicated in the Content Index, are not subject to a limited examination by EY S.p.A.

<sup>1</sup> Electricity and natural gas estimation is based on an average emission per square meter.

<sup>2</sup> The estimate of water withdrawal and discharge and waste generation was based on an average parameter per square meter.

<sup>3</sup> The financial data are presented in U.S. dollars, unless otherwise specified. Any references to “\$” refer to the currency of the United States of America (or “U.S.”).



## Report Structure GRI GRI 2-3

The document is made up of six sections and an appendix:

1. “About IGT” provides an overview of IGT’s business and main activities, and a description of the structure and responsibilities of its governance bodies. It also describes the international gaming space in which the Company operates.
2. “Commitment to Sustainable Growth” describes IGT’s sustainability priorities, its commitments to the United Nations Global Compact and Sustainable Development Goals, its ambitions and strategic goals, and its approach to stakeholder engagement and community support. It also shows IGT’s materiality table and its generated value, as well as an overview of the structure and responsibilities of its sustainability governance bodies.
3. “Valuing and Protecting Our People” provides an overview of IGT’s workforce and the Company’s commitment to fostering a positive work climate and engaging with its employees.
4. “Advancing Responsibility” provides an overview of the Company’s commitment to responsible gaming and to the protection of its people, products, and processes.
5. “Supporting Our Communities” describes the Company’s initiatives on behalf of the communities in which it operates.
6. “Fostering Sustainable Operations” provides a description of the Company’s supply chain

and related activities to ensure its sustainability. It illustrates the Company’s commitment to promoting responsible operations across its supply chain, and the Company’s constant dialogue with customers. It also illustrates the environmental impact of the Company’s operations and its efforts to reduce its environmental impact and carbon footprint.

In the appendix of this report, both Universal and Topic GRI standards are reported within the content index in accordance with the GRI Sustainability Reporting Standards.

This report is published in English at [igt.com/sustainabilityreport](https://igt.com/sustainabilityreport).

More information and in-depth analysis about topics disclosed in the report can be requested via email at [sustainability@igt.com](mailto:sustainability@igt.com).





**Social KPIs** GRI 2-1, GRI 2-7, GRI 2-8, GRI 403-9, GRI 405-1, GRI 401-1, GRI 404-1

The data presented in the following tables (GRI 2-7, 2-8, 401-1, 403-9, 404-1, 405-1, additional social DEI KPIs) do not encounter iSoftBet employees. For more details, please see “Methodological note”.

Disclosure 2-7 Employees

Employees by employment contract, by gender	2022*			2021			2020		
	Men	Women	Total**	Men	Women	Total	Men	Women	Total
Permanent contracts	7,179	3,300	10,479	7,153	3,240	10,393	7,538	3,444	10,982
Temporary contracts	20	30	50	48	45	93	34	32	66

\* According to the new GRI Standards 2021, contrary to what was done in previous years, in all data of this Sustainability Report interns were not encountered within IGT total workforce but were considered in GRI disclosure 2-8”

\*\* Considering iSoftBet employees and interns, as reported in the U.K. Annual Report and Accounts, the total number of employees is equal to 10,786. For more details, please see “Methodological Note”.

Employees by region, by gender	2022			2021			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
U.S.	3,889	1,799	5,688	3,820	1,707	5,527	3,905	1,797	5,702
Italy	726	461	1,187	838	532	1,370	1,092	656	1,748
Canada	383	153	536	363	141	504	333	127	460
Serbia	282	140	422	238	115	353	201	93	294
United Kingdom	194	103	297	163	83	246	154	73	227
Mexico	206	77	283	195	70	265	157	45	202
Poland	212	57	269	225	60	285	231	62	293
Australia	224	42	266	220	40	260	241	39	280
Austria	159	72	231	167	69	236	181	68	249
India	114	31	145	91	29	120	81	23	104
China	62	62	124	69	69	138	150	115	265
Spain	89	35	124	84	33	117	82	30	112
Jamaica	57	33	90	51	27	78	44	25	69
Trinidad and Tobago	44	40	84	45	37	82	44	36	80
Chile	64	19	83	64	19	83	70	21	91
Argentina	55	17	72	54	15	69	58	21	79
South Africa	40	22	62	38	22	60	39	22	61
Perù	37	22	59	35	27	62	36	31	67
Netherlands	51	7	58	56	9	65	60	7	67
Costa Rica	43	15	58	41	13	54	42	16	58
Other countries with less than 50 employees*	268	123	391	344	168	512	371	169	540
<b>Total</b>	<b>7,199</b>	<b>3,330</b>	<b>10,529</b>	<b>7,201</b>	<b>3,285</b>	<b>10,486</b>	<b>7,572</b>	<b>3,476</b>	<b>11,048</b>

\* Within the “Other countries with less than 50 employees” category are included the following countries: Czech Republic, Sweden, Slovakia, Colombia, Barbados, Singapore, Philippines, Greece, Finland, Belgium, Dominican Republic, Virgin Islands, U.S., Germany, Monaco, Saint Kitts and Nevis, Portugal, Switzerland, Saint Maarten, Antigua and Barbuda, Gibraltar, Luxembourg, France, Romania, Taiwan, Cyprus, Latvia, Estonia, Turkey, Bulgaria, Ireland, Israel, Malaysia, Hong Kong, Anguilla, Denmark, Hungary, Morocco, Malta, New Zealand



Employees by employment type, by gender	2022			2021			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Employees on full-time contract	7,177	3,251	10,428	7,161	3,185	10,346	7,358	3,332	10,690
Employees on part-time contract	79	22	101	40	100	140	214	144	358

Disclosure 2-8 Workers who are not Employees

Workers who are not employees	2022*
Interns	51
Contingent workers	219
<b>Total</b>	<b>270</b>

\* Contingent workers include vendors, agents, interims, staff leasing. Inside of IGT their role, together with interns, is to:

- provide support in the management of specific projects;
- perform market analysis and research;
- provide operational consulting in different operations and Company's processes;
- Research and developing.

Disclosure 401-1 New Employee Hires and Employee Turnover

Age group	2022				2021				2020			
	New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
Up to 30	601	51	277	24	562	52	313	29	357	35	321	31
30-50	995	17	1,078	18	832	14	1,001	16	426	6	744	11
Over 50	232	7	391	11	162	5	413	13	119	4	479	15
<b>Total</b>	<b>1,828</b>	<b>17</b>	<b>1,746</b>	<b>17</b>	<b>1,556</b>	<b>15</b>	<b>1,727</b>	<b>16</b>	<b>902</b>	<b>8</b>	<b>1,544</b>	<b>14</b>

Region	2022				2021				2020			
	New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
U.S.	1,067	19	885	16	816	15	987	18	517	9	1,085	19
Italy	126	11	303	11	131	10	120	9	127	7	141	8
Others	635	17	558	15	609	17	620	17	258	7	318	9
<b>Total</b>	<b>1,828</b>	<b>17</b>	<b>1,746</b>	<b>17</b>	<b>1,556</b>	<b>15</b>	<b>1,727</b>	<b>16</b>	<b>902</b>	<b>8</b>	<b>1,544</b>	<b>14</b>

Gender	2022				2021				2020			
	New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
Male	1,243	17	1,221	17	1,061	15	1,183	17	587	8	1,065	14
Female	585	18	525	16	495	15	544	16	315	9	479	14
<b>Total</b>	<b>1,828</b>	<b>17</b>	<b>1,746</b>	<b>17</b>	<b>1,556</b>	<b>15</b>	<b>1,727</b>	<b>16</b>	<b>902</b>	<b>8</b>	<b>1,544</b>	<b>14</b>



## Disclosure 404-1 Average Hours of Training per year per Employee

Professional Category	2022						2021						2020					
	Total training hours			Average number of training hours			Total training hours			Average number of training hours			Total training hours			Average number of training hours		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	4,345	2,141	6,486	9.13	10.81	9.62	2,173	943	3,117	4.74	5.58	4.96	1,198	440	1,638	2.61	2.80	2.66
Middle Management	13,006	6,505	19,511	12.81	14.02	13.19	7,237	3,035	10,272	7.20	6.71	7.05	3,815	1,645	5,460	3.62	3.49	3.58
Office staff and workers	57,285	23,872	81,157	10.04	8.95	9.69	44,261	21,998	66,259	7.72	8.26	7.89	24,989	10,472	35,461	4.12	3.68	3.98
<b>Total</b>	<b>74,636</b>	<b>32,519</b>	<b>107,154</b>	<b>10.37</b>	<b>9.77</b>	<b>10.18</b>	<b>53,672</b>	<b>25,976</b>	<b>79,647</b>	<b>7.45</b>	<b>7.91</b>	<b>7.60</b>	<b>30,002</b>	<b>12,557</b>	<b>42,559</b>	<b>3.96</b>	<b>3.61</b>	<b>3.85</b>

\* In 2022 the training hours were calculated considering both LMS and Udemy platforms, whereas in 2021 only data from LMS training platform was encountered.

## Disclosure 405-1 Diversity of Governance Bodies and Employees

### Number of employees per employee category, gender and age group

Category	2022											
	Up to 30			30-50			Over 50			Total per Category		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	209	95	304	267	103	370	476	198	674
Middle Management	12	4	16	633	304	937	370	156	526	1,015	464	1,479
Office staff and workers	823	332	1,155	3,155	1,522	4,677	1,730	814	2,544	5,708	2,668	8,376
<b>Total</b>	<b>835</b>	<b>336</b>	<b>1,171</b>	<b>3,997</b>	<b>1,921</b>	<b>5,918</b>	<b>2,367</b>	<b>1,073</b>	<b>3,440</b>	<b>7,199</b>	<b>3,330</b>	<b>10,529</b>

Category	2021											
	Up to 30			30-50			Over 50			Total per Category		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	212	88	300	247	81	328	459	169	628
Middle Management	13	6	19	635	296	931	357	150	507	1,005	452	1,457
Office staff and workers	729	332	1,061	3,309	1,586	4,895	1,699	746	2,445	5,737	2,664	8,401
<b>Total</b>	<b>742</b>	<b>338</b>	<b>1,080</b>	<b>4,156</b>	<b>1,970</b>	<b>6,126</b>	<b>2,303</b>	<b>977</b>	<b>3,280</b>	<b>7,201</b>	<b>3,285</b>	<b>10,486</b>

Category	2020											
	Up to 30			30-50			Over 50			Total per Category		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	220	93	313	239	64	303	459	157	616
Middle Management	19	6	25	689	324	1,013	347	142	489	1,055	472	1,527
Office staff and workers	660	336	996	3,657	1,748	5,405	1,741	763	2,504	6,058	2,847	8,905
<b>Total</b>	<b>679</b>	<b>342</b>	<b>1,021</b>	<b>4,566</b>	<b>2,165</b>	<b>6,731</b>	<b>2,327</b>	<b>969</b>	<b>3,296</b>	<b>7,572</b>	<b>3,476</b>	<b>11,048</b>



## Percentage of employees per employee category, gender and age group

Category	2022								
	Up to 30			30-50			Over 50		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	31.0	14.1	45.1	39.6	15.3	54.9
Middle Management	0.8	0.3	1.1	42.8	20.6	63.4	25.0	10.5	35.5
Office staff and workers	9.8	4.0	13.8	37.7	18.2	55.9	20.7	9.7	30.4

Category	2021								
	Up to 30			30-50			Over 50		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	33.8	14.0	47.8	39.3	12.9	52.2
Middle Management	0.9	0.4	1.3	43.6	20.3	63.9	24.5	10.3	34.8
Office staff and workers	8.7	4.0	12.6	39.4	18.9	58.3	20.2	8.9	29.1

Category	2020								
	Up to 30			30-50			Over 50		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	35.7	15.1	50.8	38.8	10.4	49.2
Middle Management	1.2	0.4	1.6	45.1	21.2	66.3	22.7	9.3	32.0
Office staff and workers	7.4	3.8	11.2	41.1	19.6	60.7	19.6	8.6	28.1

## Number and percentage of individuals within the organization's governance bodies per gender and age group

Gender	2022						2021						2020					
	Up to 30						30-50						Over 50					
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%		
Man	-	-	-	-	8	67	-	-	-	-	8	80	-	-	-	-	8	73
Woman	-	-	1	8	3	25	-	-	-	-	2	20	-	-	1	9	2	18



Disclosure 403-9 Work-related Injuries

Rate	2022	2021	2020
	U.S.		
Number of fatalities as a result of work-related injury	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	0	0	0
Number of recordable work-related injuries	81	64	56
Rate of fatalities as a result of work-related injury	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0	0
Rate of recordable work-related injuries	1.51	1.19	0.87
Hours worked	10,696,931	10,697,997	12,804,000

Rate	2022	2021	2020
	Others		
Number of fatalities as a result of work-related injury	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	0	0	0
Number of recordable work-related injuries	3	6	16
Rate of fatalities as a result of work-related injury	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0	0
Rate of recordable work-related injuries	0.12	0.20	0.37
Hours worked	5,147,993	6,058,767	8,596,515

Rate	2022	2021	2020
	Italy		
Number of fatalities as a result of work-related injury	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	0	0	0
Number of recordable work-related injuries	0	0	12
Rate of fatalities as a result of work-related injury	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0	0
Rate of recordable work-related injuries	0	0	0,92
Hours worked	1,617,394	2,138,460	2,607,708

Rate	2022	2021	2020
	IGT Total*		
Number of fatalities as a result of work-related injury	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	0	0	0
Number of recordable work-related injuries	84	70	84
Rate of fatalities as a result of work-related injury	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0	0
Rate of recordable work-related injuries	0.96	0.84	0.67
Hours worked	17,462,318	16,756,764	21,400,515

\* In 2022, 17 countries were considered within the GRI calculation: Australia, Argentina, Chile, Colombia, Costa Rica, China, Italy, Jamaica, Mexico, Netherlands, Peru, Poland, Serbia, Spain, Trinidad e Tobago, UK, United States. On the contrary, in 2020 and 2021, 21 countries were considered, including Austria, Canada, India and South Africa. The rates have been calculated based on 200,000 hours worked.





## Additional DEI KPIs

### Share of women in total workforce (as % of total workforce) - Global

	2022	2021
Total workforce	10,529	10,486
Number of women in total workforce	3,330	3,285
<b>Share of women in total workforce</b>	<b>31.63%</b>	<b>31.33%</b>

### Share of women in STEM-related positions\* as % of total STEM positions - Global

	2022	2021
Total number of employees in STEM-related positions	3,647	3,563
Number of women in STEM-related positions	782	747
<b>Share of women in STEM-related positions (as % of total STEM positions)</b>	<b>21%</b>	<b>20.87%</b>

### Share of women in management positions in revenue-generating functions\* as % of all such managers - Global

	2022	2021
Total number of employees in management positions in revenue-generating functions	995	1023
Number of women in management positions in revenue-generating functions	398	408
<b>Share of women in management positions in revenue-generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)</b>	<b>40%</b>	<b>39.88%</b>

\* The job functions considered for the STEM-related positions were IT and technology

\* With respect to 2021 Sustainability Report, different job functions were considered in the present Report to calculate the data of the table, as considered more appropriate. The revenue-generating functions considered were management roles in departments that contribute directly to the output of products or services. It excludes support functions such as HR, IT, Legal.

### Workforce Breakdown: Race/ Ethnicity

	Employees		Share in total workforce (%)		Employees in all management positions		Share in all management positions (%)	
	2022	2021	2022	2021	2022	2021	2022	2021
White	3,767	3,723	66.23	67.36	880	817	80.59	80.89
People of Color	1,921	1,804	33.77	32.64	212	193	19.41	19.11
Hispanic or Latino	775	725	13.63	13.12	81	74	7.42	7.33
Asian	496	486	8.72	8.79	66	61	6.04	6.04
Black or African American	446	408	7.84	7.38	49	45	4.49	4.46
Indigenous or Native	66	58	1.16	1.05	5	2	0.46	0.20
Other*	138	127	2.43	2.30	11	11	1.01	1.09
<b>Total</b>	<b>5,688</b>	<b>5,527</b>	<b>100</b>	<b>100</b>	<b>1,092</b>	<b>1,010</b>	<b>100</b>	<b>100</b>



## Independent Auditor's Report GRI 2-5



# International Game Technology PLC

## Independent auditors' report on the "Sustainability Report 2022"



Building a better  
working world

EY S.p.A.  
Via Lombardia, 31  
00187 Roma

Tel: +39 06 324751  
Fax: +39 06 324755504  
ey.com

## Independent auditors' report on the "Sustainability Report 2022"

To the Board of Directors of  
International Game Technology PLC

### Scope

We have been engaged by International Game Technology PLC (hereinafter also "IGT") to perform a "limited assurance engagement", as defined by International Standards on Assurance Engagements, here after referred to as the engagement, to report on the Sustainability Report 2022 (the "Sustainability Report") of International Game Technology PLC and its subsidiaries (hereinafter also the "IGT Group") for the year ended on December 31, 2022.

### Criteria applied by International Game Technology PLC

In preparing the Sustainability Report, IGT applied the "Global Reporting Initiative Sustainability Reporting Standards" issued by GRI - Global Reporting Initiative ("GRI Standards"), as described in the paragraph "Methodological Note" of the Sustainability Report ("Criteria").

### International Game Technology PLC's responsibilities

IGT's management is responsible for selecting the Criteria, and for presenting the Sustainability Report in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the Sustainability Report, such that it is free from material misstatement, whether due to fraud or error.

### EY's responsibilities

Our responsibility is to express a conclusion on the presentation of the Sustainability Report based on the evidence we have obtained.

We conducted our engagement in accordance with the International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information ("ISAE 3000").

Those standards require that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the Sustainability Report is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

EY S.p.A.  
Sede Legale: Via Meravigli, 12 - 20123 Milano  
Sede Secondaria: Via Lombardia, 31 - 00187 Roma  
Capitale Sociale Euro 2.525.000,00 i.v.  
Iscritta alla S.O. del Registro delle Imprese presso la CCIAA di Milano Monza Brianza Lodi  
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Iscritta all'Albo Speciale delle società di revisione  
Consob al progressivo n. 2 delibera n.10831 del 16/7/1997

A member firm of Ernst & Young Global Limited



### EY's Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants and have the required competencies and experience to conduct this assurance engagement.

EY also applies International Standard on Quality Control 1, Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Sustainability Report and related information and applying analytical and other appropriate procedures.

Our procedures included:

- understanding of the process relating to the definition of material aspects included in the Sustainability Report;
- comparison of financial data and information included in the Sustainability Report with those included in IGT Annual Report pursuant to section 13 or 15(d) of the Securities Exchange Act of 1934 for the fiscal year ended on December 31, 2022 on which other auditor issued the auditors' report, dated February 28, 2023;
- understanding of the process for collecting, collating and reporting the information included in the Sustainability Report during the reporting period through interviews and discussions with the management and with the personnel of IGT Group (in Italy and in the United States) and the execution of limited assurance procedures.

Furthermore, for significant information, considering the Group's activities and characteristics:

- at Group level



- with reference to the qualitative information included in the Sustainability Report we carried out inquiries and obtained supporting documentation to verify its consistency with the available evidence;
- with reference to quantitative information, we have performed both analytical procedures and limited assurance procedures to ascertain on a sample basis the correct aggregation of data.
- for the Las Vegas (Nevada, U.S) and Lakeland (Florida, U.S) IGT Group's plants, which we have selected based on their activity and relevance to the consolidated performance indicators, we have carried out site visits and virtual meetings during which we have had discussions with management and have obtained evidence about the appropriate application of the procedures and the calculation methods used to determine the indicators.

### Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Sustainability Report for the year ended on December 31, 2022, in order for it to be in accordance with the Criteria.

Rome, 7 July 2023

EY S.p.A.

  
Filippo Maria Aleandri  
(Auditor)



## GRI Content Index

### Statement of use

IGT PLC has reported in accordance with the GRI Standards for the reporting period 01.01.2022-31.12.2022

For the Content Index - Advanced Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for all disclosures are included correctly and aligned with the appropriate sections in the body of the report.



**CONTENT INDEX  
ADVANCED SERVICE**

2023

### GRI 1 used

GRI 1: Foundation 2021

### Applicable GRI Sector Standard(s) N/A

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
General Disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	About IGT – Profile pg. 6 Appendix - Methodological Note - Report Profile – pg. 103 Appendix - Social KPIs - pg. 105				
	2-2 Entities included in the organization’s sustainability reporting	Appendix - Methodological Note - Report Profile - pg. 103				
	2-3 Reporting period, frequency, and contact point	Appendix - Methodological Note - Report Profile - pg. 103-104				
	2-4 Restatements of information	-				For the present reporting cycle there are no restatements to report.
	2-5 External Assurance	Independent Auditor’s Report - pg. 111-112 Appendix - Methodological Note - Report Profile - pg. 103				
	2-6 Activities, value chain, and other business relationships	About IGT - Profile – pg. 6 Fostering Sustainable Operations - Growing with Our Supply Chain - pg. 77				
	2-7 Employees	About IGT - Profile – pg. 6 Appendix - Social KPIs - pg. 105-106				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	

General Disclosures

GRI 2: General Disclosures 2021

2-8 Workers who are not employees	Appendix - Social KPIs - pg. 106				
2-9 Governance structure and composition	About IGT - Governance - pg 7-9, Commitment to Sustainable Growth - Sustainability Governance - pg. 24 Please refer to 2022 UK Annual Report pg. 46-55				
2-10 Nomination and selection of the highest governance body	Please refer to the IGT Corporate Governance Guidelines - pg.1-2				
2-11 Chair of the highest governance body	Please refer to the 2022 UK Annual Report - pg.46-47				
2-12 Role of the highest governance body in overseeing the management of impacts	About IGT - Governance - pg. 8, Appendix - Methodological Note - Identifying Material Aspects - pg. 102				
2-13 Delegation of responsibility for managing impacts	About IGT - Governance - pg. 8 Commitment to Sustainable Growth - Sustainability Governance - pg. 24-25				
2-14 Role of the highest governance body in sustainability reporting	About IGT - Governance - pg. 8 Commitment to Sustainable Growth - Sustainability Governance - pg. 24-25 Appendix - Methodological Note - Report Profile - pg. 102				
2-15 Conflicts of interests	Advancing Responsibility - Operating with Integrity - pg. 50				
2-16 Communication of critical concerns	Advancing Responsibility - Operating with Integrity - pg. 49				
2-17 Collective knowledge of the highest governance body	Commitment to Sustainable Growth - Sustainability Governance - pg. 24				
2-18 Evaluation of the performance of the highest governance body	Please refer to the 2022 UK Annual Report - pg. 77-78				
2-19 Remuneration policies	Please refer to the 2022 UK ARA - pg. 59-88				
2-20 Process to determine the remuneration	Please refer to the 2022 UK ARA - pg. 51-53, 59-88 and IGT 2023 AGM Results 2022 - pg. 1				





GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
General Disclosures						
GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio	-	2-21	Information unavailable/incomplete	Given the update of the GRI standards, this is the first year IGT needs to disclose this information. As IGT has multiple payroll systems, it is complex to obtain the data required and currently, it is not possible to report the indicator with the proper accuracy for the time frame of the current sustainability report. Nevertheless, the Company is working to collect the data in order to publish the values in the next year.	
	2-22 Statement on sustainable development strategy	Letter from the Chief Executive Officer and Executive Chair - pg. 4				
	2-23 Policy commitments	Commitment to Sustainable Growth - Our Values, the 2030 Agenda and Our Priorities - pg. 23 Valuing and protecting our people - Protecting Human Rights - pg. 37 Advancing Responsibility - Operating with Integrity - pg. 50-51 Please also refer to IGT's Code of Conduct ( <a href="https://www.igt.com/explore-igt/about-igt/compliance">https://www.igt.com/explore-igt/about-igt/compliance</a> )				IGT is committed to taking a Precautionary Principle to environmental impacts.
	2-24 Embedding policy commitments	Advancing Responsibility - Operating with Integrity pg. 50				
	2-25 Processes to remediate negative impacts	Advancing Responsibility - Operating with Integrity - pg. 50 Fostering Sustainable Operations - Growing with Our Supply Chain - pg. 77				
	2-26 Mechanisms for seeking advice and raising concerns	Advancing Responsibility - Operating with Integrity - pg. 50				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
General Disclosures						
GRI 2: General Disclosures 2021	2-27 Compliance with laws and regulations	-				During 2022 there were no instances of non-compliance with laws and legislation.
	2-28 Membership association	Commitment to Sustainable Growth - Our Values, the 2030 Agenda and Our Priorities - pg. 22 Advancing Responsibility - Promoting Responsible Gaming - Collaborating - pg. 60-62				
	2-29 Approach to stakeholder engagement	Commitment to Sustainable Growth - Stakeholder Engagement - pg. 29 Please refer to 2022 UK Annual Report and Accounts - pg. 36-41				
	2-30 Collective bargaining agreements	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Protecting Human Rights - pg. 37				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material Topics						
GRI 3: Material topics 2021	3-1 Process to determine material topics	Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 102				
	3-2 List of material topics	Commitment to Sustainable Growth - Materiality Analysis - pg. 32 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 103				
Material topic: Local communities support						
GRI 3: Material topics 2021	3-3 Management of Material Topics	About IGT - Direct Economic Value Generated and Distributed - pg. 7 Supporting our communities - pg. 66-75 Methodological note - List of material topics - pg. 103				
GRI 201: Economic Performance 2016	201-1: Direct economic value generated and distributed	About IGT - Direct Economic Value Generated and Distributed - pg. 7				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Business Ethics						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Advancing Responsibility - Operating with Integrity - pg. 49-50 Methodological note - List of material topics - pg. 103 Content Index - pg. 118				
GRI 205: Anti-corruption 2016	205-3: Confirmed incidents of corruption and actions taken	-				During 2022 there were no cases of corruption within the IGT Group.
GRI 206: Anti-competitive behavior 2016	206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	-				During 2022 there were no cases of legal actions or cases reported internally for anti-competitive behavior, anti-trust, and monopoly practices within the IGT Group.
GRI 415: Public Policy 2016	415-1: Political contributions	-				During the year ended December 31, 2022, subsidiaries of the Parent made various forms of contributions (i.e., political (where permissible), charitable donations, membership dues, and sponsorships) that totaled \$1.9 million in the U.S. The Company has fully complied with jurisdictional reporting requirements for these contributions and such contributions are permissible under applicable laws. - Please refer to the 2022 UK Annual Report and Accounts (pg 56)



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Raw Materials Consumption						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 96-97 Methodological note - List of material topics - pg. 103				
GRI 301: Materials 2016	301-1: Materials used by weight or volume	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 96-97				
Material topic: Climate Change						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 89-94 Methodological note - List of material topics - pg. 103				
GRI 302: Energy 2016	302-1: Energy consumption within the organization	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 92				
	302-4: Reduction of energy consumption	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 90				
GRI 305: Emissions 2016	305-1: Direct (Scope 1) GHG emissions	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 93				
	305-2: Indirect (Scope 1) GHG emissions	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 93				
	305-3: Other indirect (Scope 3) GHG emissions	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 93				
	305-5: Reduction of GHG emissions	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 94				





GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Water resources						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 95-96 Methodological note - List of material topics - pg. 103				
GRI 303: Water and effluents 2018	303-1: Interactions with water as a shared resource	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 95				
	303-2: Management of water discharge-related impacts	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 95				
	303-3: Water withdrawal	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 96				
	303-4: Water discharge	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 96				
	303-5: Water consumption	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 95				
Material topic: Biodiversity						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Fostering Sustainable Operations - Caring for the Environment - Biodiversity - pg. 98-100 Methodological note - List of material topics - pg. 103				
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	Fostering Sustainable Operations - Caring for the Environment - Biodiversity - pg. 98-100				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Air pollution						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Fostering Sustainable Operations - Caring for the environment - Air pollution - pg. 100 Methodological note - List of material topics - pg. 103				
GRI 305: Emissions 2016	305-7: Nitrogen oxides (NOx), sulfur oxides (Sox), and other significant air emissions	Fostering Sustainable Operations - Caring for the environment - Air pollution - pg. 100				
Material Topic: Waste and product end of life						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 94-95 Methodological note - List of material topics - pg. 103				
GRI 306: Waste 2020	306-1: Waste generation and significant waste-related impact	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 94				
	306-2: Management of significant waste-related impacts	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 94				
	306-3: Waste generated	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 95				
	306-4: Waste diverted from disposal	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 95				
	306-5: Waste directed to disposal	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 95				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Workplace health and safety						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 34-35 Methodological note - List of material topics - pg. 103				
GRI 403: Occupational Health and Safety 2018	403-1: Occupational health and safety management system	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 34-35				
	403-2: Hazard identification, risk assessment, and incident investigation	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 34-35				
	403-3: Occupational health and services	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 34-35				
	403-4: Worker participation, consultation, and communication on occupational health and safety	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 34-35				
	403-5: Worker training on occupational health and safety	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 34-35				
	403-6: Promotion of worker health	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 34-35				
	403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 34-35				
	403-9: Work-related injuries	Appendix - Social KPIs - pg. 109	403-9 b	Information unavailable/incomplete	Given the complex perimeter of the Company and the peculiarities of the category “workers who are not employees”, the data related to hours worked represents a difficult info to collect. Nevertheless, the Company is working to collect the data in order to publish the values in the next year	



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Diversity, equity and inclusion						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Diversity and Inclusion - pg. 38-42 Methodological note - pg. 23 Content Index - pg. 123				
GRI 405: Diversity and equal opportunity 2016	405-1: Diversity of governance bodies and employees	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Diversity and Inclusion - pg. 41 Appendix - Social KPIs - pg. 107-108				
GRI 406: Non-discrimination 2016	406-1: Incidents of discrimination and corrective actions taken	-				During 2022 there were no confirmed cases of discrimination within IGT communicated via the Integrity Line and the email address compliance@IGT.com.
Material topic: Human rights						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Protecting Human Rights - pg. 36-37 Methodological note - List of material topics - pg. 103				
GRI 408: Child labor 2016	408-1: Operations and suppliers at significant risk for incidents of child labor	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Protecting Human Rights - pg. 36				IGT does not currently perform a risk assessment to identify risks of child labor along its supply chain. However, the Company is committed to implement such measure in the next years
GRI 409: Forced or compulsory labor 2016	409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labor	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Protecting Human Rights - pg. 36				IGT does not currently perform a risk assessment to identify risks of forced labor along its supply chain. However, the Company is committed to implement such measure in the next years.



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Customer health and safety						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Advancing Responsibility - Protecting People - Products and Processes - Product Safety and Quality - pg. 58 Methodological note - List of material topics - pg. 103				
GRI 416: Customer Health and Safety 2016	416-1: Assessment of the health and safety impacts of product and service categories	Advancing Responsibility - Protecting People - Products and Processes - Product Safety and Quality - pg. 58				
Material topic: Customer Privacy and security						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Content Index - pg. 124 Advancing Responsibility - Protecting People, Products and Processes - pg. 53-54 Methodological note - List of material topics - pg. 103				
GRI 418: Customer Privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	-				During 2022 there were no cases concerning customer Privacy.
Material topic: Responsible gaming						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Advancing Responsibility – Promoting Responsible Gaming – pg. 59 - 65				
Material topic: Creation of secure games						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Advancing Responsibility – Product Safety and Quality – pg. 14 - 58				
Material topic: Supporting good causes through lottery revenues						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Supporting our Communities – Corporate-Driven Activities – pg. 9				
Material topic: Regulated gaming						
GRI 3: Material topics 2021	3-3 Management of Material Topics	About IGT – Supporting Regulatory Framework and Regulatory Changes – pg. 9				





Additional Other Topics Disclosed

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	NOTES
Social performance indicators			
GRI 401: Employment 2016	401-1: New employee hires and employee turnover	Appendix - Social KPIs - pg. 106	
GRI 404: Training and Education 2016	404-1: Average hours of training per year per employee	Valuing and Protecting Our People - Engaging Our Employees - Human Capital Development - pg. 43-45 Appendix - Social KPIs - pg. 107	



United Nations Global Compact (UNGC) Table

UNGC AREAS	UNGC PRINCIPLES	IGT SUSTAINABILITY PILLARS
HUMAN RIGHTS	1. Businesses should support and respect the protection of internationally proclaimed human rights	<a href="#">VALUING AND PROTECTING OUR PEOPLE</a> <a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
	2. Make sure that they are not complicit in human rights abuses	<a href="#">VALUING AND PROTECTING OUR PEOPLE</a> <a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
LABOR	3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	<a href="#">VALUING AND PROTECTING OUR PEOPLE</a>
	4. The elimination of all forms of forced and compulsory labor	<a href="#">VALUING AND PROTECTING OUR PEOPLE</a> <a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
	5. The effective abolition of child labor	<a href="#">VALUING AND PROTECTING OUR PEOPLE</a> <a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
ENVIRONMENT	6. The elimination of discrimination in respect of employment and occupation	<a href="#">VALUING AND PROTECTING OUR PEOPLE</a>
	7. Businesses should support a precautionary approach to environmental challenges	<a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
	8. Undertake initiatives to promote greater environmental responsibility	<a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
	9. Encourage the development and diffusion of environmentally friendly technologies	<a href="#">FOSTERING SUSTAINABLE OPERATIONS</a>
ANTI-CORRUPTION	10. Businesses should work against corruption in all its forms, including extortion and bribery	<a href="#">ADVANCING RESPONSIBILITY</a>



## Cautionary Note

This report contains forward-looking statements (including within the meaning of the Private Securities Litigation Reform Act of 1995) concerning International Game Technology PLC and its consolidated subsidiaries (the “Company”) and other matters. These include statements regarding the Company’s sustainability targets, goals, commitments and programs, other business plans, intentions, initiatives and objectives, which are based on current beliefs of the management of the Company as well as expectations of, assumptions made by, and information currently available to, such management. Further, these statements may include standards of measurement and performance that are either developing or are based on assumptions.

These statements are typically accompanied by words such as “aim,” “anticipate,” “aspire,” “believe,” “plan,” “could,” “would,” “should,” “shall,” “continue,” “estimate,” “expect,” “forecast,” “future,” “guidance,” “hope,” “intend,” “may,” “will,” “possible,” “potential,” “predict,” “project” or the negative or other variations of them. These forward-looking statements speak only as of the date on which such statements are made and are subject to various risks, uncertainties, changes in circumstances and other factors, many of which are outside the Company’s control. Should one or more of these risks, uncertainties, changes in circumstances or other factors materialize, or should any of the underlying assumptions prove incorrect, actual results, including the achievement of targets, goals or commitments may differ materially from those predicted in the forward-looking statements. Therefore, you should not place undue reliance on such statements. Factors that could cause actual

results to differ materially from those in the forward-looking statements include (but are not limited to) the factors and risks described in the Company’s annual report on Form 20-F for the financial year ended December 31, 2021 and other documents filed from time to time with the U.S. Securities and Exchange Commission (SEC), which are available on the SEC’s website at [www.sec.gov](http://www.sec.gov) and on the investor relations section of the Company’s website at [www.IGT.com](http://www.IGT.com). Except as required under applicable law, the Company does not assume any obligation to update these forward-looking statements. You should carefully consider these factors and other risks and uncertainties that affect the Company’s business. The Company cannot guarantee that the results, targets, goals, achievements and other projections reflected or implied by any forward-looking statement will be realized or, even if substantially realized, that those results will have the forecasted or expected consequences and effects. All forward-looking statements contained in this report are qualified in their entirety by this cautionary statement. Information in this report is presented as of December 31, 2021, unless otherwise stated, and should not be relied upon as representing developments subsequent to that date. We disclaim any obligation to update such information for any subsequent date, including as a result of new information, future events or otherwise. Consequently, you should not rely on the information in this report as current or accurate for any date beyond December 31, 2022, unless otherwise stated.

Should you have any questions or comments arising from IGT Sustainability Report 2022, please write to us at the following addresses: [info@igt.com](mailto:info@igt.com) or [sustainability@igt.com](mailto:sustainability@igt.com).



Layout, graphic and illustrations  
**Corporate Graphic Design and Brand Book**