

The background of the entire page is a stylized illustration. It depicts three people on a boat, represented by a white triangular sail. The person on the left is a woman with long dark hair, wearing a grey long-sleeved shirt and an orange skirt, holding a long pole. The person in the middle is a man with short dark hair, wearing a blue long-sleeved shirt and an orange skirt, also holding a pole. The person on the right is a woman with long blonde hair, wearing an orange long-sleeved shirt and blue pants, holding a telescope to her eye. The boat is on a blue sea with white waves. In the background, there is a large dark blue arch, a white sun or moon, and several white clouds. A yellow banner is also visible in the background.

# Ahead of the Game

Sustainability Report 2020

***This report is interactive. Use the icons below to assist with navigation and to access additional information and resources.***

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# Letter from the CEO

GRI: 102-14

Dear readers,

In the past year, we all faced a prolonged period of unprecedented circumstances that created personal and professional challenges. Our entire organization embraced vast changes and demonstrated immense flexibility to ensure the success of IGT and its customers.

The severity of the COVID-19 pandemic was evident to IGT very early on. Our global footprint, including a high concentration of employees in Italy who were experiencing the negative effects of the pandemic, helped us recognize the gravity of the situation well before it was understood by many. IGT took quick and decisive actions to protect the Company and our people.

Ensuring the safety and well-being of our employees continues to be a top priority. IGT implemented a range of employee programs, internal policies and procedures to help minimize the impact

of many pandemic-related issues. Company-wide remote-working schedules, additional safety protocols including contact tracing, among other initiatives, helped our employees navigate these difficult times and reduce the spread of COVID-19.

Throughout 2020, IGT maintained its focus on fulfilling its pledge to sustainable growth within the gaming industry. IGT continued with its efforts to develop specific targets and initiatives that contribute to the achievement of the nine Sustainable Development Goals (SDGs) identified within the 2030 United Nations Agenda for Sustainable Development.

Today, IGT is actively contributing to this global effort by focusing its sustainability initiatives on four strategic priorities: valuing and protecting people, advancing responsibility, supporting our communities, and fostering sustainable operations. Cross-functional working groups

analyze the initiatives' progress, help evaluate success, and define an action plan.

In an effort to elevate its Environment, Social, and Governance (ESG) performance, IGT has committed to monitor and develop the ESG areas that may relate to all corporate stakeholders. To this end, you can find a dedicated section on this subject in the following pages. IGT sustainability initiatives are overseen by the Nominating and Governance Committee of the company's Board of Directors, to ensure that appropriate consideration is given to diversity and inclusion, sustainability, and environmental and social matters that could impact the Company and the communities where it operates.

IGT continues to develop responsible gaming solutions that meet and exceed the requirements of various jurisdictions and have achieved recertifications and recognition from the world's

most demanding responsible gaming frameworks, such as World Lotteries Association (WLA) and Global Gambling Guidance Group (G4). In addition to our long-standing commitment to player and customer protection, IGT has bolstered its effort to achieve ESG leadership and adopt best practices. For example, IGT was selected for the 2020 Bloomberg Gender-Equality Index (GEI), acknowledging the Company's effort in advancing women's equality and transparently reporting gender data. The All-In Diversity Project celebrated IGT as one of the gaming industry's leaders in making progress toward inclusion in the workplace.

Furthermore, IGT has aligned its sustainability initiatives with 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, according to 10 universally accepted principles in the areas of human rights, labor, the environment, and anti-corruption. This 2020 IGT Sustainability Report is part

of the annual Communication on Progress (COP), a tool to inform Company stakeholders on progress made in implementing the principles of the UNGC. Since 2019, IGT has improved its COP reporting by increasing the number of reported criteria and actions, and further improvements are in the pipeline. The overall goal is to make the principles of the UNGC part of the Company's strategy, culture, and day-to-day operations.

IGT has continued to navigate through the COVID-19 pandemic. We have all made sacrifices, yet I believe we have the right people, products and plans to continue delivering unrivaled gaming experiences that engage players and drive growth. It is my firm belief that we will only benefit from the experiences and learnings of the last year.

Sincerely,



Marco Sala  
CEO  
International Game Technology  
PLC







1.

About IGT

AS A GLOBAL LEADER IN GAMING, INTERNATIONAL GAME TECHNOLOGY DELIVERS ENTERTAINING GAMING EXPERIENCES IN A SOCIALLY RESPONSIBLE WAY FOR PLAYERS ACROSS ALL CHANNELS AND REGULATED SEGMENTS.

IGT PROVIDES SUSTAINABLE SOLUTIONS BY LEVERAGING ITS GLOBAL LEADERSHIP POSITION, LONG HISTORY OF INNOVATION AND DIVERSE AND EXPANSIVE PRODUCT OFFERINGS.

ITS ORGANIZATIONAL STRUCTURE IS FOCUSED ON TWO BUSINESS SEGMENTS, GLOBAL LOTTERY AND GLOBAL GAMING.

THE COMPANY'S RESILIENT BUSINESS MODEL ENDURES THROUGH A BALANCED GEOGRAPHIC AND PRODUCT MIX ENSURING CONSISTENT MARKET STRENGTH. INNOVATION IS THE KEY GROWTH DRIVER ACROSS ALL OF ITS ACTIVITIES, INCLUDING CONTENT, TECHNOLOGY, DISTRIBUTION, AND MARKETING.





## Name

**International  
Game Technology  
PLC**

## Role

**Global Leader  
in Gaming**

## Headquarters

---



London (UK)

## Principal Operating Facilities

---



Providence (Rhode Island, U.S.)  
Las Vegas, Reno (Nevada, U.S.)  
Rome (Italy)

## Company Revenue by Segment

---



■ 69% Global Lottery  
■ 31% Global Gaming

## Employees

---



Approximately **11,000**

## Countries with Employees

---



**+50**

## Countries in which We Operate

---



**+100**

# About IGT

## Profile

GRI: 102-1; 102-2; 102-3; 102-4;  
102-5; 102-6; 102-7; 102-10

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

The Company is headquartered in London, with principal operating facilities located in Providence (Rhode Island, U.S.), Las Vegas (Nevada, U.S.), and Rome (Italy). Research and development and product assembly are mostly centralized in North America. IGT

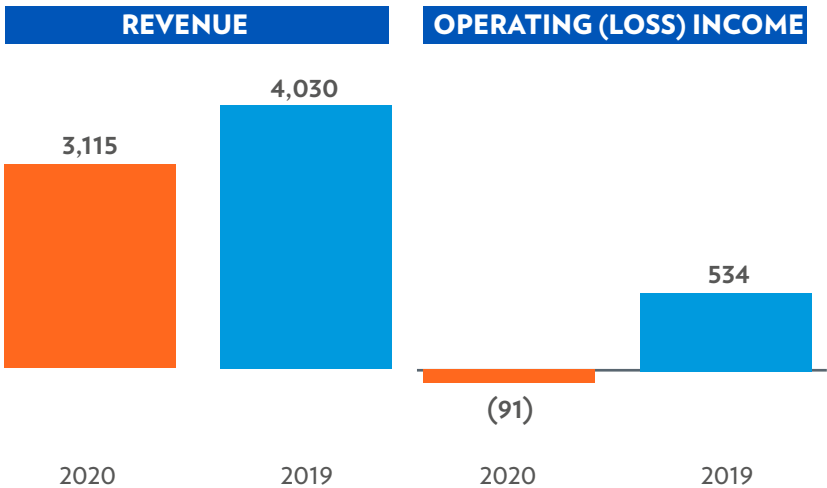
had approximately 11,000 employees as of December 31, 2020.

Effective July 1, 2020, IGT adopted a new organizational structure focused on two business segments, Global Lottery and Global Gaming, along with a streamlined corporate support function. Prior to this change, the Company had four reporting units: North America Gaming and Interactive, North America Lottery, International, and Italy.

On December 7, 2020, IGT announced that its wholly owned subsidiary, Lottomatica Holding S.r.l. (now known as IGT Lottery S.p.A.), had entered into a share sale and purchase agreement to sell 100 percent of the share capital of the companies that conduct the Italian B2C gaming machine, sports betting, and digital gaming businesses, as well as the Italian brand “Lottomatica”. The transaction closed on May 10, 2021.

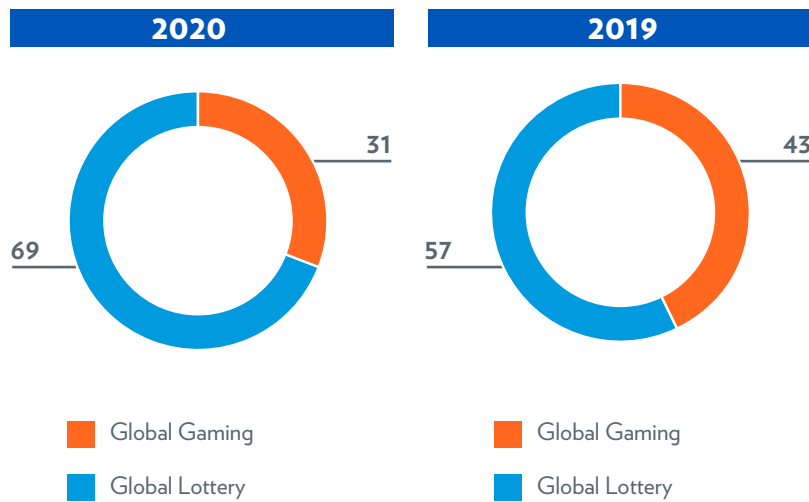
## FINANCIAL METRICS

\$ millions





## COMPANY REVENUE BY SEGMENT(%)



The global market for regulated gaming is driven by strong player demand

and governments that look to regulated gaming as a way to fund good causes. In

this context, IGT is uniquely positioned to provide responsible solutions by leveraging its global leadership position, long history of innovation, and depth and breadth of its product offerings.

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

## PRODUCTS AND SOLUTIONS



## GLOBAL LOTTERY



## LOTTERY

Over  
450,000 terminals  
in the field

Robust lottery  
management  
solutions

Instant ticket  
printing

Facilities  
management contracts

iLottery  
platforms & solutions

Commercial  
services

## GLOBAL GAMING



## CASINO

Gaming machines  
and central  
systems

Largest premium  
content library



## VIDEO LOTTERY

Compelling content

VLT management  
systems



## DIGITAL

High-performance  
content

Flexible platform

Marketing services

Powerful data and  
artificial intelligence tools



## SPORTS BETTING

Platform, hardware,  
software and services

In-house trading and  
turnkey solutions

## Governance GRI: 102-18

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

As of December 31, 2020, the board of directors of International Game Technology PLC (the Board or Board of Directors) was comprised of 11 directors, seven of which were determined by the Board to be independent under the listing standards and rules of the NYSE.

The directors, certain senior managers and the senior

consultant as of December 31, 2020 are as set forth as follows<sup>(1)</sup>:

1 For the current composition of the Board of Directors, please see <https://igt.gcs-web.com/board-directors>.

For the current senior managers and senior consultants, please see <https://www.igt.com/explore-igt/about-igt/management-team>.



Lorenzo Pellicoli (*)	Chairperson of the Board; Non-executive Director
James F. McCann	Vice-Chairperson of the Board; Lead Independent Director; Non-executive Director
Beatrice H. Bassey	Independent Non-executive Director
Massimiliano Chiara	Executive Director; Executive Vice President and Chief Financial Officer
Alberto Dessy	Independent Non-executive Director
Marco Drago (*)	Non-executive Director
Heather J. McGregor	Independent Non-executive Director
Dr. Samantha Ravich	Independent Non-executive Director
Vincent L. Sadusky	Independent Non-executive Director
Marco Sala (*)	Executive Director and Chief Executive Officer
Gianmario Tondato da Ruos	Independent Non-executive Director
Renato Ascoli	Chief Executive Officer of Global Gaming
Fabio Cairoli	Chief Executive Officer of Global Lottery
Walter Bugno	Executive Vice President of New Business and Strategic Initiatives
Fabio Celadon	Executive Vice President of Strategy and Corporate Development
Dorothy Costa	Senior Vice President of People & Transformation
Scott Gunn	Senior Vice President of Corporate Public Affairs
Wendy Montgomery	Senior Vice President of Global Brand, Marketing and Communications
Timothy M. Rishton	Senior Vice President, Chief Accounting Officer
Christopher Spears	Senior Vice President, General Counsel
Robert Vincent (**)	Chairperson of IGT Global Solutions Corporation

(\*) Mr. Pellicoli and Mr. Drago are the chief executive officer and chairperson of the board, respectively, of De Agostini S.p.A., the controlling shareholder of the Parent. Mr. Sala was appointed to the board of De Agostini S.p.A. on June 27, 2020.

(\*\*) IGT Global Solutions Corporation is the primary operating subsidiary for the Company's U.S. lottery business. Mr. Vincent's title is honorary, and he serves as a senior consultant to Mr. Sala and the rest of the Company's senior leadership team.










The Board of Directors is the Company's highest governance body. All Board members have business and governance competencies, with a general understanding

of environmental and other social responsibility matters as a result of their significant long-standing positions and commitments at IGT and/or at other organizations that

have a significant impact on consumer/community habits and behaviors (including as CEOs and/or founding members of relevant organizations).

## COMMITTEES

As of December 31, 2020, the Board of Directors has the following committees: an Audit Committee, a Compensation Committee, and a Nominating and Corporate Governance Committee, the membership information of each is set out below<sup>(2)</sup>:

	Audit Committee	Compensation Committee	Nominating and Corporate Governance Committee
Beatrice H. Bassey			
Alberto Dessy			
James McCann			
Heather J. McGregor			
Dr. Samantha Ravich			
Vincent Sadusky			
Gianmario Tondato Da Ruos			

 Chairperson

 Member

<sup>2</sup> For the current committee structure and membership information, please see <https://igt.gcs-web.com/committees>



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

- the integrity of the Parent's financial statements;
- the Parent's compliance with legal and regulatory requirements;

- the independent registered public accounting firm's qualifications and independence;
- the performance of the Parent's internal audit function and independent registered public accounting firm; and

- The Parent's internal controls over financial reporting and systems of disclosure controls and procedures

Each member of the Audit Committee must meet the financial literacy requirement, as such qualification is

interpreted by the Board in its business judgment, or must become financially literate within a reasonable period of time after their appointment to the Audit Committee. In addition, at least one member of the Audit Committee must have accounting or related financial management expertise, as the Board interprets such qualification in its business judgment.

## IGT'S NOMINATING AND CORPORATE GOVERNANCE COMMITTEE

The Nominating and Corporate Governance Committee oversees Environmental, Social, and Governance (ESG) matters. The Board of Directors performs an annual review of economic, environmental, and social topics and their impacts, risks, and opportunities through the Nominating and Corporate Governance Committee's review of the corporate social responsibility program described in the Company's Sustainability Report (audited by a third-party firm) and presented to the committee by the Senior Vice President of Global Brand, Marketing, and Communications.

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

- reviewing management recommendations and advising management on broad compensation policies such as salary ranges, deferred compensation, incentive programs, pension, and executive stock plans;
- reviewing and approving goals and objectives relevant to the CEO's compensation, evaluating the CEO's performance in light of those goals and objectives, and setting the CEO's compensation level based on this evaluation;
- reviewing and recommending director compensation; and
- creating, modifying, amending, terminating, and monitoring compliance with share ownership guidelines for executives and directors.

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

- recommending to the Board, consistent with criteria approved by the Board, the names of qualified persons to be nominated for election or re-election as directors and the membership and chairperson of each Board committee;
- reviewing and reassessing from time to time the Company's Corporate Governance Guidelines and recommending any changes to the Board;
- determining, at least annually, the independence of each director under the independence requirements of the NYSE and any other regulatory requirements and reporting such findings to the Board; and
- overseeing management's corporate social responsibility program and giving due consideration to diversity and inclusion, sustainability, environmental and social matters that could impact the Company,

the environment or the communities in which the Company operates.

With regard to the processes for consultation between stakeholders and the highest governance body on economic, environmental, and social topics, IGT maintains open channels of communication where shareholders and employees can ask questions of senior management. Topics of importance are summarized and reported to the Board of Directors and/or the Nominating and Corporate Governance Committee. In most cases, there is no direct consultation between stakeholders and the Board of Directors or its committees, but rather, feedback is gathered from stakeholders by senior management and fed back to the Board and/or the Nominating and Corporate Governance Committee.

## Regulatory Framework and Regulatory Changes

GRI: 103-3

Gaming and lottery industries are among the most highly regulated and monitored businesses in the world and one where public interest

must prevail over many other interests. In safeguarding such public interest, governments, regulatory bodies, and local governmental organizations play a key role according to primary legislative objectives: legality and public security, protection of consumers and fair competition, maintaining public safety, and financial and tax compliance. Proper regulatory oversight also ensures that government authorities collect the appropriate amount of gaming tax revenues to fund important government-sponsored programs and good causes.

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

While the regulatory requirements vary from jurisdiction to jurisdiction, the

majority typically require some form of jurisdictions licensing or regulatory suitability of operators, suppliers, manufacturers, and distributors, as well as its major shareholders, officers, directors, and key employees. Regulators review many aspects of an applicant, including financial stability, integrity, and business experience. Additionally, the Company's gaming products and technologies require certification or approval in most jurisdictions where IGT conducts business.

As of December 31, 2020 the Company holds over 470 gaming licenses across approximately 340 jurisdictions. Key regulatory authorities that have licensed the Company include the United Kingdom Gambling Commission, the Nevada State Gaming Control Board, the New Jersey Division of Gaming Enforcement, and key states and provinces in Australia and Canada. The Company has never been denied a gaming-related license, nor had any of its licenses suspended or revoked.

A comprehensive network of internal and external resources and controls is required to achieve compliance with the broad governmental oversight of the Company's business. IGT

has a robust internal program to ensure compliance with applicable requirements imposed in connection with gaming and lottery activities, as well as legal requirements generally applicable to all publicly traded companies.

IGT complies with standards set forth by specialized lottery authorities and related government agencies. In some instances, regulators not only govern the activities within their jurisdictions, but also monitor IGT activities in other jurisdictions to ensure compliance with local gaming operating standards on a global basis. For the purpose of reporting on regulatory changes, this report will focus on the Italy and U.S. regions, as they represent the most significant markets to IGT.

### United States

In 2020, there were continued changes to the regulated digital and sports wagering markets. In the U.S., more states legalized and adopted regulations to govern sports wagering, including Colorado, Michigan, Tennessee, Virginia, and additional tribal jurisdictions. Some of these states launched sports betting

in 2020, while others launched in early 2021.

The channels for offering sports wagering differ from state to state, with most states seeking to offer sports wagering both retail and online, such as via a mobile phone app. At a significantly slower pace, U.S. states are contemplating digital casino gaming at the legislative level. Sports betting, iGaming and online sports betting were legalized in December 2019 in Michigan, and both online sports betting and iGaming launched in January 2021.

### Italy

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

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

The Legislative Decree n.125/2019, which came into effect in 2020, implementing the EU Directive n.843/2018 aimed at preventing the use of the financial system for money laundering or financing of terrorism. The Decree includes a wider cluster of recipients of anti-money laundering obligations, broader access to and exchange of information on beneficial ownership, new and more stringent assessment criteria for intermediaries operating in countries exposed to higher risks of money laundering or financing of terrorism, and a mandatory annual report issued by self-regulatory bodies.

## Leading Innovation

GRI: 103-3

IGT is committed to pursuing innovation when developing its products, services, processes, and management across all gaming categories and global markets. The extensive knowledge and experience that IGT has gathered over the years as a leader in the gaming industry allows the Company to deeply understand customers' needs and design turnkey solutions. IGT has a proven track record in introducing new gaming products and features to players and customers before its competitors.

Player preferences are constantly evolving across the product, price, place, and promotion of marketing mix. IGT follows player and general consumer trends through many channels including industry news, industry research, trend reports, and player research. Research projects ranging from player focus groups to segmentation studies help IGT identify player trends across multiple demographics and player segments that allow IGT to meet the constantly evolving needs of players.

Considering how difficult

defining KPIs on innovation can be, IGT has identified Business Qualitative Indicators (BQIs) to measure long-term innovation and customer acceptance. IGT has historically leveraged its B2C presence to test innovations through player research. Based on player feedback, necessary adjustments are made in product development to best help B2B customers address player needs.

The time-to-market for new products requires an advanced view of what customers will need in the future. IGT is committed to meeting those needs rather than just launching new products. IGT accomplishes this by engaging lottery customers,

players, and retailers through active communication and a high-touch game planning and development process. Given this approach, IGT is able to connect the dots across multiple markets and jurisdictions where it works in partnership with customers to understand the need in the market for products, services, and technology. PlayDigital is the unifying element that brings together three game categories: PlayLottery, PlaySports, and PlayCasino. IGT works in partnership with its customers in delivering this experience for the modern player, who values variety and choice and expects everything to be convenient and intuitive.

### EMERGING TRENDS THAT ARE INFLUENCING PLAYERS' BEHAVIORS

- **Responsive Web Interaction:** The prevailing evolution of the internet to Web 3.0 is now effectively characterized by a participation model, where the internet provides customized content by collecting users' data, studying users' behaviors, and answering user queries by means of predictive algorithms.
- **Intelligent Interface:** Algorithms have become very sophisticated and allow players, retailers and customers to address player needs, and

resolve issues more quickly. Machine learning adds a "human touch" to automated responses.

- **Cloud deliveries:** The Cloud has become the standard for any software delivery, including the adjustment of resources and performances based on players' behaviors. Pay-per-use models and hardware resource sharing with external applications in big multi-purpose data centers, are increasing delivery efficiency.



“One of the impacts of the pandemic is that players are seeking alternatives at a time of social distancing. IGT can help lottery customers integrate the entire scope of land-based offerings into a single, contact-free and easily navigable player experience.”

**Enrico Drago**  
SVP PlayDigital  
IGT

One effect of the pandemic is the acceleration of consumers' willingness to adopt new technologies. People are encountering more digital connectivity in their daily lives, from cashless payments and data-driven personalization to the use of voice-enabled services and smart-home assistants. Along with familiarity comes the expectation that businesses of all kinds provide an ideal, digitally connected experience that serves their needs. To assist lotteries in meeting this challenge, IGT is developing a vision of Connected Play along with products and services to advance lottery via engagement with digital touchpoints. While lottery is still analog in many markets, the aim is to help customers prepare for what is ahead and identify the path that lotteries can take to expand and optimize their digital presence.

## **DIGITIZATION NOW: TOOLS TO TRANSFORM THE PLAYER EXPERIENCE**

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

The COVID-19 pandemic has shown a perceptual change; digital is not replacing retail. Players can interact via mobile apps and various touchpoints that digitally enhance their overall lottery experience. They can have their winnings withdrawn electronically and deposited directly into the bank, or they can top-up funds electronically to buy their physical ticket by cashless and contactless means. These are just a few of the tools available.



## OFFERING “CONNECTED PLAY”

Given the current environment, enabling the multi-layered marketing journey that bridges the retail and digital spaces - what IGT calls Connected Play - is a critical component to aligning with consumer expectations.



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

### Digital Play Slip



Player's **Digital Play Slip** 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**

For players, Connected Play starts with their mobile phone and access to a lottery's convenience app.

Some players still retain their paper play slips, so contactless option from IGT is to offer players digital play slips that can be scanned not only at traditional lottery terminals but also at vending machines.

Many lotteries already offer players the ability to scan their ticket on a mobile device to check if it is a

winning ticket. IGT can also assist customers in offering a digital payment option, another way to improve the player journey and one that is consistent with how most consumers are transacting today.

The next step in enabling Connected Play is to introduce digital tickets. Importantly, this remains a retail transaction, so lotteries

can offer a digital-in-retail solution even if they are not permitted to offer internet wagering.

Digital players who have funded their lottery eWallet can apply unused funds at retail - either at a traditional terminal or at a vending machine - to purchase tickets in store.

When players have the prizes from a winning ticket paid to their eWallet, it eliminates cash handling for retailers and players and keeps funds safe in the wallet.

## INTRODUCTION OF TOURNAMENT FEATURES IN DIGITAL CASINO GAMES

Slot machine games are typically solitary games. IGT's PlayRGS remote game server now provides PlayDigital customers the option to offer tournaments on IGT's digital slots games, thus introducing a new social interaction. Players can enter a tournament and accrue virtual points or win the tournament prize. This approach explores new social responsibility methodologies as tournaments are considered a more controlled environment than cash games, as players bet a defined amount at the beginning of the session.

### BIG DATA AND MACHINE LEARNING

Collecting player data in accordance with the privacy rules and learning from them to provide a more compelling experience is an emerging gaming trend. IGT is integrating new big data and machine learning algorithms

into its B2B and B2C operations, reusing the data to build knowledge and serve customers and players. By analyzing the geospatial data of millions of commercial activities and points of interest using machine learning models, the commercial potential of a new point of sale or the potential of an entire area can be estimated. IGT is also developing Play.AI,

an analysis tool for predicting the behavior of players of digital content. IGT has tested sample algorithms for monitoring unexpected changes in behaviors, such as spend, hours, and other KPIs, and plans to implement preventive actions based on clustering players and highlighting who may be at risk of problem gambling.

## A FULLY INTEGRATED, TURNKEY CASHLESS SOLUTION

If cashless transactions were once the realm of early adopters, the specter of COVID-19 and the concern over transmission through cash handling drove more interest in contactless payments than ever before. In the highly tactile world of casino gaming, cashless can give properties a competitive edge by fostering an environment where game

play is safer, cleaner, and more convenient. Cashless gaming also encourages social distancing by preventing line-ups at casino cages. In addition, cashless gaming generates greater operational efficiencies by reducing employee cash handling and the associated safety, sanitation, and security risks. It lessens machine

maintenance and results in fewer cash handling errors. IGT offers the cashless experience through its Resort Wallet with IGTPay module, an optional, integrated feature of the IGT ADVANTAGE® casino management system. IGT offers flexible variations of its cashless offering.



### CARDED CASHLESS

Using a casino-branded loyalty card, players load cash into a secure Cashless Wagering Account from either the casino cashier, kiosk, or any slot machine, and access those funds from any slot machine, electronic table game, or kiosk using the card.



### CARDLESS CASHLESS

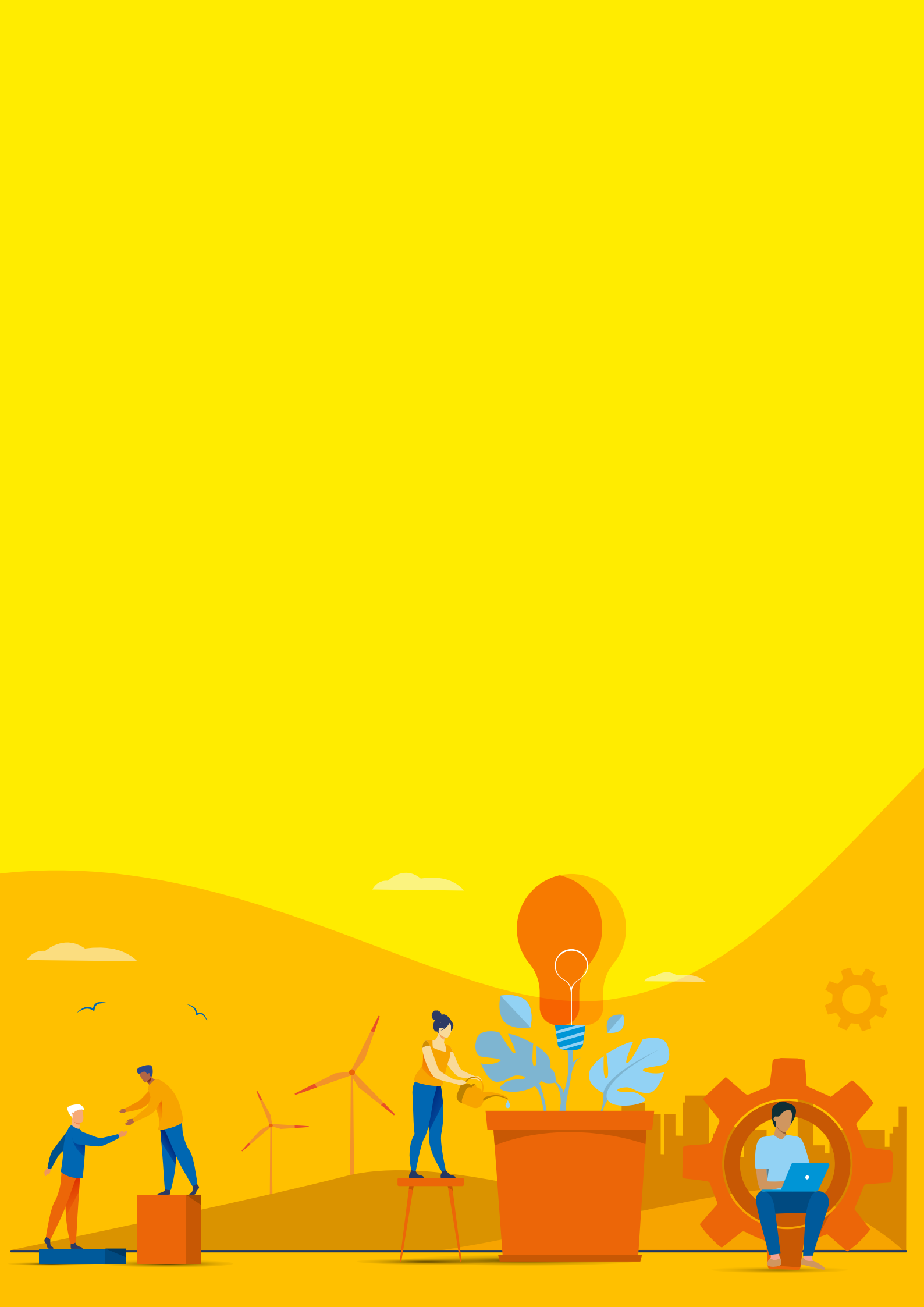
Using an app on a mobile device to access a Cashless Wagering Account, players load cash into the account from either the casino cashier, kiosk, or a slot machine, then tap their smartphone on a slot machine or table game to card in. They can then transfer funds between slot machines onsite, as well as between a casino's sister properties.



### CASHLESS EXTERNAL FUNDING WITH IGTPay™

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





2.

Commitment  
to Sustainable  
Growth

IGT'S APPROACH TO SUSTAINABILITY IS ENGRAINED WITHIN ITS GLOBAL CORPORATE CULTURE AND OPERATIONS.

IGT'S INTERNAL CORPORATE CULTURE IS GUIDED BY A SET OF VALUES. TOGETHER WITH IGT'S VISION AND MISSION, THESE VALUES PROVIDE THE FOUNDATION FOR ITS COMMITMENT TO SUSTAINABLE GROWTH.

IGT'S ONGOING PLEDGE TO SUSTAINABLE GROWTH WITHIN THE GAMING INDUSTRY INCLUDES THE GUIDING PRINCIPLES SET FORTH BY THE 2030 UNITED NATIONS (UN) AGENDA FOR SUSTAINABLE DEVELOPMENT AND ITS SUSTAINABLE DEVELOPMENT GOALS (SDGS). BASED ON ITS BUSINESS ACTIVITIES AND ITS SUSTAINABILITY PRIORITIES, IGT HAS IDENTIFIED NINE SDGS AS KEY AREAS OF FOCUS.

IGT IS ACTIVELY CONTRIBUTING TO THIS GLOBAL EFFORT BY FOCUSING ITS CORPORATE SOCIAL RESPONSIBILITY (CSR) INITIATIVES ACCORDING TO FOUR STRATEGIC PRIORITIES.



## VALUING AND PROTECTING OUR PEOPLE



## ADVANCING RESPONSIBILITY



## SUPPORTING OUR COMMUNITIES



## FOSTERING SUSTAINABLE OPERATIONS



VISION



PURPOSE



MISSION



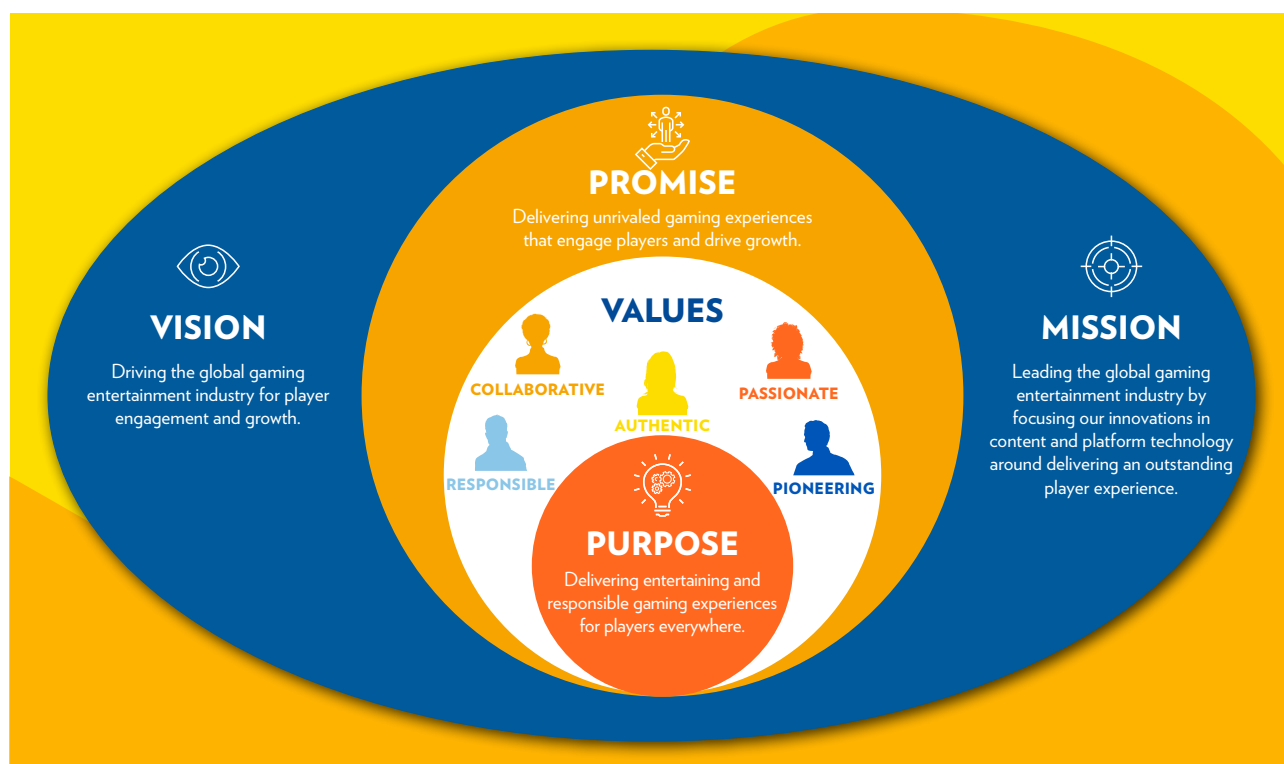
PROMISE

## Commitment to Sustainable Growth

In 2020, IGT saw a remarkable increase in sustainability and CSR efforts within its global businesses. This was further highlighted during the global pandemic. When conducting business, IGT is

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

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



“The values that we have built up over time are well established and will continue to be a foundation of our company.”

**Marco Sala**  
CEO  
IGT

### Corporate Social Responsibility Priorities and Commitments

GRI: 102-11; 102-12; 102-13

IGT continues to develop its approach to sustainability so that it is embraced by its global culture and within its operations. IGT's ongoing pledge to sustainable growth within the gaming industry

includes the guiding principles set forth by the 2030 United Nations (UN) Agenda for Sustainable Development and its Sustainable Development Goals (SDGs). This 2030 Agenda and its 17 SDGs form an action program for people, the planet, and prosperity. The Agenda was signed in September 2015 by the governments of the 193 UN



member countries to meet three key objectives by 2030: end extreme poverty, fight inequality and injustice, and limit climate change. Based on its business activities and its sustainability priorities, IGT has identified

nine SDGs as key areas of focus: no poverty, good health and well-being, quality education, gender equality, affordable and clean energy, decent work and economic growth, industry innovation and infrastructure,

reduced inequalities, and climate action. IGT has also begun an ongoing process to develop specific targets and initiatives that could effectively contribute to the achievement of the SDGs in the future.



Out of 17 SDGs, IGT has identified nine (in color) as primary areas of focus

In addition, IGT has joined the United Nations Global Compact (UNGC), the largest corporate responsibility initiative in the world for the development, implementation, and disclosure of responsible corporate policies and practices. Endorsed by high-ranking executives from all around the world, the UNGC is a call to companies everywhere to voluntarily align their operations and strategies with 10 universally accepted principles in the areas of human rights, labor, the environment, and anti-corruption.

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

2019, IGT has improved its COP reporting by increasing the number of reported criteria and actions, thus gaining the status of 'GGC Advanced' (which is designated for companies that produce a COP that meets all minimum requirements and has provided information on additional advanced criteria).

#### COMMUNICATION ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.



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

## SUSTAINABILITY PRIORITIES



### VALUING AND PROTECTING PEOPLE

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



### ADVANCING RESPONSIBILITY

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



### SUPPORTING OUR COMMUNITIES

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



### FOSTERING SUSTAINABLE OPERATIONS

IGT promotes responsible behaviors throughout its supply chain by requiring its suppliers to adhere to its Supplier Code of Conduct, which references compliance with regulations, and promotes human rights and environmental protection. Frequent conversations are held with customers to provide them with timely support and services. With respect to corporate environmental practices, IGT administers programs that reduce emissions and energy consumption 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.



The approach involves seven working groups comprised of different IGT departments responsible for analyzing the SDG initiatives and defining an action plan: Community Engagement, Diversity and Inclusion, Human Capital Development, Respect for

Human Rights, Sustainable Procurement, Wellness at Work and Environment Care. In 2020, given the pandemic, activities of working groups slowed overall, while the primary activity was related to Community Engagement and Sustainable Procurement.

By committing to pursuing the UN's SDGs and voluntarily disclosing information through the annual Sustainability Report, IGT is leveraging the long-standing results of its CSR strategy to strengthen its reputation and improve customers' confidence.

IGT is a global leader in one of the most regulated industries, with operations in more than 100 countries that encompass a broad spectrum of cultural and social attitudes. Through a solid commitment to CSR, IGT strives to be a responsible partner for local and international authorities, customers, and players in markets and jurisdictions where the Company operates. In addition, the Company identifies its stakeholders and addresses each one according to the most appropriate practices in its approach, engagement, and initiatives, that are integrated in the overall sustainability strategy (for more details please see 2020 UK Annual Report and Accounts).

IGT's commitment to sustainability represents the Company's long-term ambition to serve the global gaming



The **Community Engagement** working group promotes education programs in communities where IGT is present, thereby contributing to the development of adequate livelihood opportunities for people living within low-income communities, and encouraging local economic development. In 2020, the working group identified the key initiatives to be implemented and supported by IGT; it tracked how the donations and community projects contributed to achieving the SDG targets, and mapped the progress of existing projects such as the Support for the LGBTQ+ community. As part of IGT's After School Advantage program, the community engagement working group launched a pilot project with the aim of mapping the social impact and contribution that the project would have on the community as whole.



The **Sustainable Procurement** working group is focused on the protection of the environment and human rights along the supply chain of the organization. The group is responsible for promoting measures to minimize the risk of environmental and human rights violations related to its suppliers' operations worldwide. These measures include: environmental compliance, undocumented and child labor, slavery and human trafficking, working conditions, discrimination, freedom of association, and underpaid, forced or bonded labor. In 2020, the Sustainable Procurement Working Group integrated environmental and social criteria to the checklist used to audit both new and existing direct material suppliers worldwide.



market according to the highest level of ethical and integrity principles. IGT is committed to increasing its environmental, social and governance (ESG) performance. ESG ratings are used by asset managers, financial institutions, and rating agencies to measure the sustainability and societal impact of an investment in a company or business.

Given that ESG data are essentially qualitative factors which are non-financial and not readily quantifiable in monetary terms, one of the main issues related to ESG ratings is disclosure. In addition to implementing sustainable activities and solutions to all areas of the Company, IGT is committed to improving the quality of information disclosed about the conduct of its business. These efforts have been recognized by several of the most reputable ESG analysts and rating institutions:

- **Bloomberg Gender Equality Index (GEI)**

IGT was one of the 325 companies across 50 industries selected for the 2020 Bloomberg

Gender-Equality Index (GEI), which distinguishes companies committed to advancing women's equality and transparently reporting gender data. IGT is included in the 2020 index for scoring at, or above, a global threshold established by Bloomberg, reflecting a high level of disclosure and overall performance.

- **Carbon Disclosure Project (CDP)**

The CDP is 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 has achieved a C-rating (on a scale D- to A+).

- **EcoVadis** The objective of the EcoVadis rating methodology is to assess policies, actions, and reporting with regard to key sustainability issues. IGT reached the 88th percentile, which means that IGT's score is higher than or equal to the score

of 88% of all companies rated by EcoVadis. IGT scored 62 (on a scale 0 to 100, improved from the 2019 score of 56), gaining a Silver Medal of recognition.

- **Financial Times Stock Exchange (FTSE)**

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 4.6 score (on a scale 1 to 5, improved from the 2019 score of 4.4) IGT outperforms the companies within the same subsector of analysis.

- **Morgan Stanley Capital Investment (MSCI)**

MSCI ESG Research LLC is the world's largest provider of ESG ratings and research, used by over 1,200 institutional investors to understand how ESG factors can impact the long-term risk and return profile of their investments. IGT has gained an AA rating (on a scale CCC – AAA).

- **Sustainalytics** This leading independent global provider of ESG and corporate governance research and ratings to investors has awarded IGT with a score of 69 (on a scale 0 – 100, improved from the 2019 score of 61). IGT has qualified as Outperformer, ranked 1st among sector peers.

## Materiality Analysis

GRI: 102-40; 102-42; 102-43; 102-44; 102-49; 103-1; 103-2

According to the GRI Sustainability Reporting Standards sustainability topics are considered material when they reflect an organization's economic, environmental, and social impacts, or substantively influence stakeholders' decisions. Therefore, such topics represent sustainability matters that are pivotal to IGT and reflect stakeholders' expectations, while also considering the sustainability context of the industry. In line with previous years, the 2020 Sustainability Report is based on sustainability topics identified and prioritized through materiality analysis processes.

To determine material topics for 2020, IGT conducted a thorough analysis to identify business priorities and stakeholders' main expectations. The Company has analyzed other organizations' sustainability and social responsibility reports, websites of competitors and peers, and sustainability-related articles and studies. This analysis was conducted to identify the most significant trends in the gaming and lottery sector.

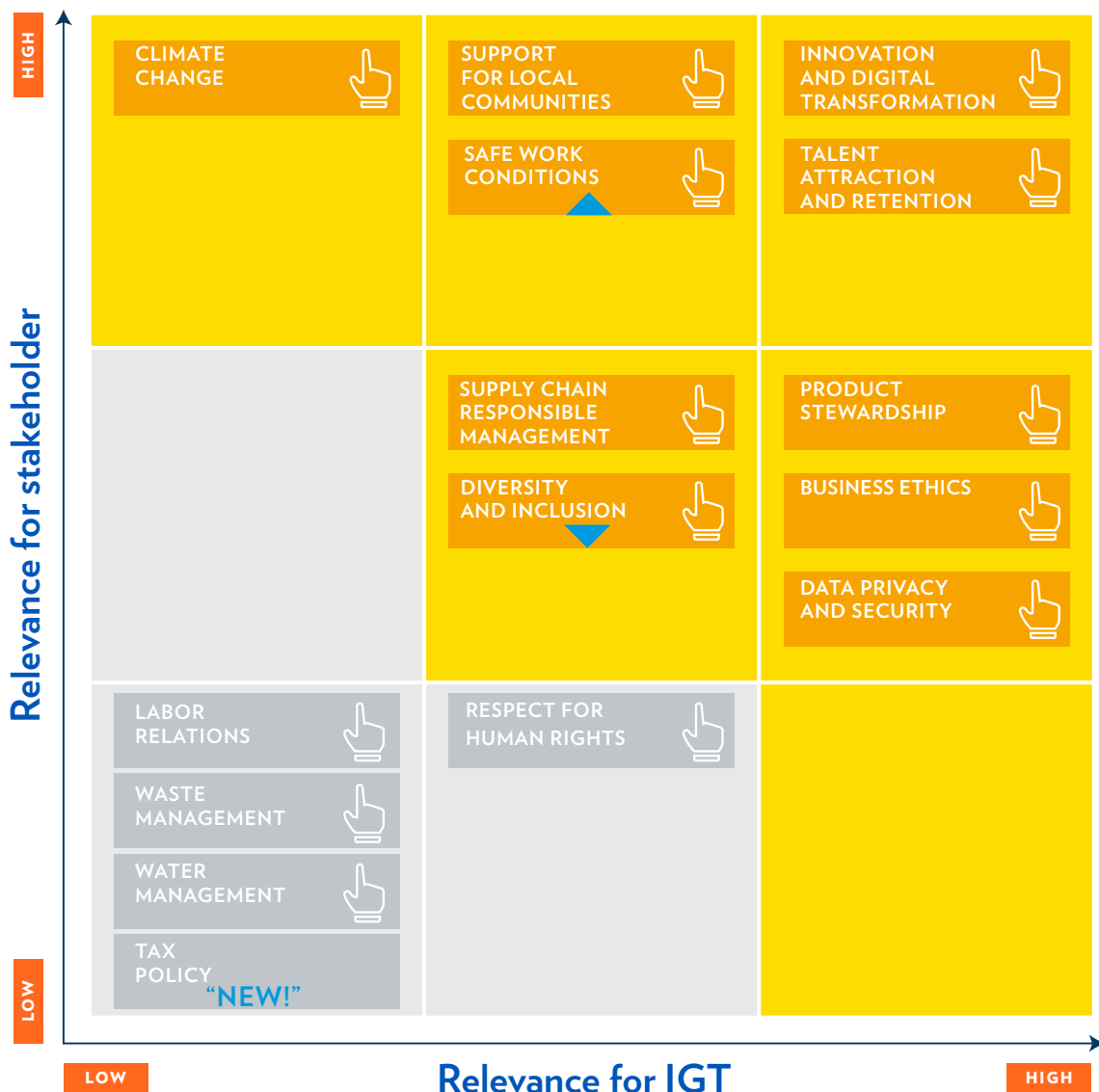
Furthermore, IGT identified sustainability macro trends worldwide by comparing documents and studies from the most relevant and influential nongovernmental organizations, policymakers, and global stock exchanges. Finally, IGT analyzed customer and investor inquiries to identify their primary sustainability focus and external influences. Material topics were then ranked according to their priorities for both IGT and its stakeholders.

Stakeholders' priorities were defined by weighing the recurrence of topics in the articles' analysis, analyzing the way in which IGT's competitors evaluate

the topics, and track the topics' presence in both sector documents and macro sustainability trends. Furthermore, the Company derived information about customer and investor expectations mainly from ESG questionnaire analyses.

IGT's priorities have been defined by engaging with various departments within the Company. Managers from all divisions of the organization were asked to prioritize the material topics, while considering IGT's economic, environmental, and social impacts. The 2020 Materiality update took place in an online event, with approximately 50 IGT representatives connected from several countries. Through an online and live tool, every participant gave a specific score for each topic identified. As a result, the relevancy of each topic was defined and validated and the following Materiality Matrix was finalized, reflecting the 2020 priorities for the Company and its stakeholders. Consistent with the GRI precautionary principle, all topics set by IGT above the relevance threshold were considered material.

## MATERIALITY MATRIX



Compared to 2019, primary changes to the materiality analysis include:

- the introduction of the "Tax Policy" topic, following the introduction of a new reporting standard for tax transparency (GRI Tax (2019)), which has been considered nonmaterial;
- the "Safe working conditions" topic which gained higher relevancy for stakeholders, moving from the middle section to the top part of the matrix; and
- the D&I topic revealed lessened emphasis.

The 2020 material topics, as disclosed in this report, are in line with 2019. Although some topics are

not considered material, IGT chose to disclose these anyway, consistent with previous reporting years:

"Respect for Human Rights," "Waste Management," "Water Management" and "Labor Relations."

## Direct Economic Value Generated and Distributed-

GRI: 103-3; 201-1

According to GRI Standards, an independent international organization that has pioneered sustainability reporting since 1997, “Information on the creation and distribution of economic value, provides a basic indication of how an organization has created wealth for stakeholders.”

IGT creates value for stakeholders such as shareholders, investors, employees, suppliers and contractors, government authorities, and local communities. What remains after the distribution of the economic value to stakeholders, IGT commits to investing to maintain market competitiveness and

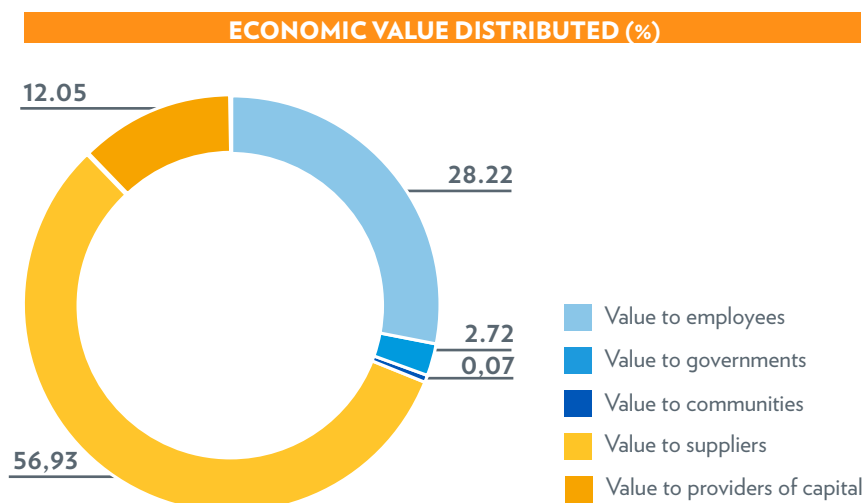
economic sustainability.

In instances where IGT is the gaming operator, IGT wants to increase the value generated in the future, and consequently, the distribution of this value to stakeholders.

The Company is committed to pursuing its financial goals with a high level of transparency and integrity. In strict adherence to GRI Standards, IGT “compiles information for economic disclosures using figures from its audited financial statements or from its internally audited management accounts.”

With regard to GRI Disclosure 201-1, “Direct economic value generated and distributed” herebelow, data is sourced from Form 20-F of International Game Technology PLC and its subsidiaries for the financial year ended on December 31, 2020 and from other audited internal reports. In 2020, the value generated by IGT topped US\$3.2 billion, and the value distributed amounted to US\$3.3 billion.

\$ thousands	2020	2019
<i>Economic Value Generated</i>	3,152,137	4,843,574
<i>Economic Value Distributed</i>	3,303,156	4,629,174
Value to employees	932,308	1,147,087
Value to governments	89,991	264,936
Value to communities	2,334	4,565
Value to suppliers	1,880,606	2,802,457
Value to providers of capital	397,916	410,129
<i>Economic Value Retained</i>	-151,019	214,400









# 3.

## Valuing and Protecting Our People

IGT VALUES, RESPECTS, AND APPRECIATES THE CONTRIBUTIONS OF ITS NEARLY 11,000 EMPLOYEES WHO WORK AND LIVE IN 58 COUNTRIES, AND TRULY REPRESENT A MULTICULTURAL ENVIRONMENT WHERE INDIVIDUAL BELIEFS AND NEEDS ARE RESPECTED.

HUMAN CAPITAL DEVELOPMENT IS ONE OF THE MOST IMPORTANT ELEMENTS FOR THE SUCCESS OF AN ORGANIZATION, A KEY TO REACHING THE BUSINESS GOALS. IGT LEADERS ARE DEDICATED TO FOSTERING A CULTURE OF RESPECT FOR HUMAN RIGHTS.

DUE TO THE COVID-19 PANDEMIC IN 2020, HEALTH PROTECTION HAS BECOME AN ABSOLUTE PRIORITY, IMPOSING A DRASTIC REVIEW OF THE WAYS OF WORKING TO ENSURE THE HEALTH AND SAFETY OF EMPLOYEES.





## Diversity & Inclusion



## RESPECT FOR HUMAN RIGHTS



## WELLNESS AND SAFETY AT WORK



## A GOOD WORK ENVIRONMENT



## HUMAN CAPITAL DEVELOPMENT



## ENGAGING OUR EMPLOYEES



## Valuing and Protecting Our People

The COVID-19 pandemic in 2020 reinforced how people are the foundation of an organization, and by adapting to challenging situations, a company can evolve to become even stronger than before. IGT prioritized health and safety of employees, customers and partners including basic needs and mental health. The Company continued to focus on human rights, diversity and inclusion, ensuring equal opportunities and community efforts to help its people and partners prevail during COVID-19.

From the outset of the pandemic, the Company promptly took measures to protect its people according to guidelines set by authorities, which included having employees work remotely. In addition, the Company implemented personal protection equipment, such as masks and disinfectant

products, made available at all office locations to ensure a safe working environment and minimize the potential spread of COVID-19.

IGT values, respects, and appreciates the contributions of its approximately 11,000 employees who work and live in 58 countries, and truly represent a multicultural environment where individual beliefs and needs are respected and accommodated. IGT's diversity enhances its ability to understand global business needs, identify local market opportunities, and better connect to customers and communities.

Human capital management has been consistently included among the responsibilities of the compensation committee of IGT's board of directors, in recognition of the top-down approach taken by the Company on this matter.

“During 2020, we were challenged personally and professionally. As we have come to expect, but have never taken for granted, our employees' hard work and dedication helped us overcome adversity and achieve good results.”

**Marco Sala**  
CEO  
IGT

## IGT PEOPLE PER COUNTRY &gt;50

	United States 5,702		Austria 249		Trinidad and Tobago 80
	Italy 1,748		United Kingdom 227		Argentina 79
	Canada 460		Mexico 202		Jamaica 69
	Serbia 294		Colombia 164		Netherlands 67
	Poland 293		Spain 112		Peru 67
	Australia 280		India 104		South Africa 61
	China 265		Chile 91		Costa Rica 58

## A Safe and Inclusive Work Environment

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

IGT's leadership implements the resources needed to make the work environment

welcoming for all employees.

This includes listening to employee feedback and accommodating emerging needs, as well as supporting key initiatives that promote a safe, healthy, and inclusive work environment.

### Workplace Health and Safety

GRI: 102-41; 103-3; 403-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-7

All employees are responsible for ensuring that operations are performed with the

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

The Company continues to take prudent measures implemented during the pandemic, such as practicing social distancing, performing deep cleaning at its facilities,

and enabling employees to work from home when possible in order to protect their health and safety. IGT

has complied with rules and regulations issued by governmental authorities with respect to COVID-19 and

taken measures consistent with the guidelines issued by the World Health Organization.

## COVID-19 GUIDELINES

A work environment is only as safe as its employees make it. Each employee has the responsibility to understand and practice safety measures. To aid in this endeavor, IGT published three simple guidelines:

1. Know where to find safety resources on the COVID-19 informational portal through OnelGT (the Company intranet). Resources include a safety video which highlights best practices that are expected to be integrated at all IGT sites, and the following documents:
  - Personal Protective Equipment (PPE) guidance;
  - COVID-19 exposure control plan;

- Global Safe Work Practices guidelines;
  - Facility signage;
  - Employee and visitor self-health check.
2. Implement basic IGT safety requirements inside its offices, even if local governments have more relaxed measures in place:
    - Wearing a mask or face covering that fully covers the mouth and nose in the IGT work environment is mandatory at all times;
    - Social distancing (maintaining six feet of personal distance) is mandatory;
    - In the event of a reported COVID-19 incident participation in the investigation and contact tracing is paramount;

- Immediate reporting and escalation of a potential COVID-19 case to site management is required so areas can be identified, isolated, cleaned and disinfected, and contact tracing can be conducted;
  - Conducting self-health checks prior to entering an IGT workplace is an important element of this program;
  - Some IGT sites will conduct mandatory employee temperature screening prior to entry.
3. Enlist the help of local security and colleagues in case of any need or concern.

IGT implemented crisis management workstreams to protect employees by communicating local government guidelines, implementing new workforce management protocols, and engaging in regular employee communications about COVID-19. A

centralized team of IGT cross-functional leaders collaborated to establish protocols for how employees will resume work after the pandemic restrictions are lifted. The team, representing leadership, Environmental Health & Safety, Real Estate, People & Transformation,

and Internal Communications organizations assembled the following global framework to help manage a multi-phased transition. Local site leaders will use this framework to make recommendations about transitioning employees back to their physical work locations.

## GLOBAL FRAMEWORK FOR A MULTI-PHASED TRANSITION



### IGT BUSINESS RECOVERY HEALTH & SAFETY PROGRAM

The purpose of this program is to provide IGT business functions with practices developed to ensure the health and safety of employees as IGT institutes post COVID-19 business recovery plans. This Health & Safety Program provides general guidance on safe practices to prevent COVID-19 in the workplace. Key aspects of this program include:

- understanding how COVID-19 spreads;
- requiring face coverings and personal protective equipment (PPE) in the workplace;
- preventing the spread of COVID-19 in IGT work environments;
- preparing the workplace as the Company ramps-up return-to-office plans; and
- providing additional resources to support IGT's post-COVID-19 business recovery efforts.

IGT's initial plans for returning employees to its offices depend upon changing conditions such as COVID-19 transmission rates in the communities where the Company operates.

IGT leadership is committed to promptly communicating information related to pilot programs and flex-time scheduling to ensure the continued health and safety of employees.

### FUTURE WAYS OF WORKING

The return-to-office plan weighs employee health and safety alongside job working patterns and the important feedback provided by employees through the Future Ways of Working survey carried out in early 2021. More than 90 percent of respondents indicated they are at least equally productive working remotely while roughly 95 percent of respondents said they can work either entirely remote or partially remote. About half of all respondents

said they miss the social interaction that comes from having a shared workplace. A return-to-office pilot aims at reconciling all feedback by establishing fixed roles — jobs that require a full-time, in-the-office presence — and flex roles — jobs that can be done on either a full- or part-time basis outside an IGT office. Categorization of jobs into these two categories was a collaborative process with leaders from business units and corporate support functions.

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

The IGT Global Environmental, Health & Safety (EH&S) team engages IGT leadership and regularly presents information on upcoming projects and programs, as well as initiatives to reduce risk and prevent injuries. In addition, there are several site-level IGT safety committees.

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

- providing annual training;
- performing equipment inspections;
- performing job task assessments; and

- appointing safety leaders at each site, as well as at an organizational leadership level.

To enhance employee safety and training opportunities, IGT leadership assigns key individuals as regional safety managers. IGT also provides personal protective training related to the job tasks performed by Field Services employees. For example, the implementation of the Fall Protection program as well as the Ladder Safety program, designed for Field and Gaming Technicians, has increased safety awareness. In addition to carrying out health and safety risk trainings for employees and subcontractors working in its premises, IGT has created and implemented a safe lifting manual for instructing technicians on the proper handling of equipment.

IGT's Field Services Safety Committee (GSSAFE) collaborated with the EH&S department in 2018 to deliver an Occupational Safety and Health Administration (OSHA) approved 10-hour certification course, and established onsite training in 2019. In 2020, the COVID-19 pandemic required

IGT to deploy virtual training, with Field Services and EH&S teams providing five remote training sessions, certifying over 60 additional Field Services Managers, Supervisors and Field Services Technicians.

The year 2020 brought a new emphasis on employee safety and personal protective equipment. Field Services implemented COVID-19 safety protocols as identified in IGT's COVID-19 Exposure Plan and Return to Work Processes, developed by corporate EH&S and People and Transformation (P&T). These protocols allowed management to procure the necessary supplies for their teams to mitigate the risk of COVID-19 exposure, while providing a high level of service performance.

Also, members of trade unions are provided with best practices for safely handling Electronic Gaming Machines on the following topics:

- worker Personal Protective Equipment;
- transportation and installation of equipment;
- equipment handling devices;



- establishing safe work zones;
- unloading, moving, installing, and removing equipment; and
- identification of safety and warning labels.

IGT's Field Services Safety Committee publishes a monthly newsletter alerting Field Services employees to common and seasonal hazards on the job. The newsletters are shared with other IGT departments such as Lottery Site Operations.

In the case of a workplace-related injury or illness, the Company is committed to providing appropriate medical

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

### Protecting Human Rights

GRI: 103-3

IGT is committed to respect the protection of internationally proclaimed human rights both in all its operations and along its value chain. The Company publishes its annual Modern Slavery Act Statement in accordance with the 2015 Modern Slavery Act designed to combat modern slavery in the U.K. The statement discloses



Slavery Act Statement in accordance with the 2015

Modern Slavery Act designed to combat modern slavery in the U.K. The statement discloses

the steps IGT has taken during each financial year and its future approach in managing the risk of modern slavery within its business and supply chain.

### IGT'S ZERO TOLERANCE APPROACH TO MODERN SLAVERY

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

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

An Integrity Line, managed and operated by an independent third party, can be used anonymously to report suspected or known activities that may involve unethical and/or unlawful conduct.



### IGT NAMED BEST EMPLOYER IN RHODE ISLAND

Forbes released its list of the best employers in America in 2020, based on independent surveys of employees, and IGT earned the top spot for Rhode Island. "Our Rhode Island employees were greatly impacted by COVID-19 but continued to weather the pandemic with passion, grace and understanding," said Marco Sala, IGT CEO. "To be named the top employer in Rhode Island by Forbes for 2020 is certainly a bright spot this year."

Forbes partnered with market research company Statista to survey 80,000 Americans working for businesses with at least 500 employees to determine which organizations employees liked best. The respondents were asked to rate their employers on a variety of criteria, including safety of work environment, competitiveness of compensation, opportunities for advancement and openness to telecommuting. Statista then asked respondents how likely they would be to recommend their employer to others, and to nominate organizations in industries outside their own.

IGT leaders are dedicated to maintaining an environment that encourages open communication and collaboration between employees at all levels, and fosters a culture of positive employee relations. IGT respects an employee's right to associate freely with or seek the representation of unions. Where there are unions, IGT works in a productive partnership with their representatives and members. This commitment is reinforced through various communication channels, such as training, employee focus groups, and employee bulletin boards related to union information and updates.

In line with the United Nations Global Compact, IGT recognizes the value of using dialogue and negotiation to achieve positive outcomes in employment practices. The Company abides by non-discriminatory policies and procedures with respect to trade unions and union memberships and their activities. IGT provides workers' representatives with appropriate services to assist in the development of effective collective agreements. Consequently, IGT is involved in collective bargaining in different countries and is committed to accommodating specific local laws and regulations, providing

union representatives with resources needed to perform their duties.

In some countries, collective agreements regulating employment terms and conditions follow a collective negotiation between IGT's management and trade unions. Employees in Argentina, Austria, Finland, Italy, Sweden and some states in the U.S., are covered by collective agreements. In locations with collective agreements, the notification period of significant changes that could substantially affect personnel is communicated to employees and their elected representatives according to national laws. For example, the statutory Italian labor contract defines a minimum wage for every contract level. The salary for newly hired employees, although dependent on the role and on the previous level, is generally higher than the minimum wage defined by the labor contract.

## OUTPLACEMENT ASSISTANCE AND GLOBAL EXIT SURVEY

IGT provides employees with outplacement assistance by means of an external supplier to assist employees in obtaining new employment due to workforce reductions and restructuring efforts. They are also provided with severance payments. The outplacement services provide web-based programs that offer on-call coaching support, live coach-led webinars, and self-directed e-learning.

Outplacement assistance also provides opportunities to keep the job search productive with the creation of an effective online presence and social media profile to reach recruiters and hiring managers. Duration of IGT's outplacement services may be two, three, six, or 12 months, depending upon a range of factors such as tenure, familiarity with the current employment climate, and position with the Company. All program documents are offered in English and supported in local languages.

IGT administers a global exit survey to understand the reasons for employees' departure from the Company and collect useful operational and cultural insights about the perceived quality of the organization. Data is subsequently processed in order to assess and improve work environment, culture, processes and systems, and employee management.

## Equal Employment Opportunity & Non-Discrimination

GRI: 103-3

IGT is committed to providing equal opportunity in employment and an environment that values workplace diversity and respect for all employees. This policy applies to all stages of employment, including but not limited to, the

application and hiring process. IGT provides equal employment opportunities for all employees based on qualification and merit, and in accordance with anti-discrimination laws that prohibit discrimination on the basis of any legally protected status such as race or gender.

The Company has policies in place that prohibit discrimination and retaliation against individuals who, in good faith, bring forward claims of discrimination. Reports of discrimination may be made through multiple channels, including the Company's Integrity Line or through the legal, compliance, P&T, and diversity & inclusion departments. All reports of discrimination are immediately investigated by members of the P&T and legal departments. In the U.S., formal charges of discrimination may also be filed against the Company

through the Equal Employment Opportunity Commission (EEOC) and the applicable local Human Rights Commission.

To the extent reasonably possible, IGT will accommodate employees with disabilities. In the U.S., IGT adheres to the guidelines of the 1990 Americans with Disabilities Act (ADA), as amended. Under the ADA, employers are required to enter a good-faith, interactive process to assess an individual's need for a work accommodation. A "reasonable accommodation" is one that enables an employee to perform the essential functions of the job and may result in job restructuring, a change in use of tools and equipment, a policy adjustment, or working from home. As such, reasonable accommodation is available to all employees and applicants, provided the accommodation does not create an undue

hardship for the Company and can be provided without posing a substantial safety risk to the employee or others. Employees in the U.S. may, via IGT's Accommodation Request Form, initiate an interactive process to determine if an accommodation is required.

### Diversity and Inclusion

GRI: 103-3; 405-1

There is no question that diversity and inclusion (D&I) are business imperatives that contribute to innovation and growth. IGT understands that the varying backgrounds, experiences, and perspectives of its employees should reflect its global customers and the local communities where it operates. Diversity must be supported by a fair and inclusive culture that enables all employees to feel valued, respected, engaged, and empowered to contribute to the business.

GENDER DIVERSITY																		
CATEGORY	2020									2019								
	UP TO 30			30 - 50			OVER 50			UP TO 30			30 - 50			OVER 50		
	M	F	TOT	M	F	TOT	M	F	TOT	M	F	TOT	M	F	TOT	M	F	TOT
Senior Management	-	-	-	220	93	313	239	64	303	-	-	-	226	92	318	266	67	333
Middle Management	19	6	25	689	324	1,013	347	142	489	34	15	49	671	299	970	376	142	518
Office Staff & Workers	660	336	996	3,657	1,748	5,405	1,741	763	2,504	997	474	1,471	3,681	1,732	5,413	1,961	889	2,850
Total	679	342	1,021	4,566	2,165	6,731	2,327	969	3,296	1,031	489	1,520	4,578	2,123	6,701	2,603	1,098	3,701

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

“IGT is honored to be selected for the 2020 Bloomberg Gender-Equality Index for our commitment to progressing diversity and inclusion in the workplace. We are committed to sustaining and expanding our initiatives advancing gender equality within the Company.”

**Kim Barker Lee**  
VP Diversity & Inclusion  
IGT

IGT established the Office of Diversity & Inclusion to guide strategic D&I initiatives and ensure that these topics continue to stay in focus and are embedded throughout business processes. IGT’s Office of Diversity & Inclusion is a center of excellence within P&T. There is a strong commitment from senior leadership to ensure that the Office of Diversity & Inclusion is staffed by employees with the experience and expertise to manage these topics.

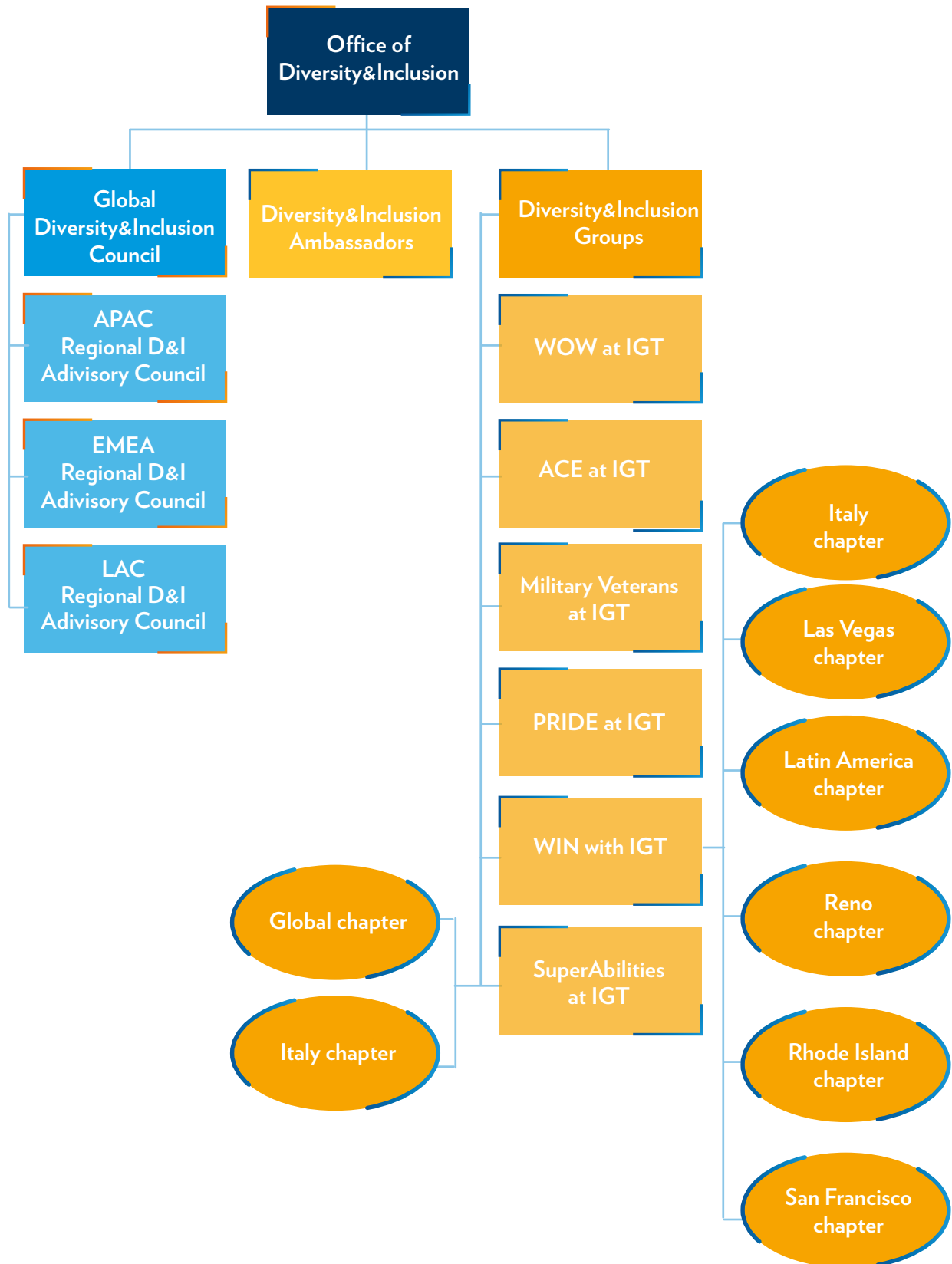
In addition to the Office of Diversity & Inclusion staff, there are additional components of IGT’s D&I infrastructure:

- **Global Diversity & Inclusion Council:**  
The group represents different levels within the organization, from individual contributor to Executive Vice Presidents, and all regions where the Company operates.
- **Regional Diversity & Inclusion Councils:**  
Europe, the Middle East and Africa (EMEA); Asia Pacific (APAC); and Latin America and Caribbean (LAC). Launched in

2020, these councils apply global D&I efforts in regionally appropriate ways and provide feedback to the Global Council.

- **Diversity & Inclusion Groups (DIGs):**  
By the end of 2020, the Company had six DIGs (networks formed around dimensions of diversity and which are open to all employees regardless of identity or group affiliation). They are formed around employees over age 50, LGBTQ+ employees, those with disabilities, military veterans, women and persons who are Black or of African descent.

**Diversity** describes the differences and similarities among people. Dimensions of diversity are the ways we define ourselves and the ways the world defines us. **Inclusion** describes the ways in which people interact with each other that allow everyone to contribute their varied perspectives and experiences in meaningful ways. IGT believes that the term “diversity” goes beyond race, gender, ethnicity, age, sexual orientation, and abilities.



IGT Diversity &amp; Inclusion governance model

In 2020, regional councils were launched to ensure that D&I strategies are supported globally, and reflective of local needs and cultures. There were no internally mandated targets or goals relative to demographics. However, through 2020, the percentage of women has increased slightly, the presence of women and people of color in leadership roles has increased, while DIG and Ambassador leadership and membership numbers have rapidly increased. In 2021, all business unit leaders are expected to create action plans relative to representation goals that consider diversity.



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

IGT's business strategy and core values, and that the plan is cascaded throughout the organization with the goal of engaging every employee. IGT's Global Strategic Plan for Diversity and Inclusion cascades and is shared through each business unit and global location. Action plans tailored to each unit and location ensure the D&I goals outlined in the plan not only meet business unit goals, but also comply with the cultural and regulatory environments of the countries where IGT operates. For maximum impact, IGT's strategy includes both chapter- and employee-led initiatives.

## FOUR PILLARS OF DIVERSITY & INCLUSION

Diversity and inclusion (D&I) initiatives are embedded into operations, people strategies, and culture. IGT's D&I strategy for 2020-2021 is focused on four pillars: Culture, Systems, Teams and Beyond IGT.



Culture was first highlighted in March 2020, as employees grappled with the impact of COVID-19, and many found themselves working from home or continuing to work in the field with many new challenges. In June 2020, people made it clear that they wanted to discuss and engage around the events sparked by the death of George Floyd. The goal of this pillar is to deepen the understanding of different aspects of D&I, support IGT's DIGs, continue to increase education and inclusive behaviors more broadly, and support IGT's regional D&I advisory councils.



The Systems pillar is about making sure that IGT continues to develop and evolve inclusive practices so that they are not solely dependent on personal understandings of inclusion, diversity, and equity.



Within the Teams pillar, IGT is focused on building more diverse teams, benchmarking internally and externally, setting goals for each business unit, and creating supporting action plans. Also, the Company is looking at the representation of women in those business functions where many companies have struggled to increase the representation of women such as IT and technology, and to focus on increasing the pipeline of managers and leaders for people of color and other under-represented groups at IGT.



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

## IGT RANKED SECOND IN ALL-IN DIVERSITY PROJECT'S WORKPLACE INCLUSIVITY REPORT

IGT was recognized by the All-In Diversity Project (AIDP) as one of the highest-ranking participants in AIDP's 2019 All-Index Report, an annually published benchmarking tool that measures the global gaming and betting industry's progress toward inclusion in the workplace.

Of the 26 entities from around the world that participated in the 2019 survey, IGT received the second-highest score out of 100, with only a five-point difference between it and the top-ranked participant. IGT's ranking represents a significant increase compared to its ninth-place results among 25 respondents in the AIDP's inaugural 2018 report.

Developed in partnership with the Centre for Diversity Policy Research and Practice at Oxford Brookes University in the U.K., the All-Index Report aims to track year-over-year progress by providing an accurate picture of diversity, equality, and inclusion across the global gaming and betting sector by collecting data on people, corporate governance, internal policies, recruitment practices, equal pay, employment legislation, company benefits, and advocacy.

Recognizing that D&I is a leadership initiative, all members of the executive leadership team, including the CEO, participate in inclusive leadership education briefings focused on specific leadership qualities that promote inclusion at IGT. The broader employee base has the opportunity to participate in education and engagement opportunities that promote a collective understanding of diversity, and behaviors that support an inclusive culture.

IGT's DIGs are networks of employees built around

dimensions of diversity. Sometimes referred to as Employee Networks or Affinity Groups at other companies, DIGs help to attract, retain, and develop talent, foster inclusion, and drive business innovation. Groups are open to all employees regardless of affiliation or identity. These groups receive formal, structural, and financial support from the Office of Diversity & Inclusion and IGT more broadly. 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.

## PURPOSE AND IMPORTANCE OF THE DIVERSITY & INCLUSION GROUPS (DIGS)

DIG activities are primarily internally focused, but may also have an external component (e.g., recruiting fairs, charitable activities, professional associations, community boards, parades, etc.). Executive leadership sponsors provide guidance and oversight, help to remove organizational barriers, review progress, and use their platform to communicate results to the organization.

DIGs:

- provide a forum to share career interests and experiences that will promote career growth and satisfaction while working;
- provide education about underrepresented groups and work to dismantle

misconceptions and stereotypes;

- generate an environment that welcomes, leverages, and enhances the experience and skills of employees;
- promote appreciation and respect for D&I, thus creating a more comfortable and safe work environment for all;
- provide professional development opportunities, mentoring, and networking;
- promote the efforts of the D&I strategy to colleagues;
- strengthen the communication vehicles that support employee information and participation; and
- assist in structured events, activities, and community outreach programs.



## ACE at IGT

Advancing Cultural Education

ACE at IGT (Advancing Cultural Education) was founded in 2020 as a global chapter, 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 communities. It was approved by the Global D&I Council in January and launched in June. The launch featured a panel of IGT leaders of African descent, along with a special message from lottery industry leader and diversity champion Rebecca Paul Hargrove, President and CEO of the Tennessee Education Lottery.

By the end of 2020, IGT hosted six DIGs with 10 chapters, including Military Veterans at IGT, SuperAbilities at IGT (visible and invisible disabilities), PRIDE with IGT (lesbian, gay, bisexual, transgender, queer), WOW at IGT (ages 50+), ACE at IGT (employees of African descent) and WIN with IGT (Women's Inclusion Network). These groups created many new opportunities for employees, from networking events and personal branding workshops to community volunteer initiatives and engaging in LGBTQ+ Pride celebrations in seven locations around the world.

DIGs have caught on rapidly at IGT, with nearly 10 percent of employees engaging in them as members and thousands more participating in their programs and initiatives from over 20 countries around the world.

## Engaging Our Employees

GRI: 103-3; 404-1

Human capital development is one of the most important elements for the success of an organization, as every employee's skills and know-how are key to reaching the business goals. The impact on the organization generated by people's development are particularly evident as the digital transformation, next generations, globalization, and new working habits are changing the world, especially following the COVID-19 crisis.

At IGT, human capital development is recognized as a critical strategic process. The Company actively builds skills and capabilities in an agile and outcome-focused way. In 2020, in response to the global pandemic, IGT worked to prioritize the activities and capabilities needed to manage business disruption, and

recognized the need for new approaches and skills related to how to work and collaborate as teams. As a result, IGT created and delivered development programs and resources to support employees and managers globally on the transition to remote working, adapted the performance management process, and provided workshops and tools to support the skills needed to set goals and coach teams during these times.

Career development is a partnership between each employee, their manager and IGT, and is a conscious choice to grow and stretch individual capabilities and further a professional career. Employees and managers have a responsibility to drive growth and development, with IGT providing the resources. New capabilities are developed by means of learning experiences, specific trainings (live or online),



## SMART LEADER & SMART PEOPLE

The pandemic suddenly accelerated the digitalization processes and disrupted usual working habits, smart working has gained a predominant role that is destined to get stronger in time. For this reason, IGT Lottery in Italy designed Smart Leader & Smart People, a training program for all corporate employees. Leaders, managers and individual contributors have been engaged with objectives and different working methodologies in order to provide everyone with all the tools needed to be an integral part of the corporate community, even at a distance. With the goal of stirring some thoughts on smart working and the effects of the COVID-19 crisis, as compared to the

markets' evolution scenarios, the Company designed two two-hour webinars for senior leaders aimed at developing business acumen and agile working.

In order to support senior leaders and a group of colleagues already involved in a program on digital innovation in managing the new working context, IGT Lottery in Italy designed a training program made up of two, two-hour webinars for senior leaders and four three-hour webinars for the other colleagues, with the goal of developing a digital mindset and a flexible culture to define a new framework of shared practices for rapidly and effectively meeting corporate needs.

In such a context, IGT Lottery in Italy designed Smart Manager, a specific training course for

People Managers, aimed at developing an effective remote leadership. In order to include all People Managers, the 2020 plan scheduled 18 editions, each of which is made of four three-hour sessions for employees to choose which one they would attend.

Furthermore, the Company launched six 1.5-hour webinar series to support all employees in managing different aspects of remote working. Through subjects such as trust, working by objectives, autonomy and emotional intelligence, people were encouraged to create new working habits, understand the full potential of the new working system, and seize the long-term benefits of embracing change with available resources.

and through relationships/connections with others via coaching, mentoring, and feedback. Individual Development Plans (IDPs), aligned to personal growth goals and business objectives, enable employees to develop the most needed skills to reach individual goals. To support development, IGT has designed up-skilling and re-skilling plans to ensure people's employability and to keep the Company competitive in the market.

To assess the development of employees, IGT applies the Performance Management Process and Talent Review & Succession Planning. The Performance Management Process allows the cross-analysis of the annual performance results and the skills needed to reach such results, leading to constructive feedback, and the creation of an IDP. Talent Review & Succession Planning allows the Company to map the potential

of the entire corporate population, and to identify the successors of leaders and roles critical to the Company's success.

IGT has an annual performance management cycle, including setting of work goals, monthly check-ins, self-evaluation and an end-of-cycle manager evaluation. This process ensures there is continuous reflection on how employees are performing against their

targets. Additionally, an 18-month engagement survey measures employee satisfaction with a range of indicators relating to their workplace environment, IGT's culture, processes and leadership.

In 2019, IGT designed a new process for internal job postings. Currently, IGT posts available positions through the Careers link in its PeopleCenter section of OneIGT. The site helps employees achieve their professional goals and helps the Company retain talented individuals. The Company encourages employees to obtain the necessary skills, training, and education to become candidates for internal career opportunities. In 2020, IGT filled 289 open positions with internal candidates.

In 2020, IGT in Italy launched the MyLearning@IGT project that aims to give colleagues the opportunity to access

a platform full of insights and useful content for their business growth. In fact, the platform contains numerous courses, webinars, tutorials and speeches that employees can access 24/7 and through which they can independently design their own individual training paths. The program is monitored through a dashboard and supported by a monthly newsletter and recurring meetings to collect feedback from colleagues.

In addition to the IDP, employees' skills and competencies are fostered by means of several learning

programs such as internal and external mentoring programs, internal reverse mentoring programs (to close the generation gap and increase digital mindset), coaching plans, and specific learning courses (foreign languages, software, etc.). In addition, IGT has established a rich e-learning catalogue with Harvard ManageMentor, HMM Spark, Udemy, Skillsoft, and MindGym. Top management, from director level and above, are also included in the learning experience, with Transformative Leadership and Leading IGT programs.

2020						
PROFESSIONAL CATEGORY	TOTAL TRAINING HOURS			AVERAGE N. TRAINING HOURS		
	M	W	TOT	M	W	TOT
Senior Management	1,198	440	1,638	2.61	2.80	2.66
Middle Management	3,815	1,645	5,460	3.62	3.49	3.58
Office Staff & Workers	24,989	10,472	35,461	4.12	3.68	3.98
Total	30,002	12,557	42,559	3.96	3.61	3.85

Assessments and interactivity are woven in the design of most IGT learning courses. At the end of each training course and learning program, IGT administers an assessment questionnaire and conducts evaluations on classroom training, although many of the

digital learning offerings have pre- and post-evaluation components.

In 2020, IGT paid close attention to training quality and scope, taking into consideration the need to accommodate virtual training in place of usual live

sessions. Remote sessions have included Compliance Training and workshops on remote working, change management and performance management, helping people to handle job issues arising from the COVID-19 pandemic.

## NAVIGATING 2020 WORKSHOP SERIES



### REMOTE WORKING (MANAGERS + ICs\*) 4 SESSIONS

- Support a positive workplace culture during time of remote working
- Keep teams engaged & motivated
- Enable teams to think differently, communicate digitally, and feel included, collaborative, and connected
- Total participants 2,710



### CHANGE MANAGEMENT (MANAGERS) 2 SESSIONS

- Support managers and their teams to navigate 2020 and plan for future
- Understand how teams work together & how individuals react to change to ensure smooth transition
- Strategies for managing change and models for group development
- Total participants 570:
  - Global 340
  - Italian 118
  - Spanish 112



### PM & DEVELOPMENT 2020 (MANAGERS AND EMPLOYEES) 6 SESSIONS

- How to navigate current reality. What's different and how we must adapt
- Development: challenges provide opportunities for growth. How are we growing our team members
- Work goals: in this time of global business disruption, how to adapt our expectations
- Monthly Check-ins, adaptability and responsiveness are critical, teams need leadership
- Total participants 3,154
  - Global 2,898
  - Italian 129
  - Spanish 127

\* Individual Contributors

**TOTAL 6,434 EMPLOYEES INVOLVED**

## ANTI-HARASSMENT TRAINING

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

The course also equips employees with the knowledge necessary to recognize the principles of respectful behaviors in the workplace and respond to or report alleged violations of the policy. New for 2020, IGT supplemented its annual anti-harassment training with a module titled 'Call it Out.' This learning module was launched to all global employees to educate them on the importance and approaches they can take for identifying and addressing harassment practices and behaviors. This proactive and inclusive approach is designed to develop capabilities to prevent harassment throughout the organization.

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

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

### Rewards and Benefits

IGT considers compensation and benefits critical components of what attracts and motivates employees

to join and stay with the Company. Together, compensation and benefits, along with other specific programs, creates 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 offers competitive employment packages compared to market average. The Company aligns with industry and geographical benchmarks by implementing annual salary reviews. As part of salary review, managers are encouraged to focus their salary increase budgets on high performers and high potential employees whose compensation is lower in their salary ranges. In addition, to promote company core values and a recognition culture, IGT implements a special peer-to-peer recognition program called Spotlight through which employees can nominate colleagues for awards to recognize their effort and collaboration.

Regarding benefits, IGT aims to ensure employees'

welfare by offering a wide panel of benefits available to all employees who work 30 or more hours a week.

As part of the response to the pandemic IGT adopted more flexibility in their medical plans so employees and their families did not have to leave the comfort of their homes. For instance, Teledoc visits were covered at 100%, waiving the member cost sharing. Telemedicine coverage was added to the plan for all diagnosis/services in-network and payable at the appropriate plan level.

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

also offers a short-term incentive (STI) program based on achievement of pre-determined fiscal year financial results as well as individual performance against specific pre-determined goals. However, due to challenges related to COVID-19, the Company suspended the short-term incentive program until 2021. IGT also granted time-based restricted stock unit share awards, for which vesting is based on continued service through the vesting dates, to certain employees in leadership positions, given the challenge of establishing long-term performance metrics during the time of uncertainty. The Company expects to reinstate performance-based programs for certain employees in 2021, including the short-term incentive program and performance-based share awards.

Parental leave is granted according to local laws and regulations, as they vary greatly among countries. Also, leave duration and additional programs are formally within the remit of local jurisdictions. In Italy, IGT Lottery provides an additional parental leave of 180 days to what is granted by

law, as well as additional leave for medical examinations.

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

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

### Measuring Engagement

Employees who are more engaged in their company and its activities contribute in more positive ways and have increased motivation to deliver innovative products and solutions to customers. Engagement is ultimately linked to individual and team performance, customer satisfaction and loyalty, employee retention, quality of service, safety metrics, profitability, and market share growth.

There are a number of factors that influence employee engagement, including a healthy work environment, leadership presence and

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

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

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

their own responsibilities and corporate strategy, and the relationships held with their team and manager. The first level falls within the remit of People & Transformation, which must ensure transparency of processes, clarity of guidelines, and effectiveness of tools available to managers. The second level falls under the direct responsibility of managers, with the support of P&T.

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









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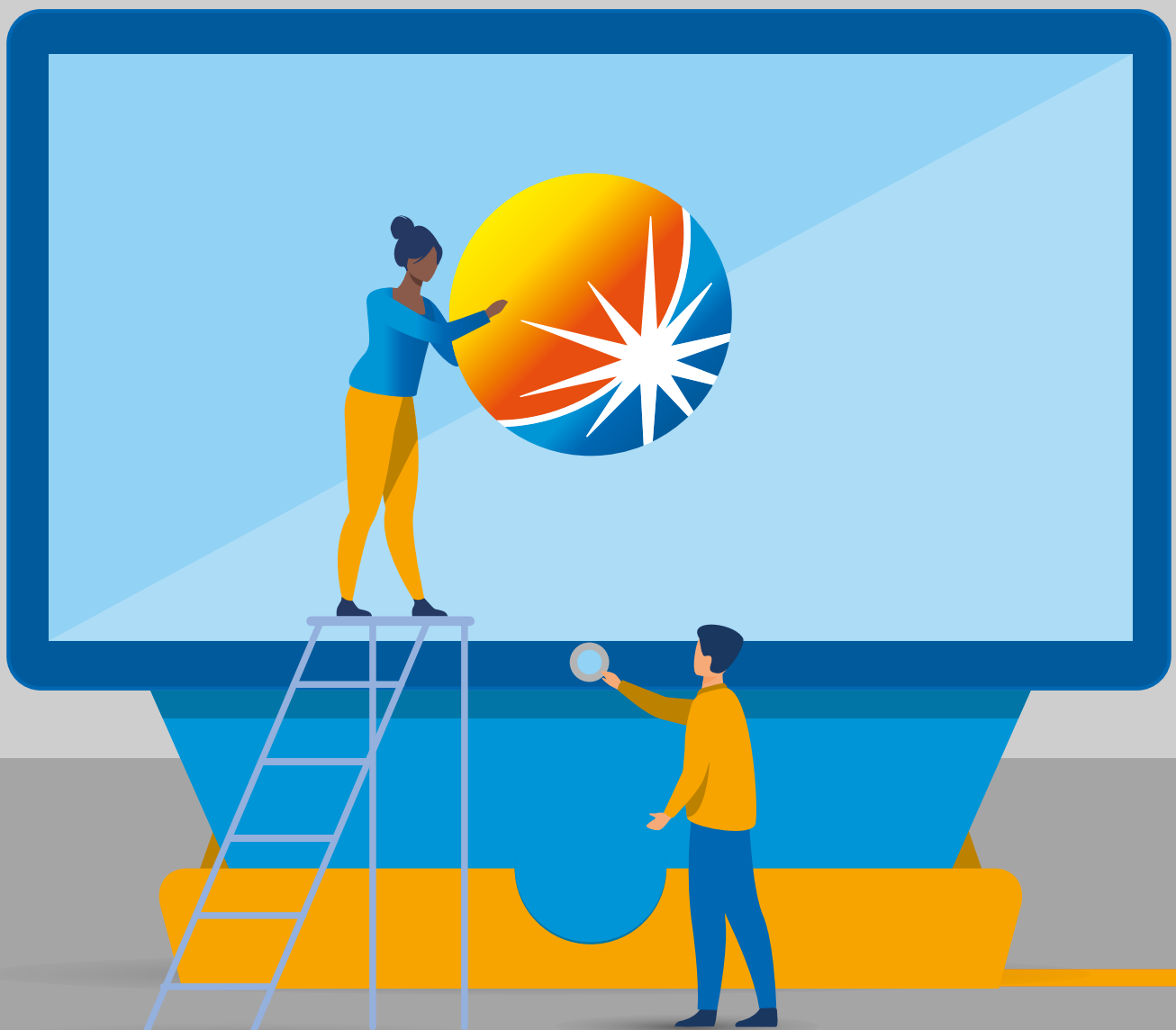
## Advancing

## Responsibility

ADVANCING RESPONSIBILITY IS ABOUT IDENTIFYING THE MANY COMPONENTS THAT PROPEL IGT FORWARD AS A COMPANY THAT TAKES INTEGRITY, ETHICS, AND RESPONSIBILITY SERIOUSLY.

A SOLID INFRASTRUCTURE OF POLICIES, GUIDELINES, AND BEST PRACTICES ENSURES THAT IGT'S SOLUTIONS UPHOLD INDUSTRY STANDARDS AND DEMONSTRATE RELIABILITY THROUGHOUT ITS PORTFOLIO.

A VARIETY OF STAKEHOLDERS, INCLUDING CUSTOMERS, REGULATORS, EMPLOYEES. AND PLAYERS, CAN TRUST THAT IGT IS NOT ONLY A CREDIBLE PARTNER IN RESPONSIBILITY, BUT ONE THAT ADAPTS TO MARKET DEMAND AND INNOVATION.



# RESPONSIBLE GAMING



PROTECTION  
AGAINST  
MATCH-FIXING



DATA  
PROTECTION



CYBERSECURITY



PRODUCT SAFETY  
AND QUALITY



ENTERPRISE  
RISK MANAGEMENT



ANTI-FRAUD AND  
ANTI-MONEY  
LAUNDERING



ANTI-CORRUPTION  
AND ETHICS  
(ACE)



COMPLIANCE  
AND CODE OF  
CONDUCT



## Advancing Responsibility

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

**Chris Spears**

SVP and General Counsel  
IGT

As the global leader in gaming, IGT considers responsibility in its many forms to be a critical part of the business. Advancing Responsibility is about ensuring that IGT stakeholders, including customers, regulators, employees, and players are following or are exposed to policies, guidelines and best practices related to responsibility in gaming. Stakeholders can be assured that IGT considers risk management and consumer safety a priority. In fact, IGT has developed a variety of solutions for customers and players to enjoy a positive play experience while maintaining the utmost integrity and industry standards of responsibility. This is evident through IGT’s experience in working and doing business in highly regulated markets worldwide, where differences relating to laws and regulations as well as cultural and social attitudes exist.

Business ethics and integrity represent the foundation of IGT’s activities and operations. In addition to complying with laws in every jurisdiction where

it operates, IGT has adopted a Code of Conduct that applies to all employees, suppliers, and partners involved in corporate activities. The Code supports IGT’s policies and procedures for anti-corruption practices, as well as the prevention of money laundering and terrorist financing, according to laws and regulations implemented by relevant jurisdictions.

IGT has established a Risk Management process to identify and understand the risks that may hinder the achievement of business goals or harm the Company’s reputation. In fact, maintaining the trust of customers and players is paramount in IGT’s operational policies and is well-represented by the procedures adopted for addressing data privacy. Cybersecurity and our Business Recovery Plans address internal aspects of responsibility that may be less visible from the outside but are an important part of IGT’s pledge to responsibility. IGT also works toward obtaining the necessary oversight to protect players, ensuring that

products such as gaming cabinets or lottery tickets are manufactured according to the highest safety standards.

IGT works relentlessly to ensure that state-of-the-art tools and procedures are applied throughout all business segments to protect its people, products, and processes. IGT's responsible gaming commitment is integrated within the core businesses in all products offered to customers and players worldwide. IGT demonstrates this commitment through collaborations with regulators, gaming organizations, research entities, customers, and players.

### Operating with Integrity

GRI: 102-16; 102-17; 102-25; 103-3

The trust that players and customers place in IGT's products and services relies upon gaming management operations that are fully compliant with existing laws and carried out to ensure the protection of all stakeholders' rights. By means of appropriate corporate procedures and a process of continuous improvement, IGT ensures fairness of operations and maintains its position as global gaming leader.

### Compliance and Code of Conduct

With operations in more than 100 countries, IGT constantly strives to become a better supplier, employer and corporate citizen by adopting policies to fit local regulations and applying industry standards to maintain a secure working environment.

IGT management places strong emphasis on the importance of designing and implementing stringent internal controls. For example, IGT's U.S. lottery sites are subject to System and Organization Controls (SOC) audits, such as SOC1 and SOC2 audits, providing additional assurance over the internal control environment at the site level. A SOC 1 report focuses on a service organization's business process and information technology controls that might impact a user entity's financial statements. This is referred to as internal controls over financial reporting (ICFR).

A SOC 2 report is directed toward non-financial controls. SOC 2 reports are important for organization oversight, vendor management programs, risk management

processes, and regulatory oversight. The non-financial controls that make up a SOC 2 report are based on the five Trust Services Categories (TSC): security, availability, processing integrity, confidentiality, and privacy.

With respect to IGT's controls across all business units, IGT's Sarbanes-Oxley (SOX) compliance program assesses financial reporting risks, applying controls that address those risks and ensuring that such controls are well-documented and communicated. Effectiveness of internal control over financial reporting is annually assessed by IGT Management and IGT's independent auditor.

In Italy, IGT Lottery and its subsidiaries are subject to the Legislative Decree no. 231/2001. This regulation introduces an administrative liability for legal entities for crimes committed by managers and employees and requires the adoption of specific compliance programs aimed to prevent such crimes, including so-called "white collar crimes."

In addition, IGT has a Conflict of Interest (COI) policy applicable to all employees. The policy explains the nature of COI and sets out a process for reporting suspected instances of COI. Reports of COI are reviewed

and acted on by the IGT Associate General Counsel for Compliance and the IGT Chief Compliance Officer.

IGT administers its Code of Conduct, which addresses anti-competitive practices and

appropriate behavior, ethics, corruption and bribery and requires annual certification by all employees outside of Italy. Italy-based employees are also responsible to follow the Code. As appropriate, employee engagement letters and contracts include specific actionable provisions barring any type of anti-competitive behavior.



## THE CODE OF CONDUCT

The Code of Conduct provides a clear description of what behavior is considered appropriate and ethical in the course of doing business on behalf of IGT. The Code 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. IGT provides training on the Code of Conduct periodically to enhance employees' understanding of ethical and legal risks. An overview of the Code is always available in 10 languages on IGT.com.

## WHISTLEBLOWER POLICY

Any individual inside or outside of IGT is 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.

The compliance department receives all inbound Integrity

Line telephone and web portal reports of suspected or known violations through an independent provider. If it is reasonable to conclude under the circumstances that a material violation is ongoing or about to occur, the Chief Compliance Officer and/or the General Counsel shall immediately notify the Chairman of the Audit Committee of the Board of Directors. In all other circumstances, investigation reports, findings, and recommendations will be reviewed in a reasonable and timely manner by the Chief Compliance Officer or appropriate IGT department or personnel, and General Counsel where violations of law are alleged.

## Anti-Corruption and Ethics (ACE)

Wherever it operates, IGT is committed to winning business the appropriate way by conducting itself with integrity and maintaining the highest ethical standards. IGT is committed to acting with honesty and in good faith in all business activities and dealings with government officials, customers, and other third parties. Compliance with anti-corruption laws worldwide and IGT-related policies and procedures is fundamental to protecting the Company's reputation.

IGT is engaged in the highly regulated businesses of gaming and lottery where its activities may be vulnerable to corruption and anti-competitive manipulation



in both the government and private sectors. It is important for the Company to avoid these vulnerabilities to maintain its licenses globally and preserve its good reputation in the industry. Accordingly, IGT has adopted an Anti-Corruption Compliance and Ethics (ACE) Policy and a program that is administered by the Company's legal department. The program includes detailed gift, entertainment, and travel policies and limits, along with specific procedures and limitations covering government officials.

IGT forbids directors, officers, employees, and third parties from offering or giving to any person, or soliciting or accepting from any person, bribes, kickbacks, or any other improper benefit. IGT prohibits bribery in any form to or from any person. IGT further prohibits bribery in the private sector (commercial bribery). Any business courtesy should be reasonable and for a legitimate business purpose. IGT also prohibits soliciting or accepting a bribe from a supplier or other private-sector party.

Compliance with the ACE Policy and the policies and processes referenced therein is mandatory, and non-compliance is a ground for taking disciplinary action including termination of employment. Compliance with, and ongoing reinforcement of, the ACE Policy and the policies and processes referenced therein may be considered as a factor in promotion and compensation decisions.

Except for a small number of employees who are not involved with customers or who have no company interactions in their roles, all other IGT employees (this is approximately 85+ percent of all IGT employees) are required to be trained and tested on the ACE Policy on a biennial basis. Continued training and support is provided through the IGT legal department. Training and testing are expected to be conducted again during the latter part of 2021. All third-party service providers undergo background checks and are vetted for corruption risk and, when indicated or appropriate (due to increased risks for anti-competitive

behavior or practices, or corruption exposure), anti-corruption training for the third-party service provider may be required.

The IGT internal audit department periodically assesses and evaluates the ACE program and reports results to the Company's Audit Committee and management, which in turn reports to the board of directors of International Game Technology Plc (the Board or Board of Directors) as appropriate. The ACE program is benchmarked against periodic guidance issued by the U.S. Department of Justice and other published international industry best practices. Audits are conducted annually to evaluate completion of the annual Code of Conduct certification (outside of Italy). Several audit activities supporting the 231 Compliance programs were conducted in Italy by the Italy compliance department to validate the effectiveness of the controls put in place by the Company to prevent crimes identified by Law 231. Adjustments to the ACE Policy, related policies,

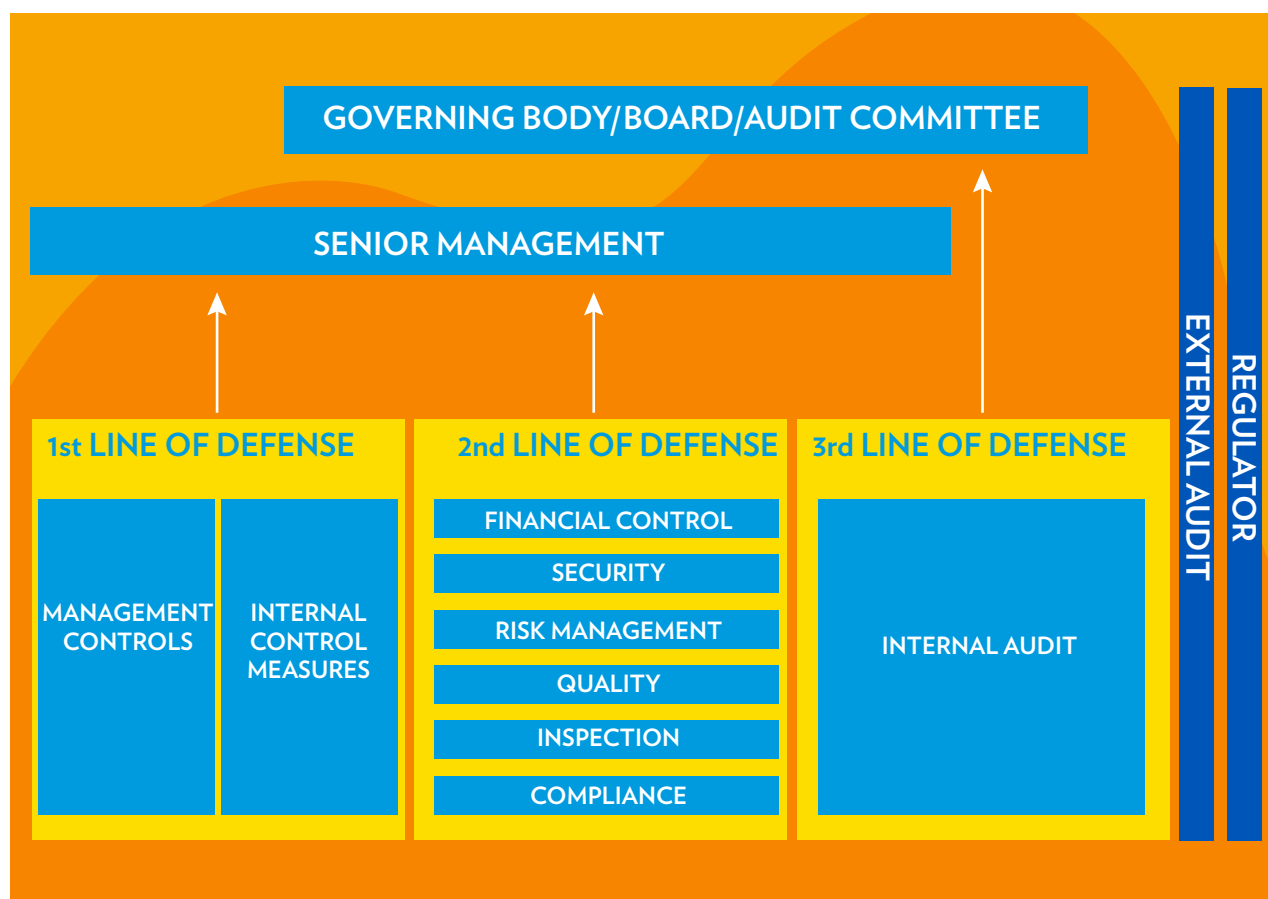
programs, and oversight are made on an ongoing basis in response to internal assessments and any changes in the regulatory environment. For 2021 going forward, this will likely include an updating of the Company's anti-corruption risk assessment and a goal of obtaining ISO 37001 certification (anti-bribery management systems).

## Protecting People, Products and Processes

GRI: 103-3; 416-1

IGT devotes the utmost attention to the aspect of personal data protection and computer security, aimed at protecting players, points of sale, offices and data centers, including the infrastructure and information stored

and managed. Prevention, protection, and enforcement measures, implemented through advanced technological security processes and solutions, ensure the appropriate storage and processing of personal data, maximum protection against current and future cyberthreats, and a high management capacity in fraud prevention.



The "Three lines of defense" risk management model is published by The Institute of Internal Auditors (IIA) and endorsed by the Public Company Accounting Oversight Board (PCAOB). The model provides a simple and effective way to enhance communications on risk management and control by clarifying essential roles and duties. It provides a fresh look at operations, helping to assure the ongoing success of risk management initiatives.



## Enterprise Risk Management

IGT seeks to minimize, control, and monitor the impact of risks to profitability while maximizing the opportunities they present. While it is not possible to identify or anticipate every risk due to the changing business environment, the Company has an established risk management process to manage and mitigate risk. IGT's process for identifying and managing risk is set by the Board with support from its Audit Committee.

Risks are considered in terms of their impact and likelihood from financial, regulatory and reputational perspectives. Although not exhaustive, the principal risks facing the Company are essentially categorized into broad risk categories, such as the risks relating to the Company's business and industry, regulatory and legal risks, operational risks, and financial risks.

IGT in Italy has established a risk management process to integrate all principles, regulations, procedures, tools, and organizational structures

in order to guarantee adequate understanding, measurement, processing, and monitoring of risks that may hinder the achievement of business goals. This risk management process pursues the following main objectives:

- ensure a structured and unified approach for the proper and timely identification, assessment, treatment and monitoring of risks;
- use risk assessment and monitoring tools and models consistent at group level;
- ensure the reporting of risks to the Board of Directors and other relevant departments and/or committees; and
- develop a common language and disseminate an appropriate risk management culture at all levels of the organization in order to encourage greater awareness of management and employees on risk exposure.

The IGT risk management department defines and updates the overall risk

management framework, in line with management's guidelines, and according to the evolution of tools, methodologies, regulations and best practices. The IGT risk management department carries out the following operations:

- defining and updating of the risk management process activities;
- identifying roles and responsibilities;
- defining methodologies and tools for risks assessment and priority;
- coordinating with other relevant functions (e.g. Compliance & Anti-Money Laundering, Quality, Policies & Procedures, Internal Control, Internal Audit, etc.), for the integration of risk management models, in particular for the purpose of updating methodologies and metrics; and
- defining of historical analysis tools for events related to main risks, accidents, and other areas of expertise (e.g. Loss Data Collection).

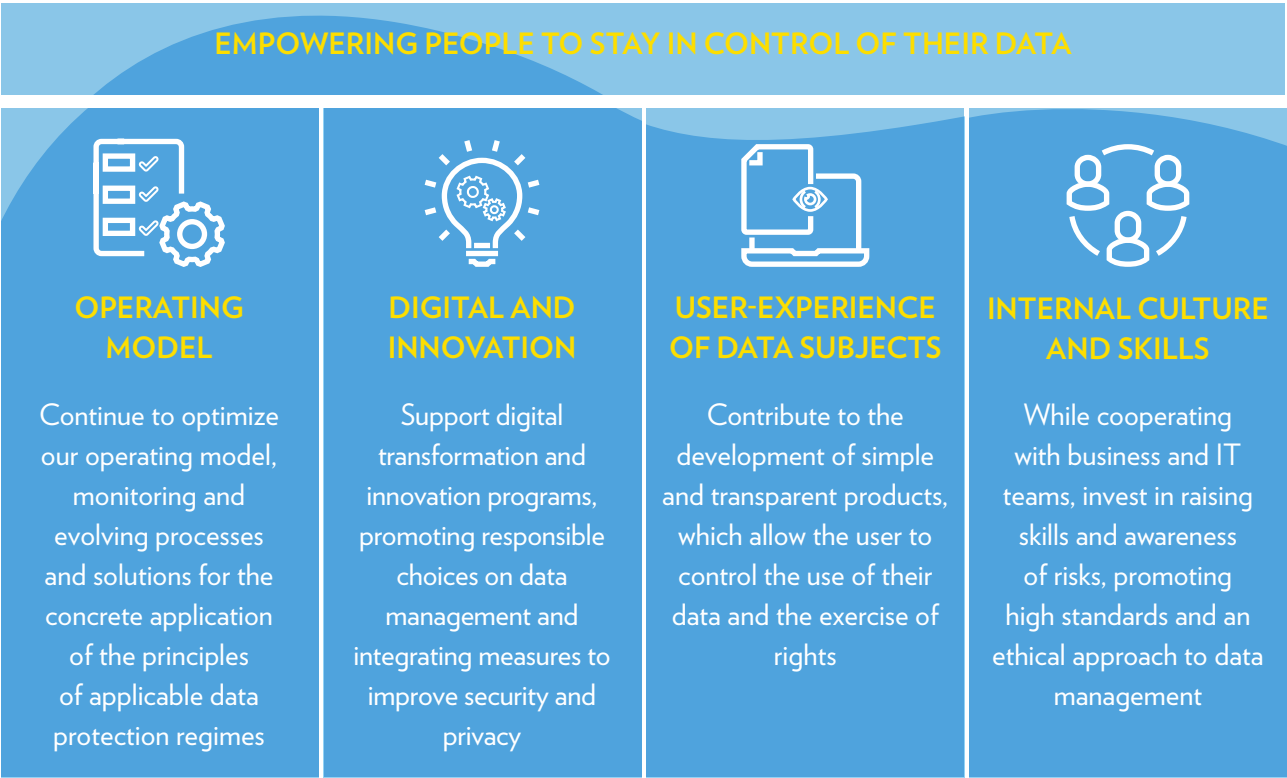
**Data Protection**

The collection and processing of data relating to people and transactions require the highest degree of responsibility towards individuals, business partners, and markets. To that end, IGT regularly monitors and upgrades its internal policies and processes to comply with requirements and regulations in all applicable jurisdictions. In addition, IGT relentlessly pursues the higher goal of earning

and maintaining the trust of its stakeholders worldwide via programs and solutions designed to guarantee fair play and sensible data protection.

IGT not only manages the personal data of customers (e.g. lottery and gaming players, retailers, and casino operators) but also employees, vendors, and other business partners in compliance with the European

Union (EU) General Data Protection Regulation 2016/679 (GDPR). Although IGT may be acting as a data controller or a data processor depending on the categories of data subjects, they are all managed under the same IGT Privacy Program. The same IGT commitment to data privacy also applies to the personal data of any other stakeholders that are under our management and custody.



To address evolution and change in IGT business, technology, society, behavioral expectations, risk, and global legal frameworks, IGT updated the Privacy Program in 2020 and implemented a risk-based approach to data privacy to embed “privacy by design” within relevant business units and functions allowing them to consider privacy at the initial design stages and throughout the development process of new products, processes or services that involve processing of personal data. This approach better enables IGT to comply with ever-changing global data privacy and protection regulations, provides increased visibility and accountability into data privacy compliance, and positions the Company to effectively meet customers’ needs, requirements, and expectations.

IGT’s updated data privacy governance model describes the roles and responsibilities of the IGT Data Privacy Program stakeholders. To improve its effectiveness, the governance model has been enhanced, pushing more responsibilities toward business units and functions, replacing the current Global Data Privacy Council

members (mid-level managers) with senior management members, and providing more autonomy to the business units and functions in handling their personal data:

- **Audit Committee** oversees the effectiveness of the Privacy Program and provides feedback for continuous improvement.
- **Program Owner** IGT’s C-suite member represented by the Senior 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** made up of 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.

## IGT’S GLOBAL DATA PRIVACY AND PROTECTION PROGRAM

Along with information security, the IGT’s Global Data Privacy and Protection Program (Privacy Program) underpins the organization’s ability to be a trusted steward of the information entrusted by customers, business partners, and employees. The Privacy Program provides the following benefits:

- **Innovation Catalyst:** The legal use of customers’ data is critical for the development of new products and services in the current digital environment. IGT is committed to developing new products and enhancing existing products by embedding Privacy by Design and Default which ensures the privacy and security of customers’ personal data.
- **Market differentiator:** By focusing on next waves of business and regulatory opportunity based on personal data, the Privacy Program might enable a competitive advantage.
- **Meet customers’ greater expectations:** By focusing on increasing protection of customers’ personal data, the Privacy Program might potentially increase IGT’s reputation by fostering customers’ trust.

- **Data Privacy Officers** in conjunction with the legal department develop, manage, and maintain the Privacy Program within the Company.

To foster and maintain the trust of our customers and comply with relevant data protection and privacy legal obligations, IGT's Privacy Program embeds privacy-by-design into its business functions and tracks each business unit's progress on its data protection journey. The four major processes are privacy risk management, data breach response management, data subject rights, and records of processing activities. Metrics are being developed under the revised 2020 governance model to track each business function's compliance with the program and records of processing will be monitored and evaluated. Compliance with the program is mandatory.

Resources from all major business segments and functional areas are involved in implementing the Privacy Program. At the highest level of implementation, senior leadership team appoints a privacy lead who will also be a member of the Data Privacy

Leadership Team (DPLT). The privacy lead will drive implementation and assign the necessary resources to perform the processing activities that are relevant in their business segment and functional areas.

IGT's Privacy Program applies to all IGT entities, business units, and personnel globally, as well as all personal data in IGT's possession whether it is collected from employees, clients, customers, suppliers, vendors, contractors, subcontractors, shareholders or other third parties. In the updated 2020 governance model, the IGT Privacy Office and the legal department are responsible for updating the Privacy Program.

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

## IGT'S PRIVACY RISK MANAGEMENT PROGRAM

A privacy risk management program is specifically designed to evaluate new or existing processing activities, as well as potential harm to data subjects through two main components: the Privacy Impact Analysis (PIA), and if appropriate, the Data Privacy Impact Assessment (DPIA). The PIA process uses two separate questionnaires. The Data Privacy Business Questionnaire (DPBQ) is required to be completed by all business segments and functions to determine high risks that a processing activity may pose as a result of a new process, product, or service being initiated. On the other hand, the Data Privacy Vendor Questionnaire (DPVQ) is administered to new vendors under evaluation. This questionnaire is integrated with the procurement process and used for accountability and as evidence of compliance with vendor management requirements. Each PIA may be followed by a DPIA Questionnaire initiated by the relevant Privacy Lead in collaboration with the Data Privacy Office whenever a processing activity or vendor relationship is identified as posing a high risk to the rights and freedom of a data subject.



IGT maintains a dedicated mailbox for data privacy inquiries coming from our employees, customers, vendors and any other data subjects who may have a question or want to exercise their rights.

This mailbox is managed by the Privacy Office and is accessible from various entry points such as our IGT Global Data Protection and Privacy Policy, in each training session related to data privacy, and privacy notices published on every IGT website to name a few. A process has been established to monitor this mailbox daily and answer any questions, comments or inquiries as promptly as possible. Status of data subject inquiries are tracked.

The IGT Global Data Protection and Privacy Policy and Code of Conduct are accessible online to all employees, with a privacy notice displayed on every IGT website collecting personal data. In addition, employees with data privacy responsibilities have received specific training about GDPR operational processes. A refresh of the GDPR training was provided to all employees in 2020.

## Cybersecurity

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 with proper cybersecurity. Given the nature of its business, IGT relies on the integrity and security of products and solutions.

A robust global information security (GIS) department governs information security concerns for the Company in practice areas that include Cyber Threat Intelligence, Governance, Risk and Compliance, Enterprise Security Operations, and Application Security, which includes Business Continuity and Architecture. Policies and standards are reviewed and approved on an annual basis by the Information Security Governance Committee (ISGC).

The mission is simple: enabling the business to operate in a secure fashion. The success of this mission is measured by the fact that the Company has not suffered any cybersecurity incidents that have risen to the

level of material harm to the Company.

IGT has implemented a global security program to ensure solutions are developed with security in mind from the ground up. Prior to delivery, solutions are reviewed by the GIS team and subjected to various assessments, especially risk assessments to evaluate potential impact to the business of various security threat vectors. IGT embeds Application Security programs into its software development life cycle to guarantee security at source-code level. Results are provided to development teams for resolution and tracked until all identified issues are remediated. This method provides end-to-end security and a structured, measurable process to ensure solutions are managed and sustainable with a security focus.

IGT has established a global Information Security Management System (ISMS) that addresses security concerns related to inbound, internal, and outbound information flows, and developed an information security policy to safeguard the confidentiality, integrity

and availability of all physical and electronic information assets and ensure that regulatory, operational and contractual requirements are fulfilled. The ISMS is a key component of overall information security management framework and has information security documentation including security policies, standards and protocols or procedures.

IGT does not rely on traditional perimeter security alone but rather strives

to implement in-depth cybersecurity programs. A Cyber threat hunting team works relentlessly to ensure early detection of risks, and vulnerability testing is regularly scheduled according to industry frameworks that fully meet audit and regulatory requirements. These types of tests typically involve penetration and vulnerability scanning of systems and environments that are in scope for each audit. Most of these scans must be performed quarterly,

with more extensive exercises performed yearly.

Policies and standards are reviewed and approved on an annual basis by the ISGC. Such documents are central to IGT's ISO 27001 (Information Security Management Systems) and WLA certifications since they are the foundation IGT's ISMS. Security awareness training campaigns are continuously offered, together with a mandatory annual Information Security awareness training required for all employees.



IGT is certified to an international standard, ISO/IEC 27001 (Information technology — Security techniques — Information Security Management Systems) ISMS. IGT's ISO 27001

certification covers all design and development activities related to the production of online, instant, and gaming solutions for lotteries, including the ISMS, technical design and development, finance, human

resources, physical security, IT and application security, business continuity, internal audit, and project management. The certificate covers all current IGT sites with lottery and gaming contracts.



A global Security Incident Response Plan (SIRP) is available to all staff globally for reporting potential incidents. These are analyzed by an Incident Manager who appoints a specially assembled team to review the issue and respond. An ensuing internal report is delivered to executive management based on the severity and degree of the issue. IGT's GIS has also introduced the Third Party Risk Assessments (TPSR), a program implemented 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 critical vendors.

### **IGT Business Recovery Plans**

IGT Business Recovery Plans are modeled after the ISO 22301 (Security and resilience – Business continuity management systems) framework to allow for clearer implementation and design according to three components: people, processes, and technology. The people portion is the Emergency Response Plan (ERP), which outlines the

initial actions required during notification of an emergency. The process component is the Business Recovery Procedure (BRP), which combines all risks, processes, time to recover, etc., into one document and provides the path of escalation and steps needed. The technology portion is the Disaster Recovery Plan (DRP), which is created by the various technology teams to contemplate all steps needed to recover technology and systems.

ERP and DRP are linked into the BRP to complete the whole emergency and recovery plan for each office. A disaster may affect numerous operations in varying degrees. The scope of a BRP assumes a significant disruption of operations up to and including the destruction of an IGT facility wherever it is located. Recovery plans and procedures are based upon the assumption that the infrastructure for locations has been, or is being, recovered by IGT staff in accordance with pre-determined recovery strategies. This framework and model allow an office to identify leaders to make decisions during emergencies, and the steps needed to recover. The

BRP undergoes yearly testing and updating by the office's management team.

IGT is subject to similar risks that most global companies have faced in 2020 due to the COVID-19 pandemic. Consequently, IGT activated business continuity plans for all sites. For known remote work and other threat vectors risks, IGT's GIS implemented education campaigns for secure work from home strategies, additional rules for threat feeds to identify COVID-19 threat vectors, additional rules for phishing protection, deep web searches, and packet detection against attacks related to COVID-19.

### **Anti-Fraud and Anti-Money Laundering**

IGT has implemented effective processes and controls to continuously deter money laundering, monitor customer activity, and identify and report suspicious activity. IGT employees are required to be aware of the risks posed by fraud and money laundering. They are required to understand the issues and report suspicions of money laundering.

Regarding digital (iGaming) policy, IGT's Cashless Payments Fraud and Security team analyzes player accounts at various stages of the customer journey, including registration, deposit, game play, and withdrawal. It manages the risk at each stage of the customer journey and decides appropriate account actions. IGT offers fraud monitoring payment services to U.S. customers through its Cashless Payments Service Team. Currently, the team is supporting digital lotteries, retail lotteries and digital gaming.

IGT Cashless Payments Services Team is responsible for payments fraud monitoring in the U.S., supporting several lotteries including Georgia iLottery, Kentucky iLottery, Rhode Island iLottery, Michigan Retail, Missouri Retail, Kentucky Retail, Tennessee 2nd Chance and Penn National iGaming (PNG). Cashless fraud monitoring focuses on several areas of support, including Know Your Customer (KYC) verification to confirm age and identity, manual customer due diligence checks, monitoring payment registration and funds

withdrawal, preventative and detective controls that limit deposits, identification of associated accounts, alerts on suspicious behavior patterns, and chargeback monitoring to prevent abuse of the chargeback process.

Along with the IGT account management systems, customer due diligence checks are performed to ensure effectiveness of account restrictions and identification of abuse aiming to violate those restrictions. IGT's solutions validate and process payment methods through payment gateway tools, such as CAMs Verifi (Kentucky iLottery), Worldpay (Michigan Retail, Missouri Retail, Kentucky Retail), and IGTPay (Georgia iLottery, Rhode Island iLottery, Kentucky iLottery, PNG iGaming). These tools facilitate payment method verification through configurable controls, provide restriction models to limit, control and decline transactions based on defined rules and parameters, support reporting of KPI trend monitoring and fraud investigations, and support chargeback monitoring and dispute resolution.

Cashless Payments Services Team investigates cases of fraud as defined by the established policies and procedures. Investigation results are then provided to the appropriate point of contact within each customer organization. Fraud is defined individually by each customer according to their product offering and individual regulations. Cashless Payments Services Team supports customers in monitoring and reporting various types of fraud, including identity theft, payment fraud, and friendly fraud. Cashless Payments Services Team utilizes the established fraud monitoring tools to detect suspicious activity that is investigated based on established procedures. The results of the investigation will dictate the action to be taken which may include the suspension of the account. The compiled results are sent to the customer who determines when to engage the appropriate authorities. In 2020, the number of investigations sent to the customers based on their criteria to escalate and to determine action amounted to 451.



IGT in Italy, through its subsidiary IGT Lottery, 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, on online gaming platforms, and in the provision of financial intermediation and e-money management services. Business processes and points of sale networks for each IGT Lottery product are monitored to detect anomalous patterns and/or alleged fraud in a timely fashion. Each anomaly is subject to further in-depth analysis to evaluate possible corrective actions in consultation with stakeholders involved in the processes.

The approach adopted by IGT Lottery includes all areas of business and uses computer monitoring tools consisting of dashboards that collect data from a specific set of behavioral indicators. With regard to Lotteries, the monitoring activity focuses on anomalous behavioral patterns at points of sale, to identify and prevent behaviors that may expose the Company to operational or reputational risks. In Digital & Betting the monitoring activity

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

IGT Lottery maintains a risk control system proportionate to the complexity and scale of payment and electronic money issuance services, including line controls, risk management, regulatory compliance and internal audit. With regard to prevention and monitoring measures aimed at identifying abnormal dynamics that may reveal fraudulent conduct against points of sale (B2B) or payment card holders (B2C), such as the use of counterfeit cards or the fraudulent sale of goods or services, IGT Lottery can count on effective control and detection procedures. IGT Lottery has implemented a software module which allows identification of suspicious customers' behavior and proactive detection of suspicious patterns both on the B2C and B2B sides.

IGT Lottery in Italy has established control systems dedicated to anti-money laundering (AML) in regulated

gaming segments, with specific roles and responsibilities. Also, the Company has adopted policies and procedures for prevention and mitigation of risks deriving from money laundering and financing of terrorism. The process of identification and reporting of suspicious transactions is carried out according to the definition of indicators to ascertain potentially anomalous transactions, following the criteria issued by the authorities.

Cashless Payments Services Team members, as part of the onboarding process, receive training on systems, payments and a general AML overview. This training aims to prepare employees to review and identify suspicious behavior, common fraud trends, and reinforce appropriate actions and escalation procedures to report on fraudulent activity. All employees involved in the cashless payments operations are required to understand and adhere to AML policies and procedures to create and maintain a compliant environment. As part of the AML training, all Fraud & Security team members supporting PNG participated in the AML training in 2020.

The training included the review of an AML presentation which outlined definitions, best practices, monitoring options, and responsibilities.

Cashless Payments works closely with IGT's compliance and legal departments to develop and implement AML policies and procedures that align with each business model and ensure the optimum effectiveness of the preventative and detective controls. KYC checks, which include Office of Foreign Assets Control (OFAC) and Politically Exposed Persons (PEP) checks, are performed through integration with several vendors including Aristotle, IDology, and IDology though integration with CAMs Verifi, and IDology though integration with CAMs Verifi. These checks work to ensure compliance with age, location, and identity requirements as well as to limit the opportunities for money laundering.

As far as electronic money services are concerned, IGT Lottery has adopted adequate control systems to comply with obligations related to due diligence and identity controls on players, data and documents preservation, reporting of

suspicious transactions, internal controls, risk assessment and management, and compliance. Controls are also extended to the partners qualified to provide payment and electronic money services on behalf of the Company in order to minimize AML and terrorism financing risks at the points of sale.

### Protection Against Match-Fixing

IGT takes match-fixing very seriously. As traders, it is critical to the integrity of the sports betting industry that every match or event is determined on the field of play with each competitor giving their full effort to succeed. The trust of the customers engaging with IGT trading is paramount. IGT uses multiple avenues in order to identify potential match-fixing. The IGT Trading Services team monitors wagers as they take place and looks for unusual betting patterns which might include a higher than anticipated amount on a game or event that is of much lesser quality or it could also include synchronized wagers from organized users timed simultaneously in an attempt to circumvent limits. IGT's current software platform including Automatic Risk Control (ARC)

is designed to help alert the team to these potential situations. Also, the team routinely monitors popular gaming social media outlets to help identify suspicious activity and maintains quality communication with clients so that they can help identify patrons who might be involved in any kind of suspicious wagering activity.

IGT maintains "tiered" limits for all wagering events offered. The more prominent the event, the higher the accepted limit, while the smaller (minor) events which are more prone to suspicious volatility will offer significantly lower limits in order to discourage any foul play.

In Italy, where IGT is a sports betting operator <sup>(1)</sup>, detection

1 On December 7, 2020, IGT announced that its wholly owned subsidiary, Lottomatica Holding S.r.l. (now known as IGT Lottery S.p.A.), had entered into a share sale and purchase agreement to sell 100 percent of the share capital of the companies that conduct the Italian B2C gaming machine, sports betting, and digital gaming businesses, as well as the Italian brand "Lottomatica". The transaction closed on May 10, 2021.

of suspicious match-fixing activities is carried out at different stages. During the betting activity, the IGT risk management function controls betting volumes through the Wager Wise platform. Pre-set alerts identify anomalous situations, from disproportional betting volumes to the prominence of the match involved. The weekly payout will then be analyzed to identify matches and markets where anomalous volumes and win concentration occurred. Once suspicious behaviors and actors are detected, new game limits are set, and information is shared within the bookmaker community for further analysis. IGT sports betting activity in Italy is carried out through the automated trading Betting Intelligence Platform (BIP). The platform generates automated alerts on suspicious betting activities by players through analysis of betting accounts, and shown at the sports event level, through the real-time analysis of patterns based on market benchmarks and historical series.

IGT is committed to working with industry associations to contribute its perspective on maintaining integrity

in sports betting and to receive information from such organizations regarding suspicious activities. IGT retains its membership with Global Lottery Monitoring System (GLMS) and Sports

Wagering Integrity Monitoring Association (SWIMA), sharing information on suspicious match-fixing behaviors with the objective of safeguarding integrity and values of sports worldwide.

### GLOBAL LOTTERY MONITORING SYSTEM (GLMS) AND SPORTS WAGERING INTEGRITY MONITORING ASSOCIATION (SWIMA)

GLMS is the state lotteries' mutualized monitoring system on sports betting. It was founded by European Lotteries and the World Lottery Association, and including IGT, currently comprises of 32 individual members and two associate members. It aims to detect and analyze suspicious betting activities that could affect the integrity of a sport competition. GLMS facilitates the sharing of sports betting information as part of the collective efforts of its members to ensure sports betting integrity globally. It is dedicated to effective cooperation with all key stakeholders, namely regulators, law enforcement authorities, and sports organizations.

IGT also retains membership with the Sports Wagering Integrity Monitoring Association (SWIMA). Established in November

2018, SWIMA is a non-profit organization designed to detect and discourage fraud and other illegal or unethical activity related to betting on sporting events in the United States. SWIMA is a multi-jurisdictional entity that works in partnership with its member gaming operators, as well as federal, state and tribal regulators and law enforcement, and other various stakeholders involved in sports wagering in the United States. A central tenet of SWIMA's role is to protect the integrity of wagering on any event where betting is offered by providing information to stakeholders regarding any unusual or suspicious betting activity taking place in SWIMA members' betting markets. To achieve this, SWIMA has developed a monitoring and alert platform that all members have access to and are obliged to support.

## Product Safety and Quality

GRI: 103-3

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), the safety standard addressing gaming and amusement equipment for several markets in the United States. A regular part of the New Product Introduction (NPI) process includes performing internal safety testing to verify compliance with published standards. Once internal testing is complete, IGT engages the National Recognized Testing Laboratories for external verification of compliance to required safety standards.

Although IGT does not have a product and service information and labeling procedure to include the source of components of the product, it has an environmental compliance policy that encompasses IGT processes (including design, source to procurement, warehousing, manufacturing, reconditioning, and delivery) aimed at ensuring that IGT products meet

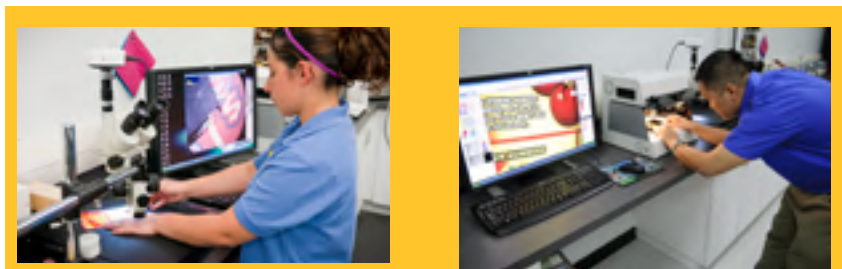
environmental compliance requirements. One hundred percent of IGT products are covered by and assessed for compliance with such policy and IGT vending machines are marked with Product Safety markings (UL, Intertek, CE, etc.) and the Waste Electrical and Electronic Equipment directive (WEEE) mark.

At IGT's Lakeland, FL printing facility, product safety, durability and security are paramount features of IGT instant tickets, designed to protect customers and players against material faults, health and fraud risks. The printed tickets are non-toxic, and scratch off tickets cannot cause any physical harm to the consumer. This is assured through use of an all water-based chemistry in coatings and inks used to print the tickets. How lotteries store, distribute and market tickets varies significantly between organizations. Tickets are designed to perform under

a variety of conditions and are designed to function in the harshest of environments, including below 0°C and in tropical humidity conditions. The clear coat layers that are applied over the data are designed to protect the play symbols from being damaged even from aggressive scratching. The scratch-off coating is designed to provide a normal scratch even after being stored for years. The Lakeland, FL printing facility has not had any incidents of non-compliance concerning the health and safety impacts of products and services.

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

### IGT'S QUALITY AND SECURITY LAB



## Promoting Responsible Gaming

GRI: 102-12; 102-13

Whether voluntary or driven by regulations, responsible gaming is a vital aspect of IGT's business. More and more regulators, customers, and the public want to know how growth and technology can be balanced with responsible gaming. Investment in responsible gaming is necessary to compete in the global gaming market and to support IGT's efforts to operate in a socially responsible way and maintain its credibility and positive reputation. To that end, IGT has steadily increased its efforts to promote positive gambling behaviors among players and identify areas of risk for problematic play.

“

We have always intended to offer gaming as a form of entertainment, in a context of safety and legality. We promote a sustainable, balanced, and long-term approach where player protection is continuously considered in our work. Regarding the protection of our customers, in addition to complying with strict procedures, for many years we have focused on continuous innovation to ensure that our responsible gaming program represents our ongoing commitment to players.

”

Fabio Cairolì  
CEO Global Lottery  
IGT

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

- promote protective tools to prevent problem gambling;
- support responsible gaming organizations that address problem gambling; and
- prevent underage gambling.

## IGT'S RESPONSIBLE GAMING COMMITMENT

IGT's commitment to responsible gaming reflects our core values. It is woven into the fabric of our product development, programs, services, and policies.

In alignment with the gaming industry's best practices and standards, IGT has identified eight responsible gaming operational commitments:



We work with appropriate stakeholders on responsible gaming issues to ensure IGT follows best practices and is aware of current responsible gaming research as it relates to our operations.



We create internal awareness about responsible gaming and provide specific education and training to relevant employees as it relates to their daily activities.



We incorporate responsible gaming tools into our products and services to minimize potential risks.



We ensure IGT's remote gaming platforms offer operators the ability to monitor players' behavior and minimize any potentially excessive or illegal gaming activities.



We ensure all advertising and promotional activities comply with IGT's Responsible Gaming Code of Principles.



We support customers with responsible gaming best practices to promote responsible gaming.



We engage with stakeholders to align our responsible gaming strategies according to their expectations.



We report IGT's responsible gaming activities to key stakeholders.

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

The certifications awarded to IGT by the most respected gaming industry associations worldwide are acknowledged as the highest testimony to commitment in responsible gaming.

IGT remains the first gaming vendor in the world to achieve responsible gaming accreditation from the G4 for its gaming and digital operations. In 2020, IGT's G4 certification was attained for another three years. To maintain G4 certification, IGT was independently assessed to confirm that the company goes above the industry standards of providing player protection tools and responsible gaming information on gaming machines and within the digital



space. 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 effectiveness of the responsible gaming technology solutions it provides to gaming operators worldwide.

## G4 CERTIFICATION IN 2020 FOR DIGITAL AND GAMING OPERATIONS



Doing the right thing for players and the broader community has made CSR, specifically, the Responsible Gaming Principles and Framework, a priority for the WLA. IGT has been awarded certification for compliance with the WLA Associate Member Corporate Social Responsibility Standards and Certification Framework for its lottery operations.



To achieve such distinguished certifications, support for IGT's responsible gaming program must be woven into the corporate core business functions. Externally, IGT works with responsible gaming experts and advisors to ensure that products, features, and policies are in line with current best practices. It is in this type of setting that IGT can learn about new approaches and research, while discovering new ways to provide support to other players in the industry.

IGT demonstrates the commitment to responsible gaming through structural

policies and procedures that are intended to mitigate risk. This foundational structure has allowed IGT to create a responsible gaming program that is credible and consistent with responsible gaming best practices worldwide. Policies and procedures ensure there is oversight and due diligence carried out by subject-matter experts and advisors to assert that products and features are in line with current best practices in responsible gaming.

The management of responsible gaming is demonstrated through IGT's collaborative approach, commitment to providing adequate training programs, and promotion of responsible gaming principles throughout the business.

## Collaborating

IGT works with a wide variety of stakeholders to promote and support responsible gaming, including problem gambling researchers, advocacy groups dedicated to promoting awareness of responsible gaming, and policymakers.

In 2020, Professor Jeffrey Derevensky (McGill University of Montreal - Quebec- Canada) reviewed IGT's B2C Contact Center training. The training provided contact center employees, who interact

with players, role-specific responsible gaming training that allowed them to identify problem gambling behaviors and engage in scenario-based behaviors. IGT remains actively engaged with industry peers and researchers in academia.

Additionally, IGT disseminates information about its responsible gaming programs and capabilities through its website, sustainability report, brochure, and social media. It also participates in global responsible gaming conferences and seminars, such as:

- American Gaming Association Conference;
- British Columbia Lottery Corporation (BCLC) New Horizons in Responsible Gaming Conference;
- European Lotteries/World Lottery Association CSR Responsible Gaming Seminar; and
- National Council on Problem Gambling (NCPG) Conference.

IGT works closely with customers to understand and accommodate their need for turnkey solutions and assistance with embedded responsible gaming features into

In 2020, IGT Lottery completed the research “When you grow up you play! Give value to the good game,” a quali-quantitative survey on the perception of the game and the relationship between Italians and gaming in collaboration with SWG, Formiche, and Kratesis. The aim of the project was to enhance perceptions of the game by focusing on the player’s desire to be perceived as a person who plays in a positive way. Results provided a broad representation of the different aspects of the game starting from how the same definition of “to play” changes meaning in the transition from childhood to adulthood.

their offerings. By working with global customers to engage players across all gaming channels, IGT pays great attention in providing games players can enjoy on any device and in ways that are anchored by a sound approach to social responsibility.

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

Projecting into adulthood, “to play” is not a synonym for “freedom” anymore but it turns into a specific action. In this transition, further meanings arise related to “winning” and “money,” with the consequent link to the concepts of “risk” and “gamble.”

The trend that emerged from the survey was the recovery of the positive meaning of the concept of play referring to a sense of freedom, joy and lightheartedness combined with control actions (e.g., versus illegality). The message conveyed is that ultimately responsible players claim that their freedom is related to fun and should be acknowledged without prejudice, as they know their limits when it comes to gambling.

In this capacity, IGT has assisted several lottery customers with questions and best practices regarding the WLA Framework. Due to IGT’s experience as both a supplier and operator seeking WLA certification, lottery customers have one source to seek expertise on a variety of topics related to certification.

Beyond customers, IGT is increasingly asked to advise other gaming organizations worldwide on responsible gaming best practices. IGT has created a responsible gaming brochure that is updated annually and identifies the key responsible gaming capabilities across its business segments.

This document is available on IGT.com.





## RESPONSIBLE GAMING AT IGT-OPERATED LOTTERIES IN U.S.

IGT has two Lottery Management Agreements (LMA) in the United States. Both LMAs, Indiana and New Jersey, actively engage in responsible gaming activities to fulfill their Level 4 in Responsible Gaming Certification from the World Lottery Association. IGT Indiana encourages positive play and research on behalf of the Hoosier Lottery:

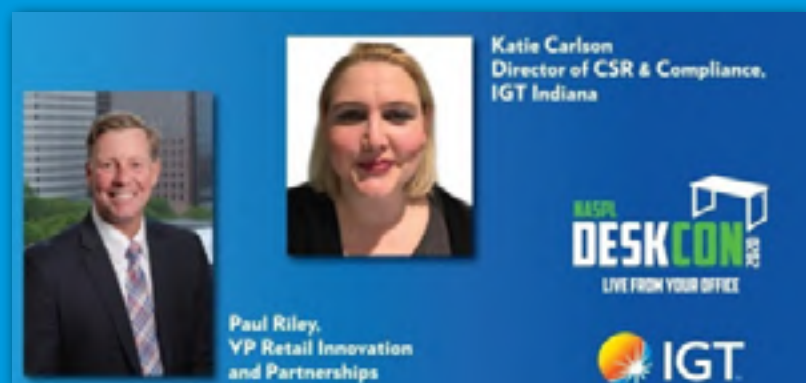
- **IGT Indiana** continued to execute the Positive Play Scale (PPS) 2020. The PPS is the first-ever psychometric tool designed to measure the overall level of responsible gaming beliefs and behavior evident in player populations. The tool was presented at NASPL's DeskCon with Dr. Richard Wood, co-creator of the Positive Play Scale. Moreover, the PPS was presented at the NCPG Conference on

Responsible Gaming to a large audience of treatment providers, gaming industry professionals, and other attendees.

- IGT Indiana awarded one small research grant to the Canadian-based Responsible Gambling Council for their study on "Determining Evidence-Informed Options for Responsible Gambling and Harm Minimization in the Field of Online Lottery." The goal for

this study is for the lottery industry to keep players' health top of mind as online gambling expands throughout the United States.

- IGT Indiana continued to offer a free online Financial Literacy Course in collaboration with Ivy Tech Community College. The course was rated by 95% of course takers as good or excellent.



**Northstar New Jersey**, the New Jersey LMA, achieved WLA's Level 4 in Responsible Gaming recertification at the end of 2019 and began implementing their application commitments in 2020.

- Northstar New Jersey demonstrated continuous improvement of its responsible



gaming program by refreshing its advertisements that encourage underage play prevention. At the beginning of the school year, the advertisement message was "Stop and Think," which research indicated had a stronger impact than the previous "Some things are not a good fit" message.

The "Gift Responsibly" advertisement was updated to showcase the Lottery's "Not 18 Yet? No Bet" logo.

- Northstar New Jersey promoted the best practice of "Playing the Lottery is a recreational activity and not an alternative to work" in various different ways on social media to counterbalance the high unemployment rates related to COVID-19.
- Northstar New Jersey was an award finalist for the NCPG Annual Awards in two categories: Corporate Newsletter, and Holiday Campaign.

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



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 is part of the CSR/RG WLA Working Group, and Francesco Parola, SVP Italy Lottery Operations, is member of the WLA Executive Committee.



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



IGT is 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 CSR Manager, serves on the NCPG's Responsible Gaming Committee.



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



IGT is 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 Global Gaming, IGT 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 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 and Sponsor of the Conference 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). The Voting Members are limited to only companies that hold or have an application pending for a manufacturer and/or distributor license in a regulated gaming jurisdiction and whose principal business is manufacturing or distributing gaming devices,

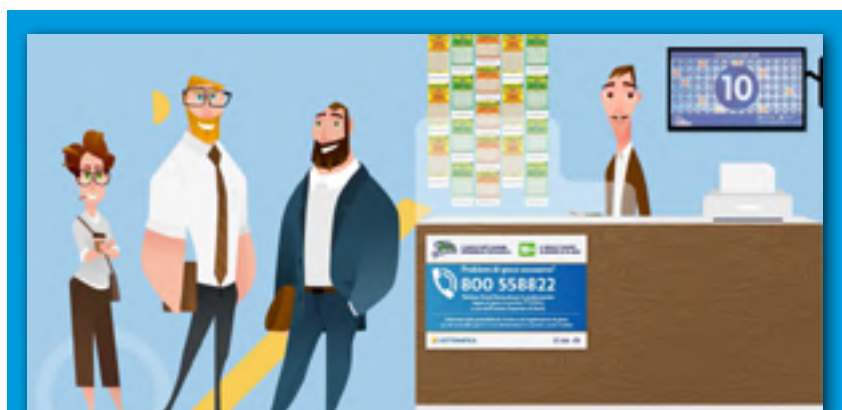
## Educating

As an employer in more than 50 countries with approximately 11,000 employees, IGT designs training courses that ensure employees of all levels and responsibilities have the appropriate responsible gaming 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 training every three years, while new hires receive training upon employment. Additional training exclusive to job-specific roles is also provided.

In 2020, a new contact center training was released. This role-specific training expanded upon signs and symptoms of problem gambling to include real-life scenarios that contact center

employees may encounter with players who may have a gambling addiction. Additionally, new hire employees received an updated all-employee Responsible Gaming General Awareness Training. With a total amount of

483 hours of training in 2020, the Responsible Gaming General Awareness training had a 85.94% completion rate, and the B2C – Contact Center Training had a 94.23% completion rate.



## SPECIFIC TRAINING FOR RETAILERS IN ITALY

IGT Lottery provides a training course on responsible gaming exclusively for retailers. The course is accessible through the retailers' portal and is divided into modules that focus on the ban on gambling by individuals under 18 and problem gambling. Each module features a situation that could happen at the point of sale

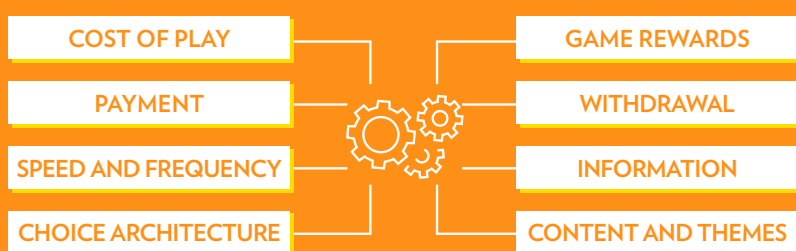
and explains the right behavior for managing critical situations such as keeping a minor from gambling. The new version of the training includes updated content and a new graphic layout to improve the use of the course and facilitate the learning of the fundamental elements of responsible gaming. Upon passing the final test, retailers receive a certificate that can be displayed at the point of sale.

## GAME AWARENESS IN PLAYER PROTECTION TRAINING FOR GAME DESIGNERS

While much of the focus thus far has been on safer strategies for operators as they interact with consumers, responsible gaming planning should start even before players begin interacting with operators and their products. The games themselves can influence the players' safer gambling journey. Content developers and suppliers have a much bigger role to play in ensuring safe and responsible gambling. Indeed, a game designer's knowledge of game characteristics and their relationship to responsible gaming is necessary to

advance the overall goals of IGT's responsible gaming efforts.

The Game Awareness in Player Protection (GAPP) training was developed by Dr. Jonathan Parke to help those working in the gaming industry to promote a better understanding of product-related risks and consider opportunities to develop safer and more sustainable games. In partnership with Dr. Parke, IGT was the first gaming company worldwide to implement this innovative program and provide feedback to ensure its continued success.



### Communicating

Promoting responsible gaming features and behaviors is an essential part of IGT's communication efforts within and outside the organization, as well as an integral part of the responsible gaming

programs and initiatives carried out, including this report. Corporate literature, also available on IGT's digital channels, provides employees and external visitors with information on responsible gaming features and updates.

## THE ADVERTISING AND MARKETING RESPONSIBLE GAMING CODE OF PRINCIPLES

The Advertising and Marketing Responsible Gaming Code serves as a guide to ensure that advertising and marketing materials across all channels meet basic responsible gaming principles. The Code aligns with best practices from industry trade associations, and responsible gaming advocacy groups to ensure that advertising materials are not, for example, unintentionally attracting underage or at-risk persons, using misleading language, or perpetuating gambling myths and misperceptions.

This type of code in combination with a compliance process is considered an industry best practice. IGT follows the Code by establishing a procedure to verify content of materials prior to publication. The process is initiated by a member of the marketing team who is responsible for approvals and will submit any outward-facing advertisements or marketing materials to the CSR team for review prior to their final release. The CSR team provides input prior to moving the design forward or, should there be issues with the design, the design is returned for editing and the approval is ultimately re-initiated.

IGT regularly joins forces with some of the most reputable organizations dedicated to responsible gaming to increase awareness of this important topic. IGT participates in

annual campaigns such as the Problem Gambling Awareness Month campaign promoted by the National Council for Problem Gambling (NCPG), Responsible Gaming Education

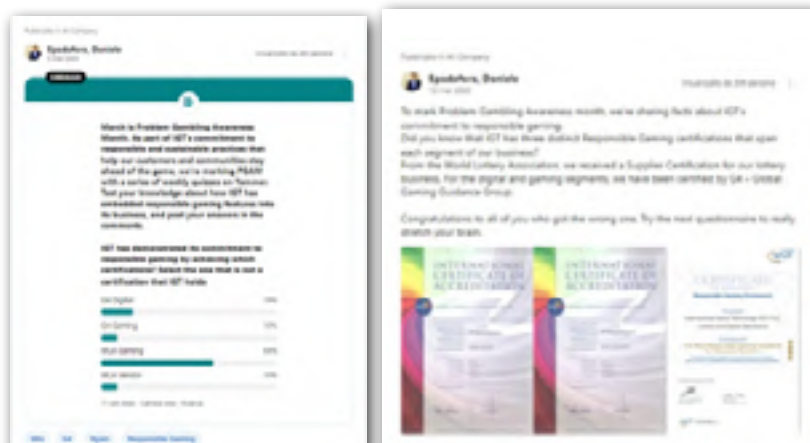
Week campaign carried out by the American Gaming Association (AGA), and Safer Gambling Week (UK) through the Betting and Gaming Council (BGC).

## PROBLEM GAMBLING AWARENESS MONTH (PGAM)

The National Council on Problem Gambling's annual awareness campaign always finds an eager partner in IGT. Internal and external stakeholders alike know that PGAM is an important month dedicated to promoting responsible gaming.

PGAM is a grassroots campaign held annually in March bringing together affiliates, organizational and individual members, state health agencies, gambling companies, recovery groups and a wide range of healthcare organizations and providers. This national campaign aims at increasing public awareness of problem gambling and the availability of prevention, treatment and recovery services, and encouraging healthcare providers to screen clients for problem gambling.

In 2020, IGT promoted PGAM with an engaging internal campaign on Yammer, IGT's internal social networking platform aimed to raise awareness toward problem gambling. IGT employees were encouraged to participate in a short quiz. The quiz was built to deliver problem gambling basic knowledge and demonstrate our responsible gaming capabilities. Every other week IGT posted a quiz about these topics, challenging employees to give the correct answer. Externally, we shared information about IGT's commitment to responsible gaming on our social media.





## PARTNERING WITH AGA FOR RESPONSIBLE GAMING EDUCATION WEEK

IGT proudly supports the American Gaming Association (AGA)'s annual Responsible Gaming Education Week (RGEW). RGEW provides an opportunity to showcase the industry's year-round dedication to responsible gaming programs and is an important part of the industry's steadfast commitment to promoting responsible gaming.

Every year, IGT joins with the AGA and casino operators throughout the U.S. to increase awareness of responsible gaming among gaming employees, casino customers and the general public while bringing attention to their individual responsible gaming efforts.

In September 2020, IGT created an internal campaign that challenged employees to test their responsible gaming knowledge through a quiz. Additional employee messaging on Yammer, highlighted the AGA's newly launched responsible gaming campaign for sports betting. An external social media campaign mirrored the AGA's RGEW campaign with graphics and links to their dedicated website for the responsible gaming sports betting campaign.

## Demonstrating

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

### Lottery



For over 30 years, IGT has built responsible gaming features throughout its product offerings that address the needs of lottery customers, retailers, and players. These features are built to ensure operational control over components that address processing, reporting, security, and retailer management. Most importantly, they support customers with implementing socially responsible gaming structures and play styles.

IGT uses TouchPoints, which are hardware and software products used to engage players in the retailer environment, to implement responsible gaming features. TouchPoints, both retailer-

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

The most recent solution, called Connected Play, includes responsible gaming settings that are applied in the retail environment, expanding on their initial application in digital environments. Connected Play offers further innovation in retail to address responsible gaming at both the terminal and self-service terminal. If the player is playing from a mobile wallet balance and hits their wagering limit for the

given period, the wager will be rejected. This serves as a “reality check” on the player’s spending, which has not been possible in retail before.

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

Because IGT has specific knowledge and expertise

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



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



Renato Ascoli  
CEO Global Gaming  
IGT

## Gaming



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



## Casino systems



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

## Video lottery



IGT has developed its responsible gaming technology for video lottery terminals (VLTs) based on extensive research with lottery operators, players, and in consultation with experts in the field of problem gambling. The responsible gaming tools are designed to enhance player education and self-awareness, with the main objective of helping players make informed choices. IGT's solution for the distributed market is the most comprehensive one in the industry today, as it consists of a wide selection of different responsible gaming features that are offered to players.

The INTELLIGEN™ core central system includes system-supported responsible gaming features. This solution manages video gaming operations, system administration, game accounting, and monitoring and metering of VLTs in distributed and venue environments, or a combination of both. INTELLIGEN was built on more than 20 years'

experience operating stable and secure central system platforms that manage tens of thousands of VLTs in thousands of retail sites.

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

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

## Digital



IGT is both an operator and a supplier of technology, offering responsible gaming solutions and tools to regulated lotteries and gaming operators around the world to promote responsible gaming. Its global position, and the very nature of the industry in which it operates, means that social responsibility is invested in and nurtured as a strategic asset that will ensure IGT's long-term sustainability.

To prevent risky play and ensure compliance with regulations stipulated by gaming regulatory agencies, IGT's proprietary player account management (PAM) feature PlayCommand™ includes responsible gaming functionalities, such as setting of general and individual wager limits, loss limits and deposit limits, and self-exclusion. All financial limits are designed so that the player is not permitted to exceed the set limit. The platform allows operators to set global maximum and global default limits,

which apply to all players. Responsible gaming limits can also be set at the individual player level and be edited to adjust to the individual's needs; however, individual limits cannot exceed the global maximum values.

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

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

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

Again, it is not possible to increase the value past the maximum limit specified by the customer. Types of responsible gaming controls available to both players and authorized customer users include:

- **Financial Limits:** Limits on deposits, losses, and game transactions, each of which can be configured with a maximum limit per day, week, month or year. Customers can select which combination of limits should be enforced. For each limit selected, a default and a maximum value can be set;
- **Session Time Limits:**

PlayCommand supports time limits to help players and lotteries track and set limits on the amount of time spent playing. Players are kept apprised of their time and limits (e.g., the portal shows how long they have been logged in; individual games show the duration that a game session has been open);

- **Reality Check:** This message warns players when they have been playing for a self-defined amount of time; and
- **Exclusion Periods:** Lotteries may require that certain players be excluded, and players might have the need to cut themselves off from gaming temporarily or permanently, regardless of the status of any limits. Once excluded, a player is unable to log in and wager until the exclusion expires. On the back-office administration screens used by an operations team, the player is shown as excluded, along with the date on which their exclusion will expire.

## Sports Betting



For account-level monitoring, IGT PlaySports provides tools to allow operators to see betting patterns within player accounts. Most regulated betting markets enable some form of account-based sports betting, whereby players create an account to place wagers.

The account links information about the wagering activity and wagering history to an individual. Within any IGT PlaySports installation, account-level monitoring is performed both within the IGT PlaySports system and within the PAM module, whether the PAM is IGT PlayCommand or a third-party system. Attributes like geographic grouping and financial patterns are all monitored from within the PAM.

The PAM also features Know Your Customer, a process of verifying player identity, assessing potential risks, and monitoring transactions.





# 5.

## Supporting

## Our

## Communities

IGT SUPPORTS AN ARRAY OF COMMUNITY ENGAGEMENT EFFORTS AND EMPLOYEE INTERESTS THAT INCLUDE MANY DIVERSE CHARITABLE CAUSES, PASSIONS, AND PURPOSES.

IN 2020, THE PANDEMIC GREATLY IMPACTED IGT'S COMMUNITY EFFORTS. WITH COUNTRIES ON LOCKDOWN AND HEALTH RESTRICTIONS HEAVILY IMPLEMENTED, MANY ORGANIZATIONS WERE FORCED TO ADAPT TO THE CHANGING CONDITIONS.

SIMILARLY, IGT'S CHARITABLE GIVING GUIDELINES WERE MODIFIED TO AID COMMUNITY PARTNERS WHOSE OPERATIONS FACED SIGNIFICANT CHALLENGES, WHILE MEETING SAFETY REQUIREMENTS AND THE CHANGING NEEDS OF THE COMMUNITY.

IGT RESPONDED TO THE NEEDS OF OUR PARTNERS AND COMMUNITY BY PRIORITIZING FUNDING REQUESTS THAT ALIGNED WITH SUSTAINABLE DEVELOPMENT GOALS (SDGS) THAT SUPPORTED BASIC NEEDS.





## EDUCATION PROGRAMS

4 QUALITY EDUCATION



1 NO POVERTY



10 REDUCED INEQUALITIES



## ACCESS TO OPPORTUNITIES FOR ALL PEOPLE



3 GOOD HEALTH AND WELL-BEING



## PROMOTE WELL-BEING FOR EVERYONE



8 DECENT WORK AND ECONOMIC GROWTH



## ECONOMIC DEVELOPMENT THROUGH VARIOUS COMPANY-DRIVEN EFFORTS



5 GENDER EQUALITY



## EMPOWERING WOMEN

## Supporting Our Communities

IGT makes an impact within the communities where it operates. IGT's community engagement strategy is deployed through a variety of corporate and employee-driven activities.

Aligning with IGT's overall corporate social responsibility (CSR) strategy, community engagement efforts reflect IGT's commitment to the

United Nation's Sustainable Development Goals (SDGs).

IGT participates in a broad array of community involvement and employee

### CONTRIBUTING TO THE UNITED NATIONS' SUSTAINABLE DEVELOPMENT GOALS (SDGs)



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



Volunteerism and financial support to organizations that improve the access to medicine and healthcare services contribute to SDG Target 3.4, "By 2030, reduce by one-third of the premature mortality from non-communicable diseases through prevention and treatment and promote mental health well-being" and SDG Target 3.5, "Strengthen the prevention and treatment of substance abuse, including narcotic drug abuse and harmful use of alcohol."



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



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



Encouraging existing efforts to ensure equal access to opportunities for occupational development in local communities of operation, contributes to SDG Target 8.6, "By 2020, substantially reduce the proportion of youth not in employment, education or training."



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



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

In 2020, the pandemic greatly impacted IGT's community efforts. With countries on lockdown and health restrictions heavily implemented, many organizations shuttered operations or adapted to meet the changing conditions. Organizations who once relied on volunteers were no longer able to have volunteers in their buildings and they had to create new ways to deliver services without them. Without a need for volunteers, IGT's employees had to engage in different ways to continue supporting the organizations.

Without employees in the office, it was hard to coordinate traditional support initiatives. Community Ambassadors events were put on hold from spring to late summer. At the end of 2020, many countries still had restrictions in place

that hindered community engagement efforts. IGT responded to this need by moving to virtual and no-contact interactions when possible. Scheduled After School Advantage digital learning centers continued on even when an in-person launch was not possible because the need for equipment during virtual and hybrid learning was in high demand.

In the trying year of the pandemic, this backing of basic human needs-based organizations and their missions was critical with the shifting needs that organizations are managing.

IGT's charitable giving was modified to meet the needs of the community and aid longtime community partners who faced significant challenges to their operations. As the needs of the community changed, IGT responded with priority funding of basic needs related to the SDGs. Many non-profit organizations that were not dealing with basic needs diminished their activities due to the pandemic. Health and wellness efforts were cancelled due to safety concerns. Cultural and arts

education programs were suspended during lockdown restrictions, and many organizations moved to virtual initiatives and events.

## Corporate-driven Activities

GRI: 102-12



IGT promotes education programs, contributes to the development of adequate livelihood opportunities for people living within low-income communities, supports equal access to opportunities, and encourages local economic development through various Company-driven programs that support its CSR goals.

This support is driven through contributions to non-profit organizations and registered charities. Community projects funded through IGT's global charitable giving program are reviewed and approved by the IGT Social Impact Committee (SIC). IGT created the SIC to manage the complexity inherent to the planning and carrying out of charitable initiatives involving people and communities from countries and regions throughout the world. The SIC represents the collection point for all



community projects and programs that may be supported by IGT, with applications submitted via the IGT online portal and compiled for review and approval by the SIC. The SIC, comprises senior leaders from different IGT departments and regions, and ensures the appropriate governance of charitable giving by evaluating submitted projects in order to guarantee transparency and accountability of IGT's

charitable giving program. The SIC meets to evaluate the progress made toward meeting the Company's commitment to charitable giving, as well as to ensure consistency and compliance with corporate objectives. Community requests are reviewed against the Community Giving Guidelines to ensure that the requests align with IGT's core values, overall CSR strategy, and commitment

to the SDGs. The SIC also ensures that requests do not have political motivations or discriminatory behaviors within funding requests. In the spirit of trust-based philanthropy, IGT considers support to be on a holistic level by supporting the organization and its mission more so than the project being funded. With this approach, IGT's contribution to the organization helps build the community network and infrastructure.



IGT has sponsored the Children's Cabinet of Reno, Nevada for 19 years in its efforts to support services for at-risk teens and young adults in Northern Nevada. Programs and services address an array of issues that include family conflict, homelessness, poverty, foster care, truancy, gangs, mental health, substance abuse and detention. In addition to critical case management services, Children's Cabinet's on-site high school, for students whose academic performance and personal development was below the level of their peers, re-engaged them with school, helped them recover lost credits and for some, earn high school diplomas. IGT's contribution also supported the Family and Youth Intervention programs that are free to any family in need. This is particularly important as the effects of the pandemic has weighed heavily on family life and mental health. In addition to IGT's financial support, IGT employees have provided in-kind donations to Children's Cabinet annually through their holiday campaign to support families in need.



IGT is a long supporter of Children's Cabinet, a social support agency that provides critical services to families in Nevada.

A continuous improvement evaluation of IGT's community giving program was completed in 2019. Ongoing action from that evaluation was implemented in 2020 as to streamline the application process, reporting requests, and budgeting. A complete review of the charitable giving budget and past giving was conducted in 2020. This effort included

an organization-by-organization review to ensure current alignment with IGT's SDGs commitment and core values.

After more than 20 years, the After School Advantage (ASA) program remains IGT's flagship giving program. The ASA program provides young people with access to technology while promoting

Science, Technology, Engineering, Arts and Mathematics (STEAM) education opportunities in digital learning centers. IGT's ASA program creates shared value in providing non-profit community agencies and public schools with digital learning centers, addressing the increased digital learning needs of today's young people.



For more than 20 years, IGT's After School Advantage program has provided thousands of young people with access to a powerful combination of educational resources and advanced technology, opening doors to a vast range of opportunities. As IGT's flagship community initiative, the After School Advantage program promotes the advancement of technical literacy and STEAM opportunities in digital learning centers in communities where we operate across the globe. IGT is extremely proud to support these students and aid in their future success.



**Wendy Montgomery**  
SVP, Global Brand, Marketing and Communications  
IGT

## AFTER SCHOOL ADVANTAGE (ASA) PROGRAM CONTINUES TO MAKE SIGNIFICANT IMPACT IN COMMUNITIES

The COVID-19 pandemic emphasized the vastness of the digital divide in many of our communities, and how critical technology is in education and in people's daily lives. Globally, the need for accessible technology varied but remained a key priority as students were suddenly thrown into a new world of virtual learning and many parents had to quickly adapt to working from home. Our ASA partner organizations also saw an increased need for staff to have updated equipment to assist school children and families trying to balance the "new normal" of school, work, and life during a global pandemic. IGT met the challenge and continued to press forward with scheduled ASA labs even if it meant changing the deliverables or foregoing the fanfare of a traditional digital learning center launch. Above all, IGT believes that giving students the tools that they need in order to learn and succeed during this unprecedented time is essential for the success of all communities now and in the long term.

Each digital learning center is unique in terms of its design and is specific to each organization's needs and the needs of the local community. In a typical year, IGT employees volunteer their time and technology skills to develop the digital learning centers. IGT is continuously improving the ASA program

to further align with the UN's Sustainable Development Goals (SDGs), which support inclusive and equitable quality education and future employment with an emphasis on Science, Technology, Engineering, Arts, and Math (STEAM), cultivating workforce development skills in young people. IGT believes that the focus on STEAM will enhance the learning opportunities and skills of students in our communities, and as an employer offering highly technical jobs, IGT sees the benefit of global competitiveness and future employment opportunities in these communities.

Additionally, in December 2020 IGT began a process of formally identifying, monitoring and evaluating the social impact of a pilot project within the ASA program, related to the donation of computers and other devices.

The initiative follows a recognized framework which distinguishes the impacts by dividing the entire project

flow into: "inputs," "activity," "output" and "outcome".

In this manner, it's possible to isolate the real outcome that the ASA activities will have on the selected pilot community, which is the Reno Sparks Indian-Colony located in Reno, Nevada.

Operatively, the IGT community team is working on specific questionnaires to be shared with the members of the colony – both coordinators of the center and students and users of the areas where the devices will be installed. The answers given to the questionnaires before and after the installation of the devices alongside other simultaneous activities will then be translated into quantitative impact indicators.

The project will be further developed and consequently presented in the 2021 Sustainability Report, and will help IGT identify specific social KPIs, which could eventually be applied throughout other ASA centers.

"Whether it is the increased use and range of virtual learning platforms due to COVID-19, or developing a range of online skills, there is no doubt that the ASA computer centers are making a positive impact on Jamaica's young people by providing them with an opportunity for continuous learning".

**Debbie Green**

Senior Director Country Jamaica  
IGT

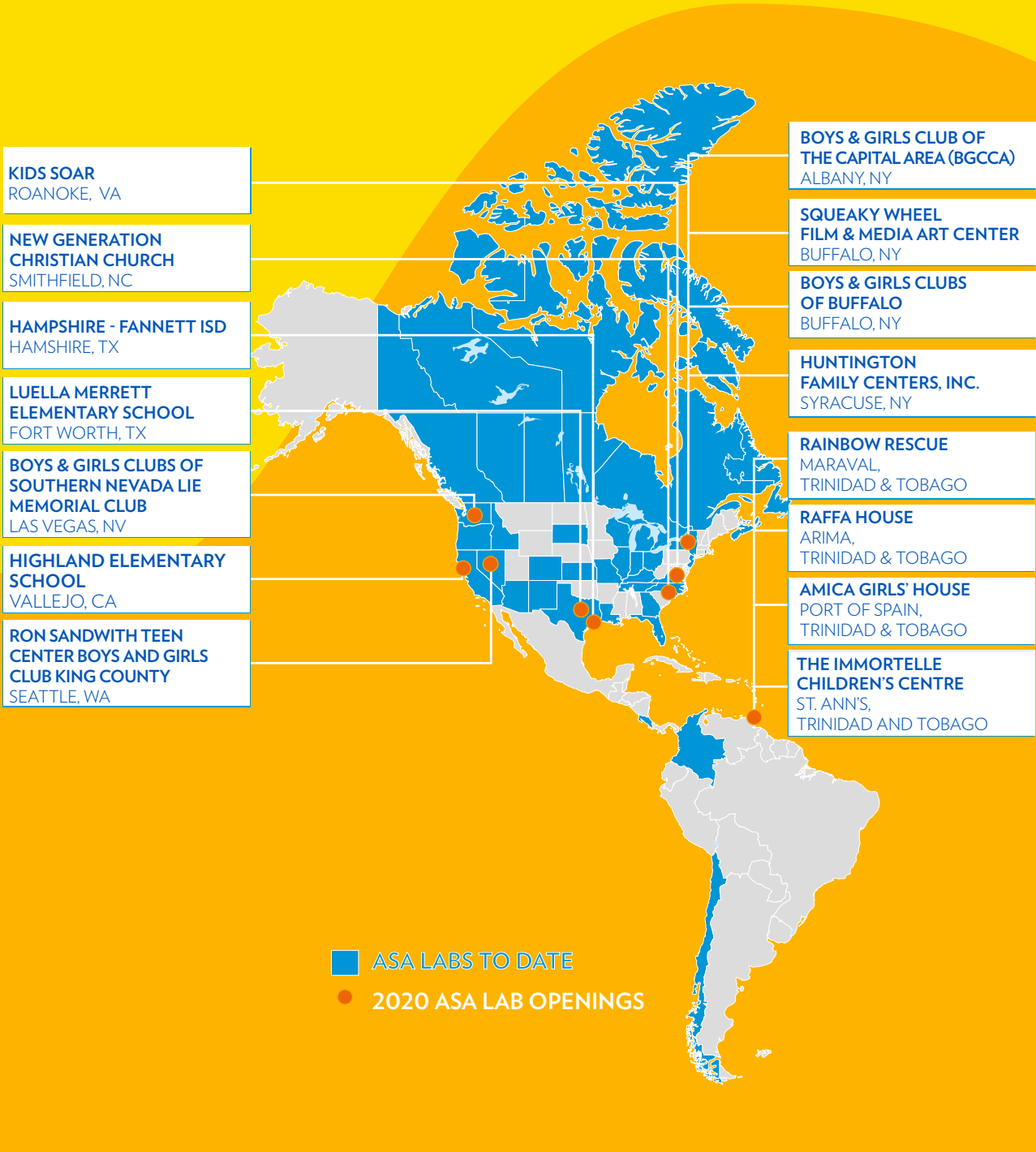
AFTER SCHOOL ADVANTAGE (ASA) PROGRAM



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

In 2020, IGT launched 15 new ASA labs. Due to the pandemic-related restrictions, IGT took additional safety precautions and some ribbon cutting ceremonies were held virtually.

The new ASA locations for 2020 are:



## NEW YORK OPENS AFTER SCHOOL ADVANTAGE (ASA) CENTRAL DESPITE PANDEMIC CHALLENGES

In times when accessing digital resources has increasingly become a critical factor in fostering education of young learners, IGT's ASA program helped complete four projects in New York, specifically in Albany, Buffalo, and Syracuse. While the pandemic presented challenges for accessing and launching the labs, the IGT team held selected live events that included the use of personal protective equipment and observance of safety protocols, while also hosting completely virtual launches and ribbon cuttings.

The Boys & Girls Clubs of the Capital Area (BGCCA) unveiled a new computer lab equipped with cutting-edge

technology at the BGCCA's Delaware Avenue Clubhouse in Albany. The new equipment will serve the Clubhouse's estimated 500 youth, families, community members, and staff throughout the Capital Area, to bridge the digital divide, expand digital literacy, and improve STEAM (Science, Technology, Engineering, Arts, and Mathematics) programs for its members.

The Squeaky Wheel Film & Media Art Center and the Boys & Girls Clubs in Buffalo expanded the art, technology and learning opportunities for underserved youth in the greater Buffalo area, increasing access to computers

and internet connectivity to complete schoolwork outside of the classroom, and ensuring students can continue to excel academically.

The Huntington Family Centers in Syracuse deployed an after-school mobile technology cart with 15 Chromebooks and a printer to provide vulnerable youth with technology and connectivity for success in school. The new cart will expand opportunities for the Centers' students to develop extensive knowledge and skills with computer programs and devices, giving them confidence in their technical abilities in the current remote learning environment and beyond.



IGT Marketing Representative, James Bielawa, assists Buffalo Boys & Girls Club staff with a Virtual Ribbon Cutting



IGT Marketing Manager, Jeffrey Hecht, unloads boxes of computer equipment for the ASA digital learning center at Squeaky Wheel Film and Media Arts Center



A look at the completed digital learning center at the Albany Boys & Girls Club

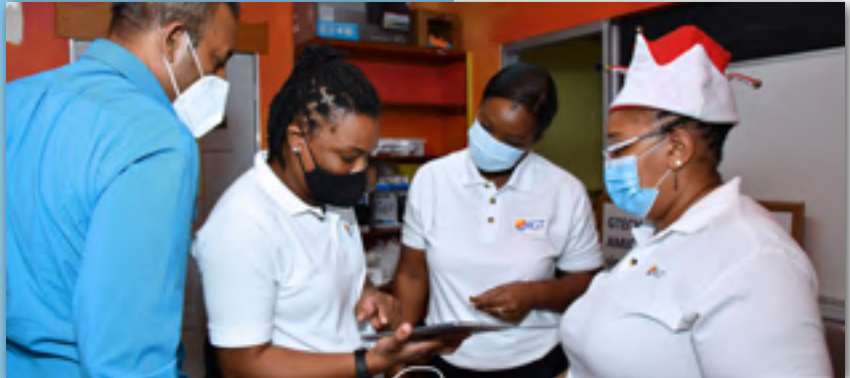


IGT Administrative Assistant and Community Ambassador, Diana Perry, unpacks computers for the Huntington digital learning center



## AMICA HOUSE GETS A VIRTUAL LEARNING BOOST

In December 2020, IGT partnered with Amica House to help the center's socially displaced children by donating a tablet and five new desktop computers with headsets and webcams through its After School Advantage program. This equipment, installed by IGT technicians, is intended to further support the children's virtual schooling and educational learning. Located in Curepe, Trinidad and Tobago, Amica House has been helping vulnerable



girls and providing them with a safe haven for 19 years. Amica House currently cares for 20 children. IGT first partnered with Amica House in 2013 by refurbishing its computer room and donating computers.

*(L-R) IGT Senior Communication Technician Clarence Baptiste, IGT Computer Operator Dena Bartholomew, IGT Key Accts Associate Jr. Crystal Rodney, and IGT Draw Coordinator Lead Leslie-Ann Baxam carefully set up a tablet donated to Amica House.*

## AFTER SCHOOL ADVANTAGE (ASA) SUPPORTS WASHINGTON YOUTH THROUGH PANDEMIC

The pandemic's arrival presented Federal Way, Washington youth, with significant challenges, including distance learning and managing the mental health impacts of social distancing. The Ron Sandwith Teen Center of the Boys & Girls Club of King County remained open with limited hours and additional health and safety precautions so youth could access the facility's computers and internet. IGT assisted with technology needs by unveiling a new media and technology lounge as an ASA digital learning center. The center became a crucial support for teens during the pandemic.



*The previous outdated computer lab in Washington was transformed into a fun and engaging Tech and Media Lounge through IGT's ASA Program.*

## WE FOLLOW THE COMETA



“We follow the Cometa” is an IGT project established to support students 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. The partnership brings together IGT’s commitment to community and Cometa’s 30 years of experience in youth program delivery. In 2020, a free six-meeting training course was launched for all fourth-year high school students or who have recently graduated from Oliver Twist. The vocation-based training introduced students to the world of work and the skills

needed to be successful. Students can also gain other support through the center such as personalized guidance, mentorship programs, and additional training courses.

IGT’s partnership with Cometa is meaningful as it contributes to educational excellence and supports a welcoming and inclusive home for young people at risk of social exclusion and school dropout. This is a promising investment in today’s youth and the country’s future.

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



In Italy, the goal of Joy Point is to guarantee access to sports for all and to promote integration and social inclusion of young people at risk of marginalization and in socio-economic and/or psycho-physical hardship. Pandemic restrictions have had a significant impact on the most vulnerable groups such as the very young and those at risk of social exclusion.

Joy Point was designed in collaboration with the non-profit organization, Sport Without Borders, as a multi-sport initiative for rehabilitation purposes.

Free micro summer camps hosting about 400 children were set up by Joy Points in Rome, Naples, Milan, Turin, Bergamo and Rieti from June to September 2020.







IGT created High Tech High School to address technology needs of young individuals in Italian communities. The project's aim is bridging the digital skills gap and ensuring 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 strongly believes that youth should drive their own future. Technology, combined with training, is a valuable tool to teach critical thinking, to spread knowledge, to develop independence, to prepare youth to compete with peers around the world, and to prepare youth for future professional opportunities. This has been emphasized with the pandemic accelerating the digital space and highlighting Science,

Technology, Engineering, Arts, and Math (STEAM) subjects.

High Tech High School is a free digital training project aimed at children ages from 14 to 18 attending the State Scientific High School, Gaetano Salvemini in Bari, and the Institute of Higher Education, J.C. Maxwell in Milan.

During the online workshops, experienced educators introduce the participants to the use of new technologies, addressing programming, design and electronic challenges such as the development of Web APP, Internet of Things and artificial intelligence projects, as well as virtual reality, augmented reality, 2D and 3D design and graphics.

The second edition of High Tech High School is scheduled for 2021 and will be extended to the cities of Catania and Rome. Furthermore, a digital follow-up training for the teachers of those schools will also be conducted.

## PROJECT'S FIGURES

 **2** CITIES  
**BARI and MILAN**

 **24** HOURS  
**TRAINING**  
Per students

 **192** LESSONS  
**1.5 HOURS EACH**

 **216**  
**PARTICIPANTS**



\* Knowing technology to have access to the future

## THE RESTORATION OF THE “PORTRAIT OF LEO X” AND THE FRESCOS OF THE “SIBYLS AND PROPHETS” BY RAFFAELLO

IGT in Italy has been committed to supporting the protection and enhancement of Italian artistic and cultural heritage through the conservation and restoration of art for many years. The aim is to return the renewed beauty of artistic heritage to the community.

On the 500th anniversary of Raffaello's death, IGT funded the restoration of two masterpieces, the “Portrait of Leo X between bishops Julius De Medici and Luis de’ Rossi” and the fresco “Cycle of the Sibyls”, at the Chigi Chapel in the Basilica of St. Mary of Peace in Rome.

The Portrait is considered one of the most important works of the Maestro. IGT contributed to the restoration performed by Opificio delle Pietre Dure

in Florence, which included a delicate intervention on the wood framework and the painted surface to return the artwork to its former glory.

The fresco of the Sibyls is the only cycle of frescos by Raffaello that is not exhibited in a museum as it can be seen freely at St. Mary of Peace's church in Rome.

The major restoration project, completed with funding from IGT in June 2020, unveiled two fascinating discoveries:

- Raffaello painted directly on the plaster without using a preparatory drawing, thus showing a brilliant and absolute mastery of the pictorial technique; and
- The discovery of the decorative pillars that were hidden for more than 400 years revealed a work that combines architecture, painting and decoration.



*Ornella Sartiani at work restoring the portrait of Leo X*

## IGT COMMUNITY AMBASSADORS

### Community Ambassadors

IGT's Community Ambassador program is a network of more than 160 IGT employees across the globe who share a passion for their communities and for supporting good causes. They schedule local community engagement events on behalf of IGT with consideration of SDGs in the planning of their local community events. The Community Ambassadors are truly the heart of the community engagement program and maintain close connections with local organizations, continually checking the vibe of their communities. Employee interests are also considered during community efforts because they have a unique perspective on what is important within those communities. In a typical year, the Community Ambassadors participate in global corporate challenges such as Global Giving Week, Global Book Collection, and Global Food Collection, in addition to their local events. Because of the pandemic in 2020, the Community Ambassadors changed course to be more creative and innovative than usual.

## 2020 VIRTUAL VOLUNTEERING EVENT

#IGTcares

Virtual Volunteering 2020  
October 12-23

As IGT progressed through 2020, it became apparent that the Company would need to adapt its community and volunteering strategies to the new restrictions due to the pandemic. IGT was unable to host its annual global giving efforts, so it engaged the Community Ambassadors and local Leadership Councils in a virtual manner. The virtual community engagement opportunities with the Ambassadors kicked off in the summer. The idea was to have a virtual volunteering event that would connect employees to the community even if it was from their homes.

Community Ambassadors were encouraged to reach out to their community partners to ask how they have been affected by COVID-19 and to see if there was an opportunity to help virtually or in a contact-free manner. This spurred notable activities with food banks, care organizations, and social service agencies.

A wide array of events occurred to bring awareness of how communities have become resilient in hard times and how IGT employees could support these organizations. Sometimes the support came in the form of spreading awareness about the organizations on personal social media to broaden the reach of their

efforts. Employees who chose to contribute financially were encouraged to match their gift through IGT's Employee Giving Programs. Most importantly, this was an opportunity to let the community know that IGT and its employees are still there for them.

IGT also encouraged all employees to find a virtual event to participate in through its dedicated week for Virtual Volunteering. Some employees chose to send cards to sick children or the elderly, while others held an online card making event where employees and their families made cards together. Ideas included making care packages and kits for the homeless, spending time either online or over the phone lending professional expertise to non-profit organizations, translating and transcribing documents for museums, non-profit organizations and educational programs, mentoring or giving advice to a student, and more. The Virtual Volunteering 2020 event was very successful and provided many examples of how simple acts of kindness can mean so much to individuals in any community.

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

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

Community Ambassadors also promote and support other employee-led efforts. For example, in 2020, the Community Ambassadors partnered with the Women's Inclusion Network (WIN) chapters to promote International Women's Day.

## RAISING AWARENESS OF FOOD INSECURITY

As IGT learned about the operating status of its long-supported community partners, it became apparent that food insecurity was a top priority. In Las Vegas, Providence and Reno, the Community Ambassadors partnered with local leadership councils to organize “Lunch and Learn” opportunities for employees. These sessions highlighted the challenges food banks faced with

the pandemic: rising demand for food, significant increase in new clients, inability to utilize volunteers, and reduction in food and monetary donations. Representatives from the Rhode Island Community Food Bank, Food Bank of Northern Nevada, and Three Square Food Bank took time during their respective Lunch and Learn sessions to discuss how food

banks have had to modify their operations, how they are working to serve those in need, and how IGT employees could still be involved despite the pandemic. IGT employees said they were touched by the informative videos that demonstrated the real circumstances families were faced with regarding food insecurity and how the food banks were trying to adapt to the new environment.



“Because we are helping people who are in need of food, books, clothes, and such, I feel very blessed to give back to others, as I feel I have so much love to give. It brings our employees together to work on a team project and get ideas from others on what projects we should do. We love giving to Feed More that prepares and provides food to families in need. With many people out of work and children not attending school regularly, there is a huge need for food.”

**Rhonda Christopher**

Community Ambassador at IGT’s Virginia site



## COMMUNITY AMBASSADOR INITIATIVES

**LITTLE RED SCHOOLHOUSE – WA, U.S.** Collected school supplies for a community partner of 10 years.

**DRESS FOR SUCCESS – TX, U.S.** Collected new and gently used professional clothing for a women's training and empowerment program.

**PROYECTO MOCHI – ARGENTINA** Collected supplies for kids in local and remote schools.

**CONFETTI FOUNDATION – CA, U.S.** Decorated birthday cards as a team for chronically ill children who are in the hospital on their birthdays.

**CHRISTMAS CARD CHEER – IN, U.S.** Hosted a virtual card-making session where employees gathered and made cards for the elderly and hospitalized children.

**FEED MORE – VA, U.S.** Collected non-perishable food for Feed More.

**VETERAN'S MEMORIAL HOME – NJ, U.S.** Created holiday gift baskets for Veterans.

**COMMUNITY FOOD BANK OF SOUTH JERSEY – NJ, U.S.** Hosted a socially distanced food drive.

**CAPITAL CITY YOUTH SERVICES – FL, U.S.** Collected personal hygiene items for kits to be distributed to youth through Capital City Youth Services.

**NEVADA PARTNERSHIP FOR HOMELESS YOUTH – NV, U.S.** Conducted a virtual volunteering event to create note cards of encouragement for Nevada's homeless youth.

**OLD DOG HAVEN – WA, U.S.** Collected pet food during the virtual volunteering week.

**ST. JUDE'S CHILDREN'S HOSPITAL – WA, U.S.** Held a virtual card making event for chronically ill children.

**PERSONAL PROTECTIVE EQUIPMENT DONATION – ANGUILLA, U.S. VIRGIN ISLANDS**  
Donated personal protective equipment to local After School Advantage partners and non-profit organizations.

**FOOD BANK LUNCH AND LEARNS – RI & NV, U.S.** Providence, Reno and Las Vegas sites held Lunch and Learns with local food support organizations.

**MUSCULAR DYSTROPHY ASSOCIATION – NJ, U.S.** Sent banners to be decorated by children supported through the Muscular Dystrophy Association.

**CHILDREN'S CABINET – NV, U.S.** Collected gift cards during the holiday season to support the local family support organization, the Children's Cabinet.

**OPPORTUNITY VILLAGE – NV, U.S.** Supported the local long-time community partner virtually through Amazon lists. Donations of personal protective equipment and other supplies were made through the initiative.



## EMPLOYEES EMBRACE INTERNATIONAL EQUALITY INITIATIVE

For over 100 years, International Women's Day has celebrated the social, economic, cultural and political achievements of women. Last year, IGT marked the occasion with an internal social media campaign on Yammer. During this campaign, more than 600 employees around the globe demonstrated support for the cause by posing for photos with their arms positioned in an equal sign, as a visual representation of the #EachForEqual campaign.

More than 50 IGT offices hosted International Women's Day events on March 9. Each gathering featured a video highlighting what International Women's Day means to some of IGT's senior leaders, including CEO Marco Sala. This important initiative also aligns with IGT's Sustainable Development Goal five, Gender Equality, and the impact IGT has on this important topic.

Sites including Argentina, Mexico, and Peru hosted

workshops on gender equality, and Jamaica hosted a fitness and health session, while offices in Minnesota, Rhode Island, and Nevada hosted charitable drives to benefit women's shelters. The newest WIN with IGT Chapter was also launched by employees in San Francisco. A corporate donation to Heifer International was made to show IGT's international support of gender equality and women's issues.



*IGT employees in North Carolina celebrate International Women's Day with the Each for Equal gesture*

## Employee-driven Activities

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

endeavors. IGT's Employee Engagement programs reflect the Company's values and provide employees with the opportunity to give back to their local communities. The Matching Gifts, Day Off for Volunteerism,

and Dollars for Doers programs embody the Company's commitment to social programs globally that positively impact our communities, as well as critical areas of daily life.



**MATCHING GIFTS**

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



**DOLLARS FOR DOERS**

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



**DAY OFF FOR VOLUNTEERISM**

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



## CHILDREN AND PARENTS LEARN TOGETHER AT ELTERNVEREIN DER VOLKSSCHULE GROSS ST. FLORIAN

The Dollars for Doers program is designed to support the unique charitable interests of IGT employees who demonstrate their commitment through volunteerism that goes above and beyond. For some employees, organizations and schools that benefit children are at the top of their list of voluntary time and resources. Three years ago, together with some other parents, Christof Herzog helped create a parents' association for their local primary school located not too far from IGT's offices in Germany. Christof, currently Director of Product Marketing and Content Development – AWP Products, has dual roles as Chairman of the association and jack-of-all-trades. With 90 members and approximately 120 children, the association provides additional activities for education such as foreign languages support and creative events. For example, during the Circus Workshop week, kids practiced various circus skills and performed in a talent show at the end of the week. A bilingual creativity workshop gave the kids the opportunity to print their own individual t-shirts. Parents were also involved in workshops on responsible media usage for kids and safe behavior with kids in cars. The COVID-19 lockdown months have forced the association to dramatically reduce its activities, but all parents are ready to have fun again with their children when it is safe to do so.

*A carnival and screen-printing craft are just a sample of the fun activities that the parent organization hosts for students.*



## AN UP CLOSE OPPORTUNITY TO HELP OCEAN FRIENDS

While IGT has its own corporate giving priorities, the Dollars for Doers program gives employees like Stephen Bell the opportunity to support organizations they are passionate about and that may be outside the scope of corporate giving priorities. Some employees volunteer as a result of lifelong interest in a particular subject. After four years of volunteering at the Mystic Aquarium in Mystic, Connecticut, Stephen Bell is still enjoying his work with the ocean's creatures and the staff at the aquarium. "Mystic Aquarium has always been one of my favorite places to visit. I

remember visiting each year when I was a kid and I have always been interested in the animals in our oceans."

Due to the pandemic, the aquarium had to close to the public, and all volunteer activities were called off. "By fall 2020, I was able to volunteer again but before I began, I was required to watch their training videos about COVID-19 and understand their guidelines. As a volunteer, I am surrounded by dedicated people who research and work tirelessly to care for our ocean animals, both inside and outside the aquarium. Being around these individuals is truly inspiring and I hope to continue volunteering there for many more years."



*IGT Business Intelligence Engineer Stephen Bell receives a kiss from Kela, the beluga whale.*

## ENCOURAGING MEDICAL RESEARCH AND DISSEMINATING INFORMATION THROUGH KNOW-HOW AND SUPPORT



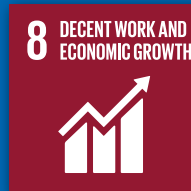
Dollars for Doers grants are for all employees across the world who have interest in supporting a special cause. This is the case of Mariangela Pino, Digital Reputation Senior Specialist in Italy, who shared her skills with A.I.M. (Italian Association of Myasthenia), an association of patients suffering from this condition, with the aim of sharing information, supporting patients and medical research.

As a result of the Dollars for Doers program and her interest in A.I.M, she has volunteered her time and maximized the impact through a financial grant from IGT.

"Sometimes you don't think about how a 'simple' social responsibility action may be worth in terms of our community support. When two of my best friends were diagnosed with myasthenia, I educated myself and realized that it affects more people than I thought, especially young women. I quickly got involved in helping the patient association's operations.

There's a lot that I can do, from managing hospital channels, to disseminating information, to drafting communication materials, and from coordinating fundraising projects with other A.I.M. offices in different health institutions, to designing and planning a One Communication Strategy for the entire organization. We were planning the grand opening of the first A.I.M. office of central Italy in a major hospital in Rome when the pandemic happened. Now we're working remotely to be ready to resume our plans as soon as possible."





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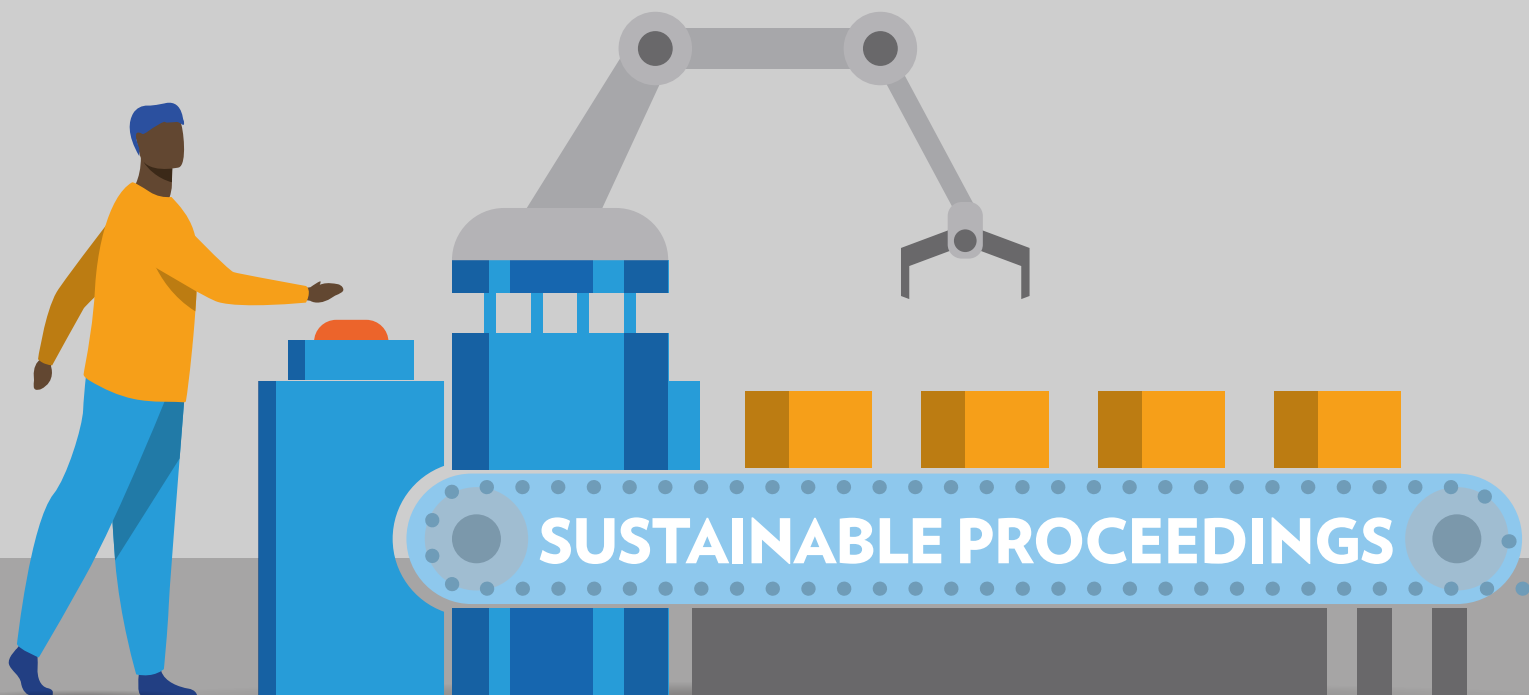
# Fostering Sustainable Operations

SUPPLIERS PLAY A KEY ROLE IN IGT'S ABILITY TO SUPPORT CUSTOMERS' REQUIREMENTS TO ACHIEVE TOTAL CUSTOMER SATISFACTION.

INTERACTING WITH CUSTOMERS IS AN ESSENTIAL ELEMENT OF IGT'S SUSTAINABILITY PRACTICES. SOUND BUSINESS RELATIONS WITH SUPPLIERS AND CUSTOMERS ARE ESSENTIAL IN ORDER TO MAINTAIN AN UNINTERRUPTED FLOW OF QUALITY GOODS AND SERVICES IN A HIGHLY REGULATED AND CONTROLLED ENVIRONMENT.

AS A GLOBAL COMPANY, IGT STRIVES TO CONTINUALLY IMPROVE ITS ENVIRONMENTAL MANAGEMENT SYSTEMS AND REDUCE ITS ENVIRONMENTAL IMPACT.

EFFECTIVE AND RELIABLE MONITORING SYSTEMS ASSESS ITS PROGRESS IN REACHING ITS ENVIRONMENTAL COMMITMENTS BY GIVING A MORE COMPREHENSIVE OVERVIEW OF THE COMPANY'S IMPACTS.





# Fostering Sustainable Operations

## Growing with Our Supply Chain

GRI: 102-9; 103-3

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

IGT and its direct and indirect supply chain businesses are exposed to a highly regulated and controlled environment. IGT's direct supply chain consists of materials purchased to use in its own product manufacturing process which follows procedures established by the International Organization for Standardization ("ISO"). IGT's

indirect supply chain consists of purchases of third-party products that are typically manufactured for the general public, and are used for IGT's customer solutions, as well as its internal business infrastructure.

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. Slot machine suppliers are mainly based in the U.S., where the majority of IGT employees are located and the greatest portion of Company revenues are generated, while most Lottery suppliers are based internationally.

Suppliers play a key role in IGT's ability to support customers' requirements, and they are instrumental in the effort to achieve total customer satisfaction. Sound business relationships with

suppliers are essential in maintaining a dependable, competent source of supply for the uninterrupted flow of quality goods and services. The goal is to improve and enhance relationships with suppliers who are committed to total quality and continuous improvement.

## Selecting Our Vendors

IGT strives to maintain the highest level of business standards and ethics, and strongly encourages suppliers to follow its example. Suppliers are selected and evaluated beyond their economic solidity and business reliability. As set out in the Supplier Code of Conduct, IGT expects its suppliers to fully comply with applicable laws and to adhere to internationally recognized environmental, social, and corporate governance standards.

During the first quarter of 2020, IGT initiated a restructuring plan to optimize its global supply chain and footprint and achieve efficiencies

in fulfilling future demand for its products, resulting in a significant reduction of its primary manufacturing operations and related costs. IGT has contracted worldwide manufacturers that are experts in the field and excel at sourcing and assembly activities.

Suppliers are subject to periodic inspections and visits by members of the 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, of their quality programs and the updating of the relevant certifications. The possession of ISO quality certifications is a criterion of preferred selection for all the suppliers. IGT requires all direct material suppliers to comply with the European Union Directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment (2011/65/EU) (RoHS).

of its suppliers, along with their group companies, affiliates, subcontractors and others who are within their supply chain. IGT requires suppliers to acknowledge and accept the Supplier Code of Conduct upon addition as an IGT vendor.

Since IGT's first publication of the Supplier Code of Conduct in 2019, the code has been sent to approximately 850 existing suppliers and about 1,400<sup>1)</sup> new suppliers as part of the new supplier onboarding package. The expectations contained in the Supplier Code of Conduct are essential to IGT's decisions to enter into or extend existing business relationships. Pursuant to the Supplier Code of Conduct, suppliers are restricted from, amongst other things, exploiting children and young workers and participating in or benefitting 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.

Suppliers are subject to screening for compliance with human rights practices based on the principles expressed in the United Nations International Bill of Rights. Major OEM (Original Equipment Manufacturers) suppliers are visited periodically to understand their compliance with rules regarding social and environmental responsibility, in addition to quality, costs, capitalization and other financial aspects.

The procurement departments adhere to their respective ISO documents which outline the supplier engagement process including supplier questionnaire, commodity team responsibilities, strategic supplier classifications, and first article submissions.

IGT's procurement departments work hand-in-hand with partners in the quality engineering department to monitor suppliers' quality and quantity metrics. By using advanced



> The Supplier Code of Conduct also outlines IGT's expectations regarding the workplace standards and business practices

1) the number of new suppliers reported (1,400) represents almost the totality of the global suppliers, less a quota of a few located in Italy.

## DIVERSE SUPPLIERS

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

- women
- minorities (people of color)
- LGBTQ (lesbian, gay, bisexual, transgender and queer) persons
- veterans, persons with disabilities

persons from other underrepresented groups recognized by local laws or regulations. Typically, in U.S. lottery competitive procurements, a Request for Proposal (RFP) includes an obligation to allocate a share (usually approximately 10%) of the total budget to Diverse Supplier, thus allowing lotteries to contribute to the generation and distribution of economic value. In another approach, the RFP awards additional points to a proposal if a share of the total budget is allocated to Diverse Suppliers.

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 member of the commodity management team will visit strategic suppliers to review and discuss commercial and quality issues and other issues of interest.

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

### Environmental Assessment of Our Suppliers

IGT designs and manufactures product that is environmentally compliant for the jurisdictions where IGT places it. IGT's Environmental Compliance Policy

encompasses IGT product processes including design, source to procurement, warehousing, manufacturing, reconditioning, and delivery. IGT has developed procedures for engineering, materials, quality engineering, logistics, customer service and suppliers to ensure that IGT products meet environmental compliance requirements, convert existing non-compliant product to meet environmental compliance requirements, and monitor environmental compliance on an on-going basis.

The supplier management approach to environmental assessments includes first-hand observations where IGT will conduct an informal inspection of conditions while onsite. When visiting suppliers in high-risk areas, members of the supply management team will conduct informal assessments of environmental conditions. For example, the team will look at whether appropriate licensing from the local government is in place. Special attention is paid to waste management processes from industrial



## IGT'S ZERO-TOLERANCE APPROACH TO MODERN SLAVERY

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms including slavery, servitude, forced and compulsory labor, as well as human trafficking, all of which have, in common, the deprivation of a person's liberty in order to exploit them for personal or commercial gain. IGT has a zero-tolerance approach to modern slavery and will not support it anywhere in its business or supply chain. IGT is committed to acting ethically and with integrity in all its business dealings and relationships, and to implementing and enforcing effective systems and controls to reduce and possibly prevent the risk of the Company doing business with any companies that practice modern slavery.

processes that produce hazardous solid waste like the chroming, plating and painting processes. Preventative maintenance (PM) procedures and schedules are observed on related equipment to confirm that PM schedules support hazardous liquid containment integrity of the mentioned processes.

In 2020, for the direct material supplier management team, there were limited supplier visits where environmental assessment could be managed.

### Respecting Human Rights in the Supply Chain

In line with the core value of being responsible, IGT strives to carry out steps to protect human rights, both in its business and along its supply chain. As one of its corporate social responsibility initiatives, IGT is working toward eliminating the risks of human rights violations related to its global operations.

IGT published its first Modern Slavery Act  > statement in June 2017 (which covered the financial year ended December

31, 2016), and since then, published its statement annually disclosing the steps IGT has taken during each financial year to prevent modern slavery in its business and supply chains. All IGT's Modern Slavery Act statements are available on its corporate website.

In the first months of 2020, IGT (Australia) Pty Limited  > and its wholly owned subsidiary, International Game Technology (NZ) Limited, conducted an analysis of the processes that were in place in 2019 to ensure modern slavery is not taking place in any of its supply chains nor any part of its business. This is required by law in Australia, but the efforts referenced in IGT's group statement demonstrate IGT's commitment to preventing modern slavery in its business and supply chains in all jurisdictions in which it operates.

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

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

### Conflict Minerals

IGT complies with Rule 13p-1 (the “Rule”) under the Securities Exchange Act of 1934, as amended, adopted by the U.S. Securities and Exchange Commission to implement reporting and disclosure requirements related to “conflict minerals.” Conflict minerals – which include tantalum, tin, tungsten, and gold – are defined as those originating in the Democratic Republic of Congo (DRC) and

adjoining countries, 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.

### BROAD-BASED BLACK ECONOMIC EMPOWERMENT IN SOUTH AFRICA

The Broad-Based Black Economic Empowerment (BBBEE) is a governmental policy that was issued by the South African government in 2003 to advance economic transformation and enhance economic participation of black people (African, and Indian people who are South African citizens) in the South African economy. The BBBEE aims at ensuring that the economy is structured and transformed to enable the meaningful participation of the majority of its citizens and to further create capacity within the broader economic landscape at all levels through skills development, employment equity, socio-economic development, preferential procurement, enterprise development,

especially small and medium enterprises, promoting the entry of black entrepreneurs into the mainstream of economic activity, and the advancement of co-operatives.

The BBBEE is measured under the amended Code of Good Practice which consists of five elements: Ownership, Management Control, Skills Development, Enterprise and Supplier Development, and Socio-economic Development. IGT is committed to increasing its current BBBEE Level 4 score by focusing on increasing investments in the Enterprise and Supplier Development and Socio-Economic Development categories.



IGT developed its due diligence policies, procedures, and processes with consideration of the second edition of the 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 Conflict Minerals Report, which sets out the conflict minerals diligence program and due diligence process, can be found at IGT's investor relations website.

In 2020, to identify relevant suppliers subject to due diligence, IGT reviewed 330 suppliers in which over 95% of production of the covered products occurs. Starting with 330 suppliers, IGT removed suppliers from whom it did not purchase materials for the covered products in 2020. Suppliers were determined to be out of scope if the materials purchased from them either did not contain conflict minerals or were

not included in any of the covered products. If any uncertainty remained as to potential inclusion of any conflict minerals contained in materials purchased from a supplier for the covered products, the supplier was considered in scope. As a result of this analysis, IGT identified 55 suppliers that provided approximately 95% of its 2020 aggregate amount spent on direct material costs to be in scope and subject to further due diligence.

## CONFLICT MINERALS DILIGENCE PROGRAM AND DUE DILIGENCE PROCESS

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

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

The Responsible Minerals Initiative (RMI), founded by members of the EICC and GeSi, developed the Conflict Minerals Reporting Template,

a standardized reporting template that facilitates the transfer of information through the supply chain regarding mineral country of origin and the smelters and refiners being utilized. IGT requests that in-scope suppliers contributing to 95% of IGT's direct material spend and whose products contain conflict minerals use the template to convey the required information to the Company.

IGT also requests that its suppliers:

- adopt a conflict minerals policy to reasonably assure that the conflict minerals in the products they manufacture are in compliance with the RMI's Conflict-Free Smelter Program (CFSP) assessment protocols; and
- establish their own due diligence program to ensure CFSP-compliant supply chains and report their due diligence efforts to IGT.

## REASONABLE COUNTRY OF ORIGIN INQUIRY (RCOI)

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

## Interacting with Our Customers

Trust is an essential, and often invisible, ingredient of success in the gaming industry. As a global leader, IGT has gained the trust of customers thanks to pristine integrity and compliance with laws and regulations in all jurisdictions where the Company operates.

As a matter of fact, interacting with customers can be considered an essential element of IGT's sustainability practices. The Company takes stock of customers' priorities and goals, and carries out a stakeholder engagement process with the goal of delivering the most suited solutions to address the collective needs.

### Listening to Our Customers

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

IGT hosts a variety of customer events, including trade shows, to provide service, product and brand awareness and ensure that we are aligned with our customers to understand their ever-changing requirements. Customer meetings are regularly focused on the value IGT provides as a partner when communicating new gaming ideas, products or innovation to a market. In 2020, IGT organized and participated in multiple meetings and events with customers. In many instances, due to the restrictions following the COVID-19 pandemic, originally planned live events were replaced with virtual happenings.

IGT participated in six lottery industry events in 2020. Two of them were in-person events (EL/WLA Marketing Seminar and Public Gaming Research Institute - PGRI Smart Tech) and the remaining four were virtual events (NASPL DeskCon, PGRI Lottery Expo, La Fleur's Retail e-Conference, and EL Innovation Seminar). In addition, IGT invites lottery customers to fill out customer scorecards on a quarterly basis. This tool is critically important to get customer feedback and ensure the delivery of a high-level customer service.

### VIRTUAL MEETINGS WITH LOTTERY CUSTOMERS

IGT hosted all North America lottery customers in four small, group-session virtual customer meetings to present a global business update and, keep our customers informed on business continuity initiatives and engage customers in a live Q&A. The meetings were designed to replace the in-person North American Association of State and Provincial Lotteries (NASPL) conference, which typically takes place annually. In addition, the 9th annual Lottery Retail Workshop transformed from a two-day, in-person event to weekly virtual sessions held each Thursday in October 2020. During this time, international lotteries came together to share challenges, best practices, and lessons learned throughout the pandemic and in this rapidly changing environment.

### A VIRTUAL OPEN HOUSE FOR CASINO GAMING CUSTOMERS

When it became evident that the Global Gaming Expo (G2E) would be canceled, IGT polled its casino gaming customers to see if they would be interested in attending IGT's traditional pre-G2E event. The event, normally held in IGT's Las Vegas showroom in the last two weeks of September, serves as a sneak peek for customers on what IGT will be showcasing at G2E. More than 150 customers attended, many in person and some virtually. Given the circumstances, the duration of the event was extended to six weeks.

In addition, in October 2020 IGT hosted a Virtual Open House, inviting all casino gaming customers in the U.S. and Canada, with over 800 attendees. This event effectively replaced IGT's attendance at G2E.



In spring 2020 IGT's global gaming organization prepared multiple training tools for casino gaming customers to assist them with safety and sanitization protocols, and when appropriate, start-up support as customers came back online after COVID-19-related closures. These tools were highlighted in several IGT videos that were distributed to customers via email to drive awareness and support reopening.

During 2020, IGT mobilized its Roadshow Trailer Program to visit many casino customers in states throughout North America. The trailer was outfitted to showcase the newest gaming products and services and included key resources like COVID-19 safety guards and other social

distancing-friendly solutions. Additionally, the roadshow staff and sales support members underwent rigorous training and protocols to ensure the safety of employees and customers.

IGT hosted live webinars to stay in touch with customers all over the world and share the latest business developments throughout 2020. Game demonstrations and product roadmap discussions allowed IGT to provide updates on its solutions and gain valuable feedback from customers. For example, two customer events in Brisbane and Sydney allowed IGT to provide an update on IGT's games, systems and services, as well as offer presentations from external industry experts who talked about the demographic shifts expected due to societal changes after the pandemic.

Video vignettes were distributed to all customers as a part of the virtual events series, providing new product awareness and training to customers in a virtual format. The videos were small segments showcasing select products presented by the IGT product market

management experts, similar to what the experience at a trade show would allow, now in a virtual environment.

In December 2020, IGT participated in the digital tradeshow Betting on Sports America by producing a virtual booth from which visitors could launch and view video content and link to IGT's PlaySports website. IGT PlaySports team members were available for one-on-one interactions with visitors through live chat in the virtual booth.

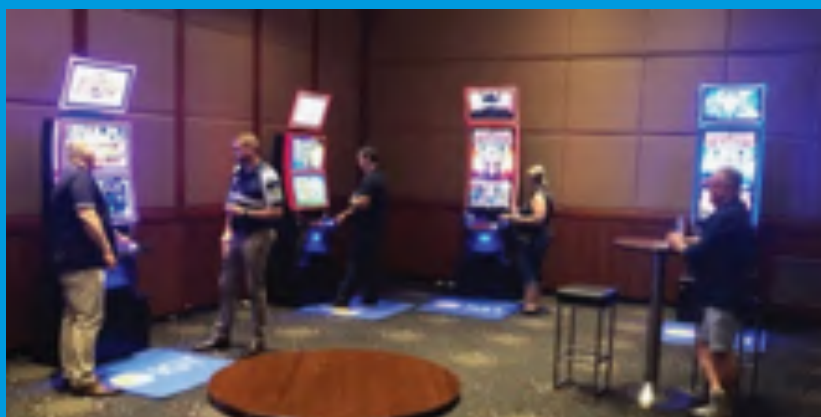
IGT's 2020 Lottery Customer Satisfaction survey has been postponed to 2021 given the unusual challenges presented by the pandemic. Most customers are still adapting to the new retail environments and lottery players' changes to their spending behaviors.

In Italy, as a means to support retailers, IGT carries out annual trade marketing surveys on new products and services. In 2020, the Company completed four surveys, one of which was on the launch of the new Gratta e Vinci scratch ticket.

## ROADSHOW IN AUSTRALIA FOR GAMING MACHINES

IGT in Australia also ran a roadshow for IGT's Queensland event. Without the normal IGT mobile showroom, since the state borders were closed and the truck could not get to the event location, IGT loaded a truck with

six machines and arranged events at 11 locations covering 2,500 miles along the Eastern seaboard of Queensland during August. Over 300 customers attended the event while adhering to strict COVID-19 safety guidelines.





In 2020, many of IGT's research activities were postponed or cancelled. However, the Company continued to support customers through managing and executing several pieces of ongoing research, including tracking studies.

### Responding to Our Customers' Needs

Listening to and meeting customers' needs across the world is a challenge, as customers differ in terms of size, services required, and status, from state lotteries and regional gaming halls to local gaming retailers and single players. Needs also vary in terms of jurisdiction-specific regulations and agreements at both the national and local levels. The COVID-19 pandemic represented a challenge due

#### COVID-19 IMPACT RESEARCH

Many research companies executed their own research on consumer behaviors during the pandemic in an omnibus study format. IGT asked some companies to add gaming-specific questions about casino and lottery. Results included changes in peoples' playing behavior for lottery and casino, and their intent to play after the pandemic is over.

to the lockdown restrictions of gaming halls and retail shops. While embracing such complexity, IGT increasingly fine-tuned aspects of serving its customers, pursuing excellence in its processes as well as through its people.

### IGT Global Field Services

IGT Global Field Services is a full-service network provider. As such, IGT employees provide point-of-sale service as well as network infrastructure installation, removal and relocations. IGT's comprehensive service plan begins with reliable equipment, cutting-edge peripherals, and a robust communications network.

As a full-service network provider, IGT provides gaming and lottery machine service, as well as installations, removals, relocations, and pre-site inspections. Dependent on the venue and game types offered, the communications network supporting IGT's games is generally established by the location and typically consists of a CAT5E network infrastructure. While the gaming venues typically have an established communications network, independent lottery retailers do not and therefore require IGT to install a communications

infrastructure that best fits the retailer location. This generally consists of satellite communications and/or a cellular router.

The approximately 1,200 employees throughout IGT's Global Field Service operations include Field Service Technicians, Bench Repair Technicians and Field Service Management, who support over 1.4 million pieces of equipment. Resources are available to assist with terminal provisioning (installation, removal, relocation), repairs, game conversions, upgrades and any other maintenance requirements any hour of the day, 365 days a year. In 2020, Field Service Technicians completed over 970,000 equipment-related tasks, such as general maintenance, conversions, installations, removals and equipment repair.

The IGT Field Service 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 Field Service



Technician (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 for FSTs to follow when working with peers, customers, and third-party resources. Field Service 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 Service Standards such that staffing levels are reviewed to ensure that customers can rely on adequate in-state staff who are equipped to respond to service calls in a timely manner. IGT understands the importance of staffing each customer base with an appropriate number of FSTs to match demand.
- Staffing levels and performance Measurements are

constantly reviewed against statistics and trends to maintain optimal field staffing levels. Field Service leadership measures the performance of each staff member as well as the team to provide guidance and feedback. The local Field Service Management Team then provides performance reports to the customer for full transparency and accountability.

The Field Service operation provides 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.

## PROVIDING CONTINUOUS SUPPORT TO THE BUSINESS

In March 2020, it was uncertain how the pandemic would unfold. Acting swiftly, the Field Service organization needed to implement an immediate strategy to ensure the safety of Field Service employees globally. The strategy included implementing mandatory Personal Protective Equipment (PPE), limiting service activity and only responding to revenue-generating call types, such as a lottery terminal that was unable to sell a ticket.

As the pandemic progressed, so did the Field Service COVID-19 response strategy. It became evident that U.S. lotteries were going to continue to operate. Lottery operations and vendor staff were identified as "essential" employees by local and state governments. In April 2020, IGT's Environmental Health & Safety (EH&S) department released its

COVID-19 Exposure Plan, which sets out measures to mitigate the risk of COVID-19 contact.

While restrictions were initially placed in casinos and similar facilities, recovery and reopening of some venues began in May 2020, with tight restrictions and safety protocols in place. The field service strategy for reopening casinos looked similar to the strategy used for the ongoing lottery operations: implement PPE requirements, apply social distancing, sanitize and work safely. At the end of 2020, there were 1,038 casino and gaming facilities operating across North America. Further to the casino reopening plan, IGT implemented the Digital Content Distribution, an initiative to facilitate software download to manage and serve gaming customers.

IGT is committed to gathering customer satisfaction data in order to constantly improve the level of service. Customer satisfaction can be measured in a variety of ways, such as customer surveys, direct feedback, and customer

“I’m deeply grateful for all the hard work that IGT employees have shown each and every day, but especially during this pandemic, for being on the front lines and ensuring that IGT’s infrastructure is operational.”

**Jay Gendron**  
COO Lottery  
IGT

retention. Internally, IGT holds itself to a high standard of quality utilizing a self-imposed 98% service level of on-time call completion.

Field Service 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 utilizing a scoring metric of 1 to 5. Each metric category is reviewed with the customer, who is also asked to score IGT for each metric. Within the results for North America Lottery, Field Services scored an excellent average rating of 4.4 out of 5.

## FIELD SERVICES IN ITALY

The main activities performed by Field Services in Italy include:

- Central second-level assurance for retailers. This activity essentially consists of carrying out second level specialist activities for tickets on critical breakdowns at the point of sale, and in providing remote assistance to the technicians. In 2020, IGT handled around 40,000 of these tickets.
- Field maintenance for venues. In 2020, IGT carried out approximately 100,000 field interventions for assistance activities and approximately 30,000 repairs of broken devices.
- Field delivery for network and terminal equipment in the retail venues opened in 2020. In Italy, there is an annual average churn of 20,000 points of sale and the goal of Field Services is managing agreements with suppliers who perform delivery activities.

In Italy, IGT continues to monitor satisfaction through semi-annual customer scorecard effort and data driven performance measurements. The day after the visit of an IGT technician, retailers are asked to express their satisfaction about courtesy, overall service, and the technician’s technical and listening skills. With more than 57,000 interviews with retailers in 2020 alone, IGT reached an average score of 4 (on a scale 0 to 5) in customer satisfaction assurance and delivery.

## CUSTOMER SATISFACTION DATA 2020 FOR FIELD SERVICES IN ITALY

	CUSTOMER SATISFACTION ASSURANCE	CUSTOMER SATISFACTION DELIVERY
Goal rating	4.5/5	3.5/5
Retailer interviews	39,086	18,451

## IGT Contact Centers

The mission of IGT Contact Centers is to provide 24/7 business assistance, accurate information, and effective procedural safeguards to all locations where IGT provides this service to its customers.

In particular, its mission is to maximize customer satisfaction with a specific focus on both responsible gaming and compliance while ensuring sustainable costs through the identification and implementation of best practices (e.g., streamlined processes, quality management, and common tools).

Contact Centers and dispatch teams in multiple geographic locations provide superior redundancy and disaster recovery capabilities, and offer service in local languages to enhance customer experiences. 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 have occurred in the previous week. The Contact Centers also generate reports to review the year's performance.

## ContactCenters B2B

IGT Business-to-Business (B2B) Contact Centers provide assistance in the form of accurate information and effective procedural safeguards to IGT's end users of systems and terminals in lottery retailer locations and land-based casinos. This is done by identifying and applying appropriate optimizations in cooperation with areas managed by IGT corporate partners.

The National Response Center (NRC) is the B2B contact center in the U.S. and provides support to lottery retailers, global incident management and gaming dispatch, systems and parts services. Throughout 2020, the NRC maintained staff in four locations throughout the U.S., the primary location being in Providence, R.I., with the secondary/supporting locations in Austin, T.X., Charleston, W.V. and Jacksonville, F.L.

All call center associates are trained to be universal agents able to provide technical support to all 24 lottery retailer jurisdictions.

One of the NRC's major achievements in 2020 was transitioning staff to work 100% remotely due to the COVID-19 pandemic. By the end of March 2020, staff at all NRC locations were working remotely and seamlessly with no interruptions. This allowed IGT to maintain 24/7 technical support to lottery retailers without service or support interruptions. While other IGT locations were working on implementing remote access for local employees, the NRC supported those departments by handling calls for Texas Instant Ticket Services (ITS), Indiana ITS and Michigan Retailer Services (RS), as well as assisting the B2C colleagues to get fully remote by allowing some of the associates to train and handle their calls.

The NRC maintained ISO 27001 and 20000 certifications throughout 2020, ensuring compliance with standardized best practices in information security and IT processes. Additionally, IGT completed a

project to modernize services in the Australia gaming market. As a result, the existing third-party call center was phased out, and service contacts transitioned to the modernized NRC operation in North America. By leveraging the tools of the NRC, the call center operation supporting the Australia gaming market now offers a consistent high-quality service with complete transparency into all KPIs and historical data that can be utilized across the organization to enhance the customer experience.

In 2020, the NRC handled

over 700,000 calls from North American lottery and gaming customers. The NRC receives inbound calls 24/7 throughout all lottery retailer jurisdictions. Our International Call Center locations handled 800,000 calls from Poland, Czech Republic, Slovakia, Mexico, Costa Rica, Trinidad & Tobago, Jamaica, Colombia, Chile.

Weekly and monthly meetings are held with Contact Center senior staff within services to review performance,

address any challenges and adjust as necessary to drive performance. The Contact Centers produce daily reports with all the indicators necessary for monitoring the quality of 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.

## IGT B2B CONTACT CENTERS: LOCATIONS AND COUNTRIES SERVED



CONTACTCENTERWORLD 2020 VIRTUAL AWARDS

In 2020, IGT won the ContactCenterWorld 2020 Virtual Awards. ContactCenterWorld is the Global Association for Contact Center & Customer Engagement Best Practices, established in 1999. ContactCenterWorld

has over 205,000 corporate members. The mission of ContactCenterWorld is to provide world-class research, conferences, awards, networking opportunities and information on best practices in the contact center world.

CONTACT CENTERS B2C

IGT Global Consumer Services Business-to-Consumer (B2C) Contact Centers provide 24/7, multichannel assistance to players worldwide, as well as to lottery and commercial partners operating within the entire digital offering – iLottery, sports betting, poker, casino, skill games, bingo, and, in Italy, pre-paid cards – through eight centers from five countries and in three languages. The centers focus on responsible gaming, compliance, and customer satisfaction, acting as

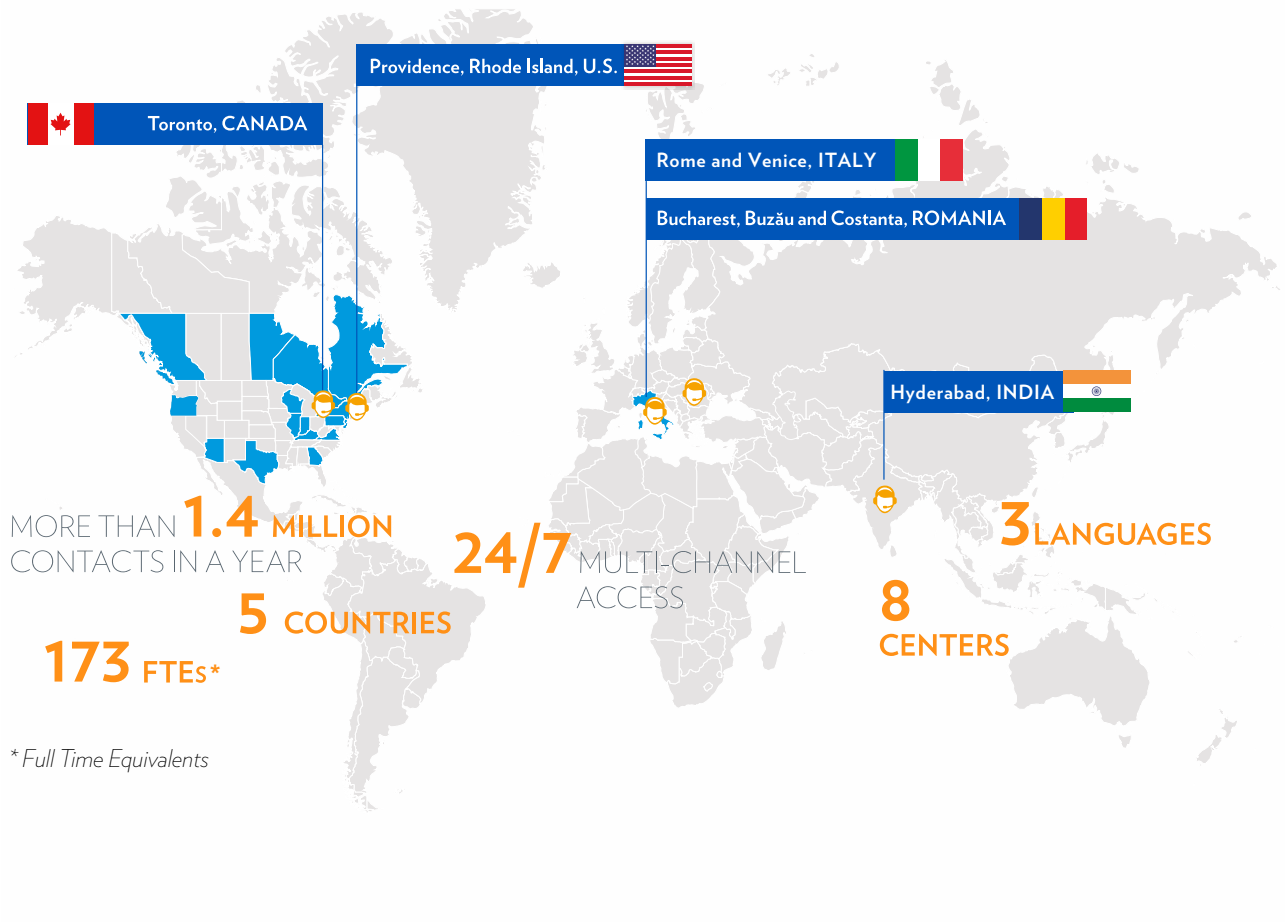
a partner and advisor directly to players where IGT manages the customer base via a lottery contract or commercial license (Italy), and to third-party organizations (e.g., World Lottery Association members in North America) for which IGT provides technology and services.

Organizationally, Global Consumer Services are coordinated via a dedicated team in IGT Rome office, and rely on local operational sites in the U.S., Canada, India and

Italy, and through outsourced centers in Romania. As a core element of its philosophy, management ensures that all Global Consumer Services employees (part IGT, part outsourced via third parties) 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 each Contact Center’s performance and emerging issues. The main indicators include the phone call response rate, chats conducted, and emails replied within a specific timeframe, as well as the rate of incoming issues resolved upon reception.

## IGT B2C CONTACT CENTERS ACROSS THE WORLD



## Caring for the Environment

GRI: 103-3

IGT is committed to complying with accepted environmental practices, including the promise to meet or exceed applicable legal and certification requirements as well as ensuring that its operations interact with the environment in a socially responsible manner. The Company strives to continually improve its environmental management systems and reduce its environmental impact. Effective and reliable monitoring systems allow IGT to assess its progress in reaching these goals.

The Company's activities that could potentially affect the environment include hardware and software implementation, research and development, warehousing, and administrative tasks. IGT's industrial activities include instant ticket printing in Lakeland, Florida, printing activities in Tito Scalo, Italy, and machine assembly in Reno, Nevada.

The potential environmental impact on IGT facilities is related to:

- Energy consumption: energy is used in fuel for heating and for company

cars and trucks; electricity and natural gas are used for offices and manufacturing and printing activities; and propane is used for warehouse activities.

- Emissions: energy use has a direct and indirect impact on emissions, as does the transportation of goods by service providers.
- Waste production: assembling and printing processes do not generate a significant amount of waste. Generally, the waste produced in these processes is not hazardous, and is mostly sent to recycling, consistent with corporate policies.
- Material consumption: IGT's facility in Reno, Nevada, assembles sub-products provided by suppliers, having an indirect impact on material consumption. IGT's printing facilities use paper and inks, having a direct impact on material consumption.
- Sub-processes: the potential indirect impact can be significant for some sub-product assembly processes in Reno, Nevada (such as

chroming); the suppliers used for such processes are periodically monitored via onsite inspections to verify their compliance with regulations.

### Our Approach

Since 2016, IGT has been using an internal, web-based tool to collect environmental data from sites all over the world. The tool has systemized and harmonized the data collection process and has allowed IGT to assess its progress in reaching its environmental commitments by giving a more comprehensive overview of the Company's environmental impacts. Over the last couple of years, improvements were made to the tool, allowing the Company to significantly improve usability and reduce the risk of errors. IGT required each of its 227 global office locations to provide environmental data in 2020.

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. In order to evaluate natural gas and electricity consumption and related emissions of all active locations in 2020, offices that were not able to provide actual data due to



pandemic-related constraints, provided estimated data, being the average emissions per square meter considering the effective opening days of the locations during the year.

### Environmental Management Systems and Certifications

IGT is committed to improving its environmental performance by implementing Environmental

Management Systems (EMSs) in all of its industrial sites. In particular, the instant ticket printing site in Lakeland, Florida, and the machine assembling facility in Reno, Nevada, are certified according to the ISO 14001 standard, while the printing site located in Tito Scalo, Italy, has an environmental policy inspired by principles of ISO 14001 standard.

In addition, the two Rome offices located in Campo Boario, employing approximately the 12% of IGT's total workforce, have implemented ISO 14001 and ISO 50001 certified Energy Management Systems. Also, IGT's Reno facility has gained the Leadership in Energy and Environmental Design (LEED) gold certification.

## A PRINCIPLED APPROACH TO CONSERVATION

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

- setting and regularly assessing goals for improving environmental performance;
- following operating guidelines that protect the environment, employees' health, and the integrity of communities influenced by the Company's operations;
- complying with current regulations at all levels;
- applying principles for ongoing improvement of pollution prevention;
- reducing the environmental impact of production processes in an economically effective way;
- sharing information about the environmental impact of its business performance in a transparent manner; and
- guaranteeing that staff have the skills and resources needed to achieve the established environmental goals.

## ENVIRONMENTAL CERTIFICATION

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

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

- complete compliance with applicable state or federal environmental laws;
- specific improvements in printing facilities such as reduction of solvent-related air emissions;
- reduction of paper consumption through implementing software to measure employee paper use and a process to monitor the quantity of printed copies;
- reduction of plastic consumption through process optimizations

aimed at using more sustainable materials;

- reduction of energy consumption through replacing air conditioning systems; adopting more efficient technology platforms including building management systems (BMS), installing air conditioning fan coil sensors, replacing windows, and substituting fluorescent tubes with LED lights;
- implementation of communication channels in the event of incidents with potential environmental impacts in order to provide immediate responses;
- reduction of water consumption;
- promotion of recycling and reusing treatments instead of disposing, also through conversion of waste into materials with energy potential; and
- extensive food waste composting at Rhode Island facilities.

**ISO 50001  
CERTIFICATION**

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

**IGT INDIANA'S SUSTAINABILITY INITIATIVES ON BEHALF OF THE HOOSIER LOTTERY**

- As a step toward achieving games sustainability, the Hoosier Lottery supported the first-of-its-kind research into the environmental impacts of scratch-off tickets and elnstant tickets.
- To reduce reliance on paper playslips, the Lottery continues to offer myPlayslip, a digital playslip. myPlayslip enables players to create a playslip on their smartphone. In 2020, players initiated approximately 518 transactions at retail per day from myPlayslip. Players also used myPlayslip 189,287 times, an increase of almost 30% from the previous fiscal year.
- The Lottery interacted with various agencies to drive sustainability initiatives in 2020. In celebration of Earth Day, the Lottery published a podcast interview with the owner and founder of Miles Printing, who uses 100% green energy to print Hoosier Lottery's point-of-sale advertising material. Employees heard from this locally owned business about why going green matters to them and how it has benefited their business and community.

**LEADERSHIP IN ENERGY AND ENVIRONMENTAL  
DESIGN (LEED) CERTIFICATION**

The Reno, Nevada facility has LEED Gold certification, awarded by the United States Green Building Council in 2015, which is valid until 2025. IGT Reno is Nevada's first Gold-certified facility, which combines offices, data processing, and manufacturing activities under the LEED "Existing Buildings: Operations & Maintenance" distinction. The Reno facility operates with less water and energy, reducing greenhouse gas emissions and, as a bonus, saving costs. The benchmarks met by the Reno office to earn LEED certification include diverting 78% of waste from the landfill through IGT's extensive waste management program and reducing water usage.

## Our Impact

### Energy Consumption

GRI: 103-3; 302-1; 302-4

The reduction of energy consumption is one of the priorities of IGT's environmental strategy, as this objective makes it possible to achieve direct benefits in terms of combating climate change. IGT's direct energy consumption mainly concerns heating fuel, primarily natural gas, and corporate cars and small trucks. In case of a power-outage emergency, fuel is also used for powering back-up electrical generators. The indirect consumption of energy includes electricity consumption for offices, data centers, and manufacturing and printing operations. The reduction of activities in the offices and transfers by company vehicles as a result of the pandemic (including prevention measures adopted by the Company) has caused a 16% net reduction in energy consumption, compared to the previous year.

### REDUCING THE ENVIRONMENTAL IMPACT AT IGT FACILITIES AROUND THE WORLD

Throughout 2020, IGT was committed to reducing the environmental impact of its facilities around the world. Some examples of these initiatives are:

- The Tito Scalo facility in Italy continued the replacement of the old lighting systems with new Light Emitting Diode (LED) installations. In 2020, the percentage of electric power from LED sources amounted to 15.6%, with a total estimated savings of 10.000 kWh;
- The Reno site in Nevada installed a CO<sub>2</sub> monitoring system to reduce the amount of outside air coming into the building for heating and cooling. The intervention was included in the upgrade of the Building Management System (BMS) to Automated Logic Web CTRL. version 6.5. The new system enables the control of the environment as it pertains to heating, cooling, CO<sub>2</sub> levels, and the lighting system at the campus allowing for higher plant efficiency and improved room comfort.
- The facility in Moncton, Canada implemented an energy-saving program that rewards participants for making simple energy-saving changes. In 2020, this initiative resulted in the reduction of the power peak demand by 78 kW.
- The Rome site in Italy configured a new monitoring system accounting for data center consumption and the mapping of the switches on the main components to analyze and intervene on any anomalies to avoid inefficiencies. The site has also continued the activities of heating, ventilation and air conditioning (HVAC) systems efficiency aimed at optimizing the automatic adjustment of systems based on the actual presence of employees.

### ENERGY CONSUMPTION GIGAJOULE (GJ) <sup>(1)</sup>

	2020	2019	2018
Natural gas	118,286	131,289	110,526
Electricity	338,858	418,920	405,029
Gasoline (fleet)	250,665	298,879	316,857
Diesel consumption for vehicles and generators	36,093	40,204	41,987
Liquefied petroleum gas (LPG)	2	27	290
Propane	246	321	270
<b>Total energy consumption</b>	<b>744,150</b>	<b>889,640</b>	<b>874,399</b>

1) In order to evaluate natural gas and electricity consumption and related emissions of all active locations in 2020, offices that were not able to provide actual data due to pandemic-related constraints, provided estimated data, being the average emissions per square meter considering the effective opening days of the locations during the year.

Efforts to improve energy efficiency in order to reduce the total energy consumption, both in facilities and warehouses, have been implemented by many IGT offices. Most of these offices are located in North America and the Caribbean; the remaining are equally located throughout South Africa, the Philippines, China, and Australia.

The initiatives carried out by offices and facilities primarily involved the replacement of old lighting systems and energy efficiency of heating, ventilation and air conditioning (HVAC) systems through the replacement of old machinery or the use of smart management systems. Several IGT offices also held internal meetings to raise awareness about energy saving and invited employees to turn off the lights and all electrical devices if not strictly needed, especially at night or during weekends. Particular attention was given to saving energy during the office closure periods due to the pandemic, ensuring that all unnecessary utilities remained shut off.

## Emissions

GRI: 103-3; 305-1; 305-2; 305-3; 305-5

The main sources of greenhouse gas (GHG) emissions in relation to IGT's activities are combustion of fuels, electricity, and the transportation of goods and people. GHG emissions can be divided into three categories:

- **Scope I emissions:** direct emissions from stationary or mobile combustion referring to fuel consumption, natural gas and liquefied petroleum gas (LPG) for heating, diesel consumption for generators, diesel and gasoline consumption for vehicles, and fugitive emissions from refrigerant gases. Many of IGT's U.S. contracts require the Company to install, maintain, and service lottery equipment throughout the country. The fleet includes gasoline and diesel-powered service vans, as well as sales force vehicles, and company cars. IGT continues to focus on driver behavior by addressing fuel consumption affected

by idle time, rapid acceleration, and cargo weight. In addition, the Company strives to keep its fleet appropriately sized for specific contractual needs and territorial requirements.

- **Scope II emissions:** indirect emissions from energy consumption that refer entirely to electricity. IGT, beyond its commitment to reduce energy consumption and implement energy efficiency initiatives, strives to use green energy where suitable.
- **Scope III emissions:** emissions derived from paper consumption (for office use and production of products), shipments of IGT goods by third parties, and business travel. In 2020, IGT continued with the program of increasing shipping efficiency by preventing vans from leaving when not fully loaded and reorganizing routes and deliveries. Customer engagement activities were also conducted in order to consolidate deliveries and

shipments to reduce the number of trucks needed for product delivery, while ensuring that customer contract dates and needs are met.

Compared to 2019, Scope I and Scope II emissions have decreased by 12% and 21% respectively. Such decrease is mainly due to the decrease of energy consumption in 2020 caused by the COVID-19 pandemic, which forced certain offices and facilities to close temporarily and entailed less car travel by corporate fleet. Scope II emissions have also decreased due to the update of emission factors, which corresponds to the growing presence of renewable energies in the energy supply process. The decrease in Scope III emissions -39% compared to

2019) is also related to lower raw material use in offices and reduced movement of goods and people for business travels.

In 2020, IGT's facility in Lakeland, Florida, maintained the GHG emissions reduction program detailing the most energy-efficient ways to run the printing press, including:

- using natural gas to dry ink;
- using better operating practices, such as shutting down the dryers when it does not impact quality and reducing downtime as operating efficiencies increase;
- using faster-drying inks; and
- eliminating propane-driven forklifts.

#### GREENHOUSE GAS (GHG) EMISSIONS (TONS)

	2020	2019	2018
Scope I	28,275	32,219	36,514
Scope II*	36,721	46,378	47,941
Scope III	34,285	56,221	34,937

\* In 2020, Scope II emissions based on market-based methodology amounted to 38,395 tons of CO<sub>2</sub>. The methodology used for GHG calculation is based on voluntary and mandatory GHG reporting guidance issued by the U.K. Department for Environment, Food & Rural Affairs (DEFRA). Fuels and operations were factored in through the DEFRA conversion protocol within the reporting methodology. GHG emissions related to electricity were computed according to the emission factors (EFs) issued by the International Energy Agency (IEA), except for U.S. states that were referenced according to state-based U.S. Environmental Protection Agency EFs. For those countries where IEA EFs were not available, conversion rates followed the Institute for Global Environmental Strategies EFs.

## THE ENVIRONMENTAL IMPACT OF COMMUTING IN ITALY

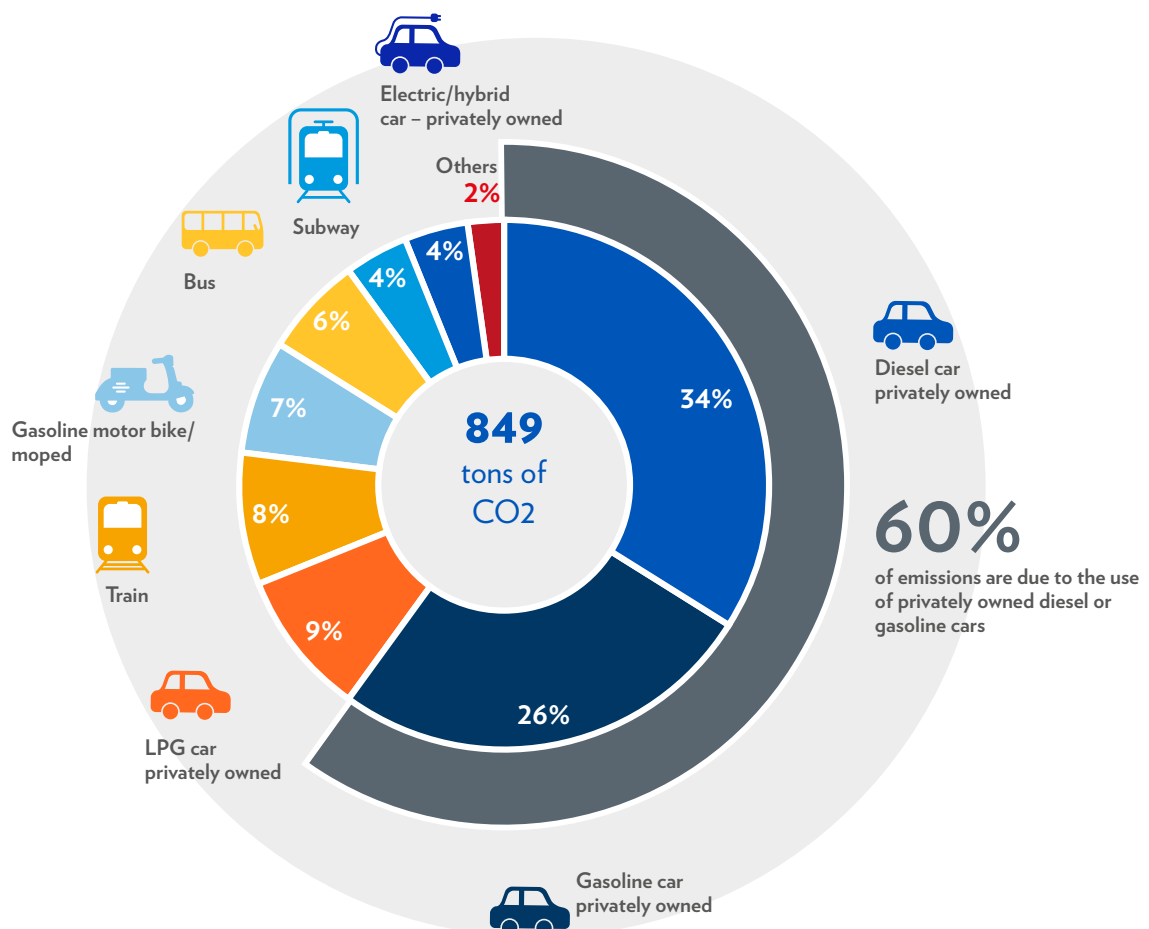
With the aim of helping employees reconcile their private and working lives, IGT Lottery in the pre-pandemic period already resorted to remote working and smart-working. This approach enabled the Company to be ready for a massive implementation of remote working for all employees from the start of the pandemic. During 2020, a major initiative was also carried out involving all employees. IGT Lottery distributed a questionnaire regarding home-working trips with the aim of gathering information needed to estimate the environmental impact due

to commuting, both for 2019 and 2020. The results of the questionnaire, considering only the days of actual presence at the workplace, show a 74% decrease in emissions related to home-working commuting between 2019 and 2020, from 2,465 to 633 tons of CO<sub>2</sub>, in line with the reduction of days spent at work (-73%). The results of the questionnaire also show that, in 2020 as in 2019, the majority of emissions remain related to the use of private diesel or gasoline cars, and 18% of employees travel to work using public transportation (mainly train, bus, and subway).

The assumptions for appraising consumptions from home-working have been developed in order to complete the

calculation of emissions due to commuting. By means of a complex scheme and several assumptions, it is possible to estimate emissions related to home consumption of electricity (for electronic devices, lighting, and cooling), and natural gas consumption for heating, which for the year 2020 was equal to 342 tons of CO<sub>2</sub>. This amount of emissions corresponds to about 19% of the total emissions avoided through reduced daily commuter travel, and represents a counter-effect of the increase in smart-working days. In addition, in 2020, there was an overall reduction of approximately 800 tons of CO<sub>2</sub> due to emissions avoided following reduction in energy consumption of offices.

### THE IMPACT OF COMMUTING (emission of CO<sub>2</sub> per means of transportation in 2020)



## MYSELF, THE NEW ENVIRONMENTALLY FRIENDLY CUSTOMER SERVICE IN ITALY

The MySelf project aims to optimize the number of technical interventions carried out by service staff at the point of sale. Through the review of the customer service process, the MySelf project increased the effectiveness of remotely troubleshooting all point-of-sale gaming terminals (e.g. through web, app) without field intervention. This change resulted in multiple environmental benefits including reduced emissions of

carbon dioxide, nitrogen oxides, sulfur oxides and particulate matter. With 101,072 planned interventions, 86,259 were completed in the field in 2020. Part of this reduction (72%) is due to the impact of the COVID-19 pandemic. Fewer interventions, following use of remote channels, have resulted in a reduction of climate-altering gas emissions of 24 tons of CO<sub>2</sub>. The reduction was lower than the previous year due to the limited number of

interventions required during the lockdown period. Throughout the year, IGT Lottery expanded its offer of self-assistance and self-governance functions for B2B customers with omnichannel access from all touch points, including the web, gaming terminals and interactive voice response channels via chat/chatbot and voice assistance, and an app released in Apple and Google stores in December 2020.

## MYSELF, TOUCH POINT, CHANNELS, TOOLS, ORGANIZATION



Customer Relationship Management (CRM)



Field maintenance

### KNOWLEDGE BASE



Virtual Agent



Operator



Operator



Chat Operator



Conversational Chatbot



Big Data

Interactive Voice Response (IVR)

Chat/Chatbot

AI



Served assistance



APP



Retailers Portal



Computer Terminal

Self assistance

Proactive assistance

Self Diagnosis - IOT



## Other Emissions

IGT's production processes have no significant impact on the atmosphere. However, it is possible to trace volatile organic compounds (VOC) in the printing activities as well as low emissions of ozone-depleting substances from the cooling systems at various production and office sites. The printing facilities in Lakeland, Florida, and Tito Scalo, Italy, as well as the manufacturing facility in Reno, Nevada, have adopted a similar approach to VOC, 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 2019, the Lakeland facility started using a full water-based printing process which removed the majority of solvents used in the process, thus removing air pollutants, hazardous air pollutants (HAP) and VOC. The process was completed in 2020 with a second unit that removes all solvents from the plate manufacturing process. This allowed the Lakeland facility to stay below

the annual VOC threshold target by 71.6% and the HAP threshold target by 79.7%, resulting in a 9% reduction of total VOC emissions from printing activities compared to 2019.

The VOC emissions (from inks and cleaning material) in 2020 for the printing plant in Tito Scalo dropped by 87% due to a different mix of inks, with a lower environmental impact, resulting from a different product mix requested by customers, and also due to the decrease in production hours.

## Waste, Water and Material Consumption

### Waste

GRI: 103-3; 306-1; 306-2; 306-3

Most of IGT's waste is produced at the Company's manufacturing and printing plants, since offices are characterized by a lower generation of waste due to the types of activities conducted. Each plant is committed to improving its environmental performance, including waste management. In 2020, IGT produced 10,142 tons of waste, of which more than 93% was non-hazardous,

showing a 27% decrease compared to the previous year.

This decrease in waste production is mainly due to waste reduction programs in various IGT facilities, combined with the temporary shutdown of offices and facilities due to the COVID-19 pandemic. The Company's focus on proper waste management has led to a drastic reduction in hazardous waste destined for disposal, in favor of recovery and recycling treatment.

The Reno manufacturing facility complies with the the European Union Directive on Restrictions on Use of Hazardous Substances in Electrical and Electronic Equipment (2011/65/EU) (RoHS) RoHS and is registered as a small quantity generator of hazardous waste. In 2020, by using multiple balers to segregate the waste stream, the Reno facility was able to divert 78% of its waste. Throughout 2020, the Reno facility worked with various recycling vendors for products such as batteries, Styrofoam, paper, e-waste, metal, plastic and cardboard. The site

supplied each employee with a reusable plastic or metal cup for water and refreshments with the aim of eliminating the use of polystyrene cups, and provided commercial-grade coffee machines and fountain drink dispensers for employees to use to further promote this initiative.

In 2020, the Lakeland facility partnered with a waste processing company to reduce the waste sent

to landfills. Most of the packaging waste, scrap plastic, and wood were sent to the facility for conversion into fuel cubes. Significant amounts of paper dust are created during the converting and packaging process for scratch off tickets which are then compacted at a ratio of 16:1, and extruded out as pucks or cores. As traditional recycling markets are not interested in compacted dust, NuCycle, our recycling

partner, can fully utilize the compacted dust by combining it with other combustible products to produce fuel cubes. The Lakeland printing facility also has an extensive recycling program in place, whereby all wastepaper from the printing process is recycled. The material is shredded on site and compressed into large bails to be sent to a recycling facility for processing.

#### WASTE MANAGEMENT AT IGT

##### WASTE (Tons)

	2000		2019		2018	
	Waste Sent to Recovery, Reuse and Recycling	Waste Sent to Landfill	Waste Sent to Recovery, Reuse and Recycling	Waste Sent to Landfill	Waste Sent to Recovery, Reuse and Recycling	Waste Sent to Landfill
Non-hazardous Waste	5,768	3,692	10,628	2,495	7,094	2,425
Hazardous Waste*	659	22	450	339	54	1,545

\* In 2020, the site in Santiago, Chile, started a recycling program specifically for damaged UPS (Uninterruptable Power Supply). This program enabled the recycling of 3,200 kg of ferrous scrap, 100 kg of plastic and ABS (Acrylonitrile butadiene styrene) and 200 kg of electronic scrap such as plates and cables.

## IGT WON THE 2021 FTA SUSTAINABILITY EXCELLENCE AWARD

IGT's Lakeland, Florida, printing facility was recognized as the winner of the Sustainability Program in the 2021 FTA Sustainability Excellence Awards for having implemented a waste reclamation program. The award is given to companies that show their commitment in developing sustainable package printing solutions that reduce the environmental impact of printing while improving workers' health and safety. The program has been implemented by IGT in partnership with NuCycle Energy, a waste processing technology company, that has developed an alternative fuel replacing coal that is generated from standard landfill waste materials. NuCycle Energy turns waste materials from industrial and commercial businesses into an energy dense, highly engineered fuel product called Enviro-Fuelcubes (EFCs), which is a valid alternative fuel source in the energy-intensive industrial manufacturing and utility power generation sectors.

The Lakeland facility is pursuing the goals of reducing the facility's community and local wildlife exposure to environmental issues, reducing the generation of greenhouse gas, and mitigating groundwater contamination from its waste stream. In response to growing requests from customers to reduce the environmental impact of IGT processes on sites' surroundings, the Company implemented a landfill waste reduction program that would enable the reduction of the Company's greenhouse gas generation, and the mitigation of potential groundwater contamination from its waste stream. The new process substantially downsizes the use of open top waste containers to collect the debris, which are now being substituted with closed top truck containers, while also removing the excess process waste from the production floor. The process is also designed to prevent potential contamination of the property, parking lots and rainwater retention that may occur due to high winds and rain, and to further reduce potential

environmental harm to employees and neighbors. This initiative follows the desire to further develop the facility's pre-existing recycling program with the aim of reducing its landfill waste. This program entailed posters for waste identification, employee training materials and employee meetings, dedicated recycling storerooms and docks, as well as transportation between the Lakeland facility and the new waste processors. The process behind this partnership has led to the reduction of open top waste containers, as the reclaimed materials are kept and transported in closed top truck containers, which not only remove excess process waste, but also decrease potential spreading or leaking of contaminants. This program removed 7,175,050 pounds of waste from landfills in 2020, of which 1,073,380 pounds was used to make alternative fuel. Alternative fuel represents a one-to-one replacement of burning 1,073,380 pounds of coal. The Lakeland facility has set the target of keeping the production of landfill waste to less than 3% annually.

## Water

GR1: 103-3; 303-1; 303-2; 303-3

Water at IGT is primarily used in cafeterias and rest rooms, and also used for office purposes and silkscreen printing

activities. Consequently, IGT is not a major user of water. In 2020, data collection was implemented to update the indicators according to the latest reporting standards, which

allowed for a more detailed analysis of water withdrawal and discharge sources. Approximately 91% of water withdrawal comes from third parties (such as municipalities),

and to a lesser extent, from surface water and groundwater. Nearly all withdrawal occurs in non-water-stressed areas. Overall, water withdrawals in 2020 were down 20% from 2019.

As for water discharges, the 30% increase in 2020 over the previous year is mainly due to an expansion of data

collection, which covered almost the entire perimeter of water withdrawal. Ninety-nine percent of discharges are due to third parties.

Freshwater accounts for 64% of water withdrawals and 57% of discharges, demonstrating the low impact of the Company's processes on water consumption.

The Lakeland facility uses potable water for all purposes in the building and in the production process and has implemented a water reduction program for cleaning printing rollers. The site switched to a laser system that gets rid of wastewater generation, as the dust made by the laser is then collected and disposed of with no water consumption.

WATER CONSUMPTION		
WATER CONSUMPTION AND DISCHARGE (m <sup>3</sup> ) <sup>(1)</sup>		
		2020
Withdrawal	Surface Water	21,280
	of which from water stress area	-
	Groundwater	2,783
	of which from water stress area	-
	Seawater	-
	of which from water stress area	-
	Produced water	-
	of which from water stress area	-
Discharge	Third-party water	235,324
	of which from water stress area	3,046
	Total withdrawal	259,388
	of which from water stress area	3,046
	Surface Water	-
	of which to water stress area	-
	Groundwater	1,943
	of which to water stress area	-
	Seawater	-
	of which to water stress area	-
	Third-party water	230,829
	of which to water stress area	825
	Total Discharge	232,771
	of which to water stress area	825

1) Due to the new reporting standard for water withdrawals and discharges, it was not possible to compare data for the three-year period. For comparative purposes, total water withdrawal and discharge values for the year 2019 were 324.332 m<sup>3</sup> and 179.193 m<sup>3</sup> respectively; total water withdrawal and discharge values for the year 2018 were 306.122 m<sup>3</sup> and 179.423 m<sup>3</sup> respectively.

## Materials consumption

GRI: 103-3; 301-1

IGT's processes and activities involve a wide range of raw materials. Among them, gaming device assembly constitutes the main demand for materials such as metals, wood, plastics, glass, electronic components, and liquid crystal display (LCD) screens. IGT's main manufacturing and production facility in Reno, Nevada has approximately 594,000 square feet dedicated to product development, warehousing, shipping, and receiving.

IGT's manufacturing operations primarily involve configuration and assembly of electronic components, cables, harnesses, video monitors, and prefabricated parts purchased from outside sources. IGT designs and manufactures products that are compliant with all regulations of the jurisdictions where IGT places products. For example, in compliance with the European Union Directive on Restrictions on Use of Hazardous Substances (RoHS) in Electrical and Electronic Equipment (2011/65/EU), IGT

manufactures RoHS-compliant machines for European distribution.

Although IGT is not required to do so, its manufacturing processes meet or exceed the RoHS standards in machines for the U.S. and countries outside the E.U. Moreover, IGT machines comply with the European Waste Electrical and Electronic Equipment (WEEE) Directive (2012/19/EU) on recycling. Recycling symbols may be present on some parts, but they are not required by IGT.

## MATERIALS CONSUMPTION

### PURCHASED MATERIALS (Tons)

IGT uses a variety of non-renewable materials, such as raw materials (e.g., metals, wood), semi-manufactured materials (e.g., assemblies and electronic components), and other materials (e.g., cardboard for packaging, paper, plastic, toners, and inks).

	2020	2019	2018
Electronic components (including monitors), Cables and Assemblies	952	1,771	2,288
Plastics (including packaging and foams)	308	1,171	492
Metals	2,983	4,577	4,692
Wood	401	628	572
Paper			
Cardboard for packaging	345	992	432
Office paper	347	628	110
of which FSC-certified	124	112	29
Paper for lottery ticket	12,141	19,980	14,350
Toner and liquid inks	1,441	1,603	1,766

2020 showed a general downward trend in the consumption of materials due to the temporary shutdown of offices and facilities particularly during the peak periods of the COVID-19 crisis. In addition, smart-working initiatives carried out in many of the Company's sites and offices have further contributed to the reduction of raw materials consumption.

The most purchased materials are used at IGT's Reno facility for assembling instant ticket vending machines (ITVMs), electronic gaming machines (EGMs) and packaging. In 2020, 19,685 ITVMs and 18,155 EGMs were assembled at the Reno facility.

A large portion of office and printing facility raw materials consumption includes packaging, most of which involves cardboard and paper. IGT's printing presses in Florida are servo-driven and can be operated solely on water-based ink systems. The servo-driven press optimizes job changeover times, minimizes material waste, and offers high print quality.

The Company relies heavily on the supply of paper for instant ticket production. IGT has made a commitment to reduce the impact of paper consumption on natural resources. This is in line with the commitments of its major paper suppliers, which abide by several environmental standards. These standards include the Forest Stewardship Council® (FSC), a global, not-for-profit organization dedicated to

the promotion of responsible forest management worldwide. FSC defines standards based on agreed principles for responsible forest stewardship that are supported by environmental, social, and economic stakeholders.

The Lakeland facility in Florida is certified by a third-party registrar as a FSC Chain of Custody certified facility for paper products. In addition, to reduce the quantity of plastic pails used to print custom/pantone matching system colors, IGT has installed an ink color-match and mixing center on site. This program has greatly reduced the quantity of plastic pails utilized by IGT's ink suppliers, as well as reducing ink waste because the ink is mixed only according to the specific need of the business project.

In addition, the Tito Scalo facility in Italy has adopted a policy for the FSC Chain of Custody Certification, highlighting the commitment to promoting a sustainable management of forest resources, in line with the ethical and environmental values of IGT. The policy provides for the preference

of raw materials of FSC forest origin and the commitment to directing customers and suppliers towards environmental and social responsibility aimed at safeguarding and preserving the forest biodiversity. Among the principles that the Company has committed to respecting are:

- implementing and maintaining an adequate FSC Chain of Custody management and control system for products manufactured and labelled according to the FSC management scheme;
- supplying and using raw materials that are certified and/or do not come from controversial sources;
- working with suppliers of raw materials of forestry origin that have obtained or intend to obtain recognized forestry certifications; and
- promoting and encouraging the use of FSC-certified paper and cardboard among its customers.

## MAPPING THE CONSUMPTION OF PAPER, CARDBOARD, AND PLASTIC AT IGT LOTTERY IN ITALY

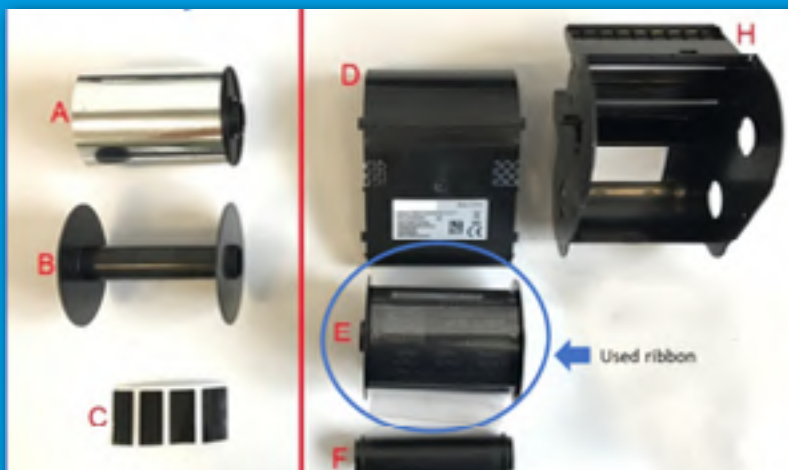
In 2020, IGT Lottery completed a specific analysis aimed at measuring paper and plastic consumption at the Company's locations. Measuring is the first step in identifying potential areas for reducing and replacing materials with more sustainable alternatives. This analysis has made it possible to define, in addition to the quantity, the type of materials mostly used within the IGT Lottery offices for each business area, in order to promote a more conscious use of the resources. The mapping has shown a remarkable reduction in the consumption of paper and plastic, and has also made it possible to identify the most significant sources of materials consumption, such as receipts, scratch tickets,

lottery slips, and packaging like envelopes, cardboard, and scotch tape. This attention to environmental impacts related to the use of raw materials allowed IGT Lottery to reduce its consumption by about 20% in 2020 compared to 2019. The estimate of paper and cardboard used for office stationery, Company management, and the printing center amounted to 16,365 kg in 2019 and 1,505 kg in 2020. A similar trend is found in the estimation of paper and cardboard used in cafeteria areas and at vending machines, showing a decrease from 885 kg in 2019 to 186 kg in 2020.

With regard to plastic consumption in 2020, IGT Lottery launched an initiative aimed at recovering the outer shell of the printing cartridges and their packaging. At the same time, it was possible

to highlight how most of the consumption of plastic raw material came from the purchase of the printing cartridges, containing a ribbon inside them which, despite the excellent condition of the plastic component of the cartridges, contributed strongly to the generation of waste. Through a careful analysis of the entire printing process and supply chain, it was possible to establish that the regeneration of the plastic component of the cartridge as well as of part of the packaging is an important process of optimizing environmental and economic performance. In such a way, it was possible to reduce the 2020 plastic consumption. According to this new model of circular economy, IGT Lottery returns the used cartridge shells to its suppliers so they can be reintroduced into the production cycle. The same plastic will then be made an integral part of the new cartridges purchased by the Company.

When the cartridge shell is recovered, the reduction of plastic components of the cartridge is around 80%, allowing for 219,957 units to be recycled. The use of plastic was also reduced at cafeterias in IGT Lottery offices, where consumption dropped from 2,963 kg in 2019 to 525 kg in 2020.





## GREEN CONVERSION OF ALL LOTTERY PRODUCTS AT IGT LOTTERY IN ITALY

In 2019 IGT Lottery mapped all lottery products, including scratch tickets and Lotto payslips, that may have been sourced from FSC-certified suppliers, which amounted

to about 9.5 tons. In 2020 the Company started the procurement process and signed the first agreements for paper to be sourced from FSC-certified suppliers for all lottery products. In August 2020 Lotto and betting tickets were being produced from paper sourced from FSC-certified suppliers.

## TRADE MARKETING GOES GREEN AT IGT LOTTERY IN ITALY

In March 2020, IGT Lottery initiated a project to reduce the paper and plastic used in all communication tools delivered at the points of sale, by identifying alternative solutions with greener materials. The project identified some areas of intervention:

- development of digital solutions for the points of sale;
- design and manufacturing of

permanent tools; and

- digitalization of suitable paper tools.

The first tool made with sustainable materials was produced in November 2020, and in February 2021, the first communication kit was delivered to support the launch of a new scratch ticket made from responsibly managed forests and recycled materials.

## Machine End-of-Life Management

The Reno facility manufactures two types of machines: ITVMs and EGMs. ITVM maintenance and replacement programs vary depending on the lottery contracts. The ITVMs' end-of-life treatment is determined by regulations in each jurisdiction, and these machines are not returned to the Reno facility. EGMs, conversely, can be sold or rented. Outside of the U.S., machine end-of-life management is handled

according to local regulations on reuse, recycling, and waste reduction.

While IGT strives to manage equipment returns and recycling operations at a local level to limit the need to transport equipment to a central facility, the need to process returns through the Reno facility is still required. Primarily, operations with limited space or in proximity to the Reno facility, return used equipment for recycling purposes. In 2019,

and continuing into 2020, IGT identified areas throughout the U.S. to accommodate the return/recycling process and further reduce transportation needs to Reno. In fact, return/recycling operation took place in nine other locations accounting for approximately 20% of the total equipment recycling. In 2020, there were approximately 7,200 pieces of equipment returned to warehouse locations around the U.S. Of these, approximately 43% were recycled goods.

## 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 (EGM) 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 returning from casino properties to the Reno, Nevada manufacturing facility with shipments from Egg Harbor, New Jersey. Throughout the year, facilities in Bozeman, Montana, Latham, New York, Wixom, Michigan, Miami, Florida, and Las Vegas, Nevada, were utilized as consolidation hubs for returned EGMs. Relying on consolidation hubs to gather the machines coming from 33 casinos has allowed optimization of travel to the Reno, manufacturing facility to 23 shipments. This new

logistics initiative reduced miles traveled and emissions related to shipments. Indeed, direct partial shipments from casinos to the Reno manufacturing facility were reduced to 22. By consolidating EGMs in the various regions and shipping full truckloads to Reno, IGT was able to save 80,129 kilometers of travel and reduce CO2 emissions by about 80 tons. In 2021, additional regional hubs in Colorado, Illinois, Missouri, Minnesota, and Washington will be added to the program. IGT is completing a North America network modeling exercise to identify potential consolidation points to further optimize shipment savings and facilitate sustainable improvements. The output of the North America network modeling exercise will generate a logistics project to be executed in late 2021 and into 2022.





# Appendix

# Appendix

## Methodological Note

GRI: 102-1; 102-46; 102-47

This Sustainability Report is published by International Game Technology PLC and its subsidiaries (“IGT” or the “Company”) unless otherwise stated, to disclose its sustainability performance and to preserve an important communication channel with its stakeholders.

## Identifying Material Aspects and Boundaries

GRI: 102-46; 102-47; 102-49; 103-1

## Materiality Definition Process

The subjects covered in this report have been identified by means of a materiality definition process that IGT carries out to identify the most relevant economic, environmental, and social topics for the Company. The Global Reporting Initiative (GRI) Sustainability Reporting Standards require this report to include information related to topics deemed material – those that reflect significant impact for the organization

from economic, environmental, and social standpoints, and that substantially influence stakeholders’ assessments and decisions. The material topics have been examined in four phases: identification, prioritization, validation, and review.

In the identification phase, all topics have been considered according to their impact, regardless of whether they occurred inside or outside the organization.

Topics have been identified as relevant for IGT by qualitatively assessing their economic, environmental, and social impact, as well as considering corporate initiatives, procedures, policies, and functions.

External relevance has been determined by considering the main categories of stakeholder and business impacts at local, regional, and global levels. Stakeholder priorities have been defined by weighing the recurrence of the topics in the analysis of publicly available articles, analyzing the way IGT’s competitors evaluate the topics, and tracking the topics’ presence in both sector documents and macro

sustainability trends.

For this report, some proxy data have been used to measure the topics’ relevancy in stakeholders’ assessments and decisions. In particular, the following analyses have been carried out:

- benchmark analysis: review of 30 sustainability and social responsibility reports and similar sources of publicly available information from IGT’s competitors in order to identify the most widely discussed sustainability issues;
- media analysis: review of publicly available articles related to relevant sustainability areas in order to identify the impact of public opinion and the media;
- sector trend analysis: review of key sustainability documents published by relevant international sustainability organizations, and documents edited by specific sector associations and organizations (e.g., gaming sector outlook studies published by leading international consulting firms;

Sustainability Accounting Standards Board Materiality Map for the “Casinos & Gaming” and “Software & IT Services” sectors);

- sustainability macro trends worldwide: review of documents and reports from the most relevant and influential non-governmental organizations, policymakers, and stock exchanges at the global level, in order to identify the primary sustainability issues at the international level; and
- customer and investor Environmental, Social, and Governance (ESG) issue analysis: review of documents and specific ESG questionnaires submitted to IGT in 2020 to identify the main sustainability issues on which customers and investors focus their attention.

In the second phase, the economic, environmental, and social significance was prioritized, as well as the subsequent influence on stakeholders’ assessments and decisions. Based

on the principles of materiality and stakeholder inclusiveness, this phase has been divided into two parts.

The first part identified a topic’s significance according to its influence on stakeholder assessments and decisions, and its impact on stakeholder perceptions and expectations.

The second part identified a topic’s significance related to IGT’s performance, considering:

- its economic, environmental, and social impact related to the topic;
- the potential risk/opportunity (financial, reputational, etc.) for the Company as represented by the topic; and
- how it relates to the success of the Company’s business strategy.

The 2020 materiality update took place during an online event, with participation from approximately 50 IGT representatives from different departments of the Company worldwide. Through an online and live tool, each participant gave a specific score to each

identified topic. The topics are presented in the summary matrix reported on page 34 of this report according to their external and internal relevance.

In the summary matrix, a threshold has been defined to identify material topics reported by IGT. Consistent with the GRI precautionary principle, all relevant topics have been considered material.

The topics identified to be material in 2020 and which are disclosed in this report are aligned with those in the 2019 Sustainability Report. In line with previous reporting years, IGT also publishes other GRI disclosures not directly related to material topics including water and effluents, and waste.

The validation phase involves assessing the material topic against scope, boundaries and completeness of selected information with respect to the reporting period. This analysis results in the table below which identifies the scope and boundaries of material topics where impacts might occur, both within and outside IGT for 2020:



IGT Material Topic	Related Topic-Specific GRI Standards	Relevance within the Organization	Relevance outside the Organization
Business Ethics	Anti-Corruption, Anti-Competitive Behavior, Socioeconomic Compliance, Public Policy	●	
Climate Change	Energy, Emissions	●	●
Innovation and Digitalization	-	●	
Support for Local Communities	Economic Performance	●	
Product Stewardship	Customer Health&Safety, Materials	●	●
Responsible Supply Chain Management	Child Labor, Forced or Compulsory Labor		●
Diversity and Inclusion	Diversity and Equal Opportunity, Non-Discrimination	●	●
Talent Attraction and Retention	Employment, Training and Education	●	●
Safe Work Conditions	Occupational Health and Safety	●	●
Data Privacy and Security	Customer Privacy	●	●

The material topics identified in this reporting period will be reviewed for relevancy and will be taken into account in the identification phase of the next reporting cycle.

### Report Profile

GRI: 102-1; 102-48; 102-50; 102-52

### Boundary and Reporting Period

This is the Sustainability Report published by International Game Technology PLC and its subsidiaries covering fiscal year 2020 (January 1, 2020 – December 31, 2020).

The economic, social, and environmental information reported refer to all the entities included in the Consolidated Financial Statements of International Game Technology PLC as of and for the year ended December 31, 2020.

In 2016, IGT implemented an internal web-based tool to collect environmental impact data from its sites all

over the world. The tool has systemized and harmonized the data collection process and has enabled IGT to assess its progress in fulfilling its environmental commitments by giving a more comprehensive overview of the Company's environmental impact. The number of sites involved in the data collection process in 2020 was 227.

With reference to those offices that were unable to provide electricity and natural gas consumption data for 2020, an estimate<sup>(1)</sup> has been made to calculate greenhouse-gas-related (GHG) emissions across 100% of IGT locations active in 2020.

For a better understanding of the Company and its business, please refer to International Game Technology PLC's Annual Report and Accounts and Form 20-F for the year ended December 31, 2020. This report describes activities, initiatives, and significant events that took place in 2020, as well as comparative data related to 2019 and 2018, where available.

### Preparation Principles

GRI: 102-54

Based on the current coverage of both "Universal Standards" and "Topic-Specific Standards" linked to material topics, this report has been prepared in accordance with the GRI Standards: Core option. The content index is shown on page 173.

### Sources and Data Gathering Systems

The contents of this report are based on the results of the stakeholder engagement survey, which involves both internal and external stakeholders. Data sources include internal documents, market surveys, and other official sources indicated in the report. Financial and economic data and information are derived from International Game Technology PLC's Form 20-F for the year ended December 31, 2020<sup>(2)</sup>.

1) *Electricity and natural gas estimation is based on an average emission per square meter and on the effective opening days of the locations during the year.*

2) *The financial information is presented in U.S. dollars, unless otherwise specified. Any references to "\$" refer to the currency of the United States of America (or "U.S.").*

## Assurance Process

This report has been verified by EY S.p.A., an independent auditor, who carried out a limited assurance engagement according to International Standard on Assurance Engagements (ISAE) 3000 (revised) criteria.

## Report Structure

GRI: 102-53

The document is made up of six sections and an appendix:

1. “About IGT” provides an overview about IGT’s business and main activities, and a description of the structure and responsibilities of its governance bodies. It also describes the international gaming space in which the Company operates;
2. “Commitment to Sustainable Growth” describes IGT’s corporate social responsibility pillars, its commitments to the United Nations Global Compact and Sustainable Development Goals, and its approach to stakeholder engagement. It also shows IGT’s materiality matrix and its generated value;

3. “Valuing and Protecting Our People” provides an overview of IGT’s workforce and the Company’s commitment to fostering a positive work climate and engaging with its employees;
4. “Advancing Responsibility” provides an overview of the Company’s commitment to responsible gaming and to the protection of people, products, and processes;
5. “Supporting Our Communities” evaluates the Company’s initiatives on behalf of the communities in which it operates; and
6. “Fostering Sustainable Operations” provides a description of the Company’s supply chain and related activities to ensure its sustainability. It also illustrates the Company’s environmental impact and efforts to reduce it, the Company’s commitment to promoting responsible operations across its supply chain, and the Company’s constant dialogue with customers.

In the appendices of this report, both universal and topic-specific GRI standards are reported within the content index in accordance with the core option of the GRI Sustainability Reporting Standards.

This report is published in English at [igt.com/sustainability](http://igt.com/sustainability) report.

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

### Disclosure 102-8 Information on employees and other workers

2020				2019			2018		
<b>Employees by employment contract, by gender</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>
Permanent contracts	7,538	3,444	10,982	8,129	3,662	11,791	8,234	3,719	11,953
Temporary contracts	34	32	66	83	48	131	81	66	147

2020				2019			2018		
<b>Employees by region, by gender</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>
U.S.	3,905	1,797	5,702	4,404	1,998	6,402	4,476	2,079	6,555
ITALY	1,092	656	1,748	1,145	648	1,793	1,141	628	1,769
Rest of the world	2,575	1,023	3,598	2,663	1,064	3,727	2,698	1,078	3,776
Canada	333	127	460	347	134	481	331	127	458
Serbia	201	93	294	168	84	252	148	79	227
Poland	231	62	293	236	64	300	261	113	374
Australia	241	39	280	247	40	287	254	45	299
China	150	115	265	165	127	292	153	105	258
Austria	181	68	249	183	65	248	191	71	262
United Kingdom	154	73	227	161	80	241	165	77	242
Mexico	157	45	202	161	45	206	174	37	211
Colombia	114	50	164	118	50	168	117	52	169
Spain	82	30	112	83	32	115	83	31	114
India	81	23	104	80	21	101	71	20	91
Chile	70	21	91	78	21	99	81	24	105
Trinidad and Tobago	44	36	80	44	36	80	49	32	81
Argentina	58	21	79	62	22	84	67	23	90
Jamaica	44	25	69	46	27	73	45	28	73
Netherlands	60	7	67	60	8	68	57	7	64
Perù	36	31	67	41	36	77	41	36	77
South Africa	39	22	61	40	21	61	40	19	59
Costa Rica	42	16	58	45	16	61	47	15	62
Other	257	119	376	298	135	433	323	137	460
<b>Total</b>	<b>7,572</b>	<b>3,476</b>	<b>11,048</b>	<b>8,212</b>	<b>3,710</b>	<b>11,922</b>	<b>8,315</b>	<b>3,785</b>	<b>12,100</b>

	2020			2019			2018		
<b>Employees by employment type, by gender</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>	<b>Men</b>	<b>Women</b>	<b>Total</b>
Employees on full-time contract	7,358	3,332	10,690	7,945	3,542	11,487	8,126	3,653	11,779
Employees on part-time contract	214	144	358	267	168	435	189	132	321

## Disclosure 401-1 New employee hires and employee turnover

	2020				2019				2018			
	New Employee Hires		New Employee Turnover		New Employee Hires		New Employee Turnover		New Employee Hires		New Employee Turnover	
Age group	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
Up to 30	357	35	321	31	590	45	475	36	658	48	472	35
30-50	426	6	744	11	593	9	789	11	619	9	823	11
Over 50	119	4	479	15	145	4	337	9	147	4	301	9
<b>Total</b>	<b>902</b>	<b>8</b>	<b>1,544</b>	<b>14</b>	<b>1,328</b>	<b>11</b>	<b>1,601</b>	<b>13</b>	<b>1,424</b>	<b>12</b>	<b>1,596</b>	<b>13</b>

	2020				2019				2018			
	New Employee Hires		New Employee Turnover		New Employee Hires		New Employee Turnover		New Employee Hires		New Employee Turnover	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
U.S.	517	9	1,085	19	824	13	1,009	16	978	15	1,019	16
ITALY	127	7	141	8	105	6	107	6	64	4	35	2
Rest of the world	258	7	318	9	399	11	485	13	382	10	542	14
<b>Total</b>	<b>902</b>	<b>8</b>	<b>1,544</b>	<b>14</b>	<b>1,328</b>	<b>11</b>	<b>1,601</b>	<b>13</b>	<b>1,424</b>	<b>12</b>	<b>1,596</b>	<b>13</b>

	2020				2019				2018			
	New Employee Hires		New Employee Turnover		New Employee Hires		New Employee Turnover		New Employee Hires		New Employee Turnover	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
Male	587	8	1,065	14	851	10	1,014	12	901	11	1,020	12
Female	315	9	479	14	477	13	587	16	523	14	576	15
<b>Total</b>	<b>902</b>	<b>8</b>	<b>1,544</b>	<b>14</b>	<b>1,328</b>	<b>11</b>	<b>1,601</b>	<b>13</b>	<b>1,424</b>	<b>12</b>	<b>1,596</b>	<b>13</b>

## Disclosure 404-1 Average hours of training per year per employee

	2020						2019						2018					
	Total training hours			Average number of training hours			Total training hours			Average number of training hours			Total training hours			Average number of training hours		
	M	W	Tot	M	W	Tot	M	W	Tot	Men	W	Tot	M	W	Tot	M	W	Tot
Senior Management	1,198	440	1,638	2.61	2.80	2.66	2,845	1,012	3,857	5.78	6.36	5.92	3,624	1,033	4,657	7.71	6.66	7.45
Middle Management	3,815	1,645	5,460	3.62	3.49	3.58	18,134	7,031	25,165	16.78	15.42	16.37	13,677	6,241	19,918	13	14.18	13.35
Office staff and workers	24,989	10,472	35,461	4.12	3.68	3.98	41,156	17,618	58,774	6.2	5.69	6.04	47,860	21,223	69,083	7.05	6.65	6.92
<b>Total</b>	<b>30,002</b>	<b>12,557</b>	<b>42,559</b>	<b>3.96</b>	<b>3.61</b>	<b>3.85</b>	<b>62,135</b>	<b>25,661</b>	<b>87,796</b>	<b>7.57</b>	<b>6.92</b>	<b>7.36</b>	<b>65,162</b>	<b>28,497</b>	<b>93,659</b>	<b>7.84</b>	<b>7.53</b>	<b>7.74</b>

## Disclosure 405-1 Diversity of governance bodies and employees

Number of employees per employee category, gender and age group

### 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>

### 2019

	Up to 30			30-50			Over 50			Total per Category		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	226	92	318	266	67	333	492	159	651
Middle Management	34	15	49	671	299	970	376	142	518	1,081	456	1,537
Office staff and workers	997	474	1,471	3,681	1,732	5,413	1,961	889	2,850	6,639	3,95	9,734
<b>Total</b>	<b>1,031</b>	<b>489</b>	<b>1,520</b>	<b>4,578</b>	<b>2,123</b>	<b>6,701</b>	<b>2,603</b>	<b>1,098</b>	<b>3,701</b>	<b>8,212</b>	<b>3,710</b>	<b>11,922</b>

### 2018

	Up to 30			30-50			Over 50			Total per Category		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	227	96	323	243	59	302	470	155	625
Middle Management	21	9	30	676	311	987	355	120	475	1,052	440	1,492
Office staff and workers	900	434	1,334	4,041	1,865	5,906	1,852	891	2,743	6,793	3,190	9,983
<b>Total</b>	<b>921</b>	<b>443</b>	<b>1,364</b>	<b>4,944</b>	<b>2,272</b>	<b>7,216</b>	<b>2,450</b>	<b>1,070</b>	<b>3,520</b>	<b>8,315</b>	<b>3,785</b>	<b>12,100</b>

Percentage of employees per employee  
category, gender and age group

## 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

## 2019

	Up to 30			30-50			Over 50		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	34.7	14.1	48.8	40.9	10.3	51.2
Middle Management	2.2	1.0	3.2	43.7	19.5	63.1	24.5	9.2	33.7
Office staff and workers	10.2	4.9	15.1	37.8	17.8	55.6	20.1	9.1	29.3

## 2018

	Up to 30			30-50			Over 50		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	36.3	15.4	51.7	38.9	9.4	48.3
Middle Management	1.4	0.6	2.0	45.3	20.8	66.2	23.8	8.0	31.8
Office staff and workers	9.0	4.3	13.4	40.5	18.7	59.2	18.6	8.9	27.5

Number and percentage of individuals  
within the organization's governance  
bodies per gender and age group

	2020						2019						2018					
	Up to 30		30-50		Over 50		Up to 30		30-50		Over 50		Up to 30		30-50		Over 50	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Man	-	-	-	-	8	73	-	-	1	8	11	85	-	-	1	7	11	79
Woman	-	-	1	9	2	18	-	-	-	-	1	8	-	-	-	-	2	14

## Disclosure 403-9 Work-related injuries

	2020	2019
<b>Rate</b>	<b>U.S.</b>	
Rate of fatalities as a result of work-related injury	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0
Rate of recordable work-related injuries	0.87	1.55
Hours worked	12,804,000	12,466,553

	2020	2019
<b>Rate</b>	<b>Italy</b>	
Rate of fatalities as a result of work-related injury	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0
Rate of recordable work-related injuries	0.92	1.9
Hours worked	2,607,706	2,840,315

	2020	2019
<b>Rate</b>	<b>Rest of the world*</b>	
Rate of fatalities as a result of work-related injury	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0
Rate of recordable work-related injuries	0.37	1.37
Hours worked	8,596,515	7,144,608

\* In 2020, 21 countries were considered for this disclosure compared to the 18 countries in 2019. Differently from 2019, in 2020 India, the Netherlands and UK were included within the calculation. Therefore, the following are the countries included in the 2020 perimeter: Australia, Austria, Argentina, Chile, Canada, Colombia, Costa Rica, China, India, Italy, Jamaica, Mexico, Netherlands, Peru, Poland, Serbia, Spain, South Africa, Trinidad e Tobago, UK, United States.

	2020	2019
<b>Rate</b>	<b>IGT Total</b>	
Rate of fatalities as a result of work-related injury	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0
Rate of recordable work-related injuries	0.67	1.59
Hours worked	21,400,515	19,581,161



## Independent Auditor's Report GRI: 102-56



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working world**

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### Independent auditors' report on the "Sustainability Report 2020"

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 2020 (the "Sustainability Report") of International Game Technology PLC and its subsidiaries (hereinafter also the "IGT Group") for the year ended on December 31, 2020.

#### 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 Lombardia, 31 - 00187 Roma  
Capitale Sociale Euro 2.525.000,00 i.v.  
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Iscritta all' Albo Speciale delle società di revisione  
Consob al progressivo n. 2 delibera n.10831 del 16/7/1997

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## EY's Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants and have the required competencies and experience to conduct this assurance engagement.

EY also applies International Standard on Quality Control 1, *Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements*, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

## Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Sustainability Report and related information and applying analytical and other appropriate procedures.

Our procedures included:

- analysis of the process relating to the definition of material aspects included in the Sustainability Report, with reference to the criteria applied to identify priorities for the different stakeholders' categories and to the internal validation of the process outcomes;
- comparison of economic and financial data and information included in the Sustainability Report with those included in IGT Annual Report pursuant to section 13 or 15(d) of the Securities Exchange Act of 1934 for the fiscal year ended on December 31, 2020 on which other auditor issued the auditors' report, dated March 2, 2021;
- understanding of the processes that lead to the generation, detection and management of significant qualitative and quantitative information included in the Sustainability Report.

In particular, we have conducted interviews and discussions with the management and with the personnel of IGT Group (in Italy and in the United States), and we have performed limited documentary evidence procedures, in order to collect information about the processes and procedures that support the collection, aggregation, processing and transmission of data and information to the department responsible for the preparation of the Sustainability Report.



Furthermore, for significant information, considering the Group's activities and characteristics:

- at Group level
  - with reference to the qualitative information included in the Sustainability Report we carried out inquiries and acquired supporting documentation to verify its consistency with the available evidence;
  - with reference to quantitative information, we have performed both analytical procedures and limited assurance procedures to ascertain on a sample basis the correct aggregation of data.
- for Lottomatica Holding S.r.l., now known as IGT Lottery S.p.A., (Rome, Italy) and for the Lakeland (Florida, U.S.) and Reno (Nevada, 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 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, 2020, in order for it to be in accordance with the Criteria.

Rome, 25 June 2021

EY S.p.A.

A handwritten signature in blue ink, appearing to read 'F. Aleandri', is positioned above the printed name and title.

Filippo Maria Aleandri  
(Auditor)

**GRI Content Index**

GRI: 102-55

For the GRI Content Index Service, GRI Services reviewed that the GRI content index is clearly presented and the references for all disclosures included align with the appropriate sections in the body of the report.



GRI STANDARD	DISCLOSURE	PAGE NUMBER(s) AND/OR URL(s)	OMISSION
<b>GRI 101: Foundation 2016</b>			
<b>GRI 102: GENERAL DISCLOSURES 2016</b>			
<b>ORGANIZATIONAL PROFILE</b>			
	102-1 Name of the organization	About IGT - pg. 11	
	102-2 Activities, brands, products, and services	About IGT - Profile - pg. 12	
	102-3 Location of headquarters	About IGT - pg. 11	
	102-4 Location of operations	About IGT - pg. 11	
	102-5 Ownership and legal form	Please refer to 2020 Annual Report Form 20-F (pg. 72)	
	102-6 Markets served	About IGT - Profile - pg. 12	
	102-7 Scale of the organization	About IGT - pg. 11	
	102-8 Information on employees and other workers	Appendix - Social KPIs - pg. 163	
	102-9 Supply chain	Fostering Sustainable Operations - Growing with Our Supply Chain - pg. 122	
	102-10 Significant changes to the organization and its supply chain	About IGT - Profile - pg. 12	
	102-11 Precautionary Principle or approach	Commitment to Sustainable Growth - Corporate Social Responsibility Priorities and Commitments - pg. 28	
	102-12 External initiatives	Supporting our Communities - Corporate Driven Activities - pg. 101	
	102-13 Membership of associations	Commitment to Sustainable Growth - Corporate Social Responsibility Priorities and Commitments - pg. 28  Advancing Responsibility - Promoting Responsible Gaming - pg. 81	
<b>STRATEGY</b>			
	102-14 Statement from senior decision-maker	Letter from the CEO - pg. 5	
<b>ETHICS AND INTEGRITY</b>			
	102-16 Values, principles, standards and norms of behaviour	Advancing Responsibility - Operating with Integrity - pg. 65  Please also refer to IGT's Code of Ethics for Principle Executive Office and Senior Financial Office <a href="https://igt.gcs-web.com/static-files/98276ad3-c948-4495-8374-a8a5b8ab4eb2nce">https://igt.gcs-web.com/static-files/98276ad3-c948-4495-8374-a8a5b8ab4eb2nce</a>	
	102-17 Mechanisms for advice and concerns about ethics	Advancing Responsibility - Operating with Integrity - pg. 65	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION
GOVERNANCE			
	102-18 Governance structure	About IGT - Governance - pg. 14 Please refer to 2020 Annual Report Form 20-F (pg. 70)	
	102-25 Conflicts of interest	Advancing Responsibility - Operating with Integrity - pg. 65	
STAKEHOLDER ENGAGEMENT			
	102-40 List of stakeholder groups	Commitment to Sustainable Growth - Materiality Analysis pg. - 33	
	102-41 Collective bargaining agreements	Valuing Our People - A Safe and Inclusive Work Environment pg. - 41	
	102-42 Identifying and selecting stakeholders	Commitment to Sustainable Growth - Materiality Analysis pg. - 33	
	102-43 Approach to stakeholder	Commitment to Sustainable Growth - Materiality Analysis pg. - 33	
	102-44 Key topics and concerns raised	About IGT - Stakeholder Relationships - Materiality Analysis pg. - 33	
REPORTING PRACTICE			
	102-45 Entities included in the consolidated financial statements	Please refer to 2020 UK Annual Report and Accounts - pg. 156	
	102-46 Defining report content and topic	Appendix - Methodological Note - pg. 158	
	102-47 List of material topics	Appendix - Methodological Note - pg. 158	
	102-48 Restatements of information	Appendix - Methodological Note - pg. 161	
	102-49 Changes in reporting	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	102-50 Reporting period	Appendix - Methodological Note - pg. 161	
	102-51 Date of most recent report	Previous edition of Sustainability Report was published in 2020	
	102-52 Reporting cycle	Appendix - Methodological Note - pg. 161	
	102-53 Contact point for questions regarding the report	Appendix - Methodological Note - pg. 162	
	102-54 Claims of reporting in accordance with the GRI Standards	Appendix - Methodological Note - pg. 161	
	102-55 GRI Content Index	GRI Content Index - pg. 171	
	102-56 External assurance	Independent Auditor's Report - pg. 168	
GRI SERIES 200: ECONOMIC TOPICS			
ECONOMIC PERFORMANCE			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Commitment to Sustainable Growth - Direct Economic Value Generated and Distributed - pg. 35	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Commitment to Sustainable Growth - Direct Economic Value Generated and Distributed - pg. 35	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(s) AND/OR URL(s)	OMISSION
<b>ANTI-CORRUPTION</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Advancing Responsibility Operation with Integrity - pg. 65	
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	During 2020 there were no cases of corruption within the IGT Group	
<b>ANTI-COMPETITIVE BEHAVIOR</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Advancing Responsibility - Operating with Integrity - pg. 65	
GRI 206: Anti-Competitive Behavior 2016	206-1 Legal action for anticompetitive behavior, anti-trust, and monopoly practices	During 2020 there were no cases of legal actions for anti-competitive behavior, anti-trust, and monopoly practices within the IGT Group	
<b>GRI SERIES 300: ENVIRONMENTAL TOPICS</b>			
<b>MATERIALS</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Fostering Sustainable Operations - Caring for the Environment - pg. 150	
GRI 301: Materials 2016	301-1 Materials used by weight and volume	Fostering Sustainable Operations - Caring for the Environment - pg. 150	
<b>ENERGY</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Fostering Sustainable Operations - Caring for the Environment - pg. 141	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Fostering Sustainable Operations - Caring for the Environment - pg. 141	
	302-4 Reduction of energy consumption	Fostering Sustainable Operations - Caring for the Environment - pg. 141	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION
<b>WATER</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Fostering Sustainable Operations - Caring for the Environment - pg. 148	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Fostering Sustainable Operations - Caring for the Environment - pg. 148	
	303-2 Management of water discharge-related impacts	Fostering Sustainable Operations - Caring for the Environment - pg. 148	
	303-3 Water withdrawal	Fostering Sustainable Operations - Caring for the Environment - pg. 148	
<b>EMISSIONS</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Fostering Sustainable Operations - Caring for the Environment - pg. 142	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Fostering Sustainable Operations - Caring for the Environment - pg. 143	
	305-2 Energy indirect (Scope 2) GHG emissions	Fostering Sustainable Operations - Caring for the Environment - pg. 143	
	305-3 Other indirect (Scope 3) GHG emissions	Fostering Sustainable Operations - Caring for the Environment - pg. 143	
	305-5 Reduction of GHG emissions	Fostering Sustainable Operations - Caring for the Environment - pg. 143	
<b>WASTE</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Fostering Sustainable Operations - Caring for the Environment - pg. 146	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Fostering Sustainable Operations - Caring for the Environment - pg. 146	
	306-2 Management of significant waste-related impacts	Fostering Sustainable Operations - Caring for the Environment - pg. 146	
	306-3 Waste Generated	Fostering Sustainable Operations - Caring for the Environment - pg. 146	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION
<b>GRI SERIES 400: SOCIAL TOPICS</b>			
<b>EMPLOYMENT</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Valuing and Protecting Our People - pg. 38	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Appendix - Social KPIs - pg. 164	
<b>OCCUPATIONAL HEALTH AND SAFETY</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Valuing and Protecting Our People - pg. 41	
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 - pg. 41	
	403-2 Hazard identification, risk assessment, and incident investigation	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - pg. 41	
	403-3 Occupational health services	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - pg. 41	
	403-4 Worker participation, consultation, and communication on occupational health and safety	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - pg. 41	
	403-5 Worker training on occupational health and safety	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - pg. 41	
	403-6 Promotion of worker health	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - pg. 41	
	403-7 Prevention and mitigation of occupational health and safety impact directly linked by business relationships	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - pgs. 41	
	403-9 Work-related injuries	Appendix - Social KPIs - pg. 167	Reason of the omission: information unavailable. Health and safety data are not gathered for the entire reporting scope because of information system constraints. IGT is committed to provide a full coverage of H&S data in the next years: improvement in the data collection system has been already made during 2020, resulting in +3 countries reporting on their H&S performance compared to 2019.



GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION
<b>TRAINING AND EDUCATION</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Valuing and Protecting Our People - Engaging Our Employees - pg. 52	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Valuing and protecting Our People - Engaging Our Employees - pg. 52 Appendix - Social KPIs - pg. 165	
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - pg. 47	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Appendix - Social KPIs - pg. 165 Valuing and Protecting Our People - A Safe and Inclusive Work Environment - pg. 47	
<b>NON-DISCRIMINATION</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - pg. 46	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	During 2020 there were no cases of discrimination within the IGT Group	
<b>CHILD LABOR</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Please also refer to IGT's Modern Slavery Act Statement 2020 ( <a href="https://www.igt.com/explore-igt/about-igt/global-responsibility/modern-slavery-act">https://www.igt.com/explore-igt/about-igt/global-responsibility/modern-slavery-act</a> )	
	103-3 Evaluation of the management approach	Fostering Sustainable Operations - Growing with Our Supply Chain - pg. 122 Valuing Our People - A Safe and Inclusive Work Environment - pg. 45 Please also refer to IGT's Modern Slavery Act Statement 2020 ( <a href="https://www.igt.com/explore-igt/about-igt/global-responsibility/modern-slavery-act">https://www.igt.com/explore-igt/about-igt/global-responsibility/modern-slavery-act</a> )	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	No situations at risk of violation of child labour regulations were identified within IGT supply chain during 2020.	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION
<b>FORCED LABOR</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Please also refer to IGT's Modern Slavery Act Statement 2020 ( <a href="https://www.igt.com/explore/igt/about-igt/global-responsibility/modern-slavery-act">https://www.igt.com/explore/igt/about-igt/global-responsibility/modern-slavery-act</a> )	
	103-3 Evaluation of the management approach	Fostering Sustainable Operations - Growing with Our Supply Chain - pg. 122 Valuing and Protecting Our People - A Safe and Inclusive Work Environment - pg. 45 Please also refer to IGT's Modern Slavery Act Statement 2020 ( <a href="https://www.igt.com/explore/igt/about-igt/global-responsibility/modern-slavery-act">https://www.igt.com/explore/igt/about-igt/global-responsibility/modern-slavery-act</a> )	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	No situations at risk of violation of forced labour regulations were identified within IGT supply chain during 2020.	
<b>PUBLIC POLICY</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Please also refer to IGT's Anti-Corruption Compliance and Ethics Policy ( <a href="https://www.igt.com/en/explore-igt/about-igt/compliance">https://www.igt.com/en/explore-igt/about-igt/compliance</a> )	
	103-3 Evaluation of the management approach	About IGT - Regulatory Framework and Regulatory Changes - pg. 17	
GRI 415: Public Policy 2016	415-1 Political contributions	Please refer to 2020 UK Annual Report and Accounts (pg. 76)	
<b>CUSTOMER HEALTH AND SAFETY</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Advancing Responsibility - Protecting People, Products and Processes - pg. 68	
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 - pg. 68	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION
<b>CUSTOMER PRIVACY</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Advancing Responsibility - Protecting People, Products and Processes - pg. 68	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	During 2020 there were 6 cases concerning breaches of customer privacy in the Italian perimeter. 5 occurred for Lottomatica Scommesse S.r.l., and 1 for IGT Lottery S.p.A. - LIS Pay S.p.A.. All cases were identified and handled promptly by the Data Protection Officer.	
<b>SOCIOECONOMIC COMPLIANCE</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	Advancing Responsibility Operating with Integrity - pg. 65	
GRI 419: Socioeconomic Compliance 2016	419-1 Socioeconomics Compliance	During 2020 there were no instances of non-compliance with social and economic laws and regulations	
<b>INNOVATION AND DIGITALIZATION</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Commitment to Sustainable Growth - Materiality Analysis - pg. 33 Appendix - Methodological Note - pg. 158	
	103-2 The management approach and its components	Commitment to Sustainable Growth - Materiality Analysis - pg. 33	
	103-3 Evaluation of the management approach	About IGT - Leading Innovation - pg. 19 IGT constantly monitors effectiveness of its approach to ensure its research & development investments, as the Company is fully aware that only the development of new products and services can guarantee to maintain the leader position in the gaming business.	

## United Nations Global Compact (UNGC) Table

UNGC AREAS	UNGC PRINCIPLES	IGT SUSTAINABILITY PRIORITIES
HUMAN RIGHTS	1. Businesses should support and respect the protection of internationally proclaimed human rights	VALUING AND PROTECTING OUR PEOPLE FOSTERING SUSTAINABLE OPERATIONS
	2. Make sure that they are not complicit in human rights abuses	FOSTERING SUSTAINABLE OPERATIONS VALUING AND PROTECTING OUR PEOPLE
LABOR	3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	VALUING AND PROTECTING OUR PEOPLE
	4. The elimination of all forms of forced and compulsory labor	VALUING AND PROTECTING OUR PEOPLE FOSTERING SUSTAINABLE OPERATIONS
	5. The effective abolition of child labor	VALUING AND PROTECTING OUR PEOPLE FOSTERING SUSTAINABLE OPERATIONS
	6. The elimination of discrimination in respect of employment and occupation	VALUING AND PROTECTING OUR PEOPLE
ENVIRONMENT	7. Businesses should support a precautionary approach to environmental challenges	FOSTERING SUSTAINABLE OPERATIONS
	8. Undertake initiatives to promote greater environmental responsibility	FOSTERING SUSTAINABLE OPERATIONS
	9. Encourage the development and diffusion of environmentally friendly technologies	FOSTERING SUSTAINABLE OPERATIONS
ANTI-CORRUPTION	10. Businesses should work against corruption in all its forms, including extortion and bribery	ADVANCING RESPONSIBILITY

## 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, 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, 2020 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, 2020, 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, 2020, unless otherwise stated.

Should you have any questions or comments arising from IGT Sustainability Report 2020, please write to us at the following addresses:  
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