



Sustainability Report 2023

Ahead of the Game



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Vince Sadusky
Chief Executive
Officer
International Game
Technology PLC



Marco Sala
Executive Chair
International Game
Technology PLC

Letter from the Executive Chair and Chief Executive Officer

Dear readers,

Once again, IGT is demonstrating our leadership position in the global gaming business by consistently defining – and achieving – higher goals, in business as well as sustainability.

In 2023, IGT focused its efforts on growing key performance indicators across Global Lottery, Global Gaming and PlayDigital business segments, and achieved its financial goals. In parallel, our sustainability practices and related goals progressed in 2023, as we communicated through public disclosure of action-based targets and transparent reporting on our achievements. In the following pages, a blue double-pointed banner will lead you to discover those targets and how IGT succeeded in achieving them. This evolution represents a wider commitment to designing sustainability programs that can effectively provide a tangible contribution to one or more United Nations Sustainable Development Goals (SDGs) within the framework of IGT's four sustainability pillars.

We published the IGT Sustainability Plan for 2022-2025 which aligns our sustainability priorities with business priorities. Under the theme “Inspiring Global Transformation,” the goal of this plan is to further integrate sustainability across the entire value chain and improve IGT's environmental, social, and governance (ESG) impact in our day-to-day operations.

In addition to the Plan, the IGT Global Sustainability Policy was published, and outlines our goals and objectives related to ESG practices, defines the framework for sustainability at IGT, and provides a governing platform for our sustainability work in all key areas of the business.

In 2023, we introduced Sustainable Play™, which represents our commitment to leading the gaming industry in global sustainability and celebrates our dedication to our people and the

planet. Sustainable Play initiatives achieved global recognition and continue to demonstrate IGT's industry leadership in global sustainability.

We also published our Diversity, Equity and Inclusion (DEI) Global Policy and the Board Diversity Policy. Among the many achievements in 2023, IGT gained the “Top Employer” status in the U.S., Canada and Italy for the second straight year by the Top Employer Institute, IGT was recognized as the “Best Place to Work for Disability Inclusion” by the Disability Equality Index and CEO Vince Sadusky became a signatory of the Disability:IN for disability inclusion. Additionally, we earned a top score of 100 and were included in the Human Rights Campaign Foundation's Corporate Equality Index, which measures LGBTQ+ equality in the workplace.

IGT launched several initiatives to strengthen employees' understanding of DEI. In 2023, the DEI team introduced podcasts, a Courageous Conversations series and Diversity Spotlight videos. Employees also completed Ignite Inclusion, a multifaceted inclusion learning campaign to elevate DEI principles. At the same time, leaders throughout IGT participated in training designed to bolster inclusive hiring practices. Our Board supported a DEI-focused goal for the CEO and all members of the senior leadership team to effectively align DEI goals with business objectives.

IGT achieved responsible gaming accreditation from the Global Gambling Guidance Group (G4) across Gaming and PlayDigital product segments for the second consecutive year in 2023. IGT released a new all-employee responsible gaming training last year to further educate employees on responsible gambling principles and IGT's commitment to promoting a positive and informed play environment for all players. We also asked customers to provide feedback on our responsible gaming programs to help IGT better identify opportunities for continuous improvement. Additional initiatives that were implemented to improve our responsible gaming efforts include increased partnerships with researchers, engagement with subject-matter experts in responsible gaming and the delivery of global presentations focused on IGT's Positive Play approach at key industry conferences.

IGT's Community Giving and Engagement Policy outlines the objectives, governance model, and guidelines IGT uses to process community giving requests by prioritizing the SDGs associated with corporate giving and business areas. IGT's Social Impact Committee (SIC) ensures appropriate governance of charitable giving by managing the complexity inherent in overseeing funding distribution involving people and communities from across the globe, and review proposals to guarantee accountability.



IGT continued our flagship After School Advantage (ASA) program with the opening of new digital learning centers in the United States, the Caribbean and Canada. We also developed a Science, Technology, Engineering and Math (STEM) based curriculum in partnership with the STEM Discovery Center based in the U.K. The curriculum will be used to assess the impact of our ASA program in developing students' skills through a variety of assessments.

By developing an ESG supplier qualification questionnaire, which must be completed annually to measure suppliers' ESG performance and track their progress towards compliance of the Supplier Code of Conduct, IGT extended our commitment to sustainability along the value chain. The internal Procurement Policy was also updated with an extensive ESG section that includes language around human rights to prohibit slavery and the use of forced, bonded, or child labor across the supply chain, as well as to prohibit unlawful discrimination and harassment, providing a safe and inclusive work environment.

IGT Environmental Policy outlines commitments related to resource consumption, air emissions, waste treatment, product manufacturing and employee awareness. In addition, IGT facilitated a separate detailed exercise to identify and assess the nature and significance of relevant risks and opportunities associated with climate change. This assessment resulted in developing a list of potential climate-related opportunities, aligned with the primary categories defined by the Task Force on Climate-related Financial Disclosures (TCFD) Recommendations. To further strengthen our Board's competence on climate-related matters, members of both the Nominating and Corporate Governance Committee (NCGC) and the Audit Committee, as well as our CFO, participated in an internal training program focused on climate change.

The Science Based Targets initiative (SBTi) validation of IGT's near- and long-term science-based targets to reduce greenhouse gas emissions, including IGT's commitment to reach net-zero greenhouse gas emissions across the value chain by 2050, represents a milestone achievement for IGT in 2023. This validation confirms that we are doing our part in mitigating and promoting the mitigation of climate change.

Once again, IGT employees made all of these achievements possible, by showing resilience and dedication in supporting our many commitments to sustainability. Among them, the late Global Lottery CEO Fabio Cairoli must be recognized as a true leader in IGT's transition to sustainability ever since we first established a dedicated program. His contribution in growing the business and steering sustainability represents a legacy for the future.

One of our people-focused initiatives launched last year was the Sustainability Champions awards program. We renamed the program IGT Fabio Cairoli Sustainability Champion Awards to honor his legacy. The program celebrates IGT employees for demonstrating an outstanding commitment to sustainability in their personal or professional lives. Champions are recognized for their dedication to one or more of IGT's four sustainability pillars, which are integral to our global sustainability strategy.

Please read on and join us in discovering how IGT is continuously striving to be Ahead of the Game.

Sincerely,

Marco Sala
Executive Chair
International Game Technology PLC

Vincent L. Sadusky
Chief Executive Officer
International Game Technology PLC



The IGT Sustainability Journey

IGT continues to advance its global sustainability initiatives through Sustainable Play™.



2017

- IGT receives the first Global Gambling Guidance Group (G4) Certification for Responsible Gaming Accreditation for its gaming operations
- IGT commits to nine of the United Nations 17 Sustainable Development Goals

2015

- IGT receives its first WLA Supplier Certification for its commitment to corporate social responsibility and responsible gaming

2019

- IGT establishes SDG sub-working groups comprised of cross-functional teams throughout the Company to set specific targets and business actions
- IGT receives the first G4 Certification for responsible gaming accreditation for its digital solutions

2018

- IGT adheres to the 10 principles of the United Nations Global Compact
- IGT establishes the Office of Diversity, Equity and Inclusion and creates employee impact groups structured around underrepresented dimensions of diversity

2021

- The Global Sustainability Committee is created
- IGT joins the Science Based Targets initiative (SBTi) and through this commitment, officially pledges to set targets to reduce greenhouse gases (GHG) emissions according to scientific evidence
- [IGT publishes its Responsible Gaming Policy](#)

2022

- [IGT publishes its first Sustainability Plan](#)
- IGT becomes the first U.S. supplier in the gaming industry to receive G4 responsible gaming accreditation for its sports betting operations

2023

- IGT launches the Sustainable Play™ program that represents its commitment to leading the gaming industry in global sustainability. It celebrates the Company's dedication to its people and the planet as the Company delivers innovation and excellence that is "Ahead of the Game."
- IGT obtains target approval from SBTi
- [IGT publishes its Global Sustainability Policy](#)
- IGT is recognized as a Top Employer in Canada, Italy and the United States
- IGT achieves MSCI ESG rating of AAA, the highest-possible score presented
- IGT opened its 350th global After School Advantage computer lab

2024

- IGT earns a gold medal sustainability rating from EcoVadis



1 About IGT

IGT is a global leader in gaming that delivers entertaining and responsible gaming experiences for all players across all channels and regulated segments. The Company creates value by adhering to the highest standards of service, integrity, and responsibility. In meeting players' demands, IGT works to support regulations in more than 100 jurisdictions and discourage illegal gaming.

Innovation is the driving force behind IGT's leadership in the gaming industry. The Company is focused on providing customers and players across all gaming categories and global markets with entertaining and reliable gaming products, services and solutions. IGT takes the time to understand its customers' priorities and goals and engages with stakeholders to identify the most effective solutions to address their collective needs. The Company consistently seeks feedback from customers to improve products and services, hosting a variety of customer events and exhibits at industry trade shows and carrying out routine customer satisfaction studies. In addition, IGT continues to support the research efforts of its customers, with the number of studies steadily increasing over the years.

IGT is continually pursuing excellence through people and processes. IGT Field Services technicians perform machine conversions, installation, preventative maintenance, removal, relocations, remote support, training, and upgrades to provide full service to customers. With 24/7 business assistance and effective procedural safeguards, contact centers and dispatch teams in multiple geographic locations provide superior service and regional expertise to enhance the customer experience.



About IGT

Profile

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

The Company is headquartered in London, United Kingdom, with the following operational locations: North America Lottery headquarters in Providence, Rhode Island; Global Lottery

headquarters in Rome, Italy; Global Gaming headquarters in Las Vegas, Nevada; PlayDigital headquarters in San Francisco, California; and the principal location of manufacturing, logistics, and supply chain leadership in Reno, Nevada.

As of December 31, 2023, the Company had 11,016** employees and was organized into three business segments - Global Lottery, Global Gaming and PlayDigital.

Global Lottery

The Global Lottery segment has full responsibility for the worldwide lottery and iLottery business. This segment provides lottery products and services primarily to governmental organizations through operating contracts, facilities management contracts (FMCs), lottery management agreements (LMAs), and product sales contracts. As part of the lottery products and services, IGT provides instant and draw-based lottery products, point-of-sale machines,

central processing systems, software, instant ticket printing services, and other related equipment and support services.

Global Gaming

The Global Gaming segment has full responsibility for the worldwide land-based gaming business. This segment provides gaming products and services including hardware, software and game content, casino gaming management systems, video lottery terminals (VLTs), VLT central systems, and other related equipment and support services to commercial and tribal casino operators.

PlayDigital

The PlayDigital segment has full responsibility for the worldwide iGaming and sports betting business. This segment provides iGaming systems and digital platforms to customers via a remote game server solution, and digital gaming services that enhance player experiences and create marketing opportunities around either

the Company's games or third-party games via IGT's aggregation capabilities. This segment also provides sports betting technology and services to commercial and tribal operators and lotteries in regulated markets, primarily in the U.S.

Leveraging a wealth of compelling content, substantial investment in innovation, player insights, operational expertise, and leading-edge technology, IGT's solutions deliver gaming experiences that responsibly engage players and drive growth. The Company has a well-established local presence and relationships with governments and regulators around the world.

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

BUSINESS MODEL

Global Lottery

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



Global Gaming

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



PlayDigital

- iGaming Platforms



Services / Product Sales

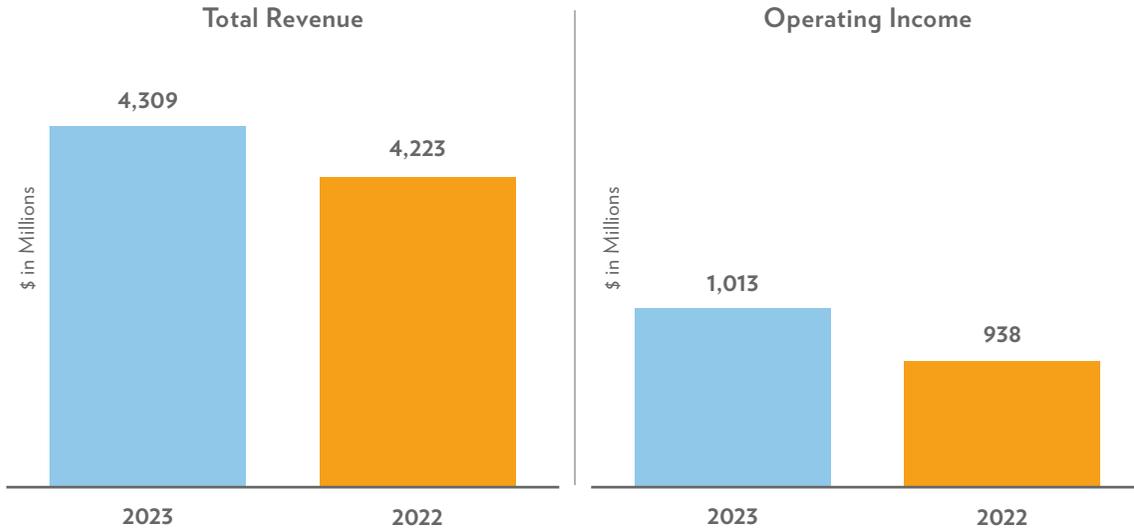
STAKEHOLDER VALUE CREATION

* Beginning in the first quarter of 2024, IGT combined the activities that were previously included within the Global Gaming and PlayDigital segments into one operating segment, named Gaming & Digital. No changes were made to our Global Lottery segment.

** This data is comprehensive of interns



TOTAL REVENUE*

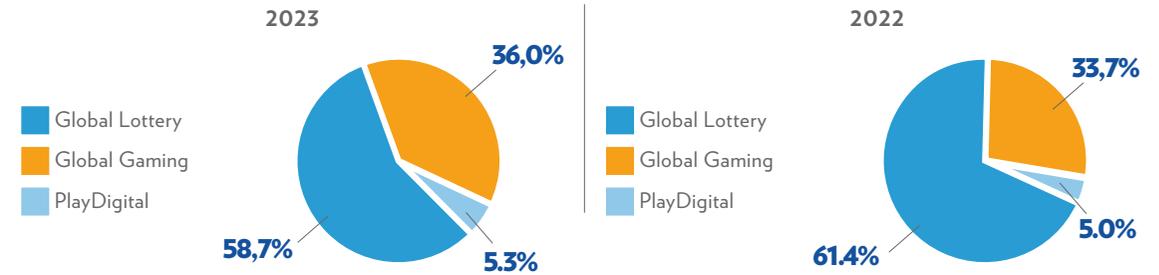


Direct Economic Value Generated and Distributed

The Global Reporting Initiative (GRI), an independent international organization that has pioneered sustainability reporting since 1997, notes that, “information on the creation and distribution of economic value provides a basic indication of how an organization has created wealth for stakeholders.” IGT seeks to create value for investors, employees, suppliers and contractors, government authorities, local communities, and other important stakeholders, and is committed to investing in its business to maintain market competitiveness and economic sustainability. IGT remains committed to pursuing its financial goals with a high level of transparency and integrity. In

accordance with GRI Standards, the Company “compiles information for economic disclosures using figures from its audited financial statements or from its internally audited management accounts.” Regarding “direct economic value generated and distributed” data for the financial year ended December 31, 2023, the Company sourced reporting from the Annual Report on Form 20-F filed with the U.S. Securities and Exchange Commission (SEC), the U.K. Annual Report and Accounts (ARA) and other audited internal reports. In 2023, the economic value generated by IGT topped U.S. \$4.3 billion, with the economic value distributed amounting to nearly U.S. \$3.9 billion.

COMPANY REVENUE BY BUSINESS SEGMENT*



ECONOMIC VALUE GENERATED AND DISTRIBUTED (\$ THOUSANDS)

	2023	2022
Economic Value Generated	4,310,000	4,225,000
Economic Value Distributed	3,878,000	3,757,000
Value to employees	1,194,000	1,166,000
Value to governments	373,068	223,822
Value to communities	2,910	2,594
Value to suppliers	2,023,022	2,075,583
Value to providers of capital	285,000	289,000
Economic Value Retained	432,000	468,000

* For more details of financial information please refer to [20 – F](#) and [UK Annual Report 2023](#)



Governance

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

As of December 31, 2023, the Board of Directors of the Parent (the Board) was composed of 12 members: Executive Chair Marco Sala, Vice

Chairperson and Lead Independent Director James McCann, CEO Vince Sadusky, CFO Massimiliano Chiara, Alberto Dessy, Marco Drago, Ashley M. Hunter, Heather McGregor, Lorenzo Pellicoli, Maria Pinelli, Samantha Ravich, and Gianmario Tondato Da Ruos.¹

The Board is the Company’s highest governing body. In addition to establishing the Company’s strategy and monitoring its execution, the Board oversees all aspects of corporate governance, including decision-making authority and establishing the Company’s business organizational structure, to pursue longer-term value and honor the Company’s commitments to stakeholders.

The Board is led by the Executive Chair, who is focused on managing the Board, keeping corporate governance aligned to U.S. and

U.K. best practices, including as it relates to sustainability initiatives, and providing the strategic direction of the Company, alongside the CEO. The day-to-day management of the Company’s business is delegated to the CEO and senior management is equipped with authority within specified parameters which the Nominating and Corporate Governance Committee (NCGC) reviews annually.

The Audit Committee (AC), Compensation Committee (CC), and the NCGC, each composed of independent directors and guided by their respective charter, provide support to the Board in its oversight role.

The Board receives periodic updates, advice and proposals for analysis and discussion, whether through each committee or directly from management, including those relating to

operations across IGT, as well as the interests and views of key stakeholders, for consideration and discussion with, and among the directors. The Company periodically offers and encourages directors to attend educational opportunities, designed specifically for IGT and/or for directors of publicly traded companies, which may be of benefit to directors in carrying out their roles and responsibilities effectively.

The AC assists the Board in overseeing financial reporting, internal controls, internal and external audit processes, the risk assessment and risk management process (including sustainability and climate-related risk, cybersecurity and information security), as well as compliance with legal and regulatory requirements.

Each member of the AC must meet the financial literacy requirement set by the NYSE, as such

COMPOSITION OF THE BOARD OF DIRECTORS AS OF DECEMBER 31, 2023



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



qualification is interpreted by the Board in its business judgment, or must become financially literate within a reasonable period of time after their appointment to the AC. In addition, at least one member of the AC must have accounting or related financial management expertise, as the Board interprets such qualification in its business judgment. In March 2024, the Board determined that members of the AC are each an "audit committee financial expert" as defined under the rules of the SEC.

The NCGC typically advises the Board and makes proposals regarding individuals qualified to

potentially become members of the Board and its committees. In considering possible candidates, prior to appointment and in connection with re-nomination decisions, the NCGC is guided by a number of principles as set out in IGT's Corporate Governance Guidelines, including selecting directors to ensure the Board represents diversity of background and experience, taking into account various factors and perspectives, including professional experience, education, and other demographics, such as gender, gender identity, race, and ethnicity, as well as the variety of attributes that contribute to the Board's collective strength.

The NCGC oversees the Company's strategy on sustainability, and monitors implementation of the Company's sustainability program, including review of the Company's public disclosures regarding environmental, social and governance (ESG) matters. The NCGC also oversees, in conjunction with the CC, engagement with investors/shareholders and proxy advisory firms on ESG matters, and shares with the AC responsibilities over relevant aspects of the Company's climate change reporting obligations.



Similar to past years, the 2023 Board and committee self-evaluation was conducted by way of an internal questionnaire, led by the Corporate Secretary team on behalf of the NCGC with notable items identified during the evaluation or subsequent discussions, followed up on by the Board or the relevant committee.

Supporting Regulatory Framework and Regulatory Changes

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

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

The Board undertakes a rigorous self-evaluation process each year to assess these and other activities, and more in general to understand how the Board, its committees and each individual Director have been performing. The NCGC determines the approach and methodology to be used, oversees the evaluation process and shares the results with the full Board.

The global market for regulated gaming is characterized by two main dynamics: strong player demand and governments that look to regulated gaming to fund state budgets, including providing support for good causes. In meeting players'

MEMBERSHIP OF THE COMMITTEES

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

Chairperson Member

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



demands, IGT works to support regulatory interventions in many jurisdictions to regulate gaming activities and discourage the spread of illegal gaming. The Company sells its products only in regulated markets. Lotteries generate consistent revenues for governments to allocate to good causes, such as education, community services, and the promotion of sports. In this context, IGT is uniquely positioned to provide responsible solutions by leveraging its global leadership position, long history of innovation, and depth and breadth of its product offerings.

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

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

A comprehensive network of internal and

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

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

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

IGT fully complies with jurisdictional reporting on spending for political campaigns, political organizations, trade organizations, trade associations, or tax-exempt groups. These contributions have been reviewed for permissibility under the relevant countries' laws. IGT has policies and oversight in place to comply with federal, state, and local laws and regulations relating to the reporting and registration requirements for lobbying in the U.S. and other countries.

During 2023, the Company made various forms of contributions (i.e. political contributions where permissible, charitable donations, membership dues, sponsorships) to entities in the U.S. and other non-U.S. sponsorship events that have political, charitable, social welfare, or trade and business sector affiliations and missions. Some of these organizations and entities have affiliations with government officials.

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

United States

In 2023, the slow pace of U.S. markets adopting regulated digital and sports wagering mirrored 2022. iGaming was under consideration in 11 U.S. states in 2023 where lawmakers introduced 13 pieces of legislation specific to iGaming. However, just one state, Rhode Island, passed legislation authorizing iGaming. Although iGaming legislative activity picked up a little in 2023, continued policy maker education about this new type of gaming is necessary to advance legislative efforts. iGaming is operational in eight U.S. states: Connecticut, Delaware, Michigan, New Jersey, Nevada (poker only), Pennsylvania, Rhode Island and West Virginia.

Currently, there are only 12 states in the U.S. where sports betting is neither legalized nor operational. In 2023, sports betting was legalized or expanded in three states – Kentucky (legalized), North Carolina (expanded beyond tribal gaming) and Vermont (legalized). Of these 12 states, the

hurdles to legalization will be difficult to clear in the following six states: Alabama, Alaska, Hawaii, Idaho, South Carolina and Utah where there is little or no legalized gaming and only two of these states have lotteries (Idaho and South Carolina). Of the other six states – California, Georgia, Minnesota, Missouri, Oklahoma and Texas – there are significant, but not insurmountable, political obstacles in the path to legalization. In spite of the slow pace of the legalization of sports betting, many of the remaining states without sports betting continue to pursue legislation.

Italy

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

Leading Innovation

Innovation is the driving force behind IGT's leadership in the gaming industry. The firm commitment to providing customers and players with new and more entertaining gaming products, solutions and services is demonstrated across all gaming categories and global markets.

IGT's commitment to R&D is reflected in its product roadmaps. These roadmaps are influenced by market and technology trends, customer, retailer, and player feedback. IGT's leadership in the market



enables customers to take advantage of industry best practices based on IGT's learnings and incorporation of those features into its products. IGT works closely with its customers to deliver new products and features as they are needed.

As part of IGT's ongoing research commitment to identify viable innovation paths and evaluate the potential of innovative concepts, in 2023, IGT conducted extensive research, and market insights. The development and validation of the concept of digital (paperless) tickets followed this rigorous

research process. In the production process, a flexible part of the production is virtually printed as an image; the digital tickets are collected in packs like the standard instant tickets and are transparent to the system. The retailer will order or purchase the digital ticket exactly like the standard ones, but without order or time constraints. The player will play the tickets on the mobile app and if they win, the player will redeem the prize at the point of sale, like a standard ticket.

In 2023, IGT conducted qualitative research

to gather players' needs regarding the playing experience, then developed a prototype following key learnings and insights from the qualitative research, and finally tested the prototype on a sample of 1,250 people to validate the selling proposition and the product.

Beyond products and services, innovation plays an essential role in constantly improving the systems and functions that are essential for the operation of the Company. IGT has developed a state-of-the-art technological infrastructure to adequately

support all stages of business, from product and service design to data management, business intelligence, and systems integration.

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

IGT'S CLOUD-BASED SOLUTIONS REVOLUTIONIZE GAMING SERVICES

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

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

that its system has appropriate integrity, reliability, and scalability level.

IGT is going through the same transformation that lotteries are going through as they move their enterprise systems to cloud-based technologies. With the establishment of the Cloud Center of Excellence (CCOE) in 2022, IGT focused on a corporate-wide initiative in 2023, to make cloud services available to its customers through all IGT business units and established a target for complete cloud gaming system capability in 2024. In the interim, this approach will provide IGT customers with incremental business value by offering cloud-based services, such as IGT's sales force automation tool, retailer portal, web-based training application, and gaming systems solutions where regulations permit. IGT's Global Lottery business unit offers 100% cloud iLottery solutions and has successfully launched its eInstants remote gaming

server (RGS) on the cloud in 12 jurisdictions, and player account and digital draw games in two jurisdictions.

IGT is also leveraging cloud solutions for internal purposes, utilizing the cloud for software-as-a-service application and replacing on-premise hardware with applications as a service solution. IGT's engineering teams are using cloud technology for internal development and test systems because of the flexibility to deploy systems quickly and for limited periods of time. The Global Gaming organization has been using cloud solutions for several years, supporting customers with products in markets where regulations allow. There continues to be customer interest in cloud-based deployments, and IGT expects this trend to increase. These cloud-based efforts will allow lotteries and gaming customers to benefit from faster time to market when utilizing new IGT services that are offered in the cloud. Additionally, if a lottery wishes to reduce its

on-premise infrastructure capability, an IGT-supported cloud solution will be available and fully compliant with World Lottery Association (WLA) standards of security, integrity, availability, and performance.

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

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



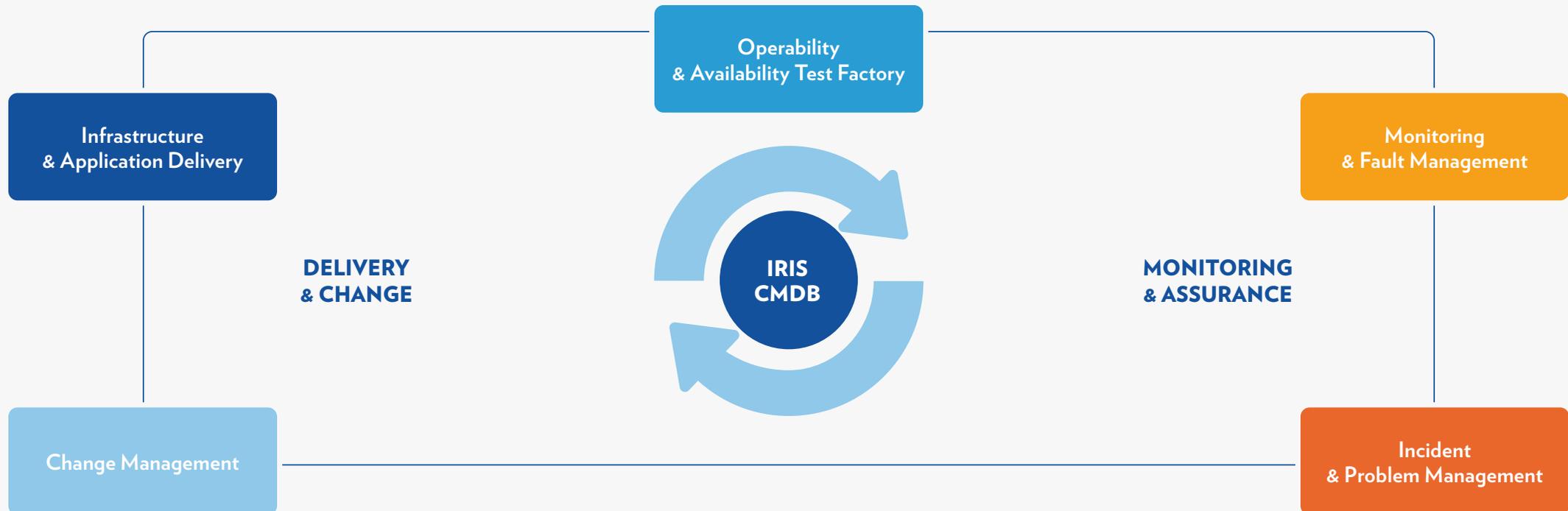
DEVELOPING SOLUTIONS FOR GLOBAL INFRASTRUCTURE ASSETS MANAGEMENT

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

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

In 2023, IGT extended the IRIS CMDB solution by creating a new section dedicated to offices for collecting assets hosted in certain offices and gathering information related to physical and virtual assets and their installed software.

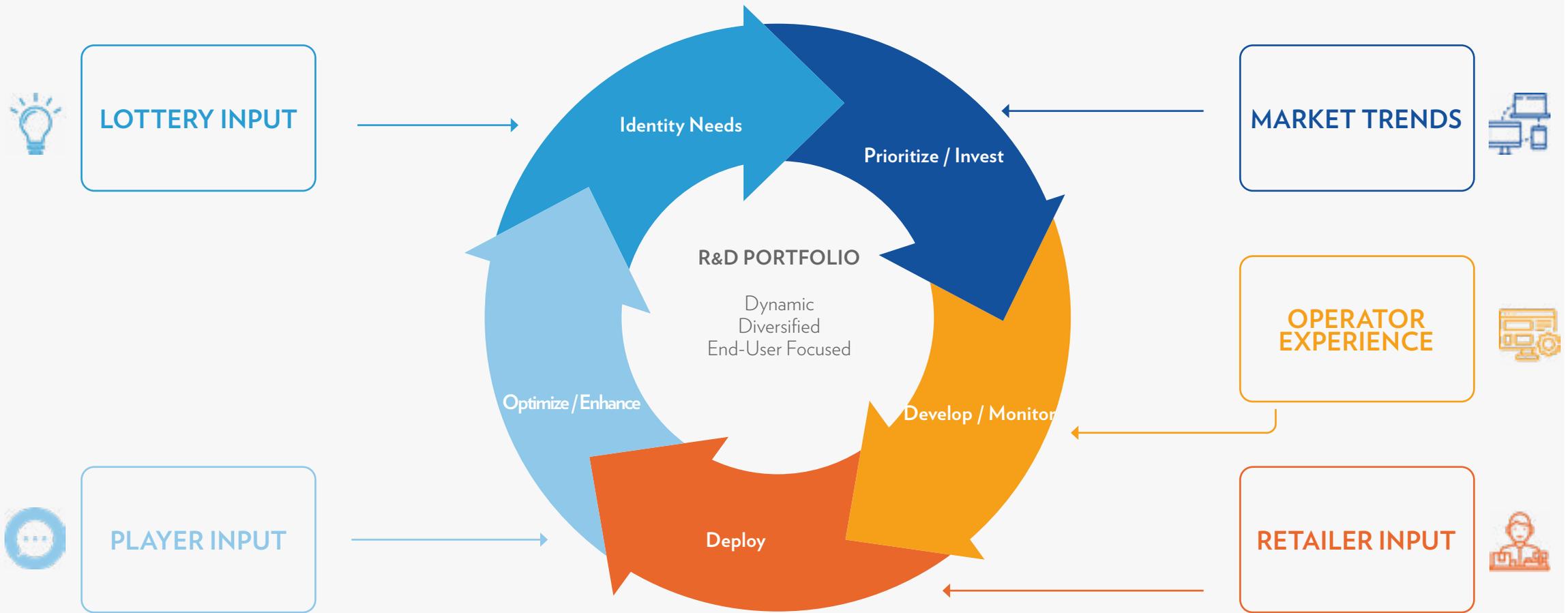
GOALS AND FUNCTIONS OF IGT REPOSITORY ITSM SOLUTION (IRIS) - GLOBAL CONFIGURATION MANAGEMENT DATACENTER





TECHNOLOGY RESEARCH AND DEVELOPMENT PROCESS

In shaping the research and development (R&D) portfolio, IGT includes the input from lottery customers as their unique requirements or solutions requests may ultimately provide benefits to an extended group of customers.





REBOOTING ACROSS MULTIPLE SYSTEMS WITH ANSIBLE AUTOMATION

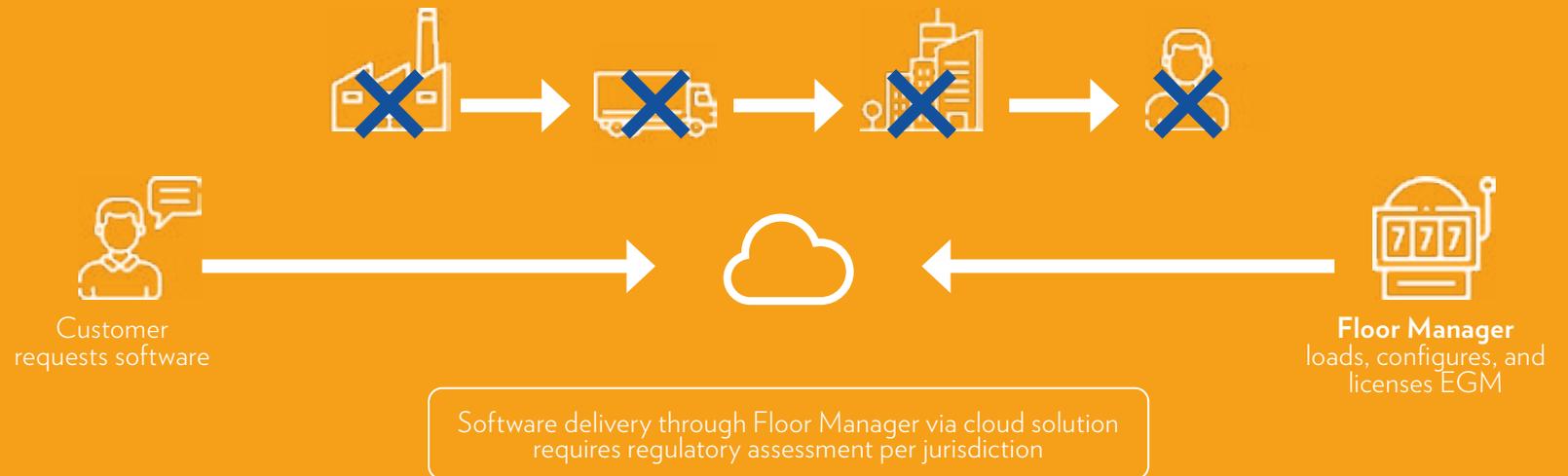
Ansible automation is a set of system-specific ansible scripts based on current operational processes to properly shut down applications and services to prepare for full system shutdown, then reboot the server, and finally properly, restore all applications and services to an operational state. The ansible scripts are written to ensure all proper steps or checks are in place to stop each application or service on the system and ensure they are down properly eliminating the need for operations to manually follow the procedures and reduce the opportunity for operator errors to occur. Ansible then reboots the system. Once the system is back up, Ansible will verify that applications and services restarted properly or will take the appropriate actions to restart them automatically.

All the Ansible work is integrated and managed through the IGT Ops Automation (OA) Graphical User Interface (GUI) product. The Ops Automation GUI provides a visual view of the job in progress with a view of the result in a green or red format for success or failure. The OA GUI allows an operator to start the Ansible jobs and provides automatic logging of the process for a detailed review of the job's progress, giving operators more information if necessary.

It is estimated that operations work on average five hours per month on system reboots. This is across nine different primary sites totaling approximately 45 hours per month when implemented across all primary sites of the Data Center of the Americas (DCA). There are approximately 50 core servers involved in a site reboot. Automating the reboot process also saves time required for the whole process, thereby minimizing the downtime of the resources involved.

REMOTE DELIVERY OF MEDIA AND THEMES

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



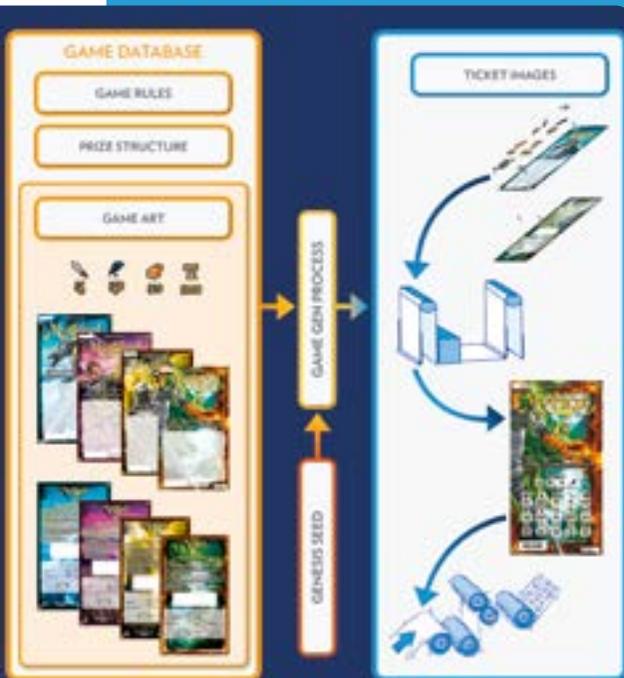


A LEAP FORWARD IN INSTANT TICKET SECURITY

Ensuring game integrity has always been core to the lottery industry. For instant tickets, security is critical not only for programming games and preventing unauthorized game reconstructions, but also for enabling authorized game reconstructions when required, for example to validate damaged physical tickets that are presented as prize winners.

IGT's NextGen technology is a state-of-the-art patented system for secure predetermined instants game generation. Among its advantages, the NextGen platform maintains an unalterable forensic blockchain of an instant game to help prevent the possibility of security breaches, by using a game database to store all the basic elements required to generate a given game, including the prize structure, game art, and rules.

A blockchain is associated with each instant game's unique database and protects the entire game development process and the reconstruction process. Rather than rely on only one trusted party for the security of game reconstruction, as is the norm in the industry, IGT's proprietary system can enable lotteries to ensure that multiple trusted parties must agree and participate before a game reconstruction can occur.



This system increases transparency and gives IGT and customers a checkpoint to monitor games' security. With a separate blockchain for each game database logging every access or modification, when anybody accesses a database, each action is logged automatically by the user's name, internet protocol (IP) address, and computer identifier. This information is stored in a game-specific blockchain. By virtue of how blocks in the chain are generated, the previous blocks cannot be altered. Now the entire record of the game – any action made when a game is generated, accessed, or recreated – shows up in that blockchain. That blockchain can then be shared with customers, so they can always see the life of their game.

TRANSFORMING INSTANT TICKETS WITH INFINITY INSTANTS™



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

- Creates games with richly colored game symbols and display graphics in resolutions as high as 1,600 by 1,585 dots per inch (DPI) on both the front and back of a game – the highest resolution in the industry.
- Incorporates highly distinguishable, vibrant play symbols that clearly convey the results of the game and are tied more effectively into the overall theme.
- Provides unlimited graphic scene variety on the front and back of a game, with the ability to include a higher number of unique scenes per pack than traditional flexographic printing.
- Enables innovative play styles and game mechanics.
- Completely compatible with all industry standard quality and security requirements.
- Includes over 50 U.S. and international patents.

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





ADOPTION OF EDITION VISUALIZATION TECHNOLOGY (EVT) FOR LOTTERY BUSINESS MONITORING

EVT is a versatile solution capable of consolidating events from diverse resources and monitoring tools, including OP5, IBM Tivoli, Dynatrace, Elastic Search Kibana, and cloud-based systems. This integration ensures that all potential issues are centralized on a single screen, where they are normalized and presented to operators through a unified interface. With an EVT system in place, operational teams can achieve exceptional monitoring standards, proactively identifying and resolving issues to prevent service downtime and minimize critical impacts on IGT's business operations and related service level agreements (SLAs).

In 2023, the EVT system was developed and launched as an operational solution within IGT's IT infrastructure, primarily deployed at its data centers located in Texas. This deployment marked a significant milestone in the project's timeline, as it transitioned from development to practical implementation within IGT's operational environment.

In implementing EVT, IGT aims at elevating proactivity and precision of monitoring processes for IGT's business solutions. Several key efficiency goals have been accomplished, including:

- **Improving Alerting Data Collection for Critical Alarms:** the system can swiftly identify and prioritize issues that may impact IGT's business operations. This improvement ensures that no critical alarms go unnoticed and enables rapid response from the IT Operations Monitoring teams.
- **Customer Dashboard Centralization:** by streamlining access to critical information for IT Operations Monitoring teams, this centralized approach improves visibility and enhances the speed of response by reducing the time needed to gather relevant data from disparate sources.
- **Optimization of the Ticketing Process:** this process accelerates problem resolution by ensuring issues are promptly logged, assigned, and addressed. This optimization minimizes delays in communication and resolution, leading to quicker resolution times for IT-related problems.

By achieving those efficiency goals, the project significantly enhances the operational effectiveness of IGT's business solutions. Improvements in alerting data collection, customer dashboard centralization, and ticketing process optimization collectively contribute to a more proactive and responsive IT Operations Monitoring framework, ultimately benefiting the Company's overall operational performance.

DRIVING THE NEXT PHASE OF GROWTH FOR LOTTERIES WITH OMNIA™

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

OMNIA™ is a comprehensive and modular solution that gives lotteries the means to digitalize the retail experience by converging the retail and digital channels.

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

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





ARTIFICIAL INTELLIGENCE



In 2023, IGT increased the application of models and innovative artificial intelligence (AI) technologies in Italy by focusing on two key areas:

- **Prediction and Optimization:** advanced predictive algorithms have been used to optimize the launch schedule of Gratta e Vinci (instant ticket), thus maximizing sales and minimizing risk of out-of-stock tickets. The predictive analysis allows for the identification of the products with the highest potential and the strategic planning of distribution, ensuring product availability to customers and optimizing profit margins.
- **Customization and Customer Experience:** IGT has designed an AI-based clustering system to cluster retailers according to preferences and characteristics. This segmentation allows for the customization of each retailer's experience on IGT's portal, by providing targeted recommendations of the composition of Gratta e Vinci orders and suggesting products in line with their needs and their customers' profile.

The creation of a multi-channel virtual agent is a further innovation. This service can interact with customers via chat and voice by providing assistance, answering questions, gathering data, and carrying out operations on behalf of the customer (e.g. ordering materials). The virtual agent employs AI for language comprehension, identifying customer's needs and routing their management along defined paths.

The adoption of AI can also generate benefits for IGT, such as:

- **Better operational efficiency:** the automation of repetitive actions and process optimization have led to greater efficiency and cost reduction.
- **Customized player experience:** players can enjoy a more customized and engaging experience, generating higher satisfaction.
- **Data-based decisions:** predictive analysis and business intelligence based on AI provide valuable insights to drive strategic decisions and optimize business performance.

IMPROVING SUSTAINABILITY WITH LEARNING WIZARD

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



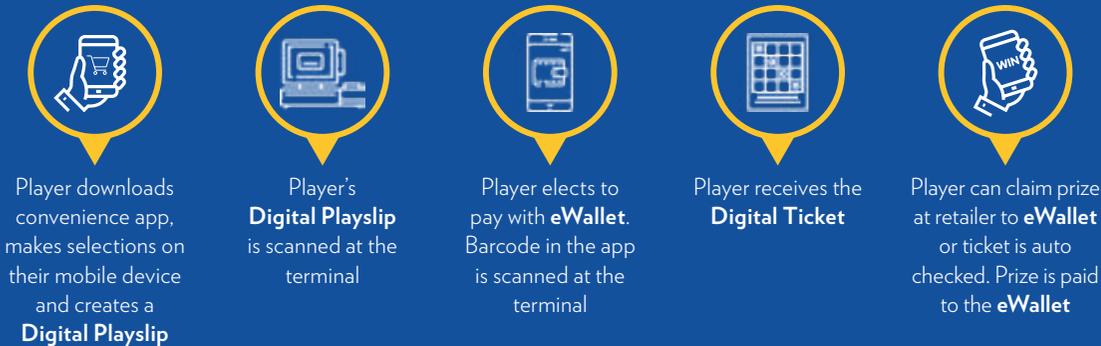
DIGITALIZATION NOW: TOOLS TO TRANSFORM THE PLAYER EXPERIENCE

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

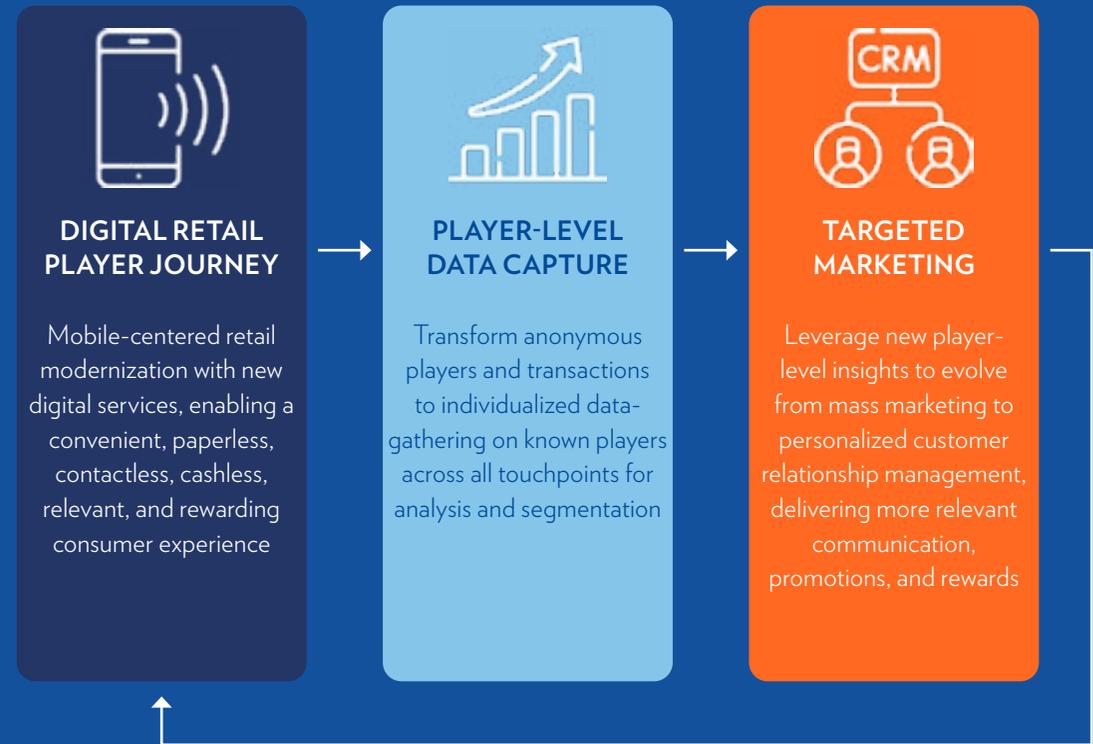
Players can interact via mobile apps and all IGT touchpoints that digitally enhance their overall lottery experience. Also, players can withdraw winnings electronically and deposit them directly into their bank accounts or add funds electronically to buy their physical ticket through cashless and contactless means.

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

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



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





GREATER SYSTEM QUALITY AND RELIABILITY WITH TEST AUTOMATION

Test automation plays a decisive role in ensuring lottery systems quality, reliability and sustainability, especially considering how service delivery is becoming ever more complex and widespread while external technologies, such as browsers and operating systems, are evolving autonomously and often escape direct control.

By incorporating the automated execution of test scenarios, IGT can constantly monitor the impact of internal and external updates and adjustments, thus proactively identifying potential issues and ensuring service continuity.

Beyond advancing system resilience, test automation offers concrete opportunities to promote sustainability. Optimizing testing processes by automation translates into a lower consumption of resources related to time and infrastructure. This contributes to lowering the environmental impact associated with system development and management, aligning to the ever more important sustainability goals.

At IGT in Italy, the My Lotteries app is the first application of test automation in software development and quality assurance. In 2023, the test suite was implemented to verify the user experience and user interface of Gioco del Lotto, 10eLotto, and MillionDay games.

SMALLER AND SMARTER

The Retailer Select™ terminal has similar functionality to IGT's full-size retailer terminals but at only two-thirds the size, Retailer Select provides a compact, space- and material-saving solution to meet different retailer needs. Its fanless design and external power supply improve reliability, lower the total cost of ownership, and reduce downtime (and noise). The terminal supports paper transactions, as well as contactless and digital in-store player experiences such as digital playslips and cashless experiences using an eWallet and external payment terminal.

SMARTER APPROACH TO TESTING HARDWARE

Due to the nature of IGT's Platform Test Team's testing responsibilities, many hardware dependencies traditionally require a long lead time to order and come at a high cost. A couple of years ago, they began exploring ways to economize this process and reduce wait times. They connected with the manufacturing department, which houses scrap machines that are marked for waste, and were able to purchase these for little to no cost to the Platform Test department. These scrap machines and parts would have otherwise gone to e-waste despite being suitable for testing purposes. The cost savings to the testing department has been a tremendous benefit and implementing this procedure has optimized the overall testing process, as access to these machines is quicker and the team no longer needs to wait for orders to be shipped in.

A NEW PHYSICAL DEVICE FOR A DIGITALIZED EXPERIENCE

The multi-purpose terminal peripheral, ConnectCheck™, promotes the continued enhancement of in-store digitalization. The device features direct player interaction and digitalizes the player experience through paperless transactions, cashless payments, and contactless interfaces. Players can use ConnectCheck with a lottery app to use digital playslips, check for winning tickets, make cashless payments with their lottery eWallet, and receive a digital ticket.

REDUCING PAPER WASTE AT RETAILERS

The Digital Menu Board is a sleek, modern, digital way for lottery retailers to display in-stock instant tickets at the point of sale. It reduces or eliminates the need for on-counter plastic dispensers, four-by-four-inch cardstock dispenser inserts, and printed marketing materials, freeing up the retailer's counterspace. The Digital Menu Board makes it easier for players to see and select game tickets and reduce paper waste and spend for lotteries.



VIRTUAL PLAYER CARD

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

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

1.



DOWNLOAD MOBILE APP

2.



REGISTER

3.



PULL UP VIRTUAL PLAYER CARD

4.



SCAN THE VIRTUAL PLAYER CARD AT TERMINAL

5.



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

CASHLESS SOLUTIONS FOR ILOTTERY AND ALL LOTTERY TERMINALS

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

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

ENHANCED DIGITAL PLAYSリップ

While the mobile convenience app of the digital playslip only carries the ticket information, registered players are able to unlock enhanced digital features. Players use the mobile app to select their numbers, store them, and create a digital playslip that is scanned at the terminal to produce a ticket.

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





Engaging Our Customers

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

Listening to our Customers

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

IGT hosts a variety of customer events and exhibits at industry trade shows to provide products, service and brand awareness. The events and trade shows also serve as a platform to better understand the ever-changing needs of IGT's customers. Customer meetings are regularly focused on the value IGT provides when communicating new ideas, products, or innovation to a market. In addition, IGT invites lottery customers to complete performance scorecards

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

In 2023, IGT organized and participated in several industry events with customers, including 16 industry conferences and trade shows with respect to its lottery business. At the European Lotteries (EL) Congress in Sibenik, Croatia, attended by approximately 228 lottery delegates representing 68 lotteries, IGT showcased retail solutions, instant ticket content and services, and iLottery products on the trade show floor. In addition, IGT participated in the first North American Association of State and Provincial Lotteries (NASPL) conference and trade show held in-person since the global pandemic, hosted by the Wisconsin Lottery, with approximately 208 lottery attendees representing 45 lotteries. As with every year, the Global Gaming Expo (G2E) was held in October in Las Vegas, Nevada and it is one of the key customer touchpoints to highlight IGT's products and services to the broader customer base. This three-day show hosted approximately 26,000 gaming industry attendees and IGT saw thousands of people pass through its booth for demonstrations and meetings.

Also, in 2023, IGT took part in many other events, including the EL/WLA Marketing Seminar, Public Gaming Research Institute (PGRI) Smart-Tech in Miami, Florida; La Fleur's Spring Conference

in Pittsburgh, PA; Corporación Iberoamericana de Loterías y Apuestas de Estado (CIBELAE) Congress in Lisbon, Portugal; NASPL Professional Development Seminar in Denver, CO; NASPL Directors' Meeting in New Orleans, LA, PGRI Lottery Expo in Nashville, TN; Asia Pacific Lottery Association (APLA) Conference in Bangkok, Thailand; EL/WLA CSR Seminar in the Oslo, Norway; and La Fleur's Austin Conference in Austin, Texas. Gaming events that provided key customer touchpoints for product demonstrations, introductions and sales included ICE London, the Indian Gaming Tradeshow & Convention (IGA) in San Diego, California Canadian Gaming Show in Toronto, Canada; Northwest Indian Gaming Conference & Expo (NWIGA) in Tulalip, Washington; Oklahoma Indian Gaming Association (OIGA) in Oklahoma City, Oklahoma; and VLT User Conference in Montreal, Canada.

During 2023, IGT completed an exhaustive review, re-structure, and discussion on the cadence of its future customer satisfaction study ("Customer Satisfaction Study") for implementation in 2024. The goals of the exercise were to explore ways to:

- Reduce the length of the questionnaire and enhance flexibility;
- Adjust the frequency of the Customer Satisfaction Study to ensure it is completed every two years, and annually for specific divisions or business units of the Company;

- Increase the precision of the Customer Satisfaction Study by customizing it based on a lottery professional's role, IGT's business unit, functional area and question set.

In late 2023, IGT contracted an independent professional market research firm to collect objective feedback from its worldwide lottery customers as part of a biennial effort to gauge satisfaction. This was the eighth customer satisfaction survey conducted and its aim was to understand what is truly important to customers and what they value most from IGT and to monitor key metrics over time.

The 2023 Customer Satisfaction Study was IGT's most comprehensive undertaking to date, with question areas streamlined to ensure that participants can focus on areas they had a direct impact on and enjoy a more efficient survey experience. IGT received results from 194 directors and managers at 69 lotteries, providing it with insights in six main areas and 23 dimensions of evaluation. The response rate was 67%, on par with previous response rates with 92% of customers satisfied with their relationship with IGT, 83% confirming they would select IGT again, and 75% stating IGT is worth what they pay.

A new metric, net promoter score (NPS), was introduced in the 2023 study. NPS is an industry standard in assessing the perception of a brand



and for purposes of the 2023 study, NPS gauged a customer's inclination to recommend IGT. The Company garnered an overall NPS of 32, which is considered "good" based on a standard interpretation of NPS. In addition, customers also provided in-depth feedback across relevant business units and product and support attributes and how IGT aligns to support customer goals and priorities.

In 2023, IGT continued to experience an increase of requests for support from its lottery customers

for new primary research in the areas of concept evaluation, consumer, retailer and customer feedback, and strategic planning initiatives, particularly regarding game development. Additionally, IGT conducted a global satisfaction study and sustainability study, and continued contributing to the strategy and planning of various equipment and solutions offered to lotteries.

For customer-initiated studies, IGT meets with the chosen vendor to ensure the customer's goals and objectives are identified. Once the project

has been executed and research report findings are obtained, IGT conducts debriefs or readouts with customers to ensure they understand the potential actions and key learnings arising from the study. For corporate studies, IGT follows the same process with its internal stakeholders included as part of the kickoff and debrief process.

IGT player research is the voice of the end consumer, the customers' customer. In land-based gaming, games are evaluated by player focus groups and quantitative survey research during

the development process, and then changes are made prior to test bank or release. This feedback is used by the game designers, mathematicians, and studios to improve games before they are released. IGT also conducts various other forms of player research for hardware, test bank games (after release), concept testing and future iteration testing.

IGT'S INTERNATIONAL INSTANTS WORKSHOP

Many industry events have been reimagined in a virtual format over the past few years, but IGT recognizes the importance of face-to-face interaction. IGT hosted its 13th International Instants Ticket Workshop in Lakeland, Florida, to provide instants product managers a chance to connect with their peers and share challenges and practices.

This latest iteration of the workshop marked several firsts. It was the first to be held since 2019, the first time the workshop was held at IGT's North American instants production facility in Lakeland, Florida, and the first time the workshop was expanded to include North American customers.

Following an informative keynote presentation on the evolution of the Florida Lottery's instants program, 28 participants from 17 lotteries and other invited speakers spent two days presenting on a range of topics, from inventory management and product innovation to price-point evolution.

Peer-to-peer presentations included the launch of a new instants program and a new handheld terminal, themed marketing campaigns, advertising strategies, families of games, the successful launch of a new €25 Gratta e Vinci game in Italy, and research on which smaller prizes consumers consider meaningful.

As part of the workshop experience, participants were given a plant tour of IGT's instants production facility in Lakeland covering all areas of production, from pre-press to packaging. For many attendees, it was one of the highlights of the workshop and the first time they had seen how their tickets were produced, revealing the level of complexity required to bring them to market.





In Italy, as a means to support retailers, IGT activities with over 92,000 interviews were conducted annual trade marketing surveys on new products and services. In 2023, 95 research completed.

SERVICE AND DIALOGUE WITH RETAILERS IN ITALY

The Retailer Portal and App are essential tools for the strategic and operational support to retailers to improve work quality, thanks to the digitization of managerial, accounting-administrative, IT, service, training and monitoring, participation and engagement processes.

The main goals of the Retailer Portal and App are to improve retailers' work quality by offering tools to manage and monitor their point of sale (POS) anytime and anywhere, order game products directly online, and enhance efficiency of training and communications. Furthermore, they:

- Meet business needs, by providing value added contents, initiatives, and services (such as, contests, news area, initiatives, etc.);
- Support digitization processes of documents and information access;
- Provide efficient self-service tools;
- Keep retailers updated with information on responsible gaming, privacy, and new laws and regulations;
- Engage retailers in IGT's world and increase participation by means of specific incentive initiatives.

To achieve these goals, the Retailer Portal and App are regularly updated with services, functionalities, and content.

ROMAN FORUM: INSIDE IGT'S INTERNATIONAL RETAIL WORKSHOP

The Eternal City showcased the excitement of lottery as participants of IGT's International Retail Workshop explored what was new and what was next at retail. The 11th annual workshop took place in Rome, Italy, from November 14 to 16, 2023, and featured presentations from lottery retail executives on their local markets. The gathering also included some U.S. lotteries.

Given that lottery has been part of the Italian culture since the Roman Empire, it was fitting that the workshop included visits to a mix of lottery retailers. In addition, the agenda included keynote speakers and IGT's perspective as a global vendor on current trends and solutions. A team from IGT Italy also shared market research, an overview of its operations, and recent developments in the country's retail environment.

Based on feedback received, attendees appreciated the inclusion of U.S. lotteries, the wide range of perspectives and the mix of operator presentations from across Europe and U.S., as well as vendor-related presentations.





Responding to Customers' Needs

IGT's customer needs differ based on their size, location, available services, 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 national and local levels. For this reason, IGT is progressively fine-tuning its organizational aspects of serving customers and pursuing excellence through its people and processes.

IGT Field Services

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

IGT's Field Services operations is made up of 1,200 lottery services employees and 653 gaming services employees, which include Field Services Technicians (FSTs), Bench Repair Technicians, Contact Centre Agents and Field Services management. The team supports over 1.4 million pieces of equipment that include on-counter terminals, satellite and cellular communication equipment and player-facing equipment, such as lottery vending and electronic gaming machines.

Resources are available to assist with any maintenance requirements any hour of the day, 365 days a year.

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

- Field Services Standards outline all FST responsibilities and performance requirements, including procedures for performing service visits and preventive maintenance on each piece of equipment serviced by IGT. They also include training to be followed by FSTs when working with peers, customers, and third-party resources. Field Services Standards help every FST provide the highest level of service consistently across the retailer base, regardless of the type of equipment being serviced.
- Performance levels and expectations are set according to Field Services Standards, such that staffing levels are reviewed to ensure that customers can rely on adequate local staff who are equipped to respond to all service calls in a timely manner. IGT understands the importance of staffing each customer base with an appropriate number of FSTs to match demand.
- Staffing levels and performance measurements are constantly reviewed against statistics and trends to maintain optimal field staffing levels. Field Services leadership measures the performance of each staff member and the team to provide guidance and feedback. The

local Field Services management team then provides performance reports to the customer for full transparency and accountability.

Lottery Field Services operations 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.

Gaming Field Services employees provide basic slot machine training to customers and regulators upon request. All Gaming FSTs complete a new hire training program, which consists of overviews of IGT's equipment and processes, and provides each employee with the knowledge and standards to ensure delivery of successful and high quality of work in the field and at customer locations.

IGT has designed all POS hardware and equipment with longevity, reliability and durability in mind. By incorporating decades of real-world experience into product designs, IGT aims to mitigate critical points, lower the total cost of ownership, and deliver the most reliable terminals and peripherals possible. IGT's strategy has reduced the number of field service visits for product installations and the core materials used over the license period.

IGT also maximizes device lifetime and consolidates the supply chain by recycling parts,

driving down cost and ensuring minimal waste. IGT runs Recycling and Refurbishment Centers of Excellence from the Company's global repair hubs. These sites organize the redistribution of used parts and supplies them to other global IGT sites. Examples of refurbishment and redistribution of parts in 2023 include equipment from Colombia being utilized for inventory support in New York, Florida, Jamaica, Mexico, Costa Rica, and Trinidad & Tobago.

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

- Expansion of retailer self-service offerings (Retailer Self Service/Sports Betting), which is expected to propel IGT's service forward with cutting-edge innovations;
- Examination of service models, which is expected to result in more standardization, compliance and control, allowing personnel to spend time on solutions rather than chasing issues;
- Management of data through better collection, collation and analysis, which is expected to generate efficiencies and improve communication; and
- A focus on talent by creating a clear understanding of skill and proficiency level differences and compensation pathways, which is expected to improve workforce engagement.



FIELD SERVICES FORUM TAKES OVER HOUSTON

For the first time since 2019, lottery-focused managers in the Field Services organization across the country came together for an annual forum. The internal event serves as a great way for market leads to exchange ideas, share updates from their regions, and bond as a team. The three-day event took place in IGT's office, in April 2023, in Houston, Texas with several activities, ranging from various presentations by regional field service managers and team building activities to contributions from special guests.

IGT is committed to gathering customer satisfaction data and constantly improving the level of services provided by Field Services. As IGT Global Lottery Field Services is a key component of the services and support provided, the Global Lottery business performed a comprehensive customer survey at the end of 2023, polling nearly 69 lottery customers about all aspects of lottery products and services. IGT polled extremely favorably in the overall satisfaction with support and services across all regions. The teams were also seen as being industry

experts in service, responsive to customer needs and being empowered to make decisions to resolve issues. Scores in most areas were improved from two years prior.

IGT's Global Gaming team conducts an annual Customer Satisfaction (CSAT) survey with games and systems customers. As part of IGT's ongoing Voice of the Customer (VOC) efforts, the Customer Quality Complaints (QC) team performs an analysis of the verbatims gathered by

the survey. This is to determine if IGT is meeting customer needs in specific areas, identify products and services requiring improvements by region and set targets for future years. A total of 453 North American casino customers took part in the 2023 survey, with Global Gaming Field Services scoring favorably. Based on the results and comments provided by participating customers, Global Gaming Field Services created action plans addressing enhanced communication, staffing constraints and improvements to the knowledge base of technicians and response times. Each area is closely monitored to ensure achievement of action plan deliverables to improve customer experience.

Field Services metrics are measured by specific calculations and weighted averages based on jurisdictional contractual requirements. Customer satisfaction reports are prepared by the site's account or sales manager with a scoring metric of one to five used in each category. Each category is reviewed with the customer and these quarterly

scores are entered onto a dashboard along with customer commentary.

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

Performance levels and expectations are set according to Field Service Standards such that staffing levels are reviewed to ensure customers can rely on adequate local staff who are equipped to respond to all service calls in a timely manner. IGT understands the importance of staffing each customer base with an appropriate number of FSTs to match demand. Internal key performance indicators (KPIs) include, but are not limited to, expense management, inventory control, and depot repair rates.

IGT FIELD SERVICES TRANSFORMATIONAL PROJECT

As part of the ongoing IGT Field Services transformation, the FS global organization was focused on the separation of Global Gaming and Global Lottery into two distinct organizations. The separation of the Service Organization Gaming and Lottery Business verticals into two fully independent business units will provide greater focus on the unique needs of each business unit which provides improved customer experience and business focus. This required separation of all employees, functions, and resources (facility, fleet, systems, tools, and equipment). This initiative began in March and deployed in October, resulting in two distinct global service business models under two separate leaders while ensuring all best in class business practices are maintained.

As leadership worked to separate business verticals, the FS organization deployed many projects to ensure we kept the momentum to evolve and transform the service organization. Notable projects deployed include: the Professional Competency Modeling Program (PCM), the PCM specifying some critical skills and personal behaviours contributing to superior performance. A handbook was developed to help individuals and managers to plan and manage professional development. Individuals can use the handbook to identify competencies to target for development, to generate ideas for developing these competencies, and to translate the ideas into a development plan that includes specific action steps and a timeline for their accomplishment. Managers can use the handbook to help their employees plan their professional development and to get ideas about how to coach the development of competencies. The PCM was deployed first followed by a Technical Competency Model. The Technical Competency Modeling Program (TCM) provides the Field Service Technicians (FSTs) with a clear view into level-to-level technical expectations, while providing Field Service Supervisors and Managers a tool to document and track FST Technical Development within People Center. These structured assignments will act as a checklist and roadmap for FST Technical Development in each market. The TCM program utilizes, On the Job Training (OJT) assignments serving as the foundation for the FST Technical Competency Program (TCM), demonstrating clear paths for FST Technical Development. In conjunction a comprehensive scorecard was created to provide FSTs and FS Supervisors and Managers with an improved way of viewing each FST's output. In addition, FS supported Lottery and Gaming Data Lake discovery and data ingestion. Lottery Inventory Management captured data using the Cadence platform and Gaming created an app to improve ordering parts.



In Italy, IGT monitors satisfaction through a semi-annual customer scorecard effort and data-driven performance measurements. The day after the visit from an IGT technician, retailers are asked to express their satisfaction with the courtesy, overall service, and the technician's technical and listening skills. With more than 5,000 retailer interviews completed in 2023, IGT reached an average score of 4.5 out of 5 in customer satisfaction assurance and delivery.

CHECKING ON QUALITY

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

IGT Quality organization launched increased quality improvements requiring the service organization to improve quality issues by mandating FS to use the JIRA platform when issues arise in the field. Due to these efforts, increased incident reporting was utilized, and monthly meetings were incorporated to mitigate risk, improve visibility, and cross functional communication while facilitating a robust closed loop process.

REMOTE TROUBLESHOOTING AND PREDICTIVE REPAIR

Remote troubleshooting continues to be a key business focus for IGT Field Services. Remote troubleshooting is the ability to remotely access a product and troubleshoot or troubleshoot via phone without the need for a technician to drive and physically troubleshoot onsite. To mitigate physical interventions, Field Services requires data access into the multiple business system platforms, both internally and externally, and for new products to be designed with remote access functionality, increased digital interface and less hardware components to mitigate hardware failure. Another key area related to remote data access is predictive maintenance, also known as predictive repair. In 2023 IGT conducted extensive discovery on best-in-class options, by partnering with Plug-n-Play. Plug-n-Play incorporates start-up companies with the ability to identify solutions. Four companies were vetted, and in 2024 IGT plans to deploy proof of concept.

The end goals are to boost predictive capabilities and increase tools and technician training to resolve issues remotely, creating an incentive for the customer to support the resolution process. By having these capabilities, IGT will reduce physical interventions, reduce travel time and vehicle usage, reduce incidents that are defined as NFF and improve technician utilization.

IGT Contact Centers

The mission of IGT contact centers is to provide 24/7 business assistance and effective procedural safeguards to all locations where IGT services its customers. The contact centers also aim to maximize customer satisfaction, with a specific focus on responsible gaming (RG) and compliance, while ensuring sustainable costs through the identification and implementation of best practices, including streamlined processes, quality management, and common tools.

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

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

B2B Contact Centers

IGT's business-to-business (B2B) contact centers assist end users of systems and terminals in lottery retailer locations and casinos by identifying and applying appropriate optimizations.

The National Response Center (NRC) provides

support to lottery retailers and global incident management. The NRC has four hubs supporting all business units located throughout the United States in Rhode Island, West Virginia, Texas, and Florida. The NRC is staffed 24 hours a day, seven days a week, 365 days a year to ensure IGT's B2B business has the support required to conduct its lottery functions. All NRC associates are trained to be universal agents, providing technical support to all 24 lottery retailer jurisdictions in the U.S. In 2023, the NRC received 829,324 contacts, answering 82.31% of calls in under 60 seconds. The NRC has a supervisory and quality team that evaluates contacts monthly to ensure accuracy of processes and procedures, and the workforce management team monitors service level performance in real-time.

The NRC also deployed a website for retailers in four U.S. lottery jurisdictions – Indiana, Georgia, North Carolina and Washington – that includes written troubleshooting steps and video tutorials for common lottery equipment issues. In addition, the website enables those retailers to place orders for online terminal supplies by means of an AI chatbot and live chat with an NRC associate for lottery equipment support and questions.

In 2023 at the ContactCenterWorld championship held in Lisbon, Portugal, the NRC received awards for Best IT Team and Best Operations Manager at the regional and global level. In 2023 the NRC was also re-certified in ISO 20000, Service Management System Standard, and remained certified in ISO 27001, Information Security, ensuring compliance with standardized best practices.



IGT'S CONTACT CENTER: THE WORLD'S BEST

IGT's Contact Center won gold in two categories — Best IT Team and Best Operational Manager — at the ContactCenterWorld's world championship in Lisbon, Portugal in November 2023. The event followed a North American competition in May 2023, in which the Contact Center also won gold and qualified for the world championship.

ContactCenterWorld annually recognizes global top-ranking performers for contact centers, employee engagement, customer experience, business strategies and tech innovation. There are over 2,000 entries from more than 80 countries each year.

Andrew Pierce, Workforce Manager at the NRC won Best Operational Manager after a presentation in which he spoke to the judges about understanding business objectives, resources and analyzing data while being an adaptive and empowering people manager.

The IT team, consisting of Support Systems Engineer Michael Saraiva and Technical Support Engineer Thomas Martinez, presented the latest innovations implemented by IGT's NRC, including cloud solutions, automation, and the Company's first self-service resource, which is leveraged by nearly 300,000 retailers across the United States. They also explained how IGT's nearly 700 contact center associates work from home, accessing all the needed resources without the need for a virtual private network.

Since 2014, IGT has been awarded first or second place a total of 22 times in the world championship.

THE ROAD TO VIRTUALLY MANAGING CONTACTS WORLDWIDE

In 2023, IGT in Italy reduced the number of calls needed to be managed by human agents by evolving its process to use a chatbot. By switching to a virtual agent solution, IGT was able to expand the offer for My Premium retail and will further develop the proactive interactive voice response (IVR).

The U.S. contact center launched omnichannel services, including a website featuring a live chat, retailer self-service portals, and online supply ordering for four jurisdictions – Indiana, Georgia, Washington and North Carolina. IGT continues to work with its retailers and customers to provide forward-thinking solutions that meet their needs and continue to drive efficient and sustainable solutions.

The global transition to cloud-based contact center infrastructure via the Genesys cloud architecture continues to progress with only six sites remaining to convert from premise-based contact management systems. This will enable all sites globally to leverage omnichannel services and allow for a holistic view of contact center services across IGT's entire B2B customer base.

The contact centers' daily reports monitor the quality of the service, with data profiled according to the type of business, the channel of origin of the contact, and the type of contact. All reports, for specific expertise and assistance, are available to managers.

The Contact Centers responsible for Latin America and Caribbean Lottery, Commercial

and Gaming services, are based in Chile, Costa Rica, Jamaica, Mexico, and Trinidad and Tobago, and provide support services 365 days a year to end users of IGT's systems and terminals located in retailer locations and casinos. The contact center's mission is to provide business assistance, efficient information with procedural safeguards to customers by identifying and applying appropriate optimizations and maximizing

customer satisfaction with a specific focus on RG. In Jamaica and Costa Rica, IGT launched a new telco system, Genesys cloud solution. This new system provides a robust call center solution that can open new communication channels for customers such as email, chat and automated chats. In Jamaica, IGT also introduced an auto dispatch solution for any service call requiring a technician visit through IGT's customer

relationship management (CRM) solution, Cadance.

The Europe, Middle East and Africa (EMEA) contact center is the main point of contact for retailers, lottery representatives and customers, who need assistance with their equipment, handling equipment issues, resolving network/communications-related problems, completing



supply requests or obtaining answers to general questions. The EMEA contact center also runs a rollout project service center that operates and controls the processes of installing and uninstalling terminal equipment. Additionally, it provides a second line of technical support for communication.

In 2023, the EMEA contact center received nearly 30,000 calls at a service level of 80%. The team maintains appropriate service level agreement (SLA) parameters for communication and addresses the low failure rate of devices, mainly through remote access to devices and remote failure removal, thereby minimizing Field Services visits. In 2023, new functionalities of the Agriscola CRM system were implemented, including integration with lottery clients' systems as well as the cloud solution Genesys system, replacing the existing telecommunications solutions.

IGT's North American gaming support centers provide tier one support for IGT's gaming and Wide Area Progressive (WAP) customers across the U.S., Canada, Australia and certain combinations of products and customers through Europe, Latin America and South America. Additionally, the team maintains the infrastructure, provisioning and deployment of the WAP network, connectivity and internal security practices for the product.

The contact center based in Italy, and partially served by an outsourced vendor in Romania, provides information and technical desk services

for Gioco del Lotto and Gratta e Vinci points of sale. The contact center adopts a strategy based on two main pillars – digital transformation and the new organizational model covering B2B and B2C lotteries. Digital transformation provides extended usability through proactive notifications and autonomous solutions including, a mobile app, web portal and IVR, with the automatic management of network malfunctions via IVR. By extending the channels, and incorporating AI, the digital transformation has allowed greater service configuration flexibility and the introduction of the “call-back” function.

Regional offices throughout Italy have been phased out through the virtualization of customer service officers (CSOs) who are now working remotely. Contact center agents have been rebranded as CSOs, and currently represent 87% of the total B2B contact center staff. The management of the eLottery contact center service, launched in 2021 to support elstant games, and Lotteries players, was consolidated. The comparison between the first and second half of the year shows an increase in managed volumes by 70%.

IGT B2B CONTACT CENTERS: LOCATIONS AND COUNTRIES SERVED

NORTH AMERICA - NATIONAL RESPONSE CENTER OVER 829,000 CONTACTS

LAC: 269,000 (CHILE, COSTA RICA, JAMAICA, MEXICO, AND TRINIDAD AND TOBAGO)

EMEA: 30,000 (CZECH REPUBLIC AND SLOVAKIA)

ITALY: 490,000

INTERNATIONAL CONTACT CENTERS*: 299,000

* International Contact Centers are those located in countries apart from Italy and North America (U.S. and Canada)



■ Countries Served
● B2B Contact Center Location



B2C Contact Centers

IGT business-to-consumer (B2C) contact centers provide 24/7, multichannel assistance to players worldwide. They support lottery and commercial partners operating within the entire digital offering (iLottery, sports betting, casinos and poker). This support is offered through four B2C centers, spanning several countries and in four different languages - English, Spanish, French, and Italian. These contact centers focus on RG, compliance, and customer satisfaction, while acting as a partner and direct advisor to players where IGT manages the customer base via a lottery contract or commercial license (Italy), and to third-party organizations for which IGT provides technology and services (e.g., WLA members in North America).

IGT's B2C contact centers are coordinated via a dedicated team and rely on several local operational sites in the U.S., Canada, India and Italy, as well as outsourced centers in Romania. By integrating this hybrid approach, for example, the team dedicated to the U.S. customers and players can be staffed in both the U.S. and India. This internationalization supports specific talent pool availability, with fully trained, very experienced, and licensed staff abroad. As a core element of its philosophy, IGT's contact center management ensures that all relevant employees are always provided with the best working conditions, from ensuring workspaces are compliant with all relevant regulations to providing up-to-date training.

Performance is constantly and consistently measured using the same KPIs across each location. In addition to the various operational reports, a monthly report keeps track of the performance and of emerging issues at each contact center. The main indicators include the phone call response rate, chats conducted, and emails sent within a specific timeframe, as well as the rate of incoming issues resolved during the initial response.

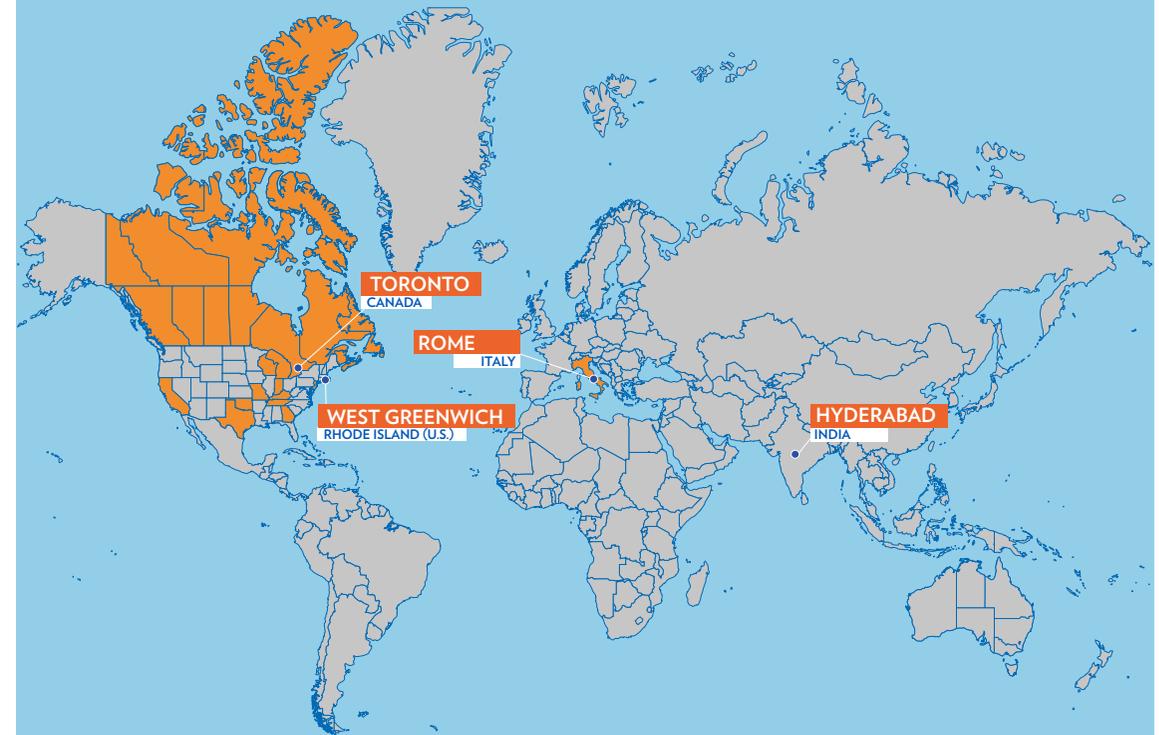
As part of its 2023 efforts to launch automation, improve efficiencies (e.g. reduce handling times) and reduce players' repetitive contacts in North America, Global Consumer Services delivered a phone bot and a chatbot to the relevant testing environments, with the main objective of assisting players during peak times (e.g. high jackpots) to enhance their satisfaction. Customer testing is currently under way.

IGT B2C CONTACT CENTERS ACROSS THE WORLD

MORE THAN **400,000 CONTACTS** IN A YEAR

3 LANGUAGES

24/7 MULTICHANNEL ACCESS



■ Countries Served
● B2C Contact Center Location



2

Sustainable Growth

IGT's corporate culture is shaped by five corporate values: responsible, authentic, pioneering, collaborative, and passionate. These values, combined with the Company's mission and vision, provide the foundation for IGT's commitment to responsible gaming (RG) and sustainable growth.

IGT's governance system oversees high standards of sustainability practices that contribute to its commitment to nine of the 17 of the United Nations (UN) Sustainable Development Goals (SDGs). Through its Sustainability Plan, IGT ensures that its sustainability priorities and set targets are aligned with key business priorities and one or more SDGs.

Sustainable Play™ represents IGT's commitment to leading the gaming industry in global sustainability and celebrates the Company's dedication to four strategic pillars: valuing and protecting our people, advancing responsibility, supporting our communities, and fostering sustainable operations.

IGT recognizes the importance of engaging with stakeholders who can significantly influence its success, such as regulators, shareholders, suppliers, communities, players, customers, and employees. Engaging with these stakeholders enables IGT to gain valuable insight into potential future changes.

IGT is strengthening its efforts to limit its climate change impacts according to scientific evidence by joining the Science Based Targets initiative (SBTi) and designing a corporate decarbonization path with the goal of reaching net-zero greenhouse gas (GHG) emissions across the value chain by 2050.





Sustainable Growth

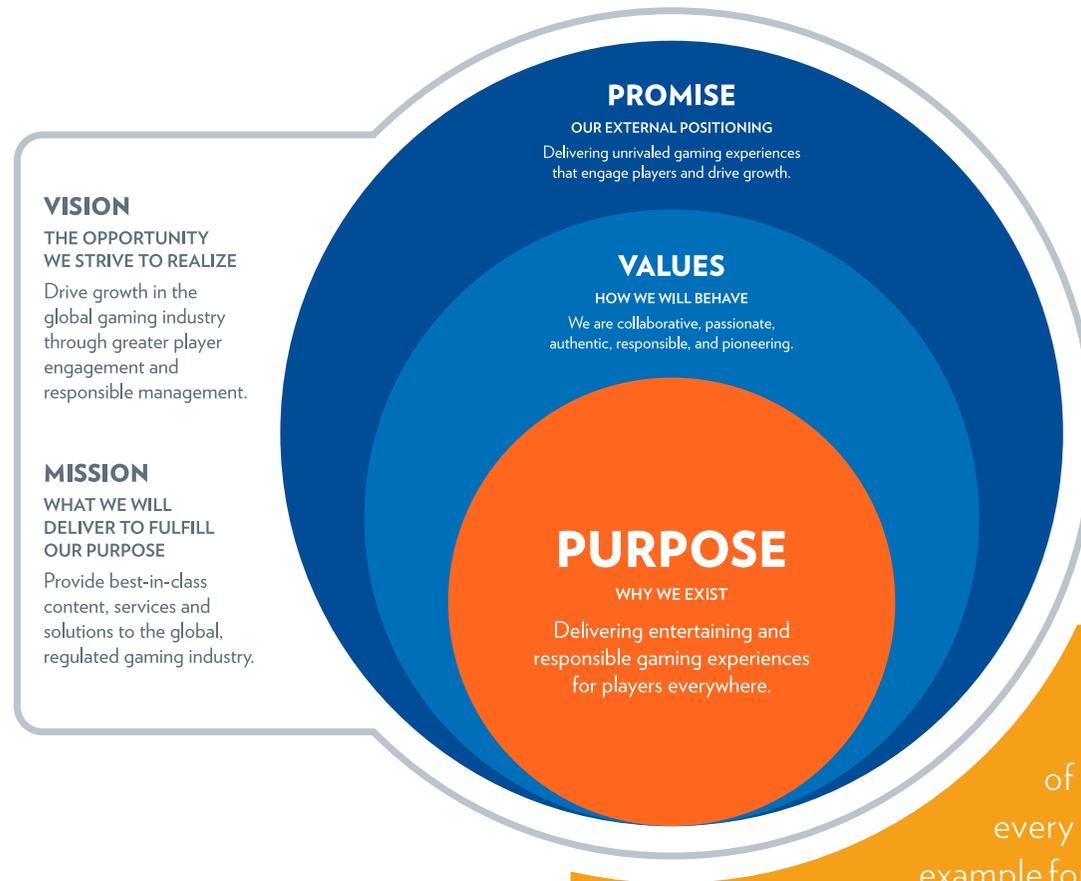
Sustainability is a set of initiatives for systemically enhancing the social, economic, and environmental impacts of IGT’s business activities.

When conducting business, IGT ensures strict adherence to the principles of lawful conduct in every jurisdiction it serves. Integrity, in terms of behavior and business conduct, is essential for creating value for all stakeholders and aligns with IGT’s long-term vision of sustainability priorities and actions that will support the Company’s future growth.

Our Values, Our Priorities and the Agenda 2030

The five values that guide IGT’s corporate culture, combined with IGT’s vision and mission, provide the foundation for its commitment to sustainable growth.

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



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

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

IGT’s global sustainability strategy aims to ensure the highest standards of ESG practices and governance in every aspect of our business. It sets an example for our employees and key stakeholders while it also underscores the importance of incorporating sustainability into our daily work and lives.

Marco Sala
IGT Executive Chair



IGT's ongoing pledge to sustainable growth within the gaming industry includes the guiding principles set forth by the UN SDGs. This 2030 Agenda and its 17 SDGs form an action program for people and the planet. The Agenda was signed in September 2015 by the governments of the 193 UN member countries to meet three key objectives by 2030: end extreme poverty, fight inequality and injustice, and limit climate change. Based on its business activities and sustainability priorities, IGT has identified nine SDGs as key areas of focus: no poverty (SDG 1), good health and well-being (SDG 3), quality education (SDG 4), gender equality (SDG 5), affordable and clean energy (SDG 7), decent work and economic growth (SDG 8), industry innovation and infrastructure (SDG 9), reduced inequalities (SDG 10), and climate action (SDG 13). IGT

has also started developing specific targets and initiatives that could effectively contribute to the achievement of the SDGs in the future.

By pursuing the UN SDGs and voluntarily disclosing information through its annual sustainability report, IGT is leveraging the long-standing results of its sustainability strategy.

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

related to human rights, labor, environment, and anti-corruption.

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

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

Valuing and Protecting Our People



The Company ensures fair labor and favorable working conditions with respect to health and safety standards. To support talent acquisition and retention, the Company offers corporate health and well-being benefits, while ensuring paths for professional growth that enable everyone to achieve their highest professional potential. IGT works to promote equal opportunities and foster inclusive work environments by protecting human rights, preventing violations, supporting vulnerable groups, and educating employees about human rights practices. Diversity, equity and inclusion (DEI) practices are embedded throughout the organization to ensure that IGT employees are safe from discrimination, harassment or violence of any kind.

Advancing Responsibility



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

Supporting Our Communities



Community support, through non-profit partnerships and sponsorships, creates value for local communities where the Company operates. IGT promotes education programs, contributes to the development of adequate livelihood opportunities for people living within





low-income communities, supports equal access to opportunities, and encourages local economic development. Moreover, the Company encourages and develops education programs and digital learning centers mainly focused on science, technology, engineering, arts, and mathematics (STEAM) to encourage skills development and create a sustainable workforce for the future. Also, IGT supports its employees' interests by actively engaging with organizations that align with the Company's overall community support endeavors. IGT's commitment to community engagement is formalized within its internal policies and procedures.

Fostering Sustainable Operations

The Company promotes responsible behaviors



throughout its supply chain by requiring suppliers to adhere to its Supplier Code of Conduct, which references compliance with regulations and promotes human rights and environmental protection. With respect to corporate environmental practices, IGT administers programs that reduce emissions and increase energy efficiency, and annually compiles the Company's greenhouse gas (GHG) inventory that includes all relevant emissions occurring along the value chain. IGT is deploying the initiatives related to reducing its GHG emissions through the decarbonization path which incorporates

targets submitted to the Science Based Targets initiative (SBTi) including a commitment to reach net-zero GHG emissions across the value chain by 2050. Furthermore, the Company is committed to identifying opportunities to promote circularity of products and processes and protect biodiversity by choosing appropriate materials or redesigning processes.

Sustainability Governance

IGT is a global leader in one of the most regulated industries, with a well-established local presence and relationships with governments and regulators in more than 100 jurisdictions throughout the world. The Company is committed to growing its business responsibly by implementing a structured and dedicated governance framework, which includes high standards of environmental, social, and governance (ESG) practices.

IGT's Board of Directors is ultimately responsible for the oversight of IGT's sustainability matters and has delegated to the Nominating and Corporate Governance Committee (NCGC) the responsibility for overseeing the Company's strategy on sustainability and monitoring the implementation of the Company's sustainability program, including a review of the Company's public disclosures regarding ESG matters such as the annual Sustainability Report and the Modern Slavery Statement. The Executive Chair of IGT's Board of Directors has specific responsibilities for



addressing corporate governance, sustainability initiatives, and providing strategic guidance.

IGT's Sustainability Steering Committee (SSC) is comprised of the representatives from several corporate functions and represents an integral part of IGT's corporate sustainability governance regime through its endorsement of programs and initiatives that contribute to the Company's sustainability strategy. The SSC is cultivating a long-term vision and related objectives on sustainability, fostering a consistent sustainability approach across all regions and businesses, and

increasing communication on sustainability activities by sharing best practices at global and local levels.

The Responsible Gaming Advisory Group, comprised of IGT leaders, has responsibility for ensuring that IGT's RG strategy is realized. This entails educating members on the work being done toward RG goals and maintaining collaborative working relationships related to RG strategies across different business areas.



IGT’s Global Sustainability team coordinates the management of ESG issues within the Marketing, Communications and Sustainability department. The executive who leads this department reports directly to IGT’s CEO. The team leads project planning for the IGT Sustainability Plan and coordinates the data collection efforts and

reporting systems of many different departments to fulfill the criteria of ESG mandatory and voluntary reports.

At the operational level, the working groups have been reorganized to align with IGT’s sustainability pillars as follows:

- The “Valuing and Protecting People” working group is aligned with IGT’s ambition to become the employer of choice by pursuing the main strategic goals of protecting human rights and promoting a positive work environment, a healthy work-life balance, and a diverse, inclusive, and equitable workplace.
- The “Responsible Gaming” and “Business Ethics” working groups are aligned with IGT’s ambition to contribute to a secure and positive gaming environment by promoting positive play concepts and creating awareness of RG tools, in addition to supporting RG organizations that address problem and underage gambling, and ensuring the highest ethical standards in compliance matters.
- The “Community Engagement” working group is aligned with IGT’s ambition to engage with community partners to facilitate opportunities for support, learning, and growth, such as education programs, development of adequate livelihood opportunities in disadvantaged communities, and local economic advancement.
- The “Sustainable Operations,” “Eco-design for Sustainable Products,” and “Sustainable Supply Chain and Logistics” working groups are aligned with IGT’s ambition to fight climate change, promote circularity, and enhance sustainable procurement. Strategic goals range from improving efficiency by choosing renewable energy and engaging suppliers and customers in IGT’s decarbonization path, to

ensuring efficient use of natural resources and responsible waste management, minimizing the environmental impact throughout the lifecycle of products processed and sold by IGT, and promoting measures to minimize the risk of environmental and human rights violations related to operations of suppliers.

In 2023, IGT’s Global Sustainability team organized an internal training program for members of the NCGC and the Audit Committee to further strengthen their understanding of climate-related matters. The training focused on the main impacts of the climate crisis and included the key pressures and drivers for IGT to address climate change. The Directors were also apprised of IGT’s ongoing efforts to meet the UK mandatory climate-related financial disclosures for 2023, which are aligned to, but do not directly mirror, the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations

In 2023, the Company published its Global Sustainability Policy, which outlines goals and objectives related to ESG practices. It defines the framework for sustainability at IGT and provides a governing platform for the Company’s sustainability work in all key areas of business activity, including services, working with suppliers, employee interaction, and industry affiliations.

SUSTAINABILITY STEERING COMMITTEE MEMBERS (AS OF DECEMBER 2023)

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

There are at least four scheduled meetings for the SSC each year and additional meetings are called as necessary. In 2023, four meetings were held. Copies of all meeting materials are distributed to all members before each meeting.

* As of February 29, 2024, Renato Ascoli was appointed as IGT CEO, Global Lottery.

** Joseph Gendron took on the responsibilities of Fabio Cairoli who served as Chief Executive Officer, Global Lottery, until his unexpected passing in July 2023.



In 2023, the Company launched Sustainable Play™, which represents IGT’s commitment to leading the gaming industry in global sustainability. It celebrates the Company’s dedication to its people and the planet as the Company delivers innovation and excellence that is “Ahead of the Game.” Valuing and protecting our people, advancing responsibility, supporting our communities, and fostering sustainable operations are the key priorities driving Sustainable Play. Aligned with the UN SDGs, IGT seeks to advance the gaming industry with sustainable practices that benefit the Company and its key stakeholders.

IGT’s Sustainability Plan – Inspiring Global Transformation

IGT’s ongoing commitment to sustainability is supported by concrete actions that reinforce its purpose-driven mission. Through the development of its Sustainability Plan, approved by the SSC, sustainability priorities are aligned with business priorities under the theme of “Inspiring Global Transformation.” The Plan, available on IGT’s website, aims to further integrate sustainability along the entire value chain and improve ESG impact in daily operations, including

the identification of a comprehensive set of targets and actions that drive IGT towards its priorities and ambitions to:

- Become the employer of choice for the talent of the future by promoting a positive, diverse, inclusive, and equitable work environment where all employees feel safe and represented, and human rights are protected;
- Contribute to a secure and positive gaming environment by adhering to the highest ethical standards and promoting positive play concepts;
- Engage with community partners to facilitate opportunities for support, learning, and

- growth, by developing education and support programs in local communities through strategic engagement with organizations whose missions are aligned with IGT’s SDGs; and
- Fight climate change, promote circularity, and enhance sustainable procurement by improving the efficiency of operations through, amongst other things, improved energy consumption, choosing renewable energy suppliers, and using materials with reduced environmental impact.





VALUING AND PROTECTING OUR PEOPLE

AMBITION

Become the employer of choice for the talent of the future

STRATEGIC GOALS

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

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



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

Promote human rights, with a focus on groups most vulnerable



ADVANCING RESPONSIBILITY

AMBITION

Contribute to a secure and positive gaming environment

STRATEGIC GOALS

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



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



SUPPORTING OUR COMMUNITIES

AMBITION

Engage with community partners to facilitate opportunities

STRATEGIC GOALS

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



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



FOSTERING SUSTAINABLE OPERATIONS

AMBITION

Fight climate change, promote circularity, and enhance sustainable procurement

STRATEGIC GOALS

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



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

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



In 2023, most identified targets had a direct link to IGT’s sustainability pillars, some targets linking to more than one pillar.

2023 public targets included in IGT’s Sustainability Plan. Each project has been marked with a blue banner for ease of reference.



The following chapters within this Sustainability Report include descriptions of the initiatives taken during the year that support the

SUSTAINABILITY MILESTONES

SUSTAINABILITY PLAN PUBLIC TARGETS 2023

OUR PUBLIC COMMITMENTS

AMBITIONS AND RESULTS

VALUING AND PROTECTING OUR PEOPLE

Definition of a Board Diversity Policy

ADVANCING RESPONSIBILITY

Conduct a survey to better understand stakeholder perception of IGT’s role in RG and identify opportunities for continuous improvement.

SUPPORTING OUR COMMUNITIES

Development of a specific STEM-focused partnership to promote technology and skills development for youth to create future talent pools and support underserved communities.

GOVERNANCE, ENGAGEMENT & DISCLOSURE

Definition of a Board Committee-level oversight of climate-related risks and opportunities, also subject to timing of the expected SEC Rule on climate impact reporting.

Publication of a Global Sustainability Policy.

INTRODUCED THE IGT “FABIO CAIROLI SUSTAINABILITY CHAMPION AWARDS” PROGRAM.

PUBLISHED IGT’S ENVIRONMENTAL POLICY ON ITS WEBSITE.

PUBLISHED IGT’S GLOBAL SUSTAINABILITY POLICY ON ITS WEBSITE.

PUBLISHED IGT’S DIVERSITY, EQUITY, AND INCLUSION GLOBAL POLICY ON ITS WEBSITE.

PUBLISHED IGT’S BOARD DIVERSITY POLICY ON ITS WEBSITE.

RECOGNIZED BY THE TOP EMPLOYER CERTIFICATION FOR ITALY, CANADA AND U.S..





IGT introduced its Sustainability Champion Awards program in January 2023, and renamed the program to the IGT Fabio Cairoli Sustainability Champion Awards to honor the former Global Lottery CEO, Fabio Cairoli, who unexpectedly passed away in July 2023. The program recognizes and celebrates employees who demonstrate leadership and show an outstanding commitment to Sustainable Play.

Employees are encouraged to self-nominate or nominate their colleagues on a rolling basis. The awards committee then reviews all nominations and recognizes individuals or teams on a quarterly basis. IGT features the Sustainability Champions' stories on its corporate LinkedIn channel, the Company's intranet (OneIGT), and internal social media platform (Viva Engage). Additionally, each Sustainability Champion receives a Treedom tree and donations are made to a global charity.



Fabio had an in-depth understanding of the correlation between sustainability and the Italian business, so much so that he took on the responsibility of establishing the Italian Sustainability Committee. As a member of the Global Sustainability Committee, he played a key role in the development of new and innovative ways to generate greater sustainability awareness at all levels of the organization. It is with great gratitude that IGT has renamed the Award in his memory.

As a member of IGT's Global Sustainability Steering Committee, Fabio challenged the Global Sustainability team to develop new, innovative ways to further our commitment and leadership in this space. We are extremely thankful for Fabio's contributions to our initiatives and chose to rename our internal Sustainability Champion Awards program in his memory.

Wendy Montgomery

IGT SVP, Marketing, Communications and Sustainability

28 Sustainability Champion Awards

4 AWARDS: VALUING AND PROTECTING OUR PEOPLE

2 AWARDS: ADVANCING RESPONSIBILITY

8 AWARDS: SUPPORTING OUR COMMUNITIES

13 AWARDS: FOSTERING SUSTAINABLE OPERATIONS

1 AWARD: MULTI-FOCUS PROJECTS



Being a Sustainability Champion is about showing a genuine interest in improving practices, processes, and behaviors according to sustainability matters related to the Company business and footprint.

In their own words, a few champions have shared their feelings about being nominated and what the award represents for them.

Cinzia Tocci – Marketing & Commercial Delivery Manager – Rome, Italy

“Being nominated and recognized as a Sustainability Champion made me feel proud to work for a company that cares about sustainability. The Sustainability Champions program shines light on sustainability initiatives being completed by IGT’s own team members and encourages others to do their part to spread awareness of sustainability.”

Katja Werno – Project Coordinator IV – Barcelona, Spain

“This program can help motivate others to improve not only IGT’s environmental footprint, but sustainability beyond our workplace and in our communities. Sharing stories from dedicated colleagues around the world helps everyone understand the bigger picture of global sustainability to better support IGT’s sustainability goals.”

Clarence Baptiste – Communications Technician 4 – Port of Spain, Trinidad and Tobago

“Being recognized globally through the IGT

Fabio Cairoli Sustainability Champion Awards, and the subsequent tree planting and charity donation, gave me a wonderful feeling of joy and happiness. This program focuses on individuals who are making small differences and helping others in extremely meaningful ways.”

Dora Zarlenga – Program Management & Process Monitoring Senior Specialist - Rome, Italy

“The Sustainability Champion Awards is an excellent program that allows employees to learn about IGT’s extraordinary sustainability initiatives and recognize those who carry out sustainable actions and programs every day, not only internally, but for our local communities, too. By showcasing the sustainability initiatives of our colleagues, we generate a virtuous circle where people feel engaged and understand that every contribution is fundamental to our growth as individuals and a company.”

Tanya Singh – Global People Services Americas Specialist – Trincity, Trinidad and Tobago

“I was absolutely thrilled to receive the IGT

Fabio Cairoli Sustainability Champion Award for my involvement with the After School Advantage Coding and Robotics Rock! Camp. This is a fantastic initiative that acknowledges employees for their contributions towards meaningful programs like After School Advantage and work-related projects whether big or small.”

Marco Masciovecchio – Health & Safety Manager – Rome, Italy

“The Sustainability Champion Awards program demonstrates IGT’s concrete commitment to establishing an initiative that enables the company’s long-term livelihood, while being mindful of the environment, social welfare, and fair, forward-looking governance.”

Alice Santiago – Administrative Assistant II - Egg Harbor Township, New Jersey, USA

“This award program encourages the IGT team to find opportunities to serve and give back within our communities. By acknowledging the efforts and passion of their employees, it is a win for IGT and a win for the communities in which we serve.”

Kim Conrad – Director Enterprise Risk – Reno, Nevada, USA

“The IGT Fabio Cairoli Sustainability Champion Awards program shows that IGT truly believes in sustainability initiatives versus capitalizing on a trendy buzz word. I’m a firm believer that people generally want to help others

and do good, and that it’s just a matter of knowing how to go about it. Showcasing the initiatives that others have spearheaded may resonate well with others and encourage them to take action.”

Luz Lopez – EHS Representative Latin America and Caribbean Operations – Mexico City, Mexico

“Being honored with the IGT Fabio Cairoli Sustainability Champion Award makes me extremely proud and motivates me to increase my sustainability efforts. The program generates increased interest in sustainable initiatives in each country and is a noble recognition of the sum of each team’s efforts. It brings relevancy to a fundamental issue for society, the company, and IGT’s partners.”

Barbara Fiut – Office Manager –Watford, United Kingdom

“I’m proud to be a Sustainability Champion at IGT, and the recognition motivates me to increase my support for local organizations and explore more ways to work together. It’s very important to recognize Sustainability Champions to not only reward creativity, sustainable efforts, and socially responsible practices, but highlight the initiatives in various regions that have positive impact on the environment and society. IGT has set a high standard by highlighting the actions of employees and inspiring others to follow suit.”



IGT's Decarbonization Path

IGT's decarbonization path project demonstrates its commitment to fight climate change and is a key part of IGT's Sustainability Plan within its "Fostering Sustainable Operations" pillar.

In 2022, IGT completed its inventory of GHG emissions, which includes all applicable emissions

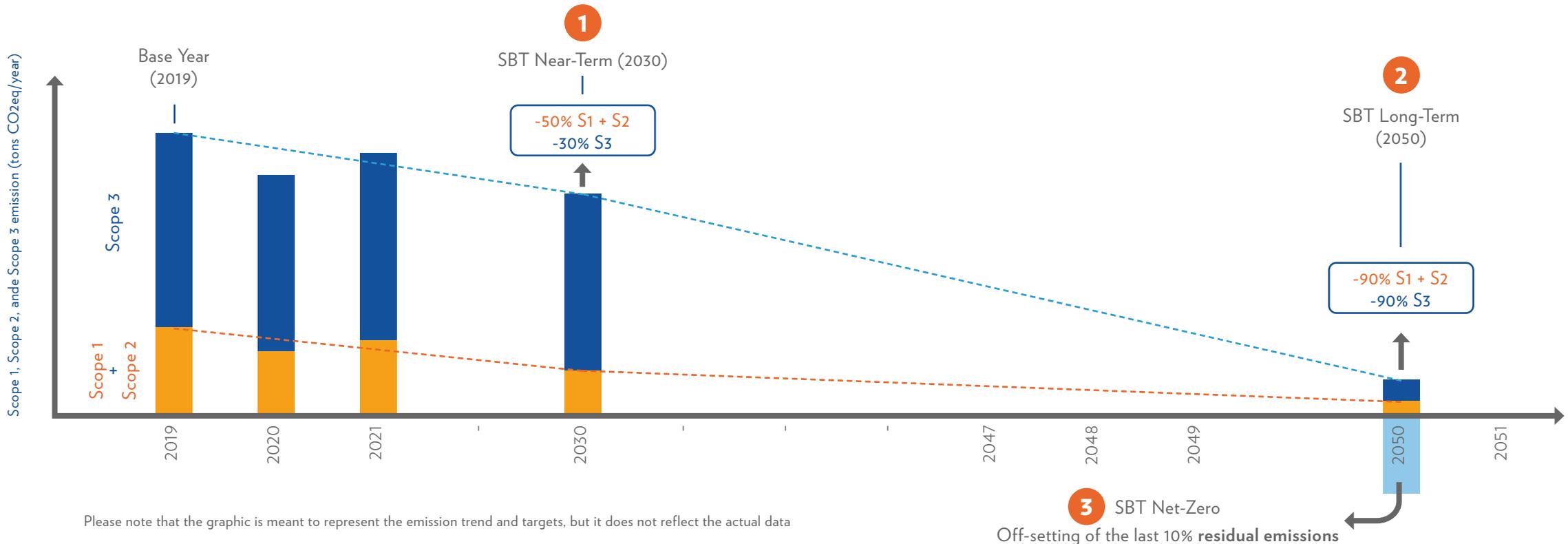
occurring along the value chain (i.e., Scope 3 emissions), which allowed the Company to understand the full extent of its carbon footprint and enhanced its ability to provide a more comprehensive disclosure to its stakeholders.

The near-term and long-term science-based targets submitted for validation in October 2022 were validated by the SBTi in August 2023.

Specifically, IGT has committed to reduce absolute Scope 1 and 2 GHG emissions (combined) by 50% by 2030, from a 2019 base year, and reduce absolute Scope 3 GHG emissions by 30% within the same timeframe. Moreover, IGT commits to reducing absolute Scope 1 and Scope 2 GHG emissions by 90% by 2050, from a 2019 base year, and reducing absolute Scope 3 GHG emissions by 90% within the same timeframe. IGT would

then offset the residual 10% of emissions by 2050. IGT plans to meet these targets by integrating energy efficiency initiatives and technological advancements in its building and processes management, and by engaging the key players in its value chain, including suppliers and customers, to commit to a common path of emissions reduction.

SCIENCE-BASED TARGETS (NEAR-TEAM + LONG-TERM + NET ZERO)





ESG Ratings

IGT's sustainability efforts are routinely evaluated¹ by environmental and ESG rating agencies:

- IGT scored 72 (on a scale of 0 to 100), and received a Gold Medal recognition from EcoVadis. The objective of the EcoVadis rating methodology is to assess policies, actions, and reporting with regard to key sustainability and corporate social responsibility issues.
- Financial Times Stock Exchange (FTSE) Russell is a leading global index provider. Its ESG ratings and data model allow investors to understand a company's exposure to, and management of, ESG issues in multiple dimensions. IGT overperformed the companies within the same subsector of analysis with a 4.2 score (on a scale of 0 to 5).
- ISS Oekom, one of the world's leading rating agencies for sustainable investments, considers ESG aspects by evaluating more than 100 industry-specific indicators with grades from A+ (best grade) to D-. IGT was rated at the C+ level, "prime" category.
- In 2023, IGT received an MSCI ESG Rating of AAA (on a scale of CCC-AAA) in the MSCI ESG Ratings assessment. MSCI ESG Research LLC is the world's largest provider of ESG ratings and research used by institutional investors to understand how ESG factors can impact the long-term risk and return profile of their investments.
- IGT is included in the B list (on a scale of D- to A+) of the Carbon Disclosure Project (CDP), a not-for-profit charity that runs the global

disclosure system for investors, companies, cities, states, and regions to manage their environmental impacts, with the richest and most comprehensive dataset on corporate and city action.

- In its ESG Risk Report, Sustainalytics, a global provider of ESG research and ratings, rated IGT as a low-risk company with a score of 12.6 with IGT ranked at 5 out of 85 in the Casino and Gaming sector.
- IGT participated in the S&P Global Corporate Sustainability Assessment (CSA), an annual evaluation of companies' sustainability practices, and gained a score of 54 (on a scale of 0 to 100). Based on this assessment, IGT was included in the 2024 S&P Sustainability Yearbook that distinguishes those companies within their industries that have each demonstrated strengths in corporate sustainability. The CSA, one of the foremost global sustainability benchmarks, focuses on sustainability criteria that are both industry-specific and financially material.
- Moody's ESG Solutions, a business unit of Moody's Corporation serving the growing global demand for ESG and climate insights, provided IGT with a score of 62 out of 100. IGT is in the number one position out of 35 companies in the hotel, leisure goods and services of the North America sector.

Stakeholder Engagement

IGT recognizes the importance of stakeholder engagement as it enables the organization

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

IGT cooperates with regulatory authorities by attending meetings and sharing insights and updates, to maintain, renew, and expand IGT's global regulatory licensing portfolio. Several investor conferences and roadshows provide opportunities to meet with investors and business analysts.

IGT engages with the financial community by communicating with shareholders, investors, banks, and rating agencies on strategic changes or initiatives through a combination of conferences, roadshows, correspondence, and reporting. This group is interested in the Company's financial performance and prospects and plays an instrumental role in shaping IGT's financial stability and future expansion.

The process for supplier engagement starts with sharing the commitments outlined in IGT's

Supplier Code of Conduct, which suppliers are required to acknowledge. In addition, IGT conducts periodic business and quality reviews, and continues to focus on supplier due diligence and risk management on sustainability topics through the ESG questionnaire.

Community engagement is demonstrated through several initiatives that support local and global activities, from IGT's flagship After School Advantage (ASA) program that provides young people with access to STEAM technology and skills development, to the IGT Community Ambassador program which encourages community engagement and development opportunities in local communities where IGT operates. Employees are encouraged to support community organizations and causes that are aligned with the Company's community engagement strategy and SDGs.

IGT works closely with customers to help them engage and retain new players. The Company also conducts extensive research on products and solutions to understand player behavior and aims to ensure the highest level of performance, player experience and protection. On top of the regular satisfaction surveys and scorecards, customer engagement also involves participating in trade shows, gaming and lottery industry association conferences, and customer forums throughout the world.

¹ Scores as of May 31, 2023



IGT uses various communication tools and channels to ensure information is appropriately distributed to employees. Across all channels, such information touches on a variety of topics from financial and economic news to organizational updates, new product launches, policies, programs, and stories about individual accomplishments, among other topics. In 2023, IGT also hosted dozens of Company-wide and business-segment meetings to provide employees with important information and the opportunity to raise questions. Topics included the Company’s financial performance, talent development processes, DEI initiatives, sustainability and the positive impact of IGT employees, and business-specific events highlighting core facets of IGT’s operations.

For details of engagement activities carried out in 2023, please refer to the 2023 UK Annual Report and Accounts.

Sustainability Materiality Analysis*

A sustainability materiality analysis is a process designed to help identify and understand the relevance of specific ESG and sustainability topics.

Consistent with previous years, the 2023 IGT Sustainability Report discloses details about the Company’s initiatives related to a select list of sustainability topics identified through the analysis.

This analysis has been conducted in accordance with the 2021 Global Reporting Initiative (GRI) Sustainability Reporting Standards, which defines

impact as: “the effect the organization has or could have on the economy, environment, and people, including on their human rights, which in turn can indicate its contribution (negative or positive) to sustainable development.”

To determine the material topics for the 2023 Sustainability Report, IGT performed a thorough analysis aimed at identifying significant positive and negative impacts arising from its operations, as well as upstream and downstream activities along its value chain.

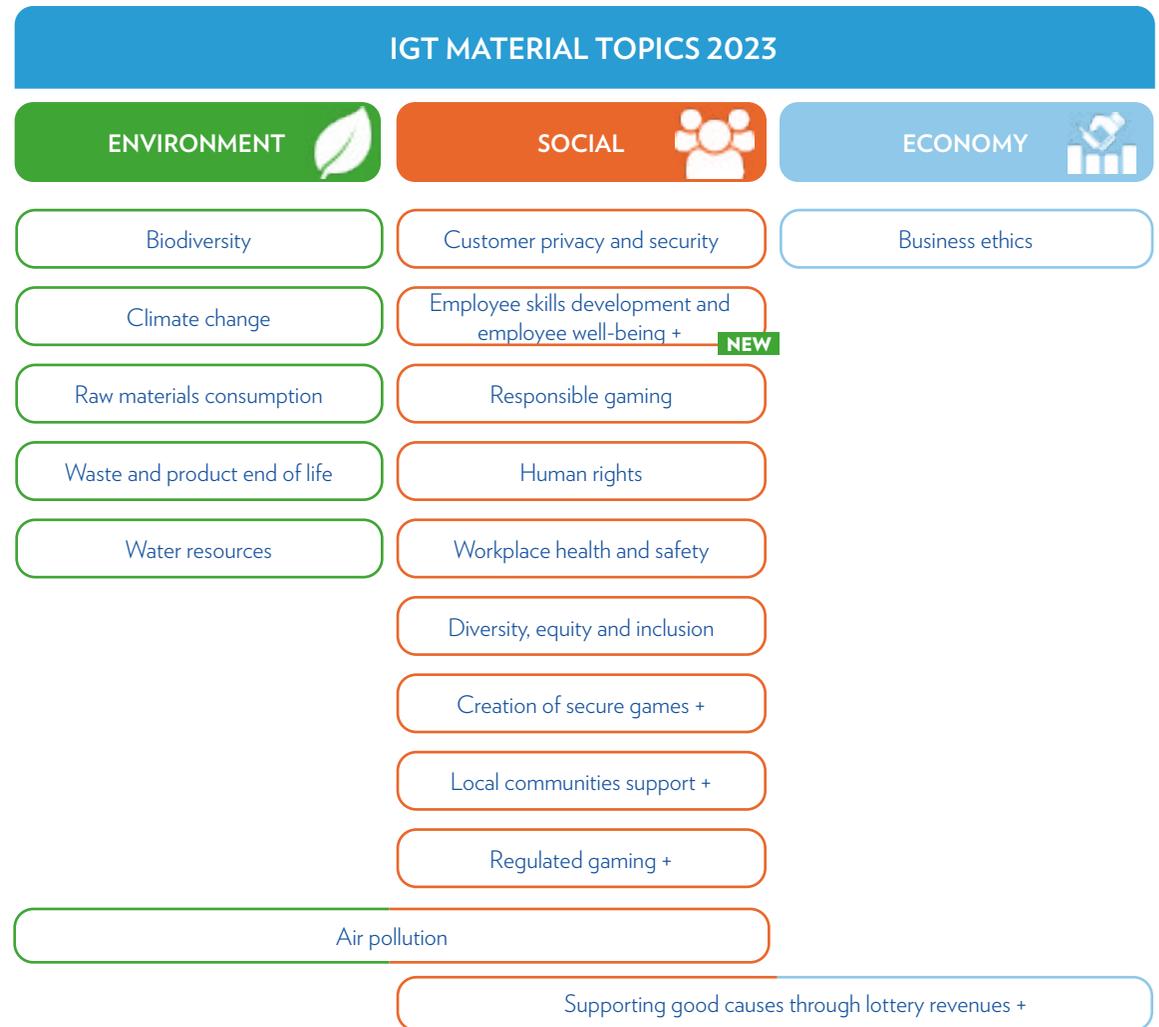
A comprehensive analysis was subsequently conducted considering various sources both internal and external to the organization. These sources included industry documents and current regulations. Additionally, the analysis encompassed benchmarking based on sustainability and social responsibility reports of other organizations. It also involved the review of competitors’ and peers’ websites, the study of sustainability-related articles and research, the observation of macro trends, and the study of documents and reports from relevant non-governmental organizations, policymakers, and global stock exchanges. The analysis enabled IGT to identify different types of impacts: actual and potential, defined as impacts that have already occurred and impacts that could occur, respectively; negative and positive; short-term and long-term; intended and unintended; and reversible and irreversible.

The significance of the identified impacts was subsequently assessed through further analyses, and critical and professional judgment, before they

are tested by IGT subject matter experts (SMEs) who understand the organization and its sectors and have insight into one or more material topics.

The list of material topics underwent a comprehensive review and validation process by the SSC and the NCGC.

The final list of material topics has been grouped into three categories: Environment, Social and Economy. “Employee Skills Development and Employee Well-Being” has been added to the list of material topics for the 2023 reporting period following the analysis conducted.



* The term “sustainability materiality” refers to the materiality analysis in accordance with the GRI 3 requirements, defined by the Global Reporting Initiative (GRI) Sustainability Reporting Standards 2021

+ Material topic representing a positive impact



3

Valuing and Protecting Our People

IGT is focused on making the Company the employer of choice. To accomplish this, IGT prioritizes employee health and safety, promotes human rights in a positive work environment, and supports a diverse, inclusive and equitable workplace. The recognition as Top Employer in Canada, Italy and the U.S. celebrates this ambition.

IGT strives to develop initiatives and programs that support a positive organizational climate with policies and guidelines such as the Safe and Healthy Work Environment Policy, the global Employee Assistance Program (EAP), and the global Our Ways of Working guidelines, providing the framework to maintain a healthy and safe work environment for all employees.

By taking a zero-tolerance approach to modern slavery and participating in the United Nations (UN) Global Compact Business & Human Rights Accelerator program, IGT bolsters its commitment to human rights principles derived from international conventions, such as the fundamental conventions of the International Labor Organization (ILO), as set out in the Company's Human Rights Policy Statement.

The publications of the Diversity, Equity, and Inclusion (DEI) Global Policy and the Board Diversity Policy in 2023 represent the ongoing evolution of the Company's approach to DEI. The purpose of DEI is to create a fair and inclusive culture that values unity, difference, and belonging for all stakeholders. IGT was recognized for this with a top score in the Corporate Equality Index Award.

IGT has developed an extensive set of programs to support employees' development including mentoring, coaching, self-paced e-learning courses, as well as comprehensive rewards and benefits offerings. A robust listening strategy has been executed where employee feedback is solicited on a continuous basis throughout the employee journey, from the candidate experience and onboarding through offboarding.





Valuing and Protecting Our People

IGT appreciates the contributions of its approximately 11,000 employees (as of December 31, 2023), who work and live in almost 60 jurisdictions and represent a multicultural environment where individual beliefs and needs are respected and valued.

Valuing and Protecting People formally represents a pillar of IGT's Sustainability Plan, with the ambition of making IGT the employer of choice. This ambition is expected to be fulfilled by prioritizing employee health and safety while promoting a healthy work-life balance, promoting

a positive work environment through training and development, and partnerships with various institutions, promoting a diverse, inclusive and equitable workplace. Including enhancing the talent pipeline for underrepresented employees and promoting human rights with a focus on the most vulnerable groups.



Among the targets from the Sustainability Plan achieved in 2023 was the publication of a Board Diversity Policy to further promote a diverse, inclusive and equitable workplace,

including at top levels of the organization. See the blue double-pointed flag in the next section of this chapter for more information on the Board Diversity Policy.

In addition, IGT worked to expand its Top Employer Certification to the U.S. and Canada, and continued to offer a wide array of benefits to all employees. While variable compensation continues to be offered to employees in various functions.

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

established between the Company and suppliers. IGT is also paving the way to define a human rights due diligence process to identify, prevent, mitigate and account for negative human rights impacts in the Company's own operations, specifically concerning child and forced labour risk assessments.

IGT believes that people make the organization, and strives to improve the employee experience. The progress made in this area was a core factor in the 2023 Top Employer certifications IGT earned for Canada, Italy and the United States. Furthermore, IGT operations in Chile, known through the commercial services brand "Sencillito," have also been recognized with a Great Place to Work certification.

Most importantly, these certifications acknowledge the employee partnership in these processes. The path to certification included robust surveys and interviews through which IGT demonstrated a working environment where professional growth, inclusion and communication are paramount.

IGT values the contributions of each of our employees around the globe. It is through our colleagues' collaborative effort and passion that IGT is driving responsible growth and building a more sustainable future.

Vince Sadusky
IGT CEO



RECOGNITION FOR TOP EMPLOYER STATUS



In 2023, IGT was recognized as a Top Employer in Canada, Italy and the United States with the certification confirmed in 2024. The Top Employer Certification, awarded by the Top Employers Institute, honors organizations for their people processes and independently certifies that IGT is an employer of choice. The certification was granted in recognition of the Company’s people strategy, which includes the commitment to sustainability, diversity, equity and inclusion, and ethical operations. It also encompasses IGT’s work in digitization, talent acquisition, professional and leadership development, well-being, and performance management. Expansion of the Top Employer Certification, although a target under the IGT Sustainability Plan for 2024, was achieved in 2023.

Being certified means a recognition of IGT’s efforts to put its people first. When employees are empowered by people practices, they thrive. The Top Employers Certification Program enables organizations to assess and improve the workplace environment, positively impacting work.

THREE ITALIAN MILESTONES AT THE NATIONAL AND INTERNATIONAL LEVELS

In 2023, IGT Lottery in Italy received three prestigious recognitions for its commitment to equality, inclusion and women empowerment according to specific standards defined at national and international levels.

The Gender Equality Assessment certification was achieved with an “Excellent” score and represents a picture of what the Company has accomplished and communicated with respect to its policies on gender equality. The certification was designed by RINA, a multinational certification company working in more than 70 countries, through research activity carried out by Unitelma Sapienza (University of Rome).

The UNI/PdR 125:2022 certification, which represents the only domestic standard on gender equality, addresses corporate practices that support women’s career growth and avoid stereotypes and discrimination. This certification shows IGT Lottery’s commitment to developing and communicating inclusive policies with respect to women.

The Company also gained the ISO 30415:2021 Human Resources – Diversity and Inclusion certification, demonstrating its focus on enhancing diversity and inclusion in the workplace.

These three accomplishments are the result of a series of internal and external audits, which provided continuous monitoring aimed at verifying compliance with declared activities.





IGT employees are consistently engaged in sustainable activities through committing to local initiatives or creating new practices. With the IGT Fabio Cairoli Sustainability Champion Award, the Company recognizes sustainable efforts made by individuals and teams that go above and beyond their daily activities.



Prioritizing Employee Health and Safety in Rome

Every year, more than 6,000 cases of cardiac arrests occur in Italy. Athletic facilities throughout the country are required to have automated external defibrillators (AEDs), life-saving devices that analyze and, if needed, restore an individual's heart rhythm. However, there is no official requirement for companies like IGT to have AEDs at their offices.

In 2020, Marco Masciovecchio and Raffaella Storico, Health and Safety Employees in Italy, spearheaded a campaign to purchase and install these life-saving medical devices at IGT's operating headquarters in Rome, and its warehouse and repair center in Pomezia. Marco and Raffaella also coordinated in-person training for employees. Those who participated received six hours of cardiac massage and AED training to help them understand how to respond in an emergency.

More than 60 IGT employees received the training in 2023, with more employees scheduled to participate in the first part of 2024. Security and additional staff have been trained to ensure that

there is always an employee on-site that knows how to use an AED.



Promoting a Healthy and Positive Work Environment in Barcelona

Katja Werno, Project Coordinator, is well known as the office "feel-good manager" in Barcelona, Spain. In addition to her full-time role, Katja uses her energy and passion to address health and wellness topics including mindfulness, sleep, and stress by promoting virtual events and initiatives that support a healthy and positive work environment. Katja also created a community garden, increased the number of indoor plants at the office, and established a recreational table for employees to enjoy during their lunch break. Each week, she facilitates two guided meditations and virtual coffee breaks.

Soon after IGT established its Office of DEI, Katja enthusiastically joined the effort as an active DEI ambassador. In this role, she coordinates celebratory events, like the South African Heritage Day, and encourages her fellow employees to share stories from their diverse backgrounds. Katja is always thinking of ways to support her colleagues and has played an instrumental role in supporting a positive and inclusive workplace.



Combining Passion for Community Work with Building a Culture of Inclusivity

Dora Zarlenga, Program Manager and Process Monitoring Senior Specialist

in Rome, Italy, helped to launch SuperAbilities at IGT: Italy, and, since 2020, has served as chair of the group. In this role, she is committed to supporting a work environment where all employees are valued and respected.

Over the years, Dora has organized dozens of SuperAbilities events at IGT, including virtual coffee hours that provide employees a platform to share their experiences. She also coordinated an employee volunteer opportunity and encouraged her fellow IGT employees to participate in recreational activities for families supported by KIM's Association, an Italian nonprofit that provides support to seriously ill children.

In addition to her efforts with SuperAbilities, she is a member of Women's Inclusion Network (WIN): Italy, an avid community volunteer, and a strong advocate for another nonprofit, Dementia Friendly Italia. She is currently completing training to serve as a tutor at Save the Children.



Engaging Colleagues in Community Service and Volunteering in Reno, Nevada

Outside the IGT-coordinated community initiatives, IGT's employee impact groups (EIGs) actively engage in organizing their own community efforts, many of which support nonprofits closely affiliated with the mission of their EIG. As tri-chairs of the Women Inclusion Network (WIN): Reno Community Service & Volunteering Committee, Erin Anderson, Project Manager, Kim Conrad, Director Enterprise Risk, and Jill Roller, Engineering Technician, routinely communicate Reno-based volunteer opportunities

so that employees are able to dedicate their time on their own schedule and work with nonprofits of their choice.

Erin, Kim, and Jill identify and coordinate volunteer activities not just for WIN: Reno, but the entire IGT Reno campus, from drive-through donations for Step 2 (a Reno-based nonprofit that provides women with long-term treatment services for substance use), domestic violence intervention and education and trauma services, to blood drives and more. During IGT's 2023 Global Giving Month, along with the entire WIN: Reno Community Service & Volunteering Committee, they coordinated 257 volunteer hours with five separate non-profits in the city.

Most recently, Erin, Kim, and Jill coordinated the third annual participation in the Karma Box Project, an organization that seeks to help those in need by placing things such as non-perishable foods, hygiene products, and winter clothing in 60 donation boxes across Northern Nevada, allowing community members to anonymously take what they need.



A Safe and Inclusive Work Environment

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

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

Safe & healthy workplace

IGT is committed to providing, maintaining, and promoting a safe and healthy work environment for all employees across the globe, and ensuring compliance with all applicable environmental health and safety regulations.



WE ARE AUTHENTIC

- We consult with our employees on Health & Safety topics.
- We expect all IGT employees to conduct their daily activities in a manner consistent with these operating principles.



WE ARE COLLABORATIVE

- We identify and prioritize health and safety requirements and opportunities arising from our business activities, products, and services, and use this information to establish goals and objectives with a focus on accident prevention.
- We engage with our communities, stakeholders, and shareholders, and are committed to being a good neighbor and partner.



WE ARE PIONEERING

- We establish processes to assess, monitor, communicate and train employees on safety hazards and risks, and develop effective control methods to reduce impacts on people and the work environment.
- We invest in appropriate resources, tools and technology to support our Company's Health & Safety program and goals.



WE ARE PASSIONATE

- We are committed to providing a safe and healthy workplace, actively preventing occupational illnesses and injuries.
- We believe our leaders, managers, supervisors, and employees are responsible for having a positive impact on our Health & Safety culture, behavior, and performance.



WE ARE RESPONSIBLE

- We monitor and measure the performance of the health & safety goals and objectives and report our progress in an open and transparent manner.
- We are committed to meeting or exceeding the requirements of all applicable Health & Safety compliance obligations and internal standards.
- We are committed to continual improvement and the use of Health & Safety management systems, which are routinely assessed for effectiveness and revised as necessary.



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

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

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

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

CONSISTENT GLOBAL HEALTH & SAFETY DATA COLLECTION SYSTEM

In April 2023, the IGT Global EHS team implemented VelocityEHS, an internal platform solution for consistently gathering global EHS data. This platform provides better oversight of IGT's people, accurately measuring risk for employees, while providing accurate data of the situation throughout the Company.

VelocityEHS recognizes, records, and investigates hazards, incidents, near misses, and safety improvements in the workplace. Additionally, VelocityEHS acts as IGT's database to house inspections, audits, and hazard analyses. This safety database has been globally implemented to identify hazards, assign action items to mitigate hazards, and prevent hazards from occurring in the workplace. Hazard identification includes documenting hazards in the workplace through walkthroughs, inspections, and audits. The same system can be used by employees to report hazards anonymously by using the Hazard Reporting QR code, accessible from any mobile device or online through IGT's intranet, OneIGT.

In 2023, IGT tracked hazards identified from multiple lagging indicators, including incidents (property damage and injury), near misses, inspections, audits, hazard reporting from the workforce, and other items which resulted in assigning actions to those responsible for mitigating the hazard. More than 217 hazards have been mitigated since the implementation of VelocityEHS.

GLOBAL EMPLOYEE ASSISTANCE PROGRAM

IGT understands the various personal challenges of its employees. As part of the Company's commitment to employee mental health and well-being, IGT grants access to the employee assistance program (EAP) to all staff and their family members worldwide. EAP is a Company-paid benefit that provides 24/7, confidential support for everyday challenges and more serious problems. Each employee and everyone in their household is eligible for five sessions with a counselor either in-person or over the phone. The program, which is delivered globally through the Optum platform, provides confidential support for concerns such as:

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

In addition to direct support, Optum also offers webinars that provide education and raise awareness about a variety of issues, such as suicide and burnout prevention. Additionally, for people managers, Optum has scheduled events on mental health issues and their effects on work performance.



MENTAL HEALTH / AUTISM AWARENESS MONTH

Since 1949, Mental Health Awareness Month has been observed in the United States. SuperAbilities at IGT, an employee impact group, held special awareness programs in 2023, consisting of seminars for mental health awareness and practices to identify and manage mental health and resources.

GLOBAL GUIDELINES – OUR WAYS OF WORKING

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

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

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

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

- Providing annual training;
- Performing equipment inspections (in both manufacturing operations and field service), including regular inspections of life safety equipment, (fire suppression systems, smoke

and heat detectors, and automated external defibrillators AEDs), according to local regulations;

- Performing job task assessments; and
- Appointing safety leaders at each site, as well as at an organizational leadership level.

Field Services in North America collaborate with local and federal safety regulations.

FLEXIBLE FRIDAY PROGRAM

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

WELLNESS GOES GLOBAL

IGT's new quarterly global wellness newsletter supports the commitment to fostering a culture of wellness by highlighting important information on physical, emotional, and mental health. The content of the newsletter is also intended to celebrate employees by recognizing service milestones across the organization.



Protecting Human Rights

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

The first two principles of the UN Global Compact are directly related to human rights and they state that, “businesses should support and respect the protection of internationally proclaimed human rights,” and “ensure they are not complicit in human rights abuses.” IGT recognizes these two principles as fundamental to its action towards human rights protection and promotion.

IGT continues to strengthen its approach to managing the risk of modern slavery within its business and supply chain. The Company addresses evolving risks by promoting employee awareness of modern slavery and improving its business and supply chain risk assessment processes.

IGT publishes its annual statements in accordance with the Modern Slavery Act 2015, designed to combat modern slavery in the U.K., and the Modern Slavery Act 2018, which outlines Australia’s legislative framework for preventing modern slavery in large organizations and their supply chains. The statements disclose the steps IGT has taken during the relevant reporting period and its future approach to ensure that modern slavery is not taking place in any part of its business or supply chains.

In its [Group 2023 Modern Slavery Statement](#), IGT reiterated its commitment to advancing human rights within IGT and the communities in which the Company does business, particularly as they relate to the Company’s employment practices and alongside the entire value chain, as provided under its [Human Rights Policy Statement](#).

IGT’s approach to human rights is also reflected in the [Global Procurement Policy](#), which establishes guidelines and prudent business practices for all employees to exercise in the procurement process, as well as the [Global Sustainability Policy](#), which defines the framework for sustainability at IGT and provides a governing platform for the Company’s sustainability work in all key areas of business activity.

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, and human trafficking. All these forms of modern slavery feature the deprivation of a person’s liberty to exploit them for personal or commercial gain.

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

IGT conducts recruitment checks to minimize the risk of hiring someone who is being forced to work or is being trafficked. Background checks and other employment verifications also safeguard against the risk of hiring someone under unfair conditions. IGT requires all employees to acknowledge its Code of Conduct upon hiring and participate in annual human rights training and certifications.

KEY PERFORMANCE INDICATORS

ZERO

Incidents or cases concerning modern slavery, including in the supply chain, reported via IGT’s Integrity Line or other similar tools

100%

Percentage of IGT employees who completed the Code of Conduct Certification

98.96%

Percentage of employees who completed the Human Rights training and Human Rights Policy Statement certification

ZERO

Number of cases of material non-compliance of the Supplier Code



SETTING THE TONE WITH THE HUMAN RIGHTS POLICY STATEMENT

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

IGT JOINED THE HUMAN RIGHTS ACCELERATOR

The Business & Human Rights (BHR) Accelerator is a six-month program activating companies participating in the UN Global Compact across industries and regions to move from commitment to action on human and labor rights. Through identifying salient human rights impacts, establishing an ongoing due diligence process, and developing an actionable plan, the BHR Accelerator can empower companies to advance their human rights journey with the following benefits:

- Identify and assess the company's actual or potential adverse human rights impacts;
- Learn how to integrate those findings across processes and take appropriate action;
- Track the effectiveness of measures and processes to know if they are working;
- Communicate how impacts are being addressed and show stakeholders that the company is taking action and seeing results;
- Build a network of peers, UN partners, and experts to support the human rights journey and work collectively to tackle persistent barriers to implementing an effective human rights due diligence process.

The BHR Accelerator Ambassador is a key role at executive level within the company in supporting participating employees throughout the program. The Ambassador will ensure the team has access to data, the necessary company resources, and is able to present the human rights due diligence information at the appropriate management meetings and decision-making level. There may also be opportunities to represent the company in sharing best practices and learnings from the BHR Accelerator at various UN Global Compact flagship events.

In line with the UN Global Compact, IGT recognizes the value of using dialogue and negotiation to achieve positive outcomes in employment practices, which enables the Company to maintain 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 in some locations, on employee bulletin boards related to union information and updates. The Company abides by non-discriminatory policies and procedures with respect to trade unions and union memberships and their activities. In certain locations, IGT provides workers' representatives with appropriate services to assist in the development of effective collective agreements. The Company is involved in collective bargaining in different countries and is

committed to accommodating specific local laws and regulations, providing union representatives with resources needed to perform their duties.

All employees in Italy, Argentina, Austria and some employees in U.S., Sweden and Spain, made up of 15.25% employees worldwide, are covered by collective bargaining agreements. In certain 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 applicable laws. For example, the statutory Italian labor contract defines a minimum wage for every contract level. The salary for newly hired employees, although depending on the role and on the previous level, is generally higher than the minimum wage defined by law and/or labor contract.

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



A SAFE FRAMEWORK TO REPORT POTENTIAL VIOLATIONS

[IGT's Code of Conduct](#) and [Whistleblower Policy](#) encourage employees to raise concerns about conduct believed to be unethical, or which are potential violations of IGT's policies, regulations, or laws, and IGT has a strict policy prohibiting any form of retaliation or intimidation against an individual for raising a concern about potential misconduct in good faith. IGT's Integrity Line, managed and operated by an independent third-party provider, offers access for reporting suspected or known activities, actions or behaviors that may involve unethical or unlawful conduct either by phone or through a protected online portal. Any such reports could also be submitted to IGT's Compliance or Legal departments either by phone, mail or email. Employees can also report suspected or known wrongdoing to the P&T team or management. The reporting channels and investigation procedures described in the policy are designed and operated in a secure manner to preserve confidentiality.

INITIATIVES ON LABOR STANDARDS - IGT HAS A MEMBERSHIP WITH THE FOLLOWING ORGANIZATIONS:

NAME OF ORGANIZATION	DESCRIPTION	GLOBAL / LOCAL
SHRM	SHRM is the world largest human resources association, with nearly 325,000 members committed to creating better workplaces. As the voice of all things work, workers, and the workplace, SHRM is the foremost expert, convener, and thought leader on issues impacting today's evolving workplaces.	Global
BLOOMBERG LAW	Bloomberg Law combines the latest in legal tech with legal analytics, comprehensive legal research tools, primary and secondary sources, trusted news, expert analysis, and business intelligence.	Global
SEYFARTH	Seyfarth Shaw LLP provides advisory, litigation, and transactional legal services to clients worldwide.	U.S.
LAW 360	With over 1.5 million newsletter recipients each day, Law360 is a trusted news source for legal professionals, business leaders, and government officials.	Global
RENDEMENT ONLINE	Rendement Online is a multimedia publisher of professional information, informing tens of thousands of professionals about important laws and regulations. Rendement provides access to trade journals, books, and online content, such as reference books and tools, newsletters and training courses, and conferences for professionals in 10 fields: from human resources to finance, payroll administration to occupational health and safety.	Local
THOMSON REUTERS	Provides IGT access to "Practical Law" and "Westlaw"	Global

Equal Employment Opportunity and Non-Discrimination

IGT is committed to providing equal opportunity in employment and an environment that values workplace diversity and respect for all employees. [IGT's Equal Employment Opportunity \(EEO\) & Non-Discrimination Policy](#) applies to all stages of employment including, but not limited to, the application and hiring process. IGT provides EEO for all employees based on qualification and merit, and will not permit discrimination on the basis of characteristics such as race, color, religion, gender, sexual orientation, gender identity or expression, pregnancy, marital status, national origin, citizenship, covered veteran status, ancestry, age, physical or mental disability, medical condition, genetic information, or any other legally protected status in accordance with applicable local, state, and federal laws. To ensure the Company maintains its commitment, IGT provides training to talent acquisition recruiters and hiring managers, as well as surveys to candidates during and after the hiring experience, to invite their feedback.

The Company has policies in place that prohibit discrimination and retaliation against individuals who, in good faith, bring forward claims of discrimination. Reports of discrimination may be made through multiple channels, including the Company's Integrity Line or through the Legal, Compliance, P&T, and DEI departments. All reports of discrimination are immediately investigated by P&T with support from internal and external legal counsel as required.



ANTI-HARASSMENT PROGRAM

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

All employees, including IGT senior leaders, are required to complete harassment prevention training. All managers are required to take annual or biannual (as required in certain states) anti-harassment training that is provided by an external vendor and references IGT's Equal Employment Opportunity and Non-Discrimination Policy and the [Anti-Harassment and Non-Bullying Policy](#).

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.

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

To the extent reasonably possible, IGT will accommodate employees with disabilities. In the U.S., IGT adheres to the guidelines of the 1990 Americans with Disabilities Act (ADA), as amended. Under the ADA, employers are required to enter a good-faith, interactive process to assess an individual's need for workplace

accommodation. A "reasonable accommodation" is one that enables an employee to perform the essential functions of the job and may result in job restructuring, a change in use of tools and equipment, a policy adjustment, or working from home. As such, reasonable accommodations are available to all employees and applicants,

provided the accommodation does not create an undue hardship on the Company and can be provided without posing a substantial safety risk to the employee or others. Employees in the U.S. may, via IGT's Accommodation Request Form, initiate an interactive process to determine if an accommodation is required.

Diversity, Equity and Inclusion

The purpose of DEI at IGT is to create a fair and inclusive culture that values unity, difference, and belonging in people, players, customers, and communities. IGT is committed to ensuring that its workforce reflects the diversity of global customers and communities. DEI also has a meaningful impact on the success of IGT. Thanks to the expanding diversity of work teams at many levels, from individual contributors to the Board of Directors, IGT is benefiting from new ideas, perspectives, and knowledge, which is driving positive business impacts.

IGT welcomes, values, and encourages employees to contribute to their greatest extent and reach their highest potential. The focus on DEI also allows the Company to anticipate and meet the needs of customers and the ever-changing demographics of the communities served. IGT owes it to employees, customers, partners, and shareholders to build and maintain a workforce that is reflective of the communities in which it operates.



PROMOTING DIVERSITY AT THE BOARD LEVEL

In 2023, IGT published the Board Diversity Policy which provides a framework for promoting diversity in its composition.

IGT appreciates the value afforded to the Board across all measures of diversity, which include diversity of thought, knowledge, skill, education, professional experience, cultural and geographic roots, race, ethnicity, religion, age, physical and neuro abilities, sexual orientation, gender, and gender identity. In a business setting, this value manifests in people from a broad array of backgrounds contributing their unique perspectives and experiences to help identify and address opportunities and risks, set and oversee the implementation of business plans, generate new strategies, enhance decision-making, and drive results. The Board believes diversity efforts benefit IGT's shareholders, and the global community in which the Company operates.

When evaluating possible candidates for election, the Nominating and Corporate Governance Committee of the Board considers the Board's composition and the benefits potentially achieved from incorporating additional diversity. In pursuing the various forms of diversity, the Committee seeks candidates who present the above said measures through, among other characteristics, their lived experience. At all times, the Committee remains committed to making director selections based on merit and refrains from discriminating against a candidate based on any personal attribute unrelated to the individual's ability to fulfil the duties of the role.

PROMOTING DEI ACROSS THE COMPANY

In 2023, IGT published the DEI Global Policy. IGT's Office of DEI is responsible for creating and implementing this policy and the Global Strategic Plan for Diversity, Equity, and Inclusion.

IGT disseminates this policy and the additional policies and information contained therein in several ways, including:

- Making the policy available on IGT's DEI's intranet site;
- Posting the policy on the external facing website;
- Offering meetings, webinars, and training about IGT's Code of Conduct and policies concerning diversity, equity and inclusion, anti-discrimination, anti-bullying, and harassment (EEO policies);
- Disseminating IGT's Code of Conduct and EEO policies at the time of hiring and through annual training and certification.

IGT's Global Strategic Plan for DEI includes input from the CEO, business unit leaders, and employees. One of the goals of the strategic plan is to create a more inclusive and equitable organizational culture within IGT and increase the representation of underrepresented groups, consistent with applicable regulatory requirements. Successful implementation requires the absolute commitment of IGT's leadership team, which is collectively responsible for ensuring that DEI is embedded into IGT's business strategy and core values, and that the plan is cascaded throughout the organization to engage every employee.

IGT's DEI journey has been an ongoing evolution, beginning with the creation of the Office of D&I, which eventually became the Office of DEI, to launching multiple employee resource groups and extensive inclusion learning for all employees at very high participation rates. IGT established a Global DEI Council as well as regional affiliates, joined the Bloomberg DEI, All-In Diversity Project, Disability:IN and Human Rights Campaign Indexes, provided inclusion leadership learning for IGT's executive team, and created a program that allows employees to identify as many dimensions of identity as they choose. Ongoing work has positioned IGT to be recognized by multiple external agencies by winning awards as a best place to work for LGBTQ+ employees, disability inclusion, and best diversity and inclusion employer. The work of the Office of DEI is supported by leadership and employees around the globe.

IGT carries out a diverse candidate recruitment

plan to ensure it is promoting professional opportunities among organizations that serve and represent underrepresented people. This includes but is not limited to, people of color, people who self-identify as LGBTQ+, and people who have served in the military. While most of these efforts take place without regulatory mandates, some jurisdictions do require some elements of this work, such as reporting based on demographics, efforts to improve demographic numbers, and supplier diversity initiatives.

The Office of DEI works closely with the Talent Acquisition team in understanding the gaps of underrepresented employees within various business units and providing guidance in recruiting with an "inclusive lens" by expanding where the Company sources diverse talent and which affinity/identity organizations IGT builds relationships with. This approach will ensure that IGT has access to talent from a wide variety of pipelines, including Historically Black Colleges and Universities (HBCUs) and Hispanic Serving Institutions, and build relationships with professional organizations that represent underrepresented communities.

Additionally, IGT is working on how it markets job openings to underrepresented candidates so that IGT is an employer of choice for all. This work includes future testimonials posted on IGT's website from leaders of employee impact groups (EIGs) and other employees about working at an increasingly inclusive organization as well as enhancing its social media presence by showcasing employee content, EIGs, and achievements.





IGT's Global Dress Code & Appearance Policy supports employees in dressing in any way that reflects their gender identity. The policy also does not contain any wording that affects one gender differently than another. The U.S. Workplace Gender Transition Guidelines provide clear direction and support to employees who are, or who are considering, transitioning their gender, or to those whose dependents are undergoing a gender transition. The Guidelines also provide direction and support to the IGT people supporting employees, including people leaders and People Partners within P&T. The Office of DEI also ensures that all global and local training on human rights and harassment complies with the required standards of all jurisdictions across

EMBRACING OUR IDENTITIES

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

The decision to be known by a preferred first name is a personal choice. It does not require approval from anyone within IGT. The Company implemented a wide-scale system change where employees can self-select their own preferred name in their internal MyIGT profile. Their preferred name is then displayed in systems where legally possible, and a new IGT.com email address is created.

Additionally, IGT debuted the voluntary ability for employees to personally select and share their preferred pronouns. Respecting and creating space to recognize gender identity is a core element of DEI at IGT.

In 2023, the Office of Diversity, Equity and Inclusion continues to ensure that IGT's policies, practices, and procedures create safe spaces for a myriad of cultural identities and fulfills the needs of all employees. Our inclusion efforts position the organization to understand that different employees and groups of employees have different needs, and IGT will support them uniquely, with everyone being valued.

Brian Blake
VP Diversity, Equity & Inclusion IGT

IGT's footprint.

One of the primary vehicles for engaging employees in DEI initiatives is through IGT's EIGs, formerly known as diversity and inclusion groups and renamed in 2023, as part of the evolution to illustrate the positive impact that DEI has on the overall culture at IGT as well the employee experience. The EIGs are employee networks structured around underrepresented dimensions of identity/affinity open to all employees, regardless of identity or group affiliation. The mission to positively impact the employee experience and illustrate positive impact to the Company's bottom line is made clearer with this name change.

PURPOSE AND IMPORTANCE OF THE EIGS

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

The EIGs help to:

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



IGT's EIGs, sometimes referred to as employee networks or affinity groups at other companies, help to attract, retain, and develop talent, foster inclusion, and drive business innovation. EIGs have grown rapidly at IGT, with nearly 15% of employees engaging in them as members and thousands more participating in their programs

and initiatives from more than 20 countries around the world.

IGT supports seven EIGs: ACE (employees of African descent), Military, SuperAbilities (persons with visible and invisible disabilities), PRIDE (LGBTQ+), Wealth of Wisdom

(employees 50+), WIN (Women's Inclusion Network), and NEXGEN (millennial and Gen Z employees). Each EIG has an executive sponsor who advocates for their group's interests, provides an extended platform for creating change and provides counsel and support related to the EIG's objectives. In addition to revealing year-over-year

growth in terms of global EIG participation, IGT instituted a new governance model for operating the EIGs.

EMPLOYEE IMPACT GROUPS



Working to understand the unique issues and opportunities available to IGT employees 50 and older, while fostering inter-generational collaboration

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 our communities

Global Chapter



Supporting those who have served in the armed forces through recruitment, engagement, and development; but to also be there for those who identify as part of the military community - friends, family, loved ones, caregivers, etc. This EIG is open to all employees, regardless of identity or group affiliation

Global Chapter



Creating a workplace where LGBTQ+ employees feel safe, supported, and empowered to participate in the organization and thrive as their full, authentic selves

Global Chapter



Promoting the rights of and empowering people with disabilities

Global Chapter & Italy



Empowering women at IGT through networking, professional development, and mentorship opportunities

Chapters in Latin America, the Caribbean, U.K., Rhode Island, Lakeland, Florida, Las Vegas and Reno, Nevada & Italy



Recognizing the professional contributions and development of millennial and generation Z employees, while directly embracing how this generation communicates, learns, and engages in the workplace

Global Chapter



IGT’s Office of DEI is a center of excellence within P&T. There is a strong commitment from senior leadership to ensure that the Office of DEI is staffed by employees with the experience and expertise to manage these topics. Additional components of IGT’s DEI infrastructure include global and regional councils and EIGs, which support employees’ professional development, assist in the improvement of IGT’s policies and processes, and support various business needs. These groups receive formal, structural, and financial support from the Office of DEI and IGT more broadly.

The Office of DEI engages with many external national and international consultants, companies, and organizations on the strategy, creation, execution, and monitoring of programs, training, initiatives, and events. The external

resources ensure that DEI efforts are appropriate for the changing external world.

In 2023, IGT held over 100 DEI programs, many of which were initiated by EIGs. These programs include a listening session on the Transgender Day of Visibility, a South African Heritage Day, Autism Acceptance, Juneteenth celebration, and Holiday Blues to name but a few. In addition, EIGs grew with the launch of WIN with IGT: Caribbean.

GLOBAL DEI COUNCIL

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

The diversity of our IGT team continues to grow. Nearly 30% of all IGT’s leaders are now women, up from 16% in 2018, and 15% of leaders in the United States are now people of color, a 47% increase from 2018. One-third of IGT’s Board of Directors are women, and every member of our board joined employees worldwide, including senior leaders, in completing DEI training.

Dorothy Costa
IGT SVP, People & Transformation

TOP SCORE IN HUMAN RIGHTS CAMPAIGN – CORPORATE EQUALITY INDEX

IGT is the first gaming supplier to achieve “Best Place to Work for LGBTQ+ Equality” 2022, 2023, 2024 – “Corporate Equality Index Award” with a top score of 100. The Human Rights Campaign (HRC) Foundation’s 2023-2024 Corporate Equality Index (CEI) is the foremost benchmarking survey and report in the U.S., measuring corporate policies and practices related to LGBTQ+ workplace equality.

The 2023-2024 CEI includes 1,384 participants and showcases how U.S.-based companies promote LGBTQ+ friendly workplace policies in the U.S. and abroad. The educational arm of the nation’s largest LGBTQ+ civil rights advocacy group, the HRC Foundation rated businesses on detailed criteria across four central pillars:

- Non-discrimination policies across business entities
- Equitable benefits for LGBTQ+ workers and their families
- Supporting an inclusive culture
- Corporate social responsibility





DEI AWARDS IN 2023

IGT gained recognition from several organizations and institutions worldwide in 2023:



Top-Ranking Gaming Supplier



Best Place to Work for Disability Inclusion



Best Diversity and Inclusion Employer



D&I Award winner at the Women in Gaming (WIG) Diversity Awards – London

TOP MANAGEMENT COMMITMENT TO DISABILITY INCLUSION

In 2023, IGT CEO Vince Sadusky joined 175 other CEOs in signing a letter on disability inclusion, a call to action to benchmark with the Disability Equality Index.



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

IGT's Board has 33.3% gender diverse representation (i.e includes four women, one of whom is a woman of color). Beyond representation, IGT's DEI objectives are implemented at the highest level of the Company and built into its Board of Directors' Corporate Governance Guidelines. For example, the Nominating and Corporate Governance Committee, which is comprised of more than 60% women and over 30% people of color, leads

Board recruitment and the succession pipeline efforts, and considers numerous factors and perspectives when selecting members including professional experience, education, gender, sexual orientation, gender identity, race, and ethnicity. Additionally, the scope of the Board's Compensation Committee was expanded to cover human capital management, and now includes corporate culture and engagement, critical talent development, workforce diversity, and pay equity. IGT's Board Audit Committee is chaired by a woman.



DEI METRICS IN 2023

Recognizing the importance of diversity in the workplace, in 2023 with no internally mandated targets or goals relative to demographics, the number of women (globally), people of color (U.S.), and women of color (U.S.) in leadership roles have increased¹ compared to 2022.

Nearly **30%** of all leaders are women

Nearly **15%** of all leaders in the U.S. are people of color, the highest in five years

33.3% of IGT's Board of Directors is comprised of women, one of whom is a woman of color

99% of IGT's global workforce completed DEI training in 2023

51.4% of the hires in the U.S. in 2023 were people of color

IGT takes part in a variety of benchmarks and surveys, measuring and tracking the effectiveness of IGT's DEI initiatives. In 2023, the DEI team was awarded designations from several benchmark organizations. These benchmark organizations supported IGT in recognizing how its DEI strategy is progressing and where the Company

can improve. Using these benchmarks is always a highlight of the Office of DEI's strategic planning process as it helps to keep track of where the organization can continue to grow.

In 2023, the Office of DEI began issuing surveys after each DEI program intending to review the

IGNITE INCLUSION

Ignite Inclusion is a mixed modality of DEI learning, including asynchronous learnings and live sessions where employees can live chat. In particular, eWorkouts are 10-15 minute self-paced online trainings, which are mandatory Company-wide, save for employees in Florida.

Ignite Inclusion courses include:

1. Minus the Bias: Take charge of your unconscious biases, so they cannot control you. We all have them—they provide a precious filter through which we can make sense of the world. Discover techniques to recognize and break your bias, so you can put your conscious mind back in the driving seat.
2. Cultural Explorer: Cultural diversity makes us innovative, creative, and great at problem solving, if we can work together successfully across our differences.
3. Building Bridges: It is all our responsibility to step up and challenge instances of exclusion to make our environments more inclusive.

Ignite Inclusion is offered in Spanish, Italian, and English, and all live events are offered at a wide variety of international times to meet the needs of employees around the globe.

event's objectives, assess its success in meeting those objectives, and highlight any areas that could be improved upon. These results have been influential in future program planning and understanding more about what employees are looking for in DEI programming.

Many leaders chose to set MBOs around Ignite Inclusion. Through these goals, the Company achieved 99% employee DEI training completion rate, an increase from 97% in 2022.



ID-ME AT IGT

In 2023, IGT began developing the ID-Me program, and launched it in early 2024 which provides an optional opportunity for employees to safely share insights about their identity regarding various dimensions of diversity, such as gender (inclusive of transgender identity), sexual orientation, disability (visible and invisible), caretaking responsibilities and military experience. The first phase of the ID-Me program is only available in the U.S., the UK, and Canada.

Data privacy and employee safety are top priorities in this project. Like other sensitive employee information in PeopleCenter, our HR management system, self-ID data will only be available to a small number of employees with role-based permissions. Employees can delete their data at any time.

The self-ID campaign is a multi-year initiative. As such, it may be difficult for employees to see immediate impact, while waiting for participation rates to rise to a threshold that makes data usable.

DEI CONTENT SERIES

In 2023, IGT implemented a DEI content series including DEI Power of We Podcast, Courageous Conversations and DEI Spotlight.

- DEI Power of We Podcast: short, thought-provoking videos focused on crucial topics surrounding inclusion and related notions. Episodes include guest interviews and highlight the latest inclusion concepts to provocatively challenge mindset. The goal of the podcast is to further embed inclusion into the way we behave, interact with each other, collaborate, approach business decisions, and ultimately assist in showcasing ourselves as leaders, whether we manage others or contribute individually.
- Courageous Conversations: live, interactive sessions aimed at fostering open dialogue, understanding and empathy. These events are curated, facilitated inclusion learning opportunities, causing attendees to reflect on and examine their current state of inclusion. This is the place to ask difficult or uncomfortable questions, raise concerns, or add to one's knowledge toolkit – all without being judged.
- DEI Spotlight: highlights inspiring stories and perspectives from diverse voices within the IGT community. These sessions feature conversations with colleagues about their inclusion journeys.

Furthermore, IGT provides specific training to all managers on supporting LGBTQ+ colleagues as part of the execution plan related to the updated Gender Transition Guidelines. In addition, all employees on an annual basis must review and certify they have read and agree to the Code of Conduct which also expressly references sexual orientation, gender identity and gender expression as subject to protection of IGT policies and the Code of Conduct.

Engaging Our Employees

Human Capital Development

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 business goals. The impact employee development has on the organization is particularly evident in digital transformation, next-generation, globalization, and hybrid ways of working.

Career development is a partnership between each employee, their manager, and IGT. It is a conscious choice to grow and stretch individual capabilities to further a professional career. Employees and managers both have responsibility to drive growth and development, with IGT providing the resources. To better empower employees in growing their careers, the Talent Central portal on the Company's intranet acts as a one-stop hub where employees can browse and access upcoming learning events

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



THE EMPLOYEE JOURNEY



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

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

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

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

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

ENTERING A DEAL ON EXCELLENCE WITH EMPLOYEES

The People Deal, or Employee Value Proposition as it is more commonly known, is the promise IGT makes to employees, defined by a set of attributes the labor market and employees perceive as value gained through employment with a specific organization. IGT’s People Deal is comprised of four core attributes, including work-life flexibility, connected community, a place of belonging, and a long career runway.

IGT’s People Deal tagline is, “Playing for What Matters Most – You!” and incorporates a talent brand promise that states, “At IGT, we proudly deliver unrivaled career experiences that constantly engage our own ‘players’ and drive their growth in areas that matter most to them in life and at work.” IGT’s People Deal has been rigorously activated internally and externally to ensure IGT is showcased as an employer of choice.

Internally, IGT has activated the People Deal on the Company-wide intranet OneIGT, internal careers portal, and organically in town halls, newsletters, Viva Engage, and through everyday social interactions. Externally, the People Deal is featured on platforms such as LinkedIn, Indeed, Glassdoor, and IGT.com. IGT’s Talent Acquisition Partners use the People Deal when having conversations with prospective candidates to demonstrate what employees have said regarding why they decided to join IGT, why they have remained with IGT, and why IGT is a phenomenal place to build a career.

MAKE A WINNING MOVE WITH IGT’S INTERNAL CAREERS PORTAL

IGT’s internal careers portal is a one-stop-shop to help employees make their next professional move, with featured job categories from a variety of departments and a simple way to search by keyword or location.



A new competency model was launched in 2023 and applied to all of the most relevant P&T processes, such as Integrated Talent Management (ITM) and the Individual

Development Plan (IDP). The new IGT Success Profile integrates the previous model and introduces new competencies related to DEI, collaboration, agility, digital mindset, and growth.

IGT SUCCESS PROFILE

The new model is composed of nine competencies presented in four clusters. This framework helps employees focus their behavior and performance on things that matter most to IGT and help drive success. They provide a common language that harmonizes talent selection and development.

- Leading the Business includes competencies that define the behaviors that facilitate higher ambitions, such as setting challenging goals, achieving them through new ideas, and recognizing the opportunities and tools offered by digital technologies.
- Leading Complexity includes competencies that identify behaviors that address resilience to change and the courage to share ideas, opinions, and understand those of others to make the best decisions.
- Leading People includes competencies that addresses interpersonal skills: the ability to collaborate, to trust others and be trusted by others, and contribute to the creation of an inclusive working environment.
- Leading Self includes competencies that relate to individual commitment and identifies behaviors that support professional development, such as the ability to manage emotions and the ability to approach change with curiosity.

LEADING COMPLEXITY

Be flexible & manage change
Have courage & be accountable

LEADING PEOPLE

Collaborate with others
Foster inclusion and cultural awareness

LEADING THE BUSINESS

Drive results
Foster innovation
Demonstrate a digital mindset

LEADING SELF

Demonstrate personal agility
Demonstrate a growth mindset





IGT operates a comprehensive listening strategy to collect valuable feedback from employees, which includes various surveys to gauge the employee experience through recruiting and hiring, onboarding, and integrated talent management processes, as well as the offboarding experience for separated employees. Additionally, the YourIGT channel allows employees to express themselves on any topics with the assurance of complete anonymity.

New capabilities are developed through learning experiences, specific trainings, and relationships with others via coaching, mentoring, and feedback. IGT invests in social learning experiences such as MentorMe. The formal mentoring program is designed to support employee development through the exchange of knowledge, ideas, experiences, and opinions. Informal mentoring is also promoted between people who trust each other regardless of their roles and level.

IDPs, aligned to personal growth goals and business objectives, enable employees to develop the skills required to reach individual and corporate goals. All employees are provided with an individual IDP template in PeopleCenter, so they can record, track and refresh the development actions they have agreed to with their direct managers. Employees are invited to training sessions focused on career growth and development planning, and key resources are embedded into the IDP for ease of access.

a baseline for what is considered to be success. All employees with goals are assessed on their performance.

Employee feedback is a fully integrated aspect of the approach to human capital development. IGT deploys employee surveys during several stages of the ITM process and learning and development programs to analyze participation, engagement, and user experience. Additionally, IGT carries out interactive training sessions in the three primary company languages at multiple points during the year and offers periodic open-forum sessions where stakeholders are invited to ask questions and provide feedback.

Based upon feedback from employees, IGT took three steps to clarify the role of development in employees' growth, the opportunities available, and provide simplified and more accessible pathways to access development options:

- launching a simple and easy-to-use Talent Central platform to coach and support employees with setting goals, managing their performance, and developing themselves;
- enhancing Talent Central with a monthly bulletin, called Talent Round-Up, to showcase the most critical news and updates in the world of goals, performance, learning and development for any given month;
- creating more engaging tools, such as a simplified and flexible IDP form and the creation of the development roadmap, and creating collaborative system spaces to document continuous feedback discussions, etc.

AN OPEN AND FREE SPACE TO ALLOW EMPLOYEE EXCHANGE

YourIGT is an anonymous feedback tool tailored for employees as a go-to resource to share their thoughts and feedback, reinforcing IGT's proactive approach to employee engagement and organizational improvement. It features a simple and straightforward open comment box, to allow employees to freely express their thoughts, concerns, and suggestions about their workplace experience. This format encourages uninhibited, candid feedback, as employees can discuss any aspect of their job, from management and workplace environment to personal aspirations and concerns.

IGT emphasizes confidentiality in its listening strategy and complete anonymity in YourIGT in order to foster an environment of trust and openness. This approach is designed to gather diverse, qualitative insights, which are invaluable for understanding and enhancing the overall employee experience.

YourIGT is actively promoted within IGT through various communication channels, ensuring it's highly visible and accessible during key periods when employee input is most valuable. Examples include regular mentions in meetings, inclusion in email communications, placement in critical news sections, and front and center on IGT's intranet.

As well as undergoing a standard monthly review, the tool is also equipped for more frequent analysis—weekly or even daily—particularly during periods requiring close attention to employee sentiments. This adaptable monitoring approach ensures timely identification and addressing of emerging issues or trends in employee feedback. Comments and concerns raised through YourIGT are promptly directed to key stakeholders, ensuring swift action and response.

As part of its annual ITM process, IGT requires employees to work with their managers to identify work and develop goals based on business strategy. Through this process, leaders review employees' performance and potential, and assign talent flags. A talent review process allows leaders to identify employees along the leadership pipeline, while emphasizing IGT's commitment to a "development for all" culture. IGT empowers employees to conceptualize their career pathway, hold effective development conversations with their leaders, document actionable development goals, and access learning and development solutions.

Goals are set annually in January. Most employees set work goals, while the remainder, who are eligible for short-term incentives, set MBOs. Performance is discussed during monthly check-ins and evaluated during the end-of-cycle processes. Managers are asked to evaluate performance based on a five-point scale, and then calibrate performance across the entire team to ensure that there is equity in the evaluations and



This listening strategy has revealed three key areas for improvement in the ITM process. First, IGT enhanced the employee experience by streamlining the process, making it more intuitive and responsive to employee needs. This change was driven by the employees' desire for a more seamless and engaging interaction with the platform. Second, the focus shifted to providing on-demand information, ensuring that employees can access real-time, accurate data with minimal effort (i.e., stories report). This was implemented by integrating a variety of search filters and customizable dashboards tailored to individual preferences. Lastly, a new feature for collaborative feedback was introduced (i.e., surveys), allowing employees to directly contribute to the development and refinement of the ITM process. This initiative ensures that IGT offerings are constantly evolving to meet the dynamic needs of users.

Talent review and succession planning is integrated into the talent management process to assess potential, risk of employees leaving, the impact of loss of all employees across the organization, and potential successors for the top three levels of the organization and key positions. This will be part of an ongoing talent review process to ensure IGT is developing and retaining top talent for future growth.

The ITM process is executed in three phases – goalsetting, monthly check-ins, and end-of-cycle review. IGT provides workshops and training for

each phase of the process for employees, people leaders, and P&T stakeholders. Additionally, IGT houses SharePoint sites, including Talent Central, offered in English, Spanish and Italian, dedicated to providing tools and resources for all aspects of ITM. A multichannel communication and training campaign was launched in 2023 and has continued in 2024 to communicate and educate all employees on the behavioral expectations required for success. These expectations are common to all employees regardless of level, role, and geography.

Employee skills and competencies are developed by means of several learning modalities such as mentoring, coaching, virtually delivered programming, and self-paced e-learning courses. In 2023, IGT offered a rich e-learning catalogue with content provided by Harvard Managementor (HMM), Udemy, Skillssoft, and MindGym, covering a broad range of business skills, technical skills, and DEI training. Employees logged nearly 9,000 hours through Udemy, one of the on-demand learning platforms available.

A variety of virtual and in-person opportunities for development were held including DEI topics, a series of learning labs on topics such as How to Have a Wellbeing Conversation, reintroducing 30:30 conversations, Removing the Dread From Difficult Conversations, and “Do That Again,” Reinforcing Behavior through Positive Feedback. In addition, the Ways of Working internal microsite provided a curated collection of on-

demand resources on wellness in the workplace and work-life balance.

In 2023, IGT piloted the Digital Academy with employees in the leadership pipeline. IGT Digital Academy enabled participants to better understand digital transformation opportunities by strengthening their digital awareness and skills. Learners began by completing a digital awareness questionnaire to understand their personal digital footprint, then followed one of two tracks. The digital empowerment track covered six topics over six months, while the masterclass track includes intense 13-hour programming into digital transformation from data to decision, as well as agile methodologies.

To develop managers, senior managers and directors, IGT believes that increasing awareness of their strengths and their areas of improvement is the foundation of competence and career development. IGT provides managers with feedback via the Leadership Practices Inventory (LPI) 360, the observer-based assessment that enables leaders to understand their leadership competencies and act on their discoveries. The LPI 360 report measures the frequency of leaders' behaviors, as observed by the people they interact with regularly including peers and direct reports. The objective reports help the Talent Management team and leaders define the best development plan for each participant.

IGT introduced a fireside chat training

opportunity to Senior Vice Presidents and above, with two sessions focused on cybersecurity topics and facilitated by external cyber experts from the U.S. government and Microsoft. The rich conversation between IGT executives and guest experts included the sharing of current research and trends.

TWO LEADERSHIP PROGRAMS

Manager Essentials 2.0 is a 10-week blended learning program that focuses on the role of a manager at IGT, with a focus on attracting, developing, and retaining talent, fostering collaboration, and driving results. The program was expanded to include Spanish and Italian delivery, and a total of 24 sessions ran with 775 participants.

Transformative Leadership is an intensive development program for directors and senior directors. The program consists of personalized coaching on the results of Hogan Leadership Assessment and an LPI 360 assessment, the setting of individual development goals, three-days on-site experiential exercises, and post-session coaching. Three sessions were held in 2023, two more than 2022, and 30 leaders participated.



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

Globally, IGT delivered an average of 21 training hours per IGT employee in 2023. Through the Global Talent Management organization, IGT invested almost one million dollars in training, which included direct investments in leadership training programs and on-demand learning available to all employees.

IGT is increasingly using predictive analytics and statistical methodologies to leverage the data and have a future perspective. For example, metrics help identify employees at risk of leaving and the extrapolated data can help predict future outcomes in the next three-to-five years in the current state. By using historical data, patterns, and signals indicating the retention risk of employees in the leadership pipeline can be identified and targeted strategies to increase retention rates and reduce turnover can be administered.

Rewards and Benefits

IGT considers compensation and benefits to be critical components of what attracts and motivates employees to join and stay with the

Company. Compensation and benefits, along with other specific programs, comprise the total rewards equation. As a global organization, IGT strives to offer market-competitive total rewards programs, reflective of what is expected in all geographies where the Company employs talent.

IGT's market-focused approach to compensation is intended to be a competitive edge with regards to broad-based pay, short-term and long-term incentives, sales commissions, bonuses, rewards and recognition opportunities. The IGT compensation team participates in multiple global, regional, and local salary survey studies to obtain relevant market data. Pay ranges are established for every role and are continuously updated. Offers of employment are reviewed by the team to ensure that offers are market driven and uphold internal equity standards.

Compensation programs and initiatives are designed to reward employees for their work. Compensation is relevant to the Company, as it aims to assist in attracting and retaining employees. IGT's performance-based pay structure is intended to incentivize and motivate employees while providing meaningful rewards and recognition. The Compensation Committee reviews management recommendations and advises management on broad compensation policies¹.

As part of encouraging executive involvement and contribution to the Company's performance, IGT has offered several performance-based variable incentive programs, including an equity award program for employees at a certain level. Equity awards are typically based on a three-year performance cycle and subject to achievement of several pre-determined financial metrics. Setting these thresholds and offering such awards help drive leadership accountability and create linkage between employees and shareholder interests through share ownership.

IGT also offers a short-term incentive program based on achievement of pre-determined fiscal year financial results, as well as individual performance against specific pre-determined goals, i.e. MBOs. In 2023, MBOs linked to IGT's environmental, social and governance (ESG) performance were set for its top management.

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

IGT ensures employees' health and wellbeing by offering a wide array of benefits. The standard benefits available to full-time employees generally include, as a minimum:

- Life insurance;
- Health care insurance;

- Disability and invalidity coverage;
- Parental leave; and
- Retirement provision.

In 2023, IGT broadened the application of employee assistance program to all employees globally to promote wellness and mental health.

Fostering and Measuring Engagement

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

¹ For more information, see [UK ARA 2023](#)



IGT runs a voluntary biennial employee engagement survey, MyVoice@IGT, consisting of 45 engagement index items and covering 11 categories that measure areas such as communication, inclusion, growth and development, management effectiveness, psychological safety, as well as remote working. The survey is voluntary and sent to all employees. The last global survey was carried out in the third quarter of 2022, which included new topics on hybrid work models and mental and physical well-being.

Engagement management follows a two-level approach. The first level relates to corporate climate and the employee experience working at IGT and falls within the responsibility of P&T to ensure transparency of policies, clarity of guidelines, and effectiveness of tools for managers. The second level falls under the responsibility of the direct manager, with support from P&T and is linked to how comfortable every employee is in their role as it relates to their responsibilities, the relationship with their

managers and team, as well as IGT's corporate strategy.

In 2022, 71% of global employees participated in the MyVoice@IGT employee engagement survey. The results showed an overall engagement index of 76%, indicating a 3.3-point decrease from the previous survey. Manager effectiveness and psychological safety scored high at 83.8 and

84.4 respectively, suggesting that employees feel respected and secure in expressing their opinions within their immediate teams. Growth and development continue to be a key driver of engagement, with an increase of 7.7% compared to 2020. Notably, the largest single-item increase of 13.5% was that employees knew the skills and capabilities required to advance their careers. Employees also highlighted that a sense of

inclusion and belonging, scoring 68.1%, remained unchanged from the previous survey and thus requires focused attention. Each department is accountable for sharing its results at the team and business levels and creating action plans to address the results.

EMPLOYEE ADVISORY COMMITTEE

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



4

Advancing Responsibility

IGT is committed to operating with the highest level of integrity, promoting responsible gaming (RG), and adhering to best practices that protect its people, products, and processes. IGT's Global Compliance Governance Plan, which is designed to protect the integrity and reputation of the Company, lays the framework to identify, evaluate, and monitor situations arising in the course of the Company's business to ensure that the Company's activities are consistent with Regulatory and Corporate Compliance best practices, including adherence to gaming laws and regulations.

[The Code of Conduct](#), [Anti-Corruption Compliance and Ethics \(ACE\)](#), [Antitrust and Competition Policy](#), and [Data Protection and Privacy Program](#) represent formidable enforcement measures designed to ensure guidance on ethical business conduct, appropriate processing of personal data, maximum protection against cyber-threats, and strict oversight of fraud prevention.

IGT is committed to implementing best practices and effectively managing and meeting stakeholder expectations around evolving environmental, social, and governance (ESG) issues. Therefore, continuous monitoring and effective risk management in ESG matters are key to safeguarding IGT's value generation.

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





Advancing Responsibility

Advancing Responsibility in the gaming industry is a core pillar of IGT's sustainability strategy. IGT integrates risk mitigation concepts throughout all aspects of the company including codes, policies, guidelines, and best practices, in order to ensure customers, employees, players, suppliers, and the environment are protected.

Advancing Responsibility is an essential element of IGT's reputation as a reliable partner. At IGT, sustainability in the gaming industry is achieved by promoting a secure and positive gaming environment in collaboration with retailers, regulators, and licensors.

The strategic goals that support this ambition aim to ensure top ethical standards, the highest level of data protection, and the health, safety and security of products and services. These goals contribute to player protection by promoting positive play concepts, securing third-party credibility through accreditation and research partnerships, and creating awareness of responsible gaming (RG) tools within IGT's product portfolio.



Based on IGT's Sustainability Plan, the target for 2023 was to "conduct a survey to better understand stakeholder perception of IGT's role

in RG, and identify opportunities for continuous improvement." This target was achieved, with a full description of the survey included on page 86.

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

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

When it comes to product safety, IGT aims to ensure that all of its products are produced according to the highest safety standards and in compliance with regulatory requirements, including countering possible fraudulent behaviors. IGT secures the health and safety of players in several ways. The Company also ensures that products are tamper-proof, and their design and marketing activities are specifically

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

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

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

LICENSING PROCESS AND REGULATORY REQUIREMENTS FOR IGT

IGT's ability to hold multiple licenses in each jurisdiction is a testament to its commitment to compliance and responsible operations.

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

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



IGT has established a risk-management process aimed at ensuring an adequate understanding of potential risks that may hinder the achievement of strategic, financial, and operational objectives. Maintaining the trust of customers and players is a paramount goal in IGT's operational policies, and this is well-represented by the procedures adopted for ensuring data privacy and protection. Cyber-security monitoring and prevention activities are in place to safeguard personal and confidential data and information, thus protecting business continuity from service interruption. In addition, cyber-security and business recovery plans address internal aspects of responsibility that are important parts of IGT's responsible commitments.

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

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



As part of the Company's Sustainable Play efforts, the IGT Fabio Cairolì Sustainability Champion Awards celebrate employees who demonstrate leadership and an outstanding commitment to IGT's one or more global sustainability pillars.



Mark Poltarowicz
Senior Product Manager,
Video Lottery Systems
Moncton, Canada

For more than 20 years, Mark Poltarowicz, based in Moncton, Canada, has guided IGT through the evolution of RG, helping the Company maintain its industry leadership in global sustainability.

As Senior Product Manager, Mark works with the video lottery systems to make sure that IGT's system products comply with the science-based RG best practices. Mark has presented at conferences and trade shows across the globe, collaborated with industry leaders and stakeholders, and led presentations on the advancements in RG.

"RG solutions have evolved to a player-centric approach," said Mark. "We have built a player account infrastructure that informs customers about spending limits, shares their spending

history, offers tutorials, and allows them to conduct self-assessments."

Understanding that all customers and markets are different, Mark works with customers to discuss data analytics, loyalty programs, and additional solutions. He remains proactive, offering innovative suggestions while encouraging positive play behaviors. Mark also extends his RG knowledge to students at New Brunswick Community College, working with College's computer science and game development program to discuss the evolution of RG technology, latest research findings, and how IGT serves as an industry leader in RG.



Jesse Saccoccio
Senior Director Global
Presales iLottery
West Greenwich, Rhode
Island

Through dedicated learning of industry trends and stakeholder needs, Jesse Saccoccio, Senior Director of Global Presales for iLottery, has become a leader in RG, and positions his team to anticipate and identify RG features that our customers may wish to incorporate.

Jesse has presented on the role that technology plays in safer playing experiences to the

Rhode Island Council on Problem Gambling conference, the European Association on Gambling Studies conference, and at the National Council on Problem Gambling annual conference. He also assists IGT's customers achieve leading RG certifications from the World Lottery Association (WLA), the North America State and Provincial Lotteries (NASPL), and the National Council on Problem Gambling's (NCPG) Internet Compliance Assessment Program (iCAP).

Jesse speaks with customers, stakeholders, and treatment providers to help them better understand iLottery RG features, which has helped IGT close the gap and alleviate some critics' concerns about iLottery. He's also constantly looking into what more IGT can do to address specific areas of concern and enhance our tools to comply with evolving jurisdictional regulations.

"We had an opportunity to enhance our RG features with one of our customers based on a new regulation in their country," said Jesse. "The regulation required that the more a player changed their RG preferences in their account, the longer the 'cool-down periods' needed to be. This helps a player obey their self-set wager limits."



Operating with Integrity

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

Compliance and Code of Conduct

With operations in more than 100 jurisdictions, IGT is constantly working to become a better supplier, employer, and corporate citizen. As a major global gaming manufacturer, operator, and supplier, IGT is committed to maintaining the highest standards of compliance with all regulatory requirements imposed upon it. Accordingly, IGT has established a Global Compliance Governance Plan, which is designed to protect the integrity and reputation of the Company. All IGT employees, officers, and directors are expected to adhere to this Plan and applicable laws and regulations in all countries and jurisdictions in which the Company does business.

IGT places significant emphasis on the importance of designing and implementing strong internal controls. IGT's Sarbanes-Oxley

(SOX) compliance program entails an upfront assessment of financial reporting risks and establishes internal controls to address those risks. The effectiveness of internal control over financial reporting is assessed annually by IGT's Chief Executive Officer and Chief Financial Officer. IGT's independent registered public accounting firm, PricewaterhouseCoopers LLP, also audits the effectiveness of the Company's internal control over financial reporting annually.

IGT's management team maintains a system of internal accounting controls, aimed at providing reasonable assurance that transactions are properly authorized and recorded accurately, failure of which would be considered a violation of the Code of Conduct. Accordingly, IGT employees must obtain all required authorizations and provide accurate and complete information for IGT's books and records.

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

SYSTEM AND ORGANIZATION CONTROLS

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

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

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

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

Christopher Spears
IGT EVP & General Counsel



CONFLICT OF INTEREST

IGT's Conflict of Interest (COI) policy is available to all employees. The policy explains and provides examples of conflicts of interest, and outlines the process for reporting attempted, suspected, potential, or actual violations of the policy. IGT maintains a Related Person Transactions Policy, which seeks to mitigate the risk of a potential or actual conflict of interest and ensures decisions are in the best interests of the Company and its shareholders. COI is also addressed in the Code of Conduct.

Everyone at IGT has a duty to prevent and report any type of irregular activity, and fully cooperate with investigations of any attempted, suspected, potential, or actual violations of the Code of Conduct.

IGT provides an integrity line to employees and external stakeholders that features alternative methods for reporting, including a protected online portal (reporter can remain anonymous, if desired), phone number, and email address. Grievances and reported irregularities are tracked and reported for resolution or closure by

the Compliance and/or the Legal Departments. IGT will not retaliate, or permit retaliation, against anyone who reports suspected misconduct in good faith or cooperates with an investigation.

All reports to the integrity line, compliance email, or phone line in 2023 were reviewed and investigated to determine whether the allegation was substantiated. None of the reports were considered material.

CODE OF CONDUCT



IGT's Code of Conduct, available in 10 languages, provides a clear description of what behavior is considered appropriate and ethical in the course of doing business on behalf of IGT. It covers specific risk areas such as bribery, global trade, fair competition, and environmental responsibility. The Code of Conduct also offers examples of acting with integrity in employees' day-to-day work. Every employee is responsible for reading, understanding, and agreeing to abide by the Code of Conduct, and are required to certify their adherence to the Code of Conduct both upon hire and on an annual basis. IGT provides periodic training in multiple languages on the Code of Conduct to enhance employees' understanding of ethical and legal risks. The Code of Conduct is available on IGT.com. In addition, Internal Audit conducts an audit annually to assess compliance with the annual Code of Conduct certification process.

WHISTLEBLOWER POLICY

All employees are encouraged to report any suspicion of a violation of IGT's Code of Conduct or other activity that may be unlawful, lead to incorrect financial reporting, or raise questions about the integrity of management without any fear of retaliation. Employees, officers, directors, consultants, and representatives are encouraged to report suspected or known violations through regular reporting channels or anonymously through the Company's Integrity Line. IGT's [Whistleblower Policy](#) sets out the Company's policy in prohibiting any form of retaliation and intimidation against an individual for raising a concern about potential misconduct in good faith.

The Policy was revised and amended in February 2023 to be compliant with Directive (EU) 2019/1937 of the European Parliament and of the Council of 23 October 2019 on the protection of persons who report breaches of Union law (EU Whistleblower Directive).

IGT's Compliance and Legal departments receive all inbound telephone and web portal reports of suspected or known violations through the [Integrity Line](#), which is operated by an independent provider. If it is reasonable to conclude under the circumstances that a material violation is ongoing or about to occur, the Chief Compliance Officer and/or the General Counsel is expected to immediately notify the Chair of the Audit Committee of the Board of Directors. In all other circumstances, investigation reports, findings, and recommendations will be reviewed in a reasonable and timely manner by the Chief Compliance Officer and the General Counsel's office. All reports are provided to the Global Compliance Governance Committee on a quarterly basis for review and discussion.

Anti-Corruption and Ethics (ACE)

Compliance with anti-corruption laws and IGT-related policies and procedures is fundamental to protecting the Company's reputation. IGT's lottery and gaming activities may be vulnerable to corruption and anti-competitive manipulation in both the government and private sectors. To maintain its licenses around the globe and its good reputation in

the industry, IGT adopted and implemented policies and procedures to ensure corporate culture and practices that protect against such vulnerabilities. IGT has both Antitrust and ACE policies and programs that are overseen by its Legal department.

The [ACE policy](#) and program include detailed gift, entertainment, and travel policies and



limits, along with specific procedures and limitations concerning government officials. IGT prohibits its directors, officers, employees, and third parties from offering, giving, soliciting, or accepting bribes, kickbacks, or any other improper benefit. IGT has developed a reporting platform to provide a simpler and more time-efficient process for IGT employees to obtain pre-approval for gifts or gratuities to a government official.

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

Compliance with the ACE policy is mandatory and may be considered as a factor in promotion and compensation decisions. Non-compliance with the ACE policy may result in disciplinary actions, including termination of employment. IGT requires all employees to complete anti-corruption training at least annually. The 2023 training, which achieved a completion rate of 100%, also required employees to confirm having received and reviewed the ACE Policy and complied with the associated gifts for government officials' process. A copy of the ACE policy is included in the Board

Handbook made available to all 12 directors of International Game Technology PLC, of whom six (42%) reside in the U.S., five (42%) in Italy, and one (16%) in the United Arab Emirates. In addition, IGT provided live ACE

policy training for senior leaders and the sales teams in 2023.

IGT benchmarks its ACE program against the U.S. Department of Justice's guidance and

industry best practices. IGT's Internal Audit department performs audits of components of the ACE program and reports audit results to the Audit Committee.

AN ACTIVE COMMITMENT TO LEGALITY

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

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

ANTITRUST POLICY

IGT and its subsidiaries are committed to complying with applicable international, federal, state, and local laws, including antitrust and competition laws. All directors, officers, and employees must be aware of and comply with applicable antitrust laws. The Antitrust Policy covers dealings with competitors, distributors, customers, and suppliers, and covers topics such as bid rigging, price fixing, market division or customer allocation, industry associations and trade groups, joint ventures and collaborations, group boycotts, intellectual property, mergers and acquisitions, and human resources implications. Compliance with antitrust and competition laws are also addressed in [IGT's Code of Conduct](#).



Protecting People, Products and Processes

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

Enterprise Risk Management

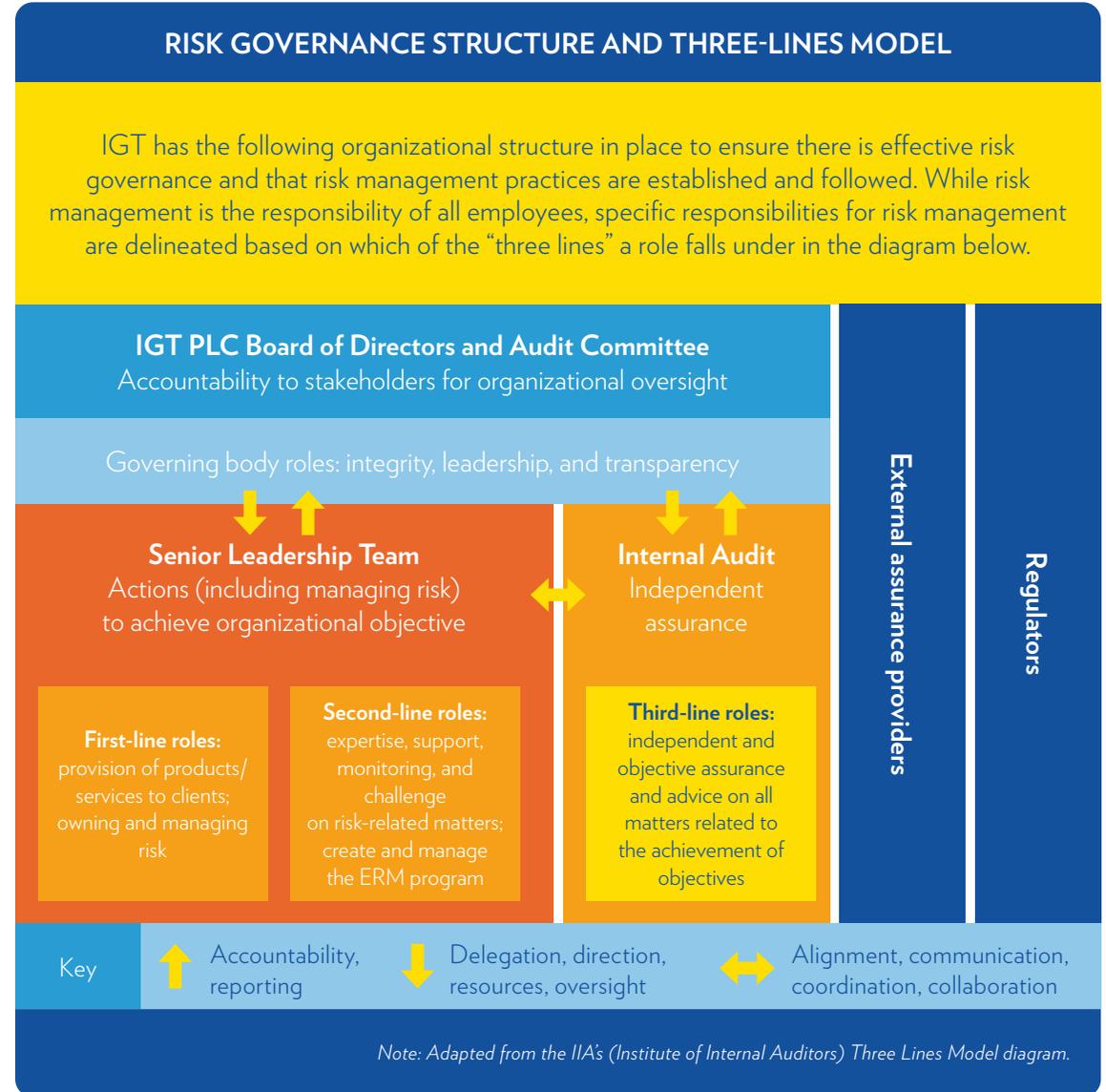
The Company acknowledges that it faces several risks that could impact the achievement of its strategy. IGT seeks to monitor, control, and minimize the impact of risks to profitability while maximizing the opportunities they present. The Company has an established enterprise risk management process to manage and mitigate identified risks. The Board of Directors, through its Audit Committee, provides direction and oversight over IGT's enterprise risks, enterprise risk management (ERM) program, and risk management practices.

ERM is the risk discipline that approaches risk management strategically and holistically

from the perspective of the entire organization by addressing the full spectrum of risks and managing them as an interrelated risk portfolio. Enterprise risks stem from internal or external factors and are categorized as strategic, operational, government, regulatory and legal, technology and information security, and financial risks. Risks are considered in terms of their impact and likelihood from a financial, regulatory, and reputational perspective.

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

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





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

Risk awareness and education are provided to business leaders throughout the year. This includes individualized training for executive employees, risk owners, and risk assessors. The goal of all risk-related training is to ensure that leaders understand their role in promoting risk management practices throughout the organization.

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

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

Stakeholders demand greater corporate accountability, transparency, and sustainability.

They want to know how organizations are affecting the environment, how they treat their employees, customers, and communities, and if they conduct their business ethically. IGT is expected to implement best practices and effectively manage and meet stakeholder expectations around evolving ESG issues, such as greenhouse gas emissions, tracking or monitoring emissions, RG, community support initiatives, and sustainable operations and compliance with relevant laws and regulations. Therefore, continuous monitoring and effective risk management in ESG matters are key to safeguarding IGT's value generation, particularly in the current volatile and uncertain global landscape.

During 2023, risk analysis was enhanced to progressively align with financial materiality analysis required by the Corporate Sustainability Reporting Directive (CSRD), drawing on benchmark analysis, international standards, and guidance from the European Sustainability Reporting Standards (ESRS) to also include ESG risks related matters. Therefore, the assessment was centred around the connections of impacts and dependencies with the risks and opportunities that may arise as a result, as well as assessing the likelihood, magnitude, and nature of effects of the identified risks and opportunities. To this end, IGT has implemented an analysis to determine the financial significance of sustainability issues that may not be captured in standard financial reporting. This effort aims to effectively incorporate emerging risks that may have a long-term impact on the Company such as human rights, environmental compliance, and more.

These issues, which can manifest as risks or opportunities affecting future cash flows and enterprise value, may arise from past or anticipated events. They may relate to assets and liabilities recognized in financial reports or to factors contributing to enterprise value that do not meet traditional accounting criteria but are integral to the IGT's overall value creation. These factors, often referred to as "capitals" in frameworks promoting a multi-capital approach, can trigger financial effects in two main ways: by influencing the Company's access to necessary resources for its operations or by impacting its relationships with key stakeholders. The assessment of impact materiality and financial materiality are intertwined, recognizing that sustainability impacts may become financially significant over time. Beyond assessing the direct financial implications of its actions, IGT is also evaluating how sustainability factors external to its operations affect the Company.

Below is a list of some of the most significant risks and opportunities identified by IGT concerning ESG topics.

- Physical risks related to climate change
- Operational risks related to energy transition
- Opportunities related to energy transition
- Transitional risks related to climate change
- Operational risks associated with the requirement for suppliers to adjust to the legal environmental landscape
- Strategic risks linked to customers' increasing awareness related to ESG issues
- Opportunities linked to the adoption of a climate strategy

- Operational risks and risks of non-compliance related to waste management
- Opportunities linked to the use of sustainable materials and eco-design practices
- Operational and strategic risks linked to non-renewable raw material supply
- Reputational risks and risks of non-compliance linked to the impact on biodiversity
- Reputational risks related to violation of workers and human rights along the supply chain
- Risks of non-compliance and reputational risks linked to customer privacy violation and external cyberattacks
- Reputational and operational risks associated with excessive failure to protect workers' health and safety
- Strategic risks linked to loss of key employees and incapacity to attract new ones
- Opportunities linked to initiatives to guarantee employee well-being and upskilling
- Risks linked to a lack of product integrity
- Reputational risks related to suppliers' wrongdoing

In 2023, IGT included a section within the non-financial and sustainability information statement in its UK Annual Report and Accounts, in line with the UK Companies Act 2006. The "climate-related financial disclosures" section consists of four core elements: governance, strategy, risk management, and metrics and targets. For further details, please refer to the 2023 UK Annual Report and Accounts published on IGT's website.



CLIMATE-RELATED RISKS

Climate-related physical risks

Climate-related physical risks were assessed based on the Representative Concentration Pathways (RCPs) and Shared Socioeconomic Pathways (SSPs) climate scenarios, which provide a forward-looking assessment of risks through 2100 and cover almost all geographic areas.

Heat waves and extreme temperature	Heat waves and extreme temperature can affect the demand for cooling or air conditioning services, result in direct damage to property and building materials, and have a profound effect on employee productivity, potentially causing absenteeism, reduced physical performance and overall job performance. These problems are mainly related to the increased global wet bulb temperature - a measure of heat stress in direct sunlight that takes into account temperature, humidity, wind speed and sun angle. Moreover, most of the cooling systems used in IGT's facilities rely on electricity, resulting in higher energy consumption and energy costs.
Wildfires	Wildfires pose safety risks, can cause damage to buildings and equipment, and potentially lead to the destruction of surrounding natural resources. This risk is particularly relevant for facilities located in regions with a drier climate.
Heavy snowfall	Snowfall could be more intense due to climate change. Heavy snow can cause damage to buildings and infrastructure, potentially resulting in additional costs for repairs and maintenance.
Riverine floods	IGT may need to invest in additional infrastructure and protections to mitigate the risks associated with flooding.

Climate-related transition risks

The assessment of the primary climate-related transition risks in 2023 involved a multi-step approach, including an analysis of the Company's value chain, consideration of the RCPs/SSPs climate scenarios for qualitative assessment, an analysis of current and future environmental regulations to manage the transition to a low-carbon economy, and an analysis of industry reports and peer activities in order to anticipate market trends and challenges.

Environmental regulations and carbon taxes	The potential introduction of environmental regulations, such as carbon taxes, could increase the fixed and variable costs associated with carbon emissions. For example, the European Union's Carbon Border Adjustment Mechanism Regulation requires companies that import products from regions outside the European Union to pay for the carbon emissions generated during the production of those goods. Such legislation could increase the cost of importing electronic components or materials used in the gaming industry, raising the cost of finished products. The Company's failure to manage climate issues could make the Company unprepared to respond to potential future laws or environmental regulations related to carbon taxes.
Consumer and stakeholder pressure	Growing environmental awareness among consumers and stakeholders is leading to reduced demand for products and services that generate high levels of greenhouse gas emissions. The absence of a proactive approach by the Company on these topics could result in a decline in revenues and market share, causing a significant loss of value for the Company. In addition, due to demand to reshape products and services, the Company could also face increased costs associated with technological change and the need to implement new low-carbon solutions.
Industry shift to low-carbon technologies	The ongoing climate transition is leading a wave of innovative and environmentally responsible technologies in the market. As these new sustainable technologies spread in the gaming industry, the Company may find itself pushed to invest in research and development initiatives and develop new best practices involving an increase in the costs of technology investments and training to the employees. Failure to manage this transition effectively could result in a decline in productivity, increased personnel costs, and long-term value losses.



Data Protection

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

Along with the IT Corporate Solutions and Global Information Security organizations, the IGT Privacy Program underpins the organization’s ability to be a principled steward of the personal information entrusted by customers, business partners, and employees. IGT Privacy Program gives individuals control over their personal data and complies with the data privacy laws and regulations where it does business.

The IGT Privacy Program applies to all IGT entities, business units, and personnel globally, as well as all personal data in IGT’s possession, whether collected from employees, clients, customers, suppliers, vendors, contractors, subcontractors, shareholders, or any other third

MAKING TRUST A COMPETITIVE ADVANTAGE

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

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

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

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

party. The principles included in the IGT Privacy Program align with the privacy principles of standards ISO/IEC 29100 and comply with an overarching set of principles, ensuring that the data processing activities are:

- Fair and lawful;
- For limited purposes and appropriate;
- Adequate, relevant, and not excessive;
- Accurate;
- Kept for no longer than is necessary; and
- Processed in a manner that ensures appropriate security of the personal data.

IGT updated its Privacy Program in 2023 to address the evolution in IGT’s business and technology, society, behavioral expectations, risk, and global legal frameworks, and implemented a risk-based approach to embed “privacy by design” within relevant business units and functions. Processes focus on the following targets, which are common aspects of industry-standard privacy frameworks:

- Identify: ensure organizational understanding to meet privacy needs;
- Govern: refine organizational governance and the roles and responsibilities of the Privacy Office;
- Control: ensure policies, processes, and procedures are sufficient to manage privacy risks;
- Communicate: develop relevant communications to increase employee awareness of data privacy principles and requirements;

- Protect: strengthen the Privacy Office’s relationship with Information Security and other business partners to ensure data is properly protected.

IGT monitors the global data privacy legal landscape to identify and prepare for newly enacted data privacy laws in jurisdictions where the Company operates. Five years after the enactment of the General Data Protection Regulation (GDPR) in 2018, the data privacy landscape has seen many jurisdictions enact new privacy regulations. Nearly 80% of countries around the globe have enacted or are enacting data privacy legislation, as well as 14 states in the U.S. and several provinces in Canada, while many other jurisdictions and states are considering legislation. In addition to GDPR, IGT complies with China’s Personal Information Protection Law (PIPL), Brazil’s General Data Protection Law (LGPD), Canada’s Personal Information Protection and Electronic Documents Act (PIPEDA), and relevant U.S. regulations including the California Consume Privacy Act (CCPA), Controlling the Assault of Non-Solicited Pornography and Marketing Act (CAN-SPAM) and Fair Credit Reporting Act (FCRA). The Privacy Office continually monitors the privacy landscape for relevant regulatory obligations and engages in ongoing training and research activities, policy, and process updates to ensure IGT remains compliant with the requirements of these new regulations.



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

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

In 2023, IGT’s Privacy Office underwent an internal restructure, hiring new staff with profound experience in operational privacy and regulatory compliance to advance the maturity of the program, update policies and processes, create further efficiencies, and strengthen communication to deepen relationships with business partners.

IGT’s data privacy governance model describes the roles, responsibilities, and expectations for relevant segments of, and roles within, the Company. To improve the effectiveness of the

IGT Privacy Program, the governance model delegates responsibilities to relevant business units and functions and offers increased autonomy to implement the Privacy Program and its principles in a customized manner suited to their respective areas. The IGT Privacy Program is governed by:

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

As the Privacy Program evolves, new opportunities emerge to engage with business units and educate and train employees according to a customized training content created in 2023 and expected to be introduced in 2024. In addition, discussions with peers in other organizations led to updates made to IGT’s privacy notice and assessment questionnaire templates. Ongoing program review and improvement will continue, with a goal of articulating operational priorities each year and measuring achievement against those priorities at years’ end, building on successes and targeting continuous improvement.

IGT maintains a dedicated email address for data privacy inquiries from its employees, customers, vendors, or other data subjects who may have a question or want to exercise their rights. This email address is managed by the Privacy Office and is published in several locations, such as IGT’s Data Protection and Privacy Policy, data privacy training materials, and privacy notices displayed on every IGT website that collects personal data. The email is monitored daily, and questions, comments or inquiries are responded to as promptly as possible. A software tool is also available to submit inquiries and claims, as well as to track and respond to inquiries and claims from all categories of data subjects. The Data Protection and Privacy Policy and the Code of Conduct are accessible online to all employees. IGT’s Privacy Notice is available to visitors at IGT.com, and IGT’s internal Privacy Policy for employees, outlining their obligations

to comply, is available at the relevant section of its intranet site.

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

IGT takes data privacy seriously for all stakeholders, including employees. IGT primarily provides products and services to other businesses, and as such does not generally collect significant volumes of personal data directly from consumers. However, IGT employs approximately 11,000 people globally and acts as data controller for employees’ personal data. A portion of the employees’ personal data may be considered sensitive under some data privacy laws and is likely considered sensitive by employees such that an unauthorized leak of or access to the personal data may cause an employee social, emotional, and/or financial harm. Accordingly, IGT takes precautions to ensure employee personal data is secure, accurate, and only accessed by those with permission.



GLOBAL DATA PRIVACY AND PROTECTION PROGRAM (PRIVACY PROGRAM)

The benefits of the Privacy Program include:

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

DATA PROTECTION AND PRIVACY OFFICER

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

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

Cybersecurity

Ensuring confidentiality, integrity, and availability of information by protecting networks, devices, and data from unauthorized access or criminal use is a paramount commitment to all stakeholders. IGT is subject to similar risks that most global

companies face, such as external attempts to breach and compromise systems, insider threats, mishandling of security policies, and not adhering to published guidance on how to operate with cybersecurity best practices.

Customers entrust IGT to safeguard their most valuable data. IGT's Global Information Security (GIS) department safeguards that trust with teams dedicated to ensuring the Company meets its commitments to confidentiality, integrity, and availability of customer data. GIS contributes to sustainability efforts in IGT through expanded secure paperless processes and facilitating increased secure remote work and assessment practices.

IGT's robust GIS team governs information security concerns for the Company and is divided into practice areas that include cyberthreat intelligence; governance, risk, and compliance; application security; core security engineering; cloud security; business continuity; and architecture. These teams are tasked with identifying risks and tracking mitigation activities, testing the operating effectiveness of controls, and monitoring the operation to ensure commitments are achieved.

The mission of GIS is simple: to enable IGT's business to operate in a secure fashion. Business, technology, and environmental drivers are integrated into Information Security's strategic vision.

GIS is tasked with identifying risks and tracking mitigation activities and monitoring the operation to ensure commitments are achieved. In addition to internal management of data security controls, GIS undergoes several third-party assessments each year to validate that controls are suitably designed and operating effectively. These independent assessments include SOC 1, SOC 2,

and SOC 3 audits; Payment Card Industry (PCI) assessments; World Lottery Association (WLA) assessments; and ISO 27001 certification audits.

INFORMATION SECURITY CERTIFICATIONS

IGT has earned certifications from the International Organization for Standardization (ISO) and WLA Security Control Standard (WLA SCS) for many services and operations throughout the globe. These certifications demonstrate IGT's commitment to adequate and proportionate security controls, giving confidence to customers and other interested parties in IGT's ability to protect data in its care. Included in its ISMS is IGT's governance of security in the organization, including areas of technical design and development and corporate back-office functions. IGTPay is the proprietary player payment solution designed for the Payment Card Industry Data Security Standard (PCI DSS) compliance. IGT's payment solution is assessed annually by a combination of IGT's PCI Internal Security Assessor team and external PCI Qualified Security Assessors.



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

GIS is led by IGT's Chief Information Security Officer (CISO). The CISO is responsible for oversight of the information security programs throughout the organization and for ensuring the

leaders within their team have the appropriate expertise and qualifications to operate high-functioning teams.

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

- Complying with business, legal and regulatory requirements to maintain the confidentiality,

integrity and availability of IGT information assets and services;

- Designing processes using industry best practices at all levels of support;
- Ensuring that IGT can continue its services in the event of major disruptions;
- Establishing controls for protecting IGT information and information systems against theft, abuse, and other forms of harm and loss; and
- Establishing requirements for controlling access to all IGT information assets, including computers and communication systems.

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

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

Security awareness training campaigns are continuously offered. General security awareness training is required for all employees. Additional role-based training is assigned by job role to enhance the security of data based on the different impacts to security within various roles.

IGT's GIS monitors, alerts, and coordinates response to cyber events within the IGT perimeter. IGT's response plan includes applicable guidance for escalation, investigation, containment, recovery, evidence preservation, and communication. These response activities include communications with relevant third parties as required by applicable laws, regulations, and contractual obligations. This process is tested at least annually based on business, legal, and regulatory requirements. GIS also participates in IGT's vendor management program to evaluate the potential impact of IGT vendors on the business from various security threat vectors. GIS monitors the ongoing cyber security health of IGT's critical vendors.

Business Recovery Plans

IGT understands that business continuity is key to both internal and customer operations. Policies have been established to ensure business impact of disruptive events are understood, plans are in place to mitigate the effects of such events, and plans are tested regularly to ensure the team is ready to react to events that could impact the availability of IGT systems. IGT has implemented a robust system to manage business continuity goals. Teams can document goals that include Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs), then implement systems to ensure those times are achievable. Teams then test business continuity procedures to see if the procedures are effective in meeting the goals. Finally, teams document lessons learned and can, through the IGT business continuity system, see improvement of their abilities over time.



IGT's business continuity management system provides the processes to navigate the uncertainty of natural, human, and technological threats and risks that are capable of disrupting the continuity of operations, while ensuring minimal environmental impact and consumption of the natural resources necessary to recover losses. The goal of business continuity is similar to sustainability – to ensure that current and future processes continue to function with minimal impact and depletion of valuable resources.

Anti-Fraud and Anti-Money Laundering

Fraudulent behavior can be defined as actions made by an internal or external entity against corporate procedures, or contractual, licensing or law provisions, to gain an economic advantage. This advantage could be for the entity itself or third parties, with or without an economic or reputational impact on the Company.

IGT's cashless payments team supports customers in monitoring and reporting various types of fraud, including identity theft, payment fraud, and friendly fraud. The team utilizes the established fraud monitoring tools to detect suspicious activity that is then investigated based on established procedures. The results of the investigation will dictate the action to be taken, which may include the suspension of the account. The compiled results are sent to the customer who determines when to engage the appropriate authorities. In 2023, a total of 325 investigations were opened on lottery and casino customers. The aim of these investigations was to identify the necessary action based on escalation and criteria.

With respect to iLottery and iGaming, the cashless payments team analyzes player accounts at various stages of the customer journey including registration, deposit, game play, and withdrawal. As the team manages the risk of each stage, it decides appropriate account actions based on customer dictated criteria. The team offers fraud-monitoring payment services to its U.S.-based lottery and casino customers.

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

Along with the IGT account management systems, customer due diligence checks are performed to ensure effectiveness of account restrictions and identification of abusive behavior which seeks to violate those restrictions. IGT's solutions validate and process payment through payment gateway tools, such as Worldpay. These tools facilitate payment method verification through configurable controls, provide restriction models to limit,

control, decline transactions based on defined rules and parameters, support reporting of key performance indicators, trend monitoring and fraud investigations, chargeback monitoring, and dispute resolution.

ANTI-FRAUD IN ITALY

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

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

IGT is aware of the importance of preventing money laundering and terrorism financing and is committed to complying with applicable anti-money laundering/counter terrorism financing (AML/CTF) laws and regulations. In order to meet applicable requirements, guidelines, and best practices and to mitigate potential compliance, regulatory and reputational risks associated with violations of applicable AML/CTF laws and regulations, IGT adheres to its Global Anti-Money Laundering Policy. IGT and its subsidiaries also implement local policies and procedures, where required, designed to comply with the [Global AML Policy](#) and applicable local laws and regulations in the jurisdictions in which they operate. IGT's commitment to preventing money laundering and terrorism financing is also addressed in its Code of Conduct.

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

As part of the onboarding process, members of the cashless payments team receive training on systems, payments, and a general AML overview. This training prepares employees to review and identify suspicious behavior, common fraud trends, and reinforces 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 fraud policies and procedures to create and maintain a compliant environment.

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

IGT may provide account-based wagering services that could include management of payment providers/vendors, funds management, Office of Foreign Assets Control (OFAC) and Politically Exposed Person (PEP) checks, monitoring of duplicate accounts, payment method verification, withdrawal monitoring, pay alerts, and fraud and suspicious activity detection and monitoring. Should these services be provided by IGT in a particular jurisdiction, the cashless payments team are required to strictly follow IGT's AML policy and adhere to any other customer requirements related to AML.

Protection Against Match Fixing

Online sports betting is rapidly growing across the world. Over the past several years, the U.S. has legalized sports betting across many jurisdictions. Furthermore, sports betting has benefited from improved connectivity, technology advancements and increased access to connected devices. However, along with greater popularity, there may be greater room for fraudulent behaviors.

Match fixing is something IGT takes very seriously. For traders, it is critical to the integrity

of the sports betting industry that every match or event is determined on the field of play with each competitor giving their full effort to succeed. By monitoring the integrity of sporting events, IGT PlaySports™ ensures that players are provided with a fair outcome when placing a wager.

IGT uses multiple avenues to identify potential match fixing. As IGT's trading team manages/trades any given event, the trading team monitors wagers as they take place. Several things that the team looks for while managing events that could signify match fixing include large movement/fluctuations in points spreads or moneyline wagering or unusual betting patterns by patrons. Examples include a higher-than-anticipated amount wagered on a game or event that is considered a lower profile contest, multiple wagers from different patrons timed to be simultaneously entered, or wagers placed at various times of the day or week to circumvent any regulatory reporting.

Player profiling is another process that IGT has implemented to help manage and mitigate risk and monitor the integrity of sporting events. IGT defines player profiling as grouping players into buckets based on their wagering patterns. Some players are classified as patrons who know or move the odds in the betting markets. These are the group of players that IGT team remains focused on. They will point out weaknesses in the betting markets. If there are irregularities on an event, this is the group that would raise concerns with IGT as they could signify integrity issues and/or match fixing. All player accounts are reviewed to continually ensure

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

Along with player profiling, another process in place is maintaining a "tiered" limit for all wagering events offered. The more prominent the event, the higher the accepted limit, while the smaller events, which are more prone to suspicious betting, will offer significantly lower limits to discourage any foul play. IGT reviews each jurisdictional and state betting catalogue to ensure that bets are only accepted on approved events and markets. IGT will escalate the situation to the relevant authority of any suspicious activity concerns match integrity.

IGT's current software platform includes automatic risk control (ARC) which helps reduce the risk of these potential situations. The trading team routinely monitors popular gaming social media outlets to help identify suspicious activity and maintain quality communication with clients so they can help identify patrons who might be involved in any kind of suspicious wagering activity. More than 7,000 accounts were monitored in 2023.

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

objective of safeguarding integrity and values of sports worldwide.

U.S. INTEGRITY (USI)

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

Product Safety and Quality

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



published standards. Once internal testing is complete, IGT engages the Nationally Recognized Testing Laboratories for external verification of compliance with required safety standards.

ENVIRONMENTAL COMPLIANCE POLICY



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

Maintaining lottery integrity is of paramount importance. IGT's instant tickets are designed to withstand fraudulent attempts to manipulate or determine win or loss status. The physical security of the tickets originates with the unique coatings that create an envelope around the play symbols to protect them. The security of the tickets

is evaluated during the print run to eliminate concerns once the tickets are sold.

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

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

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

game production. IGT's NextGen system harnesses modern digital-security technology by maintaining an unalterable forensic blockchain of an instant game to help prevent the possibility of security breaches. A blockchain is associated with each instant game's unique database and protects the entire game development and reconstruction processes.

Promoting Responsible Gaming

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

From the top down, the support for IGT's RG program is evident. A strong management commitment and governance structure has enabled IGT's RG program to be woven into the corporate core business functions. [IGT's Responsible Gaming Policy](#), available on IGT's website, outlines IGT's commitment and approach to RG. Authorized by the Sustainability Steering Committee (SSC), the RG Advisory Group, comprised of IGT leaders, ensures that IGT's RG strategy is realized.

IGT uses a continuous improvement model to inform change to the RG program. In 2023, IGT

appraised proposed changes to governance of the RG program that will lead to reorganization of the subject matter expert (SME) working groups in 2024 and an update in policy. Additionally in 2023, updates were proposed to the governance surrounding the Advisory Group and SMEs that will be executed in 2024.

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

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

IGT focuses on being a forward-thinking company that integrates RG into all its products, programs, and policies. This is demonstrated by IGT's adherence to globally recognized certifications, including the WLA and the Global Gambling Guidance Group (G4), aimed at protecting players and minimizing problem gaming risks and other potential harms. These certifications are acknowledged as the highest levels of commitment in RG. Prior to each certification, IGT completes a gap analysis between its current efforts and the guidance from the certifying entity. IGT also benchmarks against other RG contributors to ensure that the Company is up to date with best practices. To maintain its certifications, IGT constantly works to fulfill the requirements of industry associations and prevent



any gaps in actions or procedures that may hinder its processes.

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

G4 requires vendors to make a commitment to research, dedicated policies, and employee training. This certification reinforces IGT's commitment to

being a responsible vendor and demonstrates the availability of RG technology solutions it provides to gaming operators worldwide.

IGT was awarded certification for its lottery and iLottery for the WLA Associate Member Corporate Social Responsibility Standards and Certification Framework for the period 2021-2024. An external audit was performed by a WLA-approved assessor who provided an informed, complete, and impartial assessment of the Company's lottery operations and completed a Statement of Alignment, reflecting IGT's compliance with the eight sections of the WLA Corporate Social Responsibility Standards.

The eight sections include research, employee programs, product and service development, remote gaming environment, advertising and marketing communications, client awareness, stakeholder engagement, and reporting.

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



IGT'S RESPONSIBLE GAMING COMMITMENTS

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

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



Responsible gaming is at the heart of what we do. From our unique features built into our products and systems, to our focus on employee engagement, we create and make RG a top priority when speaking to our employees and customers. We'll continue to adhere to the highest ethical standards and implement best practices as technologies evolve.



Melissa Pursley
IGT, SVP Lottery Product & Sales Development

2023
PUBLIC
TARGET

IGT CUSTOMER SUSTAINABILITY STUDY

The Advancing Responsibility pillar within the IGT Sustainability Plan named the main target for 2023 as gathering a better understanding of how IGT's stakeholders perceive the Company's role in RG. To achieve this, IGT distributed a survey to stakeholders to gather their perspective on IGT's sustainability programs and RG features offered to customers, including IGT's technology or the sharing of its sustainability desires, and to determine what specific areas IGT can improve to better support its customers. The survey targeted customers within the gaming and lottery businesses.

The results from the survey distributed to lottery customers indicated that most customers place great importance on RG programs. Additionally, when asked to share any area that is of the greatest concern to their business and organization today, customers most often mentioned RG, followed by the environment (climate change), employee well-being, and social equality.

The survey to gaming customers indicated that creating sustainable players for the future is the top priority.

Collaborating

IGT works with a wide variety of stakeholders to promote and support RG and its Positive Play approach, including problem gambling researchers, policymakers, and advocacy groups dedicated to promoting awareness of RG.

IGT works closely with customers to understand and accommodate their need for turnkey solutions and assistance with embedding RG features into their offerings. Additionally, the specific knowledge and expertise that IGT has gained from working with lotteries around the world enable the Company to provide technical

assistance on RG topics to lottery customers when needed.

IGT offers solutions to address player concerns or risk by sharing best practices as well as helping to produce and distribute RG tools and materials to retailers and players. In this capacity, IGT has assisted several lottery customers with questions and best practices regarding RG certification frameworks. Due to IGT's experience as both a supplier and operator seeking certifications, lottery customers have one source to seek technical assistance on a variety of topics related to certifications.

The foundation of IGT's RG initiatives is based on the WLA and G4 frameworks. By engaging in working groups for the main industry associations, IGT has a voice in best practices and emerging RG topics. IGT is active with the National Council on Problem Gambling (NCPG) by participating in its Responsible Gaming Committee and serves on the American Gaming Association's (AGA) Corporate Social Responsibility and Responsible Gaming Committee.

IGT representatives sit on the board of the Rhode Island Council on Problem Gambling and the Indiana Council on Problem Gambling.

Furthermore, IGT supports the Problem Gambling Network of Ohio and Nevada Council on Problem Gambling and other local treatment affiliates. Luke Orchard, Senior Vice President, and Chief Compliance & Risk Management Officer serves on the board of the Problem Gambling Center in Las Vegas, Nevada.



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. IGT Lottery is a WLA Regular Member and part of the Corporate Social Responsibility/Responsible Gaming Working Group. Alessandro Paciucci, Senior Vice President, 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, both state-owned and private operators, operating games of chance for the public benefit. Members offer gambling and betting services in the jurisdictions in which they are licensed by the respective national government. EL promotes a sound and sustainable gaming model for the benefit of society, based on the values of subsidiarity, precaution, solidarity, and integrity. IGT Lottery representatives actively engage with EL working groups, offering suggestions about EU dossiers, legal, social, and economic developments, regulations, innovations, and technology concerning gaming products in Europe.



IGT is a Platinum Member and annual sponsor of the **National Council on Problem Gambling's (NCPG)** conference. NCPG is a U.S.-based organization working with state and national stakeholders to develop comprehensive policies and programs for all those affected by problem gambling. In 2023, IGT provided financial support to the NCPG's NGAGE survey, a national survey to assess gambling engagement among individuals in the U.S.



IGT is a supporter of the **International Center for Responsible Gaming (ICRG)**, formerly National Center for Responsible Gaming (NCRG), the only international organization exclusively devoted to funding research that helps increase understanding of pathological and youth gambling and finds effective methods of treatment. The ICRG 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 Corporate Social Responsibility and Responsible Gaming Committee of the **American Gaming Association (AGA)**, the U.S.-based trade organization representing commercial and tribal casino operators, suppliers and other entities affiliated with the gaming industry. Renato Ascoli, former IGT CEO Global Gaming, IGT served on the AGA Board of Directors through 2023. Nick Khin, IGT COO Global Gaming, IGT assumed the position when Renato became IGT CEO Global Lottery IGT in early 2024.



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



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



IGT is a voting member of the **Association of Gaming Equipment Manufacturers (AGEM)**. Voting 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.



IGT works with **University of Nevada Las Vegas' (UNLV)** International Gaming Institute to better understand the research carried out on gambling payment processing and artificial intelligence. Additionally, IGT sponsored the UNLV International Gaming Institute's triennial conference on Gambling and Risk Taking in 2023. IGT's non-financial support continues by promoting the UNLV International Gaming Institute's work and research efforts.



IGT INDIANA WORKING ON BEHALF OF THE HOOSIER LOTTERY

IGT worked with Central Indiana Community Foundation and International Center for Responsible Gaming (ICRG) to change IGT’s Small Research Grants to Seed Grants for \$40,000 each. The ICRG awarded the first grant to Debi LaPlant and Heather Gray of the Cambridge Health Alliance, who are studying the effectiveness of Gambling Disorder Screening Day in March 2024.

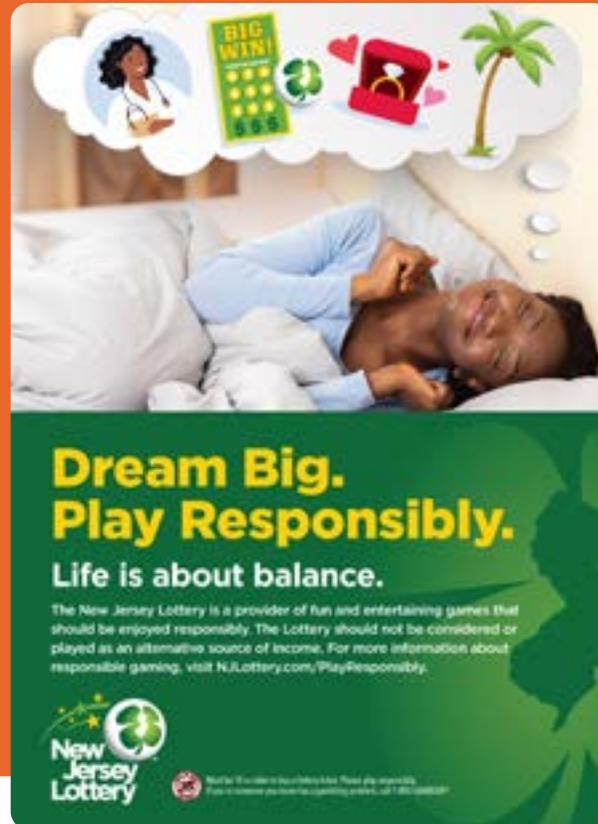
In addition, IGT restarted and expanded an advisory committee with prevention and treatment providers in September 2023. To date, IGT has given away more than 20,000 educational RG scratch-off cards at various events. The cards are a unique and engaging way to help remind players to keep play positive.



COLLABORATING ALONGSIDE NORTHSTAR NEW JERSEY

IGT partnered with the Council on Compulsive Gambling of New Jersey (CCGNJ) for Problem Gambling Awareness Month in March, the “Not 18 Yet? No Bet” campaign in September 2023, and Gift Responsibly during the holiday season campaign. The CCGNJ and New Jersey Lottery created videos to raise awareness of RG and discuss the partnership with one another.

IGT also refreshed the New Jersey Lottery’s “Dream Big. Play Responsibly” and “Lottery Pool Rules” advertisements, as well as the Lottery’s RG webpage. The new interactive page is more engaging and includes a link to get help that provides contact details for CCGNJ, NCPG, Gamtalk, Gamblers Anonymous, and the New Jersey Department of Human Services.





Educating

IGT's RG brochure, "Promoting Positive Play," includes reinforcement of positive play behaviors and shares key RG capabilities across business segments. The brochure is updated annually and published on IGT.com.

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

In 2023, IGT utilized the Problem Gambling Awareness Month (PGAM) to formally promote its commitment to Positive Play through a multi-channel campaign to educate stakeholders. Part of this campaign included educating employees on how they can integrate the Positive Play approach into their daily work. IGT also created a Positive Play LinkedIn campaign that featured quotes and videos from people who worked in different areas of the business.

IGT seeks to elevate the conversation and increase awareness around RG by participating in global RG conferences and seminars, such as:

- British Columbia Lottery Corporation

(BCLC) New Horizons in Responsible Gaming Conference;

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

Presentations at NCPG, EL, ICE, G2E and ICRG involved sharing the RG features on iLottery products and how such features have changed with the evolution of technology. The presentations also included data that online lotteries can access to help prevent potential problematic gamblers versus the anonymity of traditional play, as well as how RG remains a core element of IGT's sustainability strategy.



IGT DEBUTS SUSTAINABLE PLAY AT THE ICE CONSUMER PROTECTION ZONE



In addition to IGT’s large presence on the ICE London trade show floor, members of the Global Sustainability team hosted a pod at the Consumer Protection Zone (CPZ) to introduce industry peers to Sustainable Play. The CPZ was created in 2018 by Clarion Gaming to exhibit a mix of technology providers and safer gambling charities. IGT was proud to be the first supplier to host a pod, sharing the Company’s approach to sustainability, specifically RG, and showing support for the various charities.

Jade Luchauer, Senior Manager of Global Sustainability, participated in a panel discussion at the CPZ theater titled “Beyond RG: Encompassing DEI and ESG into your broader social impact strategy.”

Each year, Clarion raises funds and awards them to different RG charities. IGT contributed to the fund that distributed a total \$40,000 among four organizations.

To further educate employees on RG, IGT designs training courses that ensure employees of all levels and responsibilities have the appropriate RG knowledge 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 a general awareness training every three years, with new hires receiving training upon employment. In 2023, the employee training achieved a completion rate of 95.5%. As part of the training,

employees also responded to a survey related to RG. A majority of the respondents agreed that it is important to understand how problem gambling may affect players and their families.

Communicating

Promoting RG features and behaviors is an essential part of IGT’s communication efforts, both inside and outside of the organization. It is also an integral part of the RG programs and initiatives that IGT carries out. IGT regularly partners with some of the most reputable

organizations dedicated to RG to increase awareness of this important topic.

Employees are provided a link to the RG Policy which includes goal 3) Prevent underage gambling. Additionally, we observe Gift Responsibly month each year which serves to remind that gambling, specifically lottery tickets, are for adults. As underage is a regulatory/compliance issue, we are limited in what we can do from a supplier standpoint

In addition to the NCPG’s PGAM campaign in March 2023, IGT participates in a variety of other annual campaigns supporting RG awareness. The AGA’s Responsible Gaming Education Month (RGEM) campaign in September 2023 allowed the Company to showcase topics across its business that directly support RG. IGT used

social media to showcase its RG approach, compliance efforts and commitment to fraud protection in support of RGEM. The U.K. Safer Gambling Week in November 2023, created by the Betting and Gaming Council, was an external communications campaign that promoted safer gambling. The Company partnered with casino customers to place coasters, posters, and digital signage. Members of IGT’s marketing team visited the casinos during the week to show support to the casino operators and players. Additionally, IGT supported the NCPG’s Gift Responsibly campaign to remind consumers that lottery tickets are for adults. As part of this campaign, the Company shared Gift Responsibly messages from customers on IGT’s LinkedIn pages.





IGT’s Responsible Gaming Policy and Advertising Marketing Code of Principles are both available on IGT.com to elevate RG and create a greater sense of collaboration on best practices and benchmarking with industry partners. Underage play prevention is an IGT RG goal. IGT supports this goal by observing Gift Responsibly Month annually which serves to reinforce the idea that gambling, specifically lottery tickets, are for adults.

The Advertising Marketing Code of Principles ensures that all promotional activity follows solid

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

Demonstrating

IGT’s products, games, systems, and portals include advanced RG tools to help safeguard players’ interests and address regulators’ concerns. The Company has created tools to verify player age and identity using multi-layer processes from the registration process and beyond, which would be more effective when offered across every gaming channel.

Lottery

IGT weaves RG into the fabric of its complete lottery ecosystem across all channels. These RG features ensure operational oversight of all system components, including transaction processing, reporting, security, retailer management, and age-verification technology.

IGT’s Connected Play capabilities offer key insights into player behavior when activity is linked to a player’s account, which has helped to strengthen cross-channel RG features. Connected Play allows for deposit limits and spending limits when purchases are made through the player’s eWallet.

IGT’s interactive training is used by lotteries to certify their retailers in RG. Operators can implement these features and functionalities to be compliant with their market rules and regulations and to educate their players on RG practices.

NEW COMMUNICATION CAMPAIGNS AT IGT ITALY

Gaming can be a fun, positive experience with no risks for those who play in a balanced and healthy manner. This is why, in Italy, IGT launched a new communications campaign aligned with the new positioning “Divertirsi fa parte della vita” (“Fun is part of life”), which invites people to discover IGT’s RG program.

IGT developed the campaign, “Gaming is for adults only” (“Il gioco è riservato agli adulti”), that addresses underage gaming by explaining that all players must be 18 or over to participate in games with cash prizes.





RESPONSIBLE GAMING FEATURES



Financial Limits and Network Limits

Impose a maximum on the funds which a player may deposit, wager, or lose on a specific game platform within selected time periods.



Session Limits and Reality Check

Impose time restrictions on a player's gaming session and remind them how long they have been playing.



Self-exclusion and Time Outs

Long and short-term exclusion from wagering or access to the system.



Platform Bans

Temporary or permanent bans from specific gaming platforms.

iLottery

IGT's iLottery platform offers a wide range of player-protection tools, such as self-exclusion features, wager displays, integration with age- and ID-verification systems, spending, loss, and deposit limits, reality check and session timer on the game screen, and data protection controls. Additionally, individual game providers can set spending limits and game exclusions can be made for individual players or operators.



iLottery Limit Setting Features

PlayDigital

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

Sports Betting Operations

IGT's PlaySports™ sports betting platform offers operators features such as excessive gambling identification and management, anti-money laundering processes, and detection of suspicious betting patterns. The IGT internal Player Access Management (PAM) offers player protection such as player registration, multiple verification points, user-optional daily, weekly, and monthly betting limits, and ties into live support hotlines. IGT's also integrated with external monitoring providers, such as state exclusion and blacklist provisions as well as cross-operator banned player and suspicious activity monitoring organizations.

Gaming Operations

The IGT ADVANTAGE™ casino management

DIGITAL ACCESSIBILITY

IGT is committed to ensuring digital accessibility for people with disabilities by continually improving the user experience for everyone and applying the relevant accessibility standards. The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities through three levels of conformance: Level A, Level AA, and Level AAA. IGT's goal is to be fully compliant with WCAG 2.1 Level AA. IGT ensures applications are compliant with WCAG 2.1 AA standards, including retailer, player, and operator-facing applications. IGT's terminal hardware is fully compliant with WCAG 2.1 AA and the Americans with Disabilities Act (ADA). IGT also works with Customers to ensure placement of terminals in accordance with the ADA building guidelines, ensuring easy access to IGT devices.

Examples of IGT's success in this area include self-service terminals being accessible to visually impaired people and those with mobility impairments. The terminals are equipped with external keypads for audio and non-touch navigation and have the ability to flip the user interface for easy access. IGT's web-based applications such as Retailer Wizard, ShowMaker 2.0, and Navigator are also developed to ensure WCAG 2.1 AA compliance.

To ensure the user friendliness and legibility of on-screen applications, IGT designed them in accordance with the Level AA requirements of the ADA. These requirements include:

- Color contrast is, in most instances, at least 4.5:1 ;
- Alt text or a similar solution is used for images that convey meaning;
- Navigation elements are consistent throughout the site;
- Form fields have accurate labels;
- Status updates can be conveyed through a screen reader; and
- Headings are used in logical order

system and player loyalty program offer operators the ability to verify players ages to prevent underage gambling. IGT provides an RG application available through the ADVANTAGE casino management system. It can be used as a back-office tool where casino staff can monitor players' activity compared to limits configured by the casino (time and loss). The system can also interact directly with players and allow them to set their own limits, see their gaming history, get notifications about reaching their limits, and, if necessary, receive gaming restrictions for a period of time.

Video Lottery Terminals (VLTs)

VLT tools that represent the most comprehensive RG solution in the industry include on-machine features and system-supported functionalities. They help players make informed choices about their gaming behavior. The features include tracking of player gaming activity and detecting situations where players are reaching time or monetary limits that they have pre-set. The INTELLIGENT™ central system also offers a self-assessment survey, a spending prediction, a tutorial for informed play, and a Day Stop temporary self-exclusion feature.



5 Supporting Our Communities

IGT aims to generate a positive impact on communities by establishing relationships with non-profit organizations, providing community involvement, and conducting employee engagement programs.

IGT's Social Impact Committee (SIC) provides governance over charitable giving by managing the complexity of distributing funds and engaging people from communities around the globe, while ensuring that efforts align with IGT's corporate giving priorities and meet the targets set under the [IGT Sustainability Plan](#). [The Community Giving and Engagement Policy](#) continued to guide IGT's efforts in 2023.

Initiatives embrace various causes by means of corporate giving, corporate sponsorships, and employee-driven programs. To provide a consistent effort at the global level, IGT's Community Ambassador program facilitates community involvement activities for employees in their local areas.

IGT encourages employees to engage with the Company's overall community support endeavors through Matching Gifts, Day Off for Volunteerism, Dollars for Doers, and Community Champion programs, all of which provide employees with the opportunity to give back to their local communities.





Supporting Our Communities

Through the IGT Sustainability Plan, IGT has set the ‘Supporting Our Communities’ ambition as, “engage with community partners to facilitate opportunities for support, learning, and growth.” IGT’s community engagement strategy supports that ambition through corporate and employee-driven activities governed by the IGT Community Giving and Engagement Policy and overseen by the Social Impact Committee (SIC).

IGT uses a trust-based philanthropy approach to community support. Additionally, IGT has identified six United Nations’ Sustainable Development Goals (SDGs) as corporate giving priorities and guidelines to charitable contributions and community engagement are set out in the IGT Community Giving and Engagement Policy. The SIC, comprised of senior leaders from several IGT departments and regions, reviews charitable giving requests to ensure alignment with the policy, while also protecting the interests of IGT. The Company also conducts due diligence checks to ensure partner organizations that the Company or any employee groups engage with reflect IGT’s values and do not engage in discriminatory practices or pose risk to IGT’s reputation.

In addition to its community ambition, IGT set two strategic goals: to encourage sustainable communities where employees live and work through strategic engagement and funding of

organizations whose missions align with IGT’s SDGs; and develop education programs and digital learning centers to encourage skills development and create a sustainable workforce for the future.



The main target for 2023 was to develop “a specific Science, Technology, Engineering, Mathematics (STEM)-focused partnership, promoting technology and skills development for youth to create future talent pools and support underserved communities.” This was achieved by partnering with the STEM Discovery Centre in the U.K. to create a science, technology, engineering, arts and mathematics (STEAM)-focused curriculum that can be used by IGT’s flagship community program, [After School Advantage \(ASA\)](#), in the future. The ASA program provides young people with access to technology while promoting STEAM education opportunities in digital learning centers. The new curriculum will teach participants how to shoot a music video and build skills in math, video production, and creative writing. Students will participate in a pre-and post-curriculum assessment so that IGT can measure the impact of the ASA program through their development. As a result of achieving the 2023 target, IGT will begin revamping ASA materials and guidelines in 2024 for implementation in new ASA centers.

IGT’s charitable giving activities in 2023 reflected one or more of the six community-related SDGs and supported important community programs that lent themselves to building well-rounded communities. In addition to corporate contributions and sponsorships, IGT participates in a broad array of community involvement activities through the Community Ambassador program and encourages individual engagement through employee-driven programs.



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



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



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



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



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



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



As part of the Company's Sustainable Play programs, the IGT Fabio Cairoli Sustainability Champion Awards celebrate IGT employees who demonstrate leadership and an outstanding commitment to IGT's one or more global sustainability pillars.



Reaching Out to Help Children in Thailand

In 2021, IGT employee Ani Patenaude was looking for volunteer opportunities and discovered the Paladin Rescue Alliance, an organization dedicated to combating human trafficking in Southeast Asia. Serving as their volunteer social media coordinator, Ani promotes the nonprofit's efforts, highlighting their commitment to prevention, rescue, and aftercare.

"Drowning is one of the leading causes of death for children in Thailand. In the summer of 2023, I traveled to Thailand to participate in a human trafficking education program, which included swim lessons," said Ani. "During the two-week program, we successfully taught 431 children how to swim. It was a lifechanging experience and I encourage people to get involved with communities all over the world."

In addition to her role as Contracts Administrator in Las Vegas, Nevada, Ani serves as the membership committee lead for one of IGT's employee impact groups – the Women's Inclusion Network (WIN). She also supported the WIN:UK chapter with its launch in 2022. In addition, Ani is the events chair for the Las Vegas Leadership Council, in which she collaborates with employees to host monthly events that support

the community and encourages employees to work on campus.



Amplifying the After School Advantage Program in the Caribbean

When IGT's ASA technology labs closed during the COVID-19 pandemic, IGT employees throughout the Caribbean looked for alternative ways to provide virtual learning opportunities for students. As a result, in 2021 the IGT Coding and Robotics Rock! Camp was developed by a team of more than 15 colleagues, with the participation of students across eight English-speaking Caribbean islands, including Antigua and Barbuda, Barbados, Jamaica, St. Kitts and Nevis, St. Maarten, and Trinidad and Tobago. The two-week camp curriculum was developed in partnership with the University of West Indies and Mona GeoInformatics Institute and focuses on STEM concepts. Students were able to participate at home or in a socially distanced format at their local ASA lab.

For the second year of the camp in 2022, two different curriculums were offered to students, including an introductory course and a more advanced course for students that participated in 2021. Dozens of students participated in the camp, focusing on technology that can help to reduce environmental impact while fueling sustainable growth in the Caribbean. The IGT Coding and Robotics Rock! Camp was held for the third consecutive year in July 2023, and expanded to include students from St. Thomas.

The IGT Coding and Robotics Rock! Camp

Sustainability Champions team included: Leslie Ann Baxam, Nadine Reid Berry, Micheilla Duporte, Liza Estwick, Debbie Green, Brendan Hames, Shelly Ann Hee Chung, Jacqueline James, Jeanille Osborne, Tanya Singh, Shavindra Tewarie-Singh, Debra-Ann Willis, Tisha Wilson, Paula Williams.



Sustainability Applied by Lending a Helping Hand

Upon joining the IGT sales team six years ago, Alice Santiago, IGT Administrative Assistant in Egg Harbor Township, New Jersey, learned about the Company's employee giving programs and jumped at the opportunity to give back. She became an IGT Community Ambassador to help identify volunteering opportunities, coordinate events, and encourage her fellow employees to get involved.

"I know that many people believe sustainability is about recycling," said Alice. "That has traditionally been the mindset, but I also believe that sustainability can be achieved by helping people in the community and finding ways to lend a helping hand."

As a grandmother of 10, Alice has always enjoyed taking her family to visit the Funny Farm Rescue and Sanctuary in Mays Landing, New Jersey. Alice recognized the volunteering efforts and the financial assistance the nonprofit farm needed to care for more than 600 abused, neglected, and abandoned animals, and wanted to support the cause.

Over the years, Alice has taken the lead on a variety of community service projects. From organizing a dinner for local veterans to coordinating a virtual Halloween

party for families at the Muscular Dystrophy Association, Alice is always thinking of creative ways to give back.



Mixing Business with Sustainability

Last year IGT consolidated two of its offices in London. During this move, Charley Randall Coles, the Facilities and Office Manager for IGT's Finsbury Square site, saw an opportunity to support her community and reduce waste by donating office items that would have otherwise been discarded. She organized the donation of the items to a local charity, Centrepont, that catered to London citizens experiencing homelessness.

After making an initial donation of unused office equipment, Charley and a few other colleagues received a tour of Centrepont's facility and realized that they had to go back to the office to identify more items to donate. An additional four trolleys worth of computer equipment, office accessories, clothing from the office's lost and found box, as well as toilet paper were donated. Artificial plants were also given to the organization as a way of enhancing the community spaces with greenery. Further, IGT partnered with the organization when Charley coordinated a volunteer event at Centrepont during the Global Giving Month in May 2023. Finsbury Square colleagues spent the day at Centrepont serving tea and snacks and playing games with the residents. Charley also collaborated with a colleague to coordinate an employee volunteer event to pack first-aid kits to send to pack first-aid kits to face emergency in Ukraine.



Caring About Colleagues and Community

While his daily job responsibilities revolve around ensuring IGT’s Trinidad and Tobago customer’s lottery network is functioning properly, Clarence Baptiste, IGT Communications Technician, champions activities outside of his typical scope to increase employee engagement at his worksite. From volunteering with the After School Advantage program, to incorporating healthier habits, he leads by example to create a positive work environment and influence his colleagues to make meaningful changes both at IGT and in their personal lives.

“The After School Advantage program is very important to me because I like to be able to give back straight from the heart,” said Clarence. “I enjoy visiting the centers at each computer lab opening to meet the students and see their reaction to the computers that will help guide them forward.”

IGT opened 18 computer labs through its After School Advantage program in Trinidad and Tobago since 2011 and Clarence has a genuine love and appreciation for the program. He has volunteered his time and technical expertise over his 26 years with IGT at these centers by working with the team to transport the computers, set them up with the appropriate software, and guarantee they work properly prior to each launch and post-launch.

Clarence also prioritizes the wellbeing of his peers. Late last year, he recruited four of his colleagues to join him in the IGT Healthy Wage Challenge, bought a scale to

leave in the office to remind teammates to record their weight daily and led the team – Trini Crushers 101 – to win the challenge.



Gaining Recognition for Local Philanthropy



certifies IGT as being publicly committed to social responsibility in the country.

Nahum Barrios, IGT Senior Compliance Supervisor, and Luz López, IGT Environmental, Health and Safety (EHS) representative in Mexico, played a key role last year in helping IGT obtain the Socially Responsible Company distinction in Mexico. Granted by the Mexican Center for Philanthropy, this accolade

The documentation required for the certification was extensive, but beyond the logistics of submitting for this distinction, Nahum created value propositions for IGT’s sustainable development. One of the main impacts of Nahum’s efforts is the working groups which have added to the culture of sustainability among IGT colleagues in Mexico. One of those groups, led by Luz, is the Active Living Committee, which manages a variety of initiatives, such as the collection of warm clothing for at-risk children, virtual races to promote healthy living among IGT employees, and coordination of a reforestation day. Overall, hundreds of colleagues were engaged in these initiatives, and hundreds of other people more benefited from their outcome.



Seeking Opportunities Across Texas

Six hundred eighty-one. That’s the total number of hours IGT’s

Texas-based employees volunteered in one week during IGT’s Global Giving Week in 2019. This huge effort was managed and led by Shannon Plum, IGT Director of Marketing, based in Austin, Texas.

As one of IGT’s global Community Ambassadors, Shannon coordinates all community engagement and employee volunteer activities for the entire state of Texas. Out of the dozens of opportunities she has organized in this role, the success of that 2019 Global Giving Week stands out to her as being the most impactful. By the numbers, the Texas initiative during Global Giving Week was a rousing success. A total of 14 teams made up of 173 IGT employees volunteered throughout the week at 13 state parks to plant 800 shrubs, renovate multiple facilities, and collect 50 bags of trash.

Shannon also has found benefits in IGT’s partnership with Goodera, because it enables her to organize virtual volunteering opportunities for some of the Texas-based employees in the field who want to participate but are unable to drive multiple hours to an IGT office. As a Community Ambassador, Shannon gains inspiration from other IGT sites and seeks opportunities to potentially organize similar events in Texas.

“It’s incredibly rewarding to work for a company that cares not just about the bottom line, but about the communities that we live in, and offers us opportunities to encourage our employees to be good citizens and stewards of our local communities,” said Shannon.



Making a Positive Impact on Local Communities

What started as a simple effort to clean and organize a local storage unit evolved into a close community partnership with a social enterprise

organization. Wooden furniture from previous office renovations and a recent office closing in London found a new life with St. Albans Wood Recycling CIC, a social enterprise collecting and reusing waste wood in the most environmentally beneficial way. The organization also creates jobs and training for people who may struggle with substance abuse, mental health problems, or learning difficulties and supports ex-prisoners to build their confidence and self-esteem.

Barbara Fiut, IGT Office Manager in Watford, U.K., believes that giving back to her local community where she lives and works is essential.

“It is our job to help ensure IGT makes a positive impact on people who live near our office in Watford,” said Barbara. “Sometimes, I think big corporations forget where they are based, and I’m proud that IGT makes it a point to give back to our local communities where we live, even if the nonprofits are small organizations.”

During Global Giving Month a few years ago, Barbara and other IGT colleagues in Watford formed a partnership with New Hope, an organization that helps those experiencing homelessness, some of whom sleep on the streets not too far from the IGT Watford office. This partnership has grown in the years since, and Barbara recently helped coordinate volunteering opportunities for IGT employees to cook and serve true English breakfasts to the people in need of New Hope’s services.



Corporate-Driven Activities

IGT's corporate-driven activities consider the regional and cultural needs of IGT sites while ensuring their alignment with the IGT adopted SDGs.

Community support is distributed through contributions to non-profit organizations and registered charities. Community projects funded through IGT's global charitable giving program are reviewed and approved by the IGT SIC.

The SIC reviews the Company's progress in meeting its commitment to charitable giving, as well as ensuring consistency and compliance with corporate objectives. Community requests are reviewed against the Community Giving Guidelines to ensure that requests align with IGT's core values and commitment to the SDGs.

In 2022, IGT started its partnership with Goodera, an organization that curates tailored volunteering opportunities from more than 50,000 non-profit organizations in more than 100 countries, and designs volunteering programs. Goodera's comprehensive expertise in remotely managing volunteering initiatives represents a mutual benefit for IGT and non-profit organizations, especially when community needs are higher than ever. The collaboration continued in 2023 with IGT hosting 17 Goodera events that included virtual and in-person activities supporting local non-profits in global communities and involving 400 participants.

IGT DOWNTOWN 5K IN RHODE ISLAND

On a Sunday in September 2023, Rhode Island-based employees, their families, and the broader Rhode Island community took part in a 5k race through downtown Providence, starting and finishing at IGT Center. IGT has served as the title sponsor of the event since 2019 and dedicated the 2023 event to the late IGT Global Lottery CEO, Fabio Cairolì. The race is also known for contributing to local community organizations within Rhode Island.

IGT was well represented with participation from over 200 employees, including employees from Las Vegas, Nevada, and Rome, Italy. Pre-race snacks and treats were served in the IGT Center lobby for employees and 10 local bands provided music along the route. IGT will continue its sponsorship of the race in 2024.



UNIVERSITY OF RHODE ISLAND WOMEN IN COMPUTER SCIENCE SCHOLARSHIP

In April 2023, IGT held a special event to celebrate the IGT Scholarship for Women in Computer Science recipients at its office in Providence, Rhode Island.

In partnership with the University of Rhode Island (URI), this new program provides multi-year scholarships to women majoring in computer science. It also supports students through access to industry mentors from IGT, opportunities to attend national conferences, engagement in a vast peer network, and specialized academic and professional coaching at workshops run by URI computer science faculty and staff.

IGT awarded 11 scholarship recipients for the 2022-23 academic year. These recipients were selected by a committee representing the URI Department of Computer Science and Statistics in conjunction with the Dean's Office of the College of Arts and Sciences. Decisions weighed essay responses, grades, and personal interviews.



MAY IS GLOBAL GIVING MONTH



Each year, IGT designates May as Global Giving Month, a dedicated campaign to raise employee awareness and engagement within local communities and for global causes. Employees around the globe participate in volunteering opportunities and learning sessions to become more aware of charitable organizations and how to get involved beyond May. During 2023, to promote the campaign, internal and external communication channels were used, such as OneIGT, Viva Engage and LinkedIn, while reinforcing the Sustainable Play™ messaging. To make the campaign more inclusive to employees who were unable to spend an entire day volunteering, in-office opportunities and virtual volunteering were made available through Goodera.

Supporting Students in Romania

IGT employees in Romania volunteered to help create a more positive environment for local students. A team of 12 colleagues from different departments volunteered with Narada, a non-profit organization that provides supplies, facilities improvements, and educational opportunities to Romanian schools

located in marginalized communities. In May 2023, the team collectively volunteered more than 144 hours at a local school to paint external recreational areas and provide landscaping and gardening help. Due to IGT's Dollars for Doers program, 622 students benefitted from the purchase of new sports equipment.

A Passionate Employee Serves Support for Youth in Rhode Island

Patricia Fellows, IGT Diversity, Equity, and Inclusion (DEI) Operations and Program Specialist, volunteered alongside eighth-grade students to support TeamFame at the International Tennis Hall of Fame in Newport, Rhode Island. When people think of Newport and the International Tennis Hall of Fame, they think of affluence, but right across the street from the Hall of Fame are low-income housing developments, places where youth do not always have access to the same opportunities as other children in Newport.

TeamFame is a non-profit organization that operates entirely based on donations from community and corporate sponsors, including IGT. In addition to a core program that provides healthy food, education, and tennis training to underprivileged children in the community, TeamFame takes the children on field trips to places like the Newport Art Museum, historic Fort Adams, local car shows, tennis tournaments, bird watching expeditions and more, all at no cost to their families.

During Global Giving Month, Patricia and a team of students visited the Great Friends Community Garden, a project of the Aquidneck Community Table in partnership with the Newport Historical Society to plant vegetables and water plots. Patricia

serves as a board member for the organization.

Helping Youth Achieve Financial Independence

Northstar New Jersey employees hosted an in-person volunteering opportunity with Goodera and the non-profit organization, Hopeworks, to create “money matters kits” to help youth achieve financial independence. The kits contained financial information and resources for teens and young adults on topics including banking, budgeting, investments, and debt to prepare recipients to make sound financial decisions for their futures. Northstar team members across all departments helped create frugal finance tip cards, “spend,” “share” and “save” labeled piggy banks, flashcards with financial literacy definitions, encouraging notes and more. Every kit also included a financial literacy toolkit.

Recording Articles to Support Visually Impaired Persons

Global Field Services team members participated in a virtual volunteer event hosted by Goodera to support the Society for the Blind, a non-profit organization based in Sacramento, California, which provides life and job skills training, mentorship, and access tools to thousands of youths, adults, and seniors experiencing vision loss. For the event, IGT employees read articles of current events to create audio recordings for visually impaired persons.

Volunteering to Support Fallen Soldiers at Special Memorial Site

In May 2023, members of IGT's People and Transformation (P&T) and finance teams attended a special volunteer event hosted by Operation

Stand Down Rhode Island (OSDRI) in Newport, Rhode Island.

OSDRI is an independent non-profit organization and Rhode Island's primary resource for homeless and at-risk veterans, providing employment training and opportunities, housing, legal services, and basic human needs.

The “Boots on the Ground for Heroes Memorial” is held annually each Memorial Day weekend to honor fallen United States servicemembers. The memorial includes over 7,000 combat boots adorned with American flags and individual placards representing the life of a servicemember killed post-9/11. IGT became a corporate sponsor of the event after Military at IGT, an employee impact group (EIG) launched in 2019.

Volunteering with Shriners to Support Specialty Care for Children



Adam Issa, IGT Account Manager in Nashville, Tennessee volunteers with his local Shriners chapter during Global Giving Month each year. In May 2023, funds collected through a donation drive at a local



MAY IS GLOBAL GIVING MONTH

supermarket went directly to providing free medical care to children and covering patient and parent transportation to and from more than 22 Shriners Hospitals for Children and medical clinics across the U.S.



Al Menah Shriners

Preparing Meals for Rhode Island Community Food Bank

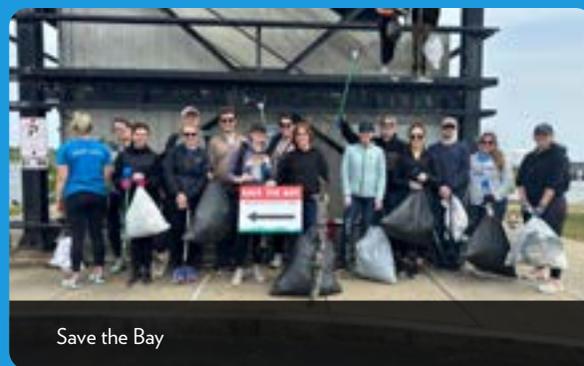
Members of IGT’s global Talent Management team stepped up to volunteer at the Rhode Island Community Food Bank. The organization is committed to improving the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger. It serves more than 68,000 people every month through a network of 168 member agencies across the community. In May 2023, IGT volunteers helped prepare and pack meals for distribution to some of the state’s most vulnerable residents.

Helping Save the Bay in Rhode Island

Rhode Island-based Marketing, Communications and Sustainability (MC&S) team members partnered with Save the Bay to help clean up Collier Point Park in

Providence. In May 2023, employees donned gloves, grabbed bags, and collectively removed more than 100 pounds of trash from the shoreline, preventing it from polluting Narragansett Bay. Team members also participated in a fun scavenger hunt, organized by Kim Houston, Senior Manager of Global Communications. Volunteers were encouraged to be on the lookout for specific items, including things like lottery tickets, items with IGT colors and more.

This is the second annual Marketing, Communications, and Sustainability (MC&S) community volunteering event with Save the Bay that Rhode Island team has supported. This non-profit organization supports advocacy, education and habitat restoration and adaptation for Narragansett Bay. The body of water which covers 147 square miles, serves as a major source for fishing and recreation in Rhode Island and is home to a variety of wildlife.



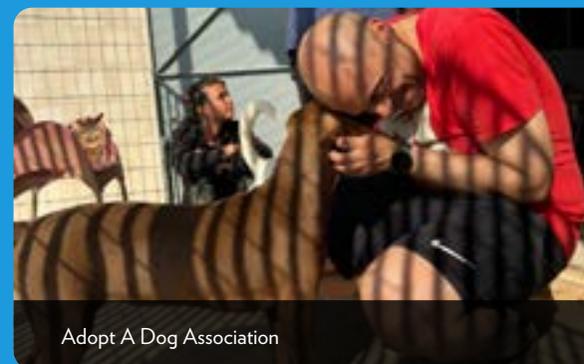
Save the Bay

Helping Abandoned Animals Find Forever Homes in Malta

In May 2023, six PlayDigital employees volunteered to support the Adopt a Dog Association for Abandoned Animals in Malta. The team cleaned kennels, washed bedding and sanitized common

areas, providing a healthier living environment for the dogs, and contributing to the overall well-being of shelter workers. They also engaged in exercising and socializing with the dogs, promoting their physical and emotional health.

Beyond the direct care provided to the dogs, the team recognized the importance of spreading awareness and promoting animal adoption by capturing high quality photographs of the shelter’s residents, showcasing their unique personalities and highlighting their individual stories. These captivating images were then shared across social media platforms, reaching a wider audience and attracting potential adopters.



Adopt A Dog Association

Improving Care Facilities for Sick Children and Families Supported by Ronald McDonald House

Employees in Italy volunteered to support the Rome Ronald McDonald House (RMHC), a non-profit organization that supports family-centered care. The RMHC programs, located near children’s hospitals, allow parents to stay close to their hospitalized children and experience the comforts of home without incurring hotel or food costs. RMHC provides more than 1.5 million overnight stays each year, saving families

nearly \$504 million in lodging and meal expenses. IGT volunteers spent a day renovating the outside of the Rome facility through cleaning, landscaping, and painting the playground.

Teaming Up to Help Improve Lives

Employees in Rome and members of SuperAbilities at IGT: Italy employee impact group volunteered at “Il Tetto Casal Fattoria,” a social cooperative farm that supports youth through educational opportunities, enriching activities, and training that empowers them to fulfill their personal and professional goals. IGT volunteers spent an afternoon repainting and cleaning the facility, and planted a vegetable garden to provide fresh, healthy food for the children supported by this organization.



SEPTEMBER IS LITERACY MONTH

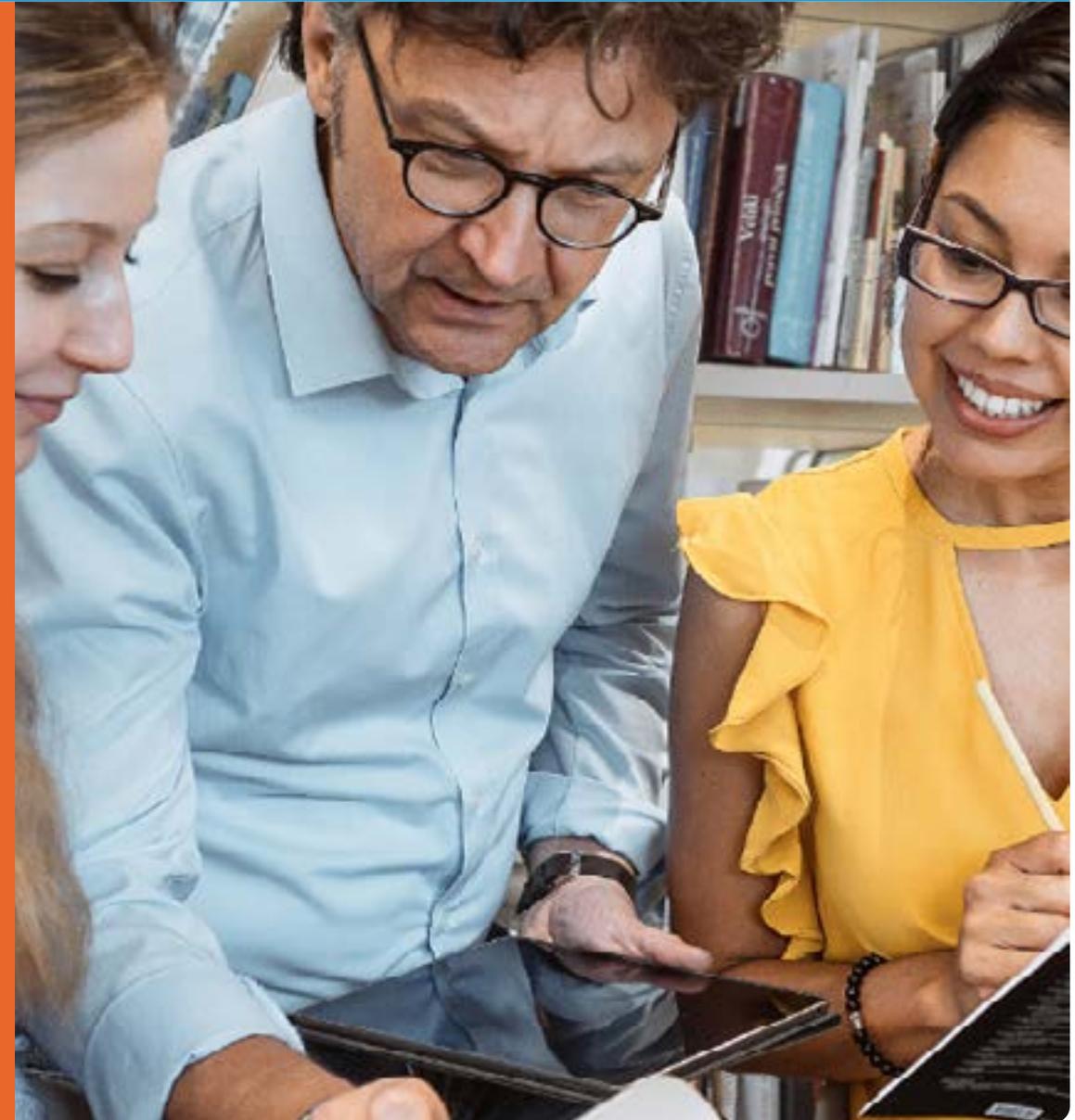
In support of the United Nations' International Literacy Day on September 8 and the fourth SDG, "quality education," IGT planned the second-annual IGT Reads campaign in collaboration with Goodera to promote community involvement at global and local levels and encourage employee participation in IGT's literacy initiatives. By leveraging internal and external communications channels – including the Company's weekly newsletter, OneIGT, Viva Engage and IGT's LinkedIn profile – and by involving IGT Community Ambassadors to encourage local activities, the campaign aimed at increasing awareness and engagement in the program and organizing local book collections. Employees were encouraged to record themselves reading a 30-60-second review of their favorite book to encourage viewers to read. IGT Community Ambassadors also planned site-specific activities and events for the campaign, while Goodera provided a catalogue of virtual and in-person literacy support opportunities.

Sparking an Interest in STEAM Topics

IGT hosted a company-wide virtual event benefiting the organization Literacy Inc. Literacy Inc. works throughout New York City to provide reading and learning opportunities for children to grow into competent readers, ready to succeed in school and life. Its Community Literacy Model provides interconnected programming designed to mobilize existing resources in a neighborhood, and its combination of school, family, and community programming nurtures a sustainable reading culture at the community level. This holistic approach delivers immersive literacy environments for children. At IGT's event, employees created digital flashcards on STEAM topics for underserved children. The non-profit used these flashcards in its educational programs to spark curiosity and inspire an interest in STEAM-based learning among children.

The Pen is Mightier Than the Sword

Employees in Italy collected and delivered books to the "Biblioteca per la Non Violenza," also known as the Library for the Non-Violence in English. The Library for the Non-Violence is an association that pursues civil, cultural, and social solidarity solely by means of the non-violent method. It also aims to ban violence from any aspect of life through its specialized library that preserves books and documents by authors and masters of non-violence.





NOVEMBER IS FOOD INSECURITY AWARENESS MONTH

In support of three SDGs: End Poverty, Good Health and Well-Being and Reduced Inequalities, IGT established the 2023 Food Insecurity Awareness Month to inspire employees to engage with food-support non-profits in their local communities by participating in site-driven food collections and volunteering opportunities. The initiative was broadcast to all employees via OneIGT and Viva Engage. The collaboration with local non-profits to highlight food insecurity in IGT's communities consisted of "lunch and learn" activities at various sites globally, with the involvement of Goodera and IGT Community Ambassadors in planning food collections and volunteering with local food support non-profits.

Through a global virtual event, employees created posters to raise awareness about hunger and the need for food security. The posters were donated to Food for All, an organization that provides warm and nutritious meals to those in need in London and around the world. It works with a strong network of groups and charities to ensure that food does not go to waste but is converted into healthy and nutritious meals for those who need it the most.

Assisting Children Living on the Streets of Belgrade

IGT employees in Serbia gathered snack donations for children to take to school. These donations included fruit juices, chocolate milk, both savory and sweet biscuits, chocolate bars, and more. They also raised a substantial sum of money which was used to purchase additional food and essential hygiene products. Items were donated to "SVRATIŠTE" (Drop in Shelter), an establishment that serves as a safe haven for children living or working on the streets of Belgrade by offering essential amenities such as regular meals, clean clothing, footwear, educational assistance, and variety of educational, cultural, and sports activities.

Lunch and Learn Sessions

IGT employees in Rhode Island, Las Vegas, and Reno (Nevada) were invited to lunch and learn sessions with local food banks (Rhode Island Community Food Bank, Three Square Food Bank in Las Vegas, Food Bank of Northern Nevada in Reno) to learn about food insecurity and the need for food distribution programs in their area.

Volunteering at Three Square Food Bank

The IGT Las Vegas employees volunteered at Three Square Food Bank. The local organization, which has been in business since 2007, aims to fight food insecurity in the Southern Nevada region. The team spent the day packing meals for affected children throughout the Las Vegas valley, which will benefit over a thousand youth in the area.



Volunteering at Three Square Food Bank



SEASON OF GIVING COMMUNITY ACTIVITY

During the 2023 holiday season, IGT inspired employees to engage with local community partners around IGT's holiday giving initiatives globally. Via internal communication channels, IGT encouraged employees to participate in site-driven holiday initiatives and volunteering opportunities by collaborating with local non-profits in IGT's communities. Community Ambassadors and other site representatives planned events so that employees could volunteer with a wide range of community partners to support holiday giving efforts.

Sending Season's Greetings to Seniors

IGT employees across the U.S. volunteered to deliver season's greetings to isolated seniors by creating digital cards. These cards were distributed to elderly homes and shelters run and maintained by Senior Access, a non-profit organization that empowers older people to stay positive and remind them that they are not alone.

Supporting kidsPACK

IGT employees in Lakeland, Florida collected toys and volunteered at kidsPACK, a non-profit organization supported by community leaders, corporate sponsors, and volunteers. The organization is dedicated to feeding disadvantaged children, by giving them a backpack filled with nutritious food each Friday to sustain them on weekends when they do not have access to subsidized school meals.

Helping Secure Stable Homes

IGT employees in Rhode Island volunteered at a Crossroads pop-up shop. The mission of Crossroads Rhode Island is to help homeless or at-risk individuals and families secure stable homes. Those served are able to overcome their homelessness by engaging in a range of services including housing, basic needs, emergency shelter, case management, referrals, education, and employment services. The pop-up shop sets up a temporary shopping area for clients who are transitioning into permanent housing and offers them the opportunity to collect household and other personal items at no charge. IGT volunteers set up the stations and helped distribute the items to clients.

Creating Mental Health Kits for Teens

Employees from the IGT Reno and Providence offices set aside time to cross miles and time zones to connect on teams while creating Mental Health Kits for LGBTQ+ teens. The kits were distributed to local organizations dedicated to working with teens.



Helping Secure Stable Homes



TURNING EARTH DAY INTO A MONTH OF ACTIVITIES

Earth Day is celebrated each year on April 22 to demonstrate support for environmental protection. First held in 1970, it now includes a wide range of events conducted by billions of people in more than 193 countries.

In 2023, IGT implemented the “My 3 Challenge” to help employees learn about digital trash, spam, and other emails, which fill up servers and create Green House Gas (GHG) emissions. For every employee who completed the three tasks listed, IGT made a charitable donation to the organization Let’s Do It World. The three tasks included: removing spam email, unsubscribing from unwanted mailing lists, and removing multiple copies of downloaded files.

In preparation to reach the additional target of enhancing support for relevant SDGs, IGT expanded the Earth Day initiative into a month of activities in April 2024.

In Italy, youth education programs, social inclusion initiatives, technological innovation, and promotion of the national artistic and cultural heritage are the typical activities that reflect IGT’s commitment to the community. IGT continues to support neglected urban areas and the emerging practice of brand urbanism by forming partnerships with cities to launch and/or fund permanent urban development projects.

TUNNEL BOULEVARD IN MILAN

IGT led an urban regeneration project that focused on a 15,000 square meter space in one of the most densely populated and multicultural areas of Milan. Physical barriers and abandoned spaces on a nearly one kilometer stretch of road linked to railway tunnels were turned into Tunnel Boulevard, a collection of inclusive and social places of urban creativity.

In collaboration with LifeGate and Associazione T12 Lab, IGT’s project worked with many organizations, schools, art galleries, sports centers, and neighborhood committees to give new life to the area through cultural events, open-air shows, urban sports, performing arts, environment remediation, and urban arts initiatives. Since the 1990s, “the area has represented Milan’s Street art and an outdoor museum with an international reach, which were considered in the approach to the project.” Street artist Boris Velez and Alejandro Castillo used the vault of one of the railway tunnels to paint “Universal Alphabet,” a multicultural artistic piece using letters from every language across the world and sign language to include all contemporary cultures.

The artwork has been made with Airlite, a paint that helps to purify air by absorbing smog and harmful particles. A surface of 170 square meters can avoid the emission of 97 kg of CO₂, the same contribution made by seven tall trees. In addition, IGT’s support helped build a skate park and climbing wall for young people in the community to enjoy.



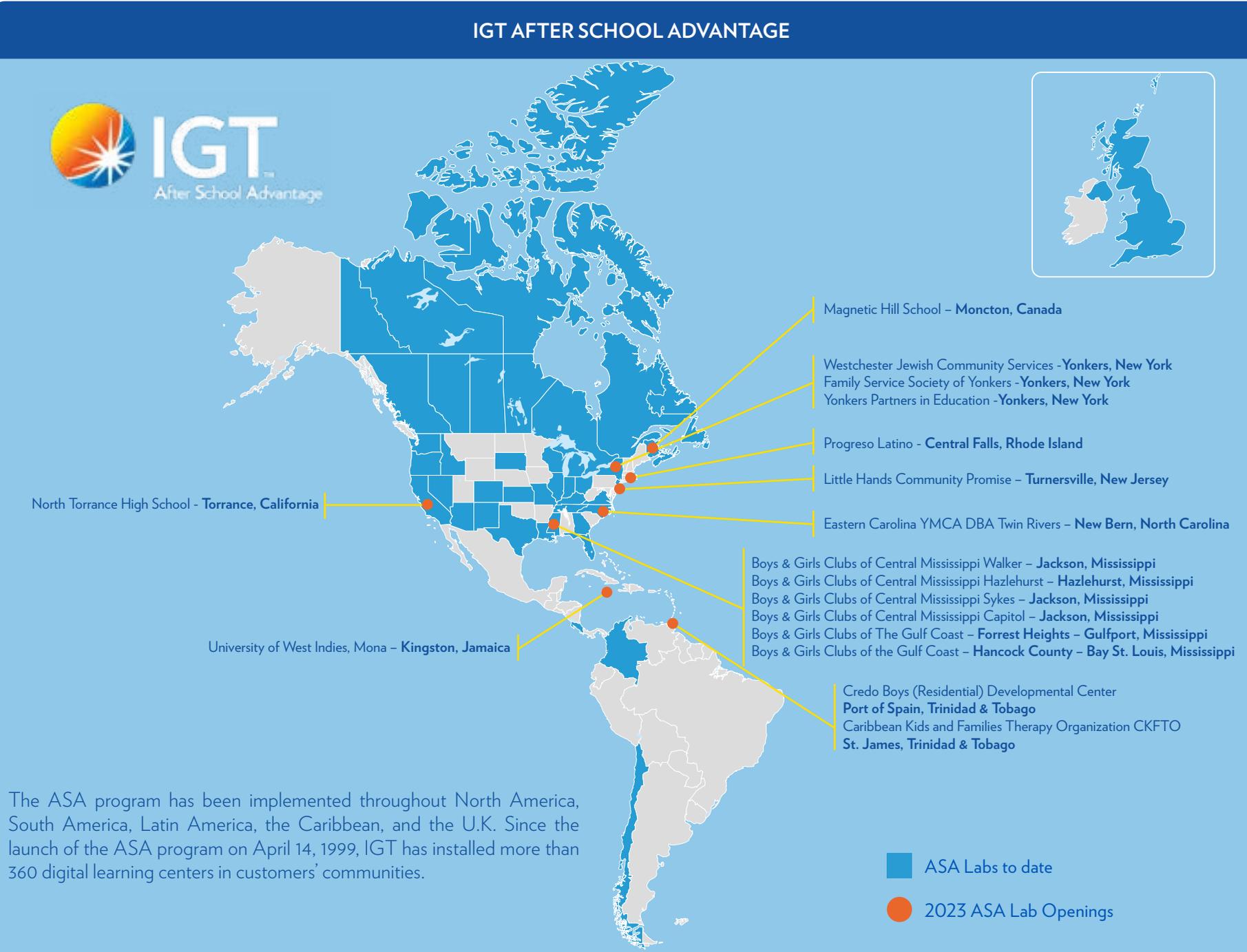


IGT AFTER SCHOOL ADVANTAGE



After more than 20 years, the [ASA program](#) remains IGT's flagship giving program. 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.

Each digital learning center is unique in terms of its design and is specific to each organization's needs and the needs of the local community. In a typical year, IGT employees volunteer their time and technology skills to develop the digital learning centers. IGT is continuously improving the ASA program to further align it with the UN's SDGs which support inclusive and equitable quality education and future employment with an emphasis on STEAM, cultivating skills that are applicable in the workplace in young people. IGT believes that the focus on STEAM will enhance the learning opportunities and skills of students in our communities, and as an employer offering highly technical jobs, IGT sees the benefit of global competitiveness and future employment opportunities in these communities.





MISSISSIPPI LAUNCHES FIRST SIX ASA LABS IN 2023

IGT's Mississippi team launched the state's first six ASA digital learning centers. In 2023, The new ASA centers were developed for Boys and Girls Clubs across central Mississippi and the gulf coast. In addition to the donation of technology equipment, local IGT employees assembled furniture and helped set up the new digital learning centers. Additional digital learning centers are already planned for the next year.



IGT AND STEM DISCOVERY CENTER CREATE MATH CURRICULUM



In an effort to evolve the ASA program, IGT looked to its valued partner, STEM Discovery Centre, to help create a STEAM-based curriculum that future ASA program participants could utilize to increase STEAM skills in their community. The first curriculum was delivered to IGT in late 2023 and focuses on developing the math skills required to film a one-take music video. Utilizing prepared weekly lessons and pre- and post-assessments, participants will learn to story board, estimate timing, and produce a video. The assessment will help IGT measure the impact of ASA digital learning centers using this curriculum to develop the talent of the future through STEAM-related skill building.

Education and Training Programs in Italy

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



The STEM Discovery Centre has been an invaluable partner for IGT since 2022 when we opened the first After School Advantage program in the U.K. Together, IGT and the Centre have developed multiple STEM-focused courses that will be provided to all new ASA programs worldwide. We look forward to continuing to build upon the success of our previous curriculums with new offerings in 2024 and beyond.

Sharon Duncalf
IGT, VP Business Proposals & Market Insights



SEGUIAMO LA COMETA (FOLLOWING THE COMETA)



"Following the Cometa" is an IGT project, first established in 2019, to support Cometa and its reality-based learning approach at Oliver Twist School in Italy. The purpose is to lend step-by-step support as students prepare for their future educational or vocational goals and to prevent school dropout. As in the previous three editions, the free six-meeting training course was launched for all fourth-year high school students in 2023.

The vocation-based training introduces students to labor 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.



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

IGT believes that youth should drive their own future. Technology, combined with training, is a valuable tool that teaches critical thinking, spreads knowledge, develops independence, prepares youth to compete with their peers around the world and prepares them for future professional opportunities. This has been emphasized with the pandemic accelerating digital space and highlighting the importance of STEAM subjects. At its fourth edition, the program involved 206 students aged 14 to 18 from two schools, in Castrolibero (Cosenza) and in Alanno (Pescara), with 192 weekly lessons between February and June 2023. During the online workshops, teachers introduced the participants to coding and emerging technologies that addressed programming, design, and electronic challenges such as the development of web apps, Internet of Things and artificial intelligence projects, virtual reality, augmented reality, 2D and 3D design and graphics. While development of the project continues, this program will help IGT identify specific social key performance indicators, which could eventually be applied throughout other Italian community programs.

PROJECT IMPACT NUMBERS

- 4** annual editions
- 8** cities (Milano, Roma, Bari, Catania, Napoli, Genova, Pescara, Cosenza)
- 9** multimedia classrooms donated
- 854** students ages 14 to 18 years old
- 24** training hours per student
- 90** teachers
- 768** lessons to students
- 28** lessons to teachers



Poor education is one of the main causes of inequality. Children and adolescents who live in difficult social contexts at risk of absolute poverty are the most affected. In Italy, more than 2.18 million families (8.3% of Italy's total population, an increase from 7.7% in 2021) and more than 5.6 million individuals (increased to 9.7% from 9.1% in 2021, source: Istat 2022) are currently in such situations. Economic disadvantage often translates into education gaps, as disadvantaged youth enjoy fewer opportunities for personal achievement and school success than their peers in better economic situations.

Compiti@Casa provides support and tutorship by means of afternoon remote study activities for lower secondary school students who are struggling to learn Italian, math, and science, and lack the motivation to study autonomously. Absent official certification of their difficulties, these students are not eligible for support at school or customized programs and are therefore at risk of exclusion and school dropout.

Led by 100 volunteer university tutors, properly trained and remunerated, between January and June 2023, the Compiti@ Casa initiative involved 302 students from disadvantaged multicultural neighborhoods in six cities (Milan, Napoli, Novara, Rome, Palermo, and Torino) with more than 9,000 hours of tutoring delivered.



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

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





IGT COMMUNITY AMBASSADORS

IGT's Community Ambassadors program is a network of employees across the globe who support local community engagement events on behalf of IGT.

Community Ambassadors are truly the heart of the community engagement program and maintain close connections with local organizations by supporting donation drives, group volunteering initiatives, and relationship building. Community Ambassadors are also encouraged to consider the SDGs when planning local community events. In a typical year, the Community Ambassadors help drive participation in global corporate initiatives such as Global Giving Month, Literacy Month, and Food Insecurity Awareness Month, in addition to their local community events.

The Community Ambassadors support local organizations through a variety of community-related activities. Three primary goals of the group are:

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

COMMUNITY AMBASSADOR SPOTLIGHT: INDIGENOUS DEVELOPMENT ORGANIZATION - INDIA

Through a personal connection with the organization, Pandu Ranga Rao Seemakurti, IGT Program Manager in India, led the office's volunteering efforts with the Indigenous Development Organization (IDO). IDO works with indigenous communities to provide solutions centered around healthcare, nutrition, and education. Employees contributed to an IDO campaign to fund the construction of a new healthcare center. The new center will provide aid to indigenous mothers and their newborns.

COMMUNITY AMBASSADOR SPOTLIGHT: ACOMPÑAME - PERU

In Peru, IGT P&T People Partner Ale Torres coordinated a holiday drive for Acompañame, a local organization working to help individuals experiencing illness and poverty. This new initiative at IGT Peru gathered toys, food, and clothing for Acompañame to distribute to the community. This specific collection benefits Acompañame's "Join Me in Sharing" social program, which aims to provide vulnerable communities with food and implement a nutritional program to improve their conditions. Ale extends her gratitude to everyone that made the toy drive an impactful community initiative. The IGT Peru team's holiday drive contributed to reducing inequalities in the community they serve.

COMMUNITY AMBASSADOR SPOTLIGHT: PETER MCKEE COMMUNITY FOOD CENTRE - CANADA

In a massive collection effort, employees in Moncton, Canada gathered over 270 pounds of food and other personal items for the Peter McKee Community Food Centre to distribute to families in the area. The organization is the largest food bank in New Brunswick that serves Moncton residents. It also provides various necessary services including a community garden, teaching kitchen, community boardroom, and educational programs.

Moncton employees also organized their annual toy drive to benefit the local organization, Headstart. Gift tags were placed on a Christmas tree in the cafeteria offering gift suggestions. Headstart provides evidence-based, trauma informed high quality, early child, and family intervention services to support vulnerable, at-risk children and their families. In 2023, the organization received enough donations to give 1,908 children three gifts each.

COMMUNITY AMBASSADOR SPOTLIGHT: NEW HOPE - UNITED KINGDOM

Throughout the year, employees at the Watford office participated in events to support the local charity, New Hope. This organization provides resources for those experiencing homelessness in the Watford area. Barbara Fiut, Office Manager and organizer of these events, notes the impact of IGT Watford's volunteerism, "Many of the homeless sleep not far from the Watford office. Supporting a homeless charity near our office not only fosters a sense of community but also addresses a local issue."

Regardless of the season, employees at the Watford office are eager to volunteer their time to New Hope. For Easter, the office hosted an Easter egg collection that provided sweet treats for those in need. During the holidays, the office collected Christmas gifts, toiletries, and food for New Hope to distribute to individuals experiencing homelessness. Employees also volunteered to cook breakfasts and dinners in the shelter and drop-in center. Initially a Global Giving Week volunteer event, IGT Watford has continued their partnership with New Hope over the years.



Employee-Driven Activities

IGT encourages its employees to be actively engaged with organizations that align with the

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

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



MATCHING GIFTS

The employee **Matching Gifts** program is designed to honor the diversity of IGT employees' charitable giving by supporting a broad spectrum of non-profit, charitable organizations. The 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 make the contribution to the charitable organization.



DOLLARS FOR DOERS

Employees with exceptional community service may apply for grants from the **Dollars for Doers** Program. Dollars for Doers grants are provided when an employee volunteers 12 hours per year to a charitable organization. Employees are limited to one grant of \$250 per year. Team grants are also available when five or more employees participate in an activity together. The leader of the team may request a team grant of up to \$1,000 for the organization where the team volunteered.



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. Through IGT's Day Off for Volunteerism program, employees are encouraged to use one paid workday to volunteer at a non-profit of their choosing.



COMMUNITY CHAMPION

In 2022, IGT introduced the **Community Champion** program, in order to highlight how personal commitment can make the difference in supporting social causes. Full-time IGT employees who hold a board or other leadership position with a qualifying non-profit organization and demonstrate a personal commitment to the organization may apply for a Community Champion grant of up to \$2,500. Grants are awarded by the Social Impact Committee and recipient organizations must align with IGT's funding priorities.

Making positive impacts on the communities in which we live and work is a core pillar of IGT's Sustainable Play program. Our people are the heart of this company, so we want to ensure we are supporting organizations that they are passionate about. To help do this, we offer employee-giving programs such as Day Off for Volunteerism, Matching Gifts, Dollars for Doers, and Community Champions that enable both volunteer opportunities and financial support.

Bob Vincent
IGT Global Solutions
Chairperson and SIC Chairperson



6

Fostering Sustainable Operations

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

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





Fostering Sustainable Operations

The Fostering Sustainable Operations pillar represents the Company’s efforts in its ambition to fight climate change, promote circularity and enhance sustainable procurement across the entire value chain. This ambition is reflected in three strategic goals:

- fight climate change by identifying risks and opportunities, improving the efficiency of operations and buildings, choosing renewable energy and engaging suppliers and customers in IGT’s decarbonization pathway;
- promote circularity for products and processes, for example by choosing materials with reduced environmental impact and by enabling customers to reduce, reuse, recycle and renew; and mitigating the pollution generated by air emissions and use of hazardous chemicals;
- monitor the working environment and the respect of civil rights of supply chain partners, minimizing the risk of violations related to suppliers’ operations worldwide.

Having achieved its main 2022 target, “[Definition of a Decarbonization Path](#),” in 2023 IGT began implementation.

To achieve its Sustainable Development Goals (SDGs), the Company annually reviews its targets. With the support of key stakeholders along the value chain, IGT sets high standards of integrity.

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

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



As part of the Company’s Sustainable Play efforts, the IGT Fabio Cairoli Sustainability Champion Awards celebrate global IGT employees who demonstrate leadership and an outstanding commitment towards fostering sustainable operations with high degrees of ingenuity and dedication.



#MoveSmartMoveGreen

Mariangela Acito and Emanuela Emili, Data Privacy Specialists in Rome, Italy, were tasked with creating a home-to-work commuting plan for approximately 900 IGT employees in Italy. Together, they created a survey to assess employees’ transportation routines and their willingness to change. Based on responses to the survey, Mariangela and Emanuela implemented the #MoveSmartMoveGreen program.

The program features an annual contribution for employees who choose to use public transportation, and a dedicated portal is made available for employees to access all mobility services. For employees who ride a bicycle to work, Mariangela and Emanuela helped to implement parking spaces, bicycle racks and employee changing rooms with showers.

“In order to offset nearly 400 tons of CO2 emissions each year by our employees commuting, we would need forest land that equates to about 136 soccer

fields,” said Mariangela. “We were excited to learn that employees are very interested in this topic, and it has been great to see many of our colleagues change their approach to commuting.”



The Genesys of Cloud Infrastructure

As leader of the National Response Center (NRC), Michael Carpenter, Senior Director, Call Center in West Greenwich, Rhode Island, oversees all frontline support for IGT’s lottery and gaming customers in the U.S. Three years ago, Michael and his team implemented a Genesys cloud infrastructure, effectively applying a more sustainable alternative.

“We are increasing reliability and sustainability, while keeping our customers first in terms of service availability,” said Michael. “We have diminished our reliance on antiquated, resource-heavy equipment. With the support of a wonderful team of experts across the organization, we have demonstrated the synergy that can be found between sustainability and high-quality services and support.”

The NRC services more than 2,000 contacts per day. With this new technology, IGT has seen an increase in agent productivity and a decrease in service handling time. In addition, Michael and his team have reduced the need for physical call center locations and minimized IGT’s environmental footprint.





Environmentally Friendly Training Program

David DeAngelis, Senior Director, Technology Training and Support Services in West Greenwich, Rhode Island,

oversees the lottery and gaming customer training and support teams, a position that, pre-pandemic, traditionally required a tremendous amount of face-to-face interaction and travel. Over the past several years, David and his team pivoted their operations to a virtual approach, prioritizing the safety of IGT employees and customers while ensuring business continuity.

To maintain the required responsible gaming training for retailers, David and his team transformed in-person trainings to e-learning platforms. They also piloted virtual retailer trainings with the lottery operations teams in Indiana and New Jersey. David continues to advance IGT's remote training capabilities that are effectively contributing to a reduction in the Company's environmental impact.



Giving Away Trees

Ailsa McKnight, Senior Director, Business Proposals in Watford, England, spearheaded an effort to plant trees instead of giving traditional corporate

gifts at trade shows, helping to offset CO2 emissions, promote biodiversity, prevent soil erosion, reduce waste, and support farmers and communities all over

the world. Ailsa connected with Treedom, an organization that has planted more than three million trees in Africa, Italy, and South America. All trees are planted directly by local farmers and bring environmental, social, and financial benefits to their communities. Ailsa and her team purchased 1,900 trees for the "IGT Forest" and launched the initiative in late 2022.

From coffee trees in Ecuador to lemon trees in Tanzania, recipients select their tree of choice and receive IGT branded progress reports for up to 10 years. Ailsa and her team have continued to distribute trees at expos and gaming events all over the world.



Changing Daily Recycling and Waste Management Habits

In Trinidad and Tobago, recycling and other environmentally focused initiatives are hard to come by. However, Natalie Rudder, Field Services Supervisor, refused to let that prevent her from supporting IGT's commitment to fostering sustainable operations. Natalie established recycling and waste management solutions for IGT's operations, while implementing tools to change daily habits of employees.

"Natalie continuously advocated for responsible actions to achieve sustainable results," said Dexter Thomas, Account Development Manager, IGT Trinidad and Tobago. "She helped implement actionable steps that were incorporated into the day-to-day operations of IGT Trinidad and Tobago."

Sadly, Natalie passed away in 2023, but her influence leaves a lasting legacy. During her time at IGT, she upgraded lightbulbs at the warehouse to reduce electricity consumption, implemented an electronic waste management process, created a recycling program for old lottery playslips and established an environmentally conscious work environment. Thanks to her efforts, IGT secured its certification of the ISO 14001-Environmental Management System for Trinidad and Tobago.



Scanning the QR Code for Quick Reference

What started as a simple idea to be more environmentally friendly in 2015, has now turned into a sustainable, convenient, and money-saving business practice that supports the California Lottery's 24,000 retailers.

Based in San Bernardino, California, Customer Training Instructor Jay Dizon responded to the California Lottery's need for unique training deliverables by creating a special QR code for retailers. This code enables retailers and Lottery staff to access 10 of the most requested quick reference guides and video tutorials with one simple scan from their smartphones.

The California Lottery mandates retailer training on any retailer that opens a new location or has a change of ownership. "It is a win-win situation because not only are we being environmentally friendly but having a library of digital tutorials allow us to make changes on the fly without having to update the quick reference guide QR code. We also do not have to re-

print hundreds of documents and deliver new paper manuals to 24,000 retailers across the state," said Jay.



Reducing IGT's Carbon Footprint on the Cloud

"For most of my 28 years with IGT, I have been involved with the Delivery, Research & Development and Service

team for all video system customers," said Tom Cahill, Vice President of Cloud Strategy in Las Vegas, Nevada. "I became interested in cloud technology several years ago because it enabled us to allocate systems in the cloud very quickly and easily. We did not have to purchase hardware, there was reduction in project lead times with everything easily accessible and when we were finished, we just deleted the resources. You pay for what you use when you need it."

From a sustainability perspective, cloud computing can provide opportunities for companies to reduce carbon footprints and emissions by leveraging energy-efficient data centers, optimizing resource utilization, and reducing hardware waste.

Realizing the accessibility and convenience that cloud technology provides led Tom to move all VLT systems development and test systems to the cloud to be used by the engineering and quality teams to test the systems prior to deploying them to customer production sites. The casino systems teams are now moving their development and test systems to the cloud and several other gaming teams are looking to do the same.





Leading Recycling by Example

Amit Joshi does not like to waste anything – whether it is time, money, or equipment. As a Software Quality Assurance (SQA) engineer based in Reno, Nevada, Amit leads by example to further the Company’s sustainability efforts within his software product assurance department. He focuses his commitment on improving recycling programs around environmental, social, and economic sustainability practices.

Amit was instrumental in implementing and maintaining a robust recycling program for his department. He has also taken the initiative to educate and encourage his colleagues to properly recycle items to ensuring that all recyclable materials are diverted from landfills.

“When I moved to the product assurance department in 2022, I started organizing the hardware and made sure everything was labelled and had its own space,” said Amit. “Rather than disposing all old hardware, I retained the parts that could still be used such as monitors, batteries, printers, and more, and added them to my inventory.”



A Long History of Energy Efficiency in Printing

The facility in Tito Scalo, Italy, is one of IGT’s most sustainable sites thanks to numerous initiatives that reduce its impact

on the environment. A large portion of those efforts have been driven by Luca Mazzarelli, Senior Manager, Safety & Quality at IGT’s PCC Giochi e Servizi in Tito Scalo.

As most of Italy’s raw plastic materials comes from printing cartridges, Luca helped coordinated an initiative to recycle the outer shells and packaging of cartridges and developed new methods to reuse the plastic from the used cartridges. Since these methods were implemented, 80% of plastic cartridge components have been recycled, effectively repurposing approximately 600,000 units in 2023 alone.

Luca has also been heavily involved in the adoption of a policy for the Forest Stewardship Council® Chain of Custody certification for the Tito Scalo site. Additionally, Luca was active in the initiative of replacing old lighting systems with LED lights, which contributed to significant energy savings in Tito Scalo. He also was instrumental in replacing old ultra-violet mercury ink drying lamps with ultra-violet LED lamps to further reduce energy consumption.



Bringing Sustainable Habits to the Office

It is estimated that 2.25 billion cups of coffee are consumed around the globe each day, many of which are from Keurig coffee pods. Did you know that, when disposed properly, these pods are 100% recyclable?

Andrew McFarland, Software Test Technician for the Core Studio in Reno, Nevada, started recycling his used coffee pods at home and brought this practice

back to the office by setting up a collection box for the Core Studio team members to drop their used K-Cups into. Soon after, Core Studio’s administrative assistant, Kimberly Burgess, discovered that Keurig offers a recycling service for workplaces. For each K-Cup, 75% of the pod by weight is converted to compost and 25% of the pod is converted to a recycled product.

In addition to starting the K-Cup recycling program at IGT, Andrew managed a large-scale cleanup project of cubicles in the office, mainly to collect electronic waste. There is now a permanent e-waste collection bin placed at the Reno office that is routinely picked up by a local recycling company.

A Tree for Every Sale

IGT first partnered with the Treedom initiative to plant trees as an environmentally friendly alternative to traditional trade show giveaways. Treedom has a dual purpose to protect the environment and support the communities where trees are planted, by creating jobs and supporting female farmers.

“We decided to take the Treedom idea to another level and plant one tree for every VLT sold in 2023,” said Kathleen Morrison, Senior Product Line Manager in Moncton, Canada. Kathleen oversees the VLT sales Treedom program with customers and works with them to set up and manage their forests. This includes working with IGT’s gaming marketing team to provide program and forest information and marketing material that customers can use for their own promotional purposes.

By the end of 2023, IGT planted thousands of trees in six countries on behalf of five customers as part

of the VLT sales Treedom program. These forests contribute to more than 900 metric tons of CO2 being absorbed, benefitting the entire planet.

Securing ISO:14001 Environmental Management Systems Certification

Like any global company, IGT has corporate offices, warehouse facilities, repair depots and other sites in many countries. Each location has the potential to consume a lot of energy, water, and paper; however, the International Field Services leaders team has created environmental management system framework to incorporate sustainable measures and verify these sites as ISO 14001 self-certified.

Led by Matt Rudden, Vice President of Global Lottery Services, the international field services leadership team has taken it upon themselves to self-certify various IGT repair depots with ISO 14001 environmental management systems. To date, IGT sites in the UK, Slovakia, Trinidad and Tobago, Mexico, Chile, Spain, Portugal, Jamaica, and Czech Republic have been self-certified, with more slated for 2024.

International Field Services Leadership Team:

- Matt Rudden, Vice President of Global Lottery Services – Watford, U.K.
- Gregory McConnell, Repair Technician Manager – Liverpool, U.K.
- Stephen Murphy, Repair Technician Supervisor – Liverpool, U.K.
- Darek Pawelczyk, Field Services Manager – Bratislava, Slovakia
- Marcel Balaz, Field Service Technician – Bratislava, Slovakia
- Jason Joseph, Field Services Supervisor – Trincity, Trinidad
- Kathleen Morales Massy, Warehouse





Lead – Trincity, Trinidad

- Israel Castillo, Field Services Senior Manager – Santa Anita, Mexico
- Andres Angeles, Warehouse Supervisor – Santa Anita, Mexico
- Oscar Gomez, Field Services Senior Supervisor – Santa Anita, Mexico
- Patricio Olivares, Field Services Manager – Las Condes, Chile
- Francesca Navone, Customer Support Quality – Madrid, Spain
- Jose Maria Cogollos, Director of Field Services – Madrid, Spain
- Fernando Balola, Field Services Manager – Oeiras-Porto Salvo, Portugal
- Dameon Pagon, Warehouse and Distribution Manager – Kingston, Jamaica
- Pavel Hrabal, Field Services Manager – Prague, Czech Republic
- Pavel Pressler, Repair Supervisor – Prague, Czech Republic
- Dave Santos, Sourcing Engineer – West Greenwich, Rhode Island



Passionately Engaging in Many Sustainability Areas

Cinzia Tocci, IGT Marketing and Commercial Delivery Manager in Rome, Italy, has a true passion for sustainability.

She is co-chair for the SuperAbilities global Employee Impact Group and has actively promoted responsible gaming training for the sales agents, implemented digital business cards, and designed and implemented a digital sales book.

After taking an interest in IGT's Sustainability Report, Cinzia was inspired to think of additional ways that she and her sales colleagues can further contribute to the Company's sustainability programs. From there, the idea to create a sustainability sales project involving all members of the Sales team, integrated with the four sustainability pillars, was established. The first initiative dates back to 2017 and aimed to transform the traditionally paper sales book to a digital format. This change has eliminated paper use, shipping costs and the environmental impacts of delivery trucks.

Growing with Our Supply Chain

IGT and its direct and indirect supply chain businesses operate in a highly regulated and controlled environment. The direct supply chain

consists of materials purchased for IGT in its own product manufacturing and assembling process, and follows procedures established by the International Organization for Standardization (ISO). The indirect supply chain includes

third-party off-the-shelf products, typically manufactured for the general public, used in IGT's customer solutions and internal business infrastructure. In 2023, the expense for around 10,000 suppliers were approximately \$2.6 billion, mainly distributed across six countries (U.S., Italy, the Netherlands, Canada, the United Kingdom, and China).

[IGT's Environmental Compliance Policy](#) covers all product processes, including design, source to procurement, warehousing, manufacturing, reconditioning, and delivery. IGT designs and manufactures products environmental compliant with jurisdictions where IGT delivers products and has developed procedures for engineering, materials, quality engineering, logistics, customer service and suppliers to ensure that products supplied meet such environmental compliance requirements. This process includes taking reasonable measures to verify that existing products meet environmental standards, converting products to comply with regulations, and maintaining ongoing compliance.

IGT sources most of the parts, components, and sub-assemblies required for manufacturing its terminals and slot machines outside sources. It outsources the manufacturing and assembly of certain lottery terminals to a single supplier, while other products have portions outsourced to multiple qualified suppliers.

Suppliers play a key role in IGT's ability to meet customer requirements and achieve total customer satisfaction. Strong business relationships with suppliers are essential in maintaining a reliable,

competent supply chain, ensuring a steady flow of quality goods and services. IGT is committed to improving and enhancing relationships who prioritize total quality and continuous improvement.

Selecting Our Vendors

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

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



SHARING EXPECTATIONS ON BUSINESS CONDUCT WITH SUPPLIERS

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

The expectations contained in the Supplier Code of Conduct are essential to IGT's decision to enter into or extend existing business relationships with. IGT requires its suppliers to acknowledge and share its commitment to promoting and respecting human rights and equal opportunities in the workplace. Suppliers are restricted from, amongst other things, exploiting children and young workers, and participating in, or benefiting from, any form of forced labor. Suppliers are also required to promptly inform IGT of any potential violation of the code. In the event of an actual violation, the concerned supplier, committed to correcting the non-compliance within due time, will develop a remediation plan jointly with IGT. 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 IGT's Supplier Code of Conduct. Major Original Equipment Manufacturers (OEM) suppliers that provide "direct material" are audited based on their performance in the areas of cost, quality, capability, capacity, and delivery. The audit has a checklist to aid the assessment of their compliance with rules regarding social and environmental responsibility.

SUPPLIER DIVERSITY PURCHASING PROGRAM

IGT is committed to developing mutually beneficial relationships with certified diverse suppliers regardless of race, color, religion, gender, sexual orientation, gender identity or expression, pregnancy, marital status, national origin, citizenship, covered veteran status, ancestry, age, physical or mental disability, medical condition, genetic information, or any other legally protected status in accordance with applicable local, state, and federal laws.

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

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

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

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



IGT's approach to [Diversity, Equity & Inclusion \(DEI\)](#) is also reflected in the Supplier Diversity Commitment Letter, published in 2023, which states that Supplier Diversity provides businesses with a strategic opportunity to promote innovation and source high quality goods and services to generate value throughout the value chain. This is why IGT Procurement and DEI teams are working together to foster an industry leading Supplier Diversity program.

IGT's Procurement department follows ISO standards for supplier engagement processes, which include supplier questionnaires, commodity team responsibilities, strategic supplier classifications and first article submissions. IGT implemented a [Global Sustainable Procurement Policy](#) inspired by ISO 20400, which incorporates concepts from the United Nations Guiding Principles of Human Rights and Business on accountability, respect for human rights and ethical behavior. This policy serves as a reference for IGT personnel seeking to obtain indirect/non-inventoried goods and services, as well as direct/inventoried materials used for manufacturing of IGT products.

The Procurement department collaborates with the Quality Engineering department to monitor suppliers' quality and quantity metrics. Whenever possible, a commodity management team member will visit strategic suppliers to review commercial and quality issues. In 2023, IGT performed four ISO-based Quality Management System audits on suppliers and the Hong Kong Quality Assurance Agency (HKQAA), an

independent accredited auditing body, conducted two additional audits. During the same period, six formal supplier corrective action requests (SCARs) were issued.

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

IGT is responsible for ensuring that all suppliers meet the Company's requirements when appraised as a source. The company considers the use of local, small, and disadvantaged businesses, including minority- and woman-owned enterprises, in its decision-making process.

Sustainable Procurement

IGT is dedicated to continuously advancing its procurement processes into sustainable procurement practices. This effort involves a comprehensive analysis of the aspects where sustainability has the most impact. It begins with assessing the company's overall carbon footprint and may include an environmental appraisal of the value chain. With a clearer understanding of environmental implications, IGT then evaluates key social aspects that significantly contribute to sustainable procurement.

To support this commitment, IGT has progressively updated its Supplier Code of Conduct to address issues such as modern slavery and conflict minerals in the procurement of materials for

manufacturing gaming machines. Recognizing the strategic importance of the supply chain to its reputation, IGT has incorporated specific requirements into the supplier selection process, ensuring compliance with relevant domestic and international regulations.

In 2023, the top 20% of suppliers, accounting for 80% of the Company's spend (generally including direct materials, indirect materials, and consumable suppliers), were required to complete the Environmental, Social and Governance Supplier Qualification Questionnaire. This questionnaire evaluates suppliers in eight areas – business ethics, social and inclusive supply chain, environmental management, human rights, ISO and other certifications, sustainability rankings and ratings, health and safety and conflict minerals, where applicable. The purpose of this questionnaire is to measure suppliers' ESG performance and assess their ability to support IGT's initiatives such as the Decarbonization Path, thereby enhancing IGT's own sustainable procurement program.

Environmental Assessment of Our Suppliers

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

IGT conducts various onsite environmental assessments with its suppliers, tailoring the level

of attention based on the risk level and regulatory environment of their geographical location. Suppliers in low-risk or highly regulated areas receive minimal attention, whereas those in high-risk areas or with ambiguous regulations undergo more rigorous scrutiny.

When visiting suppliers in high-risk areas, members of the IGT's Supply Management team will conduct informal observations to assess environmental conditions, and, where relevant, ensure that appropriate licensing from the local government is in place. Special attention is paid to waste management procedures from industrial processes that create hazardous solid waste, including the chroming, plating, and painting processes. Preventative maintenance procedures and schedules are observed on related equipment to confirm that schedules support hazardous liquid containment and the integrity of the mentioned processes.

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

Modern Slavery Assessment in Supply Chain Management

Sound business relations with suppliers are



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

IGT selects and appraises suppliers beyond their economic solidity and business reliability by conducting a risk-based due diligence (i.e., the amount of due diligence corresponds to the level of risk that the third party poses to IGT) and follows an ISO-9001 certified quality management system to manage its direct material suppliers. In Italy, potential suppliers not certified under SA8000 undergo a comprehensive

questionnaire process. These questionnaires cover various topics, including the supplier's stance on child labor, forced labor, freedom of association, discrimination, health and safety, and migrant worker practices. The assessment results inform the supplier onboarding process, ensuring areas of greater potential exposure are identified and assessed for risk.

As part of its Sustainability Plan, IGT has established targets that include the promotion of human rights in its operations. The Company continued its efforts in its risk-based supply chain mapping aimed at identifying potential risk factors, as part of its efforts to define and implement a responsible supply chain management process.

ACCELERATING ON HUMAN RIGHTS WITH THE UN GLOBAL COMPACT

During 2023 IGT joined the UN Global Compact Business & Human Rights Accelerator six-month program that encourages participating companies to move from commitment to action on human rights and labor rights. Through identifying salient human rights impacts, establishing an ongoing due diligence process, and developing an actionable plan, the Business & Human Rights Accelerator program empowers companies to advance their human rights journeys.

Among the program's benefits, companies can:

- identify and assess actual or potential adverse human rights impacts;
- learn how to integrate those findings across processes and take appropriate action;
- track the effectiveness of processes to know if they are working;
- communicate how impacts are being addressed to show stakeholders that the company is taking action and seeing results;
- build a network of peers, UN partners and experts to support the human rights journey; and
- work collectively to tackle persistent barriers to implementing an effective human rights due diligence process.

BROAD-BASED BLACK ECONOMIC EMPOWERMENT IN SOUTH AFRICA

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

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

IGT Africa (Pty) Ltd. has retained its Level 2 B-BBEE status for two consecutive years, by investing significantly in the five key performance indicators: ownership, management control, skills development, enterprise and supplier development, and socio-economic development. This shows the company's unwavering commitment to promoting economic empowerment, transformation, and sustainable development in South Africa.

IGT annually prepares a statement summarizing the steps taken during the previous financial year to ensure slavery and human trafficking are not taking place in any part of its business and supply chain. This statement is in compliance with the UK Modern Slavery Act 2015.

Furthermore, IGT regularly review its suppliers' environmental and social exposures, including, but not limited to, slavery and human trafficking, minimum age standards, fair wages, freedom of association, forced labor, diversity, discrimination, and harassment, with this review undertaken either on-site or virtually.

Responsible sourcing of minerals

The Company complies with Rule 13p-1 (the Rule) under the Securities Exchange Act of 1934 (as amended), adopted by the U.S. Securities and Exchange Commission (SEC) to implement reporting and disclosure requirements related to conflict minerals, as directed by Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010, and published its annual [Conflict Minerals Report](#) for the year ended 2023.

Conflict minerals for purposes of the Rule – which includes tantalum, tin, tungsten, and gold



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

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

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

In 2023, IGT reviewed 32 direct material

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

During its review process, IGT determined direct material suppliers were out-of-scope if the purchased materials did not contain conflict minerals or were not included in any of the covered products. If any uncertainty remained regarding the potential inclusion of any conflict minerals in materials purchased from a supplier for the covered products, the supplier was considered in scope. As a result of this analysis, IGT identified 25 in-scope and seven out-of-scope direct material suppliers that represented 95 percent of IGT’s direct material 2023 spend. The 25 in-scope direct material suppliers were undergoing further due diligence.

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

Caring for the Environment

As part of its ongoing commitment to the planet, IGT has implemented a series of programs and initiatives to measure its impact on the environment. Through a routine data collection and evaluation process, IGT remains focused on limiting its environmental impacts and achieving its sustainability goals.

Our approach

Today’s environmental challenges often require an urgent response. In line with the sustainable materiality analysis performed every year, IGT identifies the primary environmental impacts it generates along the whole value chain, both directly and indirectly, through its daily operations. The Company strives to constantly reduce its negative environmental impacts while strengthening the potential positive ones. In terms of direct operations, IGT’s industrial activities include instant ticket printing in Lakeland, Florida, printing activities and lottery terminal assembly in Tito Scalo, Italy, and gaming, lottery and digital betting hardware assembly in Reno, Nevada, Guadalajara, Mexico, Sydney, Australia, Johannesburg, South Africa, and Budapest, Hungary.

The main environmental impacts identified by IGT are:

- Climate Change: Negative impact on climate change due to greenhouse gas (GHG)

REASONABLE COUNTRY OF ORIGIN INQUIRY (RCOI)

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



emissions from operations, logistics, suppliers, and product use. Specifically, the impact is driven by the consumption of energy from non-renewable sources and inefficiency in energy consumption management during operations; emissions generated by suppliers that the Company is sourcing energy from; logistics for fossil fuel use; and GHG emissions caused by product use itself.

- Waste and product end of life: Generation of waste from supplier activities, Company operations, and sales of non-recyclable products (i.e., gaming machines). The impact from supplier waste and Company operations is mainly determined by waste not sent for recycling or not reused, and the impact from sales of non-recyclable products is determined by the end user's inability to recycle the Company's products when they are no longer functioning.
- Raw materials consumption: The Company consumes raw materials purchased from suppliers such as paper, plastics, electronic components, copper, minerals such as "conflict minerals," etc.
- Biodiversity: Damage to biodiversity resulting from the activities of suppliers from whom the Company purchases raw materials, especially paper. These activities may lead to substantial and lasting changes in natural ecosystems through deforestation and habitat fragmentation.
- Water resources: depletion of water resources

due to withdrawal in water-stressed areas, water consumption in Company's operations and purchase of paper, the production of which involves abundant consumption of water by suppliers.

- Air pollution: Impacts on air quality and human health due to pollutant emissions (SO_x, NO_x, CO, PM, VOC)¹ from fossil fuels used in operations, during transportation, and from suppliers.

IGT endeavors to continually improve its environmental management systems and reduce its environmental impact and carbon footprint. The Company strives to meet, and often exceeds, applicable legal and certification requirements. At the beginning of 2023, IGT published its [Environmental Policy](#) on its website, which outlines the Company's environmental ambitions and commitments. Effective and reliable monitoring activities enable IGT to exercise control over the above-mentioned impacts and assess its progress against environmental commitments.

IGT is committed to improving the data gathering and the consolidation process for all sites, ensuring that all locations provide accurate data and detailed supporting documents. Over the years, the Company has gradually improved its monitoring of environmental data, including energy consumption and associated GHG emissions, water consumption, and waste generation. In this regard, IGT started using an

internal, web-based tool to collect environmental data from sites all over the world, allowing the Company to significantly improve data usability and lower the risk of errors in 2016. The Company then introduced a third-party data collection tool in 2021 to improve the effectiveness of the data collection process. Since January 2023, data has been collected on an ongoing basis instead of once at the end of the year.

With reference to climate change, IGT, after having submitted the near-term and long-term science-based targets in October 2022 with SBTi, obtained the official validation of these targets in August 2023.

IGT's commitment to compliance with climate-related disclosure

For FY2023, IGT incorporated in its United Kingdom Annual Report and Accounts ("[2023 UK Annual Report](#)"), the climate-related financial disclosures of the Company to comply with the requirements of the U.K. Companies Act 2006, which is aligned to, but does not directly mirror, the Task Force on Climate-related Financial Disclosures (TCFD) Guidelines. The 2023 UK Annual Report includes a detailed disclosure on: (i) the corporate governance oversight of climate-related risks and opportunities; (ii) the management of climate-related risks and their impact on the organization's strategy; and (iii) the metrics and targets employed to assess and manage significant climate-related risks. Further

details may be found in the 2023 UK Annual Report.

Understanding the enhanced market and regulatory focus placed on climate impact and reporting, IGT continues to monitor the evolution of climate-related regulations across the jurisdictions where the Company operates. In the U.S., for example, there have been notable post-period developments at the federal and state levels. In March 2024, the U.S. Securities and Exchange Commission (the SEC) adopted the Rules to Enhance and Standardize Climate-Related Disclosures for Investors (the SEC Climate Rules). The SEC Climate Rules require public companies to disclose material climate-related risks, activities undertaken to mitigate or adapt to such risks, information on governance oversight of climate-related risks and information on any climate-related targets or goals that are material to the business, results of operations or financial condition of such companies. While the SEC Climate Rules have come under significant legal challenge, IGT will continue to monitor these developments and consider their impact on its business operations. At the state level, California also adopted the "[California Voluntary Carbon Market Disclosures Act](#)" (see [Appendix](#)), which mandates the disclosure of information regarding voluntary carbon offsets and any claims related to achieving net zero, carbon neutrality, or reductions in GHG emissions.

¹ SO_x (Sulphur Oxides), NO_x (Nitrogen Oxides), CO (Carbon Monoxide), PM (Particular Matter), VOC (Volatile Organic Compounds)



Environmental Management Systems and Certifications

IGT is committed to improving its environmental performance by implementing Environmental Management Systems (EMS) certified according

to the ISO 14001 Standard. These systems are in place at Lakeland, Florida, Reno, Nevada, Tito Scalo, Italy, and Rome, Italy. Repair depots, located in the U.K., Trinidad and Tobago, Slovakia, Mexico, Chile, Spain, Portugal, Jamaica and Czech Republic, are

self-certified ISO 14001 compliant (with Jamaica and Czech Republic sites that were added during 2023). The Company is planning to self-certify an additional five depot by the end of 2024. Furthermore, the Company's Energy Management

System (EMS) in Rome has been ISO 50001 certified since 2011. IGT's Reno facility holds a Green Globes Certification, which is equivalent to the previous LEED gold certification awarded by the United States Green Building Council in 2015.

ENVIRONMENTAL CERTIFICATIONS

ISO 14001 Environmental Certification

The ISO 14001 environmental certification relates to the management of major environmental issues (energy and water consumption, waste generation and management, office paper consumption, and supply management with environmental impact), the limitation of hazardous substances, and the maintenance of IT facilities. The main actions taken at IGT sites with an active ISO 14001 Environmental Management Systems (EMSs) are:

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

ISO 50001 Certification

The EMS at IGT's site located in Rome, Italy, has been ISO 50001 certified since 2011. This certification specifies the requirements to establish, implement, maintain, and improve an EMS that will enable an organization to follow a systematic approach to continually raising energy performance, including energy efficiency, use, and consumption. Also, ISO 50001 certification requirements for energy use and consumption include measurement, documentation, reporting, design, and procurement practices for equipment, system processes, and personnel who contribute to energy performance.

Green Globes Certification

Since 2018, the Reno, Nevada facility has held the Green Globes Certification based on a comprehensive, science-based building rating system that supports a wide range of building types in identifying, approaching, and ultimately improving their environmental commitments. To obtain the certification, the building was appraised in six areas including energy, water, resources, emissions, indoor environment, and EMS. The facility scored 833.5 out of 981.0 applicable points (85%), equivalent to "Four Green Globes". On the Green Globes rating scale, having a Four Green Globes score means the holder has demonstrated world-class leadership in resource efficiency, reducing environmental impacts, and improving the wellness of employees.



Climate Change

Climate change poses a significant risk to society and the natural environment. IGT recognizes its role in contributing to this phenomenon through GHG emissions generated from both direct operations as well as upstream and downstream activities, such as logistics, suppliers' activities, use of sold products and end-of-life treatment. IGT has made significant efforts to fight climate change over the last few years, including pursuing science-based targets to reduce GHG emissions according to scientific evidence. After completing its first Scope 3 emissions inventory in 2022, IGT received from the SBTi in August 2023, for its near and long-term science-based targets committing to reach net-zero GHG emissions across the value chain by 2050. To achieve these goals, IGT committed to cutting absolute Scope 1 and 2 GHG emissions by 50% by 2030, compared to 2019 emissions data, and reducing absolute Scope 3 GHG emissions by 30% within the same timeframe. IGT also committed to reducing absolute Scope 1 and Scope 2 GHG emissions by 90% by 2050, compared to 2019 emissions data and reducing absolute Scope 3 GHG emissions by 90% within the same timeframe. IGT plans to offset the residual 10% of emissions by 2050.

IGT is analyzing provisional targets which will likely lead to achieving its 2030 SBTi targets

and has facilitated internal conversations with all key stakeholders to understand effective strategies that will help the Company achieve its commitments. The Company plans to meet those targets by:

- leveraging technological advancements to further increase efficiencies in buildings and processes;
- increasing the production and self-consumption of green electricity, by integrating on-site renewable energy systems, where technically feasible;
- evaluating the inclusion of electric and hybrid vehicles to its fleet;
- engaging suppliers and customers in their environmental practices; and
- working on an eco-design approach to products.

IGT's machinery and equipment is maintained by mechanical professionals leveraging partnerships with supporting suppliers and vendors. As operations continue to thrive, updated machinery and equipment that brings the latest technology in energy and efficiency have been implemented.

Energy Consumption

IGT's direct energy consumption mainly relates to heating fuel, primarily natural gas, and corporate fleet cars and small trucks. In the event of a power-

outage, fuel is also used for powering back-up generators. The indirect consumption of energy includes electricity consumption for offices, data centers, and manufacturing and printing operations.

In 2023, energy consumption decreased compared to 2022 (i.e., 16,048 GJ), mainly due to the reduction of gasoline use in fleet activities.

ENERGY CONSUMPTION GIGAJoule (GJ) ²			
	2023	2022	2021
Natural gas	123,286	118,819	119,902
Electricity	283,011	285,761	314,974
of which purchased from renewable sources ³	36,383	32,779	0
of which from self-produced renewable sources	41	0	20
Diesel	27,877	28,096	25,843
LPG	0	1	0
Propane	324	394	336
Gasoline	273,608	291,082	261,729
Total energy consumption	708,106	724,153	722,784

² In order to evaluate natural gas and electricity consumption and related emissions of all active locations, data from smaller offices have been estimated based on the average consumption per square meter.
³ Electricity purchased from renewable sources is certified by RECs (Renewable Energy Certificates) or guaranteed by communications from suppliers.



GHG Emissions

GHG emissions are divided into three categories: Scope 1, Scope 2 and Scope 3. In this report, IGT discloses all applicable categories.

- Scope 1 emissions: direct emissions from stationary or mobile combustion from fuel consumption, natural gas for heating, diesel consumption for generators, diesel and gasoline consumption for vehicles, and fugitive emissions from refrigerant gases. Many U.S. contracts require IGT to install, maintain, and service lottery equipment across the country. The fleet includes gasoline, diesel and electricity-powered vehicles: service vans, sales force vehicles, and company cars. IGT continues to address fuel consumption affected by idle time, rapid acceleration, and cargo weight. In addition, the Company strives to keep its fleet appropriately sized for specific contractual needs and territorial requirements.
- Scope 2 emissions: indirect emissions from energy consumption that refer entirely to electricity. IGT, beyond its commitment to reduce energy consumption and implement energy efficiency initiatives, strives to use green energy wherever suitable.
- Scope 3 emissions: all other indirect emissions that occur in a company’s value chain. For IGT, these mainly derive from the purchase of goods and services, including paper and

machine components, and from the use of sold goods, including the emissions generated by gaming machines during their entire lifespan. Specifically, the data collection methodology

shifted from being a bottom-up process, in which each site autonomously provided data needed for the evaluation, to a top-down data collection, in which data has been collected

directly from the main business lines and facilities.





The following Scope 3 categories, as per the GHG Protocol, are included in the calculation of Scope 3 emissions:

- Purchased Goods and Services (Category 1): all upstream (i.e., cradle-to-gate) emissions from manufactured products purchased or acquired by IGT in the reporting year. Products include goods (tangible products) and services (intangible products).
- Capital Goods (Category 2): all upstream (i.e., cradle-to-gate) emissions from the production of capital goods purchased or acquired in the reporting year. Emissions from the use of capital goods are accounted for in either Scope 1 (e.g., for fuel use) or Scope 2 (e.g., for electricity use), rather than in Scope 3.
- Fuel and Energy Related Activities (Category 3): emissions from the production of fuels and energy purchased and consumed in the reporting year that are not included in Scope 1 or Scope 2.
- Upstream Transportation and Distribution (Category 4): emissions from transporting and distributing products purchased in the reporting year, between a company's tier one suppliers and its own operations in vehicles not owned or operated by the reporting company. This category also includes third-party transportation and distribution services purchased in the reporting year (either directly or through an intermediary), including inbound logistics, third-party transportation and distribution between a company's own facilities.
- Waste Generated in Operations (Category 5): emissions from a third-party's disposal and treatment of waste generated in the reporting company's owned or controlled operations in the reporting year. This includes emissions

- from disposal of solid waste and wastewater.
- Business Travel (Category 6): emissions from the transportation of employees for business-related activities in vehicles owned or operated by third parties, such as aircraft, trains, buses, and passenger cars.
- Employee Commuting (Category 7): emissions from employees commuting between their homes and worksites.
- Upstream Leased Assets (Category 8): emissions generated from the operation of assets that are leased in the reporting year and not already included in the reporting company's Scope 1 or Scope 2 inventories.
- Downstream Transportation and Distribution (Category 9): emissions that occur in the reporting year from transportation and distribution of sold products in vehicles and facilities not owned or controlled by the reporting company.
- Use of Products Sold (Category 11): emissions generated from the use of goods and services sold in the reporting year, i.e., Scope 1 and

- Scope 2 emissions of end users. End users include consumers and business customers that use final products. For IGT, this category includes the emissions generated by electricity consumption related to the use of gaming machines sold and lottery terminals throughout their entire lifespan.
- End-of-Life Treatment of Products Sold (Category 12): emissions from waste disposal to treatment of products sold by the reporting company (in the reporting year) at the end of their life. This category includes the total expected end-of-life emissions from all products sold in the reporting year.
- Downstream Leased Assets (Category 13): emissions from the operation of assets owned by the reporting Company and leased to other entities in the reporting year, that are not already included in Scope 1 or Scope 2. Companies that operate leased assets should refer to category 8 (Upstream Leased Assets). For IGT, the category includes the emissions related to the electricity consumption of

the gaming machines leased from IGT to customers in the reporting year.

- Investments (Category 15): emissions associated with IGT's investments in the reporting year, not already included in Scope 1 or Scope 2. This category is applicable to investors and companies that provide financial services. Investments are categorized as a downstream Scope 3 category because providing capital or financing is a service provided by the reporting company.

The methodology used to compute the above-mentioned Scope 3 emissions varies between categories depending on the emission factors used. The approach to each category could be either "spend based," which uses emission factors based on money expense, or "physical based," which uses emission factors based on physical criteria (e.g., weight, surface, power). For each category, the same approach has been adopted for the three-year period.

GHG EMISSIONS (TONS)

	2023	2022	2019 SBTi base year**	% of target achievement (2023 vs 2019)	SBT NEAR TERM % 2030 vs 2019	SBT LONG TERM % 2050 vs 2019
Scope 1	29,145	30,210	31,960	-9%	-	-
Scope 2 - Location-based	26,944	27,383	40,894	-34%	-	-
Scope 2 - Market-based	26,129	26,091	46,602	-44%	-	-
Scope 1 + Scope 2 - Market Based	55,274	56,301	78,562	-30%	-50%	-90%
Scope 3	2,102,982	1,763,208	2,022,433	+4%	-30%	-90%

The methodology used for GHG calculation is based on the GHG Protocol. Fuels and operations were factored in through the U.K. Department for Environment, Food & Rural Affairs (DEFRA) conversion protocol within the reporting methodology. GHG emissions related to electricity were computed according to the emission factors (EFs) issued by Terna, AIB and ISPRA, except for U.S. states that were referenced according to state-based U.S. Environmental Protection Agency EFs. Please note that 2022 data related to Scope 3 were changed, as more reliable activity data became available. The figures reported here include all the Scope 3 applicable categories according to the GHG Protocol.

* As anticipated in the UK Annual Report 2023, the 2023 GHG emissions and energy data were updated from the values shown in the mentioned document. This is due to the availability of additional data following the publication of the [UK Annual Report 2023](#) occurred in late March
 ** Data for 2019 GHG emissions have been reported as they represent emissions considered as the baseline for SBTs setting.



SCOPE 3 GHG EMISSIONS (TONS)

	2023	2022	2019 SBTi base year*
1. Purchased Goods and Services	1,072,229	811,740	832,204
2. Capital Goods	13,413	14,876	15,518
3. Fuel-and-Energy Related Activities	15,019	15,389	15,290
4. Upstream Transportation and Distribution	33,376	17,239	33,769
5. Waste Generated in Operations	16,145	16,015	25,492
6. Business Travel	15,378	15,428	13,966
7. Employee Commuting	12,153	10,710	25,025
8. Upstream Leased Assets	5,340	6,291	2,127
9. Downstream Transportation and Distribution	5,102	7,127	9,665
11. Use of Products Sold	739,523	681,329	910,882
12. End-of-Life Treatment of Products Sold	54,586	54,832	56,810
13. Downstream Leased Assets	119,659	110,398	77,508
15. Investments	1,059	1,835	4,176
Total Scope 3 Emissions	2,102,982	1,763,208	2,022,433

GHG Scope 3 emissions have been computed according to the GHG Protocol methodology, mainly by using the following emission factors: Ecoinvent, U.K. Department for Environment, Food & Rural Affairs (DEFRA) and Agence de la transition écologique (ADEME). For Category 8 (Upstream Leased Assets), 11 (Use of Sold Products) and 13 (Downstream Leased Assets), the same EFs of Scope 2 market-based emissions were used. Please note that 2022 data related to Scope 3 were changed, as more reliable activity data became available. Moreover, no 2023 data from the Lakeland site are available so were considered 2022 data.

* The 2019 GHG emissions data have been included as they represent the baseline emissions for purposes of the SBTi's target setting.

Compared to 2022, IGT's Scope 1 emissions decreased by 4% (i.e., 1,065 CO₂e tons) in 2023, and Scope 2 emissions location-based reduced by 2% (i.e., 439 CO₂e tons). Such decrease is mainly

due to the increase of renewable energy purchased by IGT sites. 2023 Scope 2 emissions market-based remained

in line compared to the previous year with a slight increase of 0.1% (38 CO₂e tons) due to the update of emission factors. Scope 3 emissions increased due to the mitigation of the impact of the COVID-19 pandemic.

To further reduce GHG emissions in 2023, IGT continued to increase transportation efficiency by requiring all vans to be fully loaded before departing. The Company also reorganized routes and consolidated deliveries and shipments to reduce the number of trucks needed for product delivery, while ensuring that customer contract dates and needs are met.

Decarbonization Initiatives

Reducing the Environmental Impact at IGT Facilities Around the World

IGT is committed to reducing the environmental impact of its facilities around the world and is taking action to replace old lighting systems with light emitting diode (LED) lights and improving space efficiency. The increase of remote or flexible working contributed to reduced energy consumption at several IGT facilities.

The LED installation at the Tito Scalo, Italy site in 2023, as with previous similar LED installations, contributed to 60% of the total electrical power illumination of the site (i.e. an increase of 17.5% compared to 2022). Moreover, the lighting systems in Rome, Italy were replaced with LEDs, resulting in energy savings of about 76,000 kWh in 2023. A further reduction in energy consumption of about 66,600 kWh was also achieved in Rome, supported by the interior lighting systems that turn

lights off when not in use.

At several development sites throughout the world, efforts have been made to reduce the carbon footprint by engaging with key cloud providers to move development and test systems from IGT data centers into the cloud. This allows for the continuous monitoring of corporate progress through the implementation of energy-efficient data centers, server consolidation, a decrease in hardware waste, and lifecycle management.

Purchasing Certified Renewable Energy and Self-Production of Green Energy

As a first step to reducing its carbon footprint, IGT purchased as part of agreements with energy providers, a number of Guarantees of Origin to certify that almost 100% of the electricity consumed by facilities in Premstatten, Austria, Moncton, Canada, Bucharest, Romania, Barcelona, Spain, London, U.K., and the Italian sites comes from renewable sources, which will in turn contribute to its emission reduction efforts and help the Company achieve its science-based targets. Moreover, the construction of a photovoltaic plant at IGT's site in Tres Cantos, Spain was completed in 2023. The plant, which includes 54 solar panels with a unitary power equal to 460W, has a total power production capacity of 24.84kWp.

Energy Efficiency Initiatives at Data Centers

IGT is actively engaged in a series of initiatives designed to reduce the environmental impacts of its Data Center activities, with a particular focus on reducing energy consumption and the associated GHG emissions. A key strategy is the transition of IGT's Data



Centers to external co-location facilities, which involves a careful selection process of potential co-locators based on their proximity and environmental performance credentials.

The migration strategy includes the phased transfer of IGT-owned equipment racks to a chosen co-location facility. This move is complemented by optimizing rack space through consolidating systems and services and replacing older, energy-intensive equipment with more efficient, next-generation technology. These measures are expected to yield a significant decrease in energy usage. To reinforce these efforts, IGT is developing a monitoring system to continuously track the data centers' energy consumption and pinpoint opportunities for further enhancements.

The first migration occurred at the Austin Data Center, where systems are being relocated to a co-locator that upholds high environmental standards, including procuring 100% of its energy from renewable sources. This initiative will result in the following benefits on both areas as below:

For the operations:

- increase of resilience and efficiency
- ensure flexibility considering IGT's cloud strategy
- reduce the overall Total Cost of Ownership (TCO) for the Data Center of the America (DCA) costs over the next decade

For sustainability:

- Energy consumption reduction
- Transitions of Scope 1 and Scope 2 emissions

to Scope 3 emissions, which will be zero since the co-locator uses 100% renewable energy

In 2023, the following activities for this initiative were performed:

- Finalized the contract with the co-locator, chosen after a six-month period selection process;
- Purchased new hardware infrastructure based on the sustainability requirements above;
- Analyzed and defined all consolidation actions to optimize rack space in the co-locator;
- Installed and configured the site facilities and the hardware in the co-locator;
- Signed service contracts with movers, including the use of refurbished spare parts.

The migration process at the Austin Data Center began in February 2024 and is projected to complete by the end of the year. This site would serve as a model for subsequent data center migrations.

In addition to the Data Center migration, the initiative includes moving operations employees from the current site, i.e. the Data Center of the Americas (DCA), to the Austin Technology Center (ATC), already owned, managed and maintained by IGT. Design, planning and construction of the site is underway and will be completed in the first quarter of 2025, while employees will be moved in the second quarter. As people are relocated, the old site will be closed. Teams are working on the new electrical and mechanical design by analyzing new requirements for optimization. The key benefits

of the site sharing are overall cost reduction and energy consumption.

In addition to these efforts, IGT worked on various asset management initiatives to reduce its environmental footprint and support community education in the following areas:

- Procurement: IGT ensures that each purchase complies with certain requirements, such as technical characteristics, energy efficiency levels, and availability of product disposal guidelines;
- Asset Disposal and Recycling: includes an assessment of assets' obsolescence. This aims to determine whether some assets can be stored for potential reuse of some of their components;
- Donations: at the Rome office technology equipment deemed obsolete for corporate needs is donated to educational institutions.

MySelf, the Environmentally Friendly Customer Service in Italy

In 2023, IGT's MySelf project optimized the number of technical interventions completed by service technicians at the point of sale. Upon reviewing the customer service process, the MySelf project increased the effectiveness of remote troubleshooting of all point-of-sale gaming terminals through the website and mobile app without field intervention. This change resulted in multiple environmental benefits:

- reduction of emissions of carbon dioxide, nitrogen oxides, sulfur oxides and particulate matter;
- reduction of GHG emissions related to

vehicle fleet travels; and

- avoiding unnecessary movements of terminals that can be repaired with the support of website and mobile app.

The success of the MySelf Project led to new functionalities to improve remote troubleshooting and self-mode efficiency. The latest evolution incorporated terminal software self-maintenance, meaning the terminal can repair itself through recovery and self-loading procedures in case of software corruption. This tool was tested and deployed at the end of 2023 and should reduce field interventions by about 2-3%. As a result of the new process, approximately 2,000 additional field interventions in Italy have been deemed unnecessary with an expected saving of about 8,300 kg of CO2.

Engaging Retail Partners in E-training

IGT Italy has been very successful in engaging retailers with e-training on both lottery content and additional topics outside of lottery. Through e-training, IGT has provided lottery-specific content to more than 29,000 retailers on responsible gaming (RG), onboarding training for new draw games and instant tickets retailers, as well as content and tips related to store development, including marketing, communications, product promotions, display techniques, and customer relationships. About 10,000 retailers received content on new draw games products, while about 11,000 retailers received content on instant ticket products. E-training has significantly reduced training times in Italy, effectively saving GHG emissions that would have been generated if



people were to attend the training in person.

Additionally, IGT Italy provided retailers with business insights through blogs on the retailers’ portal and app. Approximately 17,000 retailers viewed the instant ticket blog and about 7,000 viewed the new Draw Games blog, launched in August 2023.

In the U.S., IGT implemented a training program for its locations in Indiana and New Jersey that involved transitioning from live training to virtual retailer trainings delivered via e-learning platforms. This contributed to a reduction in the Company’s environmental impact.

In addition, IGT developed and integrated a QR code system utilized by California Lottery retailers and staff. A single scan of the code provides access to the 10 most frequently requested Quick Reference Guides. This fosters cost-efficiency and reduces paper consumption associated with training materials.

Optimization of Logistics Towards Lotto Retailers in Italy

Since 2020, IGT has been shipping materials related to Gioco del Lotto based on the needs of retailers. To avoid wasting materials, IGT only sends material boxes when necessary, thus reducing emissions related to logistics.

At the same time, IGT estimated the average usage times of the materials shipped to ensure that retailers always have the necessary tools available, and to reduce the number of shipments by combining, when possible, the materials within the same package.

Circularity

Waste management

Increasing circular practices and reducing waste are critical to combating climate change and reducing environmental impacts. IGT strives to embed circularity into everything it does – from waste practices to water consumption and the repurposing of materials.

Waste and Machines End-of-Life Management

IGT generates an environmental impact in terms of waste, which occurs mainly from the manufacturing activities carried out on site and for the end of life of products sold. The impact is mainly determined when waste is not sent for recycling or when the final product and its components cannot be recycled or re-purposed, thus causing a waste that otherwise could be re-introduced to the manufacturing process. IGT constantly monitors the waste generated by its activities and strives to improve the circularity of its production processes. Most of IGT’s waste is generated at its manufacturing and printing plants, since office buildings generate less waste due to the type of activities conducted.

Waste Management and Recycling in Lakeland

The Lakeland, Florida facility has an extensive recycling program in place to recycle most waste produced onsite, including electronic and metal waste. The waste streams for Lakeland’s instant ticket printing operations have been thoroughly reviewed and are put into appropriate recycling streams. There is a designated waste accumulation area onsite that segregates waste streams, which are labeled by zone. Only one type of hazardous waste is accumulated in this area, and is only generated because of recycling aluminum aerosol spray cans. When aerosol cans are punctured, the propellant and waste material of the product is captured in a marked barrel. Due to the small quantity of waste captured in this way, the site is classified as a very small quantity generator. For the other waste streams, the Lakeland site’s recycling and processing vendors have been carefully selected and vetted to ensure they uphold the highest standards of recycling integrity and waste management. In 2023, the Lakeland site sent 92 kg of toner cartridge waste to a specific disposer for proper recycling. Additionally, some of the excess paper from the printing operations was allocated to local schools in Lakeland to be used for educational activities and art programs. Furthermore, more than 4,191 tons of waste was converted to recycling

streams through a relationship with a local vendor that sources recycling solutions for materials.

NUCYCLE: ALTERNATIVE ENERGY FROM WASTE

In collaboration with NuCycle, IGT can utilize all compacted dust produced in its Lakeland, Florida site by combining it with other combustible products to produce fuel cubes. The partnership with NuCycle provides an outlet to convert these normally non-recycled landfill materials into an alternative energy resource. NuCycle is an alternative fuel source manufacturing facility for commercial use that recycles various waste products derived from wood, paper, polymers and plastics to create energy fuel cubes. NuCycle Energy is focused on the development of a cost-effective alternative fuel to reduce the amount of traditional fossil fuels used in energy-intensive industrial processes, taking advantage of waste recovery. In 2023, IGT diverted more than 221 tons of waste produced in Lakeland from the landfill to NuCycle.

WASTE GENERATED (TONS)²

	2023		2022		2021	
	Waste sent to recovery, reuse and recycling	Waste sent to landfill	Waste sent to recovery, reuse and recycling	Waste sent to landfill	Waste sent to recovery, reuse and recycling	Waste sent to landfill
Non Hazardous	6,541	1,693	6,556	1,566	7,191	3,123
Hazardous	66	8	113	158	414	80

² In order to evaluate waste generation and related impacts of all active locations in 2023, data from smaller size locations have been estimated based on the average waste consumption per square-meter.



In 2023, IGT produced 8,308 tons of waste, of which 99% was non-hazardous, showing a value in line (with a decrease of 1%) compared to the previous year.

The Company's focus on proper waste management led to a drastic reduction in hazardous waste for disposal, in favor of recovery and recycling treatment. 100% of paper waste at the Lakeland, Florida printing facility is recycled.

Waste Management and Recycling in Reno

The Reno, Nevada manufacturing facility complies with the European Union Directive on Restrictions of Hazardous Substances in Electrical and Electronic Equipment (2011/65/EU) (RoHS)

and is registered as a small quantity generator of hazardous waste. In 2023, by using multiple balers to segregate the waste stream, the Reno facility was able to divert 72% of its waste. Throughout the year, the Reno facility worked with various recycling vendors to recycle items such as batteries, paper, e-waste, metal, plastic, and cardboard. Waste reduction is also made possible through various site-level programs that are implemented to educate and encourage employees to recycle correctly. Through a dedicated hardware program, previously unaccounted parts can be added to the site inventory for re-use instead of disposal, reducing IGT's waste.

The Reno facility manufactures two types of

machines: instant ticket vending machines (ITVMs) and electronic gaming machines (EGMs). ITVM maintenance and replacement programs vary depending on the lottery contracts. The ITVMs' end-of-life treatment is determined by regulations in each jurisdiction. These machines are not returned to the Reno facility. EGMs, conversely, can be sold or leased. Outside the U.S., end-of-life machine management is handled according to local reuse, recycling, and waste reduction regulations.

Internal Reuse Process for Spare Parts and Materials

Within the gaming business, IGT strives to implement circularity practices that allow manufacturing to reuse spare parts whenever possible. In particular, materials and equipment are returned to Reno, and they are either repurposed or the reusable materials are removed, scrapping only the defective materials. Spare materials are returned to Rhode Island and are either stored to be reused or scrapped. Although IGT strives to manage material returns and recycling operations at a local level to limit the need to transport materials to a central facility, there is still the need to process returns through Reno and Rhode Island. Primarily, operations with limited space or in close proximity of the Reno facility, can return used materials for recycling purposes. As a result, in 2023, there was a substantial number of material and equipment returned to warehouse locations around the U.S. Approximately 89% of the returned materials or equipment were re-purposed for reuse.

A similar process has been implemented in Italy. The IGT Repair Center committed to implementing circularity practices which allowed

for the reuse of spare parts recovered from equipment being decommissioned and/or from components deemed defective. In particular, the Repair Center recovered parts that were returned to the external repair laboratories and to field technicians, while those no longer reusable were removed, scrapping only the defective and no longer reusable parts. Approximately 40% of spare parts are recovered to be reused in the field. Since the start of the project, in mid-2023, the Repair Center recovered 1,143 spare parts to be reused in laboratories and in the field.

In the last two years, the IGT's Platform Test Teams started looking for a different solution to supply the hardware necessary for their testing, which required a long lead time to order and came at a high cost. In this context, the team found a way to lower costs, reduce wait times, and reuse materials that otherwise would have generated waste, by connecting with the Company's manufacturing department and reusing the scrap machines marked for waste. These scrap machines and parts would have otherwise gone to e-waste, but they are suitable for testing purposes.

Recovering Outer Shells of Printing Cartridges at Tito Scalo facility

Since 2020, IGT has been recovering the outer shells of printing cartridges and their packaging. In this regard, most of the raw plastic materials consumption came from the printing cartridges, which contained a ribbon inside them. Despite the excellent condition of the plastic cartridge components, this was a significant contribution to overall waste. IGT started to reuse, when possible and generally only up to three times, the plastic outer shell by replacing the ribbon inside the





cartridge. By doing this, the Company managed to reuse about 40% of the plastic component of the cartridges, avoiding using new, unnecessary raw plastic materials. In 2023, IGT managed to repurpose about 600,000 units of printing cartridges, representing 80% of the printing cartridges produced by the Company during the year. Consequently, in 2023, IGT avoided the use of about 240 tons of plastic materials.

Water Resources

Another environmental impact generated in IGT’s business was the depletion of water resources due to the withdrawal and consumption of water in water-stressed areas. IGT’s water withdrawal takes place mainly in operations and within its value chain when paper is purchased from suppliers that use a significant amount of water during their production process. IGT’s water usage is primarily related to its cafeterias, restrooms, washrooms, office purposes and silkscreen printing activities, therefore IGT is not a major user of water.

Approximately 98% of water withdrawal comes from third parties (such as municipalities), and to a lesser extent, from surface water and groundwater. Around 59% of water withdrawal occurs in areas of water stress. This result has increased compared to what reported in previous years since new geographical areas are considered in water stress according to the online database “Aqueduct”, that is aligned with the World Resource Institute (WRI).

In 2023, water withdrawal decreased by 5% compared to 2022. While the water discharge in 2023 results in line with the value reported in 2022.

WATER WITHDRAWAL, DISCHARGE AND CONSUMPTION (CUBIC METERS)³

		2023	2022	2021
Withdrawal	Surface water	3,933	2,717	5,455
	of which from water stress area	127	830	0
	Groundwater	490	1,071	1,703
	of which from water stress area	0	425	133
	Seawater	76	0	0
	of which from water stress area	0	0	0
	Third-party water	200,975	211,461	203,892
	of which from water stress area	120,343	31,638	26,920
	Total withdrawal	205,473	215,249	211,050
of which from water stress area	120,471	32,893	27,053	
Discharge	Surface water	3,253	1,184	1,603
	of which to water stress area	0	349	0
	Groundwater	512	434	1,703
	of which to water stress area	0	0	133
	Third-party water	168,250	170,279	190,084
	of which to water stress area	95,970	29,733	26,920
	Total discharge	172,015	171,897	193,390
of which to water stress area	95,970	30,082	27,053	
Consumption		33,458	43,352	17,660

³ In order to evaluate water consumption and related impacts of all active locations, in 2023, data from smaller offices have been estimated based on the average water consumption per square meter. Moreover, in order to map the water stress of the areas where its sites are localized, IGT uses the Water Risk Atlas of the World Resources Institute.

Moreover, nearly all discharges were attributed to third party. Since 2022, it was assumed that all offices consume 10% of the water withdrawn, thus discharging less water. In 2023, water consumption (being the difference between water withdrawal and water discharged) amounted to 33,458 cubic

meters, and mainly occurred at the Lakeland’s printing site .

Water Management in Lakeland and Anilox Cleaning Systems

The Lakeland, Florida facility uses potable

water for all purposes in the building, including the production process, and has implemented a water reduction program for cleaning printing equipment. In 2021, the site switched to a Laser Anilox Cleaning system for a more efficient washing of printing equipment, which reduces demand for detergents and wastewater generation. The dust made by the laser is then collected and disposed of with no water consumption. With the success of the new laser system, IGT purchased a second unit in 2022. In 2023, with both Anilox cleaners in use, the site experienced a waste-water reduction of 223.7 cubic meters compared to 2022.

Raw Materials Consumption

IGT uses a variety of non-renewable materials, such as raw materials (e.g., metals, wood), semi-manufactured materials (e.g., assemblies and electronic components), and other materials (e.g., cardboard paper, plastic, toners, and ink).

IGT’s lottery and gaming production processes require the use of a wide range of materials, which causes the depletion of natural resources. The main materials used in assembling gaming machines include metals, wood, plastics, glass, electronic components, and liquid crystal display (LCD) screens, while the lottery business mainly uses paper and inks. IGT is committed to improving the recovery and reuse of materials and products so that it does not need to purchase as many new ones.



Most of the purchased materials are used for packaging and assembling ITVMs and EGMs. The main manufacturing operations at IGT are configuring and assembling of electronic components, cables, harnesses, video monitors, and prefabricated parts purchased from outside sources. Since 2021, pre-assembled cabinets have been purchased directly from contracted manufacturers and integrated with additional parts. The same can be said for ITVMs, which since 2020, have been purchased directly from one contracted manufacturer.

Products comply with the jurisdictional regulations where IGT places such products. For example, in compliance with the European Union Directive on Restrictions on Use of Hazardous Substances (RoHS) in Electrical and Electronic Equipment (2015/863/EU), IGT manufactures RoHS-compliant machines for European distribution. IGT’s printing presses in Florida are servo-driven and can be operated solely on water-based ink systems. The servo-driven press optimizes job changeover times, minimizes material waste, and provides high-quality printing.

The Company relies heavily on the supply of paper for instant tickets production and is committed to reducing the impact of paper consumption on natural resources. This is in line with the commitments of the major paper suppliers, which abide by several environmental standards.

The Lakeland, Florida printing facility only uses paper from FSC certified suppliers. IGT also uses

PURCHASED MATERIALS (TONS)			
	2023	2022	2021
Paper (office paper, olographic paper, thermal paper and packaging)	20,106	20,101	20,988
Paper (lottery tickets)	13,351	13,399	14,787
Cardboard	357	357	62
Toner and liquid inks	1,932	2,052	2,153
Plastics (packaging and cabinets plastic parts)	2,738	3,124	13,976
Electronic components (assemblies, PCBs, monitors, bill acceptors)	6,686	4,671	12,733
Wood	605	659	357
Metals	15,954	14,188	37,232
Other	4,114	3,543	26,630

2023 showed a slight increase in the amount of raw materials consumed compared to 2022. In particular, the increase regards paper, electronics, metals and other materials. In the opponent direction, IGT manage to reduce the use of toner, plastics and wood

an ink color-match and mixing center onsite to reduce the quantity of plastic pails used to print custom and pantone matching system colors. The ink is mixed according to the specific need of the business project, helping to significantly reduce material waste, including ink and plastic pails. The plastic buckets do not lend themselves to normal recycling processes.

Sustainable Conversion of All Lottery Products in Italy

Since 2019, IGT mapped all lottery products in

Italy, including instant tickets and playslips, that may have been sourced from a supplier who adopts an Forest Stewardship Council (FSC)-certified management system and maintains an extensive sustainability program. Since 2020, the Company has been sourcing FSC-certified paper for all lottery products.

Trade Marketing Goes Green at IGT in Italy

In 2023, IGT improved product marketing materials at the retailer point of sale to help avoid waste and better the environment through

a project which was initiated in 2021. This effort consists of three objectives:

- implement alternative digital solutions for communication at the point of sale;
- identify and deploy branded and permanent communication materials at the point of sale;
- reduce the paper used to produce communications materials and only use FSC-certified paper for materials necessary to print.

All materials are available on the retailer’s web portal and retailers can request it free of charge. This choice allows IGT to produce materials that fit the specific retailer’s needs.

Regarding the first objective, IGT continued to develop digital signage. The project featured the installation of a monitor dedicated to broadcasting product news and winnings in real time. For draw games, a monitor at each point of sale provides customers with real-time product information.

IGT kept permanently branded products, such as playstations, to display playslips or tickets. As a result of these activities, the paper and cardboard consumption of communication materials decreased by about 30% in 2023 compared to 2021, when IGT started the retailer’s portal activities. The 2023 consumption of plastic and plexiglass also decreased compared to 2021.



Choosing Sustainable Solutions at Worldwide Gaming Events

As in the previous year, IGT participated in international gaming events and conferences and focused on caring for the environment by avoiding wasting materials and resources. At the two lottery trade shows in Sibenic, Croatia and Milwaukee, Wisconsin, the Company limited the materials ordered and worked with a vendor to ensure only sustainable items were purchased. For one of the two events, IGT also worked with a local vendor who also provided a more sustainable option, which resulted in no need for shipping. Moreover, printed documents, such as agendas and customer visit plans, were all replaced with digital documents. IGT also offered Treedom gifts as giveaways.

All 2023 gaming shows reused existing booth elements and rental panels which reduced the need for customized, one-use pieces. For the Indian Gaming Tradeshow and Convention (IGA) and the Global Gaming Expo (G2E), IGT ordered a carpet made with recycled plastic water bottles. Gaming shows no longer offer printed material and promotional giveaways. In their place since 2022, IGT, like the Company had done with lottery shows, began to gift trees planted through Treedom. In this context, for a creative and easy distribution at trade shows and conferences, QR codes were provided with the link to take customers to the IGT Treedom site where they could redeem their gifted tree. Moreover, for all gaming shows in

2023, IGT replaced plastic water bottles with large water jugs with recyclable cups.

Gaming shows and customer events held in the EMEA and LAC regions leveraged rental elements wherever possible across booth design and furniture. Customer gifts were either sourced from Certified B suppliers or items that were sustainable, reusable, and environmentally friendly. For example, at an exclusive event for customers in Mexico, each was given a custom curated succulent garden from local florists instead of a gift bag containing branded merchandise. Hospitality considerations are taken into account at every event and attendees from IGT are encouraged to stay within walking distance of the venues, or to take group or public transportation.

Biodiversity

Biodiversity loss has gained increasing attention at a global level and is now recognized as one of the biggest environmental threats to human beings and companies. It is defined as the increasing loss of the biological diversity that characterizes our planet's living things, including plants, bacteria, animals, and humans. Human consumption and other activities that disturb and even destroy ecosystems pose a major threat to the planet's biodiversity.

One of the main contributors to this decline in biodiversity is the change in land use driven by the global demand for paper, among other causes.

Due to the nature of its business, IGT utilizes large quantities of paper. This generates an impact on biodiversity that has been detected among the material topics emerging from the Company's materiality assessment, thus reinforcing IGT's efforts to increase its understanding of the environmental impact of its operations.

IGT has always recognized the importance of preserving natural capital and ecosystems and remains mindful of its paper resource consumption. The Lakeland, Florida printing facility only uses paper sourced from a Forest Stewardship Council (FSC) -certified supplier and recycles 100% of its paper waste. Additionally, the Lakeland site is certified by a third-party registrar as an FSC Chain of Custody-certified facility for paper products¹. Furthermore, a policy for the FSC Chain of Custody certification was adopted in the Tito Scalco, Italy printing facility and customers can ensure their products are FSC certified². With this commitment, IGT is engaged in:

- Implementing and maintaining an adequate FSC Chain of Custody management and control system for products manufactured and labeled according to the FSC management scheme;
- Supplying and using raw materials that are certified and/or do not come from controversial sources;
- Working with suppliers of raw materials of forestry origin that have obtained or intend to obtain recognized forestry certifications; and

- Promoting and encouraging the use of FSC-certified paper and cardboard among customers.

IGT has also agreed, during the period of its relationship with FSC, not to be involved directly or indirectly in the following activities that are considered unacceptable and a threat to biodiversity:

- Illegal logging or illegal trade in timber or forest products;
- Violation of human and traditional rights during forestry operations;
- Destruction of high conservation values during forestry operations;
- Major conversions of forests to plantations or other non-forest uses; and
- Introduction of genetically modified organisms in forestry operations.

THE FOREST STEWARDSHIP COUNCIL (FSC)

FSC is a non-profit organization that promotes responsible forest management worldwide through a certification system. The FSC label indicates that wood products or derivatives have been produced in a sustainable manner, respecting strict environmental, social and economic standards. The FSC certification is considered one of the most important for sustainable forest management worldwide as it helps control and reduce the impacts of a company's activities on biodiversity.

¹ The certification mentioned for the Lakeland printing facility refers to the legal entity IGT Global Solutions Corporation.
² The certification mentioned for the Tito Scalco printing facility refers to the legal entity PCC Giochi e Servizi S.p.A.



Paper Supply and Disposal in Italy

IGT's environmental impact on the Italian lottery is centered around paper used for lottery playslips, supporting game materials, Gratta e Vinci (instant) tickets, and some communication materials placed at retailers. In 2019, IGT mapped all consumable materials for gaming purposes to be produced with paper sourced from suppliers who adopts a sustainable forest management system and maintains an extensive sustainability program. In terms of sorting and disposal, this paper holds a "B level" of recyclability, therefore it can be recycled in the separate paper waste collection, with a scrap rate lower than 20% (source: Aticelca 501 evaluation system). For its draw games, IGT seeks to reduce the number of tickets and playslips by featuring multiple bets on one playslip and offering players the opportunity to fill out the Gioco del Lotto playslip directly on their smartphone through the MyLotteries app.

This has proven to be a successful method as the

number of playslips produced by the Company has reduced in recent years, despite continued lottery growth. In 2022, IGT also launched an awareness campaign for players and retailers, promoting proper disposal of playslips. In 2023, IGT improved the storytelling to communicate that instant tickets and receipts are made with paper from responsibly managed forests.

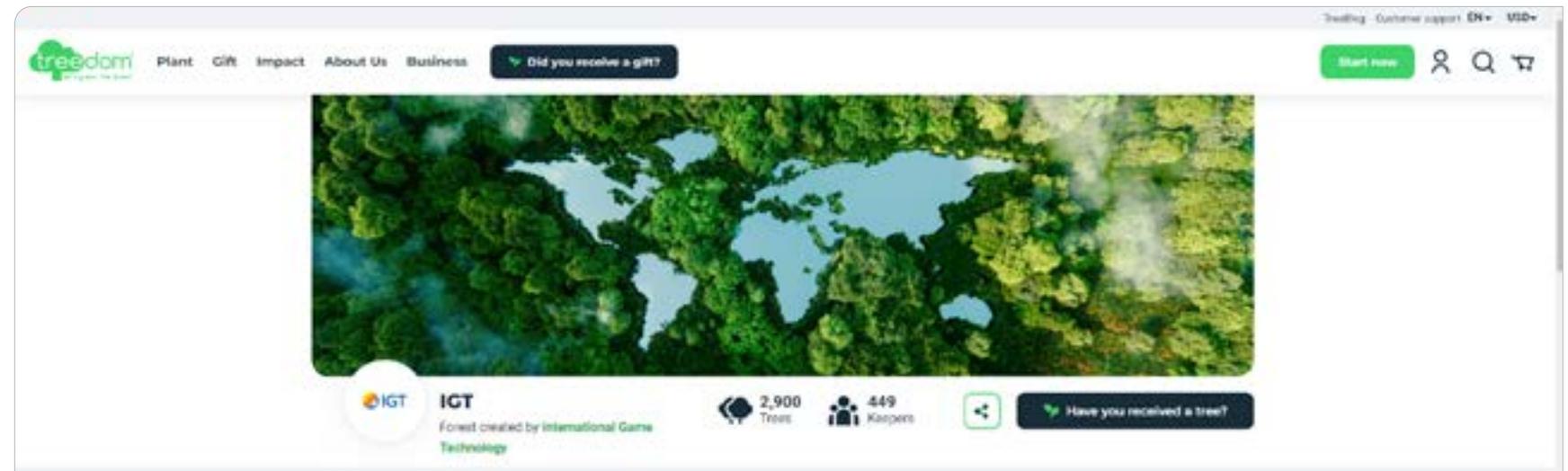
IGT's Treedom Initiative

In 2022, IGT planted 1,900 trees with Treedom, which formed the IGT Forest. These are a mix of mango, papaya, coffee, avocado, cashew and white mangrove trees that have been planted in Tanzania, Cameroon, Colombia, Ghana, Guatemala, Ecuador, Kenya, and Madagascar. The Company has

extended its commitment in 2024 by purchasing 1,000 more trees, leading to a total of 2,900 trees in the IGT forest. Custodianship of these trees was offered as a corporate gift to IGT's customers during trade shows. Following these trade shows, IGT's research showed that customers liked the alternative to traditional merchandise, and they appreciated IGT's sustainable approach to giveaways.

Treedom reported that the IGT forest directly involved 112 local farmers with respect to the planting of the trees. These farmers received education and skill-based training on how to best care for their soil, their new tree species, and what other crops would thrive in existence with them, to help boost biodiversity and productivity

simultaneously. 450 of IGT's trees have been planted in Kenya where Treedom is leveraging projects to support gender equality. In IGT's planting project, 80% of staff employed are women, thereby providing decent employment, income, and economic equality to women. IGT's tree projects also contribute to 10 of the UN's 17 sustainable development goals (SDGs).





IGT LOTTERY SPA

ha compensato 48.949 kg di CO₂ imputabili a tutti i suoi eventi online e fisici organizzati nel 2023, mediante crediti di carbonio del settore forestale generati dal progetto Siro Negri nel Parco del Ticino con interventi di creazione e tutela di 97.898 mq di foreste in crescita.



Zero CO₂ Impact Events in Italy with LifeGate

IGT Italy assessed the environmental impact of corporate events held in 2023, such as training courses, sales meetings, and a year-end town hall meeting. This was done by estimating the related CO₂ emissions and compensating them with carbon credits generated by projects to create and preserve a 97,898 square meters area of growing forest. This area is equivalent to almost four times the size of the Colosseum in Rome, Italy, located in the reservoir Bosco Siro Negri, inside Parco del Ticino. This initiative was conducted with the support of LifeGate, a

leading organization that has been promoting sustainable development for more than 20 years. The collaboration started in 2019 and will continue in the coming years by compensating the CO₂ emissions generated by in-person, virtual, and hybrid events held by the Company.

The reservoir project started in 2003 with the goal of re-foresting 260,000 square meters of land with native species, and thereby returning the area to its original balance between the historical value of the landscape and ecology. Through these practices, IGT shows a clear

commitment to the ethical use of natural resources, as well as a commitment to directing customers and suppliers towards environmental and social responsibility to safeguard and preserve biodiversity.

Air Pollution

Air polluting emissions (e.g., SO_x, NO_x, CO, PM, VOC) are generated mainly at IGT printing facilities and constitute another environmental impact that the Company monitors and strives to minimize. These emissions mainly affect air quality, thus impacting human health and the natural environment. Breathing in these pollutants has been linked to a significant increase in lung and respiratory issues, heart disease, childhood development issues, cognitive impairment, and premature death, while impacts on the environment include dangerous levels of smog, acid rain, and water pollution.

IGT's production processes have no significant impact in terms of polluting emissions. However, it is possible to trace volatile organic compounds (VOC) at the printing activities, as well as low emissions of ozone-depleting substances from the cooling systems at various production and office sites. The printing facilities in Lakeland, Florida and Tito Scalo, Italy have adopted a similar approach to VOCs, with the aim of ensuring and monitoring compliance with existing laws and guaranteeing that emission levels stay significantly below the limits set by local authorities. In 2023, VOC emissions from inks and cleaning materials at the printing plant in Tito Scalo were extensively below the limits provided

for the Atmospheric Emissions Authorization. The Lakeland facility continued to use a water-based ink construction and water-based plate manufacturing process to minimize VOCs and Hazardous Air Pollutants (HAPs) produced.

The Lakeland site also holds a Title V Air Permit which was renewed this year after a thorough resubmission process. To ensure compliance with federal and state regulations, IGT demonstrates the commitment to integrity and the environment by partnering with respected professionals at a prestigious local and international environmental consulting firm. Through this partnership, the Lakeland site meets and exceeds emission reduction goals. VOC emissions for 2023 have been less than 50% of allocated amount based on the Title V Air Emissions Permit.

AIR POLLUTION	
Pollutant	Quantity (kg)
NO _x	0
SO _x	0
Persistent organic pollutants (POP)	0
Volatile organic compounds (VOC)	41,769
Hazardous air pollutants (HAP)	480
Particular Matter (PM)	0
Others	0



ENVIRONMENTAL INITIATIVES IN LAKELAND, FLORIDA

IGT's Lakeland, Florida facility conducts instant ticket printing. Given the importance of the facility, IGT is pursuing several initiatives aimed at mitigating environmental impacts of the site, affecting various aspects such as waste management and recycling, reduction of wastewater, use of paper, and the minimization of pollutant emissions.

In particular, the following initiatives have been carried out at Lakeland site:

Environmental Management System:

- Environmental Management System certified according to ISO 14001 standard;

Waste and Materials:

- The implementation of an extensive recycling program, including the recycling of toner cartridges and of 100% of the site's paper waste;
- Donation of excess paper to schools for educational activities and art programs;
- Use of paper sourced solely from FSC-certified suppliers;
- Certification by a third-party registrar as FSC Chain of Custody facility for paper products;
- In collaboration with NuCycle, use of all compacted dust to produce fuel cubes for alternative energy resources;

Wastewater generation:

- The purchasing and use of two Anilox cleaning systems for a more efficient printing machine washing that reduces wastewater generation;

Air pollution:

- Use of a water-based ink construction and water-based plate manufacturing process to minimize VOCs and HAPs produced.





ENVIRONMENTAL INITIATIVES IN TITO SCALO, ITALY

The Tito Scalo, Italy facility represents another IGT manufacturing sites where printing activities take place and lottery terminals are assembled. A repairing process of the electronic devices that equip a point-of-sale (e.g., terminals, printers) is continually carried out onsite. In this context, Tito Scalo has the capacity to repair around 40,000 pieces per year. IGT is committed to pursuing new solutions to reduce environmental impacts at this site, such as a process of re-using the outer shell of the printing cartridges and re-using spare parts to minimize the waste and give new life to otherwise discarded materials. The Company also seeks to reduce energy impacts by installing LED lamps with low energy consumption and purchasing certified green energy from Guarantee of Origin. The Company also pays particular attention to the material procurement process meaning paper is sourced responsibly, aligned with FSC guidelines.

The following initiatives have been carried out at the Tito Scalo site:

Environmental Management System:

- Environmental Management System certified according to the ISO 14001 standard;

Energy efficiency and GHG emissions reduction:

- Purchasing an amount of Guarantees of Origin to certify that 100% of the electricity consumed onsite comes from renewable sources;
- LED installation that contributes to around 60% of the total electrical power illumination of the site;

Waste and Materials:

- Policy for the FSC Chain of Custody certification.
- Recovering and re-using of the outer shell of the printing cartridges and of their packaging;
- Recovering and re-using of spare parts from equipment being decommissioned and/or from components deemed defective;





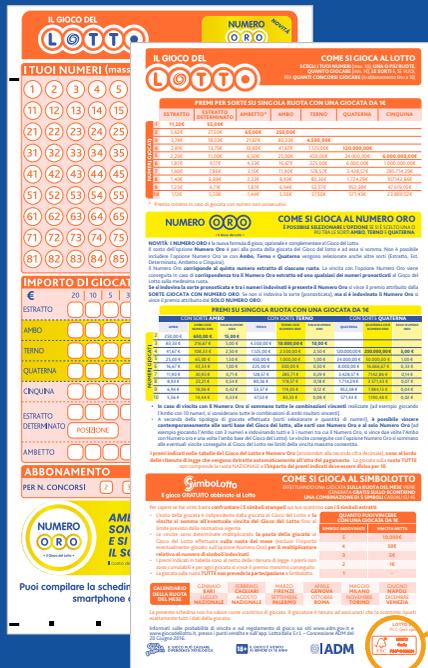
ENVIRONMENTAL APPROACH TO IGT LOTTERY PRODUCTS

IGT is constantly designing product upgrades to accommodate environmental causes and advance the quality and sustainability of lottery products.

The Forest Stewardship Council (FSC®) label on instant tickets and Lotto playslips and tickets secures a long-term source of paper and other forest products through sustainable management of forests. Instant tickets are made with recyclable paper (certified Aticelca), which holds a “B level” of recyclability, therefore it can be recycled in the separate paper waste collection together with paper Lotto playslips.

Optimization of logistics and communication materials for both Gioco del Lotto and instant tickets allows for fewer miles traveled and lower emissions related to shipments. In addition, instant tickets are printed by using all-water-based coatings and inks. Gioco del Lotto playslips, are printed using renewable energy sourced from the energy supply process.

IGT establish a process to recycling the plastic outer shell of the printing cartridges to minimize the waste and give new life to otherwise discarded materials.



Gioco del Lotto Playslip



Gioco del Lotto Receipt



Instant Ticket





7 Appendix





Methodological Note

This Sustainability Report was published on July 10, 2024, by International Game Technology PLC (together with its consolidated subsidiaries, “IGT” or “the Company” unless otherwise stated), to disclose its sustainability performance and maintain an important communication channel with its stakeholders.

Identifying Sustainable Material Aspects

As in prior years, IGT updated the materiality analysis in 2023, according to the Global Reporting Initiative (GRI) Sustainability Reporting Standards 2021.

Sustainability Materiality Definition Process

The subjects covered in this report have been identified by a materiality definition process that IGT established to identify the most relevant economic, environmental, and social topics. The GRI Sustainability Reporting Standards require this report to include information related to topics deemed to have the most significant impacts on the economy, environment, and people, including impacts on human rights. The process of updating the materiality analysis comprises five phases: (1) understanding the sustainability context in which IGT operates; (2) identifying current and potential negative and positive impacts; (3) assessing the significance of impacts; (4) prioritizing the most significant impacts for reporting purposes; and (5) shifting from impacts to sustainability material topics and having material topics validated by the Company’s senior leaders. The analysis took into account the entire value chain of IGT, therefore including not only the Group’s operations but also

upstream and downstream activities.

Phase One

In the first phase, IGT sought to identify the most common impacts on the economy, environment, and people in its operating sector. The Company analyzed its operations, business relationships, and sustainability activities in which these occur. The analysis covered the entire value chain and included:

- Industry trends: analysis of published reports by key international sustainability influencers in the gaming and entertainment industry.
- IGT documentation and procedures.
- Benchmark analysis: review of sustainability reports and similar publicly available information from competitors and other companies in the gaming and entertainment industry was conducted to identify the most widely discussed sustainability issues.

Phase Two

In the second phase, IGT identified its actual and potential impacts on the economy, environment, and people. Actual impacts are defined as those that have already occurred, while potential impacts are defined as those that might occur. Furthermore, these impacts are ranked as negative and positive, short-term and long-term, intended and unintended, and reversible and irreversible. This included the impacts on human rights across the organization’s activities and business relationships within its value chain.

Phase Three

In the third phase, IGT assessed the significance of its identified impacts through quantitative and

qualitative analysis, and critical and professional judgment. The latter allowed IGT to consider and evaluate all specificities and peculiarities of the sectors where the Company operates, as well as its business relationships.

In addition, IGT prioritized negative impacts separately from positive impacts as negative impacts cannot be offset by positive impacts.

To assess actual negative or positive impacts, IGT considered the severity of the impacts, which was determined by scale (how serious or beneficial the impact is), scope (how widespread the impact is), and the irremediable character of the impact (how hard it is to counteract or ameliorate the harm resulting from negative impacts). For potential negative or positive impacts, the significance was determined by severity and likelihood (the probability that the impact would occur).

Phase Four

In the fourth phase, IGT defined its most significant impacts based on the assessment carried out in phase three to determine its material topics for reporting.

The identified impacts were tested by IGT subject matter experts who understood the organization and its sectors and had insight into one or more material topics. This enabled the Company to determine which impacts were relevant.

Phase Five

In the fifth phase, the impacts deemed significant were classified according to the following categories: environment, social, and economy. The list of material topics was reviewed and approved

by the Sustainability Steering Committee and by the Nominating and Corporate Governance Committee of the board of directors of International Game Technology PLC.

Difference between 2022 and 2023

Compared to 2022, a new material topic emerged from the updated materiality analysis: employee skills development and employee well-being. This topic reflects the importance of nurturing a positive work culture, offering additional benefits, and favoring employees’ development.

List of material topics

The list of material topics has been categorized in the following table.

Environment	<ul style="list-style-type: none"> • Climate change • Waste and product end of life • Raw materials consumption • Water resources • Biodiversity
Environment/Social	<ul style="list-style-type: none"> • Air pollution
Social	<ul style="list-style-type: none"> • Local communities support • Responsible gaming • Customer privacy and security • Diversity, equity and inclusion • Human rights • Workplace, health, and safety • Employee skills development and employee well-being • Regulated gaming • Creation of secure games
Social/Economy	<ul style="list-style-type: none"> • Supporting good causes through lottery revenues
Economy	<ul style="list-style-type: none"> • Business ethics



Report Profile

Boundary and Reporting Period

This Sustainability Report covers fiscal year 2023 (January 1, 2023 – December 31, 2023).

The reported economic, social, and environmental information refers to all entities included in IGT's consolidated financial statements as of, and for, the year ended December 31, 2023.

This report describes activities, initiatives, and significant events that took place in 2023, as well as comparative data related to 2022 and 2021, where available. Additionally, as for GHG emissions, data from 2019 is included as it is the baseline for the targets submitted to and approved by the SBTi. Any change to data already disclosed in prior year reports has been indicated within the text of this report, including the reasons for the restatement.

IGT previously utilized an internal, web-based tool to collect environmental data from sites all over the world. In 2021, the Company introduced a third-party data collection tool to improve effectiveness of the data collection process. Since January 2023, data collection has been carried out on an ongoing basis instead of on a year-end basis.

Greenhouse gas (GHG) emissions from sites which were unable to provide electricity and natural gas consumption data for 2023 have been

estimated¹ to allow for the computing of GHG emissions across 100% of IGT's active locations. Additionally, a similar estimate² was made to include sites which were unable to provide water withdrawal and discharge as well as waste generation data for 2023, to cover the entire IGT perimeter.

For a better understanding of the Company and its business, please refer to the [2023 U.K. Annual Report](#) and Accounts and [Form 20-F](#) for the year ended December 31, 2023.

Preparation Principles GRI

Based on the current coverage of both "Universal Standards" and "Topic Standards" linked to material topics, this report has adopted the "In accordance with" option of the "GRI Sustainability Reporting Standards 2021." The content index is shown on page 148.

Sources and Data Gathering Systems

Data sources include internal documents, market surveys, and other official sources indicated in this report. Financial and economic data and information are derived from IGT's Form 20-F and U.K. Annual Report and Accounts for the year ended December 31, 2023³.

Assurance Process GRI 2-5

This report has been verified by Ernst & Young S.p.A. (EY S.p.A.), an independent auditor who has carried out a limited assurance engagement according to the International Standard on

Assurance Engagements (ISAE) 3000 (revised) criteria.

The quantitative indicators reported in the content index do not refer to any general or topic-specific disclosure of the GRI Standards, and are not subject to the limited examination by EY S.p.A.

Report Structure GRI GRI 2-3

This report is made of six sections and one appendix:

1. "About IGT" provides an overview of IGT's business and main activities, and a description of the structure and responsibilities of its governance bodies. It also describes the international gaming space in which the Company operates and highlights its ongoing dialogue with customers.
2. "Commitment to Sustainable Growth" describes IGT's sustainability path and priorities, commitments to the United Nations Global Compact and Sustainable Development Goals, ambitions and strategic goals, and approach to stakeholder engagement and community support. It also shows IGT's materiality table and generated value, as well as an overview of the structure and responsibilities of its sustainability governance bodies.
3. "Valuing and Protecting Our People" provides an overview of IGT's workforce and the Company's commitment to fostering a positive work climate and engaging with employees.

4. "Advancing Responsibility" provides an overview of the Company's commitment to responsible gaming and to the protection of people, products, and processes.
5. "Supporting Our Communities" describes the Company's initiatives on behalf of the communities in which it operates.
6. "Fostering Sustainable Operations" provides a description of the Company's supply chain and related activities to ensure its sustainability. It also highlights the Company's commitment to promoting responsible practices across the supply chain, the environmental impact of operations, and efforts made to reduce carbon footprint.
7. In the appendix of this report, both Universal and Topic GRI standards are reported within the content index in accordance with the GRI Sustainability Reporting Standards.

[This report is published in English in the Sustainability Report section on IGT.com.](#)

More information and in-depth analysis about topics disclosed in this report can be requested via email at sustainability@igt.com.

¹ Electricity and natural gas estimation is based on an average consumption per square meter.

² The estimate of water withdrawal and discharge and waste generation was based on an average parameter per square meter.

³ The financial data are presented in U.S. dollars, unless otherwise specified. Any references to "\$" refer to the currency of the United States of America (or "U.S.").



Social KPIs

The data presented in the following tables (GRI 2-7, 2-8, 401-1, 403-9, 404-1, 405-1, additional social DEI KPIs) do not encounter iSoftBet employees. For more details, please see “Methodological note”.

Disclosure 2-7 Employees

Employees by employment contract, by gender	2023*			2022*			2021		
	Men	Women	Total**	Men	Women	Total	Men	Women	Total
Permanent contracts	7,422	3,476	10,898	7,179	3,300	10,479	7,153	3,240	10,393
Temporary contracts	25	33	58	20	30	50	48	45	93

* According to the GRI Standards 2021, interns were not encountered within IGT total workforce, but were considered in GRI disclosure 2-8. While, in the 2023 financial reports and Modern Slavery Act statements the data disclosed for IGT total workforce (11,016) also encloses interns.

Employees by region, by gender	2023			2022			2021		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
United States	4,037	1,864	5,901	3,889	1,799	5,688	3,820	1,707	5,527
Italy	701	452	1,153	726	461	1,187	838	532	1,370
Canada	391	158	549	383	153	536	363	141	504
Serbia	283	153	436	282	140	422	238	115	353
United Kingdom	217	120	337	194	103	297	163	83	246
Mexico	214	77	291	206	77	283	195	70	265
Australia	228	42	270	224	42	266	220	40	260
Poland	209	60	269	212	57	269	225	60	285
Austria	160	70	230	159	72	231	167	69	236
India	109	37	146	114	31	145	91	29	120
China	65	64	129	62	62	124	69	69	138
Romania**	76	51	127	-	-	-	-	-	-
Spain	88	38	126	89	35	124	84	33	117
Jamaica	51	30	81	57	33	90	51	27	78
Chile	60	20	80	64	19	83	64	19	83
Trinidad and Tobago	41	39	80	44	40	84	45	37	82
Argentina	54	19	73	55	17	72	54	15	69
Perù	36	23	59	37	22	59	35	27	62
South Africa	38	21	59	40	22	62	38	22	60
Costa Rica	44	12	56	43	15	58	41	13	54
The Netherlands***	41	6	47	51	7	58	56	9	65
Other Countries with less than 50 employees*	304	153	457	268	123	391	344	168	512
Total	7,447	3,509	10,956	7,199	3,330	10,529	7,201	3,285	10,486

* Within the “Other countries with less than 50 employees” category are included the following countries: Czech Republic, Sweden, Slovakia, Colombia, Barbados, Singapore, Philippines, Greece, Finland, Belgium, Dominican Republic, Virgin Islands, U.S., Germany, Monaco, Saint Kitts and Nevis, Portugal, Switzerland, Saint Maarten, Antigua and Barbuda, Gibraltar, Luxembourg, France, Taiwan, Cyprus, Latvia, Estonia, Turkey, Bulgaria, Ireland, Israel, Malaysia, Hong Kong, Anguilla, Denmark, Hungary, Morocco, Malta, New Zealand.

** In 2023, the country Romania reached a number of employees higher than 50, therefore the country was considered apart from “Other Countries with less than 50 employees”, differently from the reporting years 2022 and 2021 in which it fell under the category “Other Countries with less than 50 employees”.

*** In 2023, Netherlands counts less than fifty employees, but it has been reported as a single country in continuity with previous years. Thus, it has not been reported under the “Other Countries with less than 50 employees” category.



Employees by employment type, by gender	2023			2022			2021		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Employees on full-time contract	7,423	3,433	10,856	7,177	3,251	10,428	7,161	3,185	10,346
Employees on part-time contract	24	76	100	22	79	101	40	100	140

Disclosure 2-8 Workers who are not Employees

Workers who are not employees	2023	2022*
Interns	60*	51
Contingent workers	290	219
Total	350	270

*Contingent workers include vendors, agents, interims, staff leasing. Inside of IGT their role, together with interns, is to:

- provide support in the management of specific projects;
- perform market analysis and research;
- provide operational consulting in different operations and Company's processes;
- Research and developing.

Disclosure 401-1 New Employee Hires and Employee Turnover**

Age group	2023				2022				2021			
	New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
Up to 30	419	34	276	22	601	51	277	24	562	52	313	29
30-50	722	12	528	9	995	17	1,078	18	832	14	1,001	16
Over 50	180	5	311	9	232	7	391	11	162	5	413	13
Total	1,321	12	1,115	10	1,828	17	1,746	17	1,556	15	1,727	16

Region	2023				2022				2021			
	New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
U.S.	911	15	712	12	1,067	19	885	16	816	15	987	18
Italy	38	3	74	6	126	11	303	11	131	10	120	9
Rest of the World	372	10	329	8	635	17	558	15	609	17	620	17
Total	1,321	13	1,115	11	1,828	17	1,746	17	1,556	15	1,727	16

Gender	2023				2022				2021			
	New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover		New Employee Hires		Employee Turnover	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
Male	886	12	780	10	1,243	17	1,221	17	1,061	15	1,183	17
Female	435	12	335	10	585	18	525	16	495	15	544	16
Total	1,321	12	1,115	10	1,828	17	1,746	17	1,556	15	1,727	16

** Please note that there are slight misalignments when comparing the headcount figures of 2022 and 2023 related to internal contract transformations, in accordance with local legislation by subsidiaries.



Disclosure 404-1 Average Hours of Training per year per Employee

Professional Category	2023						2022*						2021					
	Total training hours			Average number of training hours			Total training hours			Average number of training hours			Total training hours			Average number of training hours		
	Men	Women	Total**	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	6,933	4,193	11,126	14.41	20.45	16.22	4,345	2,141	6,486	9.13	10.81	9.62	2,173	943	3,117	4.74	5.58	4.96
Middle Management	20,518	10,501	31,019	19.21	21.39	11.31	13,006	6,505	19,511	12.81	14.02	13.19	7,237	3,035	10,272	7.20	6.71	7.05
Office staff and workers	154,616	34,007	188,622	26.21	12.09	21.65	57,285	23,872	81,157	10.04	8.95	9.69	44,261	21,998	66,259	7.72	8.26	7.89
Total	182,066	48,701	230,767	24.45	13.88	21.06	74,635	32,519	107,154	10.37	9.77	10.18	53,672	25,976	79,647	7.45	7.91	7.60

* In 2022 the training hours were calculated considering both LMS and Udemy platforms, whereas in 2021 only data from LMS training platform was encountered.

** In 2023, the total number of training hours increased since IGT provided several Field Services training programmes.

Disclosure 405-1 Diversity of Governance Bodies and Employees

Number of employees per employee category, gender and age group

Category	2023											
	Up to 30			30-50			Over 50			Total per Category		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	202	93	295	279	112	391	481	205	686
Middle Management	11	4	15	660	321	981	397	166	563	1,068	491	1,559
Office staff and workers	845	367	1,212	3,276	1,574	4,850	1,777	872	2,649	5,898	2,813	8,711
Total	856	371	1,227	4,138	1,988	6,126	2,453	1,150	3,603	7,447	3,509	10,956

Category	2022											
	Up to 30			30-50			Over 50			Total per Category		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	209	95	304	267	103	370	476	198	674
Middle Management	12	4	16	633	304	937	370	156	526	1,015	464	1,479
Office staff and workers	823	332	1,155	3,155	1,522	4,677	1,730	814	2,544	5,708	2,668	8,376
Total	835	336	1,171	3,997	1,921	5,918	2,367	1,073	3,440	7,199	3,330	10,529

Category	2021											
	Up to 30			30-50			Over 50			Total per Category		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	212	88	300	247	81	328	459	169	628
Middle Management	13	6	19	635	296	931	357	150	507	1,005	452	1,457
Office staff and workers	729	332	1,061	3,309	1,586	4,895	1,699	746	2,445	5,737	2,664	8,401
Total	742	338	1,080	4,156	1,970	6,126	2,303	977	3,280	7,201	3,285	10,486



Percentage of employees per employee category, gender and age group

Category	2023								
	Up to 30			30-50			Over 50		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	29.4	13.6	43.0	40.7	16.3	57.0
Middle Management	0.7	0.3	1.0	42.3	20.6	62.9	25.5	10.6	36.1
Office staff and workers	9.7	4.2	13.9	37.6	18.1	55.7	20.4	10.0	30.4

Category	2022								
	Up to 30			30-50			Over 50		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	31.0	14.1	45.1	39.6	15.3	54.9
Middle Management	0.8	0.3	1.1	42.8	20.6	63.4	25.0	10.5	35.5
Office staff and workers	9.8	4.0	13.8	37.7	18.2	55.9	20.7	9.7	30.4

Category	2021								
	Up to 30			30-50			Over 50		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	-	-	-	33.8	14.0	47.8	39.3	12.9	52.2
Middle Management	0.9	0.4	1.3	43.6	20.3	63.9	24.5	10.3	34.8
Office staff and workers	8.7	4.0	12.6	39.4	18.9	58.3	20.2	8.9	29.1

Number and percentage of individuals within the organization's governance bodies per gender and age group

Gender	2023						2022						2021					
	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	67	-	-	-	-	8	67	-	-	-	-	8	80
Woman	-	-	1	8	3	25	-	-	1	8	3	25	-	-	-	-	2	20



Disclosure 403-9 Work-related Injuries

	2023	2022	2021
	U.S.		
Number of fatalities as a result of work-related injury	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	2	0	0
Number of recordable wok-related injuries	68	81	64
Rate of fatalities as a result of work-related injury	0.00	0.00	0.00
Rate of high-consequence work-related injuries (excluding fatalities)	0.04	0.00	0.00
Rate of recordable work-related injuries	1.27	1.51	1.19
Hours worked	10,747,562	10,696,931	10,697,997
	2023*	2022**	2021
	Rest of the world		
Number of fatalities as a result of work-related injury	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	0	0	0
Number of recordable wok-related injuries	7	3	6
Rate of fatalities as a result of work-related injury	0.00	0.00	0.00
Rate of high-consequence work-related injuries (excluding fatalities)	0.12	0.12	0.00
Rate of recordable work-related injuries	0.22	0.12	0.20
Hours worked	6,432,906	5,147,993	6,058,767

	2023	2022	2021
	Italy		
Number of fatalities as a result of work-related injury	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	0	0	0
Number of recordable wok-related injuries	2	0	0
Rate of fatalities as a result of work-related injury	0.00	0.00	0.00
Rate of high-consequence work-related injuries (excluding fatalities)	0.00	0.00	0.00
Rate of recordable work-related injuries	0.18	0.00	0.00
Hours worked	2,178,000	1,617,394	2,138,460
	2023	2022	2021
	IGT Total		
Number of fatalities as a result of work-related injury	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	2	0	0
Number of recordable wok-related injuries	77	84	70
Rate of fatalities as a result of work-related injury	0.00	0.00	0.00
Rate of high-consequence work-related injuries (excluding fatalities)	0.00	0.03	0.00
Rate of recordable work-related injuries	0.80	0.96	0.84
Hours worked	19,358,468	17,462,318	16,756,764

* In 2023, 21 countries were considered within the GRI. Differently from previous years, in 2023 Colombia was not included within the GRI calculation. Therefore, the following are the countries included in the 2023 GRI calculation: Australia, Austria, Argentina, Canada, Chile, Costa Rica, China, India, Italy, Jamaica, Mexico, Netherlands, Peru, Poland, Romania, Serbia, South Africa, Spain, Trinidad e Tobago, UK, United States.

** In 2022, 17 countries were considered within the GRI compared to the 21 countries in 2021. Differently from 2021, in 2022 India, Austria, Canada and South Africa were not included within the GRI calculation. Therefore, the following are the countries included in the 2022 GRI calculation: Australia, Argentina, Chile, Colombia, Costa Rica, China, Italy, Jamaica, Mexico, Netherlands, Peru, Poland, Serbia, Spain, , Trinidad e Tobago, UK, United States.



Additional DEI KPIs

Share of women in total workforce (as % of total workforce) - Global

	2023	2022	2021
Total workforce	10,956	10,529	10,486
Number of women in total workforce	3,509	3,330	3,285
Share of women in total workforce	32.03%	31.63%	31.33%

Share of women in STEM-related positions* as % of total STEM positions - Global

	2023	2022	2021
Total number of employees in STEM-related positions	3,831	3,647	3,563
Number of women in STEM-related positions	856	782	747
Share of women in STEM-related positions (as % of total STEM positions)	22.34%	21.44%	20.97%

* The job functions considered for the STEM-related positions were IT and technology

Share of women in management positions in revenue-generating functions** as % of all such managers - Global

	2023	2022	2021
Total number of employees in management positions in revenue-generating functions	1,076	995	1,023
Number of women in management positions in revenue-generating functions	441	398	408
Share of women in management positions in revenue-generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)	40.99%	40.00%	39.88%

** The revenue-generating functions considered were management roles in departments that contribute directly to the output of products or services. It excludes support functions such as HR, IT, Legal.

Workforce Breakdown: Race/Ethnicity (USA Only)

	Employees			Share in total workforce (%)			Employees in all management positions			Share in all management positions (%)		
	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021
Total number of employees	5,901	5,688	5,527	100	100	100	1,130	1,092	1,010	100	100	100
White	3,833	3,767	3,723	64.96	66.23	67.36	893	880	817	79.03	80.89	80.89
People of Color	2,068	1,921	1,804	35.04	33.77	32.64	231	212	193	20.44	19.41	19.11
Hispanic or Latino	829	775	725	14.05	13.63	13.12	91	81	74	8.05	7.42	6.04
Asian	541	496	486	9.17	8.72	8.79	74	66	61	6.55	6.04	6.04
Black or African American	487	446	408	8.25	7.84	7.38	53	49	45	4.69	4.49	4.46
Indigenous or Native	65	66	58	1.10	1.16	1.05	4	5	2	0.35	0.46	0.2
Other	146	138	127	2.47	2.43	2.30	15	11	11	1.33	1.01	1.09
% of PoC	35.04%	33.77%	32.64%	35.04%	33.77%	32.64%	20.44%	19.41%	19.11%	20.44%	19.41%	19.11%



	2023	2022	2021
Total number of new employee hires	1,321	1,828	1,556
Percentage of open positions filled by internal candidates (internal hires)	36%	35%	35%

Number of employees covered with benefits	U.S.		Extra-US*		Total	
	2023	2022	2023	2022	2023	2022
Life insurance	5,867	5,682	3,734	1,331	9,601	7,013
LisHealth care	4,911	4,665	4,378	2,975	9,289	7,640
Retirement provision	5,726	5,579	5,726	4,257	11,452	9,836

* The information provided for the number of employees covered with benefits Extra-US are estimated, based on eligibility.

	2023
Percentage of promotions happening inside the company	9%



Independent Auditor's Report



International Game Technology PLC

Independent auditors' report on the "Sustainability Report 2023"



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Independent auditors' report on the "Sustainability Report 2023"

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 2023 (the "Sustainability Report") of International Game Technology PLC and its subsidiaries (hereinafter also the "IGT Group") for the year ended on December 31, 2023.

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" (Revised)).

Those standards require that we plan and perform our engagement to express a conclusion on whether we are aware of any material modifications that need to be made to the Sustainability Report in order for it to be 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 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 Management 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services engagements, which requires that we design, implement and operate a system of quality management including policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Sustainability Report and related information, and applying analytical and other appropriate procedures.

Our procedures included:

- understanding of the process relating to the definition of material aspects included in the Sustainability Report;
- comparison of financial data and information included in the Sustainability Report with those included in IGT Annual Report pursuant to section 13 or 15(d) of the Securities Exchange Act of 1934 for the fiscal year ended on December 31, 2023 on which other auditor issued the auditors' report, dated March 12, 2024;
- understanding of the process for collecting, collating and reporting the information included in the Sustainability Report during the reporting period through interviews and discussions with the management and with the personnel of IGT Group (in Italy, in Poland and in the United States) and the execution of limited assurance procedures.



Furthermore, for significant information, considering the Group's activities and characteristics:

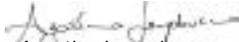
- at Group level
 - with reference to the qualitative information included in the Sustainability Report we carried out inquiries and obtained supporting documentation to verify its consistency with the available evidence;
 - with reference to quantitative information, we have performed both analytical procedures and limited assurance procedures to ascertain on a sample basis the correct aggregation of data.
- for the Rome (Italy), Tito Scalo (Italy) and Warsaw (Poland) IGT Group's plants, which we have selected based on their activity and relevance to the consolidated performance indicators, we have carried out site visits and virtual meetings during which we have had discussions with management and have obtained evidence about the appropriate application of the procedures and the calculation methods used to determine the indicators.

Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Sustainability Report for the year ended on December 31, 2023, in order for it to be in accordance with the Criteria.

EY S.p.A.

Milan, 4 July 2024


Agostino Longobucco
(Auditor)



GRI Content Index

Statement of use

IGT PLC has reported in accordance with the GRI Standards for the reporting period 01.01.2023-31.12.2023

For the Content Index - Advanced Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for all disclosures are included correctly and aligned with the appropriate sections in the body of the report.



GRI 1 used

GRI 1: Foundation 2021

Applicable GRI Sector Standard(s) N/A

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
General Disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	About IGT – Profile pg. 7 Appendix - Methodological Note - Report Profile – pg. 137-138 Appendix - Social KPIs - pg. 139				
	2-2 Entities included in the organization’s sustainability reporting	Appendix - Methodological Note - Report Profile - pg. 137-138				
	2-3 Reporting period, frequency, and contact point	Appendix - Methodological Note - Report Profile - pg. 137-138				
	2-4 Restatements of information	Appendix - Methodological Note - Report Profile pg. 137-138				
	2-5 External Assurance	Independent Auditor’s Report - pg. 146-147 Appendix - Methodological Note - Report Profile - pg. 137-138				
	2-6 Activities, value chain, and other business relationships	About IGT - Profile – pg. 7 Fostering Sustainable Operations - Growing with Our Supply Chain - pg. 114				
	2-7 Employees	About IGT - Profile – pg. 7 Appendix - Social KPIs - pg. 139				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	

General Disclosures

GRI 2: General Disclosures 2021	2-8 Workers who are not employees	Appendix - Social KPIs - pg. 139				
	2-9 Governance structure and composition	About IGT - Governance - pg 9-10 Commitment to Sustainable Growth - Sustainability Governance - pg. 34-35 Please refer to the 2023 UK Annual Report, pg.54-63				
	2-10 Nomination and selection of the highest governance body	Please refer to the 2023 GT Corporate Governance Guidelines				
	2-11 Chair of the highest governance body	Please refer to the 2023 UK Annual Report, pg.54-55				
	2-12 Role of the highest governance body in overseeing the management of impacts	About IGT - Governance - pg. 9, Appendix - Methodological Note - Identifying Sustainable Material Aspects - pg. 137				
	2-13 Delegation of responsibility for managing impacts	About IGT - Governance - pg. 9 Commitment to Sustainable Growth - Sustainability Governance - pg. 34-35				
	2-14 Role of the highest governance body in sustainability reporting	About IGT - Governance - pg. 9 Commitment to Sustainable Growth - Sustainability Governance - pg. 34-35				
	2-15 Conflicts of interests	Advancing Responsibility - Operating with Integrity - pg. 73				
	2-16 Communication of critical concerns	Advancing Responsibility - Operating with Integrity - pg. 72-73				
	2-17 Collective knowledge of the highest governance body	Commitment to Sustainable Growth - Sustainability Governance - pg. 34-35				
	2-18 Evaluation of the performance of the highest governance body	Please refer to the 2023 UK Annual Report, pg.87-88				
	2-19 Remuneration policies	Please refer to the 2023 UK Annual Report, pg.67-98				
2-20 Process to determine the remuneration	Please refer to the 2023 UK Annual Report - pg. 59-62, pg.67-98 and IGT 2024 AGM Results 2023					



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
General Disclosures						
GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio	-	2-21	Confidentiality constraints	At the publication of the 2023 IGT Sustainability Report, the Company has announced its plans to separate its Global Gaming and PlayDigital business segments from its Global Lottery business segment. As such, IGT cannot disclose its compensation ratio due to confidentiality constraints.	
	2-22 Statement on sustainable development strategy	Letter from the Executive Chair and Chief Executive Officer - pg.3-4				
	2-23 Policy commitments	Commitment to Sustainable Growth - Our Values, Our Priorities and the Agenda 2030 -pg. 32-33 Valuing and protecting our people - Protecting Human Rights - pg. 52-53 Advancing Responsibility - Operating with Integrity - pg. 73-74 Please also refer to IGT's Code of Conduct (https://www.igt.com/explore-igt/about-igt/compliance)				IGT is committed to taking a Precautionary Principle to environmental impacts.
	2-24 Embedding policy commitments	Advancing Responsibility - Operating with Integrity pg. 73-74				
	2-25 Processes to remediate negative impacts	Advancing Responsibility - Operating with Integrity - pg. 73-74 Fostering Sustainable Operations - Growing with Our Supply Chain - pg. 114-115				
	2-26 Mechanisms for seeking advice and raising concerns	Advancing Responsibility - Operating with Integrity - pg. 72-73				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
General Disclosures						
GRI 2: General Disclosures 2021	2-27 Compliance with laws and regulations	-				During 2023 there were no instances of non-compliance with laws and legislation.
	2-28 Membership association	Commitment to Sustainable Growth - Our Values, Our Priorities and the Agenda 2030 -pg. 32-34 Advancing Responsibility - Promoting Responsible Gaming - Collaborating - pg. 86-90				
	2-29 Approach to stakeholder engagement	Commitment to Sustainable Growth - Stakeholder Engagement - pg. 43-44 Please refer to 2023 UK Annual Report, pg. 44-48				
	2-30 Collective bargaining agreements	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Protecting Human Rights - pg. 53				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material Topics						
GRI 3: Material topics 2021	3-1 Process to determine material topics	Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 137				
	3-2 List of material topics	Commitment to Sustainable Growth - Sustainability Materiality Analysis - pg. 44 Appendix - Methodological Note - Identifying Material Aspects and Boundaries - pg. 137				
Material topic: Local communities support						
GRI 3: Material topics 2021	3-3 Management of Material Topics	About IGT - Direct Economic Value Generated and Distributed - pg. 8 Supporting our communities - pg. 94-109 Methodological note - List of material topics - pg. 137				
GRI 201: Economic Performance 2016	201-1: Direct economic value generated and distributed	About IGT - Direct Economic Value Generated and Distributed - pg. 8				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Business Ethics						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Advancing Responsibility - Operating with Integrity - pg. 72-73 Methodological note - List of material topics - pg. 137 Content Index - pg. 153				
GRI 205: Anti-corruption 2016	205-3: Confirmed incidents of corruption and actions taken	-				During 2023 there were no cases of corruption within the IGT Group.
GRI 206: Anti-competitive behavior 2016	206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	-				During 2023 there were no cases of legal actions or cases reported internally for anti-competitive behavior, anti-trust, and monopoly practices within the IGT Group.
GRI 415: Public Policy 2016	415-1: Political contributions	-				During the year ended December 31, 2023, subsidiaries of the Parent made various forms of contributions (i.e., political (where permissible), charitable donations, membership dues, and sponsorships) that totaled \$2.12 million in the U.S. The Company has fully complied with jurisdictional reporting requirements for these contributions and such contributions are permissible under applicable laws. - Please refer to the 2023 UK Annual Report and Accounts (pg 64)



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Raw Materials Consumption						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 126-128 Methodological note - List of material topics - pg. 137				
GRI 301: Materials 2016	301-1: Materials used by weight or volume	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 126-128				
Material topic: Climate Change						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 121-126 Methodological note - List of material topics - pg. 137				
GRI 302: Energy 2016	302-1: Energy consumption within the organization	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 121				
	302-4: Reduction of energy consumption	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 121				
GRI 305: Emissions 2016	305-1: Direct (Scope 1) GHG emissions	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 123				
	305-2: Indirect (Scope 1) GHG emissions	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 123				
	305-3: Other indirect (Scope 3) GHG emissions	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 123-124				
	305-5: Reduction of GHG emissions	Fostering Sustainable Operations - Caring for the environment - Climate Change - pg. 123-124				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Water resources						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 126-128 Methodological note - List of material topics - pg. 137				
GRI 303: Water and effluents 2018	303-1: Interactions with water and a shared resource	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 128				
	303-2: Management of water discharge-related impacts	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 128				
	303-3: Water withdrawal	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 128				
	303-4: Water discharge	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 128				
	303-5: Water consumption	Fostering Sustainable Operations - Caring for the Environment - Circularity - pg. 128				
Material topic: Biodiversity						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Fostering Sustainable Operations - Caring for the Environment - Biodiversity - pg. 130-132 Methodological note - List of material topics - pg. 137				
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	Fostering Sustainable Operations - Caring for the Environment - Biodiversity - pg. 130-132				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Air pollution						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Fostering Sustainable Operations - Caring for the environment - Air pollution - pg. 132 Methodological note - List of material topics - pg. 137				
GRI 305: Emissions 2016	305-7: Nitrogen oxides (NOx), sulfur oxides (Sox), and other significant air emissions	Fostering Sustainable Operations - Caring for the environment - Air pollution - pg. 132				
Material Topic: Waste and product end of life						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 126-128 Methodological note - List of material topics - pg. 137				
GRI 306: Waste 2020	306-1: Waste generation and significant waste-related impact	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 126-128				
	306-2: Management of significant waste-related impacts	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 126-128				
	306-3: Waste generated	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 126				
	306-4: Waste diverted from disposal	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 126				
	306-5: Waste directed to disposal	Fostering Sustainable Operations - Caring for the environment - Circularity - pg. 126				



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Workplace health and safety						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 49-51 Methodological note - List of material topics - pg. 137				
GRI 403: Occupational Health and Safety 2018	403-1: Occupational health and safety management system	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 49-51				
	403-2: Hazard identification, risk assessment, and incident investigation	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 49-51				
	403-3: Occupational health and services	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 49-51				
	403-4: Worker participation, consultation, and communication on occupational health and safety	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 49-51				
	403-5: Worker training on occupational health and safety	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 49-51				
	403-6: Promotion of worker health	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 49-51				
	403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Workplace Health and Safety - pg. 49-51				
	403-9: Work-related injuries	Appendix - Social KPIs - pg. 143	403-9 b	Information unavailable/incomplete	Given the complex perimeter of the Company and the peculiarities of the category “workers who are not employees”, the data related to hours worked represents a difficult info to collect. Nevertheless, the Company is working to collect the data in order to publish the values in the next years	



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Diversity, equity and inclusion						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Diversity, Equity and Inclusion - pg. 55-62 Methodological note - pg. 137 Content Index - pg. 158				
GRI 401: Employment 2016	401-1: New employee hires and employee turnover	Appendix - Social KPIs - pg. 140				
GRI 405: Diversity and equal opportunity 2016	405-1: Diversity of governance bodies and employees	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - About IGT - Governance - pg. 9 Appendix - Social KPIs - pg. 141-142				
GRI 406: Non-discrimination 2016	406-1: Incidents of discrimination and corrective actions taken	-				During 2023 there were no confirmed cases of discrimination within IGT communicated via the Integrity Line and the email address compliance@IGT.com.
Material topic: Human rights						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Valuing and Protecting Our People - A Safe and Inclusive Work Environment - Protecting Human Rights - pg. 52-53 Methodological note - List of material topics - pg. 137				
GRI 408: Child labor 2016	408-1: Operations and suppliers at significant risk for incidents of child labor	Valuing and Protecting Our People - pg. 46				IGT does not currently perform a risk assessment to identify risks of child labor along its supply chain. However, the Company is committed to implement such measure in the next years
GRI 409: Forced or compulsory labor 2016	409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labor	Valuing and Protecting Our People - pg. 46				IGT does not currently perform a risk assessment to identify risks of forced labor along its supply chain. However, the Company is committed to implement such measure in the next years.



GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			NOTES
			REQUIREMENTS / OMITTED	REASONS	EXPLANATIONS	
Material topic: Customer Privacy and security						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Content Index - pg. 159 Advancing Responsibility - Protecting People, Products and Processes - pg. 78-80 Methodological note - List of material topics - pg. 137				
GRI 418: Customer Privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	-				During 2023 there were no cases concerning customer Privacy.
Material topic: Responsible gaming						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Advancing Responsibility – Promoting Responsible Gaming – pg. 84 - 93				
Material topic: Creation of secure games						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Advancing Responsibility – Product Safety and Quality – pg. 83 - 84				
Material topic: Supporting good causes through lottery revenues						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Supporting our Communities – Corporate-Driven Activities – pg. 98-108				
Material topic: Regulated gaming						
GRI 3: Material topics 2021	3-3 Management of Material Topics	About IGT – Supporting Regulatory Framework and Regulatory Changes – pg. 10-11				
Material topic: Employee skills development and employee well-being						
GRI 3: Material topics 2021	3-3 Management of Material Topics	Valuing and Protecting Our People - Engaging Our Employees - Human Capital Development - pg. 62-67. - "Methodological note - List of material topics - pg. 137"				
GRI 404: Training and Education 2016	404-1: Average hours of training per year per employee	Valuing and Protecting Our People - Engaging Our Employees - Human Capital Development - pg. 67 Appendix - Social KPIs - pg. 141				



UNITED NATIONS GLOBAL COMPACT (UNGC) TABLE

UNGC AREAS	UNGC PRINCIPLES	IGT SUSTAINABILITY PILLARS
HUMAN RIGHTS	1. Businesses should support and respect the protection of internationally proclaimed human rights	VALUING AND PROTECTING OUR PEOPLE FOSTERING SUSTAINABLE OPERATIONS
	2. Make sure that they are not complicit in human rights abuses	VALUING AND PROTECTING OUR PEOPLE FOSTERING SUSTAINABLE OPERATIONS
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
ENVIRONMENT	6. The elimination of discrimination in respect of employment and occupation	VALUING AND PROTECTING OUR PEOPLE
	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



California Voluntary Carbon Market Disclosures Act – AB 1305

Introduction

In this document IGT provides the disclosure pursuant to the California Voluntary Carbon Market Disclosures Act (VCMDA).

The Voluntary Carbon Market Disclosures Act, Assembly Bill No. 1305 (“AB-1305”), was signed into law by California on October 7, 2023, and requires certain business entities to disclose specified information regarding voluntary carbon offsets (“VCOs”), as well as claims of net zero, carbon neutrality or greenhouse gas (“GHG”) emissions reductions.⁴

Overview

As part of the Company’s commitment to sustainability, IGT strives to operate in a socially responsible manner.

From investing in technological advancements when designing and managing its business processes to engaging with suppliers, customers and other key stakeholders throughout the value chain, IGT aims to consume energy efficiently and reduce environmental impacts in a shared journey to reduce GHG emissions.

Through these efforts, IGT has been able to identify areas for improvement to reduce environmental impact, in alignment with scientifically validated objectives shared with

the Science Based Targets initiative (SBTi), a collaboration between the Carbon Disclosure Project (CDP), the United Nations Global Compact, the World Resources Institute and the World Wide Fund for Nature (WWF).

All IGT environmental initiatives have been defined through the “Decarbonization Path⁵” which incorporates targets submitted to the SBTi, including a commitment to reach Net-Zero GHG emissions across the value chain by 2050.

VCMDA Section 44475.1 Disclosure

The specific requirement set out in VCMDA Section 44475.1 is not applicable since IGT does not purchase or use voluntary carbon offsets to: (1) support any claims regarding the achievement of net zero emissions; (2) claim that the Company, related entity, or a product is “carbon neutral”; or (3) make other claims implying the Company, related entity, or a product does not add net carbon dioxide or GHG to the climate or makes significant reductions to its carbon dioxide or GHG emissions.

VCMDA Section 44475.2 Disclosure

IGT has made claims to significantly reduce its carbon dioxide and GHG emissions. Specifically, already in December 2021, IGT pledged to set science-based targets to reduce GHG emissions by signing the SBTi Commitment Letter, according to scientific evidence. IGT is also committed to reducing emissions by 2030 compared to 2019, and to achieve a further reduction of all GHG

emissions by 90% by 2050 compared to 2019. Moreover, the Company pledged to reach Net-Zero by 2050, thus offsetting the residual 10% of emissions.

IGT collects all data related to energy consumption and GHG emissions from operations within a dedicated GHG inventory⁶. The Company reports environmental data and details related to its main environmental initiatives within Section “Caring for the Environment” of the Chapter 6th of its Sustainability Report, the IGT UK Annual Report and Accounts, ESG questionnaires (including the Carbon Disclosure Project) and other publicly available disclosure documents.

In 2022, IGT launched the “IGT: Inspiring Global Transformation” Sustainability Plan, with the aim of further integrating sustainability throughout the value chain and enhancing the ESG impact in daily operations. The Plan consists of four pillars: Valuing and Protecting Our People, Advancing Responsibility, Supporting Communities and Fostering Sustainable Operations. Each pillar has different “ambitions” that guide the identification of specific strategic goals and targets.

Within pillar four, Fostering Sustainable Operations, IGT decided to take action toward three main strategic goals: (i) combating climate change by identifying risks and opportunities, improving operational and building efficiency, opting for renewable energy sources, and engaging suppliers and customers

in IGT decarbonization journey; (ii) promoting circularity in both products and processes, such as selecting environmentally friendly materials and collaborating with all stakeholders in the supply chain to reduce, reuse, recycle, and renew, and (iii) mitigating pollution generated by emissions into the atmosphere and the use of hazardous chemicals affecting terrestrial and marine ecosystems.

In line with the first strategic goal, the Decarbonization Path required the measuring and reduction of GHG emissions linked directly or indirectly to corporate activities.

IGT monitors progress against its GHG emission reduction targets by calculating its GHG emission inventory annually. To carry out this assessment, IGT collects on data on operations and activities that occur along its value chain, including the collection of site-specific information related primarily to the energy consumption of IGT’s assets and its company fleet with the support of dedicated platforms. Data regarding activities that occur along IGT’s value chain are collected at the Group level with the support of dedicated functions (e.g., logistics and procurement). The results of these calculations are reported within the IGT Sustainability Report, the IGT UK Annual Report and Accounts, ESG questionnaires (including the Carbon Disclosure Project) and other publicly available disclosure documents.

⁴ For any further detail, please refer to: https://leginfo.ca.gov/faces/billTextClient.xhtml?bill_id=202320240AB1305

⁵ For any further detail, please refer to VCMDA Section 44475.2 Disclosure.



DECARBONIZATION PATH

<p>1. BASELINE MEASUREMENT CORPORATE CARBON FOOTPRINT: GHG INVENTORY</p>	<p>This exercise allows for the quantification of GHG emissions:</p> <ul style="list-style-type: none"> • Scope 1 and 2: directly linked to the Group’s activities; • Scope 3: generated by upstream and downstream activities in the value chain.
<p>2. SCENARIO AND POSSIBLE GHG REDUCTION OPTIONS</p>	<p>The company assesses potential actions to reduce GHG emissions, Based on the SBT methodology, IGT estimates the emission trajectories resulting from combinations of identified actions.</p>
<p>3. EMISSIONS REDUCTION PLAN AND TARGETS</p>	<p>The initiatives to be launched in the short, medium and long term are selected together with Top Management, in line with the Group’s level of ambition, to reach SBT target.</p>
<p>4. MAPPING OF SOLUTIONS TO THE DECARBONIZATION</p>	<p>Once the reduction plan has been defined, the solutions available to remove residual emissions will be mapped, in order to identify those could be more suitable for IGT.</p>

IGT initiatives usually start with a carbon footprint calculation and the development of specific reduction targets and decarbonization trajectories. The completion of a GHG emissions inventory in 2022 marked a first important step in this journey, with the inventory capturing GHG emissions generated along the value chain (Scope 3 emissions). This allowed the company to fully understand its carbon footprint and also to provide more comprehensive communication to its stakeholders.

In October 2022, the Company submitted near-term and long-term science-based targets for validation by the SBTi. In particular, IGT has set out three SBTi targets for its emissions reductions pathway: (i) reduce Scope 1 and Scope 2 emissions (combined) by 50% and Scope 3 emissions by 30% by 2030 compared to 2019; (ii) reduce both Scope 1, Scope 2 and Scope 3 emissions by 90% by 2050 compared

to 2019; and (iii) to reach the Company pledged to reach Net-Zero by 2050, thus offsetting the residual 10% of emissions.

These emissions reduction targets were validated by the SBTi in August 2023, and IGT continues to actively pursue its Decarbonization Path throughout its operations and value chain.

IGT did not use specific industry standards or methodologies in setting its goals but relied mainly on the SBTi and GHG Protocol guidelines.



Cautionary Note

This Sustainability Report contains forward-looking statements (including within the meaning of the Private Securities Litigation Reform Act of 1995) concerning International Game Technology PLC and its consolidated subsidiaries (the “Company”) and other matters. These include statements regarding the Company’s sustainability targets, goals, commitments and programs, other business plans, intentions, initiatives and objectives, which are based on current beliefs of the management of the Company as well as expectations of, assumptions made by, and information currently available to, such management. Further, these statements may include standards of measurement and performance that are either developing or are based on assumptions. These statements are typically accompanied by words such as “aim,” “anticipate,” “aspire,” “believe,” “plan,” “could,” “would,” “should,” “shall,” “continue,” “estimate,” “expect,” “forecast,” “future,” “guidance,” “hope,” “intend,” “may,” “will,” “possible,” “potential,” “predict,” “project,” or the negative or other variations of them. These forward-looking statements speak only as of the date on which such statements are made and are subject to various risks, uncertainties, changes in circumstances and other factors, many of which are outside the Company’s control. Should one or more of these risks, uncertainties, changes in circumstances or other factors materialize, or should any of the underlying assumptions prove incorrect, actual results, including the achievement of targets, goals or commitments may differ materially from those predicted in the forward-looking statements and from past performance or achievements. 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, 2023 and other documents filed by the Company 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 and on the investor relations section of the Company’s website at 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 Sustainability Report are qualified in their entirety by this cautionary statement. Information in this report is presented as of December 31, 2023, 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 Sustainability Report as current or accurate for any date beyond December 31, 2023, unless otherwise stated. Should you have any questions or comments arising from this Sustainability Report, please write to us at the following addresses: info@igt.com or sustainability@igt.com.

