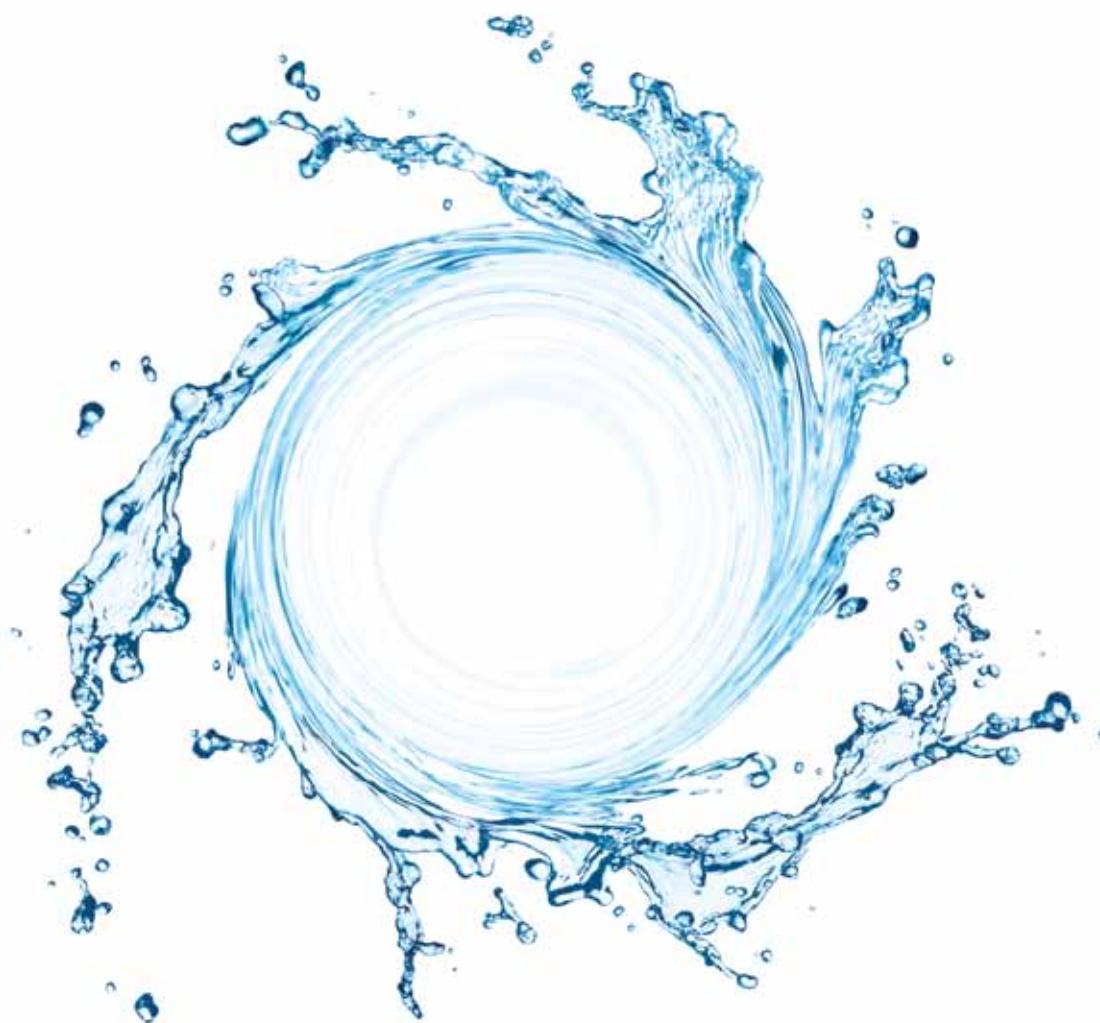


Sustainability Report

2012



intralot

Water,

Clarity and constant movement,
movement towards perfection.
Water travels and is transformed
in quest for harmony.

In its infinite journey,
it symbolizes health, clarity, renewal.
Unrelenting progress,
life, change and evolution.
It runs to fill all voids,
adapts to changing needs.

Warm and tender when in need,
hard and restrictive when you don't play by the rules.
Ultimately, water gives you the invaluable gift of
trust, plenty and freedom.

INTRALOT chooses water as the theme of its 20-year
Sustainability report,
to symbolize our path of perseverance
towards excellence,
as unique people, as a family and as a company.

Let the journey begin.



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Message from the Chairman

Drawing from its corporate strategy of sustainable leadership, INTRALOT's corporate social responsibility strategy is to create shared value for all its stakeholders, through the generation of resources for the common good, through research and technological innovation, and through the transfer of knowledge and expertise to the local communities in the countries where the company operates.

The creation of shared value requires a focus on sustainability activities that engage local communities and relevant stakeholders. As a leader in the gaming industry, one of the most vibrant sectors of the global market whose revenues are used towards various social causes, INTRALOT has developed an extensive program of corporate social responsibility including coordinated actions that advance education, social welfare, human development and the protection of cultural heritage.

The past 20 years have been years of inspiration, innovation, and responsible growth for INTRALOT. A protagonist of the gaming sector's history worldwide, INTRALOT continues to offer to a traditional industry a new dynamic, making it today one of the most robust sectors of the global economy.

Socrates P. Kokkalis
Chairman, INTRALOT Group



Message from the CEO

The gaming sector today poses substantial opportunities, arising from the liberalization of gaming markets and the rapidly evolving interactive market, as well as new challenges, concerning player protection and responsible gaming.

Safe and responsible gaming is a natural key element of INTRALOT's strategy of sustainable leadership. Gaming generates economic resources that are vital for the achievement of good causes and for social progress. Our company's state of the art technology and operational expertise enable responsible gaming practices on behalf of our customers, embedding them in daily operations and product solutions and communicating best practices to all stakeholders.

Our company's international expansion has also made social responsibility towards local communities another of our priorities. In this effort, we have established partnerships with other private and public stakeholders that advance sustainable economic growth and global citizenship. We have also focused our efforts on the active support of interdisciplinary research in the gaming sector, a sector which presents great potential for disruptive innovation and cross-sector synergies that can result in quality of life improvements and prosperity.

This year we are also pleased to lead in the adoption the new G4 guidelines of the Global Reporting Initiative, released in May of 2013, which attests to INTRALOT's enduring commitment to social responsibility leadership and to the principles of the UN Global Compact, through a deeper engagement together with its stakeholders in the development of a prosperous as well as sustainable future.

Constantinos G. Antonopoulos
CEO, INTRALOT Group



LEADING WITH SUSTAINABILITY

INTRALOT, a public listed company, is the leading supplier of integrated gaming and transaction processing systems, innovative game content, sports betting management and interactive gaming services to state-licensed gaming organizations worldwide. It is the leading vendor in the gaming sector, with presence in 56 countries and jurisdictions, with 68 subsidiaries and at the same time a licensed lottery operator in 17 jurisdictions.

Within its 20 years of operation, INTRALOT has achieved impressive global expansion and has become a leader of the gaming sector, a “one-stop-shop” offering fully integrated, secure, and efficient solutions for every aspect of any gaming and entertainment business, through retail networks as well as via the Internet and mobile telephony. INTRALOT is the leading partner for those organizations that want to offer a Universal Gaming Experience to their players.

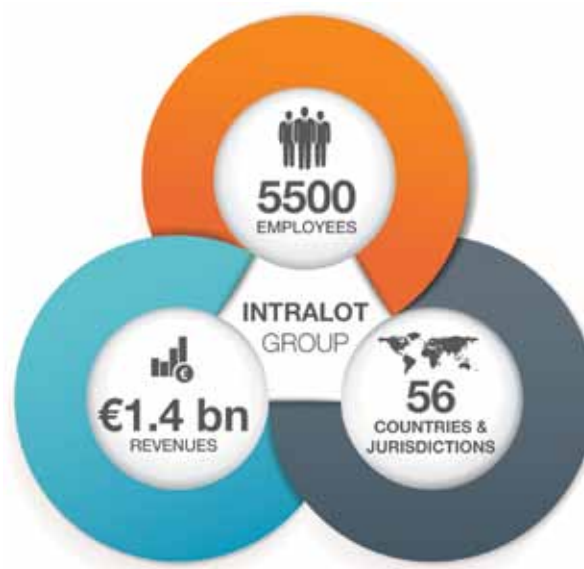
Employing a workforce of over 5,500, INTRALOT has firmly established its presence in all 5 continents. Its revenues for 2012 reached €1.4 billion.

INTRALOT possesses a wide range of products and services, extended know-how and experience in sports betting games, lotteries, numerical games, instants, interactive gaming, iTV, racing, and video lottery as well as cutting-edge technology, which give it the competitive edge to contribute directly to the efficiency, profitability and growth of its customers. Its operational experience and know-how combined with its technological competency and self-sufficiency has turned INTRALOT into the world’s leading fixed-odds betting operator, handling the world’s largest retail Sports Book compiling and covering bets in excess of €4.5 billion annually.

Recognizing INTRALOT’s outstanding performance, the Global Growth Companies Community of the World Economic Forum ranked it among the TOP 125 companies worldwide. These “New Champions” are businesses that have demonstrated a clear potential

to become leaders in the global economy. The selection was based on criteria such as the company’s business model, its growth record, leadership in their industry and outstanding executive management.

The Company continues to make remarkable progress, with the same passion for the accomplishment of its key targets: dedication to its customers’ satisfaction, continuous detection of new trends and adjustment of the design and development of pioneering and result-oriented solutions so as to respond to market demands.



INTRALOT’s vision is to retain our leading position in the gaming industry and consistently offer increased value to our customers, shareholders and employees.

INTRALOT’s mission is to provide state-of-the-art integrated systems, transaction processing, game content and value added services to gaming organizations and non-lottery businesses worldwide, ensuring their secure, reliable and profitable operation.

Our Core Values, the keystones of our corporate culture, have earned us the trust and confidence of employees and customers alike:

- Passion for achieving challenging goals;
- Commitment to developing product solutions with forefront responsible gaming technologies and to offering services that advance responsible gaming practices and promote a safe and responsible gaming environment;
- Commitment to customer satisfaction, continuous improvement and growth;
- Flexibility to design and develop innovative and effective solutions that meet specific market requirements and customer needs;
- Excellence across the entire range of our business activities;
- Integrity and Responsibility towards our customers, shareholders and employees, and adherence to the social role of state regulated lotteries.

1.3 Worldwide Presence

INTRALOT has been awarded contracts for a wide range of products (systems, terminals, alternative distribution channels, VLTs, etc.) and gaming applications (lotteries, instant lotteries, fixed odds betting, etc.) in all five continents.

1.4 Portfolio of Products & Services

For the past 20 years, INTRALOT has provided Lotteries around the world with gaming and transaction processing systems and the full

Table 1 - Worldwide Presence



spectrum of related services, and has offered their customers fun, compelling and responsible gaming choices, while generating significant cash flows for the Lotteries and contributions to their beneficiaries.

INTRALOT’s expertise originally perfected in Lottery operations has been applied to betting markets around the world to make INTRALOT the world’s number one sports retail bookmaker. The betting-specific know-how and operational experience, and the development of cutting edge betting-oriented technologies, have brought INTRALOT to this position of undisputable leadership.

Capitalizing on its experience as an operator, INTRALOT has succeeded in unifying its operational services and its technology, now being the only one-stop-shop gaming solution provider in the market.

INTRALOT customers worldwide frequently attest to the exceptional level of quality of services offered. The various contracts that INTRALOT closed in different game jurisdictions can be grouped (in terms of complexity, liability and risk) as follows:

- Technology supplier and provider of support services;
- Management contracts;
- Commercial operator/licensee.

where it has presence (see section 2.2). The company thus has the experience of a successful operator coupled with expertise in the latest technological developments in the lottery sector. Approaching the gaming business from an operator’s point of view has made INTRALOT the leading company in its sector, providing advanced organizational and operational solutions.

Product Innovation

In today’s online world, innovation is no longer driven by the gaming supplier but rather it is driven by the consumer. As a consequence, gaming companies must be responsive to the entire set of end-user’s experiences and expectations. New gaming models are emerging, combining the worlds of virtual economies and social gaming with the existing i-Gaming models.

AtINTRALOT,innovationissystematicallyapproached as a business process, using ingrained customer-driven and open innovation strategies together with technologies that facilitate universal interoperability. This has resulted in distinguishing INTRALOT in the market and producing such novelties as:

- INTRALOT’s ‘Universal Gaming Experience’, namely INTRALOT’s player-centric infrastructure roadmap for gaming operators. By enabling players to make use of their deposited funds to play whenever and wherever they want, the ‘Universal Gaming Experience’ extends the reach of gaming operators from traditional retail networks into emerging and dynamic player interaction points.
- INTRALOT’s ‘omnichannel’ approach to multi-channel use of marketing e-gaming operations.
- Real-time intelligence to automatically detect opportunities and optimize processes.
- NEFOS, INTRALOT’s Cloud for ‘gaming as a service’.

A secure, highly-available cloud solution for land-based, mobile, and online gaming, NEFOS provides gaming operators with the technological scalability, operational flexibility and resource optimization to meet their demanding business goals across all gaming channels.

Staying ahead of sector trends, INTRALOT’s newest

Table 2 - INTRALOT Contracts Breakdown 2012



INTRALOT is both a partner of licensed gaming operators, providing a full range of products and services, and a licensed gaming operator in its own right, operating in several countries around the world.

The strategic focus of the company’s sustainability program is defined depending on these different contract roles in the countries and jurisdictions

Table 3 - INTRALOT New Products 2012

Gablet - Multifunctional, cashless and paperless tablet offering Lottery Triple Play services: Games, Information and Advertisement.

GameStream Suite - Visual Entertainment gaming content across all channels, inclusive of retail, desktop, and mobile.

Gamez-on Platform - An open social gaming ecosystem for user-generated game development and community game playing. Gamez-on facilitates the rapid development of game concepts into open peer-to-peer game projects that can run over multiple hardware platforms through the provision of libraries and collaborative development tools. Gamez-on is an ongoing R&D initiative between INTRALOT Interactive and partner organizations.

i-Flex - A sports betting platform that unifies efficiently the interactive and retail betting business, while maintaining strict control of the risk management process.

i-GEM Player Tracking monitoring system - The system can be applied to 3rd party self service video game terminals providing a unified monitoring and player tracking environment, and offering multiple responsible gaming features.

Lazyland - Social gaming suite with flexible gaming architecture and seamless access and integration with a wide variety of gaming products.

LOTOSTM Horizon IRD / Duo3D / Content Publisher - These three new LOTOSTM Horizon products include two new media players for the Horizon multimedia platform, and a content publisher automatically targeting videos/images to multiple different display devices, in a "create once – publish many" manner.

Tap n' Play - A new family of games that enables lotteries to bridge the distance between land and mobile gaming by NFC (Near Field Communication) technology and incorporating it in lottery gaming.

TV-enabled Real and Virtual Races - A dynamic collection of Live, Virtual and Pre-recorded Race betting products.

Universal Gaming Suite series of products and services meets and exceeds consumer preferences by offering the player a Universal Gaming Experience in a secure and responsible integrated gaming environment.

The most important differentiator of the Universal Gaming Experience' security and responsible gaming framework is its human-centric nature. Player behavior can be tracked and analyzed so that eventual addiction trends, potential participation of minors or even fraudulent attempts are identified, in accordance with the security and responsible gaming standards of the World Lottery Association (WLA).

In 2012 INTRALOT added several innovative products to its portfolio, which are enablers of the Universal Gaming Experience.

Gaming Technology and Equipment

LOTOSTM O/S (Open System) is INTRALOT's technologically advanced, innovative and comprehensive Gaming & Transaction Processing Platform. It enables the management and administration of all types of games, systems, terminals & services through a unified platform.

Designed to exceed even the most demanding requirements, LOTOSTM O/S is an all-inclusive, fully integrated solution to the ever increasing and diverse technical and commercial needs of Gaming Operators and Transaction Processing Organizations alike.

Being secure, that is protecting game integrity or player privacy, means being socially responsible while responsible gaming requires the existence of security properties (e.g. effective player identification) in order to be efficient.

INTRALOT deploys technologies towards ensuring security and responsible gaming, independently of the channel or the game. For example, identity management is embedded in the newly launched Unified Player Management platform in order to ensure efficient protection of the players' privacy and of transactions. The integrity of Universal Gaming

Experience components is managed centrally, being preventive and correlating multiple events for identifying foul play.

Built in-house, field-proven to support all types of games, and highly parametrical, reliable and secure, LOTOS™ O/S introduces Gaming operators into a new world of innovation and unleashes their potential. Open architecture, modular design, feature-rich applications and entertaining content are only the basis for this impressive ground-breaking platform.

INTRALOT's terminals enable the lottery organizations to boost their retailer performance, while ensuring that their investment will continue to serve their future business needs and help create new opportunities throughout each terminal's life cycle. INTRALOT's terminals and peripherals provide retailers of all sizes solutions that can improve efficiency, increase sales and reduce costs.

Gaming Content & Services

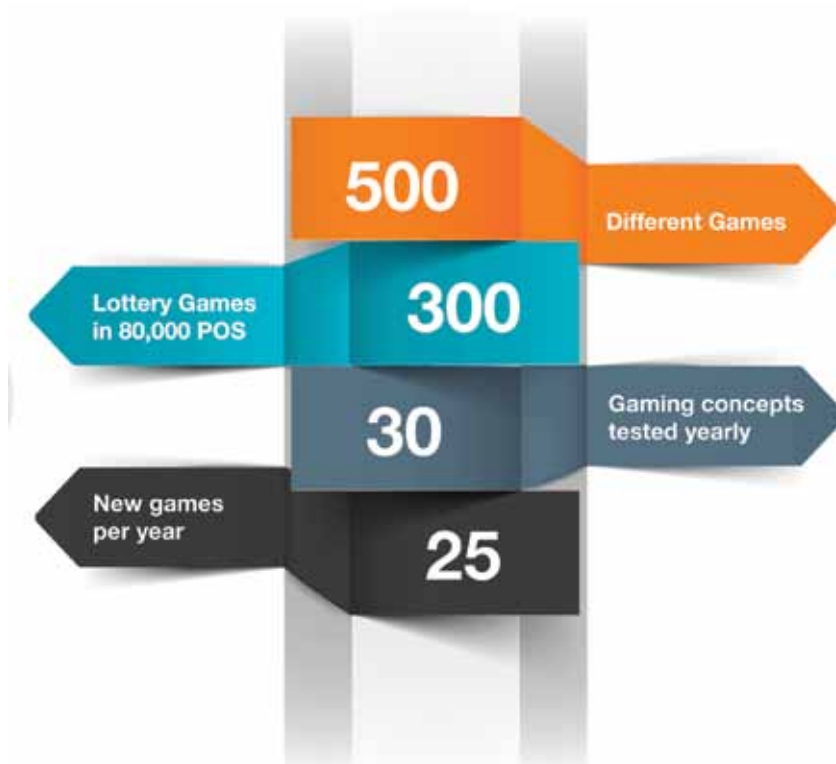
With over 500 different games across operations and customer contracts, 300 lottery games offered in 80,000 POS (Point of Sales) around the world, an average of 30 gaming concepts tested per year, about 25 new games launched yearly and a high level of game customization, INTRALOT develops tailor-

made games to address specific needs, following a structured approach to new game development and games' portfolio.

Retail Network

A lottery shop is a place of fun and entertainment for players and INTRALOT has the knowledge to create it. Research shows that players are loyal to a point of sale that is near places visited in their daily routine. Proximity therefore appears to be the most satisfactory element during a POS selection. Furthermore, there are players who prefer to play in a specific place due to habitual reasons or because they trust the owner and the service offered.

INTRALOT leverages this knowledge and know-how to blend brand building with retail identity programs and consistent merchandising actions in full respect of responsible gaming principles. Further, the company actively educates agents and players alike about the games and the odds of winning, about responsible gaming policies and about system functions and other services available in order to ensure a healthy, safe and enjoyable gaming experience.



Interactive Gaming

INTRALOT Interactive (I2) is the leading partner for those organizations that want to compete in a regulated interactive competitive environment, offering a Unified Player Experience to players. Customers take advantage of the most robust, efficient and versatile Gaming Platform in the industry that seamlessly combines the Retail, Mobile and Home Users, connecting innovative Gaming Verticals and offering unparalleled business support to the organization for optimal customer experience.

A member of the INTRALOT Group of companies, it capitalizes on the Group's global footprint and the extensive and renowned customer base, to collect and advance best practices that provide the cornerstone of continued success with product and services design always at the industry forefront.

INTRALOT Interactive consolidates the Internet assets of the Group and focuses both on providing its pioneering technology to Lotteries and State Organizations around the world, and on seeking new licensing opportunities for operating in a highly regulated environment where responsible gaming has become one of the most important considerations.

INTRALOT Interactive strategy is focused on the following 3 foundation markets:

- WLA members and government controlled organizations. INTRALOT Interactive offers to them the latest technology and services for competing in the highly demanding, Internet-enabled market, as regulation initiatives evolve;
- Government-licensed operations, on e-gaming channels enabled by new media (i.e. Internet, Mobile, IPTV);
- R&D initiatives, so that a new generation of technology and services will take players' experiences to new heights, while providing unique player management, operation efficiency and business analytics that will manage operations in the most effective and productive way.

The company has an extended portfolio of services in Technology, Operations and Marketing and is

leading the way in the interactive gaming market. A modern, dynamic and innovative company equipped with industry knowhow and the very best in technical and human assets, can offer the ultimate interactive experience.

Lotteries that have established brands and retail networks are now eager to enter the new era of e-Gaming. INTRALOT Interactive offers to them a complete and layered strategy to reduce operational complexity while increasing customer value. INTRALOT Interactive delivers the latest in innovation in all segments of the e-Gaming industry, ranging from traditional lottery products to sports betting products, bingo, poker and skill games, through various channels, like internet, mobile and interactive TV.

Customers can enjoy multi-channel & multi-product platforms, making a wide range of gaming products - sports betting, casino, live casino, fixed odds games, bingo, poker, lottery games - available out of the same platform on retail, desktop, mobile, tablet, or tablet devices.

Sports Betting Management

Through operational experience and know-how combined with technological competency and self-sufficiency, INTRALOT has become one of the world's leading Fixed-Odds Betting operators.

Betting Company was established in 1998 in response to growing demand for Fixed-Odds Betting by national lotteries and regulators around the world.

The company provides operational support services for the organization and risk-free management of Fixed-Odds Betting to a variety of state lotteries and licensed operators worldwide. It offers a combination of efficient organizational and high standards operational support services required for the launching of successful betting games, from planning through implementation.

The range of services offered includes product customization, program and odds compilation, risk management, content management and training.

Gaming Solutions

INTRALOT offers the most innovative technology on Gaming Solutions: Enhanced Management System – iGEM, Integrated Workflow Platform for the Regulator Operations, Plug and Play Hardware Infrastructure Solutions – iCOR and Telecommunications Network Solutions.

The Company is committed to excellence in Project Implementation, which entails five important stages: Project Planning & Management; Solution Design; Implementation & Integration; Roll Out & Quality Assurance; and Performance Monitoring & Fine Tuning.

INTRALOT also offers Operational Services that include Day to Day System Operation & Monitoring, Help Desk, Field Services, Gaming Equipment Testing Services, Sales Points Network Setup and Management & Business Continuity Services.

Racing

INTRALOT has set up a unique offering by providing a fully Managed Service to licensed gaming operators that want to introduce or enhance their betting offering with Horse racing, Greyhound racing and Virtual gaming.

The company combines its proven technology, prime racing content from leading providers and its operational expertise to enable lotteries, betting operators or racetracks to launch or enhance their race betting portfolio. It can promptly integrate any data feeds into its systems, coupled with any peripherals required (from Terminals to Display Systems), and add supporting services (from Racing TV production to daily operations) to offer uninterrupted, high performance and multichannel support of Fixed-Odds and Pari-Mutuel Betting on Horse racing, Greyhound racing and Virtual games. INTRALOT's latest product for Racing, Racing for Lotteries, is an innovative gaming approach for both virtual and real races.

Lottery operators can generate additional revenue streams by introducing new games based on Racing,



from large jackpot generating games on the world's largest Horse Racing pools to exciting games on Greyhound Racing and Virtual events.

Pari-Mutuel Betting Operators can rely on INTRALOT's technology and experience in pari-mutuel betting operations for running their on-track betting, OTB and remote betting for both their local and commingling racing offering.

Fixed-Odds Betting Operators can select among the best international Racing and Virtual events powered by INTRALOT's proven Fixed-Odds betting technology and with the added value of its expert risk management services.

Racetracks looking to increase their revenue streams and diversify their offering by adding casino games can benefit from INTRALOT's range of related solutions including VLT and Casino technology and services.

1.5

Shareholding Structure

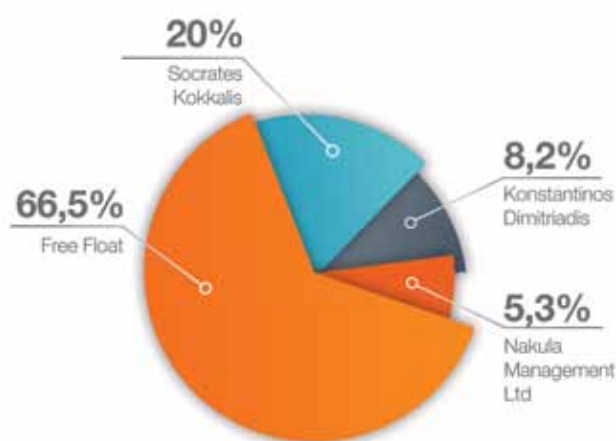
INTRALOT S.A. – “Integrated Lottery Systems and Gaming Services”, with the distinct acronym “INTRALOT” is a business corporation established in compliance with the Laws of the Hellenic Republic and whose shares are traded in the Athens Stock Exchange. INTRALOT's headquarters are based in Athens – Greece, at 64 Kifissias Ave. & 3 Premetis

Str., GR-151 25 Maroussi.

The share capital of the Company amounted at year's end to forty seven million six hundred eighty eight thousand five hundred sixteen euro and thirty cents (€47,688,516.30) divided by one hundred fifty eight million nine hundred sixty one thousand seven hundred twenty one (158.961.721) nominal shares at thirty cents (€0.30) each. All Company shares are admitted to the Athens Stock Exchange for negotiation, in the Main Market category, under the "Travel & Leisure - Gambling Sector". Company shares are commonly registered shares with a voting right.

The shareholding structure of INTRALOT on 31.12.2012 was the following:

Table 4 - INTRALOT Shareholding Structure



In October 2012, the Athens Stock Exchange and FTSE announced the creation of a new index series to enable the monitoring of the market performance of the listed companies that have highly globalised activity either in exports or through production abroad.

These indices record and highlight in the globalized investment community the transnational character of the Greek companies which is constantly strengthened.

The creation of the new index series intends to establish a new approach in gaining international attention and generating investment products. Stocks' selection is based on the percentage of their total revenues deriving from activities abroad, either export or production. The new indices were launched in December 2012.

Thus, as of year's end, INTRALOT's share participates in the following stock market indices:

- Athex Composite Share Price Index (GD);
- Athex Composite Index Total Return Index SAGD;
- FTSE/Athex Travel – Leisure (DTA);
- FTSE/X.A. – FTSE/Athex Market Index (FTSEA);
- FTSE/X.A. Mid Cap (FTSEM);
- FTSE/ATHEX Liquid Mid Index (FTSEL);
- FTSE/ATHEX Global Traders Index;
- FTSE/ATHEX Global Traders Index Plus.

1.6 The INTRALOT Group

INTRALOT has adopted a modern structure and an effective management scheme to ensure prompt decision-making, fast realization of projects, guaranteed company growth and the best possible service to our customers.

On 31 December 2012, the INTRALOT Group was as presented in Table 5.

1.7 Financial Performance

Financial Results

INTRALOT Group's Consolidated Revenues for 2012 increased by 14.3% reaching €1.374 billion, compared to FY2011. EBITDA (Earnings before Interest, Tax, Depreciation and Amortization) posted an increase of 15.4% reaching €177.5m. EBT increased by 2.4% reaching €58.4m. EAT-am (Earnings After Taxes and after minorities) were shaped at €6.1m from €17.7m in 2011. Cash Flow from Operations increased by 39% in the FY2012 period reaching €114m. In 2012, revenues of the parent company increased by 6.0%, to €139.6m. EBITDA increased by 13.0% to €21.9m and Earnings after Taxes (EAT) increased by 85.5%, to €3.0m.

Table 5 - The INTRALOT Group

I. Full consolidation	Domicile	Total Participation %
INTRALOT S.A.	Maroussi, Attica-	
BETTING COMPANY S.A.	Maroussi, Attica	100%
BETTING CYPRUS LTD	Nicosia, Cyprus	100%
INTRALOT DE CHILE S.A.	Santiago, Chile	99,99%
INTRALOT DE PERU SAC	Lima, Peru	99,98%
INTRALOT INC	Atlanta, USA	85%
INTRALOT BETTING OPERATIONS (CYPRUS) LTD	Nicosia, Cyprus	54,95%
ROYAL HIGHGATE LTD	Paralimni, Cyprus	35,08%
POLLLOT Sp.Zoo	Warsaw, Poland	100%
MALTCO LOTTERIES LTD	Valetta, Malta	73%
INTRALOT HOLDINGS INTERNATIONAL LTD	Nicosia, Cyprus	100%
LOTROM S.A.	Bucharest, Romania	60%
YUGOLOT LTD	Belgrade, Serbia & Montenegro	100%
BILOT EOOD	Sofia, Bulgaria	100%
EUROFOOTBALL LTD	Sofia, Bulgaria	49%
EUROFOOTBALL PRINT LTD	Sofia, Bulgaria	49%
INTRALOT INTERNATIONAL LTD	Nicosia, Cyprus	100%
INTRALOT OPERATIONS LTD	Nicosia, Cyprus	100%
INTRALOT BUSINESS DEVELOPMENT LTD	Nicosia, Cyprus	100%
INTRALOT TECHNOLOGIES LTD	Nicosia, Cyprus	100%
INTELTEK INTERNET AS	Istanbul, Turkey	45%
LOTERIA MOLDOVEI S.A.	Chisinau, Moldova	80,75%
TOTOLOTEK SA	Warsaw, Poland	92,89%
WHITE EAGLE INVESTMENTS LTD	Hertfordshire, United Kingdom	100%
BETA RIAL Sp.Zoo	Warsaw, Poland	100%
UNICLIC LTD	Nicosia, Cyprus	50%
DOWA LTD	Nicosia, Cyprus	30%
INTRALOT NEW ZEALAND LTD	Wellington, New Zealand	100%
INTRALOT EGYPT LTD	Nicosia, Cyprus	88,24%
E.C.E.S. SAE	Cairo, Egypt	90,03%
INTRALOT OOO	Moscow, Russia	100%
POLDIN LTD	Warsaw, Poland	100%
INTRALOT ASIA PACIFIC LTD	Hong Kong, China	100%
INTRALOT AUSTRALIA PTY LTD	Melbourne, Australia	100%
INTRALOT LUXEMBOURG S.A.	Luxemburg, Luxemburg	100%
INTRALOT ITALIA S.p.A.	Rome, Italia	90%
SERVICIOS TRANSDATA S.A.	Lima, Peru	100%
INTRALOT IBERIA SAU	Madrid, Spain	100%
INTRALOT IBERIA HOLDINGS S.A.	Madrid, Spain	100%
TECNO ACCION S.A.	Buenos Aires, Argentina	50,01%
GAMING SOLUTIONS INTERNATIONAL SAC	Lima, Peru	100%
GAMING SOLUTIONS INTERNATIONAL LTD	Bogota, Colombia	100%
INTRALOT BEIJING Co LTD	Beijing , China	100%
NAFIROL S.A.	Montevideo, Uruguay	100%
INTRALOT ARGENTINA S.A.	Buenos Aires, Argentina	100%
LEBANESE GAMES S.A.L	Lebanon	99,99%
VENETA SERVIZI S.R.L.	Mogliano Veneto, Italia	90%
INTRALOT SOUTH KOREA	Seoul, S. Korea	100%
INTRALOT FINANCE UK PLC	London, United Kingdom	100%
ATROPOS S.A.	Maroussi, Athens	100%
SLOVENSKE LOTERIE A.S.	Bratislava, Slovakia	51%
TORSYS S.R.O.	Bratislava, Slovakia	51%

TACTUS S.R.O.	Bratislava, Slovakia	51%
INTRALOT DO BRAZIL LTDA	Sao Paulo, Brazil	80%
OLTP LTDA	Rio de Janeiro, Brazil	80%
INTRALOT MINAS GERAIS LTDA	Minas Gerais, Brazil	79,98%
INTRALOT INTERACTIVE S.A.	Maroussi, Athens	75%
INTRALOT JAMAICA LTD	Kingston, Jamaica	100%
INTRALOT GUATEMALA S.A.	Guatemala City, Guatemala	100%
LOTerias Y APUESTAS DE GUATEMALA S.A.	Guatemala City, Guatemala	51%
INTRALOT ST. LUCIA LTD	Castries, St. Lucia	100%
INTRALOT DOMINICANA S.A.	St. Dominicus	100%
INTRALOT LATIN AMERICA INC	Miami, USA	100%
INTRALOT NEDERLAND B.V.	Amsterdam, Nederland	100%
NIKANTRO HOLDINGS Co LTD	Nicosia, Cyprus	100%
INTRALOT INTERACTIVE USA LLC	Atlanta, USA	85%
JACKPOT S.p.A	Rome, Italy	100%
INTRALOT MAROC S.A.	Casablanca, Morocco	99,83%
INTRALOT TURKEY A.S.	Istanbul, Turkey	99,99%
INTRALOT CARIBBEAN VENTURES LTD	Castries, St. Lucia	50,05%
SUPREME VENTURES LTD	Kingston, Jamaica	24,97%
AZERINTELTEK AS	Baku, Azerbaijan	22,95%
INTRALOT SURINAME LTD	Paramaribo, Suriname	100%
DC09 LLC	Wilmington, USA	41,65%
NETMAN SRL	Bucharest, Romania	100%
INTRALOT DE MEXICO LTD	Mexico City, Mexico	99,8%
INTRALOT FRANCE S.A.S	Paris, France	100%
INTRALOT HONG KONG HOLDINGS LTD	Hong Kong, China	100%
INTRALOT DISTRIBUTION 000	Moscow, Russia	100%
INTRALOT CZECH S.R.O.	Prague, Czech Republic	100%
CARIBBEAN VLT SERVICES LTD	Castries, St. Lucia	50,001%
INTRALOT GAMING SERVICES PTY	Melbourne, Australia	100%
INTRALOT LOTTERIES LTD	Nicosia, Cyprus	100%
INTRALOT GERMANY GMBH	Monaco, Germany	100%
INTRALOT GAMING MACHINES S.p.A	Rome, Italy	100%
INTRALOT BETTING OPERATIONS RUSSIA LTD	Nicosia, Cyprus	100%
KELICOM HOLDINGS CO LTD	Nicosia, Cyprus	100%
DINET ZAO	Moscow, Russia	100%
PROMARTA 000	Moscow, Russia	100%
FAVORITE BOOKMAKERS OFFICE 000	Moscow, Russia	100%
INTRALOT HOLDINGS LUXEMBOURG SA	Luxembourg	100%
DEEPSTACK CASINO LLC	Atlanta, USA	85%
INTRALOT INVESTMENTS LTD	Nicosia, Cyprus	100%
GAIN ADVANCE GROUP LTD	Hong Kong, China	100%
KETMS HOLDINGS CO LTD	Seoul, S. Korea	100%

II. Equity method	Domicile	Total Participation %
BILYONER INTERAKTIF HIZMELTER AS	Istanbul, Turkey	25%
LOTRICH INFORMATION Co LTD	Taipei, Taiwan	40%
INTRALOT SOUTH AFRICA LTD	Johannesburg, South Africa	45%
GIDANI LTD	Johannesburg, South Africa	8,10%
KELICOM HOLDINGS CO LTD	Nicosia, Cyprus	33%
DINET ZAO	Moscow, Russia	33%
PROMARTA 000	Moscow, Russia	33%
FAVORIT BOOKMAKERS OFFICE 000	Moscow, Russia	24,75%
NANUM LOTTO CO LTD	Seoul, S. Korea	29%
PRECIOUS SUCCESS LTD GROUP	Hong Kong, China	49%

Table 6 - Financial results
Financial Results

(in thousand €)	2010	2011	2012
Revenues	1.154.046	1.240.778	1.404.083
Sales (PL)	1.115.721	1.202.354	1.374.021
Other Income (PL)	26.288	28.452	18.602
Finance Income (CF)	12.037	9.972	11.460
Operating costs	894.769	979.946	1.106.423
Employee wages & benefits	98.261	104.965	113.436
Payments to providers of funds	76.549	44.206	53.929
Dividends paid (CF)	53.280	16.755	20.320
Interest paid (CF)	23.269	27.451	33.609
Payments to government bodies	23.904	22.358	23.602
Taxes paid (CF)	23.904	22.358	23.602

Table 7 - Key Economic Indicators
Key Economic Indicators

(in thousand €)	2010	2011	2012
TOTAL ASSETS	1.097.531	1.086.162	1.114.807
INVESTED CAPITAL *	867.404	882.245	899.462
REVENUES	1.115.721	1.202.354	1.374.021
OPERATING INCOME (EBITDA)	152.662	153.806	177.536
EARNINGS BEFORE TAXES & MINORITIES	80.690	57.038	58.422
EARNINGS AFTER TAXES & MINORITIES	36.626	17.701	6.116

*Equity plus Debt

The detailed INTRALOT Annual Report 2012 is available at the Company's website www.intralot.com.

Social Product INTRALOT Group

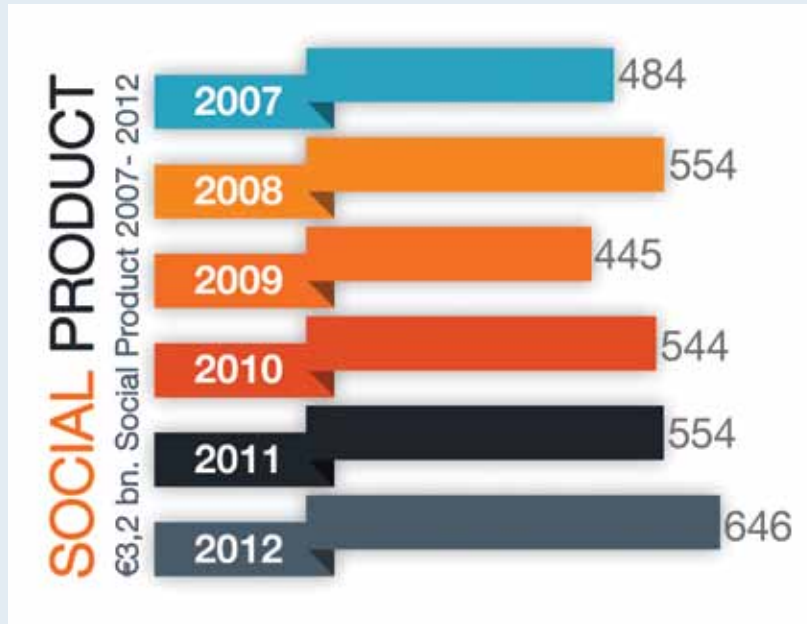
The lotteries that the INTRALOT Group operates or supplies, manages and supports in the framework of contracts in jurisdictions worldwide, raised on a combined basis in 2012 approximately €4.3 billion for good causes.

In the year 2012, INTRALOT generated €107 million in social product in Greece, where corporate headquarters are located. The company's accumulated social product in Greece since 2007 reaches €720 million.

The INTRALOT Group generated €646 million in 2012 and its accumulated product since the year 2007 to date reaches €3.2 billion.

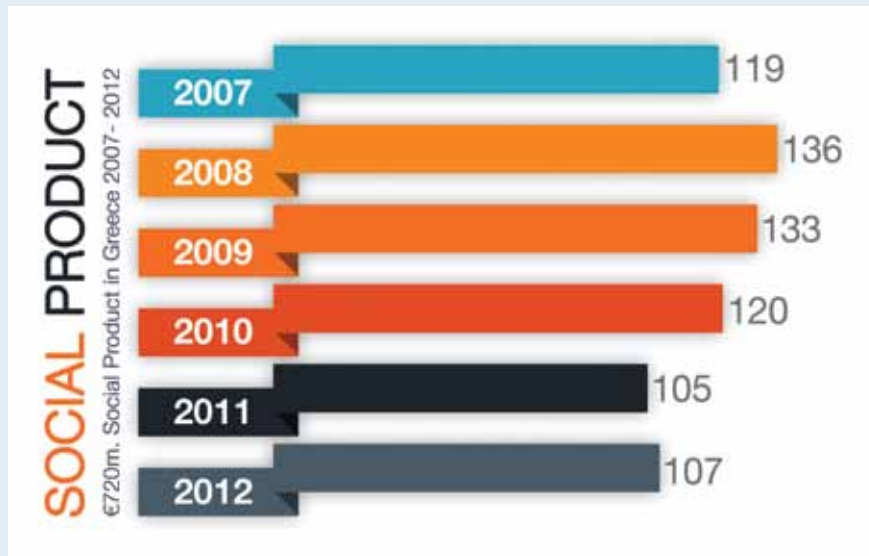
Of the €646 million generated in 2012, €139.602 million were payments to governments, €113.436 million were employee wages & benefits, €53.929 million were payments to providers of funds, €185.682 was the social product of suppliers, €60.800 were sales fees and €92.806 million were corporate reinvestment.

Table 8 - INTRALOT Group Social Product 2007 - 2012



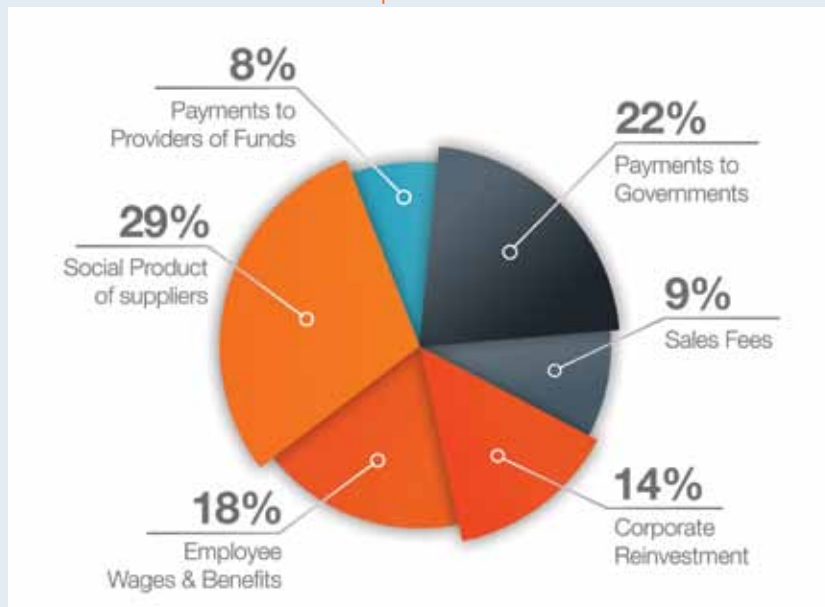
Includes: Salaries, social security, contributions to pension funds, BoD Remunerations, corporate profits tax, other taxes and fees, finance charges, social product of suppliers, etc.

Table 9 - INTRALOT Social Product Greece 2007 - 2012



Includes: Salaries, social security, contributions to pension funds, BoD Remunerations, corporate profits tax, other taxes and fees, finance charges, social product of suppliers, etc.

Table 10 - INTRALOT Group Social Product 2012 Breakdown



INTRALOT actively participates in the global gaming community and contributes decisively to the future development of the industry. The company is a member of all major international gaming associations, including:

- WLA (World Lottery Association) – The World Lottery Association (WLA) is a global professional association of state lottery and gaming organizations from more than 80 countries in 6 continents. Its main objective is to advance the interests of state-authorized lotteries, to uphold the highest ethical principles, as well as to support its members in achieving their vision for their own communities. INTRALOT is a Platinum Contributor to WLA since 1999;
- EL (European Lotteries and Toto Association) – The European Lotteries Association (EL) is an association of member representatives of the European Lotteries and the International Gaming Industry. EL's objective is to promote effective communication between members, the European and international gaming industry, the institutions of the European Union and European Governments, as well as to provide members with precise information and sound support. Further, EL provides a forum for the exchange of technical and educational experience and information among members, and for cooperation with the WLA and other Regional Associations for Lottery and Sport Betting companies. INTRALOT is a Premium Partner of EL since 1993;
- NASPL (North American Association of State and Provincial Lotteries) – NASPL has grown into an active association representing 52 lottery organizations. The organization's main aim is to assemble and disseminate information and benefits of state and provincial lottery organizations through education and communications, and publicly advocate where appropriate the positions of the Association on matters of general policy. INTRALOT is an Associate Member of NASPL since 2001;
- CIBELAE (Corporación Iberoamericana de Loterías y Apuestas del Estado) – CIBELAE is an international organization which represents lotteries from the South America Region and the Iberian Peninsula. The Organization promotes diverse activities, studies and research on issues relevant to the improvement, modernization and optimization of the operations of its members, having as its main goal to ensure the broadest cooperation and mutual learning among them and well as facilitate joint efforts for the design of common strategies and policies. INTRALOT is an Associate Member of CIBELAE since 2003;
- APLA (Asia Pacific Lottery Association) – APLA is the Asia Pacific Lottery Association, representing 25 lotteries from 10 countries in the Asia Pacific region. APLA is a forum aiming to cultivate and strengthen communications as well as to leverage the exchange of information and experience within the worldwide lottery industry. INTRALOT is an Associate Member of APLA since 2004;
- GSA (Gaming Standards Association) – The Gaming Standards Association (GSA) is an international trade association that creates benefits for gaming manufacturers, suppliers, operators and regulators. It facilitates the identification, definition, development, promotion, and implementation of open standards to enable innovation, education, and communication for the benefit of the entire industry. INTRALOT is a Gold Member of GSA since 2004;
- AGEM (Association of Gaming Equipment Manufacturers) – AGEM is an international trade association representing manufacturers of electronic gaming devices, systems, and components for the gaming industry. The Association works to further the interests of gaming equipment manufacturers throughout the world. It acts upon issues relating to education, trade show representation, regulation, manufacturing

and licensing standards, and promotes the expansion of responsible gaming for the benefit of its members and the industry. INTRALOT is a Gold Member of AGEM since 2010.



1.9

Corporate Social Responsibility Memberships

INTRALOT is a member of the United Nations “Global Compact Network” for Corporate Social Responsibility.

INTRALOT is also a member of the Hellenic Network of Corporate Social Responsibility which is a National Partner Organization of CSR Europe. The network promotes the adoption of business practices in line with the concepts of social responsibility and cohesion.

and Industry;

- The Hellenic-Australian Business Council;
- The Hellenic-Chinese Chamber.

1.11

Awards and Distinctions

EBEN GR: Gold Business Ethics Excellence (BEE) 2012

INTRALOT was distinguished with the Gold – BEE Certified Award for its Business Ethics Excellence by the Greek Chapter of EBEN (European Business Ethics Network) in the sectors of Business Analysis, Regulations & Communications in internal auditing and Performance Assessment following a comprehensive assessment process. INTRALOT has been rewarded by EBEN GR for its commitment and consistency to operate under the principles of integrity, reliability and business ethics for the last five (5) consecutive years.

The European Business Ethics Network EBEN, founded in 1987, is a cross-national network dedicated to the promotion of business ethics, broadly defined, in academia, business, public sector and civil society.

EFQM: 5 Stars Distinction

INTRALOT Systems Technical Division received the “Recognised for Excellence in Europe - 5 Stars” distinction, valid for the time period 2011-2012, from the European Foundation for Quality Management

1.10

Participation in Trade Associations

Closely engaged with the business community and relevant stakeholders on issues of common interest, INTRALOT is an active member of the following associations:

- The Federation of Greek Industries (SEV);
- The American-Hellenic Chamber of Commerce;
- The Hellenic-American Business Council;
- Greek-Latin American Business Council;
- Greek-Israeli Chamber of Commerce;
- Greek-Serbian Business Council;
- The Hellenic-Dutch Association;
- The Greek-Turkish Business Council of the Federation of Greek Industries;
- The Greek-Russian Business Council of the Federation of Greek Industries;
- The Hellenic-Romanian Chamber of Commerce

Table 11
EBEN Business Ethics and Excellence Model



(EFQM), adding one more star to its current performance of excellence. This distinction is the result of a structured evaluation procedure held by EFQM. Upon submission of a detailed assessment report by INTRALOT, the EFQM evaluation procedure included interviews with top management and employee focus groups.

European Commission: INTRALOT distinguished in the 2012 EU Industrial Research & Development Investment Scoreboard'

The INTRALOT Group has again been distinguished for its significant investments in R&D and was included in the 2012 EU Industrial Research & Development Investment Scoreboard' prepared and published by the European Commission. This distinction is recognition of INTRALOT's commitment to sustainable leadership in innovation and technological development as well as the company's strong investments in in-house R&D.

ICAP Group: True Leader 2012

INTRALOT Group was distinguished as a "True Leader 2012" by ICAP Group, being recognized for its robust financial performance during 2011. INTRALOT was one of the 50 Companies that met four quantitative evaluation criteria set by ICAP: Profitability, Human Resources Evolution, Credit Rating, and Sector Position.

The ICAP Group offers a wide range of services and

products and is recognized by the Central Bank of Greece as an External Credit Assessment Institution (ECAI) and by the European Central Bank as an Accepted Rating Tool Source.

Corporate Superbrands Greece: Corporate Superbrand 2012

INTRALOT received the prestigious award "Corporate Superbrand 2012". INTRALOT's brand was rewarded for the top reputation it has established in its sector and in the market as a whole offering perceived advantages to its customers.

Money Awards: Best Company in the International Market Award 2012

INTRALOT was distinguished among the listed companies on the Athens Stock Exchange with the "Best Company in the International Market Award", in the context of the Money Conferences forum of 2012.

Money Awards: Internationalization Award and Business Innovation Award 2012

INTRALOT received an award for its international expansion as well as an award for business innovation, in the context of the Euromoney conference 2012.

Hellenic Management Association: HR Excellence Award 2012

INTRALOT was distinguished with the "HR Excellence Award 2012" for its innovation in HR management. The platform "INTRALOT Global Live Network" was chosen as the most innovative and creative practice in the field of Human Resources, bringing together all INTRALOT employees worldwide and thus enhancing the Group's corporate culture. The awards are organized by the Hellenic Management Association and the Greek Institute of Human Resource Management.

Annual Responsible Business Award 2012

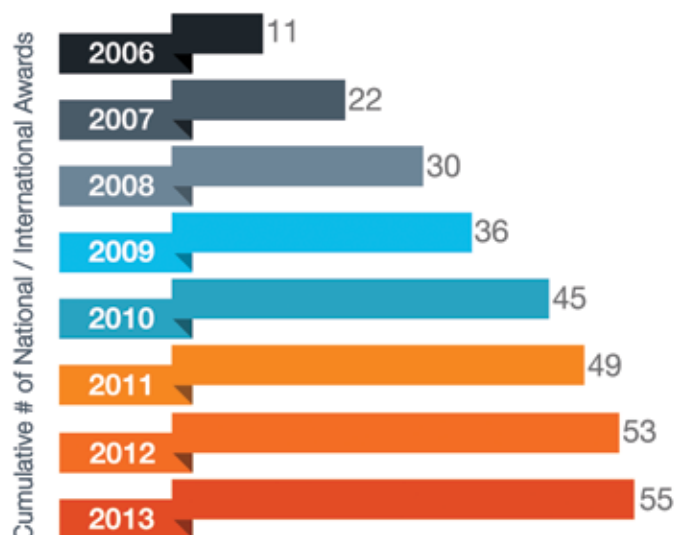
In 2012, Eurofootball, the leading sports betting operator in Bulgaria, received a special award for its “Overall CSR policy” in the SME (Small and Medium Enterprise) award category on the 10th Responsible Business Awards 2012 of the Bulgarian Business Leaders Forum (BBLF). A record number of eighty-five corporate social responsibility projects of forty-nine companies in Bulgaria competed in the 2012 Responsible Business Awards.

Eurofootball received this award for its Win & Help CSR program, a series of sixteen social responsibility initiatives in the area of sports, health, cultural and social engagement, organized and implemented in collaboration with corporate stakeholders, the Bulgarian Charities Aid Foundation, the Workshops for Civic Initiatives Foundation and the Sirak Foundation.

Public Relations Campaign Award 2012

In 2012, Eurofootball won third place in the category “PR Campaign” in the annual competition of Bulgarian Association of PR agencies, for its CSR program Win & Help.

Table 12
Cumulative Number of National & International Awards



INTRALOT de Peru, Peru

Great Place to Work in Latin America 2012

INTRALOT de Peru was among the “Top 50 Workplaces in Latin America,” in the 2011 survey of the leading institution Great Place to Work, a global human resources consulting, research and training firm specializing in organizational trust. The Great Place to Work® Model is built on 25 years of research and data collected through its Trust Index® Employee Survey, which is taken by over 10 million employees annually worldwide.

liberalization is progressing at a steady pace while in Greece significant reforms are ongoing. Among the countries that also considering the regulation of their internet gaming market are: Portugal, Netherlands, Sweden and Hungary.

These conditions pose substantial opportunities for further growth arising from the liberalization of gaming markets and particularly from the rapidly evolving Internet market, from the lottery privatizations as well as from the legalization of lottery games. They also pose added challenges regarding the prevention of problem gambling and the enactment of a regulatory framework that safeguards the principles and practices of responsible gaming both in traditional and new interactive channels.

INTRALOT is closely monitoring the sector’s developments so as to selectively participate in projects with higher growth potential in respect for the principles and safeguards of responsible gaming.

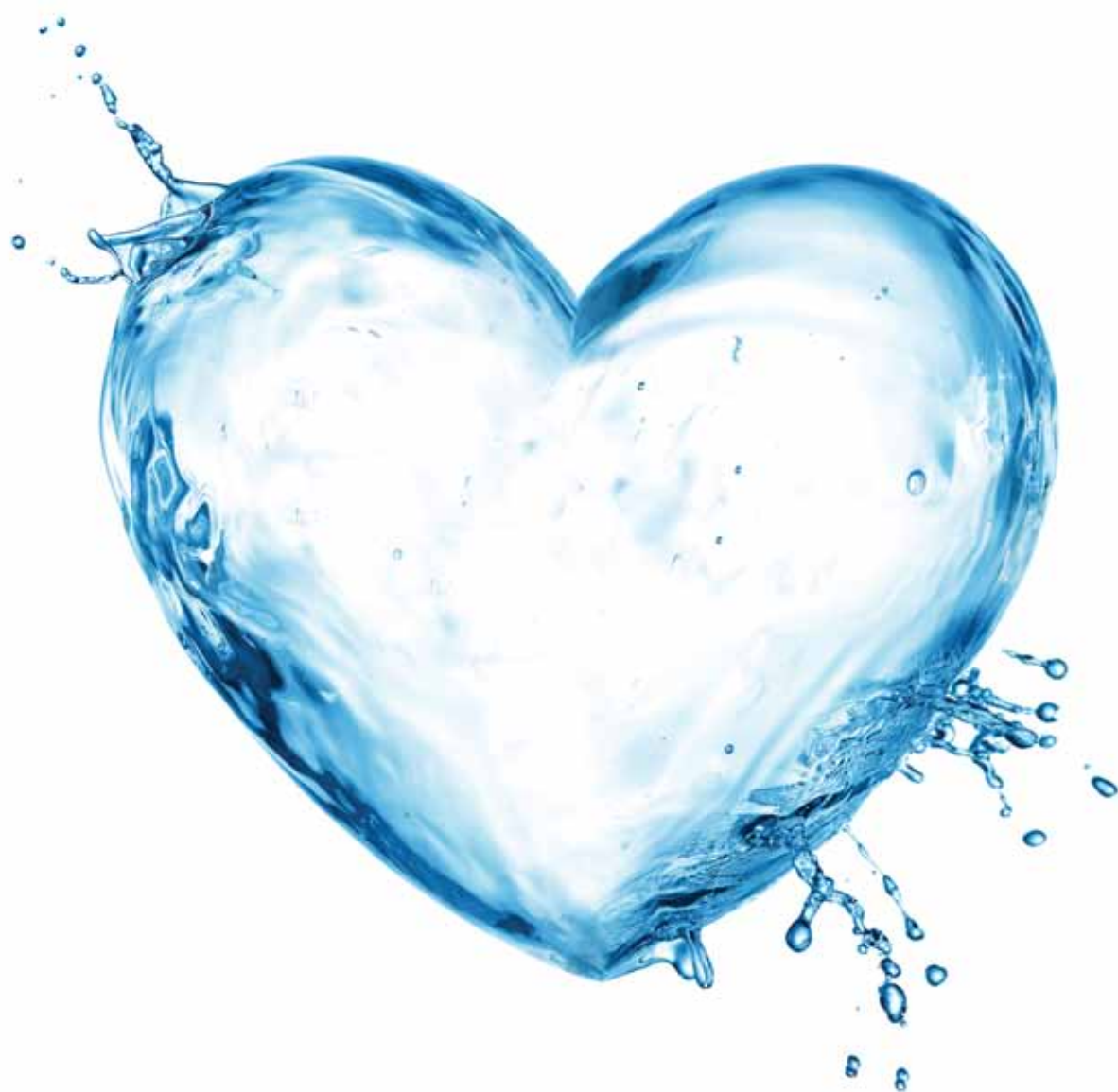
1.12

International Prospects of the Gaming Sector and Social Responsibility

The prevalence of an unstable economic environment in 2012 has led to significant policy developments in the gaming sector. In Europe, the gaming market

Sustainability in the INTRALOT Group

“The invaluable gift of
trust, plenty and freedom.”



In the aftermath of the European Union's new CSR Strategy 2011-2014, there were several significant policy developments in 2012 affecting corporate sustainability. According to the new strategy, to fully meet their social responsibility, enterprises should have in place a process to integrate social, environmental, and ethical concerns into their core corporate strategy, in close collaboration with their stakeholders.

The aim of the strategy is both to enhance positive impacts of business operations on society – for example through the innovation of new products and services that are beneficial to society and to the enterprises themselves – and to minimize and prevent negative impacts. Among other actions, the new strategy foresees the enhancement of market rewards for CSR efforts, including leveraging EU policies in the fields of consumption, investment and public procurement in order to promote market reward for responsible business conduct.

Policy Developments in 2012 and Sustainability Trends

Rio 20+

Twenty years after the Earth Summit, in the UN World Summit on Sustainable Development Rio 20+, countries renewed their political commitment to sustainable development, agreed to establish a set of sustainable development goals (SDGs), and established a high-level political forum on sustainable development.

The summit's outcome document, *The World We Want*, sets social responsibility, environmental sustainability, and technological innovation criteria, toward the attainment of sustainable development goals. The outcome documents lays down a strategy generally focused on infrastructure development, environmental protection, renewable energies, competitiveness and the green economy, and the modernization of public and financial management.

Rio 20+ The World We Want: Article 46

We acknowledge that the implementation of sustainable development will depend on active engagement of both the public and private sectors.

We recognize that the active participation of the private sector can contribute to the achievement of sustainable development, including through the important tool of **public-private partnerships**.

We support national regulatory and policy frameworks that enable business and industry to advance sustainable development initiatives taking into account the importance of corporate social responsibility.

We call on the private sector to engage in responsible business practices, such as those promoted by the UN Global Compact.

Rio 20+ The World We Want: Article 47

We acknowledge the importance of corporate sustainability reporting and encourage companies, where appropriate, especially publicly listed and large companies, to consider integrating sustainability information into their reporting cycle.

We encourage industry, interested governments as well as relevant stakeholders with the support of the UN system, as appropriate, to develop models for best practice and facilitate action for the integration of sustainability reporting, taking into account the experiences of already existing frameworks, and paying particular attention to the needs of developing countries, including for capacity building.

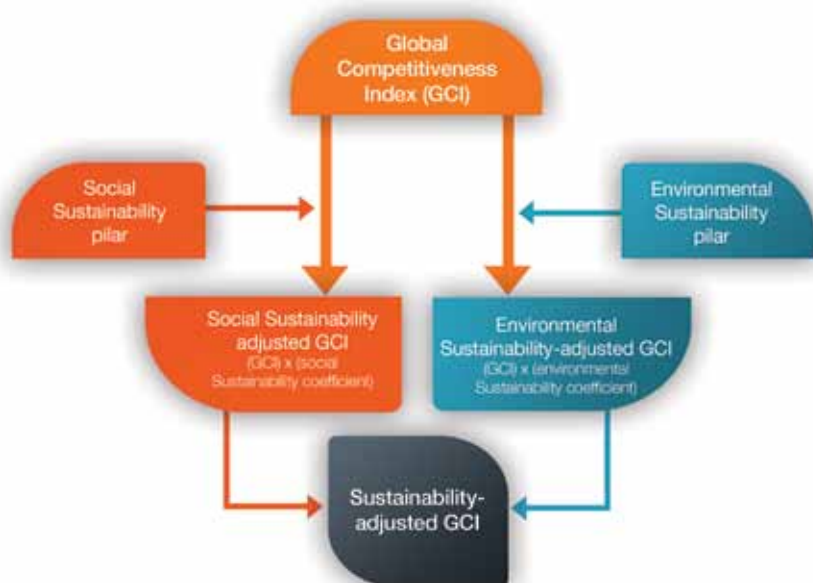
The outcome document calls for a wide range of actions, such as promoting corporate sustainability reporting measures; taking steps to go beyond gross domestic product to assess the well-being of a country; developing a strategy for sustainable development financing; and adopting a framework for tackling sustainable consumption and production. The document also furthers measures for improving gender equity; recognizing the importance of voluntary commitments on sustainable development; and stressing the need to engage civil society and incorporate science into policy.

Sustainability-Adjusted Global Competitiveness Index (GCI)

In 2012, The World Economic Forum released the Sustainability-Adjusted Global Competitiveness Index (GCI). This new measure aims to assess the “the set of institutions, policies and factors that make a nation remain productive over the longer term while ensuring social and environmental sustainability”.

The index measures not only the propensity to prosper and grow, but also integrates the notion of “quality growth”, taking into account environmental stewardship and social sustainability. The structure of the index follows in the table below.

Sustainability Competitiveness Index (SCI)



The SCI framework builds on the GCI and includes all the indicators included in the GCI framework. A preliminary version of the SCI framework contains five main components: Human capital, Market conditions, Technology and innovation, Policy environment and enabling conditions, and Physical environment. Each component in turn comprises a number of categories (or ‘pillars’). The preliminary thinking and output of the project is presented in a special chapter in The Global Competitiveness Report 2011-2012.

Source: World Economic Forum (2012) The Global Competitiveness Report 2012-2013.

EC Proposal for a Directive on Non-financial Disclosures for Large Companies – 16 April 2013

On 16 April 2013, before the release of this report, the EC announced a proposal for a EU Directive concerning non-financial disclosures. The new proposal concerns large companies with more than 500 employees across Europe, whether they are on the stock market or not. According to the proposal, companies will be required to publish annual information on what they do in the area of environmental protection, social protection and in matters related to employee diversity, not just diversity in regard to gender but also diversity in regard to employee professional backgrounds.

Table 13 – CSR & Sustainability: Upcoming Policy Developments

Upcoming Policy Developments

- GRI G4 Guidelines, to be launched in May 2013.
- Further implementation of the EU’s new CSR strategy 2011-2014.
- Upcoming EU legislation concerning non-financial disclosures by large companies.

As part of the goal to enhance market rewards for CSR efforts, the first ever pan-European Award Scheme to inspire CSR excellence in multi-stakeholder projects was successfully launched in 2012. Funded by the European Commission, co-led by CSR Europe and Business in the Community and supported by Alliance Boots, the consortium of 29 National CSR organisations joined forces to deliver the European CSR Award Scheme for Partnership, Innovation and Impact.

In the last four years CSR trends in Greece have changed and diverge from the trends observed globally. In Greece, the increase in the percentage of businesses that are engaging in active CSR due to motives of cost management, as opposed to brand loyalty or investor relations, indicates that the Greek business community is reacting to an unfavorable economic environment but also that it is starting to

Table 14 - The Drivers towards More Ethical Business Practices – Greece (%)

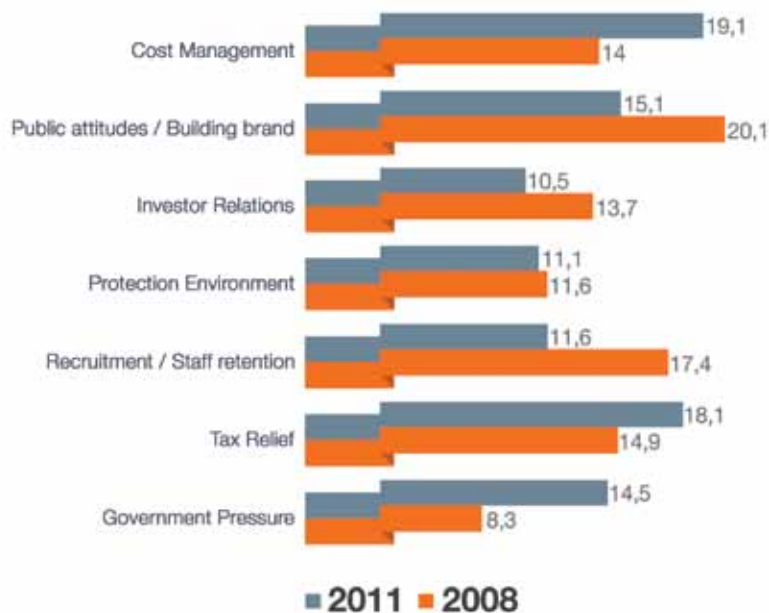
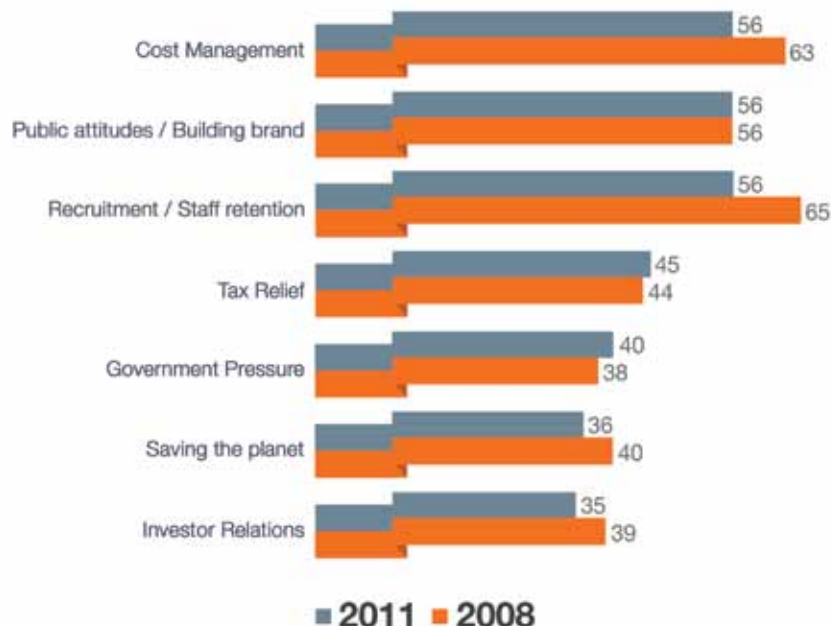


Table 15 - The Drivers towards More Ethical Business Practices – World (%)



Source: Grant Thornton International Ltd. (2011) International Business Report 2011.

recognize the impact that CSR can have on the financial and commercial success. The enduring context of economic recession in Greece has made cost management and government pressure the leading drivers of CSR engagement.

Being ever committed to conducting its business in a sustainable manner and to demonstrating responsible leadership, INTRALOT views corporate governance and social responsibility as critical to business excellence and success, safeguarding the interests of our employees, customers, partners, shareholders, and the many communities around the globe where we operate.

Drawing from its corporate strategy of sustainable leadership, INTRALOT's corporate social responsibility strategy is to create shared value for all its stakeholders. In today's changeable economic environment, INTRALOT believes that it is imperative for businesses, community organizations and other stakeholders to jointly contribute to advancing education, technology, R&D and infrastructure that will ensure sustainable economic growth and prosperity.

The creation of shared value requires a focus on sustainability activities that engage the communities where we operate and relevant stakeholders rather than a focus on activities that dilute resources, have little lasting impact, and do not advance INTRALOT's strategic objectives.

As a commercial operator, INTRALOT seeks to contribute to the development of local communities, and to promote policies and best practices of responsible gaming through player education, marketing and advertising communications, and treatment referrals. As a global technology supplier, INTRALOT also has an enduring commitment to research, either in-house or in collaboration with relevant stakeholders, in fields that can foster product and services innovation enabling safe and responsible gaming, the development of human capital, entrepreneurship, and added competitiveness.

Yearly CSR Activity Plans of the INTRALOT Group are preceded by a survey of the needs of the local communities where it has presence. Once these needs are mapped, the activities are chosen according to the following decision criteria:

- the strategic and operational impact of the initiative;
- the long term Impact on the local community;
- the extent to which the activities utilize corporate competencies and resources;
- brand differentiation;
- the alignment between social responsibility and corporate strategies.

Table 16- Sustainability in INTRALOT



Following from the strategy of creation of shared value, INTRALOT CSR Program has defined five essential areas:

1. Contribution to Local Communities

The INTRALOT Group contributes to the local communities where it operates through the transfer of technology and know-how and through the employment, the occupational safety and the specialized training of its local workforce and sales network. Further, the company contributes to the enhancement of the quality of life and community development through social programs that aim at advancing education and human capital; supporting social welfare and human development; and preserving cultural heritage.

2. Corporate Governance & Compliance

INTRALOT complies with the regulatory framework of each and all jurisdictions where it has presence as well as with relevant corporate or industry standards. Furthermore, the company abides by the strictest ethics standards in its relations with both internal and external stakeholders. It has adopted a set of rules and standard procedures in a Code of Corporate Governance, which ensures the integrity, security and professionalism of businesses practices and conduct.

3. Responsible Gaming Policy and Program

INTRALOT has adopted Responsible Gaming as a key element of its Corporate Responsibility strategy. INTRALOT is committed to addressing the social, economic and environmental impacts of its operations, and to being a responsible leader of the gaming sector, according to the principle of fair competition and in compliance with the legal and the regulatory framework of the sector. As a supplier of gaming products and services, INTRALOT has developed the enabling technologies and the operational know-how required to implement industry best-practice Responsible Gaming strategy and program tailored to the needs of customers and/or players in any jurisdiction globally;

4. Social Responsibility towards our Employees

INTRALOT corporate employee policies and

procedures aim to offer its staff a stable and favorable working environment that maximizes the talent of company professionals, motivates them to excel in their functions, and supports their professional and personal development

5. Sustainability of our planet

INTRALOT has developed a company-wide system that monitors its environmental performance and regularly engages or facilitates green initiatives that are relevant to its operations and have an impact on local communities.

The sections that follow describe the company's corporate program of contribution to local communities. Corporate governance, responsible gaming, social responsibility towards its employees, and the sustainability of our planet are addressed in separate chapters of this report.

2.3

Contribution to Local Communities

In the local community, INTRALOT operates in full respect to the local context of the countries that host its operations and abiding by all local laws and gaming regulatory framework.

INTRALOT's program of contribution to local communities, *INTRALOT-We care a Lot*, is an integrated and targeted CSR program that seeks to create partnerships with relevant stakeholders and be a substantive contributor to the local communities where it operates through the transfer of technology and know-how and through the employment, the occupational safety and the specialized training of its local workforce and sales network.

Further, it contributes to the enhancement of the quality of life and community development through social responsibility initiatives that aim at advancing education and human capital; supporting social welfare and human development; and preserving cultural heritage.

Table 17- INTRALOT We Care a Lot
INTRALOT Group Contribution to Local Communities 2012

Australia	<ul style="list-style-type: none"> • INTRALOT Australia sponsorship program 2012 included the provision of economic support to the following organizations: Lottery Agents Association of Victoria (LAAV); Australian Newsagents' Federation (ANF); Victorian Association for Newsagents (VANA). • INTRALOT Australia was a Sponsor, Exhibitor and Speaker at the 2012 Clubs + Hotels Australia Conference and Exhibition held in June in Melbourne.
Bulgaria	<ul style="list-style-type: none"> • In the framework of Eurofootball Scholarship program 2012, a total of 13 scholarships for students and orphan children were awarded.
Greece	<ul style="list-style-type: none"> • INTRALOT co-founded and annually supports the Centre for Research and Higher Education Athens Information Technology (AIT). • Support to the publication of the book "The Hellenism of Morocco." • Support of the Fulbright Foundation. • Award Sponsor of the Graduate Scholarship Program of the University of Piraeus. • INTRALOT was a Gold sponsor of the 1st International Gaming Forum, held in April 2012 in Greece. • INTRALOT sponsored the 18th Economia National Student Competition, organized by the Economia Business Tank with the aim to advance the relationship between innovative research and entrepreneurship. The theme of the year 2012 competition was Technology, Innovation and Social Change. • Sponsorship of Niki Awards 2012, held in Athens, Greece, which distinguishes prominent Greeks, or personalities of Greek descent, who are internationally recognized for their contribution to science and technology and for inspiring a new generation of scientists to follow in their footsteps..
Peru	<ul style="list-style-type: none"> • INTRALOT de Peru Match Fund – the company matches the donations made by its employees to United Way Peru (UWP) towards the advancement of education. • The Corporate volunteering program 2012 of INTRALOT de Peru included the completion of infrastructure improvements in the schools Pronoei Jesús Nazareno AAHH Dos Cruces-Pamplona Alta – San Juan de Miraflores. • Donation of educational and teaching support materials to

Contribution to Local Communities

Education and Human Capital

Peru	<p>Peruvian public schools.</p> <ul style="list-style-type: none"> • Fund raiser campaign and distribution of school supplies for disadvantaged children.
South Africa	<ul style="list-style-type: none"> • Financial and in-kind support to Adopt-A-School Foundation
USA	<ul style="list-style-type: none"> • INTRALOT, Inc. participated in several fund raisers for the public schools, colleges and daycares in the local communities where its offices are located. These contributions go toward helping supplement various educational areas that are often not funded or under funded by the school systems. • Support to the civil rights cause of the Washington DC Urban League, a major interracial, nonpartisan, nonprofit social services and civil rights organization with headquarters in the United States District of Columbia. • Sponsorship to the University of DC's Annual Gala. The proceeds from the Gala support University programs, student scholarships and need-based tuition.

Social Welfare and Human Development

Australia	<ul style="list-style-type: none"> • Donation to the Koala Foundation/Children's Care Centre Foundation, supporting clinical care, research and providing resources to families of patients of the Children's Cancer Centres.
Brazil	<ul style="list-style-type: none"> • INTRALOT de Brasil Toy Drive 2012 – Employees of INTRALOT de Brasil volunteered to collect toys to be donated to disadvantaged children of Minas Gerais, an initiative of the food industry association of the state of Minas Gerais ABRASEL MG.
Greece	<ul style="list-style-type: none"> • Donation to Médecins sans Frontières. • Annual Blood Drive, which registered a 10% donor increase. • Support to Make a Wish Foundation. • Support to SOS Children's Villages. • Support to the Nikaia - Athens Diocese of the Orthodox Church of Greece. • Donation to Transparency International Greece.
Italy	<ul style="list-style-type: none"> • INTRALOT Italia supported the Telethon Foundation by participating at the annual fund raising initiative Walk of Life, which aims to raise funds toward the advancement of scientific research in the fight against genetic diseases. The Telethon Institute of Genetics and Medicine (TIGEM) was founded in

Contribution to Local Communities

Social Welfare and Human Development

Italy	<p>1994 by the Telethon Foundation, one of Italy's major non-profit organizations, to promote the advancement of research aimed at the diagnosis, prevention and cure of human genetic diseases.</p> <ul style="list-style-type: none"> • INTRALOT Italia supported a research project of the Department of Experimental Medicine and Biochemical Sciences of the University of Rome – Tor Vergata. The project is headed by Dr. Roberto Testi, Professor of Immunology and Director of the Laboratory of Signal Transduction and focuses on therapeutic methods of Friedreich's Ataxia, a genetic disease associated with accelerated cell death. • INTRALOT Italia supported the Telethon Foundation by organizing a fundraising initiative at its point of sales whereby players had the opportunity either to make a donation to Telethon directly or to donate a portion of their winnings to the foundation.
Jamaica	<ul style="list-style-type: none"> • Supreme Ventures Limited (SVL) makes annual contributions to the Culture, Health, Arts, Sports and Education (CHASE) Fund set up by the Government of Jamaica.
Malta	<ul style="list-style-type: none"> • Donation of MALTCO Lotteries Ltd. to the National Lotteries Good Causes Fund. The fund was created under the Lotteries and Other Games Act, 2001 Section 50 (7) in order to enable the social, cultural, educational, sport, philanthropic or religious activity of various agencies, organizations or individuals. • Contribution to L-ISTRINA, Malta's major charity event, organised by The Malta Community Chest Fund under the patronage of the President of Malta. • Annual corporate employee Blood Drive.
Peru	<ul style="list-style-type: none"> • Donation of electric equipment for a laundry center for the use of children hosted by IBANIF, the National Family Welfare Institution of the Peruvian Ministry of Women and Vulnerable Populations (MIMP), responsible for the care, education and support of abandoned children and children at risk. • INTRALOT de Peru participated in United Way Peru's Calentando Corazones (Warming Hearts) program, aimed at offering in-kind goods to disadvantaged communities affected by the extreme weather conditions of the 2012 winter season in Peru. The communities targeted included Apurimac, Ayacucho and Ventanilla. • Joint organization with UWP of a Christmas Kermesse for 750 school children of disadvantaged communities.

Contribution to Local Communities

Social Welfare and Human Development

Peru

- Organization of a Christmas Kermesse for children of Peruvian local municipal security forces Serenazgo
- Donation to Child Cardiology organization Fundación Cardio Infantil in the framework of the fundraiser lottery campaign Cambia la Sonrisa de un Niño Azul aiming to finance child heart surgery
- Sponsorship of paediatric surgery of disadvantaged children in need
- Donation to Huancayo Charity, which provides food and shelter to members of disadvantaged communities
- Donation to Jaén Charity, which provides food and shelter to members of disadvantaged communities

USA

- Support to Atlanta Cancer Center – Each year Intralot Inc. makes in-kind donations to the Atlanta Cancer Center toward helping the children of cancer patients. The company also participates in the fundraisers hosted by the center.
- Appalachian Scottish Rite Children's Hospital –Each year a donation is made to the hospital, towards a fund that helps Appalachian parents meet the cost of their sick children. The Appalachian area of the US is among the most impoverished of the country.
- Samaritan's Purse/Operation Christmas Child – Each year in the fall, Intralot, Inc. contributes toward packing and shipping gift (shoe) boxes to children in countries that are less fortunate.
- Operations Smiles – Intralot, Inc. has provided monetary donations to this nationwide organization whose primary aim is to help children who are born with a cleft lip or cleft palate.
- Habitat for Humanity - Intralot has partnered with Habitat for Humanity by helping its social mission either financially or through employee volunteering in the charity's programs.
- Breast Cancer Prevention/Susan B. Koman Breast Cancer Research - Employees of various Intralot locations throughout the United States, participate in the Breast Cancer Prevention Walks and the Susan B. Koman Breast Cancer Walks that are held annually to raise money for breast cancer awareness, screenings and research on preventing the disease. Intralot makes monetary contributions, often supplementing donations made by the employee teams represented.
- Support to FOPDC-Fraternal Order of Police of the District of Columbia
- Support to DC Fire Fighters

Contribution to Local Communities

Sports and Culture

USA

- Support to the Avon Walk for Breast Cancer, held in Washington DC, USA.

Brazil

- INTRALOT de Brasil, in collaboration with APAE- Association of Parents and Friends of Exceptional Children and SERVAS- Voluntary Social Service Assistance of Minas Gerais, was a supporter of the 20th Special Olympics in Brazil, which gathered 2500 special athletes in Maringá, in the state of Paraná-Brazil.
- INTRALOT de Brasil was a sponsor of the gastronomy festival Encontro Gastrô 2012, held in the city of Belo Horizonte, Brazil.

Bulgaria

- In the framework of its CSR Programme Win and Help, Eurofootball launched "Sports Talents," an initiative that seeks to enable the practice of sports by all youths, financing the cost of sports competitions and/or sports equipment of 18 young athletes aged 16 to 25 years old, including athletes with various disabilities.

Greece

- Support to Race Horse Owner's Association of Greece
- Participation of INTRALOT team in the Classical Athens Marathon, on behalf of Médecins sans Frontières, an international, independent, medical humanitarian organisation that delivers emergency aid to people affected by armed conflict, epidemics, natural disasters and exclusion from healthcare.
- Sponsorship to the 11th African Cultural Festival, held in May 2012 in Athens, Greece.
- INTRALOT has added a new book title to its list of publications, the historic album Tyche – Lotteries and Games of Chance through Time.

Malta

- Sponsorship of the Malta Football Association U*BET F.A. Trophy.

Peru

- INTRALOT de Peru was the awards' sponsor of the INABIF- National Family Welfare Institution 2012 Marathon.
- INTRALOT de Peru was the awards' sponsor of the 2012 Soccer League for children with special needs.

Social Responsibility Toward Employees

Brazil

- INTRALOT de Brasil launched a program of training in the English language for all employees whereby it funds 50% or, in the case of employees whose functions require English, 100% of its cost.

Bulgaria

- Eurofootball organized an employee training program on the updated version of LOTOSTM/OS, including a module on its advanced responsible gaming functionalities.

Contribution to Local Communities

Social Responsibility Towards Employees

Bulgaria	<ul style="list-style-type: none"> • In June 2012 Eurofootball moved its headquarters to new modern and central location, improving the working conditions of corporate staff.
Greece	<ul style="list-style-type: none"> • Expanded use of the Corporate Global Live Network by INTRALOT, to support the professional development and knowledge sharing among employees. • Organization of the 2nd edition of i-game, a yearly corporate innovation competition for employees, who may submit their ideas under the categories Technology, Cost Optimization, Products & Services, Customer and Quality & Process improvements, in order to compete for a monetary award. • Organisation of annual Christmas party, with entertainment and gifts for the children of INTRALOT S.A. employees.
Peru	<ul style="list-style-type: none"> • Full/partial sponsorships are awarded to corporate employees at selected universities with which the company has celebrated partnership agreements. • INTRALOT de Peru offers professional training to company staff according to employee functions and corporate needs. The training is either conducted in-house or is offered by third party organizations and sponsored by the company. • INTRALOT de Peru offers free legal advice on family, civil and criminal law matters to its staff. To date the service has been used by 50 employees. • English classes are offered to corporate employees at a 50% discounted rate, under the condition that the employee successfully completes the program and obtains a minimum GPA of 70/100. • Free training on MS Excel is offered to corporate employees, under the condition that the employee successfully completes the program and obtains a minimum GPA of 70/100. • Free Cataract Surgery Campaign – INTRALOT de Peru has established a partnership with the Cataract Surgery Association whereby it covers the post-surgical therapy of employees that are cataract patients • As of 2011, INTRALOT de Peru makes available free psychological counseling to all employees.
USA	<ul style="list-style-type: none"> • INTRALOT, Inc. has launched the Employee of the Month program, which aims to recognize outstanding employees who show exemplary individual achievement, contribution, and performance in their jobs and other related duties.



The program supports a series of activities in three main areas: education; social welfare; and sports & culture. In the year 2012 the initiatives in this program area were many, both at the level of the parent company and in its subsidiaries across the globe. Table 17 presents the most significant, according to the structure outlined above.

Table 18 – Main Targets Greece 2013

- New GLN Training program on Responsible Gaming best practices.
- Program of Reinforcement of relationship between the academic research community and business community.
- Program of Promotion of Innovation and Entrepreneurship: GameLot is a collaborative project with the gaming cluster of the Corallia Clusters Initiative, on the development of tools / platforms / games in the cognitive area of interactive games.
- Further development of the Gamez-on gaming platform, in collaboration with AIT

2.4

Stakeholder Materiality Assessment

INTRALOT actively seeks the involvement of decision-makers and other relevant social groups in the identification of issues, concerns, and appropriate strategies promoting responsible gaming practices and incorporates their views into company products and practices.

INTRALOT is committed to regularly engage with the relevant stakeholders formally and informally and include this in its reporting mechanisms. Engagement shall cover issues that are material to the stakeholders and the individual member. In the breadth of stakeholders that are being invited INTRALOT shall be inclusive.

This engagement provides an opportunity for stakeholders to voice relevant concerns or questions. INTRALOT integrates the results of stakeholder engagement into its strategic-decision-making processes and shall feedback to the relevant stakeholder(s) on the outcomes from engagement processes. The table that follows depicts the main company stakeholders and respective common interest issues.

Table 19 - INTRALOT Group Stakeholder Mapping

Sustainability Program Area	Priority Stakeholders	Other Stakeholders
Contribution to the Local Communities	Local Communities Employees	Retailers Shareholders & Investors Interest Groups
Governance and Compliance	Regulatory Authorities Customers Shareholders & Investors Suppliers and Business Partners	
Responsible Gaming	Customers Regulatory authorities Retailers Suppliers & Business Partners	Employees
Responsibility towards Employees	Employees Local Communities	
Environmental Sustainability	Regulatory authorities Local Communities Suppliers	Customers Interest Groups

Table 20 – Stakeholder Communication Channels and Issues

Stakeholder groups	Communication Means	Key topics and concerns
Shareholders & Investors	<ul style="list-style-type: none"> • Annual Reports • Special section at the company's internet portal for use by shareholders and investors • Presentations for Investors • Road shows • Press releases 	<ul style="list-style-type: none"> • Financial information on performance and sustainability • Information about the impact of CSR activities on performance and sustainable growth • To offer a knowledge data bank for supporting informed investment decisions
Employees	<ul style="list-style-type: none"> • Personal communication through respective managers • Internet portal in three (3) languages: English, Spanish and Chinese • Intranet/iSpace internal internet portal • Meetings • Corporate and social events • Employee satisfaction surveys 	<ul style="list-style-type: none"> • Competitive salary • Employment security • Training • Employees Health & Safety • Personal growth and development • Career advancement • Ethical and socially responsible relationship
Customers	<ul style="list-style-type: none"> • Official written communication (RFP, contract, project documentation) • Formal meetings • Video conferencing • Customer satisfaction surveys • Press releases • Newsletters • Informal personal communication • Corporate News in Social Media (Facebook, Twitter, LinkedIn, Google+, INTRALOT Blog, INTRALOT YouTube) 	<ul style="list-style-type: none"> • Added value products & services • Win-Win long term B2B relationships • Transfer of technology applications for added efficiency of public administration of state customers • Training and advisory services on socially responsible gaming products and practices • Wealth generation and market growth
Competitors	<ul style="list-style-type: none"> • Official communications through specific channels and networking platforms organized by lottery and gaming associations 	<ul style="list-style-type: none"> • Technology trends • Market share competition • Constructive cooperation on specific projects
Interest Groups	<ul style="list-style-type: none"> • Official communications through specific channels 	<ul style="list-style-type: none"> • Market and Technology Trends • Constructive cooperation on specific projects

Stakeholder groups	Communication Means	Key topics and concerns
Suppliers	<ul style="list-style-type: none"> • Official written communication • Formal meetings • Informal personal communication 	<ul style="list-style-type: none"> • Ongoing assessment of needs and product and product development • Win-win long term B2B relationships
Local Communities	<ul style="list-style-type: none"> • Press Releases • Public surveys • CSR reporting • Corporate News in Social Media (Facebook, Twitter, LinkedIn, Google+, INTRALOT Blog, INTRALOT YouTube) 	<ul style="list-style-type: none"> • Environmental friendly operations • Job creation • Support of local businesses which will supply products and services • Ethical conduct • Awareness campaigns, outreach and education on responsible gaming practices • Corporate citizenship initiatives
Media	<ul style="list-style-type: none"> • Press releases • Interviews • Articles in specialized print and e-media • Corporate Website, including a Multimedia Resources Center • Advertising • Participation in Exhibitions • Speeches and Participations in Conferences/Seminars of the Lottery Industry • Corporate News in Social Media (Facebook, Twitter, LinkedIn, Google+, INTRALOT Blog, INTRALOT YouTube) 	<ul style="list-style-type: none"> • Promote a positive corporate image by informing about: <ul style="list-style-type: none"> - new products & services - demonstration of products - new projects around the world - awards & distinctions - financial data - industry trends - coverage and dissemination of CSR activities
Regulatory Authorities	<ul style="list-style-type: none"> • Official communications with competent authorities in compliance to the applicable rules and regulations 	<ul style="list-style-type: none"> • Compliance with rules, regulations, and local legislation • Safeguard Sustainable Growth Prevention of Illegal Gambling • Wealth generation, economic responsibility and partnerships toward social goals • Responsible Gaming • Taxation issues

Partnership INTRALOT-Hellenic Network for CSR

In 2012, INTRALOT was invited by Hellenic Network for CSR (HNCSR) to volunteer in the participation of a task force for disseminating information and educating the Greek business community about the new European strategy for CSR and Europe 2020 targets. The Hellenic Network for CSR is a Greek national partner of CSR Europe and is, since 2008, a coordinator of the UN Global Compact Network in Greece whose goal is to promote of principles and values of corporate social responsibility near Greek businesses and society at large, ensuring a balance between profitability and sustainable development.

The HNCSR has defined five (5) task forces and INTRALOT has volunteered in the Communications task force, as part of its efforts to strengthen collaborative partnerships with relevant stakeholders. This collaboration consists of three (3) major roles:

- Co-definition of strategy and action plan toward the dissemination of the new EU CSR strategy in the media;
- Project consulting;
- Media outreach.

SEV Entrepreneurship Initiative 2012

In 2012, the Hellenic Federation of Enterprises (SEV) announced a new initiative toward the support to entrepreneurship in Greece. The initiative focuses on strengthening the cooperation between universities and the business community by advising students, young graduates and/or researchers who seek coaching in their research and business ideas before proceeding to develop these into a business plan and effective business practice. The services offered to new entrepreneurs include:

- Hosting;
- Mentoring;
- Consulting;
- Training.

INTRALOT has volunteered to participate in the entrepreneurship initiative by offering prospective entrepreneurs mentorship services.

Go International Program

In 2012, INTRALOT was one of the 750 companies, from 17 countries, that participated in the Business

Hellenic Network for CSR Five (5) Task Forces for EU Strategy Implementation

- Transparency and
Independence

- Communication INTRALOT

- Volunteerism

- SMEs

- Collaboration
Stakeholder
Partnerships

Delegations and fora organized in the framework of Go International, an Economic Cooperation Programme that aims to enhance the export orientation of the Greek business sector through multilateral trade in the wider region of Central, Southeastern Europe & the Eastern Mediterranean. A platform where Greek export-oriented entrepreneurs can meet with the international business community and potential clients, Go International has so far given the opportunity and provided the framework for more than 4,000 B2B meetings of 250 Greek exporting companies to promote Greek exports, including 20 high-tech research centers, with 500 foreign importing and distribution companies from 16 countries. It is worth noting that many entrepreneurs have been repeatedly participating in the delegations, which indicates that their previous experience has been positive and they consider it a valuable international networking tool. Go International is a joint effort of:

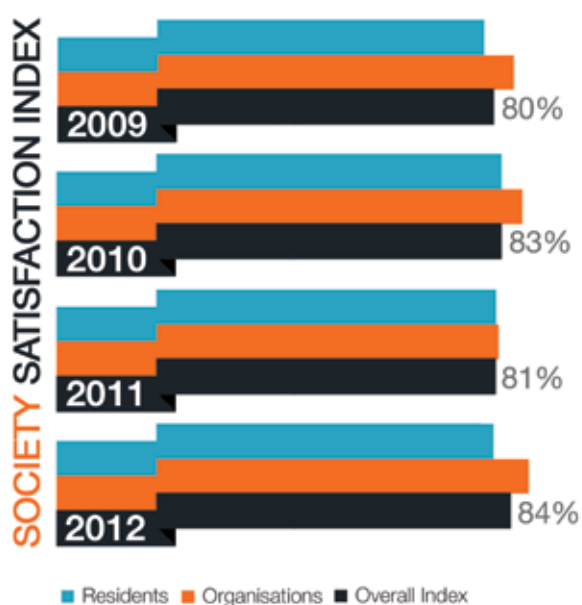
- Eurobank;
- Panhellenic Exporters' Association;
- Greek International Business Association;
- Exporters' Association of Crete;
- Hellenic Federation of Enterprises (SEV).

Social Media

The world of social media has evolved from being a means of social networking to becoming a vital business tool for organizations of all sizes and sectors. Today social media are easy, fast, and free way to enlarge the customer base, develop new alternative channels of communication with stakeholders, engage audiences, get customer feedback, market products and services, and build brand loyalty.

As of 2011, INTRALOT's new social media channels (Facebook, Twitter, LinkedIn, Google+, INTRALOT Blog, YouTube) have enabled the company to identify needs in local communities, to pool resources toward the implementation of social projects and to quickly adapt and improve multiple communications and marketing practices.

Table 21 – Society Satisfaction Index



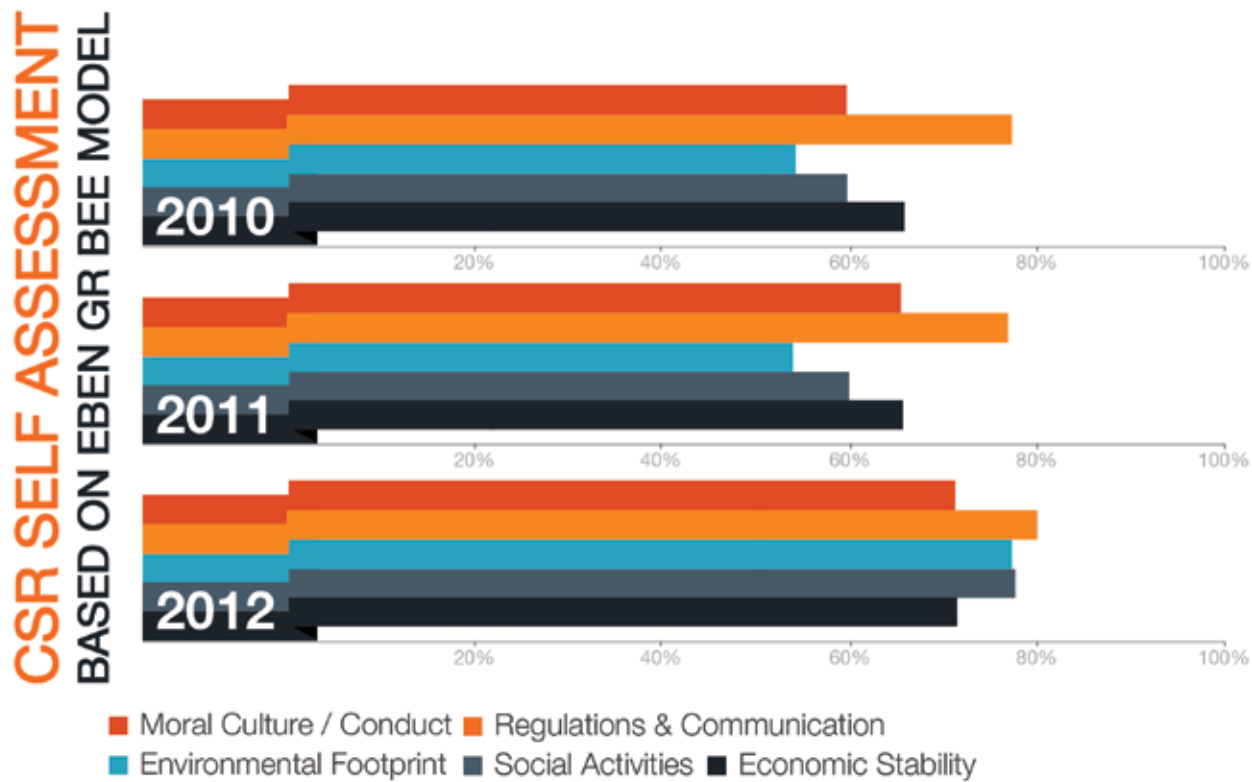
Society Satisfaction Index

INTRALOT is committed to assessing the impact of its presence in the local community and integrate the needs of these communities in company policy and business practices. INTRALOT's Technical Support Department carries out a Society Satisfaction Survey. The survey aims to assess the disruption of INTRALOT business operations within the local community, not the effect that company products have on its consumers. The survey has consistently revealed high levels of satisfaction in the local community. The Society Satisfaction Index was measured to be 84% overall. Local businesses showed slightly higher satisfaction rates as compared to residents.

Corporate Social Responsibility Self-Assessment

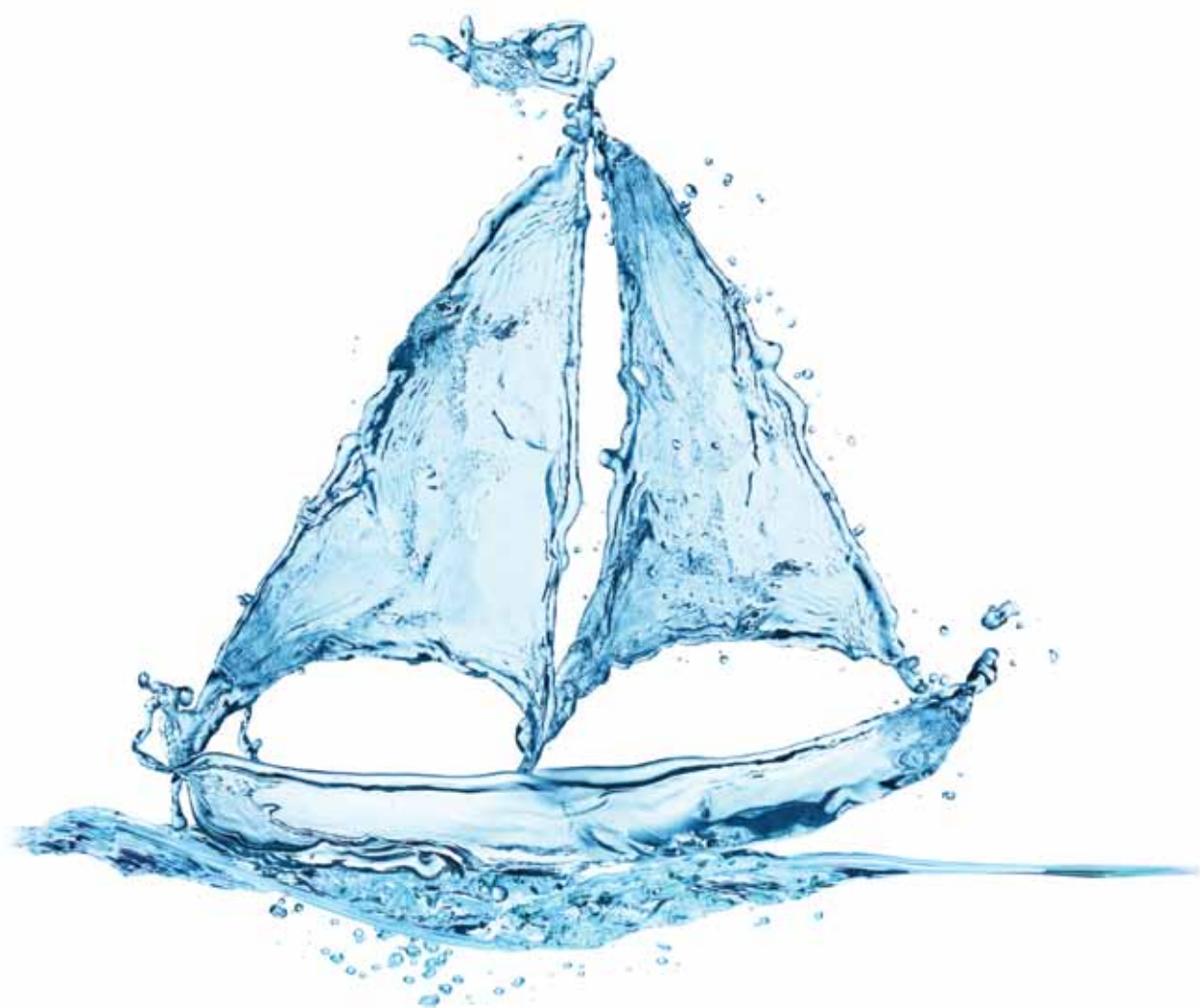
Based on the EBEN GR Business Ethics Excellence (BEE) Model and its social model criteria, INTRALOT performs a corporate social responsibility self-assessment. The EBEN GR BEE Model self-assessments are performed over and above the assessments conduct by INTRALOT for the purposes of quality management certification by the European Foundation for Quality Management (EFQM). The self-assessment is conducted by expert certified personnel.

Table 22 – CSR Self-Assessment



Corporate Governance & Compliance

“Clarity and constant movement,
movement towards perfection.”





Enterprises, and the best practices applicable to Member States of the European Union. In accordance with Law 3873/2010, the code is also the reference framework on which the annual management report and Board of Directors statements of corporate governance therein are based.

INTRALOT Group operations and management procedures are subject to international laws and regulations as well as to the governmental oversight and the regulatory framework of each jurisdiction where it operates.

As a listed company, INTRALOT SA fully complies with the provisions of Greek law, including Laws 2190/1920, 3016/2002, 3693/2008, 3873/2010 and 3884/2010. Furthermore, the company abides by the strictest ethics standards in its relations with both internal and external stakeholders. It has adopted a set of rules and standard procedures in a Code of Corporate Governance, which ensures the integrity, security and professionalism of businesses practices and conduct. Posted on the Company's website www.intralot.com, INTRALOT's Code of Corporate Governance incorporates and applies the best international practices for listed companies of the Hellenic Federation of Enterprises (SEV) and the Principles of Corporate Governance of OECD (Organisation for Economic Co-operation and Development) countries.

The main goals of the Code of Corporate Governance are:

1. To adopt best corporate governance practices under the guidance of the members of the Board of Directors to this purpose;
2. To improve information sharing with both private and institutional shareholders;
3. To effectively comply with the requirements of the newly established Law 3873/2010 that incorporates the European Parliament Directive 2006/46/EC into the Greek legal framework.

The Code abides by the principles of OECD Corporate Governance, as published in 2004, the standards laid down in the 2011 Greek Code of Corporate Governance for listed companies of the Hellenic Federation of

Policy Developments in 2012

Revision of the Greek Code of Corporate Governance

Year 2012 was marked by some important developments for the future of corporate compliance. Most noteworthy is the revision of the Code of Corporate Governance of SEV/ESED, which have launched a stakeholder consultation process toward approval in 2013 and effective implementation of the revised code foreseen in the fiscal year 2014.

Creation of the Hellenic Corporate Governance Council (HCGC)

In 2012, the Hellenic Exchanges (HELEX) and the Hellenic Federation of Enterprises (SEV) established the Hellenic Corporate Governance Council (HCGC), to serve as a national body for corporate governance in Greece. In an effort to create the conditions that will increase sustained competitiveness of Greek corporations and enhance credibility of the Greek market, the purpose of the Hellenic Corporate Governance Council (HCGC) is:

- to ensure the Greek Corporate Governance Code created by the Hellenic Federation of Enterprises in March 2011 is well understood, accepted and endorsed by Greek companies and to warrant the continued relevance and implementation of the Code over time;
- to monitor and enforce compliance with the Greek Corporate Governance Code, according to the principle "Comply or Explain".

EC Action Plan on European Company Law and Corporate Governance - A modern legal framework for more engaged shareholders and sustainable companies

Building on the 2011 Green Paper on the EU corporate governance framework, in December of 2012 the

European Commission issued an action plan outlining the initiatives that it intends to take in order to create a modern and efficient set of rules on company law and corporate governance for European undertakings, investors and employees. The goal of the Action Plan and the measures foreseen therein is to build the trust of citizens in the European single market and to contribute to the competitiveness and sustainability of European business.

The initiatives, which will be both legislative and non-legislative, follow three main lines:

- Enhancing transparency between companies and investors
- Encouraging long-term shareholder engagement
- Improving the framework for cross-border operation of companies

In addition, the Action Plan also launches a process of codification of most company law directives.

**Table 23 – Corporate Governance & Compliance:
Upcoming Policy Developments**

- The Hellenic Corporate Governance Council (HCGC) is to conduct a corporate consultation and conclude the revision of the Hellenic Code of Corporate Governance of companies listed in the Athens Stock Exchange.
- Non-legislative EU Initiative with Proposals for the implementation of the 2012 EC Action Plan on Corporate Governance and guidelines for the improvement of the quality of corporate governance disclosures.
- Proposal by the Hellenic Capital Markets Commission for the revision of corporate governance rules and disclosures.

INTRALOT Corporate Governance Targets 2013-2014

Revision of the Code of Corporate Governance

INTRALOT has set as one of its corporate governance targets to revise the Group's Code of Corporate Governance, so as incorporate the principles and best practices of the Greek Corporate Governance Code, leading in the adoption of the standards of excellence defined therein.

Sustainability Committee

INTRALOT will establish a Sustainability Committee, with responsibility for the design and management of its corporate sustainability program. The Sustainability committee will be a steering committee under the

mandate and supervision of the Group CEO and will convene quarterly. The sustainability committee will have decision-making competence on:

- Sustainability strategy, policy design and the formulation of the annual corporate sustainability program, addressing the economic, social and environmental impact of corporate operations;
- Implementation of the annual sustainability program (timelines, budget, success indicators, risk assessment);
- The assessment of sustainability policies and program, in light of corporate strategy as well as their economic, social and environmental impact.

**Table 24
INTRALOT Corporate Governance Targets 2013-2014**

- Revision of the Code of Corporate Governance
- Establishment of a Sustainability Committee

The Company is managed by a Board of Directors, consisting of a minimum of seven (7) to eleven (11) members elected by the annual General Meeting of shareholders, which also determines the term of their service. A legal entity may also be elected to the Board.

The members of the Board of Directors are elected by shareholders for a five-year term which is automatically extended until the first annual General Assembly following the end of their term and is not permitted to exceed six years but does not preclude their re-election. The replacement of all members of the Board in one General Meeting is avoided, and the succession of members of the Board of Directors is conducted gradually. The General Meeting may also elect alternate members of the Board, with the aim of replacing members of the Board who have resigned, deceased or retired.

The names of the members of the Board of Directors submitted for election or re-election are accompanied by sufficient biographical details and the view of the Board on the independence of the proposed Board members, in accordance with the independence criteria set out in the Law and with any other relevant information to enable shareholders to make an informed decision.

The Board of Directors may elect the Chairman, the Vice-Chairman and one or two Chief Executive Officers among its members. The Chairman or Vice-Chairman of the Board of Directors is not required to be an executive member of the Board of Directors.

Table 25 – The Board of Directors

Name	Position	Executive	Non Executive	Independent
Socrates P. Kokkalis	Chairman	✓		
Constantinos G. Antonopoulos	Vice Chairman & CEO	✓		
Andreas V. Papoulas	Member	✓		
Fotis Th. Mavroudis	Member	✓		
Dimitrios Ch. Klonis	Member		✓	
Dimitrios K. Chatzigrigoriadis	Member		✓	✓
Anastasios M. Tsoufis	Member		✓	✓
Sotirios N. Filas	Member		✓	✓
Petros K. Souretis	Member		✓	

The role and responsibilities of the Chairman and the Vice-Chairman

The Chairman facilitates the effective contribution by non-executive Board members to the work of the Board and ensures constructive relations between executive and non-executive members.

The Chairman is responsible for leading the Board. He is responsible for setting the agenda of the meetings (without limiting the right of the deputy of the Chairman or two of its members, as stipulated in the Articles of Incorporation of the Company, to convene a meeting of the Board of Directors). He is also responsible for ensuring the organization of activities performed by the Board, and effectively conducting Board meetings.

The Chairman, or the Vice-Chairman, is also responsible for:

- ensuring that the members of the Board are informed on all corporate governance issues in a timely manner;
- ensuring effective communication with all shareholders;
- safeguarding the fair and equitable treatment of all shareholder interests.

The non-executive and independent members of the BoD

The Board of Directors is comprised of a majority of non-executive members (including at least two independent non-executive members).

The independent non-executive members are exempt from conflicts of interest with the Company, and from close ties with management, with majority shareholders or with the Company. For the duration of their term, the independent non-executive members are not allowed to hold more than 0,5% of the share capital of the Company or to maintain a dependent relationship with the Company or with persons affiliated with the Company.

The independent members are elected by the General Meeting. The Board of Directors must determine whether the candidate fulfils the independence criteria before he/she is elected by the General Meeting of Shareholders. In determining the independence of both candidates and current members, the Board of Directors considers that a relation of dependence exists when the member:

- is (as stipulated in Law 3016/2002) or has been an employee, senior executive or Chairman of the Board of Directors of the Company or its subsidiaries within the previous three (3) years;
- receives or has received during the 12 month prior to his appointment any compensation from the Company other than board membership fees approved by the General Meeting of Shareholders of the Company;
- has (as stipulated in Law 3016/2002) or has had

within the year prior to the appointment a material business relationship with the Company or its subsidiaries, particularly as a major client, supplier or consultant of the Company, or as a partner, shareholder or board member, or as a senior executive of an entity having such a relationship with the Company or its subsidiaries;

- has been the external auditor of the Company or its subsidiaries or has been a partner or employee of a firm that provides external auditing services to the Company or its subsidiaries within the previous three (3) years;
- has (as stipulated in Law 3016/2002) a second degree kinship with, or is the spouse of, a non-independent Board member, senior executive, advisor or significant shareholder of the Company or its subsidiaries;
- controls directly, or indirectly through related parties, more than 0,5% of the voting rights of the Company or represents a significant shareholder of the Company or its subsidiaries.

Assessment of the members of the BoD

For the members of the BOD there is no documented assessment procedure in place at present but their competences, qualifications and expertise are taken fully into consideration during the annual general assemblies. Further, their availability for the fulfillment of their duties and the existence and nature of additional positions in other listed companies is also taken into account.

In addition to assessing the BoD via the Agenda of the shareholders' Annual General Meeting, the BoD monitors and reexamines the implementation of its decisions on a yearly basis.



Following the request of any shareholder, which is submitted to the company at least five (5) days before the General Meeting, the Board of Directors is obliged to provide the information specifically requested regarding the affairs of the company at the General Meeting, to the extent that such information is useful for enabling a realistic assessment of the items on the agenda.

Also, following the request of shareholders representing one twentieth (1/20) of the paid up share capital, the Board of Directors is obliged to report the sums paid to each member of the Board of Directors or to the directors of the company in the previous two years at the Annual General Meeting, as well as report all other benefits paid to these persons as a result of any contract between these and the company for any other reason. In all of the above cases, the Board of Directors may refuse to disclose information with due cause, which is duly recorded in the minutes of the General Meeting.

Following the request of shareholders representing one fifth (1/5) of the paid up share capital, which is submitted to the company at least five (5) days before the General Meeting, the Board of Directors is obliged to provide information regarding company affairs and the financial standing of the company to the General Meeting. In all of the above cases, the Board of Directors may refuse to provide information with due cause, which is also duly recorded in the minutes of the General Meeting.

At the request of shareholders representing 1/20 of the paid up share capital, decisions on any item of the agenda of a General Meeting are made by roll-call vote.

Shareholders representing one fifth (1/5) of the paid up share capital have the right to request that the Court of First Instance with jurisdiction over the area of the company's registered offices, audit the Company, provided that the course of the company indicates that the management of company affairs is not being exercised in an appropriate and prudent manner.

The following are INTRALOT's Board Committees:

Table 26 – Committees of the Board of Directors



Audit and Compliance Committee

The Audit and Compliance Committee is a committee of the Board of Directors established with the aim of assisting the Board in its supervisory responsibilities with regards to matters such as financial reporting and information, the compliance of the Company and its subsidiaries to the legislative and regulatory operational framework, and audit system procedures. It also exercises supervision over the auditing operation.

The Financial Committee, which is responsible for the financial management of the Company, is a sub-committee of the Audit and Compliance Committee.

Being listed on the stock exchange, the company is subject to legislation on corporate governance, according to which it is required to have an Internal Audit Service. The Internal Audit Service carries out audits on all corporate units, i.e., administrative, financial and technical.

To investigate potential cases of lack of transparency

or corruption is an integral part of the Internal Inspection and when such cases are identified safety measures are proposed to the company. The implementation of these measures is monitored on an annual basis.

Remuneration Committee

The Board of Directors assigns the responsibility of determining the employee remuneration policy of the Company to the Remuneration Committee. The Remuneration Committee recommends levels of remuneration of executives, managers and senior executives to the Board of Directors and concurrently it regulates matters associated with the overall remuneration policy of the Company.

The compensation of the members of the Board of Directors and of upper management is not tied to financial results nor to specific economic, social or environmental objectives set and/or achieved by the company but are naturally related to general overall company performance and to sustainability.

Management Committee

The Management Committee examines all significant Company matters, formulates proposals and decides how to address them. The Management Committee is also essential for inter-company communication, the coordination of the departments' projects and the support of the Chief Executive Officer in both an informative and advisory capacity. It identifies critical operational issues, designs the development strategy of the Company and advances the implementation of major projects and objectives.

More information regarding the main responsibilities of the Managerial and Supervisory Bodies are posted on the Company's website: www.intralot.com (Investor relations / Corporate Governance).

Conflict of interest

INTRALOT requires that employees disclose any

situations that would reasonably be expected to give rise to a conflict of interest, i.e., when an employee's private interest conflicts, or appears to conflict, with the interests of INTRALOT as a whole. All INTRALOT employees are fully informed about the nature and risks of such conflicts of interest and the different forms that they may take through the company's Code of Conduct (available at the company's internal portal), which they are required to familiarize themselves with.

When they suspect that they may have a conflict of interest, or something that others could reasonably perceive as a conflict of interest, they are required to report it to their Supervisor or Director, who then works with the employee to determine whether there is a conflict of interest and, if so, how best to address it.

3.3

Risk Management

The principles of corporate governance affect the way corporate goals are set and achieved, how monitoring systems and risk assessment procedures are adopted, and how transparency is assured and the Group's competitiveness promoted.

Financial Risks

The Company regularly makes an assessment and identification of risks in line with its strategic and business planning and always takes into account the conditions of the market and the industry, political developments, changes in technology, and macro-economic indicators. The activities of the company are monitored via a highly detailed budget, which is assigned to each business unit and each market and is adapted on a regular basis taking into account external factors and changes.

Moreover, the management has designed and implements ongoing monitoring targets to guarantee that the Internal Inspection System is effective. The

Internal Audit System provides Management with a specialized assessment of the inspection mechanisms that are in place in the company, and makes suggestions for their improvement where necessary.

Certain areas are considered to be high risk for financial fraud and are thus monitored with the appropriate anti-corruption policies and measures. Protection against such fraud is assisted through the use of a code of conduct, detailed work regulations, clearly defined duties and responsibilities, procedure monitoring and authorization limits. All relevant measures and activities are subject to internal inspection, the results of which are presented to the management board. Moreover, all employees are required to be fully familiar with these procedures.



As INTRALOT continually develops, compiles and owns certain confidential information (including trade secret information and customer and supplier information) that has great value for its business, employees are required to treat this kind of information confidentially and to prevent the unauthorized disclosure of such information. Employees are required to protect INTRALOT's confidential information and to use it only for appropriate, authorised purposes, and not to disclose confidential information to any person who is not an employee of INTRALOT unless they are authorized to do so.

Moreover, all employees are required to protect INTRALOT's assets and ensure they are used efficiently, i.e. for legitimate business purposes only. They are prohibited from soliciting or conducting outside business during paid working time or from using INTRALOT's funds or assets for personal gain or for any unlawful or improper purpose.

All employees are obliged to deal fairly with fellow employees and with INTRALOT's customers, suppliers, competitors and other third parties and to not take unfair advantage of anyone through manipulation, abuse of privileged information, misrepresentation or any other unfair dealing practice. They are prohibited from using corporate gifts or entertainment as forms of compensation and may give or receive gifts and entertainment to or from customers and suppliers only if the gift or entertainment cannot be viewed as an inducement to, or reward for, any particular business decision. All gifts and entertainment expenses are properly accounted for on expense reports.

INTRALOT has developed a framework for monitoring information systems and has a specific procedure for protection against any problems in the system through an approved Business Continuity programme. Moreover, specific access rights to all information systems by all employees have been defined, depending on the employee's position and role within the company. The company also keeps an entry log.

With regards to the safety measures related to the production of financial statements and reports, the company uses internationally recognized tools and methodologies, such as:

- segregation of duties on all levels from top management down to lower executive levels;
- streamlined account monitoring, guidelines and definitions for producing reports across all departments and company subsidiaries;
- safety measures for protecting the company's assets, supplies and storage, and cash, including cross-checking with account books;
- a chart of authorities that defines the authorization limits of various executives for various financial and legal transactions.

Occupational risk management

Potential risks in this area are identified and controlled in accordance with Greek legislation and European and international codes of practice. The company's facilities are subject to written occupational risk assessment, which also contain the measures that need to be taken for removing, minimizing and controlling risk. These assessments are revised when the work environment and work conditions are modified and are made known to all employees so that each may be familiar with any risks involved and the steps that need to be taken in order to deal with them.

Corporate regulations and standards

As part of its ongoing risk assessment procedures, INTRALOT adopts and implements international standards, codes and best practices that are aligned with its strategic goals. These include United Nations' Global Compact principles and international standards ISO 9001, and ISO 27001. Scheduled first- and third-party audits are carried out in order to guarantee compliance with these standards and principles and to minimize potential risk.

Table 27– INTRALOT SA Corporate Governance Self-Assessment



Extract from the Code of Conduct: Relationships with Customers

Our business success depends upon our ability to foster lasting customer relationships. INTRALOT is committed to dealing with clients fairly, responsibly, honestly and with integrity.

In conducting business, INTRALOT strives to achieve the highest standards of business ethics and sustainable excellence. We have an obligation to our employees, shareholders, customers, suppliers, society representatives and other interested parties with whom we interact, to be honest, fair and forthright in all our business activities.

3.4

Product Responsibility and Our Customers

INTRALOT's valued customers and business partners are essential to the Company's success. INTRALOT treats its customers and business partners with fairness and respect at all times. As such, the company is committed to always deal fairly, to compete ethically and to ensure the highest possible level of customer satisfaction.

Product Quality & Quality Management

INTRALOT has been certified according to ISO 9001: 2008. The Company conducts business in line with its ISO 9001 Quality Manual, which sets the framework for INTRALOT's Quality Management System, presents the corporate philosophy and fundamental principles, and makes reference to documented procedures describing in detail company processes and functions.

The Company works closely with its suppliers and subcontractors, in order to communicate and share in the company's quality policy and requirements. Quality control audits are conducted by senior quality engineers to help them improve the quality of the delivered products or services.

INTRALOT is committed to delivering safe, quality products to its customers. All gaming terminals supplied to a market comply with the highest safety regulations laid down for the specific market. Each terminal is labeled so that the regulation of compliance is clearly identified (CE, FCC, C-Tick).

Safety compliance is taken into consideration from the initial stage of design of the product. To test and certify product compliance INTRALOT works with internationally accredited safety science organisations, such as the Underwriters Laboratories.

In addition to the gaming terminals, INTRALOT develops and provides gaming software to Lottery operators. The company verifies the credibility and integrity of the games, and ensures that they are fair, secure, and can be operated properly. Thus, the games are designed to meet the relevant standards, which are widely accepted and used by gaming regulatory agencies. The gaming products are certified by independent inspection and certification laboratories, such as the Gaming Laboratories International.

Service Complaint Procedure

As per the requirements of ISO 20000, INTRALOT has established a Service Complaint Procedure for external complaints. The procedure aims to provide an operational framework for dealing with a customer complaint.

All complaints are recorded and must be solved in a timely manner. The complaint process is subject of periodic review in order to check for patterns in the type, nature and handling of the complaint and make adjustments accordingly.

What constitutes a complaint and the process whereby it will be managed and resolved is agreed upon between INTRALOT and the customer. The Service Complaint Procedure is also leveraged as a source of service improvement.

INTRALOT's suppliers are a significant stakeholder group with which the company collaborates closely and systematically. INTRALOT recognizes its suppliers as significant partners in its business activities. The framework of the partnership with INTRALOT's suppliers is defined by INTRALOT's values and principles and by the relevant legislation and international codes and standards.

Extract from the Code of Conduct: Relationships with Suppliers

INTRALOT deals fairly and honestly with its suppliers. This means that its relationships with suppliers are based on price, quality, service and reputation. Purchase agreements should be documented and should clearly identify the services or products to be provided, the unit price, the method and terms of payment, and the applicable rate or fee. The amount of payment must be commensurate with the services or products provided. Employees dealing with suppliers should use impartial judgment. Specifically, no employee should accept or solicit any personal benefit from a supplier or potential supplier that might compromise his or her objective assessment of the supplier's products, quality and prices.

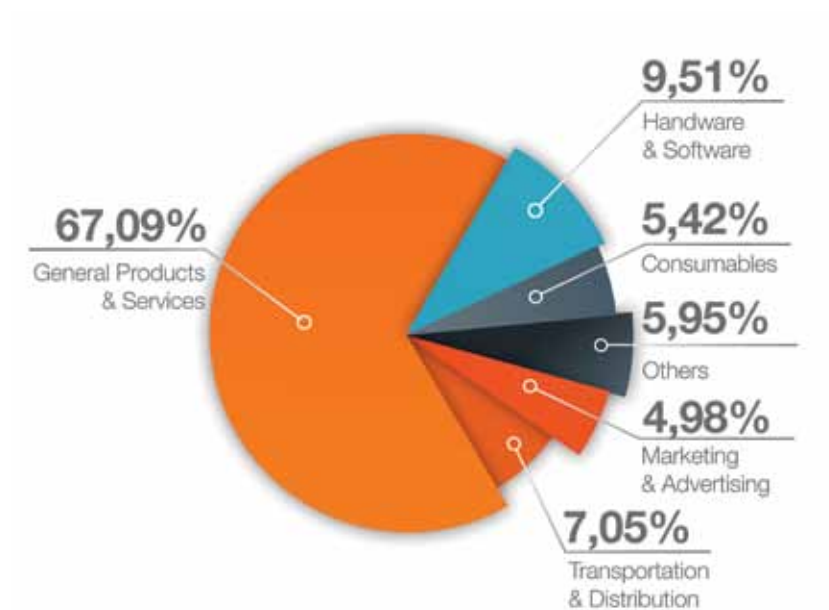
INTRALOT strives to deliver products of the highest quality, with high endurance in all operational fields. To this end, the company has set procurement processes which ensure the selection of the most qualified vendors and service providers for all the materials and services used. INTRALOT suppliers are quality certified and their performance is frequently evaluated. These practices have contributed to the excellent track record of INTRALOT products around the globe and have earned the company several awards from distinguished organizations.

INTRALOT contributes to the welfare of the economies where its suppliers of goods and services are based. In 2012, payments to suppliers of the INTRALOT Group amounted to €342.100 thousand (excluding agent commissions).

In the year 2012, INTRALOT SA counted 950 suppliers from diverse countries in all 5 continents. In 2012, total suppliers of the INTRALOT Group amounted to 6811 worldwide, in 46 countries. The suppliers were

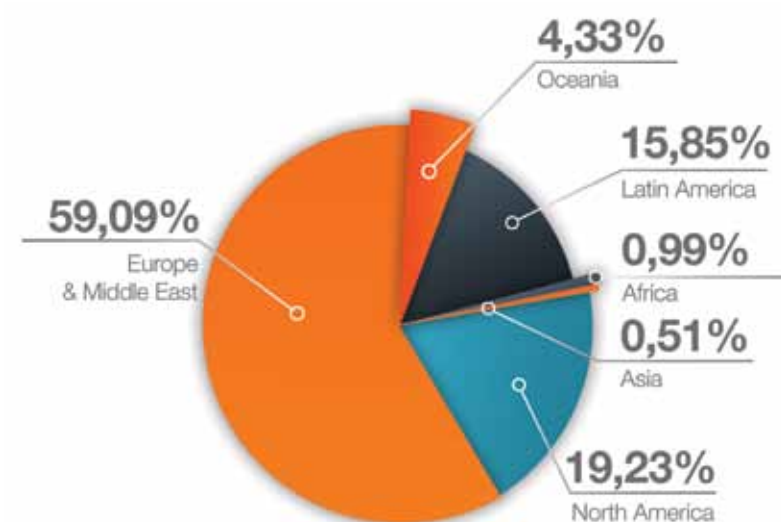
grouped into the 5 main categories: General Products & Services; Marketing & Advertising; Transportation & Distribution; Hardware & Software; and Consumables, as follows in Table 28.

Table 28 - INTRALOT Group Supplier Breakdown 2012



Of the 6811 suppliers, 4137 were based in Europe & the Middle East regions. The geographic breakdown of the suppliers of the INTRALOT group follows in Table 29.

Table 29 - INTRALOT Group Supplier Breakdown by Region 2012



Supplier Selection & Management

In the process of procurement of goods and services, INTRALOT strictly follows a policy of non-discrimination on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin.

The company enforces the principle of equal opportunity to all potential suppliers and strives to maintain a diverse portfolio of suppliers, in terms of country of legal establishment, company size, or human resources profile. Neither INTRALOT SA nor its subsidiaries give preferential treatment to local suppliers or adopt policies towards such goal.

As an ISO 9001 certified company, INTRALOT business processes follow standardized procedures throughout the entire product chain. The company had adopted a written policy for procurements with step-by-step procedures, supplier requisites, and documentation, which ensure fairness and compliance with quality assurance standards. Furthermore, INTRALOT procurements processes are subject to regular auditing.

The majority of INTRALOT suppliers has received quality certifications from competent national and international organizations and is also listed in national stock exchanges, consequently abiding by the regulatory framework defined by these exchanges. A significant number of contracts with suppliers within the European Union area follow EU regulations and the process, requisites, and eligibility rules of public tender.

There are no incidents of human rights violations by the suppliers of the INTRALOT Group, as both the Group as its suppliers abide by a non-discrimination policy, respect the rights of indigenous people in applicable jurisdictions, and do not utilize child labor or forced or compulsory labor. The flexibility to design and develop innovative and effective solutions that meet specific market requirements and customer needs has given INTRALOT competitive advantage and contributed to the effort towards expanding operations in the five continents. In order to maintain this flexibility to design innovative solutions, INTRALOT requires the

highest standard of quality services and products from technology suppliers and subcontractors that are world leaders in their fields.

Both the selection of suppliers and the process of supplier assessment, which the company conducts on an annual basis, are subject to the following main criteria:

- financial cost;
- quality specifications;
- supplier labour policies & practices;
- supplier human rights record;
- supplier policy towards the rights of indigenous peoples;
- the impacts of supplier products or services on environmental sustainability;
- time to delivery.

In addition, INTRALOT advances the development of local communities through the adoption of a minimum 50% local supplier quota, in so far as the quality criteria of supplier selection are not compromised. The proportion of local suppliers of the INTRALOT Group follows.

Table 30 – Local Suppliers INTRALOT Group, %*

2012 LOWEST	2012 AVERAGE	2012 HIGHEST
62.03%	88.36%	99.65%
Basic Range (50%-67%)	Middle Range (68%-85%)	Top Range (86%-100%)

*Estimation based on over 50% of subsidiaries.

The countries with the highest rate of utilization of local suppliers include, in alphabetical order: Argentina, Australia, Brazil, Bulgaria, China, Czech Republic, Dominican Republic, Germany, Italy, Malta, Moldova, Morocco, Netherlands, New Zealand, Poland, Russia, and Slovakia.

Finally, the choice of suppliers is also subject to the specific constraints and ad-hoc parameters defined in contracts with customers.

INTRALOT gives special attention to, and values stable and effective relationships with, its partners and subcontractors. The Department of Procurements collaborates with INTRALOT’s Technical Support Department (TSD) in the evaluation of partnerships

with suppliers. While the Department of Contracts and Procurements evaluates supplier partnerships from a business and financial standpoint, TSD evaluates the technical requirements of supplier partnerships. TSD subjects all supplier products to scrutiny prior to their incorporation in the development process and ensures that the application software being developed under contractual obligations is integrated with reliable components and all quality requirements are being met.

INTRALOT has adopted a quality management system (QMS) that supports the effective management of partnerships by ensuring consistent quality standards and keeping regular contact with suppliers, exchanging feedback and implementing product or service improvements. INTRALOT's QMS is based on an open-channel of communication between the Department of Contracts and Procurements and the Technical Support Department through the company's intranet portal, where input on subcontractor performance is shared. This input also serves as the basis for recommendations for new or ongoing partnerships.

3.6 Corporate Compliance

Certifications

Lottery gaming is an activity of primarily societal nature. The provision of secure and fair lottery games to citizens is a matter of social responsibility. INTRALOT has established a state-of-the-art framework for the governance of enterprise business processes that binds its customer and operations focused strategy to the Group Strategy of INTRALOT, as follows.

INTRALOT Shareholder's Trust, driven by:

- Competitive advantage through the provision of differentiated products and services with embedded security, which, in turn, drives customer acquisition and retention.
- Brand name protection and increase of reputation by creating a corporate image which respects information protection.
- Legal compliance through the implementation of the appropriate operational governance framework imposed by national and international legislation (e.g. Privacy Act, Security of E-transactions, Anti-Money-Laundering).

INTRALOT Customer's Trust, ensuring:

- Integrity of operations, service availability, protection of the confidentiality of customer information.
- That the appropriate framework for the governance of enterprise business processes is in place for ensuring operational excellence.
- Player trust also contributing in increasing sales by attracting players.
- Contractual compliance.

Intellectual Property Protection, through effective information security governance and patenting



framework.

INTRALOT Critical Information Protection, from unauthorized disclosure and from manipulation or loss.

INTRALOT employee and partner trust, through the establishment of a privacy friendly environment and ensuring accountability is in place.

bsi.
Certificate of Registration
WORLD LOTTERY ASSOCIATION

This is to certify that:

Intralot S.A.
Business Headquarters
64, Kifissias Ave. & 3 Perimetris Str.
Athens
15125
Greece

Holds Certificate No: **WLA 539103**

and meets the criteria of the WLA Security Control Standard:2006 and has obtained a level of controls to enable reliance on the integrity of the operation of the Lottery. The assessment included a review of the documentation in place to fulfil the requirements of the WLA Standards, and adherence to the security controls.

For and on behalf of BSI:

Gary Perton, Chair, Certification Body Management Committee

Originally registered: 01/08/2008 Latest Issue: 16/07/2013 Expiry Date: 18/07/2015

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...making excellence a habit™

Certificate No:	WLA 539103
Location	Registered Activities
Intralot S.A. 31 Sports Road Marousi, Athens 14652 Greece	All functions related to the design, development, implementation, testing and support of state-of-the-art integrated lottery, betting and generally gaming transaction processing systems.
Intralot S.A. Business Headquarters 64, Kifissias Ave. & 3 Perimetris Str. Athens 15125 Greece	All business related activities, including overall management, regional international management, strategy, legal, communications, investor relations, organization and HR, finance, business development, marketing and lottery, gaming solutions, internal audit and information security.
Intralot Nederland B.V. Nachtwachtlaan 20-24 1058 EA Amsterdam Netherlands	All functions related to the operation and support of the Lottery System, including gaming system operation activities, technical support, retailer management, ICT operations, management, HR, compliance, legal and finance.
Intralot S.A. Horse Racing Organisation Athens Hippodrome Markopoulo Mesogeion Athens 19602 Greece	All functions related to the operation and support of a Betting and Management Information System for Racing, including system operation activities, technical support, retailer management, ICT operations.
Intralot S.A. OPAP Operations 2 Kolonos Str City Centre, Athens 10437 Greece	All functions related to the operation and support of the Lottery System at this location including gaming system operation activities, technical support, retailer management, ICT functions.

Originally registered: 01/08/2008 Latest Issue: 16/07/2013 Expiry Date: 18/07/2015

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BSI, 389 Chiswick Road, Uxbridge, Middlesex, UK
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BSI, 389 Chiswick Road, Uxbridge, Middlesex, UK
A Member of the BSI Group of Companies

bsi.
Certificate of Registration
INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2005

This is to certify that:

Intralot S.A.
Business Headquarters
64, Kifissias Ave. & 3 Perimetris Str.
Athens
15125
Greece

Holds Certificate No: **IS 539102**

and operates an Information Security Management System which complies with the requirements of ISO/IEC 27001:2005 for the following scope:

The scope of the ISMS covers the business functions as established in order to provide state-of-the-art integrated transaction processing systems, to host and operate lottery systems, provide game content and value added services to gaming organizations and non-lottery businesses worldwide, ensuring their secure, reliable and profitable operations. The scope also includes all information assets residing at the premises within the scope. This is in accordance with the Statement of Applicability, V6.0, dated 29/04/2011.

For and on behalf of BSI:

Gary Perton, Global Assurance Director

Originally registered: 01/08/2008 Latest Issue: 16/07/2013 Expiry Date: 18/07/2015

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Certificate No:	IS 539102
Location	Registered Activities
Intralot S.A. 31 Sports Road Marousi, Athens 14652 Greece	All functions related to the design, development, implementation, testing and support of state-of-the-art integrated lottery, betting and generally gaming transaction processing systems.
Intralot S.A. Business Headquarters 64, Kifissias Ave. & 3 Perimetris Str. Athens 15125 Greece	All business related activities, including overall management, regional international management, strategy, legal, communications, investor relations, organization and HR, finance, business development, marketing and lottery, gaming solutions, internal audit and information security.
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Originally registered: 01/08/2008 Latest Issue: 16/07/2013 Expiry Date: 18/07/2015

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Information and Contact: BSI, Standards Centre, 389 Chiswick Road, Uxbridge, Middlesex, UK
BSI Assurance (UK Limited), registered in England under number 3803221 at 389 Chiswick Road, London W6 8L, UK.
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Information and Contact: BSI, Standards Centre, 389 Chiswick Road, Uxbridge, Middlesex, UK
BSI Assurance (UK Limited), registered in England under number 3803221 at 389 Chiswick Road, London W6 8L, UK.
A Member of the BSI Group of Companies

Acknowledging the importance of security for the company's success, INTRALOT is the first international vendor in the gaming sector that has been certified according to the World Lottery Association (WLA) Security Control Standard in 2008. Moreover, the Company has been certified with the ISO 27001:2005 for its Information Security Management System (ISMS) since 2007. The scope of the double WLA SCS and ISO 27001 certification covers INTRALOT Headquarters, the operations at the Greek National Lottery, OPAP SA, and the Greek Horse Racing Organisation, ODIE SA, as well as INTRALOT Netherlands BV for the operation of the Lottery System of Staatsloterij and De Lotto. INTRALOT has also been certified according to ISO 9001 since 2002. INTRALOT is also the first international vendor in the gaming sector to achieve ISO 20000 certification on Information Technology Service Management. INTRALOT's service management system covers the provision of managed IT Services, such as integrated gaming and transaction processing systems & services and interactive gaming services, as provided to licensed lottery, gaming and casino organizations and entities worldwide. Finally, in 2012 INTRALOT de Peru was awarded WLA RG certification level 2.

All INTRALOT certifications are governed by the COBIT 5 framework that the company introduced in order to ensure a holistic approach that covers its business processes end-to-end and in alignment with its business strategy. INTRALOT is the first international vendor to receive the Gaming Standards Association (GSA) Point to Point SOAP/HTTPS Transport and Security Specification and one of the two companies that have been certified internationally according to the GSA Game to System (G2S) Message Protocol standard, both of them for its VLT Monitoring system, i-GEM.



As per its WLA SCS and ISO 27001 Information Security Management System (ISMS), INTRALOT abides by the above principles and ensures that a continual security improvement framework is in place for the design, development, implementation, testing and support of state-of-the-art gaming systems. All systems provided ensure a trustful and socially responsible lottery experience.

INTRALOT's International Information Security Management System (ISMS) has been updated in 2012 following the recent changes in international standards as well as towards serving the emerging business needs of the INTRALOT Group. The key changes target at achieving improved security through simplicity.

Furthermore, a special internal website has been created for the information of all corporate employees on the current policy framework and practices.

Training on Security Policies and Practices

All INTRALOT employees are required to complete corporate employee induction training upon recruitment. This training includes a module in the main security policies and best practices as well as an overview of the Information Security Management System (ISMS).

In addition, employees are required to follow security training updates on an annual basis. The training is offered to the entire Group through the Global Live Network and made available in the company's i-space intranet portal.

**Table 31 - Certifications & Compliance with Corporate or Industry Rules and Standards
Highlights from INTRALOT Group**

Australia	<ul style="list-style-type: none"> • Responsible Gambling Code of Conduct as a Category 2 Public Lotteries License holder in Victoria • Responsible Conduct of Gaming Code as a Foreign Games Permit holder to operate lotteries in Tasmania
Greece	<ul style="list-style-type: none"> • ISO 20000 Certification on Information Technology Service Management (awarded June 2013) • INTRALOT Code of Corporate Governance • ISO 27001:2005 for its Information Security Management System (ISMS), as of 2007 • WLA Security Control Standard, as of 2008 • ISO 9001, as of 2002 • COBIT 5 (introduced early 2013)
Italy	<ul style="list-style-type: none"> • Updating of the Code of Ethics included in the organization Model Legislative Decree no. 231/2011 addressed to both employees and suppliers
Peru	<ul style="list-style-type: none"> • INTRALOT de Peru was awarded World Lottery Association (WLA) Responsible Gaming Certification Level 2

Protection of the Integrity of Sports

Eyes-On

In December 2011 INTRALOT introduced Eyes-On, a novel Fraud Detection System for Lotteries and Betting Companies, in order to assist its clients in detecting and promptly reacting to possible external and internal fraud scenarios. The system is a result of extensive Research and Development carried out in the dedicated Information Security Labs (ISL) of INTRALOT. ISL focuses on the analysis of fraud issues in the specific environment of lotteries and betting companies and conducts research and development projects in order to provide innovative and truly cutting-edge solutions.

Eyes-On uses innovative and efficient techniques for detecting fraud in games of chance that are either terminal-based or on the Internet. The functionalities and benefits of Eyes-On are briefly described in Table 32:

Table 32 - Eyes-On Fraud Detection System

Functionalities	Benefits
<ul style="list-style-type: none"> • Abnormal Behavior Detection (ABD) • Decision Support System (DSS) • Games Data Mapping 	<ul style="list-style-type: none"> • Open interoperable architecture, making Eyes-On suitable for the Lottery or Betting platform of any vendor • Capability to handle hundreds of millions of transactions per day and produce real-time Fraud Detection and Prevention results • User friendly graphical interface, Extensive International Knowledge base of prioritized Fraud Detection scenarios, categorized in internal and external Fraud Cases

iFLEX

INTRALOT, the world's leading gaming technology vendor and betting operator, developed and implemented a state-of-the-art, innovative, robust and high performance sports and non-sports betting solution that meets the growing demands of the gaming industry and enables the expansion of sales and services across all alternative sales channels.

iFlex provides complete sports betting management through extended functionalities to define competition, games, odds, handicaps, etc. It enables risk management and accelerates decision making through real-time monitoring of betting trends and potential liabilities.

iFlex supports the impressive development of betting operations in all jurisdictions deployed and has been developed based on our long range exposure in regulated monopolistic and competitive markets and combines front line productivity with powerful performance, data integrity and overall security.

iFlex is an integrated, all-inclusive, solution for the management of betting activities. It is designed to provide the complete management of sports betting games, both at the operations level, through its extended functionalities for definition of competitions, games, odds, handicaps, etc., and at the risk management and decision making level, through the real-time monitoring of betting trends and potential liabilities.

INTRALOT's rich global experience as a technology supplier and provider of support services, provider of facilities management services, commercial operator and Licensee/concessionaire has materialized in the functional characteristics, capabilities and flexibility of the innovative iFlex. Thus, it supports a wide range of functionalities in a state of the art and user-friendly environment that cover the whole value chain of commercial betting, from sophisticated tools for odds compilation to advanced front-end applications.

Partnerships for the Protection of the Integrity of Sports

Agreement with the International Olympic Committee & International Sports Monitoring

Betting Company, a subsidiary of INTRALOT Group, has signed a cooperation agreement with the International Olympic Committee (IOC) and the International Sports Monitoring (ISM) showing its commitment to actively participate in initiatives that aim to protect and maintain the integrity of sports. Betting Company will provide ISM and IOC with betting related information to assist ISM to monitor betting activities related to the Olympic Games and to assist the IOC to act in case of suspicious betting activities on the Games. The company's involvement in the Permanent Global Sports Betting Monitoring System of IOC contributes to the early detection and prevention of any attempted match-fixing.

Agreement with FIFA's Early Warning System

The INTRALOT Group has signed a cooperation agreement with FIFA's subsidiary, Early Warning System GmbH (EWS), for protecting the integrity of football. Through the agreement, INTRALOT has become a member of FIFA's global network and promptly informs EWS about betting patterns which could indicate possible manipulation of football matches or other sport events, in jurisdictions where the company offers its services. Any information received from operations shall undergo scrutiny by EWS, that in turn provides information on which events are under its surveillance.

Inteltek and the Turkish Football Federation

As per their 2008 agreement, INTRALOT's subsidiary Inteltek and the Turkish Football Federation have launched a partnership in order to share information about the unethical activities in the Turkish Football Leagues. The goal of the initiative is the protection of the integrity of sports and the ethical values of the Turkish football. Inteltek supports Turkey's National Sports Lottery Spor Toto and the Turkish Football Federation in protecting the transparency of the Turkish Football Championship through the establishment of a regular open channel of communication for reporting any instances of unusual betting activity to Spor Toto and the Turkish Football Federation, which takes action to prevent potential cases of distorted match results.

+18

In 2012, the persistence of the overall recessionary international environment and emerging trends in the gaming sector, such as the multiplication and integration of gaming channels and products, has tightened competition in the gaming market. Furthermore, the regulated liberalization of the online gaming sector is progressing at a steady pace. In this process, special attention is being devoted to issues such as responsible gaming policies and practices, security, and the protection of the integrity of sports.

EC Communication “Towards a comprehensive European framework on online gambling”

On 23 October 2012, the European Commission adopted the Communication “Towards a comprehensive European framework on online gambling”. Based on an in-depth public consultation, this Communication sets out an action plan which is seeking to enhance clarity throughout the EU for the benefit of national authorities, operators, consumers and related industry, such as payment service or media service providers. The following five action areas are prioritized, so as to address the challenges faced at EU and the national levels:

- compliance of national regulatory frameworks with EU law;
- enhancing administrative cooperation and efficient enforcement;
- protecting consumers and citizens, minors, and vulnerable groups;
- preventing fraud and money laundering;
- safeguarding the integrity of sports and preventing match-fixing.

The Communication is accompanied by a staff working paper “Online gambling in the Internal Market”. The staff working paper is structured along the five priority areas identified, substantiating the issues and shortcomings as well as the mix of actions being proposed to strengthen the impetus to tackle shared challenges. In addition, this document delves into the definition, the market for online gambling services, the regulatory situation in Europe, the

fundamental principles of the EU Treaty and the financing systems of public interest activities.

Forthcoming WLA Responsible Gaming Certification for Vendors

As a long-standing and active member of the sector’s Lottery Associations WLA and the EL, INTRALOT is committed to these organizations’ principles and standards for Responsible Gaming, as demonstrated by the integration of the WLA Responsible Gaming Principles and the EL Responsible Gaming Framework in INTRALOT’s core business values and practices in all global operations. Further, in 2012 INTRALOT has been invited and currently participates in the consultation initiated by the WLA near stakeholders toward the design of the new WLA Responsible Gaming certification for vendors. Other participating companies include GTECH, Scientific Games and Pollard Banknote.

Forthcoming WLA Responsible Gaming Certification for vendors – Sector Participants in the Consultation process

- INTRALOT
- GTECH
- Scientific Games
- Pollard Banknote

Recognizing the socially sensitive issues inherent to the gaming industry, responsible gaming is natural key element of INTRALOT’s corporate social responsibility strategy as it furthers both issues of compliance and the creation of value. INTRALOT is committed to conducting its business in a sustainable manner by addressing the social, economic and environmental impacts of its operations, and to being a responsible leader of the gaming sector, according to the principle of fair competition and in compliance with the legal and the regulatory framework of the sector.

The company has set clear and measurable objectives as part of its global Responsible Gaming Strategy and pursues them regardless of its role in a given jurisdiction, as either a B2B supplier or as a B2C operator. These strategies have evolved from years of experience in the Lottery and Gaming industry and are an integral part of the company’s

strategy to develop a sustainable business, with due diligence, integrity and propriety.

The company has the enabling technologies and the operational know-how required to develop and implement a tailored industry best-practice Responsible Gaming strategy and program in any jurisdiction globally. The company ensures that players have the choice of well-designed games in a secure and supportive environment, and implements strategies for preventing underage, illegal and problem gambling, and minimizing any potential undesirable impact on society. Further, INTRALOT raises awareness about responsible gaming policies and best practices near stakeholders.

As a lottery operator in several jurisdictions and/or as a supplier of games and gaming services to lotteries, INTRALOT best practices include:

- Compliance with all Laws and Regulations;
- Implementation of best practices;
- Ensuring that the interests of players and vulnerable groups are protected;
- Continually develop appropriate practices and processes by taking into account information and research conducted;
- Continually develop a better understanding of the social impact of gaming;
- Promote implementation of Responsible Gaming Practices both in our internal activities and externally with our customer’s activities;
- Provide and educate the public with accurate and balanced information to enable informed choices regarding gaming activities;
- Continuously improve, and report on, responsible gaming activities annually.

INTRALOT implements a responsible gaming program according to the principles and framework of the WLA and the compliance program of the European Lotteries, in the following areas:

Table 33 - Responsible Gaming Program Areas

Research

INTRALOT conducts its own in-house research, has initiated stable partnerships with strategic stakeholders, including academics, researchers and industry representatives, facilitates the research efforts of organizations involved in the study of problem gambling, and communicates research results, including from independent sources, in order to contribute to understanding and treating problem gambling. Further, research is incorporated into its lottery products in a systematic and regular manner and is offered to customers under the framework of management/consulting services, thus supporting INTRALOT customers’ own responsible gaming policies and practices.

Employee Training

INTRALOT has developed a program of employee training on responsible gaming issues targeted to the needs of different company departments. Furthermore, as a vendor it supports its customers in their employee training efforts.

Retailer Program

As a vendor, INTRALOT supports the effective implementation of the principles and practices of Responsible Gambling by lotteries’ retailers and their staff. In the jurisdictions where it holds a license as a lottery operator, the subsidiary runs awareness campaigns, training programs, and outreach activities on responsible gaming practices in its retailer network.

Game Design

Game design is one of the most fundamental elements of an integrated program of responsible gaming. INTRALOT is committed to the regular use of a social impact assessment using a structured assessment tool to examine the relevant risk factors prior to the launch of a new type of product or service, so as to minimize any potential risks to a fair and safe gaming experience.

Remote Gaming Channels

In most markets today, gaming on interactive channels requires strict control measures that are critical to safeguard responsible gaming practices. Upcoming market regulation of internet gaming in the European Union foresees the application of very strict rules for Responsible Gaming. INTRALOT’s interactive channels have necessary safeguards to protect the players. INTRALOT is committed to arranging a periodic independent review of Remote Gaming Channel Platforms in respect of their adequacy from a Responsible Gaming perspective and to communicating its results to relevant stakeholders.

Advertising and Marketing

INTRALOT has adopted advertising and marketing code which ensures that advertising and sales promotion activities do not encourage underage or problem play and do not provide the player with misleading information such as a false impression about the odds of winning. Marketing materials, including game leaflets, print or digital advertisements, and information kits include responsible gaming messages and the company's marketing practices follow a strict ethics code as well as responsible gaming principles.

Treatment Referral

INTRALOT is actively engaged with problem gambling organizations, treatment centers and/or health professionals to ensure players a safe and healthy gaming experience. Several of INTRALOT's lottery customers have developed collaborations with specialized organisations dealing with gambling addiction and problem gambling therapy. In jurisdictions where the company is a licensed lottery operator it has developed counseling and treatment referral collaborations as well as established telephone help lines. As a supplier, INTRALOT promotes regular information about the availability of help lines and treatments referrals near its customers and retailer networks, according to contractual terms.

Player Education

INTRALOT has designed a line of information materials that include information on the odds of winning aiming to allow players to assess the risks and benefits of playing, and that educate players on relevant rules and regulations, alert players about the dangers and negative impact of excessive gambling on the personal, family, and social levels, and disseminate information on where to get help in cases of problem play, so as to enable players to make informed and conscious choices.

Stakeholder Engagement

INTRALOT actively seeks the involvement of decision-makers and other relevant social groups in the identification of issues, concerns, and appropriate strategies promoting responsible gaming practices and incorporates their views into company products and practices.

Reporting, Measurement & Certification

INTRALOT reports to stakeholders and the public at large on its responsible gaming policies and programs. It reports on its three-year program and best practices and their evaluation, as well as on future targets and improvements.

Innovation is a pivotal element of INTRALOT's business strategy and the driving force behind its growth and current position as a technology leader. INTRALOT produces in-house research, facilitates research of relevance to the gaming industry and actively seeks research partnerships focused on innovation or innovation-driven new products and services' improvements. Capitalizing on its twenty years of Research and Development (R&D) and operational experience in lotteries, INTRALOT has gained deep knowledge of the underlying technologies, as well as an excellent grasp of the business elements of Lottery and Gaming Organizations.

A key focus of in-house R&D is Responsible Gaming. In addition to being an ethical and a regulatory requirement, responsible gaming is a business imperative for companies in the gambling sector as it has acquired a central role at the international, and in particular at the European level, gaining importance in the eyes of society as well as industry stakeholders. In parallel, this trend has also led to deeper commitments to compliance with certain practices/standards and to the promotion of responsible gaming principles in the context of Corporate Social Responsibility.

Companies are now required to implement specific protection measures and procedures and comply with applicable legal and regulatory responsible gaming frameworks. Thus, they demand high standards from their suppliers and stakeholders and their systems must have added flexibility and parameterization, to ensure easy adaptation to different operating environments.

INTRALOT is committed to engage-in, initiate, communicate research or studies, including from independent sources, in order to contribute to the understanding of problem gambling, create new technologies that prevent problem gambling, or improve gaming practices so as to enable responsible gaming. The company incorporates research results into its products or business practices and works with appropriate stakeholders to disseminate information about responsible gaming and problem gambling, through active participation in seminars and conferences globally.

Table 34 – INTRALOT Responsible Gaming Program 2012 & Targets

Program Area	Activities 2012	Targets 2013-2015
Research	<ul style="list-style-type: none"> • Development of collaborative project GameLot with the gaming innovation cluster of the Corallia Clusters initiative. The purpose of GameLot is the development of tools/platforms/games in the cognitive area of interactive games. • Ongoing collaboration with Hohenheim University's Research Center on Gambling. • Launch of joint research project Gamez-on with AIT, which aims to the creation of an open, collaborative gaming ecosystem empowering individuals and third parties to play, create and share new games and game ideas at all gaming verticals. 	<ul style="list-style-type: none"> • Conclusion of in-house research project for the development of a player card tool for tracking player behavior. • Continuation of research project GameLot with the gaming innovation cluster of the Corallia Clusters Initiative. • Continuation of collaboration with Hohenheim University's Research Center on Gambling. • Continuation of joint research project Gamez-on with AIT.
Employee Training	<ul style="list-style-type: none"> • Ongoing employee training run by INTRALOT's Learning Center in collaboration with the Department of Human Resources. 	<ul style="list-style-type: none"> • INTRALOT's Learning Center to launch a new training program on Responsible Gaming policies and best practices. • Provide operator training reinforcement for Call Center personnel and new media players.
Game Design	<ul style="list-style-type: none"> • In-house research toward the development of a social impact tool for assessing the impact of new gaming products. 	<ul style="list-style-type: none"> • Pilot implementation of the social impact tool.
Remote Gaming Channels	<ul style="list-style-type: none"> • Commitment to a periodic independent review of Responsible gaming functionalities of Remote Gaming Channel Platforms. • Research collaboration with AIT on the development of a new gaming platform with forefront responsible gaming functionalities. 	<ul style="list-style-type: none"> • Continuation of research collaboration with AIT.
Stakeholder Engagement	<ul style="list-style-type: none"> • Leverage corporate website and social media for dissemination of information on corporate RG programs and best practices. 	<ul style="list-style-type: none"> • Include reference to RG policies and best practices in corporate annual report.



In 2012, INTRALOT has again been included in the 'EU Industrial Research & Development Investment Scoreboard' prepared and published by the European Commission, for its significant capital investment in R&D. The inclusion in the scoreboard ratifies INTRALOT's

continuous commitment to invest in R&D, which is an integral part of its core corporate philosophy and a powerful source of growth. INTRALOT has been investing an average of 10% of its technology sales in R&D providing the lottery industry with innovative and pioneering technological solutions. INTRALOT has established R&D facilities in Europe, Asia and the US.

In-house Research

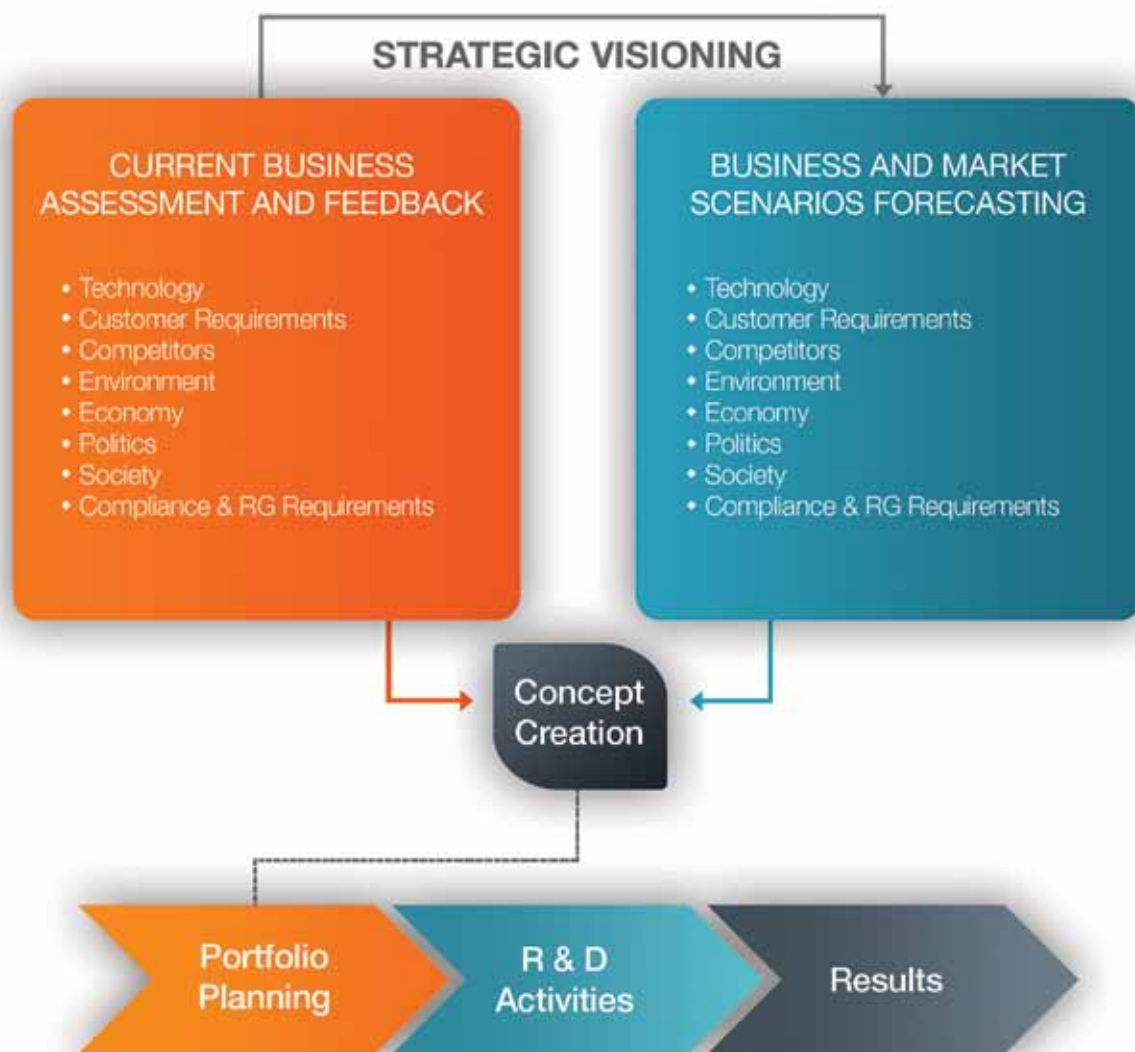
INTRALOT technical R&D efforts focus on the following areas:

- Responsible gaming technologies;
- Gaming concept design/development;
- Retailer terminal design;
- Data communications;

- Data mining;
- Central Systems infrastructure;
- Software Development;
- New sales channels;
- Content Delivery and Interactive Multimedia;
- Value-added services;
- Alternative & Electronic payment methods.

INTRALOT has formulated a systematic R&D strategy and methodology, which is presented in the following diagram:

Table 35 – INTRALOT R&D Strategy and Methodology



INTRALOT's branches and subsidiaries consistently provide feedback from local markets and lottery operations and it is then up to the system experts to identify operational challenges, marketing experts to assess market trends and customer preferences, and senior management to provide the overall strategic perspective given the regulatory environment. This feedback is of fundamental importance to the corporate R&D value chain because it enables the continuous development of customer-oriented solutions.

INTRALOT R&D has either resulted in the development of technology tools that have a direct positive impact on the advancement of responsible gaming or resulted in product or system innovations that are socially

responsible because they reinforce security and player protection.

INTRALOT is exploring Icon Digital Imaging technology for document reading by enhancing the eyeLOT and Photon products with more features that are socially responsible and offer added user convenience. Furthermore, in the area of mobile applications, INTRALOT is researching new features and functionalities utilizing the latest NFC technology for gaming participation, mobile payments and innovative promotions and marketing activities.

INTRALOT research has resulted in the development of innovative technologies and system functionalities that support responsible gaming, which are described in the next section.

4.3

Responsible Gaming Technology

As a vendor and supplier of gaming equipment, product portfolios and management services, INTRALOT's main tool for implementing its Responsible Gaming Program is technology.

Technology can be used to deter the participation of children and of players with pathological behavior (problem gamblers) in gaming and to generally prevent excessive gambling. Further, technology can support a healthy gaming environment, both in land-based and in interactive/alternative channels, so as to enable players to make informed gaming choices.

Finally, technology can ensure a fair and safe gaming experience by preventing the incidence of fraud.

INTRALOT technologies and the functionalities of its IT system are based on industry best practices and are tailored to the operational needs of our customers, actively supporting their efforts and responsible gaming strategies. Moreover, INTRALOT has the necessary expertise to further develop its customer's responsible gaming strategies under the framework of management consulting services, which it offers customers upon their request.

LOTOS™ O/S

LOTOS™ O/S (Open System) is INTRALOT's technologically advanced, innovative and comprehensive Gaming & Transaction Processing Platform. It enables the management and administration of all types of games, systems, terminals & services through a unified platform.

Designed to exceed even the most demanding requirements, LOTOS™ O/S is the all-inclusive, fully integrated solution to the ever increasing and diverse technical and commercial needs of Gaming Operators and Transaction Processing Organizations alike.

INTRALOT's LOTOS™ Operating System & integrated terminals support and enable responsible gaming by monitoring registered players' behavior, applying gambling limits, sending warning messages, educating about gambling risks and displaying video or multimedia animations that convey messages about responsible gaming.

The responsible gaming functions of INTRALOT's LOTOS™ system result from the various applications/project components, such as the gaming system, the data warehouse, the portal, the main transmission system and mostly the player's card, which indeed can work together to provide added responsible gaming capabilities to a gaming system. A brief list of functions follows in table 36.

INTRALOT's system is easily adaptable to alternative gaming channels and regulatory frameworks. Indeed, the solutions of INTRALOT can contribute significantly to operator's efforts toward obtaining responsible gaming certification from organizations like the World Lotteries Association (WLA) and European Lotteries (EL) and also from other specialized certification agencies. To illustrate, Lottery Lotterywest Australia, a customer of INTRALOT that has established its LOTOS™ O/S, and INTRALOT de Peru have been awarded certification from the WLA (WLA Responsible Gaming Certification Level 2), and so has the Lottery LOTTO Hamburg GmbH Germany (WLA Responsible Gaming Certification Level 4).

**Table 36 – INTRALOT Responsible Gaming:
System Functions**

- Age verification and verification of other data, such as home address and personal Tax Identification Number (TIN), either via online interface of the system with a third party or offline by authorized personnel and standardized procedures.

- Player warnings based on player patterns of gaming behavior.

- Set financial limits (by operators and by players) for different time periods (e.g. daily, weekly or monthly).

- Data analysis and reporting.

- Monitoring player behavior.

- Customization of gaming.

- Internet and interactive channels (e.g., definition of player limits, self-exclusion mechanisms and disconnection from the system, access to gaming history, display of messages on responsible gambling, etc.).

- Implementation of self-assessment tests for players who are concerned about their gaming behavior.

- Agent education and training.

- Player education and training.

LOTOS™ Club

The system LOTOS™ Club has built-in functions that support responsible gaming. The system provides a comprehensive range of tools and services that create a closely monitored playing environment, helping the lottery to implement Responsible Gaming policies.

The management support system of LOTOS™ Club allows the administrator to perform in-depth analysis and to identify areas of potential risk and assess the need for some action. In addition, through interoperability with other systems, such as with LOTOS™ Data Warehouse, Eyes-On, and so on, the system provides additional functions such as dynamic search on raw data and Abnormal Behavior Detection, based on given fraud scenarios, as well as changes in player behavior, as shown by historical data (i.e., financial transactions, losses, frequency of play, etc.). When such an event is detected, the system can display/send a message (email, pop-up, etc.) that will inform and simultaneously

warn the player. Messages are composed based on experimented communication methods, thus avoiding the possibility that the player will perceive the messages in a negative way. This is a proactive approach to effectively protect the players.

In addition the system supports the full interface with external services and agencies, such as with the State Authority for the Protection of Personal Data for notification purposes, and with an external database for purposes of real time verification of personal information.

LOTOS™ Horizon

One of the most effective means of communication with the player is advertising/targeted messaging. The LOTOS™ Horizon multimedia platform allows for the determination of messages centrally and for sending them to the Points of Sale. Messages are transmitted to displays inside points of sale. The central management of messaging allows for full control over content as well as for customization to an agency or group of agencies. Messages can also be rotated so as to achieve maximum player impact. The system allows for sending messages at predetermined dates and times and for their repetition.

The installed LOTOS™ Horizon display equipment allows the gaming organizations to manage and display advertisement spots using video streaming or multimedia animations, which are a pleasant way to pass on responsible gaming messages.

Videos can also be displayed continuously on digital signage screens as well as on self-service terminal screens. Their frequency, distribution agencies and rotating time are parametrically defined in the LOTOS™ Horizon platform.

Video Carousels

A video carousel is a sequence of video spots displayed in alternation, one after another, according to the corresponding playlist. Depending on the design of the content, the video is presented full screen or in a part of the screen, together with other information and content material. The reproduction

of the video is either done by playing local files or by video streaming. The videos, such as responsible gaming promotional spots, can be combined with the display of sweepstake results, advisory messages «Play Responsibly» or other promotional activities.

Animation Lottery Draws

Animation Lottery draws are draws displayed over a video background specifically designed for the draw and determining the flow of the presentation. However, such animations can also present videos promoting responsible gambling practices or advertising commercials.

Multimedia Messaging

This kind of content refers to important messages that should not be displayed only in text but where more attractive multimedia formats, such as video, animations, graphics and sound, are preferable.

4.4

Research Collaborations

Hohenheim University Research Center on Gambling

Promoting the notion of responsible gambling, INTRALOT supports as of 2008 the Hohenheim University Center on Gambling, which conducts research on the various economic and social aspects of betting games and their impact on player behavior, habits and lifestyle. The Gambling Research Center was established in December 2004 and is the only academic gambling research centre in Germany. It is dedicated to research in the subject areas of regulatory and consumer policy, consumer behavior, public and private law, finance and tax, applied mathematics, statistics and econometrics, communication and marketing sciences, and theories of gaming. While gambling research centres in other countries focus mainly on either the psychological or the legal aspects of gambling, the Gambling Research Centre at the University of Hohenheim stands out due to

its multidisciplinary approach to gaming research, boasting a 25-member Scientific Board with diverse scientific background and expertise.

In 2012, the Hohenheim Research Center on Gambling initiated two projects. The first concerns the statistical analysis of the socio-economic correlates of gambling devices and self-service betting machines in the German market. The second concerns risk management in fixed-odds betting.

Corallia Gaming Cluster

INTRALOT actively supports efforts to kick-start technology entrepreneurship in the gaming sector. In late 2010 INTRALOT announced its newest partnership with the Corallia Clusters Initiative. Corallia is a non-profit organization created with seed money from the Greek government and the European Union whose goal is to be a facilitator of innovation.

Corallia's mission is to develop dynamic, technology-oriented innovation clusters in Greece and offer a framework of institutional support and a venue for cooperation among the highly-skilled human capital of the gaming industry. Corallia's initiative seeks to pool venture capital sources, support start-ups with legal and property rights issues and coach entrepreneurs by advising them in business planning. Corallia will cluster groups of complementary start-ups so as to foster interaction that will breed new ideas and products.

Among other achievements, Corallia has launched a cluster of gaming sector start-ups. In the next years, INTRALOT and Corallia will work toward the development of this Gaming Innovation Cluster.

In September 2012, within the Gaming Innovation Cluster, INTRALOT Interactive has submitted a proposal to the General Secretariat of Research and Technology, Operational Programs of the Ministry of Education and Religious Affairs, Culture and Sports of Hellenic Republic under the RFP invitation 'Creation of innovative clusters - A GREEK PRODUCT, ONE MARKET: THE PLANET; Pilot Operational Phase'. The submitted proposal has been evaluated and approved by the Directorate for Support Research

Programs, Department A, of the General Secretariat for Research and Technology, Operational Programs, in February 2013.

The proposal mentioned above, includes a collaborative project named 'GameLot'. The purpose of GameLot is the development of tools / platforms / games in the cognitive area of interactive games and specifically in the creation of games on the basis of a random number generator (RNG). INTRALOT Interactive will lead the collaborative project GameLot acting as coordinator, technology provider and partner in the holding and promoting of the GameLot products / results in the international markets. INTRALOT Interactive will also have an active role in planning and setting standards of games, utilizing its international knowledge of the global games industry.

Athens Information Technology

INTRALOT co-founded, annually supports, and has a partnership with Athens Information Technology (AIT), a graduate Center of Excellence for Research and Education specialized in the fields of Information Technology and Management.

Research projects conducted or ongoing with AIT focus on the areas of Pattern Recognition and Computer Vision, Content and Gaming Technologies and Information Security technologies, among others. In particular, INTRALOT Interactive is developing a research project with AIT toward the development of a gaming platform with forefront Responsible Gaming functionalities.

In 2012, Intralot has launched an important joint research project with AIT called Gamez-on, which aims to the creation of an open, collaborative gaming ecosystem empowering individuals and third parties to play, create and share new games and game ideas at all gaming verticals.

4.5

Employee Training on Responsible Gaming

INTRALOT's corporate culture highly values learning, since education and training contribute to the professional and personal development of the Company's staff. INTRALOT has established a department dedicated specifically to training – the Learning Center. The Learning Center works closely with the Organization & Human Resources Department for the provision of skills development and the advancement of knowledge for all INTRALOT personnel – at corporate headquarters and at our Subsidiaries worldwide.

As a leader of the gaming industry, INTRALOT has a full-fledged commitment to responsible gaming principles and practices. The supply of responsible gaming products and services depends to a great extent on the Company's most strategic resource, its workforce.

INTRALOT corporate training policy on responsible gaming is to educate and to enable its employees to uphold the highest standards and to follow best practices in order to ensure a fair and safe gaming experience to players and protect them, as well as society in turn, from adverse consequences of gaming. INTRALOT training seeks to integrate responsible gaming principles and practices throughout the different stages of the supply chain.

The high-quality training provided is developed in-house by content developers of the Learning Center, who work closely with INTRALOT subject-matter across different departments, including with INTRALOT’s Responsible Gaming Executive.

The responsible gaming training program is designed, implemented, evaluated, and continuously improved by the training experts of the Learning Center and has steadily grown and matured into an integrated training framework. More specifically, the program is two-fold and has a modular structure, which adds to its flexibility and its responsiveness to specific organizational needs.

Firstly, on a corporate level, responsible gaming awareness training is provided to all employees as part of their Induction Program. Secondly, job-specific training on responsible gaming best practices and technology is also provided to specific groups, as relevant to their particular role.

The training program on responsible gaming policies and practices is comprised of the following modules, described hereafter:

Table 37 – INTRALOT Responsible Gaming: Employee Training

Employee Training	
Responsible Gaming	
Corporate Level	Induction to Responsible Gaming: All new INTRALOT employees
Job-Specific Level	RG Technology Updates: INTRALOT Senior Technical Management
	Best RG Practices for Marketing Personnel
	RG Awareness & Best Practices for Retailer Trainers (Train-the-Trainer)
	RG Awareness & Best Practices for Business & Support Personnel (Commercial/Management, Call Center)
	Other modules, as per job role, per product offering (back-end/front-end training)

Induction to Responsible Gaming

Upon recruitment, all new INTRALOT employees undergo an Induction Program. Among other, the Induction Program includes a specific module on the important topic of Responsible Gaming which is intended to:

- Educate/ Raise awareness of our employees on responsible gaming principles and policies;
- Communicate the significance of responsible gaming for the competitive advantage of the Company’s core business;
- Provide examples of responsible gaming practices of INTRALOT.

The following table presents an overview of the Induction to Responsible Gaming module:

Table 38 – INTRALOT Induction to Responsible Gaming

Induction to Responsible Gaming	
Objective	To introduce employees to responsible gaming principles and policies
Audience	All new employees (permanent, temporary, contract staff)
Topics	<ul style="list-style-type: none"> • Responsible gaming definitions (e.g. problem gaming, vulnerable groups); Components of a responsible gaming program (e.g. research, game design, training, advertising etc); • International gaming organizations that abide by and promote responsible gaming (e.g. WLA, EL etc); • Secure, safe and reliable operating environment; • Examples of INTRALOT responsible gaming practices.
Timeline	Once a month, based on new recruitments
Evaluation	Questionnaire at the end of the training

RG Technology Updates for INTRALOT Senior Technical Management

As a world leading gaming vendor and operator committed to the principles of responsible gaming,

it is important for INTRALOT to always be up-to-date on all gaming-related technology developments. To this effect, sessions on the latest developments in responsible gaming technology are periodically scheduled for the Senior Technical Management of INTRALOT. The information provided is kept in a special collaborative site on the corporate portal and is easily accessible to the designated INTRALOT employees.

Table 39 – INTRALOT RG Technology Updates Training

Responsible Gaming Technology Updates	
Objective	To keep abreast of technology developments on responsible gaming
Audience	Senior Technical Management
Topics	<ul style="list-style-type: none"> • Security of personal data; • Age verification systems; • Self-exclusion systems, deposit limits, time limits; • Reality Checks, etc.
Timeline	Annually

Table 40 – Training on Best RG Practices for Marketing Personnel

Best RG Practices for Marketing Personnel	
Objective	To ensure that best responsible gaming practices on marketing operations are implemented, as locally applicable.
Audience	Marketing personnel of INTRALOT subsidiaries and/or Customers
Topics	<ul style="list-style-type: none"> • Responsible Gaming campaigns, including the design and provision of informational material to retailers, such as brochures/leaflets on game rules, playing/prize claiming procedures, results posters, complaint resolution process etc.; • Results & prizes Helpline; • Protection of winners' privacy; • Responsible gaming signage; • Responsible Advertising (accurately representing odds of winning, no direct advertising to vulnerable groups, etc.); • Treatment Referral; • Code of Practice; • Incentive schemes for incorporating RG principles.
Timeline	As required per jurisdiction
Evaluation	Feedback questionnaires

Best RG Practices for Marketing Personnel

An important component of an effective responsible gaming program has to do with marketing operations. In jurisdictions where INTRALOT undertakes the marketing of products, the local marketing staff of INTRALOT is trained by our Marketing experts from headquarters on how to conduct marketing operations based on best responsible gaming practices, as applicable to the local jurisdiction.

RG Awareness & Best Practices for Retailer Trainers (Train-the-Trainer)

INTRALOT places special emphasis on its Train-the-Trainer programs intended for Retailer Trainers and more specifically on how the participants can raise awareness of retailers on responsible gaming and on how RG practices and procedures can be incorporated into the retailers' daily sales operations.

Table 41 - RG Awareness & Best Practices Training for Retailer Trainers

RG Awareness & Best Practices Training for Retailer Trainers	
Objective	Provide Retailer Trainers with the ability to effectively raise the awareness of retailers on responsible gaming and on how to convey to them best RG practices
Audience	Retailer Trainers
Topics	<ul style="list-style-type: none"> • Credibility of Lottery, of gaming technology & of gaming procedures (e.g. draws); • Retailers code of practice (do's & don'ts); • Assisting players to make informed decisions; • System functionalities and technology for tracking player behaviour and detecting problem gambling; • Applying cross-selling & up-selling techniques responsibly; • Offering information on treatment referral (where available).
Timeline	As required per jurisdiction
Evaluation	Presentations by Trainers; Assessed on assimilation of content and on ability to effectively convey acquired knowledge on responsible gaming.

RG Awareness & Best Practices for Business & Support Personnel (Commercial/Management, Call Center)

The topics included in this training module are the same as those included in the module above, but differ only in the learning objectives (which are based on the intended audience), the depth of the knowledge provided and the evaluation method. For example, in those sessions where the intended audience is Business Users (primarily Commercial/Management personnel) the objective is to train them on the same RG topics that retailer trainers are trained on but without the requirement to demonstrate their knowledge through presentations. Similarly, Service Personnel (e.g. Call Center) is also trained on the same topics but their training evaluation method is based on how to convey their knowledge to retailers over the phone. Also, in this case, there is much less emphasis on the 'sales' approach and more on the other topics.

Other Training Modules

Since INTRALOT is both a vendor and an operator that offers a complete range of gaming services, it also provides a complete range of training modules to meet all training requirements. These requirements differ per product offering. For example, where internet gaming is implemented, front-end/back-end training is provided to different job roles respectively.

An example of this is the provision of back-end training to Application Operators on the responsible gaming controls of INTRALOT's B-On platform, which is comprised of a comprehensive suite of tools and services that create a closely supervised gaming environment, assisting the operator to enforce the policies. The back office management system also enables the operator to perform in-depth analyses and determine where a potential risk may lie and if action needs to be taken. This is both a proactive and a reactive approach to protecting the player. On the other hand, training on Internet Player Functionality (front-end training) is provided in those projects where INTRALOT has created the portals. In such case, apart from the functionality training provided to Business Users and Service/Call Center personnel,

a module on responsible gaming awareness is also included in their training.

Finally, it should also be noted that apart from the modules listed above and that relate directly to responsible gaming, INTRALOT also provides its employees with other training sessions that can be associated with responsible gaming, such as annual training on INTRALOT's Information Security Management System (ISMS), which is in accordance with WLA standards and emphasizes the importance of information confidentiality, integrity and availability.

Training Delivery Methods

The primary delivery method of the responsible gaming training program is instructor-led training (ILT), held in suitably equipped physical classrooms. With the exception of the module intended for the Marketing personnel, which is conducted by highly-qualified Marketing specialists, all other training modules are conducted by experienced, certified trainers of the Learning Center.

In addition, a variety of e-learning methods are also used, including asynchronous training – i.e. e-courses on INTRALOT's e-learning platform - and synchronous training – i.e. live, virtual classroom training sessions. The Induction to Responsible Gaming module is an example of an RG training module created in-house as an asynchronous e-learning course, which is readily available (anytime/anyplace) to all INTRALOT employees around the world.

Evaluation of Employee Training Programs on Responsible Gaming

Depending on the learning objectives of each module, presentation, discussion, questions and answers, role plays, case studies and other training methods are employed aiming at the elicitation of information regarding the knowledge and skills, where applicable, are attained by the trainees from each training course. Moreover, in accordance with best international quality assurance practices

and standards, a detailed course evaluation is conducted at the end of each training module. The course evaluation form provided to the participants includes multiple choice and open-ended questions regarding the course (e.g. information usefulness, points that need improvement etc.). The Training Evaluation Forms are submitted by the trainees on an anonymous basis. The trainers also provide feedback concerning the training sessions. All results are then processed by the Learning Center and a composite Training Evaluation Report is prepared. The data is also kept in the training database which is regularly audited, in accordance with all certifications the Learning Center complies with.

The principal aim of the training evaluation process is to utilize the input provided so as to ascertain where the training was effective or where extra training may be required so as to bring about the desired result – employees who are aware of and adhere to responsible gaming practices.

Table 42 – Responsible Gaming Training Target 2013

New Training on Responsible Gaming 2013

- Goal: to raise awareness of responsible gaming on employees, customers, and Players and support the efforts toward certification of subsidiaries.
- Means: will use Global Live Network
- Format: multiple choice competitive quiz with a symbolic prize to top-graders

4.6

Marketing & Advertising Standards

Responsible gaming is embedded in the products, tools and systems offered by INTRALOT to its customers. In addition to having the technology that supports it, the company's marketing and advertising campaigns in all jurisdictions where it has a presence abide by responsible gaming principles and actively promote best practices. The main standards and practices follow in table 43.

4.7

Market Research & Evaluation

INTRALOT's market research experts possess the professional knowledge to unlock customer insights. The research tactics range from usage & attitudes, segmentation and tracking studies, to retail field researches and data collection, utilizing all available methods up to online terminal applications.

INTRALOT is a member of ESOMAR and abides by ESOMAR's Code & Guidelines for conducting market research, including research on customer satisfaction and mystery shopping. ESOMAR is the essential organisation for encouraging, advancing and elevating market research worldwide. Since 1948 ESOMAR's aim has been to promote the value of market and opinion research in effective decision-making. ESOMAR facilitates an on-going dialogue with its 4,900 members, in over 130 countries, through the promotion of a comprehensive programme of industry specific and thematic conferences, publications and best practice guidelines. ESOMAR also provides ethical guidance and actively promotes self-regulation, in partnership with a number of associations across the globe. All ESOMAR members, as well as their company contact details, are listed in the ESOMAR Members search function. Members agree to abide by the ICC/ESOMAR International Code on Market and Social Research, which has been jointly drafted by ESOMAR and the International Chamber of Commerce and is endorsed by the major national and international professional bodies around the world.

Player satisfaction is an ongoing process, whose success largely depends on the effective translation of the latest trends into the right products and services. INTRALOT continuously deepens its understanding of the player by analysing their actual behaviour, captured in the tens of millions of player-initiated transactions the company enables globally. The level of players' satisfaction is further monitored on a regular basis through market research commissioned and conducted in terms of the aforementioned research parameters and the data collected in over 30,000 questionnaires across all continents are processed so as to exceed player expectations for a fair, healthy and safe gambling experience.

Table 43 – Marketing & Advertising Standards

INTRALOT shall not directly advertise near vulnerable groups (in respect of age, social status, or gambling habits) or encourage underage or problem gambling.

INTRALOT ensures that advertising and sales promotion activities accurately portray winning as a matter of pure chance and include clear information on the odds of winning and nature of prizes (cash, annuities, etc.).

INTRALOT complies with relevant voluntary and/or mandatory codes relating to the provision of its services in various jurisdictions.

INTRALOT develops and conducts targeted media and social campaigns throughout the fiscal year in all jurisdictions where it operates to enhance public awareness of problem gaming issues and services.

INTRALOT advertising and marketing materials contain responsible gaming messaging. Responsible gaming materials and information about how a problem gambler may obtain help are readily visible in high-traffic areas at the Points of Sale, at locations where the Lottery products are sold.

INTRALOT displays a Play Responsibly message on lottery tickets, lottery press releases, and lottery advertising. The warning for players less than 18 years of age is displayed on all printed play materials and coupons. Additional Play Responsibly messages are displayed when jackpot-related products reach high levels.

INTRALOT interactive gaming uses a built-in system of age verification during registration and if the age of the applicant is below 18, his/her registration is not accepted.

INTRALOT provides relevant training to sales agents before they are allowed to sell products to the public.

Advertising and marketing materials:

- Do not encourage people to play beyond their means.
- Do not imply the certainty of financial reward or alleviation of personal and financial difficulties through gambling.
- Do not encourage play as a means of recovering past financial losses.
- Do not imply that a chance of winning increases the longer one plays.
- Do not suggest that skill can influence the outcome.
- Do not promote gambling as an alternative to work or everyday responsibilities.
- Do not encourage gambling as a solution to financial problems.
- Do not promote the consumption of alcohol while playing games.
- Do not offer unreasonable loyalty incentives linking further winnings to further gambling.
- Do not discriminate or encourage discrimination on the basis of ethnicity, nationality, religion, gender or age.
- Do not include or suggest violence, sexually exploitative themes or illegal behaviour.
- Do not cooperate with or support links to credit facilities that offer immediate credit for the purpose of gambling.
- Do not feature individuals who are, or appear to be, minors.
- Do not advertise lottery games in educational newspapers.
- Are not based on themes, use language, or contain cartoon figures, symbols, role models, and/or celebrity endorsers, intended to appeal to minors.
- Do not contain claims or representations that gaming activity will guarantee an individual's social, financial, or personal success.
- Do not portray individuals who are intoxicated, who are compelled to gamble, who have lost control of their faculties, or who have become separated from reality.
- Do not suggest in any way that excessive, irresponsible or illegal gaming is an amusing or acceptable behaviour.
- Do not target vulnerable or disadvantaged groups.
- Do not appear at venues where attendance is primarily expected to be by minors.
- Do not appear in media directed primarily to minors or in broadcast programs where most of the audience is reasonably expected to be minors.
- Do not appear on billboards or other outdoor displays that are directly adjacent to schools or other primarily youth-oriented locations.

Specifically for electronic channels, where player identification and gaming profiles can be leveraged to enforce warning and preventing mechanisms, a dedicated monitoring process triggers personalized messages informing players about potentially excessive and problematic gaming behavior.

Following are some of the responsible gaming monitoring activities:

1. Mystery Shopping

Mystery shopping researches are conducted regularly to test compliance of the network to Responsible Gaming guidelines. Sales inspectors visit agents to ensure that they are complying with the conditions of their license and their obligations. Specifically, their goal is to determine whether the Point of Sale staff:

- Sells tickets to or pays prizes to people under 18 years of age. Alleged players that look younger than their age but are above the age limit make shop visits to examine compliance on requesting ID when in doubt;
- Is not adequately trained to sell tickets;
- Pays on winning tickets that are obviously counterfeit;
- Sells tickets or pays prizes to self-excluded players.

Any retail outlet where any of the issues described above have occurred may have its authorization to sell products removed.

2. Investigation

INTRALOT takes all reasonable measures to ensure retailers do not sell lottery games to minors. In the case someone suspects that an illegal transaction is taking place, a tip-off number is made widely available at Points of Sale that enables agents to report improper conduct. Reports of misconduct trigger investigation and remedial action.

include measures and actions aimed primarily at the prevention and at offering education and information to various groups of players based on their classification into low-, medium- and high-risk categories. Furthermore, the company believes that the treatment of players who develop symptoms of addictive gambling behavior must be undertaken by experts in the provision of health services to addicted gamblers. INTRALOT cooperates with such bodies in several of the jurisdictions where it operates, disseminates information about their work and refers any problem gambling incidents to these organizations.

Several of INTRALOT's lottery customers have developed collaborations with specialized organizations dealing with gambling addiction and problem gambling therapy, e.g. Greece's OPAP collaboration with KETHEA in the operation of a special support telephone line available to players. As a supplier, INTRALOT promotes regular information about the availability of this support line near retailers.

In jurisdictions where the company is a lottery operator it has developed treatment referral collaborations, such as in the case of INTRALOT USA with the Montana Council on Problem Gambling, and INTRALOT Italia with the Helpline initiative.

4.8

Player Education and Treatment Referrals

INTRALOT strategies for responsible gaming, which it develops in bidding processes and contracts,

Table 44 – Best Responsible Gaming Practices of the INTRALOT GROUP 2012

Program Area	Country	Initiatives
Treatment referral	Peru	<ul style="list-style-type: none"> INTRALOT de Peru has started negotiations toward a partnership agreement with CEDRO-Information and Education Center for the Prevention of Drug Abuse, to provide assistance to consumers exhibiting symptoms of gambling addiction. CEDRO is a Peruvian, private non-profit organization that was founded in 1986. As per the agreement, INTRALOT de Peru provides its customers relevant information about gambling addiction and the treatment offered by CEDRO. Further, the company's web site and all print materials include information about problem gambling and CEDRO help lines.
Stakeholder Engagement	Australia	<ul style="list-style-type: none"> Member of the Gambling Industry Group (GIG) in Tasmania.
Remote Gaming Channels	Croatia	<ul style="list-style-type: none"> RG Training Module included at the end of Internet Player Functionality training course for Lottery Personnel of Hrvatska Lutrija.
Player Education and Protection	Australia	<ul style="list-style-type: none"> Player information-Through its Retail Service Officers (RSOs), INTRALOT Australia ensures that all information material is made available to the player from retail outlets, helping players identify problem gaming. These materials include information about problem gambling services, lottery rules, and the laws relating to the sale of products to minors. Furthermore, complaint resolution forms are available at all POS. Signage-Relevant advertising content is displayed on screens and an age warning concerning players under 18 is displayed in all Points of Sale while the responsible gaming message "Think smart. Play smart" is included in all printed material and coupons and across all pages of the Internet gaming site.
	Turkey	<ul style="list-style-type: none"> Prevention of underage play through prohibition to play the Iddaa game to those under 18 (as of 2004).
Retailer Program	Australia	<ul style="list-style-type: none"> Retailer Training-All retailers are trained on the responsible gaming policies of the Victorian state and on the strategy followed by INTRALOT Australia. The retailer training program includes, but is not limited to, information on the prevention of the sale of lottery products to minors, responsible gambling and available services for problem gambling. The Point of Sale Environment- INTRALOT Australia's Code of Practice Our Pledge to You is displayed at all retail outlets. This Code provides details of the retailer's responsibilities, including sales to minors, gambling help services, and prohibition on credit purchases. Furthermore, retailers are provided with INTRALOT Australia's responsible gambling pamphlet "Think Smart. Play Smart." This information is also included in the company's retail procedures manual. Prizes and prize pay-outs: a restriction on the payment of winnings is followed such that retailers do not pay prizes over a certain amount while retailers are not allowed to cash cheques for prizes. Further, for all games where the option to select a bet value is offered, special care has been taken by not offering high stake of participation so as not to drive players into excessive gaming.

Table 44 – Best Responsible Gaming Practices of the INTRALOT GROUP 2012

Program Area	Country	Initiatives
Retailer Program	Malta	<ul style="list-style-type: none"> • Under-age sign prominently displayed. • Regular visits of Maltco's inspectors to POS to ensure compliance with underage rules. • Monitoring of U*BET bets toward the prevention and control of problem gambling. • Sales Agent Training Programme-the training ensures that all agents and their representatives are made aware of the gaming regulations dictated by the Lottery and Gaming Authority (LGA), as well as offering guidelines on how to enforce responsible gaming policy in their retail environments.
	Russia	<ul style="list-style-type: none"> • Retailer Training Program on RG practices and advertising code of conduct.
Employee Training	Peru	<ul style="list-style-type: none"> • INTRALOT de Peru has established a training program for its employees and sales agents seeking to further a responsible gaming environment and culture.
Advertising & Marketing Communications	Italy	<ul style="list-style-type: none"> • INTRALOT Italia launched the Gioconsapevole advertising campaign, seeking to promote the Gioconsapevole initiative of the Italian Gaming Regulatory Authority (AAMS) to prevent and reduce gaming-related addictions. The advertising campaign was run at nationally, through print and broadcast media, and at local level, through print materials placed in all INTRALOT POS.
	South Africa	<ul style="list-style-type: none"> • The age warning and the play responsibly signs are displayed in all GIDANI printed materials and coupons. Stickers of these signs are displayed at all retailer shops while the TV commercials of the Lottery and the games always display the two signs at their ending scene. The internet site of the South African National Lottery also includes relevant signage in all pages. • GIDANI has also prepared three Codes of Practice, namely, Participants, Sales and Advertising Codes of Practice, adhering to the main principle of protection of players' rights. These are readily available at POS and can also be downloaded from GIDANI's internet site. As a preventive measure, if a retailer permits a player under 18 years old to play the National Lottery's games, he/she receives a warning, after which if the action still continues the contract with the dealer is ended.
	Turkey	<ul style="list-style-type: none"> • The age warning concerning underage players is displayed in all INTELTEK printed materials and coupons, a sticker display at retailer shops and warning tag on the opening of the virtual agent's Internet page exist. • Each coupon has a maximum playing limit, set at 2500YTL. • While playing the games via the Internet, INTELTEK also developed a system that checks the age from the National Identity Number entered during the registration phase. If the player is younger than 18, his/her registration is not accepted.
Treatment Referral	Italy	<ul style="list-style-type: none"> • INTRALOT Italia launched the "Gioconsapevole" initiative, a practical measure to prevent and reduce gaming-related addictions. INTRALOT Italia and the Italian Organization for the Treatment of Compulsive Disorders (S.I.I.Pa.C) have launched a free telephone

Table 44 – Best Responsible Gaming Practices of the INTRALOT GROUP 2012

Program Area	Country	Initiatives
Treatment Referral	Italy	line to assist players who are affected by pathological gaming behaviour. INTRALOT Italia has been promoting the activation of the free phone line (800.589.372) since 2010. Skilled operators provide players with potential risk of gambling addiction for the support of players with useful information and health service referrals.
	USA	<ul style="list-style-type: none"> INTRALOT USA is a supporter of the Montana Council on problem Gambling, a non-profit agency dedicated to alleviating gaming-related social and personal distress.

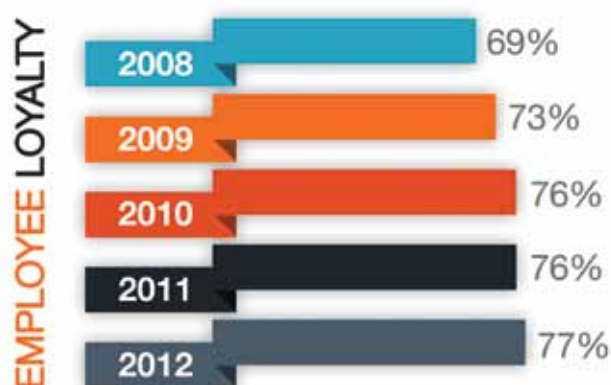


INTRALOT's human resources are the company's most important competitive advantage. INTRALOT's goal is to recruit qualified and talented professionals and to offer its staff a stable and favorable working environment that maximizes the talent of company professionals, motivates them to excel in their functions, and supports their professional and personal development. Toward this end, the Company has established, and continuously develops, policies and procedures as far as recruitment, training and development is concerned, has developed an integral employee performance review system, and has built a well structured and fair compensation and benefits policy.

A people-centered approach to management, whereby vital managerial, technical and administrative positions are carefully assigned to match personnel's diverse abilities and talent, is key for an organization to operate on its full potential and succeed in its mission. Furthermore, to succeed in the gaming industry a company must garner not only business, technology and commercial skills, but also have a deep understanding of the social and cultural environment of the different markets where it operates.

INTRALOT's human resources strategy focuses on building long-term, mutually-beneficial relationships with its employees. A stable and secure working environment has positively impacted the motivation and performance of the company's personnel and, in turn, company growth.

Table 45 - INTRALOT Employee Loyalty



In order to create a collaborative and rewarding environment where new ideas can flourish and employees can develop, INTRALOT has built upon excellent work conditions and top-quality human

resource practices in its subsidiaries all over the globe. Our efforts are showcased by INTRALOT de Peru, INTRALOT's subsidiary in Peru, which was voted among the "Top 50 Workplaces in Latin America," in the 2011 survey of the leading institution "Great Place to Work." In December of 2011 INTRALOT de Peru was also voted "Best Workplace" in Peru and was awarded a special prize for being the company with the most impressive growth rate in the country.

5.1

Human Resources Facts & Figures

INTRALOT operates all over the globe, offering employment opportunities in an excellent working environment and providing its people with prospects for professional development and personal growth. The distribution of employees across different regions and by age segment follows:

Table 46 - Evolution of Employee Breakdown by Region

INTRALOT GROUP Region	Total Workforce		
	2010	2011	2012
Europe	2472	2671	2598
The Americas	2636	2550	2489
Middle East & Africa	179	213	224
Asia & Oceania	93	78	230
Total Staff	5380	5512	5541

Table 47 - 2012 Employee Breakdown by Region

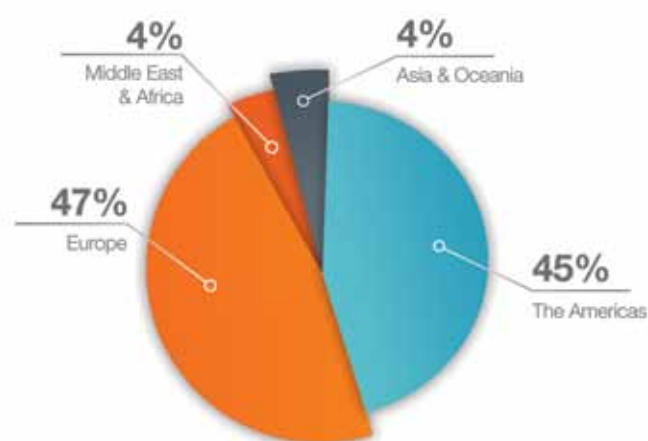


Table 48 - 2012 Age Distribution of Employees (%)*

Age	Up to 30	From 31-40	From 41-50	Over 50
	31%	39%	21%	9%

*Data based on 70% of INTRALOT staff.

INTRALOT has devoted considerable time and resources to strengthening the means and the infrastructure supporting its employee global mobility program. Every employee is given the opportunity to develop personally and professionally by having the experience of working in one of our subsidiaries. In this way, we transfer knowledge from the headquarters to the subsidiaries and vice versa.

Table 49 - Workforce Turnover INTRALOT (%)

	2010	2011	2012
Workforce turnover	3.7%	2.5%	4.1%

Table 50 – INTRALOT Human Resources Targets

Human Resources Targets

- To focus on employees' contribution to INTRALOT innovation excellence, by enhancing the t-game contest in order to make it better reflect and conform to the corporate human resources strategy.
- To invest in the personalized training of its employees so as to further the goal to build a solid and exhaustive set of skills and knowledge.

prevent any conflict of interest or other inappropriate activity, and to foster a spirit of honesty and integrity not only among employees but also in relation to stakeholders, business partners and all other third parties. All INTRALOT employees, directors and officers are required to comply with this Code of Conduct at all times.

INTRALOT has also adopted an Internal Guide of Employment Policies & Procedures, ratified by the Hellenic Ministry of Employment and Social Protection through the ministerial decision no. 792 of May 17, 2005.

Extract from the Code of Conduct: "Equal Employment Opportunity and Harassment Policies"

INTRALOT is committed to a policy of equal employment opportunity for all employees and candidates in accordance with the appropriate employment laws. INTRALOT is against child labour. The procedures for hiring and evaluating candidates and employees are based on their respective qualifications, skills and performance. Additionally, both as a matter of law and as a matter of common decency, each employee of INTRALOT is entitled to pursue his or her employment free of unlawful discrimination and harassment with regards to sex, race, color, nationality, ancestry, citizenship, sexual orientation, religion, age, physical or mental disability, medical condition or marital status. Accordingly, unlawful discrimination or harassment of any employee by a co-worker or by a member of management will not be tolerated. Reporting discrimination and harassment is necessary for INTRALOT to maintain a respectful and egalitarian work environment.

5.2

Equal Opportunities and Diversity

INTRALOT sources its human capital from the local and international markets, in an effort to establish a diverse workforce comprising local and international managerial expertise with a deep understanding of lottery systems and business functions.

INTRALOT is an Equal Opportunity Employer and implements a strict policy against any form of harassment in the workplace, as described in the company's Code of Conduct. The purpose of the Company's Code of Conduct is to help maintain the respect of laws, rules and regulations, to help

According to corporate policy every employee is encouraged to report, to his/her supervisor and to the Human Resources Department, any event which he/she considers to be discriminating. No incident referring to discrimination has been reported or noted up to end of December 2012. Data on workforce distribution follows:

Table 51 – Evolution of Workforce Distribution by Gender and Functions

Total Workforce INTRALOT Group (%)*	2010	2011	2012
Men	37%	35.2%	37%
Women	63%	64.8%	63%
Employment category (%)* Level	2010	2012	2012
General Management	3%	2.9%	3.43%
Finance & Administrative	9.5%	9.7%	9.65%
Sales & Marketing	9%	8.9%	10.86%
Technical & Operations	78.5%	78.5%	76.06%
Gender Diversity in Management 2012 (%)*	General Management		
Male	87%		
Female	13%		

*Data based on 70% of INTRALOT staff.

5.3 Human and Labour Rights

INTRALOT is a signatory to the United Nations Global Compact since 2009, a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labor, environment and anti-corruption.

INTRALOT is against child labour and forced or compulsory labour. INTRALOT observes the relevant labour legislation which includes the prohibition of child labor, forced labor set by the International Labour Organization (ILO), and the provisions related to human rights and working conditions in compliance with agreement and rules of employment.

The safety and security of all employees is of vital importance for INTRALOT. In order to maintain a safe work environment, INTRALOT does not tolerate violence or threats of violence in, or related to, the workplace. The company respects labour rights and the rights of unions, and it imposes no constraints to employees' rights, or to the exercise of their right to freedom of association and participation in professional unions. There is a Workers' Union, to whom employees may communicate all issues, which are taken directly to company management.

5.4

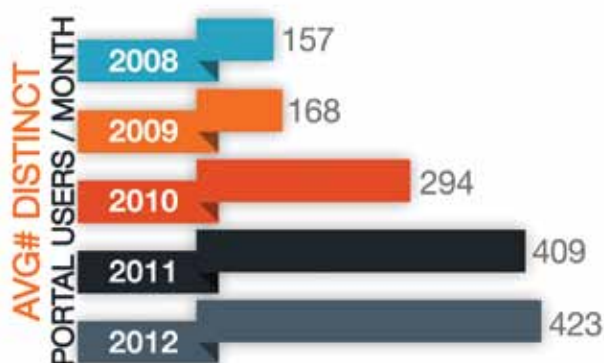
Internal Communication

Effective internal communication in INTRALOT promotes employees' collaboration creating a functional environment. For this reason, the company maintains an open door policy facilitating the information flow with all employees. The company has a grievance mechanism that employees may use to voice complaints, report incidents, and raise issues that impact or can potentially impact any aspect of corporate performance.

An indicative list of regular means of communication follows:

- Personal communication through respective managers or department heads;
- Intranet/inspace internal internet portal;
- INTRALOT Global Live Network;
- Regular meetings;
- Corporate and social events;
- Employee satisfaction surveys;
- Induction courses;
- Internet portal in three (3) languages - English, Spanish and Chinese.

Table 52 – Average Monthly Number of Distinct Portal Users



5.5

Collective Bargaining Agreements

All INTRALOT's personnel (100%) are covered by the Local National Collective Labor Agreement, where applicable. The following table depicts the Company's human resources in relation to their employment category and type of employment agreement.

Table 53 – Human Resources by Type of Employment

Human Resources – Labor Agreements (%)	
Employment type of agreement	2012
Long-term	87.55%
Fixed-term	12.45%
Full-time	100%
Part-time	0%

5.6

Employee Performance Evaluation

INTRALOT conducts an Employee Talent Management & Performance Evaluation Review during December of each year for the preceding July to June period. The primary purpose of the Employee Performance Evaluation Review is to assist personnel in professional development and in achieving corporate goals. Through the review, key elements in the employee's behavior are identified that assist in making suggestions for improvement and highlight maximum performance aspects.

The performance evaluation consists of three modules with different weights:

1. Skills, including job duties, attitude and managerial skills;
2. Commitment to principles;
3. Evaluation of contribution to projects.

The evaluation performance is conducted for all employees (100%) and is linked to the reward strategy, determining the distribution of salary increases and defining the needs for further training development and personal improvement.



In March 2011 INTRALOT initiated a contest, entitled ι-game, aiming to encourage employees to identify issues for improvement or

corporate needs and come up with innovative ideas to address them. The employee competition's goal is to distinguish ideas based on their innovation and creativity.

Year 2012 was the second year of the contest. The participating employees submitted ideas on the following five (5) categories: Technology, Cost optimization, Products & Services, Customer, and Quality & Process Improvements. The submission period ended on 15/10/2012 and the overarching motto of the respective communication campaign was: "You have to learn the rules of the game. And then you have to play better than anyone else."

Applications were examined by an evaluation committee composed of top management executives, according to the following criteria:

- Innovative and creative character of the idea;
- Cost and added value for the company;
- Compliance with quality and information security standards;
- Compliance with corporate principles.

Out of all the participations in the 2012 ι-game contest, three (3) corporate employee ideas, Racing Poker of Mr. Vangelis Kaloudis, Gamification of Mr. Vassilis Kavvadias and Smart Player App of Mr. Vassilis Makris, received a corporate award.

The 2011 ι-game contest winning idea, NFC Technology (Near Field Communications Technology) led to INTRALOT's 2012 pioneering solution, "Tap'n'Play", the next big step toward a paperless lottery (presented in section 1.4 of this report).

INTRALOT's Benefits Policy has been established in the framework of social policies for its employees as well as their families. The purpose of these benefits is:

- To increase the long-term prosperity of the employees of the Company;
- To attract new employees, while retaining existing personnel;
- To increase productivity;
- To enhance job satisfaction.

The benefits concern permanent employees (long-term employment agreements). An indicative list of INTRALOT benefits follows:

Table 54 – INTRALOT Employee Benefits 2012

EMPLOYEE BENEFITS*	<ul style="list-style-type: none"> > Private Medical & Life Insurance > Stock Options > Company Cars & Gas Card > Parking > Mobile Phone or Mobile Allowance > Blackberry > Free Home Internet Connection > Corporate Laptop > Low Interest Company Loans > Extensive Training
FRINGE BENEFITS	<ul style="list-style-type: none"> > Special Corporate Discounts: Mobile Services, Dental treatment, Restaurants, Cleaning Services, and Athletic Centers. > Memberships in Professional Associations > Christmas & Easter Appreciation Gifts
FAMILY BENEFITS	<ul style="list-style-type: none"> > Blood Bank > Medical Insurance for Family Members > Annual Kids Party > Scholarships at BA/BS level and MA/MSc level > Gift Vouchers for Newborns

*According to the level of their position.

INTRALOT's corporate culture highly values learning, since education and training contribute both to the professional and personal development of each employee and to Company growth overall. The Company offers a multitude of learning programs aimed at effectively meeting the learning requirements of all our employees worldwide. As a result, the learning cycle is continually in motion while our people actively contribute to the Company's prosperity.

The Company's yearly training plan takes into consideration organizational needs and aligns them with the professional and individual needs of the staff, resulting in a rich portfolio of programs offered via varied training methodologies.

The Organization and Human Resources Department works closely with INTRALOT's Learning Center, a specialized department dedicated specifically to training, for the provision of personnel development and the advancement of knowledge for all INTRALOT personnel. Among the services provided is training on gaming-industry topics, on INTRALOT-specific topics (e.g. products and services) and on business, technology and professional development skills. The high-quality courses offered are either developed in-house by the Learning Center's skilled content developers, in collaboration with INTRALOT's subject-matter experts, or selected from among the best-of-breed in the market.

A comprehensive Induction Program, offered to all employees upon recruitment, aims at giving valuable insights into the competitive advantages of the Company's core business and at facilitating the adjustment of new employees to INTRALOT's working environment. Moreover, employees hired for specific positions, also attend a two-week orientation program conducted by senior executives. Finally the Program also includes training on corporate responsible gaming policies and practices and on INTRALOT's WLA certified Information Security Management System training (ISMS). Following the Corporate Induction, intensive job-specific training is provided to each employee, involving both theoretical and on-the-job training. A 'mentoring' technique is also applied so as to best bring about the desired result.

INTRALOT's Training Program is comprised of numerous and widely-varied training courses and activities, indicatively listed below:

- As a leading provider of state-of-the-art integrated gaming systems, INTRALOT provides its people specialized in-house business training (e.g. Sales & Marketing for Gaming Sector, Gaming Business Overview, Responsible Gaming Practices, Training Skills for Retailer Trainers) and cutting-edge technology training focusing on new technologies;
- The Company's worldwide presence makes acquiring proficient knowledge of foreign languages an imperative (i.e. Spanish, English, Romanian, and Italian). Consequently, a series of foreign language lessons are endorsed and offered by qualified teachers;
- Since our company has realized the challenges and opportunities that Social Media can offer in many business aspects such as Marketing and Communication, we have included in the yearly training plan courses pertaining to the referred topic;
- As a listed Company with subsidiaries and business offices around the globe, INTRALOT highly supports financial training. For this purpose, many employees from both Headquarters and Subsidiaries' financial divisions attend relevant open seminars and tax related training (e.g. International Financial Reporting Standards, Transfer Pricing and ACCA F9 Financial Management, ACCA F8 AUDIT & ASSURANCE);

- Apart from functional employee skills required by each job description, soft skills are equally important and can determine professional success or failure. In association with the Athens Information Technology Center of Excellence for Research and Education (AIT), the Company has implemented soft skills training (e.g. negotiations, communication, and presentation skills). INTRALOT's collaboration with AIT also includes a number of scholarships for Bachelor and Master's degree programs, awarded to our employees following an evaluation procedure by the Admissions Committee. Furthermore, in association with Harvard Kennedy School, AIT organizes Harvard Executive Education programs that INTRALOT employees participate in. The Art and Science of Negotiation and the Public Leaders in Southeast Europe programs, held regularly at AIT, prepare Company executives for new levels of leadership in their careers and include training on crisis management, bargaining and strategic management;

- Employee affiliation in international organizations (e.g. Project Management Institute-PMI, International Institute of Business Analysis-IIBA, American Society for Quality-ASQ) as well as professional certifications and the acquisition of diplomas (Project Management Professional-PMP, Cisco, Oracle, JAVA and Red Hat certifications) are highly encouraged and create a competitive advantage for INTRALOT, both at the corporate and the professional development levels. To this effect, INTRALOT also offers a reputable project management training program, in collaboration with the Project Management Institute, which aims to sharpen and enrich the skills of the Company's project managers;

- INTRALOT keeps its employees up-to-date on the latest developments in our sector by enabling them to participate in gaming and technology-related conferences, including conferences organized by Lottery and Gaming Associations.

Apart from instructor-led classroom training, a variety of e-learning methods are used to effectively train our personnel. These e-learning methods include asynchronous training on INTRALOT's Corporate e-learning platform as well as synchronous training - live, virtual training sessions. All training sessions are conducted in accordance with best industry training practices and all training services are subject to ISO 9001, ISO 27001 / WLA SCS and EFQM certifications.

Global Live Network



The departments of Organization and Human Resources and the Learning Center organize monthly webcasts via INTRALOT's Corporate Global Live Network. Their aim is to enhance corporate communication and the sharing of corporate knowledge across all of INTRALOT's operations around the globe.

From January to December 2012 eighteen (18) webcasts of different topics were organized. All webcasts were presented by INTRALOT Executives from various HQ Divisions/Departments of the Company and from INTRALOT Subsidiaries worldwide.

Indicative curriculum of the Global Live Network were topics on new products and games, innovative technologies, and new generation services, in which almost 600 INTRALOT employees participated and interacted globally during 2012.

Training Indices 2012

The training data that follow concern year 2012 training programs organized by INTRALOT S.A. for employees of INTRALOT S.A. headquarters and/or employees of selected Subsidiaries. It does not include training programs organized by INTRALOT subsidiaries locally.

Table 55 – INTRALOT S.A. Training Indices 2012

Classroom Training Indices 2011-2012				
Training indices	2011	2012		
Number of training programs carried out	106	182		
Number of hours devoted to employee training	6610	7.951,5		
Number of training days	212	506		
Number of participations	534	797		

E-Learning Training indices 2011-2012				
Training indices	2011	2011 total	2012	2012 total
Total number of e-learning courses	Asynchronous: 26	44	Asynchronous: 16	34
	Synchronous: 18		Synchronous: 18	
Number of hours devoted to employee training	Asynchronous: 813.24	1.328,74	Asynchronous: 798	1.789
	Synchronous: 515,5		Synchronous: 991	
Number of participations	Asynchronous: 383	712	Asynchronous: 774	1.358
	Synchronous: 329		Synchronous: 584	

5.10

Occupational Health and Safety

evaluate workplaces, offer advice, make suggestions on preventive measures and resolve any problems that may arise.

INTRALOT is committed to complying with all relevant health and safety laws and to conducting business in a manner that protects the safety of its employees. Health and safety are integral parts of a broader environment and workforce sustainability strategy that reduces the risk of harm to employees and helps them remain healthy and productive. All employees are required to comply with all applicable health and safety laws, regulations and policies relevant to their jobs.

The Company encourages training programs and certification on First Aid held by the Red Cross for small groups of employees, in order for each premise to have its own trained First Aid Team.

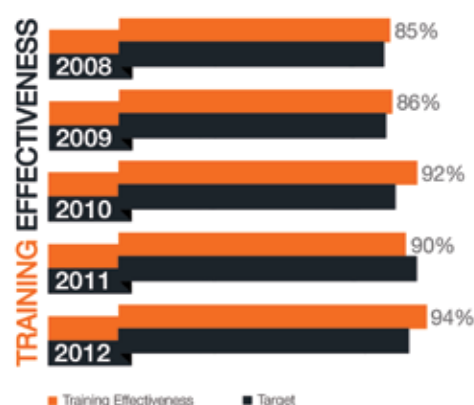
The Company also trains selected representatives from all premises on the Evacuation Policy and Procedures and conducts Evacuation Drills. In this way, INTRALOT's employees remain informed and prepared for any emergency. Both training courses are conducted by INTRALOT's Learning Centre.

INTRALOT uses the services of an external prevention agency for health and safety, whose specialized safety engineers and occupational physicians

Upon signing their contract, all employees are informed about the Internal Guide of Employment Policies & Procedures, which the Company submitted by law for ratification by the Ministry for Employment and Social Protection, and are requested to comply with the regulations on employee conduct stipulated therein.

The company puts continuous effort on improving its performance on Occupational Health and Safety issues and on preventing incidents. According to official corporate data zero (0) accidents have been reported to date.

Table 56- INTRALOT S.A. Training Effectiveness



Our Planet

“Water travels and is transformed
in quest for harmony.”



Due to the nature of the services it offers, INTRALOT is among the companies that have a low impact on the environment. Nevertheless, it has adopted an eco-friendly policy, operating with total respect for sensitive environmental issues at all stages of the product chain. INTRALOT is committed to producing energy efficient and durable products, to increasing the use of recyclable materials, and to designing products with no restricted substances. Furthermore, INTRALOT requires its suppliers to comply with the Restriction of Hazardous Substances Directive (RoHS) 2002/95/EC and the Waste Electrical and Electronic Equipment Directive (WEEE) 2002/96/EC, so as to ensure their compliance with corporate environmental policy.

Environmental management protection principles are incorporated into work culture, while company suppliers and associates fully comply with specifications aimed at conserving natural resources. In their daily activities, employees have adopted energy conservation practices and adhere to the company's recycling program.

INTRALOT implements policies for protecting the environment in line with the current legislation and terms relating to the environmental and operational licensing of its activities. To this effect, the company has implemented various monitoring systems according to the requirements of competent authorities and takes into consideration relevant environmental impact assessments.

Extract from the Code of Conduct: Environment

INTRALOT is committed to being an environmentally accountable corporate citizen. Employees should strive to conserve resources and reduce waste and emissions through recycling and other energy conservation measures.

INTRALOT is a member of the Hellenic Recovery Recycling Corporation (HE.R.R.Co), which has listed the company on their registry of companies that have recycled materials in 2012. Furthermore, in compliance with Law 2939/2001 and Presidential Decree 117/2004, the company is also a member of Appliances Recycling S.A., the official collective system for the operation of the Alternative Management of the Waste of Electrical and Electronic Equipment (WEEE) in Greece. The role of the company is to organize, control and coordinate

all the stages of the WEEE management, which includes collection, transport, temporary storage and processing of WEEE.

INTRALOT's environmental management system applies several of the standards and requirements of ISO 14001. These are described in the section that follows.

6.1

Product Contribution to Sustainability

Although the company operates in a low-impact production sector in terms of environmental consequences, its products embrace eco-efficiency from the design through to production, operation and de-commission stages. The manufacturing of gaming terminals complies with the RoHS Directive (Restriction of Hazardous Substances).

Using 3D design techniques and simulation software products, the company aims to minimize the prototype re-design stage, thereby reducing expenses and materials with an important impact on the environment.

INTRALOT is eco-sensitive through:

- The development of Interactive Services allowing the remote participation of the player without the need of physical transportation, thus saving fuel and reducing the environmental impact of the gaming service offered;
- The development and introduction of smaller sized terminals with less plastic and metallic materials, such as Genion;
- The Reduction of paper consumption by using digital solutions, including LOTOS™ Horizon for content/information delivery to the retailer, Icon Digital Imaging Technology, Stylot, Gablet, and self-service terminals;
- Our company develops ways for game participation in a total paperless environment, where neither coupons nor tickets will be needed. In this respective,

we have introduced and promoted the Coronis MP self-service terminal, as well as the Gablet multifunctional player device for retailer shops, that allow the player to enter his bets without the use of paper coupons;

- Delivery of information, such as jackpots, results, betting event programs and odds, to digital signage displays inside the retailer shops, through INTRALOT's LOTOS™ Horizon multimedia platform, allows the players to have access to constantly updated information, without the need for printing;
- The Reduction of power consumption by using low-power electronic circuits and processors;
- Furthermore, in all our products we are gradually introducing external power supplies that comply with Commission Regulation (EC) No 278/2009 of 6 April 2009, implementing Directive 2005/32/EC of the European Parliament regarding ecodesign requirements for external power supplies;
- Most of the gaming terminals are designed fan-less and are shut down automatically during prolonged periods of terminal inactivity. Like all mechanical systems, fans are subject to failure, so a fan-less product is preferred due to higher reliability;
- The Extended Mean Time between Failures and long life-time of terminals;
- The adoption of the use of camera technology in our terminals replacing the page scanners, which leads to the use of fewer materials and parts;
- The gradual replacement of conventional monitors, which use CCFL (Cold cathode fluorescent lamp) technology, with LED monitors. LED monitors are energy-efficient, using 30 to 50 percent less power than conventional monitors. Furthermore, unlike CCFLs, LED monitors contain no mercury, halogen or lead, which makes them safe for the environment when recycling.

Gablet

INTRALOT's novel multifunctional tablet, Gablet, reinvents interactive



gaming in land-based retail. Slim, light and stylish, with an impressive 22" multi-touch screen, it offers intuitive touch/gesture based navigation to eye-catching, high-definition gaming content. Gablet is the first device in the Lottery industry offering Lottery Triple Play services: Games, Information and Advertisement. Gablet empowers players to view live content while playing primary and side games. Cashless and Paperless, Gablet supports registered and anonymous players and paves the way to a Universal Gaming Experience.

LOTOS™ Horizon IRD, LOTOS™ Horizon Duo3D

Following the introduction of the LOTOS™ Horizon Multimedia Controller (LHMC) in 2010, in 2012 INTRALOT introduced two more media players for the LOTOS™ Horizon multimedia platform: LOTOS™ Horizon IRD and LOTOS™ Horizon Duo3D, which both support full high-definition content, multi-zone and multi-layer graphics, high quality sound and IP connectivity for direct connection to the LOTOS™ Horizon central system. LOTOS™ Horizon IRD also supports content delivery over satellite. LOTOS™ Horizon Duo3D supports display in dual independent screens. Also it includes large permanent storage (up to 1Tbyte), and can be used as a local server for multiple media players inside the retailer shop, providing local content management.

LOTOS™ Horizon Content Publisher

LOTOS™ Horizon Content Publisher, is a new addition in the LOTOS™ Horizon management environment, meant for automatically targeting videos/images to multiple different display devices, in a "create once – publish many" philosophy, while retaining unified look and feel.

Paperless

INTRALOT is the first company in the lottery sector to incorporate the Paperless concept to the lottery business and allow its customers



to enjoy its numerous advantages. Paperless is an environment where both paper play slips and paper tickets are eliminated.

INTRALOT leads this Lottery business change by providing the relevant technology and streamlining the wagering processes. The key ingredient is the use of smart phones which players utilize for both filling-in of electronic play slips as well as receiving the electronic ticket to an email account, yet preserving anonymity. Lotteries may enter paperless environment in steps or go straight to paperless.

Paperless Lottery - Benefits

- Reduces costs, increasing revenues for good causes
- Speeds up the selling process
- Attracts younger demographics
- Introduces an interactive way of playing within the retail environment
- Reduces the environmental footprint

Genion Terminal

Genion is INTRALOT's newest innovation, a multifunctional, flexible and very small terminal that provides a powerful space saving solution for small agencies or retail shops while utilizing less plastic and metallic materials. Developed in INTRALOT's labs, Genion is built around a new generation processor with embedded hardware, accelerated graphics that ensures high processing power and full display capabilities. It has a friendly sized full color TFT touch-screen interface that supports user's Interaction. In addition, in spite of its compact size, it can carry a selection of card readers and a 2D barcode reader. Its digital play slip reader enables paperless play. Further, thanks to its online wired and wireless connectivity options, Genion allows seamless integration within the agency environment including a variety of peripherals such as printers, scanners, and customer displays.



NEFOS INTRALOT Cloud



INTRALOT has introduced "NEFOS INTRALOT Cloud", a business-innovating technology solution for land-based, mobile and online gaming. NEFOS is a secure, standalone, highly-available cloud solution that provides gaming operators with technological scalability, operational flexibility and resource optimization through economies of scale, enabling them to meet their demanding business goals across all gaming channels, along with improved time-to-market efficiency and reduced costs. With NEFOS, INTRALOT undertakes the administration of the provided services, while the gaming operator easily and accurately monitors and measures cloud service use and performance. A Solution that integrates international best practices & standards on Information security for cloud computing & for the gaming sector, NEFOS has significant positive impact on INTRALOT's environmental footprint, through both energy and carbon dioxide savings.

6.2

Materials, Waste Management and Recycling

INTRALOT's operations are mainly services-oriented rather than manufacturing operations. Thus, the impact of INTRALOT on the natural environment is negligible. Nevertheless, INTRALOT has adopted policies toward environmental protection and has adopted practices in order to further minimize its environmental footprint, such as the efficient use of natural resources and energy.

The main materials that the Company utilizes for its operational needs are:

- Paper;
- Toners;
- Electrical & electronic supplies;
- Aluminum cans;
- Batteries.

INTRALOT is sensitive towards waste management

issues that result from its operations. Waste is not sent to landfills but rather it is collected carefully and sent to a licensed recycling partner, which handles waste disposal in an appropriate and environmentally friendly manner.

INTRALOT fully complies with the requirements of RoHS regulations concerning hazardous waste.

As per safety regulations and corporate policy, all technical and maintenance requirements of petrol tanks used for central heating of corporate premises are regularly met and, as a consequence, the risk of a fuel spill is nil. There is no record to date of spills (oil, waste and, in general, fuels).

INTRALOT's expenditures and investment on environmental protection cover the following:

- Costs related to the processing and to Shipping & Handling of electric and electronic equipment towards recycling facilities;
- Costs related to the processing and to Shipping & Handling of toners towards recycling facilities;
- Annual cost of membership in the Hellenic Recovery Recycling Corporation (HE.R.R.Co) and in the Appliances Recycling S.A.

Paper

Paper is collected into special recycle bins placed on each floor of all company buildings. Specialized personnel are responsible for paper handling and regular shipping to a partner recycling company. In 2012, paper recycling has remained stable at 75% of total paper procurement. The data concerning paper recycling follows.

Table 57 - INTRALOT Paper Recycling

Paper recycling	2010	2011	2012
Paper procurement (Kg)	3.600	9.600	9.800
Recycling %	65%	75%	75%
Filing %	25%	20%	20%
Sent via mail to others %	10%	5%	5%

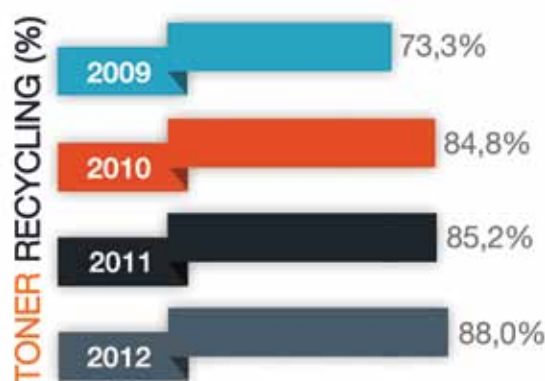
INTRALOT is a member of the Hellenic Recovery Recycling Corporation (HE.R.R.Co), which has listed the company on their registry of companies that have recycled materials in 2012.

Toners

INTRALOT recycles toners used for printing systematically. After collecting a significant number of empty toners, INTRALOT forwards them to a specialized partner firm, which processes them to produce new toners. In 2012, the percentage of recycled toners increased to 88%.

Table 58 – INTRALOT Toners Recycling

Toners recycling (units)	2010	2011	2012
Purchased	1115	840	930
Recycled	946	716	815
Recycled (%)	84,8	85,2	88



Batteries and other materials

In order to minimize negative impact on the environment, INTRALOT collects batteries and aluminum cans and forwards them for recycling. The quantities that were recycled in the period between 2010 and 2012 are as follows:

Table 59 – INTRALOT Other Materials Recycling

Other materials recycling	2010	2011	2012
Batteries (Kg)	27	498*	93
Aluminium can (Kg)	69	82	105
Electrical & Electronic Equipment (pieces)	71	102	n/a**

*450 kg were car batteries.

**Electric and electronic equipment gathered was negligible and pieces were under the minimum required for collection and recycling. They were warehoused instead and will be sent for recycling in 2013.

INTRALOT is committed to operating its business in a responsible manner and in ways that do not jeopardize the environment or deplete the world's limited natural resources. Toward energy conservation practices and the improvement of building efficiency, the company has taken actions, including:

- Installation of inverter-type air conditioning (lower power consumption);
- Systematic maintenance of air conditioning (summer-winter, filter cleaning or replacement);
- Use of non-Freon technology;
- Gradual replacement of light bulbs to LED (x10 energy conservation);
- Motion sensor light switches in communal areas.

INTRALOT has also redistributed its human resources to a reduced number of buildings, an initiative that has resulted in diminished energy consumption and a reduced impact of both traffic and pollution.

Furthermore, INTRALOT product design follows the following best practices:

- Avoid the use of hazardous materials (such as Pb, Cr, etc.), in compliance with RoHS regulations;
- Design low power electronic circuits;
- Take advantage of power management techniques (such as fan-less, screen savers, automatic shut down when idle);
- Implement high reliability and long life product design (Icon Technology, MTBF 25yrs);
- Design self-service terminals that drastically reduce the use of paper coupons and tickets.

In 2012, INTRALOT took a series of measures in order to minimize and use effectively electric energy. Indicative actions include:

- The expansion of the Building Management System – BMS energy saving system installed in corporate premises in Metamorfosi;
- Progress in the implementation of the LED replacement programme, according to which incandescent lamps are replaced by new technology LED lamps, which enable a x10 energy conservation

rate and have a longer life span. The LED replacement programme started at the beginning of 2010 in the company's headquarters in Maroussi, and by the end of 2012 implementation reached 70%;

- All employees have been issued specific guidelines on switching off (not stand by) all the electronic equipment (PCs, Photocopiers, monitors, etc.) before leaving corporate premises.

INTRALOT is committed to continuously researching innovative products or tools that will enable it to operate more efficiently, waste less and reduce negative ecological impact across the entire spectrum of its operations.

As operation requirements, electricity and petrol are consumed wisely and efficiently. A high priority on the Company's agenda, INTRALOT promotes energy conscientious behavior near all employees. The total yearly electricity and petrol consumption as of 2010 follows:

Table 60 – INTRALOT Energy Consumption

Electricity consumption (KWh)	2010	2011	2012
Maroussi Building	1.315.200	1.086.400	1.080.800
Metamorfosi Building	1.933.200	1.932.000	2.059.200
Total	3.248.400	3.018.400	3.140.000

Table 61 – INTRALOT Consumption of Heating Fuel

Petrol consumption (heating) (lt)	2010	2011	2012
Maroussi Building	36.000	30.000	22.100
Metamorfosi Building*	n/a	n/a	n/a
Total	36.000	30.000	22.100

*Metamorfosi facilities do not use fuel oil for heating purposes. Central air conditioning provides heating to building premises.

The target set for year 2012 concerning a 2% reduction of consumption of heating fuel was reached and largely surpassed, as the company achieved a low consumption level of 22.100lt, down from 30.000lt in 2011.

Green House Gas Emissions

Because of direct (heating petrol) and indirect (electricity) energy consumption, green house gas emissions are released. INTRALOT undertakes several measures in order to minimize its

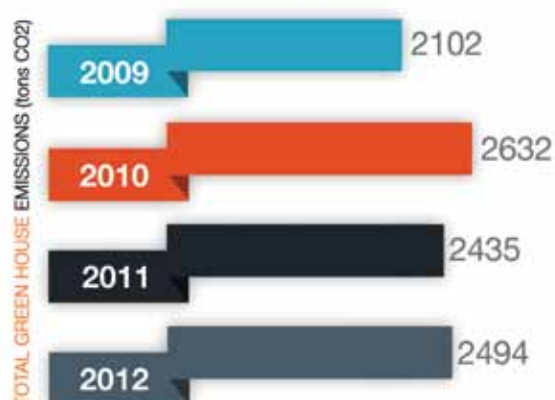
environmental footprint by reducing energy consumption and green house gas emissions.

As seen in the table below, INTRALOT's measures for efficient use of energy have resulted in a reduction of Green House gas emissions.

Table 62 – INTRALOT Green House Gas Emissions

Green House Gas Emissions (in tons CO2)	2010	2011	2012*
Due to electricity consumption (indirect emissions)	2,520.8	2,342.3	2,436.7
Due to petrol consumption (direct emissions)	111.5	93	57.6
Total	2,632.3	2,435.3	2,494.3

* According to the methodology of the annual Climate Change Emissions Inventory of Greece (2013), submitted by the Hellenic Ministry of Environment, Energy and Climate Change to the United Nations Framework Convention on Climate Change, under the Convention and the Kyoto protocol for greenhouse and other gases for the years 1990-2011.



In 2012, total carbon dioxide emissions (direct and indirect) reached 2,494.3 tons, stemming for the most part from indirect emissions.

Water

Drinking water reserves are a global issue and a significant concern in the area of Greece, as a result of the impact of climate change.

INTRALOT is sensitive to the value of water and its relative scarcity in the Mediterranean region and therefore strives to reduce water consumption, where feasible.

Table 63 – INTRALOT Water Consumption

Water Consumption (m3)	2010*	2011	2012
Maroussi main building	1.415	3.193	3.425
Metamorfosi main building	1.141	1.495	1.354
Metamorfosi common area	1.166	1.689	1.470
Total	3.722	6.377	6.249

*Consumption period: 16/11/2009 – 25/11/2010

6.4

Transportation

Transportation is a significant cause of atmospheric pollution (CO2 and other emissions) while also depleting fossil fuel reserves. To estimate CO2 emissions from airline business travel the employees' flights have been divided into long, medium and short haul flights. The corresponding emission factors – in kg CO2/passenger-mile – are 0.185, 0.229 and 0.277 (US Environmental Protection Agency, EPA430-R-08-006).

In 2012 the CO2 emissions from airline business travel were 767,127 kg CO2 whereas in 2011 these emissions were 912,889 kg CO2. This represents a 16% reduction in CO2 emissions. The corresponding reduction in travelled air miles is 14.6%.

Table 64 – INTRALOT CO2 Emissions from Air Travel (kg)

2011	2012	CO2 Emissions Reduction	Air Travel Reduction
912,889	767,127	16%	14.6%

INTRALOT has taken the following initiatives with regards to transportation in order to achieve a significant reduction in the Company's environmental impact:

- Use of teleconferencing for training to reduce the number and frequency of air travel;
- Establishing our facilities in locations where the access by public transportation is convenient;
- Minimize unnecessary travel;
- Extensive use of e-learning to minimize the use of transport for training purposes.

6.5

Awareness Raising Actions

For the 4th consecutive year, INTRALOT actively participated in Earth Hour 2012, a global endeavor of WWF - World Wildlife Fund to protect the climate. This event constitutes a practical and symbolic measure against climate change.

INTRALOT and subsidiaries and affiliates on all 5 continents participated by switching off the lights on their premises, both in offices and in production units, for one hour. In addition to corporate-level participation, INTRALOT encouraged its partners and clients and all its employees, including their families and friends, to join the initiative.

In line with the European Commission's objectives set forth since the European Year of Volunteering landmark in 2011, to challenge 400 million Europeans to engage in volunteer work and actively contribute to the achievement of the Europe 2020 goals, INTRALOT continues to support the efforts of its Corporate Volunteer Group. Further, in 2012 INTRALOT supported the development efforts of corporate volunteers toward disseminating their activities in the electronic platform GREEN SITE and toward sharing the initiatives of other volunteer groups and enlisting new supporters through this platform.

As of 2005, the INTRALOT Corporate Volunteer Group actively engages in various social causes and outreaches near stakeholders and the wider public on matters of environmental protection. The Volunteer Group has created GREEN SITE, an electronic platform that supports their mission and publicizes their activities. To date, these activities include:

- Blood donation, in cooperation with the Athens hospital Aghia Sofia;
- Volunteer contribution to reforestation programs;
- Aluminium and battery recycling programs;
- Participation in sports events that raise funds for social causes;
- Extended access to information and electronic platform and facilitating employee engagement;
- Sharing and disseminating information about the activities of other stakeholders near all employees.

6.6

Biodiversity

INTRALOT's facilities are not located inside protected natural areas or in areas of high biodiversity presence (RAMSAR, NATURA). As a result, there is no direct impact towards the environment from the Company's operations.

Table 65 – INTRALOT Group Selected Environmental Sustainability Activities 2012

Country	Activities 2012
Brazil	<ul style="list-style-type: none"> • Reutilization of paper: the Marketing department of Intralot de Brasil collects scratch paper to later transform it into notebooks for employee use. • Intralot de Brasil collects used batteries and forwards them to the official collector authority for recycling.
Bulgaria	<ul style="list-style-type: none"> • Launched in 2010, Eurofootball successfully implemented its 2012 paper and other waste recycling program.
Greece	<ul style="list-style-type: none"> • Introduction of Horizon digital solutions and new game products that minimize paper and/or electricity consumption. • Access to the corporate employee volunteer group portal GREEN SITE has been opened to all employees, who can now access the content as well as offer their own article contributions to the portal. • Reduction of the corporate environmental footprint with a reduction in employee travel, replaced by the increased utilization of the new Live Global Corporate Network. • INTRALOT participated in the "EARTH HOUR 2012," the single, largest, symbolic mass participation global energy-saving initiative against climate change. • INTRALOT supported ARKTOUROS, a non-governmental, non-profit environmental organization whose mission is the protection of wild life. • Aiming to encourage the sustainability efforts of stakeholders, INTRALOT supported the match donations by selected suppliers, on behalf of INTRALOT and equivalent to corporate discounts offered to INTRALOT, to the environmental organization for wild life and nature CALLISTO.
Malta	<ul style="list-style-type: none"> • MALTCO launched a new waste management program in 2012, whereby paper and other waste products of the company's headquarter premises are collected separately and sent to recycling facilities.
Peru	<ul style="list-style-type: none"> • The paper recycling program Recicla, Cumple tu papel! is a collaborative initiative of INTRALOT de Peru with Fundación para el Desarrollo Solidario (FUNDADES-Foundation for Social Solidarity) and Aldeas Infantiles S.O.S Peru (SOS Children Villages Peru) that furthers environmental sustainability and generates funds to finance scholarships and food banks for disadvantaged children.

Table 66 – INTRALOT Environmental Targets

Environmental Targets

- Energy Consumption:
 - > Complete the replacement of light bulbs to LED (x10 energy consumption);
 - > 2% Reduction of heating fuel consumption.
- Minimization of unnecessary travel.
- The design of a supplier questionnaire on environmental standards to be required from all new suppliers.
- Further development of the corporate platform Global Live Network, designed to share corporate knowledge across all subsidiaries and to minimize air travel.



Appendix I

KEY PERFORMANCE DATA TABLE

Key Performance Data INTRALOT Group

Economy	2010	2011	2012
Sales (in thousand €)	1.115.721	1.202.354	1.374.021
Other income (in thousand €)	26.288	28.452	18.602
Finance income (in thousand €)	12.037	9.972	11.460
Total Revenue (in thousand €)	1.154.046	1.240.778	1.404.083
Operating costs (in thousand €)	894.769	979.946	1.106.423
Payments to providers of funds (in thousand €)	76.549	44.206	53.929
Dividends paid (in thousand €)	53.280	16.755	20.320
Interest paid (in thousand €)	23.269	27.451	33.609
Operating income (in thousand €)	152.662	153.806	177.536
Earnings before taxes and minorities (in thousand €)	80.690	57.038	58.422
Earnings after taxes and minorities (in thousand €)	36.626	17.701	6.116
Payments to government bodies (taxes paid) (in thousand €)	23.904	22.358	23.602
Total assets (in thousand €)	1.097.531	1.086.162	1.114.807
Invested capital (Equity plus Debt) (in thousand €)	867.404	882.245	899.462

Marketplace	2010	2011	2012
Payments to suppliers (Consolidated P&L and Capex)* (in thousand €)	323.305	279.139	342.100

Employees	2010	2011	2012
Total employees	5380	5512	5541
Workforce turnover (%)	3.7	2.5	4.1
Employee wages and benefits (in thousand €)	98.261	104.965	113.436

Environment	2010	2011	2012
Total water consumption (m3)	3.722	6.377	6.249
Petrol consumption for heating (lt)	36.000	30.000	22.100
Paper recycling (% of purchased)	65	75	75
Toners recycling (% of purchased)	84.8	85.2	88

*Excludes agents' commissions

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Appendix III

ABOUT THE REPORT

Report Content & Boundaries

The “Sustainability Report 2012” is INTRALOT’s second corporate social responsibility report. This Report contains, mainly, information related to our social and environmental actions and practices.

Further information regarding financial, product or services information may be found at our site, www.intralot.com.

Sustainability Context & Stakeholder Inclusiveness

The scope of this Report is to depict the impact of the business activities of INTRALOT on the economy, the environment and society, in order to inform the institutional investors, the employees, the suppliers, the society, the regulatory authorities, the business partners, the stockholders, as well as those who are interested in Corporate Responsibility and Sustainable Development issues.

We actively seek the engagement of relevant social groups, both informally through focus groups and formally via opinion surveys, in the identification of issues, policies and appropriate strategies promoting responsible gaming practices and incorporating their views into our products and services.

As a signatory of the United Nations Global Compact, INTRALOT is committed to the implementation and dissemination of its principles. The GRI G4 guidelines have provided a sound basis for the selection of the material issues to be presented in this report so as to meet its purpose of offering an effective communication tool (COP) with our stakeholders.

Materiality & Completeness

During the preparation of the Report, we took into account the dialogue with our stakeholders, conclusions drawn from survey research conducted in local communities and near our customers, suppliers and employees, requests for disclosure from financial analysts and the wider public as well as observations made by inspection and auditing bodies. With this approach, the Group will endeavor to continue to implement activities under its commitment to Sustainable Development.

Materiality assessments are used to help us focus

our sustainable development reports on those issues that are most important to our external and internal stakeholders. Our process was developed in line with the GRI guidance on materiality and completeness. It involves identifying issues affecting our business and its stakeholders over the next three years, and prioritising those issues considering internal and external perspectives.

We gather information and opinion from a wide range of stakeholders, including institutional investors, employees, suppliers, society, regulatory authorities, business partners, stockholders, NGOs and the media. From this, we assess the impact that sustainable development issues have externally, in terms of society and the environment, and our compliance with policies and commitments. We also consider how important the issue is for our stakeholders when they’re making judgments about our sustainable development performance.

Next we evaluate how important an issue is internally to our business. We look at its potential impact on our financial performance, our brand and reputation, our stakeholder relationships, our production and ability to meet our customers’ needs, and the possible ramifications from non-compliance.

All material aspects (management approach disclosures & indicators), sufficient to reflect significant economic, environmental and social impacts, are presented analytically in this Appendix.

Balance & Comparability

This Report covers INTRALOT Group activities worldwide, including its subsidiaries, but not joint ventures, suppliers or any other third party related to the Company. The expectations of stakeholders as well as the importance of specific issues to the Company were taken into consideration in order to determine which issues should be included in the Report.

This Report covers the complete range of Economic, Environmental and Social issues that stem from the Company’s activity, without limiting the scope and boundary of the report.

Our commitment to the guidelines of GRI and UNGC support the presentation of information in a manner that enables the reader to identify changes in policies and performance.

Stakeholders, using this report can easily compare information reported on economic, environmental and social performance against Group's past performance (previous report) and, to the degree possible, against the performance of the sector.

Accuracy & Clarity

Qualitative responses to economic, environmental and social issues (Disclosures on Management Approach) and detailed quantitative measurements (Indicators) assure the accuracy of the provided information.

The report's organisation has aimed to facilitate the reader in accessing information. Graphics and tables help to make information in the report accessible and understandable.

Timeliness & Reliability

The information, facts and data in this report refer to the period between January and December 2012. Sustainability reporting has been set by the company to an annual cycle.

The data and information presented in this Report are collected on the basis of monitoring procedures of the Company, as well as on the basis of informational databases of various systems. In some areas, where unedited non-primary data are presented, the information follows the calculation/estimation method using the relevant GRI guidelines, indicated in the text.

External Assurance

For this sustainability report, INTRALOT has not assigned verification to a third party. However, INTRALOT recognizes the significance, usefulness and added value that an external verification of the Report's data can offer, and will for this reason consider the external verification service for a next edition.

Contact

Feedback from stakeholders is of great significance to our Group.

INTRALOT welcomes any question, enquiry, clarification or proposal for improvement of its sustainability reporting.

Comments, enquiries or suggestions can be sent to:

INTRALOT S.A.

Department of Communications

Attn:

Ms. Persa Kartsoli

Head of Corporate and Public Relations

Ms. Chryssa Amanatidou

Senior Manager of Public Relations & CSR

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UNGC Principles & GRI Index

INTRALOT has adopted and incorporated the principles of the United Nations Global Compact in its business operations and works to disseminate and promote these principles near its stakeholders. As the UNGC expands its reach, national and local networks play an important role, rooting the initiative in different cultural contexts. INTRALOT is a signatory of the UNGC since 2009 and is an active participant in the national network for social responsibility through its membership since 2004 in the Hellenic Network for Corporate Social Responsibility, a national partner organization of CSR Europe.

INTRALOT's commitment to sustainable development is a result of the Group's business principles and strategy, and is visible in its policies and corporate culture. The Group and its employees commit to the constant care for the environment, the creation of a healthy and safe workplace and the advancement of socially responsible behavior.

In the above context, this report also covers the requirements of the "Communication on Progress" (active level) report, presenting the integration of the principles of the UNGC in the strategy, activities and programs that the Group supports and participates in.

Table 1 lists the UNGC principles & GRI indicators, respectively, and makes corresponding references to the relevant sections of the Report.

This Report is based on the 1st edition of the GRI guidelines G4.

This Sustainability Report has been prepared in order to satisfy the requirements of GRI G4 guidelines, Core Option.

The Core Option provides the background against which INTRALOT communicates the impacts of its economic, environmental and social and governance performance.

Tables 2.1 & 2.2 present the General and the Specific Standard Disclosures (DMAs & Indicators) with the corresponding references to the relevant section of this report and/or links addressing the respective aspects.

Table 1: Cross reference table of UNGC Principles, GRI Indicators and the relevant sections of this Report

UNGC principles	Relevant GRI indicators	Relevant sections of this Report
HUMAN RIGHTS		
Principle 1 – Businesses should support and respect the protection of internationally proclaimed human rights.	EC5, LA4, LA6 – 9; LA13 – 14, HR1 – 9, SO5, PR1-2, PR8	1.8, 1.9, 1.10, 3.1, 4.4, 5.1, 5.2, 5.3, 5.5, 5.10
Principle 2 – Businesses should make sure that they are not complicit in human rights abuses.	HR1 – 9, SO5	1.8, 1.9, 1.10, 4.4, 5.2, 5.3
LABOR		
Principle 3 – Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	LA4 – 5, HR1 – 3, HR5, SO5	1.8, 1.9, 1.10, 4.4, 5.2, 5.5
Principle 4 – Businesses should uphold the elimination of all forms of forced and compulsory labor.	HR1 – 3, HR7, SO5	1.8, 1.9, 1.10, 4.4, 5.3
Principle 5 – Businesses should uphold the effective abolition of child labor.	HR1 – 3, HR6, SO5	1.8, 1.9, 1.10, 4.4, 5.3
Principle 6 – Businesses should uphold the elimination of discrimination in respect of employment and occupation.	EC7, LA2, LA13 – 14, HR1 – 4, SO5	1.8, 1.9, 1.10, 3.1, 4.4, 5.1, 5.2
ENVIRONMENT		
Principle 7 – Businesses should support a precautionary approach to environmental challenges.	EC2, EN18, EN26, EN30, SO5	1.8, 1.9, 1.10, 4.4, 6.1, 6.4, 6.5
Principle 8 – Businesses should undertake initiatives to promote greater environmental responsibility.	EN1 – 30, SO5, PR3 – 4	1.8, 1.9, 1.10, 4.4, 6, 6.1, 6.2, 6.3, 6.4, 6.5
Principle 9 – Businesses should encourage the development and diffusion of environmentally friendly technologies.	EN2, EN 5 – 7, EN 10, EN 18, EN 26 – 27, EN30, SO5	1.8, 1.9, 1.10, 4.4, 6.1, 6.4, 6.5
ANTI-CORRUPTION		
Principle 10 – Businesses should work against corruption in all its forms, including extortion and bribery.	SO2 – 6	1.8, 1.9, 1.10, 4.4

Note: Further information concerning the GRI indicators in the 2nd column is provided in tables 2.1 and 2.2.

TABLE 2.1: GRI G4, General Standard Disclosures		Comments, Links	Report's Section
GRI Index	Strategy & Analysis		
G4- 1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.		<ul style="list-style-type: none"> • Message from the Chairman • Message from the CEO
Organizational Profile			
G4- 3	Report the name of the organization		INTRALOT SOCIÉTÉ ANONYME INTEGRATED LOTTERY SYSTEMS AND SERVICES
G4- 4	Report the primary brands, products, and services		<ul style="list-style-type: none"> • 1.4 • 3.4
G4- 5	Report the location of the organization's headquarters		INTRALOT S.A. 64 Kifissias Ave. & 3 Premetis Str. GR-151 25 Athens, Greece Tel: (+30) 210 615 6000 Fax: (+30) 210 610 6800 www.intralot.com
G4- 6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report		<ul style="list-style-type: none"> • 1.3, table 1 • 1.6
G4- 7	Report the nature of ownership and legal form		• 1.5, table 4
G4- 8	Report the markets served		<ul style="list-style-type: none"> • 1.1 • 1.3 • 1.4
G4- 9	Report the scale of the organization		<ul style="list-style-type: none"> • 1.1 • 1.5 • 1.7 • 5.1, tables 46-47 • Appendix I
G4- 10	Report the total number of employees by employment contract and gender. Report the total number of permanent employees by employment type and gender. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).		<ul style="list-style-type: none"> • 5.1, tables 46-49 • 5.2, table 51 • 5.5, table 53 <p>There are no seasonal variations.</p>
G4- 11	Report the percentage of total employees covered by collective bargaining agreements		• 5.5
G4- 12	Describe the organization's supply chain		• 3.5
G4- 13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, its supply chain, etc		<ul style="list-style-type: none"> • 1.5 (changes in shareholding structure, table 4) • 1.6 (changes in table 5 regarding Group's composition)

TABLE 2.1: GRI G4, General Standard Disclosures		Comments, Links	Report's Section
GRI Index			
G4- 14	Report whether and how the precautionary approach or principle is addressed by the organization		<ul style="list-style-type: none"> • 3.3 • 3.6 (the regular audits through a certification scheme constitute a precautionary approach) • The public opinion surveys (tables 21-22), the employees' satisfaction surveys (section 5, table 45), the risk assessment (section 3.3), the market surveys (section 4.7) confirm the proactive approach.
G4- 15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses		<ul style="list-style-type: none"> • 3.4 • 3.6 • 6 • Appendix III (GRI, UNGC)
G4- 16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: Holds a position on the governance body, Participates in projects or committees, Provides substantive funding beyond routine membership dues, Views membership as strategic.		<ul style="list-style-type: none"> • 1.8 • 1.9 • 1.10 • 4.1 • 4.4
	Identified Material Aspects & Boundaries		
G4- 17	<p>a. List all entities included in the organization's consolidated financial statements or equivalent documents.</p> <p>b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by this report.</p>		<ul style="list-style-type: none"> • 1.6 (table 5) <p>This report covers all entities as per point (a.) above.</p>
G4- 18	<p>a. Explain the process for defining the report content and the Aspect Boundaries.</p> <p>b. Explain how the organization has implemented the Reporting Principles for Defining Report Content</p>		<ul style="list-style-type: none"> • Appendix III <p>Report Content & Aspect Boundaries</p>
G4- 19	List all the material Aspects identified in the process for defining report content		<ul style="list-style-type: none"> • Appendix III • Table 2.2
G4- 20	For each material Aspect, report the Aspect Boundary within the organization		<ul style="list-style-type: none"> • Appendix III • Report Content & Aspect Boundaries
G4- 21	For each material Aspect, report the Aspect Boundary outside the organization		<ul style="list-style-type: none"> • Appendix III • Report Content & Aspect Boundaries
G4- 22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements		No restatements of information
G4- 23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries		No significant changes apart from the introduction of GRI G4 instead of G3.

TABLE 2.1: GRI G4, General Standard Disclosures		Comments, Links	Report's Section
GRI Index			
Stakeholder Engagement			
G4- 24	Provide a list of stakeholder groups engaged by the organization		<ul style="list-style-type: none"> • 2.2 • 2.3 • 2.4
G4- 25	Report the basis for identification and selection of stakeholders with whom to engage.		<ul style="list-style-type: none"> • 2.4
G4- 26	Report the organization's approach to stakeholder engagement		<ul style="list-style-type: none"> • 2.2 • 2.3 • 2.4 • 4.1
G4- 27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns		<ul style="list-style-type: none"> • 2.2 • 2.3 • 4.1 • 4.8
Report Profile			
G4- 28	Reporting period (such as fiscal or calendar year) for information provided		Jan – Dec 2012
G4- 29	Date of most recent previous report (if any).		December 2012, concerning year 2011.
G4- 30	Reporting cycle (such as annual, biennial).		Annual
G4- 31	Provide the contact point for questions regarding the report or its contents		<p>Ms. Monica Carlos Department of Communications INTRALOT S.A. 64 Kifissias Ave. & 3 Premetis Str. GR-151 25 Athens, Greece Tel: (+30) 210 615 6000 Fax: (+30) 210 615 6093 E-mail: carlos@intralot.com</p>
G4- 32	<p>a. Report the 'in accordance' option the organization has chosen.</p> <p>b. Report the GRI Content Index for the chosen option</p> <p>c. Report the reference to the External Assurance Report, if the report has been externally assured.</p>		<ul style="list-style-type: none"> • Core Option • Appendix III, tables 2.1 & 2.2 • No external assurance as it is a voluntary adoption of G4
G4- 33	Report the organization's policy and current practice with regard to seeking external assurance for the report.		INTRALOT recognizes the significance, usefulness and added value that an external assurance can offer.
Governance			
G4- 34	Report the governance structure of the organization, including committees of the highest governance body.	To be established in 2013-2014, INTRALOT's Sustainability Committee will have decision-making competence on policy	<ul style="list-style-type: none"> • 3 • 3.1 • 3.2

TABLE 2.1: GRI G4, General Standard Disclosures		Comments, Links	Report's Section
GRI Index			
		design and the implementation of sustainability programs that address the economic, social and environmental impact of corporate operations.	
	Ethics & Integrity		
G4- 56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	<p>INTRALOT is committed to operate under the principles of integrity, reliability and business ethics. Further, the company has adopted a code of corporate governance as well as other codes of conduct and trains all employees on the rules and corporate best practices through induction training, conducted upon recruitment.</p> <p>INTRALOT has been distinguished by the Greek Chapter of the European Business Ethics Network for 5 consecutive years.</p>	<ul style="list-style-type: none"> • 1.2 • 1.11 • 3 • Code of Corporate Governance available at: http://www.intralot.com/sites/default/files/KEΔ%20(ENG).pdf (English version) http://www.intralot.com/sites/default/files/KEΔ%20(GR).pdf (Greek version)

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
DMA Economic			
	Economic Performance	INTRALOT has adopted a corporate strategy of sustainable leadership. After the successful completion of its expansion plans, business operations focus on innovation, the advancement of existing projects and opportunities arising from developments in selected markets, so as to deliver added value to our shareholders and to create shared value for all stakeholders.	<ul style="list-style-type: none"> • 1.7 • 1.12 • 2.2
G4-EC1	Direct economic value generated and distributed	<p>In the year 2012, INTRALOT generated €107 million in social product in Greece, where corporate headquarters are located.</p> <p>The INTRALOT Group generated €646 million in 2012.</p> <p>The lotteries that the INTRALOT Group operates or supplies, manages and supports in the framework of contracts in jurisdictions worldwide, raised on a combined basis in 2012 approximately €4.3 billion for good causes.</p>	<ul style="list-style-type: none"> • 1.7 (tables 6-10) • Appendix I
G4-EC3	Coverage of the organization's defined benefit plan obligations	Defined contribution plan in accordance with relevant legislation of local jurisdiction.	
G4-EC4	Financial assistance received from government	No direct financial support from the State.	
	Market Presence	INTRALOT's responsible operations around the globe contribute to the development of local human capital and employment, to infrastructure development, to the transfer of knowledge and technological know-how to local communities in areas related to its operations.	<ul style="list-style-type: none"> • 2.3 • 3.6 • 4.4
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	<p>International operations set standards of compliance in local jurisdictions, and generate government wealth used toward social goals.</p> <p>At all significant locations of operation, the entry level wage is higher than the local minimum wage.</p> <p>There is no differentiation between genders as INTRALOT implements a strict policy against any form of discrimination.</p>	
	Indirect Economic Impacts	The impact of INTRALOT corporate activities on local economic output of gaming or gaming related businesses, on local income levels, and on employment is positive.	
G4-EC7	Development and impact of infrastructure investments and services supported		<ul style="list-style-type: none"> • 2.3

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
	Procurement Practices	As an ISO 9001 certified company, INTRALOT business processes follow standardized procedures throughout the entire product chain, and the company enforces these same quality requirements, non-discrimination principles, and the respect for human rights near its suppliers.	
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	INTRALOT advances the development of local communities through the adoption of a minimum 50% rate of use of local suppliers, where the quality criteria of supplier selection are not compromised.	• 3.5
DMA Environmental			
	Materials	INTRALOT's products follow forefront environmental specifications and embrace eco-efficiency from design through production, operation and de-commission stages.	
G4-EN1	Materials used by weight or volume		• 6.2
	Energy	INTRALOT seeks to minimize its environmental footprint through adopted policies including its energy saving program in all facilities.	
G4-EN3	Energy consumption within the organization		6.3, tables 60-61
G4-EN6	Reduction of energy consumption		• 6.1 • 6.4 • 6.5
	Water	INTRALOT is sensitive to the value of water and its relative scarcity in the Mediterranean region and therefore strives to reduce water consumption.	• 6.3
G4-EN8	Total water withdrawal by source	The only source is water utilities.	• 6.3 (table 63)
G4-EN9	Water sources significantly affected by withdrawal of water	No such significantly affected water sources	
	Biodiversity	The company does not have a separate policy on biodiversity because the issue is immaterial to the company, as its operation sites are far away from protected areas and ecosystems and there are no impacts from its operations.	• 6.6
	Emissions		• 6.3, 6.4
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)		• 6.3 (table 62)
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)		• 6.3 (table 62)
G4-EN19	Reduction of greenhouse gas (GHG) emissions		• 6.1 • 6.4 • 6.5

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
	Effluents and Waste	INTRALOT has adopted a policy of regular recycling of waste and equipment.	
G4-EN23	Total weight of waste by type and disposal method	Waste disposal method follows the Greek legislative framework.	• 6.2
G4-EN24	Total number and volume of significant spills	No significant spills.	
	Products and Services	INTRALOT products embrace eco-efficiency from design through production, operation and de-commission stages.	• 6.1
G4-EN27	Extent of impact mitigation of environmental impacts of products and services		• 6.1
	Compliance	INTRALOT's procedures fully comply with national and international environmental regulations and standards. The company has adopted an eco-friendly policy, operating with total respect for sensitive environmental issues at all stages of the product chain. INTRALOT is committed to producing energy efficient and durable products, to increasing the use of recyclable materials, and to designing products with no restricted substances. INTRALOT's gaming equipment complies with the RoHS Directive (Restriction of Hazardous Substances). Further, the company requires its suppliers to comply with the Restriction of Hazardous Substances Directive (RoHS) 2002/95/EC and the Waste Electrical and Electronic Equipment Directive (WEEE) 2002/96/EC, so as to ensure their compliance with corporate environmental policy.	
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	No relevant fines or sanctions.	
	Transport	INTRALOT has established a travel web tracking system that aims to reduce emissions levels resulting from transportation needs.	• 6.4
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	INTRALOT largely utilizes local suppliers for the manufacturing of gaming equipment, where product quality is not compromised. As a result, the environmental impact of the transportation of products and other goods and materials is minimized. With regards to workforce transportation, a 14.6% air travel reduction and 16% CO2 emissions reduction has been achieved.	• 6.4

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
	Overall	Due to the nature of the services it offers, INTRALOT is among the companies that have a low impact on the environment. INTRALOT's products follow forefront environmental specifications and its operations worldwide comply with best practices in the sector.	
G4-EN31	Total environmental protection expenditures and investments by type	INTRALOT's expenditures and investment on environmental protection cover the following: <ul style="list-style-type: none"> • Costs related to the processing and to Shipping & Handling of electric and electronic equipment towards recycling facilities; • Costs related to the processing and to Shipping & Handling of toners towards recycling facilities; • Annual cost of membership in the Hellenic Recovery Recycling Corporation (HE.R.R.Co) and in the Appliances Recycling S.A.. 	• 6.2
	Supplier Environmental Assessment	The selection of suppliers is subject, among others, to quality specifications, including the environmental effects of the products or services offered.	• 3.5
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	INTRALOT will design a supplier questionnaire on environmental standards to be required from all new suppliers.	
	Environmental Grievance Mechanisms	Environmental grievances as well as voluntary proposals for minimizing the environmental impact of operations can be submitted to corporate management through the open door labor practice mechanism in place near department heads.	<ul style="list-style-type: none"> • 3.4 • 5.3 • 5.4
		The company has also established an external Service Complaint Procedure, according to ISO 20000 requirements.	
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	To date, there is no report of environmental grievances.	

DMA Labor Practices and Decent Work

Employment	INTRALOT's human resources policy is to recruit qualified and talented professionals and to offer its staff a stable and favorable working environment that maximizes the talent of company professionals, motivates them to excel in their functions, and supports their professional and personal development.
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TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender, and region		• 5.1
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation		• 5.8
	Labor/Management Relations	The company strategy is to follow best practices in labor relations and shape compensation and benefits policy towards improving employee loyalty and motivation while achieving operational goals.	
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective Agreements	The company abides by relevant legislation applicable.	
	Occupational H & S	INTRALOT is committed to complying with all relevant health and safety laws and to conducting business in a manner that protects the safety of its employees. Health and safety are integral parts of a broader environment and workforce sustainability strategy that reduces the risk of harm to employees and helps them remain healthy and productive. To date, there is no record of work-related injuries or occupational diseases.	
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work related fatalities, by region and by gender		• 5.10
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	There are no workers with incidence or high risk of incidence of occupational diseases. Within health services offered onsite to employees, qualified health professional offer advice on first-aid procedures, seasonal diseases and prevention, as well as health and safety guidelines. This information is also posted regularly in announcement boards/ internal website or sent to employees electronically.	

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
	Training and Education	<p>INTRALOT's corporate culture highly values learning, since education and training contribute to the professional and personal development of employees and ensure operational efficiencies and growth for the company.</p> <p>INTRALOT has established a department dedicated specifically to training - the Learning Center, which cooperates with the human resources department toward skills development and the advancement of knowledge for all INTRALOT personnel.</p> <p>The company also adopts a policy of web training over IP that facilitates information-sharing and access to training to subsidiaries worldwide.</p>	<ul style="list-style-type: none"> • 4.5 • 5.9
G4-LA9	Average hours of training per year per employee by gender, and by employee category		<ul style="list-style-type: none"> • 4.5 • 5.9
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings		<ul style="list-style-type: none"> • 4.5 • 5.9
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category		<ul style="list-style-type: none"> • 5.6
	Diversity and Equal Opportunity	<p>INTRALOT is an Equal Opportunity Employer and implements a strict policy against any form of discrimination or harassment in the workplace, as described in the Company's Code of Conduct.</p> <p>INTRALOT strictly follows a policy of non-discrimination on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin.</p>	
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity		<ul style="list-style-type: none"> • 3.1, table 25 • 5.1 • 5.2

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
	Equal Remuneration for Women and Men	INTRALOT is an Equal Opportunity Employer and implements a strict policy against any form of discrimination.	
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation		• 5.2
	Supplier Assessment for Labor Practices	Corporate labor policies and practices are enforced near company suppliers. Further, they are used as a supplier selection criterion.	• 3.5
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	100%	• 3.5
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	No negative impacts recorded	• 3.5
	Labor Practices Grievance Mechanisms	The company has adopted an open door policy and has an employee grievance mechanism in place near respective managers or department heads.	• 5.2 • 5.3
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	No grievances were reported to date.	
DMA Human Rights			
	Investment	INTRALOT business practices worldwide conform to universally accepted principles in the areas of human rights, as set by the United Nations and the International Labor Organization, and abide by the legislative framework of every jurisdiction where it operates.	
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	All corporate staff is informed about the company's code of conduct and labor relations policies, through a mandatory induction training program, conducted by INTRALOT's Learning Center.	• 5.9
	Non-discrimination	INTRALOT is an Equal Opportunity Employer and implements a strict policy against any form of discrimination. As per the adopted corporate code of conduct, the company is against and does not use child labour, forced labour or compulsory labour, respects human rights as well as labor rights and is an	

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
		<p>equal opportunity employer.</p> <p>Further, INTRALOT has a policy of intolerance toward any form of discrimination or harassment in the workplace and offers all employees a safe and meritocratic working environment, nurturing professional development and the work life balance.</p>	
G4-HR3	Total number of incidents of discrimination and corrective actions taken	<p>The Human Resources Department monitors such phenomena and acts accordingly.</p> <p>No incidents reported to date.</p>	• 5.2
	Freedom of Association and Collective Bargaining	There is a Workers' Union, to whom employees may communicate all work-related issues, which are taken directly to company management.	
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	<p>Immaterial aspect – There are no operations or suppliers whose workers' rights to exercise freedom of association and collective bargaining may be violated or at significant risk.</p>	<p>• 5.5</p> <p>• 5.3</p>
	Child Labor	INTRALOT is against child labour and forced or compulsory labour. INTRALOT observes the relevant labour legislation which includes the prohibition of child labor, forced labor set by the International Labour Organization (ILO), and the provisions related to human rights and working conditions in compliance with agreement and rules of employment.	
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	<p>INTRALOT does not select suppliers who utilize child labour or pose significant risk for incidents of child labor.</p> <p>The Human Resources Department, the Department of Contracts and & Procurements and the Subsidiaries department monitor such phenomena in cooperation with employee representatives. No reported incidents to date.</p>	<p>• 3.5</p> <p>• 5.3</p>
	Forced or Compulsory Labor	INTRALOT is against forced or compulsory labour. INTRALOT observes the relevant labour legislation which includes the prohibition of child labor, forced labor set by the International Labour Organization (ILO), and the provisions related to human rights and working conditions in compliance with agreement and rules of employment.	• 5.3
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or	INTRALOT does not utilize suppliers who utilize forced or compulsory labour or pose significant risk for incidents of forced or compulsory labor.	<p>• 3.5</p> <p>• 5.3</p>

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
	compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	The Human Resources Department, the Department of Contracts and & Procurements monitor such phenomena in cooperation with employee representatives. No reported incidents to date.	
	Security Practices	The security and the physical and moral integrity of INTRALOT employees and management is fundamental for an effective workplace. INTRALOT has developed and implemented a set of Corporate security procedures so as to minimize security breaches.	
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	INTRALOT Management develops workplace security policies and training programs to familiarize employees with the ways to maintain a safe workplace. INTRALOT also contracts security services and requires private security providers to train their workforce on the company's security policies and procedures.	
	Indigenous Rights	INTRALOT abides by relevant legislative framework of the local jurisdictions where it operates.	
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	No incidents reported.	
	Assessment	INTRALOT regularly identifies, predicts and responds to the potential human rights impacts of its business operations worldwide. The Human resources Department applies a due diligence process to human rights assessment.	
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	INTRALOT will design a questionnaire on human rights standards to be required from significant locations of operation.	
	Supplier Human Rights Assessment	The Department of Contracts and Procurements applies a due diligence process to Human Rights assessment as part of the supplier selections and evaluation process.	
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	No actual or potentially negative human rights impacts have been reported to date.	<ul style="list-style-type: none"> • 3.5 • 5.3
	Human Rights Grievance Mechanisms	INTRALOT has a grievance mechanism that employees may use to voice complaints, report incidents, and raise issues that impact or can potentially impact any aspect of corporate performance.	

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance Mechanisms	There is no report of human rights grievances.	
	DMA Society		
	Local Communities	<p>INTRALOT is committed to conducting its business in a sustainable manner by addressing the social, economic and environmental impacts of its operations, and to being a responsible leader of the gaming sector, according to the principle of fair competition and in compliance with the legal and the regulatory framework of the sector.</p> <p>The company actively seeks to be a substantive contributor to the local communities where it operates through the transfer of technology and know-how and through the employment and specialized training of its local workforce. Further, it contributes to the enhancement of the quality of life and the development of its workforce and of local communities through social programs that aim at advancing education and human capital; supporting social welfare and human development; and preserving cultural heritage.</p>	<ul style="list-style-type: none"> • 2.2
G4-S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs		<ul style="list-style-type: none"> • 2.2 • 2.3
	Anti-corruption	INTRALOT is committed to conducting our business in compliance with the highest ethical standards and all applicable laws.	<ul style="list-style-type: none"> • 1.8 • 1.9 • 1.10 • 1.11 • Code of Corporate Governance, available at: http://www.intralot.com/sites/default/files/KEΔ%20(ENG).pdf (English version) http://www.intralot.com/sites/default/files/KEΔ%20(GR).pdf (Greek version)
G4-S03	Total number and percentage of operations assessed for risks related to corruption and the	All business units are controlled for risks associated with corruption, following standard internal auditing procedure. The procedure is consistent with the Group's Code of Conduct.	

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
G4-S05	significant risks identified	No relevant report or complaint in 2012.	
	Confirmed incidents of corruption and actions taken	No actions planned in 2012 (apart from relevant training) to address incidents of corruption as there are no reported incidents. However, there is provision for administrative and legal measures in accordance with Internal Regulations. Regular audits are planned by the relevant auditing departments.	
	Public Policy	INTRALOT believes that in the current changeable economic environment, it is imperative for businesses, community organizations and other stakeholders to jointly contribute to advancing education, technology, R&D and infrastructure that will ensure sustainable economic growth and prosperity.	
G4-S06	Total value of political contributions by country and recipient/beneficiary	No such contributions	
	Anti-competitive Behavior	INTRALOT operations conform to the principle of fair competition and comply with competition laws and regulations preventing anti-competitive or market distorting practices.	
G4-S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	none	
	Compliance	INTRALOT Group operations and management procedures are subject to international laws and regulations as well as to the governmental oversight and regulatory framework of each jurisdiction where it operates.	
G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	No incidents of non-compliance and no fines or sanctions	
	Supplier Assessment for Impacts on Society	INTRALOT business processes follow standardized procedures throughout the entire product chain. INTRALOT has adopted a quality management system (QMS) that supports the effective management of partnerships by ensuring consistent quality standards and keeping regular contact with suppliers, exchanging feedback and implementing product or service improvements. INTRALOT's QMS is based on an open-channel of communication between the Department of Contracts and Procurements and the Technical Support Department through the company's intranet	

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
		portal, where input on subcontractor performance is shared. This input also serves as the basis for recommendations for new or continuing partnerships.	
G4-S09	Percentage of new suppliers that were screened using criteria for impacts on society		• 3.5
G4-S010	Significant actual and potential negative impacts on society in the supply chain and actions taken	None reported	
	Grievance Mechanisms for Impacts on Society	INTRALOT has a grievance mechanism that employees may use to voice complaints, report incidents, and raise issues that impact or can potentially impact any aspect of corporate performance.	• 3.4 • 5.3
		Further, as per the requirements of ISO 20000, INTRALOT has established a Service Complaint Procedure for external complaints.	
G4-S011	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	None reported.	
	DMA Product Responsibility		
	Customer Health and Safety	INTRALOT is committed to delivering safe, quality products and services to our customers. The Company's quality management system adopts an integrated approach and monitors the health and safety requirements of its products throughout their entire lifecycle.	
		The company has also established an external Service Complaint Procedure, according to ISO 20000 requirements for IT service management	
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	No incidents of non-compliance.	
	Product and Service Labeling	INTRALOT adopts and works closely with its suppliers and subcontractors in order to communicate and share in the company's quality policy and requirements. Quality control audits are conducted by senior quality engineers to	• 4.6

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
		assist the company in continuous improvements in the quality of delivered products or services.	
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	No incidents of non-compliance.	
G4-PR5	Results of surveys measuring customer satisfaction		<ul style="list-style-type: none"> • 3.4 • 4.3 • 4.8
	Marketing Communications	INTRALOT marketing communications in all jurisdictions where it has a presence abide by responsible gaming principles and actively promote best practices.	
		The company further conducts market research across all countries where it has presence, including usage & attitude surveys, segmentation and tracking studies, retail field, and online researches.	
		Intralot is a member of ESOMAR and abides by ESOMAR's Code & Guidelines for market research.	
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	No incidents. There is full compliance with relevant rules & codes of conduct (including on unfair competition and consumer protection).	<ul style="list-style-type: none"> • 4.1 • 4.6
	Customer Privacy	INTRALOT products and IT tools and systems offer customers a healthy and safe gaming environment. Player registration and other data monitoring systems follow strict security standards and comply with relevant legislation on the protection of personal data.	
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	No complaints. Records of personal customer data fully comply with relevant legislation and are fully harmonized with national & EU law	
	Compliance	INTRALOT has established a state-of-the-art framework for the governance of enterprise business processes that abides by the relevant national and international legislation (e.g. Privacy Act, Security of E-transactions, Anti-Money-Laundering).	

TABLE 2.2: GRI G4, DMAs and Specific Standard Disclosures (Indicators)

GRI Index	DMAs	Comments, Links	Report's Section
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	No such fines	

GRI

The international organization Global Reporting Initiative (GRI) has developed a framework of sustainability indicators in order to standardize sustainability reports that organizations publish. GRI aims at making sustainability reports a useful tool and a standardized procedure, just like a financial report. The GRI framework includes company economic, environmental and social performance indicators (www.globalreporting.org).

Sustainability

Sustainability or Sustainable Development is defined as the manner in which an Organization operates to the extent that it meets the needs of the present without compromising the ability of future generations to meet their own needs (the Rio Declaration on the Environment and Development, United Nations Organization, 1992).

Corporate Social Responsibility (CSR)

Corporate Social Responsibility is a concept whereby companies integrate voluntary social and environmental concerns into their business operations and relationships with stakeholders, and understand that responsible behavior leads to sustainable business success (Green Paper on Corporate Social Responsibility, European Commission, 2001).

Abbreviations

ACCA	Association of Chartered Certified Accountants
AGEM	Association of Gaming Equipment Manufacturers
AIT	Athens Information Technology
APLA	Asia Pacific Lottery Association
B2B	Business to Business
CCFL	Cold Cathode Fluorescent Lamp
CIBELAE	Corporación Iberoamericana de Loterías y Apuestas del Estado (Iberian-American Gambling Association)
CO ₂	Carbon Dioxide
Cr	Chromium
CSR	Corporate Social Responsibility
DMA	Disclosures on Management Approach
EBEN	European Business Ethics Network
EFQM	European Foundation for Quality Management
ESOMAR	European Society for Opinion and Marketing Research
EL	European Lotteries and Toto Association
FTSE	Financial Times and London Stock Exchange
GCI	Global Competitiveness Index
GHG	Greenhouse Gas
GSA	Gaming Standards Association
ISO	International Organization for Standardization
HE.R.R.Co.	Hellenic recovery Recycling Corporation
HR	Human Resources
Kwh	Kilo Watt per Hour
LED	Light-Emitting Diode
MTBF	Mean Time between Failures
M ³	Cubic Meters
NASPL	North American Association of State and Provincial Lotteries
NFC	Near Field Communication
OTB	Off-Track Betting
Pb	Lead
PC	Personal Computer
POS	Point of Sale
RFP	Request for Proposal
RG	Responsible Gaming
RoHS	Restriction of Hazardous Substances
SA8000	Social Accountability 8000 (A Social Accountability Standard)
S.A.	Société Anonyme
SCI	Sustainability Competitiveness Index
TSD	Technical Support Division
VLT	Video Lottery Terminal
WLA	World Lottery Association

Corporate Responsibility and Sustainability Report 2012 Feedback Form

Your opinion helps us improve

We invite you to share your opinion with us and help us to improve INTRALOT's Sustainability Report, by submitting your answers to the following questionnaire:

Which stakeholder group do you belong to?

- ☐ Employee
- ☐ Stakeholder / Investor
- ☐ Customer
- ☐ Supplier
- ☐ Local Community
- ☐ NGO
- ☐ Media

Other: _____

What is your overall impression of the Report?

	Very Good	Good	Average	Bad
Coverage of basic issues regarding the Company's operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completeness of quantitative data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completeness of qualitative data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graphics and illustration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balance between sections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What is your opinion regarding the following sections of the Report?

	Very Good	Good	Average	Bad
Company Profile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sustainability in INTRALOT Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate governance and Compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsible Gaming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our People	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our Planet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any sections that need to be extended?

Do you have any comments or suggestions that you would like to make?

Personal Details (optional):

Full Name: _____

Company/organization: _____

Address: _____

Tel./Fax: _____

E-mail address: _____

Please return this form to:

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Report evaluation information will be statistically processed solely toward improving the report.
All personal data are treated as confidential and are protected as defined by law.



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact**.

We welcome feedback on its contents.