

Our commitment to ...

CSR

2014

Update



CASINOS AUSTRIA AG AND ÖSTERREICHISCHE LOTTERIEN GESELLSCHAFT M.B.H. INTERIM REPORT

HAPPY
TO SERVE

Facts & Figures

FACTS & FIGURES CASINOS AUSTRIA

in millions euro	2012	2013	2014
Total revenues (inland)	273.9	263.1	271.6
Tax payments (inland)	98	96	105
Employees*	1,562	1,575	1,670
Casino guests (in millions)	2.32	2.36	2.50
Numbers of gaming tables	233	234	235
Numbers of slot machines	1,955	1,968	2,010

* Annual average full-time equivalent, incl. Cuisino Ges.m.b.H., Casinos Austria Sicherheitstechnologie GmbH (CAST), Congress Casino Baden Betriebsges.m.b.H. (CCB) and Casinos Austria Liegenschaftsverwaltungs- und Leasing GmbH (CALL).

FACTS & FIGURES AUSTRIAN LOTTERIES

in millions euro	2012	2013	2014
Total sales (inland)	2,955.32	3,049.11	3,150.98
Tax payments (incl. gaming related taxes as well as taxes from ordinary income and other taxes and duties)	454.51	433.83	447.02
Sports sponsoring in acc. with Section 20, Austrian Gaming Act	80.00	80.00	80.00
Employees*	507	532	532

* Annual average full-time equivalent.

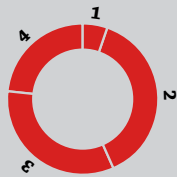
FACTS & FIGURES CASINOS AUSTRIA AND AUSTRIAN LOTTERIES

	2012	2013	2014
Electricity consumption in kWh	6,164,225	5,729,746	5,287,130
Heat consumption in kWh	2,613,000	2,397,160	2,018,700
Water consumption in m ³	11,506	11,190	8,460

Companies at a Glance in 2014

OWNERSHIP STRUCTURE IN %

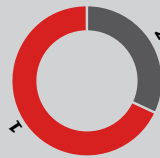
CASINOS AUSTRIA AG



- 1 Bankhaus Schelhammer & Schattera AG
5.3 %
- 2 Medial Beteiligungs-GmbH
UNIQA
Vienna Insurance Group
Raiffeisen Gruppe
Bankhaus Schelhammer & Schattera AG
38.3 %
- 3 Münze Österreich AG
33.2 %
- 4 Private Shareholders
23.2 %

SHAREHOLDER STRUCTURE IN %

Österreichische Lotterien Gesellschaft m.b.H.



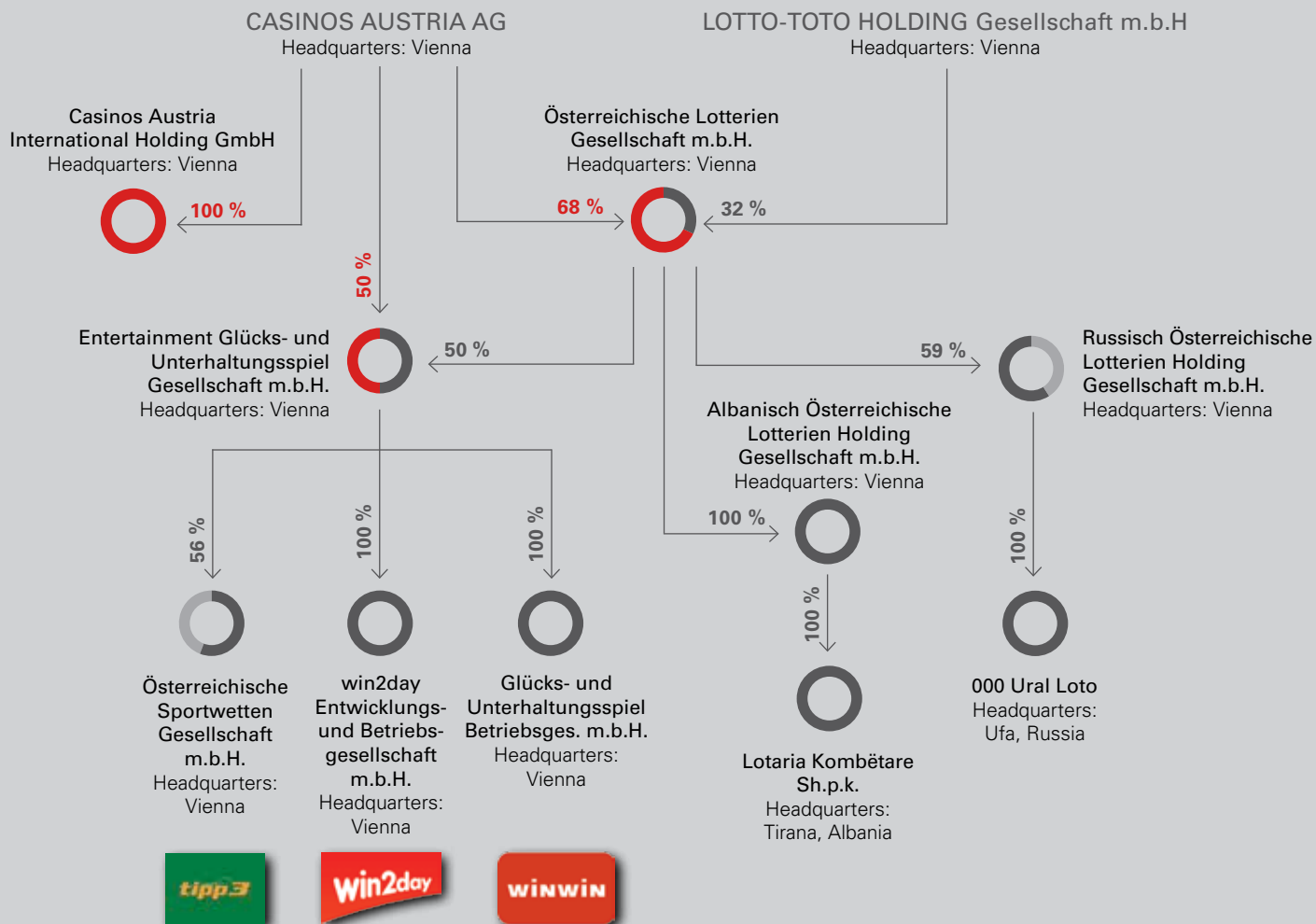
- 1 Casinos Austria AG
68 %
- 2 Lotto-Toto Holding Gesellschaft m.b.H.
32 %

SHAREHOLDINGS

LOTTO-TOTO HOLDING GESELLSCHAFT M.B.H.

- **CLS Beteiligungs GmbH**
Bankhaus Schelhammer & Schattera AG,
BAIH Beteiligungsverwaltungs GmbH
- **RSV Beteiligungs GmbH**
ERSTE Group Bank AG, Raiffeisen-Invest-Gesellschaft m.b.H., Österreichische Volksbanken-AG
- **LTB Beteiligungs GmbH**
BAIH Beteiligungsverwaltungs GmbH,
BAWAG P.S.K. Bank für Arbeit und Wirtschaft
and Österreichische Postsparkasse AG,
Hypo-Banken-Holding Gesellschaft m.b.H.,
Erste Bank der oesterreichischen Sparkassen AG,
ERSTE Group Bank AG
- **Österreichischer Rundfunk**

SHAREHOLDINGS IN %



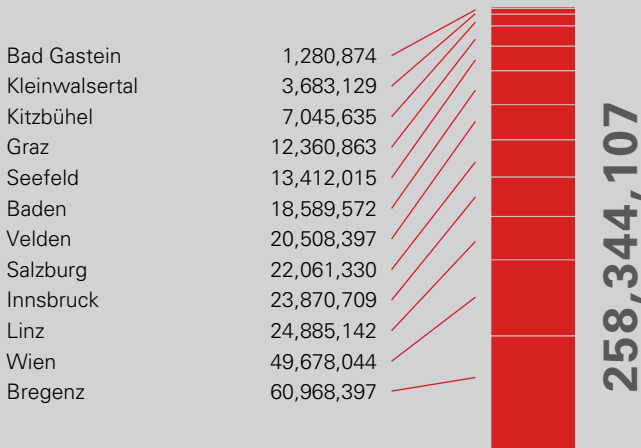
LOCATIONS IN AUSTRIA



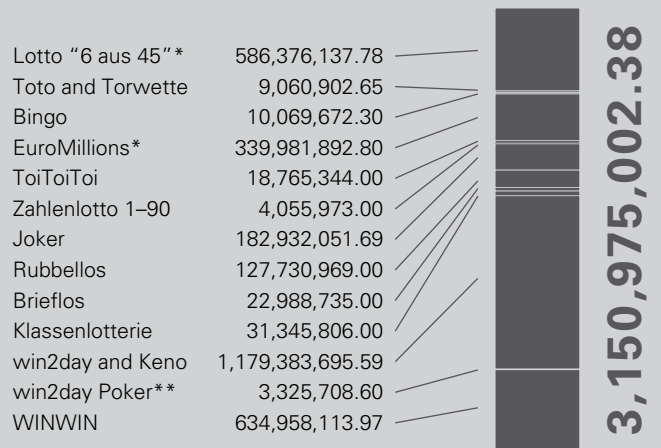
- 12 casinos
- 13 WINWIN outlets
- More than 5,100 lottery sales outlets
- win2day on win2day.at
- tipp3 in more than 3,250 lottery sales outlets and on www.tipp3.at

GAMING REVENUES/SALES IN EUROS

Casinos Austria: By casino



Austrian Lotteries: By product



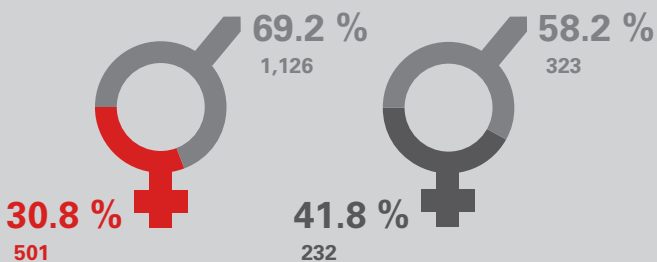
* Incl. share amount; ** Players play against each other in the win2day Poker Room. win2day charges and retains a fee (=rake) for facilitating the game. Rake only.

EMPLOYEES

SHARE IN % (ABSOLUTE NUMBERS*)

Casinos Austria

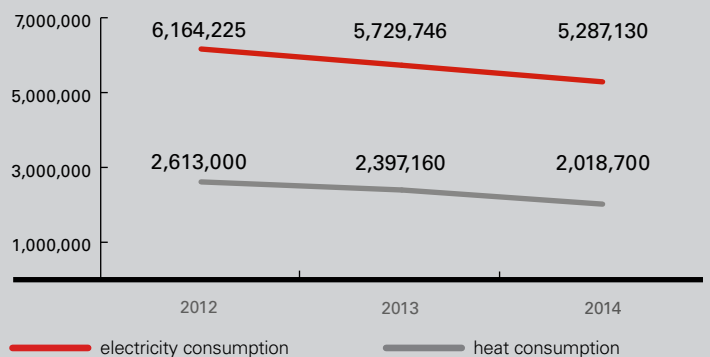
Austrian Lotteries



* as of 31.12.2014

ELECTRICITY AND HEAT CONSUMPTION CHANGE IN KWH

Casinos Austria and Austrian Lotteries



Reporting Period/ Report Profile

This Corporate Social Responsibility (CSR) Report is an interim report and has been prepared and produced for the benefit of all internal and external stakeholders of Casinos Austria AG (“Casinos Austria”) and Österreichische Lotterien Gesellschaft m.b.H. (“Austrian Lotteries”). As such, it provides an insight into the performance of the Casinos Austria and Austrian Lotteries Group in the past year, with a focus on the economic, environmental and social challenge in Austria. This interim report concentrates on the 2014 business year (up to and including 31 December 2014). It is the eighth CSR report published by Casinos Austria and the seventh such report produced by Austrian Lotteries. Casinos Austria and Austrian Lotteries published their first joint CSR report in September 2012.

This interim report documents the group’s progress with regard to its CSR goals and has been compiled in line with the principles of the UN Global Compact. However, given its interim nature, a GRI (Global Reporting Initiative) audit has been purposely not included. The next Casinos Austria and Austrian Lotteries CSR report produced in accordance with the GRI Standard will be published in 2016 and will cover the years 2014 and 2015.

The content of this interim CSR report was compiled by the CSR Officer in consultation with the Directors and in close cooperation with all affected Business Units and Corporate Functions. The data and facts contained therein, which were supplied for the report by said Business Units and Corporate Functions, were selected by the responsible experts from the records and statistics they have been diligently compiling and maintaining for many years and have been verified for correctness and accuracy by their respective line managers.

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Forewords

MANAGEMENT BOARD

Responsibility: a matter of principle

The companies in the Casinos Austria and Austrian Lotteries Group work in a particularly sensitive sector of the economy. As providers of gambling services, society rightly expects us to set ourselves particularly high standards of business integrity. Responsibility is thus a matter of principle in all our activities: it is the guiding precept in our strategic corporate planning and it defines the way we interact with our customers, our staff and the stakeholders in society.

Three pillars underpin CSR management in our group: the responsibility exercised in our core business, environmental responsibility through effective environmental protection and the sustainable deployment of resources and, last but not least, social and cultural responsibility in our capacity as sponsors of and partners to relevant causes, projects and initiatives in society.

All three areas are of equal importance to us. We consider it absolutely crucial for a company to accept and demonstrate responsibility both for its own products and services as well as in its dealings with its customers and business partners. The Casinos Austria and Austrian Lotteries Group is regarded both at home and abroad as an industry leader in the development and implementation of player protection and responsible gaming methods, of measures to combat money laundering and corruption, and in data protection and information security. By being innovative and demonstrating clear commitment, we assume a pioneering role in these fields for the gaming industry as a whole.

Environmental sustainability also has to be a permanent and important goal for a company in the services sector. The optimization of energy consumption, avoidance of waste and sourcing of sustainable products are all important aspects of our CSR system – as is the care we take to ensure that the events hosted in our casinos or in our own dedicated event location, Studio 44 on the Rennweg in Vienna, are designed as so-called green events. Finally, but equally importantly, we consider it our responsibility to support initiatives and projects that are of benefit to society. Our group is one of Austria's biggest sponsors of culture and the arts, and as partner to a wide variety of organizations, we support both numerous initiatives in sport as well as many charities and social causes.

This interim report on our CSR activities documents how responsibility is a matter of principle in our group and exemplifies our goal, namely that our corporate and business activities should ultimately serve to benefit all Austrians.

Casinos Austria AG Management Board:

Karl Stoss · Bettina Glatz-Kremsner · Dietmar Hoscher

Österreichische Lotterien Gesellschaft m.b.H. Management Board:

Karl Stoss · Bettina Glatz-Kremsner



Karl Stoss



Bettina Glatz-Kremsner



Dietmar Hoscher

CSR DIRECTOR

*Active engagement
for society*

Companies have a responsibility to society. They must be "good corporate citizens" in the true sense of the word, members of society who actively support the community.

This principle constitutes the real basis of CSR and corresponds to the understanding by which it is practiced in the Casinos Austria and Austrian Lotteries Group. The concept of corporate social responsibility has, in the meantime, gained an increasing foothold in the corporate world. Politics, NGOs and society are placing increasingly high demands on businesses, while an increasing number of companies are, at the same time, recognizing that they have to act accordingly. We have always welcomed this trend, and it has now become clear that we – as pioneers of CSR – have indeed been on the right path from the very outset.

The EU Directive 2014/95 represents a further milestone on the CSR journey and for the first time makes the disclosure of non-financial and diversity information – such as social and environmental factors – mandatory across Europe for certain undertakings and groups. While the Directive will require us to adjust some of the finer details of our CSR reporting, it essentially means that what has been standard practice in our group for many years will now also become the standard in Europe.

The Casinos Austria and Austrian Lotteries Group was one of the first gaming groups worldwide to implement a systematic approach to CSR management that is tied directly to the Management Board. As a result, Casinos Austria and Austrian Lotteries were both also accepted as participants in the UN Global Compact in 2011. The European Casino Association (ECA) likewise draws on Casinos Austria's know-how in systematic CSR management.

This interim report is intended to provide you with an overview of our CSR activities and corresponding developments in the past year.



Dietmar Hoscher
Director, Casinos Austria AG

CSR OFFICER

*Responsibility is not
a matter of luck*

CSR in the Casinos Austria and Austrian Lotteries Group is not an abstract concept and certainly not an impermeable "black box". Instead, it is a vibrant process that enjoys the equal support of all members of staff and all members of the Management Board – a principle that permeates all the companies in the group. Once a month, representatives of all Business Units and Corporate Functions sit down together to discuss, evaluate and plan CSR activities and issues. The results are published internally and made available to all members of staff.

These awareness-raising measures often themselves produce new, sustainable ideas which have a positive impact on corporate development.

The EU Directive adopted in April 2014 once again raises the demands placed on CSR management. Since Casinos Austria and Austrian Lotteries already adhere to the two established systems proposed by the EU, namely the Global Reporting Initiative (GRI) and UN Global Compact (UNGC), we welcome this development. We are convinced that society will, in future, pay growing attention to how companies handle their social responsibility.

This interim CSR report provides an overview of the status quo in the group and the progress we made in the 2014 business year. It will be supplemented next year by an in-depth CSR report covering the years 2014 and 2015. Our CSR activities inspire us with confidence and optimism, not least because environmentally, ethically and socially responsible action secures sustainable, economic success.

I hope you enjoy reading this report and look forward to the creative discussions it provokes.



Hermann Pamminger
CSR Officer for the Casinos Austria and
Austrian Lotteries Group
csr@casinos.at

CSR Organization

There are three levels to CSR management in the Casinos Austria and Austrian Lotteries Group. First, CSR is firmly anchored in the group at Management Board level, where responsibility for the topic is assigned to one specific Director. At present, the position of CSR Director is held by Dietmar Hoscher. The CSR Director assumes the ultimate responsibility for the achievement of the CSR goals and for the implementation of the numerous voluntary commitments made with respect to social responsibility in our corporate strategy. He is supported in this role by a CSR Officer (second level), who coordinates CSR activities on the operative level. This CSR Officer serves as facilitator for the evaluation, communication and realization of CSR initiatives and activities. Together with the Corporate Communications Division, the CSR Officer is also responsible for organizing the related reporting measures and producing the corresponding CSR report. The individual CSR measures themselves are implemented in the respective Business Units and Corporate Functions, with ongoing support and monitoring activities (in the process management sense) likewise provided by the CSR Officer. The third level to CSR in the Casinos Austria and Austrian Lotteries Group is the so-called CSR Forum, which plays a central role in translating our CSR activities into our day-to-day business operations.

CSR FORUM

The CSR Forum was established to facilitate coordination and communication between all staff in the group involved in implementing CSR measures. The members of the Forum come from all Business Units, from those Corporate Functions that are relevant for CSR activities as well as from Casino Wien in Vienna (as representatives of our twelve casino operations in Austria). The CSR Forum currently has a total of 33 members.

Communication in the CSR Forum takes place on two levels. Firstly, its members share information via e-mail using a dedicated mailing list set up specifically for this purpose. The mailing list includes all members of the Forum and allows them to send each other relevant news quasi at the click of a mouse. It also enables them to enter into dialog and discuss questions without any unnecessary organizational effort. Secondly, they communicate with each other in a closed CSR Forum group on our internal Enterprise 2.0 collaboration platform. This platform serves as a transparent and clearly structured communication and storage medium for CSR content: data, facts, presentations and other relevant documents as well as discussions between members can be permanently saved and made readily available to authorized users without getting lost in the daily flood of other e-mails and information.

CSR MONTHLY MEETING

The members of the CSR Forum also meet in person to share information and ideas at the monthly CSR meeting. This meeting is planned and prepared by the CSR Officer, with the agenda sent out in advance to all members of the Forum by e-mail and posted on the collaboration platform along with any relevant documents pertaining to the individual points. Forum members can also add their own points to the agenda. At these meetings, all current or upcoming events are discussed, tasks allocated and questions relating to multiple departments clarified as required. The results of the meeting are documented in the minutes, which are also stored on the collaboration platform – along with all additional documents and materials relating to the CSR topics discussed and worked on by the Forum – and thus made permanently available to all members.

CSR Director

Dietmar Hoscher



CSR Officer

Hermann Pammingner



CSR Forum

Representatives of the Business Units and Corporate Functions (see Page 8). The CSR Forum meets on a monthly basis.

The Ten Principles of the UN Global Compact

At the core of the UN Global Compact lie ten principles derived from various international declarations.

HUMAN RIGHTS

Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2

make sure that they are not complicit in human rights abuses.

LABOR

Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4

the elimination of all forms of forced and compulsory labor;

Principle 5

the effective abolition of child labor; and

Principle 6

the elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

Principle 7

Businesses should support a precautionary approach to environmental challenges;

Principle 8

undertake initiatives to promote greater environmental responsibility; and

Principle 9

encourage the development and diffusion of environmentally friendly technologies.

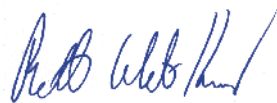
ANTI-CORRUPTION

Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.



Karl Stoss



Bettina Glatz-Kremsner



Dietmar Hoscher

Casinos Austria

Corporate Principles

1. As a services company, everything we do centers on our guests and their individual needs and demands. Our behavior and the design of our products combine international quality and service standards with the decisive "value added" of typically Austrian friendliness and charm.
2. We treat others the way we wish to be treated ourselves.
3. Our staff, works council and management are fully committed to a sustainable, socially balanced, fair and cooperative attitude that centers on our guests.
4. We are aware of and accept our responsibility to society.
5. Gambling can be a problem for some people. We therefore accept and are committed to the regulatory mandate of the Austrian authorities and strive in all our casinos to promote, encourage and offer the optimal level of responsible gaming for our guests.
6. We are aware of and accept our responsibility for our company.
7. In line with our corporate objectives, all our employees are empowered and required to assume responsibility, be innovative and show commitment.
8. We offer our employees a stimulating and supportive working environment.
9. Job descriptions, scope of authority and any associated responsibilities are clearly defined. This leads to informed, purposeful and motivated employees who provide our guests with optimal service.
10. We draw our strength from our clear focus on our guests and our markets.

Austrian Lotteries

Guiding Principles

- // Austrian Lotteries is an internationally renowned gaming company with a responsible, innovative and cooperative approach. We offer a broad portfolio of high quality products for the adult gaming market. Responsible gaming forms the basis of all our business activities. This core attitude to our stakeholders is actively practiced by company management and by all our staff.
- // Maintaining the trust and confidence of our customers and the licensing authority is central to all our efforts and endeavors. We combine regulatory responsibility with entrepreneurial commitment, live credibly by these principles and are an economic success with a clear financial basis and strength.
- // Our business model embraces innovation. We develop and use modern technology to guarantee the best possible level of security in our gaming products. Our pioneering role can be attributed above all to our motivated, high performing staff, who are a cornerstone of our lasting success. We are committed to providing them with an attractive working environment that encourages open communication and supports a work-family balance.
- // We see ourselves as a good corporate citizen and support institutions and projects that serve the interests of Austria and its population. In line with the license awarded to us, we strive to make our products available across the whole of Austria. We work closely and responsibly with our sales partners and strive to ensure our customers always enjoy the best possible service. In doing so, we place a particularly strong emphasis on adherence to our responsible gaming principles.

Group Management Bodies

CASINOS AUSTRIA SUPERVISORY BOARD

Executive Committee

- Walter Rothensteiner
President, Director General (Chair)
- Kurt Pribil
Vice President, Director (1st Deputy Chair)
- Elisabeth Stadler
Vice President (2nd Deputy Chair)
- Maria Theresia Bablik
Vice President (3rd Deputy Chair)

Members

- Hannes Bogner, Director
- Peter Mooslechner, Director
- Gerald Neuber, Director
- Thomas Polzer
- Josef Pröll, Director
- Leonhard Romig, Attorney-at-Law
- Gerhard Starsich, Director General

Members delegated by the Central Works Council (CWC)

- Manfred Schönbauer, CWC Chairman
- Reinhard Aichinger
- Thomas Bergmann
- Christian Holz
- Peter Löb
- Alexander Nachbaur

State Commissioners

- Alfred Lejsek
- Alfred Katterl
- Johannes Pasquali

MANAGEMENT BOARD

- Karl Stoss, Director General
- Bettina Glatz-Kremsner, Director
- Dietmar Hoscher, Director

AUSTRIAN LOTTERIES SUPERVISORY BOARD

Executive Committee

- Walter Rothensteiner, Director General
President of the Supervisory Board
- Gerhard Starsich, Director General
1st Vice President of the Supervisory Board
- Erich Hampel
2nd Vice President of the Supervisory Board

Members

- Maria Theresia Bablik
- Gerhard Baumgartner, University Professor
- Stephan Koren, Director General
- Alfred Ludwig, Director General
- Peter Mooslechner, Director
- Gerald Neuber, Director
- Thomas Uher, Director
- Alexander Wrabetz, Director General

Members delegated by the Works Council

- Bettina Lahoda
- Franz Baumgartner
- Norbert Eigl
- Gertrude Kopp
- Tassilo Kager
- Erika Pilz

Audit Committee

- Walter Rothensteiner, President, Director General
- Gerhard Starsich, 1st Vice President, Director General
- Erich Hampel, 2nd Vice President
- Gerhard Baumgartner, University Professor
- Alfred Ludwig, Director General
- Alexander Wrabetz, Director General

Members of the Audit Committee delegated by the Works Council

- Bettina Lahoda
- Gertrude Kopp
- Erika Pilz

State Commissioners

- Martin Atzmüller (State Commissioner)
- Christoph Schlager (Deputy State Commissioner)

MANAGEMENT BOARD

- Karl Stoss, Director General,
Chairman of the Board
- Bettina Glatz-Kremsner,
Director

as of 1 July 2015

Group Organizational Structure











The group's individual areas of business are organized into separate Business Units which draw on the services provided by the Corporate Functions. Each Business Unit (BU) and each Corporate Function (CF) is assigned strategically to one or more member(s) of the Casinos Austria or Austrian Lotteries Management Boards. Operational management is handled by the respective

executive and divisional management teams. Services that are required across the entire group are bundled into so-called Corporate Functions. These are also assigned strategically to one or more board member(s) and managed by one or more head(s) of division.

BUSINESS UNITS

 <p>Casinos in Austria</p> <p>Karl Stoss, Dietmar Hoscher, Bettina Glatz-Kremsner</p> <p>Business Unit Management: Christian Schütz</p>	 <p>International Business</p> <p>Karl Stoss, Dietmar Hoscher, Bettina Glatz-Kremsner</p> <p>Executive Management: Alexander Tucek, Christoph Zurucker-Burda</p>	 <p>Lotteries</p> <p>Karl Stoss, Bettina Glatz-Kremsner</p> <p>Business Unit Management: Peter Ulovec</p>
 <p>Betting & Sports-Related Skill Games</p> <p>Dietmar Hoscher</p> <p>Executive Management: Philip Newald, Georg Weber</p>	 <p>VLT/ Slot Machine Business</p> <p>Dietmar Hoscher</p> <p>Executive Management: Robert Vierziger, Fritz Pühringer</p>	 <p>Online Gaming</p> <p>Bettina Glatz-Kremsner</p> <p>Executive Management: Martin Jekl, Emmerich Hager</p>

CORPORATE FUNCTIONS

 <p>Corporate Development</p> <p>Entire Management Board</p> <p>Extended CF Management: Peter Ulovec, Reinhard Summerer, Christian Schütz</p>	 <p>Internal Audit</p> <p>Entire Management Board</p> <p>Extended CF Management: Erhard Peinthor</p>	 <p>Human Resources</p> <p>Karl Stoss</p> <p>Extended CF Management: Erich Valenta</p>
 <p>Corporate Communications</p> <p>Karl Stoss</p> <p>Extended CF Management: Martin Himmelbauer</p>	 <p>Finance & Group Controlling</p> <p>Bettina Glatz-Kremsner</p> <p>Extended CF Management: Wolfgang Sperl</p>	 <p>Legal Affairs</p> <p>Dietmar Hoscher</p> <p>Extended CF Management: Peter Erlacher</p>
 <p>Information Technologies</p> <p>Bettina Glatz-Kremsner</p> <p>Extended CF Management: Erich Schuster</p>	 <p>Services</p> <p>Karl Stoss</p> <p>Extended CF Management: Nathan Bomze</p>	 <p>Public & European Affairs, CSR</p> <p>Dietmar Hoscher</p> <p>Extended CF Management: Markus Eder</p>
 <p>Responsible Gaming, Advertising & Sponsoring</p> <p>Dietmar Hoscher</p> <p>Extended CF Management: Herbert Beck</p>		

as of 1 July 2015

Our Business



CASINOS AUSTRIA

Twelve casinos in Austria, twelve gaming venues whose characteristic local features make each and every one of them quite extraordinary. They all differ in their architecture, regional setting and atmosphere, yet all still bear the unmistakable hallmark of Casinos Austria. In Baden, Bad Gastein, Bregenz, Graz, Innsbruck, Kitzbühel, Kleinwalsertal, Linz, Salzburg, Seefeld, Velden and Vienna, guests at Casinos Austria's casinos enjoy an international gaming mix that extends from Roulette and Blackjack through Poker to the popular Mega Million slot machines.

Competent staff are on hand to ensure that all guests enjoy a perfect casino experience. This starts the moment they enter the casino lobby, where each guest receives a warm and friendly welcome and, of course, immediately encounters the highest possible level of player protection. Each member of our casino staff is highly trained to ensure, in turn, that each guest can relax and enjoy a carefree, responsible night of gaming.

First-class dining and bar facilities, operated under the Cuisino – Genuss-Events by Casinos Austria brand, round off a perfect night at the casino. From light snacks to gourmet cuisine – there's something for every taste.

But people also go to the casino for entertainment, and this is clearly reflected in the events on offer in Casinos Austria's casinos, where theater, cabaret or dinner shows as well as an impressive range of tournaments all feature prominently on the calendar. With the added reassurance of

absolute security in the handling of all games and Casinos Austria's unrivalled reputation for integrity, the twelve casinos in Austria really do offer the very best in gaming and entertainment.

AUSTRIAN LOTTERIES

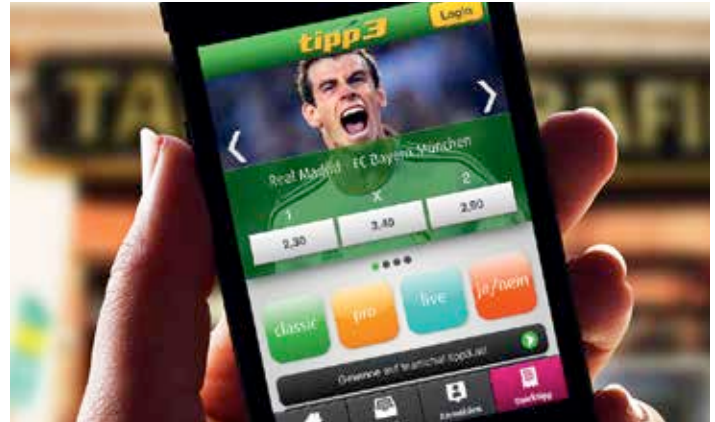
Austrian Lotteries has been offering a wide range of classic lottery games and instant lottery products for the adult gaming market since 1986. The company conducts all its business activities in a responsible manner, with player protection and responsible gaming always accorded the highest priority. Particular importance is given here to the protection of minors and to protecting customers against excessive desire to gamble.

The Austrian Lotteries product range comprises the Lotto, EuroMillions, Toto, Torwette, Bingo, ToiToiToi, Zahlenlotto, Joker, Rubbellos, Brieflos and Klassenlotterie lottery games as well as the gaming options offered by three subsidiary companies, WINWIN, win2day and tipp3. The company's lottery products can be purchased at over 5,100 sales outlets across Austria and on the internet.

A dynamic and forward-looking company, Austrian Lotteries is one of the best-equipped lottery companies in Europe from a technology perspective. Integrity, absolute security in the handling of games and the use of state-of-the-art gaming technologies are accorded utmost priority.

WINWIN – VIDEO LOTTERY TERMINALS

WINWIN offers a combination of café, bar and modern gaming at a total of 15 outlets across



Austria in Bruck an der Leitha, Krems, Kufstein, Landeck, Lienz, Linz/Urfahr, Mayrhofen, Salzburg City, Schärding, Schwaz, Steyr, Vöcklabruck, Wels, Wiener Neustadt and Zell am See. WINWIN outlets are meeting places for entertainment-minded people who enjoy a good night out. They offer guests aged 18 or over the opportunity to try their luck on cutting edge video lottery terminals (VLTs) in stylish settings, with good value bistro cuisine, well-trained staff and regular live music events and attractive entertainment programs. VLTs are optically similar to classic slot machines but differ in their gaming mechanism. While each slot machine calculates win/lose decisions independently via a random generator, these decisions are calculated for VLTs by a central random generator based on predetermined odds and payout rates. The games played on VLTs are classed as electronic lotteries. Safe, reliable and legitimate gaming fun is guaranteed. WINWIN is a VLT brand operated jointly by Casinos Austria and Austrian Lotteries.

WIN2DAY – ONLINE GAMING

Computer, tablet or smartphone – win2day is the premier address for online gaming. From Ace Poker to Zero-Sum, from American Roulette to Zahlenlotto, the win2day gaming platform offers a comprehensive range of gaming options – from classic Austrian Lotteries products and sports betting to the electronic lottery games on offer in its Casino Games, Poker, Bingo and Games Rooms. Pursuant to Section 12a of the Austrian Gaming Act (*Glücksspielgesetz*), electronic lotteries are draws in which the player participates directly via electronic media and for which the win/lose decision is calculated

centrally. The games offered in the win2day Poker Room, Bingo Room, Casino Games section and Games Room are such electronic lotteries. Keno is offered in accordance with Section 12b of the Austrian Gaming Act, but is available exclusively via the internet on win2day. The win2day.at online gaming platform is a joint venture between Casinos Austria and Austrian Lotteries. Access to the site is restricted to people aged 18 or over who are registered as residents in Austria.

TIPP3 – SPORTS BETTING

Since its first betting slip was played on 24 August 2001 in Vienna, tipp3 has come to epitomize sports betting in Austria. In addition to sports betting, tipp3 has also been offering popular skill-based games like Schnapsen (an Austrian variation of the Sixty-Six card game), Backgammon, Rummy and Jolly (an Austrian variation of Rummy) via the internet since 2009. On average, around six million tipp3 bets are placed each year at over 3,300 sales outlets across Austria, via the internet portal www.tipp3.at or via smartphone. tipp3 bets can only be placed by persons aged 18 or over. As an Austrian company, Österreichische Sportwetten GmbH offers its products exclusively on the domestic market under the tipp3 brand and is licensed to operate sports betting in all nine federal states in Austria. tipp3 is backed by renowned, financially strong and economically successful shareholders, who are known for their continuity and long-term corporate policies. Österreichische Sportwetten GmbH has also been offering solutions to other betting providers and companies who wish to enter the sports betting market under the BGS – Better Game Solutions – brand since 2010.

Our Stakeholders

Responsible and sustainable corporate action is demonstrated most clearly in the way a company deals and works with its various stakeholders. Since its very beginnings, interaction with individual stakeholder groups has always been a core focus of business activities at Casinos Austria, which was established from the outset as an organization with firm roots in Austrian society. The company's history dates back to the year 1934, when the first casino in Austria was opened in the town of Baden near Vienna. Further operations followed, and the country's gambling sector was subsequently reformed in 1967. This reform led to the establishment of

a new company, Österreichische Spielbanken AG, which was renamed Casinos Austria AG in 1985.

The principle of ongoing dialogue with key stakeholder groups has always been reflected in the company's organizational structure. Accordingly, a department for the prevention of gambling addiction was already set up at a very early stage in its development. This department, which at that time went by the name "Customer Service" (*Kundenbüro*), is now a separate division in the group: the Corporate Function Responsible Gaming, Advertising & Sponsoring.

STAKEHOLDER DIAGRAM



The key stakeholder groups were thus already known when Casinos Austria and Austrian Lotteries published their first CSR reports in 2006. Dialog with these stakeholders was likewise already firmly established. In the years since then, this structure has been subjected to a critical analysis in the course of the production of each CSR Report and adapted as required. Stakeholder issues have also featured regularly on the agenda at the group's monthly CSR meeting, which was introduced in 2013 and is attended by staff from the individual Business Units and Corporate Functions.

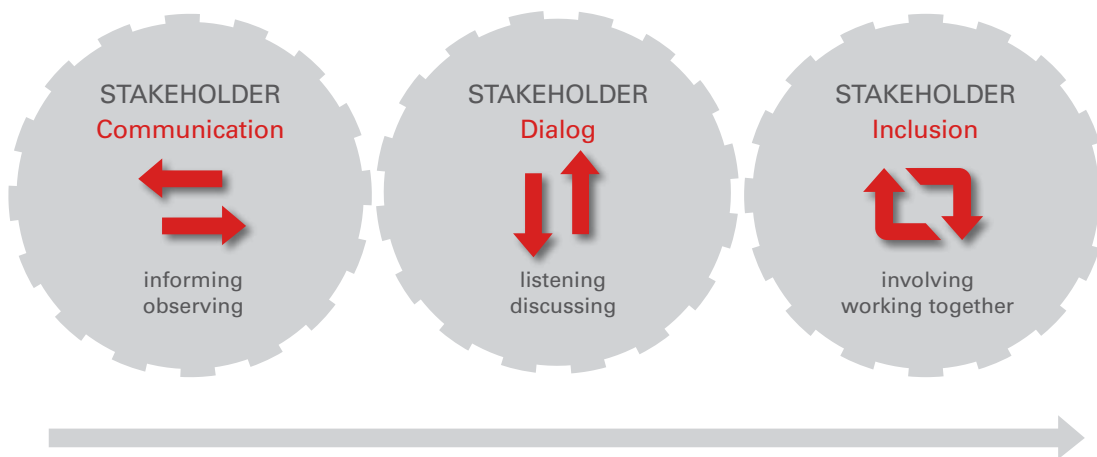
The Casinos Austria and Austrian Lotteries Group communicates regularly with its stakeholders via a range of channels. Joint events with representatives of tourism (*Tourism Talks*) and culture (*Culture Talks*) serve to foster and promote dialog on shared interests and common ground. Sales partners are invited to attend special responsible gaming events over and above any normal business meetings and contacts. A lively discussion with casino guests is an established part of corporate culture.

This permanent, ongoing contact to individual stakeholder groups is augmented through regular publications. Our annual reports provide information on economic developments and trends. Our staff magazine *Ein.Satz* and weekly intranet newsletter keep employees up-to-date on what's going on in the group and provide them with a forum for communicating their own issues and achievements.

• GOALS WHICH THE CASINOS AUSTRIA AND AUSTRIAN LOTTERIES GROUP HAS SET ITSELF WITH REGARD TO STAKEHOLDER MANAGEMENT:

- – Implementation of events to establish and continue dialog with the group's key stakeholders
- – Development of a materiality analysis for key stakeholder groups
- – Preparation for the implementation of measures and standards to permit CSR reporting in accordance with GRI 4 Guidelines (Global Reporting Initiative)

OUR STAKEHOLDER COMMUNICATION



Legal Foundations

In Austria, the state holds a monopoly on gambling pursuant to Article 10 (1) 4 of the Federal Constitutional Law (*Bundes-Verfassungsgesetz*). A monopoly of this kind is in keeping with the EU's rules on competition when it serves the purpose of restricting the gambling market as a whole and combating gambling addiction and crime.

The Austrian Gaming Act (*Glücksspielgesetz*) stipulates that the state can award one license for lotteries (including electronic lotteries), 15 casino licenses and three poker salon licenses. Electronic lotteries include (online) games of chance and video lottery terminals.

In addition to these national licenses, the nine individual federal states (*Länder*) in Austria can each issue their own licenses for the operation of gaming machines pursuant to Section 5 of the Gaming Act. Each individual federal state can issue a maximum of three such licenses. The total number of gaming machines in each individual federal state is also restricted by law.

As regards casinos, Casinos Austria holds all twelve casino licenses currently awarded under the provisions of the Federal Law of 28 November 1989 on the Regulation of Games of Chance (*Bundesgesetz zur Regelung des Glücksspielwesens*, Federal Law Gazette (*Bundesgesetzblatt/BGBl.*) No. 620/1989 as amended in BGBl. I No. 105/2014; hereinafter referred to as the (Austrian) Gaming Act) and operates these casinos at the following locations: Baden, Bad Gastein (from 01.01.2016 in Zell am See through the transfer of the license from Bad Gastein), Bregenz, Graz, Innsbruck, Kitzbühel, Kleinwalsertal, Linz, Salzburg, Seefeld, Velden and Vienna. These licenses were renewed in 2012 and 2013 and are valid for a period of 15 years. The licenses were awarded in two packages for the following periods respectively: city package – 1 January 2013 to 31 December 2027 (casinos in Vienna, Graz, Innsbruck, Linz, Salzburg, Bregenz); regional package: 1 January 2016 to 31 December 2030 (casinos in Baden, Kitzbühel, Kleinwalsertal, Seefeld, Velden, Zell am See).

As a result of the 2010 Amendment to the Gaming Act, a further three casino licenses are to be awarded in Austria in addition to the existing twelve casinos. The call for tenders for these three individual licenses (Vienna South-West, Vienna North-East and Lower Austria 2) was launched on 26 November 2012. The deadline for the submission of bids was 10 June 2013. Casinos Austria participated in this call for tenders, lodged ordinary appeals against the three subsequent negative decisions and won the case in the proceedings before the Administrative Court.

The consultation draft package for the 2015/2016 Tax Reform Act (*Steuerreformgesetz*) in Austria also includes an Amendment to the

Gaming Act. The central issue here is the striking of the licenses for three Poker salons, thus rendering Section 22 of the Gaming Act obsolete.

As regards lottery games, Österreichische Lotterien Gesellschaft m.b.H. holds the license pursuant to Section 14 of the Austrian Gaming Act to operate lotteries as defined in Sections 6 to 12b of said Act, BGBl. No. 620/1989, as amended in BGBl. I No. 105/2014. This includes the right to offer games of chance on the internet. Like terrestrial gambling, online gambling in Austria also falls under the state monopoly and can therefore only be offered legally by the authorized license holder, i.e. by Austrian Lotteries with the win2day online gaming platform. In the decision dated 10 October 2011, Austrian Lotteries was awarded the license pursuant to Section 14 of the Austrian Gaming Act to operate the lotteries defined in Sections 6 to 12b of said Gaming Act, BGBl. No. 620/1989, as amended in BGBl. I No. 76/2011, for the period to 30 September 2027. The precise term of the license is from 1 October 2012 to 30 September 2027. The award of the license was the culmination of a comprehensive call for tenders by the Austrian Federal Ministry of Finance.

Those games that fall under the term “games of chance” in Austria are determined by the legislator in Sections 1 and 2 of the Gaming Act and are further restricted by the exceptions stipulated in Sections 4 and 5 of said Act. The explanatory notes that accompany the Gaming Act also clarify why the legislator has elected to establish a national gambling monopoly.

Gambling might, by its nature, be a leisure service, but it is one that must come with a very strong sense of responsibility and a particular respect for the related risks to society. With gambling also comes the risk of gambling addiction, which can go as far as to threaten a person's economic existence. Likewise, measures must be taken to effectively counter the penetration of organized crime – from gambling fraud to money laundering – into the gambling sector. Accordingly, from the health and regulatory perspectives, a liberalized gambling market would not be desirable – competition between providers would lead to an excessive expansion of gambling services and render measures like player bans or advertising restrictions almost unenforceable in practice.

Conversely, despite these risks, a total ban on games of chance is also not desirable from a political perspective, since it would simply result in the emergence of an illegal gambling market that cannot be controlled. An approach which imposes appropriate restrictions to prevent the undesirable side effects of gambling and monitors compliance with these restrictions is far more effective. Since legal, licensed gambling thus also has the task of suppressing illegal gambling, it must be promoted accordingly.

These principles are in keeping with established case law of the Court of Justice of the European Union (ECJ), which has ruled in several findings (e.g. Schindler 1994, Gambelli 2003, Placanica 2007, Liga Portuguesa 2009, Engelmann 2010, Dickinger 2011, Hit Larix 2012) that the provision of games of chance is a service of a special nature and that national restrictions of this market – up to and including the establishment of a monopoly – are justified when they serve to limit the overall supply as well as to combat gambling addiction and crime. ECJ rulings also confirm that appropriate advertising and some expansion of the legal supply is required to suppress illegal operators.

The strict requirements regarding the award of a casino license in Austria are stipulated in Section 21 of the Gaming Act. Pursuant to these requirements, a license can only be awarded, for example, to a gambling company which can demonstrate an ownership structure with a sufficient spread to prevent one shareholder exerting a controlling interest. In addition, this company must have a paid-up nominal equity capital of at least 22 million euros and provide evidence of the lawful origin of said equity capital.

Player protection and the prevention of gambling addiction are mandatory requirements for the award of a gambling license in Austria. Accordingly, Section 21 (2) 7 of the Gaming Act stipulates that a license can only be awarded to an applicant if said applicant can be expected to best exercise the license by virtue of its experience, infrastructures, development measures and own equity capital/resources as well as its systems and arrangements to prevent gambling addiction, to protect gamblers, to prevent money laundering and criminal activities, to ensure the security of its operations, to assure quality, to monitor its operations and to meet any other applicable provisions in the Gaming Act.

Casinos Austria currently holds the licenses to operate casinos in twelve locations. For the reissue of these casino licenses, an individual concept outlining the development potential and the effects on the host region had to be provided for each venue.

The successes enjoyed by the Casinos Austria and Austrian Lotteries Group to date can be attributed in great part to the high levels of quality and innovation which the two companies repeatedly continue to demonstrate in their gaming operations. Not to mention the vast experience gained over the many successful years in which Casinos Austria and Austrian Lotteries have proved themselves to be reliable partners for the licensing authority and have come to serve as role models for gaming companies all over the world for their high level of responsibility towards the state and society.

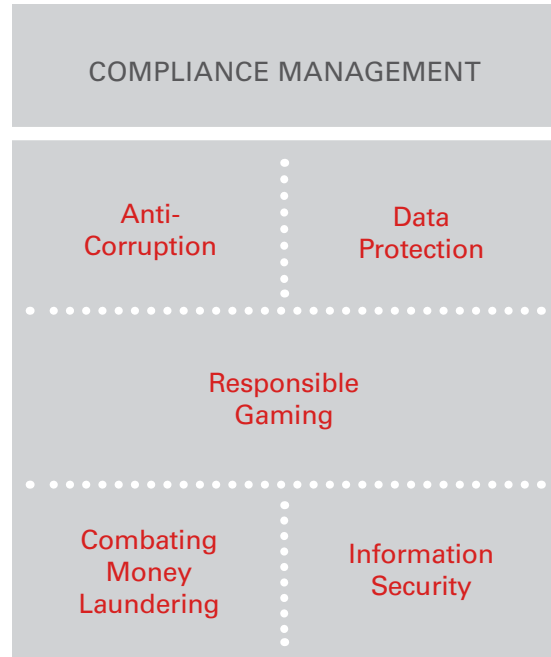
Compliance Management

Compliance at Casinos Austria and Austrian Lotteries stands for adherence not only to laws and regulations but also to the voluntary provisions or codes of practice that have been established in the group.

Our compliance management system encompasses all the principles and measures applied to adhere to specific rules and to avoid any infringement of such rules.

Our compliance management measures cover a broad range of topics and issues and include measures to prevent criminal activities like money laundering and to ensure adherence to strict data protection provisions through, for example, an information security management system. They also foresee regular audits to verify compliance in procurement transactions.

COMPLIANCE FRAMEWORK IN THE CASINOS AUSTRIA AND AUSTRIAN LOTTERIES GROUP



The following priorities were set with regard to compliance in 2014:

February 2014

Casinos Austria's responsible gaming management system was certified by the Austrian Standards Institute (formerly ÖNORM). Casinos Austria is thus the first gaming company worldwide with a responsible gaming management system that conforms to a recognized, pre-defined standard and has been subjected to a thorough audit by the professional auditors at the Austrian Standards Institute. A recertification audit will be carried out in 2015.

April 2014

The suitability, implementation and effectiveness of the anti-corruption system at Casinos Austria AG and Österreichische Lotterien Gesellschaft m.b.H. was verified in an independent audit carried out in 2014 by PwC. The audit was conducted on the basis of the applicable standards and professional obligations for auditors in Austria in accordance with the

COMPLIANCE MANAGEMENT

For us, compliance means the totality of all measures which serve to ensure that the companies in our group, our management bodies and our employees adhere to all applicable rules, laws, regulations and provisions.

IDW PS 980 auditing standard “Principles for the Proper Performance of Reasonable Assurance Engagements Relating to Compliance Management Systems”. With due regard to this standard, and in the opinion of PwC based on the insights obtained in the audit, the statements regarding principles and measures to avoid corruption contained in the corporate descriptions of the anti-corruption system and related documentation are commensurate and suitable both with regard to identifying risks of significant breaches of anti-corruption provisions in good time and with sufficient certainty as well as to preventing such breaches. The group plans to extend these activities to the Casinos Austria International operations in 2015. In future, the ISO 19600 Standard (Compliance Management Systems – Guidelines) published in December 2014 shall serve here as the benchmark.

July 2014

The high level of data protection in the Casinos Austria and Austrian Lotteries Group was once again confirmed in a comprehensive recertification audit carried out by SQS. In addition to the headquarters of Casinos Austria AG, Österreichische Lotterien Gesellschaft m.b.H. and Casinos Austria Sicherheitstechnik GmbH, this audit also included the casinos in Graz, Velden, Seefeld and Innsbruck. The recertification was brought forward because Casinos Austria AG has also commissioned SQS with quality management certification in accordance with the ISO 9001:2008 standard. The joint recertification thus aligned both certification periods (three years). The auditors determined that the company’s management and staff all demonstrate an extremely high level of understanding for quality management and data protection and are particularly aware of and sensitized to data protection issues. In the opinion of the external auditors, the level of customer orientation is also exceptionally high. The next recertification audit will be carried out in 2015 at the casinos in Bregenz and Kleinwalsertal as well as at the headquarters of Casinos Austria AG, Österreichische Lotterien Gesellschaft m.b.H. and Casinos Austria Sicherheitstechnik GmbH.

October 2014

To ensure conformity with compliance guidelines, a range of additional provisions were added to procurement policy at Casinos Austria AG and Österreichische Lotterien Gesellschaft m.b.H. All members of staff were informed about the new provisions, which were brought into force by means of a group-wide directive.

November 2014

A quarterly management review was introduced in November 2014 to ensure that the Management Board can systematically and periodically verify the effectiveness of the data protection, anti-money laundering and anti-corruption management systems. This comprehensive review of all compliance-related activities contains audit reports, feedback from external and internal customers, information on process performance and conformity, recommendations for corrective and preventive measures, details of follow-up actions relating to prior management reviews, information on changes which might affect the management systems and recommendations for improvements. All members of the Management Board receive a copy of the review.

The effectiveness of the group’s measures and controls to prevent money laundering were also audited in 2014 in an internal audit process. All relevant staff received training from the Anti-Money Laundering Officer with regard to the EU’s Fourth Anti-Money Laundering Directive, which is expected to come into force in 2015.

In future, in addition to the rule-based measures and controls that are already in place, increased use of the risk-based approach is also foreseen in the field of compliance. Effective risk management in compliance will strengthen the focus on economic viability and self-responsibility in all affected areas.

Responsible Gaming

GAMBLING ADDICTION

Gambling addiction is not just a problem for the individual concerned, it is also a problem for society as a whole. Only in a society which recognizes the problem to its full extent can meaningful prevention measures be used to ensure that gambling remains a positive leisure pursuit and that the associated risks are kept to a minimum. Casinos Austria and Austrian Lotteries encourage and participate in the necessary public debate on this topic and in doing so submit their business activities and responsible gaming programs to a critical public for discussion.

PLAYER PROTECTION

Section 25 (3) of the Austrian Gaming Act stipulates that only so-called specially trained members staff are permitted to talk to players about a potential gambling problem. These members of staff are also required to attend refresher courses or take new courses in relevant subjects every year.

For Casinos Austria, Austrian Lotteries and their subsidiary companies, responsible gaming is a core aspect of our responsibility to society. We take our responsibility in this regard very seriously, and our responsible gaming measures and policies far exceed statutory requirements. These range from training courses, workshops and seminars for staff and sales partners on how to handle responsible gaming issues in their dealings with customers through to information and advice for at-risk players, in which our dedicated player protection website www.spiele-mit-verantwortung.at plays a central role.

We also focus intently on prevention and the protection of minors. Our managers and staff with direct contact to customers and guests regularly attend specially designed responsible gaming seminars and workshops where they are trained by national and international experts.

Leading institutions both at home and abroad regularly draw on the know-how of our in-house experts. We have also been working closely and sharing information intensely with counseling and treatment facilities across Austria for many years. The insights gained in our Responsible Gaming, Advertising & Sponsoring division flow directly into our corporate strategy. Our goal here is an optimal customer policy in which responsible gaming is rigorously implemented as a matter of principle.

RESPONSIBLE GAMING AT CASINOS AUSTRIA

For Casinos Austria, perfect customer service extends beyond the actual casino visit. The high level of player protection that sets Casinos Austria apart and guarantees fun gaming without a bitter aftertaste starts the moment a guest registers in the casino lobby. We provide our casino staff with regular and thorough training

to enable them to recognize tell-tale gaming behavior and combine this with corresponding technical systems to ensure that gaming behavior is permanently monitored. Needless to say, this is all done discretely and unobtrusively so no one has the impression that someone is constantly looking over their shoulder. If a guest's gaming behavior raises cause for concern, a specially trained member of the casino staff will approach them to discuss the situation. They then work together to find an appropriate solution, be it an entry ban, a stake limit or a restriction in the number of visits permitted in a given period. Minors are strictly prohibited from gambling, and stringent entry controls in the casino lobby ensure that young people under the age of 18 never even come near the gaming areas in the first place.

Casino staff again participated with great interest in the responsible gaming training provided at all Casinos Austria casinos during the reporting period. The group's in-house responsible gaming experts provided them with in-depth information on the latest findings in gambling addiction research and offered local counseling and treatment facilities the opportunity to present their services. Casino staff were thus able to familiarize themselves with the problem gambling services provided by these facilities and received a comprehensive synopsis of the diagnosis and treatment of gambling addiction as well as concrete insights into the work carried out by counseling and treatment facilities.

Certified responsible gaming

All responsible gaming and responsible advertising measures at Casinos Austria are managed through our responsible gaming management system. We had always sought a possibility to obtain certification for our responsible gaming activities and finally achieved this objective in February 2014. To obtain this certification, our responsible gaming and responsible advertising instruments were subjected to an intensive audit by the Austrian Standards Institute using

RESPONSIBLE GAMING HOTLINE

Modern-day gambling services providers have to be easy to contact and offer their customers professional information, help and possible solutions. A uniform responsible gaming hotline for the Casinos Austria and Austrian Lotteries Group was set up in 2013 to handle questions relating to responsible gaming and player protection. The hotline can be reached free of charge in Austria on the following number: **0800 202 304**.

MENTOR

MENTOR is an intelligent player protection program which can identify trends and provide the respective user with personalized feedback. Using current and historical data on their actual gambling behavior, users can judge any trends for themselves and take corresponding action.

certification criteria developed by the European Casino Association (ECA). Casinos Austria was the first gaming company worldwide to have its responsible gaming management system certified according to ECA standards, thereby reinforcing and once again living up to our reputation as a pioneer in this field.

RESPONSIBLE GAMING AT AUSTRIAN LOTTERIES

Since its inception, Austrian Lotteries has made it its task to actively counteract potential problems that might arise as a result of gambling. To ensure gaming remains a fun pastime, the company has voluntarily committed to and enforced a diverse range of appropriate restrictions. It monitors adherence to its terms and conditions of play, informs customers in detail about the odds and the risks of gambling, incorporates relevant responsible gaming aspects into game designs and the development of new games and places particular importance on providing good training to its staff.

Responsible gaming in lottery sales outlets

Children and young people are not – and have never been – a target group for Austrian Lotteries products. International studies show that people should not have their first contact with gambling at too early an age. Austrian Lotteries has operated a voluntary restriction on the sale of all its lottery products since April 2009. These may only be sold to persons aged 16 or over. Its sales partners play a central role in this policy to protect minors, since they are the ones who have to enforce this voluntary restriction. Regular checks using mystery shoppers are carried out to monitor adherence to this responsible gaming measure.

RESPONSIBLE GAMING AT WIN2DAY

Casinos Austria and Austrian Lotteries have also always accorded special relevance to the protection of minors and to preventing consumers from excessive gambling on the win2day online gaming platform. A range of different responsible gaming mechanisms are thus in place on the win2day site. Users cannot, for instance, simply just begin gambling again at the end of a self-exclusion period, they have to actively confirm that they wish to do so. Pop-up windows also appear automatically on the screen during slot games to help users manage the amount of time they are spending on gambling.

win2day continues to bet on MENTOR

Back in 2013, an innovative new tool was implemented on the win2day site to provide users with a better overview of their own gambling behavior. MENTOR is a player protection instrument that is based on latest findings in gambling addiction research and provides users with on-screen information on their gambling behavior in a clear and visually attractive format. In 2014, user acceptance of this self-monitoring instrument was evaluated. The results of this evaluation were communicated in depth.

GamCare seal of approval for high standards of responsible gaming

In 2014, Austrian Lotteries was once again awarded the GamCare Certificate of Social Responsibility for the online gaming platform win2day. GamCare is the UK's national center for the provision of information, advice and practical support in relation to the social effects of gambling. GamCare responsible gaming and social responsibility certification audits are carried out on an annual basis. With the award of this certification, GamCare again attests that the win2day platform continues to comply with the "GamCare Player Protection Code of Practice for Remote Gambling".

RESPONSIBLE GAMING AT WINWIN

Access to the gaming facilities in the WINWIN outlets is restricted to persons aged 18 or over. In cases of doubt, an official photo ID must be presented as proof of age. Each VLT is equipped with specific responsible gaming features designed to assist players in their time and cash management and limit the maximum playing time. In preparation for the entry into force on 1 January 2015 of the mandatory player protection provisions in Section 25 (3) of the Austrian Gaming Act, 35 so-called specially trained members of WINWIN staff completed an intensive responsible gaming training program in 2014. The Casinos Austria and Austrian Lotteries Group now has a total of 146 such specially trained members of staff.

Preparations for the mandatory registration of all guests and the connection of the video lottery terminals to the Austrian Federal Computing Center from 1 January 2015 were also completed in 2014 along with the necessary adaptations to the gaming system and terminals to accommodate the responsible gaming provisions.

RESPONSIBLE GAMING AT TIPP3

tipp3 bets – both at sales outlets and via the internet – can only be placed by persons aged 18 or over. Customers in the tipp3 sales outlets are served by staff with appropriate training in responsible gaming. Users of the www.tipp3.at site are shown their personal account balance on the screen at all times to help them manage the amount they are spending. They also have the option to reduce their personal deposit limit at any time.

RESPONSIBLE ADVERTISING

The Casinos Austria and Austrian Lotteries Group has always voluntarily based its advertising activities on high ethical standards. An eleven-point “Code of Conduct Responsible Advertising” ensures that all advertising and

sales activities adhere to the highest ethical standards and, in particular, are not targeted at any vulnerable groups who might be at risk of developing a gambling problem. Full adherence to the Code of Conduct Responsible Advertising is ensured by mandatory procedures which are applicable across the entire group. Since November 2014, all relevant advertising materials also bear the following notice: “*Verbraucherinfos auf spiele-mit-verantwortung.at*” (“Information for consumers can be found on www.spiele-mit-verantwortung.at”). This dedicated responsible gaming website now also lists the odds and payout rates for all individual products.

RESPONSIBLE GAMING ACADEMY

Casinos Austria and Austrian Lotteries have been hosting their annual Responsible Gaming Academy (RGA) since 2004. At the RGA, delegates have the opportunity to attend a series of dedicated seminars and workshops and discuss the latest responsible gaming insights with external experts. The 11th RGA, which was held in Vienna on 21 and 22 May 2014, focused on the need for a regulated gambling sector and included presentations by internationally renowned experts on topics like “Social Media Games and Youth”, “Advertising Gambling Products and Services” and “Sports Betting”.

• GOALS FOR 2015

- – Process optimization in the WINWIN outlets to ensure compliance with the provisions of Section 25 (3) of the Austrian Gaming Act
- – Continuation of the Responsible Gaming Academy, which features presentations on the latest research findings and studies in responsible gaming and the prevention of gambling addiction; the 2015 RGA will focus on social gaming, one of the most challenging areas for the future
- – Redesign of the group-wide responsible gaming training and continuing education program
- – At Austrian Lotteries, prolongation of measures which have proved effective in the past, including, in particular, the use of mystery shoppers at sales outlets
- – Evaluation and further development of the MENTOR player information and guidance system on win2day

Economy

2014 was a very successful year for the Casinos Austria and Austrian Lotteries Group. All companies in the group, i.e. Casinos Austria, Austrian Lotteries, Casinos Austria International and the Entertainment subsidiary with the Online Gaming (win2day), Video Lottery Terminals (WINWIN) and Sports Betting (tipp3) Business Units, reported increases in sales compared to the previous year and thus contributed to bringing total sales for the group to a new record of 3.62 billion euros. This constitutes an increase of 3.34 percent compared to 2013. 2.43 billion euros were paid out in winnings in 2014 – more than ever before in the group’s history. The group also paid a total of 552 million euros in taxes and duties, once again confirming its position as one of the biggest taxpayers in Austria.

Total investments in the double digit millions

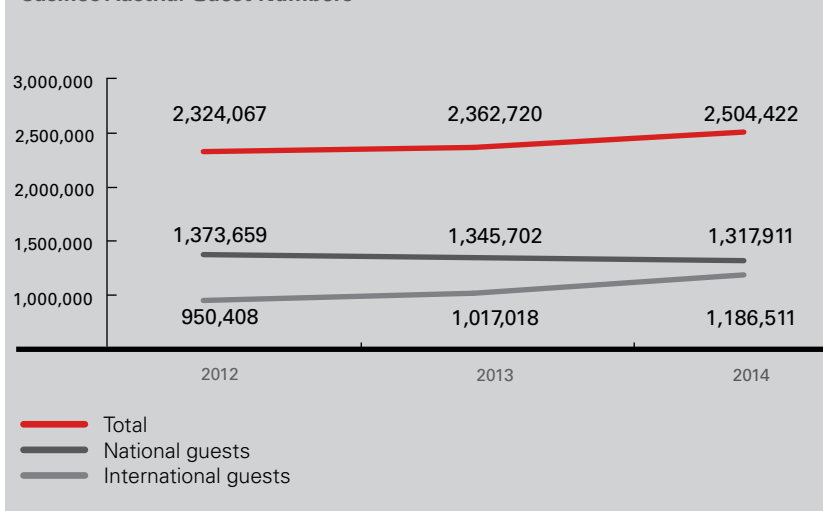
For Casinos Austria in particular, 2014 was a very eventful year on many counts. With total investments in the double digit millions, the company refurbished its casinos in Bregenz, Velden, Salzburg and Vienna, giving each of them a brand new look that caters to the demands of contemporary casino guests. The eight casino restaurants operated by Casinos Austria flourished under the new Cuisino food and beverage (F&B) brand, while the launch of Double

**Casinos Austria:
Number of Gaming Tables and
Slot Machines in Casinos**

	2014
American Roulette	68
Double Roulette	2
Blackjack	63
Blackjack X-change	7
French Roulette	2
Tropical Poker	13
Poker	50
Easy Hold'em	16
Punto Banco	7
Other	7
Total	235
Slot machines	2,010

Roulette introduced a new variation of the game in which small bets have the chance to win up to 1,200 times the amount bet. Guests acknowledged all these measures and flocked in increasing numbers to the twelve Austrian casinos, which welcomed a total of 2,504,422 guests in 2014, a rise of 6 percent year-on-year. Revenues were up by 3.2 percent to 271 million euros, generated in equal measure from rising gaming revenues and a healthy plus at the Cuisino F&B subsidiary.

Casinos Austria: Guest Numbers

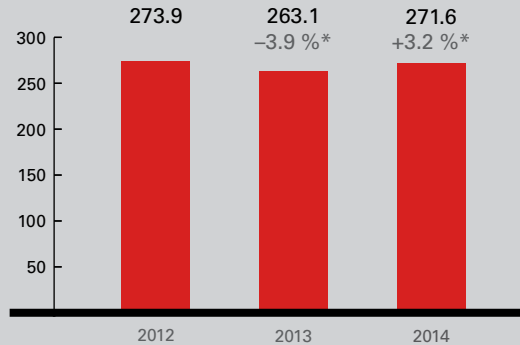




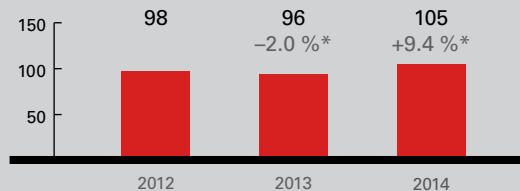
Casinos Austria:
Taxes Paid by Casino Operations in Austria
in TEUR

	2014
1 Velden	8,466
2 Salzburg	7,719
3 Bad Gastein	451
4 Kitzbühel	2,518
5 Baden	6,530
6 Seefeld	5,274
7 Wien	16,213
8 Kleinwalsertal	1,475
9 Bregenz	23,166
10 Linz	8,800
11 Graz	3,616
12 Innsbruck	8,993
13 Headquarters	12,243
Total	105,462

Casinos Austria: Revenues in Austria
in millions euro



Casinos Austria: Taxes Paid in Austria
in millions euro



* Change in comparison to the previous year.

Innovative gaming ideas generate growth

Austrian Lotteries followed its excellent results in 2013 with a further 3.3 percent increase in sales in 2014 to an all-time high of more than 3.15 billion euros (including win2day and WINWIN). This can be attributed in part to the extremely positive trend at the video lottery terminals subsidiary WINWIN, which posted sales of around 635 million euros, an increase of 15.1 percent compared to the previous year (2013: 551 million euros). Innovative new forms of playing lottery games, like the TeamTipp (“team numbers”) and Anteilsschein (“share tickets”) options, brought a healthy increase in Lotto “6 aus 45” lottery ticket sales to 586 million euros (+2.4 percent) and in EuroMillions lottery ticket sales, which were up by 5.4 percent to 340 million euros. The multi-game strategy for Rubbellos scratch-off tickets also continued to prove a success, with a number of new games brought to market – including two that can also be played on mobile phones and tablets – and a 7 percent increase in sales year-on-year to 128 million euros.

An operating profit of 57.69 million euros (compared to 44.4 million euros in the previous year) at Austrian Lotteries and an operating profit of 8.9 million euros from the twelve Austrian casinos ultimately produced an encouraging consolidated net income for the group of 41.7 million euros.

The Casinos Austria and Austrian Lotteries Group also once again fulfilled its role as one of the biggest taxpayers in Austria: 552 million euros in taxes and duties were paid to the Federal Ministry of Finance in 2014, an increase of 4.2 percent compared to the previous year. Likewise, the group continued to live up to its reputation as one of the country’s biggest sponsors of social initiatives, culture, sport and tourism.

Austrian Lotteries: Products

- Lotto "6 aus 45"
- Toto with Torwette
- EuroMillions
- Zahlenlotto 1–90
- Bingo
- ToiToiToi
- Joker
- Rubbellos
- Brieflos
- Klassenlotterie
- win2day.at
- WINWIN – Video Lottery Terminals

Austrian Lotteries: Sales by Product in millions euro

	2014
Lotto "6 aus 45" *	586.38
Toto	8.07
Torwette	0.99
EuroMillions*	339.98
Bingo	10.07
ToiToiToi	18.77
Zahlenlotto 1–90	4.06
Joker	182.93
Rubbellos	127.73
Brieflos	22.99
Klassenlotterie	31.35
win2day.at and Keno	1,179.38
win2day.at Poker**	3.33
WINWIN	634.96
Total	3,150.98

* Including share amount

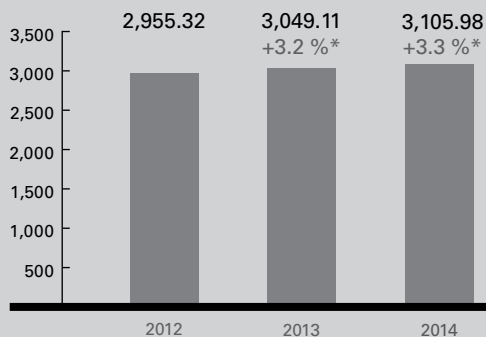
** Rake only

Regional value creation

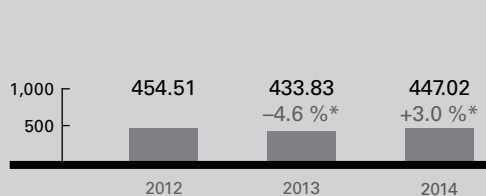
As Austrian enterprises, we recognize the importance of contributing to value creation in our home market. Our procurement guidelines clearly stipulate that an emphasis must be placed on strengthening the regional economy in the purchasing site's host location. We give due consideration to the economic circumstances and always select the best, and not the cheapest, bidder. We strive to look at the costs from a lifecycle perspective for those goods and services which incur follow-up (maintenance, operating and disposal) costs as a consequence of their period of use. Environmental aspects are also considered when sourcing products. Wherever possible, subsequent recycling and disposal options are considered during the procurement phase by the purchasing unit and, if necessary, agreed in advance with the supplier.

In July 2014, Casinos Austria was once again certified as a Leading Company by the Leitbetriebe Austria (Leading Companies Austria) platform. The extensive and precisely documented certification process focuses in particular on sustainability, market positioning, corporate social responsibility, staff and general stakeholder orientation. The individual criteria are assessed in line with specific guidelines, similar to a credit rating or corporate assessment procedure. Casinos Austria is the only gaming company to have been successfully certified by Leitbetriebe Austria.

Austrian Lotteries: Total Sales
in millions euro



Austrian Lotteries: Taxes Paid
in millions euro



* Change in comparison to the previous year.

Casinos Austria and its affiliates and subsidiaries not only embody the classic characteristics of a leading Austrian enterprise, they are also important factors in tourism and the economy in their respective regions. The Casinos Austria and Austrian Lotteries Group has both direct and indirect effects on production in the Austrian economy. These direct effects stem from the group being embedded in the Austrian economy's business and industry network, while the indirect effects are those that stem from tourism: our casinos are not only highly significant economic factors for their host locations in their own right, affluent casino guests also generate corresponding indirect effects.

Annual purchasing volumes for lottery products

Austrian Lotteries purchases 27 percent of the materials for its lotteries products in Austria, a further 44 percent in other EU countries and less than 29 percent in countries in the rest of the world. We consistently use the ecolabel on our products and, wherever possible, always ensure that our printed materials are produced in accordance with Austrian or other ecolabel stipulations or are issued with appropriate certificates regarding their applicability for recycling as waste paper and their harmlessness to health.

Austrian Lotteries: Annual Purchasing Volumes for Lottery Products

Units (in millions)	2012	2013	2014
Rubbellos	45.6 ¹	53.8 ¹	51.7
Brieflos	24.0	31.1 ²	11 ³
Lottery tickets	34.3 ⁴	16.2 ⁴	45.25 ⁵
Thermal receipt rolls	0.27	0.27	0.22

¹ Fewer standard series were produced in 2012 und 2013.

² Incl. special occasion products and Mega Brieflos.

³ No Mega Brieflos series were produced in 2014.

⁴ There was no relaunch in 2012, so only standard orders were placed in that year. In 2013, use was made of existing lottery ticket stock.

⁵ Lottery ticket production increased in 2014 as a result of the introduction of the TeamTipp for Lotto, EuroMillions and Toto and the *Anteilschein* for Lotto and EuroMillions.

Environment

At Casinos Austria and Austrian Lotteries, we assume responsibility both for our fellow man and for the environment. We consider it our duty not to be satisfied with standard solutions to environmental issues, but to instead seek to go the extra mile and adopt new, innovative approaches to environmental protection. This includes improving our efficiency in energy and material consumption as well as strengthening awareness for environmental concerns among staff across the entire group.

The indicators given below refer for the most part to the following sites: our headquarters at Rennweg 44 and 46 in Vienna's 3rd district (RW44 and RW46) and our logistics center and parallel computer center at Marie-Curie-Strasse 4 in Wiener Neustadt (MC4).

Electricity consumption

We have been purchasing 100 percent of the electricity for our RW44 and MC4 sites from renewable sources since 2008. Electricity consumption in 2014 at the RW44 and MC4 sites was reduced by 442.6 MWh compared to the previous year. This reduction was incurred in the entire uninterrupted power supply (UPS) as well as in the supply to the computer centers, the air conditioning systems for the computer centers and the facility management systems. The savings were achieved in particular through the use of virtualizations in the hardware computer centers and the raising of the room temperature in the server rooms.

Heat consumption

Heat consumption at the RW44 and MC4 sites was reduced by 378 MWh in 2014. This drop was achieved through the reduction in useful heat loss and the optimization of operating times for air conditioning systems in offices.

Water consumption

Water consumption at the RW44 site in 2014 decreased by 79 m³ compared to the previous year. This decrease was achieved through a reduction in air humidification as a result of reduced operating requirements. A reduction in the need to water the lawns, primarily as a consequence of the weather, resulted in a 394 m³ drop in water consumption at the MC4 site over the same period.

Energy Consumption: Reduction in 2014 in Comparison to 2013 (in MWh)

RW44	2014
Supply to core areas 1-4 (offices, corridors, staff kitchenettes, etc.)	-63.1
IT and air conditioning, computer center	-59.0
Heating/air conditioning, offices and auxiliary facilities	-100.0
Elevators	-6.6
Heating pumps	-26.0
MC4	
IT computing center	-17.1
Office area and logistics (HVACE building services systems)	-170.8
Total reduction	-442.6

Heat Consumption: Reduction 2014 in Comparison to 2013 (in MWh)

RW44	2014
Heat supply to offices	-369.0
MC4	
Heat supply to office area and logistics	-9.5
Total reduction	-378.5

Water Consumption: Reduction 2014 in Comparison to 2013 (in m³)

RW44	2014
Office building	-79.0
MC4	
Office area and logistics	-394.0
Total reduction	-473.0

Paper consumption

Paper consumption at the RW44 and RW46 sites is calculated from the quantities of paper ordered and has remained constant over the last three years. A total of 8,000 packs of A4 photocopying paper with 500 sheets per pack and 100 packs of A3 photocopying paper with 500 sheets per pack are purchased annually.

WASTE AND PACKAGING MANAGEMENT

The use of logistics at our warehouse in Wiener Neustadt to handle shipping activities for all companies in the group increases efficiency and reduces costs. In the planning of shipping activities, particular focus is placed on shipping frequency, size, quantity and correct mode of transport.

In 2014, 320.77 tons of waste were generated at our Rennweg 44/46, MC4 and Pfaffstätten sites. The latter is used to collect and correctly dispose of waste materials like scrap metals, plastic and glass components (from slot machine workshops, etc.).

ENVIRONMENTAL MEASURES

Implementation of Energy Efficiency Act

The objective of the Federal Energy Efficiency Act (*Bundes-Energieeffizienzgesetz*) is to improve energy efficiency in Austria by 20 percent by 2020 and, at the same time, to increase the security of supplies and share of renewable energies in the energy mix and reduce greenhouse gas emissions. The Act was passed by the National Council (*Nationalrat*) on 9 July 2014 with the required constitutional majority and published in the Federal Law Gazette on 11 August 2014. Preparations for the proper and correct implementation of the provisions of this Act are currently being made throughout the Casinos Austria and Austrian Lotteries Group.

Green events in Studio 44

Our in-house event location, Studio 44 at the Rennweg 44 site, has been officially authorized to carry out and certify so-called environmentally-friendly green events since November 2012. Green events are events that conform to a catalog of predefined environmental criteria.

The following green events were organized by the Studio 44 team in 2014:

Green events in 2014

	Date	Customer	Event
1	24.04.14	Ecology Institute	Green Event
2	06.05.14	Casinos Austria	CD Presentation: Harri Stojka
3	04.06.14	respACT Austria	Trigos 2014
4	11.09.14	Menschen für Menschen	Discussion evening
5	20.10.14	Messe & Event	Branchentalk live
6	22.10.14	Environment Agency Austria	15-year anniversary
7	10.11.14	Casinos Austria	Alpha Prize for Literature
8	02.12.14	Casinos Austria	CD Presentation: WIR4

GOALS FOR 2015

- Extension of data gathering of environmentally relevant indicators for heat, water, energy and paper consumption to casino sites and other outlets in the group
- Expansion of the number of certified green events in Studio 44; increased emphasis on this Studio 44 competence in marketing
- Preparation for the implementation of the provisions of the Federal Energy Efficiency Act

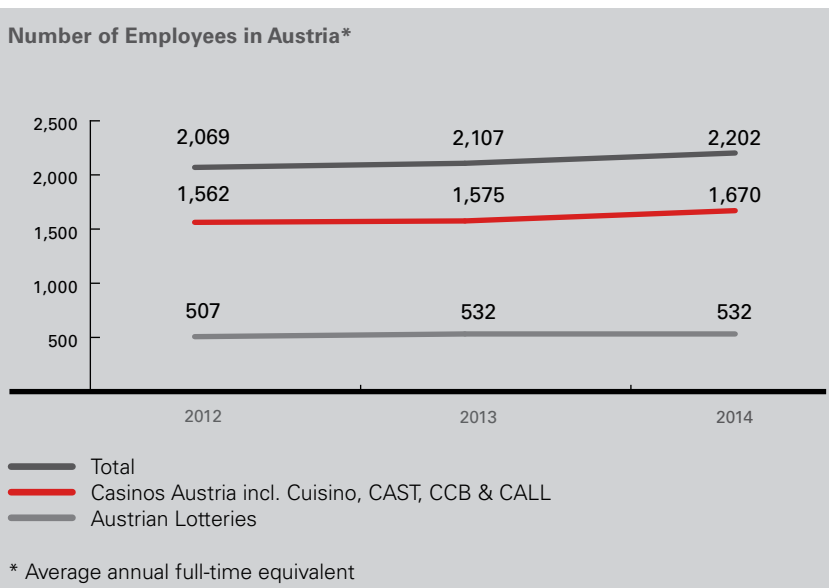
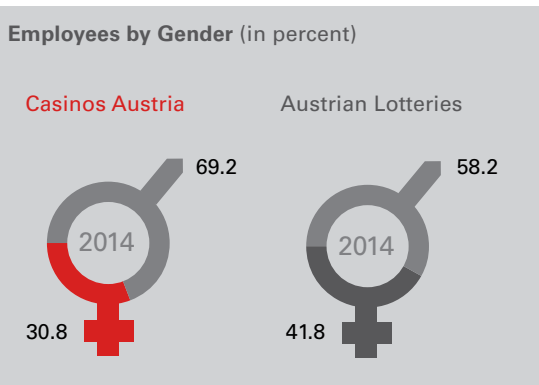
Engagement for Society and Good Causes

We consider it a matter of principle to get involved and demonstrate a level of commitment to society and good causes that goes far beyond the requirements of our statutory mandate.

As employer of more than 2,200 people in Austria, we carry a large responsibility. As partner to over 5,100 lottery sales outlets, we contribute to safeguarding jobs. Responsibility to our guests, players or customers and fair and reliable cooperation with our business partners are absolute priorities for all companies in our group. We actively demonstrate our engagement for society through our sports sponsoring activities and our support for numerous other projects and initiatives.

Real corporate success can only be achieved through qualified and motivated employees. The Casinos Austria and Austrian Lotteries Group is committed to providing an attractive working environment that fosters open communication and diversity. We offer our staff excellent career opportunities, training and further education options. We strive to promote a good work-life balance, the health of our staff and the compatibility of job and family commitments.

In a series of internal workshops, we defined staff targets and measures to ensure equal opportunities and a gender balance. One of our gender balance goals is to increasingly deploy women with qualifications equal to those of men in male-dominated areas and to help them to climb the career ladder by providing them with special training and further education measures.



Excellent apprenticeship scheme and recruiting

Austrian Lotteries has been running a business apprenticeship scheme since September 1999. Since 2012, young people have also had the possibility to complete an information technology apprenticeship in the Casinos Austria and Austrian Lotteries Group. In 2014, our apprenticeship schemes were evaluated in the course of the “place to perform” survey by uniforce Consulting GmbH and were rated in first place. This was the first time that uniforce had evaluated apprenticeships in Austria. Around 550 apprentices from a range of different Austrian companies participated in the survey and assessed their training company in five categories (work experience, social setting, working environment, learning aspects, satisfaction and motivation). Casinos Austria and Austrian Lotteries also received the “Silver Seal of Approval” for 2014/2015 in *Career* magazine’s survey of “Best Recruiters”, which tests over 500 Austrian companies based on the following criteria: recruiting process, online job adverts and job markets, approach and feedback from applicants.

Seminars

2014

	Investment in training (in euros)	No. of seminar days
Casinos Austria	407,751	1,765
Austrian Lotteries	878,353	1,992
Total	1,286,104	3,757

Full “workandfamily” certification

With our employee and family friendly corporate policy, we support our staff in achieving a balance between their work and family commitments and in reconciling these two key areas of their lives. Austrian Lotteries had already held basic “workandfamily” certification since 2011 and obtained full certification in November 2014. All measures set in the course of the “workandfamily” audit, which is conducted by Familie&Beruf Management GmbH on behalf of the Federal Ministry of Economy, Family and

Youth, benefit all staff in the group. These include, for example, a flexible model for different phases in life (full-time and part-time options), a maternity leave roadmap with information and support for staff, a family business breakfast for staff on maternity leave and in-house childcare by so-called Flying Nannies on workdays when schools are closed.

Corporate Volunteering

We launched a nationwide corporate volunteering scheme for staff in April 2013 under the motto “Good for Austria”. Each member of staff is now allowed to spend one working day per year doing voluntary work for a good cause. The focus lies on people, and we work here with some of our long-term partners like Caritas, the Hilfswerk public aid organization, the Lebenshilfe counseling and aid organization, the Soma social markets, the Wiener Tafel association for social transfer and the Austrian Red Cross. A total of 165 members of staff volunteered to spend a day working for a good cause in 2014. Several teams also used the opportunity to do something together to help others.

Casinos Austria: Gender Quota in Management (in percent and in absolute numbers for 2014)

	2013		2014		Absolute numbers 2014	
	female	male	female	male	female	male
Management Board	33.33	66.67	33.33	66.67	1	2
Heads of Division	0.00	100.00	0.00	100.00	0	9
Heads of Principal Department	0.00	100.00	50.00	50.00	1	1
Heads of Department	16.67	83.33	14.81	85.19	4	23
Group Leaders	60.00	40.00	60.00	40.00	3	2
Casino Directors	0.00	100.00	0.00	100.00	0	10
1 st Tier Management	7.69	92.31	7.41	92.59	2	25
2 nd Tier Management	8.99	91.01	10.34	89.66	9	78

“Don’t gamble with your health” campaign

A working group was established across the Casinos Austria and Austrian Lotteries Group back in 2013 to evaluate psychological stress in the workplace. This group worked with external occupational psychologists to establish a uniform evaluation procedure. After an initial pilot phase in the first and second quarters of 2014, these evaluations were conducted in fall 2014. The analysis of the results and consultation on the next steps will be completed in 2015.

Your opinion counts

Our “Ideenreich” (“Imaginative Ideas”) suggestion scheme, which was established five years ago, provides staff across the group with a quick and unbureaucratic platform for putting forward ideas and suggesting improvements outside the scope of their own department or area of work. In addition, a suggestions forum dedicated specifically to the optimization of work procedures and processes has been set up on our internal Enterprise 2.0 collaboration platform.

Once a year, sales partners receive individual training in responsible gaming from Austrian Lotteries sales representatives – with a different focus each year. In 2014, the information provided focused on feedback on responsible gaming. The sales partners received an in-depth responsible gaming refresher course and were also asked to give their opinion on the training measures. The insights gained will now flow into future training measures and topics.

Average Length of Service (in years)

	2014	
	female	male
Casinos Austria	8.6	19.80
Austrian Lotteries	11.60	11.40
Total	10.1	15.6

Austrian Lotteries: Gender Quota in Management (in percent and in absolute numbers for 2014)

	2013		2014		Absolute numbers 2014	
	female	male	female	male	female	male
Management Board	33.33	66.67	33.33	66.67	1	2
Heads of Division	21.43	78.57	23.08	76.92	3	10
Heads of Principal Department	33.33	66.67	33.33	66.67	1	2
Heads of Department	40.91	59.09	39.02	60.98	16	25
Group Leaders	44.44	55.56	31.58	68.42	12	26

Since it is important for genuine CSR in an organization to involve as many members of staff as possible in such projects, or at least keep them informed about what is going on, an increasing focus has been placed in recent years on facilitating such involvement. In 2014, an internal CSR forum was established in the Casinos Austria and Austrian Lotteries Group. Representatives of the different Business Units and Corporate Functions now meet once a month in this forum to discuss CSR issues and initiate CSR projects. The minutes and documents produced at these meetings are published on the group intranet, where they can be accessed and commented on by all members of staff. In 2014, the “Cooking for a Good Cause” initiative that was launched back in 2010 was repeated on almost a monthly basis. The staff from across the group who participate in this initiative come together to cook a meal for people in need, initially at the Gruft homeless shelter in Vienna and more recently at the city’s Häferl, a meeting place and reintegration center for former convicts.

Employees with Special Needs

	2012	2013	2014
Casinos Austria	24	26	31
Austrian Lotteries	7	5	5
Total	31	31	36

Sick Days (as percentage of total calendar days)

	2012	2013	2014
Casinos Austria	3.11	2.89	2.90
Austrian Lotteries	2.54	3.11	3.15
Total	2.83	3.00	3.03

Workplace Accidents

	2012	2013	2014
Casinos Austria	9	9	4
Austrian Lotteries	7	6	5
Total	16	15	9

Fluctuation (in percent)

	2012		2013		2014	
	female	male	female	male	female	male
Casinos Austria	5.84	5.18	4.73	5.03	5.29	4.67
Austrian Lotteries	3.62	2.86	2.25	3.12	3.06	5.05
Total	4.73	4.02	3.49	4.08	4.18	4.86

OUR ENGAGEMENT IN SPONSORING

As a successful group of companies, we see sponsoring as part of our responsibility to society. The benefits for cultural life and the promotion of social solidarity are two aspects which are always in the foreground when the Casinos Austria and Austrian Lotteries Group sponsors and supports initiatives, events, festivals and projects that are meaningful and of relevance to society. Wherever it makes sense, we seek to establish long-term partnerships, thus allowing the recipients of our support the possibility to plan for the future.

Working together without barriers

Inclusion and creating a setting in which people with and without special needs can work alongside each other is a hot topic in modern society – both from an economic perspective as well as in education and everyday life. In November 2014, we hosted the 2nd Austrian Inclusion Day, whose theme was “Working Together Without Barriers”. The main topic of discussion was the employment market, where the facts are sobering: the number of unemployed people with special needs has risen almost five times more in the last eight years than unemployment in general – and this figure is still climbing. Around 400 delegates attended four workshops, presentations by the Austrian Minister of Social Affairs Rudolf Hundstorfer and the psychologist Georg Fraberger as well as a high-caliber podium discussion moderated by Austrian TV and radio presenter Barbara Stöckl.

Casinos Austria Integration Football World Cup

The Casinos Austria Integration Football World Cup is an amateur five-a-side football tournament and an active example of how integration and harmonious teamwork function in sport. This cooperation with the Sport spricht alle Sprachen (“Sport Speaks all Languages”) association has been in place since 2011, and the 2014 edition of the cross-border tournament series proved as popular as ever. Around 1,800 amateur footballers, the majority of whom have a migration background, take part in the tournament every year. Each team plays for its country of origin. In 2014, the Casinos Austria Integration World Cup was won by the “Bosnia Herzegovina Linz” team.

WE SPONSOR AND PROMOTE initiatives, projects, events and more in the following sectors



Casinos Austria Music Line

The Casinos Austria Music Line supports contemporary Austrian music outside the mainstream. The goal of this sponsoring program is to support exciting, innovative, high quality music whose primary focus does not lie on commercial success. The Casinos Austria Music Line assists with the production and presentation of CDs and supports unusual music initiatives and events. Its aim is to give a start to music projects which would not otherwise come to fruition.

In the case of CD productions, the support provided by the Casinos Austria Music Line is usually not restricted solely to the financing of the studio costs. The musicians are also given the opportunity to present their new CD in a professional setting, such as the Casinos Austria and Austrian Lotteries Group’s own Studio 44 event location with its excellent technical, acoustic and stage facilities and equipment.

From the zoo to the theater – thanks to 13 Lotteries Days in 2014

Entry to a museum, the theater or even the zoo with a scratch card or a lottery ticket? Austrian Lotteries once again made this possible in 2014 with its so-called Lotteries Days (*Lotterien Tage*). These special promotion days were created with customers in mind and have proved very popular since their launch back in June 2010. On Lotteries Days, all customers who have purchased an Austrian Lotteries product enjoy free entry to the designated venue. The product purchased can be a Lotto, Toto or Bingo ticket, or even a Brieflos break-open ticket or Rubbellos scratch card. It doesn't even have to be for a current draw or series.

In 2014, there were six Lottery Days in museums, one in Schönbrunn Zoo, four in theaters and one each at the Kultursommer Laxenburg and Theater Sommer Parndorf theater festivals respectively. Around 12,700 customers used the opportunity to visit these locations on these Lotteries Days in 2014.

SELECTED PROJECTS IN 2014

- 2nd Austrian Inclusion Day
- Aktion “Leben mit Krebs“ (“Living with Cancer” initiative)
- ALC – Austria’s Leading Companies
- Alpha Prize for Literature
- Arbeiter-Samariter-Bund Austria (Workers’ Samaritan Federation)
- Austrian Mountain Rescue Service
- Austrian National Library
- Austrian Red Cross
- Bregenz Festival
- Burgtheater in Vienna
- Caritas Vienna – House Immanuel for Mothers and Children in Need
- Casino Grand Prix
- Casinos Austria Integration Football World Cup
- Dancers Against Cancer (association for the care of cancer patients)
- Danube Island Festival in Vienna
- European Forum Alpbach
- European Forum Wachau
- Fête Impériale – Spanish Riding School Summer Ball
- Hospiz Österreich (Austrian counseling and competence center for hospice and palliative care)
- ImPulsTanz Festival – DanceAbility Workshops
- Joanneum Universal Museum– Annual Membership Card
- Klassik in den Alpen (Classical Music in the Alps) – Elina Garanca in Kitzbühel
- Kunsthistorisches Museum (Museum of Art History in Vienna) – Annual Membership Card
- Lebenshilfe Niederösterreich (counseling and aid organization in Lower Austria)
- Licht ins Dunkel (Light into Darkness charity)
- Museum of Natural History in Vienna – Annual Membership Card
- Nestroy – Vienna Theater Award
- Neunerhaus (homeless shelter in Vienna)
- Österreichische Wachkomagesellschaft (society for the care of coma patients in Austria)
- Red Nose Gala – Anniversary Event in Volkstheater Vienna
- Schönbrunn Zoo in Vienna
- Simultania (Award for Disabled Artists) – Art Calendar
- Sollenau meets Grafenegg – Two Sponsoring Projects Come Together
- Technisches Museum Wien (Vienna Museum of Technology)
- Vereinigte Bühnen Wien (theater company in Vienna)
- Vienna State Opera
- Volkshilfe (public aid organization)
- Volkstheater (theater in Vienna)
- Wiener Festwochen (arts festival in Vienna)
- Wiener Hilfswerk (public aid organization in Vienna)
- Wiener Kabarettfestival (cabaret festival in Vienna)
- Wiener Stadthalle (event center in Vienna)
- WWF Austria

UN Global Compact – Communication on Progress (COP)

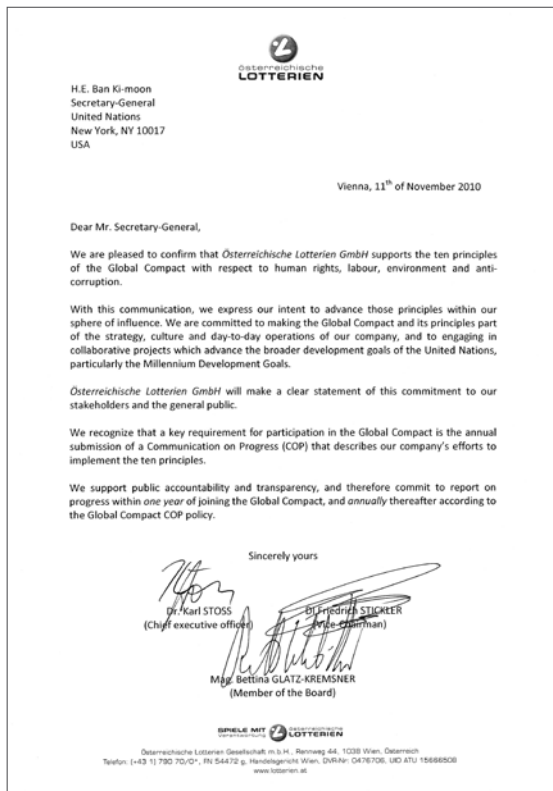


Companies that join the UN Global Compact are required to submit an annual progress report, the so-called Communication on Progress (COP), to the Global Compact Office in New York.

With this report, participating companies attest that they are working to implement the 10 principles in the UN Global Compact and have taken concrete corporate responsibility measures. The COP also safeguards the integrity of the UN Global Compact, by requiring participating companies to report regularly on their progress with respect to its human rights, labor, environmental and anti-corruption principles. It also offers these companies the opportunity to continually improve and promote communication with their stakeholders.

Accordingly, this CSR Report also serves as our annual Communication on Progress.

Casinos Austria AG and Österreichische Lotterien Gesellschaft m.b.H. are both members of the UN Global Compact. Unless otherwise expressly indicated, the goals and information provided in this Communication on Progress apply to both companies.



Goals

GOALS FOR CASINOS AUSTRIA AND AUSTRIAN LOTTERIES

STRATEGIC GOALS

Goal	COP
Reorganization of CSR activities; establishment of a CSR platform in the group intranet; implementation of a monthly CSR Forum; definition of a process to handle CSR topics.	Realized in 2014; continual adaptations
Planning and holding of dialogs with stakeholders.	Planned from 2015
Definition of materialities for the group.	Planned from 2015
Preparation of CSR reporting on a GRI 4 basis.	Ongoing

MANAGEMENT SYSTEMS

Goal	COP
Training courses to communicate basic knowledge and latest findings in gambling addiction prevention, money laundering, anti-corruption and data protection.	Ongoing
Further recertifications of the different elements in the group's management systems.	Ongoing
Realization of the CSR WG concept – group-wide working groups to prepare and evaluate projects with CSR aspects.	Planned for 2015

EMPLOYEES

Goal	COP
Management and staff development measures for topics relevant to our companies.	Ongoing
Training and development of junior staff. Continuation of measures to support work-family balance. Continuation of measures to maintain and promote health.	Ongoing
Inclusion of CSR duties in the job descriptions of members of the CSR Forum.	Planned for 2015
Study/evaluation of psychological stress in the workplace.	Since 2014

ENVIRONMENT

Goal	COP
Replacement of lighting at all sites with energy-efficient LED technology.	Ongoing
Termination of the purchase of still mineral water for staff kitchenettes due to the excellent quality of the mains water in Vienna.	Completed in 2013
Energy savings in the computer centers through increased use of virtual server technology and through the performance-related regulation of the temperature in the server rooms.	Ongoing
Preparation of measures for the implementation of the Austrian Energy Efficiency Act.	Ongoing since 2014

RESPONSIBLE GAMING

Goal	COP
Österreichische Lotterien Gesellschaft m.b.H.: Maintenance of certification according to the European Lotteries Association's Responsible Gaming Standards.	Completed in 2014
Casinos Austria AG: Mid-term audit of the Responsible Gaming certification attained in 2014 according to European Casino Association Standards.	From mid-2015
Continuation of the responsible gaming information event for staff and stakeholders.	Ongoing
Continuation of the Responsible Gaming Academy, an event at which leading experts report on and discuss latest findings from gambling addiction prevention research.	Ongoing
Launch of dialog with stakeholders on responsible gaming.	Planned for 2015

SOCIAL

Goal	COP
Continuation of social engagement and initiatives by the group, e.g. corporate volunteering.	Ongoing
Continuation of sponsoring programs for social causes, the arts, culture, sport and science.	Ongoing

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 1070 Vienna, Austria

Photo Copyrights
 Cover: Heinz Tesarek; Page 9:
 Christoph Wagner, Phillip Tomsich;
 Page 10: Casinos Austria and Austrian
 Lotteries Photo Archives

Print
 AV Astoria Druckzentrum GmbH
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The paper used for this product comes from sustainably managed forests and controlled sources.

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tipp3 Customer Service Center

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www.kitzbuehel.casinos.at

Casino Kleinwalsertal

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6991 Riezlern
Tel.: +43 5517 50 23
E-Mail: kleinwalsertal@casinos.at
www.kleinwalsertal.casinos.at

Casino Linz

Rainerstraße 2–4
4020 Linz
Tel.: +43 732 65 44 87
E-Mail: linz@casinos.at
www.linz.casinos.at

Casino Salzburg

Schloss Klessheim
5071 Wals-Siezenheim
Tel.: +43 662 85 44 55
E-Mail: salzburg@casinos.at
www.salzburg.casinos.at

Casino Seefeld

Bahnhofstraße 124
6100 Seefeld
Tel.: +43 5212 23 40
E-Mail: seefeld@casinos.at
www.seefeld.casinos.at

Casino Velden

Am Corso 17
9220 Velden
Tel.: +43 4274 20 64
E-Mail: velden@casinos.at
www.velden.casinos.at

Casino Wien

Kärntner Straße 41
1010 Vienna
Palais Esterházy
Tel.: +43 1 512 48 36
E-Mail: wien@casinos.at
www.wien.casinos.at

Casino Zell am See (from 1.1.2016)

Esplanade 4
5700 Zell am See
Tel.: +43 6542 47 447
E-Mail: zellamsee@casinos.at
www.zellamsee.casinos.at

WINWIN OUTLETS

WINWIN Bruck an der Leitha

Wienergasse 3
2460 Bruck/Leitha
Tel.: +43 2162 63054
E-Mail: bruckanderleitha@winwin.at

WINWIN Krems

Dinstlstraße 3
3500 Krems
Tel.: +43 732 74289
E-Mail: krems@winwin.at

WINWIN Wiener Neustadt

Fischauergasse 1-3
2700 Wiener Neustadt
Tel.: +43 664 814 3707
E-Mail: wienerneustadt@winwin.at

WINWIN Linz/Urfahr

Hauptstraße 63
4040 Linz/Urfahr
Tel.: +43 664 814 3687
E-Mail: linz@winwin.at

WINWIN Schärding

Unterer Stadtplatz 3
4780 Schärding
Tel.: +43 7712 29729
E-Mail: schaerding@winwin.at

WINWIN Steyr

Grünmarkt 17
4400 Steyr
Tel.: +43 7252 41842
E-Mail: steyr@winwin.at

WINWIN Vöcklabruck

Stadtplatz 21
4840 Vöcklabruck
Tel.: +43 7672 27056
E-Mail: voecklabruck@winwin.at

WINWIN Wels

Kaiser-Josef-Platz 8
4600 Wels
Tel.: +43 7242 211195
E-Mail: wels@winwin.at

WINWIN Salzburg/Stadt

Bayerhamerstraße 12a
5020 Salzburg
Tel.: +43 662 876940
E-Mail: salzburg@winwin.at

WINWIN Zell am See

Seegasse 5, in der Fußgängerzone
5700 Zell am See
Tel.: +43 6542 47369
E-Mail: zellamsee@winwin.at

WINWIN Kufstein

Feldgasse 12
6330 Kufstein
Tel.: +43 5372 61777
E-Mail: kufstein@winwin.at

WINWIN Landeck

Malsersstraße 25
6500 Landeck
Tel.: +43 5442 63543
E-Mail: landeck@winwin.at

WINWIN Lienz

Bozenerplatz, gegenüber dem Bahnhof
9900 Lienz
Tel.: +43 4852 67861
E-Mail: lienz@winwin.at

WINWIN Mayrhofen

Im Alpenhotel Kramerwirt
Am Marienbrunnen 346
6290 Mayrhofen
Tel.: +43 5285 62026
E-Mail: mayrhofen@winwin.at

WINWIN Schwaz (from 6.5.2015)

Franz-Josef-Straße 5
6130 Schwaz
Tel.: +43 664 810 36 88
E-Mail: schwaz@winwin.at

COUNSELING CENTERS AND TREATMENT FACILITIES

The Casinos Austria and Austrian Lotteries Group has been working for many years with a range of institutions which carry out research into gambling addiction and which provide caring advice, counseling and treatment to people with gambling problems and their relatives.

Responsible Gaming Hotline

Tel.: 0800 202 304
(free of charge in Austria)

Responsible Gaming Homepage

www.spiele-mit-verantwortung.at

– Vienna

Ambulante Behandlungseinrichtung Spielsuchthilfe

Siebenbrunnengasse 21/DG
1050 Vienna
Tel.: +43 1 544 13 57
E-Mail: therapie@spielsuchthilfe.at
Internet: www.spielsuchthilfe.at

Anton Proksch Institut

Gräfin-Zichy-Straße 6
1230 Vienna
Tel.: +43 1 880 10-0
E-Mail: info@api.or.at
Internet: www.api.or.at

SHG Anonyme Spieler – W. Gizicki

Erlaaer Straße 52
1230 Vienna
Tel.: +43 660 123 66 74
E-Mail: shg@anonyme-spieler.at
Internet: www.anonyme-spieler.at

– Lower Austria

Suchtberatung Baden – Anton Proksch Institut

Helenenstraße 40/41
2500 Baden
Tel.: +43 1 880 10 1370
E-Mail: baden@api.or.at
Internet: www.api.or.at

– Upper Austria

Schuldnerhilfe Oberösterreich

Stockhofstraße 9
4020 Linz
Tel.: +43 732 77 77 34
E-Mail: linz@schuldner-hilfe.at
Internet: www.schuldner-hilfe.at/spielsuchtberatung

Ambulanz für Spielsucht

Wagner-Jauregg-Weg 15
4020 Linz
Tel.: +43 505 546 23 65 22
E-Mail: spielsucht.wj@gespag.at
Internet: www.promenteooe.at/spielsucht

– Carinthia

Spielsuchtberatung Landeshauptstadt Klagenfurt a. W.

St. Veiter Straße 195
9020 Klagenfurt
Tel.: +43 463 537 57 82
E-Mail: spielsuchtberatung@klagenfurt.at

Spielsuchtambulanz de La Tour

Nikolaigasse 39
9500 Villach
Tel.: +43 4242 24 368
E-Mail: spielsuchtambulanz.villach@diakonie-delatour.at

Sonderkrankenhaus de La Tour

De-La-Tour-Straße 28
9521 Treffen
Tel.: +43 4248 25570
E-Mail: krankenhaus-delatour@diakonie-delatour.at

– Styria

Fachstelle für Glücksspielsucht Steiermark

c/o b.a.s. – betrifft abhängigkeit und sucht
Steirische Gesellschaft für Suchtfragen
Dreihackengasse 1
8020 Graz
Tel.: +43 664 964 36 92
E-Mail: office@fachstelle-gluecksspielsucht.at
Internet: www.fachstelle-gluecksspielsucht.at

Drogenberatung des Landes Steiermark/ Suchttherapieverein Steiermark

Friedrichgasse 7
8010 Graz
Tel.: +43 316 326044
E-Mail: drogenberatung@stmk.gv.at
Internet: www.drogenberatung.steiermark.at

– Salzburg

Universitätsklinik für Psychiatrie und Psychotherapie – Bereich Abhängigkeits-erkrankungen – Spielsuchtambulanz

Ignaz-Harrer-Straße 79
5020 Salzburg
Tel.: +43 662 44 83-4663
E-Mail: spielsuchtambulanz@salk.at
Internet: www.salk.at/647.html

– Tyrol

Therapiegruppe Contra Gambling

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+43 512 57 30 54
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Verein BIN – Beratung – Information – Nachsorge

Beratungsstelle Innsbruck

Anichstraße 13/3. Stock
6020 Innsbruck
Tel.: +43 512 57 30 54
E-Mail: innsbruck@bin-tirol.org
Internet: www.bin-tirol.org

Therapie- und Gesundheitszentrum Mutters

Nockhofweg 23
6162 Mutters
Tel.: +43 50 504 839 93
E-Mail: christoph.hannemann@uki.at

– Vorarlberg

Stiftung Maria Ebene

Maria Ebene 17
6820 Frastanz
Tel.: +43 5522 727 46 0
E-Mail: stiftung@mariaebene.at
Internet: www.mariaebene.at

Beratungsstelle Clean Feldkirch

Schießstätte 12
6800 Feldkirch
Tel.: +43 5522 380 72
E-Mail: clean.feldkirch@mariaebene.at
Internet: www.mariaebene.at

