



UPDATE
2016

PEOPLE
MENSCHEN
GAMING
SPIEL
VERANTWORTUNG

RESPONSIBILITY
VERANTWORTUNG
INTERIM REPORT FOR THE CASINOS AUSTRIA AND AUSTRIAN LOTTERIES GROUP



Our Business Year 2016

Total Workforce*

(average annual full-time equivalent;
as of 31 December 2016)

4,233

Women	39.3 %
Men	60.7 %

* Casinos Austria AG (incl. Cuisino, CAST, CCB & CALL, CAIH),
Österreichische Lotterien Ges.m.b.H., win2day (incl. Rabcat), WINWIN and tipp3

Taxes and Other Duties

(in millions euro)

609.25

Casinos Austria AG and Österreichische Lotterien Ges.m.b.H.

Casino Guests

(in millions)

3.01

excluding Casinos Austria International



Österreichische
Lotterien Ges.m.b.H.*



Casinos Austria AG*



215
delegates



* Services sector

Sports Funding

(in millions euro)

80

Österreichische Lotterien Ges.m.b.H.

Environmental Indicators

Energy consumption in kWh	42,846,490
Water consumption in m ³	77,469

Total consumption in 2016 at RW44/46 and MC4 sites, casinos and WINWIN outlets

Companies in 2016 – Overview



SHAREHOLDER STRUCTURE IN % Casinos Austria AG

- 1 Bankhaus Schelhammer & Schattera AG
5.3 %
- 2 Medial Beteiligungs-GmbH
38.3 %
 - UNIQA
 - CAME Holding GmbH
 - Raiffeisen Gruppe
 - Bankhaus Schelhammer & Schattera AG
- 3 Österreichische Bundes- und
Industriebeteiligungen GmbH (ÖBIB)
33.2 %
- 4 Novomatic AG*
17.2 %
- 5 Private Shareholders*
6 %



SHAREHOLDER STRUCTURE IN % Österreichische Lotterien Gesellschaft m.b.H.

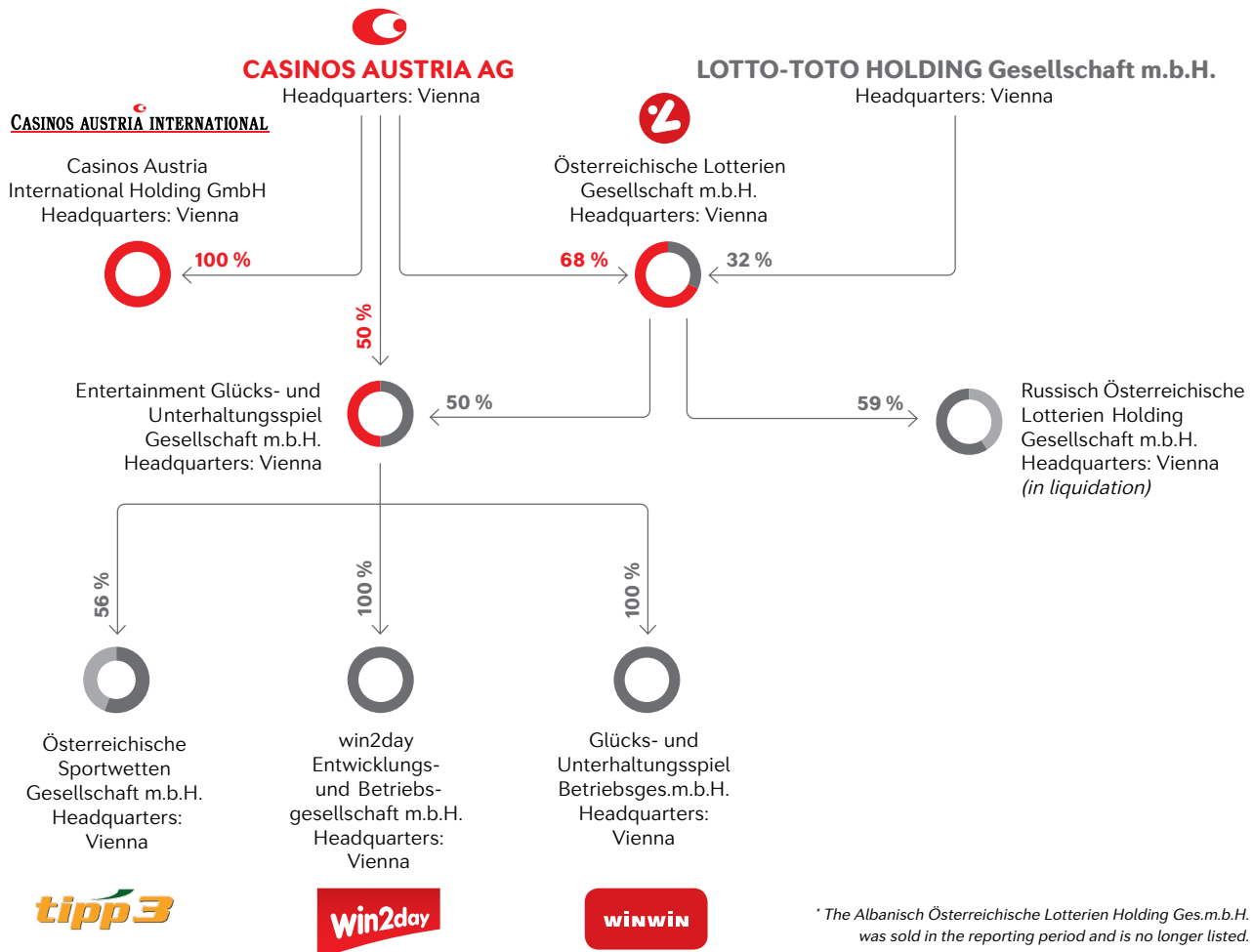
- 1 Casinos Austria AG
68 %
- 2 Lotto-Toto Holding Gesellschaft m.b.H.
32 %

Shareholders

- CLS Beteiligungs GmbH
(Bankhaus Schelhammer & Schattera AG)
(Privatstiftung Dipl.Ing. Melchart)
(BAIH Beteiligungsverwaltungs GmbH)
- RSV Beteiligungs GmbH
(Novomatic AG)
- LTB Beteiligungs GmbH
(BAIH Beteiligungsverwaltungs GmbH)
(Novomatic AG)
(Austrian Gaming Holding)
- Österreichischer Rundfunk

*Changes in the reporting period:
acquisition of shareholding by Novomatic AG)

Shareholdings* in %



* The Albanisch Österreichische Lotterien Holding Ges.m.b.H. was sold in the reporting period and is no longer listed.

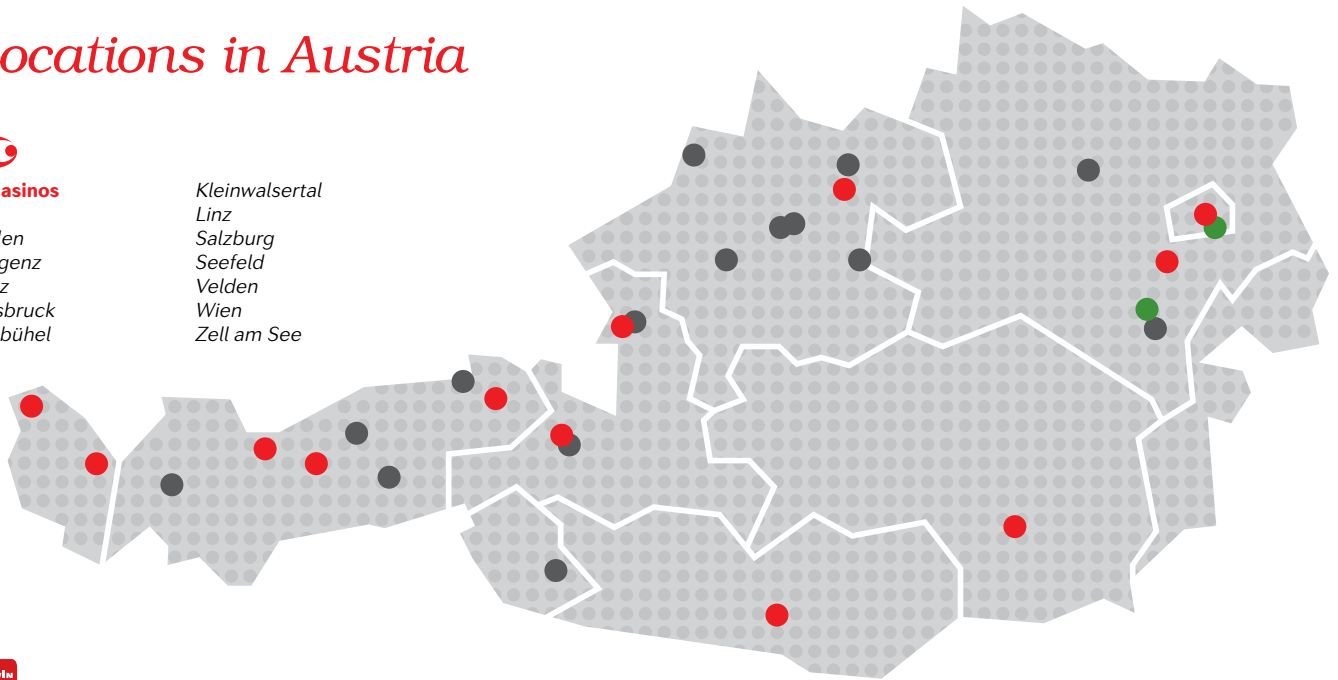
Locations in Austria



12 casinos

Baden
Bregenz
Graz
Innsbruck
Kitzbühel

Kleinwalsertal
Linz
Salzburg
Seefeld
Velden
Wien
Zell am See



15 WINWIN outlets

Krems
Kufstein
Landeck
Lienz

Linz/Urfahr
Mayrhofen
Salzburg/Stadt
Schärding
Schwaz
Steyr

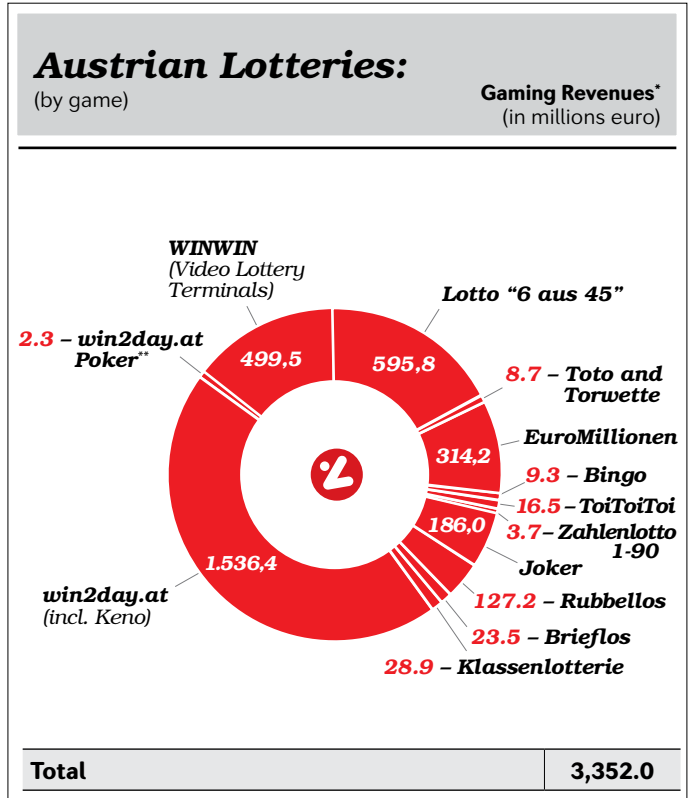
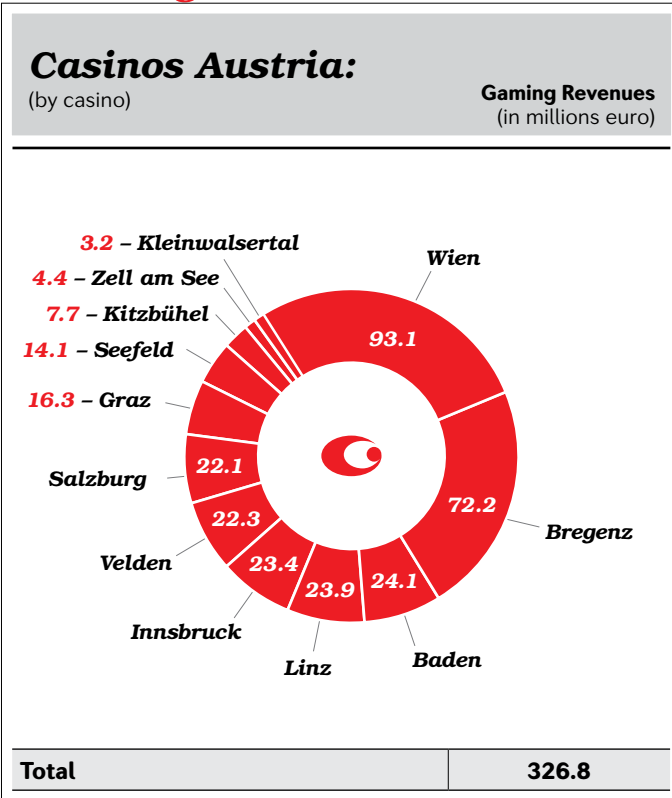
Vöcklabruck
Wels
Wels II
Wiener Neustadt
Zell am See

Headquarters

Rennweg 44 and 46,
1038 Vienna
Logistics and Parallel
Computer Center MC4,
Wr. Neustadt

- more than 5,100 lottery sales outlets
- win2day on www.win2day.at
- tipp3 at 3,200 lottery sales outlets and on www.tipp3.at

Gaming Revenues/Sales (in millions euro)



* Sales figures for tipp3 are not reported because sports betting is not included in the Austrian Gaming Act.
** Rake only.

Foreword by the Management Board

Social responsibility plays a central role in corporate philosophy at Casinos Austria AG and Österreichische Lotterien Gesellschaft m.b.H. In their mission statements and codes of conduct, both companies expressly affirm their commitment to sustainable management and to the principle that their business activities should benefit society as a whole. The membership of both companies in the UN Global Compact underlines this commitment. For Casinos Austria, engagement for social initiatives, arts, culture and Austrian tourism was already written into the company's statutes as a purpose of business when it was founded back in 1967, i.e. exactly 50 years ago. In this respect, the Casinos Austria AG statutes constitute the starting point for the group's commitment to corporate social responsibility (CSR).

Nowadays, we see CSR as a development of our group in line with the three-pillar model of corporate sustainability. The economic pillar stands for sustainable growth and innovation, the environmental pillar comprises efforts to preserve our natural habitat, and the social pillar documents engagement for society and the safeguarding of a worthwhile and free existence for all. For the Casinos Austria and Austrian Lotteries Group, CSR means demonstrating responsibility beyond the regulatory obligations and provisions, doing so

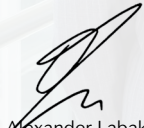
with great spirit and dedication, and anchoring this in a sound CSR management system.

As gaming operators, society rightly expects us to apply particularly strict standards to all our business activities and practices. Accordingly, these business activities are guided at the Casinos Austria and Austrian Lotteries Group by the principle of sustainability. This principle governs first and foremost our core business, where player protection, responsible advertising and fairness in the handling of the games play a central role. But responsibility also defines not only the way we deal with our suppliers, guests and customers, but also the work environment we offer our staff. It is the driving force behind our commitment to contributing to regional value creation.


This report covers the 2016 business year and has been compiled in the form of an interim report. The Casinos Austria and Austrian Lotteries Group produces a full report on its CSR activities every two years, and publishes so-called interim reports focusing on all key CSR-related topics in the intervening years. The next full CSR Report will be published in 2018 for the 2017 business year.

Our CSR reporting activities cover all companies in the group that do business in Austria.




Dr. Alexander Labak
Director General Casinos Austria AG,
Österreichische Lotterien Ges.m.b.H.
(from 1 July 2017)


Bettina Glatz-Kremsner
Director Casinos Austria AG,
Österreichische Lotterien Ges.m.b.H.


Prof. Dietmar Hoscher
Director Casinos Austria AG

We Learn from our Stakeholders

In the concept of social responsibility as it is understood in the Casinos Austria and Austrian Lotteries Group, regular dialog with stakeholders plays a central role. We don't simply define our responsibilities to society ourselves, we do so in meaningful dialog with our key stakeholders. In this dialog, we place ourselves first and foremost in the role of the observer and listener and try to determine which aspects of gaming are considered problematic. How should the cooperation between our group as gaming license holders and the regulatory authorities best be organized? What issues in the fields of arts, culture and sport or in the social sector should we support – not just through sponsoring, but in the form of a CSR partnership that brings genuine benefits to society?

One of the most important formats for this constant communication with society is our annual stakeholder round table. For the last three years, we have invited a group of people with special ties to gaming – academic experts in gambling addiction, representatives of the regulatory authorities, former gambling addicts, to name but a few – to sit down and talk with us.

After three years, one thing is already abundantly clear: our group learns an enormous amount from these round tables. We also receive plenty of positive feedback and recognition both for our efforts in the field of responsible gaming and for the responsibility we show to society in general. This is, of course, gratifying – not just because everyone likes to receive praise, but also because these reactions show us that we are clearly on the right path with our approaches to corporate social responsibility and with the daily efforts made by our staff in this regard.

One of the most important things we have learned from the dialog with our stakeholders is the growing importance of protecting minors. This might at first glance appear surprising since the gambling



**Prof. Dietmar Hoscher,
CSR Director,
Casinos Austria
and Austrian
Lotteries Group**

regulations in Austria are strict and comprehensive when it comes to the protection of minors: access to our casinos and WINWIN outlets is restricted to persons over the age of 18, players on our win2day online gaming platform have to provide proof that they are over the age of 18 when they sign up with the site, and our lottery products are only sold to persons over the age of 16.

But at the same time, the current generation of youth has grown up with smartphones, tablets and similar devices and with access to the internet anywhere and at any time. And it is not difficult to find gambling websites there – illegal, unlicensed sites that are nonetheless accessible. Worse still, some experts also see a danger in the kind of in-

ternet gaming sites where no actual money is bet and users play with points or symbols – cash-free Roulette and Blackjack as it were. While these are not gambling websites in the strictly legal sense, they can still be a dangerous introduction to illegal gambling for some young people. Dealing with this will be a huge task for the authorities, for the legislators and for society as a whole – and it is a task that they must tackle together. As licensed operators, we see it as our duty to address and actively contribute to resolving this issue.

In general terms, online gambling constitutes a major challenge for all countries in Europe, as evidence shows that additional efforts will be required to effectively prevent illegal, unlicensed sites. Take, for example, the illegal online gambling operations that are typically run from faraway offshore sites. Without effective countermeasures, these sites are attracting market shares of up to 50 % and more in most EU Member States. It goes without saying that – alongside lost tax revenues and duties – even the most stringent national responsible gaming measures and policy will be futile if half the consumers migrate to illegal, unregulated operators.

However, and this is one of the positive things we have taken from our dialog with stakeholders, there is also pressure from the market for greater responsibility. When companies like Casinos Austria AG and Österreichische Lotterien Gesellschaft m.b.H. set strong examples and adhere strictly and consistently to high levels of responsible gaming, this has a role model effect.

On that note, I can promise you that we will continue to set such an example. Corporate social responsibility will continue to gain even more relevance in the Casinos Austria and Austrian Lotteries Group in the future. This report provides you with a comprehensive overview of what we have already undertaken in this regard – and what we have achieved with our efforts.



Prof. Dietmar Hoscher

*The
CSR core team*



Markus Eder

Head of Division
Public & European Affairs /
CSR / Compliance



Hermann Pamminer

CSR Officer Casinos Austria
AG and Österreichische
Lotterien Ges.m.b.H.



Susanne Hirner

CSR Specialist
(since 2 January 2017)



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Reporting Period and Practices

This CSR Report has been prepared and produced for the benefit of all stakeholders of Casinos Austria AG (hereinafter referred to as “Casinos Austria”) and Österreichische Lotterien Gesellschaft m.b.H. (hereinafter referred to as “Austrian Lotteries”).

The report provides information on the Casinos Austria and Austrian Lotteries Group’s engagement in and management of CSR activities. It covers the 2016 business year; unless otherwise indicated, the reference date for any data included in the report is 31 December 2016. Casinos Austria International Holding GmbH, which operates casinos outside Austria, does not form part of this report.

The report has been compiled according to the Global Reporting Initiative’s (GRI) new 2016 reporting standards and meets the specifications for the “Core” option. It serves as the annual Communication on Progress (COP) required by the UN Global Compact from its member organizations. The goals stated in the COP refer both to Casinos Austria and to Austrian Lotteries – both companies have been members of the UN Global Compact since 2011. For the first time, the report also considers the United Nations’ Sustainable Development Goals.

The content of this report was prepared by the CSR Department in consultation with the CSR Director and in cooperation with all Business Units and Corporate Functions in the Casinos Austria and Austrian Lotteries Group. The data, facts and figures supplied for this report by the individual companies (Business Units) and divisions (Corporate Functions) in the group were selected by their respective experts from the documentation and statistics they have diligently compiled and maintained for many years. All such data, facts and figures have also been verified for correctness and accuracy by the respective line managers.

Talk to us

Dialog with our readers is important to us, since it lets us know what you like about this report, what you feel might be missing, and where you think the Casinos Austria and Austrian Lotteries Group could make further improvements. We look forward to receiving your comments and feedback by email to csr@casinos.at or csr@lotterien.at.



Our Organizational Structure

Six Business Units (BU) come together under the umbrella of the Casinos Austria and Austrian Lotteries Group, each of which constitutes an independent company and focuses on a different business area.



Services that are required across the entire group are bundled into so-called Corporate Functions (CF), with the individual Business Units drawing on the services they provide. Each BU and each CF is assigned strategically to one or more member(s) of the management board.

Operative management is handled by their respective managing directors or BU heads (Business Units) and management teams (Corporate Functions).

			BUSINESS UNITS
<p>Casinos in Austria</p> <p>Dr. Karl Stoss* Bettina Glatz-Kremsner Prof. Dietmar Hoscher</p> <p><i>Head of BU:</i> Christian Schütz</p>	<p>International Business</p> <p>Dr. Karl Stoss* Bettina Glatz-Kremsner Prof. Dietmar Hoscher</p> <p><i>Managing Directors:</i> Alexander Tucek Christoph Zurucker-Burda</p>	<p>Lotteries</p> <p>Dr. Karl Stoss* Bettina Glatz-Kremsner</p> <p><i>Head of BU:</i> Dr. Peter Ulovec</p> <p><small>* to 30 June 2017</small></p>	
<p>Betting & Sports-Related Skill Games</p> <p>Prof. Dietmar Hoscher</p> <p><i>Managing Directors:</i> Philip Newald Georg Weber</p>	<p>VLT/Slot Machine Business</p> <p>Prof. Dietmar Hoscher</p> <p><i>Managing Directors:</i> Robert Vierziger Fritz Pühringer</p>	<p>Online Gaming</p> <p>Bettina Glatz-Kremsner</p> <p><i>Managing Directors:</i> Martin Jekl Emmerich Hager</p>	

as of 19 May 2017

CORPORATE FUNCTIONS

Corporate Development

Dr. Karl Stoss*
Bettina Glatz-Kremsner
Prof. Dietmar Hoscher

Extended CF Management:
Peter Ulovec
DI Reinhard Summerer
Christian Schütz

Internal Audit

Dr. Karl Stoss*
Bettina Glatz-Kremsner
Prof. Dietmar Hoscher

Extended CF Management:
Erhard Peinthor

Human Resources

Dr. Karl Stoss*

Extended CF Management:
Erich Valenta

Finance & Group Controlling

Bettina Glatz-Kremsner

Extended CF Management:
Wolfgang Sperl

Legal Affairs

Prof. Dietmar Hoscher

Extended CF Management:
Dr. Peter Erlacher

Public & European Affairs, CSR, Compliance

Prof. Dietmar Hoscher

Extended CF Management:
Markus Eder

Responsible Gaming, Advertising & Sponsoring

Prof. Dietmar Hoscher

Extended CF Management:
Herbert Beck

Information Technologies

Bettina Glatz-Kremsner

Extended CF Management:
Erich Schuster

Services & Strategic Facility Management

Dr. Karl Stoss*

Extended CF Management:
Nathan Bomze

Corporate Communications

Dr. Karl Stoss*

Extended CF Management:
Martin Himmelbauer

* to 30 June 2017

as of 19 May 2017

Our Six Business Units

Casinos Austria

Twelve casinos in Austria – twelve extraordinary gaming venues, each with its own local flair. In all of our casinos – where access is only permitted to adults over the age of 18 – guests encounter an international gaming mix that extends from Roulette, Blackjack and Poker to our Mega Million Jackpot slot machines, and is coupled with absolute security in the handling of the games and the integrity and respectability of Casinos Austria. Through our Cuisino – Genuss-Events by Casinos Austria subsidiary, our casinos offer top-class cuisine and facilities for all manner of different events.

Austrian Lotteries

Austrian Lotteries has been offering a wide range of lottery games for the adult gaming market – sale of these products is restricted to persons over the age of 16 – since 1986. The company conducts all its business activities in a responsible manner, with player protection and responsible gaming always the top priority. Particular importance is placed on the protection of minors and on 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 the subsidiary companies WINWIN and win2day. The company's lottery products can be purchased at over 5,100 sales outlets across Austria and on the internet.

Casinos Austria International

Casinos Austria International Holding GmbH (CAIH) and its subsidiaries together form an internationally renowned gaming group. Since it was founded back in 1977, CAIH has realized more than 300 different casino projects worldwide. Tradition, innovation, integrity, social responsibility, security and service excellence are the cornerstones of its good reputation. The CAIH Group's business activities include operation of its own casinos, operational management of casinos under management contracts and investment in casino companies. Priority is placed in all its projects on ensuring that the product is an ideal fit for its respective local market. In 2016, CAIH's portfolio comprised 33 gaming operations in 13 countries, including five shipboard casinos and one video lottery operation.

WINWIN – Video Lottery Terminals

WINWIN offers a combination of café, bar and modern gaming at a total of 15 venues across Austria. The WINWIN outlets offer guests aged 18 and 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 differ from classic slot machines 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. WINWIN is the 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, and from American Roulette to Zahlenlotto, the win2day.at gaming platform offers a comprehensive portfolio of games – from classic Austrian Lotteries lottery products and sports betting to the many different games offered in its Casino Games section, Poker Room, Bingo Room and Games Room. Access to these games is restricted to residents of Austria aged 18 and over.

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 in more than 3,200 sales outlets across Austria and via the internet portal www.tipp3.at, 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. Österreichische Sportwetten GmbH is licensed to operate sports betting in all nine federal states in Austria. The company has also been offering system solutions for other betting providers and companies active in the sports betting segment under the BGS – Better Game Solutions – brand since 2010.

Our Corporate and Guiding Principles

The Casinos Austria Corporate Principles and Austrian Lotteries Guiding Principles form the basis of all business activities both in these companies as well as at tipp3, WINWIN, win2day and Casinos Austria International – whereby in the case of the latter, the legal provisions in the respective countries in which CAIH operates also apply.

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 employees, 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 companies.
- 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 employees.

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 and strong financial basis.

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 employees, 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-life 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 endeavor 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.

Legal Foundations

In Austria, the state holds a monopoly on games of chance – the Austrian Gaming Act (*Glücksspielgesetz*) is the basis upon which the Casinos Austria and Austrian Lotteries Group offers games of chance in Austria. The legislator stipulates in the Gaming Act 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 activity, to ensure the security of its operations, to assure quality, to monitor its operations and to meet any other applicable provisions in the Act.

Österreichische Lotterien Gesellschaft m.b.H. holds the corresponding license to operate lottery draws (license valid until 30 September 2027). Casinos Austria AG has been awarded corresponding licenses by the Federal Ministry of Finance to operate twelve casinos (the

licenses for the casinos in Bregenz, Graz, Innsbruck, Linz, Salzburg and Vienna are valid until 31 December 2027; the licenses for the casinos in Baden, Kitzbühel, Kleinwalsertal, Seefeld, Velden and Zell am See until 31 December 2030).

Section 5 of the Gaming Act also provides for the operation of gaming machines in individual federal states. Under these provisions, the nine federal states in Austria have the right to issue licenses for the operation of gaming machines provided that certain regulatory measures are adhered to. The number of licenses to operate gaming machines is restricted to a maximum of three per federal state. At present, such licenses have been issued in five federal states, namely Burgenland, Carinthia, Lower Austria, Styria and Upper Austria.

Sports betting is classed in Austria as a skill game and is not subject to the provisions of the Gaming Act; legislative responsibility for sports betting lies with the individual federal states.

Our Key Stakeholders

We consider it to be part of our responsibility to keep in contact with our stakeholders, to clarify their demands and expectations at regular intervals and to foster corresponding dialog. By involving our key stakeholder groups, we can identify their key issues, add them to the issues identified in our environmental and risk/opportunity analyses, and react accordingly. In the course of the preparation of this report, we also conducted an internal prioritization of our stakeholders. For this purpose, the members of our CSR Forum were asked to rate the relevance of various stakeholders on a scale of 1 to 5 (1=particularly important, 5=not important). This prioritization was then also verified by the corresponding member of the Management Board. The results of this prioritization are as follows:



This will be used in the coming years to improve our stakeholder management and enable us to address our stakeholders in an even more targeted manner.

General Conditions, Trends, Challenges

The table below illustrates some of the key risks and opportunities that were identified for the 2016 business year.

Our group strives to be “best in class” when it comes to CSR. To achieve this, due consideration of the general global economic, environmental and social conditions is an absolute must. The Casinos Austria and Austrian Lotteries Group therefore continually analyzes and monitors the economic trends and developments that will affect and shape our companies in the future. To do so, we carry out periodic PESTEL* and ESTEMPLE* analyses, which also take account of the results of our group-wide risk and opportunities management activities. The last ESTEMPLE analysis was carried out in 2015 (next adaption: 2017).

Risk and opportunities management

The Casinos Austria and Austrian Lotteries Group has established a strategic risk and opportunities management (ROM) system that covers all Business Units and Corporate Functions and is continually expanded. The goal of our ROM efforts is to identify the key risks and opportunities that affect our companies, assess their financial impacts on our results and link them to effective control measures. A quantitative risk and opportunities analysis and a qualitative survey of long-term strategic influences is carried out twice yearly and the results are reported to the relevant audit committee.

Risks/Opportunities	Control Measures
Permanent risks/opportunities	
Economic situation Change in visit behavior at Casinos Austria due to uncertainties caused by economic crisis, unemployment, etc.	Early warning system in place in order to be able to react more quickly
Innovative strength Trends in leisure and gaming behavior, market trends and future opportunities are not recognized in time	Continual monitoring of the market; Innovations in casinos, new products and homepage design
Effects of award of licenses to competitors Massive declines in revenues through license awards to competitors	Raising attraction of casinos through innovative appearance and presence
Event-based risks/opportunities (by probability of occurrence)	
Advertising and marketing restrictions	Development of alternatives and adaption of advertising and marketing measures
Energy prices Developments on the world market are raising energy prices	Ongoing monitoring of the energy market
Stakeholder engagement Regular contact with experts and key opinion leaders supports strong stakeholder engagement in responsible gaming sector	Raising awareness among staff; Safeguarding the provisions of Section 56 of the Gaming Act

Source: ROM Update 2016

* PESTEL and ESTEMPLE are environmental analyses that permit the analysis of factors of influence and trends.
PESTEL: Political, Economic, Socio-cultural, Technological, Environmental, Legal
ESTEMPLE: Economic, Social, Technological, Environmental, Media, Political, Legal, Ethical

Our Responsibility Along our Value Chain

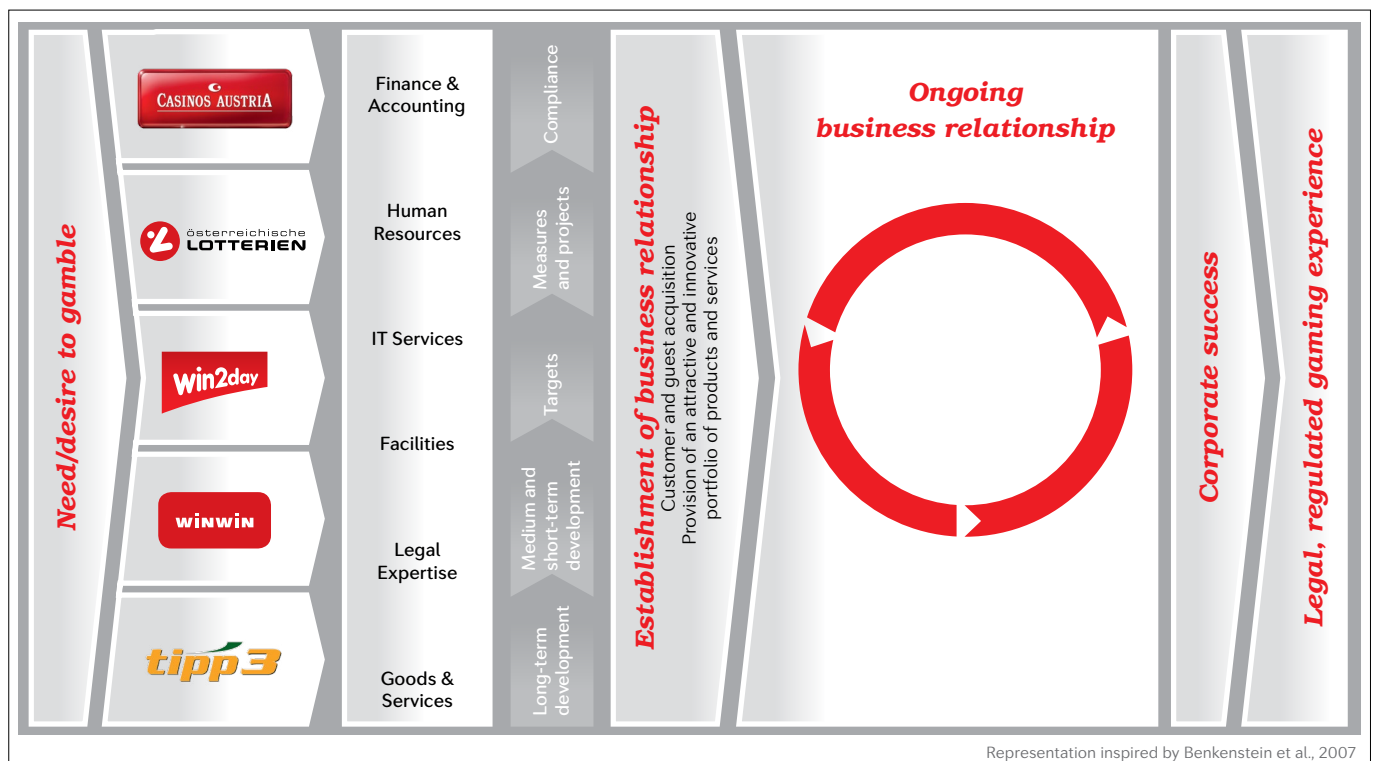
A company can ultimately only be successful in the long term if it is built on social acceptance, in other words, if it brings a benefit to society.

A core principle here is that the value added generated by an organization must benefit all stakeholders in the entire production process. The benefit for society should not only appear at the end of the chain, it should be encountered wherever value added is generated.

Responsible business in the gaming sector necessitates a business model that is based on generating optimal – and not maximum – revenues per customer or guest. A balance must be achieved between bets and winnings, so that the emphasis for our customers and guests remains on the experience and entertainment factors. Accordingly, and to ensure our business activities respect the principle of social responsibility along the com-

plete value chain, the processes upstream of our day-to-day gaming and event operations were also analyzed along with their downstream counterparts. This resulted in the highly-differentiated value chain shown in the figure below.

When it comes to our casinos, we have to consider, for example, the manufacturers of gaming machines, cards and roulette tables as well as the maintenance service providers or suppliers of food produce for our restaurants and bars. In the lottery sector, the tobacconists as primary sales partner are extremely important, as are the producers of special printed materials like lottery tickets or scratch-off cards and the manufacturers of our lottery terminals. At headquarters, we work with a range of service providers, such as legal experts, graphic designers, banks, etc. Cleaning services, waste disposal and recycling also form part of the chain.



Focus on the Material Aspects

An in-depth materiality analysis was carried out during the preparations for our last full CSR Report covering the 2015 business year. This built on the topics identified in the ESTEMPLE, risk and opportunities, and stakeholder analyses and

was also mirrored with the company-internal view. No new materiality analysis was conducted in the 2016 reporting year – an update will be carried out in 2017 and will be published in our next CSR Report.

The action fields derived from our materiality analysis and their connection to the UN's Sustainable Development Goals (SDGs):



This figure again shows the SDGs that are the focus of our attention:



The following chapters offer an insight into our sustainability activities.

CSR in our Group

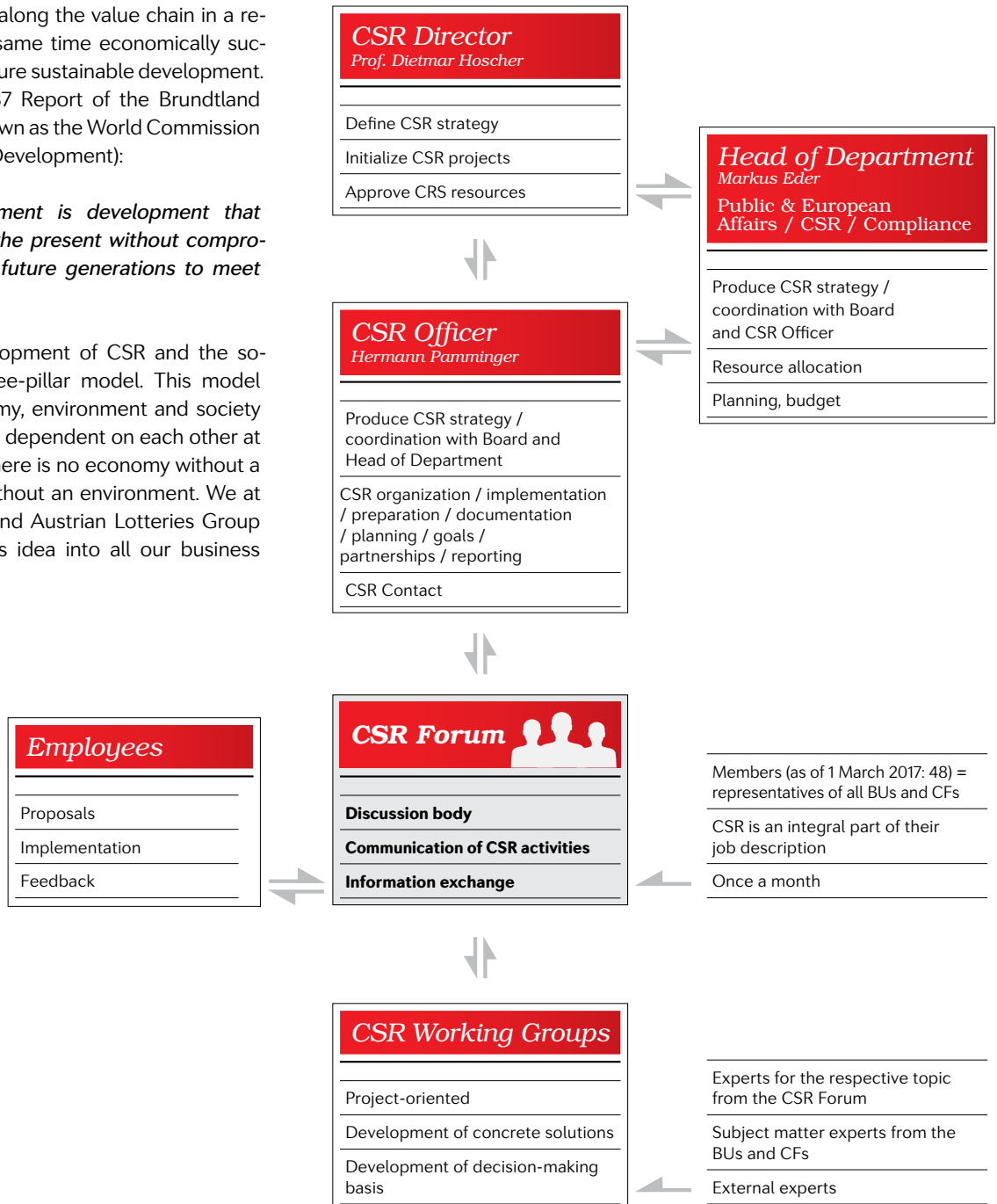
What does CSR mean for us?

For us, corporate social responsibility means conducting our business along the value chain in a responsible yet at the same time economically successful manner to ensure sustainable development. According to the 1987 Report of the Brundtland Commission (also known as the World Commission on Environment and Development):

“Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs.”

This led to the development of CSR and the so-called priority or three-pillar model. This model proposes that economy, environment and society are both linked to and dependent on each other at the corporate level: there is no economy without a society, no society without an environment. We at the Casinos Austria and Austrian Lotteries Group work to integrate this idea into all our business processes.

CSR Organization:



UN Global Compact Communication on Progress Report 2016

Our goals for 2016 and 2017	Status 2016
Reorganization of CSR activities: implementation of a monthly CSR Forum; definition of CSR processes	<i>Partly implemented</i>
CSR reporting based on G4	<i>Implemented</i>
Further development of CSR partnerships	<i>Ongoing</i>
Certification according to ONR 192500	<i>Planned for 2017</i>
Introduction of software for CSR data reporting	<i>Planned for 2017</i>
External and internal CSR events	<i>Planned for 2017</i>

Together not alone

Sustainability affects each and every one of our employees –in both their working and their personal lives. With a series of events under the title “CSR Talks”, we want to raise awareness of sustainability among our employees and thus work together to achieve our goal of being “best in class”. Four times a year, our staff are invited to attend an informal meeting where we discuss various current topics relating to sustainability with external experts in this field. The first of these events in 2016 focused on the topic of sustainable fashion.

We also actively strive to foster public discourse on the topic of CSR. A public “CSR Talk” is thus scheduled for 2017.

Outlook

In 2016, our group launched a new CSR excellence project, the goal of which is to evaluate our CSR management system and obtain certification for this according to the Austrian ONR 192500 standard. In 2017, we will implement a customized IT application to collect all relevant key performance indicators (KPIs) required for our CSR reporting activities.



* through respACT (Austrian Lotteries and Casinos Austria)
 ** Deputy Chair

Our Responsibility Toward our Customers and Guests

Our portfolio of gaming products and services is broad and diverse. We offer our customers and guests fun and excitement, and place particular importance on their health and safety.

Together with our staff, we have developed our own Code of Conduct to ensure that all our busi-

ness activities are exemplary from an ethical and legal perspective and thus meet the high moral standards that apply in our group. This code of conduct is not just a code of practice for our own group, it also mirrors the demands we place on our business partners. It is supplemented in this regard by our strict Code of Practice for Suppliers.

Fair and controlled gaming

UN Global Compact Communication on Progress Report 2016	
Our goals for 2016 and 2017	Status 2016
Anti-corruption	
Further optimization of our anti-corruption management system	<i>Ongoing</i>
Increased training for managers and introduction of periodic external audits	<i>Planned for 2017</i>
Anti-money laundering	
Preparation for the national implementation of the 4 th EU Anti-Money Laundering Directive	<i>Completed</i>
Further optimization of our anti-money laundering system	<i>Ongoing</i>
Introduction of periodic external audits	<i>Planned for 2017</i>
Data protection	
Continual improvement of our data protection management system and successful completion of periodic external audits	<i>Ongoing</i>
Preparation for the General Data Protection Regulation	<i>Ongoing since 2016</i>
Revision of our internal company data protection policy	<i>Planned for 2017</i>

Compliance in our group stands for the totality of measures taken to ensure adherence to external laws and regulations and to our internal guidelines and provisions. As members of industry associations like the European Lotteries or the European Casino Association, we work toward establishing a common approach to compliance and to forming an alliance against illegal gambling. A joint process framework based on the

ISO 9001 (Quality Management) and 27001 (Information Security) standards is defined for all our existing management systems. In addition to the joint process elements, this framework also covers the specific elements of each individual management system. Since 2016, our regular compliance reporting is handled via a new, audit-proof platform. From 2017, this platform will also be used for our annual compliance risk analyses.

Combating corruption

At the Casinos Austria and Austrian Lotteries Group, we orient ourselves in all our activities to combat corruption on the IDW PS 980 auditing standard issued by the Institute of Public Auditors in Germany. Four compliance managers certified to the Austrian Standards Institute's ÖNORM standard manage and enforce compliance with the legislative provisions and the internal rules that are obligatory for all our staff. An anti-corruption officer has also been appointed.

Combating money laundering and the financing of terrorism

To prevent money laundering and organized criminal activities, we use a management system certified to the ISAE 3000 International Standard on Assurance Engagements to systematically enforce the "know your customer" principle – as also required by the Austrian Gaming Act and the Austrian Banking Act (*Bankwesengesetz*). Data recording in our central computer center meets the highest possible security standards and is certified to ISO 27001. In the 2016 reporting year, a framework was established in the group to identify politically exposed persons (PEPs) in casinos, lottery games, WINWIN outlets and on the win2day gaming platform, as required from 1 January 2017 following the incorporation of

the 4th EU Anti-Money Laundering Directive into national law in Austria.

GoodPriv@cy certified data protection management

Data protection and protecting the privacy of our customers and guests, but also of our staff, are important business principles in the Casinos Austria and Austrian Lotteries Group. The group has been certified to the GoodPriv@cy standard since February 2010 and successfully obtained re-certification in May 2016. In preparation for the EU General Data Protection Regulation, we introduced a new audit-proof platform for the recording and evaluation of all data protection relevant objects (DROs) at the end of 2016. This platform will also be used in future for the mandatory data protection risk assessment.

Information security

Security in the handling of our games is provided through strict internal guidelines, directives and work procedures. A group-wide security committee ensures adherence and provides for continual improvement to the group's security standards. In addition, representatives of the group work in the security committees established by the European Lotteries, the World Lottery Association and the EuroMillions Community to guarantee optimal security and protection for our customers and guests.

Responsible Gaming

UN Global Compact Communication on Progress Report 2016	
Our goals for 2016 and 2017	Status 2016
Responsible Gaming Academy conference incl. stakeholder dialog and workshops for responsible gaming officers	Completed for 2016 Planned for 2017
Monitoring of adherence by sales partners to the age restriction (16 years and over) for the purchase of Austrian Lotteries products through mystery shopping checks	Completed for 2016 Planned for 2017
Addiction potential analysis using the GAM-GaRD tool (Version 3.0).	Completed for 2016 Planned for 2017
Group-wide implementation of the "Responsible Advertising" directive	Completed
Certifications: Austrian Lotteries: to European Lotteries and World Lottery Association responsible gaming standards win2day: to the GamCare Player Protection Code of Practice	Completed for 2016 Planned for 2017
Continuation of the annual "Holiday Campaign" in cooperation with McGill University in Montreal, Canada and the National Council on Problem Gambling in the USA	Completed for 2016 Planned for 2017
Evaluation and further development of the "MENTOR" prevention tool on win2day Expansion of MENTOR to include the "QUESTOR" self-test	Completed for 2016 Planned for 2017
Casinos Austria: full certification of the responsible gaming management system to the European Casino Association's responsible gaming standard	Planned for 2017
Redesign of the group-wide basic responsible gaming training programs	Planned for 2017
Austrian Lotteries: training for sales partners in line with the annual responsible gaming focus	Completed for 2016 Planned for 2017

Responsible Gaming

Responsible gaming has been an underlying principle of all business activities in the companies in our group from the very outset.

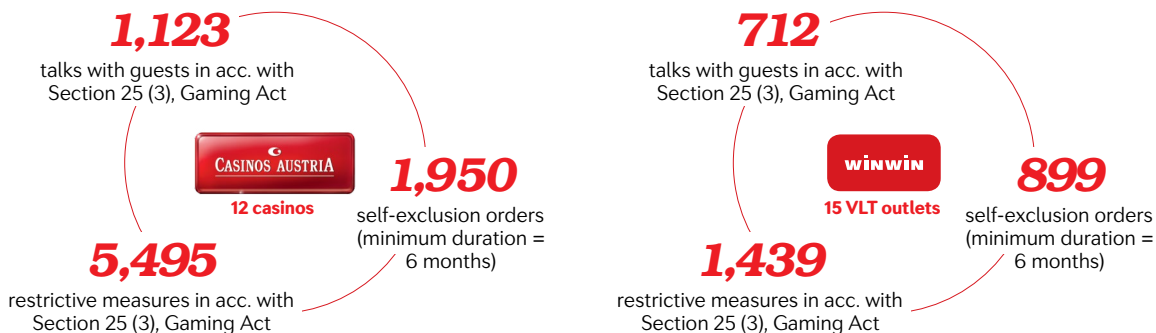
Responsible gaming is understood as the sum of all measures taken by a gaming operator to address and proactively counter the possible problematic effects of the products and services it provides. In the Casinos Austria and Austrian Lotteries Group, our Corporate Function “Responsible Gaming, Advertising & Sponsoring” has the task of developing and implementing corresponding measures. Our response to this challenge is our Five-Point Responsible Gaming Program.

Our Five-Point Responsible Gaming Program:



Point 1. Player protection:

- Conditions for participation and access restrictions are strictly adhered to.
- Active provision of information on the risks of gambling through information folders, on the responsible gaming website www.spiele-mit-verantwortung.at and via the responsible gaming hotline (0800 202 304).
- Player protection plays a fundamental role in the development of new games: the potential addiction risk is evaluated scientifically using GAM-GaRD, an internationally renowned social impact assessment tool. Version 3.0 of this tool was introduced in 2016. The results of the evaluation are then submitted to the Federal Ministry of Finance along with the required request for approval of a game.
- Provision of self-monitoring and control options for players, e.g. self-exclusion orders or gambling breaks.
- The MENTOR tool supports users of our online gaming platform win2day with important information and useful tips for monitoring their gambling behavior. MENTOR has also been available in a responsive design for mobile devices since 2016. A “MENTOR Reminder” campaign was likewise launched in 2016 to specifically draw the attention of users to the information tool on win2day.



Point 2. Regular, lasting training

- Qualification as so-called specially trained member of staff (as required under Section 25 (3) of the Austrian Gaming Act): as of 31 December 2016, our group had a total of 164 specially trained members of staff who are authorized to talk to guests about their gambling behavior.
- In 2016, 557 Austrian Lotteries sales partners were given responsible gaming training with a primary focus on the restriction of sales of lottery products to persons over the age of 16. Adherence to this contractually stipulated age restriction is monitored regularly using mystery shopping tests.

Responsible Gaming Academy (RGA) – annual public conference

215
delegates

45
from external organizations

The conference at our Responsible Gaming Academy is one of the Casinos Austria and Austrian Lotteries Group's most important responsible gaming training measures. The conference was held for the 13th time in 2016 and once again attracted international experts from around the

globe to Studio 44 in Vienna to discuss recent developments in this field. A further stakeholder dialog event was also organized during the RGA, this time on the topic of "Unlicensed Gambling".

The RGA was rounded off by workshops for our Guest Relations & Organization managers as well as our WINWIN outlet managers to identify new options for the practical implementation of talks with customers and guests in a responsible gaming context.

Point 3. Responsible advertising

Advertising should serve to provide appropriate information, yet not overly stimulate the desire to gamble. For this purpose, we have implemented a voluntary "Code of Conduct Responsible Advertising" across the Casinos Austria and Austrian Lotteries Group. This code of conduct ensures that our advertising and marketing activities correspond to high ethical standards and, in

particular, do not target vulnerable groups. Furthermore, all companies in the group agreed in 2016 to expressly commit to their particular level of responsibility in a group-wide responsible advertising directive.

1,047 advertising materials and advertising activities checked

Point 4. Promotion of research and cooperation with counseling centers and treatment facilities

The Casinos Austria and Austrian Lotteries Group commissions various institutions and research facilities to conduct scientific studies into different aspects of responsible gaming. The research findings serve as the basis for effective

preventive measures against problem gambling. We also practice rigorous knowledge sharing with relevant counseling centers and treatment facilities.

Point 5. Quality assurance of content and processes

Our responsible gaming processes and measures are regularly audited and certified by independent international institutions.

- Casinos Austria: certified to European Casino Association responsible gaming standards since 2014; full certification in 2017.
- Austrian Lotteries, WINWIN and win2day: certified to the World Lottery Association and European Lotteries responsible gaming standards since 2009; full re-certification every 3 years, interim certification every 1.5 years (next in 2017).
- win2day: certified to GamCare responsible gaming standards since 2011 (= UK's biggest support organization for people with gambling problems); annual audit and re-certification.
- Pro-Ethik Seal of Approval from the Austrian Advertising Council confirms that our advertising activities have not breached its code of ethics.



We offer fun and excitement – above all through innovations and service excellence

At the beginning of March 2016, we opened our new Innovation Hub at our headquarters in Vienna, an open space for new ideas, networking and creative collaboration. Since March 2016, some 80 events and workshops have been held in the Innovation Hub for around 300 participants.

Our classic innovation management tools

- Ideas Forum (*Ideenforum*): forum for suggestions for improvements
- Ideas Challenge (*Ideenchallenge*)
- Trend blog and monthly newsletter
- Summer Academy 2016: 165 members of staff
- Innovation Day 2016 in Studio 44: national and international experts, 330 participants

Excellent service is an important part of the all-round experience in a visit to one of our casinos or WINWIN outlets, where our staff await with a friendly and courteous welcome, professional service in the bars and restaurants and reliable handling of all games. Our sales partners are likewise always on hand to help customers and answer their questions. We consider it very important to know and understand how satisfied our customers, guests and partners are with the service we provide. Accordingly, we have in-

stalled our own group-wide Customer & Retailer Service Center (CRS) and complaints management system and established appropriate communication channels for each of our Business Units. We communicate regularly with our customers and guests via various channels, such as our newsletters, player loyalty cards and, last but not least, the win2day Facebook page where we post news, organize prize games and respond to all manner of questions regarding our gaming products and services.

Retailers as key partners

Austrian Lotteries products can be purchased at around 5,160 sales outlets across the whole of Austria. Our lotteries sales partners are the first point of contact for lottery customers; they serve as intermediaries for information and measures and supply feedback on customer demands directly from the marketplace. Austrian Lotteries has developed a comprehensive package of services to safeguard and further raise the quality of the service offered by its sales partners. A nationwide team of 35 regional sales representatives care for the sales outlets, supported by an internal sales team and the online services at headquarters.

The sales partners are provided with targeted support from Austrian Lotteries in order to ensure that the quality of their sales and customer service remains consistently high. Relevant cur-

rent issues are discussed in person in the course of regular visits by the regional sales representatives. Monthly letters supply useful information, while important and/or short-term news is also communicated via the online terminals installed in the outlets. These terminals are also used to find out what the sales partners think about specific topics. *Lotterien Aktuell*, the regular newsletter for lotteries sales outlets, rounds off the information service.

The tourism regions and their various establishments are also important partners for the group, and above all for Casinos Austria. Through cooperation activities and information sharing, Casinos Austria works intensively with other enterprises in the respective regions to provide the best possible combination of services and options for guests.

Our Responsibility Toward our Employees

Responsibility toward its employees is an integral part of any company's social responsibility. We do our utmost to be an attractive employer: a healthy and motivating working environment, variety and a good work-life-balance all contribute to achieving this.

Together, the companies in our group employ a total of 4,233* people, 39.3 % of whom are women.



*Annual average full-time equivalent for Casinos Austria AG (incl. Cuisino, CAST, CCB & CALL, CAIH), Österreichische Lotterien Ges.m.b.H., win2day (incl. Rabcat), WINWIN and tipp3.

UN Global Compact Communication on Progress Report 2016	
Our goals for 2016 and 2017	Status 2016
Evaluation of psychological stress in the workplace	Completed
Inclusion of CSR duties in job descriptions of CSR contacts in all Business Units and Corporate Functions	Completed
Anchoring of a culture of innovation in the group and fostering of intrapreneurship	Ongoing
Promotion and maintaining of health	Ongoing
Promotion and extension of intercultural competence	Ongoing
Development of (junior) managers and promotion of talent	Ongoing
Implementation of a new learning platform	Planned for 2017
Revision of the diversity strategy	Planned for 2017

We don't leave health to chance

The health of our employees is very important to us. We ensure that they enjoy ergonomically designed workplaces, evaluate psychological stress at work and continually offer healthcare support and advice from occupational health professionals. We strive to ensure that workplace accidents and the number of sick days are kept to an absolute minimum. We also offer numerous internal and external sports activities outside working hours. In our "Get Moving – Keep Moving" campaign, we again organized preparatory training for running and walking groups in 2016.

Workplace Accidents*		
	2015	2016
Casinos Austria	1	4
Austrian Lotteries	8	3
Total	9	7
Sick Days**		
	2015	2016
Casinos Austria	3.29	3.00
Austrian Lotteries	3.74	3.47

* including near-accidents; ** % of total calendar days excl. Casinos Austria International, win2day, WINWIN and tipp3.

The 2016 business year also marked the introduction of the mandatory EMES program required under the EU's 2013/35 electromagnetic fields directive. The program covers the evaluation of all workplaces with regard to protection against the risks arising from electromagnetic fields up to 300 GHz.

A motivating work environment is the name of the game

Opportunities for personal development are very important for job satisfaction. The Casinos Austria and Austrian Lotteries Group therefore offers its staff excellent career prospects and a range of training and development options. Fairness, variety and equal opportunities characterize daily work in our group. Our internal diversity matrix, which will be reworked in 2017, shows our priorities in this area: gender, generations, people with special needs. Our “Harassment and Bullying in the Workplace” policy establishes clear rules that go beyond the legal requirements and ensure that harassment and bullying are not tolerated in the Casinos Austria and Austrian Lotteries Group.

Gender Composition of Management Casinos Austria in %		
	Female	Male
Management Board	33.33	66.67
Heads of Division, Senior Department Managers	8.33	91.67
Department Managers, Group Leaders	23.33	76.67
Casino Directors, 1 st and 2 nd Tier Managers	9.16	90.84

Gender Composition of Management Austrian Lotteries in %		
	Female	Male
Management Board	50.00	50.00
Heads of Division, Senior Department Managers	23.08	76.92
Department Managers, Group Leaders	38.96	61.04

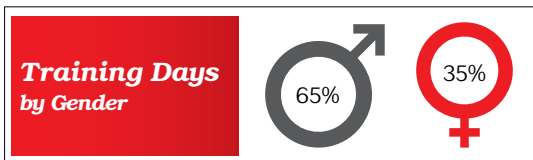
Employees with Special Needs	
Casinos Austria	28
Austrian Lotteries	6
Total	34

excl. Casinos Austria International, win2day, WINWIN and tipp3.

Training Days	
Casinos Austria	3,067
Austrian Lotteries	1,230
Total	4,297

excl. Casinos Austria International, win2day, WINWIN and tipp3.

We make sure that our employees are highly trained and qualified. The Casinos & Lotteries Academy (C&L Academy), our internal training and further education platform, is the central pillar for professional and personal development in our group. To optimize this, a working group is currently focusing on the implementation of a learning platform, which will be introduced across the Casinos Austria and Austrian Lotteries Group in spring 2017.



The focus of our training activities in the reporting year lay on innovation, networking and intercultural communication. The following workshops and events were held in 2016:

- Innovation and Design Thinking – training of design thinking facilitators who can be deployed in the development of customer-centric products and services.
- Awesomeness Challenge – our employees were invited to develop business ideas that would provide an awesome customer experience; of the 69 projects submitted, one was selected for development.
- Intercultural Communication – e-Learning modules for Arabic, Russian and Chinese were developed in 2016. The training focus in our operations in 2017 lies on intercultural communication.
- Modular Leadership Development Seminar for Heads of Department – the focus in 2016 lay on customer orientation, promoting innovation, personnel management, dealing with conflicts and behavior in “sandwich positions”.
- C&L Mentoring – this program was launched in 2015 to support new members of staff. The results of the practical exercises that form part of the program were presented in the reporting year, and one of these – a virtual reality show in Casino Baden, has already been implemented.
- Customer Experience/Customer Focus – this will be a focus of training measures in 2017.
- Casinos Austria Junior Croupier Training Program – a total of 54 new junior croupiers graduated from this training program in the casinos in Baden, Bregenz, Salzburg and Vienna in 2016.

Work-life balance

Our group places great importance on ensuring our employees enjoy a good work-life balance. Austrian Lotteries has held the Austrian Federal Ministry of Families and Youth’s full berufundfamilie (“workandfamily”) certificate since 2014. Measures in this regard include flexible working hours models, support with maternity/paternity or care leave and reintegration into work, a family business breakfast for staff on maternity/care leave and the provision of in-house childcare by so-called Flying Nannies on workdays when schools are closed. In 2016, we introduced a part-time standby work option. Under this voluntary system, staff who meet certain criteria have the opportunity to reduce their working hours and thus increase their leisure hours based on a personal lifetime work model.

How do our staff see us?

To find out whether our HR measures are bearing fruit, we conducted a group-wide staff survey at the end of summer 2016 on the topics of innovation and digital transformation, new ways of working and leadership culture. 73 % of managers and 29 % of staff in the group participated in this survey. The results are now being discussed in detail in the individual divisions to allow the development of appropriate measures.

Our efforts were also rewarded in 2016:

- 1st place in the “Trends and Innovations” category at the HR Inside Summit 2016 Awards for the Casinos Austria and Austrian Lotteries Group for our “*Glück(lich) durch Innovation*” (“Happiness through Innovation”) initiative.
- 2nd place in the “Employer Branding Award – Best Employer Brand” in the category “Internal Branding – Global Player” for the Casinos Austria and Austrian Lotteries Group.
- 1st place in the “Best Recruiters Award” in the services sector for Austrian Lotteries, 2nd place for Casinos Austria.

Our Responsibility Toward Society

Observing the law is, of course, essential for any company, but it is not enough in itself. A company also has to have a “license to operate”, i.e. its business activities have to be accepted by society. Our group has always applied any applicable laws in the way they were intended by the legislator. This is very important to us and forms a central pillar of our corporate philosophy.

Companies which attract such a high level of public attention as those in the Casinos Austria and Austria Lotteries Group are under even more pressure to convince all stakeholders that they are conducting their business in a manner that is good for the whole country.

We contribute to the national economy

Our group employs a total of 2,486 people in Austria. Through our close ties to supplier companies in the country and consumer effects, each year further jobs are created and existing jobs are secured. With the value we create in Austria, the Casinos Austria and Austrian Lotteries Group makes a significant contribution to the development of the country's economy.

A study by the Economica Institute for Economic Research analyzed this value creation in detail for the 2016 business year for Casinos Austria. The results showed that in 2016 our direct contribution to value added amounted to 405.6 million euros. When the effects that are triggered along the upstream value chain and through so-called income effects are taken into account, this gross value added amounts to 725 million euros.

For every euro earned in the Casinos Austria Group, a further 79 cents in value added is triggered in Austria.

Gaming revenues and bets placed (incl. ancillary revenues) for the group as a whole (excluding Casinos Austria International) amounted to 3.76 billion euros in 2016. The Casinos Austria and Austrian Lotteries Group has long been one of Austria's biggest taxpayers. In 2016, our license fees, gaming tax, sales tax, casino tax, salary-related taxes and social security contributions, corporation tax and other tax payments totaled 609.3 million euros – that's how much the activities of our group contributed to tax revenues in Austria in 2016.

Casinos Austria is recognized as a leading Austrian company. As local tourism partners, the

twelve casinos deliver important impetus to the development of Austria's tourist regions. The WINWIN outlets are likewise attractive and important additions to the local and/or regional leisure and tourism amenities in their host locations. With each outlet, WINWIN also creates qualified jobs and offers a responsible, legal alternative both to the undesirable and rapidly growing number of illegal gambling venues in all federal states in Austria and to the gambling venues located directly at the nation's borders.



* Source: 2016 Study by the Economica Institute for Economic Research

Multifaceted event provider

Casinos Austria is the largest event organizer in Austria. Our twelve casinos and dedicated Congress Casino Baden (CCB) and Studio 44 event locations are charming venues for every occasion.

Our casinos once again offered their guests a diverse program of events in 2016. A total of 1,922 events, including 884 gaming tournaments with some 38,000 contestants, were organized and held in these casinos throughout the year. These included a wide variety of arts and cultural events, comedy shows, concerts, presentations, clubbing events and balls as well as slot machine, Blackjack and Poker tournaments.

1,922
events

884
tournaments with some
38,000
contestants

232

“Casino on Tour”
events raised

77,963 euros

for charity

Our “Casino on Tour” mobile charity casinos were in play at 232 events, including balls, company events and national and international trade fairs. A total of 77,963 euros was raised at these charity events for a variety of charitable causes.

Further investments were made in the infrastructure at the Studio 44 event venue in Vienna throughout the 2016 business year. The wall panels in the two seminar rooms were replaced, and high-performance beamers installed to improve the professional quality of presentations.

At the end of the year, the Studio 44 Ballroom was equipped with a new illuminated stage with Plexiglas stage elements and state-of-the-art LED technology. The new stage is more flexible in size and more energy efficient through the use of LED technology.

Studio 44 is an impressive example of the fact that sustainability can also work in the event sector. The Casinos Austria and Austrian Lotteries Group’s premium event location was awarded the Austrian “Eco-Label” in 2016 and recognized as a “Green Location”. The official presentation of the certificate by the Austrian Federal Minister of Agriculture, Forestry, Environment and Water Management Andrä Rupprechter and the European Commissioner for Environment, Maritime Affairs and Fisheries Karmenu Vella took place at the Green Events Austria Gala on 2 June 2016, which was fittingly held in Studio 44.

A good corporate citizen

We consider it our duty to show commitment to society and social matters well beyond our legal mandate. After all, we not only have a responsibility to our guests, players, customers, staff and shareholders, we also have a responsibility to society in general. We demonstrate this commitment through, for instance, our CSR partnerships, our many sponsoring projects and our support for Austrian sport. In doing so, we view our motto “Good for Austria” as a unifying theme for all sponsoring partnerships in the Casinos Austria and Austrian Lotteries Group.

Austrian Lotteries dedicates itself here first and foremost to social and humanitarian projects, while Casinos Austria focuses above all on supporting arts and culture. This allows us to spread our efforts and resources for maximum, long-term effect. Our goal is to establish sustainable partnerships that are based on trust and follow an overriding goal, namely to preserve what is important to us and to reach and benefit as many people as possible. That is just one of the reasons why we are such a valued sponsoring partner. Our CSR partnerships also serve to demonstrate the great importance we attach to being a good corporate citizen. This is illustrated by examples like the Casinos Austria Music Line, the Casinos Austria Rising Star Award (in cooperation with the University for Music and Performing Arts – mdw – in Vienna), the Casinos Austria Alpha Prize for Literature (in cooperation with Vienna Municipal Libraries), or the ImPulsTanz Festival, where we sponsor the DanceAbility Workshops and the Prix Jardin d’Europe for the best choreography.

Absolute respect for the principle of social responsibility is the most important selection criterion for any project we choose to support. This includes the pursuit of long-term socio-political goals, a high level of public benefit and the integration of the project into our overall sponsoring policy. But we also categorically refuse to support certain projects. In line with our sponsoring guidelines, we do not support the following:

- activities that bear a risk of infringing human rights,
- events outside Austria,
- motor, extreme or fun sports,
- initiatives with a direct link to young people or children.

Through the provisions for the funding of sports set out in the Austrian Gaming Act, Austrian Lotteries is the most important financier of sports in Austria. Each year, Austrian Lotteries contributes a total of 80 million euros to the country’s sports federations and associations. Since the company was founded, a total of around 1.4 billion euros has been contributed under this title to Austrian sports.

Many important and valuable projects have been realized through the support of the Casinos Austria and Austrian Lotteries Group. Corresponding lists of these projects can be found on our websites (casinos.at, lotterien.at).

Studio 44

our green location

97 events,
5 green events,
18,000
guests



Our Responsibility Toward the Environment

The Paris Climate Agreement that came into effect from November 2016 has refocused global attention on environmental and climate protection. Achieving the objective of keeping the global temperature rise in this century below 2°C above pre-industrial levels will require the participation of all nations and enterprises. As service providers, the companies in the Casinos Austria and Austrian Lotteries Group do not have the same effect on the environment as manufacturing companies. Nonetheless, our business activities and complex supply chain do impact and affect many sectors of the environment. As leading Austrian enterprises, our casinos cater to many thousands of guests each year. Austrian Lotteries operates an extensive sales network. This provides us with many opportunities to reduce the group's ecological footprint.

Our efforts to do so focus on the following areas:

- sustainable procurement
- energy
- water
- waste

To extend our efforts to climate and environmental protection, we have also been partnering nature protection and environmental organizations for many years.

We are, however, well aware that our activities in the environmental sector are still at an early stage and that there is much more we can do in this regard. Accordingly, we have set ourselves the goal for the coming years of working even more intensely toward environmental and climate protection.

UN Global Compact Communication on Progress Report 2016

Our goals for 2016 and 2017	Status 2016
Replacement of cooling machines at RW44 site	Completed
Complete refurbishment and renovation of Casino Salzburg	Completed
Replacement of the cooling agents in Casino Seefeld and Casino Velden	Completed
Replacement of lighting at all sites with more energy-efficient LED technology	Implemented & planned for 2017
Unification of environmental indicators for WINWIN outlets	Planned for 2017
Switch to glass fiber air filters in casinos	Implemented & planned for 2017
Replacement of lighting controls in casinos	Implemented & planned for 2017
Replacement of circulating pumps at MC4 site in Wiener Neustadt	Planned for 2017

Sustainable procurement and sales

In our efforts to protect the environment, we buy locally whenever possible. This shortens delivery distances and contributes to the regional economy. Our casinos and casino restaurants have excellent partner and supplier networks in their respective regions. To ensure that our suppliers also conduct business in an environmentally-friendly manner, we have implemented a Code of Conduct for Suppliers, which must be adhered to in all business dealings with the companies in our group.

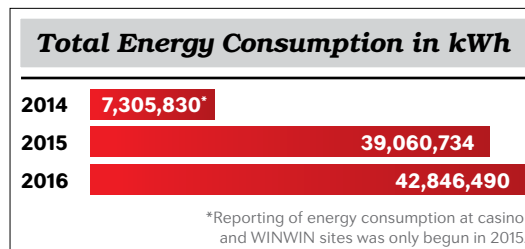
At Austrian Lotteries, sustainable procurement also means ensuring that all printed materials – lottery tickets, betting slips, etc. – are printed on FSC (Forestry Stewardship Commission) certified

paper according to the Austrian ecolabel guidelines. We also take care to ensure that the mailing of our marketing materials leaves as small a footprint on the environment as possible and therefore work with the Austrian mail service (Österreichische Post), who offer a CO₂ neutral delivery service.

We also endeavor to bundle sales routes wherever possible both to reduce travel distances and to save costs. Our warehouse facilities were likewise optimized in the reporting year, with extensive adaptations made at our MC4 site. This site will serve from 2017 as the main warehouse for the group and the second warehouse in Pfaffstätten will be closed.

Energy management

Our goal in the field of energy management is to keep energy consumption as low as possible. The energy managers at Casinos Austria and Austrian Lotteries are responsible for our energy efficiency measures and for collecting data on our energy consumption levels. The Casinos Austria and Austrian Lotteries Group is obliged under the provisions of the Austrian Federal Energy Efficiency Act (*Bundes-Energieeffizienzgesetz/EEffG*) to report on our performance in the energy sector. We have been purchasing 100 percent of the electricity for our headquarters in Vienna (Rennweg) and for our MC4 warehouse from renewable sources since 2008. The share of renewable energy used in our casinos and WINWIN outlets is likewise on the rise.



As part of our continued efforts to optimize our energy consumption, two old cooling machines at our headquarters and the cooling agents in the casinos in Seefeld and Velden were replaced in 2016. The lighting in the corridors of the Rennweg 44 (RW44) building, in numerous offices, in the packaging and loading areas at the MC4 warehouse and in some of the casinos was upgraded to LED lighting. During the renovation of Klessheim Palace (which is home to Casino Salzburg), new cooling agents and energy efficient compressors were installed, the old gas boilers were replaced with condensing boiler technology and new chimneys, and the windows were renovated. These measures reduced the group's electricity consumption by 209,493 kWh.

Total energy consumption for the group (including casinos and WINWIN outlets) rose slightly in the reporting year. The reasons for this were the expansions in the casino sector, the takeover of the Cuisino Restaurants and the new requirement that all slot machines be connected to the Austrian Federal Computer Center and may not be switched off outside opening hours.

Water – a valuable commodity

We can count ourselves lucky in Austria that we live in a country with abundant water. To safeguard this situation for future generations, measures are required to keep water consumption low and to prevent contamination. In the 2016 reporting year, our group reduced its water consumption through a careful approach to water use.



Waste management

We can all make a contribution to reducing waste. The Casinos Austria and Austrian Lotteries Group has, for instance, appointed a waste management officer to deal with waste management in our group. A basic principle applies here in all our business processes: avoid waste wherever possible.

Waste analyses are conducted every five years for the Rennweg 44 (RW44) and Rennweg 46 (RW46) sites. This gives us the opportunity to determine the precise amounts of office waste materials, uncover any errors in our waste disposal system and introduce any necessary measures.

The latest waste analyses showed that the waste disposal system in our offices is excellent, but that we could still reduce the amount of waste paper and data protection paper produced.

Total Weight of Waste in t

	2014	2015	2016
Hazardous waste	2.72	21.64*	5.26
Non-hazardous waste	779.14	789.78	1,045.85
Total	781.86	811.43	1,051.11

*The large increase in volume in 2015 is the result of the disposal of oil separators. Waste volumes for the WINWIN sites have only been reported since 2016.

In the reporting year, the group generated a total of 1,051.11 tons of waste. Since the waste generated at the WINWIN sites was reported for the first time in this year, the comparability of the reported figures is limited.

GRI Index

GRI 102: General Disclosures (2016)

GRI Index	Brief Description of Disclosure	Chapter and Page Number (if applicable) in the 2016 CSR Interim Report
Organizational Profile		
GRI 102-1	Name of the organization	<i>Our Organizational Structure, Page 7</i>
GRI 102-2	Activities, brands, products & services	<i>Our Organizational Structure, Page 7</i>
GRI 102-3	Location of headquarters	<i>Locations in Austria, C4</i>
GRI 102-4	Location of operations	<i>Locations in Austria, C4</i> <i>Casinos Austria International locations do not form part of the disclosures and are thus also not listed.</i>
GRI 102-5	Ownership & legal form	<i>Companies in 2016 – Overview, C3</i>
GRI 102-6	Markets served	<i>Locations in Austria, C4</i>
GRI 102-7	Scale of organization	<i>Our Organizational Structure, Page 7</i> Non-disclosures: <i>Incomplete – total capitalization missing. The group is not publicly listed and is thus not obliged to disclose this information. Total capitalization is reported in our Annual Reports.</i>
GRI 102-8	Employees and other workers by employment status, gender and region	<i>Our Business Year 2016, C2</i> <i>Our Responsibility Toward Our Employees, Page 21</i> <i>Indicators, Page 32</i>
GRI 102-9	Supply chain	<i>Our Responsibility Along our Value Chain, Page 12</i>
GRI 102-10	Significant changes	<i>Change in ownership structure in the reporting period: Novomatic AG acquired 17 % of Casinos Austria AG. The Albanisch Österreichische Lotterien Holding Gesellschaft m.b.H. was sold in the reporting period.</i> <i>Other changes in the reporting period: opening of Casino Zell am See and closure of the WINWIN outlet in Bruck/Leitha.</i>
GRI 102-11	Precautionary principle	<i>Foreword by the Management Board, Page 1</i>
GRI 102-12	External initiatives	<i>CSR in our Group, Page 14</i>
GRI 102-13	Membership of associations	<i>CSR in our Group, Page 14</i> <i>Our Responsibility Toward our Customers and Guests, Page 16</i>
Strategy		
GRI 102-14	Statement from senior decision-maker	<i>Forewords, Pages 1-2</i>
GRI 102-15	Key impacts, risks and opportunities	<i>General Conditions, Trends, Challenges, Page 11</i>
Ethics and Integrity		
GRI 102-16	Values, principles, standards, and norms of behavior	<i>Our Corporate and Guiding Principles, Page 9</i>
GRI 102-17	Mechanisms for advice and concerns about ethics	<i>Our Responsibility Toward our Customers and Guests, Page 16</i> Non-disclosures: <i>Incomplete. The group reports according to GRI Standards (2016) Core. Accordingly, the disclosures for indicator 102-17 should only be regarded as additional information.</i>
Governance		
GRI 102-18	Governance structure	<i>Our Organizational Structure, Page 7</i>
GRI 102-19	Delegating authority	<i>Our Organizational Structure, Page 7</i>
GRI 102-20	Executive-level responsibility for economic, environmental, and social topics	<i>CSR in our Group, Page 14</i>

Governance		
GRI 102-21	Consulting stakeholders on economic, environmental, and social topics	<i>Our Organizational Structure, Page 7 CSR in our Group, Page 14</i>
GRI 102-22	Composition of the highest governance body and its committees	<i>Group Management Bodies, Page 36</i>
Stakeholder Engagement		
GRI 102-40	List of stakeholder groups	<i>Our Key Stakeholders, Page 10 Non-disclosures: The graphic only shows our most important stakeholders. The complete list is currently being updated.</i>
GRI 102-41	Collective bargaining agreements	<i>The employees in our group are covered by various different collective bargaining agreements depending on their occupational group – 98 % of our employees are covered by collective bargaining agreements.</i>
GRI 102-42	Identifying and selecting stakeholders	<i>Our Key Stakeholders, Page 10</i>
GRI 102-43	Approach to stakeholder engagement	<i>Our Key Stakeholders, Page 10 Non-disclosures: Incomplete. Is currently being updated.</i>
GRI 102-44	Key topics and concerns raised	<i>Our Key Stakeholders, Page 10 Non-disclosures: Incomplete. Is currently being updated.</i>
Reporting Practice		
GRI 102-45	Entities included in the consolidated financial statements	<i>Companies in 2016 – Overview, C3</i>
GRI 102-46	Defining report content and topic boundaries	<i>Reporting Period and Practices, Page 6</i>
GRI 102-47	List of material topics	<i>Focus on the Material Aspects, Page 13</i>
GRI 102-48	Restatements of information	<i>Change from GRI G4 to GRI Standards (2016). In the environmental sector, more data is reported from our casino and VLT outlets.</i>
GRI 102-49	Changes in reporting	<i>Focus on the Material Aspects, Page 13 Change from GRI G4 to GRI Standards (2016).</i>
GRI 102-50	Reporting period	<i>Reporting Period and Practices, Page 6</i>
GRI 102-51	Date of most recent report	<i>Reporting Period and Practices, Page 6</i>
GRI 102-52	Reporting cycle	<i>Reporting Period and Practices, Page 6</i>
GRI 102-53	Contact point for questions	<i>CSR in our Group, Page 14 Imprint, C7</i>
GRI 102-54	Claims of reporting in accordance with the GRI Standards	<i>Reporting Period and Practices, Page 6</i>
GRI 102-55	GRI Content Index	<i>GRI Index, Page 28</i>
GRI 102-56	External assurance	<i>The report was not audited externally.</i>
Economy		
GRI 201: Economic Performance 2016		
GRI 103-1 to 3	Explanation of the material topic and its boundaries, management approach and evaluation	<i>Our Responsibility Toward Society, Page 24</i>
GRI 201-1	Direct economic value generated and distributed	<i>Our Business Year 2016, C2 Our Responsibility Toward Society, Page 24</i>
GRI 201-2	Financial implications and other risks and opportunities due to climate change	<i>Our Responsibility Toward our Customers and Guests, Page 16</i>

Specific Disclosures (2016)

GRI Index	Brief Description of Disclosure	Chapter and Page Number (if applicable) in the 2016 CSR Interim Report
Economy		
GRI 203: Indirect Economic Impacts 2016		
GRI 103-1 to 3	Explanation of the material topic and its boundaries, management approach and evaluation	<i>Our Responsibility Toward our Customers and Guests, Page 16 Our Responsibility Toward Society, Page 24</i>
GRI 203-2	Significant indirect economic impacts	<i>Our Responsibility Toward our Customers and Guests, Page 16 Our Responsibility Toward Society, Page 24</i>
GRI 205: Anti-corruption		
GRI 103-1 to 3	Explanation of the material topic and its boundaries, management approach and evaluation	<i>Our Responsibility Toward our Customers and Guests, Page 16</i>
GRI 205-1	Operations assessed for risks related to corruption	<i>Our Responsibility Toward our Customers and Guests, Page 16 Our Compliance Department is also responsible for the topic of combating corruption. The individual Business Units conduct regular risk analyses, the parameters for which are set by the Compliance Department. This results in a variety of different risks.</i>
GRI 205-2	Communication and training about anti-corruption policies and procedures	<i>Our Responsibility Toward our Customers and Guests, Page 16 Our anti-corruption rules and guidelines apply to all members of staff in our group, including the members of the board, and are published on our intranet. Our Code of Conduct for Suppliers also includes provisions to combat corruption. All our suppliers are required to accept and adhere to this code. Every new member of staff in our group is required to complete an online training module and an anti-corruption test. Our managers receive further and specific anti-corruption training as required.</i>
GRI 205-3	Confirmed incidents of corruption and actions taken	<i>No incidents of corruption were reported in the reporting year.</i>
Ecology		
GRI 301: Materials 2016		
GRI 103-1 to 3	Explanation of the material topic and its boundaries, management approach and evaluation	<i>Our Responsibility Toward the Environment, Page 26</i>
GRI 301-1	Materials used by weight or volume	<i>Indicators, Page 34</i>
GRI 302: Energy 2016		
GRI 103-1 to 3	Explanation of the material topic and its boundaries, management approach and evaluation	<i>Our Responsibility Toward the Environment, Page 26</i>
GRI 302-1	Energy consumption within the organization	<i>Our Responsibility Toward the Environment, Page 26 Indicators, Page 35</i>
GRI 302-4	Reduction of energy consumption	<i>Our Responsibility Toward the Environment, Page 26 Indicators, Page 35</i>
GRI 303: Water 2016		
GRI 103-1 to 3	Explanation of the material topic and its boundaries, management approach and evaluation	<i>Our Responsibility Toward the Environment, Page 26</i>
GRI 303-1	Water withdrawal by source	<i>Our Responsibility Toward the Environment, Page 26 Indicators, Page 34</i>

Ecology		
GRI 306: Effluents and Waste 2016		
GRI 103-1 to 3	Explanation of the material topic and its boundaries, management approach and evaluation	<i>Our Responsibility Toward the Environment, Page 26</i>
GRI 306-2	Waste by type and disposal method	<i>Our Responsibility Toward the Environment, Page 26 Indicators, Page 35</i>
Social		
GRI 401: Employment 2016		
GRI 103-1 to 3	Explanation of the material topic and its boundaries, management approach and evaluation	<i>Our Responsibility Toward our Employees, Page 21</i>
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<i>All of the employee benefits provided by the group are accorded to all employees, regardless of whether they are full-time or part-time or whether they are employed under permanent or temporary contracts: remuneration in line with collective bargaining agreements, social security and old-age pension contribution, legal entitlement to maternity/paternity leave, meal allowance, corporate health management and many more.</i>
GRI 403: Occupational Health & Safety 2016		
GRI 103-1 to 3	Explanation of the material topic and its boundaries, management approach and evaluation	<i>Our Responsibility Toward our Employees, Page 21</i>
GRI 403-1	Workers representation in formal joint management-worker health & safety committees	<i>The majority of the employees in our group are represented by works councils. The exceptions here are Österreichische Sportwetten Gesellschaft m.b.H. (tipp3) and Casinos Austria International Holding GmbH.</i>
GRI 403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	<i>Our Responsibility Toward our Employees, Page 21 Indicators, Page 32</i>
GRI 404: Training and Education 2016		
GRI 103-1 to 3	Explanation of the material topic and its boundaries, management approach and evaluation	<i>Our Responsibility Toward our Employees, Page 21</i>
GRI 404-1	Average hours of training per year per employee	<i>Our Responsibility Toward our Employees, Page 21 Indicators, Page 33</i>
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	<i>Our Responsibility Toward our Employees, Page 21</i>
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	<i>Every employee in our group has an annual performance and career development review with their line manager during which their targets and career development plan are established. Target achievement is likewise assessed.</i>
GRI 405: Diversity and Equal Opportunity 2016		
GRI 103-1 to 3	Explanation of the material topic and its boundaries, management approach and evaluation	<i>Our Responsibility Toward our Employees, Page 21</i>
GRI 405-1	Diversity of governance bodies and employees	<i>Indicators, Page 33 Group Management Bodies, Page 36</i>
GRI 416: Customer Health and Safety 2016		
GRI 103-1 to 3	Explanation of the material topic and its boundaries, management approach and evaluation	<i>Our Responsibility Toward our Customers and Guests, Page 16</i>
GRI 416-1	Assessment of the health and safety impacts of product and service categories	<i>Our Responsibility Toward our Customers and Guests, Page 16</i>

Indicators

Social

Data does not include the Casinos Austria International Business Unit. Data for the win2day (excl. Rabcat), WINWIN and tipp3 Business Units are only included for indicator 102-8. Data provision should be complete for the next reporting cycle.

GRI 102-8 Employee Information

Total Workforce by Gender* (in %)

	2014	2015	2016
male	65.9%	65.0%	64.7%
female	34.1%	35.0%	35.3%

Total Workforce by Business Unit* (in absolute numbers)

	2014	2015	2016
Casinos Austria**	1,669	1,699	1,808***
Austrian Lotteries	532	497	485
win2day, WINWIN and tipp3	198	194	192
Total	2,399	2,391	2,486

* Average annual full-time equivalent.

** Casinos Austria incl. CAGAST, CAST, CCB and CALL.

*** Rise due to the takeover of the DO&CO employees by Cuisino in the reporting period.

GRI 401-1 Employee Fluctuation by Gender and Business Unit

Employee Fluctuation* (in %)

	2014		2015		2016	
	male	female	male	female	male	female
Casinos Austria	4.7%	5.3%	5.8%	18.3%	7.2%	18.8%
Austrian Lotteries	5.1%	3.1%	9.1%	10.9%	5.6%	6.7%

* Total number of departures in the reporting period/Average annual full-time equivalent.

Average Length of Service (in years)

	2014		2015		2016	
	male	female	male	female	male	female
Casinos Austria	19.8	8.6	19.8	8.2	19.6	7.9
Austrian Lotteries	11.4	11.6	12.1	12.6	12.6	13.5

GRI 403-2 Types and Rates of Injury

Workplace Accidents (in absolute numbers)*

	2014	2015	2016
Casinos Austria	4	1	4
Austrian Lotteries	5	8	3
Total	9	9	7

* All workplace accidents (incl. near-accidents) reported to the Austrian Workers Compensation Board (AUVA).

Sick Days (as % of total calendar days (366) in 2016)

	2014	2015	2016
Casinos Austria	2.9	3.3	3.0
Austrian Lotteries	3.2	3.7	3.5

GRI 404-1 Average Days of Training and Education Per Year

Training Days by Gender and Business Unit (in absolute numbers)

	2014			2015			2016		
	male	female	total	male	female	total	male	female	total
Casinos Austria	1,247	518	1,765	1,394	1,153	2,547	2,088	979	3,067
Austrian Lotteries	1,153	839	1,992	923	515	1,438	719	511	1,230
Total	2,400	1,357	3,757	2,317	1,668	3,985	2,807	1,490	4,297

Seminar days were not analyzed by employee category in the reporting year.

Investment in Training and Education (in euros)

	2014	2015	2016
Casinos Austria	€ 407,751*	€ 248,000	€ 379,465
Austrian Lotteries	€ 878,353	€ 656,000	€ 502,011
Total	€ 1,286,104	€ 904,000	€ 881,476

* In 2014, extensive analyses and planning of measures were conducted in the BUs and CFs, whereby structures and costs were queried. This led to savings in investments in training and education.

GRI 405-1 Gender Composition of Management Bodies and Workforce

Casinos Austria (in %)

	2014		2015		2016	
	male	female	male	female	male	female
Management Board	66.67%	33.33%	66.67%	33.33%	66.67%	33.3%
Division Managers, Senior Department Managers	90.91%	9.09%	91.67%	8.33%	91.67%	8.33%
Department Managers, Group Leaders	78.13%	21.88%	75.86%	24.14%	76.67%	23.33%
Casino Directors, 1 st and 2 nd Tier Managers	91.13%	8.87%	90.23%	9.77%	90.84%	9.16%

Austrian Lotteries (in %)

	2014		2015		2016	
	male	female	male	female	male	female
Management Board	66.67%	33.33%	50.00%	50.00%	50.00%	50.00%
Division Managers, Senior Department Managers	75.00%	25.00%	76.92%	23.08%	76.92%	23.08%
Department Managers, Group Leaders	64.56%	35.44%	64.10%	35.90%	61.04%	38.96%

* Friedrich Stickler retired from the Management Board in June 2015.

Employees with Special Needs (in absolute numbers)

	2014	2015	2016
Casinos Austria	31	32	28
Austrian Lotteries	5	6	6
Total	36	38	34

Indicators

Ecology

GRI 301-1 Materials Used by Weight or Volume

The information currently provided with regard to materials used is restricted to purchasing volumes for the Austrian Lotteries Group. For the next report, we have set ourselves the goal of also including data for our casino venues.

Annual Purchasing Volumes for Lottery Products (in millions of units)

	2014	2015	2016
Rubbellos scratch-off tickets	51.7	24.28	65.58*
Brieflos break-open tickets	11	16.9	17.6
Lottery play slips	45.25	78.99**	30.6
Thermal receipt rolls	0.22	0.32	0.39

* Rise due to the introduction of five additional series (3x "Fette Jahre", 1x "Schatztruhe", 1x "Cash").
** Higher purchasing volumes in 2015 due to reprinting of all lottery play slips with the Joker product.

Austrian Lotteries Packaging Volumes (in kg)

	2014	2015	2016
Cardboard	4,075.67	20,550.00 ³⁾	24,953.00
Paperboard for use in transport	650.31	430.00	3,218.00 ⁴⁾
Packaging film for lottery ticket packages	73.89	152.00	501.00
Packaging film for transport & plastic band	186.25 ¹⁾	1,607.00	1,914.00
Iron strips	43.91	0.00	62.00
Wood ²⁾	6,572.00	3,663.00	7,262.00
Total	11,602.03	26,402.00	37,910.00

The rise in packaging volumes is due to changes to licensing requirements. From 2017, all packaging materials must themselves be licensed.

¹⁾ Figure only includes plastic bands.

²⁾ Wood includes single-use pallets and wooden cover boards.

³⁾ Rise compared to 2014 due to changes to packaging regulations.

⁴⁾ Rise due to licensing requirement for paperboard as packaging material.

GRI 303-1 Total Water Withdrawal (in m³)

	Casinos		MC4 + RW44/46		WINWIN		Total		Change 15/16
	2015	2016	2015	2016	2015	2016	2015	2016	
Water consumption	67,420.00	68,365.00	9,961.85	8,698.79	4,083.91	*	81,466.00	77,469.00	-5%*

The group purchases water for each site from the water supply company in the respective region. The water purchased is of drinking water quality, conforms to the strict legal requirements and is obtained from ground and spring water sources.
* At the time of print, data regarding water consumption at the WINWIN outlets for 2016 was not yet available.

GRI 302-1 Energy Consumption Within the Organization GRI 302-4 Reduction of Energy Consumption

Total Energy Consumption (in kWh)

	Casinos	MC4 + RW44/46	WINWIN	Total
2016	32,850,878.95	7,012,850.00	2,982,761.60	42,846,490.55
2015	31,302,827.00	7,028,490.00	729,416.80	39,060,733.80
2014	-*	7,305,830.00	-*	7,305,830.00
			Change 15/16	9,70%
			Share of renewable energies 2016	72,70%

Total Electrical Energy Consumption (in kWh)

	Casinos	MC4 + RW44/46	WINWIN	Total
2016	22,118,000.00	4,595,860.00	2,827,841.00	29,541,701.00
2015	20,933,874.00	4,823,760.00	233,155.36	25,990,789.36
2014	-*	5,287,130.00	-*	5,287,130.00
			Change 15/16	13,70%
			Share of renewable energies 2016	90,56%

Total Thermal Energy Consumption (in kWh)

	Casinos	MC4 + RW44/46	WINWIN	Total
2016	10,732,878.95	2,416,990.00	154,920.60	13,304,789.55
2015	10,368,953.00	2,204,730.00	496,261.45	13,069,944.45
2014	-*	2,018,700.00	-*	2,018,700.00
			Change 15/16	1,80%
			Share of renewable energies 2016	45,09%

* No data was collected for WINWIN for 2014.

The data was collected by the respective Energy Managers based on the invoices received from the energy suppliers. Casino Zell am See did not open until the reporting year: at the time of print, thermal energy consumption data for this venue were not yet complete. The group purchases energy from various suppliers. 90 % of electrical energy consumed stems from renewable energy sources (corresponding certificates are available) – only some of the WINWIN outlets do not yet use renewable electrical energy. The main source of thermal energy is the district heating supply, which stems partly from renewable sources, followed by natural gas and oil.

GRI 306-2 Total Weight of Waste by Type and Disposal Method

Total Weight of Waste (in t)

	2014	2015	2016
Casinos			
Hazardous waste	0.77	0.75	0.81
Non-hazardous waste	459.14	488.14	527.20
MC4 + RW44/46			
Hazardous waste	1.95	20.89*	4.45
Non-hazardous waste	320.00	301.64	340.52
WINWIN			
Non-hazardous waste	-**	-**	178.12
Unternehmensgruppe			
Hazardous waste	2.72	21.64	5.26
Non-hazardous waste	779.14	789.78	1,045.85
Total	781.86	811.43	1,051.11***

Since no specific details are available from the waste disposal firms, the following assumption has been made with regard to the disposal of residual waste: 6 % is recycled, 67 % is incinerated and 27 % is subjected to biotechnical treatment ("Other"). Since no precise information is available, all hazardous waste has been assigned to the disposal type "Other".

* Highest volume in 2015 due to the disposal of oil separators.

** The collection of data on waste volumes at the WINWIN outlets began in 2016.

*** The rise in the total volume of waste is due in particular to the inclusion of corresponding data for the WINWIN outlets from 2016.

Group Management Bodies

CASINOS AUSTRIA SUPERVISORY BOARD



Presidium

- Dr. Walter Rothensteiner, Director General
President (Chairman)
- Gerhard Starsich, Director General
Vice President (1st Deputy Chair)
- Prof. Elisabeth Stadler, Director General (to 23 June 2017)
Vice President (2nd Deputy Chair)
- Dr. Leonhard Romig, Attorney-at-Law
Vice President (3rd Deputy Chair)

Members

- Dr. Maria Theresia Bablik (to 20 March 2017)
- Dr. Andreas Bierwirth, Chairman
- Hannes Bogner, Director (retired)
- Pavel Horák (from 23 June 2017)
- Wolfgang Horak
- Helene Kanta, Director
- Gerald Neuber, Director
- Harald Neumann, Director General (from 20 March 2017)
- Thomas Polzer
- Josef Pröll, Director General

Central Works Council (CWC) Delegates

- Manfred Schönbauer, CWC Chairman
- Christian Holz
- Maria Laister
- Peter Löb
- Alexander Nachbaur
- Alois Suppan

State Commissioners

- Alfred Lejsek
- Alfred Katterl
- Johannes Pasquali

CASINOS AUSTRIA MANAGEMENT BOARD

- Dr. Alexander Labak, Director General (from 1 July 2017)
- Dr. Karl Stoss, Director General (to 30 June 2017)
- Bettina Glatz-Kremsner, Director
- Prof. Dietmar Hoscher, Director

as of 1 July 2017

AUSTRIAN LOTTERIES SUPERVISORY BOARD



Presidium

- Dr. Walter Rothensteiner, Director General
President
- Gerhard Starsich, Director General
1st Vice President
- Dr. Erich Hampel
2nd Vice President

Members

- Dr. Maria Theresia Bablik (to 20 March 2017)
- Prof. Dr. Gerhard Baumgartner (to 30 June 2017)
- Stepán Dlouhý (from 29 March 2017)
- Wolfgang Horak (from 29 March 2017)
- Helene Kanta, Director
- Alfred Ludwig, Director General
- Gerald Neuber, Director
- Josef Pröll, Director General (from 29 March 2017)
- Thomas Schmid, Secretary General (from 1 July 2017)
- Dr. Christian Widhalm, Director (from 29 March 2017)
- Dr. Leo Windtner, Director General (retired)
(from 29 March 2017)
- Dr. Alexander Wrabetz, Director General

Works Council Delegates

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

State Commissioners

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

AUSTRIAN LOTTERIES MANAGEMENT BOARD

- Dr. Alexander Labak, Director General (from 1 July 2017)
- Dr. Karl Stoss, Director General (to 30 June 2017)
- Bettina Glatz-Kremsner, Director

Addresses and Contact Details

HEADQUARTERS

Casinos Austria AG

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win2day Entwicklungs- und Betriebsgesellschaft m.b.H.

Glücks- und Unterhaltungsspiel Betriebsges.m.b.H.

Österreichische Sportwetten Gesellschaft m.b.H.

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CUSTOMER SERVICE CENTERS

Casinos Austria Service Center

Tel.: +43 1 53440 50
Operating hours: Mon-Fri 08:00-20:00
Sat, Public Holidays 15:00-20:00
E-Mail: info@casinos.at

Austrian Lotteries Service Center

Tel.: 0810/100 200
(max. 0.10 euro/min.)
Operating hours: Mon-Fri 07:00-23:00
Sat, Sun, Public Holidays: 08:00-22:00
E-Mail: help@lotterien.at

win2day Service Center

Tel.: 0810/100 200 100
(max. 0.10 euro/min.)
Operating hours: Mon-Fri 07:00-23:00
Sat, Sun, Public Holidays: 08:00-22:00
E-Mail: help@win2day.at

tipp3 Service Center

Tel.: 0810 / 100 200 333
(max. 0.10 euro/min.)
Operating hours: Mon-Fri 07:00-23:00
Sat, Sun, Public Holidays: 08:00-22:00
E-Mail: kontakt@tipp3.at

Glücks- und Unterhaltungsspiel Betriebsges.m.b.H. (WINWIN)

Tel.: +43 1 799 0358
E-Mail: info@winwin.at

RESPONSIBLE GAMING

Responsible Gaming Hotline
(free in Austria):
0800 202 304

Responsible Gaming Website:
www.spiele-mit-verantwortung.at

CASINOS

Casino Baden

Kaiser-Franz-Ring 1
2500 Baden
Tel.: +43 2252 444 96
E-Mail: baden@casinos.at
www.baden.casinos.at

Casino Bregenz

Platz der Wiener Symphoniker 3
6900 Bregenz
Tel.: +43 5574 45 127
E-Mail: bregenz@casinos.at
www.bregenz.casinos.at

Casino Graz

Landhausgasse 10
8010 Graz
Tel.: +43 316 83 25 78
E-Mail: graz@casinos.at
www.graz.casinos.at

Casino Innsbruck

Salurner Straße 15
6020 Innsbruck
Tel.: +43 512 58 70 40
E-Mail: innsbruck@casinos.at
www.innsbruck.casinos.at

Casino Kitzbühel

Hinterstadt 24
6370 Kitzbühel
Tel.: +43 5356 62300
E-Mail: kitzbuehel@casinos.at
www.kitzbuehel.casinos.at

Casino Kleinwalsertal

Walsertstraße 31
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 61
1010 Vienna
Palais Esterházy
Tel.: +43 1 512 48 36
E-Mail: wien@casinos.at
www.wien.casinos.at

Casino Zell am See

Espanade 4-6
5700 Zell am See
Tel.: +43 6542 47447
E-Mail: zellamsee@casinos.at
www.zellamsee.casinos.at

WINWIN OUTLETS

WINWIN Krems

Dinstlstraße 3
3500 Krems
Tel.: +43 2732 74289
Fax: 02732 74289-2690
E-Mail: krems@winwin.at

WINWIN Kufstein

Feldgasse 12
6330 Kufstein
Tel.: +43 5372 61777
Fax: 05372 61777-3090
E-Mail: kufstein@winwin.at

WINWIN Landeck

Malsertstraße 25
6500 Landeck
Tel.: +43 05442 63543
Fax: 05442 63543-2490
E-Mail: landeck@winwin.at

WINWIN Lienz

Bozenerplatz
(opposite the railway station)
9900 Lienz
Tel.: +43 4852 67861
Fax: 04852 67861-2190
E-Mail: lienz@winwin.at

WINWIN Linz/Urfahr

Hauptstraße 63
4040 Linz/Urfahr
Tel.: +43 664 814 36 87
E-Mail: linz@winwin.at

WINWIN Mayrhofen

im Alpenhotel Kramerwirt
Am Marienbrunnen 346
6290 Mayrhofen
Tel.: +43 5285 62026
Fax: 05285 62026-2090
E-Mail: mayrhofen@winwin.at

WINWIN Salzburg (City)

Bayerhamerstraße 12a
5020 Salzburg
Tel.: +43 662 876940
Fax: 0662 876940-3190
E-Mail: salzburg@winwin.at

WINWIN Schärding

Unterer Stadtplatz 3
4780 Schärding
Tel.: +43 7712 29729
Fax: 07712 29729-2290
E-Mail: schaerding@winwin.at

WINWIN Schwaz

Franz-Josef-Straße 5
6130 Schwaz
Tel.: +43 5242 64932
E-Mail: schwaz@winwin.at

WINWIN Steyr

Grünmarkt 17
4400 Steyr
Tel.: +43 7252 41842
Fax: 07252 41842-2790
E-Mail: steyr@winwin.at

WINWIN Vöcklabruck

Stadtplatz 21
4840 Vöcklabruck
Tel.: +43 7672 27056
Fax: 07672 27056-2990
E-Mail: voecklabruck@winwin.at

WINWIN Wels

Kaiser-Josef-Platz 8
4600 Wels
Tel.: +43 7242 211195
Fax: 07242 211195-2890
E-Mail: wels@winwin.at

WINWIN Wels II

Stadtplatz 67
4600 Wels
Tel.: +43 7242 206515
E-Mail: wels@winwin.at

WINWIN Wiener Neustadt

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

WINWIN Zell am See

Seegasse 5
(in the pedestrian zone)
5700 Zell am See
Tel.: +43 6542 47369
Fax: 06542 47369-2310
E-Mail: zellamsee@winwin.at

COUNSELLING 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 as well as with counselling centers and treatment facilities which provide counselling and treatment to people with gambling problems and their relatives.

Vienna

Ambulante Behandlungseinrichtung Spielsuchthilfe

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

Anton Proksch Institut

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

SHG Anonyme Spieler – W. Gizicki

Rudolf-Zeller-Gasse 69/8/10
1230 Vienna
Tel.: +43 660 123 66 74
E-Mail: shg@anonyme-spieler.at
www.anonyme-spieler.at

Lower Austria

Anton Proksch Institut – Suchtberatung Baden

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

Upper Austria

Schuldnerhilfe Oberösterreich

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

Ambulanz für Spielsucht der pro mente OÖ

Neuromed Campus des Kepler Universitätsklinikums Wagner-Jauregg-Weg 15
4020 Linz
Tel.: +43 5 76 80 87 39571
E-Mail: spielsucht.nmc@kepleruniklinikum.at
www.promenteoee.at/spielsucht

Magistrat der Stadt Wels Sozialpsychische Beratungsdienste – Spielsuchttherapie

Quergasse 1
4600 Wels
Tel.: +43 7242 29 585
E-Mail: spielsuchtberatung.spb@wels.gv.at
www.wels.gv.at

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 – Villach

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

Krankenhaus de La Tour

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

Salzburg

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

Ignaz-Harrer-Straße 79
5020 Salzburg
Tel.: +43 5 7255 34 991
E-Mail: suchtambulanz@salk.at
www.salk.at/647.html

Styria

Fachstelle für Glücksspielsucht Steiermark

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

Weitere Beratungsstellen:
www.fachstelle-gluecksspielsucht.at
und www.suchtfragen.at

Drogenberatung des Landes Steiermark Suchttherapieverein Steiermark

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

Tyrol

sucht.hilfe BIN – Beratung-Information-Nachsorge

Anichstraße 34/2. Stock
6020 Innsbruck
Tel.: +43 512 5800 40
E-Mail: office@bin-suchthilfe.tirol
www.bin-suchthilfe.tirol

Therapiegruppe Contra Gambling

c/o sucht.hilfe BIN
Anichstraße 13/3. Stock
6020 Innsbruck
Tel.: +43 50 504 839 93 und
+43 512 57 30 54
E-Mail: christoph.hannemann@tirol-kliniken.at

Therapie- und Gesundheitszentrum Mutters

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

Vorarlberg

Stiftung Maria Ebene

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

Beratungsstelle Clean Feldkirch

Schießstätte 12/8
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Imprint

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Achim Bienik and Stephan Hugar



WORLD LOTTERY ASSOCIATION
CERTIFIED
WLA RESPONSIBLE GAMING
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LEVEL 4 / VALID UNTIL 2018



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