

**GiG**

# Sustainability Report 2020

Growing stronger #together



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# 2020

Our transition to a B2B organisation began during the unpredictable Covid-19 pandemic. Along with almost every company in the world, we faced many challenges, not least converting our workforce from office based to working from home, but most importantly keeping our people safe, healthy and engaged. We faced every challenge head on, with an agile approach and managed to exceed previous levels of productivity and innovation. Throughout the months we picked up pace, exceeded expectations and continued on the path to becoming a profitable company with sustainability at its heart, all whilst growing stronger together.



## Our strategic approach to sustainability

Our vision is “to be the industry-leading platform and media provider delivering world-class solutions to our iGaming partners and their customers”. The road to achieving our vision is paved by our mission which is “To drive sustainable growth and profitability of our partners through product innovation, scalable technology and quality of service” - This is the standard to which we are working to and making decisions by every day.

We support B2B partners and their end users to drive sustainable growth and to comply with technical, legislative and responsible marketing demands, both as a software supplier providing a leading online gambling platform and products, and as a media provider. For more details on the products and services we offer visit [www.gig.com](http://www.gig.com)

As we look forward to the future, we are excited to adapt and learn together, building an agile roadmap, with a clear path to sustainable success.





## Hear from our CEO, Richard

From start to finish 2020 has been a truly transformative year for us here at GiG. Even though the Covid-19 pandemic cast many unpredictable shadows and challenges in our path, we remained steady and managed to focus our efforts on reducing our operational complexities to become a B2B focused organisation. During the last year we accelerated our digital transformation massively, and I am incredibly proud of how successfully and positively the company and our people have reacted to the challenges we have faced together.

Throughout our journey we reshaped our company vision and mission, and implemented new GiGster led values to support our new B2B strategy, making sure sustainability and the long term growth of our partners and their end users is at the heart of everything we do.

We have kept highly focussed on our sustainability strategy and as the year progressed we achieved a number of key milestones enabling us to mitigate even further operational risk. We sold our B2C proprietary brands, decommissioned the then redundant B2C licences in favour of the SAAS model by disposing of our whitelabels, and have continued to invest in the managed services we offer such as responsible gaming, player safety and anti-money laundering. Using our new data platform we have developed AI based models for RG and AML to give our clients a better ability to identify and predict to support compliance and their end users. ▶

We understand that a sustainable business requires a long-term relationship with clients built on trust, fairness and harm minimisation processes. All our Managed Services teams work with a dedicated goal of providing first class operational performance, from fast and knowledgeable first line response to efficient payment and KYC processing. Player Safety is one of our core values. Our commitment to providing a safe gaming environment, through industry leading expertise and products, enables our client partners to flourish within a background of regulatory and social confidence. To complement our range of Player Safety tools and products our team of in-house experts provide efficient monitoring and analysis, with an emphasis on pro-active interaction and informed choice.

GiG Comply, our marketing compliance tool built to be compatible and adaptable to an ever-changing regulatory landscape, has now been live since 2017. The name and its reputation has had time to grow in the industry and we signed five new contracts in 2020, totaling 18 partners for the year. We have a lot of positive feedback from our partners and many have signed up for the provision of GiG Comply for another year. We are very happy to have been onboarding a good handful of clients lately, and are proud to see GiG Comply becoming the go-to tool for operators who are interested in assisting their overall compliance efforts.

To drive our growth and sustainability for the years to come we have focused our efforts on regulated and soon to be regulated markets where companies have player safety at the heart of their operations, and are looking for B2B partners who can offer the highest standards and efficiencies in compliance. We are currently powering clients live in 10 regulated markets; New Jersey, Iowa, MGA, UK, Curacao, Spain, Croatia, Sweden, Latvia and Romania, and we are concentrating on entering a further six markets in our 2021 pipeline.

To support the above commitment and to align with our business strategy, we are increasing our investments into information security best practices and governance, allowing us to continually push towards market leading practices in risk management, security architecture and operations and vulnerability management. Our teams worked hard to maintain the ISO 27001 certification for our GiG Core and GiG Data products and we are preparing to add our frontend products to the certification in 2021.

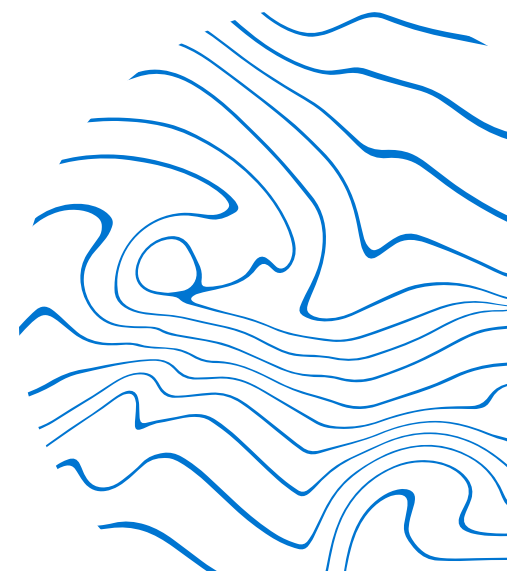
All of the above would not have been possible without the passion, commitment and exceptional talent of our people - they are our greatest asset. Together we have transformed the business into a remote based organisation, we have focused on optimising costs and the use of our office space without compromising on the quality or level of investment into our people's training, development and benefits.

We have faced the people challenges head-on in 2020. By listening to our people's feedback we have implemented almost 20 different engagement and support initiatives such as the creation of a productive hybrid office based and remote working environment, a virtual onboarding experience aimed to engage with people contributing to GiG from all over the World, a new toolkit for hiring managers focused on non biased interview techniques and a revamped employer branding strategy putting our people and their strengths in the spotlight. As a result we saw six returning or 'boomerang' colleagues in just one quarter, almost 40 internal promotions and over 240 colleague referrals - it is clear to see we are gainfully growing our sustainable homegrown talent pool. These decisions have also led to savings in our Opex and greatly reduced our carbon emissions footprint by lessening our office space, future commute time and overall energy and water consumption.

Another year is now ahead of us and I am proud of the future sustainability actions and initiatives we have planned. We will continue to invest in scalable technology, broaden our commercial horizons and continue to invest in our people's personal development and growth with the aim of retaining and growing internal talent. All of which supports our main objectives of providing leading platform and media digital solutions for our partners and in turn their end users.



**Richard Brown**  
CEO




## Our strategic approach to sustainability cont.

We engage our stakeholders including our investors, partners, colleagues and others daily, to advance and evolve our Environment, Social and Governance (ESG) efforts. Please visit [gig.com/sustainability](http://gig.com/sustainability) to view our full sustainability report. Our reporting is guided by GRI standards and ESG guidelines.





To get us there, we have aligned our priority areas with the **UN Sustainable Development Goals**, and they are:




- Fair and safe iGaming
- Information Security
- Responsible marketing and advertising
- Encourage GiGsters to thrive




### Fair and Safe iGaming

Anti-Money Laundering 

Responsible Gambling 



### Information Security

IT Security

Data and Privacy Protection





### Responsible Marketing

Upholding Advertising Standards  

Protecting Underage Persons 




### Encourage GiGsters to Thrive

Training and Development 

Diversity and Inclusivity   


### UN Sustainable Development Goals Icon Glossary

-  Good Health and Wellbeing
-  Gender Equality
-  Decent Work & Economic Growth
-  Industry, Innovation and Infrastructure
-  Reduced Inequalities
-  Responsible Consumption and Production
-  Climate Action
-  Peace, Action and Strong Institutions
-  Partnerships for the Goals



### Green Initiatives

Reducing our Carbon Footprint



## Key achievements

Sustainable and long-term profitable growth is at the core of all aspects of GiG's corporate strategy. GiG focuses its sustainability strategy on areas most relevant to its business, at the heart of which is social responsibility. GiG provides a full suite of solutions which enable our partners to organise a responsible gambling offering which satisfies technical, legislative and responsible marketing demands.

## Risk mitigation

Pursuant to the objectives of a strategic review initiated in November 2019, during 2020 GiG embarked on a very specific goal to reduce risk and complexity in the business, to focus on value creation and strengthening the balance sheet without any conflicting B2C-B2B strategies. On April 15 2020, we completed the sale of our proprietary brands to Betsson Group, leading to an immediate material reduction in risk and complexity. In Q3 2020, we surrendered our B2C Swedish and GB licences after transitioning partners active in these markets under a SAAS model, and by Q4 2020 we had only two brands on our Malta B2C licence. The goal for 2021 is for GiG to maintain solely strategic brands on its own B2C licence, whereby full control of all operations is a prerequisite.

With the new B2B strategy we off-boarded 65 people in the Betsson acquisition of our customer facing brands, with the security and wellbeing of those affected the priority at all times. We've achieved a further organic reduction in headcount to align with organisational demands, whilst maintaining and improving performance.



## Technology and product

We are constantly looking to elevate our products and technology to ensure that they are both competitive and sustainable. Product, design and technology work closely, and at GiG we are proud of the way these teams work; innovating, forward-thinking and always challenging and pushing each other forward.

**“One of our main objectives is to create customer-centric products, meaning really getting to understand our customers and building real solutions for real problems”**

**Ashley-Christian Hardy, Director of Product and Design**

We invest in our technology's scalability, performance and the efficiency at which we deliver solutions. Our new technical chassis will enable us to achieve a true microservice architecture. We ensure that strong governance principles are in place for technology, testing, release management and product delivery, which allows us to deliver effectively and towards best practices.

Flexibility is the word that explains the benefits of our products and technical architecture, when it comes to platform solutions and also frontend solutions. **For operators who do not want to invest in development resources, our frontend solution is built on the latest web technologies, which allows flexibility for operators to control the look, feel and design.** Operators who wish to invest some resources can build their own front end on top of our CMS with their own technology stacks.

Demonstrating our innovation and that sustainability is at the heart of everything we do is our compliance tool called GiG Comply which we built in response to operators' needs to improve compliance oversight and responsible gambling. This monitoring service is designed to further strengthen marketers' control over third-party advertising and brand protection.

## Fair and safe iGaming

We understand that a sustainable business requires a long-term relationship with customers built on trust, fairness and harm minimisation processes. All our Managed Services teams work with a dedicated goal of providing first class operational performance, from fast and knowledgeable first line response to efficient payment and KYC processing.

Player Safety is one of our core values. Our commitment to providing a safe gaming environment, through industry leading expertise and products, enables our client partners to flourish within a background of regulatory and social confidence.

To complement our range of Player Safety tools and products, including AI and real time alerting models, our team of in-house experts provide efficient monitoring and analysis, with an emphasis on pro-active interaction and informed choice.

Account and site integrity are also essential to maintaining customer trust and confidence, with our Risk and Fraud team ensuring that partner databases are secure and in line with international industry standards.

### ESG

GiG continued to integrate ESG topics into its long-term strategy with a view to make an overall positive contribution, achieve sustainable growth, and avoid and address adverse impact related to its operations, products or services.

- We teamed up with Bournemouth University to promote research and increase knowledge on harm minimisation and how to improve communication to increase effectiveness. We are involved in the EROGamb and GamInnovate applied projects. The projects had to be paused due to Covid-19, however we remain committed to support these projects as soon as they resume.
- We collaborated with YGAM to pilot and evaluate accredited and certified responsible gambling training on their supplier chain for GiGsters and secondly, to support YGAM's roll-out of educational programmes in Malta.
- For the third year in a row, we organised a three day GamCare training session for our compliance and operations people focused on social responsibility and interactions. This provided our people a deeper understanding of problem gambling harms, focusing on the

ability to identify indicators of harm and learning strategies on how to deal with and support end-users struggling as a result of problem gambling.

## Information security

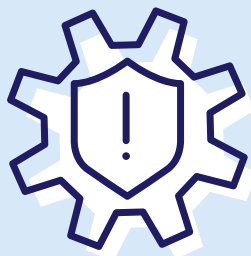
Information Security is a strategic priority for the business and it is at the core of our processes and technologies, for both our business units and our central functions. Information security risks feed into the wider decision making of the business, as we strive to increase the maturity of our information security function year-on-year.

In 2020, GiG maintained its maturity in its key processes related to Identity and Access Management, Vulnerability Management, User Awareness, Policy Management, Incident Management and Governance. We also set out to further invest and increase its maturity in Risk Management, Application Security Architecture, Threat monitoring and Incident Management, Vulnerability Management and Supplier Due Diligence. We also initiated plans for Business Continuity Management, safeguarding our future in every circumstance, and will update the business in 2021

Further in 2020, we maintained our ISO 27001 certification for our GiG Core and GiG Data products, and their supporting functions. Preparations to obtain the certification for its frontend products were also initiated.







### Risk management and key risk indicators

- The business introduced continuous risk assessments across the business, identifying any potential risks in key functions, processes or technologies
- Formal risk assessments were conducted and ownership of mitigation assigned and monitored
- A formalised KPI framework was introduced that would allow GiG to continuously monitor and improve the maturity of its information security controls
- Annual maturity assessment was conducted on the Group's security function, which saw an increase in information security maturity across the whole organisation, with a target maturity for 2021 being presented to the executive management team
- Increased security around our supply chain, through the introduction of enhanced due diligence processes on all suppliers mitigating high risk relationships



### Security architecture and operations

- Invested in a static application security testing scanner which reduced the time to detect vulnerabilities drastically, improving the security posture of our products
- Introduced a security application architecture vertical, with the main objective of ensuring we make our products resilient by having **security by design**, rather than 'bolted on'
- Implemented our security incident and event management (SIEM) system, Splunk Enterprise Security
- Initiated work to build a 24/7/365 Security Operations Centre (SoC), after extensive market research, we decided to partner with Alchemy Security to build a world-class SoC which feeds directly into the continuous improvement of our controls



### Vulnerability management

In 2020 GiG maintained its commitment to the periodic testing of its B2B products

- In addition to usual testing of our products and infrastructure, we added all of Media's critical sites into our test planning
- Built a new data centre as part of our world class service offering with all components designed and implemented with security at their very core
- We invested in building a new interactive secure code training for our developers, forming part of the Group's role-based awareness training programme

The company board of directors has also established an independent audit committee which oversees the company's implementation of policies and procedures, as well as the reporting by the company of its financial affairs in the financial statements. The committee receives regular reports from the internal auditor on key risk areas which would have been subject to a detailed evaluation by the internal auditor. The internal auditor is independent and freely chooses areas to assess at his own discretion, generally focusing on business activities that could bring legal, security, financial or other operational risks.

# Responsible marketing and advertising

We ensure that all our advertising and marketing efforts are conducted in a socially responsible manner, in accordance with the regulations and requirements on promotional and marketing communications in every local market, and in the absence thereof, in accordance with a code of conduct that adopts industry standard practices.

We ensure marketing communications do not mislead, be false or untruthful. Communications produced by GiG must provide clear and transparent information any offer being made, and are not targeted at vulnerable people.

We also ensure that we are fully compliant with General Data Protection Regulation (GDPR) guidelines and ensure that we only ever use personal data that is submitted or acquired by us only if we have a valid legal basis.

## Protecting underage persons

Marketing and advertising communications are not aimed at, or should not appeal to, underage persons (i.e. any age below the legal age for gambling in any jurisdiction where the communication is targeted) and carry appropriate warnings about underage gambling.

For the purpose of brand advertisements and sponsorship agreements, no logos and names of gambling products or gambling services are to be found on products that are intended to be used or worn by underage persons.

## Avoidance of potentially offensive language

We refrain from using language, words and phrases in marketing and advertising communications which may be deemed offensive by both advertising audiences and regulatory bodies. These rules reflect the guidance issued by Ofcom, the UK's regulator for communication services.

## Social media advertising and marketing

Social media as a platform for advertising or any other form of commercially related content, including blogs, microblogs, vlogs, wikis, message boards, electronic newsletters, online forums, and all social networking sites, follow advertising requirements, such as:

- Links to sources of more detailed information
- An 18+ symbol
- Reference to [www.begambleaware.org](http://www.begambleaware.org) or a local support institution
- Do not include any content which is appealing to children



## Affiliate compliance

We built a compliance tool called GiG Comply which we of course use ourselves. GiG Comply drives social responsibility by providing improved visibility of where and how brands are being advertised, highlighting deviations from the brand owner's guidelines. The service helps protect advertisers and brand owners from being promoted on websites which are not brand-safe or compliant. It also protects from misleading advertising in their name and helps operators to adhere to complex advertising standards in the different regulated markets.

## Encourage GiGsters to thrive

In order to execute a sustainable Company strategy, the organisation must be equipped with the highest levels of talent at every level, armed with the tools to both develop and grow performance.

Our people approach is set to mirror the working strategy of the organisation and help us realise the strategic benefits of acting in the whole Company's interest, delivering the organisation's vision and mission, and ultimately driving a more sustainable organisation.



**We have worked hard to build a culture focused on diversity and inclusion, with a view to delivering both internal and community-led value. We have grown stronger together through the challenges Covid-19 brought with it, and our people have increased their focus and productivity whilst working from home and under other lockdown restrictions. Our job has been to keep everyone safe and healthy, happy and engaged - and deliver on our strategic objectives.**

Claudia Ginex, CPO



## In 2020 our key focus areas and achievements have been:

### Transforming our workforce from land based to digital

We have focussed on working on improving two priority areas, **1. Feeling supported and connected at work**, and **2. How we empower our people's right to disconnect**. As we believe our people must be supported even more to switch off and decompress, to be able to really switch on and focus.

#### Feeling supported and connected at work

- Gave our people the ability to choose where they work from, encouraging a hybrid approach and remote working from 'home' countries, regulation allowing
- Implemented a working from home policy, childcare support allowance, office equipment allowance and increased the scope of activities covered by our health and wellbeing allowance
- Transformed our onboarding experience to digital and delivered IT equipment all around the world
- Moved office equipment from our offices into our peoples' homes and offered an annual allowance to buy office equipment, giving them the best and safest environment to be productive and engaged
- We transformed our training and development initiatives to digital environments
- All team meetings, product presentations, webinars, lightning sessions, GiGsters Connect all-hands and engagement social events, were exclusively online to keep everyone connected

- Created normality between teams for occasions by creating branded digital celebration cards and to celebrate all occasions to keep morale up and let people know these events are just as important, if not more so than before.

#### How we empower our people's right to disconnect

- Promote a culture of 'switching off' form devices when on annual leave, or out of office hours
- Encouraged our people to take all of their annual leave, allowing carry over to the next year, to spend more time with their families, making further dispensations wherever possible
- Increased engagement events from weekly to daily such as Yoga, virtual racing, work from home competitions, personal training sessions to maintain a positive work-life balance
- We continued to collaborate with The Richmond Foundation, a Maltese NPO, to support our people from all locations, providing a platform to discuss anxieties and pressures exerted by the extraordinary circumstances our workforce found themselves in
- Hackathon - We focussed our support not only our GiGsters, but their loved ones too, with family and friend focussed activities, like the 48 hr Think GiG Hack: "What will some of our greatest challenges or problems be as a result of this pandemic, and what will the best solutions be?"
- Provided budget for teams to meet together as per local Covid-19 restrictions would allow



## Training and development

Our aim is to build a long term sustainable workforce, and training and development is at the very heart of this. This year saw an increase in online personal development courses, with over 40% of GiGsters having attended one or more external digital courses, while more than 150 other GiGsters benefited from in-house built workshops on leadership development, giving and receiving feedback, dealing with change and Agile development. Our training portal, the GiGsters Academy, saw our people complete over 3900 courses, receive almost 1500 certificates, achieve an average test pass rate of 89%, and complete nearly three months of total training time.

We have continued to invest in our peoples' knowledge and skills in order for them to better understand their individual and organisational responsibility towards responsible gambling and anti-money laundering, how to identify problem gambling, and to have the knowledge to be able to conduct brief interventions and signpost for further support.

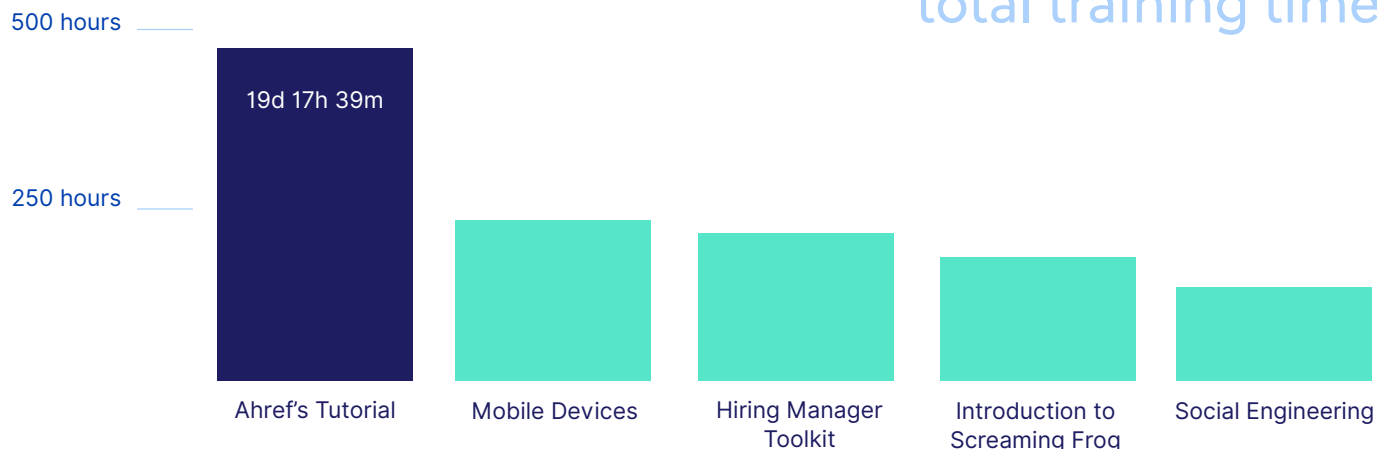
**3900**  
courses

**1500**  
certificates

**89%**  
pass rate

**2m 26d 8h**  
total training time

### Most active courses



### Growing our culture and building new values

- We needed to refresh our old values to underpin the new strategy, vision and mission. To ensure the values would be truly GiGster led, meaning all our people led the way, rather than a top down approach, we created a project team full of internal experts, and as a bi-product made significant financial savings as no expensive third parties were needed to facilitate.
- As a result of the six month long project we gained over 60% of GiGsters responded to the survey, 24 hours worth of workshop discussions and over 4000 lines of data, which all led to the formation of five distinct and personalised values. These values, created by our people help form a framework of aspirational and attainable milestones, needed to achieve our common goals.

We launched these new GiGster led values on 11 December during our first ever digital Christmas themed business update organised by the communication team to bolster our GiGsters engagement.

- Before the pandemic we were still able to support the Malta Marathon, flying both our people from all over Europe and supporting those who locally wished to take part. Just under 5k people ran, from all over the world. With GiG the main sponsor our branding was on everything as we continue to promote the importance of setting and achieving personal goals, outside of the workplace. In conjunction with the GiG Malta Marathon, we also sponsored Malta's Starlite Basketball team, meaning they could play for the year in their grounds and in our local community.



## Values for 2020 and beyond

60% of GiGsters responded to survey

24hrs worth of workshops

Resulted in over 4000 lines of data

6 months





Reward and recognition: On December 11, after months of planning the Christmas Extravaganza, we brought together all 480 colleagues under one digital roof to celebrate our people and the business. We had five sessions throughout the afternoon, and we launched our first ever annual reward and recognition initiative. Throughout the year we held quarterly awards and wanted to launch our first ever annual awards ceremony called GiGstars, where we recognised our greatest people, leaders and teams, with 470 nominations and 32 Judges, we ended up with 26 finalists and eight winners. To make it truly involving we sent Christmas hampers with branded goodies to eat, drink and wear as a token of our thanks and appreciation.



# GiG STARS 2020

**470**  
nominations

**32**  
judges

**26**  
finalists

**8**  
winners

## Developing a sustainable, diverse and inclusive workforce

Our aim is to build a long term sustainable workforce, and every project or initiative is implemented with this in mind.

- We have created and implemented competency frameworks across all teams, which means we can develop them based on their own insights and established key strengths. We have used these to develop tailored training programmes, and complimented the frameworks with Objective Key Results, and completing their Personal Development Plans.
- Our people operations team implemented the automation of performance and salary reviews with a new HRIS system, reducing costs and maximising the simplicity and efficiency for our people - future proofing our processes and scalability.
- We welcomed back six boomerang GiGsters and received 215 referrals from colleagues, from which we sourced 24 colleagues, and permanently employed 19 who passed their six month probationary period.

## Bridging the gap between our industry into our communities

GiG Gives is a huge passion of ours and we have taken steps to make it an official foundation, with the view to completion and a new educational direction for 2021/22. The pandemic really impacted the roll out of our original plans however we managed to continue with a number of GiGster led initiatives. One highlight was our Christmas GiG Gives mission where we donated 12 locally sourced televisions to an elderly home in Spain, to help break the monotony and loneliness felt by many residents. In Denmark we made and delivered over 60 bags full of hygiene and comfort “home from home” items, to a woman’s shelter, and in Malta we supported the MSPCA animal shelter with a myriad of food, beds and care products, all purchased from a local business.

In collaboration with the iGaming European Network (iGen), we grouped together with 17 other companies and paid for 38,000 masks for Malta’s frontline health workers. We also donated several thousand euros worth of food and meals to homeless shelters and orphanages throughout the year. And we ensured we always purchased supplies for events and merchandising etc through local businesses to support our local communities.

## Diversity and inclusion

As a founding member of the all-in diversity project, we take equality, diversity and inclusion very seriously and have committed ourselves to its ideals since our conception, living them every day.

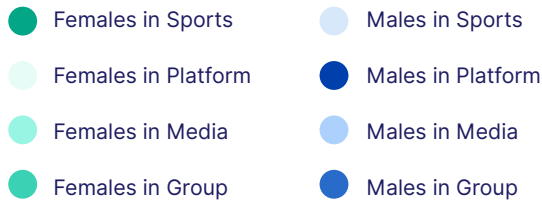
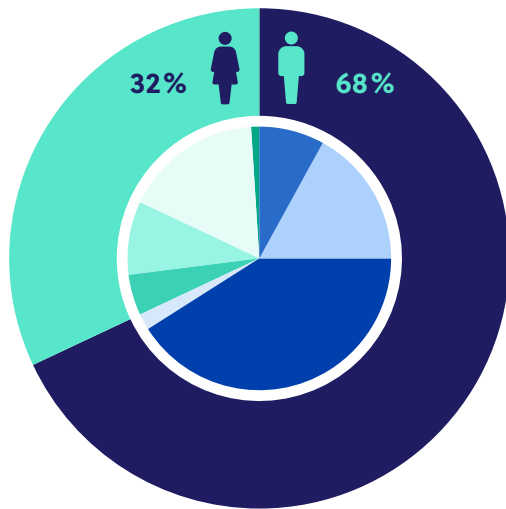
**“Our hats go off to Gaming Innovation Group for taking meaningful steps towards equality and true inclusion across their business. By supporting All-in Diversity Project and benchmarking their progress through the All-Index, they lead the industry by example when it comes to diversity, equality and inclusion”.**

Kelly Kehn, Co-Founder  
All-in Diversity Group

We are an equal opportunities employer and are opposed to all forms of unlawful and unfair discrimination. We are blind to gender, nationality, ethnicity, religion, age, sexual orientation or disability, and we respect the uniqueness of every GiGster. We constantly challenge ourselves to do better in every aspect, and we’re currently operating at a 67.9% male to 32.1% female split, which in our industry is still one of the best ratios, however we are challenging ourselves to do better in this area. From our own female leaders showcasing pathways into the industry, to educating and encouraging others to join communities and pursue a career in the spaces we occupy. If you are the best for the role, we will hire you.

All of our policies are equality aligned. Unlike most companies, our policies are based on company culture, and we always go above and beyond to ensure we aren’t just giving out basic local allowances, but give every colleague the same entitlements where legally possible. Our whistleblowing and Insider and Trading Policy both comply with regulations and encourage a culture of feeling safe and secure in our practices for our people

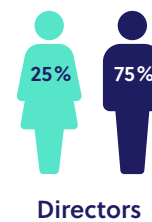
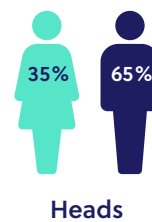
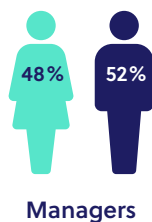
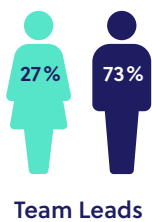
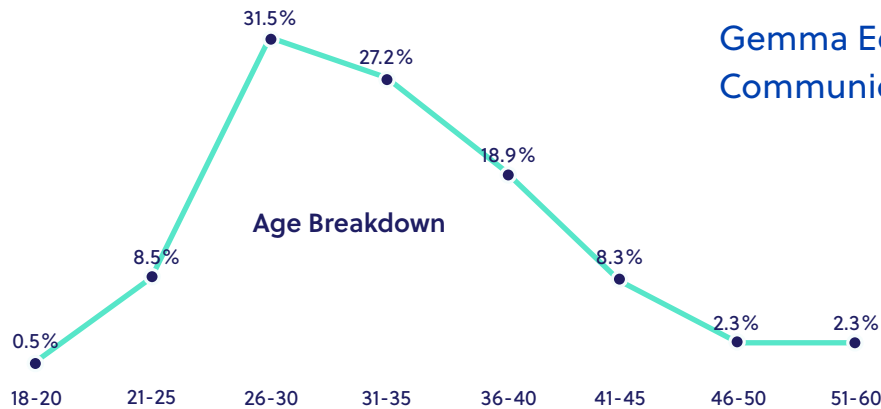




- When compared to H1, the number of female employees at GiG increased by 2.7%
- When it comes to Leaders at GiG, female leadership percentage increased by 8% amongst the Team Leads, the % rate in Managers and Heads also increased
- The age bracket between 25-35 continues to be the highest

**“With just over 30% of our people being women, it truly speaks volumes when 62.5% of our internal award winners, GiGstars, are women. Eight out of 21 finalists were women, and five of our ladies won. I’m sure you’ll agree that this is clear testimony to the fact we are definitely hiring the right people for the right roles”.**

Gemma Edward, Head of Communications.



**GiG Nationality Split - Total Headcount 481.5**

America	4	Taiwan	1
Argentina	1	Japan	2
Australia	1	Latvia	1
Belgium	3	Lebanon	1
Brazil	7	Lithuania	2
United Kingdom	36	Luxembourg	1
Bulgaria	4	Macedonia	5
Chili	2	Malta	205
Colombia	1	New Zealand	1
Denmark	24	Nigeria	1
Holland	6	Norway	10
Estonia	8	Pakistan	1
Finland	14	Paraguay	1
France	5	Poland	20
Germany	10	Portugal	2
Greece	2	Russia	4
Hungary	7	Serbia	1
Iran	1	Slovakia	2
Ireland	1	South Africa	3
Italy	17	Sweden	26
Spain	30	Ukraine	1

+

**GiG employs people from all over the world with 44 different nationalities at present**



# Environmental footprint

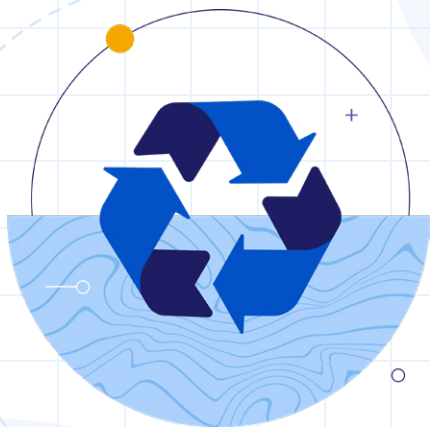
## Green data centers

In 2020, GiG hosted 90% of its servers with Equinix Inc's green data centers which operate on 100% renewable energy.

Equinix Inc. greens the electrons through the use of renewable energy and low-carbon technologies like wind power.

## Renewable energy statement

Equinix design, build and operate data centers with high energy efficiency standards and a long-term goal of using 100% clean and renewable energy.



## In-office recycling programme

All waste in our offices, canteens and kitchens is separated



## Promoting paperless working

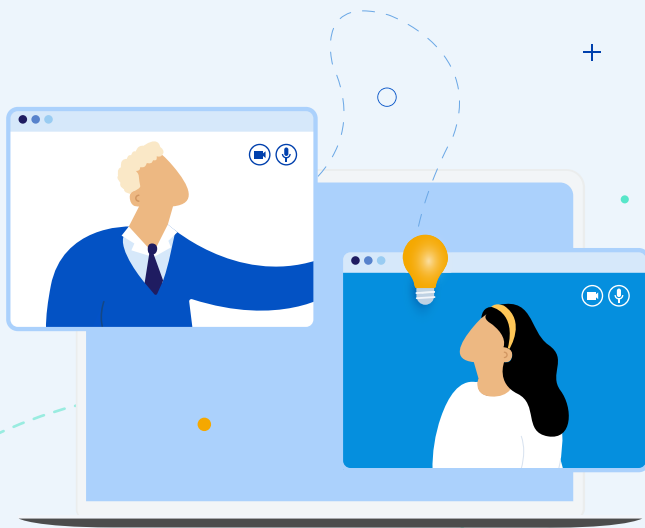
Printed paper usage: less than one tenth of a piece of paper was printed per GiGster per day, that's a 90% decrease vs 2019



## Reducing our travel footprint

Creating a hybrid remote working environment and following World Health Organisation guidelines reduced our footprint

**-202,200kg CO<sup>2</sup>**  
environmental impact



## Meeting and connecting #together

Reducing the energy consumption used commuting to work or for training and events

over **2.53** million

minutes of video conferencing

over **26** thousand

meetings held remotely

over **12.45** million

Slack messages in all private/public/shared channels including with clients

## Repurposing unused resources



Hundreds of desks, chairs and other unused office equipment was sent to our peoples' homes to establish safe and healthy working environments



Reformatted IT equipment was upcycled and sold to colleagues, with donations going to local GiG Gives charities



€000's of unconsumed food and prepared meals from our kitchen team were donated to local orphanages and homeless shelters throughout the year in Malta



Uncollected Christmas gift packs were donated to local elderly homes and shelters across locations

## Smart energy consumption

**-35%**

Compared to normal systems and lightbulbs our smart lighting and LED lights are ahead of game and use 35% less energy per annum

**-33%**

Our offices had their lights off for the equivalent of four months across the board, meaning a further 33% reduction in energy usage

**-40%**

Having reduced office space by the equivalent of 328 seats, we are minimising our future carbon emissions by approximately 40%



## Malta (Headquarters)

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## Spain

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## Denmark

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2200 Copenhagen N

## United States

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## Norway

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