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GiG

Sustainability Report 2021

Growing stronger #together




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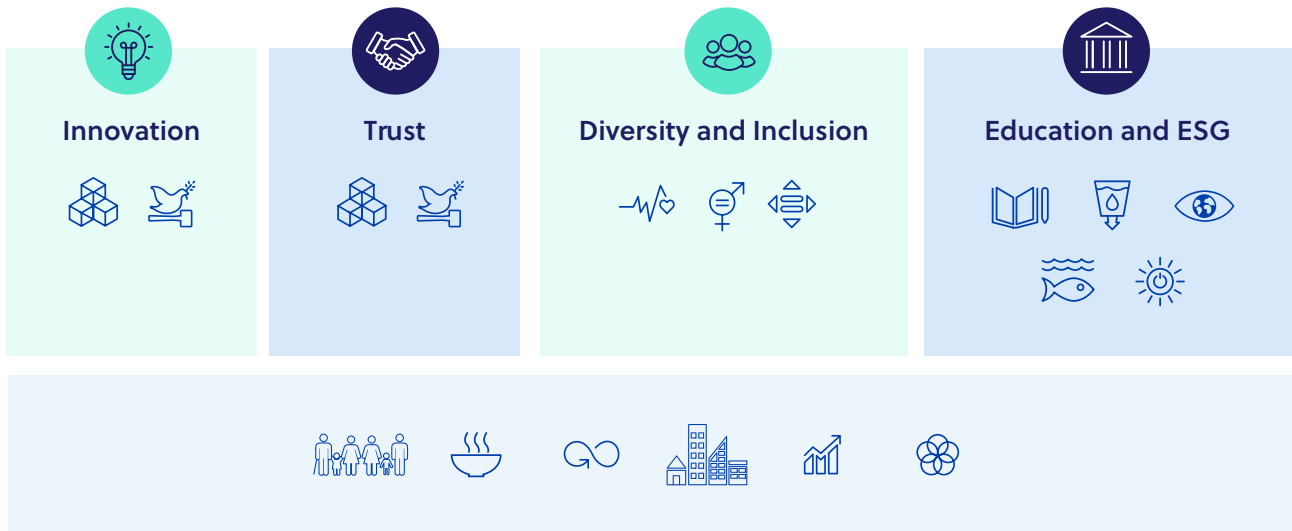
Our strategic approach to sustainability:



Our people and stakeholders are at the heart of every decision we make, as are the communities in which we live and work. We want to create sustainable growth for every internal and external stakeholder. By refocusing our efforts we believe we can deliver real impact together. Building on our already solid strategic approach, we have aligned our four key pillars and development areas, with the United Nations 2030 Agenda for Sustainable Development and the 17 Goals for People, for the Planet.



Our four pillars:



SUSTAINABLE DEVELOPMENT GOALS



Our two sustainability objectives are broken down into clear business and people goals:

1

To be a future proof profitable business through adoption of sustainable best practices and ESG reporting, including product and service innovation, information security, safer gambling priorities, and supply chain ethics.

2

To be a people first culture, where balanced well-being is a fundamental right and intrinsically linked to our work in local communities and reducing our environmental footprint with the aim of reaching Net Zero by 2030.



A message from our CEO

**Richard
Brown**

Our commitment to sustainability and the four pillars

After a remarkable year growing stronger together, 2021 allowed us to refocus our sustainability efforts and address the broad spectrum of initiatives needed to improve our ESG ratings, whilst adapting to our B2B business strategy.

Our four sustainability pillars have two clearly defined business and people goals, allowing for a truly holistic approach. We support our 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. We understand that a sustainable business requires a long-term relationship with clients built on trust, fairness and harm minimisation processes. We improve the social responsibility posture of our clients when they assign managed services to us, given that our teams are highly experienced and well trained.

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 powering clients under 10 regulatory frameworks: MGA, UK, Curacao, Spain, Croatia, Sweden, Latvia, Romania, Germany, City of Buenos Aires. New Jersey will back up in Summer 2022, and we're aiming for Pennsylvania and Ontario in H2 2022, there are a further five markets we'll be concentrating on in 2022. Now that the exciting acquisition of Sportnco is complete, our addressable market has been doubled and in the US it increases significantly. Our 12 integration steering committees are hard at work thoroughly reviewing all tasks needed to maximise this deal's potential for our shareholders, clients and partners.

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 achieve recertification of ISO: 27001 which was extended to include all platform products, including Malta, Riga and Spain offices, and this year will look to include Sportnco's products, services and offices.

To achieve all of the above our people team have been working incredibly hard to focus on how we attract, retain and develop our teams – people are our greatest asset. We are providing dedicated and tailored resources to support every aspect of their well-being (physical, emotional, mental, social and spiritual), and helping to increase education and reduce bias, in the communities in which we live and work. We have launched a number of initiatives including a proof of concept on our Bridging the Gap Education Incubator, and our allyship programme, GiG Allies, will be launching in late Q2 2022.

This is the first year of our new approach, and the list of achievements are impressive, but we have a lot more to do and we look forward to reporting further successes. What makes me proud is that we are taking ownership of every aspect of sustainability, including our impact on the global environment, and through our upcoming assessment of our scope 1, 2 and 3 emissions, our supplier chain ethics and improving our global reporting, we not only aim to achieve Net Zero by 2030, but we will continue to improve our ratings and the overall sustainability of GiG, our people, partners and their end users.

Summary of key focus areas and achievements in 2021

Achievements 2021

Business Goal

 <p>Doubled our addressable market</p>	<p>By acquiring Sportnco, a leading sports betting and gaming solution provider, with significant increases in US market access.</p>
 <p>Increased revenue</p>	<p>GiG closes out 2021 with a total of 25 customers on its platform, and live in 14 certified jurisdictions, with five new jurisdictions in the pipeline. The entry into new additional markets will be decided after completion of the Sportnco transaction.</p>
 <p>Increased protection and information security for our products and customers</p>	<ul style="list-style-type: none"> • Achieved recertification of ISO 27001 on all platforms and products Penetration tested all our products, and integrated automated testing in our development pipelines • Performed over 35 business impact analysis, ensuring our business continuity management system is updated and that our business continuity plans reflect our current business objectives • Implemented a supplier due diligence process and finalised the integration of a 24/7 SoC team with our business. Meaning we have visibility of our GiG servers, systems and network devices; all our Platform products; our critical Media sites; our Malta, Spain and Copenhagen Offices and our very own GiG Cloud via our SIEM
 <p>Greater compliance foothold</p>	<p>With GiG Comply, our proprietary compliance software has continuously gained a stronger foothold and mandate in the industry, keeping our partners compliant in regulated markets.</p>
 <p>Gained preliminary ESG supply chain rating</p>	<p>Embarked upon an initial ESG supply chain rating analysis giving Net Positive observations from the top c.€28m spend;</p> <ul style="list-style-type: none"> • GiG's Legacy measured c.€10.5m against substantially weighted ESG analyst data. • With 66% of spend within the software and Internet sector, meaning the measured ESG investment combined with Microsoft excellent ESG rating performance, gives GiG.com a good 58.96 ESG score.
 <p>Supported and funded safer gambling research project</p>	<p>Minimising Gambling Related Harm Through Cognitive Tasks and Interactive Dialogue and supporting the Gambling Research Group at Bournemouth University in their research project EROGamb 2.0</p>

People Goal

 <p>Best practice policy implementation and updates</p>	<p>The right to disconnect policy, Flexi-working policy, Official well-being approach and policy, Harassment and bullying policy updates</p>
 <p>Continuously improved our employee experience</p>	<p>By undertaking an internal review and audit with RSM resulting in a full implementation plan</p>
 <p>Implemented a Diversity, Equity and Inclusion strategy</p>	<p>We are constantly thinking about bias and how it can impact our people. Through updating our practices and implementing new policies and initiatives we recognise, raise awareness of and address every bias including gender, nationality, ethnicity, religion, age, sexual orientation or disability, and we respect and celebrate the uniqueness of every GiGster.</p>
 <p>Listened to our people</p>	<p>Through launching Annual Pulse check surveys for Stay Interviews and Have your say with 89% participation</p>
 <p>Fully implemented HRIS Hibob</p>	<p>And launched 360-degree feedback and improved performance management and development programme</p>
 <p>Created a new well-being strategy</p>	<p>Including quarterly workshops on personal resilience and stress management with world-renowned experts Neil Shah and the Stress Management Society</p>
 <p>Registered GiG Gives</p>	<p>As an official foundation, with a renewed focus on Education and Community Outreach. Supported almost 20 charities around the world, supplied meals to a homeless shelter in Malta and donated equipment. Spent over 800 hours fundraising and supporting causes in our communities, collected over a tonne of litter from beaches and waterways and supported renowned Danish oceanographer and conservationist.</p>
 <p>Improved recognition</p>	<p>With 22 teams and individuals winning GiGstars of the month and held our 2nd Annual GiGstars Awards in Dec 2021 with 360+ nominations, 34 judges, 24 finalists and 8 winners, where the prizes were focussed on improving well-being through experiences.</p>

Key focus areas for 2022

Business Goal

 <p>GiG Comply is launching a new feature</p>	<p>Called Social Media Check, accommodating our clients and prospective clients who are using social media marketing platforms to push their brands and promotions. This feature will add more social media platforms throughout the year to cover this part of compliance.</p>
 <p>Continuous improvement in all areas of Information Security</p>	<p>For all of GiG's platforms and products, including the focus on achieving ISO certification for Sportnco and Tecnalis products and platforms</p>
 <p>Increase market share</p>	<p>Through constant assessment of market regulation and emerging market entry with GiG and Sportnco's combined resources and market reach.</p>
 <p>Increase commercial revenue</p>	<p>By focusing on scalability and to have the ability to sign 25-30 customers annually, and to attract a new tier 1 client every four months. The emphasis will however be on the quality and value of each contract, rather than volume.</p>
 <p>ESG Evolution</p>	<p>GiG will continue the journey, where we will look to focus upon our supply chain ethics using 16 different ESG topics (4 categories and 12 sub categories all matched to GiG's sustainability pillars)</p>
 <p>Safer Gambling</p>	<ul style="list-style-type: none"> • Annual YGAM training - GiG operations and compliance team attend a workshop on Safer Gambling • Bournemouth University. Supporting research project by attending a workshop on "Participatory Design of transparency, and the player's journey in Responsible gambling messages" • Participation in Safer Gambling week with iGaming European Network

People Goal

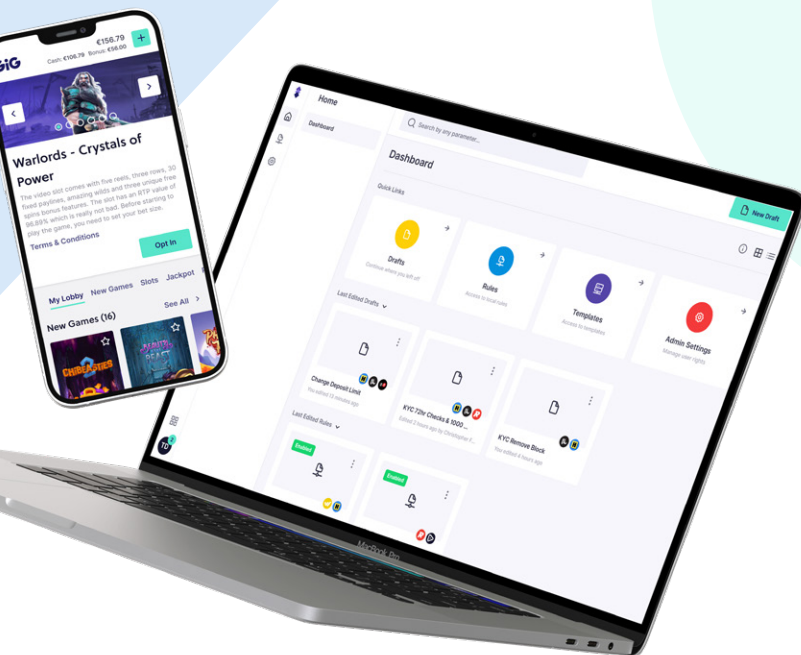
 <p>Understand and reduce bias</p>	<p>In the workplace through education</p> <ul style="list-style-type: none"> • Launching GiG Allies- Maintaining a safe and secure community that promotes diversity, equity, and inclusion. • Gender bias workshops • Your Voice anonymous feedback tool in Hibob
 <p>Increase development opportunities</p>	<p>Through career pathways and a focus on L&D with performance management system</p>
 <p>Equip our leaders</p>	<p>To lead by launching a leaders toolkit and creating a full leadership education programme</p>
 <p>Improve feedback opportunities</p>	<p>With annual Have your say pulse check survey</p>
 <p>Improve recognition</p>	<p>Quarterly and annual process called GiGstars. As of this year, recognition will be tied to the GiGstars brand, reverted to a quarterly process and will be tied to a framework, linking specifically to a positive impact on the business.</p>
 <p>Increase the well-being of our people</p>	<ul style="list-style-type: none"> • Increased health and well-being allowance and scope with top-ups • Quarterly company well-being evaluation with personal resilience workshops and a supporting localised office and online wellbeing activities planner
 <p>GiG Gives - Bridging the gap</p>	<ul style="list-style-type: none"> • Pilot scheme of our Education Incubator • Partner with one local charity in each community • Ukraine Crisis fundraising and well-being support for our impacted people
 <p>New Sustainability section</p>	<p>Revamp entire sustainability section on GiG.com</p>
 <p>Full Environmental Sustainability Evaluation</p>	<p>Inc. Scope 1, 2 and 3 carbon emissions assessment, with the aim to implement a Global Environmental policy in 2022 and to publish our strategy to achieve Net Zero by 2030, in 2023.</p>

Our pillars of sustainability - in depth



Innovation - It's in our name

From AI to ideation, we will continuously improve and build partnerships to give our stakeholders maximum outputs, such as improved products and systems, cutting edge technology, best practices, and real sustainable growth.



Our product, platform, tech and commercial highlights are:

- Clear progress in expanding our platform to support new regulated markets.
- Improved cadence and released new features on our new platform UI, soon to be rolled out to all operators, with a big focus on operations / support functions being more efficient.
- Greatly improved data platform, with new dashboards, insights and self service functionalities to improve how our operators get data, the detail and how it's delivered.
- Increased focus on improving our workflow engine Logic, making it more user friendly and putting the power of the tool in the hands of our partners.
- Delivered new brands on our frontend framework and CMS, and one going live with our Omni solution. We have focused here on time to market and reducing the time we can put a website in the hands of a customer.
- Our commercial team assessed and highlighted seven potential areas (including reselling content, better time and material practices, ancillary services, reduction of addressable markets and increased regulated markets) to drive more revenue and increase our share of wallet, driving recurring monthly revenue.
- Defined our addressable markets for 2022 and will be concentrating on expanding our footprint to Serbia, Ontario and Pennsylvania.
- We have increased our portfolio of direct game provider integrations with EGT.
- Continued work on offering a wider sportsbook offering with Betsson Sportsbook integration.
- We have taken a solid step into the North American market by hiring industry veteran of 14 years, David Elmore, from Gaming Laboratories International and which increased our industry experience in our sales team to 60 years.
- Improved marketing analytics by strengthening our relationship with Salesforce and their technology offerings.
- Secured a Platform deal with Rank Holdings from Sri Lanka. Rank is a traditional retail casino with several properties in Sri Lanka and Africa and more in the pipeline.



Trust - *It's what we're building*

Through compliance and resilient technology we are developing best in class compliance products. Our expert in-house compliance, legal, information security and training teams focus on compliance analysis, emerging markets, responsible marketing and advertising, protecting our data and managing our vulnerabilities, and embedding responsible gaming and AML - and everything in between

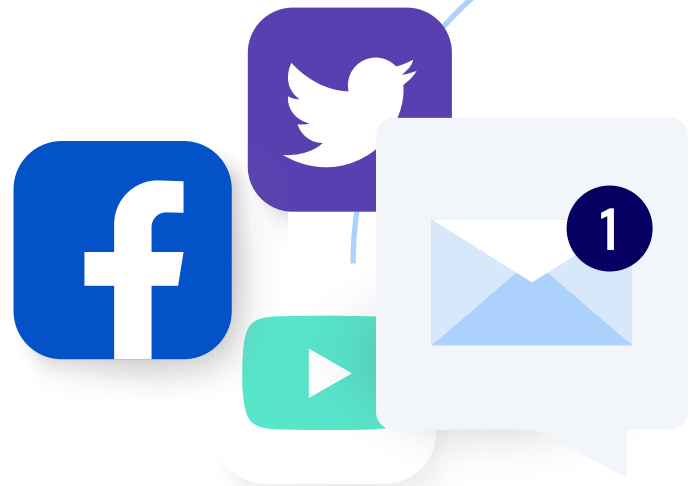


- Finalised the integration of a 24/7 SoC team with our business. This means that we now have visibility of our GiG servers, systems and network devices; all our Platform products; our critical Media sites; our Malta, Spain and Copenhagen Offices and our very own GiG Cloud via our SIEM.
- The SoC team and the engineering team have already put into place alerting hundreds of types of attacks, constantly hunting for newly introduced threats.
- Trained over 600 GiGsters with bite-sized training modules, aimed at providing dedicated awareness training for our teams and prepared dedicated videos for our Tier 1 policies, all whilst revamping all 13 of them.
- Worked on having a supplier due diligence process that allows us to assess the security and privacy controls of our suppliers, and most importantly, to put into place any required mitigating controls that would protect us against supply chain attacks.
- Performed over 35 business impact analysis, that will ensure we are keeping our business continuity management system updated and that our business continuity plans reflect our current business objectives.
- Penetration tested all our products, and integrated automated testing in our development pipelines, and performed internal testing of all our networks and infrastructure, ensuring our internal eco system is secure, protecting the business from internal threats.
- Maturity assessment of our corporate security controls, against the governing CIS Top Controls framework and conducted a threat modelling workshop with Corp IT.
- Upgraded our platform, supporting infrastructure and procedures to allow our GiG Core partners to enter the regulated German market and made adjustments to our media services products to align with the requirements of the regulated German market.
- Received the approval of the joint implementation plan submitted to LOTBA (City of Buenos Aires Regulator) by GiG and Upline SA (Grupo Slots) and made significant technical progress towards meeting the requirements of applicable law and the commitments made to LOTBA. We also applied for a media services licence in Greece and registered for business in Maryland, New Hampshire and Wyoming which supports the rapid growth of the business.
- Gained recertification of the ISO:27001 on all Platform products, including for Malta, Riga and Spain offices and reduced the introduction of new vulnerabilities in our products and infrastructure by 70% since 2020.
- GiG Comply, our proprietary compliance software has continuously gained a stronger foothold and mandate in the industry, supporting third party partners to stay compliant in regulated markets. In 2021 we saw several major markets regulated such as Germany and Netherlands, which introduced unexpected regulatory requirements so we altered our rules engine immediately. Altering the rules engine is something we understood had to be a key feature from the beginning of Comply as the gambling industry is fast paced and ever changing.

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 or a local support institution
 - Do not include any content which is appealing to children

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 brandsafe 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.



Diversity, equity and inclusion - *It's what we practice*



We are constantly thinking about bias and how it can impact our people. Through updating our practices and implementing new policies and initiatives we recognise, raise awareness of and address every bias including gender, nationality, ethnicity, religion, age, sexual orientation or disability, and we respect and celebrate the uniqueness of every GiGster.

Our numbers.

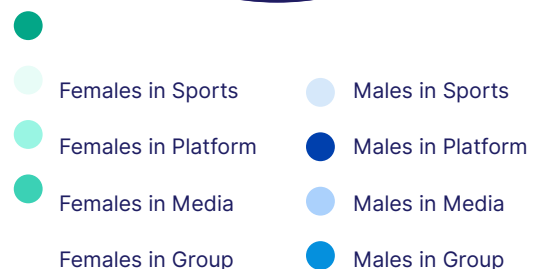
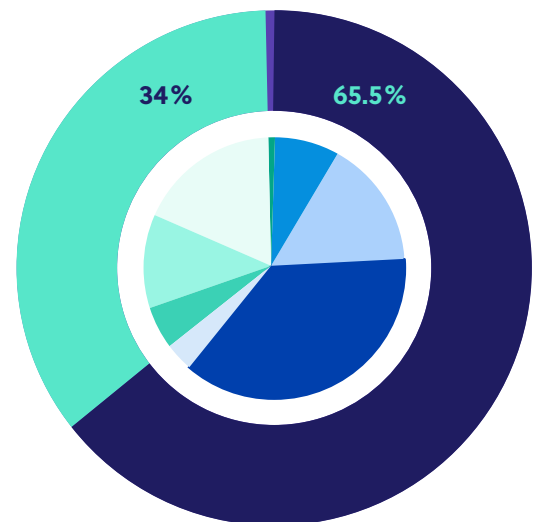
Real change takes time, and we have increased the percentage of women in our environment from 33% to 36% year on year. And the diversity of nationalities working with us has increased to 57.

Our team is made up of 57 nationalities and we are all different. We know that by attracting a more diverse workforce, we benefit as a company. From our hiring practices to our retention initiatives, we are constantly looking to better what we did before. Through education and working closely with organisations like All-in-Diversity as a founding member, and the world renowned Stress Management Society, we focus on our people's awareness, mindset, resilience and well-being. This helps to develop a mindful and autonomous internal culture which influences the communities in which we live.

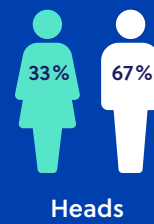
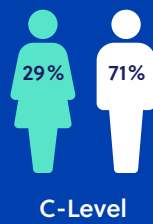
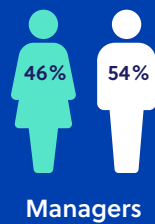
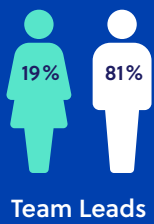
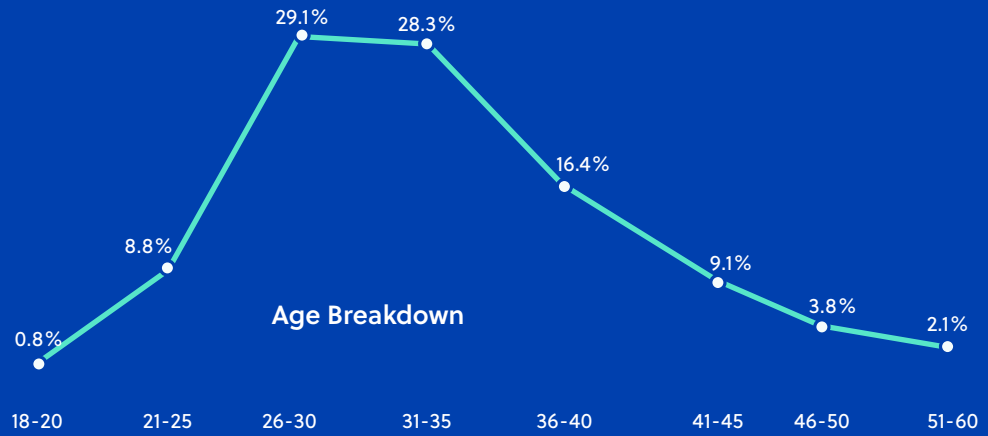
Our two DEI goals are to:

- **Increase diversity of thinking and perspective by recruiting from an increasingly diverse talent pool and retaining the best talent.**
- **Break down more barriers and bias by increasing development and education opportunities in our workforce and in our communities, utilising current programmes and creating progression initiatives.**

GiG diversity detail:



Employee age breakdown and gender demographic for leadership roles



Quote from Kelly Kehn, Co-Founder All-in Diversity (2022):

"As a Founding Member of All-In Diversity Project, GiG has been investing in DEI both internally as well as working to support the industry overall. We are incredibly pleased to see the significant steps taken to improve the makeup of their workforce, to reduce bias with all employees, to educate their staff on the importance of a diverse workforce, and most importantly, to measure their progress. They are not just "box-ticking." They are measuring, reporting and working towards inclusivity in order to be a better company, retain and promote the best talent and set an example across the entire global industry."

GiG Nationality Split - Total Headcount ≈610

Albania	1	Italy	18
Algeria	1	Japan	2
America	4	Latvia	16
Argentina	3	Lebanon	1
Australia	1	Lithuania	3
Belarus	1	Luxembourg	1
Belgium	1	Macedonia	5
Bosnia	1	Malta	207
Brazil	8	New Zealand	2
United Kingdom	29	Nigeria	1
Bulgaria	5	Norway	9
Canada	1	Pakistan	1
Chili	2	Paraguay	1
Cyprus	1	Poland	18.5
Czech Republic	1	Portugal	3.5
Denmark	24	Romania	8
Dominican Republic	1	Russia	5
Holland	6	Serbia	11
Egypt	1	Slovakia	3
Estonia	6	Slovenia	1
Finland	11.5	South Africa	3
France	3	Spain	28.5
Germany	13	Sri Lanka	1
Greece	4	Sweden	27
Hungary	6	Ukraine	2
Iceland	2	Taiwan	1
India	3	Turkey	3
Iran	1	Venezuela	1
Ireland	1		

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GiG employs people from all over the world with 57 different nationalities at present



Improving employee experience

Our people deserve a company without bias, who cares and provides them with the very best service and experience. We invited RSM to audit our entire employee lifecycle, and conducted our own internal review, so we could ensure we were aiming at the highest level and address and prioritise any unseen areas for concern. We updated and implemented a number of policies, best practices, improved process simplifications and introduced new initiatives, all to ensure our people felt supported and catered for in every way.

Improved best practices and updated policies

- The right to disconnect policy
- Flexi-working policy
- Official well-being approach and policy
- Harassment and bullying policy updates
- Salary benchmarking including gender pay gap analysis
- Annual Pulse check surveys for Stay Interviews
- Have your say in Q4 with an 89% response rate - allowing us to focus our attention on specific areas for 2022.
- 360-degree feedback in people management platform Hibob
- Improved performance management

Meet bob, our new HRIS system

To increase efficiency, simplify and automate processes and reduce costs, we rolled out our new system fully, rehomeing a number of things such as OKRs, performance management, time off requests, communications, surveys / feedback and team management etc under one roof, Hibob.

Team building events

We united over **820 GiGsters** online and face to face (where Covid-19 restrictions allowed) in team building events in 2021 spending a total of **6930 hours** #together. Our events booking process ensures each team comes together, across every remote and office location, to learn and develop in appropriate business topics and to build a relationship and bond through planned engaging activities. Our overall eNPS score for team building events sits at **71**, with over 81% of our people feeling more engaged after their event.

After two years of being separated we managed to have our first face-to-face Christmas event in December 2021. Uniting **400** GiGsters for the Annual GiGstar Award ceremony and engaging event followed by a celebration with a total of **3,600 hours** spent together. We made sure our remote GiGsters were included in a digital version, and awarded them a well-being top-up to add to their 2022 well-being allowance. Our overall eNPS score for the Christmas event was **53**.

GiG Allies

With support from the All-in Diversity team, we want to create a safe, nurturing and discrimination free environment. We want to rid our company of all bias. We have a number of underrepresented groups, and although we will address all bias in this initiative, we particularly want to focus on those who identify as women, and the biases they face daily. GiG Allies endeavours to drive systemic improvements to workplace policies, practices, and culture, and our Allies will advocate for and speak up for others. This process began in Q4 2021, and we aim to launch in Q2 2022.



Marketing recruitment

We aim to increase diversity of thinking and perspective by recruiting from an increasingly diverse talent pool. We are building a multi-cultural global workforce independent from any preferences other than skill sets and talent. We are continuously assessing how and where we look for talent, and have been casting our net farther around the world creating a new marketing recruitment plan assessed and measured monthly. Always looking for new ways to increase diversity in the hiring process, from language, to working hours and all-round flexibility.

GiGstars 2021

Our second annual GiGstars recognition awards was held on Fri 03 Dec during our Christmas event across all offices. The prizes were even bigger this year and as per our people’s feedback in the Have your say survey, we focussed on improving well-being through experiences. Our judges selected the winners based on the evidence in front of them and on merit only, not on how many nominations someone receives. We have selected four to five subject matter experts for each category from across all locations and roles, to ensure we’ve had a balanced and diverse selection of peers’ voices and opinions. Each category also had a sponsor and head judge who is either a C-level expert or last year’s winner, after all who is a better judge than someone who already knows what it takes.



361
nominations

34
judges

24
finalists

8
winners



Quote from Neil Shah, Chief De-Stressing Officer, The Stress Management (2022)

"GiG seems to be a culture of excellence, high achievement, and clearly has some very talented people. We are really impressed with the commitment to make a positive difference to GiGsters, the willingness to do the right thing even when the full path isn't clear and to be able to react and respond to unexpected crises and challenges with compassion and humanity. We are very much looking forward to continuing to support you in your journey to create a culture of wellbeing."

Well-being #Together:

At GiG we are committed to achieving a healthy and happy workforce by placing value on all five pillars of well-being - physical, mental, emotional, social and spiritual. Everyone's journey to achieving balanced well-being is different and personal. Our approach to well-being is holistic and company-wide with such things as the right to disconnect, with focus on personal resilience and stress management hosted by the world renowned stress management society, and localised activities. We support this with the Health and Well-being allowance, so people feel enabled to participate in their journey by purchasing something which helps them on their way.

Our goal is to give our people the tools to evaluate their well-being, and enable them to travel on their personal journey to achieve their ultimate balance. Some people's journey will be more along the social and spiritual route, and others more on the physical, but what we don't want to do is tell someone what their road looks like, but open up all opportunities and support them where we can.

- We have partnered with internationally renowned stress and personal resilience specialists the Stress Management Society, who host quarterly and adhoc all company workshops on specific hot topics and themes, with supporting documentation and initiatives in between.
- We survey before and after each event to get better feedback and to assess our people's well-being with benchmarking being published in 2022.
- Implemented a full annual plan for localised and all company well-being activities to take part in.
- Through our relationship with the Malta based Richmond Foundation and with private health insurance for all other locations, we cover all aspects of mental and emotional health support needed.
- We have also increased the scope of the well-being allowance to anything from charity donations, environmental impact solutions like solar panels or planting trees, to personal grooming and experiences like travel, and have increased the opportunity for our people to top-up their balance by engaging in key well-being activities throughout the year.

Education and ESG - *It's what we believe in*

Quality education and reducing the impact we have on our planet is very important to us. From our expert in-house training and development team to our new GiG Gives Bridging the gap Education Incubator and community outreach projects, we are firmly focused on improving the lives of our people, the level of education available, and impacting poverty and economic growth in our communities. We will be working with NGOs like iGaming European Network together with 25 other gaming companies to enact change.



Education

We believe in developing our people through investment in education and performance management support. Our GiGsters Academy learning and development portal and our training team, added 28 new courses totalling 153 available courses, enabled and upskilled 631 GiGsters to complete 3,762 courses in 2021.

We invested heavily in external training for our people, with almost 250 people benefiting from external training investments - that's 47% of the company. Of which 43 received funding for professional certifications such as Professional Scrum Developer, ACCA, Kubernetes, and 42 GiGsters attended virtual or in-person conferences.



28
new courses

3,762
total courses taken

153
total courses

47%
employees followed
external training

42
GiGsters attended
conferences

Safer Gambling focus in 2022

We are partnering up with **Betknowmore** through **YGAM** for this year's RG training. Betknowmore UK has launched BKM Evolve to create a new enterprise that aims to address the prevention and reduction of gambling harms through bespoke and accredited training and consultancy programs. It has been identified that areas such as the workplace, health services, and key front-line workers, require enhanced knowledge skills and resources to enable the safe and effective management of gambling health, risk and compliance issues. The top 6 highlights of safer gambling training include:

- **Understanding customer vulnerability**
 - **Understanding gambling harm**
 - **Understanding safeguarding and managing welfare**
 - **Enhanced skills for customers interactions**
 - **Awareness of gambling support services**
 - **Health and well-being**
- We will undergo our annual YGAM training - GiG operations and compliance team attend a workshop on Safer Gambling.
 - Continue supporting Bournemouth University in three research projects through funding, attendance and our expertise:
 - "Minimising Gambling Related Harm Through Cognitive Tasks and Interactive Dialogue"
 - EROGamb 2.0 Supporting the Gambling Research Group at Bournemouth University
 - "Participatory Design of transparency, and the player's journey in Responsible gambling messages"



ESG

In 2021 we embarked on the journey every company should be taking to record and report on the 4 categories and 12 subcategories of ESG reporting. We have started the initial planning and are looking to report on all by 2023. Our teams engaged in a number of environmental and conservation initiatives.

Our areas of focus

Environmental sustainability assessment, including full Environmental, Social Governance reporting:

1. Scope 1, 2 and 3 carbon emissions assessment, with the aim of becoming Net Zero by 2030 - we will publish the full strategy on how we will achieve this in 2023.

- Reducing consumption and waste. We are recycling paper, plastic, glass, organic material, printer toner and batteries in all of our locations, including electronic waste, and we have started to record all of our energy consumption. **We aim to reduce our energy and water consumption by 5% in 2022**, even though we have more people coming back into offices.
- Improving merchandise practices. We're also changing our current merchandise to sustainable products, and reducing CO² emissions caused by shipments, couriers by changing the shipment type and frequency and

awarding digital prizes and rewards instead of physical items. **We will reduce our consumption of physical merchandise and related CO² emissions by 25% in 2022.**

2. Focussing on improving our supplier chain ethics including full assessment

- We embarked upon an initial ESG supply chain rating analysis giving Net Positive observations from the top c.€28m spend;
- GiG's Legacy measured c.€10.5m against substantially weighted ESG analyst data.
- With 66% of spend within the software and Internet sector, meaning the measured ESG investment combined with Microsoft excellent ESG rating performance, gives GiG.com a **good 58.96 ESG score**.

3. Creating key measurements and goals

4. Registering Global Reporting Initiative

5. Introduce Global Environmental Policy

Quote from Gemma Edward, Director of People Shared Services and Sustainability:

"2021 has been a year of research, fact gathering and measuring for us, which will continue with evaluation and review stages in 2022. We are fully committed to reducing our impact on the global environment, and we are excited to begin our journey in earnest to achieve Net Zero through analysis, reduction and neutralisation. Based on initial indications we believe we can achieve this by 2030. We will publish our strategic roadmap in 2023, with comprehensive measurements and KPIs."



GiG Gives: Bridging the gap

Education Incubator

GiG Gives our charitable organisation is being registered as an official foundation, where we will be centering everything around education. We have partnered with ICE Malta, to create an education incubator where we take digital problems from local charities and give them to our group of disadvantaged or discriminated against people from our local communities. They will solve the problem with the support of their paired mentor, our internal SMEs and our educational partner - thus giving them a portfolio of work to get them back into gainful employment or education. We intend to use our network of partners to create internships, giving opportunities and valuable work experience, creating true sustainability, equality and inclusion. We aim to complete our first proof of concept incubator by the end of Q4 2022.



Community outreach

As per the 17 United Nations goals we engage with initiatives locally with our GiGsters, supporting charities or events such as World Clean Up Day, building animal shelters, volunteering in people's homes, collecting and donating food, clothing and supplies for orphanages and women's shelters, donating our expertise for small struggling businesses or schools who need IT/tech support. These are just a few examples of work done and upcoming projects.

1. **In 2021 we donated 70 meals** in 3 months to a homeless shelter in Malta with hundreds more in Q1 2022. Donated a total of €4887 to grassroots charities in the local communities in which we live and work in Denmark, Latvia, Malta, Spain, UK and USA. Also donated office equipment inc. water dispensers, hot kitchen counters etc to a women's shelter in Malta. Our Corp IT team sold (to our GiGsters) 34 laptop stands, 4 TVs, 12 monitors, 3 keyboards and 1 tablet - with monies going to GiG Gives. Plus 5 PCs donated to a charity organisation in Spain.
2. We extended the UN World Ocean Day to a week, and have added it to our global calendar annually. We believe by living a more environmentally mindful life, we can make a positive impact towards five of the UN's For People, For Planet goals together: Oceans, Life on Land, Clean Water and Sanitation, Life Below Water and Climate Action. Over the seven days **70 GiGsters spent 295 hours cleaning up (on land and scuba diving using their GiG Gives paid volunteer day) over 1000lbs of rubbish from waterways, beaches and oceans, protecting habitats across the seven countries, and donated funds to support renowned conservationist and oceanographer Klaus Thymann, to replenish Danish coral reefs.** For further information and reports on Sustainability at GiG, please refer to the dedicated Sustainability pages on www.gig.com/sustainability.

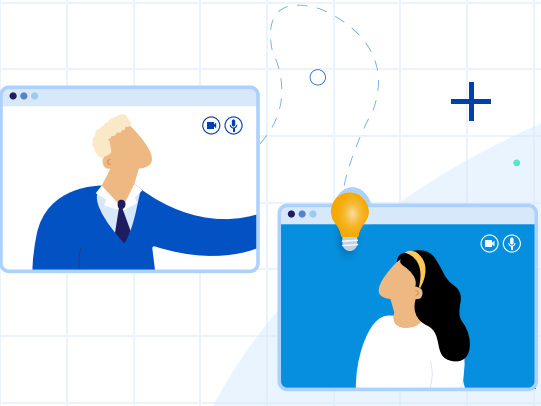


Environmental footprint:

Commenced quarterly recording of water and energy consumption with the view to reducing waste, including already installed LED energy saving light systems.

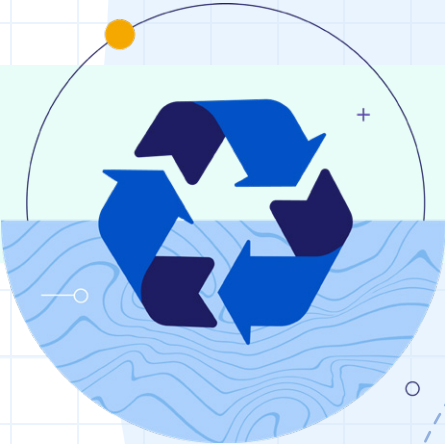
In 2021 our Co² travel emissions = 91,261kg

We reduced travel and emissions by investing in and optimising digital meeting facilities and communication channels:



Slack messaging: 5,226
 55,616 in public channels,
 1,597,473 in private channels,
 27,277 in shared channels
 and a total of 8,578,895 direct messages

5,226 Google Meets lasting 229,944 minutes
5,672 Zoom meetings lasting 1,503,911 minutes



Recycling paper, plastic, glass, organic material, printer toner and batteries in all of our locations, including electronic waste

Upcycled and donated office equipment, laptops and IT equipment

Malta (Headquarters)

@GiG Beach
Golden Mile Business Centre
Triq Id-Dragnara
St Julian's STJ 3148

Spain

Avenida Ricardo Soriano 21
Marbella
Malaga 29601

Denmark

Nannasgade 28
2200 Copenhagen N

United States

8359 Stringfellow Rd
St James City, FL 33956

Norway

Fridtjof Nansens Plass 6
0160 Oslo

Latvia

Audēju street 15, floor 5th
Riga, LV-1050