

GTECH's commitment to responsible gaming

As a business-to-business (B2B) supplier, GTECH's practice and commitment is to collaborate with customers and respond to a jurisdiction's responsible gaming needs, both with technology and proven responsible gaming programs. GTECH's commitment is coupled with an investment in developing new creative features and functions, including age control, customer relationship management, player tracking, and analytics to design and implement new solutions to ensure our customers meet and exceed responsible gaming objectives.

A crucial element of a responsible gaming program is to incorporate mechanisms that allow for informed player choice. GTECH fully supports this approach, as it is incumbent upon the organizations that participate in this industry to educate players and provide them with accurate information to make more informed decisions. GTECH partners with its customers (henceforward named operators) to identify various tools that can be used to help educate players. It is our objective to work with research experts to combine the Company's knowledge of the gaming business with the findings of research-experts. This will allow us to identify opportunities for next generation products that support responsible gaming needs.

GTECH has expanded its responsible gaming functionality through ongoing research initiatives and corporate memberships in organizations like the World Lottery Association, European Lotteries, and the North American Association of State and Provincial Lotteries. The collaborative efforts of partnering with these associations helps GTECH's programs and responsible gaming initiatives meet industry standards and achieve best practice benchmarks.

 **GTECH** develops and offers gaming technology to assist in **responsible play** and enhance consumer protection. The Company actively supports agencies and programs committed to **researching, preventing, and treating problem gaming.** 

Enterprise Series (ES)

GTECH's Enterprise Series (ES) system architecture is built to create the ultimate management tool for gaming operators in their efforts to ensure responsible game play. Operational control over all systems such as processing, reporting, security, and retailer management is built into the transaction engine of ES. This flexibility in design supports our customers as they implement socially responsible gaming structures and play styles.

Specifically,:



- ▶ ES can disable a retailer based on daily sales, either completely for all games or just for specific games.
- ▶ System-wide sales limits can be set based on specific criteria by Lotteries. ES can also apply sales limits based on lottery-speci-

fied criteria such as an individual retailer, time of day, or specific gaming product.

- ▶ ES can also set a liability limit on specific numbers played, in order to protect the state from having to payout more money than it has received in sales.
- ▶ ES can report to the system console, security printer or printed report, any retailer that has reached a specified sales limit during a given day.
- ▶ ES enables multiple ticket message options that can support responsible gaming messages.
- ▶ ES now accounts for each instant ticket individually. The pack of tickets in the dispenser remains in a non-active status until the retailer scans the ticket when it is sold. With the pack (and tickets within) in a non-active status, the tickets are not eligible for validation. This greatly reduces in-store theft.

Bar Code Readers

GTECH takes age verification very seriously and, bar code readers represent a reliable technological solution and tool, in which retailers can control the players' ages in points of sale.

 **GTECH** believes that the **more prepared** the retailer and the jurisdiction's site staff are, the **more responsible** the gaming experience is for everyone. 

Detection, monitoring, and self validation

GTECH's response to consumer protection is focused in two areas – detection/ monitoring and self validation:

1) For detection/monitoring, GTECH uses the power of a customer's existing systems to capture data and analyze it. This determines whether or not consumer fraud may be taking place and enables corrective action when necessary.

There are reports that examine sales volume versus claims quantity, late claims/validations, and excessive validations/cancellations. GTECH insists on total integrity and complete public confidence in its systems, and recommends third-party internal control system (ICS) recommendations to all customers.



2) Self validation allows players to determine if they are winners without requiring assistance from a retailer. GTECH's primary solution for self validation is Ticket-Scan. The solution is, in most cases, used for both online and instant ticket win checking. The Ticket-Scan™ can display winning messages and also gives the options of displaying the actual value of the player's win. Worldwide, GTECH has more than 60,000 Ticket-Scan devices deployed across 22 jurisdictions.

GTECH continues to support agencies and programs committed to researching, preventing, and treating problem gaming. Specifically, the Company is a member and supporter of the National Council for Problem Gaming, which is an organization dedicated to increasing public awareness, ensuring the availability of treatment, and encouraging research and education. GTECH also supports the National Center for Responsible Gaming and its mission to fund independent, peer-reviewed scientific research on pathological and youth gambling.

In Spain, GTECH has expanded its partnership with Organización Nacional de Ciegos de España (ONCE) to a full-service outsourcing role, which has increased service requirements and support obligations.

GTECH'S RESPONSIBLE GAMING COMMITMENTS AND ACTIVITIES

AREA OF APPLICATION	2010 ACTIVITIES	2011 COMMITMENTS
Research and Prevention	GTECH continued as a member of the National Council on Problem Gambling (NCPG), an organization based in the United States that is an advocate for programs and services to assist problem gamblers and their families.	Continue as an active member of the NCPG.
Best practice guidelines	GTECH continued to refine and improve best practice guidelines for responsible gaming in the areas of age verification standards and technology, self-service terminals that recognize player identification cards, and player registration programs to ensure responsible play. A series of toolkits has been developed to share these best practices with sites and customers worldwide.	Improve best practice guidelines for responsible gaming.
Transparency for lottery players	In an effort to strengthen consumer protection, GTECH continued to research a lottery terminal feature that simultaneously shows the retailer clerk if the player has a winning ticket during ticket validation at clerk-activated terminals. The Company is also implementing new ticket printing methods to protect players and lotteries alike from fraud.	To explore new ways to give more transparency to players in jurisdictions around the globe.
Systems Development	The integrity of validation and prize information in a gaming system is critical for customers. GTECH's Enterprise Series (ES) includes a number of control mechanisms aimed at ensuring the reliability of validation data in the system. ES minimizes the risk of fraud by offering an exceptional level of management control over system capabilities.	Continued refinement of GTECH's Enterprise Series to best manage all facets of gaming operations and to facilitate the execution of responsible gaming programs.

 **GTECH G2** is collaborating with the London-based independent standards organisation e-Commerce Online Gaming Regulation and Assurance (eCOGRA). eCOGRA audits GTECH G2's casino, poker, and gaming management systems on a regular basis. 

GTECH G2's commitment to responsible gaming

GTECH G2 meets responsible gaming objectives through compliance with relevant legislation, industry standards and codes of practice, and by providing products and services that enable gaming operators to act in a socially responsible manner.

Moreover, the Company offers operators a total package of responsible gaming tools and expertise so they can offer their players a responsible gaming experience together with the necessary tools to restrict or prohibit gaming where a player may be underage or may be suffering from a gambling problem. GTECH G2 strives to continuously strengthen its responsible gaming offering through research and development and the use of cutting-edge technology to provide an evolving solution that grows even stronger over time.

GTECH G2 provides a guide to responsible practices that are available to each player, such as age verification, self deposit limits, and self exclusion. Self exclusion is a formal practice that prevents a player (on demand) from accessing gaming websites for a preestablished period of time at their request. The self-deposit limit facility also enables players to limit the amount of money that they are able to deposit into their account on a daily, weekly and monthly basis. The company's policy encourages players who believe that they may have a gambling problem to contact the customer support team.

An important strategy for GTECH G2 is to assimilate a responsible gaming awareness into the corporate culture in order to influence the company as a whole to think and breathe responsible gaming. Games developed by GTECH G2 focus on maximizing the player's overall entertainment. The aim is to involve, with thematic and developed games, the predilection of

Gaming Management System (GMS)

The GMS, the main player account management system, is the system that coordinates GTECH G2's responsible gaming features and functions. From this system, all settings are made and all limits are set. GMS is also the system responsible for enforcing most of the limits, and delegating that responsibility elsewhere when necessary. GMS as a system and the responsible gaming features in particular are very flexible and easy to configure, which enables tailor-made responsible gaming programs that would suit any of our customers independent of jurisdiction or local laws.

GMS contains functionality that boosts the responsible gaming initiatives. However, two particularly interesting areas stand out: age and identity verification – because underage gambling or early in-life exposure to gambling could lead to problem gambling later in life. Identifying early signs of problem gambling is done initially through a self test, offered by GTECH G2 via established third-party integrations. This early identification can also take place in a more advanced way by evaluating data and changes in a player's gambling behavior. This analysis aims to identify players at risk in an early stage and offer them help into changing their gaming habits.

people who seek gaming entertainment as a leisure activity, rather than adamant gamblers. GTECH G2 games are intended to motivate customers to play for the sake of enjoying themselves at every turn rather than to heedlessly gamble in the blind pursuit of a large prize win.

GTECH G2 also strives to deepen the knowledge about problem gambling within the company and also to supply research institutions and universities with data and knowledge from the real life of gambling. Lottomatica Group is also supporting ongoing research initiatives, and participates in events organized by organizations like the World Lottery Association, European Lotteries, and the North American Association of State and Provincial Lotteries, and the European Association for the Study of Gambling (EASG).

TOOLS AIMED AT PLAYER PROTECTION

Financial protection	Wager limits	▶ Defines how much the player is allowed to wager during a given time frame. Wagers are defined as the difference between the sum of all purchases and the sum of all refunds. Wins do not affect the players' accumulated wager.
	Loss limits	▶ Losses are defined as the difference between the sum of all wagers and the sum of all wins.
	Deposits limit	▶ Defines how much the player is actually allowed to deposit in the time frame or per occasion.
Time protection	Time limits	▶ Defines the duration in which the player is actually allowed to play.
	Session time limits	▶ Session limit is an interval in minutes. This means that the player can only be logged in, or can only be active in a game session, for the given period of time.
Additional protection	Self exclusion	▶ Self exclusion is a way for the player to totally exclude himself or herself from all gaming activity and is created by the player, or on behalf of the player, by a GMS admin user.
	Cooling-off periods	▶ To hinder the players from making ill-considered increases to their limits, operator-created cooling-off periods can be used. This means that a raised limit will not become active immediately, but only after a predefined period has elapsed.
	Wagering history	▶ When it comes to gambling, players aren't always aware of the true amounts of their winnings and losses, or may not wish to acknowledge the true extent of their losses. The wagering history, provided by GMS, is seen by the player and includes all deposits, withdrawals, and wagers in a desired time span for up to a year back.
	Reality check	▶ A reality check uses a pop-up window to tell players how much time they have spent playing, and how much they have wagered, won, and lost during the same period.

State lotteries in Europe and North America use GTECH G2 poker software and the full spectrum of responsible gaming functionality offered in that product. As part of that offering,

third-party integrations are also utilized to provide preventive detection software.



GTECH G2'S COMMITMENTS AND ACTIVITIES TO RESPONSIBLE GAMING

AREA OF APPLICATION	2010 ACTIVITIES	2011 COMMITMENTS
Research and Prevention	The company maps out potential trusted and internationally recognized academic experts and institutions with which to establish relationships.	GTECH G2 shall focus on establishing relationships with the academic world. Start initial discussions, outline the foundation for such cooperation and hopefully start to share experience and knowledge.
Best practice guidelines	GTECH G2 distributes guidelines and information for setting up the existing responsible gaming solution.	The work to create guidelines will continue. First out are guidelines for external portal developers and a more ambitious guideline on how to best setup the complete offering.
Game systems and game design	All separate products are submitted to a centralized control. Games are created with the goal of developing fun, honest games that focus on maximizing the player's entertainment, rather than focusing on the gambling aspect. GTECH G2 games avoid graphics, themes, sounds, or creative content that would appeal to children.	<ul style="list-style-type: none"> ▶ GTECH G2 will continue to be adjusted and directed toward the centralized approach and functionality will be released continually during the year. ▶ The developmental goals continue to influence the game design.
Back office	<ul style="list-style-type: none"> ▶ The back office develops new functionality and strengthens the existing solution. ▶ The responsible gaming team examined new methods to protect players and prevent underage gaming. 	Implement functionality to prevent underage gaming. Implement and release new functionality that can be used by players and operators to strengthen the protection even further and to improve the existing solution's usability and simplicity.

. **The Gaming Solutions' commitment to responsible gaming**

gaming tools that help customers achieve their social responsibility objectives and also enhance their image.

The responsible gaming solution is offered as a value-added module of the INTELLIGEN™ central system. The development of its responsible gaming solution has been supported by extensive research with many customers, players, and retailers, as well as by validation with experts.

 **As part of INTELLIGEN's optional responsible gaming module to assist in motivating players, special bonuses can be made accessible only to those who use responsible gaming tools.** 

Based on this research, one of the guiding principles behind SPIELO's solution is the voluntary use of responsible gaming features by the player. Science has proven that people can control their behavior better when they are empowered to decide for themselves, and when they are motivated to do so. SPIELO's responsible gaming solution offers incentives for the player to create such motivation. The incentives are part of the game software and consist of additional game features, such as bonuses, that are accessible only by players who fulfill certain

requirements. For example, only those who use responsible gaming tools can play a bonus round. In 2010, the company worked on these subjects with researchers in the Psychology Department at the University of New Brunswick in Fredericton, New Brunswick, Canada, as well as with the Computer Sciences Department at Dalhousie University in Halifax, Nova Scotia, Canada. SPIELO also worked with its longtime customer, Svenska Spel in Sweden, in the development of their responsible gaming solution.

Another company in the Gaming Solution Division, ATRONIC International, is also involved in responsible gaming initiatives. ATRONIC International is active in International Casino and Amusement With Prize (AWP) markets. In both market segments, player protection policies and responsible gaming initiatives are driven mainly by government institutions. Consequently, the products must comply with the policies, initiatives, and regulations that apply to each respective market segment. Every product offered in a specific market fully complies with all market requirements.