

Ahead of the Game

SUSTAINABILITY REPORT 2018

photo:
Henry Hou
Software Automation CRDC (China Research Development Center)
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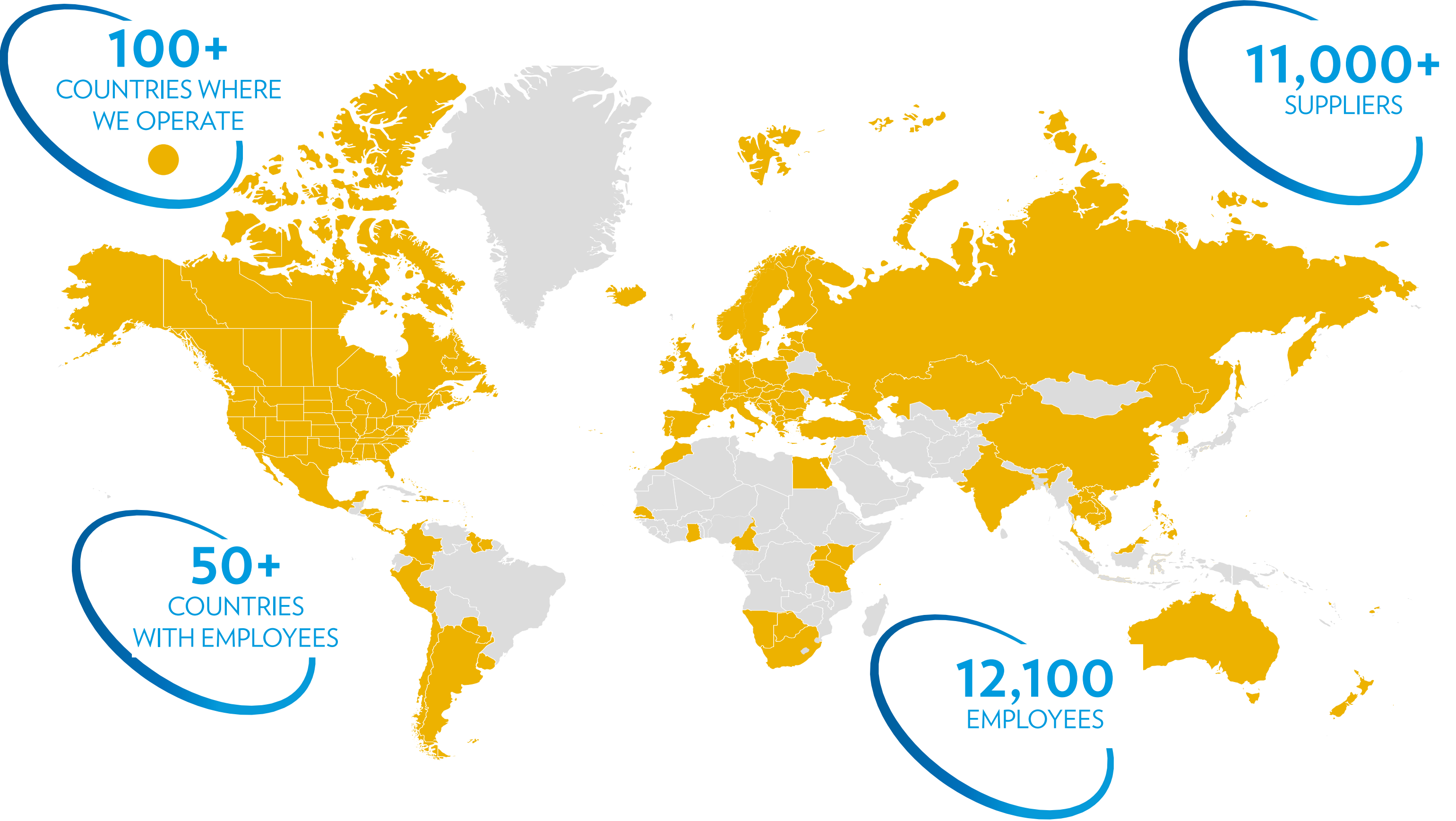
As the world’s leading gaming Company, we are focused on supporting our industry, our communities, and our world. Our best-in-class solutions respect both people and the environment, while delivering innovation and excellence to keep gaming fun for all.

photo:
Valerio Artusi
Betting Product Dev Marketing
Rome, Italy

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Letter from the CEO GRI: 102-14

Dear Readers,

Welcome to the 12th annual IGT Sustainability Report.

Each year, the report grows richer as we document how we're improving our commitment to sustainable growth. We understand that achieving our business goals requires high standards of integrity and ethical conduct, professional development, the health and safety of our employees, a positive impact on the communities where we live and work, dedication to diversity and inclusion, and a continued commitment to programs and initiatives that protect the environment.

IGT's sustainability strategy relies on recognizing all its stakeholders' legitimate interests, communicating openly through ongoing dialogue, managing direct and indirect effects on all stakeholders, acknowledging and minimizing any potentially negative impact, and adopting transparent and accountable practices.

Along the way, we've improved the number and quality of the sustainability initiatives we undertake. Most important, we are constantly expanding our goals. In 2018, IGT joined the United Nations Global Compact network, the world's largest corporate sustainability initiative, to align strategies and operations with universal principles related to human rights, labor, the environment, and anti-corruption.

We have also taken steps in 2018 to support the United Nations' 17 Sustainable Development Goals (SDGs). The SDGs and their specific targets refer to the 2030 Agenda for Sustainable Development, a 15-year plan to end extreme poverty, fight inequality and injustice, and protect the planet. Of the UN's 17 SDGs, IGT has identified nine that the Company can influence, and in 2018, we have carried out a series of initiatives as part of our long-term plan.

Within this global agenda, our aim is to provide value for all our stakeholders, including creating solutions that help our customers protect their players. IGT has consistently strengthened its commitment to Responsible Gaming in 2018, with recertification by the World Lottery Association (WLA) for its Corporate Social Responsibility Standards and Certification Framework; an intermediate assessment by the Global Gambling Guidance Group (G4) for our Responsible Gaming accreditation; and Internet Responsible Gambling Compliance Assessment Program (iCAP) recertification.

The Company is now able to gather, monitor, and store quantitative and qualitative environmental data from every IGT office for compliance purposes and sustainability matters. We have increased data comparability and accuracy to easily see year-over-year differences.

These results were made possible by IGT employees' dedication to fostering a safe, diverse, and inclusive workplace aligned with IGT's business strategy and core values. During IGT's first-ever Global Giving Week, hundreds of our colleagues took a paid day off to volunteer in their local communities, from Rhode Island to Barbados, Texas to Italy, Nevada to China, and many places in between. In addition, IGT's Office of Diversity and Inclusion was launched in 2018 to implement a global strategic plan that supports a fair organizational culture in which all employees feel valued, respected, and engaged. Only one year later, the office has positively impacted numerous policies and practices while engaging employees through Employee Business Resource Groups.

We will continue seeking new and diverse ways to achieve sustainable and responsible growth. I invite you to browse the following pages and learn more about how IGT is continuously striving to be Ahead of the Game.

Sincerely,

Marco Sala
CEO
International Game Technology PLC

1 About IGT

photo:
Maria Grazia Chimenz
CSR
Rome, Italy

About IGT

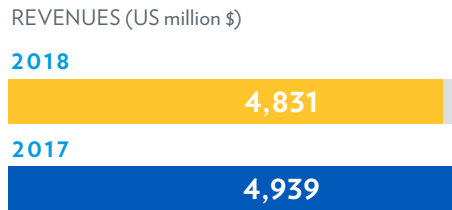
Profile GRI: 102-3; 102-7

International Gaming Technology PLC is the global leader in gaming. It enables players to experience their favorite games across all channels and regulated segments, from gaming machines and lotteries to digital.

The Company is headquartered in London, with principal operating facilities located in Providence (Rhode Island, U.S.), Las Vegas (Nevada, U.S.), and Rome (Italy). Research and development, and manufacturing are mostly centralized in North America.

IGT operates and provides an integrated portfolio of innovative gaming technology products and services across all gaming markets, including lottery management services, online and instant lottery systems, instant ticket printing, electronic gaming machines, sports betting, digital gaming, and commercial services to customers in more than 100 countries.

Financial Highlights



Mission, Vision, Values

GRI: 102-16

IGT’s mission is to be the global innovation leader in the gaming industry.

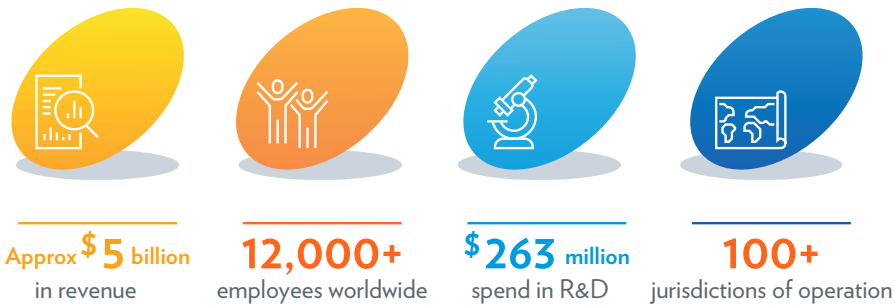
The Company’s vision is to combine the best of its legacy companies to enhance and build its capabilities; deliver content, technology, and expertise that drive customer and player demand; continue to grow leadership in the lottery and gaming space, and become a leader in the digital

space; and use the power of its understanding of central systems and connectivity to define the future of gaming.

Leveraging a wealth of premium content, substantial investment in innovation, in-depth customer intelligence, operational expertise, and leading-edge technology, IGT’s gaming solutions anticipate the demands of consumers wherever they decide to play. The Company has a well-established local presence and relationships with governments and regulators in the countries where it operates around the world, and creates value by adhering to the highest standards of service, integrity, and responsibility.

At IGT, responsibility is one of the core values woven through every aspect of what we do as a global company. IGT is committed to the principles of being responsible, collaborative, authentic, passionate, and pioneering.

We are the global leader in gaming



Be the innovation leader in the gaming industry



Governance GRI: 102-18

International Game Technology PLC is a company organized under the laws of England and Wales and qualifies as a foreign private issuer under the rules and regulations of the U.S. Securities and Exchange Commission (SEC) and the listing

standards of the New York Stock Exchange (NYSE).

As of March 1, 2019, IGT’s Board of Directors consists of 10 directors. Seven of the current directors were determined by the board to be independent under the listing standards and rules of the NYSE, as

required by the Company Articles.

IGT’s Board of Directors has made an affirmative determination that the members of the board meet the standards for independence set forth in the parent’s Corporate Governance Guidelines and applicable NYSE rules.

At March 1, 2019, the parent’s directors and certain senior managers are as set forth below:

Lorenzo Pellicoli ⁽¹⁾	Chairperson of the Board; Non-executive Director
James F. McCann	Vice-Chairperson of the Board; Lead Independent Director; Non-executive Director
Paget L. Alves	Independent Non-executive Director
Alberto Dessy	Independent Non-executive Director
Marco Drago ⁽¹⁾	Non-executive Director
Patti S. Hart ⁽²⁾	Independent Non-executive Director
Heather J. McGregor	Independent Non-executive Director
Vincent L. Sadusky	Independent Non-executive Director
Marco Sala	Director and Chief Executive Officer
Gianmario Tondato da Ruos	Independent Non-executive Director
Renato Ascoli	Chief Executive Officer, North America ⁽³⁾
Walter Bugno	Chief Executive Officer, International
Fabio Cairoli	Chief Executive Officer, Italy
Fabio Celadon	Senior Vice President, Gaming Portfolio
Mario Di Loreto	Executive Vice President, People & Transformation
Alberto Fornaro	Executive Vice President and Chief Financial Officer
Scott Gunn	Senior Vice President of Corporate Public Affairs
Wendy Montgomery	Senior Vice President of Global Brand, Marketing, and Communications
Robert Vincent ⁽⁴⁾	Executive Vice President for Administrative Services & External Relations

(1) Pellicoli and Drago are the Chief Executive Officer and Chairperson of the Board, respectively, of De Agostini S.p.A., the controlling shareholder of IGT.

(2) Patti S. Hart retired as a member of the board on 17 May 2019.

(3) The Chief Executive Officer, North America, is the Chief Executive Officer of North America Gaming and Interactive and North America Lottery.

(4) Effective April 8, 2019, Vincent left his role as Executive Vice President for Administrative Services and External Relations to become the chairperson of IGT Global Solutions Corporation, the primary operating subsidiary for the U.S. lottery business. In that capacity, Vincent serves as a senior consultant to Sala and the rest of the Company’s senior leadership team.

covering government officials. IGT forbids directors, officers, employees, and third parties from offering or giving to any person, or soliciting or accepting from any person, bribes, kickbacks, or any other improper benefit. IGT prohibits bribery in any form to or from any person.

To maintain the highest ethical standards and comply with global anti-corruption laws, IGT also prohibits bribery in the private sector, also known as commercial bribery. Any business courtesy should be reasonable and for a legitimate business purpose. IGT also prohibits soliciting or accepting a bribe from a supplier or other private-sector party.

IGT is required to keep accurate books and records, and maintain a system of internal accounting controls sufficient to give reasonable assurance that transactions are properly authorized and accurately recorded. A violation does not depend on the legality or illegality of the underlying transaction, as improperly recording or failing to properly authorize an otherwise legal transaction can be a violation of law. Accordingly, all IGT employees must obtain all required authorizations and provide accurate and complete information for IGT’s books and records. IGT will require specified employees to complete anti-corruption training on a periodic basis and certify completion of that training.

Everybody at IGT has a duty to prevent bribery and violations of this policy and report, and fully

Anti-Corruption Compliance and Ethics GRI: 103-3

No matter where it operates, IGT is committed to winning business the right way by conducting itself with integrity and maintaining the highest ethical standards. IGT is committed to acting with honesty and in good faith in all business activities and dealings with government officials, customers, and third parties. IGT’s reputation as a responsible and ethical supplier of gaming and lottery products and services is critical to its success. Global compliance with anti-corruption laws and IGT-related policies and procedures is fundamental to protecting the Company’s reputation. A single improper act by one person can destroy the reputation earned by the hard work and integrity of so many.

IGT has an Anti-Corruption Compliance and Ethics (ACE) Policy that is accessible internally and in multiple languages on IGT’s global public website, IGT.com. This includes detailed gift, entertainment, and travel policies and limits, along with specific procedures and limitations

Code of Conduct

IGT is committed to adhering to the highest standards of ethical conduct and our performance and reputation depend on all employees adhering to the rules that govern IGT business practices, without exception.

IGT’s Code of Conduct, updated and released to all employees in May 2018, provides a clear description of what behavior is considered appropriate and ethical in the course of doing business on behalf of IGT. The code also offers some examples of what acting with integrity looks like in employees’ day-to-day work. Every employee is responsible for reading, understanding, and agreeing to abide by this code. IGT provides Code of Conduct training to enhance employees’ understanding of ethical and legal risks.

Whistleblower Policy

GRI: 103-3

All employees are encouraged to report any suspicion of a violation of IGT’s Code of Conduct or other activities that may be unlawful, lead to incorrect financial reporting, or raise questions about the integrity of management without any fear of retaliation. Employees, officers, directors and consultants, and representatives are encouraged to report suspected or known violations through regular reporting channels or anonymously through the Integrity Line.

The Compliance Department receives all Integrity Line intake telephone reports of suspected or known violations through an independent provider.

If it is reasonable to conclude under the circumstances that a material violation is ongoing or about to occur, the Chief Compliance Officer and/or the General Counsel shall immediately notify the Chairman of the Audit Committee of the Board of Directors. In all other circumstances, investigation reports, findings, and recommendations will be reviewed in a reasonable and timely manner by the Chief Compliance Officer or appropriate IGT department or personnel, and General Counsel where violations of law are alleged.

cooperate with investigations of any attempted, suspected, potential or actual violations of this policy. IGT will not retaliate or permit retaliation against anyone who reports suspected misconduct in good faith or cooperates with an investigation.

Except for a small number of employees who have no customer or company representation interactions, all employees are required to be trained on the ACE Policy (this is approximately 85+ percent of all IGT employees). Mandatory online training and testing is conducted on a biennial basis. Live video and audio seminars are also conducted during the training periods, and continued training and support is provided through the IGT Legal Department. The most recent training and testing was conducted in 2017. Training and testing will be conducted again during the latter part of 2019.

Compliance with this policy and the policies and processes referenced herein is mandatory, and non-compliance is grounds for disciplinary action. Compliance with this policy and the policies and processes referenced herein might be considered as a factor in promotion and compensation decisions and, under certain circumstances, non-compliance might result in disciplinary actions, including termination of employment.

Products and Services

GRI: 102-2; 102-6

The Company has five broad categories of products and services: Lottery, Machine Gaming, Sports Betting, Digital, and Commercial Services.

Lottery

IGT supplies a unique set of lottery solutions to more than 100 customers worldwide. Lottery products and services are provided through the North America Lottery (NALO), International, and Italy business segments. Lottery services are provided through licenses, facilities management contracts, lottery management agreements, and product sales contracts. In most jurisdictions, lottery authorities award contracts through a competitive bidding process.

IGT designs, sells, and operates a complete suite of point-of-sale machines that are electronically linked with a centralized transaction-processing system that reconciles lottery funds between the retailer and the lottery authority. The Company provides and operates highly secure, online lottery transaction-processing systems that are capable of processing over 500,000 transactions per minute via more than 450,000 point-of-sale devices. IGT also produces high-quality instant ticket games and provides printing services such as instant ticket marketing plans and graphic design, programming, packaging, shipping, and delivery services.

Gaming

IGT designs, develops, manufactures, and provides cabinets, games, systems, and software for customers in regulated gaming markets throughout the world under fixed-fee, participation, and product sales contracts. The Company holds more than 450 global gaming licenses and does business with commercial casino operators, tribal casino operators, and governmental organizations (primarily consisting of lottery operators). Machine gaming products and services are provided through the North America Gaming and Interactive (NAGI), NALO, International, and Italy business segments.

IGT offers a diverse range of gaming machine cabinets and casino-style games in a variety of multi-line, multi-coin, and multi-currency configurations. In addition, the Company develops a wide range of casino games, taking into account local jurisdictional requirements, market dynamics, and player preferences.

IGT provides Video Lottery Terminals (VLTs), VLT central systems, and VLT games worldwide. VLTs are usually connected to a central system. In addition, the Company provides Amusement With Prize machines (AWPs) and games to licensed operators in Italy and the rest of Europe. AWP are

typically low-denomination gaming machines installed in retail outlets. With respect to the Company’s machine gaming licenses in Italy, the Company directly manages standalone AWP, as well as VLTs that are installed in various retail outlets and linked to a central system.

Sports Betting

In Italy, Lottomatica is a licensee for the operation of retail and internet-based sports betting. Specifically, Lottomatica:

- Operates an expansive, land-based B2C sports betting network through its “Better” brand on a fixed-odds, pari-mutuel, or virtual betting basis.
- Establishes odds and assumes the risks related to fixed-odds sports contracts.
- Collects the wagers.
- Makes the payouts.

IGT offers, directly to customers, betting on sports events (including basketball, horse racing, soccer, cycling, downhill skiing, cross-country skiing, tennis, sailing, and volleyball), motor sports (car and motorcycle racing), and non-sports events connected with the world of entertainment, music, culture, and current affairs of primary national and international interest. The Company also provides sports betting technology and management services in Italy, the U.S. (through both the NAGI and NALO business segments) and internationally; this includes

localized sports betting platforms, secure retail betting solutions, point-of-sale display systems, call center facilities, internet and mobile betting technology, and fixed odds or pool betting options.

Digital

Digital gaming (or iGaming) enables game play via the internet for real money or for fun (social). IGT designs, manufactures, and distributes a full suite of configurable products, systems, and services, holding more than 20 digital gaming licenses worldwide. In Italy, Lottomatica acts as both a complete internet gaming operator and a mobile casino operator. Digital products include poker, bingo, and online casino table and slot games with features such as single and multi-player options with branded titles and select third-party content.

Existing lottery game portfolios are extended to the digital channel to provide a broad spectrum of engaging content, such as instant tickets. IGT’s digital systems and platforms offer customers an integrated system that provides player account management, advanced marketing and analytical capabilities, and a highly reliable and secure payment system.

Commercial Services

IGT develops innovative technology to enable lotteries to offer commercial services over their existing lottery infrastructure or standalone networks that are separate from the lottery. Leveraging its distribution network and secure transaction-processing experience, IGT offers high-

volume processing of commercial transactions, including prepaid cellular telephone recharges, bill payments, e-vouchers and retail-based programs, electronic tax payments, stamp duty services, prepaid card recharges, and money transfers. These services are primarily offered

outside of North America. In Italy, Lottomatica’s commercial payment and eMoney services network comprises points of sale divided among the primary retailers of lottery products: tobacconists, bars, petrol stations, newspaper stands, and motorway restaurants.

Our Products & Services

GAMING

Gaming Systems & Machines



LOTTERY

Retail Gaming



Lottery Draw-Based Games



Lottery Instant Games



Lottery Self-Service



DIGITAL

Digital Gaming



Digital Lottery



SPORTS BETTING

Retail, Self-Service terminals, sportsbook, mobile and web



Regulatory Framework and Recent Regulatory Changes
GRI: 103-3

The gaming and lottery industries are some of the most highly regulated and monitored businesses in the world, wherein the public interest must prevail over many other interests. In safeguarding such public interest, governments, regulatory bodies, and local governmental organizations play a key role according to primary legislative objectives: legality and public security, protection of consumers and fair competition,

maintaining public safety, and financial and tax compliance. Proper regulatory oversight also ensures that government authorities collect the appropriate amount of gaming tax revenues to fund important government-sponsored programs and good causes.

Gaming laws are based upon declarations of public policy designed to ensure that gaming is conducted honestly, competitively, and free from criminal and corruptive elements. While the regulatory requirements vary from jurisdiction to jurisdiction, the majority typically require some

form of licensing or regulatory suitability of operators, suppliers, manufacturers, and distributors, as well as its major shareholders, officers, directors, and key employees. Regulators review many aspects of an applicant, including financial stability, integrity, and business experience. Additionally, the Company’s gaming products and technologies require certification or approval in most jurisdictions where IGT conducts business.

A comprehensive network of internal and external resources and controls is required to achieve compliance with the broad governmental oversight of the Company’s business. IGT has a robust internal program to ensure compliance with applicable requirements imposed in connection with gaming and lottery activities, as well as legal requirements generally applicable to all publicly traded companies.

IGT complies with substantial oversight by specialized lottery authorities and related government agencies. In some instances, regulators not only govern the activities within their jurisdictions, but also monitor IGT activities in other jurisdictions to ensure compliance with local gaming operating standards on a global basis.

For the purpose of reporting on regulatory changes, this report will focus on the Italy and U.S. regions, as they represent the most significant markets to IGT.

United States

In the United States, the most significant regulatory development occurring in 2018 was the U.S. Supreme Court ruling in favor of New Jersey in *Murphy v. National Collegiate Athletic Association* by overturning the Professional and Amateur Sports Protection Act (PASPA). PASPA was a federal statute enacted on October 28, 1992, that prohibited any state or person acting pursuant to the law of a state government agency from sponsoring, operating, promoting, or authorizing any wagering based on games played by amateur or professional athletes. Apart from four states (Delaware, Montana, Nevada, and Oregon), the statute effectively outlawed most states from sanctioning or sponsoring any form of sports betting.

On May 14, 2018, PASPA was declared unconstitutional, thereby allowing individual states to decide for themselves whether to legalize sports betting.

At the close of 2018, the following

eight states offered single-game betting:

- Delaware
- Mississippi
- Nevada
- New Jersey
- New Mexico (tribal only)
- Pennsylvania
- Rhode Island
- West Virginia

At the close of 2018, the prospect of federal intervention in sports betting was increasing on multiple fronts. In September, an oversight hearing was hosted by the House Judiciary Subcommittee on Crime, Terrorism, Homeland Security and Investigations. In November, House Judiciary Committee Crime Subcommittee Chairman Jim Sensenbrenner sent a letter to the U.S. Department of Justice (DOJ) regarding interpretation of the Wire Act and the DOJ’s views on potential issues related to sports betting. In December, Democratic Sen. Chuck Schumer (NY) and Republican Sen. Orrin Hatch (UT) introduced the “Sports Wagering Market Integrity Act of 2018.” No votes or hearings were conducted on this legislation before a new congress was seated in 2019.

In December of 2018, the Washington, D.C. city council enacted legislation to authorize sports betting in the district, which may be operational in 2019.

The Wire Act

On January 14, 2019, the U.S. Department of Justice, (the “DOJ”) published an opinion reversing its previously-issued opinion that the U.S. Interstate Wire Act of 1961 (the “Wire Act”), which prohibits several types of wager-related communications over a “wire communications facility,” was applicable only to sports betting (the “2019 Opinion”). The 2019 Opinion interprets the Wire Act as applying to other forms of gambling that cross state lines, though the precise scope of the 2019 Opinion is unclear, and

the DOJ has not yet addressed how it plans to enforce the Wire Act in light of the 2019 Opinion. The New Hampshire Lottery Commission and certain private parties have commenced litigation in federal district court in New Hampshire challenging the 2019 Opinion.

In response to this and other lawsuits, the DOJ issued a memorandum in April 2019 acknowledging that the 2019 Opinion did not consider whether the Wire Act applies to State lotteries and their vendors, and the DOJ is now considering this issue. In connection with such

acknowledgment, the DOJ also extended the non-prosecution period for State lotteries and their vendors indefinitely while they consider the question. If the DOJ concludes that the Wire Act does apply to State lotteries and/or their vendors, they would extend the non-prosecution period for an additional period of 90 days after the DOJ publicly announces such position. On June 3, 2019, the U.S. District Court for the District of New Hampshire ruled in favor of the plaintiffs and determined that the Wire Act applies only to sports betting and related activities (the “NH Decision”). The NH Decision also set aside the 2019 Opinion. It is unclear whether the DOJ will appeal the ruling, when the DOJ will conclude its consideration of whether the Wire Act applies to State lotteries and their vendors, or whether other courts would come to the same conclusions set forth in the NH Decision. The DOJ has indicated that it will not enforce the 2019 Opinion with respect to other gaming operations until December 31, 2019, or 60 days after the entry of final judgment in the New Hampshire litigation, whichever is later.

IGT is evaluating the NH Decision, the 2019 Opinion and its implications to IGT, its customers, and the industries in which IGT operates.

Italy

The unstable political situation in Italy has traditionally entailed frequent amendments to the regulatory framework, and 2018 is no exception:

- In April 2018, the Calabria region approved a legal ruling on regional interventions to promote compliance with the law, economic responsibility, and transparency.
- In July, the Italian Government introduced the so-called “Decree on Dignity,” which included “urgent provisions for the dignity of workers and companies.” Among other provisions, the decree established “the ban on any form of advertising for money wager games or bets and gambling on any media, including sports, cultural or art events, TV and radio programs, daily and periodical press, print news in general, bill-posting, and IT channels, including social media.” Furthermore, the decree established that “instant lottery tickets must feature warning messages in Italian language printed on both sides about the risks related to gambling.”

- In September 2018, the Ministry of Health issued a decree on “text wording and graphic characteristics of the warnings on risks related to gambling, to be printed on instant lottery tickets.” Tickets must now feature, on the front, the wording “This game is a danger to health” and “It may cause pathological dependency.” On the back, tickets must feature the wording “This game is a danger to health” and “Gambling is forbidden to minors under 18 years” and “toll-free number 800558822 for disorders due to gambling.”
- In December 2018, the Italian Government published the law on “budget of forecast 2019 and multi-year budget for 2019-2021.” Among the provisions, the law established the following:
 - Payouts for AWP’s must be higher than 68% of the wager, and payouts for VLT’s must be higher than 84% of the wager.
 - New technical rules for the production of remote-gaming AWP’s, introducing recording, storage, and sharing with authorities of the opening hours data.
 - Reduction in the number of machines, with a deadline of Dec. 31, 2019.
 - A tax increase, from January 2019, of 1.35% for AWP’s and 1.25% for VLT’s.
- In January 2019, the Sardinia region issued a law on “Provisions on gambling disorder.”

IGT HELPS THE LEGALIZED SPORTS BETTING MARKET IN THE U.S. GAIN STRENGTH

Sports betting is the act of predicting the result of a sporting event and placing a wager on the outcome. A successful bet requires knowledge of the sport and players, as well as experience and luck. Legal and regulated sports betting is a logical and innovative gaming portfolio progression for state gaming markets. For states and operators, the profit margin and liability differ from other products. Under certain conditions, sports betting has the potential to provide significant, incremental tax revenues.

The legalized sports betting market in the U.S. is still in its early stages. One of the most important factors determining the ultimate success of any sports betting program is going to be obtaining a wide distribution of products, as today’s consumers will seek access to sports betting products through both retail and mobile channels. Since the current offerings in the U.S. market are mostly illegal, IGT seeks to create a more attractive product. Consumer experience will also be an important determinate of the success or failure of a state-sanctioned sports betting program.

IGT is committed to creating an attractive sports betting product that will counter illegal market offerings. It is estimated that Americans illegally wager \$150 billion on U.S. sports annually. Another study estimates that Americans bet about \$500 billion worldwide on sports each year. Of the estimated \$4.6 billion wagered on **Super Bowl 52**, 97% was done illegally. IGT believes most Americans who enjoy sports wagering would stop participating in illegal sports betting and choose to place bets in a safe, legal, regulated, and transparent environment if given a competitive and convenient option. IGT seeks to ensure the integrity of sports betting through state licensing and regulation. IGT also works toward obtaining the necessary oversight to protect consumers from fraud and provide the necessary rules and consumer protections to help guard against problem gambling.

In Nevada, sports books are subject to significant and strict state oversight by the Nevada Gaming Control Board – including mandatory internal controls, recordkeeping, reporting, law enforcement oversight, and federal anti-money-laundering regulation. The aim of any IGT sports betting program will be to promote responsible gaming, prevent compulsive gambling, ensure patrons bet responsibly, and communicate with those who need help.

IGT is working and will continue to work with the many stakeholders that are interested in implementing regulated sports betting in light of the court’s decision. These stakeholders, which include important IGT commercial, tribal, and state government customers, are essential to developing the sports betting regulatory framework that is tailored to a jurisdiction’s gaming environment. IGT has vast experience navigating these complex environments and is confident that it can continue making a valuable contribution to the policy discussion. Given its footprint in the U.S., IGT is uniquely positioned to work within most states’ constitutional guidelines. The Company will be able to assist policymakers in evaluating sports betting options that provide maximum benefit to the state, ensure integrity, and work within an appropriate tax structure.

Focusing on Our Stakeholders

Materiality Analysis
GRI: 102-49; 103-1; 103-2

According to the Global Reporting Initiative (GRI), sustainability topics are considered material when they reflect an organization’s economic, environmental, and social impacts, or substantively influence stakeholders’ decisions. Therefore, such topics represent sustainability matters that are pivotal to IGT and reflect stakeholders’ expectations, taking into account the sustainability context of the industry.

The 2018 Sustainability Report is based on sustainability topics identified and prioritized through materiality analysis processes.

To determine material topics for 2018, IGT conducted a thorough analysis to identify its business priorities and its stakeholders’ main expectations. It analyzed other organizations’ sustainability and social responsibility reports; competitors’ and peers’ official websites; and sustainability-related articles and studies to identify the most significant trends in the gaming sector.

Furthermore, IGT identified sustainability macro trends worldwide by comparing documents and studies from the most relevant and influential non-governmental organizations, policymakers, and global stock exchanges. Finally, IGT analyzed customer- and investor-specific requests in order to identify their main sustainability focus. Material topics were then ranked according to their priorities for both IGT and its stakeholders.

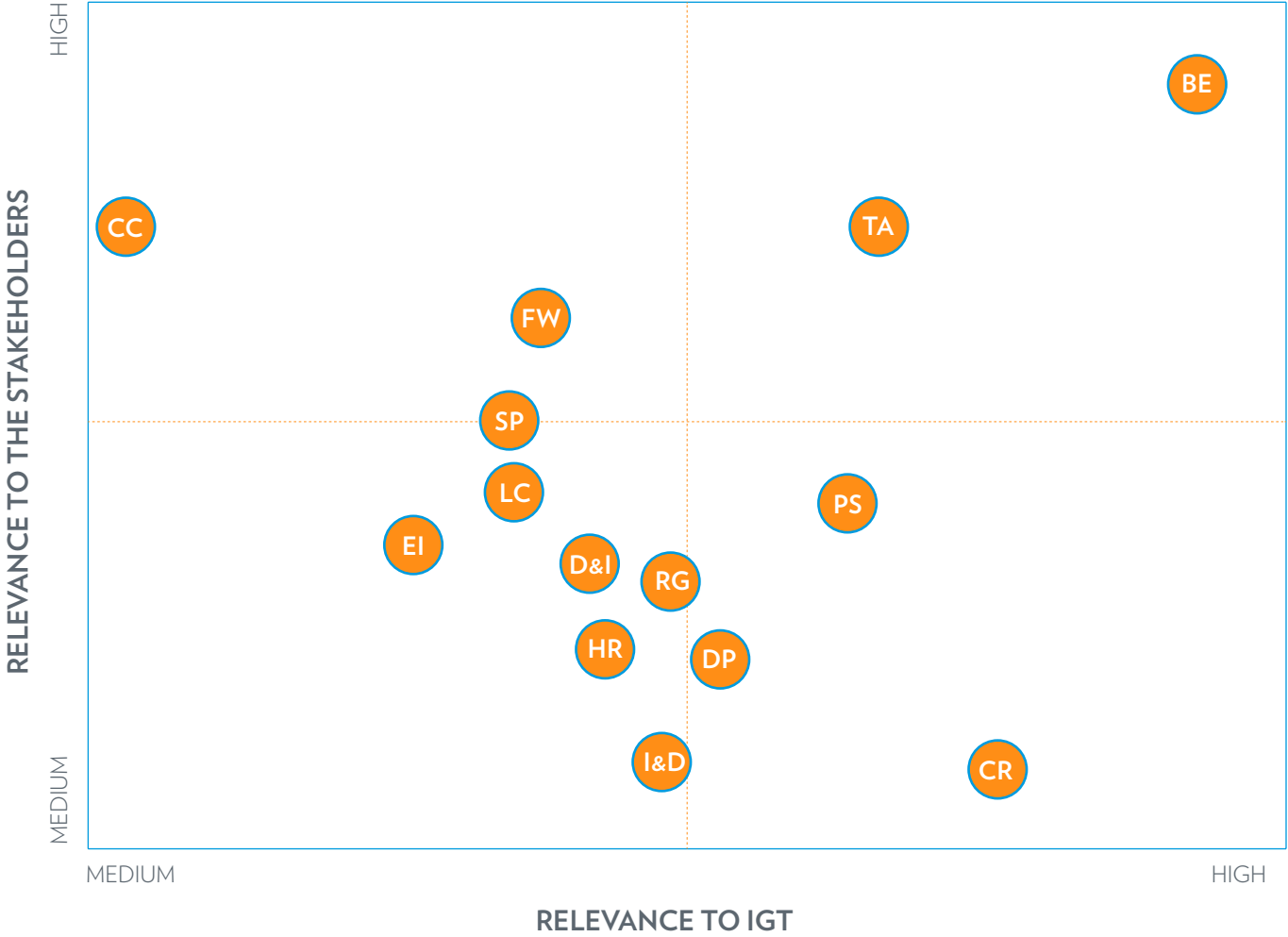
IGT’s priorities were defined by engaging with various Company departments. The Management was asked to prioritize the material topics, while considering the likelihood and severity of the risks related to them.

Stakeholders’ priorities were defined by weighing the recurrence of the topics in the analysis of articles, analyzing how IGT’s competitors evaluate the topics, and tracking the topics’ presence in both sector documents and macro sustainability trends. Furthermore, the Company derived information about customer and investor expectations mainly from environmental, social, and governance (ESG) questionnaire analyses.

As a result, IGT senior management validated the following Materiality Matrix, which reflects the Company’s and its stakeholders’ priorities for 2018. Consistent with the GRI precautionary principle, all the topics set by IGT above the relevance threshold were considered material.

Compared to the 2017 materiality analysis, two new topics were included in the 2018 matrix due to growing attention by various stakeholders: Climate Change, and Product Safety & Quality.

Materiality Matrix



Sustainability Priorities

BE Business Ethics	EI Environmental Impact	HR Respect for Human Rights
CC Climate Change	FW Fair Work Conditions	RG Responsible Gaming
CR Customer Relations	I&D Innovation and Digitalization	SP Supply Chain Management
DP Data Privacy and Security	LC Local Communities	TA Talent Attraction & Retention
D&I Diversity and Inclusion	PS Product Safety & Quality	

IGT's Commitments to UN Sustainable Development Goals
GRI: 102-11; 102-12; 102-13

In 2017, IGT accepted the United Nations' call to action on its 2030 Agenda for Sustainable Development by committing to the UN's Sustainable Development Goals ¹⁾(SDGs). IGT has identified the relevant SDGs (shown in the picture below) it could contribute the most to, while taking into consideration its business activities and material sustainability topics.

In 2018, IGT started an ongoing process to set up specific targets and actions that could concretely contribute to the achievement of these SDGs in the future.

This process involves seven sub-working groups composed of different IGT departments responsible for:

- 1. Analyzing the initiatives that IGT has carried out and that could be linked to the SDGs;
- 2. Setting specific targets to contribute to the 2030 Agenda for Sustainable Development; and
- 3. Defining an action plan.

In this Sustainability Report, the initiatives linked to the SDGs that IGT implemented during 2018 are marked with the respective SDG logo.



1) The 2030 Agenda for Sustainable Development and its 17 Sustainable Development Goals form an action program for people, the planet, and prosperity signed in September 2015 by the governments of the 193 UN member countries to meet three key objectives by 2030: end extreme poverty, fight inequality and injustice, and limit climate change. Universal, inclusive, and indivisible, the UN agenda calls for action by all countries, companies, and individuals to improve the lives of people everywhere.

SDGs SUB-WORKING GROUPS



COMMUNITY ENGAGEMENT

PRIORITY: Promote education programs in communities where we operate and contribute to the development of adequate livelihood opportunities for people living within low-income communities, ensure equal access to opportunities, and encourage local economic development.



COMMITMENT TO DIVERSITY

PRIORITY: Protect women and girls from all forms of discrimination and violence in the workplace; prevent sexual harassment; support equal opportunities, and invest in women's leadership programs.



HUMAN CAPITAL DEVELOPMENT

PRIORITY: Promote full and productive employment, ensure quality education, and guarantee skills development. Promote partnership with local universities or schools through school recruitment campaigns, and provide access to internship programs, funding, scholarships, or grants.



RESPECT FOR HUMAN RIGHTS

PRIORITY: Protect basic labor rights and ensure non-discrimination, no slavery and no human trafficking in all operations and supply chain; support vulnerable groups' rights and raise awareness among employees and suppliers on human rights within the organization.



SUSTAINABLE PROCUREMENT

PRIORITY: Ensure respect for human rights and guarantee fair and favorable working conditions; improve economic inclusion and promote measures to fight all forms of discrimination along the supply chain. Improve the efficiency of operations, and promote environmental protection along the supply chain.



WELLNESS AT WORK

PRIORITY: Ensure the health and safety of all workers and prevent the spread of communicable diseases; develop a corporate culture that promotes physical and mental health and organizational well-being.



CARE FOR THE ENVIRONMENT

PRIORITY: Combat climate change by improving the efficiency of operations; mitigate pollution generated by air emissions and use of hazardous chemicals; ensure more efficient use of natural resources, and protect the environment by mitigating the impacts of products and services.

In 2018, IGT became a signatory to the United Nations Global Compact (UNGC) principles, and implemented a process to contribute to the achievement of UN Sustainable Development Goals. IGT affirms its support

of the 10 Principles of the UN Global Compact in the areas of human rights, labor, environment, and anti-corruption, and is committed to the UN Sustainable Development Goals.



COMMUNICATION ON PROGRESS

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

“IGT is committed to making the UN Global Compact and its principles part of the strategy, culture, and day-to-day operations of our Company, and to engaging in collaborative projects that advance the broader development goals of the United Nations, particularly the Sustainable Development Goals.”

Marco Sala
CEO

Direct Economic Value
Generated and Distributed
GRI: 103-3; 201-1

The economic dimension of sustainability concerns an organization’s impacts on the economic conditions of its stakeholders, and on economic systems at local, national, and global levels.

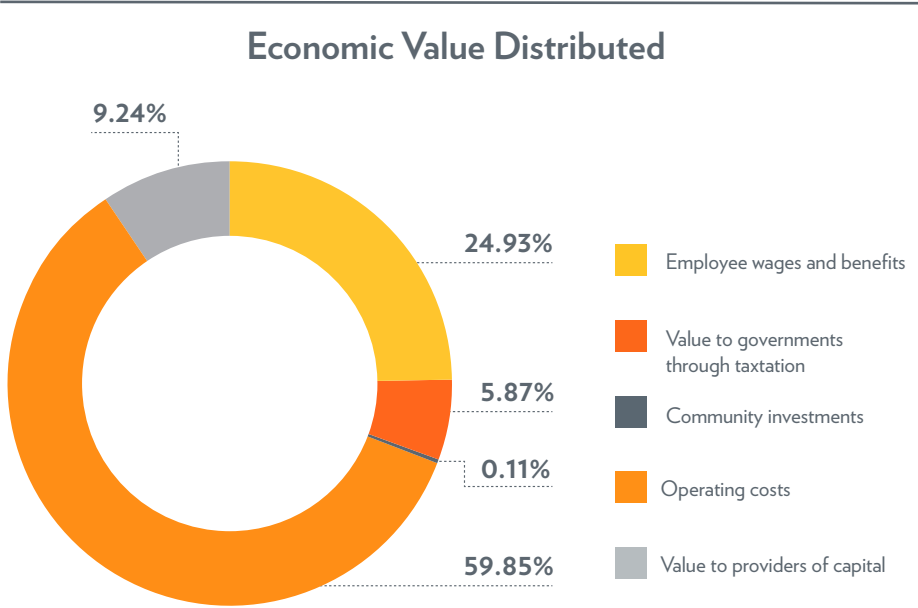
In compliance with Disclosure 201-1 of the Global Reporting Initiative (GRI) Standards, each year IGT analyzes the generation and


distribution of added value, which provides an alternative framework for the financial numbers released by the Company. By re-interpreting accounting figures with multiple stakeholders’ interests in mind, the focus shifts from a mere Profit and Loss approach to one that also considers the distribution of economic value generated by the Company to shareholders as well as to stakeholders.

This value, distributed to the Company’s internal stakeholders

(for example, employees) and external stakeholders (for example, communities and public administrations) can be measured in a way that supplements a strict financial view, where only shareholders’ interests must be satisfied. It also provides a more comprehensive picture of the value the Company contributes to all the people involved in the value chain. IGT reports Economic Value Distribution on an accrual basis.

<i>\$ thousands</i>	2018	2017
Economic Value Generated	4,974,538	4,505,418
Economic Value Distributed	4,670,045	4,720,594
Employee wages and benefits	1,164,265	1,161,516
Value to governments through taxation	273,929	81,690
Community investments	5,025	6,045
Operating costs	2,795,208	3,012,444
Value to providers of capital	431,618	458,899



STAKEHOLDERS	ENGAGEMENT APPROACH AND GOALS	ACHIEVEMENTS	COMMITMENTS
 Regulators	<p>IGT is firmly committed to designing and managing games in a way that ensures safety, reliability, integrity, and efficiency. Regulators confidently rely on IGT's capabilities and experience in preventing illegal and problem gambling, and in counteracting match fixing. IGT's top managers regularly attend meetings and workshops with public authorities and institutions at both local and global levels to actively share knowledge and expertise.</p> <p>IGT is committed to maintaining its position as a leading company around the globe.</p>	<ul style="list-style-type: none">• Managed games in a way that helped counteract illegal and problem gambling.• Established processes to prevent match fixing, data fraud, and breaches.• Fostered the innovation process and contributed to the constant improvement and evolution of the market.	<ul style="list-style-type: none">• Managing games in a way that guarantees safety, reliability, integrity, and efficiency.• Counteracting illegal and problem gambling.• Preventing match fixing, data fraud, and breaches.• Fostering the innovation process and contributing to the constant improvement and evolution of the market.

STAKEHOLDERS	ENGAGEMENT APPROACH AND GOALS	ACHIEVEMENTS	COMMITMENTS
 Community	<p>IGT's commitment is to have a significant and positive impact on the communities in which the Company operates.</p> <p>The strategy is executed through community involvement and employee engagement initiatives supporting programs that enrich and strengthen those communities.</p> <p>Initiatives embrace a wide breadth of needs, providing educational and economic opportunities for people in challenging socio-economic environments around the globe.</p> <p>Community projects are reviewed and approved by IGT's Social Impact Committee (SIC) in quarterly meetings. SIC guidelines ensure that all approved support requests are aligned with IGT's overall Corporate Social Responsibility strategy.</p>	<ul style="list-style-type: none">• Supported the creation of 15 ASA technology centers.• Increased all employee-focused engagement initiatives through more global effective communication.• Created Community Ambassadors Group to improve communication through the Company about community-focused initiatives.• Implemented two global volunteering programs open to all employees worldwide.	<ul style="list-style-type: none">• Refresh and rebrand ASA around renewed STEAM learning and workforce skills-development focus.• Increase employee awareness and participation for employee-driven programs internationally.• Widen engagement community local footprint through local Ambassadors.• Continue to widening global programs.• Increase employee awareness about community-related Sustainability Development Goals (specifically about our commitments.)

STAKEHOLDERS	ENGAGEMENT APPROACH AND GOALS	ACHIEVEMENTS	COMMITMENTS
 Players	<p>IGT maintains a long-standing commitment to player protection through close relationships with customers, gaming regulators, research institutes, and advocacy groups that promote tools to prevent problem gambling and supports responsible gaming organizations that address problem gambling and prevent underage gambling. Furthermore, IGT has created an internal Responsible Gaming Working Group, a team of global subject matter experts from different departments to share updates on IGT's responsible gaming efforts.</p> <p>IGT has established and maintains appropriate, comprehensive systems and internal controls to enable the identification, monitoring, and management of fraud risks, while cooperating at an international level on match fixing issues and solutions.</p>	<ul style="list-style-type: none">• Successfully certified Lottery, Digital, and Gaming operations on responsible gaming programs and features.• Created a global awareness campaign for employees and gaming designers during RG Awareness Month.• Earned and maintained trust of players worldwide via programs and solutions designed to guarantee fair play and sensible data protection.• Designed training courses that ensured employees of all levels and responsibilities have the appropriate RG skills to manage their daily activities:• Promoted general awareness of RG, targeting all employees, and;• Tailored RG courses designed for employees working in more specific roles within the Company.	<ul style="list-style-type: none">• Continuously improving awareness of problem gambling and responsible gaming, with a focus on training customer-facing employees.• Supporting responsible gaming organizations that address problem gambling.• Preventing underage gambling through effective tools and procedures.• Earning and maintaining the trust of players worldwide via programs and solutions designed to guarantee fair play and sensible data protection.

STAKEHOLDERS	ENGAGEMENT APPROACH AND GOALS	ACHIEVEMENTS	COMMITMENTS
 Employees	<p>People who work for IGT, representing the Company and managing its operations, are collectively the best asset for meeting the business challenges posed in today's gaming market.</p> <p>IGT's overall goal is to increase the presence of underrepresented groups at all levels and create a more inclusive and equitable organizational culture within IGT.</p> <p>IGT is committed to creating an engaging employee experience. It's a continuous effort that is fuelled by the feedback we hear in MyVoice@IGT, our annual employee-engagement survey.</p>	<ul style="list-style-type: none">• Appointed a Vice President of Diversity and Inclusion to lead the Office of Diversity and Inclusion.• Created IGT's publicly available Global Strategic Plan for Diversity and Inclusion supported by leadership and Board of Directors to provide transparency.• Launched IGT's first employee business resource groups Diversity and Inclusion Groups (DIGs)¹⁾ through WIN with IGT: Las Vegas (Women's Inclusion Network).• Established a D&I ambassador program with over 160 ambassadors globally.• Created a substantial investment in employees and managers by introducing Harvard ManageMentor and Manager Essentials training programs.	<ul style="list-style-type: none">• Implement Diversity and Inclusion Global Strategic Plan.• Expand global diversity and inclusion operating model to include regional advisory councils and action plans in all regions.• Rebrand and support development and expansion of employee networks.• All 1,200 IGT global people managers, including supervisors, will participate in Manager Essentials, a management development program, over the next three years.• All 400 directors and senior directors will have attended a condensed, one-day version of this program by mid-2019 to ensure managers and employees are successful and supported.

1) Diversity and Inclusion Groups (DIGs) formerly known as Employee Business Resource Groups (EBRGs).

STAKEHOLDERS	ENGAGEMENT APPROACH AND GOALS	ACHIEVEMENTS	COMMITMENTS
 Employees		<div>↑</div> <ul style="list-style-type: none">Improved communication between leaders and employees through a series of live webcasts with a specific focus on our people, culture, and values.Increased 2018 engagement index by 9 points from 2017.	<div>↑</div> <ul style="list-style-type: none">Enhance talent management processes (acquisition, development, and performance) to improve employee capability and growth and support the goal of increasing the representation of women, people of color, persons with disabilities, and additional dimensions of diversity globally.Celebrate strengths by continuing to increase our communication efforts with more town halls, and maintain our translation strategy; continue with our compliance commitments to promote an ethical work environment; continue commitment to diversity and inclusion.Enrich career and development opportunities at IGT through DevelopMe@IGT and MentorMe@IGT.Clarify IGT’s vision by finding more opportunities to discuss our strategy and direction.

STAKEHOLDERS	ENGAGEMENT APPROACH AND GOALS	ACHIEVEMENTS	COMMITMENTS
 Shareholders	<p>As a publicly listed company, we maintain a regular dialogue with shareholders, institutional investors, and analysts. This is done through a combination of meetings, correspondence, and reporting. All relevant information is transparently, promptly, and completely reported.</p>	<ul style="list-style-type: none">Prompt, transparent, and complete reporting, including the annual sustainability report; completed specific questionnaires for inclusion in sustainability indices; received an “A” ESG rating on the MSCI sustainability index report and prime A with ISS oekom.	<ul style="list-style-type: none">Maintain transparency and active engagement with investors who are interested in Environmental Social Governance (ESG) issues.
	<p>IGT operates as a trusted growth partner for both lottery and gaming customers. Attention and dedication to our customers is integrated into the strategies we use to provide them with prompt and complete assistance.</p> <p>IGT’s partnerships with global customers are based on our core values (Pioneering, Collaborative, Passionate, Responsible, Authentic) and on integrity, respect, and excellence fostered over time and through a vast range of integrated services and innovative, technologically advanced products.</p>	<ul style="list-style-type: none">Provided innovative products and services, such as our PlaySpot™ product, which can be deployed by both casino and lottery operators with different features and functionality.Released new TRUE 4D™ games on the CrystalCurve™ TRUE 4D cabinet - Ghostbusters™ 4D* and Wheel of Fortune® 4D**. These technology-rich games offer gaming experiences unlike anything previously offered in the marketplace.Enhanced the ability to provide customers with innovative instant ticket products by adding a new TRESU press and 45,000 square feet of secure production area to our Lakeland, Florida, printing facility.Established partnerships marked by integrity, respect, and excellence.Conducted customer satisfaction surveys to ensure we obtain consistent feedback that is used to constantly improve our Customer First approach.	<ul style="list-style-type: none">Apply Customer Satisfaction Survey feedback by adopting strategies that provide prompt and effective assistance to customers.Continue to improve the player experience, giving them interaction at a whole new level, and continuing to evolve IGT’s TRUE 4D for casino gaming, as player expectations advance.Offer a vast range of integrated services to improve how we support our customers and their go-to market strategies.Design and provide solutions that help our customers meet their players’ evolving preferences.Integrate digital and traditional channels to offer a wider gaming experience.

* Ghosbusters™ & © Columbia Pictures Industries, Inc. All Rights Reserved.
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STAKEHOLDERS	ENGAGEMENT APPROACH AND GOALS	ACHIEVEMENTS	COMMITMENTS
 Suppliers	<p>IGT works with suppliers that can ensure high-quality goods and services and meet high economic, ethical, and socio-environmental standards. Suppliers play a key role in IGT's ability to support our customers' requirements. IGT's Supplier Code of Conduct serves as a guide to the moral, legal, and ethical standards expected of suppliers when doing business with IGT.</p>	<ul style="list-style-type: none">• Updated IGT's Code of Conduct to include the Company's zero-tolerance approach to modern slavery and its commitment to implementing and enforcing effective systems and controls to reduce the risk of contracting with suppliers who practice modern slavery.• Collected questionnaires from suppliers that were deemed high-risk during the 2017 mapping exercise. More than 90% responded.• Improved the selection process to ensure a more sustainable and ethical supply chain (with regard to anti-bribery and anti-corruption aspects). This started with the new selection process based on IGT requirements associated with capabilities and opportunities.• Created a Supplier Code of Conduct that includes environmental and human rights protection requirements, among others. The code is available on IGT.com.	<ul style="list-style-type: none">• IGT continues to strengthen its approach to managing the risk of modern slavery within its business and responding to changing risks.

STAKEHOLDERS	ENGAGEMENT APPROACH AND GOALS	ACHIEVEMENTS	COMMITMENTS
 Environment	<p>As part of its promise to achieve environmental sustainability, IGT commits to meet or exceed applicable environmental legal and certification requirements. The Company strives for continual improvement in its environmental management systems, and for the reduction of its environmental impact.</p>	<ul style="list-style-type: none">• Improvement of existing Environmental Management System (EMS) and new EMS at Reno, Nevada, U.S. facility.• Increased boundaries and accuracy of the greenhouse gas (GHG) emission monitoring and reporting through a web-based tool (+48% sites involved).• Implemented green initiatives to reduce electricity consumption.• Implemented the three-year VOCs emission reduction program at Lakeland printing site.• IGT offices and facilities worldwide created initiatives at the local level to reduce the Company's environmental impact.	<ul style="list-style-type: none">• Continuing improvement of the Environmental Management System (EMS).• Obtaining full boundary coverage of environmental data collection by 2020.• Pursuing more efficient energy solutions, transportation, and mobility.• Raising employee awareness through specific training and communication campaigns.• Updating the Global Environmental Policy to improve IGT's environmental topics stewardship.



photo:
Claudio Canali
Gaming Machines - Field Operations
Rome, Italy

Advancing Responsibility

Protecting People, Products, and Processes

GRI: 103-3; 418-1

The collection and processing of data related to people and transactions requires the highest degree of responsibility toward individuals, business partners, and markets. To that end, IGT regularly monitors and upgrades all its internal policies and processes to fully comply with requirements and regulations in all jurisdictions. In addition, IGT relentlessly pursues the higher goal of earning and maintaining the trust of its stakeholders worldwide via programs and solutions designed to guarantee fair play and sensible data protection.

Cybersecurity and Business Continuity Planning

IGT has a robust global Information Security Management System (ISMS) that governs all security concerns related to inbound, internal, and outbound information flows. IGT is subject to all risks that most global companies face, such as external attempts to breach and compromise systems, insider threats, mishandling of

security policies, and not adhering to published guidance on how to operate with proper cyber hygiene.

IGT does not rely on traditional perimeter security alone but rather strives to implement in-depth cybersecurity programs. A Cyber Threat hunting team works relentlessly to ensure early detection of risks, and vulnerability testing is regularly scheduled according to industry frameworks that fully meet audit and regulatory requirements. These types of tests typically involve penetration and vulnerability scanning of systems and environments that are in scope for each audit. Most of these scans must be performed quarterly, with more extensive exercises performed yearly.

Products are developed with security in mind before and after they are delivered to customers. IGT embeds Application Security programs into its software development life cycle to guarantee security at the source-code level. Prior to delivery, solutions are reviewed by the Global Information Security team and subject to various vulnerability assessment tests. Results are then provided to engineering teams for optimization until all potential issues are eliminated.



Certified Security

The security of a lottery plays a critical role in maintaining the public's confidence and trust in its lottery games. Therefore, it is vital for a lottery organization to develop and maintain a visible and documented security environment to achieve and sustain public confidence in its operations. IGT is proud to have achieved a security standard that is acknowledged by the most relevant security bodies at both the European and global levels. The World Lottery Association Security Control Standard (WLA SCS) is the lottery sector's only internationally recognized security standard. The WLA SCS couples a comprehensive information security management baseline incorporating International Organization for Standardization/ International Electrotechnical Committee (ISO/ IEC) 27001:2013, a leading international standard for information security management, with additional lottery-specific security controls representing the current best practices. The WLA SCS specifies the required practices for an effective security management structure by which a lottery may maintain the integrity, availability, and confidentiality of information vital to its secure operation.

Preserving Customers’ Trust

Individual players are the focus of a particular aspect of security. IGT, in its B2C operations in Italy as Lottomatica (LTO), has defined specific solutions for monitoring and countering cyber-attacks aimed at players:

- An Anti-Phishing solution allows for the timely detection of clone portals and fraudulent websites designed to steal players’ credentials.
- Internet and market stores are subject to an app/brand monitoring activity to identify non-official or fake internet domains that operate fraudulently, or that improperly use companies’ logos and brands, thus misleading customers.
- Drop Zones are constantly monitored through a credit card data-retrieval activity. If player credentials and pre-paid cards issued by LTO Group are stolen on third parties’ cloning portals, they are identified and suspended as a precaution.

In 2018, Information Security implemented Mandatory Application Security training. Following preparation of its initial content, training took place for more than 10 months. People were required to take this training through specific modules based on their job roles and module content. By the end of 2018, about 80% of the training was completed.

A global Security Incident Response (SIR) procedure is available to all staff globally for reporting potential incidents. These are analyzed by an Incident Manager who appoints a specially assembled team to review the issue and respond. An ensuing internal report is delivered to executive management based on the severity and degree of the issue.

IGT Business Recovery Plans are modelled after the ISO 22301 framework to allow for clearer implementation and design according to three components: people, processes, and technology. The people portion is the Emergency Response Plan (ERP), which outlines the initial actions required during notification of an emergency. The process component is the Business Recovery Procedure (BRP), which combines all risks, processes, time to recover, etc., into one document and provides the path of escalation and steps needed. The technology portion is the Disaster Recovery Plan (DRP), which is created by the various technology teams to contemplate all steps needed to

recover technology and systems. ERP and DRP are linked into the BRP to complete the whole emergency and recovery plan for each office.

A disaster may affect numerous operations in varying degrees. The scope of a Business Recovery Plan assumes a significant disruption of operations up to and including the destruction of an IGT facility wherever it is located. Recovery plans and procedures are based upon the assumption that the infrastructure for locations has been, or is being, recovered by IGT staff in accordance with pre-determined recovery strategies. This framework and model allows an office to identify management leaders to make decisions during emergencies, and the steps needed to recover. The Business Recovery Plan undergoes yearly testing and updating by the office’s management team.

Data Privacy

The enforcement of the European Union’s (EU’s) General Data Protection Regulation (GDPR) 2016/679 on May 25, 2018 has radically affected data privacy management and processes. As its name suggests, the GDPR regulates data protection and privacy for all individuals residing in the EU and in a member state of the European Economic Area (EEA). The regulation applies if the data controller (an entity that determines, alone or jointly, the purposes and means by which

EU residents’ personal data is processed), data processor (an entity that processes data on behalf of a data controller), or data subject (person whose data is being processed) resides in the EU. Under certain circumstances, the regulation also applies to organizations based outside the EU if they are offering goods and services to, or monitoring behavior of, EU residents.

The GDPR aims to give individuals control over their personal data and simplify the regulatory environment for international business by unifying the regulation within the EU. In particular, the GDPR seeks to ensure that personal data is processed fairly, for specified purposes, and on the basis of the person’s consent or some other legitimate basis allowed by the GDPR.

To demonstrate compliance with the GDPR, IGT has implemented measures that meet the principles of data protection and the concept of Privacy by Design and by Default. This concept requires data protection to be designed

into the development of business processes for products and services. Privacy settings must therefore be set at a high level by default, and appropriate technical and procedural measures must be addressed to assess the harm on data subjects and make sure that processing complies with the regulation throughout the entire processing lifecycle. IGT also implements mechanisms to ensure that personal data is not processed unless necessary for each specific purpose.

IGT takes appropriate technical and organizational security measures to prevent unlawful or unauthorized data processing and the accidental loss of, or damage to, personal data. Such measures are set out in the IGT Information Security Management System

(ISMS). IGT employees, contractors, consultants, and other workers must be familiar with the security measures set out in the ISMS Policies and Standards.

While many privacy risks relate to the unauthorized access or disclosure of personal data, some privacy risks may result from authorized uses and other related activities. For example, privacy risks may result from the creation, collection, use, and retention of personal data; the launch of a new product; a merger or acquisition; or a new vendor relationship; as well as a lack of appropriate notice, transparency, or participation.

A Privacy Risk Management program is specifically designed

IGT has designed an operational governance model with multiple layers to ensure that privacy by design and by default is achieved throughout the data life cycle. Also, the governance model is aimed at ensuring clearly defined roles and segregation of duties for the primary teams involved in the governance functions.

- A Global Data Privacy Officer has been appointed to develop, manage, and maintain the Data Privacy program within the Company. Among other duties, the Privacy Officer is accountable and responsible for developing, implementing, and maintaining privacy policies, procedures, processes, and tools in compliance with privacy and data protection legal obligations, as well as promoting training and ensuring full awareness among all employees of data protection.
- The Global Data Privacy Council (GDPC) consists of members of several IGT business functions who represent that function with respect to data protection and privacy matters. Members ensure the implementation of privacy and security controls required to mitigate privacy risks.
- A regional or jurisdictional Point of Contact within IGT is identified as an individual whose primary focus is to document, operationalize, monitor, and report on processing activities involving personal data.
- A Data Custodian within IGT is identified as an individual acting as a Subject Matter Expert (SME) regarding all processing activities related to a business function or product.

to evaluate new or existing processing activities, as well as potential harm to data subjects through two main components: the Privacy Impact Analysis (PIA), and if appropriate, the Data Privacy Impact Assessment (DPIA). The PIA process uses two separate questionnaires. The Data Privacy Business Questionnaire (DPBQ) is required to be completed by all business functions' data custodians and/or points of contact to determine high risks that a new processing activity may pose as a result of a new process, product, or service being initiated. On the other hand, the Data Privacy Vendor Questionnaire (DPVQ) is administered to new vendors under evaluation. This questionnaire is integrated with the procurement process and used for accountability and as evidence of compliance with vendor management requirements. Each PIA may be followed by a DPIA Questionnaire initiated by the Data Privacy Office whenever a processing activity or vendor relationship is identified as posing a high risk to the rights and freedom of a data subject.

Fraud and Anti-Money Laundering

IGT has implemented effective processes and controls to continuously deter money laundering, monitor customer activity, and identify and report suspicious activity. IGT employees are required to be aware of the risks posed by fraud and money laundering. They are required to understand the issues and report suspicions of money laundering.

Regarding digital (iGaming) policy, the Primary Service Provider (PSP) Fraud and Security team analyzes player accounts at various stages of the customer journey, including registration, deposit, game play, and withdrawal. It manages the risk at each stage of the customer journey and decides appropriate account actions.

IGT offers fraud monitoring payment services to U.S. customers through its Cashless Payments Service Team. Currently, the team is supporting both digital and retail lotteries. Cashless fraud monitoring focuses on several areas of support, including Know Your Customer (KYC) verification to confirm age and identity, manual customer due-diligence checks, preventive and detective controls that limit deposits, identification of associated accounts, alerts on suspicious behavior patterns, and chargeback monitoring to prevent abuse of the chargeback process.

In Italy, where IGT operates cashless and pre-paid card

Ensuring Safe and Secure Payments

IGT's solutions validate and process payment methods through payment processing gateways and payment provider tools. These tools:

- Facilitate payment method verification through configurable controls.
- Provide restriction models to limit, control, and decline transactions based on defined rules and parameters.
- Support reporting for KPI trend monitoring and fraud investigations.
- Support chargeback monitoring and dispute resolution.

payment services through LIS IP, a controlled company of Lottomatica, an automated monitoring system detects suspicious transactions. The system identifies operations that may show a risk profile in terms of timing, amount, and location, according to algorithmic abnormality indicators applied to e-money and pre-paid cards marketed by the Bank of Italy. The monitoring is carried out through an application called NSR (for LIS IP cashless services) and Irma (CartaLis e-money services), leading to monthly reports being subsequently analyzed according to two levels of assessment to determine whether conclusions should be forwarded to the applicable law enforcement authorities.

Along with the IGT account management systems, customer due-diligence checks are performed to ensure effectiveness of account restrictions and identification of abuse aiming to violate those restrictions.

Subject to the Company's Global Anti-Money Laundering (AML) Policy guidelines, IGT has appointed a Money Laundering Reporting Officer (MLRO) to ensure that local policies and procedures are consistent with IGT's global objective of preventing money laundering and terrorism financing, and complying with applicable local laws. The MLRO also verifies the suitability and effectiveness of IGT's country-level internal

control systems and procedures to combat money laundering, and suggests necessary changes, with the authority to act independently from lines of business in carrying out their responsibilities.

IGT carries out gameplay analysis through the Gaming Management System. GMS provides a near-inexhaustible combination of player, gaming, and account attributes to compile complex reports identifying profiles and suspicious behavior consistent with money laundering and fraudulent activity. Typical reports may include identifying instances where there are large deposits or withdrawals, negligible game play, or no-risk gaming.

Accounts are reviewed via game play alerts, and game play patterns are analyzed according to gaming frequency, games chosen, staked amounts, and for authenticity of bets. Accounts are further reviewed to detect anomalous winning/losing ratios and check the consistency with deposit/withdrawal patterns. Fraud and Security will also consider payment methods and account details. Based on the combined results of all investigated factors, the account can be closed or suspended to undergo additional verification; otherwise, the customer will not be blocked from further play.

All IGT employees involved in the cashless payments operations are required to understand and adhere to AML policies and

Centralized Monitoring Center

In Italy, within Risk Monitoring and Reporting (RM&R), Lottomatica has established a Center of Excellence (COE) made up of professionals in the anti-fraud domain to monitor transactions. They have implemented an anti-fraud tool to detect and prevent anomalous customer behaviors and sales networks that might lead to fraud and money-laundering risks. The perimeter includes all of Lottomatica’s business areas (Digital, Sport Betting, and Lottery), with 10 monitoring dashboards and 76 key risk indicators updated periodically according to fraudulent patterns. The system runs on a specialized platform where transaction monitoring and detection of anomalous patterns are combined to assess operations and identify risky behaviors. Suspicious operations are forwarded from RM&R’s COE to specific business units as well as the risk management function, according to internal procedures.

procedures. Specific intranet- and web-based training programs on systems and payments, and a general AML overview, are designed, for IGT Cashless Payments team members as part of the employee onboarding process. This training aims to prepare employees to review and identify suspicious behavior and common fraud trends, and reinforce appropriate actions and escalation procedures to report on fraudulent activity.

Match Fixing

While IGT is a sports betting operator in the Italian gaming market with the Better brand, in every other legal, regulated market, IGT offers its sports betting technology to operators as either a supplier or licensor.

IGT’s sports betting system, PlayShot™, provides operators with active and continuous support for integrity monitoring activities. For event-level monitoring, the PlayShot™ system

contains advanced risk monitoring capabilities and powerful automatic risk control. PlayShot™ is configured with a series of risk parameters based on specific, anticipated aspects of betting behavior in each type of market. These parameters represent a typical volume of betting activity. All bets are monitored by the PlayShot™ system in real time across all channels (retail, kiosks, online, mobile, etc.). As betting proceeds, if the system detects higher-than-expected levels of activity in a market, the system alerts the traders and automatically suspends trading. This allows the trading team to review the events and ensure that unexpected activity during minor events is not overlooked.

PlayShot™ provides tools to allow operators to see betting patterns within player accounts. These tools help the operator manage their trading risk and detect suspicious patterns. They provide historical analysis of accounts by sport and bet type, and allow tagging or



Traders’ alert console showing notification of suspicious activities.

“risk factoring” of accounts based on historical levels of activity. If an account shows higher-than-normal levels of activity, the trading team is automatically alerted and the tool may automatically block the account.

The PlayShot™ system also provides features to support operators in terms of their reporting and monitoring requirements. Historical as well as current bets are stored in full detail for an extended period, and this data can be exported to provide full audit or other evidence where required.

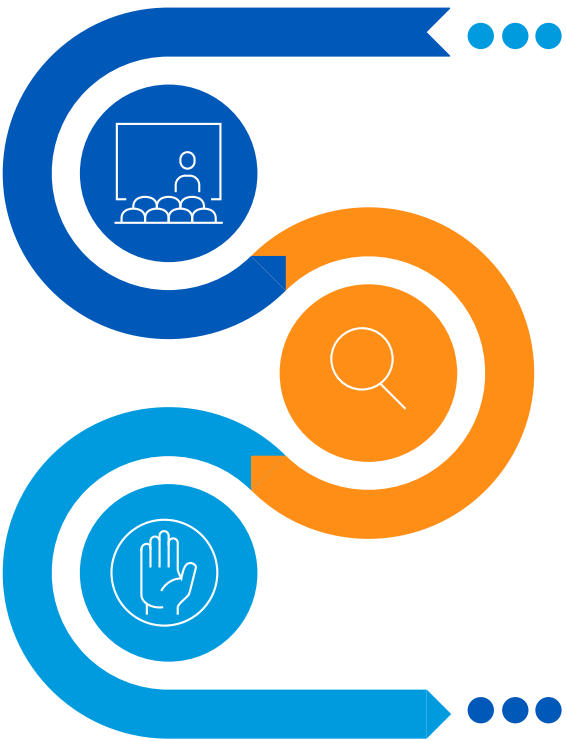
As well as providing statutory AML reporting, the PlayShot™ system is also linked to third-party AML systems to automatically consolidate not only large single transactions, but any transactions tagged by the operator staff and/or the trading team.

In Italy, where IGT is a sports betting operator, detection of suspicious match fixing activities is carried out at different stages.

During the betting activity, the Risk Management function controls betting volumes through the Wager Wise platform. Pre-set alerts identify anomalous situations, from disproportional betting volumes to the prominence of the match involved. The weekly payout will then be analyzed to identify matches and markets where anomalous volumes and win concentration occurred. Once suspicious behaviors and actors are detected, new game limits are set, and information is shared within the bookmaker community for further analysis.

Lottomatica sports betting activity is carried out through the automated trading Betting Intelligence Platform (BIP). The platform generates automated alerts on suspicious betting activities by players through analysis of betting accounts, and shown at the sports event level, through the real-time analysis of patterns based on market benchmarks and historical series.

GLMS KEY PROCESS FLOW



EDUCATION

- Cautious selection of betting events:
- Non-professional and young athletes are too vulnerable and may be tempted to fix a match; therefore, betting on minor sports / leagues in certain contexts should not be offered
- High-level automation:
- A peerless monitoring system to allow robots to analyze real-time odds volatility and detect suspicious odds movements
 - Info/Odds/Money Flow Monitoring

DETECTION

- GLMS System and Individual Member Suspicious Betting Pattern Alert trigger
- Key Betting Event Information Acquisition
 - Bet description
 - Wager value
 - Time/odds
 - Distribution channel
 - Retail/digital
- Geographical location

MANAGEMENT

- GLMS containment action recommends members to:
- Increase limit thresholds
 - Change drastically Odds/Leg
 - Close Betting on a given market
 - Close betting on the whole event

- GLMS and members communicate formally to:
- Regulators
 - Law Enforcement Agencies
 - Sport Federations Integrity Units
 - Sport Prosecutors



Global Lottery Monitoring System

The Global Lottery Monitoring System (GLMS) is lotteries’ mutualized monitoring system on sports betting. It was founded by European Lotteries and the World Lottery Association, and currently counts 32 individual members as well as two associate members. It aims to detect and analyze suspicious betting activities that could affect the integrity of a sport competition. GLMS facilitates the sharing of sports betting information as part of the collective efforts of its members in ensuring sports betting integrity globally. It is dedicated to effective cooperation with all key stakeholders, namely regulators, law enforcement authorities, and sports organizations. Lottomatica collaborates with GLMS by sharing information on suspicious match-fixing activities, feeding a global exchange of data from several sources that is continuously updated.

Responsible Gaming

GRI: 103-3

Strong integrity, close attention to customer needs, and a proactive approach to providing best-in-class customer service year after year has made IGT the global leader in gaming. Working in highly regulated markets across jurisdictions throughout the world, where differences are related not only to laws and regulations, but also cultural and social attitudes, IGT is fully aware of the risks as well as the responsibilities associated with the gaming industry.

Despite the industry’s inherent complexities, as part of its corporate commitment, IGT works relentlessly to make sure that state-of-the-art tools and procedures are embedded throughout all business segments to protect people, products, and processes. In addition, IGT’s responsibility is not limited to compliance protocols. As a market leader, it places the highest importance on establishing and nurturing a level of trust within the Company and among its

customers and players.

Advancing responsibility is not merely a choice; rather, it is the condition required for sustainable growth over time. Whether voluntary or driven by regulations, responsible gaming (RG) is a vital aspect of every reputable gaming company, and just as important as sales results. Responsibility and growth cannot be mutually exclusive. IGT believes that it is incumbent upon all stakeholders in the gaming industry to take a proactive approach to problem and underage gambling.

To that end, IGT has steadily increased its efforts to prevent gambling behavior that may adversely affect a player. IGT works closely with our customers to understand and accommodate their needs related to providing turnkey solutions and assistance embedding RG features into their offerings.

As an employer in more than 50 countries, IGT designs training courses that ensure employees of all levels and responsibilities have the appropriate RG skills to manage their daily activities. Courses are offered in two categories:

- General awareness of RG targeting all employees, and;
- Tailored RG courses designed for employees working in more specific roles within the Company.

IGT works with a wide variety of stakeholders to promote and support RG, including problem gambling researchers, advocacy groups dedicated to

promoting awareness of RG, and policymakers.

Setting the Pace in Responsible Gaming

As one of the world's leading gaming and technology vendors, IGT has a unique approach to sustainably growing its business. By working with global customers to engage players across all gaming channels, IGT is always mindful of providing games

players love, anytime, anywhere, on any device, in ways that are anchored by a sound approach to social responsibility.

IGT's RG efforts are based on the following objectives:

- Promote protective tools to prevent problem gambling.
- Support RG organizations that address problem gambling.
- Prevent underage gambling.

IGT INDIANA: WORKING ON BEHALF OF THE HOOSIER LOTTERY

IGT Indiana has focused on consistently improving the Responsible Gaming marketing campaigns developed on behalf of the Hoosier Lottery by creating a lighthearted and memorable responsible gifting campaign that reminded shoppers to only gift lottery tickets to individuals over 18. The message was communicated through a series of six social media graphics that depicted tips for "adulting," a pop culture trend.



LOTTOMATICA'S AWARENESS AND PREVENTION FOR PLAYERS: LET'S SPREAD THE WORD

In Italy, Lottomatica has carried out the sixth edition of its underage gambling prevention tour, in partnership with MOIGE (Movimento Italiano Genitori, Italian Parents Movement) and FIT (Federazione Italiana Tabaccai, the Italian Tobacconists Association). A reception stand visited 105 points-of-sale in 26 cities to increase exposure and raise awareness of underage gambling and the prohibition of gambling by minors (those under 18). The communication campaign "Facciamo Girare la Voce" (Let's Spread the Word), running mainly in the media and on social media, has generated more than 21 million contacts in the press and more than 8 million on the web.



NORTHSTAR NEW JERSEY MANAGES RESPONSIBLE GAMING FEATURES ON BEHALF OF THE NEW JERSEY LOTTERY

NorthStar New Jersey supports RG programming through employee and retailer training, the production of RG advertising campaigns, social media messaging, and the production of RG materials in the form of brochures, stickers, magnets, and underage play prevention materials. Additionally, responsible play and problem gambling support are available online via the New Jersey Lottery website.



Pictured: Images of Northstar New Jersey print and social media campaigns supporting the New Jersey Lottery.

IGT's Responsible Gaming Commitment

In compliance with the industry's best practices and standards, IGT has identified eight RG commitments in support of the RG Working Group's goals:

- We work with appropriate stakeholders on RG issues to ensure IGT follows best practices and is aware of current RG research as it relates to our operations.
- We create internal awareness about RG and provide specific education and training to relevant employees as it relates to their daily activities.
- We incorporate RG tools into our products and services to minimize potential risks.
- We ensure IGT's remote gaming platforms offer operators the ability to monitor players' behavior and minimize any potentially excessive or illegal gaming activities.
- We ensure all advertising and promotional activities comply with IGT's Responsible Gaming Code of Principles.
- We support customers with RG best practices to promote RG.
- We engage with stakeholders to align our RG strategies according to their expectations.
- We report IGT's RG activities to key stakeholders.

IGT continually focuses on being a forward-thinking company that weaves RG into the fabric of all its products, programs, and policies. This is demonstrated by IGT's adherence to globally recognized programs, such as those of the World Lottery Association (WLA) and the Global Gambling Guidance Group (G4) aimed at protecting players and minimizing problem gaming risks and other potential harms.

To promote awareness and best practices within the organization, IGT has established the IGT Responsible Gaming Working Group, which includes subject matter experts (SMEs) within many departments at the global level. Its contribution is key in incorporating RG features into products and educational programs for both staff and customers, and including them in internal and external communications.

In 2018, as a result of the ongoing efforts of the working group, IGT's lottery and gaming business segments mutually agreed on a process for tracking advertising and marketing compliance. Consequently, it is now standard for all external-facing advertising and marketing communications to be vetted through the RG members of the Corporate Social Responsibility (CSR) team.

Embedding Responsible Gaming in the Customer Satisfaction Survey

In September 2018, IGT conducted the IGT Global Customer Satisfaction Study of 289 individuals at 84 lotteries by using online and telephone interviews, and for the first time, IGT included a responsible-gaming-related question. The question explored how IGT's RG efforts and support are aligned with customers' RG programs. IGT received a 75% positive rating.

“As the world’s leading gaming Company, IGT is focused in supporting our industry and our communities. We have a leadership role in balancing sustainable growth and Responsible Gaming while delivering innovation and excellence to keep gaming fun for all. We are committed to ensuring the integrity of our products and services. We adhere to a strict Code of Conduct and a rigorous compliance program, while helping protect players through our longstanding collaborations with the world’s most recognized industry organizations.”

CEO Marco Sala,
as quoted in IGT's Responsible Gaming Awareness training

Constant Learning and Training

IGT has created several employee-focused training courses to consistently uphold a balanced and responsible approach to gambling to ensure long-term value creation. These courses are regularly scheduled for all employees and new hires to encourage growth in an ethical and responsible manner. They are designed to educate all employees about the Company's commitment to RG, and highlight the consumer protections built into IGT's various gaming platforms.

Training courses are designed to include the more than 12,000 employees worldwide at all levels and responsibilities within the Company. And as stated previously, while general awareness training is provided to all employees, more focused courses are designed for those employees working in specific areas of the Company, such as

marketing and advertising, game design, and contact centers.

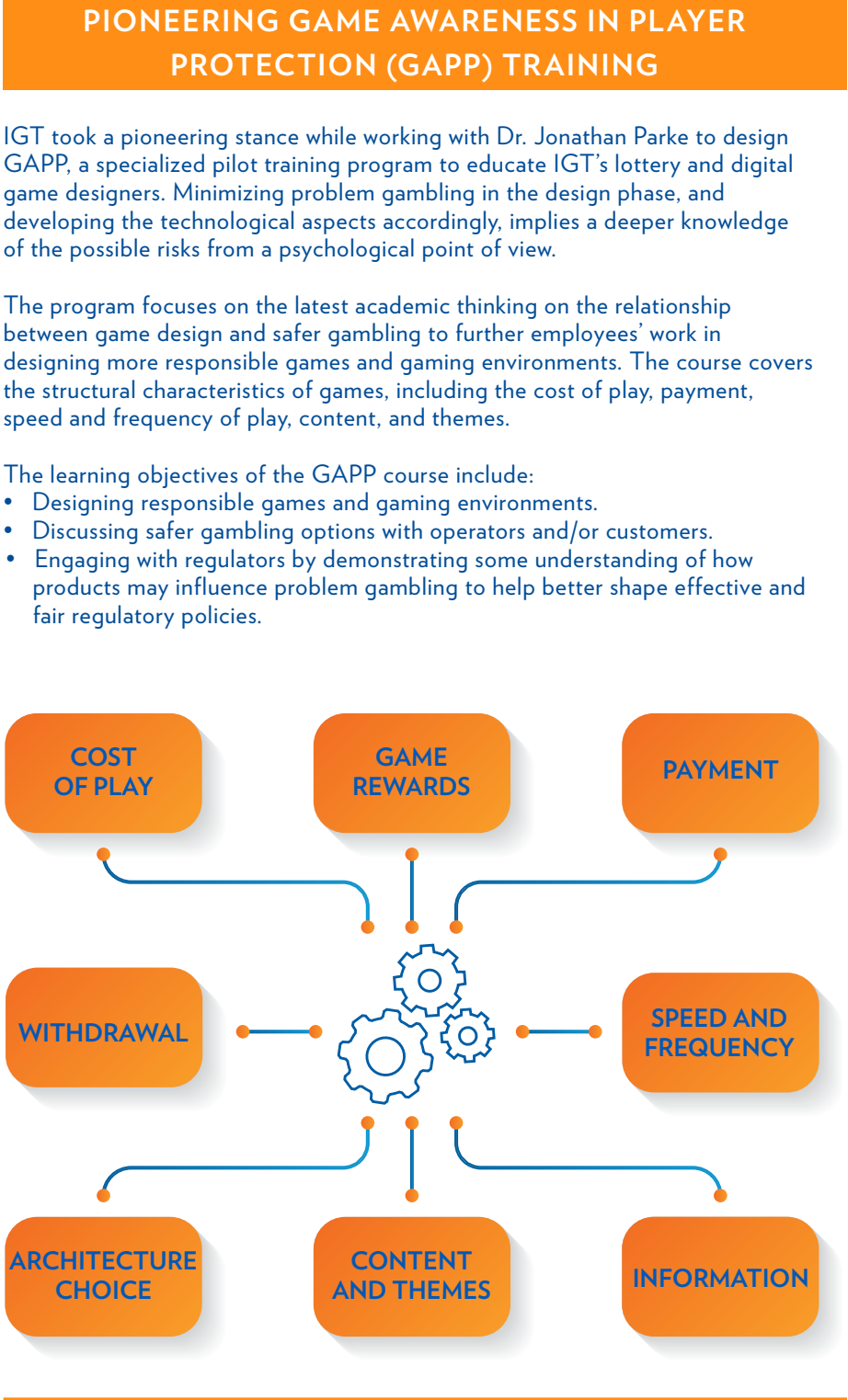
In 2018, IGT developed the Global Responsible Gaming Awareness training and video to educate all employees on the Company's commitment to RG and problem gambling education. The training video features CEO Marco Sala, who explains the importance of RG and how IGT is committed to remaining the global leader in the gaming sector. The video also features SMEs who describe the Company's RG capabilities in the lottery, gaming, and digital business segments. IGT conducted a survey to gauge awareness levels, as well as the overall effectiveness of the course. It found 93% of employees strongly felt that the training was useful for their work, 96% strongly agreed on having an obligation to promote RG, and 100% agreed on the importance of working with customers, associations, and experts to understand and manage potential problem gambling issues.

Specific Training for Retailers in Italy

Lottomatica provided the training course on Responsible Gaming exclusively for retailers. The course can be accessed through the retailers' portal and is divided into modules focused on the ban on gambling by individuals under 18, as well as problem gambling. Each module features a situation that could happen at the point of sale, and explains the right behavior for managing critical situations, such as keeping a minor from gambling. The course provides evidence and expert advice regarding how to manage the most difficult situations, with explanations of current regulations. Upon passing the final test, retailers receive a certificate that can be displayed at the point of sale. In addition, a training program for the sales network included three short videos permanently available through the Lottomatica retailers' portal.

While much of the focus thus far has been on safer strategies for operators as they interact with consumers, RG planning should start even before consumers begin interacting with operators and their products. The games themselves also influence the players’ safe gambling journey. Content developers and suppliers, therefore, have a much bigger role to play in ensuring safe and responsible gambling. Indeed, a game designer’s education is key in incorporating RG into products in accordance with the overall goals of IGT’s RG efforts. For this reason, IGT has designed specific education programs for game designers.

Game Awareness in Player Protection (GAPP) training is being developed to help those working in the gaming industry to promote a better understanding of product-related risks and consider opportunities to develop safer and more sustainable games. IGT is the first gaming company worldwide to adopt this program and is committed to ensuring that it has a positive impact.



Partners in Research

IGT is a proud partner of Responsible Gaming research conducted in the U.S. as well as Europe. Among IGT’s contributions:

- IGT is supporting the Tennessee Education Lottery Corporation in its quarterly tracking study of how the lottery makes a positive contribution to the state, is respectful to all ethnic groups, markets its games to people of all income levels, communicates the overall odds of each game, discourages underage play, and ensures that games and drawings are run fairly and securely.
- Lottomatica is complying with the Italian regulatory body Agenzia Dogane e Monopoli (ADM) in conducting research focused on mechanisms triggering the willingness to play. Lottomatica participates in cooperation with SNAI, University of Genova, La Sapienza University (Rome), and Doxa (research institute).
- IGT in Indiana is supporting “Positive Play Scale,” a study measuring the amount of positive play in a player base and the effectiveness of RG tools. This study was conducted by Gamres, an independent research and consultancy service that designs, implements, and evaluates RG strategies.
- IGT was happy to partner with the National Center on Responsible Gaming (NCRG) in support of its new Center of Excellence for Research on Sports Wagering.

Partnering at the International Level to Advance Responsible Gaming Research and Adoption GRI: 102-13

IGT seeks to help its customers create environments where players can play safely. To that end, we contribute to the research of problem gambling prevention and the risks of gambling. In addition, IGT has built relationships with RG stakeholders, both within and outside of the industry. Through various studies, IGT strives to increase awareness and promote the understanding of RG by sharing findings with customers and the research community as appropriate.

IGT’s marketing professionals also conduct a wide range of studies on an annual basis that guide recommendations using market-specific insights and knowledge.

IGT’s corporate market research team focuses on three primary areas of concentration:

- Facilitating primary research studies through third-party vendors/partners.
- Leveraging secondary research.
- Implementing additional research initiatives.

This information is used to help jurisdictions explore and develop new game concepts and marketing initiatives across various player groups. Furthermore, IGT has access to insights, experiences, and other relevant information from jurisdictions throughout the world that can be shared with customers.

IGT also uses results of the most important and recognized public research from trusted resources to understand international best practices and implement them in its RG program. It aims to review evidence and theory regarding gambling products. Providing a better understanding of structural characteristics to stakeholders should better equip them to promote and evaluate RG and harm-minimization strategies.

Throughout the world, IGT works with a wide variety of external stakeholders, including advocacy groups, audit firms, and certification bodies dedicated to promoting awareness of RG. Each entity is a partner to the Company and dedicated to ensuring that IGT continually improves and fully supports RG best practices.



IGT is an Associate Member of the World Lottery Association (WLA). The WLA's values are based on a commitment to the highest standards of corporate responsibility, including the WLA Responsible Gaming Principles and Framework, and respect for the duly authorized legal systems that determine where, and in what form, gaming products can be provided to the citizens of a geographical or national territory.

The WLA is committed to sharing knowledge and experience amongst its members and improving its business in the interest of stakeholders as determined by the authorities in its respective jurisdictions. IGT is part of the CSR/RG WLA Working Group, and Fabio Cairolì, IGT CEO Italy, is member of the WLA Executive Committee.



IGT is a Premium Partner of the European Lotteries (EL), the umbrella organization of national lotteries operating games of chance for the public benefit. EL brings together state-owned and private operators, both for-profit and non-profit, that operate on behalf of the state. Members only offer gambling and betting services in the jurisdictions in which they are licensed by the respective national government. EL promotes the sound and sustainable gaming model for the benefit of society, based on the values of subsidiarity, precaution, solidarity, and integrity. IGT representatives cooperate with all EL working groups.



IGT is a Platinum Member and Annual Sponsor of the Conference of the National Council on Problem Gambling (NCPG), the U.S.-based organization working with state and national stakeholders in the development of comprehensive policies and programs for all those affected by problem gambling. The Company has obtained the Internet Compliance Assessment Program (iCAP) certification from the NCPG. Jade Luchauer, Corporate Social Responsibility Manager of Indiana's Hoosier Lottery, is the chairwoman of the NCPG Communications Committee.



Partnering with the National Council on Problem Gambling (NCPG) for Problem Gambling Awareness Month

To emphasize the importance of RG to all employees globally,

IGT participates in the NCPG's national observance of Problem Gambling Awareness Month, a grassroots campaign held in March every year that includes NCPG state affiliates, organizational and individual members,

state health agencies, gambling companies, recovery groups, and a wide range of healthcare organizations and providers. In 2018, IGT rolled out its new RG awareness training to all its employees worldwide.



IGT is an Annual Member of GambleAware, the leading charity in the U.K. committed to minimizing gambling-related harm. As an independent national charity funded by donations from the gambling industry, GambleAware funds education, prevention, and treatment services, and commissions research to broaden public understanding of gambling-related harm. The aim is to stop people from experiencing problems related to their gambling, and ensure that those who do develop problems receive fast and effective treatment and support.



IGT is a Conference Supporter of the National Center for Responsible Gaming (NCRG), the only U.S. organization exclusively devoted to funding research that helps increase understanding of pathological and youth gambling, and which seeks effective methods of treatment for the disorder. IGT was happy to partner with the NCRG in support of the new Center of Excellence for Research on Sports Wagering. The Center of Excellence ensures that high-quality research — not bias or political expediency — determines the steps to regulating sports betting. In 2018, IGT was asked to chair the NCRG's Responsible Gaming committee.

ONGOING PARTNERSHIP BETWEEN NORTHSTAR NEW JERSEY(NSNJ) AND THE COUNCIL ON COMPULSIVE GAMBLING OF NEW JERSEY

NSNJ partners with the Council on Compulsive Gambling of New Jersey (CCGNJ) to remain impactful and relevant in its RG programming, advertising, and outreach. The CCGNJ regularly provides NSNJ with background information, research, and data to ensure NSNJ's advertising campaigns reach those most in need.



Northstar New Jersey's Gift Responsibly Holiday Press Conference. Featured in the photo is the Acting Executive Director of the New Jersey Lottery, James Carey, and the Executive Director of the CCGNJ, Neva Pryor.



IGT is Member of the CSR and Responsible Gaming committee of the American Gaming Association (AGA), the U.S.-based national trade group representing commercial and tribal casino operators, suppliers, and other entities affiliated with the gaming industry.



IGT is an Associate Member of the North American Association of State and Provincial Lotteries (NASPL). Its mission is to assemble and disseminate information and the benefits of state and provincial lottery organizations through education and communications and, where appropriate, publicly advocate its positions on matters of general policy.



IGT is a Member, Conference Participant, and Presenter of the European Association for the Study of Gambling (EASG), and attends its bi-annual Conference on Gambling Studies and Policy Issues. The association provides a forum for the systematic study, discussion, and dissemination of knowledge about all matters related to gambling in Europe.



IGT is a voting member of the Association of Gaming Equipment Manufacturers (AGEM). Voting members are limited to companies that hold or have an application pending for a manufacturer and/or distributor license in a regulated gaming jurisdiction and whose principal business is manufacturing or distributing gaming devices, gaming systems, and/or gaming equipment. Voting members represent a true "who's who" of companies dedicated to the advancement of technology and innovation that drives the global gaming industry forward.

CONFERENCE IN MALTA TO SHOWCASE IGT'S BEST PRACTICES

At the 12th edition of the European conference on gambling studies and policy issues hosted in Malta by the European Association for the Study of Gambling (EASG), IGT presented "RG Awareness and Education @ IGT - Our Journey: Ahead of the Game", the keynote on RG communication efforts undertaken by IGT to address both external and internal audiences.

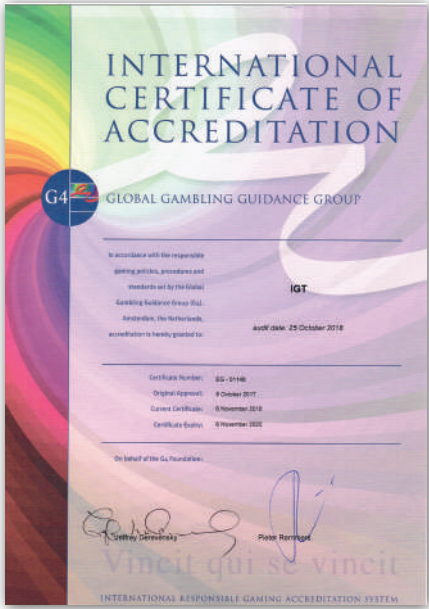
Our Journey: Ahead of the Game



PARTNERING WITH AGA FOR RESPONSIBLE GAMING EDUCATION WEEK



IGT proudly supports the American Gaming Association (AGA)'s annual Responsible Gaming Education Week. RGEW provides an opportunity to showcase the industry's year-round dedication to RG programs, and is an important part of the industry's steadfast commitment to promoting RG. Every year, IGT joins the AGA and casino operators throughout the U.S. to increase awareness of RG among gaming employees, casino customers, and the general public. In August, to support to RGEW 2018, IGT Subject Matter Experts (SMEs) representing different business operations created the internal social media campaign, "Five Facts You Didn't Know About Responsible Gaming," which featured videos highlighting the RG tools in their various segments.



Certifications GRI: 102-12

The certifications awarded to IGT by the most important gaming industry associations worldwide are a testament to IGT’s commitment to RG. These various certifications require renewal on a regular basis. Therefore, IGT must continuously improve its RG programming to fulfill recertification requirements and prevent any gaps in actions or procedures that might hinder the eventual recertification processes.

IGT is the first gaming vendor in the world to achieve RG accreditation from the Global Gambling Guidance Group (G4) – a group of problem gambling experts promoting a worldwide accreditation and certification program for land-based casino and lottery operations. To maintain G4 certification, IGT was independently assessed to confirm that the Company goes above the industry standards of providing player protection tools and RG information on gaming machines. G4 also requires vendors to make a commitment to conducting research, establishing dedicated policies, and training employees. This certification reinforces IGT’s commitment to

being a responsible vendor, and demonstrates the effectiveness of the RG technology solutions it provides to gaming operators worldwide.

Doing the right thing for players and the broader community has made CSR – specifically, the Responsible Gaming Principles and Framework – a priority for the WLA. IGT has been awarded certification for its lottery operations for the WLA Associate Member Corporate Social Responsibility Standards and Certification Framework. IGT was commended for its commitment to establishing sustainable CSR and RG programs as a vendor to the global lottery industry for nearly 40 years.

An external appraisal was performed by a WLA-approved assessor who provided an informed, complete, and impartial assessment of the Company’s lottery operations, and who completed a Statement of Alignment reflecting IGT’s compliance with the eight sections of the WLA CSR standards. The eight standards include research, employee programs, product and service development, remote gaming environment, advertising and

marketing communications, client awareness, stakeholder engagement, and reporting.

In February 2018, IGT achieved the Internet Responsible Gambling Compliance Assessment Program (iCAP) re-certification. The iCAP certification provides assurance to operators and consumers that IGT’s business-to-consumer (B2C) websites and platforms in the business-to-business (B2B) market are compliant with the Internet Responsible Gambling Standards (IRGS) developed by the National Council on Problem Gambling (NCPG). In 2018, the NCPG decided to focus its iCAP certification program solely on lottery operators; thus, the iCAP recertification process for vendors was discontinued. In response, IGT partnered with the G4 to assess and certify its online platform beginning in 2019.

LOTTOMATICA’S RESPONSIBLE GAMING CERTIFICATIONS

Lottomatica earned a certificate of compliance with the Responsible Gaming Standard of the European Lottery program in 2009 and renewed it to 2021. It also earned a certificate of compliance with the Responsible Gaming Standard of the World Lottery Association at the highest level of certification (Level 4) in 2009 and renewed to 2022. Finally, it achieved the first international certification of conformity for all gaming portals, granted by G4, in 2009, and renewed it until 2022.

	Certificate of compliance with the Responsible Gaming Standard of European Lottery program, achieved in 2009 and renewed to 2021.
	Certificate of compliance with the Responsible Gaming Standard of World Lottery Association program at the highest level of certification (Level 4), obtained in 2009 and renewed to 2022.
	First international certification of conformity for all gaming portals, granted by G4 – Global Gambling Guidance Group, achieved in 2009 and renewed until 2022.

NEW JERSEY LOTTERY’S AND HOOSIER LOTTERY’S RESPONSIBLE GAMING CERTIFICATIONS

	The New Jersey Lottery and the Hoosier Lottery of Indiana have achieved WLA Level 4 Certification in Responsible Gaming. Northstar New Jersey will help the New Jersey Lottery apply for recertification in the fall of 2019. IGT Indiana assisted the Hoosier Lottery in attaining WLA Level 4 in Responsible Gaming recertification through 2021.

Embedding RG in Systems and Design

As gaming continues to expand among different channels, IGT is balancing sustainable growth with innovation and excellence to keep gaming fun for all. IGT’s products, systems, and portals include advanced RG tools that help safeguard players’ interests and address regulators’ concerns.

These tools are significantly more effective when offered across every gaming channel, including at the retailer counter, on a video lottery terminal (VLT), on a laptop at home, or on a mobile device. Experienced and technologically advanced lottery operators have recognized the need for holistic, omnichannel RG solutions that maximize growth in a responsible and secure manner. IGT works closely with each of its customers to understand and accommodate their needs to embed RG features into their offerings.

Lottery

As one of the world’s leading operators of highly secure online lottery transaction-processing systems, IGT strives to recognize and respond to issues affecting the community, from implementing a new lottery that is compatible with a particular culture, to being a good corporate citizen.

IGT’s approach to RG is at the forefront of lottery product development. From player-facing vending machines and devices to analytics and retailer controls, RG features are built in. IGT’s comprehensive approach considers all the elements of a lottery

program, including design, launch, retail, promotions, and advertising.

All of this is done with the support of a suite of RG best practices based on IGT’s experience supporting and operating gaming programs throughout the world. Lottery system features for RG ensure operational control over all components that manage processing, reporting, security, and retailer management, while supporting customers as they implement RG structures and play styles.

The point of access in the retailer setting plays a critical role in the way IGT incorporates RG parameters into its systems. All of IGT’s current TouchPoints (retailer and player-facing terminals) are capable of reading personal identification cards (like a driver’s license) containing a barcode, providing customers with reliable age-verification technology for retailers.

The age-verification process becomes even more critical with self-service devices. Lottery customers could implement the actual scanning of a player’s driver’s license or other government ID card for each transaction on self-service devices, virtually eliminating underage play. If the driver’s license age verification is not used, retailers can remotely disable the machines. A notification of the minimum age to purchase can also be displayed on the self-service screen.

Furthermore, IGT’s multimedia digital signage provides the opportunity for the lottery to display RG messages that

encourage players to play responsibly. IGT encourages lotteries to label all lottery solutions seen by the public with messages to play responsibly. Trim kits on self-service devices can be used to clearly identify that a player must be 18 or older to play. Helpline contacts on the labels provide a contact for players seeking RG assistance.

IGT’s online and instant system installations and conversions include complete communication and training programs to ensure the jurisdiction’s site staff and retailer base are fully prepared, properly trained, and highly equipped to handle all sales activities. Individual terminals are also equipped with a Training Mode so new game and sales features can be practiced and perfected before sales go live. More than 60 customers worldwide use RG features that are a part of IGT’s lottery software.

IGT INDIANA: SHOWING HOW TO EMBED RESPONSIBLE GAMING FEATURES INTO GAME DESIGN

In 2018, IGT Indiana employees presented at the National Council on Problem Gambling’s Annual Conference and provided information to conference attendees on how the Hoosier Lottery approaches RG design. The presentation included information on how the Hoosier Lottery approaches RG concerns and employs risk mitigation strategies since the development of its Responsible Game Design Self-Assessment tool in 2016. Since then, the tool has been used to help document how the Lottery considers RG in its game design process, and every scratch-off ticket is evaluated using the tool before it goes to market using criteria from its Marketing Code of Conduct.



Featured: Jackie Koenig, Senior Product Manager, IGT Indiana, presenting at the National Council on Problem Gambling’s Annual Conference. She used the Pinball Wizard Scratch-Off ticket as an example of a game that was modified by game designers as a mitigation strategy when they felt the artwork could appeal to individuals under 18.



Gaming

Jurisdictional requirements are aimed at protecting players and minimizing problem gaming risks and other potential harms. IGT’s customer products are compliant with each region’s regulations and fulfill 100% of each operator’s RG rules and requirements. IGT’s compliance is also verified by testing agencies appointed by operators and regulators.

IGT provides RG features across its casino systems product portfolio. These features track player gaming activity and detect situations where players are reaching preset limits, either set by the player or defined according to casino operator policy or regulations. The IGT casino system RG Monitor is a tool that enables back-office monitoring and provides staff with information to guide and inform players about their play habits. RG Monitor provides real-time information about average bet, number of games played, amount spent, and theoretical loss. For each of these, the casino can set up parameters to define two levels of triggers (information and

warning) and alert players if they activate one of these triggers.

In addition, IGT provides a new RG application that is currently available through the casino management system (CMS), Casinolink. It differs from the RG Monitor in that it can be used either as a back-office tool or with direct interaction with players, where they can set their own limits (time, wagers, losses, visits), see their gaming history, receive notifications about reaching limits, and eventually activate gaming restrictions (exclusion for a period of time). This solution is expected to be available on other CMS platforms in the future.

IGT has developed RG technology for VLTs and VLT central management systems that is based on extensive research among lottery operators and players, and developed in consultation with experts in problem gambling. IGT’s solution for the distributed market is the most comprehensive in the industry today, as it consists of a broad selection of different RG features offered to players.

The RG tools include on-machine

features and system-supported functionalities, with the main objective of helping players make informed choices. Therefore, the majority of IGT’s VLT RG features are designed to enhance player education and self-awareness. Some jurisdictions require features to help players in a user-friendly and unobtrusive manner, as well as to keep track of the time and money they have wagered. VLT pop-up reminders might indicate the time remaining in a play period as determined by the player or operator, or by regulatory requirement.

Other features include age verification; education about randomness, probability, and independence of events to dispel myths and erroneous perceptions that players might have about gambling; setting time and monetary limits for sessions; self-assessment surveys on problem gambling; permanent clocks displaying time and game/session duration; credit meters showing monetary amounts; restriction of money inserted; spending predictions; and automatic session stops.

IGT has experience with several forms of system-based limits using a variety of factors. These factors can be as basic as the length of a session and the amount wagered; or they can be more robust, such as limits on player losses per day, per week, and/or per month. Limit-setting features can be enacted on a mandatory or voluntary basis and set by the operator or player depending on the regulatory requirements. Other variations include enforced timeouts or “cooling-off” periods once a limit

is reached and the ability for players to further reduce their limits within the current session. Some program formats permit players to further limit their play within parameters that have been defined by the operator. IGT strives to develop tools that are easily configurable for operators while being player-friendly and accessible. In some cases, this type of RG measure may be associated with a player loyalty card.

A limit-setting program provided by IGT in Canada includes the following features:

- An opening screen that allows a player to select the length of play for up to one hour.
- The ability for an operator to control the maximum length of play and the amount of the wager.
- VLT pop-ups that remind players how long they have been playing and ask if they wish to continue.

When the last session’s duration expires, players are informed that their time has elapsed, and they must cash out.

In jurisdictions requiring the display of additional information to players, IGT has worked with regulators and operators to create RG information and tools for the gaming screens. These gaming-information screens include:

- Signs of a gambling problem.
- RG tips.
- Budget-setting suggestions.

PlayDigital

The rapidly evolving world of digital gaming requires a sophisticated approach to implementing RG best practices and security tools for the protection of players. As the industry has progressed into the world of remote gaming, operators have worked with suppliers to reproduce the in-store lottery and instants playing experience by optimizing lottery play online, while ensuring the presence of RG controls at each stage of the migration of digital gaming over the internet.

IGT has implemented a range of player-protection tools on its digital demo portal interactive.igtgames.com, where B2B customers can see applications that can be embedded into their websites. Operators can implement these features and functionalities to be compliant with their market rules and regulations, or to exceed the minimum requirement.

IGT’s online player-protection tools have been designed to provide operators with baseline features and functionalities that can be implemented to allow players easy access to features such as:

- **Self-Exclusion and Timeout:** Players can choose a timeout, which allows a short break from gambling by blocking their account for 24 hours, 48 hours, seven days, or 30 days. Players also have the option to choose self-exclusion, a formal process where they request prevention of access to their online account for a period from six months to permanently.



Harnessing the Power of Mobile with PlaySpot™

PlaySpot™ is an integrated suite of technologies enabling casinos to harness the power of mobile and deepen customer relationships. Throughout a visit, 90% of land-based casino

visitors are active on their smartphones, even while playing. IGT has developed a completely new kind of mobile betting experience with casino games and race and sports betting, featuring patent-pending technology and RG features that attract and hold the attention of

visitors before, during, and after each visit. Operators are able to set the Reality Check period in the secure back office. When a player reaches a break, the session is automatically closed and a configuration option introduces a new login after this break.

The PlaySpot™ system allows operators to have a full view of the gaming behavior for assessment, from money deposits and withdrawals to frequency of login, while players have access to RG information from the account screen and direct links to help websites.

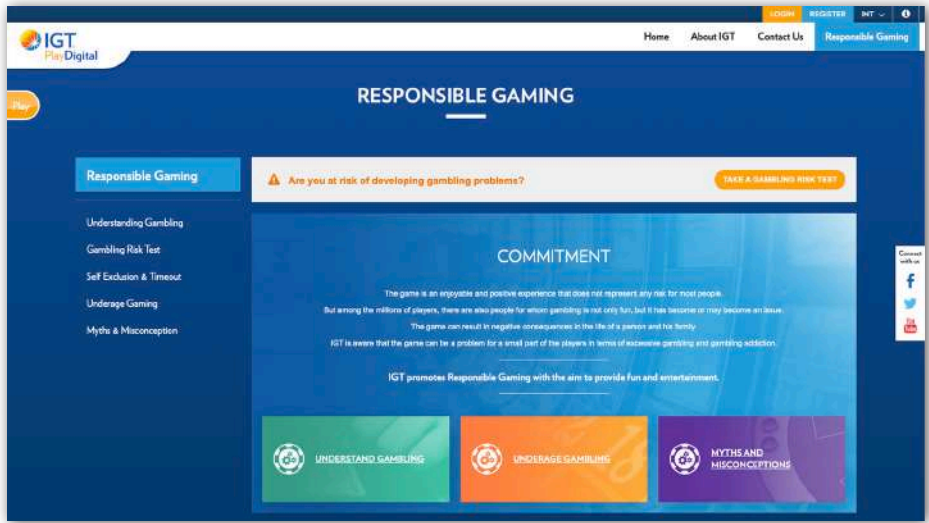
IGT Sports Betting

For account-level monitoring, IGT Sports Betting provides tools to allow operators to see betting patterns within player accounts. Most regulated betting markets enable some form of account-based sports betting, whereby players create an account to place wagers, which links information about the wagering activity and wagering history to an individual. Within any IGT PlayDigital™ installations, account-level monitoring is performed both within the IGT Sports Betting system and within the Player Account Management (PAM) system, whether the PAM is IGT PlayCommand™ or a third-party system. Attributes like geographic grouping and financial patterns are all monitored from within the PAM. The PAM also features Know Your Customer, a process of verifying player identity, assessing potential risks, and monitoring transactions.

- **Game Limits:** Players can select their daily deposit and daily, weekly, and monthly game limits. By completing the fields, players will activate automatic checks performed by the system. Once completed, their deposits and play behavior will be regulated and monitored.
- **Myths and Misconceptions:** Players are provided with a list of common myths that they can look through for clarification.
- **Gambling Risk Test:** Players can take a self-assessment

to understand their current situation. The higher the score, the more likely it is that their gambling could be a problem.

- **My Financial Transactions:** Players can view the date, amount, type of transaction made, description, and game details.
- **Game Transactions:** Players can view the game name, session ID, start date, end date, duration, wager amount, win amount, and status.





Partnering with Our Customers

photo:
Claudio Canali
Gaming Machines - Field Operations
Rome, Italy

Partnering with Our Customers GRI: 103-3

Customer relationships lie at the core of IGT’s leadership. IGT’s Customer First philosophy of service, collaboration, responsiveness, and accountability to customers all over the world has led to IGT’s good standing in the gaming industry, and ensures the Company is aligned around customers’ goals to help drive responsible growth.

IGT serves customers in more than 100 countries, and each customer presents different business needs and goals, diverse cultures, and varying regulatory frameworks. This worldwide experience provides IGT with a unique understanding of how markets intertwine with global trends, and how it can provide customers with

products and solutions that meet their specific requirements.

The Company evaluates markets differently, based on several business-relevant factors, to find those areas where customers’ products can drive and support sustainable revenue growth. IGT consistently conducts global research and pilot projects with customers, retailers, and consumers to provide innovative cross-channel products and services. Beyond implementing state-of-the-art equipment and systems, IGT is committed to working with customers to understand their business challenges and design solutions that not only fit their requirements and needs, but also meet their players’ evolving tastes.

Listening to Our Customers

IGT consistently seeks feedback from customers to improve products and services. Customer Satisfaction Surveys are part of IGT’s ongoing efforts to provide best-in-class service to lottery and gaming customers by understanding how well the Company is meeting their needs in specific areas and identifying products and services requiring improvements.

Two distinct surveys are customized according to two different customer types (commercial gaming and lotteries), with survey content further customized according to the customers’ geographical regions.

Customer Satisfaction Surveys Among Lotteries and Commercial Gaming Customers Worldwide

In 2018, IGT carried out the biennial customer satisfaction survey among lotteries worldwide. A total of 69 lotteries participated (33 from the U.S. and Canada, 11 from Latin America and 25 International). Customer satisfaction is strong: 83%

of interviewees claimed they are satisfied with their relationship with IGT, and 84% would select IGT again as a lottery solutions partner. The validation was evidenced in the high scores attributed to customers’ satisfaction with IGT employees. Customers also validated their trust in IGT as a growth partner. This was all predicated on their belief that the Company is aligned with their goals,

which is of paramount importance to them. IGT has proven to have a strong understanding of the goals and priorities of the customers, although there are some areas for improvement. In terms of service and support, customers agreed that IGT consistently delivers on its promises (74%) and is responsive to their needs (79%). As far as products and solutions are concerned,

customers are satisfied with IGT’s hardware and software (78%), and considered them stable and reliable.

IGT has also carried out a customer satisfaction survey on commercial gaming customers worldwide. Respondents claimed they are satisfied (71%) with IGT’s overall performance and the machine quality at the time of installation.

These surveys are 360-degree studies measuring multi-functional areas including technology, quality and performance of games and hardware, day-to-day operations, marketing, and innovation.

In addition to surveys, IGT also hosts Customer Advisory Boards (CABs) where customers from around the world are invited to provide candid feedback on

products, hardware, systems, and new games. This is conducive to the commercial gaming space, where customers can provide this type of information in person. Breakout sessions on specific topics are offered over the course of multiple days so that customers can provide very specific feedback on products that are most relevant to them and their facilities.

CAB ELEVATES THE GAMING CUSTOMER EXPERIENCE



Each year, IGT hosts approximately 70 of its top gaming customers from all over the world as a part of the CAB meeting. The CAB provides IGT with an opportunity to gain valuable feedback from customers and demonstrate how their feedback can be used to continuously improve products and services. During the Executive Roundtable, customers have the unique opportunity to ask IGT senior executives questions related to how IGT can help their businesses or improve its own. Attendees take part in a spirited discussion on the issues, trends, and innovations that influence the gaming industry, led by some of the industry’s most respected and experienced leaders. In spring 2018, the event took place in the Reno-Tahoe area of Nevada, while the 2019 meeting was hosted at the Palms Casino and Resort in Las Vegas.

IGT leverages trade shows as a primary mechanism for connecting with customers and showcasing the latest innovations across all of IGT’s product segments. Additionally, these events provide a platform for IGT to gain meaningful feedback from customers.

In North America in 2018, IGT exhibited at events such as the Global Gaming Expo (G2E) in Las Vegas, Nevada; the National Indian Gaming Association (NIGA) Trade Show & Convention, also in Las Vegas; the Oklahoma Indian Gaming Association (OIGA) annual conference and trade show in Oklahoma City; and the North

American Association of State and Provincial Lotteries (NASPL) trade show in Cleveland, Ohio. In addition, IGT supported the Public Gaming Research Institute and La Fleur’s conferences, with participants offering thought leadership and speaking on other topics relevant to the industry and our customers.

In countries outside of North America, IGT exhibited at industry events such as ICE Totally Gaming in London, UK; G2E Asia in Macau; the South American Gaming and Suppliers Expo (SAGSE) in Buenos Aires, Argentina; the Australasian Gaming Expo (AGE) in Sydney, Australia; and the World Lottery Summit, also in Buenos Aires.

Sports Betting Expertise on Display at GiGsE in Miami

At the 2018 Global iGaming Summit and Expo (GiGsE) annual event dedicated to the U.S. digital gaming industry, IGT marked its presence as an expert in digital gaming and sports betting. GiGsE gives operators, regulators, and suppliers the ideal platform to network, learn, and drive the digital industry forward. GiGsE created an immense opportunity to show the U.S. that IGT is a major contender when it comes to sports betting, as the show was held shortly after the U.S. Supreme Court's decision to overturn the Professional and Amateur Sports Protection Act of 1992 (PASPA).

IGT is proactive in terms of pursuing new ways to capture and analyze actionable data to support customers, taking the time to listen and evaluate their businesses from every angle, and taking collective ideas from analysis to action.

Throughout 2018, IGT organized a series of events designed to meet with customers and discuss topics of interest. Such initiatives allowed IGT to nurture its relationship with customers while providing them with an opportunity to bring forward issues and suggestions.

LOTTERY CUSTOMERS EXCHANGE RESEARCH IDEAS AT THE GLOBAL GAMING INSIGHTS EXCHANGE MEETINGS

In April 2018, IGT invited 13 representatives from nine lotteries from around the world to attend the 10th annual IGT Global Gaming Insights Exchange, the only workshop in the gaming industry that focuses solely on market research. For the second year, IGT hosted the event at its Instant Ticket Services facility in Lakeland, Florida. Participants were asked to provide a presentation of interest to their research colleagues and join multiple roundtable discussions. Under the theme "exchanging experiences," the event created a unique opportunity for attendees to share and discuss research programs, methodologies, successes, and challenges, while expanding their professional and personal networks.

In-house attendees' knowledge was impressive, as they represented 162 collective years of lottery research experience. Participants included the Atlantic Lottery Corporation (Atlantic Canada), Loterie Nationale (Belgium), the Missouri Lottery, National Lotteries Control Board (Trinidad and Tobago), Nebraska Lottery, New Jersey Lottery, Ontario Lottery and Gaming Corporation, Washington's Lottery, and the Wisconsin Lottery. Given the success of the event, IGT hosted a second Global Gaming Insights Exchange a month later in Madrid, Spain.



CUSTOMER EVENTS HELP GROW LATIN AMERICA BUSINESS



IGT brought together 80 gaming customers in Cuzco, Peru, in September 2018 for the Company's first-ever, large-scale Product Gallery dedicated to the Latin American market. The four-day event gave customers exclusive access to innovative content and products dedicated to the market and tailored to their players. The Cuzco Product Gallery event was part of the launch of the Signature Club program, a preferred customer program that was implemented in the region.

An earlier event in Argentina allowed IGT to further develop customer relationships and growth initiatives in the region. The IGT Buenos Aires Showroom 2018 at Complejo Costa Salguero in April 2018 was another opportunity for IGT to showcase the most current cabinets and games, offer educational talks, and pave the way for business exchanges. These types of events show that IGT is committed to sharing experiences and designing customized products, thus supporting growth for customers and the Company itself.

LOTTERY LEADERS GATHER AT SMART-TECH



IGT reinforced its partnership with customers while stressing efforts to support long-term growth at the annual SMART-Tech conference in March 2018. Thirty-six lotteries, 23 of which are IGT customers, attended the event hosted by the Public Gaming Research Institute (PGRi) in Miami, Florida. IGT was one of the Platinum Sponsors, and senior leaders took part in many conference sessions, presentations, and panel discussions. At the event, IGT executives spoke about ways customers can grow their business, reinvigorate retail, enhance content, and modernize payments.

European Lotteries Share Growth-Driving Ideas in London

Thirty-four participants, featuring 12 lotteries from across Europe, gathered at IGT's 11th annual International Instants 360° Workshop in London to share ideas and collaborate on new game

development. The event provided customers from various jurisdictions with an opportunity to engage in close conversation and idea sharing, and hear about instants business successes, including sales figures, market share, benchmarks, and trends. Additionally, lottery participants highlighted

their achievements and challenges, any innovations they developed, and the discoveries made along the way. This flexible format generated interesting conversation and allowed participants to share important learnings. Question-and-answer sessions followed each lottery's presentation and

set the tone for an extremely collaborative environment. Participants then formed smaller groups for an IGT Brainstorming Innovative Games (BIG) session to tackle challenges facing lotteries across jurisdictional borders, resulting in several new ideas to be developed into concepts for new games and play styles.

Customer training is integral to IGT’s global organization. Providing valuable on-site, online, and classroom training is also an important component of IGT’s Customer First approach, and a process that continues to create value for IGT and its customers. IGT has training facilities in Nevada, Oklahoma, Mississippi, New Jersey, Rhode Island, and Argentina.

When IGT is delivering a major project, training support is included in many sales agreements. In these instances, IGT employees facilitate on-property training that includes extensive classroom education, practical on-floor training, and go-live support to ensure that the IGT solution is working as it is intended.

CUSTOMERS IN SHAPE WITH TRAINUP+ SERVICES

TrainUp+ is a service IGT provides to customers focused on training lottery sales organizations. IGT’s TrainUp+ services provide lotteries with comprehensive programs to ensure new sales employees effectively learn the skills and behaviors necessary to be an integral part of a world-class sales force. Customized content and materials are developed for individual lottery training needs, while providing various service levels and programs leveraging IGT’s certified training resources and award-winning third-party learning and development partners.

TRAINING AND EDUCATING CUSTOMERS WITH IGT UNIVERSITY

For technical product training, IGT University has a comprehensive course that gives gaming customers helpful information on topics such as slot machine maintenance, system products and functionality, system upgrades, new bonus modules, and more. This type of training is often opt-in and can be accomplished online via IGT University training modules at one or more of IGT’s global training facilities. This type of training empowers IGT customers to be more self-sufficient and better-equipped to independently manage minor service issues, rather than relying on the IGT Global Support Center or IGT to dispatch a field service technician to an individual casino for every service disruption.

Prioritizing Quality in the Core Video Segment with the Test Bank Program

In 2018, IGT completed the core video turnaround to increase the quality of the products in the segment. IGT has rigorous internal and external

testing processes that enable the Company to produce higher-performing games and improve IGT’s position in the market along the way. A driver of this turnaround is IGT’s Test Bank Program, under which IGT deploys new slot games on test banks

on casino floors (at no charge to customers). Game performance is then closely monitored during a 90-day period and, based on the performance, IGT either releases the game, re-works the game, or scraps the game altogether.

Leading Innovation

IGT is committed to pursuing innovation when developing its products, services, processes, and management across all gaming categories and global markets. The extensive knowledge and experience that IGT has gathered over the years as a leader in the gaming industry allows the Company to deeply understand customers’ needs and design turnkey solutions.

In the commercial gaming segment, innovative TRUE 4D™ technology combines mid-air haptics technology with glasses-free TRUE 3D and gesture recognition technologies, enabling players to experience tactile feedback when they interact with the games’ 3D graphics. This new technology allows players to literally reach out and touch graphics that appear in free space without the need for haptic gloves. Additionally, IGT’s PowerSight™ technology gives players the option to use their eyes instead of their hands to control several player-selectable components of gameplay by simply gazing at on-screen graphics.

To help drive performance and innovation across IGT’s game content, the Company hosts gaming Player Focus Groups in more than 12 locations around the world, including the Las Vegas campus. In 2018, the Company hosted more than 2,400 players who were able to experience new IGT games and provide candid feedback.

The Company has brought many innovations to the lottery industry through BIG sessions, a collaborative process through which new and exciting game designs, play mechanics, and added-value features are developed in a casual, creative environment. BIG sessions are opportunities to develop solutions to specific customer challenges and prompts.

IGT recognizes that digital is transforming the gaming landscape, which is why, in 2018, IGT announced the creation of IGT PlayDigital™, with a formalized team dedicated to the digital growth of customers. This new group is set apart from the rest of the IGT organization due to the importance of digital for all IGT customers, and is forging new digital opportunities in all areas for all digital products in casino, tribal, lottery, and online gaming, and across all global markets. The PlayDigital brand represents a unified “digital factory” committed to ensuring faster, more responsive, high-quality deliveries of high-performance games with more innovative features. The team provides a one-stop-shop through a simplified, fully integrated digital platform, as well as product experts

Thinking BIG with Instants

IGT’s BIG sessions, short for Brainstorming Innovative Games, are commonly held at the center of IGT’s instant ticket operations in Lakeland, Florida, often with participating lottery customers or licensors. Customer requests and unique portfolio needs get the innovation process rolling, and concepts are more fully developed in BIG sessions, with IGT’s BIG team collaborating with lotteries and harnessing Company-wide expertise and third-party partners to develop revenue-driving ideas. These range from new game designs and themes and unique play actions to new ways to extend a traditional printed product into other channels, including draw and digital games. Throughout the process, the BIG team engages graphic design, programming, manufacturing, and merchandising perspectives to ensure that ideas are both valuable and producible.

who understand the global market and work closely with customers to answer questions and foster their program’s growth every step of the way.

IGT currently holds one of the world’s largest and broadest portfolios of digital gaming products and the largest patent portfolio. More than 500 employees are involved in digital projects across business units and serve more than 100 customers globally in more than 30 countries. The Company holds a leading B2C position in the Italian market

and features diversified centers of excellence in San Francisco, Providence, London, Manchester, Rome, Belgrade, and Beijing.

IGT is ready to leverage the potential of its distinctive positioning in the digital business with a multi-channel offering across all products. The Company is committed to improving the offering of products and services through the design of technologically advanced systems intended to increase products’ security, and new hardware and software

to meet the customers’ needs and enhance the players’ experience.

In June 2018, IGT’s PlayShot™ platform processed one of the first sports bets placed in New Jersey, which was the first new market in the U.S. to legalize sports betting after the repeal of the federal law prohibiting this type of wagering. In the months leading up to the repeal, IGT worked with the casino customer and local regulators to prepare the launch and train the customer’s staff on how to process bets. In the following months, the PlayShot platform went live in five more U.S. states.

TRANSFORMING PLAY AT NASPL 2018 IN CLEVELAND



In September 2018, IGT participated in the NASPL conference under the powerful theme “Transforming Play,” and showcased breakthrough solutions to enhance the player experience.

IGT PlayDigital™ made its official trade show debut at the event, demonstrating to attendees how the team supports lotteries as they enter or expand into the digital world. All eyes were also on PlayShot™, IGT’s end-to-end sports betting platform, a complete turnkey solution built with player insights and more than 350,000 hours of development. The platform is ready to assist states in entering sports betting. IGT also identified a need to support lotteries as they work with their state governments to define sports betting regulations. IGT’s Sports Betting Academy is a no-charge service provided by IGT’s team of experts to educate our customers so they can better educate their legislators as states consider regulating sports betting. This is a partner service that IGT offers prospective customers before they make any decision about a provider. IGT’s mobile solution, PlaySpot™, also had a presence, depicting solutions for lotteries that allow players to purchase and play lottery games on their mobile devices while at a lottery retailer. Throughout the event, IGT participated in a number of speaking opportunities to share insights and perspectives on some of the major topics affecting the industry, and sports betting was top-of-mind for all. IGT stressed the need for lotteries to support states as they work through the regulatory requirements and infrastructure needs. Lotteries are uniquely positioned to offer sports betting, and quick action will benefit not only the states but also the entire industry.

Augmented Reality in Lottery Offering

New lottery services are being developed using augmented reality (AR) technology that can provide engaging and functional 3D experiences during a visit to a retail store. Through an AR lottery app for smartphones that uses the device’s camera, “targets” such as AR-enabled lottery signs and products at a local retailer come to life. The Lottery AR concept adds visual, animated experiences for lottery players at a lottery retail store. These games present players with two options to reveal the outcome: they can scratch as they would any other game, or, by scanning with an associated app using their phone, the ticket comes to life in an immersive 3D environment, letting the player reveal the outcome via an engaging, interactive game.

In addition to creating solutions for new and developing markets, IGT’s innovation processes encompass the latest technological advances to develop products for new and hard-to-reach demographics. Because only a few U.S. states currently allow full digital lottery products, IGT has developed a unique digital enhancement for lotteries’ instants portfolios that encourages players to expand their playing preferences, while also appealing to a new potential player base. Augmented reality-enabled tickets encourage players to connect with their physical scratch tickets in a more digitally inclined world.

IGT is a global leader in providing instant ticket printing and related services to lotteries all over the world. The Company manages the world’s largest instant lottery through Lottomatica, and supports seven of the 10 largest ones globally. Altogether, more than 60 customers worldwide place their trust in IGT’s instant game

production and marketing services. In 2018, IGT produced more than 700 games from the printing facility and headquarters in Lakeland, Florida.

IGT’s Instant Ticket Services facility in Lakeland underwent a dramatic and exciting transformation in 2018. The Company added a 45,000-square-foot expansion to the building, centered around the addition of a new TRESU flexographic printing press. The TRESU press has increased the facility’s ticket production capacity by 30%, benefitting customers by not only adding efficiency and flexibility, but also creating new opportunities for innovation. The expansion is a clear indication of the Company’s ongoing efforts to proactively meet industry changes in terms of growing market demand, security challenges, and continued innovation of instant games.

INVESTING IN CUSTOMERS, PLAYERS, AND LAKELAND'S LOCAL ECONOMY



IGT's new printing press and updated facility in Lakeland, Florida, represent a \$15 million investment in the lottery industry, IGT's customers, and the greater community. Employment at the facility has grown 112% since opening in 2009, and the expansion will boost full-time employment at the plant by 24% in the coming years. This growth has supported nearly \$5 million in spending with local Lakeland-area businesses.

As part of the expansion of the printing facility in Lakeland, IGT wanted to give visiting customers the opportunity to

experience products and services first-hand in an engaging, trade-show-like environment. Consequently, the Company designed a Player Experience Lab that closely mirrors the one in its Providence location, and filled the space with interactive demos, dynamic videos, and the latest advancements and innovations in physical tickets. Visitors leave with a better understanding of IGT's instant products and services, and appreciate how the Company has become the trusted growth partner for its lottery customers worldwide.

IGT hosted tours of the building and new TRESU press for lottery personnel, scheduled around the NASPL Professional Development Seminar being held in nearby Orlando in 2018. This session was an exciting opportunity for customers to see the new press in action.

For customers located around the world who were not able to attend the seminar, IGT developed a unique way for them to share in the same excitement as their colleagues who attended in person. The Company created a virtual reality (VR) tour of key areas of the facility's expansion, including the new press, upgraded security and warehouse areas, and the building's new lobby. This VR tour was presented at trade shows around the world through the second half of 2018.

IGT'S TRUE 4D™: UP CLOSE AND PERSONAL



IGT is the first gaming company to apply mid-air haptics technology to a commercial product. TRUE 4D technology amps up the glasses-free TRUE 3D™ visual experience by combining mid-air haptics technology with glasses-free TRUE 3D and gesture recognition technologies. The mid-air haptic technology enables players to experience tactile feedback when they interact with the games' 3D graphics. Players can see an object floating in front of them with TRUE 4D and reach out to move it and feel it in their hand, creating a multi-sensory gaming experience.

TRUE 4D has been released on IGT's CrystalCurve™ TRUE 4D hardware, and no other gaming cabinet offers this experience. Scenery and symbols are all modeled to add depth to the visuals. TRUE 4D applies a mathematical representation to the surfaces, calculating their distance to the player's hands. This allows the game to know where the player's hand is in relation to a door, for example, and calculates the moment the hand makes contact with it to push it open. IGT has also added the ability to feel the object with ultrasound technology, which uses those mathematical calculations to deliver touch sensations to the hand, meaning the player can also feel the door as they push it.



PIONEERING GEO-MONITORING TROUBLESHOOTING IN ITALY

Lottomatica retailers do not always identify the specific component that is causing a problem, only the malfunction. By leveraging accurate asset data and the ability to identify the correlation between design, delivery, and behavior of the various components, IGT can take a step toward a new way to be proactive, detecting the problem and quickly identifying the main path for root causes. Lottomatica has developed an innovative Geo-monitoring platform, designed in collaboration with Google, to constantly check and integrate the Lottomatica network status and issues received by the Contact Center across Italy. The platform enables a new customer assistance service that focuses on promptly detecting the root cause and preventing the issue from becoming a service outage. A Control Room working 24 hours a day, 365 days a year activates itself upon receiving alarms from infrastructural and application components, or due to reporting by the Customer Care teams. All services are in real time; therefore, speed of intervention and restoration of infrastructural failures (hardware and software) are fundamental to guaranteeing service continuity. Best practices and market tools are used for infrastructure monitoring but, unfortunately, a component does not give a warning before it stops running. For this reason, the Control Room proactively captures all of the signals that represent the non-functioning component at the point-of-sale, which may be coming from network connections, terminals, peripherals, or another source.

The platform collects data from different systems used by Lottomatica, aggregating and quickly accessing data to perform a root-cause analysis of the service status to promptly identify a possible common cause of the detected alarms or received issues. Through a predictive module, the system quickly intercepts any weak or latent signals and identifies any common causes, prompting an inspection to detect and solve eventual problems before they manifest on the network.

New High-Density Barcode for Lottomatica's Lottery Tickets

Lottomatica has improved the verification process for winning tickets to counter fraud risks with the use of the High Density Bar Code (HDBC), a bi-dimensional code that can carry multiple types of information and be read exclusively with a dedicated reader. The HDBC is currently being used to validate almost all lottery tickets in the

U.S. In Italy, 30,000 new Lotto HDBC-ready terminals were already in place in 2018 and 35,000 more are ready to be installed, although manual validation will always be possible. Consumers will be able to scan the code with their smartphones and check their tickets, while Lottomatica will be able to check the correct application of responsible gaming features, profile gaming habits, and detect emerging atypical behaviors.

Responding to Our Customers’ Needs

Listening to and meeting customers’ needs across all the world’s time zones is a challenge, as customers differ in terms of size, services required, and status, from state lotteries and regional gaming halls to local gaming retailers and single players. Needs also vary in terms of jurisdiction-specific regulations and agreements at both the national and local levels. While embracing such complexity, IGT has increasingly fine-tuned the organizational aspects of serving customers, pursuing excellence in its processes as well as through its people.

IGT Field Services

IGT’s comprehensive service plan begins with reliable equipment, cutting-edge peripherals, and a robust communications network. Our Global Field Services organization is unique in the service industry, as it offers a turnkey solution by maintaining all equipment, third-party signage and, in some cases, competitors’ equipment, from communications devices to terminals along with any other connected device.

The IGT Field Services organization applies three principles to every aspect of its Quality Process to minimize issues and

provide industry-leading uptime, whether during normal daily routines or record-breaking jackpots:

- Field Service Standards outline all Field Service Technician (FST) responsibilities and performance requirements, including procedures for service visits and preventive maintenance on each piece of equipment serviced by IGT. They also include training for FSTs to follow when working with peers, customers, and third-party resources. Field Service Standards help every FST provide the highest level of service consistently across the retailer base, regardless of the type of equipment being serviced.
- Performance Levels and Expectations are set according to Field Service Standards. Staffing levels are reviewed to ensure that customers can rely on adequate in-state staff equipped to respond to all service calls in a timely manner. IGT understands the importance of staffing each customer base with an appropriate number of FSTs to match demand.

- Staffing Levels and Performance Measurements are continuously reviewed against statistics and trends to maintain optimal field staffing levels. Field Service leadership measures the performance of each staff member as well as the team to provide guidance and feedback. The Local Field Service Management Team then provides performance reports to the customer for full transparency and accountability.

Lottery customer satisfaction ratings indicate that IGT Field Services performs at an overall excellent level. IGT Field Services achieved its internal target of 98% (satisfied plus very satisfied customers), which indicates strong performance in relation to dispatch response times and call handling across lotteries.



Types of Global Field Services offered by IGT

BUSINESS TYPE	LOTTERY	GAMING
	Defined in all lottery contracts; each jurisdiction provides specific service deliverables for the lottery retailer.	Casino and gaming operations vary in many ways based on regulatory compliance, property ownership, management and beneficiaries. As a result of the varying degree of contracts, IGT provides multiple levels of service response. The services can consist of on-site service personnel, remote service personnel, and rent-a-tech. In some cases, the casino/gaming venue has its own service personnel on site.
Service Responses Time	In each lottery agreement, there are specific response time requirements for retailer terminal and network repairs. This time varies by jurisdiction and could be as aggressive as 60 minutes to respond or as lenient as 24 hours to respond, based on the response type determined by the transaction status of the retailer terminal and network.	With the wide variety of contract types managed in the casino and gaming platforms, response times vary across each location.
Service Dispatch	A service dispatch is when a lottery retailer contacts the IGT services hotline to report an issue with any piece of lottery equipment or communications device. If the contact center representative is unable to help the retailer bring the equipment to operational status immediately, they generate a dispatch for the local FST.	When a casino or gaming operator contacts the local or national support line and reports an issue with the machine, an FST is dispatched to the site to handle the repair.
Preventive Maintenance	Some lottery customers need a maintenance plan that requires local field service personnel to perform routine maintenance visits that ensure the retailer terminal and network remain in a state of high performance.	This is determined by the varying agreements with casino operators, as preventive maintenance requirements differ. That said, maintenance on machines is generally performed on a 120-day cycle.
Provisioning	IGT Global Field Services is a full-service network provider. As such, IGT staff provide point-of-sale service as well as network infrastructure installation, removal, and relocations. Networking includes either satellite or cellular communications along with pulling cabling and coaxial cable to transmit data.	As a full-service network provider, IGT staff provide gaming machine service, as well as installations, removals, relocations, and pre-sites. Depending on the venue and game types offered, the communications network supporting IGT’s games is generally established by the location and typically consists of a specialized network infrastructure.
Retailer Training	Many lottery customers require on-site retailer training, which is provided by trained FSTs.	Not applicable.

The Field Services organization makes employee safety a high priority via annual training, equipment inspections, and job task assessments. IGT provides all personal protective and related training to its field service employees specific to the jobs they perform. For example, an FST installing satellite equipment is provided with Fall Prevention gear, which includes a full-body harness, lanyards, and anchor points. Safety leaders are established at each site, as well as at an organization

leadership level. To enhance employee safety and training opportunities, key individuals are appointed as regional safety managers.

IGT’s Global Field Services Safety Committee (GSSAFE) publishes a weekly safety tip and monthly newsletter alerting field service employees to common and seasonal hazards on the job. Tips and newsletters are also posted on the internal Yammer network for all employees to read.

In 2018, GSSAFE collaborated with corporate Environment, Health and Safety (EH&S), enhancing IGT’s Fall Prevention and Ladder Safety programs. Additionally, these teams worked with the IGT training team to deliver the IGT Sign Installation program.

New safety programs released in 2018 based on these collaborations include:

- Electronic Game Machine (EGM) Safe Handling.
- Casino Sign Installation.
- Updated Fall Prevention Program (which aligns with the U.S. Occupational Safety and Health Administration [OSHA] general industry standards).

The efforts of the GSSAFE organization and collaboration with IGT EH&S has led to a steady decrease in reported injury rates year over year. In 2018, there was a 9.5% decrease in injury reports compared to 2017, and a 15% decrease compared to 2013.

In **2018, 12** newsletters, **52** safety tips, and **2** bulletins were published. Topics included the following:

DRIVER SAFETY

PROPER LADDER USE AND INSPECTION

FALL PROTECTION

ENVIRONMENTAL HAZARD AWARENESS
(SUCH AS ZIKA VIRUS PROTECTION)

SEVERE WEATHER SAFETY GUIDANCE

ELECTRICAL SAFETY, BOTH AT WORK
AND HOME

SAFE LIFTING TECHNIQUES

Moreover, safety training curricula has been established for the FSTs, and varies based on the work tasks. The safety training programs offered to the Field Services staff include:

- Health Hazard Awareness.
- Outdoor Heat Exposure.
- Ladder Safety.
- Fall Prevention.
- Fire Extinguisher Use.
- Electronic Gaming Machine (EGM) Handling.
- Warehouse Safety.
- Universal Waste.
- Powered Industrial Trucks.
- Safe Lifting.

IGT Contact Centers

The Contact Centers’ mission is to provide 24/7 business assistance, accurate information, and effective procedural safeguards to all locations where IGT provides this service to its customers. In particular, its mission is to maximize customer satisfaction with a specific focus on both responsible gaming and compliance while ensuring sustainable costs through the identification and implementation of best practices (e.g., streamlined processes, quality management, and common tools). Contact Centers and dispatch teams in multiple geographic locations provide superior redundancy and disaster recovery capabilities, in addition to offering service in local languages to enhance the customer experience. This solution has boosted response times and overall customer satisfaction while reducing call volumes.

WORLD-CLASS
EXTENSIVE
TRAINING

Technology Training and Support Services (TTSS) delivers extensive training to IGT internal organizations in many different business units throughout the year, including Field Services, Product Management, Manufacturing, Compliance, Engineering, and other internal support organizations. For all new products and ongoing product conversions, upgrades, and modifications, TTSS is the organizational entity that consumes technological information, merges it with expert business awareness, and delivers manuals, videos, knowledge bases, online help systems, webinars, classroom training (both on-campus as well as at IGT customer sites globally), and highly customized consulting.

Training services are individually analyzed and contracted with each customer to ensure that their needs are met. IGT’s lottery customer trainers are under the direct leadership of managers who participate in training delivery directly and have more than 20 years of experience delivering lottery training globally. Each lottery training course is tailored to the lottery’s users, workflows, and technology choices through a detailed training needs analysis process.

TTSS provides a major conduit through which many of the benefits of IGT’s industry leadership are delivered to customers directly in the form of knowledge and expertise. In short, IGT’s trainers have trained more lottery customers in more places than any other company or team of individuals in the world.

The Contact Centers track performance daily. In addition to the various operational reports generated daily, weekly performance meetings are held to review the previous week's performance. Service-level metrics provide insight into any problems that have occurred in the previous week. The Contact Centers also generate reports to review the year's performance.

B2C Services (Global Consumer Services)

IGT Global Consumer Services Business-to-Consumer (B2C) Contact Centers provide 24/7,

multichannel assistance to players worldwide, as well as to lottery and commercial partners operating within the entire digital offering – iLottery, sports betting, poker, casino, skill games, bingo, and, in Italy, pre-paid cards – through nine centers from six countries and in four different languages. The centers focus on responsible gaming, compliance, and customer satisfaction, acting as a partner and advisor directly to players where IGT manages the customer base via a lottery contract or commercial license (Italy, UK), and to third-party organizations (e.g., World Lottery Association members in North

America) for which IGT provides technology and services.

Organizationally, Global Consumer Services are coordinated via a dedicated team in the Rome office, and rely on local operational sites in the U.S., Canada, and Italy, and through outsourced centers in Romania and Albania. As a core element of its philosophy, management ensures that all Global Consumer Services employees (part IGT, part outsourced via third parties) are always provided with the best working conditions, from ensuring workspaces are compliant with all relevant regulations to providing up-to-date training.

Measuring Customer Satisfaction

Each year, an external research institution is engaged to measure customer satisfaction of 1,500 online Italian players (lottomatica.it) and 1,500 pre-paid cardholders (CartaLis) among:

- 19,195 online players who consented to participating in market research and contacted lottomatica.it in the five weeks preceding the survey delivery, and
- 20,567 pre-paid cardholders (with marketing research authorization) who contacted CartaLis in the three weeks preceding the survey delivery.

The key measure is the overall satisfaction and percentage of customers who are either "satisfied" or "very satisfied." Lottomatica strives to achieve a minimum of 3.85/5 on the overall score, and no less than 75% on the second Key Performance Indicator (KPI).

For Canada, IGT started monitoring customer satisfaction scores for players from playOLG.ca (Ontario Lottery and Gaming Corporation) on a daily basis. IGT's Service Level Agreement (SLA) requires a score of 7 in a range of 1-10 on a monthly basis.

Global Consumer Services consistently measure performance using the same KPIs across each location. In addition to the various operational reports, a monthly report keeps track of each Contact Center's performance and emerging issues. The main indicators include the phone call response rate, chats conducted, and emails sent within a specific timeframe, as well as the rate of incoming issues solved upon reception. In 2018, all Global Consumer Services Contact Centers handled a total of approximately 1.3 million contacts across all channels (voice, chat, and email), and more than 80% of calls were answered within 120 seconds. Furthermore, the Global Consumer Services unit measures customer satisfaction by administering surveys to several customers.

Periodically, the IGT audit/control team asks Global Consumer Services to describe the Contact Centers' procedures and show real cases; furthermore, each contact center periodically sends reports to all stakeholders that certify control of overall performance.

B2B Services

IGT's Business-to-Business (B2B) Contact Centers provide assistance in the form of accurate information and effective procedural safeguards to IGT's end users of systems and terminals in retailer locations and casinos by identifying and applying appropriate optimizations with a specific focus on Responsible Gaming, also in cooperation with areas managed by IGT corporate partners.

The Trinidad and Tobago Contact Center supports regional lottery and commercial services, while Costa Rica, Colombia, and Jamaica provide assistance to regional lotteries, and Chile and the Dominican Republic provide support to commercial services.

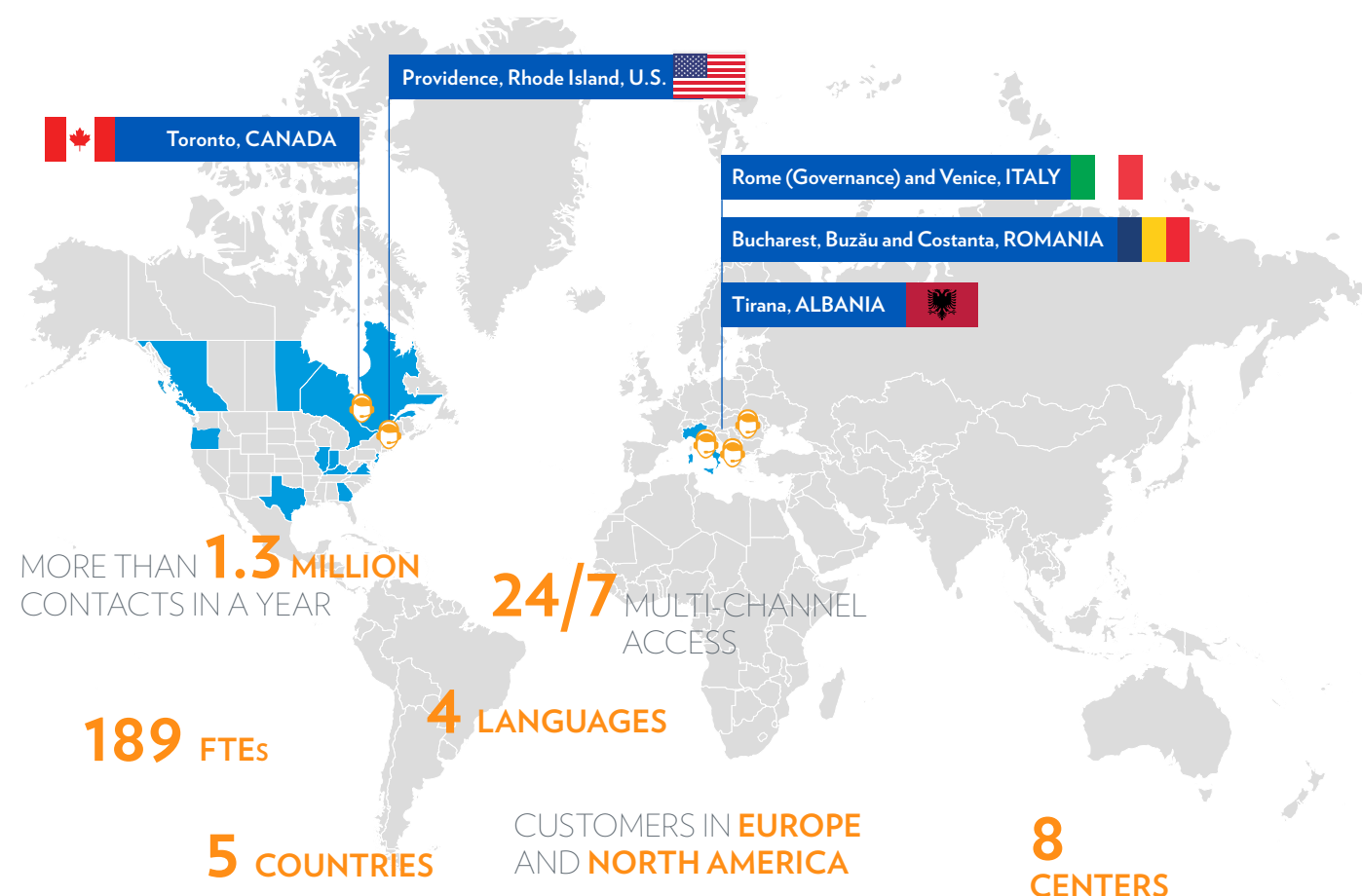
IGT's Europe, Middle East, and Africa (EMEA) Contact Center operations provide lottery retailers, lottery customers, and commercial services clients with a dedicated team of associates that can be reached during system working hours, in accordance with customers' requirements, 24/7, 365 days a year.

The EMEA Contact Center manages its operations from five locations: Poland (Warsaw); Spain (Madrid); Czech Republic (Prague); Slovakia (Bratislava); and Turkey (Ankara). Its services include a call center and service

SUPPORT TO ALL COUNTRIES IN LATIN AMERICA

Mexico's Call Center provides three different levels of assistance to the entire Latin America and Caribbean (LAC) region, including regional lottery support services, point-of-sale commercial services, and gaming support to all LAC gaming customers (casinos) located in 19 countries in the region. Also, the Mexico Call Center provides gaming system support by native Spanish speakers to all Latin American customers, resulting in better service.

IGT B2C Contact Centers Across the World



desk that provides a single contact point for customers. Its capabilities include first-line lottery retailer support, including field service technical support. It is supported by a project-oriented team that is focused on the creation of high added values, and prides itself on its long-term and highly professional cooperation with all customers.

At the global aggregated level, in 2018, B2B Contact Centers received more than 2.1 million contacts (voice, chat, and emails) from retailer locations and casinos across LAC, EMEA, and U.S. regions.

In addition to daily generation of various operational reports, the Contact Centers hold weekly and monthly performance meetings. They also generate reports to review the year's performance.

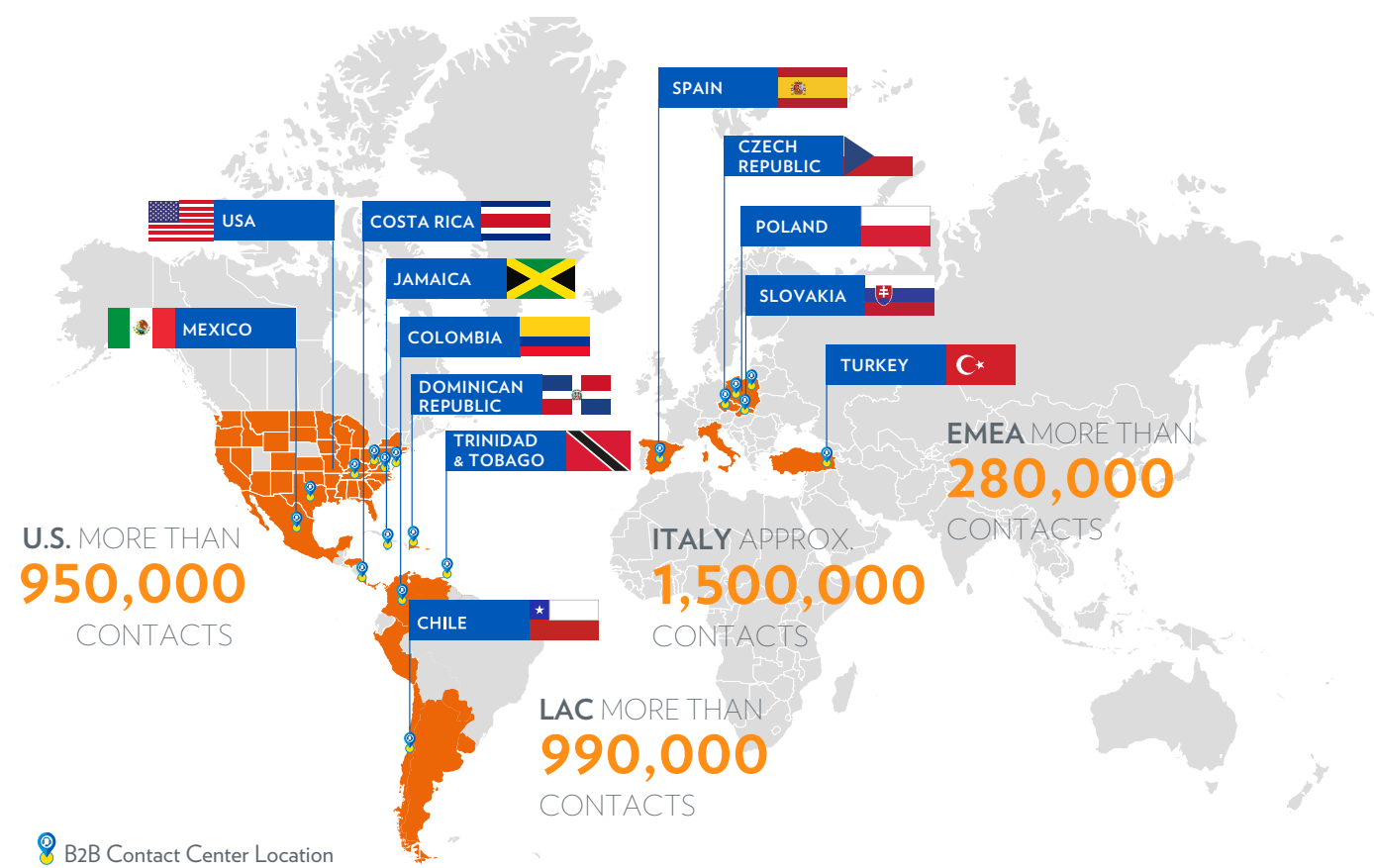
The Contact Centers' locations may serve as a disaster recovery or extraordinary circumstance option for other locations. This allows the Contact Centers to maintain service levels as per contractual agreements in any such event.

The locations meet language and client requirements, and ensure close cooperation with

other departments, such as Operations or Field Services, which are usually co-located with the Contact Center in the territory where the services are provided. One of the most important reasons to maintain Contact Centers in the EMEA region is to ensure compliance with the new EU General Data Protection Regulation (GDPR).

In New South Wales, Australia, a third-party Contact Center dispatches IGT FSTs to service calls on gaming machines for club and hotel gaming operator customers in the region.

IGT B2B Contact Centers Locations and Countries Served





Valuing Our People

photo:
Stella Biccini
Betting Product Development Marketing
Rome, Italy

Valuing Our People

IGT values, respects, and appreciates the contributions of our more than 12,000 employees who work and live in 58 countries. In the heavily regulated global gaming market, the diversity represented by our people enables IGT to anticipate global business needs, identify local market opportunities, and better connect to our customers and communities.

Fostering a Positive Organizational Climate

Employees who are more engaged are able to contribute in more positive ways and have increased motivation to deliver innovative products and solutions to customers. There are a number of factors that influence employee engagement, including a healthy work environment, leadership presence and expectations, work-life integration, and an inclusive culture that values diverse employee contributions and personal and professional experiences.

In 2017, IGT launched a two-year roadmap to increase employee

engagement through focused initiatives such as employee ideation programs to showcase, on a global level, innovative business solutions created by employees. For IGT, diversity, inclusion, and innovation continue to be at the core of our People and Transformation organizational strategy.

Diversity and Inclusion GRI: 103-3

IGT understands that the varying backgrounds, experiences, and perspectives of its employees should reflect the global customers it serves and the communities where it operates. Diversity is supported by a fair and inclusive culture that enables all employees to feel valued, respected, engaged, and empowered to contribute to the business. With the support of leadership, IGT’s Global Strategic Plan for Diversity and Inclusion is built on three prongs: people and processes, organizational culture, and customers and communities.



IGT has partnered with the All-in Diversity Project as a founding member and participant. The project aims to support the progress of the global gaming industry in terms of diversity, inclusion, and workplace equality through data collection and measurement and benchmarking progress of the industry as a whole through an Annual Report called the All-Index. The organization also provides toolkits, hosts events, and produces white papers for the industry.



Supporting a Fair and Inclusive Culture

The Executive Diversity and Inclusion Council, comprising a cross-functional team of senior and emerging leaders from around the world, helps IGT deliver on its commitment to a workforce that reflects the diversity of global customers

and communities, and supports a fair, inclusive culture in which all employees feel valued, respected, and engaged. After a search conducted by the council, in 2018 IGT hired the first Vice President of Diversity and Inclusion, who is responsible for creating the Office of Diversity and Inclusion and the Global Strategic Plan for Diversity and Inclusion.

IGT created and staffed the Office of Diversity and Inclusion as a new center of excellence within People and Transformation, formerly Human Resources. The office drafted IGT’s written Global Strategic Plan for Diversity and Inclusion, which is publicly available on IGT’s website, and includes the input of IGT’s CEO, business unit leaders, and employees. The overall goal of the strategic plan is to create a more inclusive and equitable organizational culture within IGT and increase the representation of underrepresented groups at all levels, consistent with applicable regulatory requirements.

Recognizing that diversity and inclusion is a leadership initiative, all members of the executive leadership team, including the Chief Executive Officer, participated in inclusive leadership education briefings focused on specific leadership qualities that promote inclusion at IGT. The goal is to ensure that by 2020, all employees will participate in education and engagement opportunities that promote a collective understanding of diversity and behaviors and support an inclusive culture.

IGT established Diversity and Inclusion Groups (DIGs)¹⁾, which are networks of employees

built around underrepresented dimensions of diversity. Sometimes referred to as Employee Networks or Affinity Groups, DIGs help to attract, retain, and develop talent; foster inclusion; and drive business innovation. The groups are open to all employees regardless of affiliation or identity. These groups receive formal, structural, and financial support from the Office of Diversity and Inclusion and IGT more broadly. DIGs support employees’ professional development, assist in the improvement of IGT’s policies and processes, and support various business needs – from recruitment to marketing and everything in between.

PURPOSE AND IMPORTANCE OF THE DIVERSITY AND INCLUSION GROUPS (DIGs)

DIG activities are primarily internally focused, but may also have an external component (e.g., recruiting fairs, charitable activities, professional associations, community boards, parades, etc.). Uniquely, DIGs enhance each of these strategic elements through their work. Executive leadership sponsors provide guidance and oversight, help to remove organizational barriers, review progress, and use their platform to communicate results to the organization.

DIGs:

- Provide a forum in which to share career interests and experiences that will promote career growth and satisfaction while working.
- Generate an environment that welcomes, leverages, and enhances the experience and skills of employees.
- Promote appreciation and respect for diversity and inclusion, thus creating a comfortable and safe work environment for all.
- Provide professional development opportunities, mentoring, and networking.
- Promote the efforts of the diversity and inclusion strategy to colleagues.
- Strengthen the communication vehicles that support employee information and participation.
- Assist in structured events, activities, and community outreach programs.

1) Diversity and Inclusion Groups (DIGs) formerly known as Employee Business Resource Groups (EBRGs).



In 2018, IGT launched its first DIG with “WIN with IGT: Las Vegas (Women’s Inclusion Network),” which was approved for expansion to include chapters in Italy; Latin America; Reno, Nevada; and Rhode Island. Additionally, new DIGs are being launched, including Military Veterans at IGT, SuperAbilities at IGT (visible and invisible disabilities), PRIDE with IGT (lesbian, gay, bisexual, transgender, queer, plus), and Greater Than 50 at IGT (ages 50+). All of IGT’s employees are

welcome and encouraged to join any DIG regardless of identity.

The application period for new DIGs opens each year from September through December. Applications for new chapters of existing DIGs are welcome year-round. Some groups might be specific to local regions, while others might be created with a global mission, vision, and goals, with local chapters developing specific targets and programs for their local members.

Each chapter establishes a leadership team to support the needs of that office or region, and identify the priorities that are valuable to the group, demonstrating a clear connection to IGT’s business objectives and the Company’s diversity and inclusion strategy. Executive leadership sponsors will provide guidance and oversight, help to remove organizational barriers, review progress, and use their platform to communicate results to the organization.

Equal Employment GRI: 103-3

IGT is committed to providing equal opportunity in employment and a work environment that values workplace diversity and respect for all employees. This policy applies to all terms and conditions of employment, including, but not limited to, the application and hiring process. IGT provides equal employment opportunities for all employees based on qualification and merit, and in accordance with applicable laws, does not permit discrimination on the basis of any characteristic, such as race or gender, or any legally protected status.

To the extent reasonably possible, IGT will accommodate employees with disabilities. In the U.S., IGT adheres to the guidelines of the 1990 Americans with Disabilities Act (ADA), as amended. Under the ADA, employers are required to enter a good-faith, interactive process to assess an individual’s need for a work accommodation. A

“reasonable accommodation” is one that enables an employee to perform the essential functions of the job and may result in job restructuring, a change in use of tools and equipment, a policy adjustment, or work from home. As such, reasonable accommodation is available to all employees and applicants, provided the accommodation does not create an undue hardship for the Company and can be provided without posing a substantial safety risk to the employee or others. Employees in the U.S. are provided a link to an Accommodation Request Form to initiate an interactive process to determine if an accommodation is required.

Society’s heightened focus on the quality of the work environment has sparked a rich global dialogue and brought much-needed attention to the problem of harassment in the workplace. IGT stands firmly behind its commitment to maintain an environment where everyone is treated

with fairness, dignity, and respect. Any behavior that goes against these principles and diminishes the wellbeing of its employees, customers, or community is unacceptable and will not be tolerated. In 2018, IGT launched proactive, worldwide harassment prevention training for all employees, starting with the Chief Executive Officer. The length and content varied based upon regulatory requirements. IGT encourages anyone who believes they have been subjected to harassment to come forward with the understanding that they will be protected from retaliation and appropriate action will be taken.

Protecting Human Rights

GRI: 102-41; 103-3

IGT adheres to the principles set by the International Labor Organization Declaration on Fundamental Principles and Rights at Work in the countries where it operates.

The Company publishes its Modern Slavery Statement in accordance with the 2015 Modern Slavery Act, as part of the UK’s efforts to prevent modern slavery in the businesses of large organizations and their supply chains. The statement discloses the steps IGT has taken during the financial year to ensure that modern slavery is not taking place in any of its supply chains or parts of its business. The full version of the Modern Slavery Statement is available at www.igt.com.

“VALORE D” IN ITALY



Lottomatica in Italy has signed the “Valore D” Employment Manifesto, a nine-point program defining specific instruments to enhance female talent in the Company. By signing the manifesto, companies commit to considering both genders in the talent selection stage, and monitor gender balance and pay gaps at all levels of the organization, with specific attention to maternity management and parental support. In 2018, Lottomatica confirmed its commitment to support women’s employment through several tools, such as maternity leave policies, flexible work, Company benefits, and smart working programs.



IGT’s Zero-Tolerance Approach to Modern Slavery

The Company demonstrates its commitment to acting ethically and with integrity in all business dealings and relationships by implementing and enforcing effective systems and controls to reduce the risk of Modern Slavery and general violations of human rights in its businesses and those of its suppliers. Starting with its supply chain, IGT is committed to working toward the goal of eliminating such breaches of human rights globally as part of its Corporate Social Responsibility initiative. An Integrity Line, which is confidential and managed by an independent third party, can be used anonymously to report activities that may involve unethical and/or unlawful conducts.

Positive Employment Practices

GRI: 103-3

In line with the United Nations’ Global Compact, IGT recognizes the value of using dialogue and negotiation to achieve positive outcomes in employment practices. The Company abides by non-discriminatory policies and procedures with respect to trade unions and union memberships and their activities. IGT provides workers’ representatives with appropriate services to assist in the development of effective collective agreements. Consequently, IGT is involved in collective bargaining in different countries and is committed to accommodating specific local laws and regulations, providing union representatives with every tool needed to perform their duties.

In some countries, collective agreements regulating employment terms and conditions follow a collective negotiation between management and trade unions. Various locations have voted to become unionized within the United States, with a total of 86 employees electing to do so through two formal union contracts in the State of New York, and one contract still under negotiation in Las Vegas, Nevada. All employees

in Austria, China, Finland, Italy, Portugal, Serbia, Spain, and Sweden are covered by collective agreements.

In locations with collective agreements, the notification period of significant changes that could substantially affect personnel is communicated to employees and their elected representatives according to national laws.

Leaders at IGT are dedicated to maintaining an environment that encourages open communication and collaboration between employees at all levels, and fostering a culture of positive employee relations. IGT respects an employee’s right to associate freely or seek the representation of unions. Where there are unions, IGT works in a productive partnership with their representatives and members. This message is reinforced through various communication channels, such as training, employee focus groups, and employee bulletin boards related to union information and updates.

Workplace Health and Safety

GRI: 103-3

IGT is committed to providing, maintaining, and promoting a safe, healthy, and productive work environment for all employees, and ensuring compliance with all applicable environmental health and safety regulations. The responsibilities for health and safety are shared. The Safe and Healthy Work Environment policy covers topics such as workplace violence, illegal drug and alcohol use, tobacco use, fitness for duty, and what

actions should be taken if someone needs to report a violation. In 2018, IGT released in the U.S. a new sexual harassment policy designed to set the expectations and standards of behavior required of all U.S.-based IGT employees, promote best practices, and influence the Company’s culture.

IGT also launched an eight-week Mindfulness Essentials program in its Providence and West Greenwich offices in Rhode Island designed to help employees work and live better.

All employees are responsible for ensuring that all operations are performed with the utmost regard for the health and safety of all personnel involved. Indeed, employees are responsible for a full commitment to all aspects of the health and safety program, including compliance with all rules and regulations for continuously practicing safety while performing their duties.

Numerous IGT locations have joint management-worker health and safety committees.

The IGT Global Environmental,

Health & Safety team, led by IGT’s Director of Environmental, Health & Safety, engages IGT leadership and regularly presents information on potential risks and injury trends, upcoming projects and programs, as well as initiatives to reduce risk and prevent injuries. In addition, there is a number of site-level safety committees, most of which are at the facility level.

The Global Solutions team has a business unit-wide safety committee (GSSAFE) that publishes a weekly safety tip as well as a monthly newsletter alerting employees to common and seasonal hazards on the job. This committee also assesses risks and works to develop training tools to mitigate the potential for injury.

As an example of how the Company makes employees’ safety a high priority, the Field Service department maintains a safe work environment by:

- 1) Providing annual training.
- 2) Performing equipment inspections.
- 3) Performing job task assessments.
- 4) Establishing safety leaders at each site, as well as at an organizational leadership level.

To enhance employee safety and training opportunities, leadership assigns key individuals as regional safety managers.

IGT provides all personal protective training related to the job tasks its Field Service employees perform. For example, a Field Service Technician installing satellite equipment is supplied with Fall Prevention gear, such as a full-body harness, lanyards, and anchor points. Moreover, these employees completed the IGT Fall Prevention training program.

IGT’s Field Services Safety Committee publishes a weekly safety tip as well as a monthly newsletter alerting field service employees to common and seasonal hazards on the job. The tips and newsletter are posted on Yammer for all employees to read.

In 2018, IGT Field Service Safety collaborated with corporate Environmental, Health and Safety enhancing the IGT Fall Prevention and Ladder Safety programs. Additionally, these teams worked with the IGT training team to deliver the IGT Sign Installation program.

Health and Safety Initiatives in Italy

Prevention plays a key role in an environment committed to protecting the health and safety of workers. Every year, Lottomatica provides all employees with medical examinations for prevention. In 2018, a prevention campaign to fight melanoma, organized with the Associazione Nazionale Tumori (ANT) Foundation, reached 800 employees who submitted to voluntary dermatological examinations. In 2018, Lottomatica carried out an environmental analysis of the workplace's microclimatic comfort, and applied thermal-dimming films to the windows of the external façade of one of the two corporate buildings in Rome. In 2019, Lottomatica will install semi-automatic defibrillators in all offices and provide training to appointed personnel for their use.

HEALTH AND SAFETY IN COLLECTIVE BARGAINING AGREEMENTS



Health and safety topics are considered matters of bargaining for inclusion in the Collective Bargaining Agreements that cover bargaining unit members. The health and safety of IGT's employees is recognized as an organizational priority, and the Company is committed to ensuring all employees are provided the proper guidance and instruction in terms of promoting a safe work environment and complying with all regulatory requirements. In the U.S., members of unions adhere to the organization's Safe and Healthy Work Environment policy. Topics addressed within the policy include workplace violence, illegal drug or alcohol use, tobacco use, and fitness for duty.

- In addition, members of trade unions are provided best practices for safely handling Electronic Gaming Machines on the following topics:
- Worker Personal Protective Equipment (PPE).
 - Transportation and installation of equipment.
 - Equipment handling devices.
 - Establishing safe work zones.
 - Unloading, moving, installing, and removing equipment.
 - Identification of safety and warning labels.

In the case of a workplace-related injury or illness, the Company is committed to providing appropriate medical attention to the employee. If the injury or illness is work-related, the Company will

comply with all jurisdictional laws regarding reporting requirements, and all applicable ones about providing insurance to reimburse employees for lost wages and medical expenses.

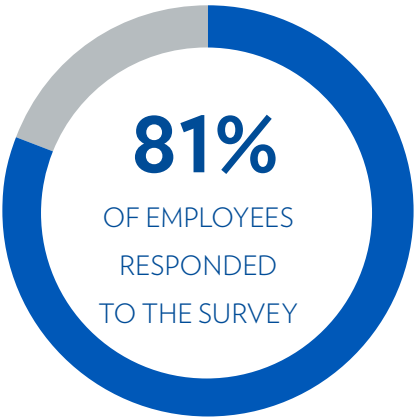
Engaging Our Employees

Engagement matters because engaged people usually perform better, thus improving achievement. The anticipation of success fuels further engagement, and the loop continues.

Engagement is linked to individual and team performance, customer satisfaction and loyalty, employee retention, quality of service, safety metrics, profitability, and market share growth. IGT works continuously to better understand how to improve the engagement of its employees.

Measuring Engagement

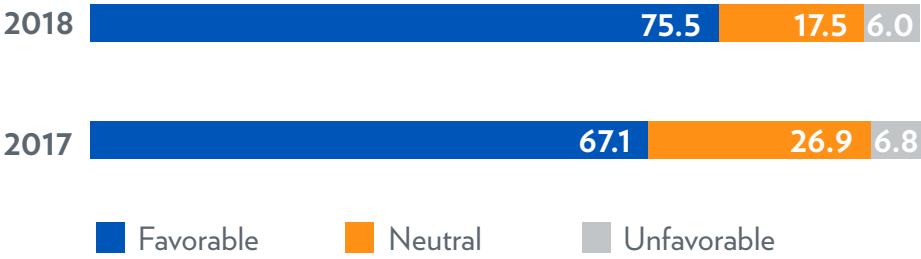
Each year, IGT measures the level of engagement reported by employees. In 2018, the Company rebranded its annual engagement survey to MyVoice@IGT to emphasize the importance of giving employees a voice in terms of improving their experience. An invitation to participate was sent to all employees and an overall 81% response rate was consistent with 2017's results.



Among the highest-rated items on the survey, acting with integrity and working in an ethical environment are very important to IGT's people, as 4 out of 5 believe that acting with integrity takes priority, and 92% believe the Company's Code of Conduct was clearly communicated. A solid portion (77%) believe that direct managers model IGT values, support

employee development, and provide constructive feedback. Compared to other organizations, IGT's people reported a greater trust and respect for one another, with 83% saying they can depend on their team. From a diversity and inclusion standpoint, since 2017, 81% of IGT colleagues continue to feel like they can be themselves at work, and inclusion perceptions have improved the most.

Engagement Index has improved (%)



To identify what drives engagement, all respondents were split into two groups: Highly Engaged and Remainder. The Highly Engaged are the 55% of employees who agreed or strongly agreed with all five engagement statements (“I would like to be working at IGT one year from today;” “I enjoy working for this Company;” “I am proud to work here;” “My work gives me a sense of personal accomplishment;” and “I recommend IGT as a great place to work”).

The remainder makes up 36% of respondents who agreed with some but not all engagement index items, and 9% who did not agree with any engagement index item.

Understanding the key differences between those who are engaged and the remainder will provide insight into what can be done to make IGT an even better place to work. In comparing how the Highly

Engaged answered all the other items against how the remainder responded, the survey investigated the biggest differences in perceptions, thus identifying the drivers of engagement.

IGT’s people communicated that they would like more clarity regarding IGT’s vision and where they fit in with that, expecting better communication regarding how changes will help IGT further improve engagement. Career development continues to be an area of opportunity. Consequently, they are more likely to be engaged. Employees want to know how they can grow in their roles and have future career opportunities within IGT, expecting promotion processes to be fair and transparent.

The main drivers of engagement and overall engagement survey results were communicated in a video that was shared with all

employees and subtitled in all corporate languages (see “A Translation Strategy to Foster an Inclusive Workplace,” on the following page).

The three engagement improvement commitment areas are:

- Celebrating strengths.
- Enhancing career development.
- Clarifying IGT’s vision.

IGT has designed a People Communication strategy with the intent of becoming a storytelling organization, informing, inspiring, connecting, and educating employees in support of IGT’s mission, vision, goals, and values. All employee communication will be developed and funneled through a global, holistic, internal communication team to raise engagement levels by connecting employees to the mission and helping leaders use the power of communication to reach business goals, build trust, and create loyalty.

IGT stories will be told daily, from and to all levels of the business, with the goal of creating a communication climate of openness, honesty, and transparency through the adoption of a more conversational, familiar tone with employees. A two-way communication between employees and leaders will be facilitated, while educating employees about key business drivers and the Company’s goals.

A TRANSLATION STRATEGY TO FOSTER AN INCLUSIVE WORKSPACE



Effective communication, accessible to all employees, is an important piece of IGT’s inclusive culture and engagement of employees. Part of supporting inclusion in IGT’s workforce means speaking to people in their native language as much as possible. IGT has successfully piloted and implemented a new language strategy that expanded translations of the most critical all-employee communication. While English is the official working language at IGT, many employees use a different primary language. The following approach aims to accommodate most employees and help build an

increasingly inclusive workplace. Communication targeted to all employees is now offered into 10 languages: Chinese, Czech, English, French, German, Italian, Polish, Serbian, Spanish (for Latin America), and Turkish. Translated all-employee communication includes global policies, IGT’s Code of Conduct, CEO announcements, the IGT engagement survey, and much more. This language strategy is an evolving process. As different opportunities for translation are identified, such as more time-sensitive communication, IGT will explore ways in which to expand.

IGT intends to continue increasing its communication efforts by hosting more town halls and maintaining the translation strategy. IGT also confirms its commitment to compliance by promoting an ethical work environment, introducing more DIGs, and continuing to provide career development opportunities. Details about these initiatives follow in the next section.

Professional Development GRI: 103-3

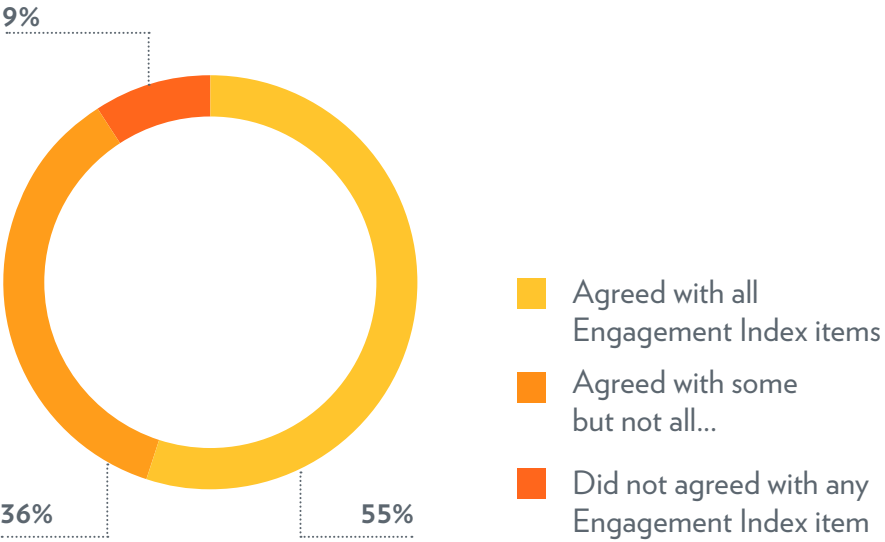
Development at IGT is a partnership between the employee, managers, and the Company itself, wherein employees own and drive their development, managers support and encourage it, and IGT provides the tools and resources. Through the latest engagement surveys, employees have clearly expressed their expectation to see more opportunities for growth and development.

IGT Talent Management is the strategic process of developing

new and current employees’ skills, making sure they align with the Company’s organizational structure and overall goals. The process also aims to retain employees by designing, implementing, and driving programs that enhance the employee experience.

Through Talent Management, IGT provides employees with opportunities and resources to drive their performance and allow them to own their development. Starting with Goal Setting, followed by Individual Development Planning and discussions, and Succession Planning as well as continuous feedback in Performance Reviews, Talent Management helps drive performance. Additionally, Talent Management provides programs such as onboarding, engagement, career pathing, and global mentoring and coaching.

Understanding Positive Divergence



EMPLOYEE AND MANAGER DEVELOPMENT



In addition to the existing suite of development resources, IGT has made a substantial investment in employees and managers by introducing Harvard ManageMentor and Manager Essentials. These programs align with the 10% of IGT’s 70/20/10 learning and development model, which captures the optimal types of learning in three clusters — Experiential, Social, and Formal Education — and explains the relationship to one another. Harvard ManageMentor is a digital learning solution available to all employees globally 24/7. It is a comprehensive online resource containing 44 topics on how to manage oneself, others, and the business, aligned with IGT’s core competencies. These modules contain interactive learning

activities, audio downloads for mobile devices, video insights, and other downloadable tools. All curricula are based on Harvard University research and teaching. Harvard ManageMentor is the gold standard in digital learning, with more than two million global users. Manager Essentials is a four-day classroom experience focused on the role of the manager, which is to attract, develop, and retain talent; drive execution; and foster collaboration. All 1,200 IGT global people managers, including supervisors, will participate in this program over the next three years. All 400 directors and senior directors will have attended a condensed, one-day version of this program by mid-2019 to ensure managers and employees are successful and supported.

Training Hours

Training Group	No. of Unique Participants	Total Training Hours	Average Number of Training Hours
Executives	594	4,657	7.5
Middle Management	1,446	19,918	13.35
Office Staff	6,593	44,607	4.65
Production Workers	2,516	24,476	64.04
Total	11,149	93,659	7.74

Research on Employees in Italy over 50

Lottomatica in Italy conducted a research study called “Ageless Talents,” which was endorsed by Valore D.

The study, designed with the collaboration of the Catholic University of Milan on a sample of 30 Italian companies, explored the potential of women over 50 to improve their employee experience. In 2018, the study covered the male population as well. The goal of the research was to collect the most complete data available on over-50 employees from a gender and generational diversity point of view, in order to identify improvement measures.

IGT is reviewing its existing leadership programs to identify the best direction for future development. Developing the Leader in You, known as DTL, is a classroom experience for emerging leaders. In 2018, IGT expanded the global footprint of this program to increase the opportunity for participation and development. Global Leadership Development, known as GLD, has been on hold to better understand the development needs of the Company’s people, with a new program ready for 2019 for director-level and senior leadership teams.

IGT strongly encourages employee education. Annually, IGT leads various processes to fund and develop learning initiatives that align with business objectives and core competencies. Learning formats include classroom, virtual classroom, and a robust catalog of digital learning options (self-paced, videos, and

simulations) that are available to all employees on-demand, 24/7.

IGT-specific content is available, along with general skills development content, including leadership, management, communications/ interpersonal skills, business processes/systems, safety, and technical skills. Management and professional development, language and technical programming are also available, along with options to develop custom courses as required by the business.

Additionally, IGT’s tuition reimbursement program in the U.S. allows employees to receive expense reimbursement for courses completed at accredited higher educational institutions. In Italy, Lottomatica has drafted a training catalog to support the development of global skills aligned with the Company’s values. The catalog includes sessions scaled according to role (supervisor or contributor).

In 2018, IGT delivered more than 92,000 hours of training to employees at all levels of the organization.

Evaluating Performance

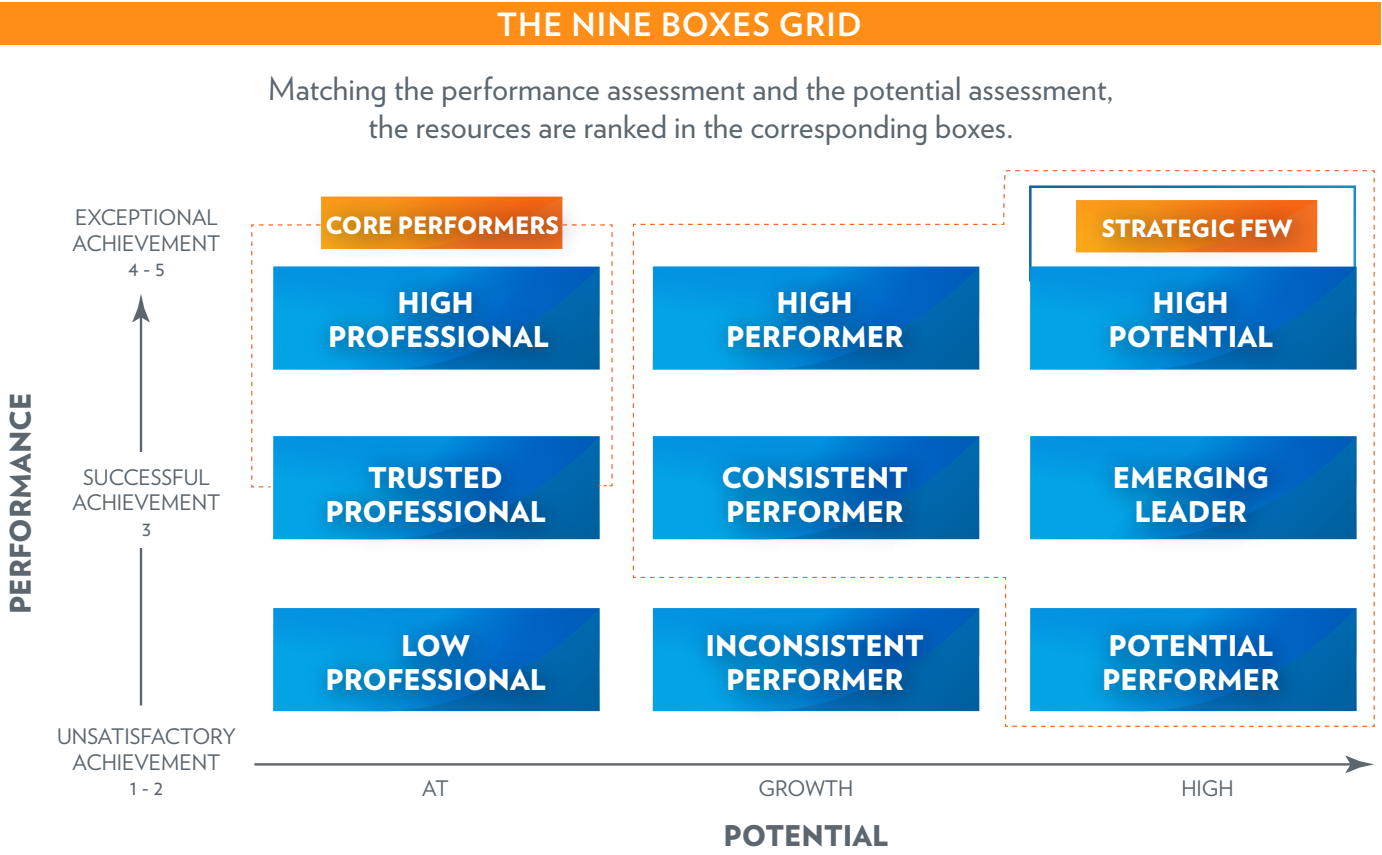
Performance Management is a process necessary for the strategic management of resources. It allows the definition of corporate priorities and objectives, and is a guide for the continuous improvement of managerial and professional results and skills.

The process is divided into four phases:

- 1) Definition and sharing of objectives with the manager.
- 2) Discussion of the Individual Development Plan between manager and employee.
- 3) Feedback on the progress toward objectives and development actions.
- 4) Evaluation of year-end performance.

The last phase also includes:

WHO	WHAT
All employees	Complete self-assessment for both work goals and Management by Objectives (MBO)
Managers	Complete assessment
P&T Partners/Managers	Calibration
Managers/Employees	Complete 1:1 performance meetings and acknowledgement in the system



In 2018, 99% of employees globally received a regular performance and career development review, while 24% of them were managed by MBO (Management by Objectives).

Rewards and Benefits

IGT takes pride in fostering a family-friendly culture and a healthy work-life balance. In all countries where IGT operates, eligible employees are provided with time off for the employee’s serious health condition and/or to attend to family responsibilities, allowing, where applicable, part-time work and teleworking. IGT implements various wellness initiatives in the U.S., such as the Employee Assistance Program on work-life balance, the Onsite

Health Educational monthly seminars on various health topics, and Online Wellness Programs.

The eligibility of workers to leave greatly varies according to each jurisdiction, under which employees may be entitled to take paid or unpaid job-protected leave for specified family and medical reasons, with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken it. For instance, U.S. employees may be entitled to leave under the Federal or State Family and Medical Leave Act (FMLA). Employees who are not entitled to such leave may still be eligible for medical or personal reasons. The FMLA entitles eligible employees to a

number of welfare measures, such as 12 work-weeks in a 12-month period to care for a newborn child or a parent with serious health conditions, extended to 26 weeks if the eligible employee is a military service member’s spouse, son, daughter, parent, or next of kin (military caregiver leave). Outside the U.S., IGT adheres to all statutory requirements for employers with regard to maternity, paternity, and family time.

In 2018, IGT released a new set of Global Compensation Salary Increase Guidelines, with the purpose of ensuring that compensation programs are competitive when compared to relevant external standards. This supports the Company’s Pay for Performance Philosophy, and ensures compliance with local labor laws and statutes. Due to the variations in local laws and regulations, the benefits offered to employees vary accordingly. In Italy, for instance, the Life Insurance and Accident benefits are offered to all employees with employment terms. Following an agreement with the Italian labor unions, employees can choose to

access voluntary health insurance by paying a health insurance premium.

IGT carries out several Health & Wellness initiatives at the local level to support employees in improving their lifestyle and general health, as well as managing situations related to the working environment or private life. Because benefits providers and statutory requirements differ across the globe, resource availability may differ, too, depending on the country and healthcare providers.

IGT provides employees with outplacement assistance through an external supplier to assist employees in obtaining new employment due to workforce reductions and restructuring efforts. They are also provided with severance payments as a financial bridge while seeking new employment. These outplacement services provide web-based programs that offer on-call coaching support, live coach-led webinars, and self-directed e-learning. It also provides opportunities to keep the job search productive with the creation of an effective online presence and social media profile to reach recruiters and hiring managers.



Growing with Our Supply Chain

photo:
Roxana Di Franco
Technical Training - LAC
Buenos Aires, Argentina

Growing with Our Supply Chain

GRI: 102-9; 103-3; 204-1

In 2018, IGT’s supply chain consisted of more than 11,000 vendors worldwide, which accounts for about USD 2.23 billion in annual spending in both direct and indirect supply categories. “Indirect” supplies include technology, computers, hardware, software, networking equipment, communications services, and standard maintenance, repair, and operations (MRO) commodities that are purchased to support the Company’s customer-facing deliveries, as well as its internal infrastructure. “Direct” supplies support the manufacturing of IGT products that are delivered as part of IGT’s customer-facing solutions.

IGT purchases most of the parts, components, and subassemblies necessary for manufacturing its terminals and slot machines from outside sources. It also outsources all the manufacturing and assembly of certain lottery terminals to a single supplier; other products have portions outsourced to multiple qualified suppliers. Local suppliers are based in the U.S. and Italy, where the majority of employees are situated and the greater portion of revenues are generated.

Sound business relations with suppliers play a key role in IGT’s ability to support customers’ requirements, as they are essential to maintaining a dependable, competent source of supply for the uninterrupted flow of quality goods and services. The Supplier Code of Conduct serves as a guide to the

moral, legal, and ethical standards expected of suppliers when doing business with the Company.

Selecting Our Vendors

IGT works with suppliers that ensure high-quality goods and services and meet high economic, ethical, and socio-environmental standards according to five informal, strategic requirements:

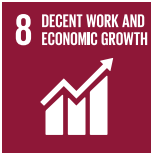
- Capability
- Competency
- Compliance (quality)
- Value
- Support

IGT uses suppliers selected and evaluated based on a scorecard, with a numerical score that considers the quality of the goods and services supplied, the capacity to adapt to the delivery deadlines requested, costs, and financial stability of the supplier.

All suppliers of goods and services are required by law to receive specific certifications, making them subject to periodic inspections and visits. Obtaining International Organization for Standardization (ISO) quality certifications is a priority for all IGT suppliers.

IGT requires the suppliers to certify compliance with the Declaration of the European Union on restrictions regarding the use of hazardous substances (RoHS, or Restriction of Hazardous Substances).

IGT also requests suppliers that operate in countries characterized by weak legislation regarding



Qualified Minority Business Enterprises

In the U.S., IGT works with top-quality suppliers, including suppliers classified as Qualified Minority Business Enterprises, especially in the lottery and instant

ticket printing businesses. To be identified as a Qualified Minority Business Enterprise, a public agency must certify that the supplier is owned (at least 51%) by one or more of the following:

- Minority group members
- Women or

Disabled veterans Typically, in U.S. lottery competitive procurements, the Request for Proposal (RFP) includes an obligation to allocate a share (approximately 10%, usually) of the total budget to Qualified Minority Business Enterprises,

thus allowing lotteries to contribute to the generation and distribution of economic value. In another approach, the RFP awards additional points to a proposal if a share of the total budget is allocated to Qualified Minority Business Enterprises.

the protection of human rights to acknowledge receipt of IGT’s Supplier Code of Conduct, which requires suppliers to share the ethical commitments listed within the Code of Conduct, with particular reference to the practices of environmental protection, proper management of personnel (rights of association and collective representation, ban on using child labor, and forced labor).

The suppliers that do not fall within the legislation of western nations — specifically so-called “developing countries” — are subject to screening of their compliance with human rights based on the principles expressed in the United Nations International Bill of Rights. The major Original Equipment Manufacturer (OEM) suppliers are visited periodically to check their compliance with rules regarding social and environmental responsibility, in addition to quality, costs, capitalization, and other financial aspects.

IGT’s procurement departments adhere to their respective ISO documents that outline the supplier engagement process, including a supplier questionnaire, commodity team responsibilities, classification

of strategic suppliers, and first article submissions. Furthermore, IGT has undertaken an initiative to standardize payment terms across its supply base, negotiating existing, non-standard terms, and tracking suppliers featuring unique payment terms.

By working with IGT’s quality engineering department, IGT’s procurement team monitors suppliers’ quality and metrics. By using advanced inspection equipment, onsite audit reviews, and timely communication techniques, quality engineering ensures that suppliers have the data required to manufacture raw material that meets IGT’s needs at the point of use. This helps IGT meet its customers’ expectations for quality, cost, and delivery.

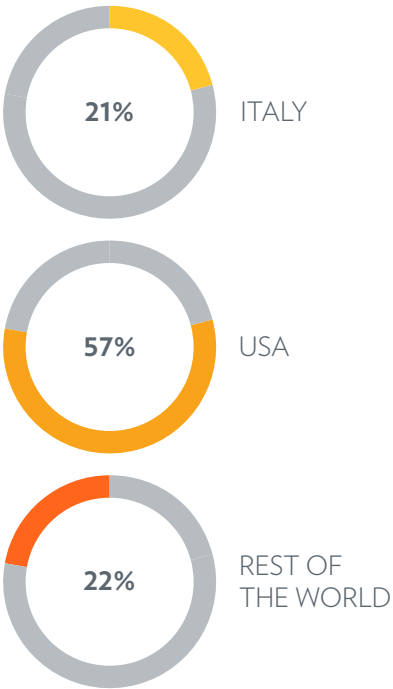
IGT expects suppliers to effectively assess, select, develop, and monitor their material sources and subcontractors, thus complying with IGT’s Environmental Compliance Policy, as well as its regulatory, jurisdictional, and environmental policies and regulations. IGT retains the right to use alternate suppliers if an existing supplier is unwilling or unable to comply with IGT’s

policy. The use of local, small, and/or disadvantaged businesses, including minority and women-owned companies, is considered when making sourcing decisions.

Environmental Assessment of Our Suppliers

IGT designs and manufactures products that are environmentally compliant with the jurisdictions where the Company operates. IGT’s environmental compliance policy encompasses processes, including design, source of procurement, warehousing, manufacturing, reconditioning, and delivery. Therefore, IGT has developed procedures for engineering materials, quality engineering, logistics, customer service, and suppliers to ensure that its products meet environmental compliance requirements. The IGT process ensures reasonable measures are taken to determine environmental compliance of existing products, convert existing products to meet environmental compliance requirements, and ensure reasonable precautions concerning environmental compliance on an ongoing basis.

Geographical Distribution of Spending *



* Distribution of spending on suppliers



In line with its core value of being responsible, IGT strives to carry out steps to protect human rights.

The supplier's management approach to environmental assessment is where IGT directs the material supplier's management team to conduct an informal inspection of conditions while onsite. Environmental assessments are more intense for suppliers in high-risk, loosely regulated jurisdictions (like China and Mexico) than in low-risk, highly regulated areas (like the U.S., Canada, and the European Union).

When visiting suppliers in high-risk areas, members of the supply management team conduct informal assessments of environmental conditions, checking if appropriate licensing from the local government is in place. Special attention is paid to waste management from industrial processes that produce hazardous solid waste, like the chroming, plating, and painting processes. IGT adheres to preventive maintenance (PM) procedures and schedules for related equipment to confirm that PM schedules support hazardous liquid containment integrity.

Observable exceptions to the standard are communicated and

discussed on the spot with the supplier for correction. Exception conditions are noted in the supplier visit report and followed up during the next visit.

In 2018, there was no formal environmental policy or contractual obligation for compliance with the suppliers. Any environmental audit was done informally and in good faith with the suppliers.

Respecting Human Rights in the Supply Chain GRI: 103-3

In line with its core value of being responsible, IGT strives to carry out steps to protect human rights, both in its business and along its supply chain. IGT published its first Modern Slavery Act Statement in June 2017 and, since then, has increased its efforts by raising awareness among suppliers. As one of its corporate social responsibility (CSR) initiatives, IGT is working toward eliminating the risks of human rights violations related to its global operations.

Regarding the supply chain, IGT established a due-diligence system to identify the risks related to the supply chain structure and

operations, mitigate the risk of such exposure in its supply chain, and undertake proper preventive actions to ensure human rights are properly protected, both now and in the future.

In 2018, IGT mapped all businesses' and suppliers' activities by industry, sector, and geographical area of operation to identify and prioritize those areas that could put IGT's business at risk. As a result, IGT determined that 9% of the analyzed suppliers had a high risk of exposure to modern slavery.

During the 2018 financial year, IGT collected questionnaires from suppliers that were deemed high-risk during the 2017 mapping exercise. More than 90% responded. The results demonstrated that IGT's suppliers are aware of issues surrounding human-rights-related topics.

In 2018, IGT's Code of Conduct was updated to include the Company's zero-tolerance approach to modern slavery and commitment to implementing and enforcing effective systems and controls to reduce the risk of contracting with suppliers who practice modern slavery.

Because of the questionnaires' analysis in 2018, IGT published its Supplier Code of Conduct in March 2019. The Supplier Code of Conduct includes requirements related to business ethics and regulatory compliance, human rights and labor practices, environmental regulations and protections, responsible mineral

sourcing, health and safety, and confidential and proprietary information.

IGT continues to strengthen its approach to managing the risk of modern slavery within its business, and respond to changing risks.

Conflict Minerals

IGT complies with the final rule on conflict minerals adopted by the U.S. Securities and Exchange Commission (SEC). This rule requires the implementation of reporting and disclosing procedures regarding conflict minerals. Conflict minerals - which include tantalum, tin, tungsten, and gold - are defined as those originating in the Democratic Republic of Congo (DRC) or adjoining countries, and any other mineral or derivative thereof determined by the U.S. Secretary of State to finance conflict in the DRC or adjoining countries and therefore enabling armed groups to commit, contribute to, or benefit from serious violations of human rights, violations of international humanitarian law, or violations amounting to crimes under

international law.

Since certain minerals are required to manufacture land-based machine products (including, but not limited to, slot machines, video poker machines, video lottery terminals, electronic or video bingo machines, lottery terminals, instant ticket vending machines, and ticket scanners), we must diligently eliminate conflict minerals in this process. IGT has implemented policies and procedures, including a conflict minerals report, to ensure the minerals IGT and its suppliers use are DRC-conflict-free and that IGT complies with the SEC's rules.

IGT developed its policies, procedures, and processes following the second edition of the Organization for Economic Cooperation and Development's (OECD) Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, and its related supplements.

IGT's procedures include:

- Defining suppliers that are affected by conflict minerals
- Identifying risks
- Communicating supplier responsibilities
- Establishing and using a cross-functional team to complete all parts of the reporting process
- Collecting necessary information

Conflict Minerals Diligence Program and Due Diligence Process

To identify and trace conflict minerals in IGT's supply chain, IGT established a due-diligence program based on procedures and tools provided by the:

- OECD
- Electronic Industry Citizenship Coalition (EICC)
- Global e-Sustainability Initiative (GeSI)

The Responsible Minerals Initiative (RMI), an entity founded by members of the EICC and GeSi, provides a Conflict Minerals Reporting Template. The template standardizes the way in which country-of-origin, smelter, and refinery information is reported, and facilitates the transfer of this information through the supply chain. IGT requests that in-scope suppliers contributing to 95% of IGT's expenditure and whose products contain conflict minerals use the template to convey the required information to the Company. IGT also requests that its suppliers 1) adopt a conflict mineral policy with the RMI's Conflict-Free Smelter Program (CFSP) assessment protocols, and 2) establish their own due-diligence program to ensure their own suppliers are CFSP-compliant and provide a detailed report to IGT on that effort.

Reasonable Country of Origin Inquiry (RCOI)

The Responsible Minerals Initiative's (RMI's) Conflict-Free Smelter Program (CFSP) audits smelters and refineries to identify those that are Democratic Republic of Congo-conflict free. As part of the RCOI process, IGT adopted the RMI approach and traced the origin of conflict minerals by identifying smelters, refineries or recyclers, and scrap supplier sources. IGT used the RMI and its CFSP to trace the conflict minerals back to the mine of origin. Because some suppliers source material from a number of sub-suppliers, IGT has determined that it may take time for some suppliers to verify the origin of conflict minerals (directly or indirectly) as required by the RCOI.

- Maintaining records of activity, responses, and conclusions.

IGT established a cross-functional team to comply with the SEC's rule. The team's duties are to:

- Identify which suppliers provide products to IGT containing conflict minerals.
- Distribute a conflict minerals letter with an environmental policy and the RMI's Conflict Mineral Reporting Template to all suppliers determined to be in scope
- Track which suppliers have responded, and retain the completed RMI Reporting Template and policies
- Review the responses and conduct further diligence if warranted
- Maintain smelter information from suppliers, and check smelter identification against the Compliant Smelter & Refiners list (at www.conflictreesourcing.org) and the Smelter Reference

list in the current RMI Reporting Template

- Report IGT's due-diligence process and compliance obligations to senior management annually.

To identify relevant suppliers subject to due diligence, IGT reviewed the 389 suppliers where more than 95% of the Company's production occurs in 2018. From the list of 389, IGT removed suppliers that do not sell the Company conflict minerals. If there was uncertainty, the supplier was considered in scope. As a result, IGT identified 53 suppliers subject to further due diligence.

Supporting Our Communities



photo:
Stefano Sberna
Betting Operations & Services
Rome, Italy

Supporting Our Communities

GRI: 103-3

IGT strives to enrich and strengthen the communities where the Company operates. It does this through a variety of programs, sponsorships, and donations. The Company engages in a broad spectrum of community involvement and employee engagement initiatives, providing educational and economic opportunities for people in varying socio-economic environments around the globe.

Being Part of Our Communities

Charitable giving and community engagement are built into IGT's culture. In November 2018, IGT's Community Ambassadors held their inaugural meeting. This group consists of nearly 100 employees from around the world who share a passion for their communities and good causes. The group has three primary goals: improve communication throughout the Company about community-focused activities around the world; ensure community engagement activities are visible and well-represented; and provide locations around the world with information about our Employee Giving programs.



POUND-FOR-POUND GLOBAL FOOD DRIVE CHALLENGE

The first initiative inspired by IGT's Community Ambassadors was the Pound-for-Pound Global Food Drive Challenge over the 2018 holiday season. Fifteen sites from six continents entered the friendly competition to see which could collect the greatest amount of non-perishable food items in support of local food banks. The challenge ran from November 19 to December 7, with IGT Virginia finishing first. The 10-employee team collected 563 pounds of food for Feed More in Richmond, Virginia. IGT Oregon finished second and IGT Sacramento finished in third. Overall, more than 7,000 pounds of food were collected and donated to local food banks around the world.

VOLUNTEER AT PROJECT OPEN HAND IN SAN FRANCISCO

In May 2018, IGT PlayDigital team members in San Francisco volunteered at Project Open Hand, where they helped to prepare meals for the sick and elderly members of the San Francisco community. Approximately 2,500 meals and 200 bags of groceries are prepared daily by Project Open Hand to help sustain those battling illness, isolation, or the health challenges of aging.



U.K. COOKS UP MANY WAYS TO HELP OTHERS

What started as an ironic fashion statement has transitioned into a mainstream event, as millions now don not-so-pretty holiday apparel for charity. On December 12, 2018, employees in IGT's Finsbury office in London helped the world be "better with a sweater" and raised funds for charity by participating in Christmas Jumper Day, an annual campaign in the U.K. organized by the charity Save the Children. Employees donated £2 to participate. The Finsbury office also hosted a cake sale to benefit Macmillan Cancer Support, one of Britain's largest charities, providing health care information and financial support to people affected by cancer.

MUSCULAR DYSTROPHY ASSOCIATION EGG HARBOR FAMILY HOLIDAY PARTY

In October 2018, IGT's Egg Harbor, New Jersey office supported the Muscular Dystrophy Association by hosting the charity's Halloween party, providing dinner and crafts for about 100 guests.



A MOVING GIFT FOR CHILDREN IN FINLAND

IGT Finland employees ran in the Enterprise Marathon of Helsinki in May 2018, joining nearly 350 companies and 4,000 participants. Proceeds from the run directly support the physical activity of elementary school children through the Children's Movement (Lasten Liike).



BELGRADE GIVES THE GIFT OF WARMTH

IGT Belgrade employees collected winter clothes and other necessities in December 2018 on behalf of the Center for Independent Living Serbia. The organization has spent the last 22 years advocating on behalf of adults with disabilities.



MERCER COUNTY PARK AND JOEY’S LITTLE ANGELS TOY DRIVE

In November 30, 2018, Northstar New Jersey, IGT, and New Jersey Lottery employees volunteered to clean up the local Mercer County Park for a full day, and collected new toys for sick children spending the holidays in the hospital. The toys were given to the Joey’s Little Angels organization for distribution to families in need.

BRINGING CHEER TO 365 KIDS HOME IN BEIJING

This year marks the fifth year that employees at the China Research Development Center (CRDC) in Beijing have supported 365 Kids Home. Sponsored by the China Social Welfare Foundation, the home serves orphaned children who have developmental disabilities. The need is great at the home, and CRDC staff spent two days shopping to support the kids in 2018. The final tally was a cash donation, as well as 32 sets of brand-new bedsheets and quilt covers. This volunteer event takes place in August and December each year.



CLOSING THE GAP – COSTA RICA



In May 2018, Costa Rica employees strengthened IGT’s Un Click para Educar program by retraining SOS Village caregivers in Santa Ana with courses in digital literacy and programming. These resources will enable caregivers to further encourage children and young adults to immerse themselves in computer science. Employees also volunteered for Lifting Hands, a foundation in Escazú that aims to create a safe place for children to learn and play with the goal of raising academic performance. Employees donated painting supplies and time toward the renovation of two classrooms.

ANTILLES EMPLOYEES COMMIT TO BEAUTY

The Caribbean Lottery team, based in Antigua, completed a beautification project at the Lottery’s office in Saint John on September 15. It was their contribution toward the Clean up the World 2018 campaign. The Barbados Lottery team tackled a section of Browne’s Beach in Bridgetown as part of an island-wide clean-up campaign. Organized by Future Centre Trust, a non-governmental organization, several private sector groups, schools, and individuals joined forces in the removal of the large amounts of garbage littered across Barbados.

MEANINGFUL CHRISTMAS IN CHILE

IGT Chile organized a Christmas party for a local kindergarten class, where they welcomed children from low-income families. Employees had breakfast with the students and organized contests and games. Employees who were unable to attend the event donated gifts, which were given to the children by Santa Claus.

EMPLOYEE-DRIVEN PROGRAMS



IGT encourages its employees to be actively engaged with organizations that align with the Company’s overall community support endeavors. IGT’s Employee Engagement programs reflect the Company’s values, and provide employees the opportunity to give back to their local communities. The Matching Gifts, Day Off for Volunteerism, and Dollars for Doers programs embody the Company’s commitment to social programs that positively impact our global communities, as well as critical areas of daily life:

- The **Employee Matching Gifts** Program is designed to honor the diversity of our employees’ charitable giving by supporting a broad spectrum of non-profit, charitable organizations. The minimum gift eligible for matching is US\$25, with a maximum of US\$100 per calendar year.
- Employees with exceptional community service may apply for grants from the IGT **Dollars for Doers** Program. When an employee volunteers 25 hours or more during the year to a charitable organization, IGT will provide a Dollars for Doers grant for US\$250 to that organization.
- IGT recognizes the value of giving back and supporting the communities where employees live and work. The purpose of the global IGT **Day Off for Volunteerism** is to allow employees to share in that effort by supporting and recognizing employee volunteer activities that serve our communities. The program provides employees one paid workday off per year.



#IGTcares
GLOBAL GIVING WEEK - A DAY FOR DOING

“IGT Global Giving Week – A Day for Doing” was created in 2018 as a global initiative for employees to volunteer and give back to their local communities. Global Giving Week is a week-long initiative where employees are encouraged to take a paid day off to volunteer for a charitable, non-profit, tax-exempt, and/or registered charity or public service organization of their choosing in their local community. In 2018, more than 600 employees took part globally, volunteering over 4,100 hours. The non-profit/registered charity that had the largest IGT volunteer team received a monetary donation (USD 500) following the volunteer week. The largest volunteer team during the 2018 Global Giving Week was located in New Jersey. Twenty-eight employees volunteered for Mercer County Parks System in New Jersey to help clean up litter on the playground, in picnic areas, and all around Mercer Lake.



1) GUANAPO, TRINIDAD & TOBAGO



2) SAN FRANCISCO, CA, U.S.



3) PROVIDENCE, RI, U.S.



4) RENO, NV, U.S.



5) ST. MICHAEL, BARBADOS



6) JEFFERSON CITY, MO, U.S.



7) AUSTIN, TX, U.S.



8) LAKELAND, FL, U.S.



9) TRENTON, NJ, U.S.



10) MONCTON, CANADA



11) COON RAPIDS, MN, U.S.



12) BEIJING, CHINA



13) PRAGUE, CZECH REPUBLIC



14) ROME, ITALY

- 1) IGT Trinidad & Tobago volunteered its time at the Mamisa Centre in East Trinidad. Members were involved in a variety of tasks including meal prep and cooking, gardening and uprooting weeds, and singing songs with the residents and students.
- 2) IGT San Francisco prepared and handed out 150 peanut butter and jelly sandwiches around the streets of SF to help fight hunger.
- 3) The P&T Providence team partnered with Woonasquatucket River Watershed Council for a park beautification volunteer project. The team helped to stain fences and swing sets, paint picnic tables, and pick up litter around the park.
- 4) IGT Reno Finance at Keep Truckee Meadows Beautiful park cleanup.
- 5) IGT Barbados gave donations and volunteered services at The Learning Centre, which provides educational needs to 70 children with learning and physical challenges.
- 6) Employees in Jefferson City, Missouri organized a food and donation drive for the Food Bank of Central and Northeast Missouri.
- 7) Austin Technology Center (ATC) employees at Warehouse Distribution organizing food at the Central Texas Food Bank.
- 8) Members of the Marketing team from Lakeland spent their day volunteering at Volunteers In Service to the Elderly (VISTE). They helped make birthday cards and decorate and deliver cakes to two 91-year-olds on their birthday!
- 9) NorthStar New Jersey members spent their day volunteering at Mercer County Park. The team helped to clean up garbage at the playground, picnic areas, and all around the lake.
- 10) Members of IGT's Corporate Communications team volunteered at the Multicultural Association of Greater Moncton and Area (MAGMA) in Canada. They spent their time with 14 newcomer and refugee preschoolers, and assisted a class of adult English Second Language learners.
- 11) IGT Minnesota volunteered at Feed My Starving Children.
- 12) Beijing employees assisted Ren-A-Eco-Protection Program Professionals by picking up trash from open areas in the woods and on hiking pathways.
- 13) The Prague Giving Unit spent their day volunteering at a dog shelter. In the morning, some members built a bio compost heap, while the rest helped prepare meals. The afternoon was spent playing with the animals.
- 14) Lottomatica employees volunteered at Villaggio dell'Ospitalità "Un Sorriso Una Mano Tesa", which offers support and hospitality to families with children who are in a situation of fragility and discomfort.

Investing in Projects
for Our Communities

IGT supports charitable giving and community engagement in the areas of education, social programs, and cultural initiatives. This support is driven by contributions to non-profit organizations and registered charities, as well as employee engagement programs. Community projects supported through global charitable giving program are reviewed and approved by the Social Impact Committee (SIC).

IGT created its SIC to manage the complexity of planning and carrying out charitable initiatives involving people and communities from countries and regions across the world. The SIC represents the collection point for all community projects and programs that may be supported by IGT, with applications submitted using an online portal via IGT.com and compiled for quarterly SIC review and approval.

Requests are evaluated based on a set of criteria including, but not limited to, the following:

- The requesting organization must be a verifiable, charitable, non-profit, tax-exempt, and/or registered charity or public service organization, (501c3, non-governmental organization or NGO, etc.) in at least one of the countries where the Company operates.
- Organizations seeking a charitable donation or sponsorship must comply with all applicable laws, including jurisdictional laws regulating charitable donations and sponsorships.
- Applicants must be a verifiable, charitable, non-profit, tax-exempt, and/or registered charity or public service organization, (501c3, NGO, etc.) and supporting documentation must be included in the application.
- All sponsorships and charitable contributions are based on funding availability.
- Requests from organizations that discriminate on the basis of age, sex, gender identity or expression, race, religion or belief, ancestry, national origin, citizenship, sexual orientation, marital status, pregnancy or parenthood, military or veteran status, medical condition or disability, or other legally protected status with respect to employment, volunteer participation, or the provision of services will not be considered.
- IGT does not support pageants or contests.

- In general, IGT does not support capital campaigns.

The SIC meets quarterly, at a minimum, to evaluate progress toward meeting the Company’s philanthropic goals, as well as ensuring consistency and compliance with corporate objectives. IGT’s SIC Guidelines ensure that all approved charitable requests are aligned with our overall CSR strategy. The SIC comprises senior leaders from different IGT departments and regions who ensure the appropriate governance of the committee in terms of evaluating submitted projects and guaranteeing transparency and accountability to applicants.

ALL HANDS AND HEARTS - SMART RESPONSE

Throughout 2018, natural disasters brought widespread destruction to the United States and abroad. All Hands and Hearts - Smart Response has a mission to efficiently and effectively address the immediate and long-term needs of communities affected by natural disasters. In 2018, All Hands and Hearts operated 23 programs in nine countries, helping 21,757 people. They repaired or rebuilt 20 schools, helping 3,265 children return to environments that are safe and conducive to learning. They mobilized 7,869 volunteers from 116 nationalities, contributing 96,710 volunteer days. All Hands and Hearts puts its smart response strategy into action by engaging volunteers, partners, and local community members to determine the greatest needs and most direct impact to help families recover faster. IGT proudly contributed to the relief efforts with volunteers and a monetary donation.



HABITAT FOR HUMANITY
TRINIDAD AND TOBAGO

IGT has supported various chapters of Habitat for Humanity, a global organization committed to making decent shelter a matter of social conscience and national action. In 2018, the Trinidad and Tobago team lived up to the charity’s mantra, “A hand up, not a handout,” by supporting those affected by the October 2018 floods in Trinidad and Tobago.

ARTOWN - RENO, NEVADA

IGT continues to support Artown, a 31-day multi-disciplinary arts and culture festival that reaches an estimated 300,000 attendees. Artown has been inspiring the community since 1996 and continues to showcase the City of Reno as the center stage for bringing vibrant cultural experiences to the community. Artown presented more than 500 events during the month, ranging from music, dance, and theater to hands-on art projects. By programming numerous events at fun and different art spaces, Artown connected the community by bringing the arts directly to the people and encouraging them to visit some of the unique and beautiful spaces in the area. The annual festival has evolved to become a vital contributor to the region’s economy and quality of life.



ROOTS OF DEVELOPMENT
HAITI

Roots of Development’s mission is to support and promote a community-driven approach to development by strengthening local capacity to improve the quality of life in marginalized communities.

With IGT’s support, the organization greatly expanded its programming on the island of La Gonâve, Haiti in 2018, bringing the leaders of all counties together to build a network with the drive and skill to improve quality of life.

In March, the organization carried out a series of workshops to train leaders on subjects such as budgeting, leadership development, strengthening value chains, and organizing local resources. Roots of Development will continue to develop this network of leaders on the island.

AMERICAN HEART ASSOCIATION
RENO, NEVADA

For the past 15 years, IGT has been a supporter of Go Red for Women chapters in Nevada and other states throughout the U.S. The Company's direct support of the Reno Chapter has helped make a dramatic impact on the lives of women in the Reno community. The organization's belief that with the right information, education, and care, heart disease in women can be treated, prevented, and even terminated. With the help of supporters like IGT, more than 627,000 women throughout the United States have been saved from heart disease and 330 fewer are dying each day. IGT is also a great supporter of the Heart Walk, which brings the community and businesses together to promote heart healthy living.

HASBRO CHILDREN'S HOSPITAL
PROVIDENCE, RHODE ISLAND



Hasbro Children's Hospital, a division of Rhode Island Hospital, is one of IGT's longstanding community partners. As the region's premiere provider of pediatric clinical care, the hospital offers a broad spectrum of both routine care and specialty programs not available elsewhere. Hasbro Children's has the only pediatric emergency department, Level 1 Trauma Center, pediatric critical care teams, and 24-hour ambulance in the region. The approach to pediatric medicine makes parents an essential part of the care team. Proceeds are used to establish and grow programs throughout the hospital.

SACRAMENTO CHILDREN'S HOME
CALIFORNIA

IGT proudly supported The Sacramento Children's Home as the charity celebrated 150 years of service to the most vulnerable children and families in the California community. The Sacramento Children's Home offers a comprehensive spectrum of prevention, early intervention, and mental health treatment programs to strengthen families and stop the generational cycle of child abuse and neglect. From educating parents of infants and toddlers, to teaching independent living skills to young adults, the organization addresses the widest range of needs of any child and family service organization in the county.

MAKE A WISH ITALY



In Italy, the Company supports Make-A-Wish Italia Onlus, a non-profit organization that grants wishes to children from 3 to 17 who are affected by life-threatening medical conditions. For a child suffering from serious illness, these wishes bring joy and the strength to fight, while helping the child and their family find hope.

4 QUALITY EDUCATION

8 DECENT WORK AND ECONOMIC GROWTH

After School Advantage Program in Support of the United Nations' Sustainable Development Goals

The After School Advantage (ASA) program is IGT's flagship community initiative, devoted to providing young people with access to technology in a safe, nurturing after-school environment, while promoting opportunities in digital learning centers in communities where the Company operates. IGT's ASA program creates shared value in providing non-profit community agencies

and public schools with digital learning centers, addressing the increased digital learning needs of today's young people. Each digital learning center is unique in terms of its design and is specific to each organization's needs. IGT is refreshing the program to improve technical literacy and to align with the UN's Sustainable Development Goals (SDGs), which support inclusive and equitable quality education and future employment with an emphasis on Science, Technology, Engineering, Arts, and Math (STEAM), cultivating

workforce development skills in young people. IGT believes this STEAM focus will enhance global competitiveness and better serve the future employment needs of communities. The ASA program has been implemented throughout North America, South America, Latin America, and the Caribbean. Since the launch of the ASA program on April 14, 1999, IGT has installed more than 300 digital learning centers in customers' communities – including 15 in 2018 alone. IGT employees volunteer their time and technology skills to restore and establish each computer lab.

NAPAVINE ELEMENTARY SCHOOL
NAPAVINE, WA, U.S.

BOYS & GIRLS CLUB OF EMERALD VALLEY
EUGENE, OR, U.S.

GARDEN PATHWAY DOWNTOWN EDUCATION CENTER
BAKERSFIELD, CA, U.S.

SMYTHE ELEMENTARY SCHOOL
SAN YSIDRO, CA, U.S.

LUELLA MERRETT ELEMENTARY SCHOOL
FORT WORTH, TX, U.S.

LITTLE CYPRESS-AURICEVILLE CONSOLIDATED INDEPENDENT SCHOOL DISTRICT
ORANGE, TX, U.S.

EDUCATE TOMORROW
MIAMI, FL, U.S.

YWCA HIGH POINT
HIGH POINT, NC, U.S.

LINCOLN ELEMENTARY SCHOOL
NORTH BERGEN, NJ, U.S.

LITTLE ANGELS LEARNING CENTRE, SOPHIE'S PLACE
JAMAICA

MUSTARD SEED COMMUNITIES MATTHEW 25:40
KINGSTON, JAMAICA

ST. MAARTEN YOUTH COUNCIL
ST. PETERS - ST. MAARTEN

SYPHIL HOME IN LOV PASCALL VILLAGE
TOBAGO

L.I.F.E. CENTRE
TRINIDAD & TOBAGO

RAINBOW RESCUE
MARAVALL, TRINIDAD

ASA LABS TO DATE

2018 ASA LAB OPENINGS

Providence After School Alliance (PASA), RI

Education is IGT’s key focus for community giving. In 2018, the Company was pleased to support the Providence After School Alliance’s (PASA’s) Police After School Sports (PASS) AfterZone program. PASA’s mission is to expand and improve quality after-school, summer, and other learning opportunities for Providence’s youth by organizing a sustainable public-private partnership that contributes to student success and serves as a national model. Annually, the organization serves approximately 1,700 middle school students through AfterZone after-school and summer learning programs, and 250 high school students through Hub programs.

PASA’s PASS AfterZone program is operated in close partnership with the Providence Police Department. The program offers police officers working in low-income communities the opportunity to build positive, healthy relationships with students by leading sports programming. After receiving professional development that improves their coaching skills – including training in positive youth development practices – the officers lead flag football and basketball games at each of the five AfterZone schools. At its heart, the program uses sports as a vehicle for youth and police officers to cultivate trusted and close relationships with one another.

CITY YEAR PROVIDENCE, RI, U.S.

City Year’s mission is to build democracy through citizen service, civic leadership, and social entrepreneurship. City Year is an education-focused, non-profit organization that trains and deploys teams of young adults (AmeriCorps members) from diverse ethnic, educational, and socioeconomic backgrounds to serve full-time as Student Success Coaches in under-resourced schools. As tutors, mentors, and role models, these young leaders make a difference in the lives of underserved children and youth, helping them reach their full potential.

During the 2017-2018 school year, AmeriCorps members reached nearly 5,000 students in six Providence schools with whole-class and whole-school support, and roughly 1,000 students with the following individualized services (some students received more than one service):

- In literacy, 379 students received tutoring; 93% received at least 15 hours, and 47% improved to grade-level performance or above.
- In math, 395 students received tutoring; 81% of students received at least 15 hours, and 37% improved to grade-level performance or above.
- 288 students received targeted attendance coaching. Among students completing the program, 29% improved their Average Daily Attendance by two percentage points over the prior year.
- 229 students participated in a social-emotional skill development curriculum and 67% of students demonstrated significant improvement in their social-emotional skills, as measured by the Devereux Students Strengths Assessment.

SUPPORT FOR THE LGBTQ COMMUNITY

In 2018, IGT began supporting the lesbian, gay, bisexual, transgender, and queer (LGBTQ) community in new ways. In March, IGT sponsored the First Annual Empowerment Breakfast hosted by the TGI (transgender, gender diverse, and intersex) Network of Rhode Island, in celebration of the Transgender Day of Visibility. Later in the year, IGT sponsored The Gay & Lesbian Community Center of Southern Nevada as it celebrated its 25th anniversary. This support is in line with IGT’s increased commitment to diversity and inclusion within the LGBTQ community.

NATIVE AMERICAN GIVING

With its Native American customer base of 280 tribes in 400 locations, IGT recognizes the importance of supporting its clients through charitable contributions, education, and social service-related initiatives.

- Spirit of Sovereignty provides grants that allow Native American tribes and individuals to build on the self-determination of their sovereign status. The Spirit of Sovereignty Scholarship Program provides approximately US\$75,000 per year to students attending each of the nation’s 37 Native American tribal colleges. Also, each year at Christmastime, the foundation

provides warm clothing, food, and popular toys to children living in the most impoverished reservation communities. Hundreds of children are served every year by this program.

- Northwest Indian College (NWIC) on the Lummi Indian Reservation is the only accredited tribal college in the states of Washington, Oregon, and Idaho. Today, NWIC is approved as a baccalaureate degree-granting institution. Enrollment averages 600 students per semester. The educational philosophy of NWIC is based on the belief that the post-secondary education opportunity must be

provided within the Native American community.

- The Native American Basketball Invitational (NABI) Foundation is a national foundation committed to supporting Native American youth by implementing programs that encourage higher education, sports, health and wellness, and community building. The mission of the NABI Foundation is to create, encourage, and support Native American youth now and throughout their journey as they discover who they are, what they want to be, and how they can impact future generations.

PROJECT GENERATION CULTURE



The emerging challenges taken on by Project Generation Culture include the future of young generations and the public-private synergy of development projects, particularly in the area of culture. The project is designed and supported by Il Gioco del Lotto in collaboration with the Ministry for Arts, Culture, and Tourism (MiBACT), together with Arte Lavoro e Servizi (ALES) and LUISS Business School.

Italian artistic and cultural heritage represents an opportunity for economic growth for the country and could become an attractive working area for youth. By offering 100 young talents the opportunity to access the job market by developing new skills in the area of culture, the project is establishing a valuable network between institutions, universities, territories, and corporations, which will help cultural institutions to innovate their offering through the proactive contribution of the youth who participate. A scholarship for new graduates under the age of 27, selected through a public process, were granted six weeks of approximately 200 classroom hours of higher training at the LUISS Business School, one of Europe’s most prestigious management schools. Upon completion of the training, more than 30 important cultural institutions across the country welcomed these young people for a six-month paid internship. The program ended with a contest whereby participants submitted their ideas for creating a cultural enterprise, and four of the best ideas were supported by Il Gioco del Lotto and LUISS Business School in preparation of the business plan.

IDEE VINCENTI
WINNING IDEAS



In 2018, Lottomatica demonstrated its commitment to innovation and transformation by engaging the best talent in start-up incubation to apply innovative solutions and new users’ experiences to the world of culture. Together with Polihub, the university incubator of Milan Polytechnic, and other prestigious Italian universities, Winning Ideas is a “Call4Ideas” free of charge and open to any student, entrepreneur, non-profit organization, and whomever may be capable of suggesting innovative entrepreneurial projects that incorporate technology such as virtual/augmented reality, blockchain, the Internet of Things, and artificial intelligence to promote the realization, protection, and enhancement of the Italian culture.

Among hundreds of candidates, 10 finalists were selected to attend three training days to perfect their ideas, with each assisted by a mentor from Polihub. The five winning projects were subject to a six-month acceleration program, including classroom and workshop sessions with mentors, to develop adequate business models and market their ideas.

The five winners were:

Aerariumchain.com: This project will mark the new frontier for arts and archeological heritage protection and realization, thanks to a highly sophisticated system of 3D scans for archiving.

Authclick: A project centered on photography enhancement of arts and cultural heritage, enabling the development of an advanced system for image digitalization.

CityOpenSource: A platform (web app) enabling collaborative storytelling projects through the localization of multimedia content on interactive maps to empower citizens to promote community-based tourist services.

Tactile Contamination Pathways: A project to create a way to enjoy art through touch, and provide a social inclusion service for blind people.

Seeing the Invisible: 3D reconstruction of long-lost artistic places, such as the Royal Gardens in Monza or the Caryatids Hall in Milan.

LIGHTING UP THE NEW SACRISTY AT THE MEDICI CHAPELS IN FLORENCE



Lottomatica takes pride in learning an organization’s history when supporting a project, as this leads to a very useful collaboration with partners. Restoring the lighting of a highly valued artistic place has allowed Lottomatica to create longterm cultural partnerships. The New Sacristy at San Lorenzo church in Florence is one of the most important monuments of the Italian Renaissance, entirely designed and almost entirely made by a single artist, Michelangelo. The place is now shining a new light thanks to the illumination, maintenance, and restoration project promoted by the Bargello Museums in partnership with Lottomatica.



Caring for the Environment

photo:
Stefania Colombo
CSR
Rome, Italy

Caring for the Environment

A Principled Approach to Conservation

IGT's approach to environmental activities is guided by the following principles:

- Setting and regularly assessing goals for improving environmental performance.
- Following operating guidelines that protect the environment, employees' health, and the integrity of communities influenced by the Company's business.
- Complying with current regulations and applicable authorization requirements at all levels.
- Applying principles for ongoing improvement of pollution prevention.
- Reducing the environmental impact of production processes in an economically effective way.
- Sharing information about the environmental impact of its business performance in a transparent manner.
- Guaranteeing that staff have the skills and resources needed to achieve the established environmental goals.

As a global Company, IGT is committed to complying with accepted environmental practices, including the promise to meet or exceed applicable legal and certification requirements. The Company strives to continually improve its environmental management systems and reduce its environmental impact. Effective and reliable monitoring systems allow IGT to assess its progress in terms of reaching these goals.

Approach and Commitment

GRI: 103-3

The Company's activities that could potentially affect the environment include hardware and software implementation, research and development, warehousing, and administrative tasks. IGT's industrial activities include printing in Lakeland, Florida, and Tito Scalo, Italy, and assembly in Reno, Nevada.

The potential environmental impact on IGT facilities is related to:

- **Material consumption:** IGT's facility in Reno assembles sub-products provided by suppliers, having an indirect impact on material consumption. IGT's printing facility uses paper and inks, having a direct impact on material consumption.
- **Energy consumption:** Energy is used in fuel for heating and

Company cars and trucks, electricity and natural gas is used for offices and manufacturing and printing activities, and propane is used for warehouse activities.

- **Emissions:** Energy use has a direct and indirect impact on emissions, as does the transportation of goods by service providers.
- **Waste production:** Assembling and printing processes do not generate a significant amount of waste. Generally, the waste produced in these processes is not hazardous, and most is sent to recycling, consistent with corporate policies.
- **Sub-processes:** The potential indirect impact can be significant for some sub-product assembly processes in Reno (such as chroming); the suppliers used for such processes are periodically monitored via on-site inspections to verify their compliance with regulations.

Since 2016, IGT has used an internal, web-based tool to collect environmental data from sites all over the world. The tool has systemized and harmonized the data collection process, giving a more comprehensive overview of the Company's environmental impacts.

In 2018, improvements were made to the tool, which allowed IGT to further increase the number of sites reporting compared to the previous year, and covering about 95% of all Company facilities. Due to a wider reporting boundary, the 2017

environmental data is compared to both 2018 and adjusted 2018 figures. The latter only considers the impact of sites within the 2017 boundary to ensure the most accurate comparability of IGT environmental performance over the years. IGT expects to increase reporting to cover 100% of the Company's sites in 2020.

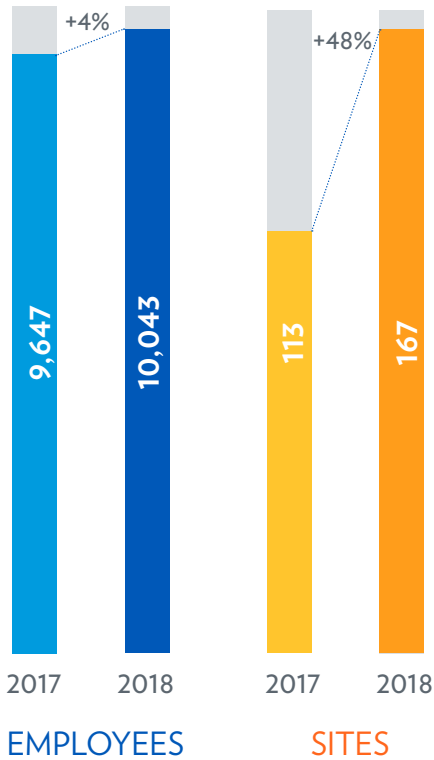
In accordance with the International Organization for Standardization (ISO) 14001 standard, the Company has Environmental Management Systems (EMSs) in the following locations:

- The Austin Technology Center (ATC) in Austin, Texas.
 - Lakeland, Florida.
 - Rome, Italy.
 - Tito Scalo, Italy.
 - Reno, Nevada.
- Through these EMSs, IGT is committed to improving its environmental performance.



Reno, Nevada

Significant Improvements in Environmental Data Collection: Number of Sites Covered and Related Employees



ENVIRONMENTAL CERTIFICATION

The ISO 14001 Environmental Certification relates to the management of major environmental issues (energy consumption, waste production and management, office paper consumption, and supply management with environmental impact), the limitation of harmful substances, and the maintenance of information technology (IT) facilities. IGT has started the process to achieve certification.

The main actions taken on sites with an active ISO 14001 EMS are:

- Complete compliance with applicable environmental provisions of state or federal laws.
- Specific improvements in printing facilities such as reduction of solvent-related air emissions.
- Reduction of paper consumption through implementing software to measure employee paper use and a process to monitor the quantity of printed copies.
- Reduction of energy consumption through replacing air conditioning systems, adopting more efficient technology platforms, installing air conditioning fan coil sensors, replacing windows, and substituting fluorescent tubes with LED lights.
- Reduction of water consumption.
- Increased recycling.
- Extensive food waste composting at Rhode Island facilities.

Materials Consumption

GRI: 103-3; 301-1

IGT designs, develops, manufactures, and provides devices, games, systems, and software for customers in legal gaming markets. IGT uses a variety of raw materials to assemble gaming devices (e.g., metals, wood, plastics, glass, electronic components, and Liquid Crystal Display [LCD] screens). IGT’s main manufacturing and production facility is in Reno, Nevada, with approximately 594,000 square feet dedicated to product development, warehousing, shipping, and receiving.

Moreover, nine sites worldwide provide a local presence, customized products, and regional production where it is beneficial or required. Manufacturing operations primarily involve the configuration and assembly of electronic components, cables, harnesses, video monitors, and prefabricated parts purchased from outside sources. IGT designs and manufactures products that are compliant with all regulations of the jurisdictions where IGT places products. For example, in compliance with the European Union (EU) Restriction of Hazardous Substances (RoHS)

Directive of 2006 and its subsequent amendments, IGT manufactures RoHS-compliant machines for European distribution.

Although IGT is not required to do so, manufacturing now includes many parts that meet or exceed the RoHS standards in machines for the U.S. and countries outside the EU. Moreover, IGT machines comply with the European Waste Electrical and Electronic Equipment (WEEE) Directive on recycling. Recycling symbols may be present on some parts, but they are not required by IGT.

PURCHASED MATERIALS

IGT uses a variety of different non-renewable materials, such as raw materials (e.g., metals, wood), semi-manufactured materials (e.g., assemblies and electronic components), and other materials (e.g., cardboard for packaging, paper, plastic, toners, and inks).

Materials Purchased (ton)	2018	2018 Adjusted	2017	2016
Assemblies	327	12		
Electronic components (including monitors, printers, batteries and network hardware)	1,955	1,954	2,398	2,520
Cables	6	6		
Plastics (including packaging and foams)	492	491	907	917
Metals	4,692	4,591	6,440	6,049
Wood	572	572	643	524
Cardboard for packaging	432	392	421	396
Office paper	110	101	84	95
of which is FSC ¹ -certified	29	24	9	10
Paper for lottery tickets *	14,350	13,964	28,447	27,496
Toner and liquid inks	1,766	1,730	1,761	1,576

1 FSC: Forest Stewardship Council

* This amount includes the consumption of paper used for machine testing at the Reno facility.

The Company relies heavily on the supply of paper for instant ticket production, and is committed to reducing the impact of paper consumption on natural resources. This is in line with the commitments of its major paper suppliers that abide by several environmental standards. The Forest Stewardship Council (FSC), Sustainability Forest Initiative (SFI), and Program for the Endorsement of Forest Certification (PEFC) all promote sustainable forest management, reforestation, and continuous improvement of standards and practices to certify environmentally responsible paper-sourcing processes. .

Considering the same reporting boundary, the Company’s consumption of office paper in 2018 increased by 19%. On the other hand, purchases of cardboard for packaging consumption decreased by 7%, as well as lottery paper consumption (-51%) and purchases of toner and liquid inks (-1.7%).

Sustainability activities are carried out at the Reno facility to recycle materials and reduce the use of non-recyclable materials. In 2018, a recycling program for wood pallets was initiated to return them to suppliers. When the facility receives unassembled cabinets, they are removed from shipping pallets and the latter are stored in the warehouse. Once a specific quantity of pallets (120) is reached, they are returned to the supplier for reuse. During the reporting year, 51,840 pounds of pallets have been returned for reuse, resulting in 824 trees saved. In addition, the logistics department of Reno is implementing activities

aimed at reducing the use of non-recyclable materials, such as foam used for packaging.

Machine End-of-Life Management

The Reno facility manufactures two types of machines: ITVMs and EGMs. ITVM maintenance and replacement programs vary depending on the lottery contracts. The ITVMs’ end-of-life treatment is determined by each individual jurisdictions’ regulations, and these machines are not returned to the Reno facility. EGMs, conversely, can be sold or rented. In the latter case, rented EGMs in the U.S. are returned to Reno to undergo reconditioning or updating (software or hardware). Older or outdated machines are scrapped, and components that can’t be reused are delivered to providers of disposal services.

In 2018, IGT continued to carry out gaming equipment refurbishment (mostly in the U.S.), with an annual volume of approximately 3,900 units equal to 9.71% of total EGMs assembled in 2018. The volume and percentage of reused materials at the Reno facility are below:

- 613.5 tons of metal (13.4%).
- 66.4 tons of plastic (14%).
- 131.4 tons of electronic components and cables (16.8%).
- 145.3 tons of monitors (12.7%).

Outside of the U.S., machines’ end-of-life management is handled according to local regulations on reuse, recycling, and waste reduction.



Natural ventilation system installed in the Amsterdam office.



REDUCING THE ENVIRONMENTAL IMPACT AT IGT FACILITIES AROUND THE WORLD

In 2018, IGT offices and facilities worldwide implemented initiatives at the local level to reduce the Company’s environmental impact:

- Billings, Montana: All outdoor and warehouse lights were converted to LED and the new service area now uses 100% LED lights. The estimated energy saving is between 1,500 – 2,500 kWh in 2018.
- Dover, Delaware: By shutting all lights off at night and on weekends, the site saved about 8,448 kWh.
- Galwin, Netherlands: A natural ventilation system based on compressed air was installed in the warehouse to minimize the use of energy and achieve a good work climate. This installation also decreased the need for heating thanks to a glass wall in the production site, making it possible to heat the space with the sunlight coming in.
- Reno, Nevada: In a continuous effort to increase energy efficiency, the Reno site implemented projects contributing to reduced electricity and gas consumption. The electricity consumption registered a reduction of 1,166,837 kWh compared to 2017.
- Beijing, China: Eco-friendly behaviors are encouraged, such as shutting down EGMs during holidays.
- Moncton, Canada: LED lights were installed in the building, replacing fluorescent tubes and resulting in 65,000 kWh saved per year; at the end of 2017, the largest heating and air conditioning system in the building was modified, resulting in an estimated saving of 131,527 kWh.

Energy Consumption

GRI: 103-3; 302-1; 302-4

Reducing energy consumption is a priority for the Company. IGT’s direct energy consumption mainly concerns heating fuel (primarily natural gas) and its corporate fleet (cars and small trucks). In case of a power-outage emergency, fuel is used for back-up electrical supply. The indirect consumption of energy includes electric consumption for offices, data centers, manufacturing, and printing. Considering the same reporting boundary, the Company’s consumption in 2018 is in line with that of the previous year.

IGT has earned Leadership in Energy and Environmental Design Certification for its Reno facility, and an ISO 50001 Energy Management Systems certification in Rome for improving energy management.

Moreover, in 2018, the Reno facility was recognized with a Green Globes certification following several sustainability performance assessments (such as those related to energy and resources used). The facility earned four Green Globes, the highest mark that can be achieved by an existing facility.

Energy Consumption

Gigajoule (GJ)	2018	2018 Adjusted	2017	2016
Natural gas *	110,526	105,729	57,724	55,843
Electricity	405,029	332,514	378,814	375,520
Gasoline (Fleet)	316,857	316,857	323,081	328,295
Diesel consumption for vehicles and generators	41,987	38,929	29,797	31,210
Liquefied Petroleum Gas (LPG)	290	290	354	390
Propane *	270	39	492	-
Total energy consumption	874,399	794,027	790,262	791,258

* The difference between 2017 data and 2018 adjusted data is due to the fact that not all sites involved in the collection process provided data in 2017

Overall, these initiatives contributed to reducing IGT’s environmental impact in terms of CO2 emissions by saving about 546.5 tons of CO2, equivalent to the CO2 emissions generated by charging 69,694,153 smartphones.

Leadership in Energy and Environmental Design (LEED) Certification

The Reno facility has LEED Gold certification, awarded by the United States Green Building Council. In 2015, the Reno facility was certified LEED Gold until 2025, entailing tax savings of \$1.5 million over 10 years. IGT Reno operates as Nevada’s first gold-certified facility, combining office, data processing, and manufacturing activities under the LEED “Existing Buildings: Operations & Maintenance” distinction. The Reno facility operates with less water and energy, reducing greenhouse gas emissions and, as a bonus, saving money.

Among the benchmarks met by the Reno office to earn LEED certification are:

- Eliminated approximately 1,530 tons of Greenhouse Gas (GHG) annually from commuting employees by providing a fitness center, cafeteria, and on-site childcare services;
- Diverted 81% of waste from the landfill through IGT Reno’s extensive waste management program.
- Finished in the 35th percentile above the national median for energy efficiency performance.
- Installed efficient water fixtures that have decreased water usage by 15%.
- Reduced water used for irrigation by 50% from initial design.
- Purchased energy-efficient electrical and electronic equipment, high-recycled-content furniture, and low-mercury fluorescent lamps.
- Converted all hydraulic trash compactors to auger compactors, reducing the number of hauls per year by 15%, further reducing GHGs.

Moreover, IGT’s Reno campus is an ISO 14001:2015-certified facility, which provides many benefits for organizations with environmental management systems. Organizations and companies find that the standard helps them to:

- Improve resource efficiency.
- Reduce waste.
- Drive down costs.
- Provide assurance that environmental impact is being measured.
- Gain a competitive advantage in terms of supply chain design.
- Increase new business opportunities.
- Meet legal obligations.
- Increase stakeholder and customer trust.
- Improve overall environmental impact.
- Manage environmental obligations with consistency.

ISO 50001 Certification

Since 2011, IGT has implemented an ISO 50001-certified Energy Management System (EMS) for the Rome, Italy, location. The ISO 50001:2011 certification specifies requirements to establish, implement, maintain, and improve an EMS that enables an organization to follow a

systematic approach to continually improving energy performance, including energy efficiency, energy use, and energy consumption. Also, ISO 50001:2011 requirements with regard to energy use and consumption include measurement, documentation, reporting, design, and procurement practices for equipment, systems processes, and personnel that/who contribute to energy performance.

Emissions GRI: 103-3; 305-1; 305-2; 305-3; 305-5

GHG Emissions

The GHG emissions produced by IGT activities are caused by fuel and electrical consumption and transportation of goods and people. GHG emissions are divided into three categories:

- **Scope I Emissions:** These refer to fuel consumption (natural gas and Liquefied Petroleum Gas [LPG] for heating, diesel consumption for generators, and diesel and gasoline consumption for vehicles such as fleet cars and small trucks), and fugitive emissions from refrigerant gases. Many of IGT’s U.S. contracts require the Company to install, maintain, and service lottery equipment throughout

the country. To fulfill these contractual obligations, the Company uses a domestic fleet that fluctuates between 1,550 and 1,650 vehicles. In 2018, the fleets numbered 1,606 vehicles. The fleet comprises gasoline and diesel-powered service vans, as well as gasoline-powered sales force vehicles. IGT continues to focus on driver behavior by addressing fuel consumption affected by idle time, rapid acceleration, and cargo weight. In addition, the Company strives to keep its fleet appropriately sized for specific contractual needs and territorial requirements. In 2018, IGT eliminated the unlimited personal use of Company vehicles, which affected approximately 150 employees. This was an effort to not only reduce overall vehicle costs by

keeping the vehicles in service longer with less mileage, but also limit IGT’s exposure to liability.

- **Scope II Emissions:** These refer entirely to electrical consumption. IGT, beyond its commitment to reduce energy consumption, strives to use green energy where suitable.
- **Scope III Emissions:** These derive from paper consumption (both for office and production use), shipments of IGT goods by third parties, and business travel. In 2018, IGT continued a strategy in Italy aimed at increasing shipping efficiency by preventing vans from leaving when not fully loaded, and reorganizing routes and deliveries. In 2018, considering the same reporting boundary, CO2 emissions were reduced by about 8% compared to 2017. To reduce the environmental impact, IGT has implemented Cisco Solutions to securely teleconference between offices to reduce travel and its associated carbon footprint.

Within the same reporting boundary, Scope II emissions have decreased by 13% compared to 2017,

Greenhouse Gas (GHG) Emissions

Tons CO2 eq	2018	2018 Adjusted	2017	2016
Scope I	36,514	36,047	27,784	27,222
Scope II *	47,941	40,217	46,028	44,689
Scope III	34,937	34,763	37,886	41,650

* In 2018, Scope II emissions based on market-based methodology are equal to 52.264 ton CO2

VOC EMISSION PROGRAM AT THE LAKELAND PRINTING FACILITY

At the Lakeland facility in Florida, a three-year volatile organic compound (VOC) emission reduction program was implemented to eliminate all solvent inks from IGT processes. Thanks to this program, IGT won in the Sustainability Programs category in the 2019 FTA Sustainability Excellence Award competition. The transition covered about a two-year period, with 2018 as the first operating year using an all-water-based system. IGT developed a suitable all-water-based product and completed the internal testing to ensure the required two-plus-year shelf life of the instant tickets, resulting in a significant reduction of the VOC output and 65% reduction of hazardous waste compared to 2017. The most positive impact was to the well-being of employees and the environment, as it made the plant a safer place to work.

while Scope I emissions increased mainly due to the increasing natural gas consumption and diesel for generators.

At the Lakeland, Florida facility, a GHG emissions reduction program details the most energy-efficient ways to run the printing press, including:

- Using natural gas to dry ink.
- Using better operating practices, such as shutting down the dryers when it doesn’t impact quality and reducing downtime as operating efficiencies improve.
- Using faster-drying inks.
- Eliminating propane-driven forklifts.

Other Emissions

IGT’s production processes do not have a significant impact on the atmosphere. The only significant emissions are volatile organic compounds (VOCs) resulting from printing activities, and very low emissions of ozone-depleting substances for cooling systems at various sites (both production

and office sites). The two printing facilities in Lakeland, Florida and Tito Scalo, Italy, as well as the Reno manufacturing facility, adopted a similar approach to VOCs, ensuring the monitoring activities are compliant with the law, and staying significantly below the limit set by local authorities.

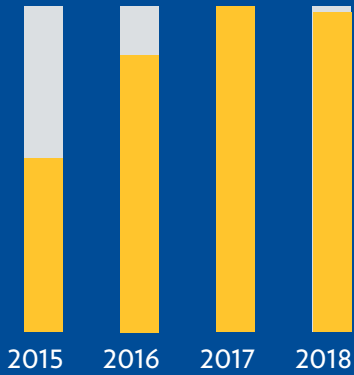
In 2018, VOC emissions from printing activity in Lakeland dropped by more than 24% compared to 2017. The other printing plant, located in Tito Scalo, constantly monitors VOC emissions while fully complying with stringent Italian regulations. In 2018, VOC emissions amounted to 79 tons.

Waste GRI: 103-3; 306-2

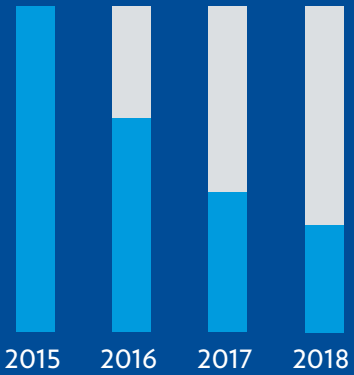
Most of IGT’s waste is produced at the Company’s manufacturing and printing plants. Each one has obtained ISO 14001 EMS or LEED certification to ensure proper waste management and a commitment to improving performance. In 2018, IGT produced more than 11,000 tons of waste, of which 86% was non-hazardous and 14% was hazardous.



Instant Lottery Ticket Volume Growth



VOC/KSU* Reduction Monitoring



* Thousand Standard Used produced

Considering the same reporting boundary, IGT waste production in 2018 compared to 2017 has decreased mostly because of the considerable reduction in hazardous waste production. This is because, in 2018, all electronic devices (such as monitors, routers, televisions, and video lottery terminals) at retailers in Italy were replaced to comply with the new Lotto concession and the Italian WEEE (Waste Electrical and Electronic Equipment) regulation, and, as a consequence, hazardous waste production was much higher.

IGT’s manufacturing facility in Reno complies with the RoHS and

is registered as a Small Quantity Generator of hazardous waste. Since 2017, the Reno facility has diverted 80% of waste by using multiple balers to segregate waste streams. IGT’s Reno office is making a continuous effort to eliminate the majority of expanded polystyrene cups used at the office coffee stations, and has supplied each employee with a reusable coffee mug.

In 2018, IGT’s printing facility in Lakeland was able to complete the full transition from solvent ink to a fully water-based system, significantly reducing the hazardous waste by 65% compared to 2017.

Water GRI: 103-3; 303-1

As a rule, all IGT facilities – except the printing facilities – receive water from local municipal sources. Water is primarily used in the cafeteria and washrooms, as well as for office purposes and silkscreen printing activities. Consequently, IGT is not a major user of municipal water. IGT does not currently reuse or recycle water in its facilities.

Water Consumption

(m³)	2018	2018 Adjusted	2017	2016
Consumption	306,122	186,170	200,340	240,052
Discharge	244,647	124,696	143,243	181,259

Waste Produced

(Tons)	2018		2018 adjusted		2017		2016	
	Waste Sent to Recovery, Reuse and Recycling	Waste Sent to Landfill	Waste Sent to Recovery Reuse and Recycling	Waste Sent to Landfill	Waste Sent to Recovery, Reuse and Recycling	Waste Sent to Landfill	Waste Sent to Recovery, Reuse and Recycling	Waste Sent to Landfill
Non-hazardous waste	7,094	2,425	7,094	2,256	6,929	2,605	6,846	1,388
Hazardous waste	54	1,545	54	1,545	19	23,718	78	18

Regarding consumption, 89% of water used comes from water utilities, and 11% is reclaimed water. More than 95% of wastewater is discharged through the local municipal water system for treatment and a little less than 5% into different wastewater plants. Considering the same reporting boundary, in 2018, water consumption decreased by about 7% compared to that of the previous year.

Appendix

photo:
Roxana Di Franco
Technical Training - LAC
Buenos Aires, Argentina

Methodological Note

Introduction

This Sustainability Report is issued by International Game Technology PLC and its subsidiaries (or “IGT” or the “Company” unless otherwise stated) to disclose its sustainability performance and preserve an important communication channel with its stakeholders.

IDENTIFYING MATERIAL ASPECTS AND BOUNDARIES
GRI: 102-46; 102-47; 103-1

Materiality Definition Process

The subjects covered in the report have been identified through a materiality definition process that IGT used to identify the most relevant economic, environmental, and social topics for the Company. The Global Reporting Initiative (GRI) Sustainability Reporting Standards require the Sustainability Report to include information related to topics deemed material – those that reflect significant impact of the organization from economic, environmental, and social viewpoints and substantially influence stakeholders’ assessments and decisions. The material topics were examined in four phases: identification, prioritization (and determination of the materiality), validation, and review.

In the identification phase, all topics were considered according to their

impact, regardless of whether they occurred inside or outside the organization.

Topics were identified as internally relevant by qualitatively assessing their economic, environmental, and social performance, while taking into account Company initiatives, procedures, policies, and functions.

External relevance was determined by considering the main categories of stakeholder and business impacts at local, regional, and global levels. For the 2018 Sustainability Report, some proxy data has been used to measure the topics’ relevance in stakeholders’ assessments and decisions.

In particular, the following analyses have been carried out:

- Benchmark analysis: sustainability and social responsibility reports and official websites of a panel of 30 companies, both competitors and peers, to identify the most widely discussed sustainability issues.
- Media analysis: publicly available articles related to relevant sustainability areas, to identify the influences from public opinion and the media.
- Sector trend analysis: main sustainability documents published by the most important international sustainability

- organizations and the documents produced by specific sector associations and organizations (e.g., gaming sector outlook studies published by leading international consulting firms, Sustainability Accounting Standard Board Materiality Map for the “Casinos & Gaming” sector and “Software and IT Services”).
- Sustainability macro trends worldwide: documents and reports of the most relevant and influential non-governmental organizations, policymakers, and the main stock exchanges on a global

- level to identify the main sustainability issues at the international level.
- Customer and investor pressures analysis: documents and specific ESG (environmental, social, governance) questionnaires submitted to IGT in 2018 to identify the main sustainability issues on which customers and IGT investors focus their attention.
- The analysis in the table below identifies the boundaries of relevant topics where impacts might occur, both within and outside IGT.

IGT Relevant Topic	Related Topic-Specific GRI Standards	Relevance within the Organization	Relevance outside the Organization
Business Ethics	Anti-Corruption, Public Policy, Economic Performance	●	
Customer Relations	-	●	
Environmental Impacts	Materials, Water, Effluents and Waste	●	●
Climate Change	Energy, Emissions	●	●
Innovation and Digitalization	-	●	
Local Communities	-	●	
Product Safety & Quality Responsible Gaming	Customer Health and Safety, Marketing and Labeling	●	●
Supply Chain Management	Procurement Practices	●	
Diversity and Inclusion	Diversity and Equal Opportunity, Non-Discrimination	●	●
Talent Attraction & Retention	Employment, Training and Education	●	●
Fair Work Conditions	Occupational Health and Safety	●	●
Data Privacy and Security	Customer Privacy	●	●
Respect for Human Rights	Child Labor, Forced or Compulsory Labor, Human Rights Assessment	●	

In the following phase, we prioritized the economic, environmental, and social significance as well as the subsequent influence on stakeholders’ assessments and decisions. Based on the principles of materiality and stakeholder inclusiveness, this phase was divided into two parts.

The first part identified a topic’s significance according to its influence on stakeholder decisions and impact on stakeholder perceptions and expectations.

The second part identified a topic’s significance related to IGT’s performance, considering:

- The likelihood of the risks related to the material aspect being prioritized.
- The potential severity of these risks.

The topics are represented in the Materiality Matrix reported on page 24 according to their external and internal priority.

In this matrix, a threshold was defined to identify material topics reported by IGT. Consistently with the precautionary principle, all relevant topics have been considered material.

REPORT PROFILE
GRI: 102-1; 102-48; 102-50;102-52; 102-53; 102-54

Boundary and Reporting Period

This is the Sustainability Report edited by International Game Technology PLC and its subsidiaries, covering fiscal year 2018 (January 1, 2018 - December 31, 2018).

The perimeter of the report regarding economic and social performance includes the total Consolidated Financial Statement of International Game Technology PLC and its subsidiaries as of December 31, 2018. In 2018, there was an increase in the environmental reporting boundary that began in 2016 with the launch of an internal web-based data collection tool. This expansion continued and the reporting boundary included data from more than 220 sites worldwide.

For a better understanding of the Company and its business, please refer to International Game Technology PLC Annual Reports and Accounts 2018 and to International Game Technology PLC’s 2018 Form 20-F as of December 31, 2018.

The 2018 Sustainability Report describes activities, initiatives and significant events that took place in 2018, as well as comparative data related to 2017 and 2016, where available. Due to the aforementioned increase in the environmental reporting boundary, the 2017 environmental data is

compared to both 2018 figures and adjusted⁽¹⁾ 2018 figures to ensure accurate comparisons of IGT environmental performance during those years.

Preparation Principles

The 2018 Sustainability Report has been edited according to the Global Reporting Initiative (GRI) Sustainability Reporting Standards, issued in October 2016.

The content index is shown on page 152.

Based on the current coverage of both “Universal Standards” and “Topic-Specific Standards” linked to material topics, this report has been prepared in accordance with the GRI Standards, “Core option.”

Sources and Data Gathering Systems

The contents of the report are based on the results of the stakeholder engagement, which involves both external stakeholders and corporate functions. Data sources include internal documents, market surveys, and other official sources indicated in the report. Financial and economic data and information relate to Form 20-F of International Game Technology PLC and its subsidiaries, published on December 31, 2018⁽²⁾.

Assurance Process

The 2018 Sustainability Report has been verified by an independent auditor who carried out a limited

assurance engagement, according to International Standard on Assurance Engagements (ISAE) 3000 (revised) criteria.

Report Structure

The document is made up of seven sections and an appendix:

1. “About IGT” describes the international gaming space in which the Company operates, as well as the Company’s activities, sustainability strategy, and governance structure.
2. “Advancing Responsibility” provides an overview of the Company’s commitment to Responsible Gaming and how the Company protects its people, products and processes.
3. “Partnering with Our Customers” presents and analyzes the relationships between the Company and its customers.
4. “Valuing Our People” provides an overview of the IGT workforce and the Company’s commitment to fostering a positive climate and engaging with its employees.
5. “Growing with Our Supply Chain” provides a description of the Company’s supply chain and activities carried out to ensure its sustainability.

6. “Supporting Our Communities” evaluates the Company’s initiatives on behalf of the community.
7. “Caring for the Environment” illustrates the Company’s environmental impacts and the efforts made to reduce them.

Moreover, in the appendices of the document, both universal and topic-specific GRI Standards are reported within the content index in accordance with the Core option of the GRI Sustainability Reporting Standards.

The 2018 Sustainability Report is edited and published in English on www.igt.com under “Global Responsibility.”

More information and in-depth analysis about topics disclosed in the report can be requested via email at sustainability@igt.com

1) 2018 adjusted figures are calculated based only on the sites that were in the 2017 boundary.

2) The financial information is presented in U.S. dollars, unless otherwise specified. Any reference to “\$” refers to the currency of the United States of America (or “U.S.”).

Social KPIs GRI: 102-8; 401-1; 403-2; 404-1; 405-1

2018				2017		
Employment contract	Men	Women	Total	Men	Women	Total
Permanent contracts	8,234	3,719	11,953	8,334	3,772	12,106
Temporary contracts	81	66	147	104	68	172

2018				2017		
Employees by region	Men	Women	Total	Men	Women	Total
U.S.	2,079	4,476	6,555	4,486	2,104	6,590
ITALY	1,141	628	1,769	1,138	622	1,760
Rest of the world	2,698	1,078	3,776	2,814	1,114	3,928
Total	5,918	6,182	12,100	8,438	3,840	12,278

Employment type	Men	Women	Total	Men	Women	Total
Employees on full-time contract	8,126	3,653	11,779	7,983	3,607	11,590
Employees on part-time contract*	189	132	321	455	233	688

* Employees scheduled under 30 hours per week (part time)

2018				2017			
Age group	New Employee Hires		Employee Turnover	New Employee Hires		Employee Turnover	
	Number	Rate (%)		Number	Rate (%)		
Up to 30	658	48	472	35	747	52	528 37
30-50	619	9	823	11	722	9	1,070 14
Over 50	147	4	301	9	157	5	370 12
Total	1,424	12	1,596	13	1,626	13.2	1,968 16

2018				2017			
	New Employee Hires		Employee Turnover	New Employee Hires		Employee Turnover	
	Number	Rate (%)		Number	Rate (%)		
U.S.	978	15	1,019	16	1,073	16	1,351 21
ITALY	64	4	35	2	64	4	35 2
Rest of the world	382	10	542	14	489	12	582 15
Total	1,424	12	1,596	13	1,626	13	1,968 16

2018				2017			
	New Employee Hires		Employee Turnover	New Employee Hires		Employee Turnover	
	Number	Rate (%)		Number	Rate (%)		
Male	901	11	1,020	12	1,034	12	1,328 16
Female	523	14	576	15	592	15	640 17
Total	1,424	12	1,596	13	1,626	13	1,968 16

Number of employees per employee category						2018						2017								
Up to 30						30-50			Over 50			Up to 30			30-50			Over 50		
Category	Men	Women	Tot	Men	Women	Tot	Men	Women	Tot	Men	Women	Tot	Men	Women	Tot	Men	Women	Tot		
Senior Management	-	-	-	227	96	323	243	59	302	-	-	-	257	111	368	205	40	245		
Middle Managment	21	9	30	676	311	987	355	120	475	18	17	35	742	309	1,051	304	107	411		
Office staff	837	400	1,237	3,964	1,809	5,773	1,766	825	2,591	887	419	1,306	4,308	1,929	6,237	1,467	717	2,184		
Workers	63	34	97	77	56	133	86	66	152	61	36	97	110	88	198	79	67	146		

Percentage of employees per employee category									2018									2017								
Up to 30				30-50			Over 50			Up to 30			30-50			Over 50										
Category	Men	Women	Tot	Men	Women	Tot	Men	Women	Tot	Men	Women	Tot	Men	Women	Tot	Men	Women	Tot								
Senior Management	-	-	-	36.3	15.4	51.7	38.9	9.4	48.3	-	-	-	41.9	18.1	60.0	33.4	6.5	40.0								
Middle Managment	1.4	0.6	2.0	45.3	20.8	66.2	23.8	8.0	31.8	1.2	1.1	2.3	49.6	20.6	70.2	20.3	7.1	27.5								
Office staff	8.7	4.2	12.9	41.3	18.8	60.1	18.4	8.6	27.0	9.1	4.3	13.4	44.3	19.8	64.1	15.1	7.4	22.5								
Workers	16.5	8.9	25.4	20.2	14.7	34.8	22.5	17.3	39.8	13.8	8.2	22.0	24.9	20.0	44.9	17.9	15.2	33.1								

Governance bodies			2018				2017					
Up to 30			30-50		Over 50		Up to 30		30-50		Over 50	
Gender	Number	Rate%	Number	Rate%	Number	Rate%	Number	Rate%	Number	Rate%	Number	Rate%
Men	-	-	1	7	11	79	-	-	-	-	11	92
Women	-	-	-	-	2	14	-	-	-	-	1	8

2108							2017					
Professional category	Total training hours of training hours			Average number			Total training hours			Average number of training hours		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Senior Management	3,624	1,033	4,657	7.71	6.66	7.45	2,001	967	2,968	4.33	6.40	4.84
Middle Management	13,677	6,241	19,918	13.00	14.18	13.35	16,704	9,941	26,645	15.70	22.96	17.80
Office Staff	25,609	18,998	44,607	3.90	6.26	4.65	33,849	15,880	49,729	5.08	5.18	5.11
Workers	22,251	2,225	24,476	98.46	14.26	64.07	900	390	1,290	3.60	2.04	2.93
Total	65,162	28,497	93,659	7.84	7.53	7.74	53,454	27,178	80,632	6.33	7.08	6.57

2018				2017		
Italy				Italy		
	Men	Women	Total	Men	Women	Total
No. of employees entitled to parental leave	1,137	625	1,762	1,133	620	1,753
No. of employees that took parental leave	80	142	222	88	136	224
No. of employees that returned to work	79	124	203	87	124	211
No. of employees still employed after 12 months	80	120	200	61	132	193
Return to work rate (%)	99	87	91	99	91	94
Retention rate (%)	92	97	95	1	99	99

* 2018 data from U.S. and the rest of the world not available

Annual total ratio compensation*	2018	2017
Ratio	265.659	227.580

* The ratio has been calculated considering the CEO's annual total compensation and the median basic salary of employees.

2018				2017		
U.S*				U.S		
Rate	Men	Women	Total	Men	Women	Total
Injury Rate (IR)	0.67	0.67	0.67	1.45	0.96	1.30
Lost Day Rate (LDR)	18.49	19.64	18.84	36.56	25.41	33.00
Absentee Rate (AR)	0.74	0.79	0.75	1.46	1.02	1.32

*2018 U.S. data have been estimated

2018				2017		
Italy				Italy		
Rate	Men	Women	Total	Men	Women	Total
Injury Rate (IR)	1.21	1.62	1.35	1.29	1.98	1.52
Lost Day Rate (LDR)	18.87	28.25	22.15	23.36	37.73	28.32
Absentee Rate (AR)	23.88	29.07	25.69	22.08	32.41	25.63

2018				2017		
Rest of the world*				Rest of the world		
Rate	Men	Women	Total	Men	Women	Total
Injury Rate (IR)	0.73	-	0.58	0.33	0.41	0.35
Lost Day Rate (LDR)	0.56	-	0.43	5.78	12.68	7.78
Absentee Rate (AR)	9.26	14.88	10.48	7.61	12.92	9.09

* 2018 data takes into consideration countries in which IGT operates with more than 50 employees, except the following countries due to lack of data: Canada, China, Colombia, Costa Rica, India, Jamaica, Netherlands, Poland, Serbia, South Africa, Trinidad and Tobago, and UK.

2018				2017		
IGT total				IGT total		
Rate	Men	Women	Total	Men	Women	Total
Injury Rate (IR)	0.77	0.78	0.77	0.95	0.81	0.91
Lost Day Rate (LDR)	16.39	19.80	17.42	26.14	24.32	25.57
Absentee Rate (AR)	5.61	7.68	6.24	6.05	8.81	6.92



Independent auditors' report on the “Sustainability Report 2018”

To the Board of Directors of
International Game Technology PLC

We have been appointed to carry out a limited assurance engagement on the “Sustainability Report 2018” (hereinafter “Sustainability Report”) of International Game Technology PLC and its subsidiaries (hereinafter also the “IGT Group” or “IGT”) for the year ended on December 31, 2018.

Directors' responsibility on the Sustainability Report

The Directors of IGT are responsible for the preparation of the Sustainability Report in accordance with the “Global Reporting Initiative Sustainability Reporting Standards”, issued by GRI - Global Reporting Initiative (“GRI Standards”), as described in the paragraph “Methodological note” of the Sustainability Report.

The Directors are also responsible for that part of internal control that they consider necessary in order to allow the preparation of a Sustainability Report that is free from material misstatements caused by fraud or not-intentional behaviors or events.

The Directors are also responsible for defining the IGT’s commitments regarding the sustainability performance, as well as for the identification of the stakeholders and of the significant matters to report.

Auditors' independence and quality control

We are independent in accordance with the ethics and independence principles of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, based on fundamental principles of integrity, objectivity, professional competence and diligence, confidentiality and professional behavior.

Our audit firm applies the International Standard on Quality Control 1 (ISQC Italia 1) and, as a result, maintains a quality control system that includes documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable laws and regulations.

Auditors' responsibility

It is our responsibility to express, on the basis of the procedures performed, a conclusion about the compliance of the Sustainability Report with the requirements of the GRI Standards. Our work has been performed in accordance with the principle of "International Standard on Assurance Engagements ISAE 3000 (Revised) - Assurance Engagements Other than Audits or Reviews of Historical Financial Information" (hereinafter "ISAE 3000 Revised"), issued by the International Auditing and Assurance Standards Board (IAASB) for limited assurance engagements. This principle requires the planning and execution of procedures in order to obtain a limited assurance that the Sustainability Report is free from material misstatements.

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Therefore, the extent of work performed in our examination was lower than that required for a full examination according to the ISAE 3000 Revised ("reasonable assurance engagement") and, hence, it does not provide assurance that we have become aware of all significant matters and events that would be identified during a reasonable assurance engagement.

The procedures performed on the Sustainability Report were based on our professional judgment and included inquiries, primarily with company’s personnel responsible for the preparation of the information included in the Sustainability Report, documents analysis, recalculations and other procedures in order to obtain evidences considered appropriate.

In particular, we have performed the following procedures:

- a) analysis of the process relating to the definition of material aspects included in the Sustainability Report, with reference to the criteria applied to identify priorities for the different stakeholders' categories and to the internal validation of the process outcomes;
- b) comparison of economic and financial data and information included in the Sustainability Report with those included in the IGT's Annual Report pursuant to section 13 or 15(d) of the Securities Exchange Act of 1934 for the fiscal year ended December 31, 2018 on which other auditor issued the auditors' report, dated March 8, 2019.
- c) understanding of the processes that lead to the generation, detection and management of significant qualitative and quantitative information included in the Sustainability Report. In particular, we have conducted interviews and discussions with the management of the IGT Group (in Italy and in the United States) and the personnel of Lottomatica Holding S.r.l. and of the Netherlands subsidiaries of International Game Technology PLC, and we have performed limited documentary evidence procedures, in order to collect information about the processes and procedures that support the collection, aggregation, processing and transmission of data and information to the department responsible for the preparation of the Sustainability Report.

Furthermore, for significant information, considering the IGT Group's activities and characteristics:

- at Group level
 - i. with reference to the qualitative information included in the Sustainability Report, we carried out inquiries and acquired supporting documentation to verify its consistency with the available evidence;
 - ii. with reference to quantitative information, we have performed both analytical procedures and limited assurance procedures to ascertain on a sample basis the correct aggregation of data.
- for Lottomatica Holding S.r.l. (Rome, Italy) and Netherlands subsidiaries of International Game Technology PLC (Amsterdam, Netherlands), that we have selected based on their activities, relevance to the consolidated performance indicators and locations; we have carried out site visits during which we have had discussions with management and have obtained evidence about the appropriate application of the procedures and the calculation methods used to determine the indicators.



Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that the "Sustainability Report 2018" of IGT Group for the year ended on December 31, 2018 has not been prepared, in all material aspects, in accordance with the requirements of the GRI Standards, as described in the paragraph "Methodological note" of the Sustainability Report.

Rome, 18 July 2019

EY S.p.A.


Filippo Maria Aleandri
(Partner)

GRI Content Index GRI: 102-55

"For the GRI Content Index Service, GRI Services reviewed that the GRI content index is clearly presented and the references for all disclosures included align with the appropriate sections in the body of the report."



GRI STANDARD	DISCLOSURE	PAGE NUMBER(s) AND/OR URL(s)	OMISSION
GRI 101: Foundation 2016			
GRI 102: GENERAL DISCLOSURES 2016			
ORGANIZATIONAL PROFILE			
	102-1 Name of the organization	Methodological Note - Report Profile - p. 143	
	102-2 Activities, brands, products, and services	About IGT - Products and Services - p. 17	
	102-3 Location of headquarters	About IGT - Profile - p. 13	
	102-4 Location of operations	IGT Global Footprint - p. 7	
	102-5 Ownership and legal form	Please refer to Form 20-F 2018 - p. 81	
	102-6 Markets served	About IGT - Products and Services - p. 17	
	102-7 Scale of the organization	About IGT - Profile - p. 13 Please refer to Form 20-F 2018 - p. 8	
	102-8 Information on employees and other workers	Appendix - Social KPIs - p. 145	
	102-9 Supply chain	Growing with Our Supply Chain - p. 105	
	102-10 Significant changes to the organization and its supply chain	In 2018, there has not been any change in capital structure (please refer to 20-F - p. 81-82), operations, or supply chain.	
	102-11 Precautionary Principle or approach	About IGT - Focusing on Our Stakeholders (IGT's commitments to UN Sustainable Development Goals) - p.25	
	102-12 External initiatives	About IGT - Focusing on Our Stakeholders (IGT's commitments to UN Sustainable Development Goals) - p. 25; p. 59 Advancing Responsibility - Responsible Gaming (Certifications) - p. 25; p. 59	
	102-13 Membership of associations	About IGT - Focusing on Our Stakeholders (IGT's commitments to UN Sustainable Development Goals) - p. 25 Advancing Responsibility - Responsible Gaming (Partnering at International Level to Advance Responsible Gaming Research and Adoption) - p. 54	
STRATEGY			
	102-14 Statement from senior decision-maker	Letter from the CEO - p. 10	
ETHICS AND INTEGRITY			
	102-16 Values, principles, standards, and norms of behavior	About IGT - Mission, Vision, Values - p. 14 Please also refer to IGT's Code of Ethics for Principal Executive Officer and Senior Financial Officers (http://phx.corporate-ir.net/phoenix.zhtml?c=1190000&p=irol-govt-highlights_pf)	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION
GOVERNANCE			
	102-18 Governance structure	About IGT - Profile (Governance) - p. 15 Please refer to 20-F - p.77	
STAKEHOLDER ENGAGEMENT			
	102-40 List of stakeholder groups	About IGT - Stakeholder Relationships and Engagement - p. 29	
	102-41 Collective bargaining agreements	Valuing Our People - Protecting Human Rights - p. 92	
	102-42 Identifying and selecting stakeholders	About IGT - Stakeholder Relationships and Engagement - p. 29	
	102-43 Approach to stakeholder	About IGT - Stakeholder Relationships and Engagement - p. 29	
	102-44 Key topics and concerns raised	About IGT - Stakeholder Relationships and Engagement - p. 29	
REPORTING PRACTICE			
	102-45 Entities included in the consolidated financial statements	Please refer to 2018 UK Annual Report and Accounts 140-147	
	102-46 Defining report content and topic Boundaries	Methodological Note - Identifying Material Aspects and Boundaries - p. 141	
	102-47 List of material topics	Methodological Note - Identifying Material Aspects and Boundaries - p. 141	
	102-48 Restatements of information	Methodological Note - Report Profile - p. 143	
	102-49 Changes in reporting	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	102-50 Reporting period	Methodological Note - p. 143	
	102-51 Date of most recent report	Previous edition of Sustainability Report was published in 2018	
	102-52 Reporting cycle	Methodological Note - Report Profile - p. 143	
	102-53 Contact point for questions regarding the report	Methodological Note - Report Profile - p. 143	
	102-54 Claims of reporting in accordance with the GRI Standards	Methodological Note - Report Profile - p. 143	
	102-55 GRI Content Index	GRI Content Index - p. 152	
	102-56 External assurance	Independent Auditor's Report - p. 149	
MATERIAL TOPICS			
SUPPLY CHAIN MANAGEMENT			
PROCUREMENT PRACTICES			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Growing with Our Supply Chain - p. 105	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Growing with Our Supply Chain - p. 105	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION
RESPECT FOR HUMAN RIGHTS			
CHILD LABOR			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Please also refer to IGT's Modern Slavery Act Statement 2018 (www.igt.com)	
	103-3 Evaluation of the management approach	Valuing Our People - Protecting Human Rights - p. 92 Growing with Our Supply Chain - Respecting Human Rights in the Supply Chain - p. 107 Please also refer to IGT's Modern Slavery Act Statement 2018 (www.igt.com)	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	In 2018, no situations at risk of violating laws and regulations concerning child labor were identified.	
FORCED LABOR			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Please also refer to IGT's Modern Slavery Act Statement 2018 (www.igt.com)	
	103-3 Evaluation of the management approach	Valuing Our People - Protecting Human Rights - p. 92 Growing with Our Supply Chain - Respecting Human Rights in the Supply Chain - p. 107 Please also refer to IGT's Modern Slavery Act Statement 2018 (www.igt.com)	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	In 2018, no situations at risk of violating laws and regulations concerning forced or compulsory labor were identified.	
HUMAN RIGHTS ASSESSMENT			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management	Growing with Our Supply Chain - Respecting Human Rights in the Supply Chain - p. 107	
GRI 412: Human Rights Assessment 2016	412-2 Employee training on human rights policies or procedures	More than 4% of total IGT employees received 856.5 hours of training about human rights topics in 2018.	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(s) AND/OR URL(s)	OMISSION
BUSINESS ETHICS			
ECONOMIC PERFORMANCE			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note - p. 141 (Identifying material aspects and boundaries)	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	About IGT - Focusing on Our Stakeholders (Direct Economic Value Generated and Distributed) - p. 27	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	About IGT - Focusing on Our Stakeholders (Direct Economic Value Generated and Distributed) - p. 27	
ANTI-CORRUPTION			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note - p. 141 (Identifying material aspects and boundaries)	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Please also refer to IGT's Anti-Corruption Compliance and Ethics Policy (https://www.igt.com/en/explore-igt/about-igt/compliance)	
	103-3 Evaluation of the management approach	About IGT - Anti-Corruption Compliance and Ethics Policy; Whistleblower Policy; Regulatory Framework and Recent Regulatory Changes - p. 16; p. 17; p. 19	
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	In 2018, no confirmed incidents of corruption were registered.	
PUBLIC POLICY			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Please also refer to IGT's Anti-Corruption Compliance and Ethics Policy (https://www.igt.com/en/explore-igt/about-igt/compliance)	
	103-3 Evaluation of the management approach	About IGT - Anti-Corruption Compliance and Ethics Policy; Whistleblower Policy; Regulatory Framework and Recent Regulatory Changes - p. 16; p. 17; p. 19	
GRI 415: Public Policy 2016	415-1 Political contributions	Please refer to UK Annual Report 2018 - p. 62	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(s) AND/OR URL(s)	OMISSION
ENVIRONMENTAL IMPACT			
MATERIALS			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Caring for the Environment - Approach and Commitment; Materials Consumption - p. 129; p. 131	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Caring for the Environment - Materials Consumption - p. 131	
WATER			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Caring for the Environment - Approach and Commitment; Water - p. 129; p. 138	
GRI 303: Water 2016	303-1 Water withdrawal by source	Caring for the Environment - Water - p. 138	
EFFLUENTS AND WASTE			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Caring for the Environment - Approach and Commitment; Emissions; Waste - p. 129; p. 135; p. 136	
GRI 306: Effluents and Waste 2016	306-2 Waste by type and disposal method	Caring for the Environment - Waste - p. 136	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(s) AND/OR URL(s)	OMISSION
CLIMATE CHANGE			
ENERGY			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Caring for the Environment - Approach and Commitment; Energy Consumption - p. 129; p. 133	
	GRI 302: Energy 2016 302-1 Energy consumption within the organization	Caring for the Environment - Approach and Commitment; Energy Consumption - p. 133	
	302-4 Reduction of energy consumption	Caring for the Environment - Energy Consumption - p. 133	
EMISSIONS			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Caring for the Environment - Approach and Commitment; Emissions - p. 129; p. 135	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Caring for the Environment - Emissions - p. 135	
	305-2 Energy indirect (Scope 2) GHG emissions	Caring for the Environment - Emissions - p. 135	
	305-3 Other indirect (Scope 3) GHG emissions	Caring for the Environment - Emissions - p. 135	
	305-5 Reduction of GHG emissions	Caring for the Environment - Emissions - p. 135	

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FAIR WORK CONDITIONS			
OCCUPATIONAL HEALTH AND SAFETY			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Valuing Our People - Fostering a Positive Organizational Climate (Workplace Health and Safety) - p. 93	
GRI 403: Occupational Health and Safety 2016	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Appendix - Social KPIs - p. 145	Information unavailable. In 2018 Sustainability Report, health and safety data are not gathered for the entire reporting scope because of information system constraints. An integrated system should be active partially in 2019 for some regions, and totally in 2020 worldwide.
ATTRACTION AND RETENTION			
EMPLOYMENT			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Valuing Our People - Fostering a Positive Organizational Climate; Positive Employment Practices - p. 93	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Appendix - Social KPIs - p. 145	
TRAINING AND EDUCATION			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Valuing Our People - Engaging Our Employees (Professional Development) - p. 98	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Appendix - Social KPIs - p. 145	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(s) AND/OR URL(s)	OMISSION
DIVERSITY AND INCLUSION			
DIVERSITY AND EQUAL OPPORTUNITY			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Valuing Our People - Fostering a Positive Organizational Climate (Diversity and Inclusion; Equal Employment) - p. 89; p. 92	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Appendix - Social KPIs - p. 145	
NON-DISCRIMINATION			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Valuing Our People - Fostering a Positive Organizational Climate (Equal Employment) - p. 92	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	In 2018, a case of discrimination has been found. Corrective actions have been taken during the first months of 2019.	
PRODUCT SAFETY & QUALITY			
CUSTOMER HEALTH AND SAFETY			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Advancing Responsibility - Responsible Gaming - p. 48	
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	All IGT products are certified for design and manufacturing compliance to applicable environmental, health and safety requirements.	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	During 2018, there were no incidents of non-compliance concerning health and safety of products and services.	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(s) AND/OR URL(s)	OMISSION
RESPONSIBLE GAMING			
MARKETING AND LABELING			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Advancing Responsibility - Responsible Gaming - p. 48	
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	During 2018, there were no incidents of non-compliance concerning product and service information and labeling.	
	417-3 Incidents of non-compliance concerning marketing communications	During 2018, there were no incidents of non-compliance concerning marketing communications.	
DATA PRIVACY AND SECURITY			
CUSTOMER PRIVACY			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Advancing Responsibility - Protecting People, Products, and Processes - p. 39	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Advancing Responsibility - Protecting People, Products, and Processes - p. 39	
CUSTOMER RELATIONS			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Partnering with Our Customers - p. 69	
Customer satisfaction	Results of customer satisfaction	Partnering with Our Customers - p. 69	

GRI STANDARD	DISCLOSURE	PAGE NUMBER(s) AND/OR URL(s)	OMISSION
INNOVATION AND DIGITALIZATION			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23 Methodological Note (Identifying material aspects and boundaries) - p. 141	
	103-2 The management approach and its components	About IGT - Focusing on Our Stakeholders (Materiality Analysis) - p. 23	
	103-3 Evaluation of the management approach	Partnering with Our Customers - p. 69 IGT constantly monitors effectiveness of its approach to ensure its research & development investments, as the Company is fully aware that only the development of new products and services can guarantee to maintain the leader position in the gaming business. In the last year, economic resources dedicated to R&D activities have grown more and more.	

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