



# ESG Summary



OPAP ESG Summary

OPAP defines sustainability as the continuous generation of simultaneous economic, social, and environmental value and wellbeing. In this context, OPAP integrates and embeds sustainability and ESG considerations into its strategy and business operations aiming to achieve long-term growth and value for society as a whole.

The term ESG comprises of the specific environmental, social and governance considerations which have an impact on a company’s ability to generate value for its stakeholders as well as the public at large. While ESG factors are typically considered non-financial they are linked to a company’s business competitiveness and can present both significant risks and opportunities which companies could mitigate and leverage respectively.

The following table presents our key performance indicators with respect to ESG issues for the last three years (2019-2021), which are reported on in further detail within the 2021 Integrated Report.

Our Business

Topic	Metrics	Year 2019	Year 2020	Year 2021
Financial Performance	Gross Gaming Revenue (million euro)	1,620	1,129	1,539
	OPAP stores in Greece and Cyprus	3,977	3,848	3,828
	PLAY stores in Greece and Cyprus	428	374	373
	Hellenic Lotteries points of sale (including street vendors)	9,468	10,912	12,063



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Environmental

This topic is related to the environment, climate change, and living and non-living natural systems, including land, air, water and ecosystems.

At OPAP, we are conscious of global climate change and environmental issues. With the aim to contribute to the mitigation of such issues, we systematically work towards minimizing our potential negative impact throughout our operations, by complying with current environmental legislation and relevant provisions, as well as conducting all necessary environmental impact assessments.

Topic	Metrics	Year 2019	Year 2020	Year 2021
Energy Management and Carbon Emissions	Energy consumption (MWh)	12,467	10,892	10,594
Energy Management and Carbon Emissions	Electricity consumption (MWh)	6,117	5,506	5,318
Energy Management and Carbon Emissions	GHG emissions (tn CO <sub>2</sub> -eq.)	5,583	4,903	4,637
Energy Management and Carbon Emissions	Scope 1 emissions (tn CO <sub>2</sub> -eq.)	1,713	1,436	1,422
Energy Management and Carbon Emissions	Scope 2 emissions (tn CO <sub>2</sub> -eq.)	3,870	3,467	3,215
Energy Management and Carbon Emissions	Other air pollutant emissions (NOx, SOx, VOC, PM10) (tn)	9.07	7.91	8.13
Waste and Water Management	Total hazardous waste recycled (kg)	1,966	1,895	285
Waste and Water Management	Total non-hazardous waste recycled (kg)	2,010,423	2,437,514	1,851,856
Waste and Water Management	Paper consumption (tn)	23	9	8
Waste and Water Management	Water consumption (m³)	60,815	56,312	67,897
Business Ethics and Compliance	Number of environmental incidents / incidents of non-compliance on environmental issues	0	0	0

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Society

This topic is related to society, human and labor rights as well as the overall well-being of the communities which a company operates in. At OPAP, we place a significant emphasis in our societal impact which we believe transcends our business activities. With this in mind, we consistently aim to support social growth and prosperity by operating responsibly and sustainably and addressing the issues that are material for our communities.

Topic	Metrics	Year 2019	Year 2020	Year 2021
Employee Engagement and Development	Number of employees at OPAP Group	1,557	1,498	1,612
Human Rights and Diversity	Number of female employees	614	573	588
Human Rights and Diversity	Percentage of women in Management positions	33%	25%	32%
Employee Engagement and Development	Percentage of full-time employees	96%	97%	98%
Employee Engagement and Development	Average turnover rate (%)	11.8%	9.9%	14.8%
Employee Engagement and Development	Percentage of employees trained	84%	93%	87%
Employee Engagement and Development	Training hours for OPAP Group employees	28,468	20,106	26,569
Employee Engagement and Development	Average training hours per employee	19	17	19
Employee Engagement and Development	Cost of employee training courses (euro)	340,000	358,394	521,240
Employee Health, Safety and Wellbeing	Number of work-related accidents	2	1	0
Employee Health, Safety and Wellbeing	OPAP employee work-related fatalities	0	0	0
Societal Support	Distributed economic value (million euro)	4,552	3,752	6,457
Societal Support	Amount invested towards society support and sponsorship of sports (million euro)	24.8	19.0	26.8
Societal Support	Number of societal support activities/initiatives	790	480	578
Societal Support	Number of direct and Indirect jobs supported by OPAP Group	39,900	36,700	38,800
Responsible Procurement	Percentage of local suppliers	91%	93%	92%
Human Rights and Diversity; Business Ethics and Compliance	Number of complaints or legal actions related to society impacts	0	0	0
Human Rights and Diversity; Business Ethics and Compliance	Incidents/legal actions regarding human rights or labor practice violations	0	0	0

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Corporate Governance

This topic is related to a company’s oversight on material topics, decision-making processes, management practices and corporate governance structure.

At OPAP, we have established a robust and structured governance framework that is transparent, fair and disciplined, in which we have firmly embedded our strategic priorities and core values. Furthermore, we are constantly seeking to develop our practices and governance framework to ensure that compliance, transparency and good governance permeate through the Group at all levels.

Topic	Metrics	Year 2019	Year 2020	Year 2021
Corporate Governance	Percentage of female BoD members	8%	8%	23%
Corporate Governance	Percentage of non-executive BoD members	46%	50%	46%
Corporate Governance	Percentage of independent non-executive BoD members	31%	33%	31%
Customer Satisfaction	Percentage of customer complaints resolved	99%	99%	98%
Technology innovation	Number of self-service betting terminals (SSBTs) installed	6,154	6,412	6,425
Data Security	Number of data breaches	0	0	0
Anti-Money Laundering	Number of confirmed illegal gambling/betting locations identified through Anti -AML/Illegal gaming procedures	36	19	10
Draw Credibility; Business Ethics and Compliance	Number of litigation cases on behalf of players regarding credibility of draws	0	0	0



OPAP ESG Summary

ESG Ratings

We place significant value on the communication of our corporate sustainability strategy and are known as leaders in our industry for transparency and disclosure.

Indicatively, OPAP has been included, for the fifth consecutive year, in the Financial Times Stock Exchange 4Good (FTSE4Good) Emerging Index, which assesses listed companies with positive financial, environmental and social performance, based on a range of CSR criteria. Its inclusion in the FTSE4Good index demonstrates OPAP’s commitment to building a comprehensive sustainability strategy by embedding sustainable ESG practices into its business management.

OPAP is also included in the MSCI ACWI Index, MSCI’s flagship global equity index designed to assess the performance of large- and mid-cap stocks across 23 developed and 27 emerging markets. OPAP has been upgraded to a AA rating, classifying the company as a leader in its industry with respect to managing the most significant ESG risks and opportunities.

OPAP has been included the Athens Stock Exchange’s ESG Index, since its launch in 2021. The Index monitors the stock market performance of listed companies that adopt and promote ESG practices in accordance with the ATHEX ESG Reporting Guide.

Topic	Metrics	Year 2019	Year 2020	Year 2021
	MSCI	A	A	AA
	FTSE4Good	✓	✓	✓
	ATHEX ESG Index			✓

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Certifications

These leading distinctions are both effective until 2024 and tangibly reflect OPAP’s commitment to Responsible Gaming principles, acknowledging our comprehensive strategy in this area, which focuses on creating a safe environment for our customers, protecting minors, implementing best practices, and educating the wider public, among other things.

“Level 4” Certification of the World Lottery Association (WLA)

European Lotteries Certification of Alignment with Responsible Gaming Standards

Management Systems

At OPAP, we implement management systems in accordance with international standards. Each management system takes into consideration the structure and requirements of the other systems.

Topic	Metrics	Year 2019	Year 2020	Year 2021
Risk Management and Business Continuity	ISO 9001	✓	✓	✓
	ISO 14001	✓	✓	✓
	ISO 19600			✓
	ISO 27001	✓	✓	✓
	ISO 45001	✓	✓	✓
	ISO 50001	✓	✓	✓

TCFD

In accordance with the recommendations of the Task Force on Climate-related Disclosures (TCFD), OPAP has begun the gradual implementation of comprehensive measures and procedures for addressing climate change impacts.

More specifically, all aspects of the Environmental Management System including climate-related issues are reviewed with all involved Management at least annually, through the Health, Safety, Environment and Energy Management Committee.

The Committee review covers amongst other issues like business context, risks and opportunities, environmental programs and targets, findings from external and internal assessments, as well as environmental and energy legal compliance.

OPAP ensures that any highly material climate-related risks identified are addressed accordingly.



