

Q4 & FY 2023 Financial Results

14 March 2024

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Highlights



Financial Performance

- **Record-high quarterly GGR in Q4'23 at €581m coupled with a sound 27% online GGR contribution**
- **FY'23 recurring EBITDA at €745m exceeding our latest outlook for the year**
- **Strong cash position & limited leverage** with Net Debt/LTM EBITDA at 0.23x
- **Total 2023 Shareholders Remuneration €1.85 per share:** Dividend: €1.60 (€1.00 interim already paid - €0.60 to be paid) & Capital Return: €0.25 (to be paid)

Operational Progress

- **Eurojackpot launch** in March '24 aiming to boost our retail lottery proposition towards best international standards
- Highly welcomed revamp of our **draw-based games portfolio** (Tzoker & Lotto) continues to improve engagement
- **TIPSTERS:** the **1st innovative digital sports betting community** introduced by a gaming company in Greece, with the ambition to upgrade the retail experience and strengthen the image of our stores as entertainment destination
- **Opaponline.gr** (our iLottery platform) significantly up in FY'23 **by 41% YoY**, underlining successful digitalization steps

FY'24 outlook: GGR €2,150m - 2,200m & EBITDA €750m - 770m & bulk of net profit distributed as cash dividends

Q4 & FY 2023 Financial Review

**Pavel Mucha,
Chief Financial Officer**

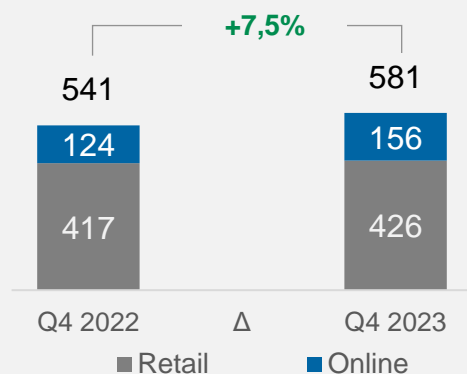




Q4 2023 Overview

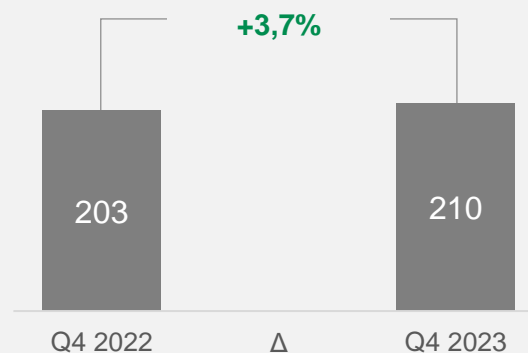
Retail recovery & robust online growth

Revenues (GGR)



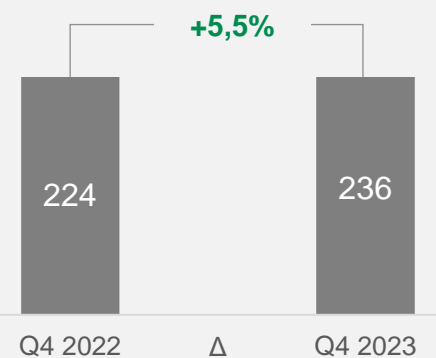
- **Retail GGR** grew by 2.2% y-o-y positively affected by the normalization in payout rates in sports betting
- **Online recorded significant increase** (+25.2% y-o-y) aided by product enhancements and commercial initiatives

EBITDA



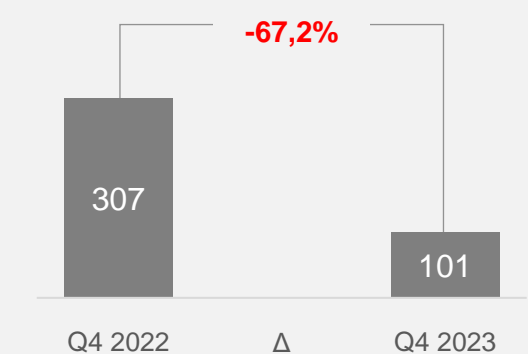
- **-3.1% YoY on a comparable basis** excluding one-off items
- Q4'23 **EBITDA margin** at high levels of 36% - Adjusted EBITDA margin at a solid 34%

Gross Profit (from gaming operations)¹



- Higher y-o-y on the back of higher activity, but outpaced by GGR
- Healthy **Gross profit margin** at 41%

Net Profit



- **-13.9% YoY on a comparable basis** excluding one-off items
- Solid **Net profit margin** at 17%

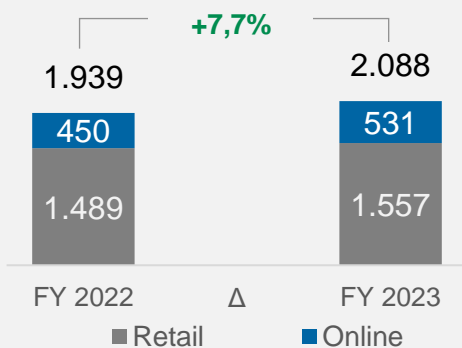
¹ GGR-GGR contribution-Agents' commission-other Direct Costs



FY 2023 Overview

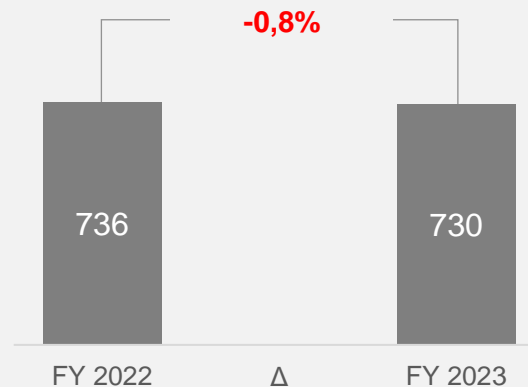
Strong revenue growth coupled with solid profitability margins

Revenues (GGR)



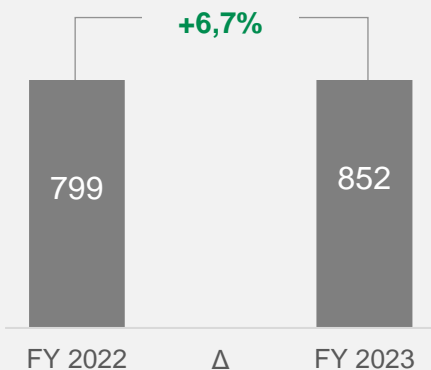
- **Retail GGR** benefited from solid fast games performance
- **Online** aided by robust casino performance
- 2024e GGR Outlook²: €2,150m- €2,200m

EBITDA



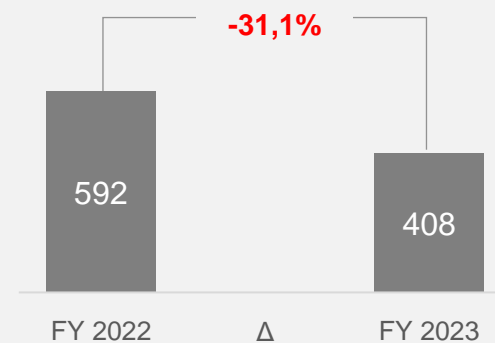
- On a **I-f-I basis** (excluding one-off items) **€745m in FY'23**, broadly stable YoY
- **Solid EBITDA Margin** at 35% despite increased Opex to support growth initiatives
- 2024e Ebitda Outlook²: €750m-€770m

Gross Profit (from gaming operations)¹



- Closely following revenues trend
- **Gross profit margin** at 41%

Net Profit



- **€439m** on a **I-f-I basis** excluding one-off items in FY'23
- **Net profit margin** at c.20% - **Adjusted Net Profit margin** 21%

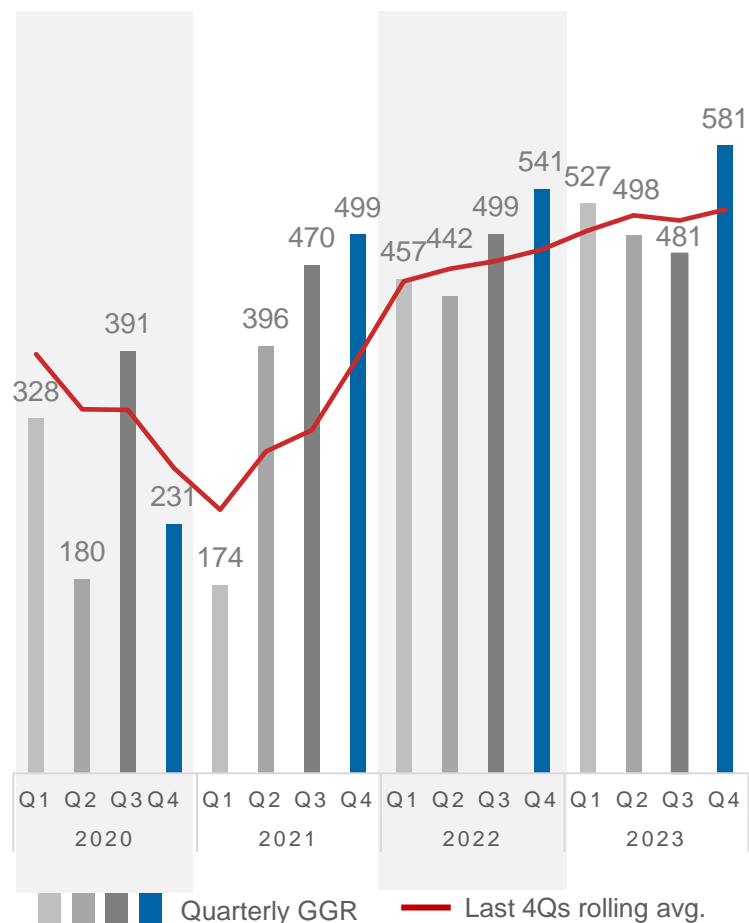
¹ GGR-GGR contribution-Agents' commission-other Direct Costs

² Assuming no changes in regulatory regime or taxation and stable macro environment

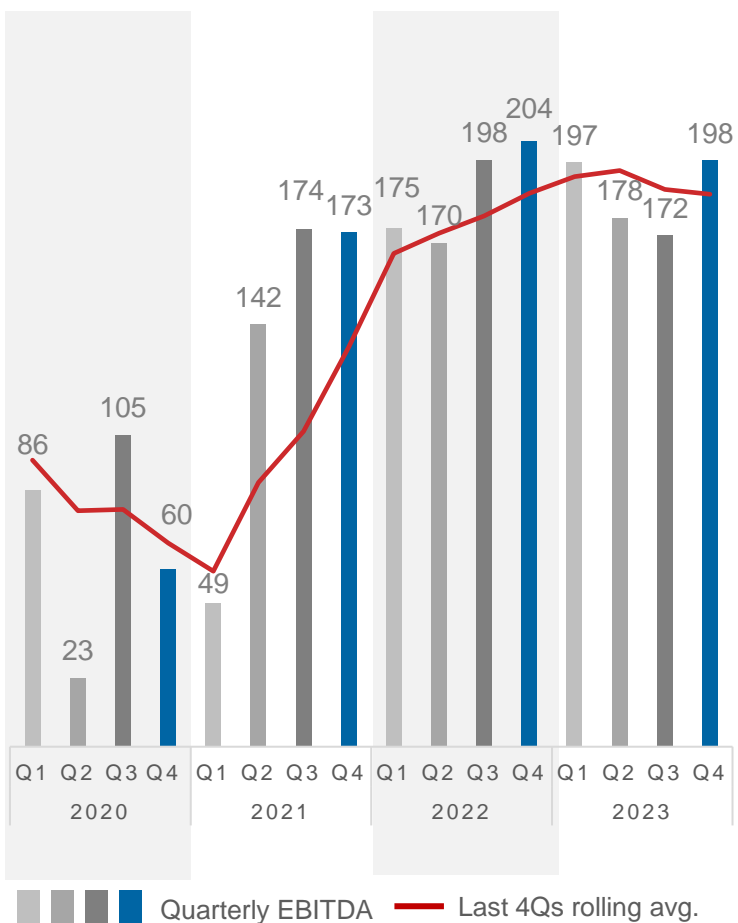
Key Quarterly Financials 2020-2023

Strong performance reflected across key metrics

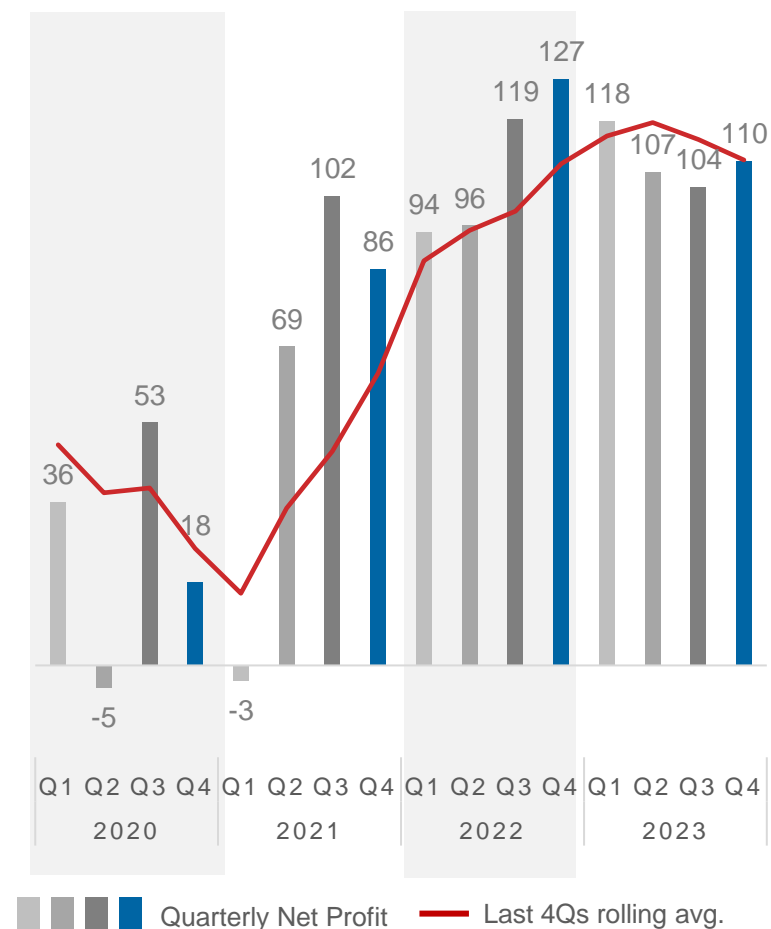
Revenues (GGR)



EBITDA recurring



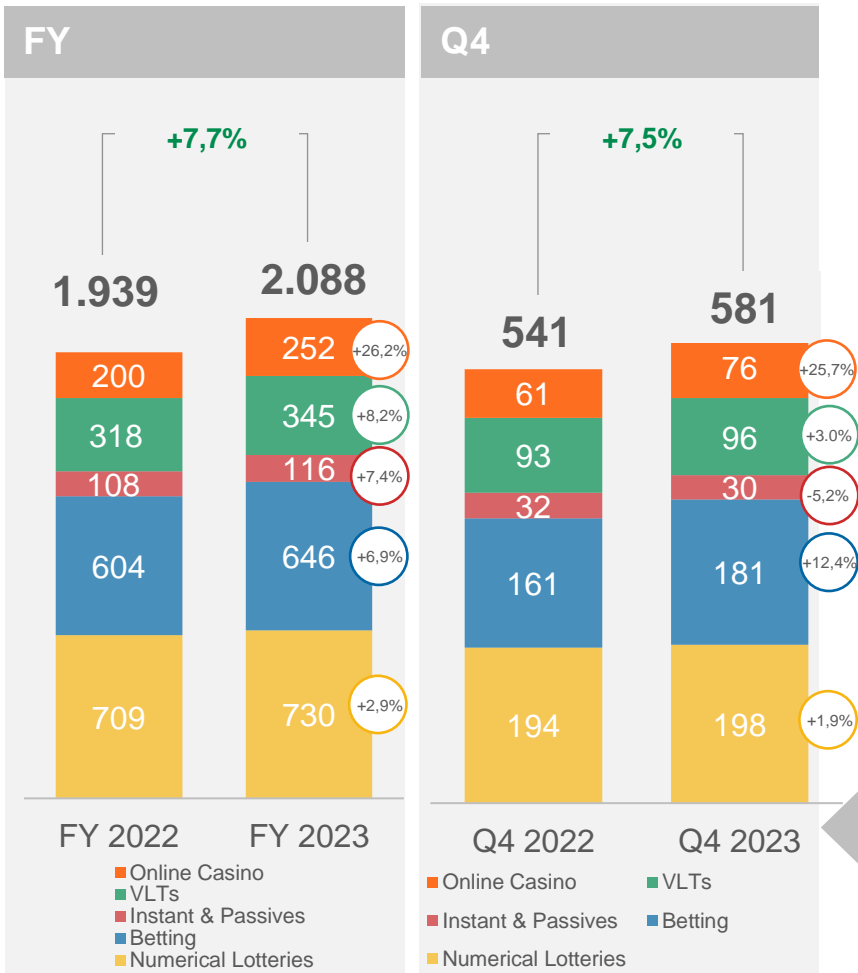
Net Profit recurring



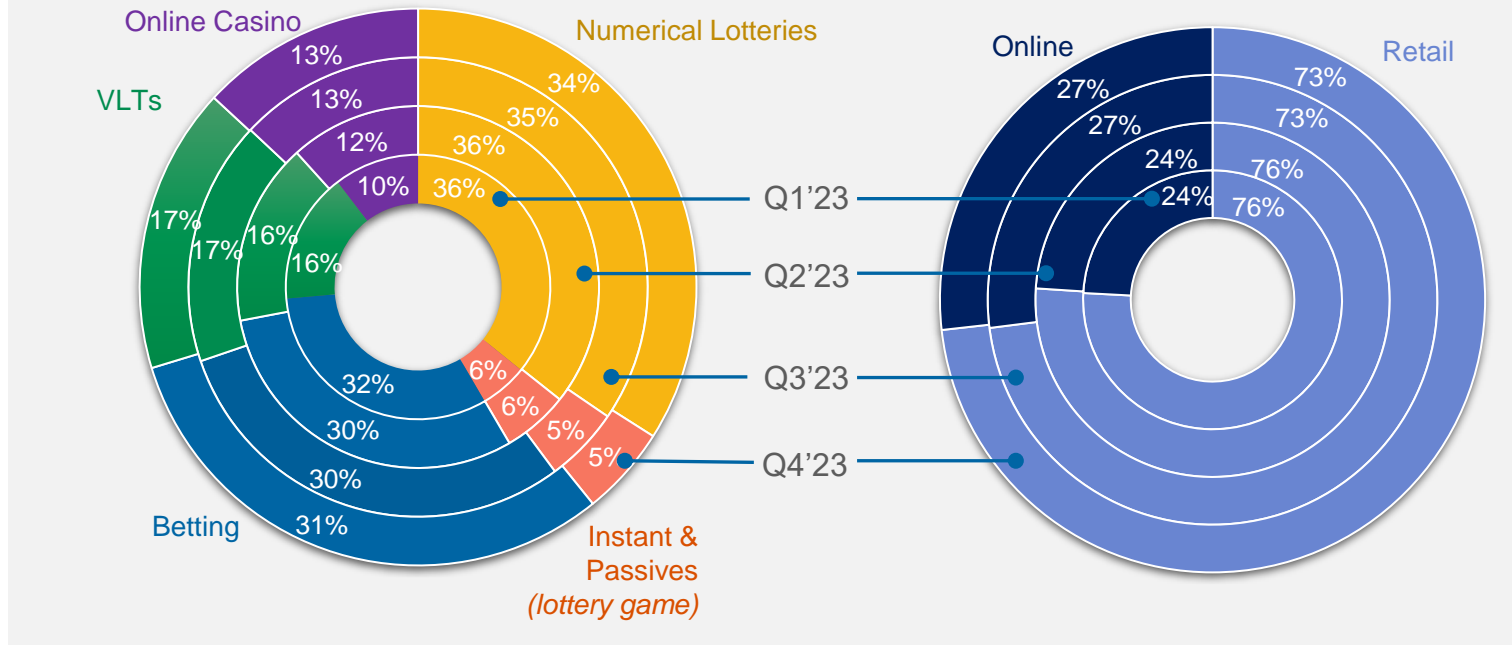
Revenues (GGR)



FY – Q4 2023 GGR analysis

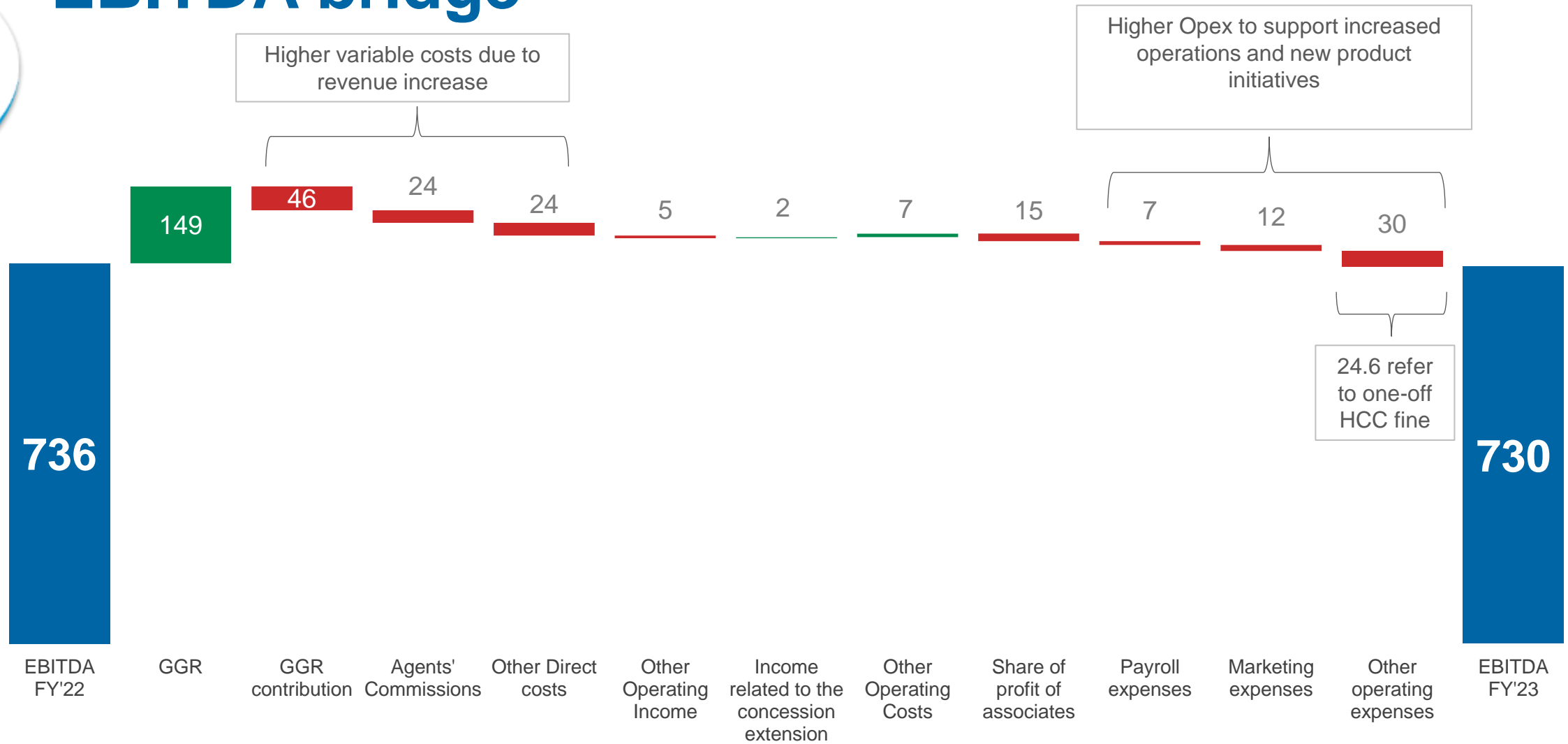


Last 4 quarters GGR breakdown per product & channel



- Q4**
- **Numerical lotteries:** +1.9% on the back of solid Tzoker performance & strong early signs of revamped Lotto, while KINO continues trending upwards
 - **Betting:** +12.4% aided by PowerSpin and Virtuals strong growth and the normalization in sports betting payout
 - **VLTs:** +3.0% boosted by promotional activities, increased walk-ins and spending
 - **Instant & Passives:** -5.2% with both Laiko & Scratch under pressure
 - **Online Casino:** +25.7% building on the success of previous quarters

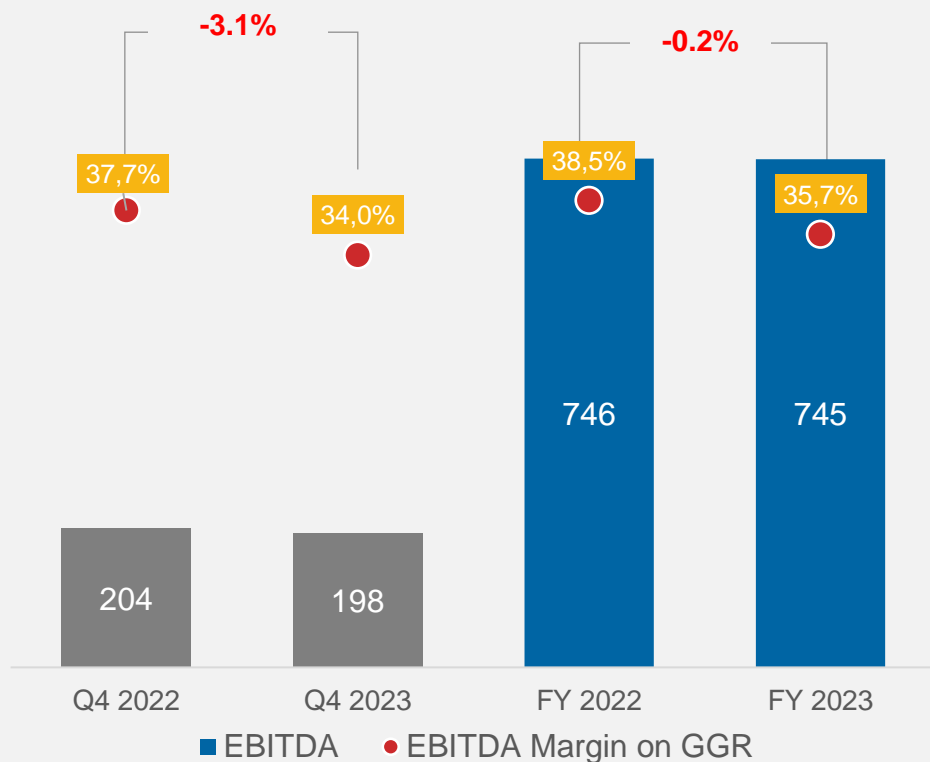
EBITDA bridge



Profitability *(recurring figures)*



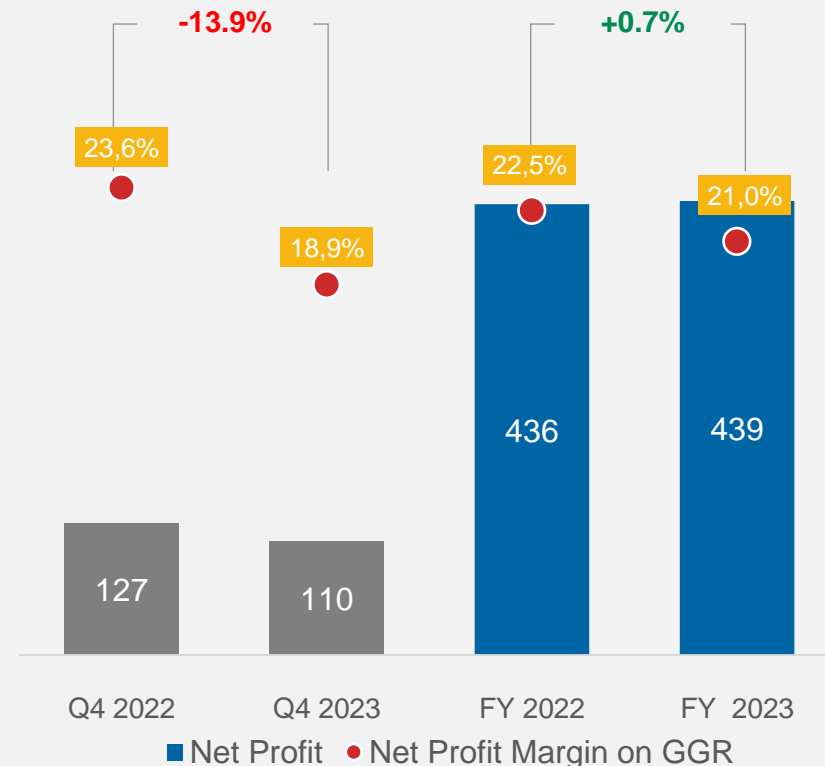
FY – Q4 EBITDA*



*Excl. one-off expenses of €14.9m in FY'23 and expenses of €10.2m in FY'22 (income of €12.6m in Q4'23 and expenses of €1.3m in Q4'22)

Solid margins and operating profitability assisted by record top line growth

FY – Q4 Net Profit**



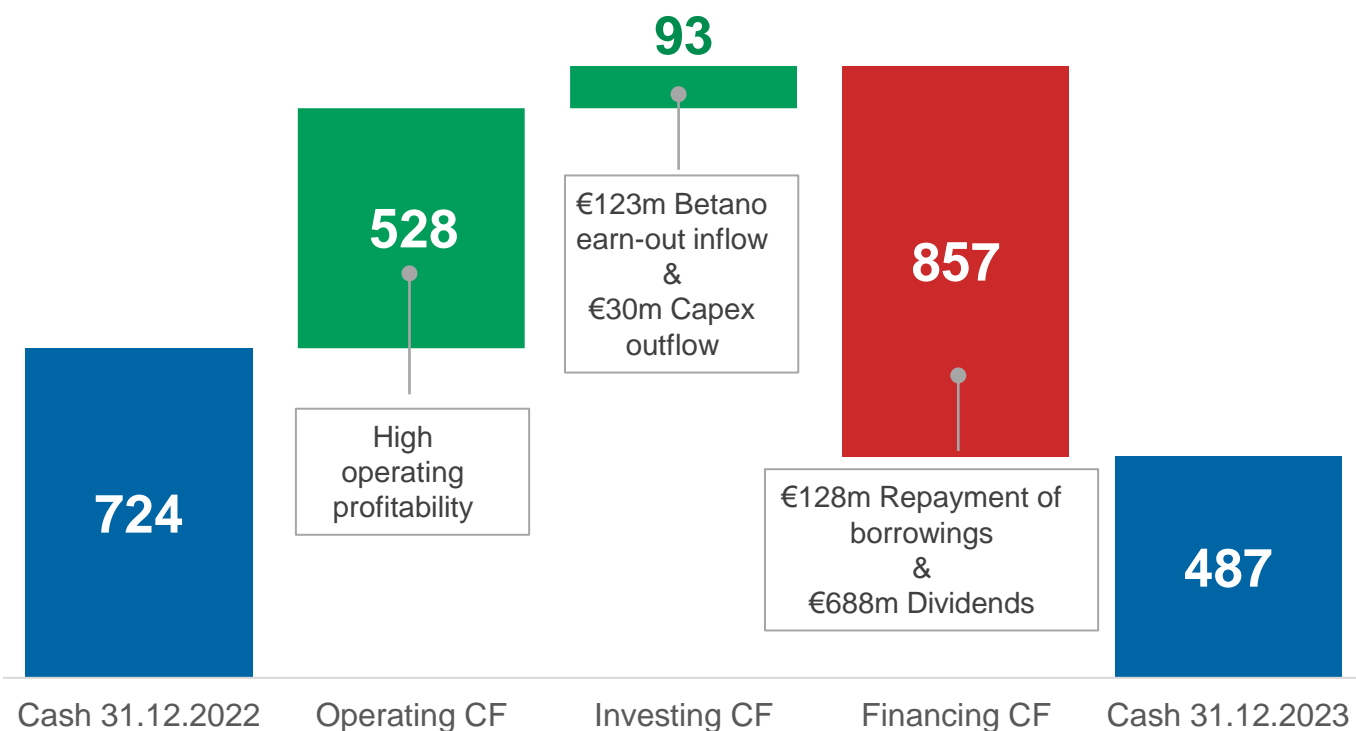
**Excl. one-off expenses of €30.9m in FY'23 and income of €156.3m in FY'22 (expenses of €9.1m in Q4'23 and income of €179.1m in Q4'22)

Healthy margins and profitability despite increased costs

Cash Flow & Net Debt



Cash Flow Bridge



Amounts in €m

Net Debt

Strong financial position with Net Debt at €170m*

*as of 31.12.2023, pre IFRS 16 basis

▪ **0.23x Net Debt / LTM EBITDA**

(or 0.27x incl. leases)

▪ **36.3x Interest Coverage** based on LTM figures

▪ **Fixed** interest rates (94% of Debt)

c2.7% avg. cost of lending

long maturity profile

Share Buyback

Up to €150m buyback program commenced on 3 Oct'23

5,212,541 Treasury Shares / 1.41% of Share Capital (as of 8 Mar'24)

Operational & Business Update

**Jan Karas,
Chief Executive Officer**



Appealing customer proposition across channels strengthening engagement levels

Retail



opaponline.gr **pame stoixima.gr** Online



TZOKER & LOTTO REVAMP

New era for our legacy Tzoker & Lotto games with promising early results and increased GGR performance



PAME STOIXIMA UPGRADE

Enhanced features (new Cash out, Better Odds) improve players experience, leading the customer base to record levels of 1.3M



OPAP Store App

Digitalization of retail experience leading to increased engagement and playability with almost 1M registered customers

VLT ESTATE UPGRADE

Upgraded gaming experience with 9,000 new cabinets boosting visitation and spending



OPAPONLINE.GR LAUNCH

Our iLottery games portfolio expansion enhances experience & continues to drive customer acquisition and engagement



NEW SPORTS BETTING PLATFORM

Launch of new SB platform, serving players' demand for a faster and more reliable experiences



CASINO RNG GAMES

Rapid growth of our RNG portfolio exceeding 3K games from 38 vendors highly welcomed by the players



GAMIFICATION

40% of our Casino active base enjoyed our Free Games upgrading their experience and playability



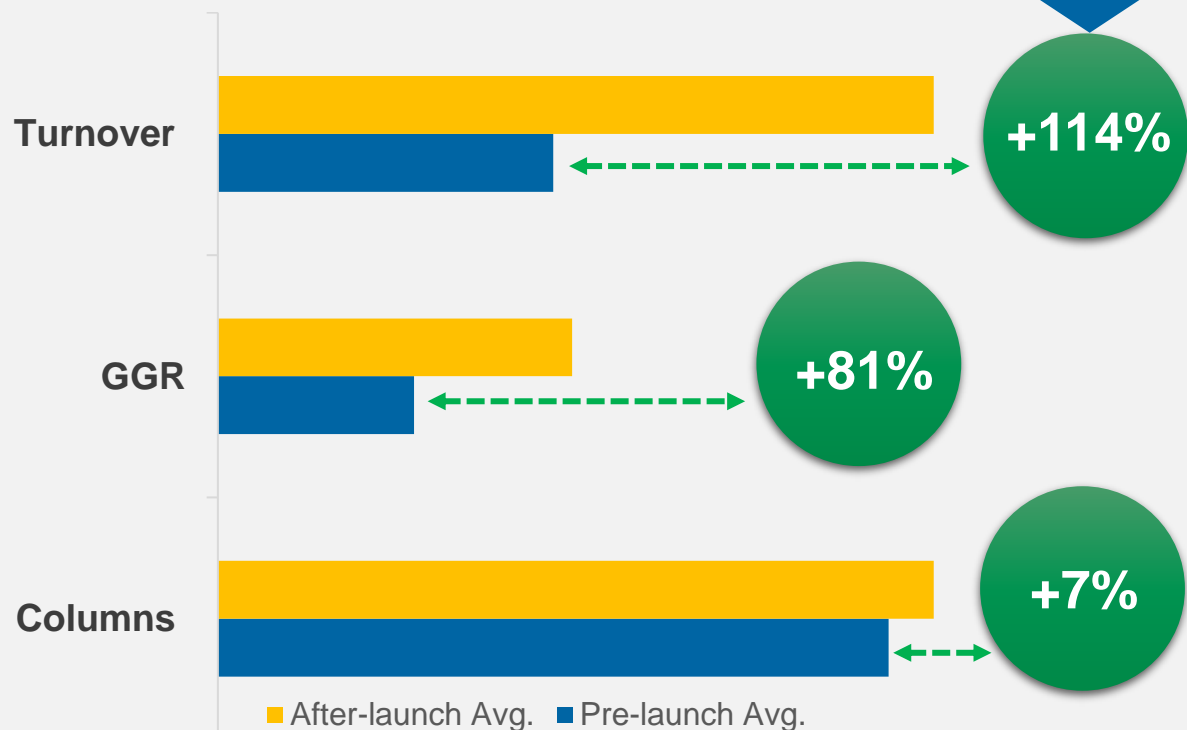
New successful era for our revamped Draw-Based Games



ΛΟΤΤΟ



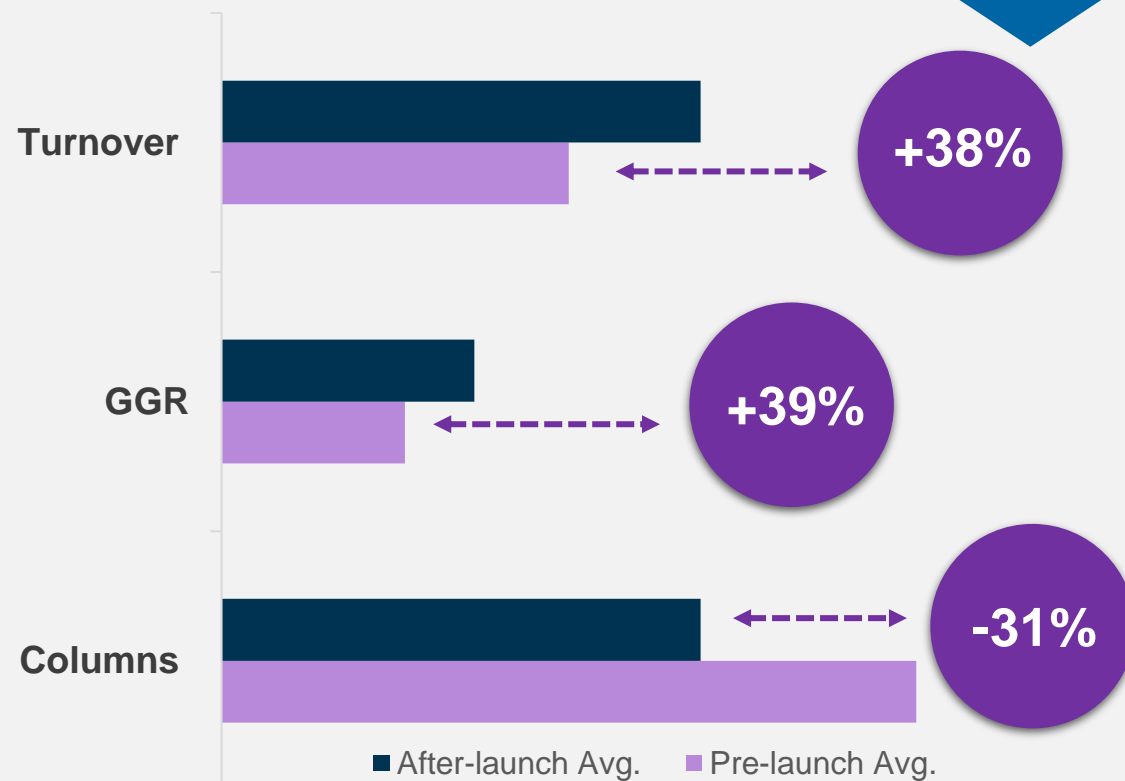
x4
occasional
players



ΤζΟΚΕΡ



+35%
occasional
players



€100k guaranteed prize in the 2nd winning category & millions in the 1st category!



Comparisons vs same jackpot steps



Eurojackpot: The multimillion jack pot game now in Greece!



Among 18+1 European countries

<p>WINNINGS UP TO €120.000.000</p> <p>Countless Cash</p>	<p>DRAWS EVERY TUESDAY AND FRIDAY</p> <p>2 draws, 2 chances..!</p>	 <p>Exclusively at OPAP stores</p>	 <p>And via Opapstore app</p>
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- | | | | |
|---|---|---|---|
|  Croatia |  Czechia |  Denmark |  Estonia |
|  Finland |  Germany |  Greece |  Hungary |
|  Iceland |  Italy |  Latvia |  Lithuania |
|  Netherlands |  Norway |  Poland |  Slovakia |
|  Slovenia |  Spain |  Sweden | |

Pame Stoixima TIPSTERS

Digital betting community for Pamestoixima players via OPAPStore App



65.3K Registered Tipsters

~70% of which Actives/ Publishers

~22k published avg daily bets

after 1,5 month since launch

the 1st bettors' community in Greece by a gaming company

TIPSTERS

HOT Τι παίζουν οι Tipsters στο κατάστημα μας

<p>1 Γηπεδούχος-Φιλοξενούμενη 10/11/24 17:00 Ελλάδα 1η Κατηγορία Τελικό Αποτέλεσμα Γηπεδούχος Επιλέχθηκε από: 220</p>	<p>6 Γηπεδούχος-Φιλοξενούμενη 10/11/24 21:00 Γαλλία 2η Κατηγορία Διπλή Ευκαιρία Γηπεδούχος ή Ισοπαλία Επιλέχθηκε από: 195</p>
<p>2 Γηπεδούχος-Φιλοξενούμενη 10/11/24 19:30 Γερμανία 1η Κατηγορία Συνολικά Γκολ Over 2,5 Επιλέχθηκε από: 215</p>	<p>7 Γηπεδούχος-Φιλοξενούμενη 10/11/24 19:00 Ελλάδα 1η Κατηγορία Νικήτης Φιλοξενούμενη Επιλέχθηκε από: 194</p>
<p>3 Γηπεδούχος-Φιλοξενούμενη 10/11/24 21:00 Αγγλία 1η Κατηγορία Να σκοράρουν και οι 2 ομάδες Ναι Επιλέχθηκε από: 214</p>	<p>8 Γηπεδούχος-Φιλοξενούμενη 10/11/24 21:00 Ευρώπη Ευρωπαϊκά Σύνολο Πόντων Over 165,5 Επιλέχθηκε από: 189</p>
<p>4 Γηπεδούχος-Φιλοξενούμενη 10/11/24 22:00 Ισπανία 1η Κατηγορία Ημίχρονο/Τελικό Ισοπαλία/Ισοπαλία Επιλέχθηκε από: 208</p>	<p>9 Γηπεδούχος-Φιλοξενούμενη 11/11/24 21:45 Ευρώπη Ευρωπαϊκά Έγρος Νίκης 1-6 Επιλέχθηκε από: 185</p>
<p>5 Γηπεδούχος-Φιλοξενούμενη 10/11/24 20:30 Ιταλία 1η Κατηγορία Ακριβές Σκορ 2-1 Επιλέχθηκε από: 200</p>	<p>10 Παίκτης Α- Παίκτης Β 10/11/24 21:00 Γαλλία Γαλλικό Οπεν Συνολικά Games Over 19,5 Επιλέχθηκε από: 180</p>

TIPSTERS ΚΑΤΑΣΤΗΜΑΤΟΣ

LEADERBOARD Μηνιαίο (1/11 - 30/11) 1/2

RANKING	TIPSTERS	POINTS
1	COWBOY79	155,22
2	YODA18	152,62
3	Luckyboy23	151,12
4	Streaker95	150,28
5	Prophet444	149,17
6	BUCKETLAB	148,33
7	BETLORD333	147,22
8	Guru06	145,21
9	Foxylady87	144,43
10	MissBet98	143,15

STOIXIMA

TIPSTERS

Η ΚΟΡΥΦΑΙΑ ΚΟΙΝΟΤΗΤΑ ΠΑΙΚΤΩΝ ΣΕ ΠΕΡΙΜΕΝΕΙ ΣΤΟ OPAPSTORE APP

ΠΑΙΡΝΕΙΣ TIPS ΑΠΟ ΤΟΥΣ ΚΑΛΥΤΕΡΟΥΣ, ΑΝΕΒΑΖΕΙΣ ΤΑ ΣΤΟΙΧΗΜΑΤΑ ΣΟΥ ΚΑΙ ΔΙΕΚΔΙΚΕΙΣ ΠΛΟΥΣΙΑ ΔΩΡΑ

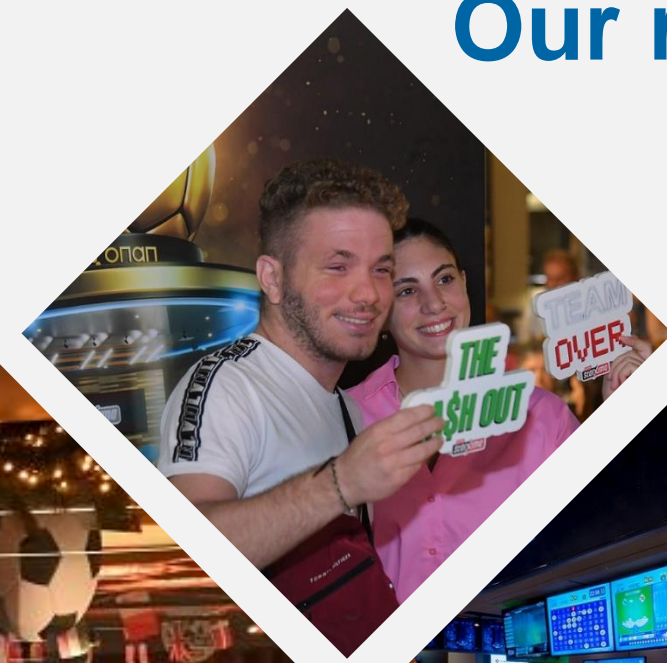
ΕΔΩ ΠΑΙΖΟΥΜΕ ΜΑΖΙ ΓΙΑ ΤΗΝ ΚΟΡΥΦΗ



OPAP

Our retail estate

A social entertainment hub



OPAP estate end of Q4'23

Digitalization

In-store events & promos in Q4'23

OPAP stores

Play Stores

Indirect POS & Street vendors

Audio solution

Smart Digital Infrastructure

OPAP Stores

PLAY Stores

Greece

3,164

Cyprus

203

Greece

366

Greece

c.8,500

940
stores

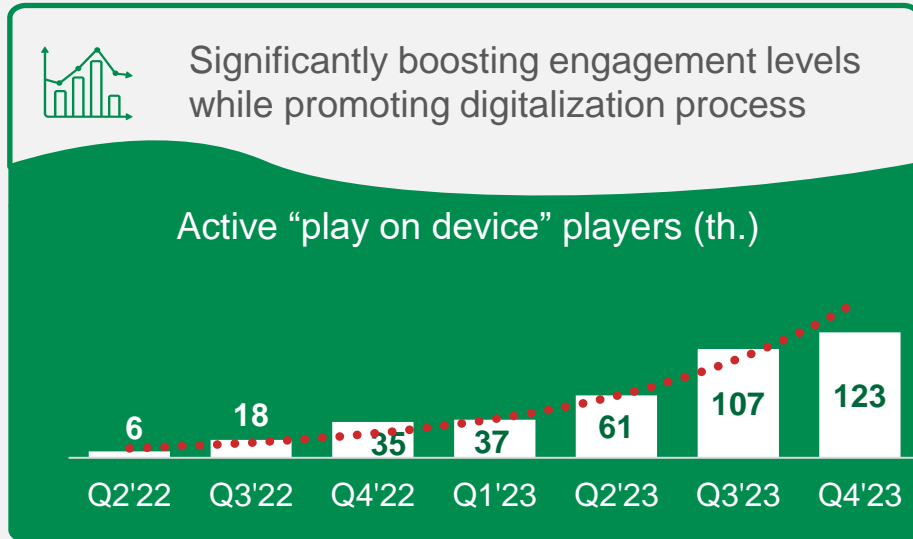
c.1,150
stores

>5,1k
events

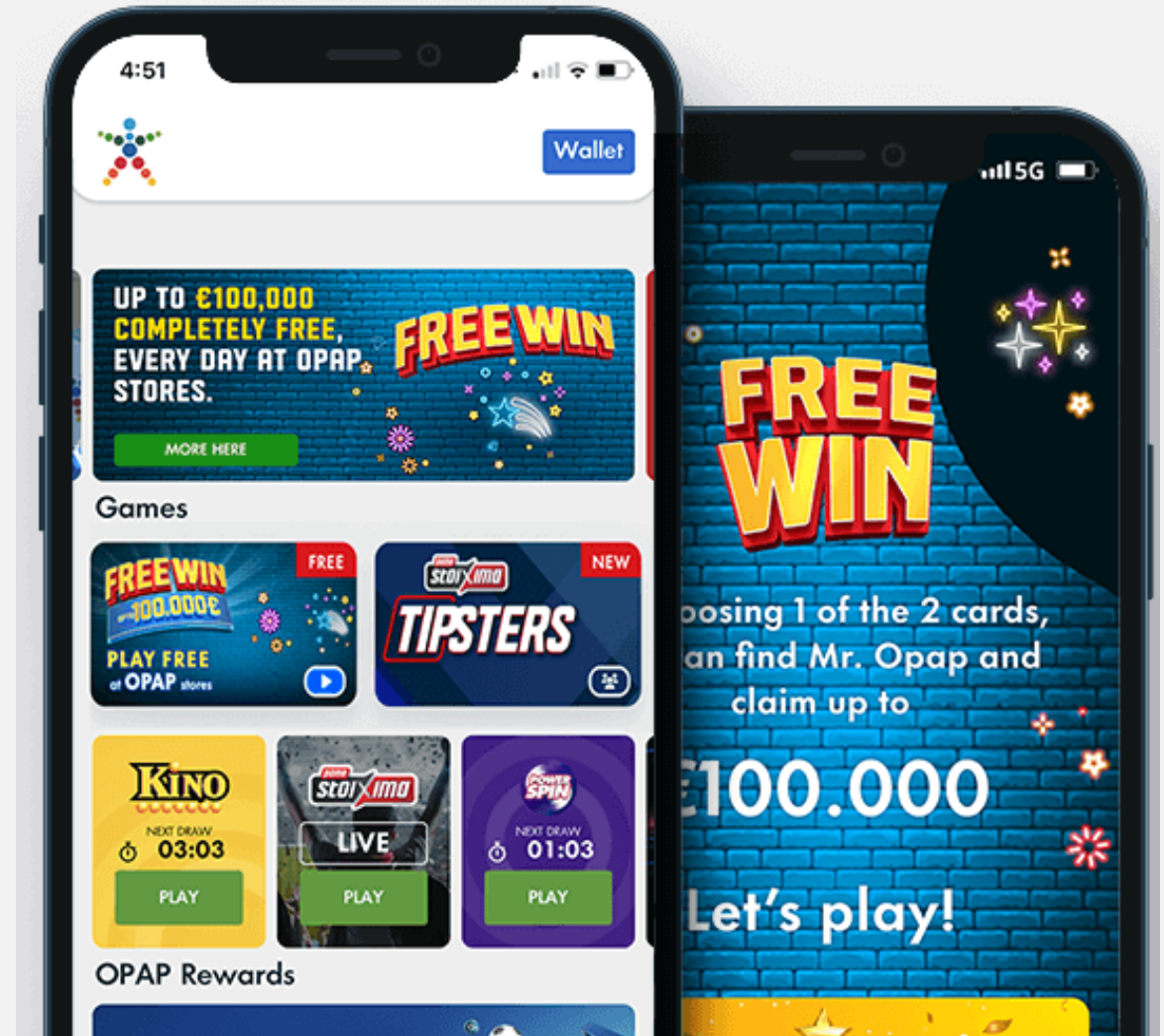
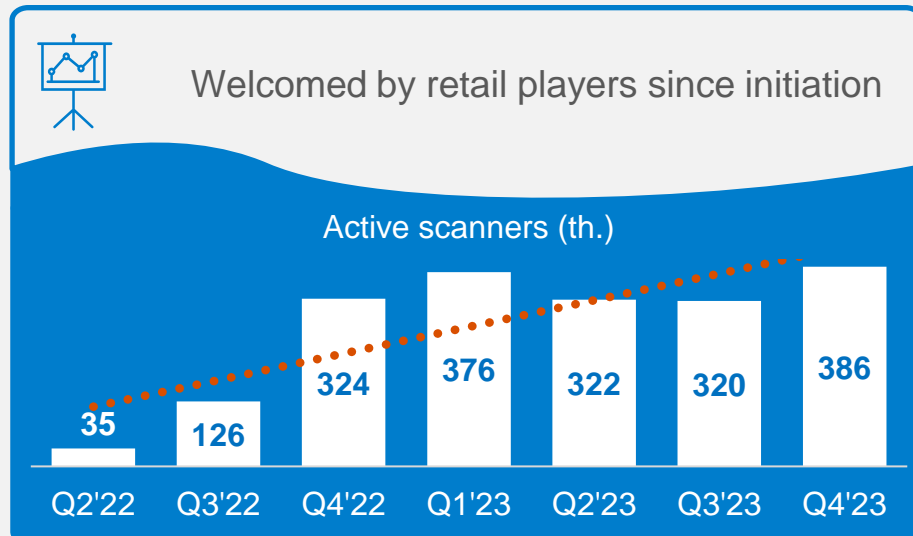
>18,8k
events

OPAP Store App

Successfully facilitating retail players towards their digital experience



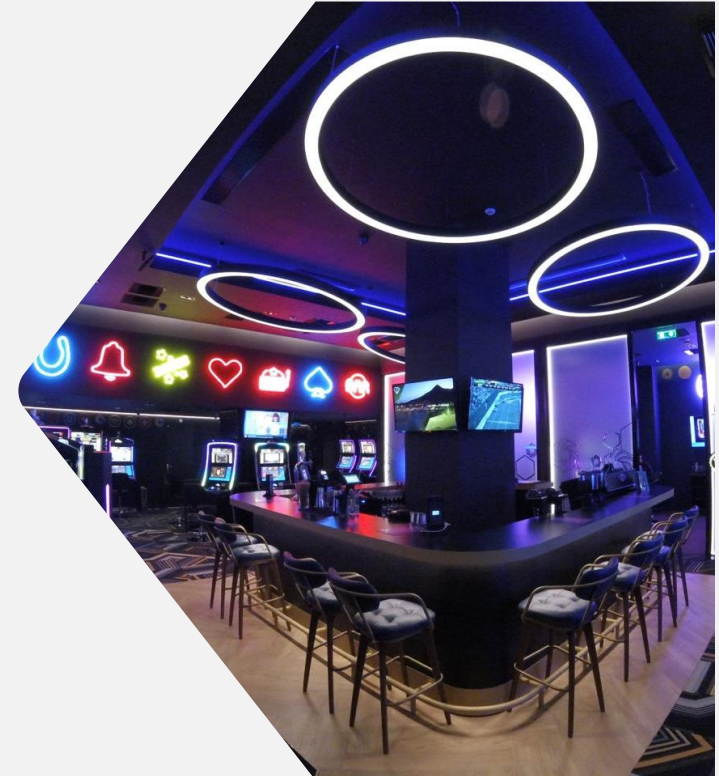
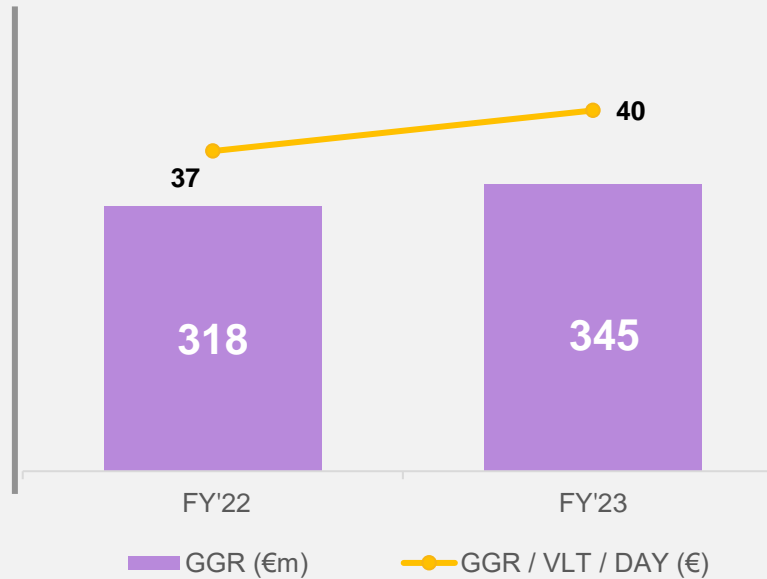
* Active players refers to bet placement through OPAP Store App



VLTs revenues at new all-time highs



Performance overview (GGR €m)



Offering

VLTs Estate Upgrade

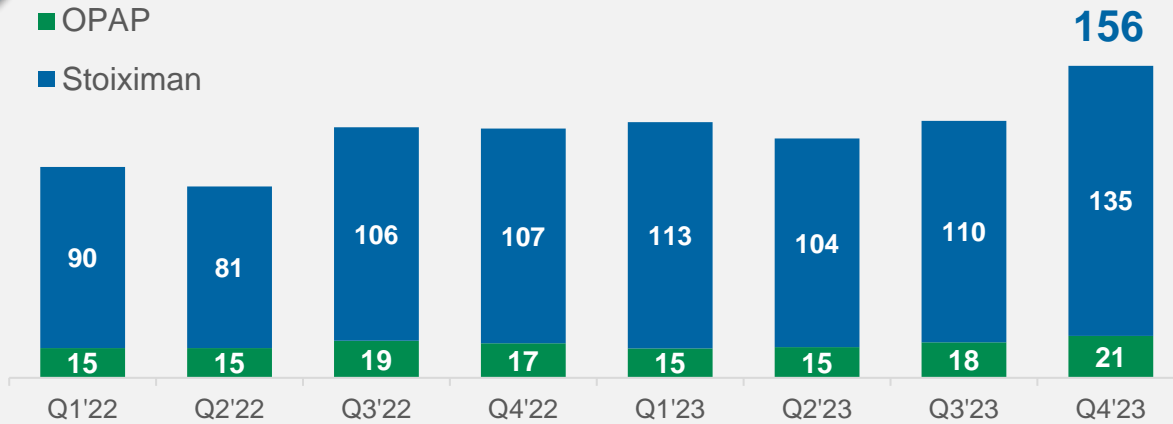
- > 1,940 new vendor EGT cabinets in the market
- >1,700 stores have benefited from VLTs cabinets optimization
- >8,900 cabinets replaced so far.
Modern design - large screens - new games
- 80% of active players have experienced the new machines till end of 2023

179 exciting VLT games available

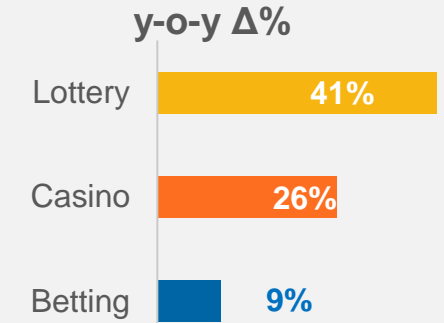
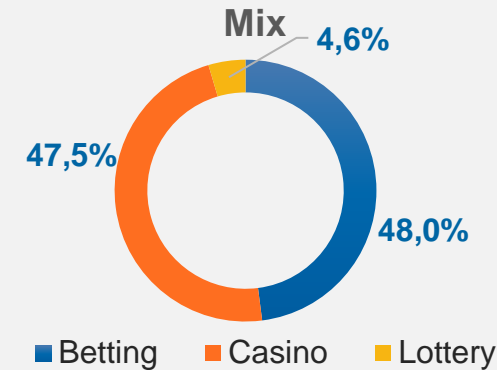
Online GGR contribution goes up



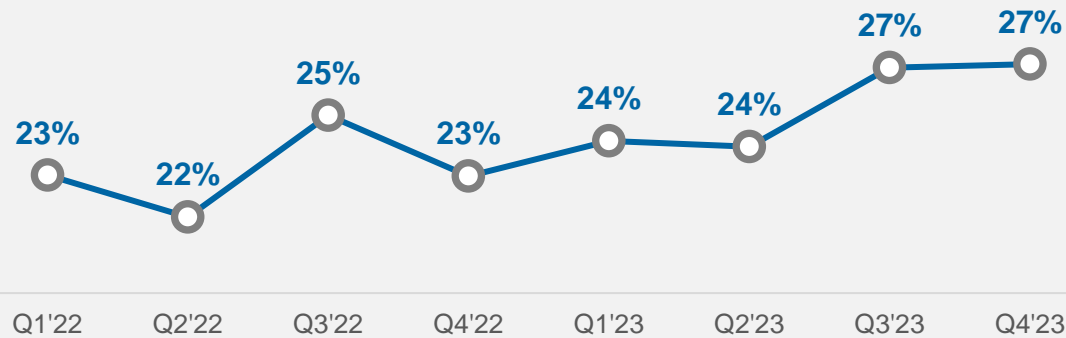
Online revenues per brand (€m)



Online product mix & performance (FY'23 GGR)

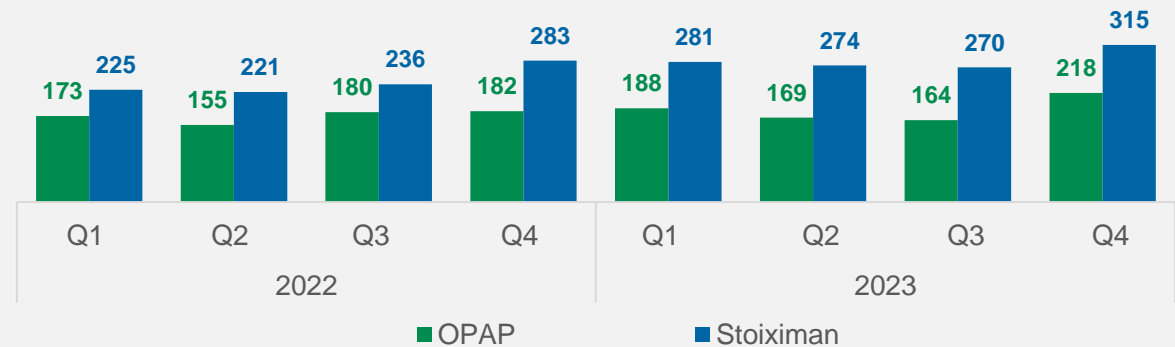


Online contribution to reported GGR



Online penetration at high levels

Active monthly players ('000)



Strong growth in customer activity levels underlining our continuous digital focus

Maintained our #1 position in CSR through key initiatives

Key CSR achievements in 2023

Reinforce the **entrepreneurs**



OPAP Forward

2,847 new direct jobs and 470 million euros increase in turnover for participating companies.

Benefit local **communities**



Together for a Good Cause

Launched new initiative with our Retail Network, realizing small scale projects, across Greece. Also, supported people affected by floods in Thessaly and fires in Rhodes.

Support **vulnerable population**



Sensitive Social Groups

Celebrated the 10-year anniversary, realizing 10,000 wishes of children from "The Smile of the Child".

Invest in **youth**



Sport Academies for young athletes

Revamped the roster of our program with 200 Sport Academies, engaging new children and parents.



82%¹

CSR awareness index



34pp¹

difference from the 2nd most acknowledged company in CSR



88%²

OPAP agents' satisfaction with CSR



#1 company¹
in CSR in Greece



¹Customer Segmentation Monitor, December 2023

²Agent Satisfaction Tracking Survey, December 2023

Appendix





Consolidated Statement of Financial Position

Consolidated Statement of Financial Position			
('000 €)	31.12.2023	31.12.2022	
Assets	Current assets		
	Cash and cash equivalents	487,334	724,433
	Receivables	104,259	102,123
	Other current assets	88,158	191,487
	Total current assets	679,751	1,018,043
	Non - current assets		
	Intangible assets	930,483	1,021,349
	Property, plant & equipment	45,470	56,752
	Other non - current assets	444,382	475,145
	Total non - current assets	1,420,335	1,553,246
TOTAL ASSETS	2,100,086	2,571,289	
Equity & Liabilities	Short-term Loans	73,976	281,707
	Short-term trade payables	201,501	181,684
	Other Short-term liabilities	314,828	356,033
	Long-term Loans	586,569	506,679
	Other long-term liabilities	148,449	169,754
	Total liabilities	1,325,323	1,495,856
	Total equity	774,763	1,075,433
TOTAL EQUITY & LIABILITIES	2,100,086	2,571,289	

Consolidated Income Statement

Consolidated Income Statement				
	31.12.2023	31.12.2022	Δ	Δ%
Revenue (GGR)	2,087,710	1,938,985	148,725	7.7%
GGR contribution and other levies and duties	-651,937	-605,597	-46,340	7.7%
Net gaming revenue (NGR)	1,435,773	1,333,388	102,385	7.7%
Agents' commission	-407,337	-382,993	-24,344	6.4%
Other direct costs	-176,090	-151,605	-24,485	16.2%
Revenue from non-gaming activities	123,622	129,017	-5,395	-4.2%
Other operating income related to the extension of the concession of the exclusive right 2020-2030	232,577	230,153	2,424	1.1%
Cost of sales related to non-financial assets	-64,896	-71,654	6,758	-9.4%
Share of profit/(loss) of associates	-	14,788	-	-
Payroll expenses	-91,791	-84,503	-7,288	8.6%
Marketing expenses	-123,356	-111,700	-11,656	10.4%
Other operating expenses	-198,130	-167,543	-30,587	18.3%
Net impairment losses on financial assets	-344	-1,364	1,020	-74.8%
EBITDA	730,029	735,985	-5,956	-0.8%
EBIT	590,200	763,348	-173,148	-22.7%
EBT	570,093	723,251	-153,158	-21.2%
EAT and minorities	414,137	596,036	-181,899	-30.5%

('000 €)
Revenue (GGR)
GGR contribution and other levies and duties
Net gaming revenue (NGR)
Agents' commission
Other direct costs
Revenue from non-gaming activities
Other operating income related to the extension of the concession of the exclusive right 2020-2030
Cost of sales related to non-financial assets
Share of profit/(loss) of associates
Payroll expenses
Marketing expenses
Other operating expenses
Net impairment losses on financial assets
EBITDA
EBIT
EBT
EAT and minorities



Consolidated Cash Flow statement

('000 €)	Consolidated Cash flow statement	
	31.12.2023	31.12.2022
OPERATING ACTIVITIES		
Operating Activities before WCC	720,429	726,173
Changes in Working Capital		
Inventories	477	-870
Receivables	-5,430	-14,995
Payables (except banks)	-12,341	56,607
Interest paid	-24,196	-26,764
Income taxes paid	-151,343	-80,351
Cash flows from operating activities	527,594	659,800
INVESTING ACTIVITIES		
Cash flows from investing activities	92,630	-53,235
FINANCING ACTIVITIES		
Proceeds from borrowings	251,896	-
Repayment of borrowings	-380,092	-262,293
Transaction costs related to borrowings	-1,500	-
Proceeds from share capital increase of subsidiary from NCI	3,300	-
Payment of lease liabilities	-10,932	-9,714
Other financing inflows / (outflows)	-994	-1,980
Acquisition of treasury shares	-31,118	-
Dividends paid / Share Capital returned	-687,885	-468,506
Cash flows from financing activities	-857,323	-742,493
Net increase / (decrease) in cash and cash equivalents	-237,099	-135,928
Cash and cash equivalents at the beginning of the period	724,433	860,361
Cash and cash equivalents at the end of the period	487,334	724,433