



Stakeholder Advisory Panel

Playtech Response to Insights Meeting 1

Introduction

The first panel meeting took place on 10th February 2021 and focused on Playtech's recent analysis of material Environment, Social and Governance (ESG) issues and sustainability strategy. After each session, Playtech will prepare a response to the points raised by the panel. The following pages summarise the main themes that emerged from the discussion together with more detailed comments on the materiality analysis process and results, and Playtech's sustainability strategy.

Main Themes and Summary of key points

The table below contains key points, notable feedback and challenges articulated by the panellists during the first session. These points have been considered by Playtech's senior leadership team

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| Ambition | A description of the ambition – can Playtech articulate what the desired end state looks like if the objectives and plans sitting under Sustainable Success are achieved? What will it mean for society? |
| Purpose | Playtech could articulate its sustainability purpose and the reasons for the approach more clearly and effectively. Can Playtech incorporate sustainability into its core purpose and corporate strategy explicitly? |
| Metrics | Can Playtech accelerate the development of objectives and hard metrics (especially around diversity and inclusion)? |
| Language | The messaging around sustainability needs to be clear, concise and couched in a way that aligned with the tone of other internal communications. Can it be aligned less with ESG jargon and more with 'normal' language? |
| Framing | Instead of doing 'less bad' can Playtech talk about doing 'more good'? For example, referring to 'good' or 'safe' gambling instead of 'safer'; 'eliminating' the gender pay gap rather than 'reducing' it? It is worth noting, however, that 'safer gambling' is the preferred term of the regulator. |
| Diversity & inclusion | D&I is fast rising up the agenda. What is Playtech's ambition and what does it want to achieve in this area? |
| Materiality | Many specific points were made and the materiality assessment will be updated as a result of these points. |

Playtech's Response:

In considering the Panel's observations and recommendations, Playtech's Board and management have endorsed the following actions during the course of 2021.

Framing Sustainability and Embedding into Culture

Following a review of feedback from the Panel and subsequent discussions with the Chair, CEO and Risk and Compliance Committee, it has been agreed that the Board will establish a separate Board level Committee to oversee sustainability, rather than include sustainability under the remit of the Board Risk and Compliance Committee. This was endorsed by the Board in April. The terms of reference and membership is in development and will formally approved in May 2021.

In addition, the Sustainability function will work with the new Board Committee, Global Human Resources and exco to explore options for further embed sustainability into accountability and culture, including objective setting, performance management and leadership development programmes.

Metrics and Ambition – including Targets on Diversity and Inclusion:

Following the February panel discussion and subsequent internal discussions, Playtech has agreed to further develop quantitative metrics and targets as part of the development of the scorecard. In addition, Playtech is in the process of developing hard targets for gender diversity as well as collect baseline data for other D&I KPIs. In addition, Playtech has established a new forum to review and shape the company's carbon strategy. The forum's work will include proposed refreshed carbon reduction targets in line with science-based targets.

Refreshing and Clarifying Sustainability in the context of Playtech's Purpose and Ambition:

Playtech has initiated a formal review and refresh its purpose and ambition to further articulate a vision for success. This will be further informed by feedback from colleagues and integrated into our internal and external corporate communications and brand. This will also be informed by work to define quantitative targets.

Use of Language: Safer and Responsible Gambling

Alongside the refresh of purpose and ambition, Playtech will review the use of jargon. In response to the observations from the panel as well as the broader stakeholder debate about use of safer and responsible gambling, Playtech has commissioned the Responsible Gambling Council of Canada (RG+) to conduct a review of 'safer gambling' terminology for Approaches to Reduce Gambling-Related Harm across Markets, by stakeholders, and over time. The final report will contain the findings from the data collection approaches outlined above as well as recommendations around:

- Most appropriate terminology (i.e. by market/maturity level, stakeholder)
- Key considerations in approaching debates on terminology
- Approach for encouraging use of most accurate and relevant terminology

Playtech will use these insights to inform its use of language with stakeholders, share their insights with the panel as well as share the findings with the broader industry.

Materiality:

Following the Panel's recommendations and feedback regarding the materiality analysis, Playtech updated its materiality analysis for the Annual Report. In addition, it has captured the process for formal and regular review in a methodology document, which will feed into both the risk process and the reports to the new sustainability board committee.