2024 BRIGHTSTAR LOTTERY SUSTAINABILITY REPORT

# Ahead of the Game

SustainablePlay™
Empowering Collaborating Preserving

BRIGHTSTAR™





# Table of Contents


3 Letter from the Executive Chair and the Chief Executive Officer
5 Methodological Note
9 Brightstar Lottery's Sustainability Journey

## 1 About Brightstar Lottery

10
11 Company Profile
14 Direct Economic Value Generated and Distributed
15 Regulatory Framework and Legislative Changes
17 Leading Innovation
23 Customer Engagement
31 ESG Ratings Scores
32 Tax Strategy Deployment

## 2 Governance and Business Integrity

33
35 Corporate Governance
37 Sustainability Governance
38 Operating with Integrity
41 Protecting People, Products, and Processes

## 3 Sustainable Growth

57
58 Corporate Values and the 2030 Agenda
61 Sustainability Plan
62 Stakeholder Engagement
65 Sustainability Materiality Analysis
66 Employee Engagement
77 Human Rights
92 Responsible Gaming
98 Community Engagement
120 Sustainable Procurement
126 Climate Action, Biodiversity and Circularity

## 4 Appendix

156
157 Social Indicators
178 Independent Auditors' Report
180 GRI Content Index
194 United Nations Global Compact Table
195 Cautionary Note


© BRIGHTSTAR 2025



BRIGHTSTAR

# Letter from the Executive Chair and Chief Executive Officer

**GRI 2-22**

Dear readers,

We recently reached a key milestone in our Company's history – we are now* Brightstar Lottery, a pure-play global lottery business, following the sale of the Company's Gaming and Digital business in July 2025. After nearly two decades since our initial sustainability commitment, we are excited to continue to build on that foundation to demonstrate our industry and global sustainability leadership, now as Brightstar.

Our corporate values have been refocused to align with our new identity:

- We do the right thing: We act with ethics and integrity. We promote responsible gaming and prioritize sustainability;
- We strive for excellence: We take initiative. We are accountable and responsive. We drive innovation for the future of the lottery industry;
- We are one team: We respect each other, collaborate and create inclusive teams. We come together across our business to fuel customer growth.

As we evolve our business, we are committed to fulfilling our longstanding pledge to sustainability. This includes both our formal Sustainability Plan and our ongoing sustainability strategy, which guides our daily actions to create a more sustainable future.



Marco Sala

Executive Chair
Brightstar Lottery



Vince Sadusky

Chief Executive Officer
Brightstar Lottery

*For details on the separation, please refer to page 8

© BRIGHTSTAR 2025

We are updating Brightstar's Sustainability Plan, which currently runs through the end of 2025, to further integrate sustainability along our entire value chain and improve upon our environmental, social, and governance (ESG) impacts in daily operations. The new Sustainability Plan for 2026-2028 will be published in early 2026.

After the separation[1], our sustainability strategy underwent a thorough review that led to identifying three guiding elements: Empowering Our People, Collaborating with Partners, and Preserving the Planet. We foster a culture that values individuals, recognizes the unique contributions and perspectives of every person, and attracts the talent of tomorrow. From suppliers to business partners to the communities we serve, we believe in growing together responsibly and transparently, building relationships that are trustworthy, ethical, and mutually beneficial. As stewards of our planet's past, present, and future, we are committed to safeguarding the climate and preserving natural resources.

The three elements of Brightstar's sustainability strategy are activated through six spheres of impact: employee engagement, human rights, responsible gaming, community engagement, sustainable procurement, and climate action, biodiversity, and circularity. These focused actions ignite change and form a precise, purposeful, and powerful system of action. It's also through these spheres of impact that we can most clearly see the successful outcomes of our sustainability efforts. While this report provides a comprehensive overview of Brightstar's accomplishments from 2024, a few notable achievements are detailed here.

At Brightstar, we pride ourselves on fostering a work environment that promotes welfare, wellbeing, and career development while prioritizing our employees' health and safety. For the third consecutive year, Brightstar's operations in Canada, Italy and the U.S. earned the status of "Top Employer" from the Top Employers Institute.

Ensuring we respect all human rights in the workplace and throughout our entire value chain is one of the spheres of impact within our sustainability strategy. We ensure that our employees come to work in a healthy, safe, positive and non-discriminatory environment.

Key to Brightstar's leadership in the lottery industry is our dedication to responsible gaming and player protection. Brightstar was the first supplier to receive the Internet Compliance Assessment Program (iCAP) Ready certification awarded by the National Council on Problem Gambling (NCPG) for Brightstar's iLottery product, a solution that sets our customers up for responsible gaming success. We also obtained recertification from the World Lottery Association's Corporate Social Responsibility Standards and Responsible Gaming Framework (2024-2027).

In 2025, we designed a new Global Responsible Gaming Model to establish a long-term strategy and enhance effectiveness in Brightstar's global operations. In addition, Brightstar's Italian B2C operations has aligned its Responsible Gaming Model with the global model, while adapting it to accommodate the nuanced features of the Italian market.

We are also firm believers in making positive impacts in communities where we live and work. In 2024, Brightstar celebrated International STEAM Day by showcasing our efforts to develop critical skills in local communities around the globe through our flagship After School Advantage (ASA) program. This program ensures students have access to participate in STEAM educational opportunities in digital learning centers, while developing the knowledge and skills for the jobs of tomorrow.

With solid practices in the sustainable procurement sphere of impact, Brightstar encourages all suppliers to join our global efforts toward maintaining a sustainable business, by means of specific policies, such as the Supplier Code of Conduct, and external audits.

Finally, as part of the climate action, biodiversity and circularity sphere of impact, Brightstar is actively working to define science-based targets, tailored to our current organizational structure. In particular, we aim to update the targets published on the Science Based Targets initiative website, establishing 2025 as our baseline. The new targets will be validated in 2026. Furthermore, in 2024 Brightstar carried out a life cycle assessment of devices, which allowed the introduction of the concept of Sustainability by Design as a natural evolution of product development towards sustainability.

As our sustainability strategy and plan evolved, we leveraged the experience of the past years to become more effective in deploying sustainability initiatives that directly contribute to the achievement of the United Nations (UN) Sustainable Development Goals (SDGs) identified in the UN Agenda for Sustainable Development 2030. In doing so, we recognized that focusing our efforts on seven out of 17 SDGs would allow us to achieve greater efficiency.

Overall, our efforts and commitment in 2024 have been broadly recognized. Brightstar consistently maintained top scores from the assessments performed by the most renowned ESG scoring agencies.

We may have a new name and organizational structure, but Brightstar's commitment to sustainability remains as steadfast as ever. We invite you to read about about the work being done by our industry-leading employees to advance the lottery industry while building a sustainable future and remaining "Ahead of the Game."

Sincerely,



Marco Sala
Executive Chair
Brightstar Lottery



Vince Sadusky
Chief Executive Officer
Brightstar Lottery

[1] For more details on the separation, please refer to "Methodological Note"

# Methodological Note

This Sustainability Report was published on November 19, 2025, by Brightstar Lottery PLC (hereinafter, the 'Parent', and together with its consolidated subsidiaries, 'Brightstar' or the 'Company'), to disclose its sustainability performance to its stakeholders.

## Identifying Sustainable Material Aspects

**GRI 3-1; GRI 3-2; GRI 3-3**

In 2024, the Company conducted its materiality assessment in accordance with the GRI 3: Material Topics (2021) Standard, as part of the GRI Sustainability Reporting Standards.

### Sustainability Materiality Analysis

The subjects covered in this report have been identified by a materiality definition process that Brightstar established to identify the most relevant economic, environmental, and social topics requested by the GRI Sustainability Reporting Standards. These standards require the report to include information related to topics deemed to have the most significant impacts on the economy, environment, and people, including impacts on human rights.

Performing the materiality analysis happens in five phases: (1) understanding the sustainability context in which Brightstar operates; (2) identifying current and potential negative and positive impacts; (3) assessing the significance of impacts; (4) prioritizing the most significant impacts for reporting purposes; and (5) shifting from impacts to sustainability material topics to be validated by the Company's senior leaders. The analysis took into account the entire



© BRIGHTSTAR 2025

value chain of Brightstar and included not only the Company's operations but also upstream and downstream activities.

### Phase One

In the first phase, Brightstar sought to identify the most common impacts on the economy, environment, and people in its operating sector. The Company analyzed its operations, business relationships, and sustainability activities in which these occur. The analysis covered:

- Industry trends: analysis of published reports by key international sustainability influencers in the lottery industry.
- Brightstar documentation and procedures.
- Benchmark analysis: review of sustainability reports and similar publicly available information from competitors and other companies in the lottery industry was conducted to identify the most widely discussed sustainability issues.

### Phase Two

In the second phase, Brightstar identified its actual and potential impacts on the economy, environment, and people. Actual impacts are defined as those that have already occurred, while potential impacts are defined as those that might occur. These impacts are ranked as negative and positive, short-term and long-term, intended and unintended, reversible and irreversible and impacts on human rights across the organization's activities and business relationships within its value chain.

### Phase Three

In the third phase, Brightstar assessed the significance of its identified impacts through quantitative and qualitative analysis, and critical and professional judgment. The latter allowed Brightstar to consider and evaluate all specificities and peculiarities of the sector where the Company operates, as well as its business relationships. To assess actual negative or positive impacts, Brightstar considered the severity of the impacts, which was determined by scale (how serious or beneficial the impact is), scope (how widespread the impact is), and the irremediable character of the impact (how hard it is to counteract or ameliorate the harm resulting from negative impacts). For potential negative or positive impacts, the significance was determined by severity and likelihood (the probability that the impact would occur).

The assessment was conducted by internal management. However, recognizing the strategic value of stakeholder opinions for its sustainability strategy, the company intends to involve them in the materiality analysis process in future years.

### Phase Four

In the fourth phase, Brightstar defined its most significant impacts based on the assessment carried out in phase three to determine its material topics for reporting. The identified impacts were tested by Brightstar subject matter internal experts who had insight into one or more material topics. This enabled the Company to determine which impacts were relevant, setting a materiality threshold.

### Phase Five

In the fifth phase, the impacts deemed significant were classified according to the following categories: environment, social, and economy. The list of material topics was reviewed and approved by the Sustainability Steering Committee and later validated by the Nominating and Corporate Governance Committee of the Parent's board of directors.

**2024 Brightstar List of Material Topics**

| Environmental | Social | Economy |
|---|---|---|
| Air pollution | Customer privacy and security | Business ethics |
| Biodiversity | Employee skills development and employee well-being | |
| Climate change | Local communities support | |
| Raw materials consumption | Relationship with suppliers | |
| Relationship with suppliers | Supporting good causes through lottery revenues | |
| Waste and product end-of-life | Responsible, legal and secure gaming | |
| Water resources | Human and labor rights | |
| | Workplace health and safety | |

## Financial Materiality

In line with evolving sustainability reporting practices, a financial materiality assessment was conducted on a voluntary basis considering the future legislative requirements and following the European Sustainability Reporting Standards (ESRS). This methodology assessed the relevance of sustainability topics from two complementary perspectives: a financial materiality assessment carried out to evaluate how sustainability-related risks and opportunities may affect the Company's financial performance or position. It should be noted that the financial materiality assessment is not subject to external assurance, as it falls outside the scope of the GRI Standards and it does not impact on the structure and content of the Sustainability Report.

The evaluation accounted for both the likelihood and magnitude of such effects, examining emerging risks and their potential financial relevance. Special attention was given to forward-looking issues such as environmental compliance, climate transition, and human rights, which may influence the Company's financial standing in the long term.

Many of these risks and opportunities may stem from past events or anticipated future developments, which can affect the availability of key resources or shape relationships with stakeholders, ultimately affecting Brightstar's operational capacity and reputational standing.

Accordingly, Brightstar not only assessed the direct financial implications of its operations, but also how external sustainability trends and stakeholder expectations could shape its financial exposure.

The following are among the key environmental, social and governance (ESG)-related risks and opportunities identified in 2024:

- Decreasing operating costs linked to incentives and facilitated financing options in light of a climate strategy
- Decreasing revenues and increasing insurance and renovating costs on physical assets linked to extreme weather events
- Increasing legal costs linked to a failure to comply with new climate change related regulations
- Increasing revenues linked to the implementation of low-carbon technologies and the consequent attraction of environmentally conscious customers
- Increasing procurement costs associated with the requirement for suppliers to adjust to the legal environmental landscape and clients' requests (climate change)
- Increasing of legal costs linked to a failure to comply with biodiversity protection regulations e.g. (EU Deforestation Regulation)
- Increasing procurement costs associated with the requirement for suppliers to adjust to the legal environmental landscape (biodiversity)
- Increasing operating costs linked to the unavailability of non-renewable raw material supply
- Increasing revenues linked to the implementation of eco-design strategies and the consequent attraction of environmentally conscious customers
- Increasing revenues and decreasing talent acquisition costs due to the competitive advantage obtained through employee wellbeing and upskilling initiatives
- Increasing legal costs linked to a failure to respect employees' human and labour rights
- Increasing legal and operating costs linked to a failure to comply with health and safety regulations
- Increasing operating costs of talent acquisition and training in cases of high turnover rates among employees
- Increasing legal and capital costs linked to a failure to comply with player privacy regulations
- Decreasing revenues linked to customers' increasing awareness of ESG issues
- Increasing legal and operating costs linked to a failure to comply with anti-corruption and ethical business regulations

Currently, stakeholders expect organizations to demonstrate accountability, transparency, and proactive management of ESG issues. They want insight into how companies manage their environmental footprint, uphold ethical business practices, and safeguard the well-being of employees, customers, and communities. At Brightstar, meeting these expectations means embracing responsible practices, from emissions monitoring, material consumption reduction and responsible gaming initiatives to community engagement, regulatory compliance, and sustainable operations.

Continuous ESG monitoring and risk management are critical to protecting Brightstar's value generation and business continuity - especially amid growing global uncertainty and regulatory change.

Additionally, in line with the UK Companies Act 2006, the Company included a dedicated section on climate-related financial disclosures, covering governance, strategy, risk management, and metrics and targets in its 2024 UK Annual Report and Accounts. For more details, stakeholders can refer to the full report, which is available on the Company's website.

# Report Profile

**GRI 2-2; GRI 2-3; GRI 2-4; GRI 2-5**

### Boundary and Reporting Period

On July 1, 2025, the Company completed the sale of its Gaming & Digital business (IGT Gaming) to a holding company owned by funds managed by affiliates of Apollo Global Management, Inc.

Brightstar's Sustainability Report is solely related to its pure-play lottery operations (continued operations). For a better understanding of the Company and its business, including its discontinued operations (IGT Gaming), please refer to the 2024 UK Annual Report and Accounts and Form 20-F for the year ended December 31.

The qualitative information related to former group structure prior to the spin-off of IGT Gaming has been included in this Report to the extent it is relevant and applicable to the current lottery operations. Please note that when the information is exclusively related to the new lottery perimeter it is clearly stated.

This Sustainability Report covers fiscal year 2024 (January 1, 2024 – December 31, 2024) and is focused on ESG activities, initiatives, and significant events that took place during that year. Where relevant developments have occurred after December 31, 2024 but prior to the publication date of this Report, they have been clearly disclosed, where applicable.

With regard to quantitative information, and in line with the GRI Standard's comparability principle, the Report includes both 2024 data from Brightstar—reflecting the current perimeter focused exclusively on lottery operations—and 2023 data from IGT, which referred to the former group structure that included both gaming and lottery activities.

However, due to the significant change in scope following the spin-off of the gaming business, the 2023 and 2024 data sets are not directly comparable. Where relevant, methodological notes have been provided to clarify differences in scope and ensure transparency in the presentation of year-on-year data.

Additionally, as for greenhouse gas emissions (GHG), data from 2019 was the baseline for the targets submitted to and approved by the Science Based Targets initiative (SBTi). These targets and the related baseline referred to the former perimeter of the Company, including both the Lottery and Gaming & Digital business division; for this reason, an update of the current SBTi submission is planned in 2026, to reflect the Group's updated objectives, challenges and revised operational scope. Any change to data already disclosed in prior year reports has been indicated within the text of this report, including the reasons for the restatement.

Brightstar uses a third-party data collection tool for its environmental data collection process. Data is uploaded to the system on an ongoing basis, while its elaboration and aggregation is performed annually at the end of the reporting year in preparation for the Sustainability Report draft.

Energy data and GHG emissions from sites which were unable to provide their electricity and natural gas consumption for 2024 have been estimated to allow for the computing of GHG emissions across 100% of Brightstar's active locations. The methodology and assumptions concerning Scope 3 emissions are comprehensively detailed in the chapter "Climate Action, Biodiversity, Circularity".

A similar estimate  was made to include sites which were unable to provide water withdrawal and discharge and waste generation data for 2024, to cover the entire Brightstar perimeter.

### Preparation Principles GRI

Based on the current coverage of both "Universal Standards" and "Topic Standards" linked to material topics, this report has adopted the "In accordance with" option of the "GRI Sustainability Reporting Standards 2021." The content index is shown on page 180.

### Sources and Data Gathering Systems

Data sources include internal documents, market surveys, and other official sources indicated in this report. Financial and economic data and information are derived from Brightstar's Form 20-F and UK Annual Report and Accounts for the year ended December 31, 2024 .

### Assurance Process

This report has been verified by PricewaterhouseCoopers (PwC SpA), an independent auditor who has carried out a limited assurance engagement according to the International Standard on Assurance Engagements (ISAE) 3000 (revised) criteria. Any information reported in this sustainability report that does not refer to any general or topic-specific disclosure of the GRI Standards, are not subject to the limited assurance by the appointed auditor.

### Report Structure

This report is made of three sections and one appendix:

1. "About Brightstar Lottery" provides an overview of Brightstar's business and main activities and describes the regulatory framework in which the Company operates. It also highlights Brightstar's ongoing dialogue with customers and provides information on its tax strategy and ESG performance assessed by ESG ratings.

2. "Governance and Business Integrity" describes Brightstar's Governance and the role of Sustainability Governance in the Company's overall strategy. It also shows that the Company is committed to ensuring compliance with the laws of the jurisdictions in which it operates, as well as adherence to its codes and policies that promote ethical behavior. The section provides information on Enterprise Risk Management, ESG risks, Data Protection, Cybersecurity, Business Recovery Plans, Anti-Fraud and Anti-Money Laundering, and Product Safety and Quality.

3. "Sustainable Growth" showcases Brightstar's sustainability path and priorities, commitments to the United Nations Global Compact and Sustainable Development Goals, and approach to stakeholder engagement. It describes Brightstar's Sustainability Strategy and approach to the following spheres of impact: Employee Engagement; Human Rights; Responsible Gaming; Community Engagement; Sustainable Procurement, Climate Action, Biodiversity and Circularity;

4. In the appendix of this report, both Universal and Topic GRI standards are reported within the Content Index in accordance with the GRI Sustainability Reporting Standards. It also includes the Social KPIs tables.

This report is published in English on the Global Sustainability section of Brightstarlottery.com, and in English and and in Italian on Brightstarlottery.it.

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

[1] Electricity and natural gas estimation is based on an average consumption per square meter, depending on the type of location (i.e., manufacturing plant, warehouse, office, datacenter).
[2] The estimate of water withdrawal and discharge and waste generation was based on an average parameter per square meter, depending on the type of location (i.e., manufacturing plant, warehouse, office, datacenter).
[3] The financial data are presented in U.S. dollars, unless otherwise specified. Any references to "$" refer to the currency of the United States of America (or "U.S.").

© BRIGHTSTAR 2025

# Brightstar Lottery's Sustainability Journey

Brightstar Lottery's sustainability journey began through its predecessor companies. Leveraging its experience and prior accomplishments, today, Brightstar is focused on reaching new milestones of its Sustainable Play™ commitment to leading the lottery industry in global sustainability.

## 2015

- Receives First Responsible Gaming World Lottery Association Supplier Certification

## 2017

- Commits to the United Nations Sustainable Development Goals

## 2018

- Adheres to the 10 principles of the United Nations Global Compact
- Creates Employee Impact Groups

## 2021

- Creates the Global Sustainability Committee
- Adheres to the Science Based Targets initiative to set targets to reduce greenhouse gases emissions according to scientific evidence
- Publishes the Responsible Gaming Policy

## 2022

- Publishes the Sustainability Plan (2022/2025)

## 2023

- Launches Sustainable Play™, representing the Company's commitment to leading the lottery industry in sustainability
- Publishes the Global Sustainability Policy
- Receives AAA score by MSCI ESG rating
- Opens the 350th global After School Advantage digital learning center
- Receives recognition as Top Employer in Canada, Italy and the United States

## 2024

- Becomes first vendor to receive the new certification Internet Compliance and Assessment Program (iCAP) Ready by the NCPG
- Recognizes 25-year anniversary of the After School Advantage Program

## 2025

- Develops enhanced Global Responsible Gaming Model

© BRIGHTSTAR 2025



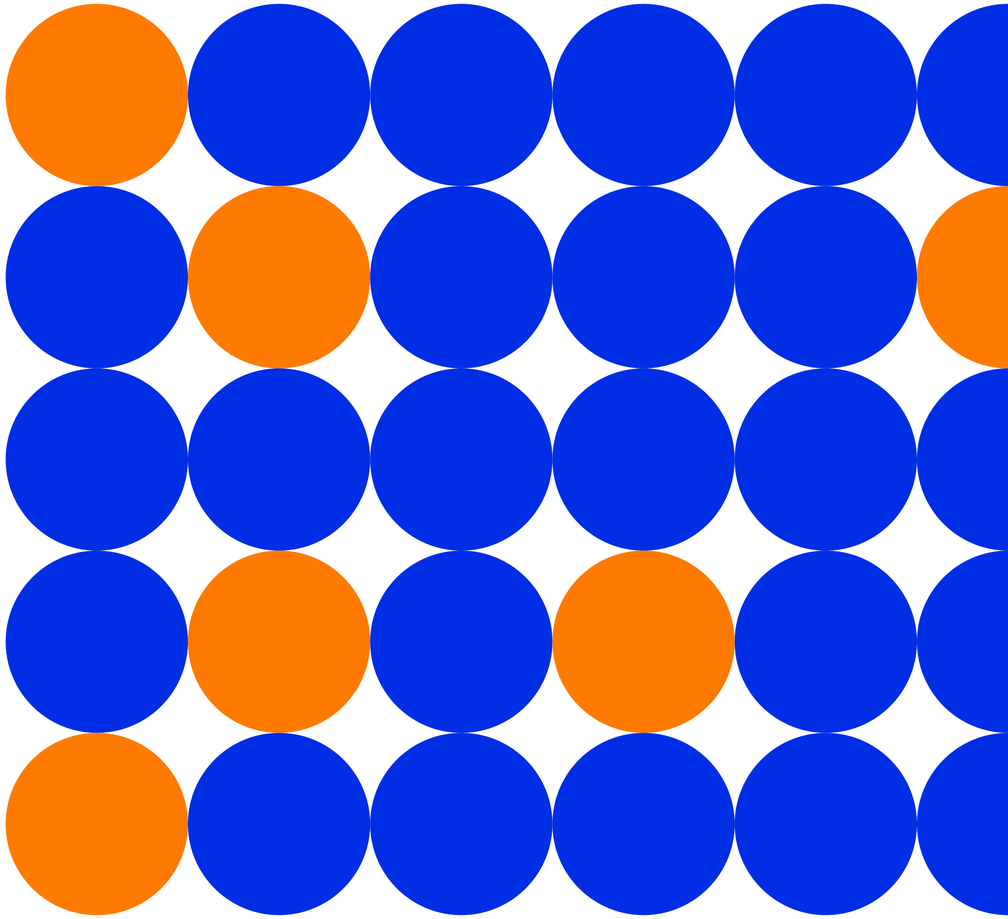
BRIGHTSTAR

# About Brightstar Lottery



© BRIGHTSTAR 2025

# About Brightstar Lottery



## Company Profile

**GRI 2-1; GRI 2-6**

Brightstar Lottery PLC (the Parent, and together with its consolidated subsidiaries, Brightstar or the Company) is an innovative, forward-thinking global leader in lottery with expertise in delivering secure technology and producing reliable, comprehensive solutions for its customers. Brightstar Lottery PLC is a public limited company incorporated under the laws of England and Wales with its ordinary shares listed on the New York Stock Exchange (NYSE) under the ticker symbol BRSL. On July 9, 2025, the Parent officially changed its name from International Game Technology PLC to Brightstar Lottery PLC following the sale of its Gaming and Digital business (IGT Gaming) to a holding company owned by funds managed by affiliates of Apollo Global Management, Inc. Brightstar will refer to its current corporate name throughout this report.

Brightstar's best-in-class lottery operations, retail and digital solutions, and award-winning lottery games enable customers to achieve their goals, entertain players and distribute meaningful benefits to communities. Brightstar is a trusted partner to governments and regulators around the world, creating value by adhering to the highest standards of service, integrity, and responsibility.

The Company is headquartered in London, United Kingdom, with principal operating facilities located in Providence, Rhode Island and Rome, Italy. Research and development and product assembly are mostly centralized in North America. As of December 31, 2024, Brightstar had approximately 6,000 employees.

This report includes several activities and accomplishments in 2024 that refer to the former Company as IGT because they represent Brightstar's continued commitment to sustainability.

© BRIGHTSTAR 2025



## Products and Services

Brightstar operates and provides an integrated portfolio of innovative lottery solutions, including lottery management services and instant ticket systems. Its worldwide land-based lottery and iLottery business includes sales, operations, product development, technology, and support.

Brightstar has the global scale to complement its geographic and customer diversification. As of December 31, 2024, it provides business-to-customer (B2C) and business-to-business (B2B) products and services to customers across six continents, supplying a unique set of lottery solutions to nearly 90 customers worldwide, including to 36 of the 48 U.S. lotteries.

### Retail Lottery

Retail lottery products and services are provided through operating contracts, facility management contracts, lottery management agreements (LMAs), and product sales contracts. In most jurisdictions, lottery authorities award contracts through a competitive bidding process. Typical service contracts range from five to 10 years in duration, often with multiple multi-year extension options. Brightstar also has certain material customer contracts, including the Italian fixed odds draw game license (Gioco del Lotto) and the Italian instant tickets (Gratta e Vinci) lottery license.

The Company designs, sells, leases, and operates a complete suite of high-performing point-of-sale machines that are electronically linked with a centralized transaction processing system between the retailer and the lottery authority. More than 400,000 point-of-sale devices are deployed to Brightstar lottery customers worldwide.

### Instant Tickets

Brightstar produces high-quality instant ticket games and provides printing services such as instant ticket marketing plans, graphic design, programming, packaging, shipping, and delivery services. It also develops its patented Infinity Instants™, a revolutionary digital instant ticket printing technology that offers a wide portfolio of unique content to customers.

As of December 31, 2024, the Company provides instant ticket printing products and services to 31 customers in North America, 30 customers in international jurisdictions, and holds over 60 instant ticket service contracts. Brightstar has also produced more than 60 Infinity Instants games since 2022. In Italy, instant tickets are available for sale at approximately 51,000 points of sale.

### iLottery

Brightstar is a leading iLottery platform provider globally, providing a complete suite of iLottery solutions and services. As of December 31, 2024, the Company holds 12 iLottery platform contracts and provides eInstant content to 14 customers worldwide. This, coupled with its professional expertise, allows lotteries to fully engage their players on any digital channel in regulated markets. Existing lottery game portfolios are extended to the digital channel to provide a spectrum of engaging content such as eInstant tickets.

© BRIGHTSTAR 2025

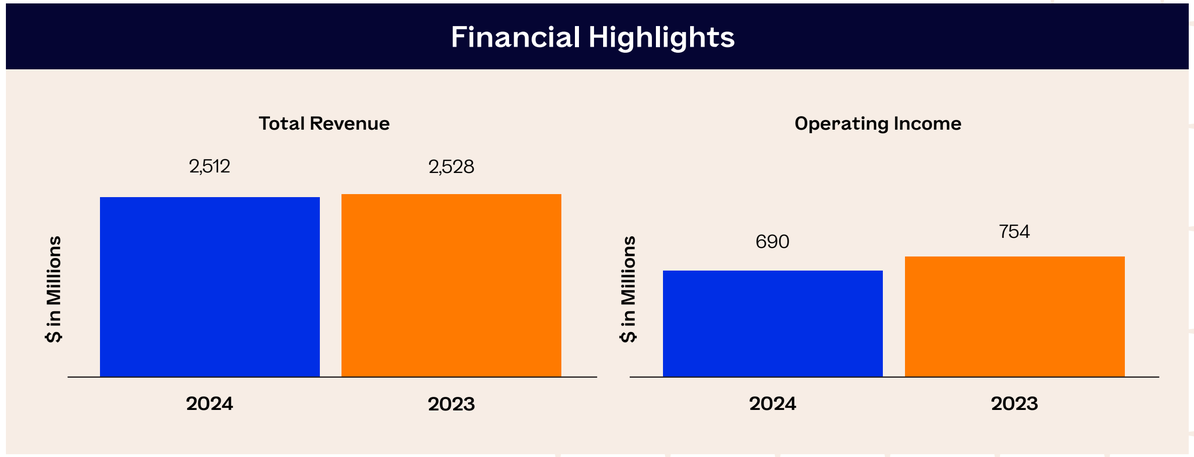
## Financial Performance

Brightstar's business model is characterized by robust recurring revenues and a diversified geographic and product mix to create value for all stakeholders. Innovation is the key growth driver in the areas of content, technology, distribution, and marketing.

Total revenue for the year ended December 31, 2024 decreased $16 million, due primarily to a decrease in U.S. multi-state jackpot activity and product sales, partially offset by an increase in instant ticket and draw game same-store sales growth in Italy.

Service revenue for the year ended December 31, 2024 increased primarily because of instant ticket and draw games same-store sales growth in Italy of 4.1%. Same-store sales for U.S. multi-state jackpot ticket games, Mega Millions® and Powerball®, experienced a 22.1% decrease, due to higher jackpot activity in the prior corresponding period. Brightstar saw a $13 million increase in Europe from lapsing of unexercised contractual rights and valued added services. This was partially offset by a $10 million decrease, the result of the successful resolution of a customer contract dispute and a decrease in LMA incentives.

Product sales revenue for the year ended December 31, 2024 decreased 13% from the prior-year period due to a $13 million iLottery license in Europe and a $10 million multi-year central system software license. This was partially offset by a $5 million increase in U.S. instant ticket printing operations.



## Direct Economic Value Generated and Distributed

**GRI 3-3; GRI 201-1**

Brightstar creates value for its stakeholders, including investors, employees, suppliers and contractors, government authorities, and local communities. The Global Reporting Initiative (GRI), an independent international organization that has pioneered sustainability reporting since 1997, notes that, "information on the creation and distribution of economic value provides a basic indication of how an organization has created wealth for stakeholders."

Brightstar is committed to investing in its business to maintain market competitiveness and economic sustainability and remains committed to pursuing its financial goals with a high level of transparency and integrity. In accordance with GRI Standards, Brightstar compiles information for economic disclosures using figures from its audited financial statements or from its internally audited management accounts.

Direct economic value generated and distributed data for the financial year ended December 31, 2024, were sourced from the Annual Report on Form 20-F filed with the U.S. Securities and Exchange Commission (SEC), the UK Annual Report and Accounts (ARA) and other audited internal reports. In 2024, the economic value generated by Brightstar amounted to US$2.5 billion, with the economic value distributed topping US$2.2 billion.

| Economic Value Generated and Distributed ($ thousands) | 2023 | 2024 |
|---|---|---|
| **Economic Value Generated** | **4,310,000** | **2,512,000** |
| **Economic Value Distributed** | **3,878,000** | **2,243,000** |
| Value to employees | 1,194,000 | 690,980 |
| Value to governments | 373,068 | 289,617 |
| Value to communities | 2,910 | 2,626 |
| Value to suppliers | 2,023,022 | 1,053,777 |
| Value to providers of capital | 285,000 | 206,000 |
| **Econmic Value Retained** | **432,000** | **269,000** |

# Regulatory Framework and Legislative Changes

The lottery industry is among the most highly regulated businesses in the world, where public interest must take precedence over many other interests. In safeguarding such public interest, governments and regulatory bodies play a key role in upholding primary legislative objectives, including ensuring legality and public security, protecting consumers and fair competition, maintaining public safety, and ensuring financial and tax compliance. Proper regulatory oversight ensures that the appropriate amount of tax revenues is collected by government authorities to fund important government-sponsored programs and good causes.

The global market for regulated gaming is characterized by two main dynamics: strong player demand and governments that use regulated lotteries to fund state budgets, including providing support for good causes. To meet player demands, Brightstar works to support regulatory interventions in many jurisdictions to regulate gaming activities and discourage illegal gaming, and its products are sold only in regulated markets. Lotteries generate consistent revenues for governments to allocate to good causes, such as education, community services, and the promotion of sports. Brightstar is uniquely positioned to leverage its global leadership position, long history of innovation, and depth and breadth of its product offerings to provide responsible solutions and aid in supporting good causes.

Brightstar fully complies with jurisdictional reporting on spending for political campaigns, political organizations, trade organizations, trade associations, or tax-exempt groups, allowing contributions to be reviewed for permissibility under the relevant countries' laws. Policies and oversights are in place to comply with federal, state, and local laws and regulations relating to the reporting and registration requirements for lobbying in the U.S. and other countries.

In 2024, Brightstar made various forms of contributions (i.e. political contributions where permissible, charitable donations, membership dues, sponsorships) to entities in the U.S. and other non-U.S. sponsorship events that have political, charitable, social welfare, or trade and business sector affiliations and missions, some of which have affiliations with government officials. 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 Brightstar.

## Dialogue with Regulatory Authorities

A comprehensive network of internal and external resources and controls is required to achieve compliance with the broad governmental oversight of Brightstar's business. A robust internal program ensures compliance with applicable requirements imposed in connection with lottery activities, as well as legal requirements generally applicable to all publicly traded companies. Brightstar complies with standards set forth by specialized lottery authorities and related government agencies. In some instances, regulators not only govern the activities within their jurisdictions but also monitor Brightstar's activities in other jurisdictions to ensure compliance with local operating standards on a global basis.

Brightstar engages government relations consultants globally to assist with a wide variety of activities related to its lottery business. All government relations consultants are required to follow applicable rules, regulations, reporting and registration requirements in the jurisdictions in which they act on behalf of Brightstar.

Building ongoing relationships with regulators involves early consultations when new policies or procedures are introduced. Brightstar schedules meetings with regulatory bodies to discuss ongoing compliance, changes in legislation, and best practices. Brightstar may proactively seek regulators' feedback on planned changes to ensure alignment with governing laws and standards.

In Italy, the Agency for customs and monopolies, Agenzia delle Dogane e dei Monopoli, (ADM) publishes a weekly public agenda of meetings with stakeholders, to ensure transparency in the dialogue between public decision-makers and stakeholders.

© BRIGHTSTAR 2025

## Regulatory Updates

Lottery laws are designed to ensure that gaming is conducted honestly, competitively, and free from criminal and corruptive elements. Since Brightstar conducts business with governments and government-regulated gaming entities, public affairs and government relations are essential to Brightstar's interests.

Brightstar's lottery products and technologies require certification or approval in the jurisdictions where it conducts business. While regulatory requirements vary depending on the jurisdiction, the majority typically require some form of jurisdictional licensing or regulatory suitability of operators, suppliers, manufacturers, and distributors, as well as its major shareholders, officers, directors, and key employees. Regulators review applicants, based on financial stability, integrity, and business experience.

### United States

In 2024, legislation for U.S. states to introduce iLottery continued to be more moderate.

In 2024, iLottery was authorized by the legislature in Massachusetts. In 2025, five states introduced iLottery legislation – Indiana, Louisiana, Maryland, New York and Ohio, but none of these states adopted legislation to authorize iLottery. There are 14 jurisdictions in the U.S. where iLottery is fully operational – Connecticut, Washington D.C., Georgia, Illinois, Kansas, Kentucky, Michigan, New Hampshire, North Carolina, North Dakota, Pennsylvania, Rhode Island, Virginia, and West Virginia. In Massachusetts and New Jersey, iLottery is authorized but not yet operational.

In 2025, three states considered legislation to introduce state lotteries – Alabama, Nevada and Utah. In Nevada, a bill that would amend the constitution to allow a state lottery did not move forward. In Utah, a bill to establish a state lottery was filed in 2024 but was not reintroduced in 2025.

### Italy

Italy has traditionally experienced periodic amendments to its regulatory framework, and the lottery sector is no exception. Current Italian lottery regulatory framework identifies the concessionaire as the central figure in its operating model. The concessionaire must carry out Italian wager collection, thus guaranteeing the pursuit of state interests.

The Italian public gaming sector is a complex, tightly regulated industry, in which various interests coexist. The primary public concerns are public health, consumer protection, the safeguarding of minors and vulnerable groups, and the fight against illegal activities.

The Legislative Decree N.41 of March 24, 2024, titled "Provisions for the reorganization of the gaming sector, starting with remote gaming, pursuant to Article 15 of Law No. 111 of August 9, 2023," implemented the 2023 Tax Delegation (Law No. 11 of August 9, 2023), and established the regulatory framework for the reorganization and harmonization of public gaming involving remote participation. Its goal is to create a primary source of regulation for the sector. The decree introduces provisions regarding the tenders for online gaming and lotto concessions, setting forth rules and guiding principles, and referencing European principles, particularly those related to free competition. It regulates concessionary relationships and sales activities, while also introducing a registry of recharge points for gaming accounts. Special attention is given to measures and procedures aimed at player protection and safeguarding against pathological gambling.

The fundamental principles underlying the operation of public gaming have also been established:

- protection of minors;
- legality of gaming;
- development of safe gaming;
- promotion of responsible gaming (RG);
- transparency in gaming offerings;
- development of wager collection networks based on models that ensure competitiveness, organizational, economic and operational robustness;
- prevention, opposition, and suppression of illegal gaming;
- traceability of the economic and financial flows related to bets; and
- use of functional advertising and the promotion, communication, and dissemination of messages aimed at encouraging safe and RG (Art. 3).

The Law n.207 of December 30, 2024 (State Budget for the financial year 2025 and multi-year budget for the 2025–2027 period – known as the Budget Law) introduced measures aimed at optimizing the regulation of remote public gaming and Bingo. Starting in 2025, it will permanently establish an additional weekly Friday draw for the Lotto and Superenalotto games. It will also extend, for a fee, certain concessions related to physical network-based gaming until December 31, 2026.

Brightstar works closely with the ADM to ensure the operation, development, and regulatory compliance of its licensed products. It also provides, upon request, technical and experiential support to institutional stakeholders responsible for the governance of legal public gaming.



## Leading Innovation in the Lottery Industry

Innovation is the driving force behind Brightstar's leadership in the lottery industry and the Company's firm commitment to providing customers with best-in-class products and services based on longstanding lottery knowledge.

For decades, Brightstar has been working closely with its customers to deliver new products and features as they are needed. In recent years, enhancements have included bringing more applications and products into the cloud.

Brightstar's commitment to providing customers and players with new and engaging lottery products, solutions and services is demonstrated across all lottery categories and global markets. The Company's research and development (R&D) efforts are reflected in its dynamic product roadmaps, which are influenced by market and technology trends, and feedback from customers, retailers, and players. Brightstar gathers and evaluates ideas from these sources and includes the best of them in new releases, which are made available and configurable to all customers. New features are designed to meet the needs of different lotteries, ensuring customers benefit from industry best practices.

By taking this approach, lotteries have tools that evolve at the pace of their business, avoiding the risk of applications that will become outdated over time. By handling customer localizations via configuration parameters rather than spending time and resources maintaining custom software codes, delivery processes are simplified and development teams are free to work on making products better for all users by adding new features and refining existing ones to make the products even faster, easier, and more accessible. As an additional benefit, lotteries spend less time testing new releases and more time achieving results.

Beyond products and services, innovation plays an essential role in improving systems and functions that are critical to the Company's operations. Brightstar has developed a state-of-the-art technological infrastructure to adequately support all stages of business, from product and services design to data management, business intelligence, and systems integration.

Brightstar has embraced a forward-thinking strategy to enhance its monitoring and incident management capabilities, which is aligned with the latest trends in observability, automation, and analytics. This transformation is aimed at improving both the efficiency and resilience of IT operations in an ever-evolving technological environment between on-premise and cloud platforms.

In an overall effort to advance technological capabilities and reduce its environmental footprint, Brightstar invested in the automation of technical documentation. This move reduces paper usage and makes information easily accessible for customers to download.

## The Blockbuster Device to Help Lottery Retailers Get to the Next Level

LotteryLink™ is the first-ever small-format solution to enable in-lane instant and draw-game sales without the need for a dedicated lottery terminal at the checkout lane or software changes to the retailer point-of-sale (POS) system. This product is unique in the industry and has the potential to be a market disruptor.

With LotteryLink, lottery products are scanned and sold directly from the retailer's POS device (e.g. cash register, square stand) like every other product in the store, opening up new possibilities for market expansion while offering unprecedented convenience for consumers, greater visibility into ticket sales, and real-time inventory tracking for both lotteries and retailers. The LotteryLink device can be placed anywhere on or below the retailer's existing counter.




Among the many benefits of LotteryLink are:

- System security: Retailers can safely connect LotteryLink to their POS terminal without jeopardizing retailer or lottery system security needs;
- Software cost savings: Software modifications needed for traditional in-lane solutions can be time consuming, labor intensive, and expensive;
- Space savings: This tiny device eliminates the need for large lottery terminals at the POS. Further, because instant tickets are activated at sale using LotteryLink (i.e., unsold tickets cannot be cashed), there is no need for space-consuming devices like mechanized ticket dispensers;
- Speed to market: Traditional in-lane implementations require software changes to a retailer's POS system, which can take many months to implement; and
- Sustainability: Draw games are sold via Quick Pick only, not via playslips, reducing paper usage and associated emissions.

© BRIGHTSTAR 2025

## Smaller and Smarter

The Retailer Select Terminal is functionally similar to full-size retailer terminals, but at only two-thirds the size; the Retailer Select provides a compact, space and material-saving solution to meet different retailer needs. Its fanless design and external power supply improve reliability, lower the total cost of ownership, and reduce downtime. The terminal supports paper transactions, as well as contactless and digital in-store player experiences, such as digital playslips and a cashless payment option using eWallet and external payment solutions.



## The Smallest Per-Bin Footprint in the Lottery Industry

GameFlex 48, Brightstar's newest and most innovative lottery vending machine to-date, has the highest capacity for instant games and the smallest per-bin footprint in the industry. With an all-new ticket delivery system, flexible configuration options, retailer-friendly loading capabilities, exciting player engagement features, and an integrated barcode reader, GameFlex 48 can sell 48 instant ticket games plus an unlimited number of draw games, all in a footprint that is only approximately an inch wider than Brightstar's 28-game GameTouch 28. For draw game purchases, GameFlex 48 supports Quick Pick and digital playslips, resulting in paperless playslips for enhanced sustainability.



## A World-ready Cloud Solution Designed in Italy

ServiceNow is a cloud-based platform focused on digital workflows, offering solutions for various business needs, particularly within IT, Human Resources (HR), and customer service. Key features include workflow automation, customizable dashboards, mobile apps, and specialized features for IT Service Management, HR Service Delivery, and Customer Service Management. ServiceNow also incorporates artificial intelligence (AI) and machine learning capabilities through features like Now Assist and Virtual Agent, enhancing automation and providing real-time support.

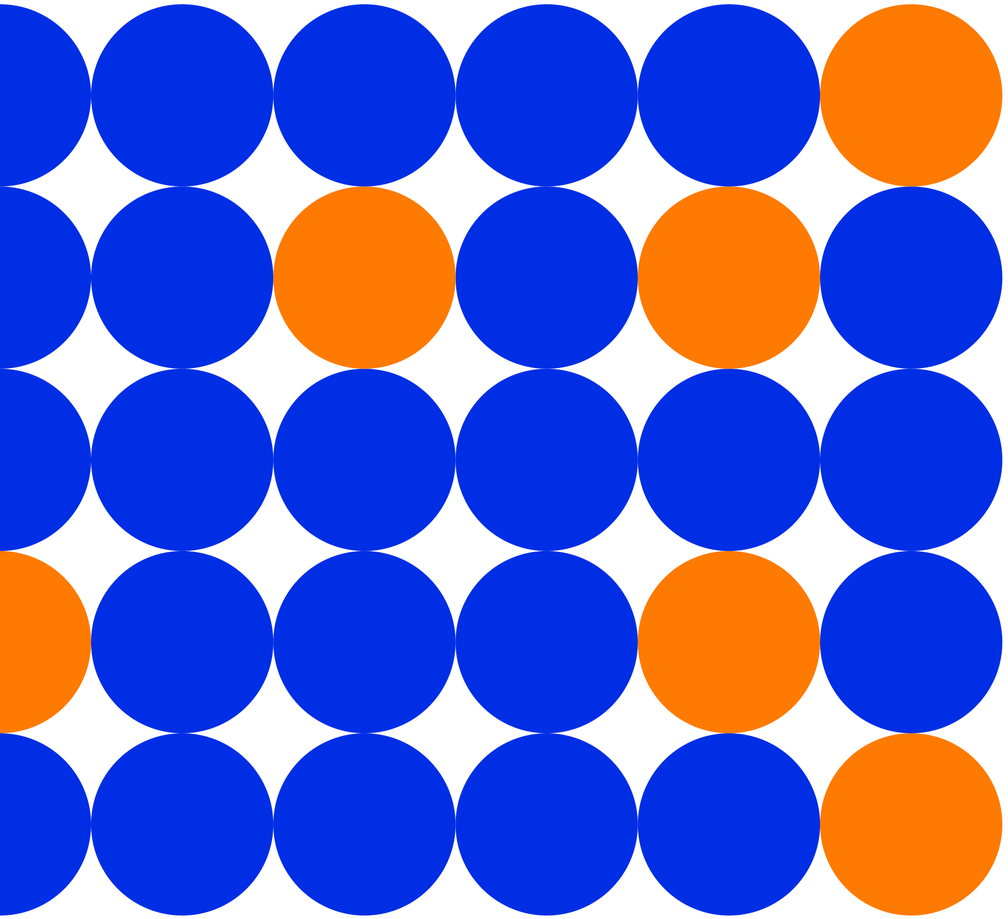
ServiceNow was designed in Italy, with three modules deployed in December 2024: Customer Service Management, Field Service Management, and Enterprise Asset Management. This innovation enables the Company to centralize several capabilities, previously handled by four different platforms.

With this deployment, Italy Field Operations can now handle end-to-end delivery and maintenance workflow without relying on third-party platform support. Insourcing the entire device lifecycle also simplifies asset management.

## Piloting Voicebot in Italy

In April 2024, Brightstar released the first voicebot within the hot line Italian perimeter. Approximately 2,500 POS were served by a voicebot. Without the need for human intervention, the bot can inform customers about the remaining ribbons in the box sent to the shop, as it calculates the difference between the number of ribbons sent and the number used.

© BRIGHTSTAR 2025



## Greater Incident Management Monitoring

To strengthen IT operations and align with digital transformation goals, Brightstar has successfully introduced Dynatrace, an advanced observing and monitoring platform, into its control and incident management processes. This strategic move is expected to deliver measurable improvements in operational efficiency, service reliability, and user satisfaction.

**Key innovations and benefits include:**

- Proactive monitoring & AI-driven insights - Dynatrace's AI engine enables real-time anomaly detection and automated root cause analysis, allowing for a faster resolution of incidents;
- End-to-end visibility - The platform provides full-stack observability across infrastructure, applications, and user experience, eliminating monitoring silos and enhancing cross-functional collaboration, allowing quick scale up monitoring when needed; and
- Cloud-native readiness - Dynatrace supports hybrid and cloud-native environments, ensuring scalable and resilient monitoring as the Company expands its digital services.

The platform allows a reduced operational overhead through a centralized solution, a faster onboarding of new services and scaling up, and improved service reliability and user experiences.

Dynatrace has modernized Brightstar's monitoring capabilities and positioned its IT operations as a proactive, data-driven function that supports business continuity and innovation. Throughout 2025, Dynatrace adoption has been expanded to the most valuable transactional services including the Italian Lottery, which has a high number of transactions and strict service levels.

© BRIGHTSTAR 2025

## Digitalization Now: Tools to Transform the Player Experience

Even where digital wagering is not yet permitted, lotteries can digitalize the retail experience to increase player engagement and provide a contactless player journey. Providing lottery players cashless payment options has been an industry priority for years, and now, lotteries can leverage digital solutions to offer a contactless retail player journey and transform the player experience.

Players can interact via mobile apps and any Brightstar touchpoint that digitally enhances their overall lottery experience. Among other things, players can withdraw winnings electronically and deposit them directly into their bank account, or they can top-up funds electronically to buy their physical ticket by cashless and contactless means.

Enabling the multi-layered player journey that bridges the retail and digital space remains a critical component to aligning with consumer expectations. Brightstar has identified the key consumer needs that drive its approach to retail evolution, including convenience, relevance, rewards, and paperless, cashless, and contactless options.

With its unified, end-to-end solution designed to fully cover and converge the lottery business across all sales channels and game verticals, Brightstar is advancing the next generation of omnichannel capabilities in alignment with evolving consumer expectations.

Connected Play represents Brightstar's evolution of omnichannel offerings. Lotteries benefit from new insight into known player behaviors at retail by collecting data on all individual consumer habits for analysis and use in individually targeted marketing efforts, thus yielding greater player engagement, retention, and RG. Players benefit from the convenient, paperless, cashless, contactless, frictionless, and personally relevant consumer experience they have come to expect in today's world. Retailers benefit from the streamlined and modernized consumer experience available in their stores and from lotteries' ability to fuel the drive to retail via digital tools that incentivize desired consumer behaviors.

### Digitalization Now: Tools To Transform The Player Experience



## Reducing Paper Waste at Retailers

The Digital Menu Board is a sleek, modern, digital way for retailers to display in-stock instant tickets at the point of sale. It reduces or eliminates the need for on-counter plastic dispensers, 4x4-inch cardstock dispenser inserts, and disposable monthly new game printed marketing materials, freeing up the retailer's counterspace, making it easier for players to see and select game tickets, and reducing both spend for lotteries and paper waste.

## Enhanced Digital Playslip

With the mobile convenience app, registered players are able to unlock enhanced digital features. Players can use the mobile app to select their numbers, store them, and create a digital playslip that is scanned at the terminal to produce a ticket.

The scanned digital playslip carries the player ID and all player-configured preferences, such as a digital instead of a paper ticket, auto-payment of winnings to the eWallet, and RG limits, providing the gaming system with the details required to identify the individual player at the point of sale, and the lottery with individualized details on the retail transaction. By enabling the loyalty program, players using the enhanced digital playslip are able to earn points for purchases at retail and transactions will be recorded within the player's account. In addition, if the player's preference for digital tickets and auto-pay options are activated, tickets are recorded within the player's account and processed for payment of prizes. Non-registered players can create their lottery wagers by using their phone to configure game purchases and create a QR code that represents their wager, without the need to fill out a paper playslip. This digital playslip can then be scanned via the retail terminal. Digital playslips allow players to save and reuse the wager information even without logging in, which is both environmentally conscious and convenient for players.




### Embracing Artificial Intelligence

Brightstar is constantly evaluating and leveraging key emerging technologies across the industry, including AI-enhanced products and operations, as part of its innovation program.

While AI-based tools have the potential to provide predictive data, drive investment opportunities, and create efficiencies, it is expected that risks associated with such benefits be managed effectively. In this regard, Brightstar has launched a multipronged strategy for approaching the use of AI, particularly generative AI, covering three foundational core areas – governance, training, and communication. The Brightstar Generative AI Policy was designed to help employees make decisions about using generative AI tools. A targeted, mandatory training was released globally to guide employees through the ethical and responsible use of AI and generative AI.

## Educational Session on AI Trends and Barriers

During 2024, the Brightstar board of directors received an educational session led by an external AI expert, covering the most recent trends in AI investment, as well as productivity gains and barriers with transitioning to an AI-driven corporate environment. The directors also received reports from management on testing the application of generative AI modules within the business.

© BRIGHTSTAR 2025



## Exploring Applications of AI

In 2024, Brightstar increased the application of AI technologies in Italy by focusing on two key areas:

- Prediction and Optimization: Advanced predictive algorithms were used to optimize the launch schedule of Gratta e Vinci (instant tickets), thus maximizing sales and minimizing the risk of out-of-stock tickets. The predictive analysis enabled the identification of the products with the highest potential and strategic distribution planning, ensuring product availability to customers.
- Customization and Customer Experience: Brightstar designed an AI-based clustering system to group retailers according to preferences and characteristics. This segmentation enabled the customization of each retailer's experience on Brightstar's portal by providing targeted recommendations of Gratta e Vinci order compositions and suggesting products tailored to their needs and their customer profiles

Brightstar also created a multi-channel virtual agent to interact with customers via chat and voice by answering questions, gathering data, and carrying out operations on behalf of the customer. The virtual agent employs AI for language comprehension, identifying customers' needs and routing their management along defined paths.

The adoption of AI can also generate several benefits for Brightstar, such as:

- Better operational efficiency: the automation of repetitive actions and process optimization would lead to greater efficiency and cost reduction;
- Customized player experience: players can enjoy a more customized and engaging experience, generating higher satisfaction; and
- Data-based decisions: predictive analysis and business intelligence based on AI provide valuable insights to drive strategic decisions and optimize business performance.

© BRIGHTSTAR 2025

## Customer Engagement

Brightstar has earned the trust of its customers by maintaining high standards of integrity and compliance with laws and regulations in the jurisdictions where it operates. The Company takes time to understand its customers' priorities and goals and engages with stakeholders to identify the most effective solutions to address their collective needs.

The Company consistently seeks feedback from customers to improve its products and services. Customer satisfaction surveys are part of Brightstar's ongoing efforts to provide best-in-class service. This feedback enables Brightstar to understand how well it is meeting customer needs and identifying products and services that require improvements.

Brightstar hosts events and exhibits at industry trade shows[1] to better understand the ever-changing needs of customers. Customer meetings are regularly focused on the value Brightstar provides when communicating new ideas, products, or innovation to a market. Brightstar also invites lottery customers to complete performance scorecards on a quarterly basis to gather feedback and ensure the delivery of optimal customer service.

In 2024, Brightstar organized and participated in 19 industry events with customers. At the World Lottery Association (WLA) summit in Paris, France, attended by 469 lottery delegates representing 139 lotteries, Brightstar showcased retail solutions, instant ticket content and services, and iLottery products on the trade show floor. Brightstar also participated in the North American Association of State and Provincial Lotteries (NASPL) conference, hosted by the Missouri Lottery, with approximately 170 lottery attendees representing 40 lotteries.

Also in 2024, Brightstar participated in the European Lotteries (EL) Industry Days in Salzburg, Austria; EL/WLA Marketing Seminar in London, UK; Public Gaming Research Institute (PGRI) Smart-Tech in Miami, Florida; La Fleur's Fall Conference in Austin, Texas; NASPL Professional Development Seminar in Omaha, Nebraska; Asia Pacific Lottery Association (APLA) Congress in Hanoi, Vietnam; EL/WLA RG/Sustainability Seminar in Dublin, Ireland.

At the in-person Global Lottery Insights Exchange in October 2024, hosted by Brightstar at its office in Providence, Rhode Island, participants presented on a variety of research topics, and two guest keynote speakers from research companies spoke on the use of AI and research. This workshop offered 12 Brightstar customers a unique opportunity to interact with their research counterparts and learn from each other while strengthening relationships for further collaboration. In late 2024, Brightstar engaged in multiple customer workshops, including meeting with the National Lotteries Control Board (NLCB) for a customer workshop in Port of Spain, Trinidad & Tobago. The Company hosted 14 NLCB board members and management team to discuss marketing, products, technology, and retail execution.



[1] Several activities and accomplishments in 2024 related to the discontinued operations of IGT Gaming have been included in this report, as they represent a continued commitment to sustainability shared by both the former and the new operational structure.

© BRIGHTSTAR 2025

## Gauging End-Customer Satisfaction on the MyLotteries App in Italy

In 2024, Brightstar conducted several satisfaction surveys using the MyLotteries app. The Net Promoter Score (NPS) is one of the measures used to evaluate players' willingness to recommend Brightstar's services. The total score of the survey reached a positive 48 NPS. The survey allowed the Company to identify areas to improve the user experience, such as the possibility to check gaming activities right at the point of sale.

## Player Segmentation in Italy

During 2024, one of the most significant market research initiatives was the evolution of the review and renewal process for Lottery Explorer, the behavioral segmentation of players carried out by Brightstar. This initiative was deemed necessary to update player attitudes following COVID-19, which led to a change in players' gaming habits.

### Listening to Customers

In 2024, Brightstar regularly conducted research on its Retailer Wizard and Draw Game Management platforms, assessing players' feelings on innovative printing games, specifically Brightstar's Infinity Instants product. A player demographics and profiling study resulted in the construction of player archetypes for each Brightstar game with specific guidance on how to engage and market to those players.

In late 2024, Brightstar contracted an independent professional market research firm to collect objective feedback from its global lottery customers as part of an effort to gauge satisfaction. This is the 12th customer satisfaction survey conducted so far by Brightstar. For this 2025 study, 173 senior directors and managers from 54 lotteries participated during July and August.

The data collection was closed in mid-August with aggregated results available at the end of September 2025. That said, an important actionable feature of this study is that results are provided from each person to the Brightstar local teams immediately after receiving them so they address any concerns immediately.

For customer-initiated studies, Brightstar meets with the chosen vendor to ensure the customers' goals and objectives are identified. Once the project has been executed and research report findings are obtained, Brightstar debriefs the customers to ensure they understand the potential actions and key learnings arising from the study. For corporate studies, Brightstar follows the same process with its internal stakeholders included as part of the kickoff and debrief process. Brightstar increased the number of customer research studies year over year in 2024. Brightstar continued to see an influx of new primary research requests from lottery customers who needed help with concept evaluation, general consumer, retailer and customer feedback, and strategic planning initiatives, particularly regarding game development. Additionally, the Company executed its Customer Satisfaction Study and Thought Leadership Study and contributed to the strategy and planning of various equipment and solutions offered to lotteries.

### Responding to Customer Needs

Brightstar's customer needs differ based on their size, location, available services, status, and jurisdiction-based regulations at national and local levels. For this reason, Brightstar consistently fine-tunes how it serves customers and pursues excellence through its people and processes.

#### Field Services

Brightstar Global Field Services is a full-service network providing end-to-end retail experiences, including lottery POS support and system support, as well as retail network infrastructure.

As a full-service provider, Field Services employees perform retailer device installation, preventative maintenance, removal, relocations, remote support, training, and upgrades. Brightstar's comprehensive service plan begins with reliable equipment, innovative peripherals, and a robust communications network.

Brightstar's Field Services operations is made up of 1,175 employees, including field services technicians (FSTs), bench repair technicians, contact center agents and field services management. The team supports over 1.4 million pieces of equipment that include on-counter terminals, satellite and cellular communication equipment, and player-facing equipment such as lottery vending machines. Resources are available to assist with any maintenance requirements any hour of the day, 365 days a year.

© BRIGHTSTAR 2025

The 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 Services standards outline all FST responsibilities and performance requirements, including procedures for performing service visits and preventive maintenance on all equipment serviced by Brightstar. They also include training to be followed by FSTs when working with peers, customers, and third-party resources. Field Services standards help every FST provide the highest level of service across the retailer base, regardless of the type of equipment being serviced.

- Performance levels and expectations are set according to Field Services standards, such that staffing levels are reviewed to ensure that customers can rely on adequate local staff equipped to respond to all service calls in a timely manner. Brightstar understands the importance of staffing each customer base with an appropriate number of FSTs to match demand.

- Staffing levels and performance measurements are constantly reviewed against statistics and trends to maintain optimal field staffing levels. Field Services leadership measures the performance of each staff member and the team to provide guidance and feedback. The local Field Services management team then provides performance reports to the customer for full transparency and accountability.

Field Services operations provide equipment training in most jurisdictions, which complements the overall retailer training program delivered by Brightstar's Learning Services group.



## Field Services in Italy Speak Volumes

In Italy, Field Services manage approximately 54,000 points of sale in the retail network. With an annual churn of 4,200 points of sale, due to new openings and closures, approximately 170 technicians responded to more than 60,000 requests for assistance from Italian retailers in 2024, 38,000 of which were to fix critical breakdowns. Also, in 2024, the repair center handled more than 8,000 devices.



## Field Services Optimization Project: An Unprecedented Commitment to Service Customers

In 2024, Brightstar introduced the Field Services Optimization project, which included new work streams to transform service models, optimize processes, and deliver best in-class technology solutions while fostering a community of employees who felt prepared and valued. Twelve separate project teams met weekly to develop creative solutions and reexamine old challenges to determine areas for improvement. New challenges were also discussed to uncover opportunities for cost savings and optimization.

The ability to remotely troubleshoot without the need for a technician to physically troubleshoot onsite, continues to be a key business focus for Brightstar Field Services. To mitigate physical interventions, Field Services requires data access to the multiple business system platforms, both internally and externally, and for new products to be designed with remote access functionality, increased digital interface, and less hardware components to mitigate hardware failure.

Another key area of focus is predictive maintenance, also known as predictive repair. The newest products have been equipped with sensors to transmit core data to Brightstar's edge server solutions. By collating and analyzing this data, Brightstar is able to make intelligent, predictive suggestions for maintenance. In 2024, a team worked on a predictive maintenance pilot, which is proving a strong case for full implementation to boost remote capabilities, increase tools and technician training to resolve issues remotely, and create an incentive for customers to support the resolution process. By having these capabilities, Brightstar could reduce physical interventions, travel time and vehicle usage, and also reduce incidents that are defined as no fault found, which is when the technician arrives to the customer location to find that there is no problem, while improving technician utilization.

© BRIGHTSTAR 2025



## Asset Management and Cadence 3 Enhancement

Cadence, a holistic proprietary service management application used by both contact center agents and field technicians to dispatch and track a case through to closure, and to store case history, covers the entire lifecycle of a retailer service call. The new Asset Management system, coupled with the Cadence 3 upgrade, is bringing in an era of enhanced operational efficiency, cost optimization and service improvement. Through a comprehensive tracking mechanism, every piece of equipment will be monitored with greater precision, enabling Brightstar to track inventory in real-time, ensure optimal stock levels, and prevent overstocking. This system facilitates smarter, more cost-effective re-ordering by providing accurate data to guide purchasing decisions. The improved visibility into asset locations ensures better control over the lifecycle of each piece of equipment, reducing the risk of loss and enabling swift action when needed.

Cadence's most recent upgrade extends the flexibility and capability of the system, offering a more dynamic and responsive framework for managing inventory, especially the Asset Management functionality, by providing seamless integration with Aurora, Brightstar's central system.

This synergy between advanced tracking, automation, and technician support will streamline operations, reduce operational costs, and ultimately increase productivity, creating a more efficient and responsive field service environment.

Brightstar designs all POS hardware and equipment with longevity, reliability and durability in mind. By incorporating decades of real-world experience into product designs, Brightstar aims to mitigate critical points, lower the total cost of ownership, and deliver the most reliable terminals and peripherals possible. Brightstar's strategy has reduced the number of field service visits for product installations and the core materials used over the license period. Brightstar also maximizes device lifetime and consolidates the supply chain by recycling parts, driving down cost and ensuring minimal waste.

Brightstar runs Recycling and Refurbishment Centers of Excellence from the Company's global repair hubs. These sites organize the redistribution of used parts to other global Brightstar sites.

Since 2021, Brightstar has been working on Field Services optimization to introduce new ideas, solutions and efficiency opportunities. The projects are expected to yield substantial gains across several key areas, including:

- Expansion of retailer self-service offerings, which is expected to propel Brightstar's service forward with cutting-edge innovations;
- Examination of service models, which is expected to result in more standardization, compliance and control, allowing personnel to spend time on solutions rather than chasing issues;
- Data management through better collection, collation and analysis, which is expected to generate efficiencies and improve communication; and
- A focus on talent by creating a clear understanding of skill and proficiency level differences and compensation pathways, which is expected to improve workforce engagement.

Field Services conducts regular performance checkpoints with each General Manager across jurisdictions. In 2024, a new bi-annual General Manager scorecard was introduced to enhance these reviews. The scorecard assists in incorporating feedback from the sites and the lottery customers, helping to shape action plans and guide Field Service initiatives.

Field Services metrics are measured by specific calculations and weighted averages based on jurisdictional contractual requirements. Customer satisfaction can be measured through customer surveys, direct feedback, and customer retention. Brightstar holds itself to a high standard of quality, utilizing a self-imposed 98% service level of on-time call completion.

Internal key performance indicators (KPIs) include, but are not limited to, expense management, inventory control, and depot repair rates.

In Italy, Brightstar monitors satisfaction through a semiannual customer scorecard effort and data-driven performance measurements. The day after a visit from a Brightstar technician, retailers are asked to express their satisfaction with the technician's courtesy, overall service, and technical and listening skills.

© BRIGHTSTAR 2025

## Optimization of Repair Interventions in Italy

Brightstar developed three projects to digitally optimize the retailer support processes in Italy and minimize environmental impacts:

## Project MySelf

MySelf helps reduce the number of technical interventions carried out by support staff at physical retail locations, contributing to the reduction of greenhouse gas emissions and other pollutants (nitrogen oxides, sulfur oxides, and particulate matter) associated with vehicle travel for maintenance and repair activities. Retailers have access to a range of services, including video tutorials, guided software procedures, and a chatbot, that facilitate issue management without the need for operator assistance. New Self Swap Device procedures simplify component replacement using plug and play methods. Through software self-maintenance processes, the terminal can identify corrupted areas within its software map and restore full functionality to all degraded virtual components. Additionally, the feature ensures that each terminal is updated with the latest tested and released version. This tool has resulted in approximately 1,500 fewer field interventions annually, which equates to around 7.5 metric tons of $CO_2$ emissions saved per year.

## Project Telemetry

New telemetry functions have been introduced through a diagnostic and interactive tool between the terminal and supporting peripherals, enabling the transmission and categorization of data within an indexed dashboard. This dashboard will allow for monitoring and enhanced remote support by technical assistance teams, as well as the training of machine learning algorithms aimed at developing predictive maintenance features. The telemetry project reduces the need for on-site interventions.

## ERM Platform

The logistics and delivery chain for assets at physical retail locations is managed using advanced tools, such as the enterprise risk management (ERM) platform, ServiceNow, which updates supply and delivery timelines in near-real time, improving overall efficiency. The new platform optimizes:

- Route planning for field interventions through advanced tracking modules;
- Automation of installation procedures, simplifying all configuration tasks handled by on-site technicians, reducing downtime and unnecessary movements—thereby contributing to lower $CO_2$ emissions from transport;
- Near-real time alignment of the technical inventory at physical collection points, helping to reduce errors that could lead to material waste and disrupt service continuity.

© BRIGHTSTAR 2025

## Contact Centers

Brightstar's contact centers provide 24/7 business assistance and effective procedural safeguards to all locations where Brightstar operates. The contact centers are designed to maximize customer satisfaction, while supporting RG and compliance.

Contact centers and dispatch teams in multiple geographic locations provide superior service in local languages to enhance customer experience, as well as disaster recovery capabilities. This solution has boosted response times and overall customer satisfaction while reducing call volumes.

The contact centers generate daily performance reports and hold weekly meetings to review the previous week's performance. Service-level metrics provide insight into any problems that occurred in the previous week. In addition, the contact centers also generate annual performance reports to assess overall performance for the year.

### B2B Contact Centers

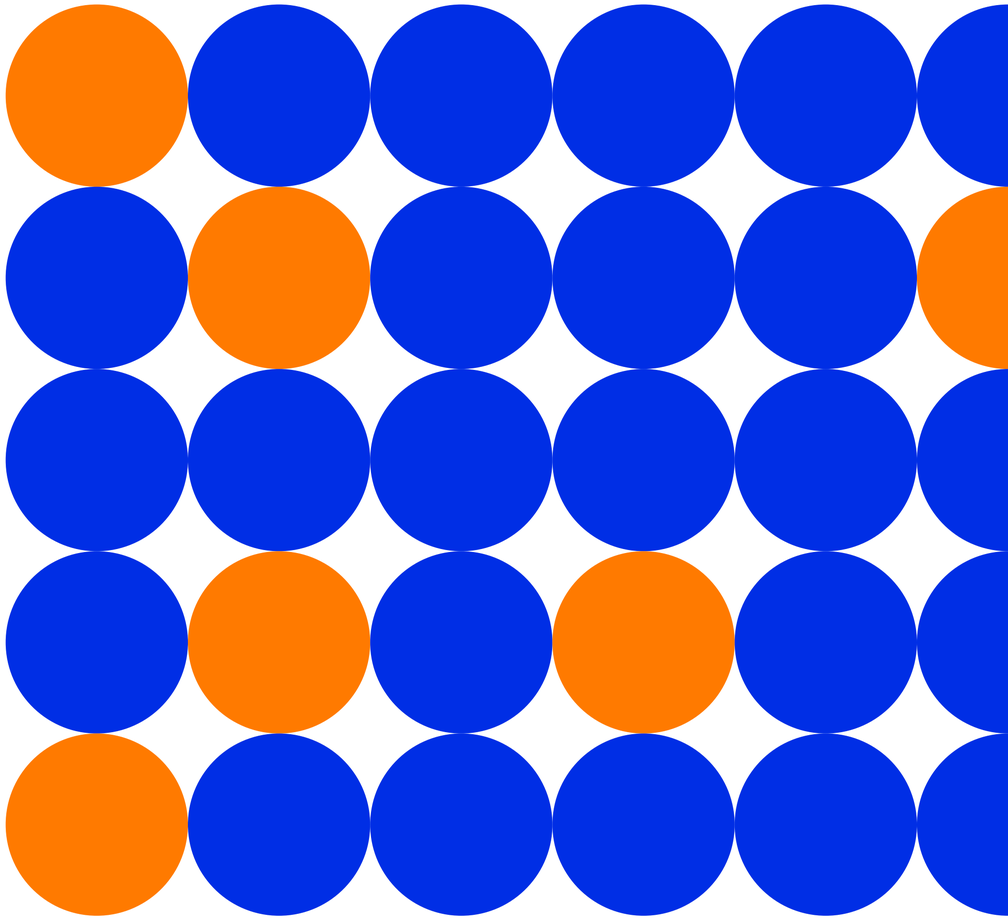
Brightstar's B2B contact centers assist lottery retailers with identifying and applying appropriate optimizations.

The National Response Center (NRC) provides support to lottery retailers and global incident management and is certified to be compliant with ISO 27001 and ISO 20000. The NRC has hubs in Rhode Island, West Virginia, Texas and Florida supporting Brightstar's business in the U.S. All NRC associates are trained to provide technical support to all 26 lottery retailer jurisdictions. In 2024, the NRC received more than 755,000 contacts at a service level of 82.11% (calls answered in less than 60 seconds). The NRC has a supervisory and quality team that evaluates contacts monthly to ensure accuracy of processes, and the workforce management team monitors service level performance in real-time.

The NRC competed in regional and then global ContactCenterWorld (the global association for contact center best practices) competitions in 2024. In both programs, Brightstar was awarded Gold for Best Analyst and Best Operations Manager.

In 2024, the NRC rolled out the Engage platform which has greatly improved its efficiency and daily processes. With its centralized interface and automated workflows, Engage reduced manual data entry and minimized errors. Real time access to reports within the tool has provided Brightstar with better visibility into performance metrics, allowing the team to easily pull data on an ad-hoc basis. In addition, the tool has Application Programming Interface connections which allows the team to enhance troubleshooting capabilities by sending remote resets to retailers' communication devices.

The contact centers produce daily reports to monitor the quality of service, with data profiled according to the type of business, the channel of origin of the contact, and the type of contact. All reports for specific expertise and assistance are also available to managers.



© BRIGHTSTAR 2025

The contact centers responsible for Latin America and Caribbean lotteries and commercial services are based in Chile, Costa Rica, Jamaica, Mexico, and Trinidad and Tobago, and provide support for Brightstar's systems and terminals located in retailer locations.

In Jamaica and Costa Rica, Brightstar launched a new telco system called the Genesys cloud solution, which opens new communication channels for customers such as email, chat and automated chats. In Jamaica, Brightstar also introduced an auto dispatch solution for any service call requiring a technician visit through Brightstar's customer relationship management (CRM) solution, Cadence.

The Europe, Middle East and Africa (EMEA) contact center is the main point of contact for retailers, lottery representatives and customers, who need assistance with their equipment, handling equipment issues, troubleshooting network and/or communications problems, processing supply orders or general questions. The EMEA contact center has three locations covering all business lines based in Warsaw, Poland, Bratislava, Slovakia, and Prague, The Czech Republic. The EMEA Contact Center also operates an implementation project support center that handles and manages endpoint installation and removal processes while providing second-line technical support for communications.

The EMEA contact center maintains appropriate communication service level agreement and remotely accesses devices to ensure low failure rates, minimizing service visits. Brightstar is the creator and supplier of a system for full field service process management - Agriscola - and a mobile application for field technicians.

In 2024, many new functionalities were added to the Agriscola system, such as route planning for field technicians and integration with lottery client systems as well as the Genesys cloud solution, which replaced previous telecommunications solutions.

The contact center based in Italy, and partially served by an outsourced vendor in Romania, provides information and technical desk services for Gioco del Lotto and Gratta e Vinci points of sale. In 2024, operations in Italy achieved ISO 18295-1 and 18295-2 certifications. ISO 18295 is a two-part international standard for customer contact centers. ISO 18295-1 focuses on the requirements for the customer contact centers themselves, while ISO 18295-2 focuses on the requirements for organizations that use those centers. These certifications demonstrate that a customer contact center meets specific quality and performance benchmarks.

The Italian contact center follows a strategy centered on digital transformation and a new organizational model that supports both B2B and B2C lotteries. This digital transformation approach provides extended usability of through proactive notifications and other autonomous solutions including a mobile app, web portal and interactive voice response (IVR), as well as IVR-enabled automatic management of network malfunctions.

This digital transformation has allowed greater service configuration flexibility and the introduction of the "call-back" function. Regional offices throughout Italy have been phased out because customer service officers are now working remotely. In 2024, a further reduction in contacts handled by human agents was achieved due to the virtual agent solution and the ongoing development of the proactive IVR platform. In addition, the migration of the Genesys IVR platform from an on-premises environment to the cloud was completed.

## Brightstar Lottery B2B Contact Centers




More than **1,400,000 contacts** in a year

Italy: **464,823**

North America: **755,000**

Chile, Costa Rica, Jamaica, Mexico, Trinidad and Tobago, Czech Republic, Slovakia, and Poland: **196,346**

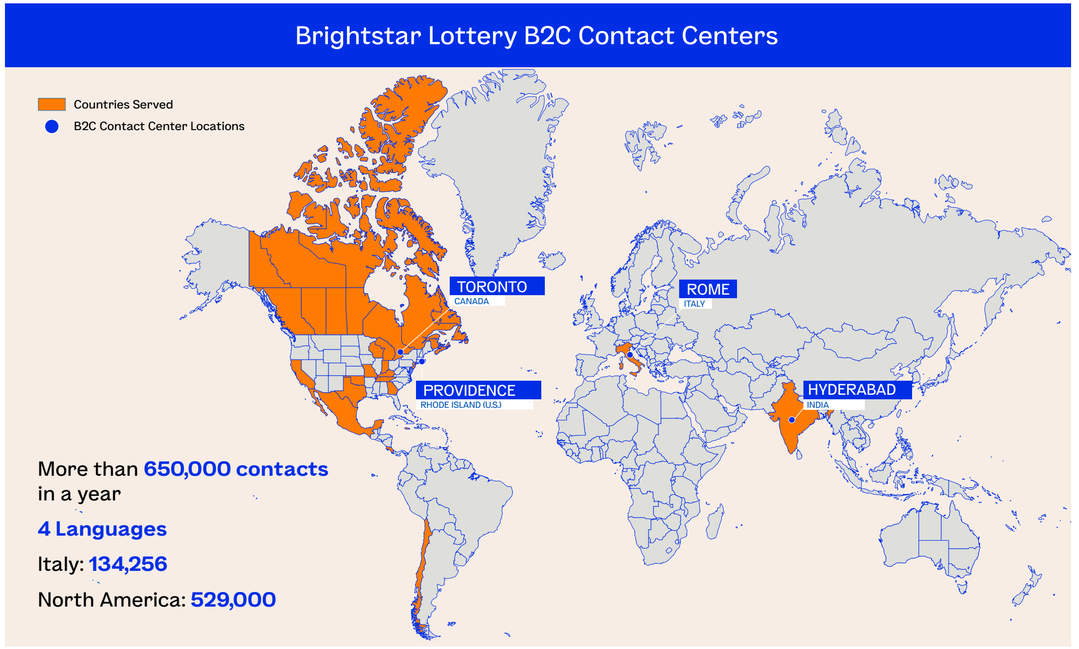
## B2C Contact Centers

Brightstar B2C contact centers provide multichannel assistance to lottery and iLottery players worldwide. This support is offered through four B2C contact centers, spanning several countries and in four different languages -- English, Spanish, French, and Italian. These contact centers focus on RG, compliance, and customer satisfaction, while acting as a partner and direct advisor to players where Brightstar has customers.

Brightstar's B2C contact centers are managed by a dedicated team which utilizes several local operational sites in the U.S., Canada, India and Italy, as well as outsourced centers in Romania. This model supports specific talent pool availability, with fully trained, experienced, and licensed staff abroad. As a core element of its philosophy, Brightstar's contact center management ensures that employees are provided with optimal working conditions, from ensuring regulatory-compliant workspaces to providing up-to-date training.

Performance is measured using the same KPIs across each location. A monthly report keeps track of performance and emerging issues at each contact center. Key data points include phone call response rate, chats conducted, emails sent within a specific timeframe, as well as the rate of incoming issues resolved during the initial response.

As part of its 2024 efforts to launch automation, improve efficiencies, and reduce repeat calls in North America, Brightstar introduced a phone bot and a chatbot to relevant testing environments to assist players during peak times (e.g. high jackpots) and enhance their satisfaction. Customer testing is currently underway.

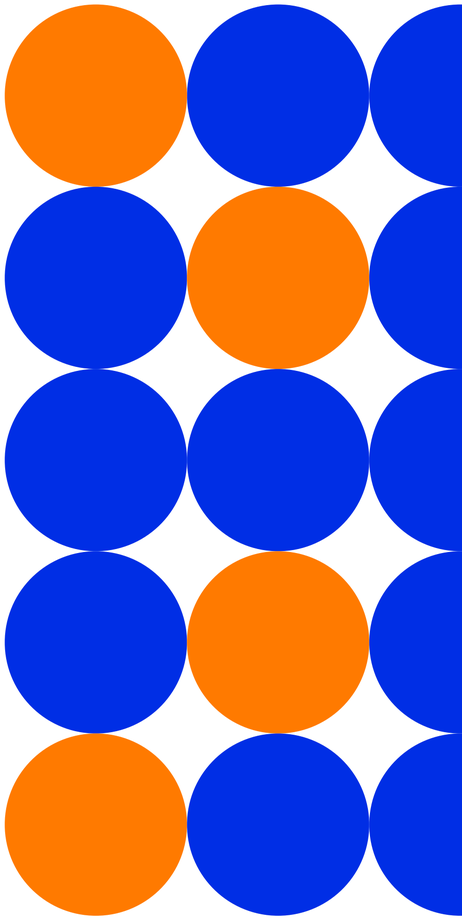


## ESG Rating Scores

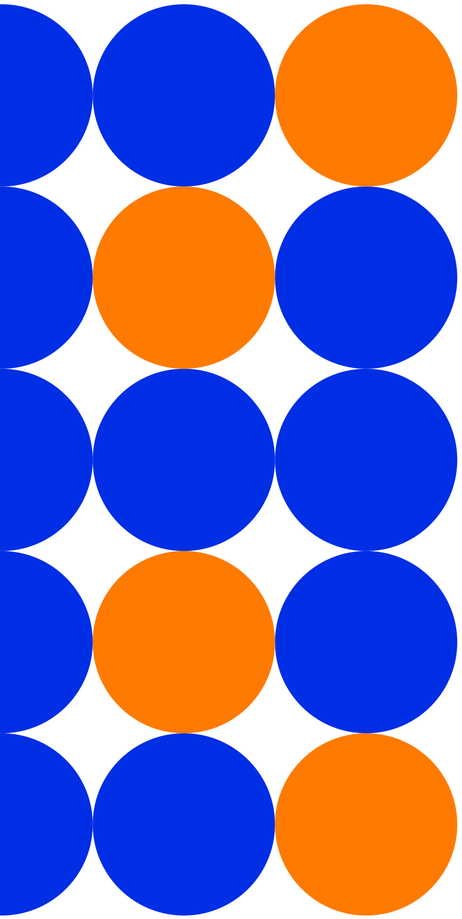
Sustainability efforts are routinely evaluated by environmental , social, and governance (ESG) rating agencies, in order to validate the Company's initiatives and rate its performance within the gaming industry.

The following ESG rating scores were achieved in 2024, prior to the completion of the sale of IGT Gaming and the official change of the Parent's name, but represent Brightstar's commitment to sustainability.

- EcoVadis' rating methodology assesses policies, actions, and reporting with regard to key sustainability and corporate social responsibility issues. The Company received a Silver Medal score of 74 (on a scale of 0 to 100).
- FTSE Russell is a leading global provider of benchmarks and indices across asset classes and investment styles. Its ESG ratings and data model allow investors to understand a company's exposure to, and management of, ESG issues in multiple dimensions. The Company achieved a 4.3 score (on a scale of 0 to 5), outperforming the companies within the same subsector of analysis "Gambling."
- ISS-oekom ESG Corporate Rating provides relevant and forward-looking ESG data and performance assessments. Drawing on an overall pool of about 700 standard and industry-specific indicators, ISS ESG applies approximately 100 ESG-related indicators. The ESG performance score is the normalized numerical representation of the alphabetic ratings (D- to A+) on a scale of 0 to 100. The Company earned the C+ level, "prime" category.
- MSCI ESG Ratings are designed to measure a company's resilience to financially relevant, industry-specific sustainability risks and opportunities. The rules-based methodology identifies industry leaders by assigning each company an industry-relative letter rating from AAA to CCC based on how well they manage such risks and opportunities relative to peers. In 2024, the Company received the highest possible rating of AAA.
- The Company received a B score (on a scale of D- to A+) from the Carbon Disclosure Project (CDP), a global non-profit organization that provides a platform for companies, cities, states, and regions to manage their environmental impacts and disclose information to stakeholders. CDP works by encouraging organizations to voluntarily report on their environmental performance and impacts, including those related to climate change, water security, and deforestation.
- Morningstar Sustainalytics' ESG Risk Rating provides a multi-dimensional assessment of a company's exposure to industry-specific material ESG risks and its management of those risks. A transparent methodology categorizes risks into five severity levels, offering an absolute measure of risk. The Company was rated a low-risk company with a score of 15.9 and ranked 5 out of 85 companies in the Casino and Gaming sector.
- The S&P Global Corporate Sustainability Assessment (CSA) leads the field in helping companies make the link between sustainability and their business strategies. Covering over 12,000 companies globally, the CSA is an annual assessment of a company's sustainability practices. The Company gained a score of 62 (on a scale of 0 to 100) and based on this assessment, it has been included for the second consecutive time in the 2025 S&P Sustainability Yearbook that distinguishes those companies within their industries that have each demonstrated strengths in corporate sustainability.



© BRIGHTSTAR 2025



## Tax Strategy Deployment

Brightstar is dedicated to observing all applicable tax laws, regulations, and disclosure requirements, and strives to ensure the preparation and filing of all required tax returns in an accurate and timely manner. The Company believes in responsible tax behavior. The taxes it pays contribute to local economies and support the development of the many countries in which Brightstar operates. The tax strategy adheres to the following key principles:

- Apply diligent professional care and judgement to arrive at well-reasoned conclusions, ensuring that all decisions are taken at an appropriate level and supported by documentation of the facts, conclusions and risks involved.
- Do not implement structures in tax havens for tax avoidance purposes. Brightstar may engage in legitimate tax opportunities that are aligned with commercial and economic activities and may take advantage of tax incentives offered by governments.
- Commit to complying with all relevant tax laws and regulations worldwide, adhering to both the letter and spirit of the law. Pay no more or less than the taxation required by law.
- Pay taxes in the countries where Brightstar's activities take place, fully adhere to the OECD transfer pricing guidelines, and transactions between Brightstar's operating companies are based on the arms- length principle.
- Have a transparent, open, and constructive relationship with tax authorities. Brightstar has cooperative compliance relationships with tax authorities in the UK and Italy.

### Tax Governance & Risk Management:

Brightstar has clear tax policies, procedures and internal controls in place which are overseen by the Chief Accounting Officer. Internal control procedures and processes are subject to regular reviews by internal and external auditors.

A dedicated internal tax team, led by the Vice President of Global Tax, is responsible for the implementation of the group's tax strategy and supporting tax policies. Members of the tax team possess the relevant professional qualifications and experience necessary to fulfill the responsibilities of their roles.

The Brightstar tax team may also, from time to time, engage external advisors to provide opinions on the tax implications of transactions where the interpretation of tax law is uncertain, ensuring compliance with relevant tax laws or filing requirements.

### Risk Appetite and Attitude to Tax Planning:

Brightstar manages risks to ensure compliance with legal requirements in a manner which ensures payment of the right amount of tax. Its business structure is driven by commercial considerations, reflect commercial and economic activity and have genuine substance. The Company does not engage in artificial tax arrangements that lack commercial purpose to secure a tax advantage.

Brightstar is committed to consistently meeting its regulatory and other obligations and acting in a way which upholds its reputation as a responsible corporate citizen. The aim is to ensure full compliance with all statutory obligations while minimizing risks wherever possible. It considers tax risks not only as a financial risk, but also a reputational and compliance risk. Compliance with applicable tax laws and regulations is an overriding principle. Brightstar aims to comply with the letter as well as the spirit of the law. The Company does not tolerate tax evasion, nor the facilitation of tax evasion by any person acting on Brightstar's behalf. Where there is significant uncertainty or complexity in tax legislation, the Company seeks advice from external experts to ensure the accuracy of its tax returns. Where appropriate, it also pursues upfront certainty by reaching agreements with tax authorities.

### Approach to Interaction with Tax Authorities:

Brightstar is committed to maintaining transparency with tax authorities worldwide, engaging with them honestly, respectfully, fairly, and with full cooperation. It maintains an ongoing open dialogue with its customer relationship manager at His Majesty Revenue & Customs (HMRC) in the UK and meets throughout the year to discuss current business initiatives and transactions.

In addition, Brightstar participates in the Italian Tax Cooperative Compliance Program, designed to establish and foster a relationship between the Company and the Italian Tax Authorities and aimed at achieving the highest level of voluntary tax compliance.

© BRIGHTSTAR 2025

# Governance and Business Integrity



© BRIGHTSTAR 2025

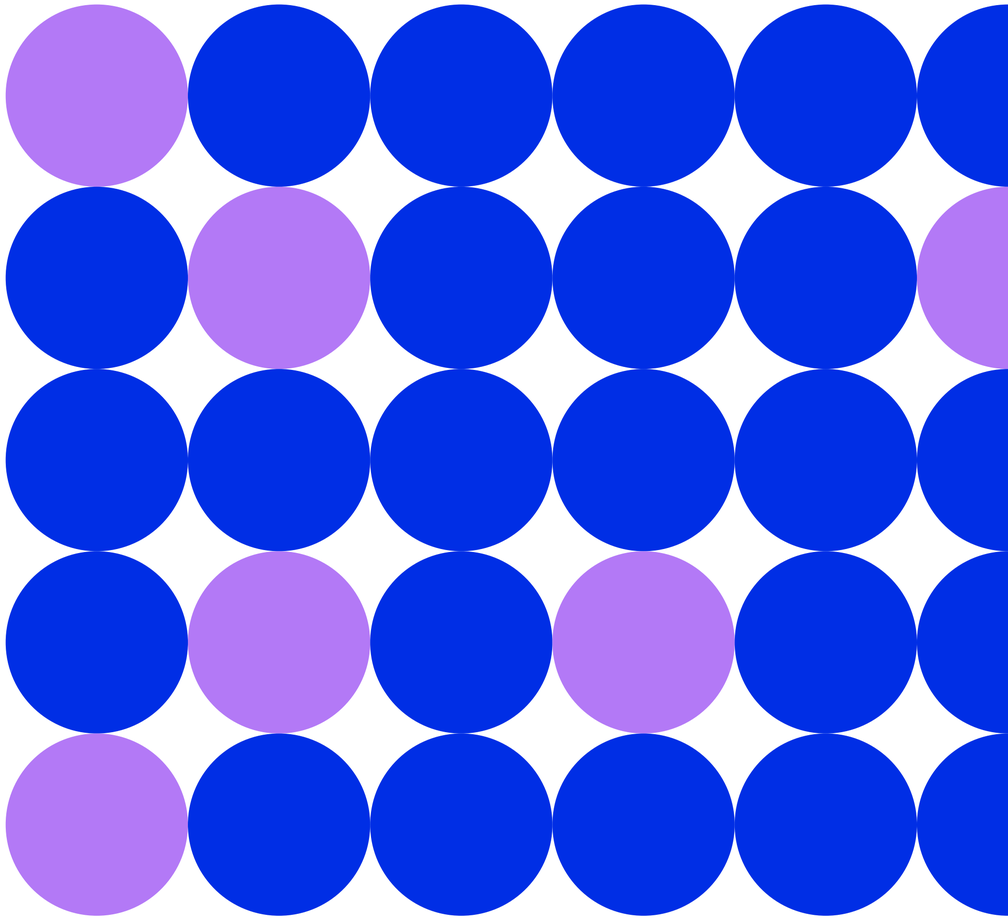
# Governance and Business Integrity

Brightstar Lottery is a trusted partner to governments and regulators around the world and adheres to the highest standards of service, integrity, and responsibility. The Company is committed to growing its business responsibly by implementing a structured and dedicated governance framework, which includes high standards of environmental, social, and governance (ESG) practices.

Brightstar is committed to acting ethically in all business activities and dealings with government officials, customers, and third parties. Ethics and integrity are the foundation for Brightstar's operations and the prerequisites for success in the lottery industry. Brightstar's reputation as a responsible supplier of lottery products and services is critical to its success.

Brightstar has comprehensive policies and procedures that prevent and mitigate potential negative impacts from its operations. Brightstar strives to prevent fraudulent, anti-competitive, or corrupt behaviors by requiring all employees to conduct business with integrity and high ethical standards. Similar policies, procedures and requirements apply to Brightstar's suppliers. Risk mitigation features and capabilities are embedded in a system of codes, policies, guidelines, and best practices to protect customers, employees, players, suppliers, and the environment.

Brightstar's risk management process aims at ensuring a clear understanding of potential risks that may hinder the achievement of strategic, financial and operational objectives. Earning and maintaining the trust of customers and players is paramount in Brightstar's operations, reflected in the policies and procedures adopted for protecting personal data and business continuity. Cybersecurity monitoring and prevention activities are key aspects of Brightstar's commitment to responsibility and are in place to prevent breaches and safeguard personal and confidential information.



© BRIGHTSTAR 2025

# Corporate Governance

**GRI 2-9; GRI 2-10; GRI 2-11; GRI 2-12**

Brightstar Lottery PLC's Articles of Association provide that, for as long as its ordinary shares are listed on the New York Stock Exchange (NYSE), the Company shall comply with all NYSE corporate governance standards set forth in Section 3 of the NYSE Listed Company Manual applicable to non-controlled domestic U.S. issuers, regardless of whether the Company is a foreign private issuer (as it currently is).

As of December 31, 2024, the Company's Board of Directors (the Board) [1] was composed of 12 members: Executive Chair Marco Sala, Vice Chairperson and Lead Independent Director James McCann, Chief Executive Officer (CEO) Vincent Sadusky, Chief Financial Officer (CFO) Massimiliano Chiara, Alberto Dessy, Enrico Drago, Ashley M. Hunter, Heather McGregor, Lorenzo Pellicioli, Maria Pinelli, Samantha Ravich, and Gianmario Tondato Da Ruos.

As of the publication of this report, the Board is comprised of seven independent directors, and five non-independent directors - Marco Sala, Vincent Sadusky, Massimiliano Chiara, Enrico Drago, and Lorenzo Pellicioli. [2]

The Board is Brightstar's highest governing body responsible for the management of the Company's business. It has broad responsibilities over the Company's organizational structure, strategic goals, and risk profile to pursue long-term value creation and business growth while honoring commitments to stakeholders.

The Board is led by the Executive Chair, who is focused on managing the Board, keeping corporate governance aligned to U.S. and UK best practices – including as it relates to sustainability initiatives – and working with the CEO to provide the strategic direction of the Company towards the goals set by the Board. The Board has delegated the day-to-day management of the Company to the CEO, with senior management equipped with authority within specified parameters which the Board's Nominating and Corporate Governance Committee (NCGC) reviews annually.

The Board is supported by an Audit Committee (AC), a Compensation Committee (CC), and the NCGC, each made up of independent directors, with a clear framework of matters delegated to each committee as set out in their respective charters.

The Board receives periodic updates, advice and proposals on matters for analysis and discussion, whether through each committee or directly from management, including financial results and forecasts, major contracts and business, financing opportunities, enterprise risk management (including cybersecurity), sustainability, human capital management, Board composition, corporate policies and investor relations.

The AC assists the Board in:

- overseeing Brightstar's accounting and financial reporting processes and audits of the financial statements;
- compliance with legal and regulatory requirements;
- qualifications, independence and performance of the independent auditors;
- the adequacy and performance of the internal audit function and of the audit firm; and
- the Company's internal controls over financial reporting and systems of disclosure controls and procedures.

The AC is also responsible for overseeing the Company's enterprise risk management (including climate-related risks) and ethical codes of practice.

Each member of the AC must meet the financial literacy requirement, as interpreted by the Board in its business judgment, or must become financially literate within a reasonable period after their appointment to the AC. At least one member of the AC must also have accounting or related financial management expertise, as interpreted by the Board in its business judgment. In February 2025, the Board determined that the members of the AC qualified as financial experts as defined under the rules of the Securities and Exchange Commission.

The CC assists the Board in its responsibilities relating to compensation of the Company's directors, executive officers, and the workforce, as well as other human capital management matters including management succession planning, culture, inclusion and employee engagement.

The NCGC has responsibility for Board succession planning and advises and suggests qualified individuals to become members of the Board and its committees, consistent with criteria set forth in the Company's Corporate Governance Guidelines. In leading the selection process, the Committee typically scouts prospects, reviews and evaluates their backgrounds, and may consider various factors and perspectives that contribute to the Board's collective strength, before submitting for the Board's decision and ultimately for shareholder approval at the Company's annual general meeting. At least annually, the NCGC reviews the structure, size, diversity and composition of the Board, and evaluates the balance of the existing skills, experience, independence, and commitment among the existing directors in light of the Company's strategic direction. The committee identifies any gaps in the overall skill set of the Board and supports the determination of whether each existing independent director continues to meet the standards for independence set forth in the Corporate Governance Guidelines and applicable NYSE rules.

1. All directorships in external publicly traded companies and positions and/or commitments held in holding companies which are deemed significant are summarized below.

As of 31 December 2024: M. Sala: (i) De Agostini S.p.A (CEO); (ii) DeA Capital S.p.A. (Chairman and CEO) - both companies are not listed Lorenzo Pellicioli: (i) De Agostini S.p.A (Chair) – not listed; Assicurazioni Generali SpA (NED) Enrico Drago: (i) De Agostini S.p.A (Vice-Chair) – not listed James McCann: (i) 1-800-Flowers.com (Chair and CEO) Maria Pinelli: (i) Globant S.A. (NED), (ii) Archer Aviation, Inc. (NED)

2. Please see https://irbrightstarlottery.com/esg/Board-of-Directors/default.aspx for current composition of the Board and https://www.brightstarlottery.com/who-we-are/leadership for current senior leadership team

© BRIGHTSTAR 2025

The NCGC also assists the Board in overseeing Brightstar's strategy on sustainability and monitoring the implementation of its sustainability program, including review of its annual sustainability report. Further details are included in the Sustainability Governance section of this report.

The combined skills and experience of the Board as reported by the individual directors include international and public company experience, accounting and financial reporting, legal and regulatory, digital technology, and sustainability. Directors are encouraged to attend continuing education programs designed for directors of publicly traded companies and/or internal sessions designed for Brightstar. These sessions cover a range of topics which may be beneficial to the directors' roles and responsibilities, including their role as committee members. In 2024, the directors were offered informative sessions aimed at further developing their knowledge, skills and maximizing their contribution to the Board's decision-making process. These included an educational session on artificial intelligence (AI) and generative AI, which covered areas such as the productivity gains that generative AI would help enterprises unlock, the barriers to exploiting the full potential of AI, and the need to mitigate or address implementation risks.

The Board conducts an annual self-evaluation process to assess how the Board, its committees, and each individual director have been performing. The NCGC determines the approach and methodology to be used, oversees the evaluation process, and shares the results with the Board. The evaluation in 2024 was undertaken via internal questionnaire, supplemented by follow-up discussions with the NCGC, the independent directors, and the Board. That evaluation revealed that the Board, each committee and all directors remained largely satisfied with the expectation for their respective performance.

| | Audit Committee | Compensation Committee | Nominating & Corporate Governance Committee |
|---|---|---|---|
| James F. McCann | | | ○ |
| Alberto Dessy | ● | ● | |
| Ashley M. Hunter | | | ● |
| Heather J. McGregor | ● | | |
| Maria Pinelli | ○ | | |
| Samantha F. Ravich | | ● | ● |
| Gianmario Tondato Da Ruos | | ○ | |

● Committee Member ○ Committee Chair

Each committee is made up of independent directors

# Sustainability Governance

**GRI 2-9; GRI 2-12; GRI 2-13; GRI 2-14; GRI 2-17**

Brightstar constantly evolves its approach to sustainable growth by integrating all facets of sustainability into business management. Sustainability governance plays a prominent role in the Company's overall strategy, with direct involvement from top management.

To prepare for the sale of its Gaming and Digital business in 2025, the Company evolved its sustainability governance by redefining roles and responsibilities and streamlining bureaucratic processes. Operational teams were also reorganized to be purpose-driven rather than topic-driven, resulting in a leaner structure that enhances performance and management.

The Board's Executive Chair oversees corporate governance and sustainability initiatives and provides strategic guidance. The NCGC is responsible for overseeing Brightstar's sustainability strategy. Each member of the NCGC has disclosed skills and/or experience in sustainability-related matters.

The NCGC receives periodic sustainability updates from management with key matters reported to the Board for awareness.

The NCGC and the CC (in relation to human capital management matters) oversee engagement with investors, shareholders and proxy advisory firms on non-financial matters and report updates to the Board. The AC and the NCGC share responsibilities for the Company's reporting obligations on climate change.

During 2024, both the Sustainability Steering Committee (SSC) and the NCGC were informed of the anticipated climate-related financial disclosures for financial year 2024. The disclosures reflected the climate-related risks and opportunities assessment performed in 2023, focused on the Task Force for Climate-related Financial Disclosures Recommendations.

The SSC is comprised of senior leaders from several corporate functions and represents an integral part of Brightstar's corporate sustainability governance by endorsing programs and initiatives that contribute to the Company's sustainability strategy. The SSC cultivates a long-term vision and objectives for sustainability, ensures a consistent sustainability approach across all regions and businesses, and increases communication surrounding sustainability activities by sharing best practices at global and local levels. The SSC is also responsible for reviewing the Company's annual Sustainability Report, which is also reviewed by the NCGC prior to its publication. In 2024, the SSC proposed a list of material topics under the new Global Reporting Initiative (GRI) standards, which was reviewed and validated by the NCGC in February 2025.

The Global Sustainability team manages ESG matters within the Branding, Communications and Sustainability department, reporting to the senior vice president of that department. The team leads project planning for the Brightstar Sustainability Plan and coordinates the cross-departmental data collection efforts to fulfill any mandatory and voluntary ESG-related reporting.

At the operational level, purpose-driven teams composed of representatives from various corporate functions, focus on six spheres of impact: employee engagement, human rights, responsible gaming, community engagement, sustainable procurement, and climate action, biodiversity and circularity.



# Operating with integrity

**GRI 2-15; GRI 2-16; GRI 2-23; GRI 2-24; GRI 2-25; GRI 2-26; GRI 3-3**

With operations in nearly 90 jurisdictions, Brightstar is constantly working to become a better supplier, employer and corporate citizen. Brightstar is committed to ensuring compliance with the laws of the jurisdictions in which it operates and adheres to a Code of Conduct that applies to all stakeholders involved in its corporate activities. The Code of Conduct guides Brightstar's policies and procedures on anti-corruption and anti-money laundering (AML) practices, and on combating the financing of terrorism according to international and national laws and regulations.



## Licensing Process and Regulatory Requirements

Brightstar's ability to hold multiple lottery licenses is a testament to the Company's commitment to compliance and responsible operations. Obtaining and maintaining the necessary licenses requires strict adherence to regulatory requirements and rigorous background checks. Such licenses enable Brightstar to provide lottery customers with access to a diverse range of products and services across regions and jurisdictions. Additionally, the licenses and partnerships allow the Company to offer innovative solutions and cutting-edge technology to customers around the world.

## Compliance and Code of Conduct

Brightstar places significant emphasis on the importance of designing and implementing strong internal controls. Brightstar's Sarbanes-Oxley (SOX) compliance program entails an upfront assessment of financial reporting risks and establishes adequate internal controls to address those risks. The effectiveness of internal control over financial reporting is assessed annually by Brightstar's CEO and CFO. Brightstar's independent registered public accounting firm, PricewaterhouseCoopers LLP, also audits the effectiveness of the Company's internal control over financial reporting annually.

Brightstar's management team maintains a system of internal accounting controls, providing reasonable assurance that transactions are properly authorized and recorded accurately, as failure to do so would be considered a violation of the Code of Conduct. Accordingly, all Brightstar employees must obtain the required authorizations and provide accurate and complete information for the Company's records.

In Italy, Brightstar and its subsidiaries are subject to Legislative Decree no. 231/2001, which introduces the administrative liability of legal entities for a range of offenses committed by their directors, managers, employees or third parties, provided the offenses are carried out in the interest or for the benefit of the company. It also mandates the adoption of a compliance program aimed at preventing such crimes, including white collar crimes.



## Additional Assurance on Internal Controls

In addition to participating in the SOX program, certain Brightstar operations are subject to System and Organization Control (SOC) audits, such as SOC1 and SOC2, providing additional assurance over the internal control environment. Operations can be subject to both SOC1 and SOC2 audits, depending on customer and/or contractual requirements.

A SOC1 audit focuses on Brightstar's business process and information technology controls that might impact a customer's financial reporting. Examples of other service organizations that typically provide a SOC1 report to their customers include payroll processors, data centers or colocation service providers, and organizations that host software in the cloud.

A SOC2 audit focuses on how Brightstar achieves its service commitments or promises related to security, service availability, transaction processing, data confidentiality and/or privacy, and is more operational and security-centric.

© BRIGHTSTAR 2025



## Ensuring Decisions in the Best Interest of the Company and its Shareholders

Brightstar's Conflict of Interest (COI) policy is available to all employees. The policy explains the nature of a conflict of interest and the process for reporting attempted, suspected, potential, and/or actual violations of the policy. The policy also provides examples of engagements that may create the appearance of a conflict of interest. The COI policy is referenced in the Code of Conduct. No breaches were recorded in 2024.

Brightstar also maintains a Related Person Transactions Policy, which seeks to mitigate the risk of a potential or actual conflictvof interest, and ensures decisions are in the best interests of the Company and its shareholders.



## Providing Clear Guidelines for Ethical Behavior

Brightstar's Code of Conduct is available in 10 languages and describes the behavior considered appropriate and ethical while doing business on behalf of the Company. It is available digitally and covers specific risk areas such as bribery, global trade, fair competition, and environmental responsibility. The Code of Conduct also provides examples of integrity in employees' day-to-day work. All employees are responsible for reading, understanding, and agreeing to abide by the Code of Conduct, and are required to annually certify their adherence to the Code of Conduct. To support this, Brightstar offers periodic training in multiple languages to enhance employees' understanding of ethical and legal risks. In 2024, 100% of employees received training on the Code of Conduct.

Brightstar's Internal Audit department also annually conducts an audit to assess compliance with the Code of Conduct certification process. The Code of Conduct is available on brightstarlottery.com.

### Anti-Corruption and Ethics

Global compliance with anti-corruption laws and Brightstar-related policies and procedures is fundamental to protecting the Company's reputation. Brightstar's lottery activities may be vulnerable to corruption and anti-competitive manipulation in the government and private sectors. To maintain its licenses around the globe and its reputation in the industry, Brightstar maintains policies and procedures to foster a corporate culture and promote practices that protect against such vulnerabilities. Brightstar's Antitrust and Anti-Corruption Compliance and Ethics (ACE) policy and programs are overseen by the Legal department.

The ACE policy and programs include detailed gift, entertainment, and travel policies, along with specific procedures and limitations concerning government officials. Brightstar prohibits its directors, officers, employees, and third parties from offering, giving, soliciting or accepting bribes, kickbacks, or any other improper benefit, whether in the public or private sector. Business courtesy must be reasonable, for a legitimate business purpose, and must not present the appearance of impropriety. Brightstar developed an online reporting platform to provide a simple and time-efficient process for employees to obtain pre-approval for gifts or gratuities to a government official.

Compliance with the ACE policy is mandatory and may be considered a factor in promotion and compensation decisions. Non-compliance with the ACE policy may result in disciplinary actions, including termination of employment.

Brightstar mandates annual anti-corruption trainings for all employees, which includes a confirmation from employees that they have received and reviewed the ACE policy. To supplement the annual training, in 2024, Brightstar's Legal team provided live anti-corruption training to sales personnel and to other business teams that interact with government officials on a regular basis.

A copy of the ACE policy is included in the Board Handbook made available to all Board directors, of whom five (42%) reside in the U.S., five (42%) in Italy, and two (16%) in the United Arab Emirates.

Brightstar benchmarks its ACE program against the U.S. Department of Justice guidance and industry best practices. Brightstar's Internal Audit department occasionally performs audits of components of the ACE program and reports audit results to the AC.



## Antitrust Policy

Brightstar is committed to complying with applicable international, federal, state, and local laws, including antitrust and competition laws. All directors, officers, employees, hired contractors and agents must be aware of and comply with applicable antitrust laws. The Antitrust Policy covers dealings with competitors, distributors, customers, and suppliers, and covers topics such as bid rigging, price fixing, market division or customer allocation, industry associations and trade groups, joint ventures and collaborations, group boycotts, intellectual property, mergers and acquisitions, and human resources implications. Compliance with antitrust and competition laws are also addressed in Brightstar's Code of Conduct.

© BRIGHTSTAR 2025

### Whistleblowing Policy

Brightstar and its employees have a duty to prevent and report any type of irregular activity, and fully cooperate with investigations of any attempted, suspected, potential, and/or actual violations of the Code of Conduct. Brightstar provides an Integrity Line (which covers the anti-corruption aspects comprehensively) to employees and external stakeholders that features alternative methods for reporting irregularities, including a protected, anonymous online portal, phone number, and email address. Grievances and reported irregularities are tracked and reported for resolution or closure by the Legal and Compliance departments.

Brightstar will not retaliate, or permit retaliation, against anyone who reports suspected misconduct in good faith or cooperates with an investigation. All reports to the Integrity Line, compliance email, or phone line in 2024 were reviewed and investigated to determine whether the allegation was substantiated. None of the reports were considered material.

## A Responsibility Shared Throughout the Organization

Employees are encouraged to report any suspicion of a violation of Brightstar's Code of Conduct or other activity 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, consultants, and representatives are encouraged to report suspected or known violations through regular reporting channels or anonymously through the Company's Integrity Line.

The Policy complies with EU Directive 2019/1937 of the European Parliament and of the Council of 23 October 2019 on the protection of persons who report breaches of Union law ("EU Whistleblower Directive").

Brightstar's Legal and Compliance departments receive all inbound telephone and web portal reports of suspected or known violations through the Integrity Line, which is operated by 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 Chair of the Board's AC. In all other circumstances, investigation reports, findings, and recommendations will be reviewed in a reasonable and timely manner by the Chief Compliance Officer and the General Counsel's office.

## An Active Commitment to Legality

In Italy, Brightstar maintains compliance programs according to Organizational Model 231 to validate the effectiveness of the controls put in place by the Company to prevent crimes identified by Legislative Decree n. 231/2001 (e.g. bribery, corruption, anti-money laundering, financial reporting crimes, unlawful competition, etc.). Brightstar's commitment extends beyond regulatory compliance, as the adoption of the programs is voluntary.

Organizational Model 231 includes:

- performing a risk assessment, which covers anticorruption comprehensively, to identify the activities which may give rise to the offenses listed in the decree;
- defining the procedures through which Brightstar makes and implements decisions relating to the offenses to be prevented;
- defining procedures for managing financial resources to prevent offenses from being committed;
- appointing a supervisory body to monitor the organizational model implementation through specific audits conducted by external audit firms;
- implementing a disciplinary system that punishes failure to comply with the measures set forth in the Model itself;
- providing special channels to encourage reporting whistleblowing based on evidence about irregularities, violations, censurable behaviors, or any case of non-compliance with the Code of Conduct and/or Organizational Model 231;
- implementing third-party due diligence, which covers anti-corruption comprehensively, to mitigate reputational risk and potential involvement in corruption and other illegal activities; and
- providing specific training to ensure adequate knowledge, understanding, and application of the Model by employees and manager.

In addition, there are also several certifications that ensure continuous improvement of the organization's processes and services to stakeholders. In 2024, Brightstar adopted the Anti-Bribery Management System in line with ISO 37001:2016 and obtained the corresponding certification.

© BRIGHTSTAR 2025



# Valuing and Protecting People, Products, and Processes

**GRI 2-23; GRI 2-25; GRI 3-3; GRI 418-1**

Brightstar operates in multiple jurisdictions with strict regulations and diverse cultures. To meet the challenges of operating in such a complex environment, the Company ensures internal policies and procedures are in place to protect against risks to the organization, including those related to personal data. The goal of adhering to these policies and procedures is to protect Brightstar's reputation among employees, customers, players, and retailers.

## Enterprise Risk Management

Brightstar seeks to monitor, control, and minimize the impact of risks to profitability and has an established enterprise risk management (ERM) program to manage and mitigate identified risks. The Board, through its AC, provides direction and oversight over Brightstar's enterprise risks, ERM program, and risk management practices. The Company's ERM function defines and updates the ERM program in line with the AC's direction, following best practices and established methodologies.

Brightstar's ERM program is comprised of various components, methods, techniques, and processes that facilitate the Company's identification, assessment, response strategy, management, monitoring, and reporting of material enterprise risks that pose the greatest threat to the Company's ability to achieve its strategic objectives. The ERM program provides the Board and senior leadership team with actionable insights and intelligence to support decision-making.

The ERM function continuously identifies emerging risks, defined as highly uncertain risks that are not currently meaningfully impacting Brightstar, and maintains an emerging risk watch list. To identify potential emerging risks, ERM monitors multiple sources including external leading risk research and advisory companies, and contributors from a variety of industries. The ERM function then reviews, evaluates, and determines which risks, if any, require further analysis, action, or escalation, or should be considered for inclusion in the Company's risk register, which contains significant enterprise risks that represent an inherent threat to the Company.

Brightstar has implemented an ERM program that includes a structured approach to defining and assessing its risk appetite. This concept represents the organization's willingness to accept risk in the pursuit of its strategic objectives and is articulated through a set of Level 1 risk categories: Strategic, Operational, Financial, Government/Regulatory/Legal, and Technology and Information Security. Depending on the nature and context of each risk, the Company may adopt a stance that is Risk Cautious, Moderately Risk Cautious, Risk Tolerant, or Risk Seeking. This structured methodology ensures that risk-taking is aligned with corporate values and long-term sustainability goals.

© BRIGHTSTAR 2025

## Internal Controls and Risk Management System (ICRMS)

In Italy, Brightstar adheres to the ICRMS, an integrated framework with rules, processes, procedures, and organizational structures aimed at effectively identifying, measuring, managing and monitoring the main risks, which contribute to the sustainable success of the Company. According to the ICRMS, Risk Management is a second-level control function that manages the following activities:

- Risk Briefing: maintains and updates the Company's Risk Library. A Risk Assessment plan is developed annually, based on Company goals and emerging trends;
- Risk Assessment and Treatment: identifies and assesses the main risks and proposes, where necessary, a treatment plan through specific actions;
- Operational Incident Management: identifies, assesses and treats incidents that have affected or may have affected process operations, information systems, security levels, or corporate reputation;
- Product or Process Innovation Risk Analysis: identifies risks and opportunities associated with the new initiatives; and
- Monitoring and Information: ensures the effectiveness of the overall risk management process and the reliability of reporting to the Board.

## Italian Operational Incident Management

The management activities of operational incidents ensure the identification, assessment, and treatment of those incidents that had, or might have had, an impact on processes, IT systems, security levels, or corporate reputation. The goal of the operational incident management is to restore normal operations, including planning appropriate corrective actions to prevent reoccurrence and documenting any economic losses.

## Italian Third-Party Contractualization and Monitoring

Brightstar prioritizes compliance, reputational, bribery and ESG risks, particularly those related to third parties, such as suppliers, retailers and agents. The following risk assessment processes are applied:

- Risk assessment on prospective retailers;
- Risk assessment on suppliers, commercial partners, recipients of donations, and prospective agents; and
- Management of alerts from external sources and accredited risk centers;

Such controls aim at assessing the reputation and integrity of legal entities and individuals who play a role in the organizations interested in working with the Company.

© BRIGHTSTAR 2025

Risk identification is an ongoing, continuous process to detect and document significant risks to which Brightstar may be exposed. Output from the process may be used to update Brightstar's risk register. The list of key risks is a subset of the overall risk register and are identified by the senior leadership team and ERM, as risks that pose the greatest threat to Brightstar's strategic objectives.

Risks in the risk register and their associated controls may be assessed periodically, typically through the Risk and Control Self-Assessment (RCSA) process, completed by risk owners and/or subject matter expert risk assessors. RCSAs are a standard risk management tool to systematically analyze, evaluate, and score risks and their control environments.

Results of these efforts are reported to the AC and senior leadership team, providing assurance that Brightstar's material enterprise risks have been identified, assessed and understood, and are being appropriately managed.

ERM provides ongoing risk awareness training to business leaders, including risk owners and assessors, to ensure that leaders understand their role in promoting risk management practices across the organization.

All employees are responsible for risk management and are expected to escalate any issues or concerns to the ERM function or through Brightstar's Integrity Line.

## Accountability for ESG Risks

Organizations such as Brightstar are expected to demonstrate accountability, transparency, and proactive management of ESG-related issues by sharing insight into how their environmental footprint, business practices, and the well-being of employees, customers, and communities are being managed. At Brightstar, meeting these expectations means embracing responsible practices, from emissions monitoring, reducing material consumption, and advancing responsible gaming (RG) initiatives, to promoting community engagement, regulatory compliance, and sustainable operations.

Consistent financial success is essential for the Company to pursue its sustainability goals that safeguard all stakeholders. In 2024, Brightstar performed a financial materiality assessment to evaluate risks and opportunities that may affect the Company's financial performance or position. The assessment considered future legislative requirements, following the European Sustainability Reporting Standards (ESRS). This methodology evaluates sustainability topics from two complementary perspectives: the impact materiality, which has been previously analyzed, and the financial materiality assessment, which evaluated how sustainability-related risks and opportunities may affect the Company's financial performance or position. It should be noted that information related to ESG risks, including climate-related risks, is not subject to external assurance, as it falls outside the scope of the GRI Standards.

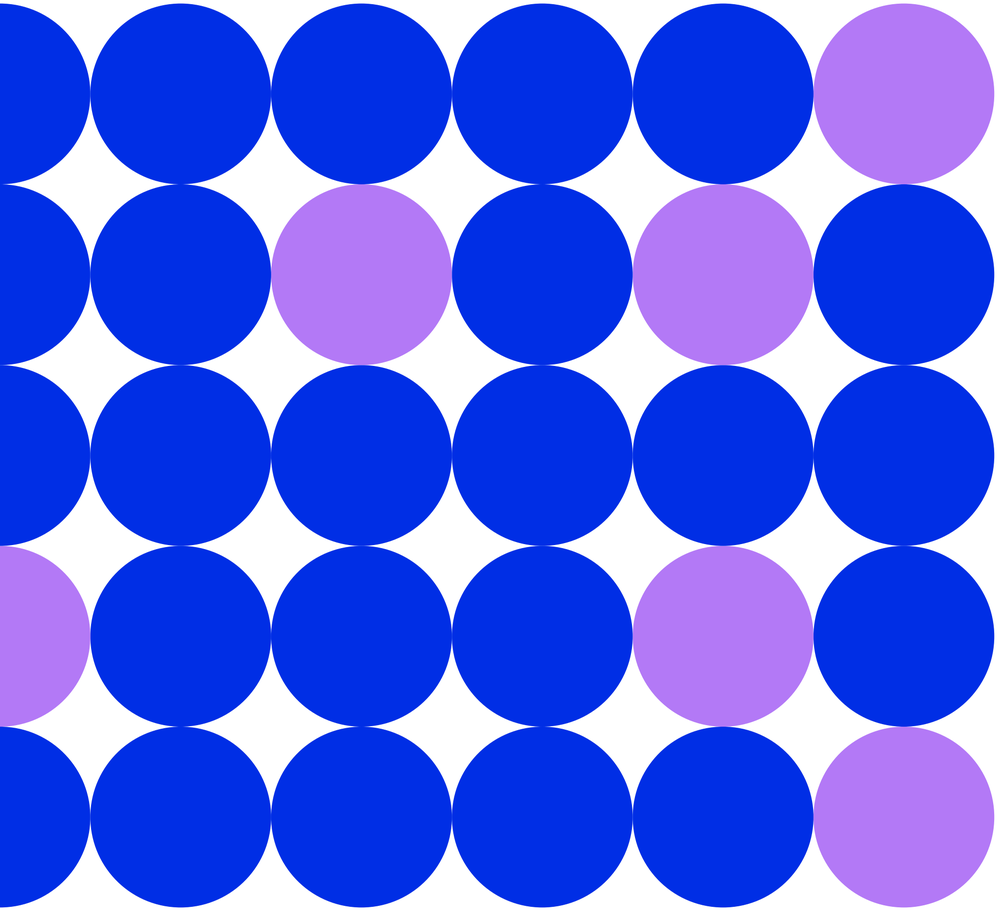
The assessment evaluated the likelihood and magnitude of such effects, examining emerging risks and their potential financial relevance. Special attention was given to forward-looking issues such as environmental compliance, climate transition, and human rights, which may influence the Company's long-term financial standing. Many of these risks and opportunities may stem from past events or anticipated future developments. These can influence the availability of key resources and shape relationships with stakeholders, ultimately impacting Brightstar's operations and reputation.



### Italian Responsibility for ESG Risks

In 2024, Brightstar completed an internal risk assessment to identify potential ESG risks. The Company analyzed 29 internal processes by aligning material topics with its strategic sustainability goals. Brightstar updated the risk inventory by including the definition of ESG risks within existing risk events. The analysis revealed a good level of control robustness and identified additional strengthening measures, some of which were already implemented during the assessment period.

© BRIGHTSTAR 2025



This comprehensive approach recognizes that impact and financial materiality are closely connected. Sustainability impacts, if unmanaged, can pose significant financial risks. Brightstar assessed the direct financial implications of its operations, and how external sustainability trends and stakeholder expectations shaped its financial exposure. The following are among the key ESG-related risks:

- Decreasing operating costs linked to incentives and facilitating financing options in light of a climate strategy
- Decreasing revenues while increasing insurance and renovating costs on physical assets linked to extreme weather events
- Increasing of legal costs linked to a failure to comply with new climate change regulations
- Increasing revenues linked to the implementation of low-carbon technologies and the consequent attraction of environmentally conscious customers
- Increasing procurement costs associated with the requirement for suppliers to adjust to the legal environmental landscape and clients' requests
- Increasing of legal costs linked to a failure to comply with biodiversity protection regulations
- Increasing procurement costs associated with the requirement for suppliers to adjust to the legal environmental landscape
- Increasing operating costs linked to the unavailability of non-renewable raw material supply
- Increasing revenues linked to the implementation of eco-design strategies and the consequent attraction of environmentally conscious customers
- Increasing revenues and decreasing talent acquisition costs due to the competitive advantage obtained through employee well-being and upskilling initiatives
- Increasing legal costs linked to a failure to respect human and labour rights
- Increasing legal and operating costs linked to a failure to comply with health and safety regulations
- Increasing operating costs of talent acquisition and training in case of high turnover rates among employees
- Increasing legal and capital costs linked to a failure to comply with player privacy regulations
- Decreasing revenues linked to an increase in customers' awareness related to ESG issues
- Increasing legal and operating costs linked to a failure to comply with anti-corruption and ethical business regulations.

© BRIGHTSTAR 2025

## Climate-Related Risks

Since 2023, Brightstar has complied with the regulatory obligations set out in the UK Companies Act 2006 by including a "Climate-related financial disclosures" section within the non-financial and sustainability information statement in its UK Annual Report and Accounts. The disclosure is structured around four core areas: governance, risk management, strategy, and metrics and targets. It addresses the Company's approach to corporate governance oversight of climate-related risks and opportunities, management of the climate-related risks and opportunities and their impact on the organization's strategy, and the metrics and targets used to assess and manage these risks. For further information, please refer to the 2024 UK Annual Report available on Brightstar's website.

Brightstar assessed climate-related risks and opportunities across three different time periods: short-term (2030), medium-term (2035) and long-term (2050). These periods are aligned with the broader climate-related initiatives adopted by Brightstar, such as the Science Based Targets initiative's emission reduction goals set for 2030 and 2050. This approach offered a comprehensive view of how climate-related risks and opportunities may affect the Company's operations, enabling a deeper understanding of the potential business impacts of climate change.

The tables presented hereafter present the results of the assessments for the medium-term period, the most significant for Brightstar's business as it aligns with the typical timeframe used for defining and implementing mid-term strategic and sustainability plans. The tables also outline the initiatives that Brightstar has identified to strengthen the resilience of its business model and strategy in response to the climate-related risks and opportunities identified.

| Climate-Related Physical Risks | |
|---|---|
| Heat waves and extreme temperature | Heat waves and extreme temperature can affect the demand for cooling or air conditioning services and result in direct damage to property and building materials. They can also have a profound effect on employee productivity, potentially causing absenteeism, reduced physical performance and decreasing overall job performance. These problems are mainly related to the increased global wet bulb temperature - a measure of heat stress in direct sunlight that takes into account temperature, humidity, wind speed, and sun angle. Most of the cooling systems used in Brightstar's facilities rely on electricity, resulting in higher energy consumption and energy costs.<br><br>Facility in Lakeland, Florida is most likely to be affected by heat waves due to its location's weather conditions.<br><br>The mitigation initiatives already implemented, along with those that may be evaluated, will help Brightstar reduce its dependence on non-renewable energy sources and energy consumption, as well as enhance building resilience to high temperatures. |
| Wildfires | Wildfires pose safety risks, can cause damage to buildings and equipment, and potentially lead to the destruction of surrounding natural resources. This risk is particularly relevant for facilities located in regions with a drier climate.<br><br>The mitigation initiatives that may be evaluated will help the Company enhance the fire protection of buildings and equipment. |
| Heavy snowfall | Snowfall could be more intense due to climate change. Heavy snow can cause damage to buildings and infrastructure, potentially resulting in additional costs for repair and maintenance.<br><br>The mitigation initiatives that may be evaluated will help Brightstar enhance the protection of its assets and equipment. |
| Riverine floods | Riverine flooding can cause damage to buildings and equipment. In areas where flooding is frequent, companies may need to invest in additional infrastructure and protections to mitigate the risks associated with flooding. Brightstar's facility in Rome, Italy may be exposed to flooding risk due to its location near the Tiber River.<br><br>The mitigation initiatives that may be evaluated will help Brightstar enhance the protection of its assets and equipment. |

© BRIGHTSTAR 2025

| Climate-Related Transition Risks | |
|---|---|
| Environmental regulations and carbon taxes | The potential introduction of environmental regulations, such as carbon taxes, could increase the fixed and variable costs associated with carbon emissions. For example, the European Union's Carbon Border Adjustment Mechanism (CBAM) Regulation requires companies that import products from regions outside the European Union to pay for the carbon emissions generated during the production of those goods. Such legislation could increase the cost of importing electronic components or materials used in the lottery industry, raising the cost of finished products. The Company's failure to manage climate issues could make the Company unprepared to respond to potential future laws or environmental regulations related to carbon taxes. The effects of carbon pricing mechanisms, such as CBAM, are expected to be more material in the short-term under a Net Zero scenario. Under a "high emissions" scenario, no material impact is expected.<br><br>The mitigation initiatives already implemented, along with those that may be evaluated, will help the Company reduce its $CO^2$ emissions. |
| Consumer and stakeholder pressure | Growing environmental awareness among consumers and stakeholders is leading to reduced demand for products and services that generate high levels of greenhouse gas emissions. The absence of a proactive approach by Brightstar on these topics could result in a decline in revenues and market share, causing a significant value loss for the Company. In addition, due to demand to reshape products and services, the Company could also face increased costs associated with technological change and the need to implement new low-carbon solutions. The environmental awareness of customers is expected to be greater under a Net Zero scenario as societies adopt more environmentally friendly practices, versus a "high emissions" scenario where customers are not as climate conscious.<br><br>The mitigation initiatives already implemented, along with those that may be evaluated, will help Brightstar introduce products and services with better environmental performance, while showing greater commitment to integrating sustainability into its organizational structure. |
| Industry shift to low-carbon technologies | The ongoing climate transition is leading a wave of innovative and environmentally responsible technologies in the market. As these new sustainable technologies spread in the lottery industry, Brightstar may be pushed to invest in research and development initiatives and develop best practices to increase the technology investments and training to employees. Failure to manage this transition effectively could result in a decline in productivity, increased personnel costs, and long-term value losses. The industry shift toward low-carbon technologies is expected to be faster under a Net Zero scenario as the pressure from the market and society increases, compared to a "high emissions" scenario where the pressure is lower.<br><br>The mitigation initiatives already implemented, along with those that may be evaluated, will help Brightstar develop and integrate innovative low-carbon technologies into its products and processes. |

### Climate-related physical risks

The assessment of climate-related physical risks is based on the Representative Concentration Pathways (RCPs) and Shared Socioeconomic Pathways (SSPs) climate scenarios derived from the Intergovernmental Panel on Climate Change (IPCC), which provide a forward-looking risks assessment through 2100 and cover almost all geographic areas.

The climate-related physical risks evaluated and presented in this Report are derived from the analysis conducted for the 2024 UK Annual Report and Accounts. The scope of the physical risk assessment in that document was defined by considering a selection of the former IGT sites, hence including current Brightstar sites, which remain relevant, assessed collectively based on their size, relevance, and strategic significance to the Company's operations.

The physical risks assessment identified Brightstar's sites in Lakeland, Florida, and Reno, Nevada, U.S. as the most likely to be financially impacted by physical climate-related risks due to being primary locations for critical activities, including printing instant tickets and assembling lottery terminals. The geographical location of each site makes them more vulnerable to the effects of climate change, potentially impacting Brightstar's operations.

### Climate-related transition risks

Brightstar's 2024 assessment of the primary climate-related transition risks involved a multi-step approach including an analysis of the Company's value chain, consideration of the RCPs/SSPs climate scenarios for qualitative assessment, an analysis of current and future environmental regulations to manage the transition to a low-carbon economy, and an analysis of industry reports and peer activities in order to anticipate market trends and challenges.

© BRIGHTSTAR 2025

## Data Protection

Brightstar manages the personal data of its stakeholders, including customers, players, retailers, employees, vendors and other business partners. Where Brightstar acts as a data controller and a data processor, all personal data is managed in compliance with applicable local privacy laws and regulations and Brightstar's Global Data Protection and Privacy Program (Brightstar Privacy Program), a program that gives individuals control over their personal data. The same commitment to data privacy also applies to personal data of other stakeholders operating under the management and/or control of Brightstar.

Along with the IT Corporate Solutions and Global Information Security Policy, the Brightstar Privacy Program underpins the organization's ability to be a steward of its customers, business partners, and employees' personal information.

In light of the increasing reliance on cloud-based services, Brightstar has identified specific risks associated with data governance in outsourced digital environments. One of the most significant concerns is the potential loss of control over data managed by cloud service providers, particularly when the geographic location of corporate and personal data is not clearly defined or disclosed.

This loss of control may result in compliance challenges, especially in relation to data protection regulations such as the General Data Protection Regulation (GDPR), which imposes strict requirements on the transfer of personal data outside the European Economic Area. In addition to regulatory risks, such scenarios may also lead to economic and reputational consequences.

To mitigate these risks, Brightstar has implemented contractual safeguards, including specific provisions that ensure the return of data at the conclusion of the contractual relationship with the cloud provider. These measures are designed to reinforce accountability and maintain a high standard of data governance across all digital operations.



### Data-Centric Approach in Italy

Brightstar is a data-centric organization that handles large-scale B2C and B2B personal data, for players, customers, employees, and retailers. In 2024, Brightstar updated its Data Protection & Privacy Governance Model, originally established in 2018, to better align with its evolving organizational structure and ensure compliance with the GDPR and other national and European data protection regulations. This update was also necessary for obtaining the ISO27701 privacy certification, awarded in July 2024 by the Certifying Body, Det Norske Veritas (DNV), which assessed the Model as fully compliant with the reference ISO standard.

© BRIGHTSTAR 2025

The Brightstar Privacy Program applies to all departments within the Company and all employees working for or on behalf of the Company. It also applies to personal data in Brightstar's possession, whether collected from employees, clients, customers, suppliers, vendors, contractors, subcontractors, shareholders, or any other third party. The principles included in the Brightstar Privacy Program align with the privacy principles of standards ISO/IEC 29100 and comply with an overarching set of principles, ensuring that the data processing activities are:

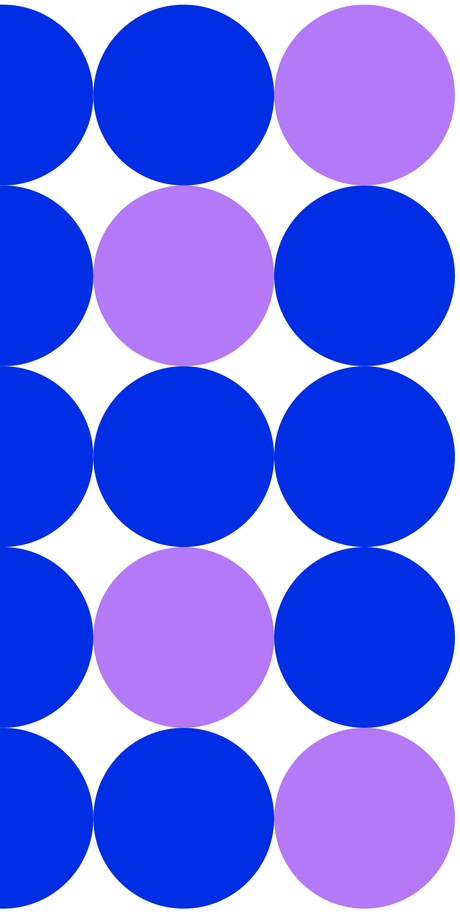
- Fair and lawful;
- For limited purposes and appropriate;
- Adequate, relevant and not excessive;
- Accurate;
- Kept for no longer than is necessary; and
- Processed in a manner that ensures appropriate security of the personal data.

The Company has implemented a risk-based approach to embed "privacy by design" within relevant business units and functions. Processes focus on the following targets, which are common aspects of industry standard privacy frameworks:

- Identify: ensure organizational understanding to meet privacy needs;
- Govern: refine organizational governance and the roles and responsibilities of the Privacy Office;
- Control: ensure policies, processes, and procedures are sufficient to manage privacy risks;
- Communicate: develop relevant communications to increase employee awareness of data privacy principles and requirements;
- Protect: strengthen the Privacy Office's relationship with Information Security and other business partners to ensure data is properly protected.




© BRIGHTSTAR 2025



Brightstar monitors the global data privacy legal landscape to identify and prepare for new data privacy laws in jurisdictions where the Company operates. In this regard, Brightstar has made appropriate adjustments to its GDPR-based processes to ensure compliance with new data privacy laws and regulations across the globe, including those enacted in the U.S. In total, 19 U.S. states now have comprehensive privacy laws applicable to the Company's business.

The benefits of the Brightstar Privacy Program include:

- Innovation catalyst: the legal use of customer data is critical for the development of new products and services in the current digital environment. Brightstar is committed to ensuring the privacy and security of customers' personal data in the product development lifecycle
- Market differentiator: by focusing on the next waves of business and regulatory opportunity based on personal data, the program may provide a competitive advantage
- Meet customers' ever-increasing expectations: by focusing on increasing protection of customers' personal data, the program strengthens Brightstar's reputation by fostering trust

Brightstar's Privacy Office and Data Protection and Privacy Officers partner with business units to facilitate privacy considerations throughout the development of new products, processes or services that involve processing personal data, or to update product design to stay current with changing regulatory requirements. This approach enables Brightstar to comply with ever-changing global data privacy and protection regulations, ensures increased accountability for data privacy compliance, and gains and maintains the trust of Brightstar's customers.

Resources from all major business segments and functional areas are directed towards implementing the Brightstar Privacy Program, which has the full support of senior executives and the AC.

Brightstar's data privacy governance model describes the roles, responsibilities, and expectations for relevant segments of the Company. To improve the effectiveness of the Brightstar Privacy Program, the governance model delegates responsibilities to relevant business units and functions and offers increased autonomy to implement the program and its principles in a customized manner suited to their respective areas. The Brightstar Privacy Program is governed by:

- **Audit Committee:** oversees the effectiveness of the program and provides feedback for continuous improvement;
- **Program Owner:** Brightstar's senior leadership is represented by the Executive Vice President and General Counsel who supports and champions the program;
- **Senior Management:** accountable for implementing data privacy and protection compliance in their business segments.
- **Data Protection and Privacy Officers:** in conjunction with the legal department, the Data Protection and Privacy Officers develop, manage, and maintain the program within the Company; and
- **Privacy Operations:** performs operational aspects of the program by partnering with business units to conduct ongoing impact and risk assessment, as well as data mapping.

The Brightstar Privacy Program is continuously updated to address the evolution of the Company's business and technology, society, behavioral expectations, risk, and global legal frameworks. In 2024, Brightstar reviewed and reconsidered processes, notices, and frameworks related to customer privacy. Additionally, Brightstar conducted a self-assessment to identify and prioritize areas for improvement.

As the Brightstar Privacy Program evolves, new opportunities emerge to educate employees using new training content that was introduced in 2024. Brightstar updated its privacy notice and assessment questionnaire templates based on discussions with peer organizations and conducted a review of new available technologies. The review resulted in an upgrade to the system used for assessments and data mapping to streamline processes and enhance visibility into data usage across the organization. Ongoing program review and improvement will continue, with a goal of identifying operational priorities each year and to measure against and achieve continuous improvement.

© BRIGHTSTAR 2025

Brightstar maintains a dedicated email address for data privacy inquiries from its employees, customers, vendors, or other data subjects who may have a question or wish to exercise their rights. This email address is managed by the Privacy Office and is published in Brightstar's Data Protection and Privacy Policy, data privacy training materials, and privacy notices displayed on every Brightstar website that collects personal data. This email is monitored daily, and questions, comments, or inquiries are responded to as promptly as possible. A software tool is also available to submit inquiries and claims, and to track and respond to inquiries and claims from all categories of data subjects. The Data Protection and Privacy Policy is accessible online to all employees, while a data subject requests form is available to visitors at brightstarlottery.com. Brightstar's internal Privacy Policy for employees, outlining their obligations to comply with the policy, was revamped in 2024 and is available on the Company's intranet.

Brightstar takes 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 Brightstar's Information Security Management System (ISMS). Brightstar employees, contractors, and consultants are expected to familiarize themselves with the security measures set out in the ISMS policies and standards.

Brightstar employs approximately 6,000 people globally and acts as a data controller for its employees' personal data. A portion of employee personal data may be considered sensitive under certain data privacy laws and is likely considered sensitive by employees such that an unauthorized leak of the data may cause social, emotional, and/or financial harm to the employee. Brightstar takes precautions to ensure employee personal data is secure, accurate, and only accessible to those with a need to know.



© BRIGHTSTAR 2025

## Cybersecurity

Brightstar is committed to ensuring confidentiality, integrity, and availability of information by protecting networks, devices, and data from unauthorized access or criminal use. The Company is subject to risks including external attempts to breach and compromise systems, insider threats, mishandling of security policies, and not adhering to published guidance on how to operate with cybersecurity practices.

Customers entrust Brightstar to safeguard their most valuable data. Brightstar's Global Cyber Security (GCS) department has teams dedicated to ensuring the Company meets its commitments to confidentiality, integrity, and availability of customer data. Internal security is held to the same standards as customer security. GCS contributes to Brightstar's sustainability efforts by expanding secure, paperless processes and facilitating increased secure remote work and assessment practices.

Brightstar's robust GCS team governs information security concerns and is divided into practice areas including Cyber Governance, Cyber Threat Intelligence, and Cyber Operations. These teams are tasked with identifying risks and tracking mitigation activities, testing the operating effectiveness of controls, and monitoring the operation.

Brightstar's cyber event response plan includes escalation, investigation, containment, recovery, evidence preservation, and communication. These activities include communications with relevant third parties as required by applicable laws, regulations, and contractual obligations. The process is tested at least annually based on business, legal, and regulatory requirements. GCS also participates in Brightstar's vendor management program to evaluate the potential impact of Brightstar's vendors on the business from various security threat possibilities and monitors the ongoing cyber security health of Brightstar's critical vendors.

In addition to internal management of data security controls, Brightstar undergoes several third-party assessments each year to validate that controls are suitably designed and operating effectively. These independent assessments include SOC 1, SOC 2; Payment Card Industry (PCI) assessments; World Lottery Association (WLA) assessments; and ISO 27001 certification audits.

### To ensure information security in outsourced data processing, Brightstar has implemented the following actions:

- **Due Diligence in Selection Processes**
  As part of Brightstar's commitment to safeguarding sensitive information, enhanced due diligence procedures are applied during the selection of third parties that may access such data. These procedures include the administration of detailed information security questionnaires and the evaluation of relevant third-party certifications and assessments, such as PCI-DSS and ISO/IEC 27001. Failure to meet the required standards may influence the outcome of the selection process.

- **Contractual Requirements and Ongoing Oversight**
  Brightstar's GCS team actively participates in the vendor management program to assess the potential impact of third-party vendors across various cybersecurity threat vectors. GCS continuously monitors the cybersecurity posture of critical vendors, ensuring they adhere to the same rigorous standards applied internally. Additionally, the security of sixth-party data processors is managed through established third-party monitoring procedures, with restrictions on sixth-party involvement implemented where deemed necessary.

- **Monitoring and Review Mechanisms**
  Brightstar has established robust procedures, jointly managed by GCS and relevant business units, to ensure the ongoing adequacy of security measures implemented by third-party data processors. These controls are subject to regular audits throughout the year, reinforcing the company's commitment to maintaining high standards of data protection and operational resilience.

© BRIGHTSTAR 2025

## WLA Certification Information Security

From 2022-2024, Brightstar [3] was awarded WLA's Security Control Standard: 2020 (WLA SCS 2020) Level 2 Dual certification, which combines the assessment of controls for lottery and mobile gaming solutions with information security management standards from the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC).

The standard represented by the latter two organizations is often referred to as ISO/IEC 27001. It is awarded to organizations that demonstrate adequate and proportionate security controls that give confidence to interested parties by protecting information.

The certifications cover Brightstar's operations in its Providence and West Greenwich, Rhode Island offices and Brightstar's instant ticket services operation in Lakeland, Florida. Achieving this level of certification demonstrates to stakeholders the effectiveness of Brightstar's risk management strategies and processes. It also demonstrates to national and state regulators that the Company is committed to quantifiable security measures that comply with leading, independent and industry-recognized accreditations.



360ADVANCED COMPASS ROSE

CERTIFICATE NUMBER : CR20250703-01

**Certificate of Registration**

Information Security Management System–ISO/IEC 27001:2022

360 Advanced Compass Rose certifies that the following organization operates an Information Security Management System (ISMS) that conforms to the requirements of ISO/IEC 27001:2022 standard per the scope and boundaries statement detailed below:

**COMPANY:** Brightstar Global Solutions Corporation
**ADDRESS:** 10 Memorial Boulevard, Providence, RI, 02903, USA
**SCOPE:**
Design and development of systems and services for lotteries.

| Statement of Applicability: | Original Registration Date: | Certificate Revision Date: | Expiration Date: |
|---|---|---|---|
| Version 4.0<br>August 25, 2025 | (Initial December 21, 2010)<br>December 18, 2022 | September 19, 2025 | December 17, 2025 |

Managing Director

360ADVANCED COMPASS ROSE

This certificate relates to the Information Security Management System and not to the products or services of the certified organization. The certification reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotional material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate.

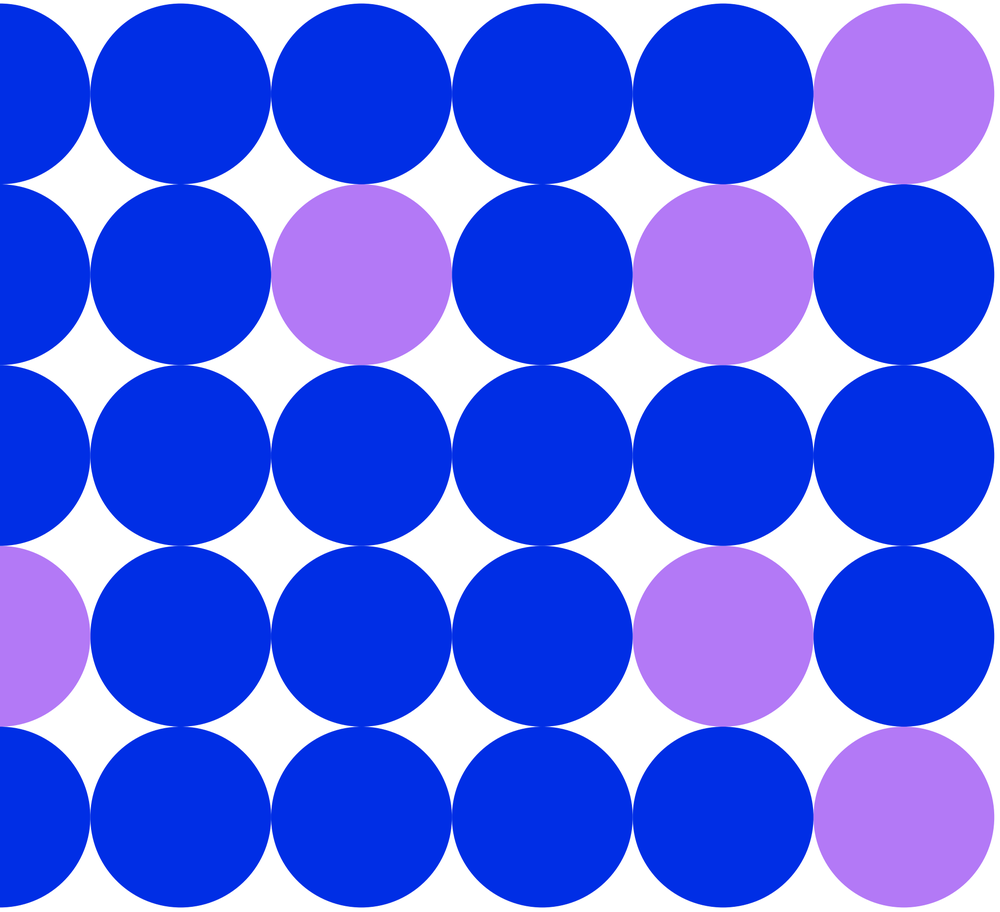
200 Central Avenue, Suite 2100, St. Petersburg, FL 33701 | 866.418.1708 | 360advancedcr.com

## Brightstar Certified for Secure and Compliant Gaming and Payment Solutions

Brightstar is certified with the international standard, ISO/IEC 27001. The ISO 27001 certification covers the Information Security Management System (ISMS) that includes the design and development activities related to the production of online, instant, and gaming solutions for lotteries. Included in the ISMS are areas of technical design and development, finance, human resources, physical security, IT and application security, business continuity, internal audit, and project management.

[3] Although several activities and accomplishments achieved in 2024 and reported herein may strictly refer to the former management and business perimeter, Brightstar Lottery has deemed it appropriate to include them in the report as they represent the continuation of a genuine commitment to sustainability between the former and newer management.

© BRIGHTSTAR 2025



Brightstar builds cyber-security practices into its software development lifecycle that includes risk assessments of projects, rigorous testing of application and network changes, issue tracking to resolution, governance over the cyber-environment, and providing a structured, measurable process to ensure solutions are developed with a security focus.

Brightstar's global ISMS is responsible for addressing security concerns related to safeguarding customer data. The ISMS guides the management of overall information security management framework and development of information security documentation including security policies, standards, and protocols or procedures. ISMS's goals include:

- Complying with business, legal and regulatory requirements to maintain the confidentiality, integrity, and availability of Brightstar's information assets and services;
- Designing processes using industry best practices at all levels of support;
- Ensuring that Brightstar is capable of continuing its services in the event of major disruptions;
- Establishing controls for protecting Brightstar's information and information systems against theft, abuse, and other forms of harm and loss; and
- Establishing requirements for controlling access to all Brightstar's information assets, including computers and communication systems.

Brightstar's ISMS follows a continuous improvement cycle of "plan, do, check, act" that is integral in managing the Company's security program. This cycle includes formal reviews of detected weaknesses and follow-up of remediation which may include updates to policies and procedures that undergo a formal review each year.

Brightstar's Cyber Threat Intelligence team works to ensure early detection of risks through a variety of testing methods implemented according to industry best practices. These tests typically involve penetration and vulnerability scanning of systems and environments. Findings from these tests are tracked to remediation.

Policies and standards are reviewed and approved on an annual basis by the Cybersecurity Governance Committee (CGC). These documents are central to Brightstar's ISO 27001 and WLA certifications, as they form the foundation of the Company's ISMS.

Security awareness and application security trainings are continuously offered to all employees, with specific modules tailored to their job junctions.

A global Cyber Security Incident Response Plan (CSIRP) is available to all employees for reporting potential incidents. Reports are reviewed by an incident manager, who assembles a dedicated team to assess the issue and respond accordingly. An internal report is then delivered to senior management, depending on the severity and nature of the incident.

© BRIGHTSTAR 2025

Policies have been established to ensure the business impacts of disruptive events are understood, and that plans are in place to mitigate the effects of such events. Additionally, the plans are tested regularly to ensure the team is ready to react to events that could impact Brightstar's systems.

Brightstar ensures that its critical products, services, information, and information systems can be restored in a timely and secure manner following a significant disruptive event. Business Continuity Plans for all critical environments, both back office and production environments, are centrally managed by infrastructure operational teams. Brightstar's Business Continuity Management (BCM) Policy and BCM Standard guide practices for recovery. Brightstar's Global Cybersecurity team established an enterprise Business Continuity Management System (BCMS), designed for operational teams to create, evaluate, and execute continuation and recovery strategies against severe business disruptions, maintain continuity of operations, and resume business to its normal condition.

## Business Recovery Plans

Brightstar understands that business continuity is key to both internal and customer operations. Brightstar's Business Recovery Plans are modeled after the ISO/IEC 27001 standard, which defines information security management and includes BCM practices. ISO/IEC 27001 comprises information security standards published jointly by the ISO and the IEC, an international institution that specifies the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining, and improving a documented ISMS within the context of the organization's overall business risks.

Brightstar's BCM system provides the processes to navigate the uncertainty of natural, human, and technological threats and risks that are capable of disrupting the continuity of operations, while ensuring minimal environmental impact and consumption of natural resources necessary to recover losses. The goal of business continuity is similar to sustainability: to ensure that current and future processes continue to function with minimal impact and depletion of valuable resources.

## Anti-Fraud and Anti-Money Laundering

Fraudulent behavior can be defined as actions against corporate procedures or contractual, licensing, or law provisions taken by an internal or external entity to gain an economic advantage for itself or third parties with or without an economic or reputational impact on the Company.

Brightstar's outsourced cashless payments team investigates cases of fraud as defined by established policies and procedures which are set forth and agreed to by the customer. Investigation results are provided to the appropriate point of contact within each customer organization. In this regard, fraud is defined by each customer according to their product offering and specific regulations.

With respect to iLottery, the cashless payments vendor analyzes player accounts at various stages of the customer journey, including registration, deposit, game play, and withdrawal. As the vendor manages the risk of each stage, it decides appropriate account actions based on customer dictated criteria. Brightstar offers fraud-monitoring payment services to U.S.-based customers through its cashless payments service vendor, which currently supports digital and retail lottery operations.



© BRIGHTSTAR 2025



## B2B Anti-Fraud in Italy

Brightstar is committed to reducing the risk of fraud to the lowest possible level through a complex system of internal procedures and controls that detect and prevent fraudulent behavior in lotteries and online gaming platforms. Business processes for each product are monitored to detect anomalous patterns and/or alleged fraud. Each anomaly is subject to further in-depth analysis to identify possible corrective actions in consultation with stakeholders involved in the process.

Brightstar uses computer monitoring tools that collect data pursuant to a specific set of behavioral indicators. In the lottery business, monitoring focuses on anomalous behavioral patterns at points of sale to identify and prevent behaviors that may expose the Company to operational or reputational risks. With iLottery, the monitoring activity focuses on several preventive and/or investigative controls, such as the monitoring of new account registrations, deposits, withdrawals to and from player accounts, and the identification of linked accounts.

Cashless fraud monitoring focuses on several areas of support, including Know Your Customer (KYC) verification checks, manual customer due diligence checks, monitoring payment registration and funds withdrawal, preventative 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. KYC checks, which include the Office of Foreign Assets Control (OFAC) and Political Exposed Persons (PEP) checks, are performed through integration with several third-party vendors. These checks work to ensure compliance with age, location, and identity requirements, and to limit the opportunities for money laundering.

Along with Brightstar's account management systems, customer due diligence checks are performed to ensure effectiveness of account restrictions and identification of abusive behavior that violates those restrictions. Brightstar's solutions validate and process payment through payment gateway tools, such as Worldpay, for digital lotteries. These tools facilitate payment method verification through configurable controls, provide restriction models to limit, control, and decline transactions based on defined rules and parameters, and support reporting of key performance indicators, trend monitoring and fraud investigations, chargeback monitoring, and dispute resolution.

The cashless payments team supports customers in monitoring and reporting various types of fraud including identity theft, payment fraud, and friendly fraud. The team utilizes the established fraud monitoring tools to detect suspicious activity that is then investigated based on established procedures. Investigation results dictate the action to be taken, which may include the suspension of the account. The compiled results are sent to the customer who determines when to engage the appropriate authorities. In 2024, several investigations were opened on lottery customers which identified the necessary action based on escalation and criteria. Brightstar recognizes the importance of preventing money laundering and terrorism financing and is committed to complying with applicable anti-money laundering (AML) and counter terrorism financing (CTF) laws and regulations. To meet applicable requirements, guidelines and best practices and to mitigate potential non-compliance, regulatory and reputational risks associated with violations of applicable AML/CTF laws and regulations, Brightstar adheres to its Global AML Policy, also referenced in the Code of Conduct. Brightstar and its subsidiaries also implement local policies and procedures, where required, designed to comply with the Global AML Policy and applicable local laws and regulations in the jurisdictions where they operate.

Brightstar has processes and controls in place to continuously deter money laundering, monitor customer activity, and report suspicious activity. Brightstar employees who are in roles where money laundering has been identified as a risk are required to understand the relevant issues and report any suspicious activity.

Brightstar may provide account-based wagering services that could include management of payment providers/vendors, funds management, OFAC and PEP checks, monitoring of duplicate accounts, payment method verification, withdrawal monitoring, pay alerts, and fraud and suspicious activity detection and monitoring. Where these services are provided by Brightstar in a particular jurisdiction, the operations are required to strictly follow Brightstar's AML policy and adhere to any other customer requirements related to AML.

© BRIGHTSTAR 2025

## Product Safety and Quality

The installation of lottery equipment in the U.S., Canada, Mexico, and Europe is dependent upon delivering designs that comply with various safety standards required by different regulations. All Brightstar devices are designed to meet rigorous safety standards. Additionally, products are designed to eliminate pinch points and have smooth edges.

To identify and mitigate any potential safety issues, such as electrical and fire hazards, Brightstar performs internal safety testing to verify compliance with relevant standards. All products are submitted to safety laboratories, where certifications are issued to confirm that the products meet national and international requirements.

Maintaining lottery integrity is of paramount importance. Brightstar's instant tickets incorporate unique coatings that create an envelope around the play symbols to protect against attempts to manipulate or determine the win or loss status. The security of the tickets is evaluated during the printing process to eliminate concerns once the tickets are sold.

Brightstar's instant tickets are also designed to protect customers and players against material faults, health, and fraud risks. Instant tickets are non-toxic and do not cause any physical harm to the consumer. This is assured using a water-based solution in coatings and inks used to print the tickets.

Tickets are designed to perform under a variety of conditions. Methods used by lotteries to store, distribute and market tickets vary significantly between organizations. Brightstar's tickets are constructed to function in the harshest environments. The clear coat layers applied over the data are designed to protect the play symbols from being damaged, even by an aggressive scratcher. The tickets are able to be scratched in freezing temperatures and humid conditions. The scratch-off coating provides a normal scratch, even if stored for a few years before they are placed in a dispenser. The Company's Lakeland, Florida printing facility has not had any incidents in 2024 of non-compliance concerning the health and safety impacts of products and services.

The quality, security and integrity of game data are top priorities for Brightstar's printing operations. This mission is largely supported through the patented NextGen game programming platform which integrates state-of-the-art security technology seamlessly into game production. Brightstar's NextGen system harnesses modern digital security technology by maintaining an unalterable forensic blockchain of an instant game to help prevent the possibility of security breaches. A blockchain is associated with each instant game's unique database and protects the entire game development and reconstruction processes.



## Environmental Compliance Policy

Brightstar's Environmental Compliance Policy outlines processes for design, procurement, warehousing, manufacturing, reconditioning, and delivery, to ensure its products meet environmental compliance requirements. The policy includes measures to assess the environmental compliance of existing products, convert them as needed to meet environmental compliance requirements, and maintain ongoing compliance. All Brightstar products are covered by, and assessed for, compliance in accordance with such a process. Additionally, all lottery equipment is marked with product safety labels and the Waste Electrical and Electronic Equipment directive mark.

© BRIGHTSTAR 2025

# Sustainable Growth



# Sustainable Growth

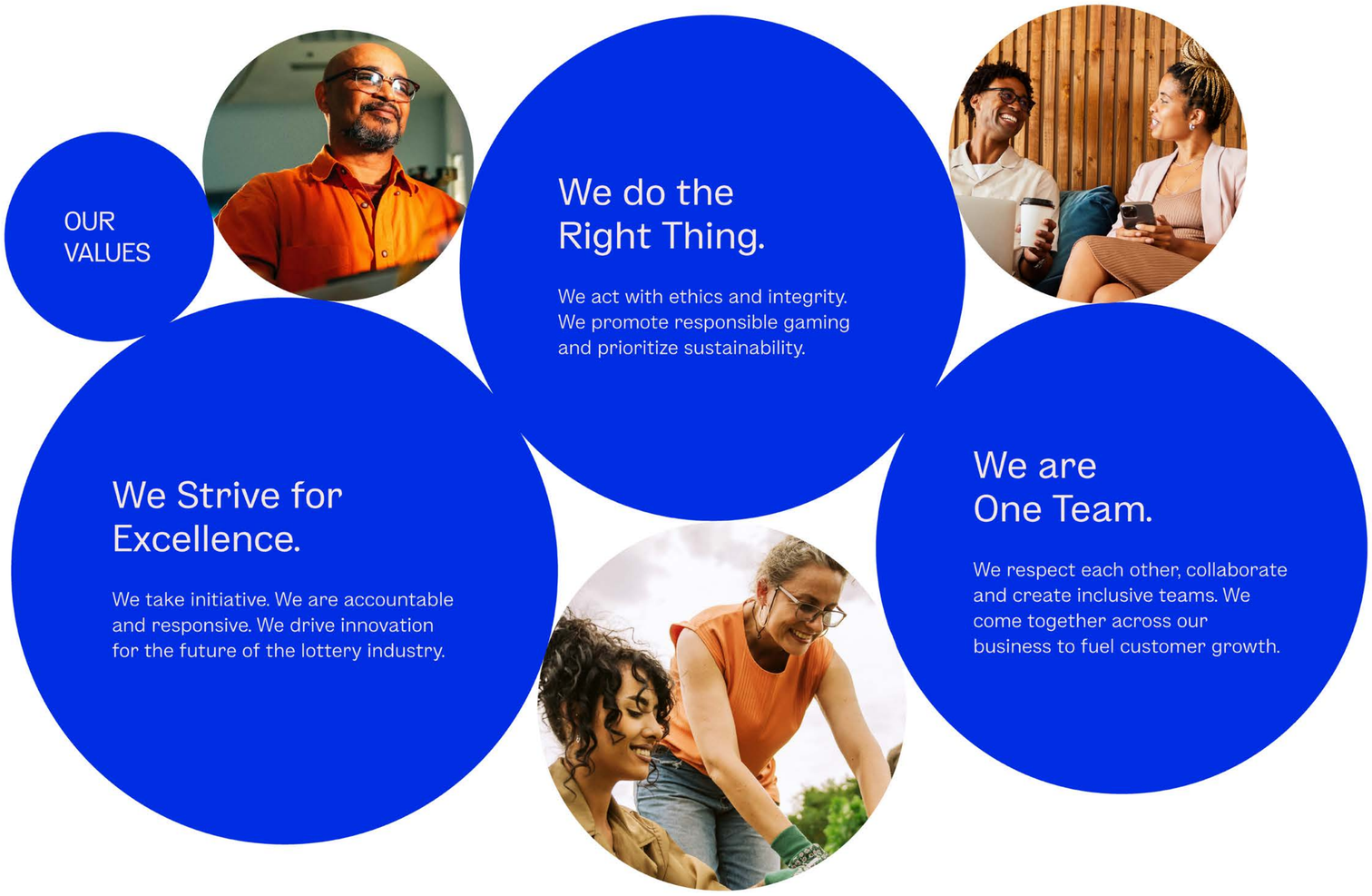
Sustainability has become a key pillar in global business strategy. Brightstar Lottery has paved the way in its commitment to incorporating sustainability throughout its entire business. It consistently meets, and often exceeds, evolving sustainability standards and best practices in every jurisdiction it operates.

## Corporate Values and the 2030 Agenda

**GRI 2-22; GRI 2-23; GRI 2-28**

Brightstar's internal culture is guided by corporate values that reflect the Company's commitment to sustainability and its stakeholders:

- We do the right thing: We act with ethics and integrity. We promote responsible gaming and prioritize sustainability;
- We strive for excellence: We take initiative. We are accountable and responsive. We drive innovation for the future of the lottery industry;
- We are one team: We respect each other, collaborate and create inclusive teams. We come together across our business to fuel customer growth.




© BRIGHTSTAR 2025

Brightstar's commitment to sustainability has remained steadfast for nearly two decades. At its core, Brightstar strives to be a responsible partner for local and global authorities, customers, and players in the jurisdictions where it operates. Embracing the 2030 United Nations (UN) Agenda for Sustainable Development and specific UN Sustainable Development Goals (SDGs) have aided Brightstar in identifying its sustainability priorities.

The 2030 Agenda and its 17 SDGs form an action program to benefit people and the planet. Brightstar observes seven SDGs: good health and well-being (SDG 3), quality education (SDG 4), affordable and clean energy (SDG 7), decent work and economic growth (SDG 8), reduced inequalities (SDG 10), responsible consumption and production (SDG 12), and climate action (SDG 13).




Brightstar is a member of the United Nations Global Compact (UNGC), the largest corporate sustainability initiative in the world for the development, implementation, and disclosure of responsible corporate policies and practices. Brightstar is committed to incorporating the 10 UNGC principles related to human rights, labor, the environment, and anti-corruption into the Company's strategy, culture, and day-to-day operations.

The natural evolution of Brightstar's sustainability strategy involved the transition from its original four sustainability pillars (valuing and protecting our people, advancing responsibility, supporting our communities, and fostering sustainable operations) to three newly identified elements:

- **Empowering Our People**
  To do the right thing and strive for excellence. Brightstar fosters a culture that values individuals. It recognizes the unique contributions and perspectives of every person and works to attract and retain the talents of tomorrow. Brightstar believes that when people thrive, innovation follows – and so does progress.

- **Collaborating with Partners**: To build value together with customers, communities, and society. Brightstar maintains relationships that are trustworthy, ethical, and mutually beneficial. From suppliers to business partners to the communities it serves, Brightstar believes in growing together responsibly and transparently. Brightstar is also committed to contributing to a secure and positive gaming environment, where integrity is the foundation of every interaction.

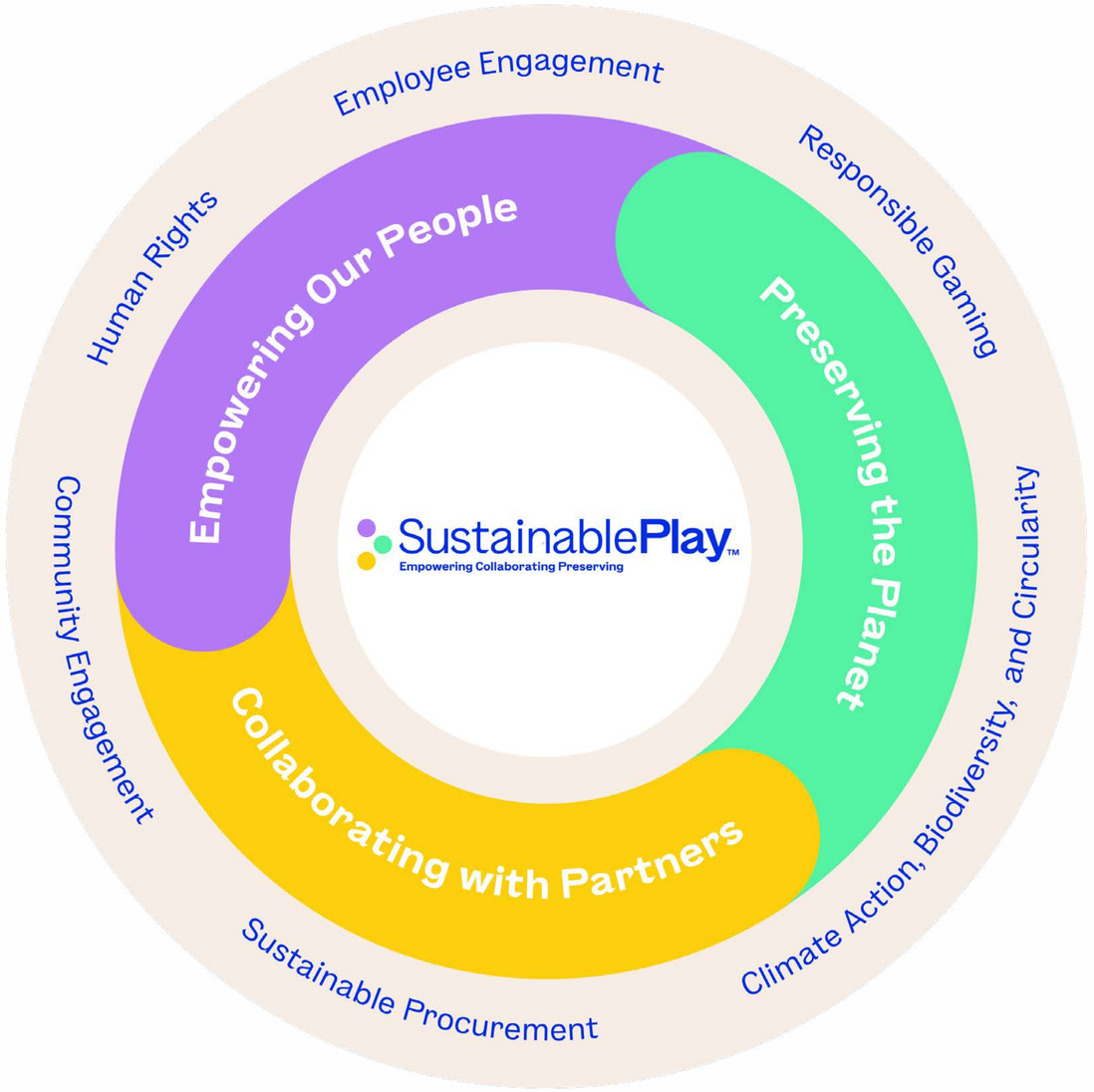
- **Preserving the Planet**: To safeguard the environment and its resources. Brightstar acts to protect the climate, preserve natural resources, and advance circularity. The Company's responsibility to the planet is clear – and so too is the path forward.

© BRIGHTSTAR 2025

The three elements of Brightstar's sustainability strategy are activated through spheres of impact – focused actions that ignite change. Together, these areas form a precise, purposeful, and powerful system of action. Brightstar's six spheres of impact include:

- **Employee Engagement**: Brightstar fosters a positive work environment by promoting welfare and wellbeing, and enhancing skills through training and development.
- **Human Rights**: Brightstar advocates for human and labor rights, prioritizing employee health and safety, the protection of the most vulnerable groups and promoting inclusivity throughout its operations and value chain.
- **Responsible Gaming**: Brightstar contributes to player protection by promoting positive play, raising awareness of responsible gaming tools, and securing third-party credibility through accreditation and research.
- **Community Engagement**: Brightstar engages communities by collaborating with organizations and supporting programs that foster skill development for the future workforce.
- **Sustainable Procurement**: Brightstar enhances sustainable procurement by selecting responsible suppliers who prioritize environmental stewardship and ethical labor practices.
- **Climate Action, Biodiversity, and Circularity**: Brightstar enhances energy efficiency and supports the transition to renewable energy, while investing in eco-design product strategies. Brightstar promotes biodiversity and circularity by selecting environmentally conscious materials and boosting recycling, reuse, and recovery practices.

In jurisdictions where Brightstar is the lottery operator, its stakeholders include players, retailers, regulators, and communities. Aligned with Brightstar's global sustainability strategy, initiatives for these stakeholders include engaging directly with players and retailers to provide responsible gaming resources, partnering with gambling treatment providers, and mitigating environmental impacts of its business on local communities.



## Sustainability Plan

**GRI 2-22**

Brightstar's ongoing commitment to sustainability is supported by concrete actions that reinforce its purpose-driven mission. Through the development of its Sustainability Plan, approved by the Sustainability Steering Committee (SSC), sustainability priorities are aligned with the Company's business priorities. Brightstar will introduce its 2026-2028 Sustainability Plan in early 2026.




In 2023, Brightstar launched Sustainable Play™, which represents its commitment to leading the lottery industry in global sustainability. It celebrates the Company's dedication to its people and the planet as the Company delivers innovation and excellence that is "Ahead of the Game." Empowering Our People, Collaborating with Partners, and Preserving the Planet are the key elements driving Sustainable Play. Aligned with the UN SDGs, Brightstar seeks to advance the lottery industry with sustainable practices that benefit the Company and its key stakeholders.

| Spheres of Impact | In 2024, Brightstar hit several milestones in its sustainability journey |
|---|---|
| Employee Engagement | The Sustainability Champions awards program celebrated employees who showed an outstanding commitment to sustainability.<br><br>Recognized as a Top Employer in Canada, Italy and the United States by the Top Employers Institute for the third consecutive year. |
| Human Rights | Recognized as a "Best Place to Work for Disability Inclusion" by the Disability Equality Index. |
| Responsible Gaming | Became the first vendor to receive the new certification Internet Compliance and Assessment Program (iCAP) Ready by the NCPG for its iLottery operations.<br><br>Received a recertification for the WLA Corporate Social Responsibility Standards and Responsible Gaming Framework (2024-2027). |
| Community Engagement | Celebrated STEAM Day, highlighting the After School Advantage (ASA) program and recognizing employee who apply STEAM skills in daily work.<br><br>Refreshed the Season of Giving, Brightstar's year-end community engagement effort to run during November and December. |
| Sustainable Procurement | Updated Brightstar's Global Sustainability Policy. |
| Climate Action, Biodiversity and Circularity | A life-cycle assessment for Brightstar's terminals was introduced in the product development process, enhancing the practice of Sustainability by Design. |

© BRIGHTSTAR 2025



# Stakeholder Engagement[1]

**GRI 2-28; GRI 2-29**

Nurturing a mutually positive relationship with stakeholders is crucial to Brightstar's sustainability strategy. Throughout the years, Brightstar has extensively fine-tuned stakeholder engagement by designing specific initiatives and projects to meet stakeholders' needs and expectations.

## Community

Brightstar is committed to community involvement through corporate and employee-driven programs that enrich and strengthen the communities in which the Company operates. These programs also support Brightstar's sustainability goals that align with the UN SDGs.

The Company partners with organizations that align with its sustainability goals to provide employees the opportunity to give back to their local communities. Brightstar also hosts community engagement initiatives including Earth Month, Global Giving Month, Literacy Awareness Month, Food Insecurity Awareness Month, and Season of Giving. Its flagship community program, After School Advantage (ASA), funds digital learning centers in local communities to expand access to science, technology, engineering, arts and mathematics (STEAM) learning opportunities.

These initiatives enable Brightstar and its employees to engage with local communities in ways that benefit their residents.

[1]For further details of engagement activities carried out in 2024, please refer to the 2024 UK Annual Report and Accounts.

© BRIGHTSTAR 2025

## Customers and Players

Brightstar works closely with customers to help them engage new players through extensive research to understand player behavior. The Company also works closely with retailers to ensure optimal player experiences in a safe and protected environment.

Brightstar attends numerous customer and industry events, including customer visits via virtual Player Experience Lab tours, trade shows including European Lotteries (EL) Industry Days, National Association of State and Provincial Lotteries (NASPL) Trade Show, Asia Pacific Lottery Association (APLA) Seminar, and XVIII Congreso de Corporación Iberoamericana de Loterías y Apuestas de Estado (CIBELAE).

Brightstar is a regular attendee at lottery industry association conferences and seminars including the World Lottery Summit, EL/WLA Sustainability/RG Seminar, EL Communications Workshop, NASPL Professional Development Seminar, PGRI Lottery Smart-Tech Conference, and CIBELAE Social Responsibility Seminar. Brightstar also attends panel discussions with industry thought leaders including Public Gaming Research Institure (PGRI) Retail Modernization, PGRI Digital Lottery, PGRI Lottery Expo, PGRI Women Initiative in Lottery Leadership, and La Fleurs.

Global customer forums, in-venue product launch activations, innovation seminars, retail webinars, workshops, and trainings allow Brightstar to share experiences, best practices, and other retailer insights from the leadership's standpoint.

Brightstar leverages customer feedback collected through contact centers, satisfaction surveys, scorecards, trade marketing surveys, and in-person reviews to better understand the challenges and opportunities facing the lottery industry. These insights also help the Company stay informed on evolving public policy issues. Brightstar collaborates with a variety of stakeholders, including gambling researchers like the International Center on Responsible Gaming (ICRG) and policy makers with the goal of supporting responsible gaming.

These ongoing conversations offer invaluable opportunities to understand customers' evolving needs and assess how effectively Brightstar is meeting those needs.

## Employees

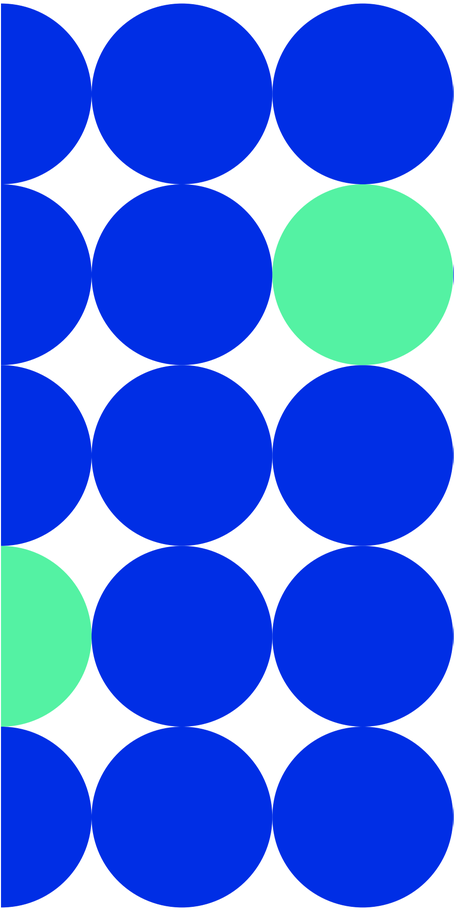
Brightstar's employees are key contributors to its business success. To promote their wellbeing, the Company listens to, respects, and values their ideas, suggestions and expectations.

Town halls, leadership forums, webinars, lunches, and volunteering opportunities run by local Brightstar leadership councils keep employees up to date on the Company's business strategy, development, and performance. Weekly newsletter stories from the business and individual employees foster a sense of community within the global organization.

Brightstar's listening strategy includes survey tools for employees, hiring managers, prospective candidates, and onboarding and exiting employees. An anonymous feedback tool is also available 24/7 on Brightstar's intranet. These tools allow the Company to gather constant feedback, helping inform future decisions impacting employees. In 2024, the Company introduced quarterly surveys focused on timely and relevant topics that matter to employees, providing the Company with the opportunity to take swift action. Brightstar also has an Employee Advisory Committee comprised of a diverse group of employees worldwide who provide management with insights and advice on a variety of topics.

Employee training webinars include topics such as goal setting, performance feedback, and career and professional development to enhance capabilities while fostering a digital mindset. Brightstar also hosts events planned by employee impact groups (EIGs), many of which provide learning and professional development opportunities and community building across a range of employee demographics.

© BRIGHTSTAR 2025



## Regulators

Brightstar's activities are subject to extensive governmental and regulatory requirements, which are constantly evolving and may vary from jurisdiction to jurisdiction. The Company continues to build on its well-established local presence and relationships with regulators in all the countries where Brightstar operates, ensuring ongoing regulatory compliance.

Brightstar routinely engages with regulatory authorities to maintain, renew and expand its global regulatory licensing portfolio through personal interviews, corporate visits, and routine investigations.

Brightstar meets with local and global public authorities and institutions to actively provide updates on the development of the Company's operations and to demonstrate integrity, knowledge, and expertise in the conduct of the business as a reliable partner. These meetings allow the Company to stay informed on political and regulatory trends while enabling technological and product innovations in compliance with regulatory requirements.

Various engagements with gaming authorities, regulatory bodies, and industry groups enable Brightstar to expand its responsible gaming product reputation and offerings beyond jurisdictional regulations.

## Shareholders/Investors

Retail and institutional shareholders own Brightstar and must have access to periodic reporting to monitor the Company's performance. To facilitate an open dialogue, Brightstar regularly shares updates on announced strategic initiatives, changes, or achievements with its shareholders, potential new investors, proxy advisors, rating agencies and analysts.

Brightstar carries out several in-person and virtual non-deal roadshows, in addition to hundreds of ad-hoc, one-on-one meetings, with selected members of the investment community. Conferences and meetings, including equity and leveraged finance conferences, provide opportunities for analysts and actual or potential investors to directly interact with Brightstar management. Such open dialogue also allows the Company to gain insights into investor sentiment.

## Suppliers

Suppliers play a key role in Brightstar's ability to support customer requirements. The Company works with suppliers to ensure delivery of high-quality products and services, while meeting high economic, ethical, and socio-environmental standards.

Brightstar carries out regular meetings with existing and prospective suppliers, with periodic visits to strategic suppliers to review commercial and quality issues, and other business-related topics. Through the annual ESG supplier questionnaire introduced in 2023, the Company gains valuable insights into ESG topics from its key direct material, consumable, and indirect suppliers, while also gaining a better understanding of their challenges.

Brightstar also advances its Decarbonization Pathway through the same ESG supplier questionnaire, which supports the integration of sustainability measures along the entire value chain, ultimately enhancing the Company's ESG impact in daily operations.

© BRIGHTSTAR 2025

## Sustainability Materiality Analysis

**GRI 3-3; GRI 2-12**

The topics covered in this report were identified through Brightstar's materiality analysis process, established to identify the most relevant economic, environmental, and social topics. This process aligns with the GRI Sustainability Reporting Standards, which require the inclusion of information that has the most significant impacts (negative or positive) on the economy, environment, and people, including human rights.

The materiality analysis occurred in five phases: (1) understanding the sustainability context in which Brightstar operates; (2) identifying current and potential negative and positive impacts; (3) assessing the significance of impacts; (4) prioritizing the most significant impacts for reporting purposes; and (5) shifting impacts to material topics and validating them with the Company's senior leaders. The analysis included Brightstar's operations, as well as its upstream and downstream activities.

Phase One: identify the most common impacts on the economy, environment, and people in Brightstar's operating sector by analyzing its operations, business relationships, and sustainability practices. The analysis covered the entire value chain and included:

- Reports published by key international sustainability influencers in the lottery industry
- Brightstar's internal documentation and procedures
- Sustainability reports and similar publicly available information from other companies in the lottery industry

Phase Two: determine current and potential impacts on the economy, environment, and people. All impacts were ranked as (i) negative or positive, (ii) short-term or long-term, (iii) intended or unintended, and (iv) reversible or irreversible.

Phase Three: assess the significance of impacts through quantitative and qualitative analyses. Current impacts were evaluated based on scale, scope, and character, while potential impacts were evaluated based on severity and likelihood.

Phase Four: determine the final set of topics to report, based on the results of phase three. The topics were then reviewed by Brightstar's subject matter experts to ensure their relevance.

Phase Five: classify final topics into three categories: environment, social, and economy. The list was reviewed and approved by Brightstar's Sustainability Steering Committee and the Board's Nominating and Corporate Governance Committee.

| Brightstar Material Topics 2024 | | |
|---|---|---|
| **Environmental** | **Social** | **Economy** |
| Air pollution | Customer privacy and security | Business ethics |
| Biodiversity | Employee skills development and employee well-being | |
| Climate change | Human and labor rights | |
| Relationship with suppliers | Local communities support | |
| Waste and product end-of-life | Relationship with suppliers | |
| Water resources | Responsible, legal and secure gaming | |
| | Supporting good causes through lottery revenues | |
| | Workplace health and safety | |

# Engaging Our Employees

**GRI3-3; GRI 2-25**

Brightstar Lottery believes that people are the heart of the organization. The Company is committed to improving the employee experience through career development initiatives, regular monitoring and feedback, consistent internal communication, inclusive training programs, competitive compensation, and support for work-life balance. Together, these practices help Brightstar foster a work environment that attracts and retains top talent and drives sustainable growth.

Conducting routine pulse surveys, monthly check-ins and open house sessions for its employees enables Brightstar to quickly identify and address any emerging issues or concerns before they escalate. Training programs are conducted in multiple languages and are designed to be accessible to all employees, reducing the risks of exclusion or disengagement within the global workforce. Brightstar continuously evaluates employee feedback on its programs and adjusts accordingly, which helps the Company remain responsive to its employees' evolving needs.

The Company emphasizes the importance of preserving regular employment resources while implementing strategies that utilize contingent workers to effectively manage potential fluctuations in demand. This approach supports the stability of the core workforce, and improves flexibility and responsiveness to changing market conditions.

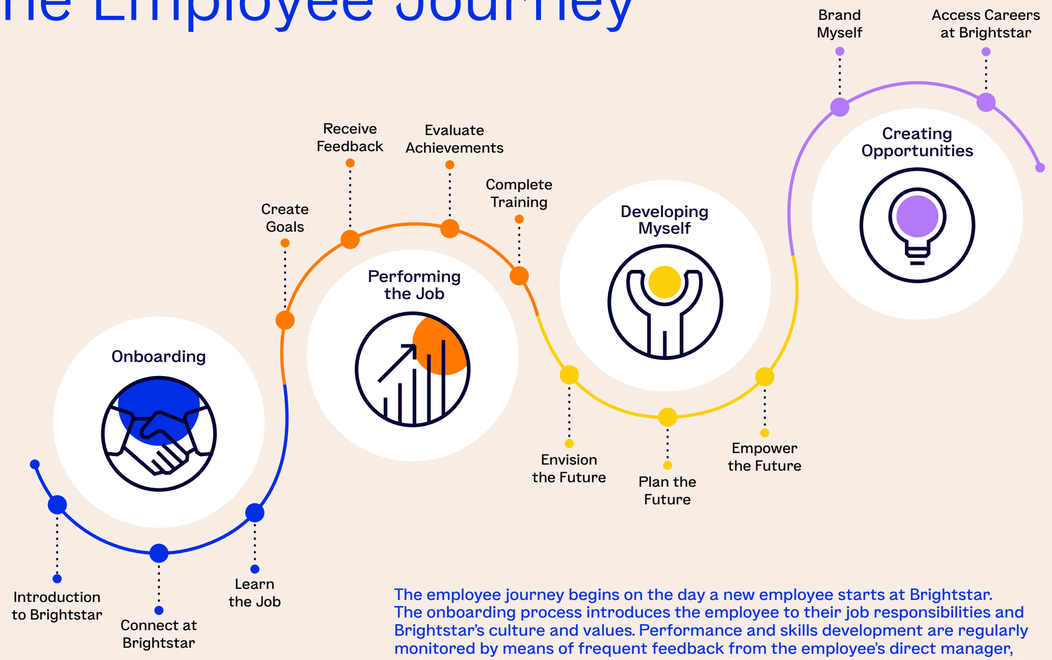
## Human Capital Development

Human capital development is an important element for a successful organization, particularly in the context of digital transformation, next-generation leadership, globalization, and hybrid ways of working. Career development at Brightstar is a partnership between employees, their managers, and the Company.

Employees are empowered to drive their own career development, with business leaders acting as guides, and the organization providing the necessary tools and infrastructure. Through Brightstar's annual Integrated Talent Management (ITM) process, leaders assess employees' performance and potential to identify employees in the leadership pipeline and foster an internal culture that promotes development for everyone in the Company.

Brightstar has developed a roadmap designed to position the Company as an "Employer of Choice" by fostering a culture of continuous learning through its ITM process.

# The Employee Journey




The employee journey begins on the day a new employee starts at Brightstar. The onboarding process introduces the employee to their job responsibilities and Brightstar's culture and values. Performance and skills development are regularly monitored by means of frequent feedback from the employee's direct manager, and assessed against the results achieved. Every employee is offered opportunities for professional development through global programs, such as mentoring or job shadowing, or through role-specific training. Employees may also apply for new opportunities through open positions that fit their skills and career aspirations.

© BRIGHTSTAR 2025

Career development for managers, senior managers and directors at Brightstar is assessed with a focus on their strengths and areas of improvement. To support this, the Company, in some cases, uses the Leadership Practices Inventory (LPI) 360, an observer-based assessment, to provide leaders with feedback on their competencies. The LPI 360 report measures the frequency of leaders' behaviors as observed by people they regularly interact with, including peers and direct reports. These objective reports also help the Company's Talent Management team design tailored development plans for each participant. In other cases, depending on the need, Brightstar uses the DISC Assessment, a behavioral profiling tool designed to improve interpersonal effectiveness and team dynamics. It categorizes individual behavioral styles into four core dimensions: Dominance (focus on results and problem-solving), Influence (emphasis on communication and social interaction), Steadiness (preference for cooperation and consistency), and Conscientiousness (attention to detail and quality). By understanding these traits, organizations can foster more inclusive, collaborative, and self-aware work environments.

Brightstar continues to evolve its development programs to better support the growth of the leadership pipeline, with an aim to retain top talent and enhance motivation, engagement, and commitment to the Company. These programs are also designed to unite the different generations in the Company.

## The People Deal

The Our People Promise, or employee value proposition as it is more commonly known, is Brightstar's promise to employees comprised of four core attributes: work-life harmony, a connected community, a space for authenticity & belonging and career agility.

Brightstar has adopted an Our People Promise tagline, "Building Bright Futures" and an Our People Promise brand commitment of, "At Brightstar, we proudly deliver unrivaled career experiences that constantly engage our own 'players' and drive their growth in areas that matter most to them – in life and at work."

Internally, Brightstar has showcased Our People Promise across the Company-wide intranet, Inside Brightstar, the careers portal, town halls, newsletters, Viva Engage, and everyday social interactions. Externally, Our People Promise is featured on platforms such as LinkedIn, Indeed, Glassdoor, and Brightstarlottery.com. Talent Acquisition Partners also use Our People Promise in conversations with prospective candidates to share what employees have said regarding why they joined Brightstar, why they have remained, and why Brightstar is a great place to build a career.

## Brightstar's Internal Careers Portal

Brightstar's internal careers portal is a one-stop shop for employees looking to take their next professional step, featuring job opportunities from a variety of departments and offering a simple way to search by keyword or location. In the revamped portal, employees can view the full list of available opportunities, with options to filter by job title, location and date posted. A global career opportunities map further shows available roles across the Company's worldwide operations.

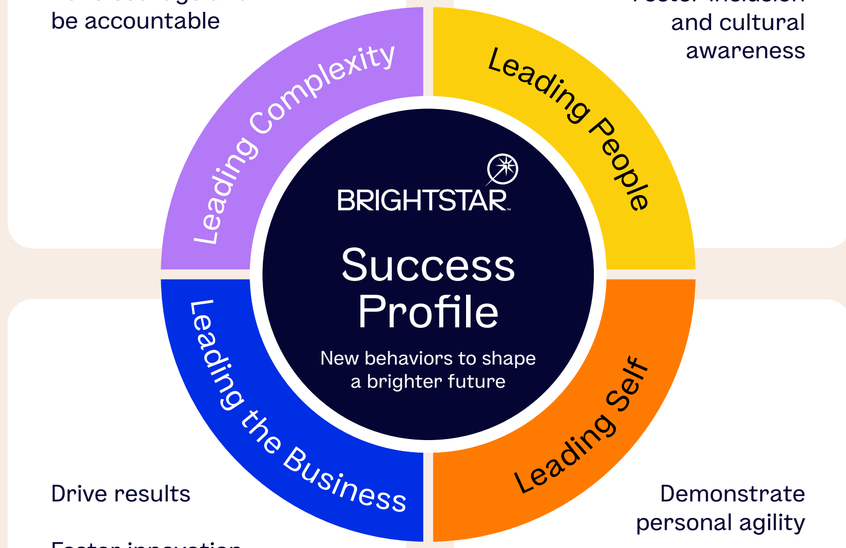


© BRIGHTSTAR 2025

## Brightstar Success Profile

Brightstar's success profile is composed of nine competencies presented in four clusters. This framework helps employees focus their behavior and performance on things that matter most to the Company and help drive its success. They provide a common language that harmonizes talent selection and development.

- Leading the Business: Drive Results, Foster Innovation, and Demonstrate a Digital Mindset. These competencies define the behaviors that facilitate high ambitions, such as setting challenging goals, achieving them through new ideas, and recognizing the opportunities and tools offered by digital technologies.
- Leading Complexity: Be Flexible, Manage Change, Have Courage, and Be Accountable. These competencies identify behaviors that address resilience to change and courage to share ideas, opinions, and to understand those of others to make the best decisions.
- Leading People: Collaborate with Others, and Foster Inclusion and Cultural Awareness. These competencies address interpersonal skills including the ability to collaborate, to trust and be trusted by others, and contribute to the creation of an inclusive working environment.
- Leading Self: Demonstrate Personal Agility and Demonstrate a Growth Mindset. This area relates to individual commitment and identifies behaviors that support professional development, such as the ability to manage emotions and the ability to approach change with curiosity.





Individual Development Plans (IDPs), aligned to personal growth goals and business objectives, enable employees to develop the skills required to achieve individual and corporate goals. All employees are provided an IDP template in PeopleCenter annually to record and track the development actions they have agreed on with their direct managers. Employees are invited to training sessions focused on career growth and development planning, and key resources are embedded into the IDP for ease of access.

As part of its annual ITM process, Brightstar requires employees to identify work and develop goals aligned with business strategy. Managers and business leaders review employee performance and potential, then assign talent flags. This talent review process allows leaders to identify employees along the leadership pipeline, while reinforcing Brightstar's commitment to a 'development for all culture. Brightstar empowers employees to conceptualize their career pathways, hold effective development conversations with their leaders, document actionable development goals, and access learning and development programs.

Goals are set at the beginning of the year, with progress discussed during monthly check-ins and evaluated fully during the end-of-cycle reviews. Managers evaluate employee performance against their goals and competencies using a five-point scale. Scores are then calibrated across the entire team to ensure fairness and establish a baseline for success. One hundred percent of employees were assessed through this process in 2024.

Brightstar actively invests in social learning experiences to foster a culture of continuous growth and collaboration. One key initiative is MentorMe, a formal mentoring program designed to support employee development through the structured exchange of knowledge, ideas, experiences, and perspectives between mentors and mentees. This program enhances professional skills, strengthens cross-functional relationships, and promotes a sense of belonging within the organization. In addition, Brightstar offers a job shadowing program that provides employees the opportunity to observe colleagues in different roles or departments. This hands-on experience provides valuable insights into various career paths, encourages interdisciplinary learning, and helps individuals broaden their understanding of the business.

Brightstar operates a comprehensive listening strategy to collect valuable feedback from employees, which includes various surveys conducted at key touchpoints to gauge employee experience during recruiting and hiring, onboarding, integrated talent management processes, and offboarding for employees leaving the Company.

© BRIGHTSTAR 2025



## An Open Space for Employee Exchange

Employee feedback is an integral piece of Brightstar's development strategy. Pulse surveys are distributed throughout the year to capture employee sentiment about the Company and ongoing changes. Brightstar emphasizes complete anonymity and ensures that responses cannot be traced back to individuals to foster an environment of trust and openness. This approach is designed to gather diverse, qualitative insights, which are invaluable for understanding and enhancing the overall employee experience. To promote dialogue, Brightstar also hosts periodic "open house" sessions where stakeholders are invited to ask questions and share feedback directly.

Brightstar tracks the effectiveness of its learning and development programs by analyzing participation, engagement, and user experience. Interactive training sessions are held at multiple points during the year in English, Italian, and Spanish, ensuring accessibility across the workforce.

Feedback from employees has guided Brightstar in setting multiple goals to address areas for improvement. These goals include clarifying the role of development in employees' growth, highlighting the opportunities available, and simplifying access to development resources. Actions taken to meet these goals include:

- Launching a simple and easy-to-use platform called Talent Central, to coach and support employees in setting goals, managing performance, and developing as individual contributors;
- Enhancing Talent Central with Talent Round-Up, a monthly bulletin that showcases critical news and updates on goals, performance, and learning and development; and
- Creating more engaging tools, such as a simplified and flexible IDP form, development roadmap creation, and a focus on creating collaborative system spaces to document continuous feedback discussions.

This listening strategy has also revealed three key areas for improvement in the ITM process. First, Brightstar streamlined the process, making it more intuitive and responsive to employee needs, thereby addressing employees' desire for a more seamless and engaging interaction with the platform.

Second, the focus shifted to providing on-demand information, ensuring that employees can access real-time, accurate data with minimal effort. This was implemented through a variety of search filters and customizable dashboards tailored to individual preferences.

Lastly, surveys for collaborative feedback were introduced, allowing employees to directly contribute to the development and refinement of the ITM process. This initiative ensures that Brightstar offerings are constantly evolving to meet the dynamic needs of users.

Talent review and succession planning are integrated into the talent management process to assess employee potential, the risk of attrition, the organizational impact of potential departures, and identify potential successors for key roles, including the top three leadership levels. This ongoing talent review process ensures that Brightstar is developing and retaining top talent to support the Company's long-term growth.

Brightstar provides workshops and training for each phase of the ITM process for employees, people leaders, and People & Transformation (P&T) stakeholders. Additionally, Brightstar maintains dedicated SharePoint sites, including Talent Central, available in English, Spanish and Italian, that provides tools and resources for all aspects of ITM. A multichannel communication and training campaign was launched in 2023 and continued in 2024 to communicate and educate all employees on the behavioral expectations required for success. These expectations are consistent across all employees, regardless of level, role, and geography.

Since the Talent, Culture & Inclusion function came into being in 2024, the team carried out an internal review that included learning and training programs, with the major goal of ensuring the Company is engaging in experiences that directly support and meet business needs, while simultaneously focusing on employee upskilling to advance business goals. This holistic, strategic approach is driven by the desire to position Brightstar as a best-in-class organization from a people development standpoint.

© BRIGHTSTAR 2025

Brightstar is currently piloting a “talent marketplace” tool designed to enable employee development through cross-training opportunities with the aim of maximizing employees’ value to the business. The Company is also beta-testing inclusive leadership capabilities within a select group – seen as vital for leading a diverse, global workforce – equipping people managers with capabilities to foster growth opportunities for all employees.

Brightstar is also preparing to launch several initiatives such as the cultural intelligence learning experience within iLottery, a training program designed to help sales and product-focused employees deliver results that meet the needs of global customers. Additionally, the Company is launching an enterprise-wide training on brand identity and values of the newly incorporated organization, and is working on the Digital Maturity Project, through which Brightstar will create a culture of digital acumen and upskilling, beginning with the top management and expanding across the organization.

The enhancement of human capital is a central element of Brightstar’s corporate strategy and a key driver for long-term sustainability. The Company continuously invests in training and development, promoting personalized learning paths tailored to roles, expected competencies, and the specific needs of individuals and teams. These initiatives reflect the commitment to continuous learning, an inclusive culture, and long-term employee engagement, while ensuring alignment with strategic goals and future challenges.

Key initiatives include:

- Leadership and managerial development: Programs tailored to different levels of seniority, including Leading Brightstar, Transformative Leadership, Manager Essentials, and Developing the Leader in You;
- Talent Development and Career Growth: Initiatives such as mentoring, reverse mentoring, job shadowing, succession planning, and personalized career paths to support long-term professional growth;
- Sustainability and Non-Discrimination Training: Programs such as Ignite Inclusion, Inclusion EDGE, and Sustainability Induction Program; and
- Employee Well-being: A strong emphasis on work-life balance, psychological support, flexible work models, and family-oriented benefits to create a supportive and inclusive work environment.

Assessments and interactivity are woven into the design of most Brightstar learning courses. At the end of each training course and learning program, participants are asked to complete a questionnaire. Many of the digital learning offerings also feature pre- and post-training evaluations.

Globally, Brightstar delivered an average of 40 training hours per employee in 2024. Through the Global Talent Management organization, Brightstar invested $1.3 million in training, covering both leadership training programs and on-demand learning resources available to all employees.



## A Structured Leadership Training Framework

Globally, Brightstar has established a structured leadership training framework to support professional growth throughout all stages of a managerial career. This framework includes five main training programs, each designed to meet the needs of different organizational levels, from Emerging Talents to Vice Presidents. Among them:

- Transformative Leadership Program: A key step in developing advanced transformative leadership skills focused on change, innovation, and sustainability for Directors and Senior Directors identified in Brightstar’s leadership pipeline. Delivered in a blended format (virtual and in-person), it emphasizes experiential and personalized learning. The program centers on the five LPI, using tools like LPI 360 and Hogan Assessments, and culminates in a three-day in-person intensive experience. Conducted entirely in English, it aims to empower leaders to drive change authentically and sustainably.
- Manager Essentials 2.0: Strengthens key managerial skills with practical tools and operational models for daily team and business process management. In 2024, two sessions were held in Italian, involving over 50 managers, fostering peer exchange and awareness of management’s strategic role in sustainable development.
- Developing the Leader in You 2.0: Designed to nurture future leaders’ potential, this program supports a widespread leadership culture that creates lasting value for the organization and stakeholders.

Brightstar also hosts trainings on major macro-trends affecting the labor market and the lottery industry, including non-discrimination and inclusion, sustainability, digital transformation, artificial intelligence, cybersecurity, and compliance. These initiatives help employees bridge knowledge gaps and develop new skills aligned with the Company’s culture and strategic priorities.

© BRIGHTSTAR 2025

Brightstar introduced a fireside chat training opportunity to Senior Vice Presidents and above, featuring two sessions focused on cybersecurity. Facilitated by external cyber experts from the U.S. government and Microsoft, these sessions offered a rich dialogue between Brightstar executives and guest speakers, including the sharing of current research and trends.

Brightstar also provides access to several learning platforms:

- Percipio: An immersive AI-powered learning platform offering personalized content, skill assessments, and a mix of online courses and practice, accessible from any device;
- Language Platforms (Speexx or EF): Online English language and business coaching platforms offering personalized, measurable development and online classes;
- Ambrosetti Management (Italy): For managers, this platform provides access to training events by The European House Ambrosetti, focusing on strategy, trends, leadership, innovation, and managerial development;
- Harvard ManageMentor: For managers, this platform covers 42 critical management topics with interactive exercises and expert insights, offering self-directed learning and recognized certifications; and
- Udemy: A major online learning platform for tech and IT topics, available in multiple languages and devices, accessible to all tech staff.

In addition, investment measures are in place that offer employees with high potential or in cases of specific business needs the opportunity to enrich their training experience within the company, not only with pre-established training courses, but also by requesting funding for external courses.

## A Comprehensive Training Catalogue for Brightstar in Italy

In Italy, the Leadership & Learning team annually develops a training catalog aligned with Brightstar's strategic priorities and emerging trends in work and innovation. The process includes a structured needs assessment via a dedicated form that allows managers to report their teams' training needs. In 2024, the catalog included 21 courses across six main learning areas: digital and future skills, project management academy, presentation skills and data mining, cross-skills, language skills, and hard and technical skills.

Once requests are collected, the Company plans, executes, and monitors training programs, ensuring effective and measurable learning outcomes through systematic feedback collection.

In 2024, Brightstar launched the Sustainability Induction Program 2.0 in Italy, a series of sessions for all employees to promote an integrated and conscious sustainability culture. Topics included:

- Communicating sustainability to create business value (July 2024, with Stefania Romenti, Professor of Strategic Communication and Sustainability at IULM University, Milan);
- Responsible Gaming: Researchers' perspective (September 2024, with Kasra Gharlian, UNLV researcher);
- Sustainability along the value chain – Focus on biodiversity and paper (October 2024, featuring Forest Stewardship Council FSC); and
- Valuing and protecting our people – Focus on the Universal Declaration of Human Rights (December 2024 with Giosuè De Salvo, professor at ALTIS, Graduate School of Sustainable Management of Università Cattolica, Milan).

Each session averaged around 250 participants, reflecting strong interest in and commitment to sustainability.

Also in 2024, Brightstar in Italy launched an Artificial Intelligence (AI) training program to foster a responsible and informed corporate culture to emerging technologies. The program ended with a session on Brightstar best practices and real-world AI applications, reinforcing the integration of innovation with values of responsibility, equity, and sustainability. The initiative involved the entire workforce, strengthening Brightstar's ability to innovate ethically and responsibly.

These initiatives show that Brightstar views training not only as a tool for professional growth but also as a key enabler of sustainability, capable of generating shared value, fostering innovation, and promoting social responsibility.

© BRIGHTSTAR 2025

## Encouraging Work-Life Balance

In its quest to retain the status of Top Employer gained for three consecutive years, Brightstar has a long-standing commitment to people management through diverse initiatives aimed at supporting work-life balance and fostering a sense of belonging within the corporate community.

Brightstar takes pride in supporting and encouraging employees' work-life balance. In doing so, the Company offers various "ways of working." For example, depending on the role and its collaboration requirements, employees can request alternative working arrangements that span from fixed in-office, fully remote at home, or hybrid work locations combining home and assigned office location. Brightstar also offers flexible work schedules which allow employees the opportunity to meet core working hour requirements while adjusting their hours to manage personal responsibilities. Additionally, work schedules can range from part-time to full-time, in accordance with local regulations. In all countries where the Company operates, Brightstar abides by regulatory requirements regarding working hours and flexibility.

The progress made in human capital development was a core factor in Brightstar's 2024 Top Employer recertification in the U.S., Canada and Italy. Most importantly, these certifications recognize the employee partnership in these initiatives. The path to certification included robust surveys and interviews, through which Brightstar demonstrated a working environment where professional growth, inclusion and communication are paramount.



## Global Guidelines – Our Ways of Working

Brightstar has established guidelines for people leaders to consider when classifying a role as fixed (in-office), flex/hybrid (in-office/remote combined), or fully remote. In addition to assessing job requirements, managers need to consider the work environment in which individual employees thrive.

Some employees may thrive in a fully fixed or remote setting, while others may benefit from having regular work time in a Brightstar facility. The Company understands that flexibility in working arrangements is dynamic, and these guidelines are reviewed and updated as needed. In the event of a conflict between the guidelines and local or state laws and/or any applicable collective bargaining agreement, the latter shall prevail.

Internal surveys have shown that all employees, including those in flex roles, seek and desire opportunities for in-person collaboration, although the frequency for such interactions varies across the business. For this reason, newly renovated locations feature neighborhood-style workspaces, providing flex employees with shared spaces for collaboration and work.



## Flexible Friday Program

The Flexible Friday program, which supports work-life balance and sustainability, is a vital component of Brightstar's efforts to cultivate a positive and productive workplace culture. This program allows all employees to work a modified schedule on Fridays from the end of May through the beginning of September if their manager approves and adequate coverage is ensured. Through this program, employees may either work half-day Fridays or take every other Friday off entirely. While the Company encourages eligible employees to consider Flexible Fridays to support work-life balance, employees are also urged to make full use of paid time off throughout the year to recharge and manage stress, which is critical for supporting employee well-being, the Company, and its customers.

© BRIGHTSTAR 2025

## Life is a Master at Brightstar in Italy

In 2024, the Company continued its relationship with Lifeed, a global EdTech company that creates innovative digital solutions for human capital development and sustainability. The "Life is a Master" program is a digital self-coaching path that helps individuals develop key skills to promote their well-being and foster a true synergy between life and work. This program is based on the concept of Life Based Learning, delivered via an online platform. The program aims to promote a more inclusive culture, strengthen collaboration, boost engagement, and support the well-being of all participants.

Brightstar also launched a series of 60-minute webinars in collaboration with Lifeed. These sessions provide information and connection among people across the company, fostering knowledge sharing, a sense of belonging, greater awareness around the relationship between life and work, and the development of cross-functional skills.

## Encouraging Education with Futurely

Brightstar in Italy deployed Futurely, a fully digital, effective, and engaging guidance program for education and parenting. Following the success of the initiative in 2022—originally aimed at helping high school students navigate their path toward university and life after graduation—the project was expanded in 2023 to include younger students aged 12 to 14, offering them support in transitioning from middle school to high school.

In 2024, the program was further enriched with the introduction of a new course designed for parents of children and youth aged 6 to 26, aimed at guiding them through the various stages of their children's growth and help them make important educational choices.

A total of 23 children and 29 parents completed the courses, with 95% reporting that the initiative was useful in helping them make their educational choices.

## Kids' Day "Vengo Anch'io"

"Vengo anch'io" (kids' day) is a special two-day event designed to give employees the opportunity to spend time at the Company together with their children.

The 2024 edition, focused on Sustainability, was designed and organized in collaboration with Lifegate. The event took place on June 11 and 12, featuring age-specific activities for approximately 200 children and teenagers. Depending on their age group, participants engaged in craft workshops and educational activities.

## Brightstar is the Place to be

In 2025, Brightstar was recognized as a Top Employer in Canada, Italy and the United States for the third year in a row. The Top Employer Certification, awarded by the Top Employers Institute, honors organizations for their people processes and independently certifies that Brightstar is an employer of choice. The certification was granted in recognition of the Company's people strategy, which includes the commitment to sustainability, non-discrimination, and ethical operations. It also encompasses Brightstar's work in digitization, talent acquisition, professional and leadership development, well-being, and performance management.

Being certified means a recognition of Brightstar's commitment to putting its people first. When employees are empowered through effective people practices, they thrive. The Top Employers Certification Program enables organizations to assess and improve the workplace environment, positively impacting work. Furthermore, Brightstar operations in Chile, known through the commercial services brand "Sencillito," have also been recognized with a Great Place to Work certification.

© BRIGHTSTAR 2025

## Rewards and Benefits

Brightstar views compensation and benefits to be critical components in attracting and retaining talent. As a global organization, Brightstar strives to offer market-competitive total rewards programs that reflect expectations across all geographies where the Company employs talent.

Brightstar's market-focused approach to compensation is intended to be a competitive edge with regards to broad-based pay, short-term and long-term incentives, sales commissions, bonuses, rewards and recognition opportunities. The Brightstar compensation team participates in multiple global, regional, and local salary surveys to obtain relevant market data. Pay ranges are established for every role and are continuously updated. Offers of employment are reviewed by the team to ensure that offers are market driven and uphold internal equity standards.

All Brightstar employees are eligible to participate in Spotlight, the Company's rewards and recognition program, where employees may nominate their colleagues for upholding Brightstar's core values. Annually, short-term incentives (STI) are provided to eligible employees upon completion of their management by objectives (MBOs). To retain critical and executive key talent, equity programs are provided to create linkage between employees and shareholder interests through Brightstar ownership.

Brightstar's compensation programs and initiatives are designed to reward employees for their contributions, and support talent attraction and retention. Brightstar's performance-based pay structure is intended to incentivize and motivate employees while providing meaningful rewards and recognition. The Compensation Committee reviews management recommendations and advises on broad compensation policies[1].

Brightstar ensures employees' health and well-being by offering a wide array of benefits. Standard benefits available to full-time employees generally include, as a minimum:

- Life insurance;
- Health insurance;
- Disability and invalidity coverage;
- Parental leave; and
- Retirement provision.

Since 2023, Brightstar broadened the application of its employee assistance program to all employees globally, further promoting wellness and mental health.



[1] For further information, please see UK ARA 2024

© BRIGHTSTAR 2025

## Fostering and Measuring Engagement

Employee engagement is linked to individual and team performance, customer satisfaction and loyalty, employee retention, quality of service, safety metrics, profitability, and market share growth. There are several 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.

Brightstar's engagement management follows a two-level approach. The first level relates to corporate climate and the employee experience, with the P&T team ensuring transparency of policies, clarity of guidelines, and effectiveness of tools for managers. The second level falls under the responsibility of direct managers, with support from P&T, and is linked to how comfortable employees feel in their roles, their relationships with their managers and teams, and their alignment with Brightstar's corporate strategy.

In 2024, Brightstar utilized a reporting strategy to monitor employee and leader engagement in and quality of: work and development goals, continuous feedback conversations, preliminary performance and potential reviews, and calibration conversations. The Company invested in a "stories reporting" tool via SAP SuccessFactors platform, which empowers P&T people partners to access real time talent data on-demand. Through this tool, Brightstar people partners can monitor the process independently and ensure up-to-date data oversight. Brightstar achieved 100% completion rate for each phase of the Performance Management process and enabled the Talent Management team to focus on the quality of the process.

Brightstar is increasingly leveraging predictive analytics and statistical methodologies to gain forward-looking insights from workforce data. These metrics help identify employees at risk of leaving and the extrapolated data can help project outcomes over the next three-to-five years. By using historical data, patterns and signals indicating the retention risk of employees in the leadership pipeline can be identified, allowing implementation of targeted strategies to increase retention rates and reduce turnover. The Company also introduced "stay interviews" which provide valuable insights into employee satisfaction and help address potential issues before they lead to departures.

By monitoring turnover and associated demographic data, the Company is positioned to focus attention on specific employee groups to mitigate attrition.

Brightstar implements an exit interview guide to support people partners in gathering insights from departing employees. Additionally, the Company has an exit survey available for employees who wish to provide feedback anonymously. Employees separating under involuntary circumstances are provided outplacement services to help them transition into new opportunities. These services include career development planning, coaching, resume assistance, interview training and job search marketing.

### Employee Advisory Committee

Brightstar's Employee Advisory Committee is comprised of a diverse group of employees worldwide who provide advice and counsel to the Senior Vice President of P&T on a variety of topics, including feedback on current morale and overall work environment, new and current programs and policies, common themes raised by employees throughout the Company, and Brightstar communications to employees. The Committee meets each month, and membership is rotated every 12 months to allow new members the opportunity to bring fresh insights and views into its work.



© BRIGHTSTAR 2025



## Human rights

**GRI 3-3; 2-23; 2-25; 2-30; GRI 403-1; GRI 403-2; GRI 403-3; GRI 403-4; GRI 403-5; GRI 403-6; GRI 403-7**

Brightstar prioritizes the health and safety of its employees, promotes a positive and inclusive environment, and encourages a strong work-life balance. Brightstar is committed to respecting and protecting the human rights of all employees according to the principles derived from international conventions. As of December 31, 2024, Brightstar has approximately 6,000 employees across nearly 60 jurisdictions, representing a multicultural environment where individual needs are respected and valued.

The Universal Declaration of Human Rights (UDHR), created 75 years ago, is the first-ever attempt to establish a global consensus on the meaning of human rights. It exists in over 500 languages and provides the basis for what the society considers to be “universal” and “inalienable” human rights.

Article 1 of the UDHR articulates the inalienable and inherent rights that “all human beings are born free and equal in dignity and rights.” Article 2 provides that “no one shall be discriminated against in the enjoyment of the rights laid down in the Declaration on the grounds of race, color, sex, language, religion, political or another opinion, national or social origin, property, birth or another status.”

Brightstar is a member of the United Nations (UN) Global Compact network, which derives human rights principles from international conventions such as the International Bill of Human Rights, the UDHR, and the fundamental conventions of the International Labor Organization. The 10 Principles of the UN Global Compact reiterate the UDHR universal rights and, aligned with the UN Guiding Principles on Business and Human Rights, explain how human rights, including the right to equality and non-discrimination, can be addressed in business. Fundamental to Brightstar’s commitment to human rights protection and promotion are three principles:

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights
- Principle 2: Businesses should make sure that they are not complicit in human rights abuse
- Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation

According to principle 6, discrimination in employment and occupation refers to any distinction, exclusion or preference that places certain individuals in a position of exclusion or disadvantage in the labor market or the workplace because of their race, color, religion, sex, disability, political opinion, national extraction, social origin or any other attribute which bears no relation to the job to be performed.

This approach is also implemented throughout the Company’s sustainable procurement policies and procedures, such as Brightstar’s Supplier Code of Conduct and routine external audits. It is also reflected in its Global Procurement Policy, which establishes guidelines and prudent business practices for all employees involved in the procurement process, and its Global Sustainability Policy, which defines the framework and governance structure for the Company’s sustainability efforts.

© BRIGHTSTAR 2025



## Promoting Human Rights Along the Value Chain

In its quest to promote sustainability along the value chain, Brightstar developed a framework to engage suppliers and help ensure that human rights principles are shared and respected outside the Company's operations. Brightstar's strict human rights policies form the foundation of its Supplier Code of Conduct and ESG Supplier Qualification Questionnaire that suppliers are required to complete. Combined with routine external audits, the Supplier Code of Conduct helps ensure that suppliers meet the Company's expectations as they relate to human rights.



## Setting the Tone with the Human Rights Policy statement

Brightstar's Human Rights Policy Statement governs its approach to human rights and modern slavery. It affirms the Company's commitment to advancing human rights within Brightstar and the communities in which it does business, particularly related to the Company's employment practices. The Policy also reaffirms Brightstar's commitment to prohibiting child and forced or compulsory labor, providing equal opportunities for employment, and fostering a work environment that values workplace diversity and respect for all employees. The Policy outlines the Company's commitment to fair working conditions, including terms and conditions of employment, remuneration, working hours, health and safety, holiday entitlements, and benefits - all subject to applicable territory-specific labor law and/or collective bargaining agreements, if any. Additionally, the Company requires all employees to acknowledge its Code of Conduct upon hiring and complete annual human rights training and certifications. In 2024, 100% of employees completed the Code of Conduct and Human Rights trainings (every employee receives a certificate upon completion).



## Brightstar's Zero-Tolerance Approach to Modern Slavery

Modern slavery is a crime and a violation of fundamental human rights and can take various forms, including slavery, servitude, forced and compulsory labor, and human trafficking. At its core, modern slavery involves depriving a person's liberty to exploit them for personal or commercial gain.

Brightstar has a zero-tolerance approach to modern slavery throughout its business and supply chain. The Company is committed to acting ethically in all its business dealings, and utilizes systems designed to reduce, and possibly prevent, the risk of the Company doing business with any company or individual that practices, tolerates, or in any way facilitates, modern slavery. Brightstar performs thorough pre-employment screening to help ensure that all candidates are engaging in employment voluntarily and are not subject to coercion or exploitation. Background checks and other employment verifications also help safeguard against the risk of hiring someone under unfair conditions.



## Brightstar Joined the Business and Human Rights Accelerator

The Business and Human Rights (BHR) Accelerator is a six-month program designed to help companies across industries and regions who are participating in the UN Global Compact, turn their human and labor rights commitments into actions. Through identifying human rights impacts, establishing ongoing due diligence processes, and developing actionable plans, the BHR Accelerator empowers companies to advance their human rights journey with the following benefits:

- Identify and assess actual or potential adverse human rights impacts;
- Learn how to integrate those findings across company processes and take appropriate action;
- Track the effectiveness of measures and processes to evaluate if they are working;
- Communicate how human rights impacts are being addressed and demonstrate progress to stakeholders; and
- Build a network of peers, UN partners, and experts to support the human rights journey and collaborate to tackle persistent barriers to implementing an effective human rights due diligence process.

## Inclusion and Non-Discrimination

Brightstar embraces inclusion and non-discrimination practices across the organization, takes actions to prevent discrimination and violations of human rights, including the prohibition of forced labor, child labor, and violations of freedom of association within its own workforce and across the supply chain.

The Company continually reviews and evolves corporate policies and procedures on fair treatment, non-discrimination, and the protection of individual and collective human rights to ensure the highest standards are maintained. Brightstar is paving the way to define a human rights due diligence process to identify, prevent, mitigate and account for negative human rights impacts within its operations, specifically with respect to child and forced labor risk assessments.

Brightstar continued to evolve its commitment to inclusion and non-discrimination and further re-emphasized the importance of fostering an inclusive environment designed to empower employees to actively shape a culture that supports their colleagues while fostering an inclusive environment where all employees feel a sense of belonging and can be their authentic selves. The program hosted more than 135 events in 2024, a 35% increase from 2023. Finally, 88% of Brightstar employees have participated in training courses on the topic of “Discrimination and Harassment,” while 68% have participated in training courses on “Diversity and Equal Opportunity”.

### Quarterly Inclusive Training

In 2024, Brightstar launched “InclusionEDGE!,” a new Company-wide inclusion training in which three themed videos were distributed to employees each quarter. The Themes included Building an Inclusive Mindset, Building Inclusive Relationships with Colleagues, and Leveraging Your Inclusive Skills. There was strong participation amongst employees, with most employees completing all three training modules.



## Sustainability Champions

As part of the Company's Sustainable Play™ program, the Fabio Cairoli Sustainability Champion Awards Program celebrates employees who demonstrate leadership and an outstanding commitment to Brightstar's global sustainability initiatives.

## Jim Bielawa Kicks Training Up a Notch to Benefit the Visually Impaired

As a product trainer in Buffalo, New York with nearly 37 years at Brightstar, Jim Bielawa is responsible for training lottery retailers how to operate a range of products, from retail terminals to standalone kiosks, self-service vending machines, and more. Jim's specialty is tailoring his trainings to the individual needs of each retailer.

A standard training session involves walking the retailer through the process of loading a self-service machine and explaining how it operates. Jim takes it a step further, remaining with the retailer until they feel fully capable of using and maintaining the machine. Once they feel confident with the basic operation, Jim kicks it up a notch by deliberately making mistakes to showcase how to troubleshoot and solve problems. This personalized approach helps reduce support calls into the call center and minimizes downtime when lottery vending machines breaks down.

Some of Jim's most impactful trainings are with retailers employing visually impaired employees, specifically working with the Commission for the Blind. As with all his retailer trainings, Jim starts by understanding how his typical methods need to be adapted to meet their needs.

"External keypads are essential for terminal operation when working with Commission for the Blind retailers," said Jim. "I sit next to my trainee and guide their finger over the keypad, explaining what each key is used for in a one-to-one setting. I've always been impressed by how quickly they're able to memorize the keypad layout and navigate it like they've been doing it for years."



## Annalisa Spanò Has an Unwavering Commitment for Advancing Human Rights Among Colleagues

Senior Director of Market Research and Insights, Annalisa is not only a seasoned leader, but a passionate advocate for sustainability and employee growth. Throughout her more than 20 years with the Company, Annalisa has dedicated her time and energy to lifting up others and inspiring her colleagues.

Annalisa's passion for sustainability is driven by her belief in the responsibility to protect the planet we live on and the people we interact with every day. Her enthusiasm for empowering others is omnipresent in her work at Brightstar. She is a part of Brightstar's mentor network and currently serves as co-chair of the Women's Inclusion Network (WIN) Italy, an employee impact group (EIG) of which she has been a member for more than seven years, serving as co-chair for the past two and a half years. In this role, she works to inspire women in Rome, helping them overcome limits they feel are present in their professional lives.

Outside of work, Annalisa is an active participant in various organizations supporting female leadership. She is a role model for Valore D's "Inspiring Girls" project, dedicated to raising aspirations of girls worldwide by connecting them with executive-level female leaders.

"We must be role models for inclusion, feeding a positive mindset, and supporting one another in the workplace," said Annalisa. "Empowering employees and providing them the flexibility they need will lead to improvement not only as individuals, but as professionals."



Brightstar's ongoing inclusion and non-discrimination journey in 2024 saw the growth of multiple EIGs, high participation rates in Company-wide inclusion trainings, and the launch of Brightstar's inclusive mentorship program.

## Mentoring and Learning Meshed into One

In 2024, Brightstar launched an inclusive mentorship program with EIG leaders serving as a pilot mentee group and leaders from across the Company serving as mentors. Both mentors and mentees participated in a three-part learning journey with a focus on deepening conversations about organizational inclusion, understanding the opportunities and challenges for advancing bias awareness and its impact on engagement, performance and talent development, and fostering and managing inclusion through a time of change. EIG leaders were the first group to participate in this program in 2024, and the mentee pool is expanding to others in the Company in 2025.

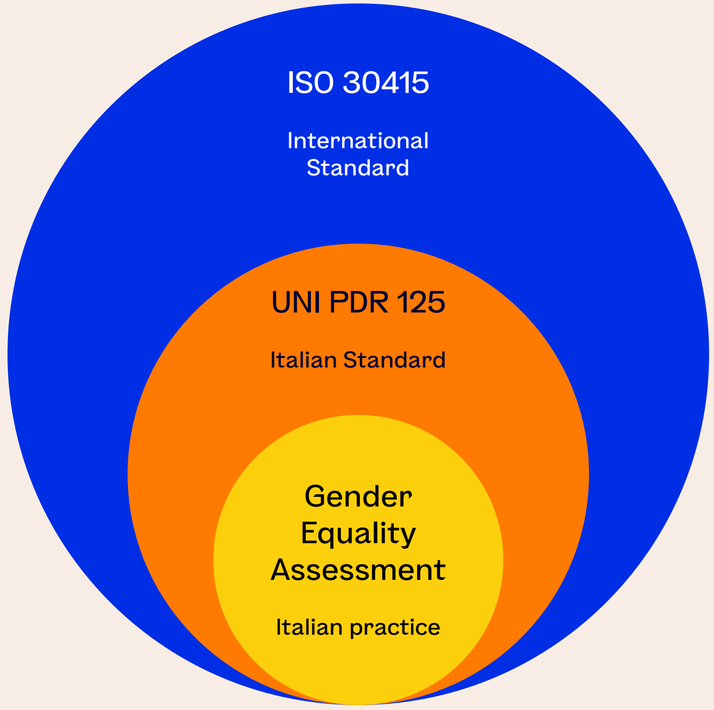
Brightstar's ongoing work has earned recognition from several external agencies, including:

- Brightstar's CEO, Vincent Sadusky, signs The Business Coalition for the Equality Act (2024);
- Disability: IN – named "Best Place to Work for Disability Inclusion" in the U.S. (2023, 2024, 2025) & UK (2024 & 2025); and
- Top Employer Certifications: 2023, 2024, 2025 in the USA, Canada & Italy.

## Three Italian Milestones at Corporate, National and International Levels

In 2024, following a series of audits, Brightstar received three prestigious recognitions for its commitment to equality, inclusion and women empowerment, reflecting excellence at the corporate level, and aligned with specific national and international standards. These recognitions include:

- An "Excellent" score from The Gender Equality Assessment certification, designed by RINA and based on research carried out by Unitelma Sapienza (Università degli Studi di Roma).
- UNI/PdR 125:2022 Certification, the only Italian standard focused on gender equality that defines the issues companies must address to support women's professional growth paths while combating stereotypes and discrimination.
- ISO 30415:2021 Certification – Human Resources Management – Diversity and Inclusion, which recognizes Brightstar's commitment to fostering inclusion and diversity in the work environment.



## A Corporate Policy to Ensure Equal Employment Opportunity and Non-Discrimination

Brightstar's Equal Employment Opportunity (EEO) & Non-Discrimination Policy applies to all stages of employment including, but not limited to, the application and hiring process.

Brightstar provides equal employment opportunities to all employees based on qualification and merit, and prohibits discrimination on the basis of characteristics such as race, color, religion, gender, sexual orientation, gender identity or expression, pregnancy, marital status, national origin, citizenship, covered veteran status, ancestry, age, physical or mental disability, medical condition, genetic information, or any other legally protected status in accordance with applicable local, state, and federal laws. To uphold this commitment, Brightstar provides training to talent acquisition recruiters and hiring managers, and invites candidate feedback through surveys conducted during and after the hiring process. Furthermore, with regard to pay equity, Brightstar in Italy plans to conduct an Equal Pay Assessment and to achieve specific objectives on this topic in consideration of Directive (EU) 2023/970, which introduces binding obligations for public and private employers regarding equal pay between men and women.

The Company has policies in place that prohibit discrimination and retaliation against individuals who, in good faith, bring forward claims of discrimination. Reports of discrimination may be made through multiple channels, including the Company's Integrity Line or through the Legal, Compliance, or P&T departments. All reports of discrimination are promptly investigated by P&T, with support from internal and external legal counsel as needed.

To the extent reasonably possible, Brightstar also accommodates employees with disabilities. In the U.S., Brightstar adheres to 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 workplace accommodation. A "reasonable accommodation" enables an employee to perform the essential functions of their job and may result in job restructuring, a change in the use of tools and equipment, policy adjustments, or remote work arrangements. These accommodations are made provided they do not create an undue hardship on the Company or pose a substantial safety risk to the employee or others. Employees in the U.S. may initiate an interactive process by submitting to Brightstar's Accommodation Request Form.

## A Safe Framework to Report Potential Violations

Brightstar's Code of Conduct and Whistleblower Policy encourage employees to raise concerns about conduct believed to be unethical, or which are potentially in violation of Brightstar's policies, regulations, or laws.

The Company has a strict policy prohibiting any form of retaliation or intimidation against individuals who raise concerns in good faith. Brightstar's Integrity Line, managed and operated by an independent third-party provider, offers access for reporting suspected or known activities, actions or behaviors that may involve unethical or unlawful conduct either by phone or through a protected online portal. Any such reports could also be submitted to Brightstar's Legal or Compliance departments either by phone, mail or email. Employees can also report or escalate their concerns through the P&T team or management. All reporting channels and investigation procedures described in the policy are designed and operated in a secure manner to preserve confidentiality.



© BRIGHTSTAR 2025



## Anti-Harassment Program

Brightstar stands firmly behind its commitment to maintaining an environment where everyone is treated with fairness, dignity, and respect. Any behavior that goes against these principles and diminishes the well-being of its employees, customers, or community is unacceptable and will not be tolerated. Brightstar 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.

All employees, including senior leaders, are required to complete harassment prevention training. Managers are required to complete annual or biannual (depending on local regulatory requirements) anti-harassment training, provided by an external vendor, that references Brightstar's EEO and Non-Discrimination Policy and the Anti-Harassment and Non-Bullying Policy.

The length and content of the training varies based upon local regulatory requirements.

The course equips employees with the knowledge necessary to recognize the principles of respectful behaviors in the workplace and respond to or report alleged violations of the policies. This proactive and inclusive approach is designed to develop the skills needed to prevent harassment across the organization. The program includes specific content and scenarios to address harassment and bullying based on sexual orientation, gender identity, and/or gender expression. The training content is routinely updated, and all employees, including temporary personnel and interns, are required to participate.



## Broadcasting Inspiring and Thought-Provoking Stories

In 2024, Brightstar continued to deliver engaging content through a variety of formats, including podcasts, long-form spotlight videos, live "Courageous Conversations," and "Change Chats."

With 15 episodes released and over 3,000 views globally, The Power of We podcast series features short, thought-provoking videos focused on inclusion and related topics. Episodes include guest interviews and highlight the latest inclusion concepts to help embed inclusive behaviors into everyday workplace interaction.

The Spotlight videos share inspiring stories and perspectives from diverse voices within the Brightstar community through conversations with colleagues about their inclusion journeys.

With 10 sessions of Courageous Conversations in 2024, these live, interactive sessions fostered open dialogues that encourage attendees to reflect on and examine their current state of inclusion. These conversations allow employees to ask difficult or uncomfortable questions, raise concerns, and expand their knowledge–without the fear of being judged.

Change Chats are interactive sessions where employees can share their feelings, ask questions, and develop tangible tools to become more effective at navigating change in a non-judgmental environment. In 2024, nine sessions were held in English, Italian, and Spanish, with an average satisfaction rating of 92%.



## Safely Sharing Insights on Self-Identity

In early 2024, Brightstar launched the "ID Me" program. This program provides an optional opportunity for employees to safely share insights about their identity, including gender (inclusive of transgender identity), sexual orientation, disability, caretaking responsibilities, and military experience. The first phase of the ID-Me program was available in the United States, United Kingdom and Canada. ID-Me is a company-wide initiative, designed with input from several EIGs, including SuperAbilities, Military at Brightstar, and PRIDE, who collaborated in crafting the self-identification questionnaire. Through this program, the Company will be able to provide programming and opportunities to meet the diverse needs of its workforce, while continuing to build an inclusive environment where employees can easily seek the support and resources they need.

© BRIGHTSTAR 2025

## Specific Initiatives for Italy

In 2024, Brightstar carried out the following initiatives:

- Supplementary language training - Brightstar places great importance on the development of language skills and invests significant resources in fostering communication and linguistic inclusion throughout the Company. Brightstar annually assesses English language development needs and develops specific learning solutions to address them. These offerings range from individual lessons to virtual classrooms that allow small group interaction led by instructors, and access to an online platform that provides greater autonomy to employees in managing their learning.

- Signing of the Non-Hostile Communication Manifesto - In March 2024, Brightstar signed the Non-Hostile Communication Manifesto, joining other major companies committed to promoting respectful, conscious, and inclusive language in both online and offline interactions. Through the Manifesto, developed by Parole O Stili (Words Or Styles), Brightstar pledges to promote a culture of respectful and accountable dialogue.

- Adoption of the "Code for Companies Supporting Motherhood" - In March 2024, Brightstar adopted the Ministry of Family, Birthrate, and Equal Opportunities' "Code for Companies Supporting Motherhood," which aims to protect and support working mothers by promoting career continuity and professional integration.

- Gender Equality Survey - In July 2024, Brightstar launched an anonymous survey to assess employees' awareness around Gender Equality within the organization. Responses were analyzed to identify areas for improvement and develop strategies for promoting a more inclusive workplace. A total of 509 individuals completed the survey, 52% men and 46% women—slightly above the Company-wide female representation of 41%. Overall, respondents expressed strong appreciation for Brightstar's gender equality policies and practices.

- Inclusion for Growth – Brightstar is an active participant in the Inclusion for Growth project promoted by ELIS, a consortium of companies dedicated to making inclusion a driving force for business and societal growth. This project supports reintegration of individuals with prior professional experience who, due to personal needs or vulnerabilities, are currently excluded from the workforce. The majority of beneficiaries are women, former inmates/refugees, people with disabilities, and individuals over 50 who have left the labor market.

## Fostering Women Empowerment in Italy

Brightstar carried out two initiatives focused on women empowerment:

- Partnership with Valore D - As part of its commitment to creating a more inclusive work environment free from gender discrimination, Brightstar has a long-standing relationship with Valore D, an association that promotes inclusive cultures within organizations across Italy. Through this partnership, Brightstar employees participate in annual training courses, workshops, and mentoring programs that offer high-qualityl training and networking opportunities with professionals from other companies. Since 2017, Brightstar Role Models (women working in STEM fields) have also taken part in the Inspiring Girls project, bringing their career journeys to middle schools to encourage young girls to pursue their aspirations free from gender stereotypes. To date, more than 100 employees have taken part in various activities.

- Female Leadership - Brightstar employees were offered access to Female Leadership training, designed to strengthen women's self-awareness and managerial effectiveness. The program included in-person workshops aimed at developing leadership skills and promoting greater female representation in leadership roles. The training offered women not yet in managerial positions the opportunity to follow a generative leadership path to unlock their full potential through four main objectives: enhance awareness, support women talent, build cohesion and integration, and accelerate cultural change within the organization.

© BRIGHTSTAR 2025

## Supporting Employee Impact Groups (EIGs)

People perform at their best when they feel comfortable and supported — be it in the field, at a Company location, virtually, or anywhere in between. Brightstar's EIGs showcase what individuals can accomplish together by supporting and promoting underrepresented segments of the workforce such as veterans, people of color, women, individuals with disabilities, hispanics, millennials, members of the LGBTQ+ community, individuals ages 50 and up, and all those seeking to bolster their well-being.

Brightstar's EIGs are employee-led, executive-sponsored communities that foster inclusion, connection, and professional growth across the organization. They play a key part in Brightstar's inclusion strategy, offering employees opportunities to engage with peers who share similar backgrounds or interests, while also supporting broader organizational goals and contributing to the overall corporate culture.

EIGs are open to everyone in the Company, regardless of identity or group affiliation. EIGs have delivered outstanding initiatives in recent years which have helped drive ongoing cultural improvement. Brightstar's EIGs epitomize employees supporting employees to strengthen how people can come together and foster a culture centered on ideation, creation and delivery.

Brightstar's EIGs play a key role in attracting, retaining, and developing talent, fostering inclusion, and driving business innovation. EIGs have grown rapidly at Brightstar, with nearly 15% of employees engaging in them as members, and thousands more participating in their programs and initiatives across more than 20 countries. Among the many global EIG events are:

- Black History Month Celebration – sponsored by ACE
- Managing Change through Mindfulness learning session – sponsored by Well-Being
- Queer Career Resource Fair – sponsored by PRIDE
- Bridging the Gap Resource Fair – sponsored by HOLA and ACE

Brightstar supports nine EIGs, with the last two having been launched in 2024:

- ACE at IGT — Advancing Cultural Education
- WIN with IGT — Women's Inclusion Network
- NEXGEN@IGT
- Military Veterans at IGT
- PRIDE with IGT — Pluralism · Respect · Integrity · Diversity · Égalité
- Well-Being at IGT
- SuperAbilities at IGT
- WoW at IGT — Wealth of Wisdom
- H.O.L.A. at IGT — Hispanic Organization Leaders in Action



## Purpose and Importance of EIGs

EIG activities primarily focus on internal engagement, but may also include external components (e.g., recruitment events, community engagement activities, professional associations, cultural celebrations). Executive leaders serve as sponsors and provide guidance, coaching and advocacy. They help remove organizational barriers, review progress, and communicate results to the organization.

The EIGs:

- Provide a forum to share career interests and experiences to aid professional growth and satisfaction;
- Provide education about underrepresented groups to dismantle misconceptions and stereotypes;
- Foster an environment that welcomes, leverages, and enhances the experience and skills of employees;
- Promote appreciation and respect for individuals, creating a more comfortable and safer workplace;
- Provide professional development, mentoring, and networking opportunities;
- Promote inclusion efforts across the organization; and
- Assist in structured events, activities, and community outreach programs.

© BRIGHTSTAR 2025

## Super Activity for Superabilities Italy

In 2024, the Superabilities EIG hosted the following activities:

- To mark its fifth anniversary, the EIG partnered with Sportabili, an organization that supports individuals with disabilities who participate in sports. Brightstar provided support for six individuals and their caregivers to spend a week at a holiday resort.
- Throughout the year, the team organized a series of virtual aperitifs, in which participants shared their experiences of living with a disability—or the experiences of loved ones with a disability. These conversations highlighted values, offered new perspectives, and above all, conveyed the idea that disability is not synonymous with exclusion.
- To recognize Brightstar's Global Giving Month, the EIG supported Casa Amica, an organization that provides accommodations to disadvantaged people who need hospitalization and their families.
- To celebrate International Day of Persons with Disabilities, the EIG highlighted the importance of respectful language when referring to disability, specifically noting Italy's new law (Legislative Decree 62/2024) which prohibits the use of terms like "disabled" or "handicapped" in public documents, favoring the phrase "person with disabilities" instead.

## WIN: Italy - International Day for the Elimination of Violence Against Women

In November 2024, WIN:Italy organized an event to honor the Day for the Elimination of Violence Against Women that emphasized the importance of recognizing domestic violence. The event focused on the issue of "witnessed violence," which can have a serious impact on the psychological and emotional development of children of abused women, increasing the risk of behavioral problems and perpetuating cycles of violence in the future.

The event featured the story of Luigi Celeste, a victim of assisted violence and son of a mother abused and condemned for the killing of his abusive father. This story inspired Francesco Costabile's Venice Film Festival award-winning film, FAMILIA. WIN:Italy also played a recorded interview with Francesco about the issues his film addressed.

During the WIN event, data relating to witnessed violence in Italy and the possible long term psychological consequences that it entails was presented, emphasizing the importance of recognizing and tackling this kind of violence and highlighting its severity to Brightstar employees.

© BRIGHTSTAR 2025

## A Safe and Inclusive Work Environment

Brightstar's organizational climate is shaped by its employees' perception of the workplace environment and culture. These perceptions can be influenced by several factors including, but not limited to, safety measures, inclusion practices, compensation programs, and internal communication plans. Brightstar strives to develop initiatives and programs that support a positive organizational climate by identifying the resources needed to establish and maintain a welcoming work environment for all employees. This includes listening to employee feedback, accommodating emerging needs, and supporting key initiatives that promote well-being and engagement.

Brightstar ensures compliance with all applicable environmental health and safety regulations. It is the responsibility of all Brightstar employees to ensure that operations are performed with the utmost regard for the health and safety of all personnel. This includes adhering to Brightstar's Environmental, Health & Safety (EHS) program and complying with all rules and regulations to ensure safety is consistently practiced in the performance of their duties. One hundred percent of employees are covered by the Health & Safety Management System and as a relevant part of it, audits are conducted either through consultations or internal assessments. They focus on identifying workplace hazards and risks, including common safety concerns such as environmental, electrical, chemical, and structural integrity.

The Safe and Healthy Work Environment Policy covers topics such as workplace violence, illegal drug and alcohol use, tobacco use, fitness for duty, and actions that should be taken if someone needs to report a violation.

In the event of a workplace-related injury or illness, the Company will provide appropriate medical attention to the employee. If the injury or illness is determined to be work-related, Brightstar will comply with all applicable laws and reporting requirements, including those related to lost wages and medical expenses.

Brightstar continues to engage employees and encourages health and safety efforts through several site-level safety committees, whose efforts include promoting awareness on topics relevant to each location, such as emergency preparedness, injury prevention programs, and hazard mitigation. Health & Safety training is intended for all employees globally.

## ISO 45001 Certification

Brightstar in Italy retained its ISO 45001 certification, the international standard for an occupational health and safety (OH&S) management system. The standard establishes criteria for an OH&S policy and system, including objective setting, planning, implementation, operation, auditing and review. Key elements include leadership commitment, employee participation, hazard identification and risk assessment, legal and regulatory compliance, emergency planning, incident investigation and continual improvement.



DNV

CERTIFICATO DI SISTEMA DI GESTIONE

Certificato n.: 10000450980-MSC-ACCREDIA-ITA
Data Prima Emissione: 20 dicembre 2010 (in base a OHSAS 18001)
Validità: 08 aprile 2025 – 08 aprile 2028

Si certifica che il sistema di gestione di
**BRIGHTSTAR LOTTERY S.p.A.**
Viale del Campo Boario, 56/D - 00154 Roma (RM) - Italia
e i siti come elencati nell'Appendice che accompagna questo certificato

È conforme allo Standard:
**ISO 45001:2018**

Questa certificazione è valida per il seguente campo applicativo:
**Progettazione, realizzazione e gestione di giochi e lotterie erogati sia attraverso i punti vendita che on-line e gestione del calcolo e del pagamento delle vincite. Attività di diagnosi, riparazione, revisione e manutenzione degli apparati dei punti vendita in laboratorio interno. Pianificazione, realizzazione e controllo dei sistemi di gestione aziendale e relativi processi amministrativi e contabili (IAF 39, 33, 35)**

Luogo e Data:
**Vimercate (MB), 01 settembre 2025**

Per l'Organismo di Certificazione:
**DNV - Business Assurance**
**Via Energy Park, 14, - 20871 Vimercate (MB) - Italy**

**Claudia Baroncini**
Management Representative

00010

Il mancato rispetto delle condizioni stabilite nel regolamento di certificazione potrebbe invalidare il certificato.
UNITÀ ACCREDITATA: DNV Business Assurance Italy S.r.l., Via Energy Park, 14 - 20871 Vimercate (MB) - Italy - TEL: +39 039 68 99 905. www.dnv.it

To ensure employee safety remains a top priority, Brightstar's Field Services department works in alignment with local and federal safety regulations in North America and maintains a safe work environment through the following actions:

- Providing annual safety training to all employees;
- Performing equipment inspections (in both manufacturing operations and field service), including regular inspections of safety equipment such as fire suppression systems, smoke and heat detectors, and automated external defibrillators AEDs, according to local regulations;
- Performing job task assessments; and
- Appointing safety leaders at each site, and at the organizational leadership level.



## Consistent Global Health and Safety Data Collection System

Brightstar's Global EHS team continues to implement VelocityEHS, an internal platform solution designed to consistently gather global EHS data. This platform enhances oversight of Brightstar's people by accurately measuring employee risks while providing accurate safety data.

VelocityEHS recognizes, records, and investigates hazards, incidents, near misses, and safety improvements in the workplace. It also acts as Brightstar's database for inspections, audits, and hazard analyses. The safety database has been implemented globally to identify hazards, assign action items to mitigate hazards, and prevent hazards from occurring in the workplace. Hazard identification and documentation include walkthroughs, inspections, and audits. Employees can report hazards anonymously using the Hazard Reporting QR code, which is accessible from any mobile device or online through Brightstar's intranet, Inside Brightstar.

© BRIGHTSTAR 2025

In 2024, identified hazards were tracked using multiple lagging indicators, including incidents (property damage and injury), near misses, inspections, audits, hazard reporting from the workforce, and other sources. These inputs resulted in assigning action items to those responsible for mitigating the hazards. As a result of implementing VelocityEHS, nearly 500 safety and health action items were identified and completed during the year.

Additionally, in 2024, Brightstar performed health and safety risk assessments at its Lakeland printing operations facility in the U.S., and in Chile, Colombia, Mexico, Finland, Hungary, Italy, Poland, Portugal, Serbia, Spain, and the UK.



## Global Employee Assistance Program

As part of Brightstar's commitment to employee mental health and well-being, 100% of full-time employees are covered by EAP and have access to the employee assistance program (EAP), available to all staff and their family members worldwide (excluding part-time employees and interns). EAP is a Company-paid benefit that provides 24/7, confidential support for everyday challenges and more serious concerns. Each employee and their household members can access up to five counselling sessions, either in-person or over the phone. The program, which is delivered globally through the Optum platform, provides confidential support for concerns such as:

- Depression, anxiety, and stress;
- Substance abuse;
- Legal issues; and
- Parenting and family issues.

In addition to direct support, Optum also offers webinars that provide education and raise awareness about a variety of topics, such as suicide and burnout prevention. Additionally, for people managers, Optum hosts scheduled events focused on mental health issues and their impact on work performance.

© BRIGHTSTAR 2025

## Mental Health / Autism Awareness Month

Since 1949, Mental Health Awareness Month has been observed in the United States. Superabilities at Brightstar hosts annual awareness programs consisting of seminars focused on mental health awareness and practices to identify and manage mental health. In Italy, an event titled, “Eating disorders and the consequences for mental health” was organized, focusing on the significant impact that eating disorders can have on mental health. The founder of a non-profit association dedicated to eating disorders was invited, and several colleagues shared their personal experiences.

## Wellness Goes Global

Brightstar’s Wellness in the Workplace microsite supports the Company’s commitment to fostering a culture of wellness by highlighting important information on physical, emotional, and mental health. The content of this microsite is also intended to provide monthly updates on benefits and wellness events.

## Medical Prevention at Brightstar in Italy

The occupational health and safety (OH&S) management system, subject to the ISO 45001 certification, provides for the dissemination of health prevention measures among the corporate population. Each year, in collaboration with an occupational physician, Brightstar designs health prevention campaigns for employees. For example, in 2024, a campaign focused on the prevention of melanoma provided 432 free examinations, identifying 72 cases that required further investigation.



© BRIGHTSTAR 2025



## Dialogue with the Trade Unions

In line with the UN Global Compact, Brightstar recognizes the value of using dialogue and negotiation to achieve positive outcomes in employment practices. The Company respects employees' rights to associate freely with, or seek the representation of unions. Where unions exist, Brightstar maintains a productive partnership with their representatives and members.

This commitment is reinforced through various communication channels such as training sessions, employee focus groups, and in some locations, union-related information and updates posted on employee bulletin boards. The Company abides by non-discriminatory policies and procedures with respect to trade unions, union memberships and their activities.

In certain locations, Brightstar provides workers' representatives with appropriate support to facilitate the development of effective collective agreements. The Company participates in collective bargaining in various countries and is committed to complying with local laws and regulations, providing union representatives with the resources needed to perform their duties.

As of December 31, 2024, 100% of Brightstar employees in Italy, are covered by collective bargaining agreements. In locations with collective agreements, employees and their elected representatives are notified of significant changes that could substantially affect personnel, in accordance with applicable laws. For example, the statutory Italian labor contract sets minimum wages for every contract level. While the salary for new hires varies depending on the role and previous experience, they are generally higher than the minimum wages established by law and/or labor contract.

For employees not covered by collective agreements, specific labor, social, and other regulations set the rules that employers must follow. Additionally, some employees have individual employment agreements that may include terms more detailed than those required by local labor laws.

© BRIGHTSTAR 2025

# Responsible Gaming

**GRI 3-3; GRI 2-23**

Brightstar is in a unique position to effectively and sustainably advance the lottery industry by leveraging its global leadership and extensive knowledge of its stakeholders, including operators, players, retailers, and regulators.

Brightstar considers responsible gaming the industry's response to consumer protection. As such, responsible gaming occupies a prominent space within the greater framework of sustainable practices in the lottery industry.

Brightstar's long-standing commitment to advancing responsible gaming has evolved over time to meet rising social concerns and stakeholder expectations. The Company regularly updates its Responsible Gaming Policy and the Marketing and Advertising Code of Principles, which lay the foundation of the responsible gaming corporate framework and provide clear guidance to all internal parties.

Responsible gaming tools are incorporated into Brightstar products and services to minimize potential risks. Brightstar also works with relevant stakeholders on responsible gaming issues to ensure deployment of best practices and disseminate awareness of current research. Additionally, the Company promotes internal awareness by providing educational training to employees and supports customers with best practices to foster responsible play and promote stakeholder engagement.

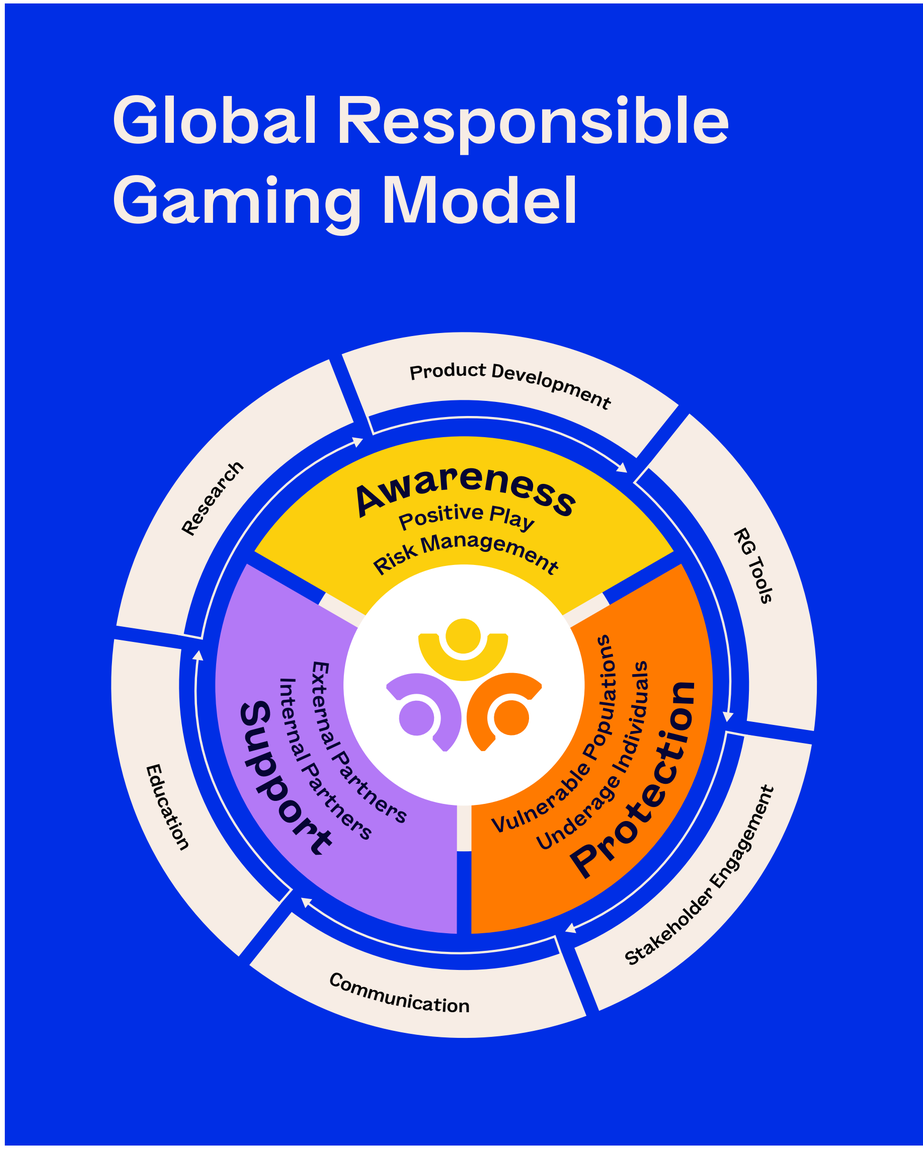
## The New Global Responsible Gaming Model

With Brightstar's exclusive focus on lottery, the Company has developed a new, comprehensive Global Responsible Gaming Model that serves as a strategic tool to accommodate emerging approaches and inform a quicker response.

Brightstar's Global Responsible Gaming Model demonstrates the Company's responsible gaming strategy, articulated in three strategic areas and supported by cross-functional activities grouped into six key clusters. These activities can be conducted simultaneously or separately and may refer to one or more strategic areas, depending on factors such as game design stages, game launch schedules, regulatory changes, and national/international awareness campaigns.

The three strategic areas are:

- Awareness: Introducing external and internal stakeholders to responsible gaming and risks represents the strategic foundation of an effective dissemination of responsible gaming practices. Positive Play is Brightstar's approach to education and prevention efforts for all players, which must be properly shared with customers and employees. Risk mitigation should inform any new business initiative, from game design to testing and dissemination.
- Protection: The paramount goal of responsible gaming practices is the protection of vulnerable populations, namely people who may display an increased risk of problem gambling and underage individuals. Carrying out activities designed to protect vulnerable and underage populations holds the utmost strategic importance.
- Support: Gaining the support of external stakeholders makes the difference in designing products, communication campaigns, or research that advances responsible gaming in addition to supporting the Company in achieving certifications.



In 2024 and the earlier part of 2025, Brightstar carried out the following activities in its three strategic areas:

## Awareness

- Education: Brightstar launched an all-employee micro-learning on Positive Play. This interactive training was translated into all required languages to walk employees through examples of positive play behaviors and interactions, and it received positive employee feedback.
- Stakeholder Engagement: Brightstar attended events at Corporación Iberoamericana de Loterías y Apuestas de Estado (CIBELAE), European Association for the Study of Gambling (EASG), and European Lotteries (EL). Presenting at these events enabled Brightstar to connect with customers and partners around the world on important responsible gaming topics and share its efforts to advance player protection.
- Stakeholder Engagement: Brightstar Director of Global Responsible Gaming and Community, Jade Luchauer, was awarded the 2024 Don Feeney Award for Responsible Gaming Excellence from the National Council on Problem Gambling (NCPG). Held in conjunction with NCPG's National Conference on Gambling Addiction & Responsible Gambling, the national award honors individuals and organizations from across the world for their work on problem and responsible gambling.
- Education & Communication: In 2024, Brightstar's Problem Gambling Awareness Month (PGAM) and Responsible Gaming Education Month (RGEM) was expanded to include guest speakers for all employees. Ryan McCarthy, Director of Player Health at the British Columbia Lottery Corporation (BCLC), joined a virtual event to share BCLC's innovative approach to player health. A second presentation was given by Dr. Richard Wood on the topic of Positive Play. This was impactful for employees to learn about the perspective and efforts that one of the Company's valued customers has adopted to reinforce consumer protection. Dr. Maris Catania spoke at another virtual event in September 2024 on artificial intelligence and research as it relates to responsible gaming and player health. The discussion covered topics such as risk factors, detection and intervention, the role of research, and examples of intervention. The events received positive feedback from employees in attendance.
- Stakeholder Engagement & Education: The Responsible Gaming Working Group was refreshed to align with Sustainability Working Groups. The group tackles responsible gaming projects within the Company's responsible gaming framework plan but also serves to facilitate educational opportunities about responsible gaming topics. In 2024, the group welcomed a guest speaker who spoke about lived experience, a term often used to describe an individual who has experience with gambling addiction and/or recovery. This person shared their story, recovery journey, and a message of hope. Lived experience speakers are common in the responsible gaming world, with this event providing an opportunity for individuals within the Company who may not have previously met someone with lived experience to be able to do so.

## Protection

- Responsible Gaming Tools, Education, and Communication: Brightstar was recertified by the World Lottery Association (WLA) for Associate Member CSR Standards, which includes alignment to the responsible gaming framework. As a supplier, this represents Brightstar's commitment to providing best practices and creative solutions that will help lottery customers advance their responsible gaming goals.


WLA
WORLD LOTTERY ASSOCIATION

CERTIFICATE
OF ALIGNMENT
Responsible Gaming Framework

This is to certify that
Brightstar Lottery & all Subsidiaries

has achieve alignment with
The WLA Responsible Gaming Standards for Associate Members
and has been granted accreditation by the World Lottery Association in accordance with the criteria set in the Responsible Gaming Certification Standards for Associate Members.

Certification date: November, 2024
Andreas Kötter
WLA President

This certificate is valid until: November, 2027
Luca Esposito
WLA Executive Director

WLA CERTIFIED WLA RESPONSIBLE GAMING STANDARDS FOR ASSOCIATE MEMBERS

RG-AM1-2022

- Stakeholder Engagement, Responsible Gaming Tools, and Product Development: Brightstar increased its engagement with partners in 2024 by becoming the first supplier to undergo the Internet Compliance Assessment Program (iCAP) Ready certification by the NCPG. Brightstar's iLottery was the focus of the certification that comprised rigorous criteria and an audit against the NCPG's standards. This certification demonstrates Brightstar's commitment to offering best practices in responsible gaming through iLottery products and provides peace of mind to customers who want to partner with to vendor who has a suite of tools ready from startup.



- Education, Research, Stakeholder Engagement: Brightstar learned of the increasing need for attention on gamblers ages 18-24, now called emerging adults, and developed a summit to address this important population and the risks that make it unique. Partnering with the Gambling Research and Policy Initiative, the Hoosier Lottery, Northstar New Jersey, and many other partners, Brightstar was able to bring the summit to life in 2025, marking the first U.S. Emerging Adults Summit. The academics involved in the summit plan to publish a white paper on their findings in 2026.

- Education, Research, and Stakeholder Engagement: Brightstar expanded its network of experts to include stakeholders representing several areas, such as lived experience, new technologies in risk detection, treatment, and education. Having a network of experts is critical to the Company's ability to provide technical assistance and connect customers to top subject matter experts. In 2024, Brightstar increased its collaboration with the International Center on Responsible Gaming (ICRG) to create the first lottery-based research Request For Proposal (RFP) from the lottery membership group. Brightstar collaborated with the Gambling Research & Policy Initiative at East Carolina University to support research and education, which was formalized in 2025.



## Advancing Responsible Gaming Tools in the Lottery Industry

Brightstar's leadership in the lottery business and long-standing commitment to advancing responsible gaming practices within the industry allows the Company to improve, address, and sometimes even anticipate, social concerns and regulatory changes.

- Responsible gaming is woven into the fabric of Brightstar's ecosystem across all lottery channels. Embedded responsible gaming features ensure operational oversight of all system components, including transaction processing, reporting, security, retailer management, and age-verification technology.

- Brightstar's Connected Play allows for deposit limits and spending limits when purchases are made through the player's eWallet. By analyzing Connected Play use cases, Brightstar gains key insights into player behavior at retailers when activity is linked to a player's account, which helps strengthen cross-channel responsible gaming features.

- Brightstar's iLottery platform offers a wide range of player-protection tools, such as self-exclusion features, wager displays, integration with age and ID-verification systems, spending, loss, and deposit limits, reality checks and session timers on the game screen, and data protection controls. Additional individual game provider spending limits and player or operator set game exclusions are available.

- Products, games, systems, terminals, portals and mobile apps include responsible gaming tools that help safeguard players' interests and address regulators' concerns. These tools are significantly more effective when offered across every gaming channel.

- Lotteries use Brightstar's interactive e-training to certify their retailers on responsible gaming practices.

- Operators can implement these features and functionalities to be compliant with their market rules and regulations, and to educate their players on responsible gaming practices.

© BRIGHTSTAR 2025

### Support

- Education and Stakeholder Engagement: Brightstar contact center agents received an updated responsible gaming training that was specific to their daily work with players. The training included scenarios and examples of how to handle calls and allowed contact on behalf of agents to engage in interactive exercises. The training was reviewed and approved by the Connecticut Division of Mental Health and Addiction and will be reviewed and administered annually for all contact center agents working for Brightstar's partner lotteries.

- Education, Responsible Gaming Tools & Stakeholder Engagement: In 2024, Brightstar assisted the Barbados Lottery, Caribbean Lottery, and Mineira Da Sorte Loteria SPE Ltda, in achieving WLA Responsible Gaming Framework Level 2. In 2025, the Company assisted the National Lotteries Control Board in Trinidad and Tobago, also achieve WLA Responsible Gaming Framework Level 2.

- Stakeholder Engagement, Research, and Responsible Gaming Tools: Brightstar assisted customers globally with parts of their certifications for iCAP, Responsible Gaming Verification Program, EL, and WLA, at varying levels. Brightstar's support and technical assistance ranged from research and game design tools to marketing and product capabilities.

- Stakeholder Engagement: In 2024, Brightstar held board positions on the Indiana Council on Problem Gambling and Rhode Island Council on Problem Gambling. Brightstar's responsible gaming team members also served on committees or working groups for WLA, EL, NCPG, Rhode Island Council on Problem Gambling (RICPG), ICRG, and American Gaming Association.

- Stakeholder Engagement: Brightstar made financial contributions to responsible gaming organizations and events, such as Indiana Council on Problem Gambling, Rhode Island Council on Problem Gambling, NCPG, EASG, ICRG, Responsible Gaming Council, and the ICE Player Protection Zone and Charity Fund.

## Supporting Lottery Programs in Indiana and New Jersey

Operating in a B2C environment, Brightstar's lottery management agreements (LMAs) in Indiana and New Jersey have succeeded by continuously refining programs and creating innovative projects to advance responsible gaming.

Brightstar Indiana, on behalf of the Hoosier Lottery, engaged in these activities:

- Achieved WLA Level 4 recertification to the Responsible Gaming Framework in December 2024.

- Partnered with the ICRG for a monetary grant, awarded to Cambridge Health Alliance for research on the effectiveness of online problem gambling screening. Then, Brightstar Indiana operations worked with Cambridge Health Alliance on the effectiveness of online problem gambling screening using Hoosier Lottery players.

- Coordinated and hosted quarterly meetings with the entire Indiana gaming industry, including casinos, sportsbooks, and horse racing, to discuss responsible gaming matters through the responsible gaming committee of the Indiana Council on Problem Gambling.

- Restarted the schedule of meeting twice a year with the Prevention and Treatment Advisory Committee, a group of volunteers involved with advocacy, prevention, treatment, and lived experience. This group reviews responsible gaming content produced by Brightstar Indiana on behalf of the Hoosier Lottery and provides feedback and advice.

Northstar New Jersey, operating on behalf of the New Jersey Lottery, engaged in these activities:

- Implemented Positive Play Quiz (PPQ) by – releasing the PPQ to players and the public in a variety of ways that included a VIP Club email, social posts, and printed QR code on handouts for speaker bureaus and winner packets. The PPQ was created to adapt the positive play scale to a self-assessment for players to anonymously determine their level of positive play.

- During PGAM, Northstar created Crucial Conversations, a video series with the Council on Compulsive Gambling of New Jersey. Each week, a new video was shared via social media and posted on the Responsible Gaming Initiatives webpage. The videos covered the topics, "Preparing to have a crucial conversation," "How to talk to a spouse about problem gambling," "How to talk to a teen about problem gambling," and "How to talk to yourself about problem gambling."

- Northstar created an information sheet of a Player Responsible Gaming Report designed for players to learn more about the responsible gaming program.

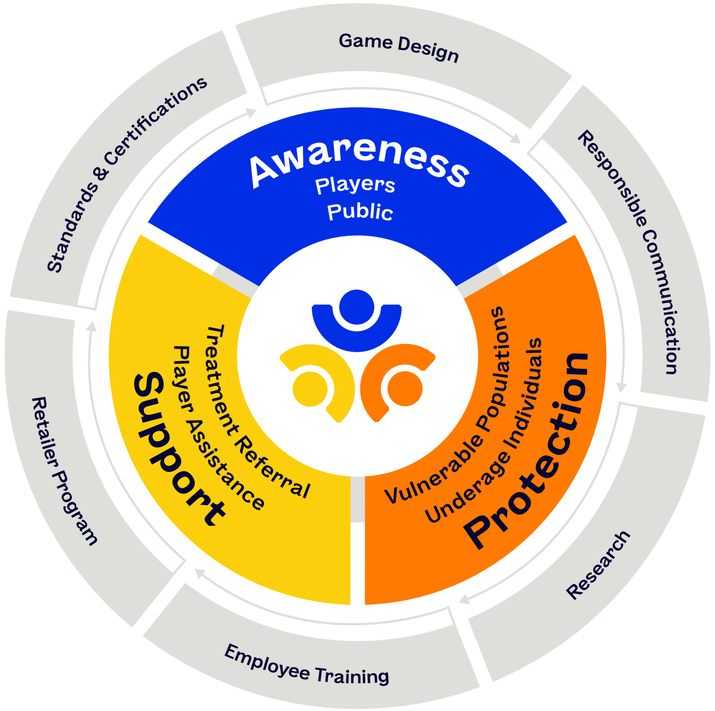
© BRIGHTSTAR 2025

## Optimizing the Responsible Gaming Model for Italian B2C Operations

Italy's responsible gaming model builds upon the global model but accommodates unique features typical of Brightstar's Italian B2C business. Similar to the Global Responsible Gaming Model, Italy's operational model is articulated in three strategic areas, again supported by cross-functional activities clustered into six groups, which are refined for the operational needs of the business, and may refer to one or more strategic areas in a varying time frame.

- Awareness: Educating players at the point of sale and online about Brightstar's Positive Play approach and the responsible gaming features embedded in games and platforms.
- Protection: In a B2C business context, the protection of vulnerable populations against the risks of problem gambling carries a very high strategic importance in meeting rising social concern and expectations.
- Support: The support provided to individuals who deal with problem gambling issues strategically contributes to the dissemination of Positive Play content. Other issues may concern winners, who may find the experience troublesome. In these cases, support can strategically prevent the development of problem gambling issues and assist winners in appropriately managing payouts.

# Italy Responsible Gaming Model



In 2024 and the earlier part of 2025, Brightstar Italian Operations conducted the following activities in its three strategic areas:

## Awareness

Employee training: All employees in Italy participated in interactive responsible gaming training sessions to refresh their knowledge according to specific training needs. A general training for all employees shared the Company's vision of responsibility and sustainability, and explained results achieved, future objectives and goals, and developments taking place in the field of responsible gaming. In addition, specialized training for specific departments focused on issues of greater relevance for specific professional teams with in-depth studies developed with the participation of experts.

The following courses for specific teams were delivered in 2024:

- "Understanding risky play and how to facilitate positive play," provided to product and marketing teams, focused on the elements of risk in game design, how they affect vulnerable players, and the effectiveness of Positive Play Scale research, held by Dr. Richard Wood, psychologist and President of the GamRes Institute.
- "Workshop on artificial intelligence in gambling: Applications and ethics," provided to Directors of business functions, focused on the use of AI in gaming and its ethical implications, and was given by Professor Kasra Ghaharian, Head of the Research Department of the International Gaming Institute, University of Nevada Las Vegas.
- "Responsible gaming training for contact center operators," was a specific course for identifying and supporting online players in case of any problematic gaming behavior.

## Protection

Standards and Certifications: The Responsible Gaming Program is aligned with leading international industry standards, as shown by the EL Responsible Gaming Certification and WLA Responsible Gaming Framework Certification (Level 4), both achieved in 2024 for the sixth consecutive time.




## Support

Responsible Communication: Brightstar supported the "Gambling Online Therapy," created by FeDerSerD (Italian Federation of Operators of Addiction Departments and Services), that provides free support to players who may develop gambling disorders and require help from experts. This service is available on www.gioca-responsabile.it and offers online treatment with different therapeutic programs, such as individual therapy and self-help groups, with a self-help manual that can be downloaded through the website.



# Community Engagement

**GRI 3-3; GRI 2-23**

Brightstar understands the value of community engagement and the positive impact it has on business performance and its corporate reputation. Brightstar is committed to helping build sustainable communities through identifying the needs and expectations of the communities where it operates and helping address issues affecting their well-being. This commitment is demonstrated through Brightstar's community engagement strategy and deployed through corporate and employee-driven activities that support Brightstar's sustainability goals aligned with the UN SDGs

Brightstar uses a trust-based philanthropy approach to community support with four SDGs identified as corporate giving priorities. Guidelines for charitable contributions and community engagement are set out in the Brightstar Community Giving and Engagement Policy. The Social Impact Committee (SIC), comprised of senior leaders from several corporate departments and regions, reviews charitable giving requests to ensure alignment with the policy, while also protecting the interests of the Company. Brightstar conducts due diligence checks to ensure partner organizations reflect the Company's corporate values, do not engage in discriminatory practices, and do not pose any reputational risk to Brightstar.

Brightstar engages with communities by collaborating with local organizations and supporting educational programs and digital learning centers, encouraging skills development in underprivileged areas. Brightstar believes this helps create a sustainable future workforce.

The Company's charitable giving activities in 2024 aligned with the four community-related SDGs and supported important community programs that built well-rounded communities. In addition to corporate contributions and sponsorships, Brightstar participates in a broad array of community involvement activities through the Community Ambassador program and encourages individual engagement through employee-driven programs.



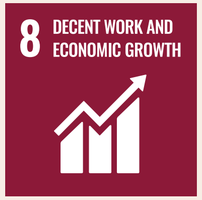

### Good Health and Well-Being

SDG 3 aims to ensure healthy lives and promote well-being at all ages. This comprehensive goal addresses a wide range of health priorities, including achieving universal health coverage and promoting mental health and well-being.




### Quality Education

SDG 4 aims to ensure inclusive and equitable quality education and promote lifelong learning opportunities. This goal emphasizes fostering learning opportunities throughout a person's life, recognizing that investing in education is crucial for improving lives and achieving sustainable economic and social growth.




### Decent Work and Economic Growth

SDG 8 focuses on promoting sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all as an essential condition for a sustainable future. This is done by creating quality jobs, eradicating forced labor, promoting entrepreneurship and, ultimately, fostering economic growth that benefits everyone.




### Reduced Inequalities

SDG 10 aims to reduce inequality within and among countries, including public and private enterprises. This goal addresses various forms of inequality, including income, age, sex, disability, race, ethnicity, origin, religion, and economic or other status.

© BRIGHTSTAR 2025

### Corporate-Driven Activities

Brightstar's corporate-driven activities consider the regional and cultural interests of its sites while ensuring their alignment with the Company's chosen SDGs. Community support is distributed through contributions to non-profit organizations and registered charities. Community projects funded through Brightstar's global charitable giving program are reviewed and approved by the SIC. The SIC also reviews the Company's progress in meeting its commitment to charitable giving, as well as ensuring consistency and compliance with corporate objectives. Community requests are reviewed against the Community Giving Guidelines to ensure that they align with Brightstar's core values and chosen SDGs.

In 2024, Brightstar hosted 12 events through Goodera, an organization that curates tailored volunteering opportunities from more than 50,000 non-profit organizations in over 100 countries. Goodera's comprehensive expertise in remotely managing volunteer initiatives represents a mutual benefit for Brightstar and non-profit organizations. In 2024, 265 Brightstar employees participated in Goodera events, both virtually and in-person, supporting local non-profits in global communities.

## Disaster Relief Efforts Spotlight: Brightstar Supports Hurricane Relief across the Southeast

In the wake of Hurricanes Helene and Milton, which caused widespread damage across the southeastern U.S., Brightstar mobilized a Company-wide response to support affected communities and employees. As part of this effort, the Company made direct contributions to several key relief organizations, including the Florida Disaster Fund, Red Cross of Georgia, North Carolina Disaster Fund, and Mountain Ways in Tennessee.

Brightstar promoted its year-round matching gifts program specifically for hurricane relief and matched 100% of employee donations to pre-approved organizations. Employees were also encouraged to use paid volunteer days to assist with recovery efforts, reinforcing Brightstar's ongoing commitment to community support and resilience in times of crisis.

## Brightstar Supports Social Impact Company

In 2022, Brightstar invested in HandUp Mattress Resale and Recycling, a company dedicated to mattress recycling and resale. As a social impact company, a commitment of 60% net profits are to be donated to help immigrant and refugee neighbors throughout Massachusetts. The company has continued to grow its revenue and make a positive impact on the communities it serves. In 2024, 67,000 mattresses and box springs were recycled and 4,450 were upcycled. An additional 3.2 million pounds of mattress components were diverted from landfills. Through the HandUp Community Impact program, immigrant and refugees neighbors received support from programs and wrap-around services, and area non-profit partners received upcycled mattresses. As part of Brightstar's support, shares are donated to the community impact program to further the important cause. HandUp's sustainable business approach aligns both with Brightstar's sustainable commitments and community engagement efforts.



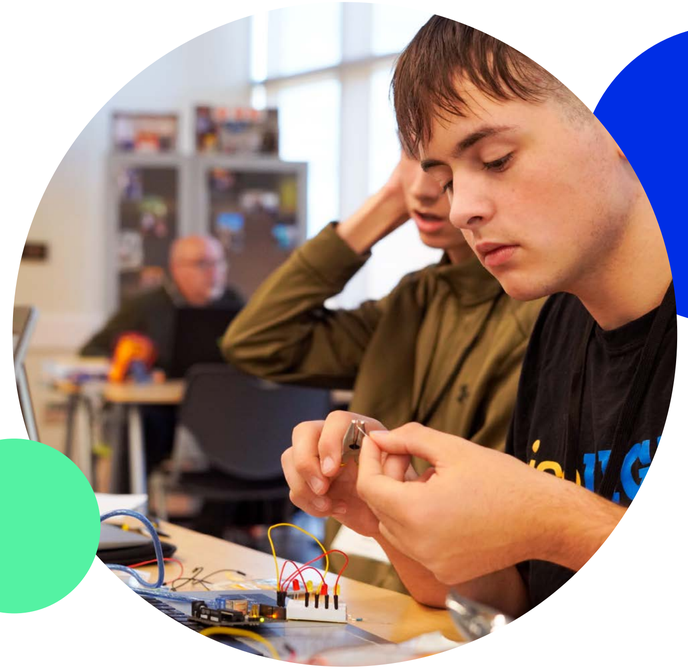
HandUp
Mattress Resale & Recycling

## Full STEAM Ahead: Brightstar's After School Advantage Program

After more than 25 years, the After School Advantage (ASA) program remains Brightstar's flagship community giving program. The ASA program provides non-profit community agencies and public schools with digital learning centers, addressing the increased need for the development of skills in science, technology, engineering, arts and math (STEAM) in young people.

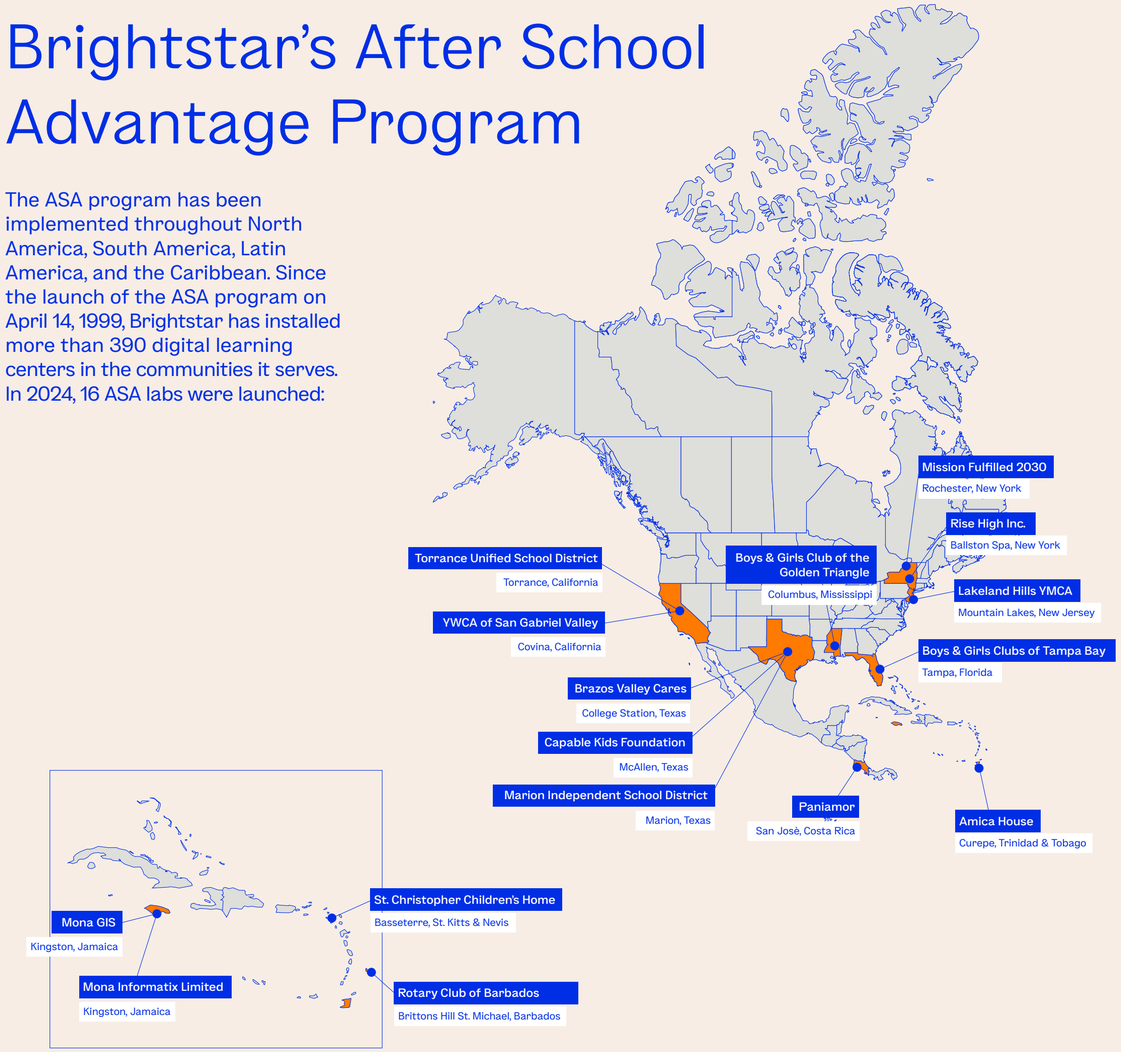
Each ASA digital learning center is completely unique, addressing the specific needs of the organization receiving the donation and the community it supports.

Brightstar continuously improves the ASA program to further align with STEAM subjects. The Company believes that focusing on STEAM will enhance the learning opportunities and skills of students in local communities while preparing them for future work.



# Brightstar's After School Advantage Program

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, Brightstar has installed more than 390 digital learning centers in the communities it serves. In 2024, 16 ASA labs were launched:



## Coding and Robotics Rock! Camp in the Caribbean

As part of the ASA program in 2024, Brightstar held its fourth annual Coding and Robotics Rock! Camp, a STEAM training initiative for Caribbean youth ages 12-18. The camp hosted more than 70 students from five Caribbean countries who learned to apply technological solutions to the region's climate issues. The camp's theme was, "Climate Action: Think it, Code it, Solve it," which introduced campers to climate change and natural disasters that impact the Caribbean region. The camp ran two sessions – one introductory course that covered the basics of coding and robotics, and a more advanced level that introduced artificial intelligence (AI) and offered practical robotics lessons. For their final project, students presented digital solutions for particular climate issues affecting the Caribbean.

There are 38 Brightstar ASA digital learning centers in the Caribbean. Since the inception of the Coding and Robotics Rock! Camp, more than 200 students across the Caribbean have been trained to become innovators and problem-solvers in an ever-evolving digital world.

## Mission Fulfilled in Rochester, New York

As part of its commitment to empowering underserved communities, Mission Fulfilled 2030 of Rochester, New York, provides access to high-quality education, fosters innovation, and inspires the next generation of leaders. Through hands-on training in coding, STEM, and entrepreneurship, the organization's Youth Tech Entrepreneurs Program encourages creativity and critical thinking. Brightstar's donation of technology equipment will allow the Youth Tech Entrepreneurs Program to provide local students with the tools needed to advance their educational journeys.

## Expanding Educational Opportunities in Schenectady, New York

Since 2018, Rise High has expanded educational opportunities for young people in Schenectady, New York, by offering engaging learning programs focused on science, technology, engineering, and math (STEM). Originally serving one cohort of 20 sixth-grade students, the program has expanded to support five cohorts of more than 80 students in grades six to 12.

In 2024, Brightstar donated 15 devices to Rise High to enable further growth as the program added a sixth cohort. Brightstar's donation will allow Rise High to expand its impact and make tangible differences in students' academic and professional future.

## Empowering the TechnoBus Program in Costa Rica

In April 2024, in honor of both World Science and Technology Day and International Day of Girls in Information and Communication Technologies, Brightstar donated $15,000 worth of equipment to Costa Rica's Paniamor Foundation. The donation contributed to the Foundation's TechnoBus program, a mobile platform equipped with cutting-edge technology designed to bridge the digital divide for children in socially disadvantaged communities. Brightstar's donation included 3D printers, computers, and 3D pens with screens. With this donation, the TechnoBus will visit over 10 educational centers where more than 1,500 children between the ages of four and nine will learn to use these tools safely and responsibly.

> **"We are thrilled to add value to the TecnoBus initaiative by the Paniamor Foundation. Brightstar's After School Advantage program is dedicated to providing youth with access to technology in a safe environment that promotes both technological literacy advancement and STEAM opportunities. Today, Costa Rican children will have access to tools that will help them be much more competitive in an increasingly technological world."**
>
> **Luis Carlos Barraza, Brightstar Director of Strategic Accounts, Costa Rica**

© BRIGHTSTAR 2025

# Brightstar Community Ambassadors

Brightstar's Community Ambassadors program is a network of global employees who support local community engagement events on behalf of the Company. Community Ambassadors are the heart of community engagement and maintain close connections with local organizations by supporting donation drives, group volunteering initiatives, and relationship building. Community Ambassadors are encouraged to consider the SDGs when planning local community events.

The Community Ambassadors support local organizations through a variety of community-related activities and has the following three primary goals:

- improving employee knowledge of community-focused activities around the world;
- ensuring such community engagement activities are visible and well represented;
- sharing information about Brightstar's employee giving programs with global sites.



© BRIGHTSTAR 2025

## Sustainability Champions

As part of the Company's Sustainable Play™ program, the Fabio Cairoli Sustainability Champion Awards Program celebrates employees who demonstrate leadership and outstanding commitment to sustainability.

## Ewa Ulicz Commits to Advocacy and Inclusion with a Focus on Women in Stem and Mental Health Awareness

As a passionate advocate for women to enter the technology field, Ewa Ulicz, Senior Manager Marketing & Product Development, is a supporter of Girls Code Fun, a non-profit organization in Warsaw, Poland that teaches programming skills to girls ages six to 16. Ewa has worked with Brightstar to host Girls Code Fun events and workshops at the Warsaw office, providing hands-on programming experiences and mentorship to young girls in her community. Ewa is also determined to empower women within the lottery industry. As a coordinator for the Diversity Council of Lewiatan Confederation, the largest employers' association in Poland, Ewa is a member of a group hosted by the industry portal iGaming Polska, which is dedicated to increasing the rights and recognition of women in the lottery industry. The group produces bi-monthly "Women in Gaming" podcasts to discuss relevant issues and provide support for women's advancement in the industry.

Supporting the LGBTQ+ Community and creating an environment that supports mental health conversations are other major areas of focus for Ewa. She is an avid supporter of LGBTQ-friendly schools in Poland, and cofounded a foundation that educates, provides psychological support, and offers legal support, if needed, for youths 14-years or older. In the past six years, a quarter of all secondary schools in Poland have been beneficiaries of her foundation.



## Christie Hedrick is Turning Scraps into Crafts

Brightstar's Lakeland, Florida printing facility, where Christie Hedrick, Senior Manager Compliance and Security, works, houses some of the newest and largest presses in the instant ticket printing industry.

Inspired by Paul Murphy, Senior Facilities and Engineering Manager, who once donated unused paper to his wife's school, Christie approached local schools to offer and donate leftover paper at the end of each printing session for use in art classes, bulletin boards, or after school programs.

Christie's donations include specialty paper, such as foil prints and intricate designs for specialty instant tickets and excess paper originally used for holiday-themed tickets, which were reused for decorations and holiday art projects that children took home to their families.

Christie has no plans to stop her donations and is currently in the process of expanding the operation, with help from Paul, to bring paper to more programs in need and refining her system by organizing the paper into individual sheets instead of rolls to make deliveries more manageable for the various recipients.



Brightstar observes several global campaigns throughout the year that provide employees with opportunities to engage with the communities where they work and live including Earth Day, Global Giving Month and Literacy Awareness Month. The Company encourages employees to make a positive impact in their communities and employees have the opportunity to customize their celebrations at local levels.

## May is Global Giving Month

To celebrate Global Giving Month each May, Brightstar organizes several volunteering opportunities for employees to engage with local non-profit associations to make a positive impact in their communities.

## Brightstar Turns Earth Day Into a Full Month of Activities

First held on April 22, 1970, Earth Day now includes a wide range of events held in more than 193 countries. Through various events, toolkits, and projects, Earth Day aims to raise awareness about the importance of environmental conservation and sustainability, inspire change, and foster a deeper connection with nature.

To further support relevant SDGs, Brightstar expanded the Earth Day initiative into a month of activities focused on conscious consumption as a means of reducing waste from single-use items, which is ligned with the 2024 Earth Day's theme "Planet vs. Plastics."

## Supporting Unhoused Individuals with Crossroads Rhode Island

Crossroads Rhode Island plays a vital role in addressing homelessness by offering a wide array of services, from emergency shelter to long-term housing and support programs that promote lasting stability. In recognition of Global Giving Month, six Brightstar employees created and distributed care kits filled with everyday essentials like hygiene items, snacks, socks, and encouraging messages. These thoughtfully prepared kits were designed to meet immediate needs and offer comfort to individuals facing housing insecurity. The volunteering effort not only supported Crossroads' impactful work but highlighted Brightstar's dedication to uplifting vulnerable members of the community.

## Celebrating Earth Month at the Boys & Girls Club in Rhode Island

A contingent of Brightstar employees spent a day volunteering at the Boys & Girls Club of Pawtucket cleaning up various spaces around the facility. A few focused on the playground and garden, while others worked on nature trails, tennis courts and butterfly gardens.

© BRIGHTSTAR 2025

## Building Homes with Habitat for Humanity

As part of its mission to provide safe, decent, and affordable housing, Habitat for Humanity of Greater Providence and East Bay engages volunteers and future homeowners to build and renovate homes. Supporting this effort, 20 Brightstar employees volunteered at a house being constructed in Providence to frame walls, install drywall, paint and provide landscaping. Guided by Habitat staff and equipped with safety training, the team's work directly advanced a local family's journey toward homeownership while fostering collaboration and community impact.





## Supporting Veterans with Operation Stand Down Rhode Island

Eight Brightstar employees and members of the Military employee impact group volunteered at a veteran assistance event hosted by Operation Stand Down Rhode Island (OSDRI), the state's leading non-profit dedicated to helping unhoused and at-risk veterans reintegrate into civilian life with dignity. Since 1993, OSDRI has provided wraparound services including housing, employment training, legal aid, and access to basic necessities. At the event, Brightstar volunteers helped set up service stations, distributed hygiene kits and clothing, and guided veterans through the various support offerings. Their efforts honored the service of local veterans while ensuring they received the resources they needed — reinforcing Brightstar's commitment to those who have served.





© BRIGHTSTAR 2025

## Volunteering at the U.S. Olympic Swimming Trials with Indiana Sports Corp.

Fifteen employees volunteered with Indiana Sports Corp., a non-profit that advances Indiana's economic and civic vitality by hosting world-class sporting events—like the 2024 U.S. Olympic Swimming Trials, which brought over 1,000 athletes and more than 250,000 fans to Indianapolis. The volunteers played a vital role in ensuring the event's success by assembling welcome kits for athletes, staffing information booths, and supporting logistics at the Toyota Aqua Zone and USA Swimming Live fan experiences. Their contributions helped create a smooth, memorable experience for participants and visitors, showcasing both the city's hospitality and Brightstar's commitment to community engagement.




## Supporting Conservation with Indiana Muskies

One Brightstar employee provided behind-the-scenes support to the Indiana chapter of Muskies, Inc., the world's largest fishing and conservation organization dedicated to preserving muskellunge (muskie) fisheries through research, education, and habitat protection. The chapter plays a key role in community outreach and environmental stewardship. The volunteer assisted with organizing event materials, updating membership records, and coordinating communications for upcoming youth fishing clinics. This foundational work helped ensure the chapter could continue its mission of conservation and education, reinforcing Brightstar's commitment to sustainability and community engagement.



## Learning From Rhode Island Canine Search and Rescue

Forty-nine Brightstar employees attended a virtual lunch and learn session hosted by Rhode Island Canine Search and Rescue (RICSAR), a volunteer-run non-profit that assists law enforcement in locating missing persons using highly trained search dogs. Certified by the Rhode Island State Police and the International Police Work Dog Association, RICSAR plays a vital role in public safety, responding to emergencies involving children, the elderly, and disaster victims. The lunch and learn session offered powerful insight into the dedication and precision behind search and rescue efforts, while reinforcing the value of volunteerism in saving lives.

© BRIGHTSTAR 2025

## Restoring Nature at Tulpehaking Nature Center

Seventeen Brightstar employees rolled up their sleeves at the Tulpehaking Nature Center in New Jersey, the educational gateway to the 3,000-acre Abbott Marshlands. Operated by the Mercer County Park Commission, the center fosters environmental stewardship through hands-on education and conservation programs. As part of a nature cleanup initiative, volunteers removed invasive plant species, cleared walking trails, and collected litter throughout the marshlands. Their efforts helped preserve the health of this freshwater ecosystem and ensured that the trails remained safe and accessible for school groups, families, and nature enthusiasts. The day also included an educational session on the biodiversity and cultural history of the marshlands, deepening employees' connection to the land they helped restore.



## Empowering Girls at Amica House in Trinidad & Tobago

Eight Brightstar employees from Trinidad & Tobago volunteered at Amica House, a residential facility that provides a safe, nurturing environment for socially displaced and at-risk girls aged three to 17. As part of Brightstar's ASA program, volunteers enhanced the home's learning and living spaces. They painted and refreshed the computer lab, organized the library, and upgraded the garden. In addition to conducting maintenance checks on donated equipment, employees spent time preparing afternoon treats with the girls, fostering mentorship and joy through shared experiences that extended far beyond the physical improvements.

## Recording Audiobooks for Washburn Center for Children

As part of a virtual Goodera event, 23 Brightstar employees supported the mission of the Washburn Center for Children—a Minneapolis-based nonprofit that provides trauma-informed mental health care to children and families—by recording audiobooks designed to foster literacy and emotional resilience. These recordings were used in therapy sessions and educational programs, helping young clients build reading skills in a comforting, accessible format. By contributing remotely, employees extended Brightstar's impact beyond geographic boundaries, offering meaningful support to a community dedicated to nurturing every child's well-being and potential.

© BRIGHTSTAR 2025

## Community Gardening with TeamFAME

Brightstar employees in Rhode Island partnered with TeamFAME, a National Junior Tennis and Learning chapter through the International Tennis Hall of Fame, to support a community garden project at Thompson Middle School. The garden transformed previously unused space into a source of fresh produce for students and unhoused members of the community, with regular donations going to three local soup kitchens. Brightstar volunteers spent the afternoon raking, weeding, and cleaning up the garden ahead of school dismissal. Once the space was ready, TeamFAME students arrived to plant and water fresh vegetables with enthusiasm and care —bringing the garden to life.





## Fundraising for the Spanish Association Against Cancer

Brightstar employees in Spain organized a Solidarity Breakfast at the Barcelona offices and studio in El Prat de Llobregat—an event that brought colleagues together for a good cause and raised funds for the Spanish Association Against Cancer (AECC). AECC provides support services for cancer patients and their families, funds research, and promotes cancer prevention and awareness across Spain. Later that week, two employees took their efforts to the streets of Barcelona and Mataró, collecting additional donations from the public to further support AECC's mission. Their dedication helped extend the reach of the campaign beyond the office and into the broader community.




© BRIGHTSTAR 2025

## Solidarity and Commitment Bring Volunteers Together in Italy

In Italy, 120 Brightstar employees volunteered to support 11 local non-profit organizations both in-person and online. The following organizations benefited from their dedication:

- Domus Bernadette – offers protection to minors in vulnerable situations;
- Polisportiva Pian Due Torri – promotes sports and inclusion for children and families in the Magliana district;
- La Casetta dei Gatti – cares for stray cats, and encourages conscious adoption and animal protection;
- Il Tetto Casal Fattoria – provides shelter and assistance to minors in distress;
- KIM – provides medical treatment and assistance to seriously ill children from war zones or areas with poor healthcare;
- Salvamamme – offers concrete support to women and families in need, and provides essential goods, healthcare, and specialized consultations;
- Komen Italia – committed to the fight against breast cancer, promotes prevention, awareness, and initiatives such as the Race for the Cure;
- Association for Myasthenia and Other Rare Diseases – provides information and support to patients with neuromuscular conditions, focusing on myasthenia;
- CasAmica – hosts family members of patients hospitalized far from home;
- LifeGate with Ridaje – reintegrates vulnerable individuals into the workforce through urban green space renewal projects;
- Raggio di Sole – provides educational and psychological support to families with children who are struggling.










## September is Literacy Awareness Month

Brightstar recognizes Literacy Awareness Month as a corporate volunteering initiative in September. Employees engage with local non-profits to support educational activities that raise awareness about the importance of literacy. This includes encouraging reading and writing skills for individuals of all ages, from young children to adults, and highlighting the positive impact of literacy on individuals and communities.

## Fundraising for Literacy with Providence Public Library

Two Brightstar employees partnered with the Providence Public Library, a 150-year-old institution that champions equitable access to knowledge through programs like English as a second language classes, citizenship preparation, and family literacy workshops, to support its mission of lifelong learning. The team helped organize and staff a book sale to benefit the library's early childhood learning, teen enrichment, and adult literacy programs. From sorting and displaying donated books, to assisting customers and promoting the library's work, the employees played a hands-on role in expanding access to literacy resources and reinforcing the library's status as a vital community hub

## Brightstar and Books Are Wings Boost Literacy Access

Brightstar employees partnered with Books Are Wings, a Rhode Island non-profit that promotes reading by distributing thousands of free books to underserved children and families. Five Brightstar volunteers worked on-site at the organization's facility, unpacking, sorting, and organizing donated books by age and content to prepare for upcoming distributions. Simultaneously, employees in Rhode Island held a virtual book drive, collecting curriculum-aligned titles to support the non-profit's mission of getting the right books into the hands of young readers.

## Promoting Reading with a Book Collection Drive in Italy

In Italy, Brightstar's Literacy Month initiative aligned with UNESCO's theme: "Promoting Multilingual Education." A book drive was launched to support IL TETTO and its literacy center, Alfabeti del Mondo. Employees collected easy-to-read novels and comics suited for teens and language learners. This campaign fostered inclusive education, supported local communities, and reinforced Brightstar's commitment to making positive impacts in local communities.




© BRIGHTSTAR 2025

## November is Food Insecurity Awareness Month

Brightstar celebrates Food Insecurity Awareness Month to help secure access to food in local communities in need. Brightstar partners with local organizations that provide education regarding food insecurity to the public and food to those in need.

## Supporting Sant'Egidio Community in Italy

Brightstar employees in Italy joined forces with the Community of Sant'Egidio, a grassroots organization deeply embedded in serving the country's most vulnerable populations, including the unhoused, elderly, and migrants. Known for its compassionate outreach and inclusive holiday traditions, Sant'Egidio organizes Italy's largest Christmas lunch for the poor and operates year-round food distribution programs. Brightstar employees in Rome contributed to this mission by taking part in a week-long food donation campaign. They also helped sort and pack the donations for Sant'Egidio's distribution centers to support their meal programs and outreach efforts. Their efforts extended beyond logistics—they helped create a sense of dignity and connection for those facing hardship, embodying the spirit of solidarity that defines Sant'Egidio's work.

## Fighting Hunger with Rhode Island Community Food Bank

Three Brightstar employees volunteered at the Rhode Island Community Food Bank's warehouse, contributing to the organization's mission of alleviating hunger for more than 60,000 Rhode Islanders each month. As the state's central hub for food distribution and a member of Feeding America, the Food Bank partners with over 140 agencies to deliver nutritious meals and advocate for long-term solutions to food insecurity. At the warehouse, Brightstar volunteers sorted donated food items, checked expiration dates, and assembled meal kits for distribution to local pantries and shelters. Their hands-on efforts helped ensure that food reached families efficiently and safely, while also offering a firsthand look at the scale and coordination required to fight hunger in the community.



© BRIGHTSTAR 2025



## Season of Giving

To celebrate the Season of Giving in December, Brightstar employees joined forces with local community non-profit organizations to bring joy to families and communities through various projects, collections, and volunteer opportunities.

## Bringing Holiday Cheer with Crossroads Rhode Island

In partnership with Crossroads Rhode Island, Brightstar employees hosted a holiday pop-up event to bring warmth and joy to unhoused families. Crossroads provides emergency shelter, housing, and support services to thousands of Rhode Islanders each year. The event featured tables filled with winter essentials, holiday treats, and personalized gifts. Employees helped set up the space, welcomed families, and distributed items with care and compassion. The pop-up created a sense of autonomy and dignity for families navigating difficult circumstances during the holiday season providing education regarding food insecurity to the public and food to those in need.

## Spreading Joy with a Toy Drive in New Jersey

At Brightstar's Northstar New Jersey office, employees hosted a toy drive to bring holiday cheer to local children facing economic hardship. Working in collaboration with community-based non-profits that support families in need, the team transformed their workplace into a hub of generosity. They decorated collection areas, promoted the drive across departments, and gathered toys for children of all ages—ensuring that no child would go without a gift during the holidays.

© BRIGHTSTAR 2025

## Community engagement initiatives in Italy

Youth education, social inclusion, technological innovation, and the enhancement of the Italian historical and artistic heritage are the cornerstones of Brightstar's commitment to the Italian community.

Brightstar's commitment involves:

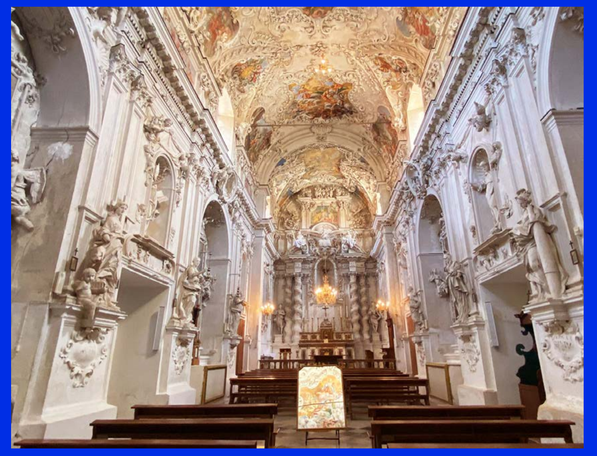
- Supporting initiatives and projects across the country that involve developing skills in coding and emerging technologies for youth;
- Supporting young people and families in distress by means of socio-educational programs that fight school dropout;
- Promoting training courses for young people looking to enter the job market;
- Preserving the value of the country through conservation of the Italian artistic, cultural and landscape heritage.

Brightstar approaches brand urbanism by establishing partnerships with cities to launch and/or fund permanent urban development projects that support neglected urban areas and strengthen territorial cohesion and inclusivity.

### Building Stronger Local Identities Along the "Treasure Roads" in Sicily

"Borghi dei Tesori Fest 2024," now in its fourth year, allows Brightstar to support the preservation of historic and iconic hamlets in the Sicilian region. In collaboration with Le Vie dei Tesori Association and the local Municipalities of Sicily, 440 young sicilian volunteers attended training courses focused on local heritage, which enabled them to organize 500 guided tours to more than 12,000 visitors.





© BRIGHTSTAR 2025

## Urban Regeneration: DOTS. Connecting Ostiense, Rome

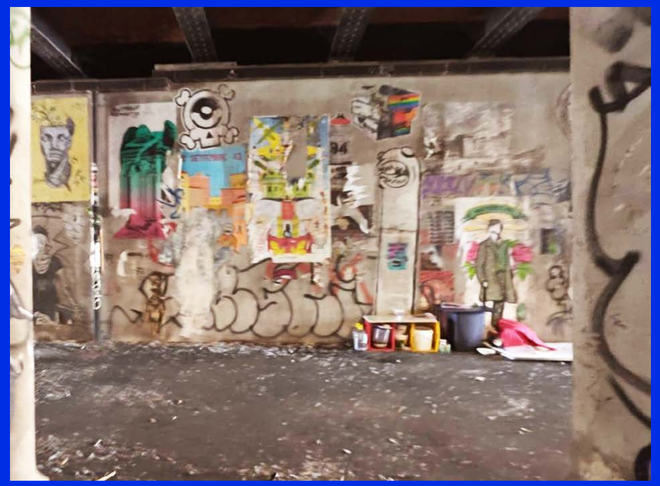
Brightstar's 2024 urban regeneration project focused on the Ostiense neighborhood in Rome. The "DOTS. Connecting Ostiense" project's goal was to enhance the neighborhood's potential by improving livability, preserving public spaces, and fostering social cohesion.

DOTS' innovative approach to making the neighborhood more welcoming and livable was achieved through a series of integrated initiatives, including street art created by leading Italian artists, maintaining green spaces, and active local community involvement.

The first two art pieces, which focused on the pivotal role women played in the neighbourhood were completed in 2024. Geometric Bang created a 240 square meter mural illustrating the importance of working women, while Moneyless designed "The women telegraphers," celebrating the first women to work in the communication sector.

In 2025, the DOTS project will revitalize green areas and Alice Lotti will develop a new work of art that will honors the neighborhood's rich history, from the Roman Republic to the women of the partisan resistance.

"We are proud of having collaborated with the Municipality of Rome, particularly with the President of the VIII District, to make our neighborhood more vibrant and welcoming," said Enrica Ronchini, Head of External Relations and Communications at Brightstar. "While the Municipality handled the structural interventions, we chose to reveal the soul of the area through art and green care. We involved three internationally renowned Italian street artists to develop projects that unravel the history of the neighborhood, its people, and above all, the women who lived, worked, and fought here. Concrete actions to be useful, present, and close to our community. This is our way of making a difference."





© BRIGHTSTAR 2025

Brightstar in Italy enjoys longstanding relationships with renowned local organizations that provide STEAM education and professional training to underprivileged young learners, nurturing the next generation of workers.

## Following the Cometa

'Following the Cometa' is a Brightstar project established in 2019 that supports Cometa's Reality-Based Learning approach at Oliver Twist School in Italy where students attend catering, carpentry and textile courses. The program provides step-by-step support as students prepare for their future educational or vocational goals and prevents school dropout.

Vocation-based training introduces students to work environments and the skills needed to be successful. Students can also enjoy other support through the center such as personalized guidance, mentorship programs, and additional training courses. Brightstar's partnership with Cometa contributes to educational excellence and supports a welcoming and inclusive home for young people at risk of social exclusion and school dropout. During the 2019-2024 period, the project included an average of 600 students every year with 96.44% of students graduating and 94% of students finding a job or continuing studies.







## Youth Education and Social Inclusion: AI GIRLS, Italy

Brightstar supports AI GIRLS, an annual free training program focused on artificial intelligence (AI) and creative coding. In 2024 more than 300 female students ages 16-18 from 25 schools in 12 different Italian regions attended the program, gaining valuable technological and digital skills. The program offers remote workshops with expert trainers in education and technology and on-demand contents.

In 2024, students submitted 161 individual and team projects focused on social inclusion, explored more than 1,300 AI models, and created 701 software projects. Students developed software prototypes and digital works capable of exploring new ways to improve society, with a particular attention to inclusion and sustainability. Brightstar also provided training to 217 teachers from schools across Italy with three free webinar on the application of AI in education.



© BRIGHTSTAR 2025

## Community Giving in Italy

Brightstar values the relationship it has with local communities around the globe. In Italy, the Company nurtures its local relationships through donations, volunteer events, and educational initiatives.

## A Day at the Museum

In 2024, Brightstar partnered with Fondazione De Agostini to support initiatives for social inclusion and education. “MusEdu art and science between school and museum” is a free education and social inclusion project for disadvantaged primary school students across Italy which invites students to visit museums. In the school year 2024-2025 the project aimes at involving twelve schools in Milan with approximately 1,600 primary school students and 300 teachers.

## Reading to Understand Emotions

Brightstar supports Fondazione De Agostini’s “Il libro come cura” (The book as a cure), which provides educational training for nursery school and kindergarten teachers. The training provides tools to help children explore their imagination and express their emotions. The project donates books and specific training materials, and since its inception in 2020, more than 10,500 books have been donated to 810 nursery and kindergarten schools.

## Adopting a Tutor

The project “Adotta un educatore” (Adopt a Tutor), supported by Brightstar, has contributed to the training of tutors in San Patrignano Foundation, in Emilia Romagna. For more than 40 years, the Community has welcomed individuals in distress due to severe marginalization or addictions. Tutors are essential to helping community members regain self-esteem, dignity, and a sense of responsibility. The Community presently hosts approximately 850 guests of all ages and walks of life.

© BRIGHTSTAR 2025

## Supporting Unhoused Children in Cambodia

In 2024, for the second consecutive year, Brightstar supported Avintavé in developing international cooperation and fundraising initiatives to benefit children in extreme poverty. Phnom Penh, Cambodia, Brightstar and Avintavé helped 125 children return to school by providing them with food, personal hygiene, and school kits. Also, 64 children had access to computers, where they learned the basics of coding.



Avintave ODV

## Social Inclusion for Immigrants: Project Y-ACT

Brightstar works with non-profit organization, Amref Health Africa, to promote a change in the attitude and behavior of migrant individuals toward female genital mutilation, through the involvement of social, health, education, and legal services professionals.



amref health africa

© BRIGHTSTAR 2025



BRIGHTSTAR

## Human Rights Meet Sports

Brightstar is a proud partner of A.S.D. Polisportiva Atletico Diritti, a sports club formed after a 2014 meeting between Progetto Diritti, an association committed to the legal guardianship of immigrant communities, and Antigone, an organization promoting human rights within the penal and penitentiary system. The club was formed on the belief that sports represent a powerful tool for social integration and an effective vehicle for amplifying ideas such as anti-racism, tolerance, and overcoming prejudices. The club's activities provide youths at risk of marginalization with a real opportunity to join an engaging and learning environment, regardless of age and background. Brightstar supports the soccer team, and welcomes young refugees seeking asylum, inmates on probation, and inmates who gained special permission to join training sessions and competitions.

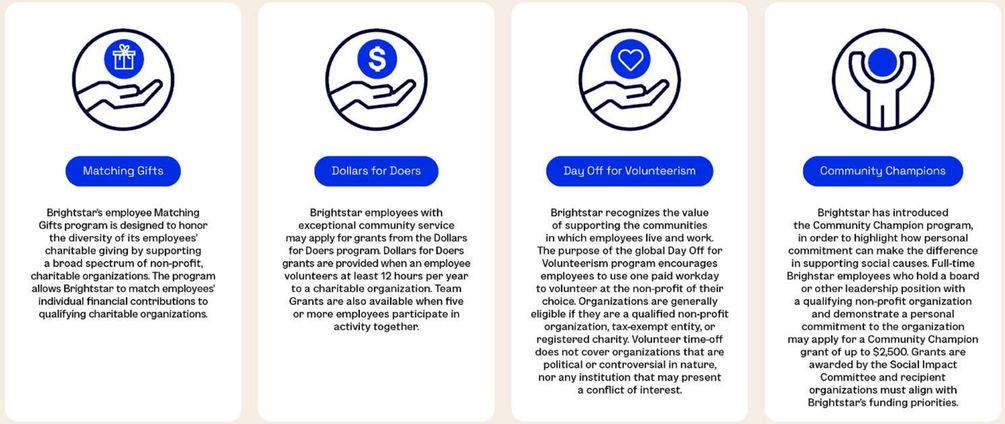


© BRIGHTSTAR 2025

## Employee-Driven Activities

Brightstar encourages employees to actively engage with organizations that align with the Company's overall community support policy. Brightstar's employee engagement programs reflect the Company's values and empower employees to give back to their local communities.

The Matching Gifts, Day Off for Volunteerism, Dollars for Doers, and Community Champion programs embody the Company's commitment to global social programs that positively impact our communities, as well as critical areas of daily life.




## Jarrod Howell Supports Animal Welfare Through Volunteerism

Jarrod Howell, Field Services Technician II, exemplifies Brightstar's spirit of service through his participation in the Dollars for Doers program. By volunteering over 12 hours with the Humane Society of Pasco County, Jarrod earned a grant to support the organization's mission of rescuing, rehabilitating, and rehoming animals in need. The Humane Society of Pasco County is a volunteer-driven nonprofit dedicated to providing shelter, medical care, and loving homes for abandoned and neglected animals in Western Florida. Jarrod's hands-on involvement helped further their efforts, from caring for animals to supporting daily operations. His commitment made a direct impact on the lives of local pets and reinforced Brightstar's dedication to community-driven change.

## Cleo Andersen-Tarnell Supports RICAN's Mission To Serve Rhode Island

As part of the Community Champions program, Cleo Andersen-Tarnell, Senior Manager Marketing, has made a meaningful impact on the Rhode Island Center Assisting those in Need (RICAN), a non-profit organization dedicated to providing emergency food, clothing, and financial assistance to individuals and families in crisis across southern Rhode Island. Cleo, who serves on RICAN's board of directors, played a key role in organizing the annual golf tournament—one of its primary fundraising events. Funds raised from the tournament help RICAN continue its vital work, including operating a food pantry and thrift shop, and offering emergency grants to help local residents with rent, utilities, and other essential needs. Cleo's dedication exemplifies the spirit of community engagement and the power of local action to reduce poverty and support well-being in underserved areas.

© BRIGHTSTAR 2025

# Sustainable Procurement

**GRI 3-3; GRI 2-6; GRI 2-23; GRI 308-1; GRI 408-1; GRI 409-1; GRI 414-1**

The supply chain is critical to Brightstar's operations. The Company works with customers and suppliers to drive transparency, sustainability, and ethical business practices in a vast and often complex supply chain, consisting of a variety of vendors and suppliers. Brightstar emphasizes on active engagement with the global value chain to raise the standards in key environmental, social and governance (ESG) areas, including the environment, labor rights and ethical behavior.

Brightstar operates in a highly regulated and controlled environment. Its direct supply chain consists of materials purchased for Brightstar in its own product manufacturing and assembling process, and follows procedures established by the International Organization for Standardization (ISO). Its indirect supply chain includes third-party off-the-shelf products used in Brightstar's customer solutions and internal business infrastructure. In 2024, Brightstar paid approximately $1 billion, to around 3,000 suppliers mainly located across six countries (U.S., Italy, the Netherlands, Canada, United Kingdom, and China).

Brightstar ensures the products it designs and manufactures comply with environmental regulations in all jurisdictions where they are delivered through established procedures in engineering, materials, quality, logistics, customer service and supplier management. This process includes taking reasonable measures to ensure that existing products meet environmental standards and maintaining continuous compliance.

Strong business relationships with suppliers are essential in maintaining a reliable, competent supply chain, ensuring a steady flow of quality goods and services. Brightstar is dedicated to continuously advancing its sustainable procurement processes by assessing the Company's overall carbon footprint and evaluating key social aspects that significantly contribute to sustainable procurement.

| Main Suppliers KPIs | Global* | Italian Operations |
|---|---|---|
| Suppliers (Tier-1)[3] | 3,086 | 758 |
| Significant suppliers (Tier-1) | 55 | 112 |
| Supplier expense amount (million) | $1,053 M | €238 M |
| Significant suppliers expense amount (%) | 20 | 86 |
| Targeted suppliers with contracts that include clauses on ESG requirements (%) | 100 | 100 |
| Local suppliers (%) | N/A | 92% |

[3] For the purposes of this report, Tier 1 suppliers are defined as those with whom Brightstar Lottery has a direct purchasing relationship, and who supply products or services that are integral to our operations

* Data not including Italian Operations.

To support this commitment, Brightstar consistently updates its Supplier Code of Conduct to address issues such as modern slavery and conflict minerals in procuring materials for manufacturing products. Recognizing the supply chain's strategic importance to its reputation, Brightstar has incorporated specific requirements into the supplier selection process, ensuring compliance with relevant domestic and international regulations.

In 2024, certain strategic and quality preferred suppliers voluntarily completed the non-mandatory ESG Supplier Qualification Questionnaire, which measured their ESG performance and assessed their ability to enhance Brightstar's sustainable procurement program. This questionnaire consists of 11 areas: Sustainability Management, Business Ethics, Social & Inclusive Supply Chain, Environmental Management, Energy and Emissions, Waste and Water Management, Distribution Management, Human Rights, ISO & Other Certifications, Sustainability Rankings & Ratings and Health & Safety.

In 2024, Brightstar introduced in Italy the ESG Predictor, a data-driven tool designed to estimate the environmental, social, and governance performance of suppliers, even in the absence of formal ESG disclosures.

By leveraging predictive analytics, the tool helps us:

- Identify potential ESG risks early,
- Encourage continuous improvement among suppliers,
- Support responsible sourcing decisions.

Integrated into the Company's supplier evaluation process, the ESG Predictor strengthens its own commitment to a more transparent and sustainable supply chain.

## Selection Process for Vendors

Brightstar expects suppliers to adhere to its Supplier Code of Conduct which outlines specific sustainability requirements regarding the environment, health and safety, security, privacy, risk management, labor and human rights management, and ethics.

Brightstar selects and appraises suppliers beyond their economic solidity and business reliability by conducting a risk-based assessment. In 2024, 12 on-site audits were conducted on Brightstar's direct material suppliers, seven of which operate under a quality management system certified according to ISO 9001. This reflects the Company's strong commitment to partnering with suppliers that uphold the highest standards of quality.

Direct material suppliers are subject to periodic inspections and visits by members of Brightstar's Supplier Management and/or Quality Engineering team based on their performance, the quality of their programs, and the updating of relevant certifications. Preferred suppliers must possess ISO quality certifications. Brightstar requires all direct material suppliers to comply with the European Union Directive on the restriction of certain hazardous substances in electrical and electronic equipment (RoHS) (2015/863/EU) (RoHS 3).

## Supplier Diversity Purchasing Program

Brightstar is committed to developing mutually beneficial relationships with certified diverse suppliers regardless of race, color, religion, gender, sexual orientation, gender identity or expression, pregnancy, marital status, national origin, citizenship, covered veteran status, ancestry, age, physical or mental disability, medical condition, genetic information, or any other legally protected status in accordance with applicable local, state, and federal laws.

Typically in U.S. lottery competitive procurements, a request for proposal (RFP) includes a goal for Brightstar to utilize diverse suppliers, thus enabling lotteries to generatare and distribute economic value to a broad array of businesses, including smaller local businesses, in their respective jurisdictions.

Brightstar defines diverse suppliers as for-profit businesses with physical locations in the U.S., with at least 51% of the business being owned, controlled and operated by women, people of color, LGBTQ+ people, veterans, persons with disabilities, or persons from other underrepresented groups recognized by local laws or regulations, such as disadvantaged businesses.

The primary goals of Brightstar's supplier diversity program is to:

- Provide opportunities to diverse suppliers that satisfy the Company's procurement and contractual standards;
- Actively and routinely source qualified diverse suppliers that can provide competitive and high-quality products and services; and
- Encourage strategic suppliers that do not qualify as a diverse supplier to commit to and support their own supplier diversity initiatives.

© BRIGHTSTAR 2025



## Supplier Expectations

Brightstar's Supplier Code of Conduct details its expectations regarding workplace standards and business practices of its suppliers, together with their affiliates and subcontractors.

The expectations contained in the Supplier Code of Conduct are essential to Brightstar's decision to enter into or extend existing business relationships with its suppliers. Brightstar requires its suppliers to acknowledge and share its commitment to promoting and respecting human rights and equal opportunity in the workplace. Suppliers are restricted from, amongst other things, exploiting children and young workers, and participating in, or benefiting from, any form of forced labor. Suppliers are also required to promptly inform Brightstar of any potential violation of the code. In the event of an actual violation, the concerned supplier, committed to correcting the non-compliance within due time will develop a remediation plan jointly with Brightstar. Breaches of the Supplier Code of Conduct may lead to termination of the supply agreement, especially where severe or repeated.

Major Original Equipment Manufacturers (OEM) suppliers that provide direct materials are audited based on their performance in the areas of cost, quality, capability, capacity, and delivery, along with their compliance with social and environmental responsibility rules.

Brightstar implemented a Global Sustainable Procurement Policy inspired by ISO 20400, which incorporates concepts from the United Nations Guiding Principles of Human Rights and Business on accountability, respect for human rights and ethical behavior. This policy serves as a reference for employees when obtaining goods and services used for manufacturing Brightstar's products.

© BRIGHTSTAR 2025

## Implementation ISO 20400 in Italy

Brightstar's sustainable procurement process in Italy is inspired by the ISO 20400 standard, which provides a framework for integrating sustainability into an organization's procurement processes and supply chain. In 2025, Brightstar plans to conduct a gap analysis on the implementation of the ISO 20400-inspired sustainable procurement process.

Brightstar's procurement department collaborates with the quality engineering department to monitor suppliers' quality and quantity metrics. Whenever possible, a commodity management team member will visit strategic suppliers to review commercial and quality issues.

Brightstar expects its suppliers to assess, select, develop, and monitor their material sources and sub-contractors. Suppliers must have process controls to comply with regulatory, jurisdictional, and environmental policies and regulations.

Brightstar is responsible for ensuring that all suppliers meet the Company's requirements and considers the use of local, small, and disadvantaged businesses, including minority- and woman-owned enterprises, in its decision-making process.



© BRIGHTSTAR 2025

## Environmental Assessment of Suppliers

Brightstar's suppliers are required to comply with the Company's Environmental Compliance Policy and as such, suppliers are required to know what they are putting into the waste stream from their operations. The Company retains the right to utilize alternate suppliers if an existing supplier is unwilling or unable to comply with such policy.

Brightstar conducts various onsite environmental assessments with its suppliers, tailoring the level of attention based on its risk level and regulatory environment of their geographical location. Suppliers in low-risk or highly regulated areas receive minimal attention, whereas those in high-risk areas or with ambiguous regulations undergo more rigorous assessments. When visiting suppliers in high-risk areas, members of Brightstar's supply management team will conduct informal observations to assess environmental conditions, and, where relevant, ensure that appropriate licenses from the local authorities are in place. Special attention is paid to waste management procedures from industrial processes that create hazardous solid waste, including the chroming, plating, and painting processes. Preventative maintenance procedures and schedules are evaluated to ensure that hazardous liquid containment is included.

Any observable exceptions to standards are communicated and promptly discussed with the supplier to ensure corrective actions are taken. These exceptions are noted in the supplier visit report and shared with stakeholders of Quality Engineering for further follow-up. All environmental audits are conducted informally and in good faith with the supplier, meaning no formal reports are distributed.

## Human Rights in Supply Chain Management

As part of its Sustainability Plan, Brightstar has established targets that include the promotion of human rights in its operations. The Company regularly reviews its suppliers' environmental and social exposures, including, but not limited, to slavery and human trafficking, minimum working age standards, fair wages, freedom of association, forced labor, diversity, discrimination, and harassment, with this review undertaken either on-site or virtually.

In 2024, a human rights risk assessment was conducted on strategic suppliers, focusing primarily on the issues of forced labor and child labor. The analysis considered for each supplier a country risk assessment, the type of production, and the level of dependence on Brightstar. Additionally, the analysis was carried out taking into account international sources, such as the ratification of key International Labor Organization conventions and the Global Slavery Index by Walk Free, an international human rights group focused on eradicating modern slavery in all its forms.



### Appraisal Process for Potential Suppliers in Italy

Potential suppliers who are not certified under SA8000 undergo a comprehensive questionnaire process. The questionnaire includes the supplier's stance on child labor, forced labor, freedom of association, discrimination, health and safety, and migrant worker practices. The results inform Brightstar's supplier onboarding process, ensuring areas of greater potential exposure are identified and evaluated for risk.

© BRIGHTSTAR 2025

## Responsible sourcing of minerals

Brightstar complies with Rule 13p-1 (the Rule) under the Securities Exchange Act of 1934 (as amended), adopted by the U.S. Securities and Exchange Commission (SEC) to implement reporting and disclosure requirements related to conflict minerals, as directed by Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010. The Company published its annual Conflict Minerals Report for the year ended 2024 as International Game Technology PLC, as the report reflects both the lottery and gaming business of the former combined company.

Conflict minerals for purposes of the Rule – which includes tantalum, tin, tungsten, and gold (3TG) – are defined as minerals originating in the Democratic Republic of Congo (DRC) and adjoining countries, and determined by the U.S. Secretary of State to finance conflict in the DRC and its adjoining countries. These materials enable 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.

As certain minerals are required to manufacture land-based machine products, including lottery terminals, instant ticket vending machines, and ticket scanners, Brightstar must diligently eliminate conflict minerals in this process.

Brightstar has implemented policies and procedures, including the preparation of its annual Conflict Minerals Report, to ensure the minerals Brightstar and its suppliers use are DRC-conflict-free and comply with the Rule. Brightstar developed its due diligence policies, procedures, and processes with consideration of the third edition (2016) of the Organization for Economic Cooperation and Development (OECD) Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, and the related supplements for conflict minerals. The Company's Conflict Minerals Report, which outlines the conflict minerals diligence program and due diligence process, can be found on Brightstar's website.

In 2024, the Company reviewed 66 direct material suppliers, representing the vast majority of Brightstar's manufacturing suppliers. During the review process, it was determined that direct material suppliers were out-of-scope if the purchased materials did not contain conflict minerals or were not included in any of the covered products. If any uncertainty remained regarding the potential inclusion of any conflict minerals in materials purchased from a supplier for the covered products, the supplier was considered in scope.

Brightstar also adheres to the EU Regulation on Conflict Minerals. This regulation expands the geographic focus to include Conflict-Affected and High-Risk Areas (CAHRAs) defined as "areas in a state of armed conflict, fragile post-conflict areas, as well as areas witnessing weak or non-existing governance and security, such as failed states, and widespread and systematic violations of international law, including human rights abuses."

| Conflict Mineral Suppliers Analysis | |
|---|---|
| Number of direct material suppliers resulting in-scope and their represented percentage of direct material spend | 48 (81.4%) |
| Number of direct material suppliers resulting in-scope, that have undergone additional due diligence | 1 |
| Number of direct material suppliers resulting out of scope and their represented percentage of direct material spend | 18 (19.6%) |



## Reasonable Country of Origin Inquiry (RCOI)

The Responsible Minerals Initiative (RMI) and Responsible Minerals Assurance Process (RMAP) audit and ensure that all certified smelters and refineries only use ores that are DRC conflict-free. As part of the Reasonable Country of Origin Inquiry (RCOI) process, Brightstar adopted the RMI industry approach and traced back the origin of conflict minerals by identifying smelters, refineries or recyclers, and scrap supplier sources. Brightstar also used the RMI and its RMAP to trace the conflict minerals back to the mine of origin.



## Climate Action, Biodiversity and Circularity

Through its annual sustainable materiality analysis, Brightstar Lottery identifies the primary environmental impacts generated by its daily operations along the entire value chain, both directly and indirectly, and continuously seeks to improve operational efficiency across all sites.

As part of its direct operations, Brightstar conducts instant ticket printing in Lakeland, Florida, and printing activities and lottery terminal assembly in Tito Scalo, Italy. Brightstar's other operational sites are offices, warehouses and data centers. The main environmental impacts linked to Brightstar's direct operations include:

- Contribution to climate change: Consumption of electricity and fuels to power industrial production, data centers, data processing and storage that contribute to greenhouse gas (GHG) emissions (Scope 1 and 2[1]).
- Air pollution: The use of fossil fuels in direct operations, such as paper and ink processing, results in the release of pollutant emissions, Volatile Organic Compound (VOC) and Hazardous Air Pollutants (HAP) into the atmosphere, negatively affecting air quality and human health.
- Damage to ecosystems: Poor waste management from Company operations, especially when waste is sent to landfills, may cause soil and water pollution and damage ecosystems.

Brightstar published its Environmental Policy outlining the environmental commitments and strategic objectives of the Company. Brightstar is currently updating this policy to reflect its new sustainability priorities.

Company-wide monitoring systems allowed for tracking environmental performance and evaluating its progress toward sustainability targets. By using a data collection platform, Brightstar has strengthened tracking of key metrics such as energy use, GHG emissions, water consumption, and waste generation.

[1] Scope 1 emissions refer to direct emissions from sources owned or controlled by the Company, while Scope 2 emissions cover indirect emissions from the consumption of purchased electricity. For further details, please refer to paragraph "GHG emissions" of this Chapter.

© BRIGHTSTAR 2025

## Brightstar's Commitment to Compliance with Climate-related Disclosure

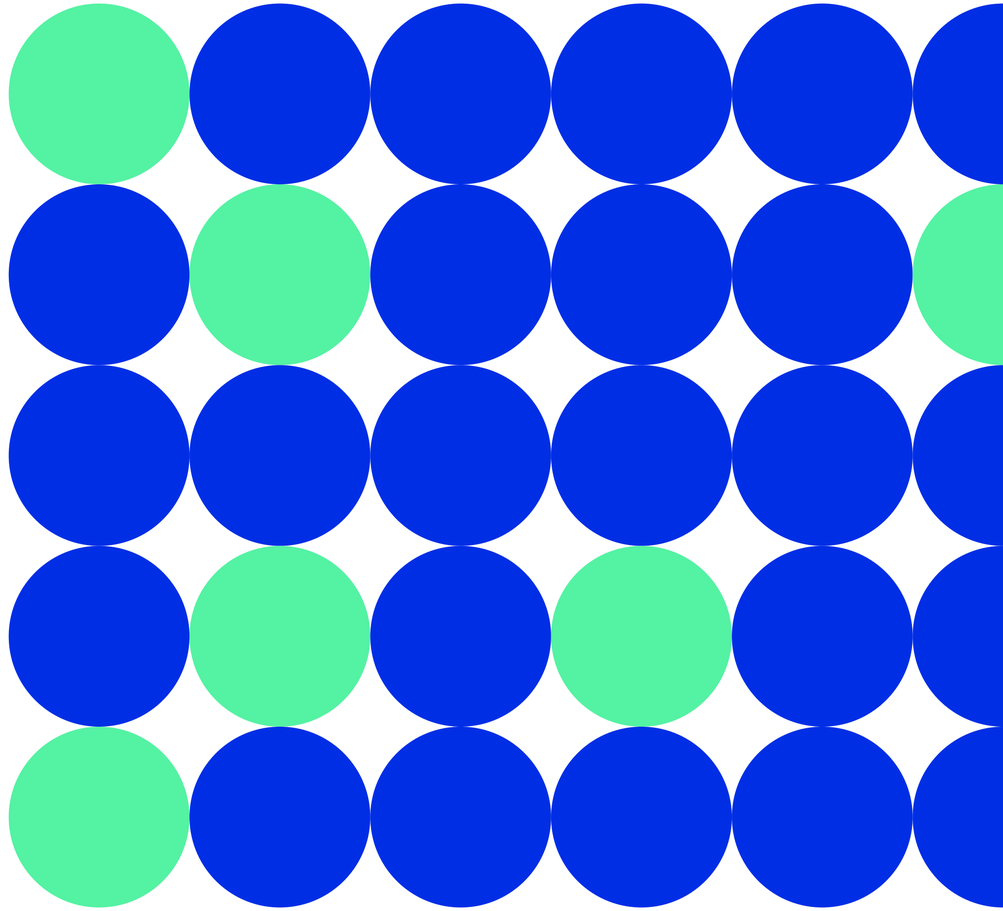
The Company's 2024 UK Annual Reports and Accounts (2024 UK ARA) included climate-related financial disclosures to comply with the requirements of the UK Companies Act 2006. Such disclosure requirements are aligned to, but do not directly mirror, the Task Force on Climate-related Financial Disclosures (TCFD) Guidelines. The 2024 UK ARA includes a detailed disclosure on the: (i) corporate governance oversight of climate-related risks and opportunities; (ii) management of climate-related risks and their impact on the organization's strategy; and (iii) metrics and targets employed to assess and manage significant climate-related risks. Further details may be found in the 2024 UK ARA.

Recognizing the growing regulatory and market emphasis on climate impact and transparency, Brightstar remains attentive to the evolving landscape of climate-related regulations across the jurisdictions in which it operates. In the U.S., for example, there have been notable developments at both federal and state levels. In March 2024, the U.S. Securities and Exchange Commission (SEC) adopted the Rules to Enhance and Standardize Climate-Related Disclosures for Investors (commonly referred to as the SEC Climate Rules). The SEC Climate Rules mandate that publicly listed companies disclose material climate-related risks, activities undertaken to mitigate or adapt to such risks, information on governance oversight of climate-related risks and information on any climate-related targets or goals that are material to the business, results of operations and or financial condition of such companies. Although these rules are currently pending litigation and it is uncertain whether they may be effective, Brightstar continues to closely monitor any progression and assess potential implications for its operations.

## Environmental Management Systems and Certifications

Brightstar is committed to improving its environmental performance by implementing environmental management systems (EMS) certified according to the ISO 14001 Standard. This standard provides a framework for improving the Company's environmental performance while managing responsibilities systematically and promoting accountability at leadership levels. Moreover, it engages key stakeholders through an evidence-based decision-making approach. These systems are in place in Lakeland, Florida, which was recertified in May 2025, and in Brightstar's main Italian sites, Tito Scalo, which includes the Italian Repair Center (IRC) and Rome. Repair depots in the UK, Barbados, Trinidad and Tobago, Slovakia, Mexico, Chile, Spain, Jamaica, Poland, Czech Republic, and the U.S. (Wixom and Lansing, Michigan) are self-certified ISO 14001 compliant. Some U.S. sites have achieved this self-certification in 2025, such as the lottery depots in Latham, New York; West Greenwich, Rhode Island; Wallingford, Connecticut; Madison, Wisconsin; and the Colonie, New York facility.

As of September 2025, about 12% of Brightstar's sites had been assessed for specific environmental risks within the ISO 14001 framework. The EMS located at the Company's site in Rome has maintained ISO 50001 certification since 2011, and the Lakeland facility is undergoing certification in 2025.



© BRIGHTSTAR 2025

# Environmental Certifications

## ISO 14001 Environmental Certification

Brightstar's ISO 14001 certification demonstrates a structured approach to managing key environmental aspects across its operations. This international standard guides the Company's process for addressing energy and water consumption, waste generation, office paper use, environmentally impactful procurement, hazardous substances, and IT infrastructure maintenance.

At certified sites, Brightstar has implemented targeted actions, including:

- Ensuring full compliance with all applicable environmental regulations;
- Reducing solvent-related emissions in printing operations;
- Lowering paper usage through monitoring tools and print tracking systems;
- Minimizing plastic consumption by shifting to more sustainable materials;
- Improving energy efficiency via upgrades to air conditioning systems, lighting, windows, and building management technologies;
- Establishing rapid-response protocols for incidents with potential environmental impacts;
- Promoting water conservation; and
- Encouraging recycling and reuse, including converting waste into energy-recoverable materials.


CERTIFICATE OF REGISTRATION

QUALITY SYSTEMS REGISTRARS

This is to certify that the management system of:

*Brightstar Global Solutions Corporation*

Client Number: 2010-027E
4000 South Frontage Road, Building 400
Lakeland, FL 33815

Has been assessed and certified as meeting the requirements of:

**ISO 14001:2015**

This certificate of registration remains valid subject to satisfactory surveillance audits for the following activities:

**The design, manufacture, printing and support of instant win lottery tickets.**

| Standard | Certificate Number | Certified Since |
|---|---|---|
| ISO 14001:2015 | QSR-EMS-080 | 5/11/2011 |
| **Date Issued** | **Certification Date** | **Valid Until** |
| 9/17/2025 | 8/6/2024 | 8/5/2027 |

CAROL L. TILLMAN
VICE PRESIDENT

CT-9001-14001-45001 REV062220222 5045 HIGHWAY 162, HOLLYWOOD, SOUTH CAROLINA 29449 | (703) 478-0241 | QSR.COM


CERTIFICATE OF REGISTRATION

QUALITY SYSTEMS REGISTRARS

This is to certify that the management system of:

*Brightstar Global Solutions Corporation*

Client Number: 2010-027E
4000 South Frontage Road, Building 400
Lakeland, FL 33815

Has been assessed and certified as meeting the requirements of:

**ISO 14001:2015**

This certificate of registration remains valid subject to satisfactory surveillance audits for the following activities:

**The design, manufacture, printing and support of instant win lottery tickets.**

| Standard | Certificate Number | Certified Since |
|---|---|---|
| ISO 14001:2015 | QSR-EMS-080 | 5/11/2011 |
| **Date Issued** | **Certification Date** | **Valid Until** |
| 9/17/2025 | 8/6/2024 | 8/5/2027 |

CAROL L. TILLMAN
VICE PRESIDENT

CT-9001-14001-45001 REV062220222 5045 HIGHWAY 162, HOLLYWOOD, SOUTH CAROLINA 29449 | (703) 478-0241 | QSR.COM

## ISO 50001 Certification

The ISO 50001 certification provides a structured framework for organizations to establish, maintain, and continuously improve their EMS. Its primary goal is to support a systematic approach to enhance energy performance, including efficiency, usage, and overall consumption.

To meet the certification requirements, Brightstar's Rome site implemented robust practices for measuring, documenting, and reporting energy use. This extended to the design and procurement of equipment and systems, as well as the involvement of personnel whose activities influence energy performance.

Brightstar's Lakeland facility is currently undergoing ISO 50001 certification and is expects to conclude the process in early 2026.

© BRIGHTSTAR 2025

## Climate Change

**GRI 3-3; GRI 302-1; GRI 302-4; GRI 305-1; GRI 305-2; GRI 305-3; GRI 305-5**

Climate change represents a critical challenge for both society and the environment. Brightstar acknowledges its contribution to GHG emissions generated not only by direct operations but also across the value chain including logistics, supplier activities, product use, andvend-of-life treatment.

The Company received formal validation from the Science Based Targets initiative (SBTi) in August 2023. The SBTi targets are aimed at achieving near-term targets for a 50% reduction in absolute Scope 1 and 2 emissions and a 30% reduction in Scope 3 emissions by 2030, compared to 2019 levels. Additionally, the Company committed to a net-zero target by 2050, with the goal to reduce Scope 1, 2, and 3 emissions by 90%, with the remaining 10% offset through credible carbon removal solutions.

Brightstar is actively working to define new science-based targets, tailored to its current organizational structure.

In particular, the Company plans to update and validate its new short- and long-term SBTi targets during 2026, using 2025 as the base year.

Brightstar is engaging with internal stakeholders to reduce GHG emissions by:

- Leveraging advanced technologies to improve energy efficiency in buildings and operations;
- Expanding on-site renewable energy generation and self-consumption where feasible;
- Exploring the integration of electric and hybrid vehicles into its fleet;
- Collaborating with suppliers and customers to enhance environmental practices; and
- Adopting eco-design principles in product development.

Brightstar's machinery and equipment are maintained by third-party maintenance professionals. As operations continue to thrive, updated machinery and equipment that use the latest technology in energy and efficiency are implemented.



© BRIGHTSTAR 2025

| Energy Consumption Gigajoule (Gj)[2] | | | |
|---|---|---|---|
| **Categories** | **2023** | **2024** | |
| | **Global** | **Global** | **Italian ops only** |
| Electricity | 283,011 | 218,140 | 24,912 |
| *Of which purchased from renewable sources*[3] | 36,383 | 36,231 | 24,891 |
| *Of which from self-produced renewable sources* | 41 | - | - |
| Natural gas | 123,286 | 85,233 | 7,990 |
| Gasoline | 273,608 | 242,987 | 1,795 |
| Diesel | 27,877 | 17,952 | 1,246 |
| Propane | 324 | 770 | - |
| LPG | 0 | 32 | - |
| Total energy consumption | 708,106 | 565,114 | 35,943 |

## Energy Consumption

Brightstar's direct energy use primarily involves natural gas for space heating and fuel for powering its fleet of company vehicles, including cars and light-duty trucks. During electrical outages, additional fuel is consumed to operate emergency generators.

Indirect energy use encompasses electricity consumption across the Company's global infrastructure, including offices, data centers, warehouses, and manufacturing facilities involved in printing and device assembly.

## GHG Emissions

GHG emissions are categorized into three scopes: Scope 1, Scope 2, and Scope 3.

Brightstar discloses all relevant categories in line with the GHG Protocol[4].

- Scope 1 emissions refer to direct emissions from sources owned or controlled by the Company. These include fuel combustion for heating (primarily natural gas), diesel used in backup generators, and fuel consumption from company vehicles. Brightstar operates a diverse fleet comprised of gasoline, diesel, and electric vehicles used for servicing lottery equipment, sales, and corporate mobility. The Company continues to monitor and manage factors such as idling, acceleration patterns, and vehicle load to optimize fuel efficiency.

- Scope 2 emissions cover indirect emissions from the consumption of purchased electricity. These emissions are associated with the Company's offices, data centers, and operational facilities. Brightstar remains committed to reducing electricity use and enhancing energy efficiency, while also seeking opportunities to source renewable electricity where feasible.

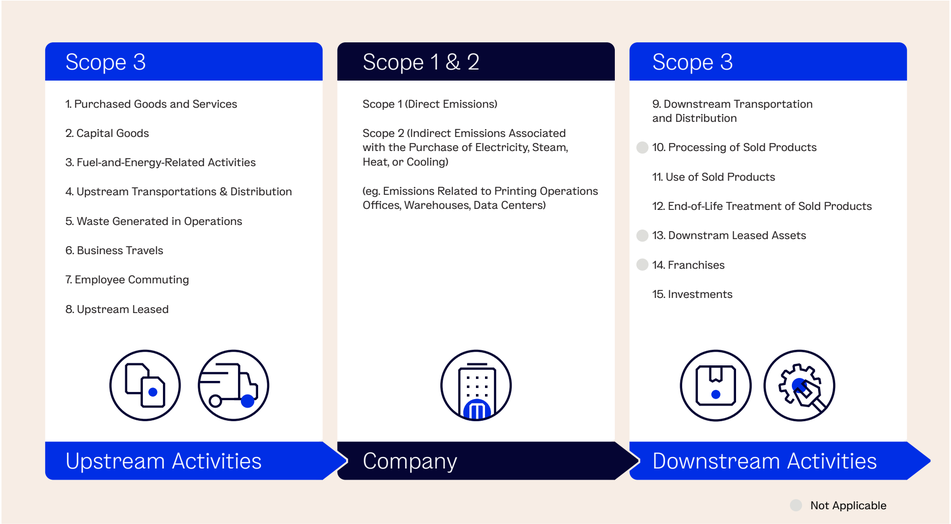
- Scope 3 emissions encompass all other indirect emissions that occur throughout the value chain. For Brightstar, these primarily arise from the procurement of goods and services—such as paper and device components—and from the use of sold products, including emissions generated by terminals over their operational lifespan. Over the years, the Company has worked on improving data collection and methodology to provide a transparent and reliable picture of its indirect emissions

[2] To evaluate natural gas and electricity consumption and related emissions across all active locations, data from smaller sites have been estimated based on average consumption per square meter. Moreover, 2024 data related to the company car fleet covered the full operational perimeter prior to the sale of the Gaming & Digital business; therefore, fuel and electricity consumption for Brightstar Lottery's fleet have been estimated based on the ratio between its revenues and the Company's total revenues.

[3] Electricity purchased from renewable sources is certified by RECs (Renewable Energy Certificates) or verified by supplier communications.

[4] The GHG Protocol provides standards, guidance, tools and training for business and government to measure and manage climate-warming emissions (https://ghgprotocol .org/).

© BRIGHTSTAR 2025




The following Scope 3 categories, in line with the GHG Protocol, are included in the calculation of Scope 3 emissions:

- Category 1 - Purchased goods and services: All upstream (i.e., cradle-to-gate) emissions from manufactured products purchased or acquired by Brightstar in the reporting year. Products include goods (tangible products) and services (intangible products).
- Category 2 - Capital goods: All upstream (i.e., cradle-to-gate) emissions from the production of capital goods purchased or acquired in the reporting year. Emissions from the use of capital goods are accounted for in either Scope 1 (e.g., for fuel use) or Scope 2 (e.g., for electricity use), rather than in Scope 3.
- Category 3 - Fuel and energy-related activities: Emissions from the production of fuels and energy purchased and consumed in the reporting year that are not included in Scope 1 or Scope 2.
- Category 4 - Upstream transportation and distribution: Emissions from transporting and distributing products purchased in the reporting year between a company's tier-one supplies and its own operations in vehicles not owned or operated by the reporting company. This category also includes third-party transportation and distribution services purchased in the reporting year (either directly or through an intermediary), including inbound logistics, third-party transportation, and distribution between a company's own facilities.
- Category 5 - Waste generated in operations: Emissions from a third-party's disposal and treatment of waste generated in the reporting company's owned or controlled operations in the reporting year. This includes emissions from disposal of solid waste and wastewater.
- Category 6 - Business travel: Emissions from the transportation of employees for business-related activities in vehicles owned or operated by third parties, such as aircraft, trains, buses, and passenger cars.
- Category 7 - Employee commuting: Emissions from employees commuting between home and workplace.
- Category 8 - Upstream leased assets: Emissions generated from the operation of assets that are leased in the reporting year and not already included in the reporting company's Scope 1 or Scope 2 inventories.
- Category 9 - Downstream transportation and distribution: Emissions that occur from transportation and distribution of sold products in vehicles and facilities not owned or controlled by the reporting company.
- Category 11 - Use of products sold: Emissions generated from the use of goods and services sold or leased in the reporting year, i.e., Scope 1 and Scope 2 emissions of end users. End users include consumers and business customers that use final products. For Brightstar, this category includes the emissions generated by electricity consumption related to the use of lottery terminals throughout their entire lifespan.
- Category 12 - End-of-life treatment of products sold: Emissions from waste disposal to treatment of products sold by the reporting company at the end of their life. This category includes the total expected end-of-life emissions from all products sold in the reporting year.
- Category 15 - Investments: Emissions associated with Brightstar's investments not already included in Scope 1 or Scope 2. This category is applicable to investors and companies that provide financial services. Investments are categorized as a downstream Scope 3 category because providing capital or financing is a service provided by the reporting company.

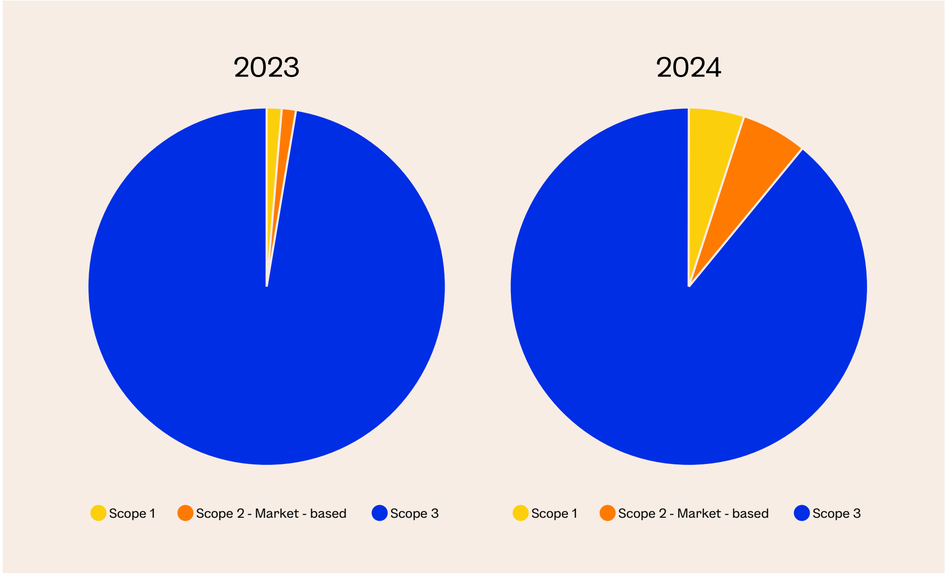
The methodology used to compute the Scope 3 emissions mentioned above varies between categories depending on the emission factors used. The approach to each category could be either "spend-based," which uses emission factors based on money expense, or "activity-based," which uses emission factors based on physical criteria (e.g., weight, surface, power).

© BRIGHTSTAR 2025

| Ghg Emissions (Tons) | | | |
|---|---|---|---|
| **Scope 1 - 2 - 3** | **2023** | **2024** | |
| | **Global** | **Global** | **Italian ops only** |
| Scope 1* | 29,145 | 23,680 | 694 |
| Scope 2 – Location – based | 26,944 | 19,327 | 1,557 |
| Scope 2 – Market - based* | 26,129 | 17,408 | 3 |
| Scope 1 + Scope 2 – Market Based* | 55,274 | 41,088 | 697 |
| Scope 3 | 2,102,982 | 299,576 | 77,526 |

**As outlined in the 2024 UK ARA, the 2024 GHG emissions and energy data were updated from the values shown in that document due to additional data becoming available following the publication of the 2024 UK ARA.*

The table below shows the contribution of each emission category to the Company's total recorded emissions (market-based) for 2023 and 2024.




The GHG calculation methodology is based on the GHG Protocol. Fuels and operations were factored in through the UK Department for Environment, Food & Rural Affairs (DEFRA) conversion protocol within the reporting methodology. GHG emissions related to electricity were computed according to the emission factors issued by Terna, AIB and ISPRA, except for U.S. states, which used state-based U.S. Green-e emissions factors. The figures reported herein include all applicable Scope 3 categories according to the GHG Protocol.

© BRIGHTSTAR 2025

| Scope 3 Ghg Emissions (Tons $Co_{2E}$) | | | |
|---|---|---|---|
| **Categories** | **2023** | **2024** | |
| | **Global** | **Global** | **Italian ops only** |
| 1. Purchased Goods and Services | 1,072,229 | 163,584 | 28,224 |
| 2. Capital Goods | 13,413 | 7,696 | 2,966 |
| 3. Fuel-and-Energy Related Activities | 15,019 | 10,985 | 129 |
| 4. Upstream Transportation and Distribution | 33,376 | 4,012 | 1,120 |
| 5. Waste Generated in Operations | 16,145 | 13,774 | 1,720 |
| 6. Business Travel | 15,378 | 8,711 | 636 |
| 7. Employee Commuting | 12,153 | 6,273 | 1,140 |
| 8. Upstream Leased Assets | 5,340 | 5,268 | 1,666 |
| 9. Downstream Transportation and Distribution | 5,102 | 2,648 | 587 |
| 11. Use of Products Sold[6] | 859,182 | 28,635 | 685 |
| 12. End-of-Life Treatment of Products Sold | 54,586 | 46,209 | 37,967 |
| 15. Investments | 1,059 | 1,781 | 686 |
| Total Scope 3 Emissions | 2,102,982 | 299,576 | 77,526 |

*GHG Scope 3 emissions have been computed according to the GHG Protocol methodology, primarily using emission factors from: Ecoinvent, UK Department for Environment, Food & Rural Affairs (DEFRA) and Agence de la transition écologique (ADEME). For Category 8 (Upstream Leased Assets) and Category 11 (Use of Sold Products), the same emission factors as used for Scope 2 market-based emissions.*

In 2024, Brightstar reported 41,088 metric tons of CO2e emissions from Scope 1 and 2 market-based emissions. This includes 23,680 tons of CO2e emissions from direct operations (Scope 1) and 17,408 tons of CO2e emissions from purchased electricity (Scope 2). The slightly lower market-based figure compared to the location-based value (19,327 tons of CO2e emissions) reflects a shift toward cleaner energy sources. About 17% of all electricity consumed is certified as renewable, and further investments are planned to increase such usage.

The most significant environmental impact lies in Scope 3 emissions, which totaled 299,576 tons of CO2e emissions representing 88% of total emissions. The largest contributors were Purchased Goods and Services (163,584 tons of CO2e emissions), End-of-Life Treatment of Products Sold (46,209 tons of CO2e emissions), and Use of Products Sold (28,635 tons of CO2e emissions). These figures highlight the importance of addressing emissions across the entire value chain.

Efforts to reduce the Company's environmental footprint are focused on enhancing supplier collaboration, improving product sustainability, and encouraging responsible consumption and disposal. By targeting both operational and value chain emissions, Brightstar is developing a more comprehensive and impactful climate strategy.

[6] Since 2024, the GHG emissions related to the use of sold and leased products have been fully attributed to Category 11 – Use of sold products, in alignment with the GHG Protocol guidelines. Therefore, for comparability reasons, the 2023 data related to Category 11 also includes emissions from leased products, previously clustered in Category 13 – Downstream leased assets.

## Decarbonization Initiatives

**Reducing the Environmental Impact at Brightstar Facilities Around the World**

Brightstar is actively working to reduce the environmental footprint of its global facilities by upgrading infrastructure and optimizing space usage. One of its key initiatives includes replacing outdated lighting systems with energy-efficient LED technology, which accounted for 75% of Brightstar's lighting system, as of December 31, 2024. The shift toward remote and flexible working arrangements has also contributed to lower energy consumption across several locations.

Brightstar has also taken steps to reduce the carbon impact of its digital operations. At various development hubs worldwide, the Company has partnered with leading cloud service providers to migrate development and testing environments from on-premises data centers to the cloud. This transition supports continuous performance monitoring and enables the use of energy-efficient infrastructure while contributing to server consolidation, reduced hardware waste, and improved lifecycle management.

Also, Brightstar worked on various asset management initiatives to reduce its environmental footprint and support community education in the following areas:

- Procurement: Brightstar ensures that each purchase complies with specific requirements, such as technical characteristics, energy efficiency levels, and availability of product disposal guidelines;
- Asset disposal and recycling: Conducting asset obsolescence evaluation to determine whether some assets can be stored for potential component reuse; and
- Donations: At Brightstar's Rome office, technology equipment deemed obsolete for corporate needs is donated to educational institutions.

### Move Smart – Move Green in Italy

At Brightstar in Italy, the "Move Smart – Move Green" program lies at the core of the Company's mobility management strategy. Launched in 2022, the program is meant to encourage the use of public transportation, support cycling and micro-mobility in commuting, and reduce the use of private cars by promoting flexible working models and a shared culture of sustainability.

Initiatives span multiple areas, including a financial contribution for annual local public transport passes and the purchase and maintenance of bicycles or other sustainable vehicles. Dedicated spaces at the Company's sites have been created to support "soft mobility," such as bike racks, sheltered areas in the parking lot, and two locker rooms equipped with showers. Employees can purchase vouchers at discounted rates for shared mobility services including car-sharing, motorbike-sharing, bike-sharing, and electric scooters.

Internal communications covered all initiatives, including the launch of a dedicated employee portal that provides unified access to all mobility services, integrated with the flexible benefits platform. Every year, the Company issues the Home-to-Work Commute Plan (PSCL), a strategic document for corporate mobility that enables the implementation of effective environmental measures and fosters engagement around sustainability topics.




© BRIGHTSTAR 2025

### Purchasing Certified Renewable Energy and Self-Production of Green Energy

As a first step to reducing its carbon footprint, Brightstar purchased a number of Guarantees of Origin, as part of its agreements with energy providers, to certify that 100% of the electricity consumed by the Italian sites comes from renewable sources. In 2025, such certificates were also purchased to cover 30% of electricity consumed in Lakeland, Florida, which will contribute to emission reduction efforts.

At the end of 2023, Brightstar's site in Kingston, Jamaica completed the installation of a 60-kilowatt solar energy system designed to power its warehouse and training center. The solar installation includes 107 high-efficiency panels that convert sunlight into electricity, supported by four inverters that transform direct current into alternating current for facility use. To ensure energy availability during nighttime or low-sunlight periods, the system was equipped with four lithium-ion batteries that store surplus energy, enabling a stable and continuous power supply. Importantly, the solar plant was designed with scalability in mind. As energy needs grow, the system can be expanded to accommodate additional capacity, making it a resilient and forward-looking solution that supports both current operations and future growth.
A photovoltaic system was also installed at Brightstar's facility in Madrid, Spain. The installation comprised 54 solar panels, each with a power output of 460 watts, resulting in a total capacity of 24.84 kWp.

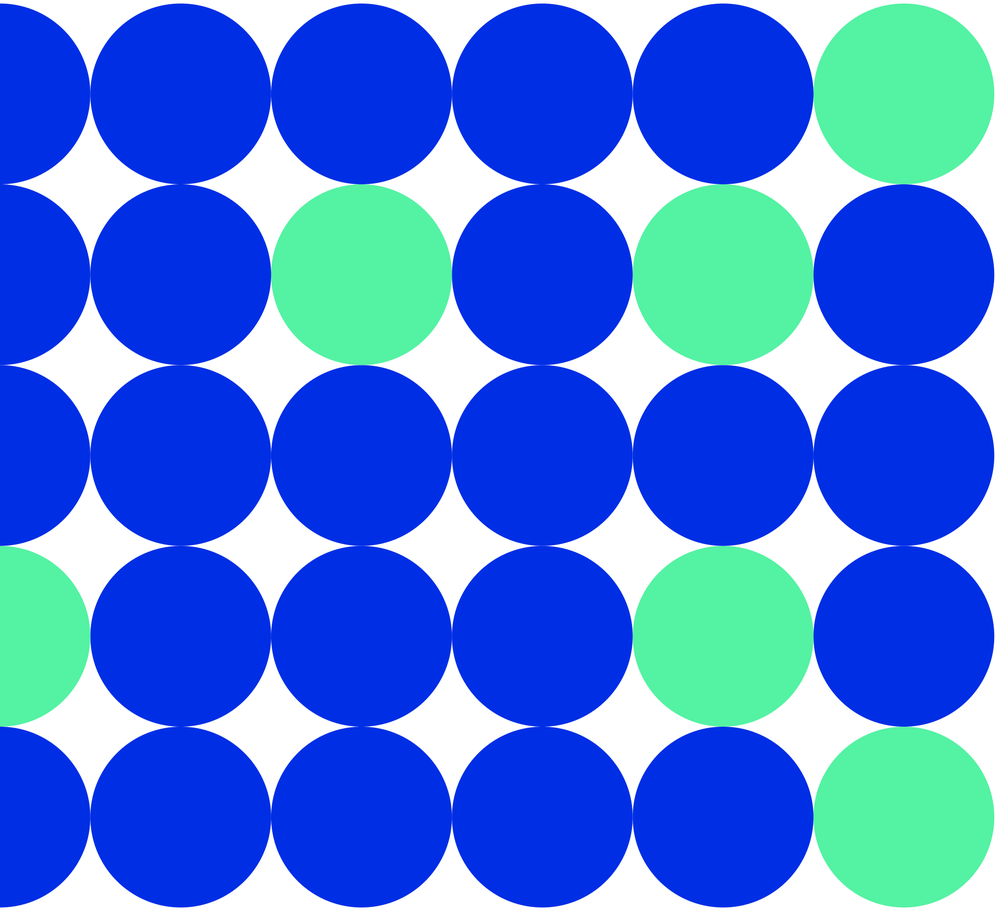
### Energy Efficiency Initiatives at Data Centers

Brightstar is actively pursuing a range of initiatives to reduce the environmental impact of its data center operations, with a strong focus on lowering energy consumption and associated GHG emissions. A central element of this strategy is the transition from in-house data centers to external co-location facilities. These facilities are selected based on their environmental credentials and geographic proximity to ensure both operational efficiency and sustainability.

The migration process involves the phased relocation of Brightstar-owned equipment racks to the selected co-location site and is supported by system consolidation, space optimization, and the replacement of outdated, energy-intensive hardware with more efficient, next-generation technology. Brightstar is developing a monitoring system to track energy use in real time and identify opportunities for continuous improvement.



© BRIGHTSTAR 2025



The first migration began at the Austin Data Center in February 2024 and involved the transfer of systems to a co-location partner which sources 100% of electricity from renewable energy. This move was expected to deliver multiple benefits:

- Operational: Improved resilience and efficiency, alignment with Brightstar's cloud strategy, and reduction in the total cost of ownership for the Data Center of the Americas (DCA) over the next decade; and
- Environmental: Reduced energy consumption and a shift from Scope 1 and 2 emissions to Scope 3, which will be zero due to the co-locator's use of renewable energy.

In previous years, the following key activities were conducted as part of this initiative:

- Completion of the contract with the selected co-location partner following a six-month evaluation and selection process;
- Acquisition of new hardware infrastructure aligned with the sustainability criteria outlined in the project;
- Assessment and planning of all consolidation measures to optimize rack space within the co-location facility;
- Installation and configuration of both site infrastructure and hardware at the new location; and
- Execution of service agreements with moving partners, including the use of refurbished spare components to support circular economy principles.

The migration process at the Austin Data Center was completed in February 2025 and serves as a benchmark for future data center transitions. In parallel with the data center migration, the initiative also involved relocating operations staff from the current DCA to the Austin Technology Center (ATC), a facility already owned, managed, and maintained by Brightstar. Design, planning, and construction activities were completed in June 2025 with the Certificate of Occupancy issued on July 31, 2025. Once the transition is complete, the former site will be decommissioned. Engineering teams are actively optimizing the new site's electrical and mechanical systems based on updated requirements. Key benefits of the consolidation include reduced energy consumption and overall cost savings.

**Remote Troubleshooting and Self-Service Diagnosis**

In 2024, Brightstar developed the next generation of the MySelf project in Italy, which includes new customer service tools and processes to support remote diagnosis to reduce the in-person dispatch rate. The project resulted in an optimized number of interventions completed by service technicians at the point of sale by increasing the effectiveness of remote troubleshooting via website and mobile app without field interventions.

The success of the project led to new features that improve remote customer service. Retailers are now equipped to self-diagnose issues through self-service web portals that provide clear steps. New self-swap device procedures have been implemented to simplify the replacement of faulty components.

© BRIGHTSTAR 2025

At the end of 2023, Brightstar introduced the ability for self-maintenance of the terminal software, allowing the terminal to repair itself autonomously through recovery and self-loading procedures in the event of software damage. This tool proved successful in 2024, reducing field interventions by approximately 2-3%, and provides the following environmental benefits:

- Reduces carbon dioxide, nitrogen oxide, sulfur oxide and particulate matter emissions;
- Reduces GHG emissions related to vehicle fleet movements; and
- Eliminates unnecessary movements of terminals that can be repaired with the support of the website and mobile app.

Through this new process, approximately 2,500 field interventions in Italy were deemed unnecessary, resulting in significant GHG emissions savings of around 7.5 tons of CO2 emissions annually.

**Engaging Retail Partners in E-Training**

Brightstar successfully engaged its Italian retail network via digital training programs covering both lottery-specific content and broader business topics. In 2024, more than 34,000 retailers accessed e-learning modules on responsible gaming, cybersecurity, onboarding for new draw and instant ticket games, and store development strategies including marketing, product promotion, inventory management, display techniques, and customer engagement.

More than 22,000 retailers received training on new draw game products, while approximately 15,000 accessed content supporting instant ticket sales. In addition, a new sustainability-focused training course was launched for retailers in 2024 to raise awareness about environmental protection and suggest practical actions for implementation at the point of sale. Around 5,200 retailers completed this course in the first few months.

The shift to e-training has significantly reduced the need for in-person sessions, contributing to lower GHG emissions associated with travel and logistics. Brightstar also shares insights through blogs on its retailer portal and app, reaching approximately 13,500 readers for instant ticket content and 9,600 for draw game content.

Similar efforts have been implemented in the U.S. Retailer training programs in Indiana and New Jersey transitioned from in-person sessions to virtual formats, further reducing the Company's environmental footprint. A QR code system was introduced for California Lottery retailers and staff, providing instant access to the most frequently used Quick Reference Guides. This initiative supports cost efficiency and reduces paper consumption linked to printed training materials.

**Optimization of Logistics toward Lotto Retailers in Italy**

Brightstar adopts a demand-driven approach to shipping materials related to Lotto games, ensuring that retailers receive only what is necessary. This strategy helps minimize unnecessary shipments and reduces emissions associated with transportation.

To further enhance efficiency, the Company analyzes the average usage duration of distributed materials. This allows Brightstar to better anticipate retailers' needs and consolidate multiple items into a single shipment when possible, thus reducing packaging waste and the frequency of deliveries.



© BRIGHTSTAR 2025

## Circularity

### Waste Management

**GRI 3-3; GRI 301-1; GRI 306-1; GRI 306-2; GRI 306-3; GRI 306-4; GRI 306-5**

Brightstar is committed to advancing circular economy principles and minimizing waste across its operations. The Company integrates circularity into various aspects of its business – from waste reduction and water usage to the reuse and repurposing of materials.

**Waste and Device End-of-Life Management**

Waste generation primarily occurs at Brightstar's manufacturing and printing facilities during production processes and at the end-of-life stage of sold products. Environmental impact is most significant when materials cannot be recycled or reused, resulting in waste that could otherwise be reintegrated into the production cycle. To address this, Brightstar continuously monitors waste streams and works to enhance the circularity of its operations. Office locations, by contrast, generate relatively low volumes of waste due to the nature of their activities.

**Optimizing Print Media for Waste Reduction and Efficiency**

As part of the Company's ongoing efforts to reduce material waste and improve operational efficiency, the production process for self-service vending machine cards and pack inserts has been recently reviewed. Historically, these items were printed on 18"x12" paper, limiting layout efficiency and often requiring outsourcing to external vendors.

Now, Brightstar has adjusted the size to 19"x13", increasing the number of items printed per sheet from 8 to 12, boosting both printing and cutting efficiency by approximately 50%.

This initiative has led to:

- Significant reduction in paper waste;
- Improved in-house production capabilities;
- Decreased reliance on third-party vendors; and
- Consistent efficiency gains across various insert sizes.

**Waste Management and Recycling in Lakeland**

Brightstar's Lakeland, Florida site has implemented a comprehensive recycling program for a wide range of waste types, including electronic and metal. Waste from instant ticket printing operations is carefully sorted and directed into appropriate recycling channels. A designated onsite accumulation area organizes waste by zone, with clear labeling to ensure proper handling.

In 2024, the facility sent over 1,270 kilograms of toner cartridge waste to a certified recycling provider, donated surplus paper from printing operations to local schools for educational and creative use, and through a partnership with a local vendor, successfully diverted more than four tons of waste into recycling streams, reinforcing Brightstar's commitment to responsible waste management.



### Alternative Energy From Waste

In collaboration with NuCycle, Brightstar's Lakeland, Florida instant ticket printing facility is able to repurpose waste produced during the production process in the form of fuel cubes. NuCycle offers a sustainable solution for diverting materials that would typically end up in landfills by converting them into alternative energy sources. NuCycle operates as a commercial facility that manufactures fuel cubes from recycled waste materials such as wood, paper, polymers, and plastics. Its mission is to develop cost-effective, alternative fuels that reduce reliance on traditional fossil fuels in energy-intensive industries, leveraging waste recovery as a key strategy. In 2024, Brightstar successfully redirected over 181.11 tons of waste generate at its Lakeland facility from the landfill to NuCycle, contributing to a more circular and resource-efficient waste management approach.

| Waste Generated (Tons)[7] | | | | |
|---|---|---|---|---|
| **Categories** | **2023** | | **2024** | |
| | **Waste diverted from disposal** | **Waste directed to disposal** | **Waste diverted from disposal** | **Waste directed to disposal** |
| Not Hazardous | 6,541 | 1,693 | 5,460 | 1,610 |
| Hazardous | 66 | 88 | 1 | 3.5 |
| Total | 6,607 | 1,781 | 5,461 | 1,614 |

[7] To evaluate waste consumption and related impacts across all active locations in 2024, data from smaller locations have been estimated based on average waste consumption per square-meter. Please note that the total waste generated in 2024 increased primarily due to twohurricanes that impacted the Lakeland production site.

However, the amount of waste produced in Lakeland from regular production processes remains in line with the previous year.

**Waste Disposal**

In 2024, Brightstar produced 7,074 tons of waste, of which 77% was sent for recycling, reuse or other recovery options, and the remaining 23% sent to landfill or incineration. Non-hazardous waste, which represents 99% of produced waste, includes mainly paper, cardboard and components of terminals and other devices. Hazardous waste consists only of electronic spare parts.

The Lakeland, Florida facility experienced two major hurricanes during 2024, which impacted the amount of waste produced, particularly non-hazardous quantities sent to recycling. However, the portion related to direct production activities remained stable compared to previous years.

The Company invests in proper waste management, allowing a significant portion of generated waste to undergo recovery and recycling treatment, instead of other disposal methods.

**Internal Reuse Process for Spare Parts and Materials**

Brightstar makes a conscious effort to reuse devices and parts globally where applicable to support operations and reduce waste. These efforts include the use of complete counter-top terminals, printers, and other peripheral equipment, as well as reclaiming parts from older devices that still have a useful life remaining.

The Italian Repair Center (IRC) continues to advance circular economy practices by recovering and reusing spare parts from decommissioned or defective equipment. The facility systematically collects components returned by external repair laboratories and field technicians, salvaging those that remain functional and discarding only parts that are irreparably damaged. In 2024, approximately 950 spare parts were recovered and reintegrated into laboratory and field

© BRIGHTSTAR 2025

operations. Nonetheless, the IRC remains committed to maximizing reuse and minimizing waste throughout the hardware lifecycle.

Additionally, the Platform Test Teams have explored more sustainable and cost-effective ways to source hardware for testing activities. Previously reliant on new equipment with long lead times and high costs, the teams identified an opportunity to reduce expenses and environmental impact by repurposing scrap machines originally marked for disposal. By collaborating with the Company's manufacturing department, the teams began retrieving decommissioned or defective devices that were no longer suitable for retail use but remained fully functional for testing purposes. This initiative shortens procurement timelines and prevents valuable materials from becoming e-waste, supporting Brightstar's broader circularity goals.

### Recovering Outer Shells of Printing Cartridges at Tito Scalo Facility

Since 2020, Brightstar has implemented a reuse program for the outer shells and packaging of its printing cartridges, which represent a significant portion of the total plastic consumption due to their ribbon-based design. Although the plastic components of the printing cartridges often remained in excellent condition, they have contributed significantly to overall waste. To address this, Brightstar began reusing the cartridge shells, typically up to three times, by replacing only the ribbon inside the cartridge. This has enabled the Company to reuse approximately 40% of the cartridges' plastic components and avoid the need to use new raw plastic materials.

In 2024, Brightstar successfully repurposed around 700,000 printing cartridges, accounting for 80% of its total cartridges produced that year. As a result, approximately 280 tons of plastic was saved.

### Reduction of Waste Through Pallet Management

In line with its commitment to environmental responsibility and resource efficiency, Brightstar has implemented an efficiency initiative focused on pallet reuse in Italy. Historically, the accumulation of used pallets in the Company's warehouses led to periodic disposal, producing a negative environmental impact and additional cost.

In recent years Brightstar formed a partnership with an outside supplier to sell reusable and damaged pallets, effectively transforming a waste stream into a revenue-generating resource.

In 2024, this program enabled the recovery and sale of 17,000 reusable pallets and 659 broken pallets.

### Water Resources

**GRI 3-3; GRI 303-1; GRI 303-2; GRI 303-3; GRI 303-4; GRI 303-5**

Brightstar uses water for restrooms, cafeterias, office activities and silkscreen printing. Most of the Company's water usage comes from the procurement of paper, as suppliers often use a significant amount of water during production processes. Brightstar actively monitors water consumption and is committed to reducing it over time. By improving internal efficiency, the Company aims to minimize its overall impact on water resources, especially in water-stressed regions.

Approximately 99% of Brightstar's water withdrawal comes from third parties (such as municipalities), and to a lesser extent, from surface and ground water. Around 52% of water withdrawal occurs in areas of water stress. Also, nearly all discharges were attributed to third parties. When accurate data was not available, it is assumed that for each site, 90% of withdrawals were discharged. In 2024, water consumption (being the difference between water withdrawal and water discharged) amounted to 11.37 megalitres, and mainly occurred at Brightstar's Lakeland printing facility.

**Water Withdrawal, Discharge and Consumption (Megalitres)[8]**

| Categories | Sources | 2023 | 2024 |
|---|---|---|---|
| Withdrawal | **Total withdrawal** | **205.47** | **118.96** |
| | Of which from water stress area | 120.47 | 61.39 |
| | Surface water | 3.93 | 0.15 |
| | Of which from water stress area | 0.13 | 0.15 |
| | Groundwater | 0.49 | 0.97 |
| | Of which from water stress area | 0 | 0 |
| | Seawater | 0.08 | 0 |
| | Of which from water stress area | 0 | 0 |
| | Third-party water | 200.98 | 117.83 |
| | Of which from water stress area | 120.34 | 61.24 |
| Discharge | **Total discharge** | **172.02** | **107.59** |
| | Of which to water stress area | 95.97 | 55.72 |
| | Surface water | 3.25 | 4.77 |
| | Of which to water stress area | 0 | 0 |
| | Groundwater | 0.51 | 1.02 |
| | Of which to water stress area | 0 | 0 |
| | Seawater | 0 | 0 |
| | Of which from water stress area | 0 | 0 |
| | Third-party water | 168.25 | 101.80 |
| | Of which to water stress area | 95.97 | 55.72 |
| Consumption | | 33.46 | 11.37 |

[8] To assess water consumption and its related impacts across all active locations in 2024, data for small offices were estimated based on the average water consumption per square meter. Moreover, to map the water stress in the areas where these sites are located, Brightstar uses the World Resources Institute's Water Risk Atlas.

© BRIGHTSTAR 2025

### Water Management in Lakeland

The Lakeland, Florida facility uses potable water for all purposes in the building, including production processes, and has implemented a water reduction program for cleaning printing equipment.

In 2021, the site transitioned to a laser anilox cleaning system to improve the efficiency of washing printing equipment. This change significantly reduced the need for detergents and wastewater generation. The dust generated by the laser is collected and disposed of without water consumption. Due to the success of the initial system, Brightstar invested in a second unit in 2022. By 2024, with both Anilox cleaners in operation, the site achieved a waste-water reduction of about 225 cubic meters within two years.

### Raw Materials Consumption

**GRI 3-3; GRI 301-1**

Brightstar utilizes a broad spectrum of non-renewable materials in its operations, including raw materials such as metals and wood, semi-finished goods such as electronic components and assemblies, and other materials like cardboard, plastic, toner, and ink.

The production of lottery products involves significant material usage, particularly paper and inks, which contributes to the depletion of natural resources. To address this, Brightstar is actively working to increase its recovery and reuse of such materials, reducing the need to purchase new ones.

For its original design manufacturer (ODM) lottery systems, Brightstar oversees the entire lifecycle, from design and material selection to contract manufacturing, ensuring global consistency, high quality, and strategic alignment. All product designs comply with Restrictions of Hazardous Substances (RoHS) standards, underscoring the Company's dedication to environmental and regulatory compliance. Brightstar also maintains rigorous supply chain oversight, collaborating closely with partners to optimize cost-efficiency, delivery timelines, and performance.

As part of its evolving sustainability strategy, the Company is shifting toward packaging materials that meet the European Union Packaging and Packaging Waste Regulation (PPWR)[9] requirements, further supporting responsible sourcing and minimizing environmental impact. This holistic approach allows Brightstar to offer dependable, forward-thinking, and eco-conscious lottery solutions on a global scale.

The Company's instant ticket production is heavily dependent on paper, but 100% of paper waste at the Lakeland, Florida printing facility is recycled. This commitment aligns with the sustainability standards upheld by its primary paper suppliers while helping to minimize the environmental impact of paper use.

Brightstar's Lakeland, Florida facility features an in-house ink color-matching and mixing center, which significantly reduces the use of plastic pails for custom and Pantone-matched inks. By tailoring ink production to specific project needs, the Company effectively cuts down on material waste, including both ink and non-recyclable plastic containers.

| Materials (tons) | 2023 | 2024 |
|---|---|---|
| Paper (office paper, receipt rolls, marketing materials) | 20,106 | 1,507 |
| Paper (instant tickets, playslips, including holografic paper) | 13,351 | 15,483 |
| Cardboard | 357 | 542 |
| Toner and liquid inks | 1,932 | 1,145 |
| Plastics packaging | 2,738 | 151 |
| Plastics devices and printers cartridges components | | 740 |
| Electronic devices components (assemblies, PCBs, monitors, bill acceptors, cables) | 6,686 | 312 |
| Wood | 605 | 384 |
| Metals | 15,954 | 1,844 |
| Other | 4,114 | - |
| Total | 65,843 | 22,107 |

[9] The EU Packaging and Packaging Waste Regulation (PPWR) (Regulation (EU) 2025/40), adopted in December 2024, aims to reduce packaging waste, promote reuse and recycling, and improve the environmental sustainability of packaging. It sets mandatory targets for recycled content, reduces unnecessary packaging, and bans certain single-use plastic packaging. The regulation also emphasizes extended producer responsibility, labeling requirements, and restrictions on hazardous substances.

**Sustainable Conversion of All Lottery Products in Italy**

Since 2019, Brightstar has been conducting a comprehensive mapping of all lottery products in Italy to ensure they are sourced from suppliers that have adopted the Forest Stewardship Council (FSC)-certified management practices and uphold strong sustainability programs. Beginning 2020, the Company transitioned to using FSC-certified paper for all lottery products.

## The Forest Stewardship Council

The Forest Stewardship Council (FSC) is a global non-profit organization that advocates for responsible forest management through a rigorous certification system. The FSC label guarantees that wood-based products are sourced sustainably, in accordance with strict environmental, social, and economic criteria. Recognized as one of the most credible certifications for sustainable forestry, FSC plays a key role in helping companies monitor and minimize their impact on biodiversity.

## Trade Marketing Goes Green at Brightstar in Italy

In 2024, Brightstar enhanced its point-of-sale marketing materials to reduce waste and support its environmental sustainability goals.

This initiative centers on three core objectives:

- Introduce digital alternatives for in-store communication;
- Deploy branded, permanent communication tools at retail locations; and
- Reduce paper use and ensure that any printed materials are produced exclusively on FSC-certified paper.

All materials are available free of charge through the retailer web portal, allowing retailers to request what they need, ensuring a more tailored and efficient distribution model. To support the first objective, Brightstar continued to expand its digital signage program. Monitors were installed at retail points to display real-time updates on product news and draw game results. Permanent branded fixtures, such as playstations for displaying playslips and tickets, were retained to reduce the need for disposable materials. As a result of these efforts, the consumption of paper and cardboard for communication materials decreased by about 60% in 2024 compared to 2021, when the retailer portal was introduced. Additionally, the use of plastic and plexiglass also declined over the same period.

© BRIGHTSTAR 2025

## Treedom

In 2022, Brightstar planted 1,900 trees through Treedom, comprised of a diverse mix of mango, papaya, coffee, avocado, cashew, and white mangrove trees. These trees were planted across Tanzania, Cameroon, Colombia, Ghana, Guatemala, Ecuador, Kenya, and Madagascar. The initiative expanded to a total of 2,900 trees in 2024. As part of its sustainable engagement strategy, the Company offered virtual tree ownership as corporate gifts to customers during trade shows. Post-event feedback revealed that recipients valued this environmentally conscious alternative to traditional promotional items.

Treedom reported that 112 local farmers were directly involved in the planting process. These farmers received training in sustainable agriculture, including soil care, crop compatibility, and biodiversity enhancement techniques. In Kenya, 450 trees were planted as part of a gender-focused initiative, where 80% of the workforce employed were women—supporting equitable employment and income opportunities.

Additionally, the first 500 participants of the 2024 Italian sustainability focused retailer training received a Treedom tree, forming the Retailers Forest. The planting of these 500 diverse tree species in Ecuador contributed to reforestation and supported the socio-economic development of local communities. This initiative helped establish a small-scale coffee and chocolate production chain, while also equipping local farmers with new agricultural skills.




## Choosing Sustainable Solutions at Lottery Events

In 2024, Brightstar actively hosted and participated in a wide range of industry events, and sustainability remained a central focus across all event-related activities. This included responsible catering practices, such as eliminating single-use plastics, offering water refill stations, and using reusable or glass tableware in collaboration with the event organizers. The quantity of promotional materials ordered was reduced and sourced from vendors committed to sustainable production. To further reduce its environmental impact, Brightstar prioritized sourcing such materials locally to avoid the need for long-distance shipping while supporting regional businesses. For international events, the Company partnered with a booth vendor that collaborated with EU-based suppliers, effectively avoiding overseas freight and reducing the overall carbon footprint.

© BRIGHTSTAR 2025

## Biodiversity

**GRI 3-3; GRI 304-2**

Biodiversity loss has gained significant global attention and is now recognized as one of the most pressing environmental challenges facing both humanity and businesses. It refers to the ongoing decline in the variety of life on Earth, including plants, animals, bacteria, that make up our planet's biological richness. Human consumption patterns and activities that disrupt or destroy ecosystems are among the primary drivers of this decline, posing serious risks to biodiversity and long-term ecological balance.

One of the leading contributors to biodiversity loss is land-use change, often fueled by the global demand for paper and other natural resources. This impact on biodiversity has emerged as a key issue in Brightstar's materiality assessment, reinforcing its commitment to understanding how its activities affect ecosystems and natural habitats.

Brightstar's Lakeland, Florida printing facility maintains FSC Chain of Custody certification, verified annually by an independent third-party registrar, confirming that all paper products are traceable to sustainably managed sources.

Furthermore, the Tito Scalo printing facility in Italy has adopted a formal policy to support FSC Chain of Custody certification[10], ensuring that customers can be confident their printed materials are sourced from responsibly managed forests and meet FSC sustainability standards. With this commitment, Brightstar is engaged in:

- Establishing and maintaining a robust FSC chain of custody system to ensure that all products manufactured and labeled under the FSC framework meet certification standards;
- Procuring raw materials that are either FSC-certified or verified as not originating from controversial sources;
- Collaborating with suppliers of forest-based materials who have obtained, or are working toward obtaining, recognized forestry certifications; and
- Advocating for and promoting the use of FSC-certified paper and cardboard among its customer base.

During its relationship with the FSC, Brightstar has also committed not to be involved, directly or indirectly, in the following activities that are deemed unacceptable and a threat to biodiversity:

- Illegal logging or illegal trade in timber or forest products;
- Violation of human and traditional rights during forestry operations;
- Destruction of high conservation values during forestry operations;
- Major conversions of forests to plantations or other non-forest uses; and
- Introduction of genetically modified organisms in forestry operations.



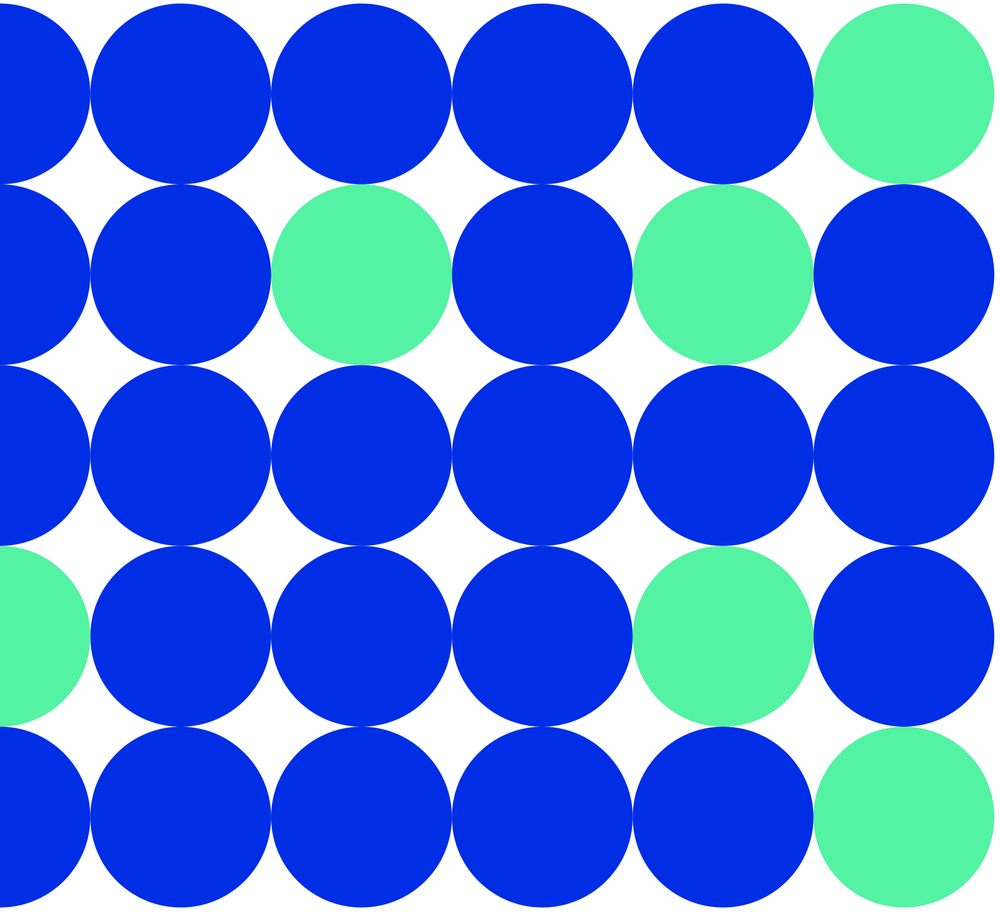
### European Union Deforestation Regulation

Brightstar is committed to aligning its operations with the European Union Deforestation Regulation (EUDR) to promote sustainable practices within its supply chain and minimize deforestation. The Company recognizes the importance of responsible sourcing, particularly of paper-based products used as part of its product offering, and the impact of its purchasing decisions on global deforestation and biodiversity.

In line with the EUDR, Brightstar is committed to ensuring that the paper used for printing instant lottery tickets (and other paper based products, where applicable) is sourced from suppliers who comply with stringent environmental standards set out in the EUDR. This includes conducting thorough due diligence on suppliers, assessing their compliance with regulation requirements, and ensuring traceability of paper and paper-based products. Brightstar actively collaborates with its suppliers to promote sustainable forestry practices and reduce the environmental footprint of its operations. By prioritizing the procurement of paper from sustainably managed forests, Brightstar aims to contribute to the preservation of ecosystems and the fight against climate change.

[10] The certification associated with the Tito Scalo printing facility refers to the legal entity PCC Giochi e Servizi S.p.A.

© BRIGHTSTAR 2025



**Paper Supply and Disposal in Italy**

Brightstar's Italian environmental footprint primarily relates to the use of paper for lottery playslips, supporting game materials, Gratta e Vinci instant tickets, and select point-of-sale communications tools. In 2019, the Company conducted a comprehensive review of all consumable materials used, ensuring that paper is sourced exclusively from suppliers committed to sustainable forest management and robust environmental programs. In terms of sorting and disposal, the paper used holds a B-level recyclability rating from the Aticelca 501 evaluation system, meaning it can be processed through standard paper recycling streams with a scrap rate below 20%.

To further reduce paper consumption, Brightstar promotes the use of multi-bet playslips and encourages players to complete Gioco del Lotto playslips digitally via the MyLotteries app.

This approach has proven effective, as the number of playslips produced by the Company has steadily declined in recent years, despite the growth in lottery participation. In 2025, Brightstar will begin digitalizing a portion of its point-of-sale advertising materials. By integrating QR code technology, players will be able to conveniently access detailed game information directly on their smartphones.

© BRIGHTSTAR 2025

## Digitalization and Paperless Initiatives in Italy

The digital sales book application has been a key part of Brightstar's digital transformation since 2017, replacing the need for printed brochures and paper binders. By going digital, the sales book has significantly reduced paper usage. The application is hosted in a wind-powered data center, contributing to certified climate neutrality (0% $CO_2$, TUV-certified). In 2024, the residual impact from using the sales book, conducting online and on-site training, and communicating with agents, was offset through tree-planting and protection measures covering 6,460 square meters of forest in the Ticino Park.

In 2024, Brightstar renewed its commitment to reducing paper consumption, aligned with the paperless project, launched in 2023 to digitally transform existing business processes. Four themed videos were produced featuring colleagues who promoted virtuous behaviors through entertaining sketches.

Brightstar also launched a project to streamline commercial support requests, prospect contracting, ownership changes, and transfers. As a result, the sales force reduced email traffic by an average of 534 emails per month, equivalent to 534 light bulbs powered for 25 minutes—a symbolic but meaningful step toward operational efficiency.

## Zero CO2 Initiative with Up2You

As part of its long-term sustainability strategy, Brightstar Italy partnered with Up2You, a certified B Corp, to offset the environmental impact of its events through Gold Standard-certified climate solutions.

A key initiative supported is the Makera Forest Cook Stove Project in Rwanda. By distributing energy-efficient cook stoves to more than 60,000 low-income families, the project significantly reduced GHG emissions and indoor air pollution, this improvement helps protect health, especially for women and children, while promoting gender equity, and replace with: helps protect health, especially for women and children, while promoting gender equity, and freeing up valuable time previously spent collecting firewood.

From an environmental perspective, the initiative helps protect the Ibanda-Makera Forest, one of Rwanda's last remaining natural ecosystems, through the planting of over 110,000 native trees. This effort contributes to biodiversity preservation, carbon sequestration, and long-term ecosystem resilience.

The project also invests in environmental education and supports local schools, helping build awareness around sustainability while improving educational outcomes. Together, the initiative aligns with multiple UN Sustainable Development Goals (SDGs) and exemplifies how corporate action can generate shared value for people, communities, and the planet.




© BRIGHTSTAR 2025

### Air Pollution Management and Mitigation

**GRI 3-3; GRI 305-7**

Pollutant emissions such as volatile organic compounds (VOCs) and hazardous air pollutants (HAPs) are primarily generated at Brightstar's printing facilities and represent another key environmental aspect that the Company actively monitors and strives to minimize. These emissions can negatively affect air quality, with potential consequences for human health, such as respiratory and cardiovascular issues, developmental problems, cognitive decline, and increased mortality, and impacts on the environment such as smog formation, acid rain, and water pollution.

Although Brightstar's production processes do not result in significant levels of polluting emissions, both the Lakeland, Florida and Tito Scalo, Italy facilities have adopted consistent strategies to ensure and monitor compliance with applicable regulations, and maintain emission levels below legal thresholds.

In 2024, VOC emissions from inks and cleaning agents at the Tito Scalo site remained significantly below the limits set by the Atmospheric Emissions Authorization. Similarly, the Lakeland facility continued to utilize water-based inks and plate manufacturing processes to reduce the release of VOCs and HAPs. The Lakeland facility continues to operate under a renewed Title V Air Permit, following a comprehensive resubmission process completed during the year. By collaborating with leading experts, the site was able to comply with and surpass its emission reduction targets. Notably, VOC emissions in 2024 were maintained at under 50% of the permitted threshold outlined in the Title V Air Emissions Permit.

| Pollutant* | 2023 | 2024 |
|---|---|---|
| | Quantity (kg) | Quantity (kg) |
| NOx | 0 | 0 |
| SOx | 0 | 0 |
| Persistent organic pollutants (POP) | 0 | 0 |
| Volatile organic compounds (VOC) | 41,769 | 70,611 |
| Hazardous air pollutants (HAP) | 480 | 152 |
| Particular Matter (PM) | 0 | 0 |
| Others | 0 | 0 |

*The amount of pollutant emissions is based on site-specific data. For the Lakeland site, a monthly measurement is carried out, while, for the Tito Scalo site, emissions are calculated starting from an average hourly value of mass flow, multiplied by the operational hours of the machinery.

© BRIGHTSTAR 2025

## Environmental Initiatives in Lakeland, Florida

Brightstar's Lakeland facility in Florida, dedicated to instant ticket printing, is fundamental to the Company's operations.

Brightstar has implemented a series of targeted environmental initiatives aimed at reducing the site's ecological footprint, such as:

Environmental Management System:

- Implementation of an EMS certified in accordance with the ISO 14001 standard.

**Waste and Materials:**

- Launch of an extensive recycling program, which includes the recycling of 100% of paper waste generated onsite;
- Donation of surplus paper to local schools to support educational and artistic activities;
- Exclusive use of paper sourced from FSC-certified suppliers;
- Certification as an FSC Chain of Custody facility by an independent third-party registrar;
- In partnership with NuCycle, transformation of compacted dust into fuel cubes for use in alternative energy production;
- Increase the size of stock paper used to print more lottery POS inserts per sheet, significantly reducing paper usage and cutting costs per project;
- Enhancing the scrap metal recycling program.
- Revamp the toner cartridge recycling program by streamlining the process preventing approximately one to two tons of landfill waste; and
- Re-use of pallets used for shipment and recycling of used tickets.

**Wastewater Generation:**

- Implementation of two Anilox cleaning systems to improve the efficiency of printing equipment maintenance, significantly reducing wastewater generation; and

**Energy saving:**

- Optimization of the HVAC climate control system to adjust office area settings to be higher at night and when unoccupied, consequently reducing the load on the chilled water plant system used to feed the HVAC.

**Air Pollution:**

- Adoption of water-based inks and plate manufacturing processes to minimize the release of VOCs and HAPs.



# Environmental Initiatives in Tito Scalo, Italy

In Italy, the Tito Scalo facility plays a central role in Brightstar's manufacturing operations, hosting both printing and device repair activities. A dedicated repair program is in place to extend the lifecycle of point-of-sale electronic devices, such as terminals and printers, with the site capable of restoring approximately 40,000 units annually.

Brightstar continues to explore innovative strategies to reduce the environmental impact of its operations at this location. Among these initiatives is the reuse of printing cartridge casings and spare components, which helps divert waste from landfills and supports a more circular approach to resource management.

Environmental initiatives aimed at improving sustainability performance at the Tito Scalo site include:

**Environmental Management System:**

- Implementation of an EMS certified in accordance with the ISO 14001 standard.

**Energy efficiency and GHG emissions reduction:**

- Procurement of Guarantees of Origin to ensure that 100% of the electricity consumed at the site is sourced from renewable energy; and
- Installation of LED lighting systems, now covering approximately 60% of the facility's total lighting power, contributing to significant energy savings.

**Waste and Materials:**

- Adoption of a policy aligned with the FSC Chain of Custody certification;
- Recovering and reuse of the outer shell of printing cartridges and of their packaging to reduce plastic waste; and
- Salvaging and reusing spare parts from decommissioned or defective equipment, extending the lifecycle of components and minimizing material waste.



© BRIGHTSTAR 2025

## Brightstar's Commitment to Environmentally Responsible Lottery Products in the Italian Market

The use of paper certified by the FSC for instant tickets and Gioco del Lotto playslips and tickets ensures responsible sourcing and supports the long-term preservation of forest ecosystems. As part of its commitment to further reducing paper consumption, Brightstar promotes the use of multi-bet playslips and encourages digital participation in Gioco del Lotto via the MyLotteries App.

To reduce emissions associated with transportation, the Company has streamlined logistics and optimized the distribution of communication materials for both Gioco del Lotto and instant tickets. Additionally, instant tickets are manufactured using exclusively water-based inks and coatings, minimizing the use of harmful substances. The energy used to print Gioco del Lotto playslips is derived entirely from renewable sources, further reducing the environmental impact of production. Brightstar has also introduced a recycling initiative for the plastic casings of printing cartridges, aiming to reduce waste and promote the reuse of materials that would otherwise have been discarded.

The Company has also launched the MySelf project, a digital initiative aimed at minimizing the need for on-site technical interventions at physical collection points. Retailers are now able to self-detect and repair faulty components. Additionally, in 2024, over 34,000 retailers accessed e-learning modules covering both lottery-specific content and broader business development topics, including responsible gaming, cybersecurity awareness, and store development strategies.



© BRIGHTSTAR 2025



## Sustainability Champions

As part of the Company's Sustainable Play efforts, the Fabio Cairoli Sustainability Champion Awards Program celebrates employees who demonstrate leadership and an outstanding commitment towards fostering sustainable operations.

## Joe Brandimore Looks Beyond Manufacturing Efficiency

During his first 18 months with the Company, Joe Brandimore, Imaging Systems Eng4 - Manufacturing Operations, implemented a major operational change at the Lakeland printing facility. Joe identified an operational inefficiency in the production of lottery point-of-sale inserts and realized that if Brightstar were to increase the size of the stock paper used, more inserts could be printed per sheet, leading to both paper usage reduction and cost savings per project.

To execute such a significant change, Joe first needed to prove that his idea was worth pursuing. With the help of several colleagues, Joe built a case study comparing past production numbers to what they would have been if the larger paper size been used. The results were clear: immediate savings in both production costs and materials would be achieved, and Joe received unanimous support to make the change.

Within six months, the switch was completed. Since March 2023, 270,000 sheets of paper have been saved. Joe says that this is just the beginning, estimating that about 25,000 sheets of paper will be saved each month going forward. This new system will continue to deliver environmental, financial, and sustainability benefits.



© BRIGHTSTAR 2025

## Marco and Alessandro Share Their Passion for Urban Commuting and Sustainability

At Brightstar's Rome, Italy office, Marco Fichera and Alessandro Semeraro have found a way to turn their shared passion into a collective movement. Together, they created the Urban Commuters group, which champions environmentally friendly transportation to reduce the Company's carbon footprint from commuting and promote a healthier and more sustainable lifestyle.

Marco grew up in a family that valued sustainability long before it became mainstream conversation. His daily commute of nearly 20 years by bicycle is a clear indicator of his commitment. Alessandro, meanwhile, says that sustainability has always been a part of his identity, and that his bicycle commute has transformed a previously mundane task into a daily adventure. "When I cycle to work, I avoid the stress of traffic and commuting," said Alessandro. "Now, each commute is like a little trip or holiday." When the two friends noticed that other colleagues in the Rome office were commuting by bicycle, scooter, or public transportation, they came up with the idea to assemble like-minded people to exchange ideas, share commuting tips and collectively work to promote sustainability at work.

Together with Brightstar's Mobility Team, they introduced the Urban Commuters group and began encouraging more colleagues to adopt sustainable commuting options. As part of the group's work, bike stalls and locker rooms equipped with showers, hairdryers and temporary lockers have been set up for employees who practice urban commuting.

Marco and Alessandro are currently working with the Mobility Team to introduce Bike2Work incentives for employees to encourage more people to commute sustainably, whether via bicycle, scooter or public transportation. They meet monthly for Bike2Coffee breaks, where they keep up to date on the latest developments in commuting, discussing proposals and identifying improvements to bring to the group.



## Nick Land Revamps the Recycling Program at Lakeland with Style

A lover of the outdoors, Nick Land, Digital Press Technician in Brightstar's Lakeland printing facility, revived and expanded the facility's used toner cartridge recycling program.

Before Nick's involvement, Lakeland's recycling program required manual entry of each individual toner cartridge for recycling. Nick realized that the inefficiency of the process was holding it back from being as successful as it could, and should, have been. By taking the time to organize a database that includes all recyclable types of cartridges, Nick streamlined the process, and cartridges can now be shipped in bulk, saving time and money, and preventing about one to two tons of landfill waste.

"I am constantly looking for ways to streamline processes to be as minimally intrusive to existing job responsibilities while making the maximum impact on the environment," said Nick. "After revamping the toner cartridge recycling program, what used to take six to eight hours every week now can be done in 15 or 20 minutes, and it makes a huge difference in terms of sustainability."

And Nick has big plans for the program. He is currently in the process of expanding the program by establishing a centralized location in Lakeland so that every office can participate in the recycling program, regardless of printer size. Nick believes this program has the potential to be replicated globally.



## Pat Halloway Finds a Way to Lower Carbon Footprint and Save Money at Brightstar's Indianapolis Site

A warehouse manager at Brightstar's Indianapolis office, Pat devised a ship-back program involving the Company's Lakeland printing facility, where pressure-treated shipping pallets are used to send instant tickets around the globe, including to Indianapolis, with each pallet costing approximately $18. Once the pallets are unloaded, the delivery truck returns to Lakeland to pick up the next shipment, and unused pallets in Indianapolis are traditionally sold for scrap value.

When Pat realized that the pallets were being discarded upon delivery and that trucks were returning to Lakeland empty, he worked with Brightstar's internal logistics department to create a program to ship pallets back to Lakeland, allowing the printing facility to avoid purchasing additional pallets, and preventing the delivery trucks from driving miles between the two locations without any pallets. This resulted in an estimated $60,000 cost savings annually to Brightstar on the purchase of shipping pallets while simultaneously increasing carbon savings.

Taking the program to the next level, Pat suggested sending used tickets back to Lakeland for shredding. Used tickets were previously burned at local companies in Indiana, but are now sent to Lakeland to be documented, shredded, and recycled. The recycled materials can be repurposed to insulate homes .

Pat continues to put his love of sustainability to work at Brightstar, spearheading several other initiatives. He recently implemented a new ship-back program for Indianapolis to send cardboard spine deck protectors, which are instrumental in avoiding damage during shipment, back to Lakeland along with the unloaded pallets. He is also in talks with the waste management department to finalize a program to donate excess boxes for reuse and is exploring the possibility of recycling the plastic bands that wrap around each pallet.



## Patrizio Sposetti Finds Unseen Value and Sustainable Practices in Disregarded Spare Parts

Field Customer Engineering Manager at the Internet Relay Chat (IRC), Patrizio and his team identify and analyze technical problems affecting POS equipment in Italy to manage any corrective action on the operational chain. Through this work, the team often comes across POS devices in various states of disrepair. Some need only a replacement part to be put back in working order, while others are deemed irreparable and sent to be scrapped.

Sourcing components to repair these devices can be a challenge due to lengthy supply times and high minimum-order quantities (MOQs) requirements. But Patrizio and his team realized that, although these scrapped machines were past the point of repair, their individual parts still worked and could be given a second life as replacements for machines with only minor defects. In just six months, Patrizio recovered approximately 1,000 POS components from old machines that were irreparable, spearheading a formal process for recovering usable parts of scrapped equipment and putting them back into circulation as working parts. Through this initiative, the individual components are now available as spare parts and are provided to field service technicians (FSTs) for direct repairs on the POS devices.

Patrizio's POS recycling system has resulted in cost savings and improved efficiency for Brightstar and the IRC. By increasing the number of spare parts available to the repair team and FSTs, the IRC can spend less on ordering new equipment. Efficiency is gained from spare parts being more readily accessible without the delays caused by long supply times, leading to faster repairs for broken POS devices.



© BRIGHTSTAR 2025

## Paul Murphy Shows How Simple Changes Can Lead to Energy Saving

As Senior Manager of Plant Engineering and Maintenance at the Lakeland, Florida printing facility, Paul has brought his responsibility of maintaining the building and manufacturing equipment to a higher level, increasing operational efficiency and sustainability.

Paul and his team optimized Lakeland's HVAC climate control system by creating temperature schedules that adjust office area settings so that it is higher at night and when unoccupied, consequently reducing the load on the chilled water plant system used to feed the HVAC. They have also installed differential pressure indicators on large air handlers, which notify Paul and the team when filters need to be changed, ensuring the air handling systems remain efficient. These simple yet effective changes have led to a substantial decrease in energy consumption.

Beyond HVAC improvements, Paul has driven several other sustainable initiatives, like enhancing Lakeland's recycling program by organizing a process to sort and send all scrap metal to a recycling center and introducing an energy-saving mode for the facility's packing conveyor systems.

Looking toward the future, Paul is determined to continue expanding sustainable practices in Lakeland, such as upgrading the lighting systems, and swapping high bay lighting to energy-efficient LEDs in office and manufacturing areas. This lighting switch is expected to add considerable energy savings.



## Tom Quaranta Merges Engineering with Sustainability

Mechanical Engineer Tom Quaranta's journey to becoming a sustainability advocate began in college. There, he joined Engineers for a Sustainable World, a club that deepened his understanding of environmental issues and taught him what it means to live and work sustainably. The shift in mindset that began in college followed him into his professional life, where he has continuously sought ways to reduce waste and make responsible choices.

Tom is currently working on the design of the new Game Flex lottery vending machine, responsible for designing and prototyping parts using computer-aided design (CAD) software and ensuring that the components of the system fit together seamlessly. Beyond technical design, Tom has implemented environmentally conscious practices throughout development, focused on minimizing the environmental impact of the engineering process itself.

Every part of a prototype comes individually packaged, often wrapped in layers of plastic, foam, and bubble wrap. The cumulative amount of waste generated can be staggering. Tom has made a concerted effort to reuse as much of the packaging as possible by collaborating with other Brightstar departments to ensure materials do not end up in landfills after one use. His efforts have resulted in the recycling or reuse of more than 100 pounds of plastic, a remarkable achievement considering the light weight of plastic bags, foam and bubble wrap.

Moving forward, Tom is committed to expanding sustainable practices across the entire engineering department. This includes creating dedicated bins for recyclable materials, which he hopes will encourage others to be mindful of their environmental impact and sort their trash accordingly. He is also currently working on a proposal to reduce the number of prototypes produced, ensuring that only the necessary parts are ordered, further reducing both waste and cost.



© BRIGHTSTAR 2025

## Fabio Di Chiara Goes Digital Shipping Document

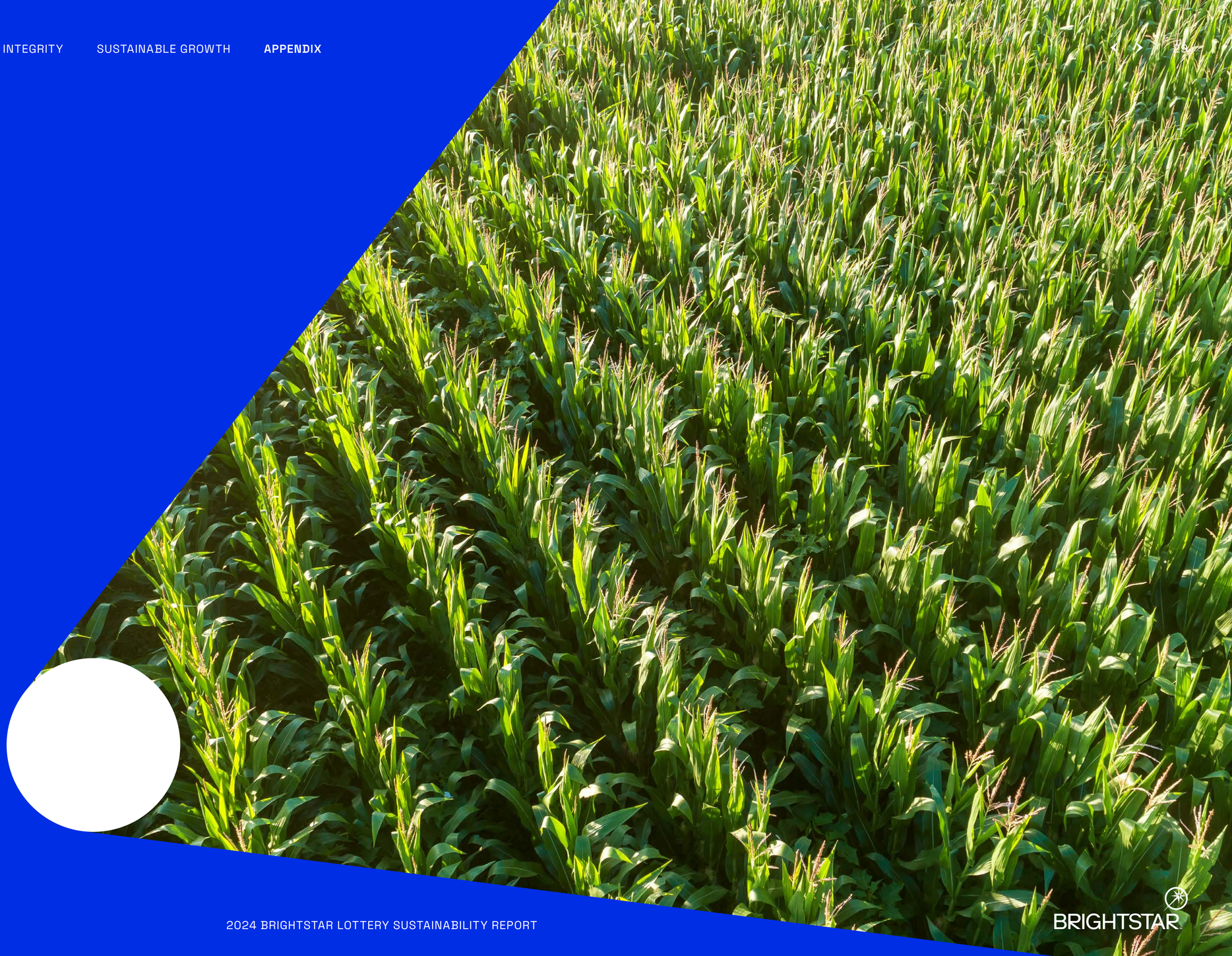
Rome-based warehouse manager, Fabio Di Chiara, came up with a seemingly simple yet powerful idea to support the Company's environmental efforts in reducing the impact generated by paper consumption. Traditionally, it is necessary to include shipping documents in every shipment to retailers to facilitate packaging and point-of-sale activities, but given the volume of these shipments, the printed document consumed hundreds-of-thousands sheets of paper each year.

Fabio and his team came up with the idea of digitalizing the shipping document, which led to  a reduction in warehouse paper waste, offered a quicker way to conduct the business, and could be an important money-saving factor to the Company. All relevant information that was previously printed within each shipment is now available to retailers through the Lotto web portal and B2B mobile app. Retailers can leverage the digital version of the document quicker, while Brightstar can also make real-time updates as needed, saving valuable time and resources.



© BRIGHTSTAR 2025

# Appendix



© BRIGHTSTAR 2025

# Social KPIs

**GRI 2-1; GRI 2-7; GRI 2-8; GRI 401-1; GRI 403-9; GRI 404-1; GRI 405-1**

| Disclosure 2-7 Employees* | | | | | | |
|---|---|---|---|---|---|---|
| **Employees by employment contract, by gender** | **2024 (Brightstar)** | | | **2023 (IGT)** | | |
| | **Men** | **Women** | **Total** | **Men** | **Women** | **Total** |
| Permanent contracts | 3,985 | 1,990 | 5,975 | 7,422 | 3,476 | 10,898 |
| Temporary contracts | 15 | 25 | 40 | 25 | 33 | 58 |
| Non-guaranteed hours employees | 0 | 0 | 0 | - | - | - |
| **Total** | **4,000** | **2,015** | **6,015** | **7,447** | **3,509** | **10,956** |

| **Employees by employment contract, by gender** | **2024 (Brightstar - FOCUS ITALY)** | | |
|---|---|---|---|
| | **Men** | **Women** | **Total** |
| Permanent contracts | 655 | 438 | 1,093 |
| Temporary contracts | 0 | 0 | 0 |
| Non-guaranteed hours employees | 0 | 0 | 0 |
| **Total** | **655** | **438** | **1,093** |

*According to the GRI Standards 2021, interns were not encountered within Brightstar total workforce, but were considered in GRI disclosure 2-8. While, in the 2024 financial reports the data disclosed for Brightstar employees related to continuing operations (6,025) also encloses interns.

© BRIGHTSTAR 2025

| Employees by region, by employment contract | 2024 (Brightstar) | | | |
|---|---|---|---|---|
| | Permanent | Temporary | Non-guaranteed hours | Total |
| United States | 3,510 | 31 | 0 | 3,541 |
| Italy | 1,093 | 0 | 0 | 1,093 |
| Canada | 74 | 0 | 0 | 74 |
| United Kingdom | 155 | 3 | 0 | 158 |
| Mexico | 151 | 0 | 0 | 151 |
| Poland | 206 | 1 | 0 | 207 |
| India | 115 | 0 | 0 | 115 |
| Spain | 89 | 1 | 0 | 90 |
| Jamaica | 91 | 0 | 0 | 91 |
| Chile | 69 | 0 | 0 | 69 |
| Trinidad and Tobago | 84 | 0 | 0 | 84 |
| Other Countries with less than 50 employees | 338 | 4 | 0 | 342 |
| **Total** | **5,975** | **40** | **0** | **6,015** |

© BRIGHTSTAR 2025

| Employees by region, by gender | 2024 (Brightstar) | | | 2023 (IGT) | | |
|---|---|---|---|---|---|---|
| | Men | Women | Total | Men | Women | Total |
| United States | 2,414 | 1,127 | 3,541 | 4,037 | 1,864 | 5,901 |
| Italy | 655 | 438 | 1,093 | 701 | 452 | 1,153 |
| Canada | 52 | 22 | 74 | 391 | 158 | 549 |
| United Kingdom | 91 | 67 | 158 | 217 | 120 | 337 |
| Mexico | 121 | 30 | 151 | 214 | 77 | 291 |
| Poland | 165 | 42 | 207 | 209 | 60 | 269 |
| India | 82 | 33 | 115 | 109 | 37 | 146 |
| Spain | 64 | 26 | 90 | 88 | 38 | 126 |
| Jamaica | 57 | 34 | 91 | 51 | 30 | 81 |
| Chile | 51 | 18 | 69 | 60 | 20 | 80 |
| Trinidad and Tobago | 41 | 43 | 84 | 41 | 39 | 80 |
| Other Countries with less than 50 | 207 | 135 | 342 | 304 | 153 | 457 |
| **Total** | **4,000** | **2,015** | **6,015** | **6,422** | **3,048** | **9,470** |

"Other countries with less than 50 employees" category are included the following countries: Saint Kitts and Nevis, Czech Republic, Barbados, Virgin Islands, U.S., Anguilla, Antigua and Barbuda, Serbia, Peru, Finland, Sint Maarten, Slovakia, Dominican Republic, Netherlands, Costa Rica, Belgium, Argentina, New Zealand, Bulgaria, Germany, South Africa, Colombia, China, Luxembourg, Singapore, Switzerland, Portugal, Sweden, Taiwan, Australia, Denmark, Turkey, Hungary, Estonia, Morocco, Israel, Austria, Ireland, Latvia,Malaysia,France

© BRIGHTSTAR 2025

| Employees by region, by employment type | 2024 (Brightstar) | | |
|---|---|---|---|
| | Full-time | Part-time | Total |
| United States | 3,513 | 28 | 3.541 |
| Italy | 1,070 | 23 | 1,093 |
| Canada | 74 | - | 74 |
| United Kingdom | 158 | - | 158 |
| Mexico | 151 | - | 151 |
| Poland | 201 | 6 | 207 |
| India | 115 | - | 115 |
| Spain | 90 | - | 90 |
| Jamaica | 91 | - | 91 |
| Chile | 69 | - | 69 |
| Trinidad and Tobago | 84 | - | 84 |
| Other Countries with less than 50 employees | 338 | 4 | 342 |
| **Total** | **5,954** | **61** | **6,015** |

© BRIGHTSTAR 2025

| Employees by employment type, by gender | 2024 (Brightstar) | | | 2023 (IGT) | | |
|---|---|---|---|---|---|---|
| | Men | Women | Total | Men | Women | Total |
| Employees on full-time contract | 3,971 | 1,983 | 5,954 | 7,423 | 3,433 | 10,856 |
| Employees on part-time contract | 29 | 32 | 61 | 24 | 76 | 100 |
| **Total** | **4,000** | **2,015** | **6,015** | 7,747 | 3,506 | **10,956** |



| Employees by employment type, by gender | 2024 (Brightstar - FOCUS ITALY) | | |
|---|---|---|---|
| | Men | Women | Total |
| Employees on full-time contract | 652 | 418 | 1,070 |
| Employees on part-time contract | 3 | 20 | 23 |
| **Total** | **655** | **438** | **1,093** |

| Disclosure 2-8 Workers who are not employees* | | |
|---|---|---|
| **Workers who are not employees** | **2024 (Brightstar)** | **2023 (IGT PLC)** |
| Interns | 10 | 60 |
| Contingent workers | 17 | 290 |
| **Total** | **27** | **350** |

*Contingent workers include vendors, agents, interims, staff leasing. Inside of Brightstar their role, together with interns, is to:
- provide support in the management of specific projects;
- perform market analysis and research;
- provide operational consulting in different operations and Company's processes;

© BRIGHTSTAR 2025

| Disclosure 401-1 New employee hires and employee turnover | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Age group | 2024 (Brightstar) | | | | 2023 (IGT) | | | |
| | New Employee Hires | | Employee Turnover | | New Employee Hires | | Employee Turnover | |
| | Number | Rate (%) | Number | Rate (%) | Number | Rate (%) | Number | Rate (%) |
| Up to 30 | 268 | 42.95 | 197 | 31.57 | 419 | 34 | 276 | 22 |
| 30-50 | 327 | 10.35 | 320 | 10.13 | 722 | 12 | 528 | 9 |
| Over 50 | 77 | 3.45 | 153 | 6.85 | 180 | 5 | 311 | 9 |
| **Total** | **672** | **11.17** | **670** | **11.14** | 1,321 | 12 | 1,115 | 10 |



| Age group | 2024 (Brightstar - FOCUS ITALY) | | | |
|---|---|---|---|---|
| | New Employee Hires | | Employee Turnover | |
| | Number | Rate (%) | Number | Rate (%) |
| Up to 30 | 7 | 22.58 | 1 | 3.23 |
| 30-50 | 25 | 4.36 | 38 | 6.62 |
| Over 50 | - | - | 14 | 2.87 |
| **Total** | **32** | **2.93** | **53** | **4.85** |

© BRIGHTSTAR 2025

| Region | 2024 (Brightstar) | | | | 2023 (IGT) | | | |
|---|---|---|---|---|---|---|---|---|
| | New Employee Hires | | Employee Turnover | | New Employee Hires | | Employee Turnover* | |
| | Number | Rate (%) | Number | Rate (%) | Number | Rate (%) | Number | Rate (%) |
| United States | 520 | 14.69 | 445 | 12.57 | 911 | 15 | 712 | 12 |
| Italy | 32 | 2.93 | 53 | 4.85 | 38 | 3 | 74 | 6 |
| Canada | 2 | 2.70 | 9 | 12.16 | | | | |
| United Kingdom | 11 | 6.96 | 18 | 11.39 | | | | |
| Mexico | 16 | 10.60 | 20 | 13.25 | | | | |
| Poland | 9 | 4.35 | 13 | 6.28 | | | | |
| India | 15 | 13.04 | 10 | 8.7 | | | | |
| Spain | 0 | 0 | 3 | 2.61 | | | | |
| Jamaica | 18 | 19.78 | 8 | 8.79 | | | | |
| Chile | 13 | 18.84 | 17 | 24.64 | | | | |
| Trinidad and Tobago | 12 | 14.29 | 8 | 9.52 | | | | |
| Other Countries with less than 50 employees | 24 | 7.02 | 66 | 19.3 | | | | |
| Rest of the world | | | | | 372 | 10 | 329 | 8 |
| **Total** | **672** | **11.17** | **670** | **11.14** | **1,321** | **13** | **1,115** | **11** |

For the year 2023, the breakdown of hires and terminations by geographic area was available for the following categories: US, Italy, and Rest of the world. The breakdown by country was not available in 2023.

© BRIGHTSTAR 2025

| Gender | 2024 (Brightstar) | | | | 2023 (IGT) | | | |
|---|---|---|---|---|---|---|---|---|
| | New Employee Hires | | Employee Turnover | | New Employee Hires | | Employee Turnover | |
| | Number | Rate (%) | Number | Rate (%) | Number | Rate (%) | Number | Rate (%) |
| Male | 432 | 10.80 | 463 | 11.58 | 886 | 12 | 780 | 10 |
| Female | 240 | 11.91 | 207 | 10.27 | 435 | 12 | 335 | 10 |
| **Total** | **672** | **11.17** | **670** | **11.14** | **1,321** | **12** | **1,115** | **10** |



| Gender | 2024 (Brightstar - FOCUS ITALY) | | | |
|---|---|---|---|---|
| | New Employee Hires | | Employee Turnover | |
| | Number | Rate (%) | Number | Rate (%) |
| Male | 20 | 3.05 | 39 | 5.95 |
| Female | 12 | 2.74 | 14 | 3.2 |
| **Total** | **32** | **2.93** | **53** | **4.85** |

© BRIGHTSTAR 2025

| Disclosure 404-1 Average hours of training per year per employee | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Professional Category | 2024 (Brightstar) | | | | | | 2023 (IGT) | | | | | |
| | Total training hours | | | Average number of training hours | | | Total training hours | | | Average number of training hours | | |
| | Men | Women | Total | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Senior Management | 2,667 | 1,837 | 4,505 | 10.7 | 15.2 | 12.1 | 6,933 | 4,193 | 11,126 | 14.41 | 20.45 | 16.22 |
| Middle Management | 10,817 | 5,561 | 16,378 | 17.3 | 18.1 | 17.6 | 29,518 | 10,501 | 31,019 | 19.21 | 21.39 | 11.31 |
| Office staff and workers | 194,151 | 25,519 | 219,670 | 62.1 | 16.1 | 46.6 | 154,616 | 34,007 | 188,622 | 26.21 | 12.09 | 21.65 |
| **Total** | **207,636** | **32,918** | **240,554** | **51.9** | **16.3** | **40.0** | **182,006** | **48,701** | **230,767** | **24.45** | **13.88** | **21.06** |



| Professional Category | 2024 (Brightstar FOCUS ITALY) | | | | | |
|---|---|---|---|---|---|---|
| | Total training hours | | | Average number of training hours | | |
| | Men | Women | Total | Men | Women | Total |
| Senior Management | 1,094 | 996 | 2,090 | 27.4 | 45.3 | 33.7 |
| Middle Management | 5,380 | 3,208 | 8,588 | 35.9 | 33.8 | 35.1 |
| Office staff and workers | 12,542 | 7,410 | 19,952 | 27.0 | 23.1 | 25.4 |
| **Total** | **19,017** | **11,614** | **30,631** | **29.0** | **26.5** | **28.0** |

© BRIGHTSTAR 2025

| Disclosure 405-1 Diversity of governance bodies and employees | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Number of employees per employee category, gender and age group** | **2024 (Brightstar)** | | | | | | | | | | | |
| | **Up to 30** | | | **30-50** | | | **Over 50** | | | **Total per Category** | | |
| | **Men** | **Women** | **Total** | **Men** | **Women** | **Total** | **Men** | **Women** | **Total** | **Men** | **Women** | **Total** |
| Senior Management | 0 | 0 | 0 | 85 | 50 | 135 | 165 | 71 | 236 | 250 | 121 | 371 |
| Middle Management | 6 | 2 | 8 | 367 | 196 | 563 | 251 | 110 | 361 | 624 | 308 | 932 |
| Office staff and workers | 420 | 196 | 616 | 1,631 | 829 | 2,460 | 1,075 | 561 | 1,636 | 3,126 | 1,586 | 4,712 |
| **Total** | **426** | **198** | **624** | **2,083** | **1,075** | **3,158** | **1,491** | **742** | **2,233** | **4,000** | **2,015** | **6,015** |
| **Number of employees per employee category, gender and age group** | **2023 (IGT)** | | | | | | | | | | | |
| | **Up to 30** | | | **30-50** | | | **Over 50** | | | **Total per Category** | | |
| | **Men** | **Women** | **Total** | **Men** | **Women** | **Total** | **Men** | **Women** | **Total** | **Men** | **Women** | **Total** |
| Senior Management | 0 | 0 | 0 | 202 | 93 | 295 | 279 | 112 | 391 | 481 | 205 | 686 |
| Middle Management | 11 | 4 | 15 | 660 | 321 | 981 | 397 | 166 | 563 | 1,068 | 491 | 1,599 |
| Office staff and workers | 845 | 367 | 1,212 | 3,276 | 1,574 | 4,850 | 1,777 | 872 | 2,649 | 5,898 | 2,813 | 8,711 |
| **Total** | **856** | **371** | **1,227** | **4,138** | **1,988** | **6,126** | **2,453** | **1,150** | **3,603** | **7,447** | **3,509** | **10,956** |

© BRIGHTSTAR 2025

| Percentage of employees per employee category, gender and age group | 2024 (Brightstar) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Up to 30 | | | 30-50 | | | Over 50 | | | Total per Category | | |
| | Men | Women | Total | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Senior Management | 0 | 0 | 0 | 1.41 | 0.83 | 2.24 | 2.74 | 1.18 | 3.92 | 4.16 | 2.01 | 6.17 |
| Middle Management | 0.1 | 0.03 | 0.13 | 6.1 | 3.26 | 9.36 | 4.17 | 1.83 | 6 | 10.37 | 5.12 | 15.49 |
| Office staff and workers | 6.98 | 3.26 | 10.24 | 27.12 | 13.78 | 40.9 | 17.87 | 9.33 | 27.2 | 51.97 | 26.37 | 78.34 |
| **Total** | **7.08** | **3.29** | **10.37** | **34.63** | **17.87** | **52.5** | **24.79** | **12.34** | **37.12** | **66.5** | **33.5** | **100** |

| Percentage of employees per employee category, gender and age group | 2023 (IGT) | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Up to 30 | | | 30-50 | | | Over 50 | | |
| | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Senior Management | 0 | 0 | 0 | 29.4 | 13.6 | 43 | 40.7 | 16.3 | 57 |
| Middle Management | 0.7 | 0.3 | 1 | 42.3 | 20.6 | 62.9 | 25.5 | 10.6 | 36.1 |
| Office staff and workers | 9.7 | 4.2 | 13.9 | 37.6 | 18.1 | 55.7 | 20.4 | 10 | 30.4 |

© BRIGHTSTAR 2025

| Number of employees per employee category, gender and age group | 2024 (Brightstar-FOCUS ITALY) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Up to 30 | | | 30-50 | | | Over 50 | | | Total per Category | | |
| | Men | Women | Total | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Senior Management | 0 | 0 | 0 | 15 | 9 | 24 | 25 | 13 | 38 | 40 | 22 | 62 |
| Middle Management | 1 | 1 | 2 | 81 | 56 | 137 | 68 | 38 | 106 | 150 | 95 | 245 |
| Office staff and workers | 12 | 17 | 29 | 232 | 181 | 413 | 221 | 123 | 344 | 465 | 321 | 786 |
| **Total** | **13** | **18** | **31** | **328** | **246** | **574** | **314** | **174** | **488** | **655** | **438** | **1,093** |

| Percentage of employees per employee category, gender and age group | 2024 (Brightstar-FOCUS ITALY) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Up to 30 | | | 30-50 | | | Over 50 | | | Total per Category | | |
| | Men | Women | Total | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Senior Management | 0 | 0 | 0 | 1.37 | 0.82 | 2.20 | 2.29 | 1.19 | 3.48 | 3.66 | 2.01 | 5.67 |
| Middle Management | 0.09 | 0.09 | 0.18 | 7.41 | 5.12 | 12.53 | 6.22 | 3.48 | 9.7 | 13.72 | 8.69 | 22.42 |
| Office staff and workers | 1.1 | 1.56 | 2.65 | 21.23 | 16.56 | 37.79 | 20.22 | 11.25 | 31.47 | 42.54 | 29.37 | 71.91 |
| **Total** | **1.19** | **1.65** | **2.84** | **30.01** | **22.51** | **52.52** | **28.73** | **15.92** | **44.65** | **59.93** | **40.07** | **100** |

© BRIGHTSTAR 2025

| Number and percentage of individuals within the organization's governance bodies per gender and age group | 2024 (Brightstar) | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Up to 30 | | 30-50 | | Over 50 | | Total per Category | |
| | Number | % | Number | % | Number | % | Number | % |
| Man | 0 | 0 | 1 | 8.33 | 7 | 58.33 | 8 | 66.67 |
| Woman | 0 | 0 | 1 | 8.33 | 3 | 25 | 4 | 33.33 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Total** | **0** | **0** | **2** | **16.67** | **10** | **83.33** | **12** | **100** |

| Number and percentage of individuals within the organization's governance bodies per gender and age group | 2023 (IGT) | | | | | |
|---|---|---|---|---|---|---|
| | Up to 30 | | 30-50 | | Over 50 | |
| | Number | % | Number | % | Number | % |
| Man | 0 | 0 | 0 | 0 | 8 | 67 |
| Woman | 0 | 0 | 1 | 8 | 3 | 25 |
| **Total** | **0** | **0** | **1** | **8** | **11** | **92** |

| Disclosure 403-9 Work-related injuries | | |
|---|---|---|
| | 2024 (Brightstar) | 2023 (IGT) |
| **RATE** | **U.S.** | |
| Number of fatalities as a result of work-related injury | 0 | 0 |
| Number of high-consequence work-related injuries (excluding fatalities) | 0 | 2 |
| Number of recordable work-related injuries | 65 | 68 |
| Rate of fatalities as a result of work-related injury (%) | 0 | 0 |
| Rate of high-consequence work-related injuries (excluding fatalities) (%) | 0 | 0.04 |
| Rate of recordable work-related injuries (%) | 2.20 | 1.27 |
| Hours worked | 5,912,424 | 10,747,562 |

| | 2024 (Brightstar) | 2023 (IGT) |
|---|---|---|
| **RATE** | **Italy** | |
| Number of fatalities as a result of work-related injury | 0 | 0 |
| Number of high-consequence work-related injuries (excluding fatalities) | 0 | 0 |
| Number of recordable work-related injuries | 1 | 2 |
| Rate of fatalities as a result of work-related injury (%) | 0 | 0 |
| Rate of high-consequence work-related injuries (excluding fatalities) (%) | 0 | 0 |
| Rate of recordable work-related injuries (%) | 0.1 | 0.18 |
| Hours worked | 1,680,925 | 2,178,000 |

© BRIGHTSTAR 2025

| | 2024 (Brightstar) | 2023 (IGT) |
|---|---|---|
| **RATE** | **Rest of the world** | |
| Number of fatalities as a result of work-related injury | 0 | 0 |
| Number of high-consequence work-related injuries (excluding fatalities) | 0 | 0 |
| Number of recordable work-related injuries | 8 | 7 |
| Rate of fatalities as a result of work-related injury (%) | 0 | 0 |
| Rate of high-consequence work-related injuries (excluding fatalities) (%) | 0 | 0.12 |
| Rate of recordable work-related injuries (%) | 0.3 | 0.22 |
| Hours worked | 4,706,478 | 6,432,906 |

| | 2024 (Brightstar) | 2023 (IGT) |
|---|---|---|
| **RATE** | **Brightstar Total*** | **IGT Total** |
| Number of fatalities as a result of work-related injury | 0 | 0 |
| Number of high-consequence work-related injuries (excluding fatalities) | 0 | 2 |
| Number of recordable work-related injuries | 74 | 77 |
| Rate of fatalities as a result of work-related injury (%) | 0 | 0 |
| Rate of high-consequence work-related injuries (excluding fatalities) (%) | 0 | 0 |
| Rate of recordable work-related injuries (%) | 1.20 | 0.8 |
| Hours worked | 12,299,827.4 | 19,358,468 |

*The following are the countries included in the 2024 GRI calculation: Canada, Chile, India, Italy, Jamaica, Mexico, Poland, Spain, Trinidad e Tobago, UK, United States. These countries are those with more than 50 employees

© BRIGHTSTAR 2025

| 2024 (Brightstar) Workers who are not employees | |
|---|---|
| **Brightstar Total** | |
| Number of fatalities as a result of work-related injury | 0 |
| Number of high-consequence work-related injuries (excluding fatalities) | 0 |
| Number of recordable work-related injuries | 7 |
| Rate of fatalities as a result of work-related injury (%) | 0 |
| Rate of high-consequence work-related injuries (excluding fatalities) (%) | 0 |
| Rate of recordable work-related injuries (%) | 6.9 |
| Hours worked | 203,564 |

| ADDITIONAL KPIs | | |
|---|---|---|
| **Share of women in total workforce (as % of total workforce) - Global** | **2024 (Brightstar)** | **2023 (IGT)** |
| Total workforce | 6,015 | 10,956 |
| Number of women in total workforce | 2,015 | 3,509 |
| **Share of women in total workforce** | **33.5%** | **32.03%** |

© BRIGHTSTAR 2025

| Share of women in STEM-related positions* as % of total STEM positions - Global | 2024 (Brightstar) | 2023 (IGT) |
|---|---|---|
| Total number of employees in STEM-related positions | 1,835 | 3,831 |
| Number of women in STEM-related positions | 374 | 856 |
| **Share of women in STEM-related positions (as % of total STEM positions)** | **20.38%** | **22.34%** |

| Share of women in management positions in revenue-generating functions* as % of all such managers - Global | 2024 (Brightstar) | 2023 (IGT) |
|---|---|---|
| Total number of employees in management positions in revenue-generating functions | 650 | 1,076 |
| Number of women in management positions in revenue-generating functions | 237 | 441 |
| **Share of women in management positions in revenue-generating functions (e.g. sales) as % of all such managers** | **36.46%** | **40.99%** |

*The job functions considered for the STEM-related positions are IT and technology.

© BRIGHTSTAR 2025

| 2024 (Brightstar) U.S. only | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Workforce Breakdown: Race/ Ethnicity** | **Senior Management** | **Middle Management** | **Office Staff & Workers** | **Total Employees** | **Share in total workforce (%)** | **Employees in all management positions** | **Share in all management positions (%)** |
| **Total number of employees** | 230 | 437 | 2,874 | 3,541 | 100 | 667 | 100 |
| White | 198 | 324 | 1,777 | 2,299 | 64.9 | 522 | 78.3 |
| **People of Color** | 30 | 108 | 1,009 | 1,147 | 32.4 | 138 | 20.7 |
| Hispanic or Latino | 14 | 45 | 479 | 538 | 15.2 | 59 | 8.8 |
| Asian | 8 | 23 | 181 | 212 | 6 | 31 | 4.6 |
| Black or African American | 8 | 39 | 341 | 388 | 11 | 47 | 7.0 |
| Indigenous or Native | 0 | 1 | 8 | 9 | 0.3 | 1 | 0.1 |
| Other | 2 | 5 | 88 | 95 | 2.7 | 7 | 1 |
| **% of People of Color** | **13.04%** | **24.71%** | **35.11%** | **32.39%** | **32.39%** | **20.69%** | **20.69%** |

© BRIGHTSTAR 2025

| 2023 (IGT) U.S. only | | | | |
|---|---|---|---|---|
| **Workforce Breakdown: Race/ Ethnicity** | **Total Employees** | **Share in total workforce (%)** | **Employees in all management positions** | **Share in all management positions (%)** |
| **Total number of employees** | 5,901 | 100 | 1,130 | 100 |
| White | 3,833 | 64.96 | 893 | 79.03 |
| **People of Color** | 2,068 | 35.04 | 231 | 20.44 |
| Hispanic or Latino | 829 | 14.05 | 91 | 8.05 |
| Asian | 541 | 9.17 | 74 | 6.55 |
| Black or African American | 487 | 8.25 | 53 | 4.69 |
| Indigenous or Native | 65 | 1.10 | 4 | 0.35 |
| Other | 146 | 2.47 | 15 | 1.33 |
| **% of People of Color** | **35.04%** | **35.04%** | **20.44%** | **20.44%** |

© BRIGHTSTAR 2025

| OTHER KPIs | | |
|---|---|---|
| | **2024 (Brightstar)** | **2023 (IGT)** |
| Total number of new employee hires | 672 | 1,321 |
| Percentage of open positions filled by internal candidates (internal hires) | 76% | 36% |

| | **2024 (Brightstar)** | **2023 (IGT)** |
|---|---|---|
| Percentage of promotions happening inside the company | 13.3% | 9% |

| **Percentage of completion of training courses provided*** | **2024 (Brightstar)** |
|---|---|
| Business ethics and Privacy | 99% |
| Anti-Corruption | 100% |
| Culture and Inclusion | 81% |
| Discrimination and Harassment | 78% |
| Human rights | 100% |
| Cybersecurity | 100% |
| Health & Safety - Italy only | 97% |
| Environmental topics | 40% |

*The percentage of completion for each topic was calculated by conducting an arithmetic average of the percentages of completion for the individual courses taken.

© BRIGHTSTAR 2025

| Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period | 2024 (Brightstar) | |
|---|---|---|
| **Category** | **Men** | **Women** |
| Senior Management | 100 | 100 |
| Middle Management | 100 | 100 |
| Office staff and workers | 100 | 100 |
| **Total** | **100** | **100** |

| | 2024 (Brightstar) |
|---|---|
| Days lost due to work-related injuries | 1571 |

© BRIGHTSTAR 2025

# Independent Auditors' Report

**GRI 2-5**

pwc

**INDEPENDENT AUDITOR'S REPORT ON THE SUSTAINABILITY REPORT**

To the board of directors of
Brightstar Lottery Plc

We have undertaken a limited assurance engagement on the Sustainability Report of the Brightstar Lottery Group (hereinafter also the "Group") for the year ended 31 December 2024.

**Responsibilities of the Directors for the Sustainability Report**

The directors of Brightstar Lottery Plc 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 (the "GRI Standards"), as illustrated in the "Methodological note" section of the Sustainability Report.

The directors are also responsible for such internal control as they determine is necessary to enable the preparation of a Sustainability Report that is free from material misstatement, whether due to fraud or error.

The directors are also responsible for defining the sustainability performance targets of the Group, as well as for identifying its stakeholders and material topics to be reported on.

**Auditor's Independence and Quality Management**

We are independent in accordance with the principles of ethics and independence set out in the Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code) issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Management 1 (ISQM Italia 1), which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

PricewaterhouseCoopers SpA

Sede legale: **Milano** 20145 Piazza Tre Torri 2 Tel. 02 77851 Fax 02 7785240, Capitale Sociale Euro 6.890.000,00 i.v. C.F. e P.IVA e Reg. Imprese Milano Monza Brianza Lodi 12979880155 Iscritta al n° 119644 del Registro dei Revisori Legali - Altri Uffici: **Ancona** 60131 Via Sandro Totti 1 Tel. 071 2132311 - **Bari** 70122 Via Abate Gimma 72 Tel. 080 5640211 - **Bergamo** 24121 Largo Belotti 5 Tel. 035 229891 - **Bologna** 40124 Via Luigi Carlo Farini 12 Tel. 051 6186211 - **Brescia** 25121 Viale Duca d'Aosta 28 Tel. 030 3697501 - **Catania** 95129 Corso Italia 302 Tel. 095 7532311 - **Firenze** 50121 Viale Gramsci 15 Tel. 055 2482811 - **Genova** 16121 Piazza Piccapietra 9 Tel. 010 29041 - **Napoli** 80121 Via dei Mille 16 Tel. 081 36181 - **Padova** 35138 Via Vicenza 4 Tel. 049 873481 - **Palermo** 90141 Via Marchese Ugo 60 Tel. 091 349737 - **Parma** 43121 Viale Tanara 20/A Tel. 0521 275911 - **Pescara** 65127 Piazza Ettore Troilo 8 Tel. 085 4545711 - **Roma** 00154 Largo Fochetti 29 Tel. 06 570251 - **Torino** 10122 Via Santa Maria 11 Tel. 011 556771 - **Trento** 38122 Viale della Costituzione 33 Tel. 0461 237004 - **Treviso** 31100 Viale Felissent 90 Tel. 0422 696911 - **Trieste** 34125 Via Cesare Battisti 18 Tel. 040 3480781 - **Udine** 33100 Via Poscolle 43 Tel. 0432 25789 - **Varese** 21100 Via Albuzzi 43 Tel. 0332 285039 - **Verona** 37135 Via Francia 21/C Tel. 045 8263001.

www.pwc.com/it

pwc

**Auditor's Responsibilities**

Our responsibility is to express a limited assurance conclusion, based on the procedures we have performed, regarding the compliance of the Sustainability Report with the requirements of the GRI Standards. We conducted our work in accordance with "International Standard on Assurance Engagements ISAE 3000 (Revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information" (hereinafter also "ISAE 3000 *Revised*") issued by the International Auditing and Assurance Standards Board (IAASB) for limited assurance engagements. That standard requires that we plan and perform procedures to obtain limited assurance about whether the Sustainability Report is free from material misstatement.

Therefore, the procedures performed were less in extent than those performed in a reasonable assurance engagement conducted in accordance with ISAE 3000 *Revised* and, consequently, do not provide us with a sufficient level of assurance that we have become aware of all significant facts and circumstances that might be identified in a reasonable assurance engagement.

The procedures performed on the Sustainability Report were based on our professional judgement and included inquiries, mainly of personnel of the Group responsible for the preparation of the information presented in the Sustainability Report, inspection of documents, recalculations and other procedures designed to obtain evidence considered useful.

In detail, we performed the following procedures:

1) Analysis of the process of definition of the material topics reported on in the Sustainability Report, with reference to the method applied in the analysis and understanding of the Group's environment, the identification and prioritisation of the actual and potential impacts, and the internal validation of the results of the process;

2) Comparison of the financial information reported in the Financial Performance section of the Sustainability Report with the information included in both the Group's Annual Report pursuant to section 13 or 15(d) of the Securities Exchange Act of 1934 for the fiscal year ended on 31 December 2024 and the UK Group's Annual Report and Accounts for the fiscal year ended on 31 December 2024;

3) Understanding of the processes underlying the generation, collection and management of significant qualitative and quantitative information included in the Sustainability Report.

In detail, we held meetings and interviews with the management personnel of Brightstar Lottery Plc and with personnel of the Brightstar Lottery SpA, PCC Giochi e Servizi SpA and US Global Solution Corporation subsidiaries and we performed limited analyses of documentary evidence, to gather information about the processes and procedures for the collection, aggregation, processing and submission of non-financial data and information to the function responsible for the preparation of the Sustainability Report.

Moreover, for material information, considering the activities and characteristics of the Group:

- at a Group level:
  a) with reference to the qualitative information presented in the Sustainability Report, we carried out interviews and obtained supporting documentation to verify its consistency with available evidence;
  b) with reference to quantitative information, we performed both analytical procedures and limited tests to verify, on a sample basis, the accuracy of data aggregation.
- for the following Brightstar Lottery SpA - Rome (Italy), PCC Giochi e Servizi SpA - Tito Scalo (Italy) and US Global Solution Corporation - Lakeland (USA) sites, which we selected on the basis of their activities, their contribution to performance indicators at a consolidated level and their location, we carried out remote site visits during which we met the persons in charge and obtained documentary evidence, on a sample basis, regarding the correct application of the procedures and calculation methods applied for the indicators.

**Intrinsic Limitations in the Preparation of the Sustainability Report**

The information provided regarding Scope 3 emissions is subject to greater intrinsic limitations compared to Scope 1 and 2 emissions, due to the limited availability and accuracy of both quantitative and qualitative data related to the value chain.

**Limited Assurance Conclusion**

Based on the procedures performed, nothing has come to our attention that causes us to believe that the Sustainability Report of the Brightstar Lottery Group for the year ended 31 December 2024 is not prepared, in all material respects, in accordance with the requirements of the GRI Standards as illustrated in the "Methodological note" section of the Sustainability Report.

**Other Matters**

The Sustainability Report for the year ended 31 December 2023, information from which is presented for comparative purposes, was the subject of a limited assurance engagement performed by another auditor who expressed an unmodified conclusion thereon dated 4 July 2024.



The Sustainability Report contains information not referenced to one of the GRI Standards and the financial materiality assessment conducted by the Group. Our limited assurance conclusions do not extend to this information.

Rome, 17 November 2025

PricewaterhouseCoopers SpA

Giuseppe Vitolla
(Partner)



© BRIGHTSTAR 2025

# GRI Content Index

| | |
|---|---|
| **Statement of use** | Brightstar Lottery PLC has reported the information cited in this GRI content index for the period 01.01.2024 - 31.12.2024 with reference to the GRI Standards. |
| **GRI 1 used** | GRI 1: Foundation 2021 |

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **General Disclosures** | | | | | | |
| GRI 2: General Disclosures 2021 | 2-1 Organizational details | About Brightstar Lottery - Company profile - pg.11<br>Appendix - Social KPIs - pg.157 | | | | |
| | 2-2 Entities included in the organization's sustainability reporting | Methodological Note - Report Profile - pg.8 | | | | |
| | 2-3 Reporting period. frequency and contact point | Methodological Note - Report Profile - pg.8 | | | | |
| | 2-4 Restatements of information | Methodological Note - Report Profile - pg.8 | | | | |
| | 2-5 External assurance | Methodological Note - Report Profile - pg.8<br>Independent Auditor's Report pg. 178-179 | | | | |
| | 2-6 Activities. value chain and other business relationships | About Brightstar Lottery - Company Profile - pg.11<br>Sustainable Growth - Sustainable Procurement - pg.120-121 | | | | |
| | 2-7 Employees | Appendix - Social KPIs - pg.157 | | | | |

© BRIGHTSTAR 2025

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **General Disclosures** | | | | | | |
| GRI 2: General Disclosures 2021 | 2-8 Workers who are not employees | Appendix - Social KPIs - pg.161 | | | | |
| | 2-9 Governance structure and composition | Governance and Business Integrity - Corporate Governance - pg.35-36<br>Governance and Business Integrity - Sustainability Governance - pg.37 | | | | |
| | 2-10 Nomination and selection of the highest governance body | Please refer to the Brightstar Lottery Corporate Governance Guidelines.<br>Governance and Business Integrity - Corporate Governance - pg.35 | | | | |
| | 2-11 Chair of the highest governance body | Please refer to the 2024 UK Annual Report - pg.49-50;<br>Governance and Business Integrity - Corporate Governance - pg.35 | | | | |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | Governance and Business Integrity - Corporate Governance - pg.35-37<br>Sustainable Growth - Sustainability Materiality Analysis - pg.65 | | | | |
| | 2-13 Delegation of responsibility for managing impacts | Governance and Business Integrity - Corporate Governance - pg.37 | | | | |
| | 2-14 Role of the highest governance body in sustainability reporting | Governance and Business Integrity - Corporate Governance - pg.37 | | | | |
| | 2-15 Conflicts of interest | Governance and Business Integrity - Operating with integrity - pg.38-40 | | | | |
| | 2-16 Communication of critical concerns | | b | Unavailable/ Incomplete | Brightstar cannot report total number of critical concerns because the data is not available in the internal systems. The Company is committed to implementing a monitoring system in the coming years. | |
| | 2-17 Collective knowledge of the highest governance body | Governance and Business Integrity - Sustainability Governance - pg.37 | | | | |

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **General Disclosures** | | | | | | |
| GRI 2: General Disclosures 2021 | 2-18 Evaluation of the performance of the highest governance body | Please refer to the 2024 UK Annual Report, pg.55-56 | | | | |
| | 2-19 Remuneration policies | Please refer to the 2024 UK Annual Report, pg.65-75 | | | | |
| | 2-20 Process to determine remuneration | Please refer to the 2024 UK Annual Report, pg.90-92 and Brightstar 2024 AGM Results 2024 | | | | |
| | 2-21 Annual total compensation ratio | | 2-21 | Confidentiality constraint | Brightstar cannot disclose the data related to the annual total compensation ratio for confidentiality constraints | |
| | 2-22 Statement on sustainable development strategy | Letter from the Executive Chair and Chief Executive Officer - pg.3-4";<br>Sustainable Growth - Corporate Values and the 2030 Agenda - pg.58-61 | | | | |
| | 2-23 Policy commitments | Governance and Business Integrity - Operating with intergrity - pg.38<br>Governance and Business Integrity - Valuing Protecting People, Products, and Processes - pg.41-56<br>Sustainable Growth - Corporate Values and the 2023 Agenda - pg.58-60<br>Sustainable Growth - Human Rights - pg.77-91<br>Sustainable Growth - Responsible Gaming - pg.92-97<br>Sustainable Growth - Community Engagement - pg.98-101<br>Sustainable Growth - Sustainable Procurement - pg.120-125 | | | | |
| | 2-24 Embedding policy commitments | Governance and Business Integrity - Operating with integrity - pg.38-40 | | | | |
| | 2-25 Processes to remediate negative impacts | Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - pg.41-56<br>Sustainable Growth - Engaging Our Employees - pg.66-75<br>Sustainable Growth - Human rights - pg.77-91 | | | | |
| | 2-26 Mechanisms for seeking advice and raising concerns | Governance and Business Integrity - Operating with integrity - pg.38-40 | | | | |

© BRIGHTSTAR 2025

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **General Disclosures** | | | | | | |
| GRI 2: General Disclosures 2021 | 2-27 Compliance with laws and regulations | | | | | During 2024 there were no instances of non-compliance with laws and legislation |
| | 2-28 Membership associations | Sustainable Growth - Corporate Values and the 2030 Agenda - pg.58-60<br>Sustainable Growth - Stakeholder Engagement - pg.62-64 | | | | |
| | 2-29 Approach to stakeholder engagement | Sustainable Growth - Stakeholder Engagement - pg.62-64 | | | | |
| | 2-30 Collective bargaining agreements | Sustainable Growth - Human Rights - pg.77-91 | | | | The data is available only with reference to the Italian perimeter. Collective agreements are available in only a few other countries where Brightstar operates. In this first year of reporting with the new scope, it was not possible to collect all the data. |
| **Material Topics** | | | | | | |
| GRI 3: Material topics 2021 | 3-1 Process to determine Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7 | | | | |
| | 3-2 List of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7 | | | | |

© BRIGHTSTAR 2025

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **Material topic: Supporting good causes through lottery revenues** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed | All about Brightstar Lottery - Direct Economic Value Generated and Distributed - pg.14-16 | | | | |
| **Material topic: Business Ethics** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 205: Anti-corruption 2016 | 205-3 Confirmed incidents of corruption and actions taken | | | | | During 2024 there were no cases of corruption within the Brightstar Group |
| GRI 206: Anti-competitive Behavior 2016 | 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | | | | | During 2024 there were no cases of legal actions or cases reported internally for anti-competitive behavior, anti-trust, and monopoly practices within the Brightstar Group. |

© BRIGHTSTAR 2025

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **Material topic: Business Ethics** | | | | | | |
| GRI 415: Public Policy 2016 | 415-1 Political contributions | | | | | During the year ended December 31, 2024, subsidiaries of the Parent made various forms of contributions (i.e., political (where permissible), charitable donations, membership dues, and sponsorships) that totaled $1.8 million in the U.S. The Company has fully complied with jurisdictional reporting requirements for these contributions and such contributions are permissible under applicable laws. - Please refer to the 2024 UK Annual Report and Accounts (pg.60)." |
| **Material topic: Raw Materials Consumption** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 301: Materials 2016 | 301-1 Materials used by weight or volume | Sustainable Growth - Circularity - pg.138-139 | | | | |

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **Material topic: Climate Change** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organization | Sustainable Growth - Climate Change - pg.129-137 | | | | |
| | 302-4 Reduction of energy consumption | Sustainable Growth - Climate Change - pg.129-137 | | | | |
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | Sustainable Growth - Climate Change - pg.129-137 | | | | |
| | 305-2 Energy indirect (Scope 2) GHG emissions | Sustainable Growth - Climate Change - pg.129-137 | | | | |
| | 305-3 Other indirect (Scope 3) GHG emissions | Sustainable Growth - Climate Change - pg.129-137 | | | | |
| | 305-5 Reduction of GHG emissions | Sustainable Growth - Climate Change - pg.129-137 | | | | |

© BRIGHTSTAR 2025

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **Material topic: Water resources** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 303: Water and Effluents 2018 | 303-1 Interactions with water as a shared resource | Sustainable Growth - Circularity - Water Resources - pg.140 | | | | |
| | 303-2 Management of water discharge-related impacts | Sustainable Growth - Circularity - Water Resources - pg.140 | | | | |
| | 303-3 Water withdrawal | Sustainable Growth - Circularity - Water Resources - pg.140 | | | | |
| | 303-4 Water discharge | Sustainable Growth - Circularity - Water Resources - pg.140 | | | | |
| | 303-5 Water consumption | Sustainable Growth - Circularity - Water Resources - pg.140 | | | | |
| **Material topic: Biodiversity** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 304: Biodiversity 2016 | 304-2 Significant impacts of activities. products and services on biodiversity | Sustainable Growth - Circularity - Biodiversity - pg.144-146 | | | | |

© BRIGHTSTAR 2025

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **Material topic: Air pollution** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 305: Emissions 2016 | 305-7 Nitrogen oxides (NOx). sulfur oxides (SOx). and other significant air emissions | Sustainable Growth - Circularity - Air Pollution Management and Mitigation - pg.147-149 | | | | |
| **Material topic: Waste and product end of life** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 306: Waste 2020 | 306-1 Waste generation and significant waste-related impacts | Sustainable Growth - Circularity - Waste Management - pg.138-140 | | | | |
| | 306-2 Management of significant waste-related impacts | Sustainable Growth - Circularity - Waste Management - pg.138-140 | | | | |
| | 306-3 Waste generated | Sustainable Growth - Circularity - Waste Management - pg.138-140 | | | | |
| | 306-4 Waste diverted from disposal | Sustainable Growth - Circularity - Waste Management - pg.138-140 | | | | |
| | 306-5 Waste directed to disposal | Sustainable Growth - Circularity - Waste Management - pg.138-140 | | | | |

© BRIGHTSTAR 2025

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **Material topic: Workplace health and safety** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | Sustainable Growth - Human Rights - pg.77-91 | | | | |
| | 403-2 Hazard identification, risk assessment, and incident investigation | Sustainable Growth - Human Rights - pg.77-91 | | | | |
| | 403-3 Occupational health services | Sustainable Growth - Human Rights - pg.77-91 | | | | |
| | 403-4 Worker participation, consultation, and communication on occupational health and safety | Sustainable Growth - Human Rights - pg.77-91 | | | | |
| | 403-5 Worker training on occupational health and safety | Sustainable Growth - Human Rights - pg.77-91 | | | | |
| | 403-6 Promotion of worker health | Sustainable Growth - Human Rights - pg.77-91 | | | | |
| | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Sustainable Growth - Human Rights - pg.77-91 | | | | |
| | 403-9 Work-related injuries | Appendix - Social KPIs - pg.170 | | | | |

© BRIGHTSTAR 2025

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **Material topic: Diversity, equity and inclusion** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover | Appendix - Social KPIs - pg.162 | | | | |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 Diversity of governance bodies and employees | Appendix - Social KPIs - pg.166 | | | | |
| GRI 406: Non-discrimination 2016 | 406-1 Incidents of discrimination and corrective actions taken | | | | | During 2024 there were no confirmed cases of disrimination within Brightstar Lottery communicated via the Integrity Line and the email address compliance@brightstar.com |

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **Material topic: Human and labour rights** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 408: Child Labor 2016 | 408-1 Operations and suppliers at significant risk for incidents of child labor | Sustainable Growth - Sustainable Procurement - pg.120-124 | a, b | Unavailable/ Incomplete | In 2024, a human rights risk assessment was conducted on strategic suppliers, focusing primarily on issues of forced labor and child labor. However, due to the separation process, internal systems did not allow for the retrieval of the results of the analysis performed.<br><br>Furthermore, the company is committed to performing this analysis on its operations in the coming years. | |

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| GRI 409: Forced or Compulsory Labor 2016 | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | Sustainable Growth - Sustainable Procurement - pg.120-124 | a | Unavailable/ Incomplete | In 2024, a human rights risk assessment was conducted on strategic suppliers, focusing primarily on issues of forced labor and child labor. However, due to the separation process, internal systems did not allow for the retrieval of the results of the analysis performed. Furthermore, the company is committed to performing this analysis on its operations in the coming years. | |
| **Material topic: Customer Privacy and security** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 418: Customer Privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | Please refer to the 2024 UK Annual Report, pg. 47 | | | | |

© BRIGHTSTAR 2025

| GRI STANDARD | DISCLOSURE | LOCATION | OMISSION | | | DIRECT ANSWER AND/OR NOTES |
|---|---|---|---|---|---|---|
| | | | REQUIREMENTS / OMITTED | REASONS | EXPLANATION | |
| **Material topic: Employee skills development and employee well-being** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | Appendix - Social KPIs - pg.165 | | | | |
| **Material topic: Relationship with suppliers** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Governance and Business Integrity - Operating with integrity - pg.38-40<br>Governance and Business Integrity - Valuing and Protecting People, Products, and Processes - p.41-56 | | | | |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria | Sustainable Growth - Sustainable Procurement - pg.120-125 | | | | 100% of new suppliers have signed the Supplier Code of Conduct |
| GRI 414: Supplier Social Assessment 2016 | 414-1 New suppliers that were screened using social criteria | Sustainable Growth - Sustainable Procurement - pg.120-125 | | | | 100% of new suppliers have signed the Supplier Code of Conduct |
| **Material topic: Local communities support** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Sustainable Growth - Responsible Gaming - pg. 92-97 | | | | |
| **Material topic: Responsible, legal and secure gaming** | | | | | | |
| GRI 3: Material topics 2021 | 3-3 Management of Material Topics | Methodological Note - Identifying Sustainable Material Aspects- pg.5-7<br>Sustainable Growth - Responsible Gaming - pg. 98-119 | | | | |

© BRIGHTSTAR 2025

# United Nations Global Compact (UNGC) Table

| UNGC AREAS | UNGC PRINCIPLES | BRIGHTSTAR SUSTAINABILITY STRATEGY |
|---|---|---|
| **HUMAN RIGHTS** | 1. Businesses should support and respect the protection of internationally proclaimed human rights | Human rights |
| | 2. Make sure that they are not complicit in human rights abuses | Human rights |
| **LABOR** | 3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining | Human rights |
| | 4. The elimination of all forms of forced and compulsory labor | Human rights |
| | 5. The effective abolition of child labor | Human rights |
| | 6. The elimination of discrimination in respect of employment and occupation | Climate action, Biodiversity and Circularity |
| **ENVIRONMENT** | 7. Businesses should support a precautionary approach to environmental challenges | Climate action, Biodiversity and Circularity |
| | 8. Undertake initiatives to promote greater environmental responsibility | Climate action, Biodiversity and Circularity |
| | 9. Encourage the development and diffusion of environmentally friendly technologies | Climate action, Biodiversity and Circularity |
| **ANTICORRUPTION** | 10. Businesses should work against corruption in all its forms, including extortion and bribery | Governance and Business integrity |

© BRIGHTSTAR 2025

## Cautionary Note

This Sustainability Report may contain forward-looking statements (including within the meaning of the Private Securities Litigation Reform Act of 1995) concerning Brightstar Lottery PLC and its consolidated subsidiaries (together the "Company") and other matters. These statements may discuss the Company's sustainability targets, goals, commitments and programs, other business plans, intentions, initiatives and objectives which are based on current beliefs of the management of the Company as well as expectations of assumptions made by and information currently available to such management. Further these statements may include standards of measurement and performance that are either developing or are based on assumptions. These statements may be accompanied by words such as "aim," "anticipate," "aspire," "believe," "plan," "could," "would," "should," "shall," "continue," "estimate," "expect," "forecast," "future," "guidance," "hope," "intend," "may," "will," "possible," "potential," "predict," "project," or the negative or other variations of them. These forward-looking statements speak only as of the date on which such statements are made and are subject to various risks, uncertainties, changes in circumstances and other factors many of which are outside the Company's control. Should one or more of these risks uncertainties changes in circumstances or other factors materialize or should any of the underlying assumptions prove incorrect actual results including the achievement of targets, goals or commitments may differ materially from those predicted in the forward-looking statements and from past performance or achievements. Therefore you should not place undue reliance on such statements. Factors that could cause actual results to differ materially from those in the forward-looking statements include (but are not limited to) the factors and risks described in the Company's annual report on Form 20-F for the financial year ended December 31-2024 and other documents filed by the Company from time to time with the U.S. Securities and Exchange Commission (SEC) which are available on the SEC's website at www.sec.gov and on the investor relations section of the Company's website at www.brightstarlottery.com. You should carefully consider these factors and other risks and uncertainties that may affect the Company's business. The Company cannot guarantee that the results, targets, goals, achievements and other projections reflected or implied by any forward-looking statement will be realized or even if substantially realized that those results will have the forecasted or expected consequences and effects. Information in this report is presented as of December 31-2024 unless otherwise stated and should not be relied upon as representing developments subsequent to that date. Except as required under applicable law the Company does not assume any obligation to update these forward-looking statements or information in this report for any subsequent date including as a result of new information future events or otherwise. Consequently you should not rely on the information in this Sustainability Report as current or accurate for any date beyond December 31-2024. unless otherwise stated. All forward-looking statements contained in this Sustainability Report are qualified in their entirety by this cautionary statement.
Should you have any questions or comments arising from this Sustainability Report please write to us at the following addresses: info@brightstarlottery.com or sustainability@brightstarlottery.com.



© BRIGHTSTAR 2025

© 2025 Brightstar Global Solutions Corporation. The trademarks used herein are owned by Brightstar or its affiliates, may not be used without permission, and where indicated with a ®, are registered in the U.S. Brightstar is committed to socially responsible gaming. Our business solutions empower customers to choose parameters and practices that become the foundation of their Responsible Gaming programs.

BRIGHTSTAR™