

# Protecting stakeholders and our business

As COVID-19 continues to impact the global economy, Playtech continues to make significant efforts to mitigate the effects of the outbreak on our colleagues and partners.

Our three areas of focus are as follows:

- **Protect our people:** Our people are our biggest asset. Our number one priority during this crisis has been the health and wellbeing of Playtech's employees. From moving to remote working to our global employee wellbeing programme, #StrongerTogether, we are looking to do everything we can to protect our people.
- **Protect our business:** Given the uncertainty in the global economy, we believe companies have a duty to employ responsible and strict approaches to fiscal management in order to do all they can to protect employees' livelihoods and ensure the long-term success of the Group.
- **Helping others:** We are constantly looking at how Playtech can contribute to helping fight the impact of the crisis. It is important all companies play their part in helping society during this difficult time, from simply helping to stop the spread of the virus by working remotely, to providing our tech to charity partners and supporting our local communities and partners across the globe.

## Protecting our people and our business

Below we have summarised some of the initiatives in place in our key focus areas:

### Business continuity

An important part of protecting our people and protecting our business has been our ability to work remotely and continue to deliver a high quality and reliable service to our licensees.

Earlier in the year when the crisis started to impact many of our end markets and geographies, we moved to ensure that there was sufficient capacity in our technology, management, staffing and oversight to maintain a compliant and robust service to our licensees – whilst also helping to protect our people by enabling them to work from home.

### Stronger Together – employee wellbeing

We have launched our global #StrongerTogether campaign designed to look after the wellbeing of our people during this challenging time. This campaign, which is being delivered through our in-house learning platform, Playtech Academy, includes:

- Providing positive psychology seminars
- Five ways to wellbeing initiative
- Virtual learning programmes and "up-skilling" employees

Our mental health champions are all trained in mental health first aid and continue to provide support.

### Safer gambling – supporting licensees, the industry and players

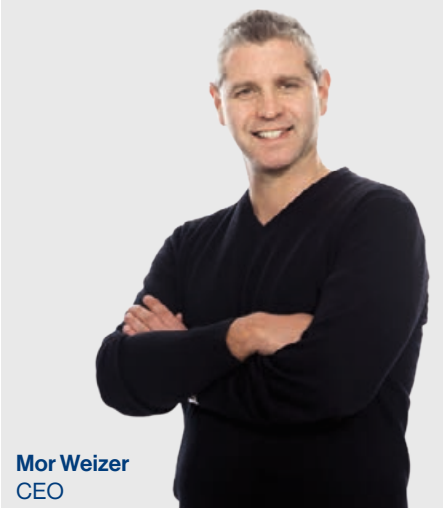
Playtech recognises that at this unprecedented time the industry needs to provide an increased level of safer gambling player engagement and data analysis, in order to support and protect new online customers or anyone experiencing increased vulnerability or high-risk behaviour patterns.

- As a result, Playtech has made its safer gambling engagement tools and data analytics technology, including BetBuddy, available to all operators across the industry for free during the crisis
- The BetBuddy solution, which is integrated with Playtech's IMS and Engagement Centre, offers tremendous opportunities for licensees to interact with players who are showing increased signs of risk

"This is one of the toughest times many of us will face, in both our personal and professional lives, and our thoughts are with all those affected by this crisis. The human impact, from direct health risks to the mental health impact of isolation, as well as the effect on our business and our industry will be felt for years to come."

"We will continue to encourage and inspire our people to support their local communities and those working on the front line, whilst doing all we can to protect them and their families."

"I want to take this opportunity to send a message of thanks to all our employees at Playtech. Many of our partners and licensees have contacted us to praise the continued high level of service they are receiving from Playtech and this is thanks to our amazing people. The management team and I have been inspired by their continued professionalism and commitment. Moreover, we have been overwhelmed by their capacity to support not only the business but more importantly each other."



**Mor Weizer**  
 CEO

- Game design – Playtech was instrumental in the industry, adopting new measures to increase protection for online slot players. We will continue to lead research and pilots to establish and raise standards on safer game design, working with the Betting and Gaming Council to agree timeframes for implementation
- We are using our social media channels to regularly signpost and promote information about charities and organisations which are providing phone and online support for those seeking advice about gambling-related harm as well as mental health and wellbeing
- Across our B2B and B2C business we are reviewing advertising and operational procedures and are strengthening safeguards to account for the changing environment and risks

### Helping others during the crisis

As a global business, Playtech has offices in many locations impacted by the crisis. Playtech is offering its skills, charitable budgets, assets and technology to support our local communities, charity and not-for-profit organisations and licensees to help minimise the impact of COVID-19.

Below are some examples of the work carried out in our local offices to help our local communities:

### Providing Playtech technology

- Global: Playtech is providing the technology, online training and software from our in-house learning platform, Playtech Academy, to charities and non-profit organisations. These include those working on safer gambling research, education and mental health issues, to allow them to deliver their content and services remotely during and beyond this crisis
- Cyprus: Playtech developers are volunteering to build an eHealth Monitoring system for the Cyprus Health Department – creating a dedicated COVID-19 database for health workers in Cyprus
- Access to educational software and services
  - Global: Playtech donated licenses for educational software it holds to teachers, education institutions and other not-for-profit organisations to enable remote learning for students
  - Italy: Snaitech has developed a programme for employees to provide e-learning sessions to its charity partners including the Special Olympics, Fondazione Piatti and Fondazione Rava

- Estonia: Playtech has donated funds and hardware to provide computers to low-income families in Estonia so that they can continue to "attend" school remotely
- Bulgaria: By donating 18 Playtech-owned laptops it has helped local teachers and families with children who had very limited or no access to a computer at home, to connect and continue to learn whilst schools are closed



### Support for front-line workers, healthcare institutions and the vulnerable

Across a number of our markets, our teams are making donations to help healthcare institutions secure much needed medical equipment, such as ventilators:

- Italy: Snaitech, through its iZilove Foundation, donated 2,500 medical masks to Papa Giovanni XXIII hospital in Bergamo
- Estonia: Playtech has donated computers and hardware to The Estonian Society of Family Doctors in order to allow it to continue to provide medical services remotely during the crisis
- Cyprus: Playtech has been donating time and funds to Friendship Circle Charity Organisation for the support of families in need during the COVID-19 crisis
- Gibraltar: Playtech supported The Care Agency with their 'Meal on Wheels' initiative. They delivered daily meals to the elderly and most vulnerable members of the community over the festive season
- UK: Playtech and Hands On London recently teamed up to help the elderly and isolated people to reconnect with familiar faces and combat loneliness. The programme allows people to reconnect, be creative and learn new skills in a social and friendly environment, whilst lifting the spirits of those most isolated and unable to leave their homes



- Latvia: Our teams in Latvia are working with a local charity to provide local medical staff with free meals delivered directly to the medical facilities while also making donations to local hospitals
- Ukraine: Playtech donated medical equipment to Kiev's Regional Children's Hospital intensive care unit. With many companies donating only to adult hospitals, Playtech Ukraine discovered that there was little attention being focused on the children's hospital which was lacking in necessary medical machines. A representative from Kiev's Regional Children Hospital reported on Playtech's donated machines, stating that "During June 2020 until December 2020, 2106 children were treated, 63 of which were COVID-19 Positive and 50 of which were connected to the breathing machine"

At this difficult time we will continue to show our gratitude and support for everyone working on the front line in all our communities across the world – whilst doing everything we can at Playtech to protect our people and their loved ones.