

# NOVOMATIC AG

GROUP POLICY | RESPONSIBLE ENTERTAINMENT





# Responsible Entertainment

## The Responsible Entertainment Group Policy

Compliance with regulations, as well as satisfied and healthy customers, are the basis of our success.

**NOVOMATIC** is committed to promoting Group Responsible Entertainment (“RE”) within the **NOVOMATIC AG** Group, which covers all activities on responsible gaming and betting in all land-based and online offerings, to ensure responsible and safe entertainment is offered to our customers.

**NOVOMATIC** is convinced that Responsible Entertainment provides numerous benefits for our company and our customers and is a crucial element in:

- Keeping our customers entertained and help to avoid the problematic use of our products
- Winning and maintaining international licenses
- Ensuring compliance with legal requirements
- Obtaining positive Environmental, Social, Governance (ESG) ratings
- Developing and maintaining a positive reputation of **NOVOMATIC AG** Group and its subsidiary companies
- Keeping the societal license to operate so that our business practices are seen as legitimate and are supported by our employees, stakeholders, and the general public

This group policy sets a group wide minimum standard on how **NOVOMATIC** and its companies conduct the business and thus can go beyond legal compliance depending on your local regulation.

## How will the Responsible Entertainment Group Policy be implemented and who is responsible?

The elements of the Responsible Entertainment Group Policy apply to all existing and newly joined companies with operative business within the **NOVOMATIC AG** Group in all types of business segments including all land-based and online offers such as arcades, casinos, betting, lotteries, bingo, social games, e-sports etc.

Each head of group department as well as the management of the subsidiary companies have the responsibility to implement the Responsible Entertainment Group Policy and help adhere to the principles it describes e.g. via job descriptions, work objectives, procedures, local policies, adequate resources.

The group policy principles shall be implemented to the extent applicable for the company specific products, services and business conduct.

**NOVOMATIC** will treat seriously all complaints related to violation or lack of implementation of this group policy, as well as violation of any local legal requirements. Compliance with the provisions of this group policy will be monitored by the Group Audit Department of **NOVOMATIC AG** Group.

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## Contact

For questions, please contact the email address [cr@novomatic.com](mailto:cr@novomatic.com)

# Principles of the Responsible Entertainment Group Policy

## We are always compliant

We always comply with **local and international legal requirements**.

Even if the local legal requirements are lower than the group policy principles, then the group policy requirements shall be met.

In case the principles of the group policy **cannot be implemented** due to conflict with local regulation or other issues, NOVOMATIC AG shall be informed contacting [cr@novomatic.com](mailto:cr@novomatic.com) to clarify how to proceed.

## We prohibit minors from participating in our offer

We **inform our customers** that **minors are not allowed to use our products**.

A **process** shall be in place to **prevent minors from using our products**.

## We inform our customers about:

- Potential risks of the game
- Rules and odds of the game
- Available options for limitation tools and/or self-exclusion to the extent reasonably possible in the respective jurisdiction
- Self-assessment tests on problematic gaming behaviour as far as these are offered by ourselves or by external providers
- Contacts to local professional addiction support

These informations are offered in the **local language** plus at least in **English**.

## We advertise responsibly

We do **not** deliberately **target** or **feature children or minors** in our advertisements.

We do **not** conduct **direct marketing** to customers who **requested** not to receive further information or are to our knowledge **excluded** temporarily or permanently from our offering.

We do **not** communicate games as **a means to earn an income** and we do not exaggerate the **chances of winning**.

We do **not provide sponsoring** featuring our company logo to organisations such as kindergartens, elementary schools or youth centred organizations. Also events dealing primarily with **children or minors** are covered by this. **Charitable donations** to such organisations or events are allowed if the company logo is not prominently featured.

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## We educate and train staff

Staff dealing directly with customers are **informed and trained on RE aspects** relevant to their job. Issues covered are for example: operator responsibility vs. customer responsibility, protection of minors, vulnerable groups, problematic use, addiction causes and development, responsible advertisement, RE measures required by law, the RE policy, industry good practice etc.

Staff **addresses** customers who show observable signs of **problematic use**.

Staff **stops the provision** of **alcohol** to visibly **intoxicated customers**.

Staff is **not allowed** to **extend credit or lend money** to customers.

Staff is **not allowed** to **participate in** our **Group's offering** inside and outside of **NOVOMATIC** premises or online. Exception is for business purposes such as customer demonstrations, tests and market research.

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