

Gamesys Group non-financial key performance indicators 2020

All performance metrics below relate to calendar year 2020 unless otherwise indicated.

Impact area	2020
PLAYER WELLBEINGⁱ	
Player satisfaction	
Performance metrics	
Net promoter score	31
Player satisfaction (score out of 10)	8.0
Management metrics	
Players likely to continue using Gamesys' brands (score out of 10)	8.4
Players' trust of Gamesys' brands (score out of 10)	8.2
Player time spent on non-gambling related activities	51%
Responsible gambling	
Performance metrics	
Employees agreeing that Gamesys takes responsible gambling very seriously	99%
Players believing that Gamesys' brands take responsible gambling seriously (score out of 10)	8.5
Players considered at risk of developing, or experiencing, gambling related harm	7.0%
Management metrics	
Internal investment in responsible gambling (resources, tools, training, advertising etc.)	£5.7m
Players believing that Gamesys' brands care (score out of 10)	7.8
Players with a risk rating reduction seven days after a responsible gambling intervention (monthly average)	85%
Active players with at least one responsible gambling tool in place (monthly average)	34%
Players agreeing that is easy to find responsible gambling tools	96%
EMPLOYEE ENGAGEMENTⁱⁱ	
People profile	
Management metrics	
Employees	1,576
Direct employees	1,378 ⁱⁱⁱ
Full time employees Part time employees	1,330 48
Permanent employees Temporary employees	1,342 36
Contractors	41
Offices	14
Countries with offices	9
- Bahamas (employees contractors 2020 new hires 2020 turnover)	2 0 0 1
- Canada (employees contractors 2020 new hires 2020 turnover)	9 1 2 3
- Estonia (employees contractors 2020 new hires 2020 turnover)	66 0 25 4
- Gibraltar (employees contractors 2020 new hires 2020 turnover)	66 1 17 13
- Malta (employees contractors 2020 new hires 2020 turnover)	210 0 43 46
- Spain (employees contractors 2020 new hires 2020 turnover)	17 1 17 2
- Sweden (employees contractors 2020 new hires 2020 turnover)	116 10 21 24
- UK (employees contractors 2020 new hires 2020 turnover)	848 28 204 110
- USA (employees contractors 2020 new hires 2020 turnover)	44 0 4 7

Impact area	2020
People engagement	
Performance metrics	
Employee engagement index	92%
Employee turnover	15.8%
- Voluntary turnover	11.8%
- Involuntary turnover	4.0%
Learning and development	
Performance metrics	
Employees agreeing that Gamesys invests in their development	90%
Employees receiving a performance 'G PRO' review ^{iv}	98%
Employee promotions	178
Management metrics	
Total training time	34,047 hrs
Training time per employee (average) ^v	25 hrs
- Directors senior managers employees (hrs)	3 26 25
- Female male other undeclared (hrs)	27 22 18 44
Total training spend	£530k
- Training spend / turnover	0.1%
Internal mobility	18.9%
Equality, diversity & inclusion	
Performance metrics	
Employees agreeing that Gamesys accepts everyone's individual differences	97%
Mean gender pay gap (Mice & Dice Ltd Gamesys Ltd)	2.9% 15.2%
Management metrics^{vi}	
Employees	
- Female male other undeclared	36% 63% 0% 1% ^{vii}
- Age <30yrs 30-50yrs >50 yrs unknown	31% 64% 2% 3%
- Nationalities	74
- Directors	9
- Female male other undeclared	22% 78% 0% 0% ⁹
- Age <30yrs 30-50yrs >50 yrs unknown	0% 44% 56% 0%
- Senior managers	56
- Female male other undeclared	32% 68% 0% 0% ⁹
- Age <30yrs 30-50yrs >50 yrs unknown	0% 89% 11% 0%
- Employees (excl. Directors and senior managers)	1,313
- Female male other undeclared	37% 62% 0% 0% ⁹
- Age <30yrs 30-50yrs >50 yrs unknown	33% 63% 2% 3%
Unconscious bias training (no. employees)	371
Diversity and inclusion training (no. employees)	275
Health, safety & wellbeing	
Performance metrics	
Employees agreeing that Gamesys is supporting me, and considering my wellbeing, during this particular (COVID-19) time.	97%
Reportable incidents per 200,000 working hours	0
Sickness related absence rate	1% ^{viii}
Management metrics	
Reportable incidents (employees and contractors)	0

Impact area	2020	
Wellbeing/mindfulness workshops (no. employees)		110
BUILDING A BRIGHTER FUTURE		
Community impact		
Performance metrics		
Gamesys Foundation donations to charity		£995k
Total Gamesys charitable donations		£2,664k
- Donations to the Gamesys Foundation		£1,800k
- Other corporate charitable donations		£864k
Corruption		
Corruption or bribery-related fines and penalties		0
Human rights		
Performance metrics		
Incidents of significant human rights breaches		0
Environment & climate change^{ix}		
	2019^x	2020
Performance metrics		
Net total greenhouse gas emissions (scope 1 & 2)	598 tCO ₂ e	0 tCO ₂ e
Carbon offsets	0 tCO ₂ e	408 tCO ₂ e
Greenhouse gas emissions (scope 1 & 2)	598 tCO ₂ e	407 tCO ₂ e
Greenhouse gas emissions (scope 1 & 2) per £m turnover	1.4 tCO ₂ e	0.6 tCO ₂ e
Greenhouse gas emissions (scope 1 & 2) per full-time employee	0.4 tCO ₂ e	0.3 tCO ₂ e
Energy consumption per £m turnover	3,772 kWh	1,710 kWh
Energy consumption per full-time employee	1,077 kWh	903 kWh
Environmental fines	0	0
Management metrics		
Scope 1 (direct) greenhouse gas emissions	67 tCO ₂ e	0 tCO ₂ e
- Scope 1 (direct) CO ₂ , CH ₄ , N ₂ O emissions	0 tCO ₂	0 tCO ₂
- Scope 1 (direct) CO ₂ e emissions (R410A)	67 tCO ₂ e	0 tCO ₂ e
Scope 2 (indirect) greenhouse gas emissions	531 tCO ₂ e	407 tCO ₂ e
- Scope 2 (indirect) CO ₂ emissions	526 tCO ₂	403 tCO ₂
- Scope 2 (indirect) CH ₄ emissions	1 tCO ₂ e	1 tCO ₂ e
- Scope 2 (indirect) N ₂ O emissions	3 tCO ₂ e	2 tCO ₂ e
Scope 1 & 2 carbon dioxide (CO ₂) emissions	526 tCO ₂	403 tCO ₂
- Scope 1 & 2 CO ₂ emissions per £m turnover	1.3 tCO ₂	0.6 tCO ₂
- Scope 1 (direct) CO ₂ emissions per £m turnover	0 tCO ₂	0 tCO ₂
- Scope 2 (indirect) CO ₂ emissions per £m turnover	1.3 tCO ₂	0.6 tCO ₂
Total energy consumption	1,565,571 kWh	1,244,361 kWh
- Energy consumption from electricity	1,565,751 kWh	1,244,361 kWh
- Energy consumption from fuel, heating, cooling & steam	0 kWh	0 kWh
Greenhouse gas emissions (scope 1 & 2) arising in the UK	306 tCO ₂ e	193 tCO ₂ e
Energy consumption arising in the UK	1,195,328 kWh	708,329 kWh
Environmental spills	0	0
Water withdrawals (surface/ground/saltwater)	0	0
Discharges to water	0	0

ⁱ Player wellbeing metrics relate to the UK, our largest market. We will be expanding our reporting to other markets next year as part of our global key performance indicator project, 'STRIPES'.

ⁱⁱ All figures, unless otherwise stated, relate to Gamesys Group plc and its subsidiaries, excluding Partner organisations. Employees includes employees of Gamesys Group plc, its subsidiaries and Partner organisations

ⁱⁱⁱ For comparison, our workforce in 2019 was 1,255.

^{iv} Excludes employees on probation or in their notice period.

^v Training averages are based on training time throughout the year divided by the employee profile as at 31st December 2020.

^{vi} Gender and age profiles are as at year end (31st December 2020).

^{vii} All employees: female = 502; male = 864; other = 2; undeclared = 10; Directors: female = 2; male = 7; Senior managers: female = 18; male = 38; Employees: female = 482; male = 819; other = 2; undeclared = 10.

^{viii} Data here is from February 2020 (when our HR systems integration was completed) to December 2020.

^{ix} Greenhouse gas emissions have been measured in accordance with the Greenhouse Gas Protocol, with reporting boundaries defined by the operational consolidation (control) approach. Scope 2 emissions have been reported per the location-based method in 2019, and market-based method in 2020. Location-based emissions in 2020 were 361 tCO₂e, which represents a 32% year on year reduction.

^x Emissions and energy use data from 2019 have been restated here compared to the Annual Report 2019. This is because the Annual Report 2019 figures erroneously included some Partner companies.