Gamesys Group non-financial key performance indicators 2020

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

Impact area			2020
PLAYER WELLBEING[i]			
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 ENGAGEMENT[ii]			
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				2020
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
Anti-Corruption		
Corruption or bribery-related fines and penalties		0
Environment & climate change[ix]	**2019**	
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$0 emissions	0 tCO$_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$0 emissions	3 tCO$_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
Human rights		
Performance metrics		
Incidents of significant human rights breaches		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.