

GRI Index

2017



General Disclosures

| GRI Standard | Disclosure | Direct answer or cross-reference to pages in the Annual Report and Social Report 2017 and URL address |
|--|--|---|
| ORGANIZATIONAL PROFILE | | |
| GRI 102 General Disclosures 2017 | 102-1 Name of the organisation | Société de la Loterie de la Suisse Romande |
| | 102-2 Activities, brands, products, and services | pp.16-19, 23-25 |
| | 102-3 Location of headquarters | Lausanne (Switzerland) |
| | 102-4 Location of operations | Switzerland |
| | 102-5 Ownership and legal form | Association |
| | 102-6 Markets served | Design, distribution and sale of lottery games and sports betting in the six cantons of French-speaking Switzerland |
| | 102-7 Scale of the organisation | pp. 4, 45 |
| | 102-8 Information on employees and other workers | <p>Total workforce: 283 employees (139 men and 144 women)</p> <p>By employment contract: 260 permanent contracts (131 men and 129 women) 23 fixed-term contracts (8 men and 15 women), including apprentices 9 auxiliary staff (4 men and 5 women) 7 temporary staff (2 men and 5 women) 164 full-time contracts (114 men and 50 women) 119 part-time contracts (25 men and 94 women)</p> |
| | 102-9 Supply chain | The supply chain includes suppliers of gaming equipment terminals, automatic ticket-distribution machines or online gaming systems, specialist printers, graphic artists, marketing and advertising specialists, and service providers in the areas of information and interactive media. |
| | 102-10 Significant changes to the organization and its supply chain | No significant change |

| GRI Standard | Disclosure | Direct answer or cross-reference to pages in the Annual Report and Social Report 2017 and URL address |
|-------------------------------|--|---|
| 102-11 | Precautionary principle | pp. 38-44 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/programme-jr |
| 102-12 | External initiatives | pp. 28-29 |
| 102-13 | Memberships of associations | pp. 13, 26-29 |
| STRATEGY | | |
| 102-14 | Statement from senior decision-maker | pp. 6-7 |
| ETHICS AND INTEGRITY | | |
| 102-16 | Values, principles, standards and norms of behaviour | pp. 23, 28-29, 42-44 and on Loterie Romande's website in the section Mission and Values: www.loro.ch/fr/mission-et-valeurs |
| GOVERNANCE | | |
| 102-18 | Governance structure | pp. 8-11, 30 |
| STAKEHOLDER ENGAGEMENT | | |
| 102-40 | List of all stakeholder groups | pp. 26-27 |
| 102-41 | Collective bargaining agreements | Loterie Romande is not a signatory to any collective labour agreement (known in Switzerland as "Convention Collective de Travail"/CCT) |
| 102-42 | Identifying and selecting stakeholders | pp. 26-27 |
| 102-43 | Approach to stakeholder engagement | pp. 26-27 |
| 102-44 | Key topics and concerns raised | pp. 26-27 |

| GRI Standard | Disclosure | Direct answer or cross-reference to pages in the Annual Report and Social Report 2017 and URL adress |
|---------------------------|--|---|
| REPORTING PRACTICE | | |
| 102-45 | Entities included in the consolidated financial statements | All of the company's entities are included in the consolidated financial statements. |
| 102-46 | Defining the report content and topic Boundaries | The GRI Implementation Manual for identifying material topics and boundaries, together with the relevant principles, were applied when compiling the content of this report, most notably identifying material topics and significant themes relating to the impact of the organisation. The report's structure and content are stipulated by Loterie Romande's management. The data and information were collated from interviews conducted with stakeholders (both in-house and external). |
| 102-47 | List of material topics | <p>Category – Economic:</p> <ul style="list-style-type: none"> • Economic performance • Market presence • Indirect economic impacts • Anti-corruption <p>Category – Environmental:</p> <ul style="list-style-type: none"> • Energy <p>Category – Social:</p> <ul style="list-style-type: none"> • Employment • Labour/management relations • Occupational health & safety • Training & education • Diversity and equal opportunity • Non-discrimination • Local communities • Customer health & safety • Marketing and Labelling • Customer Privacy • Socioeconomic Compliance |
| 102-48 | Restatements of information | No restatements of information provided in previous reports |
| 102-49 | Changes in reporting | No significant change |
| 102-50 | Reporting period | Calendar year (01.01.2017-31.12.2017) |
| 102-51 | Date of most recent report | May 2018 |
| 102-52 | Reporting cycle | Annual |
| 102-53 | Contact point for questions regarding the report | Communications Department (rp@loro.ch) |
| 102-54 | Claims of reporting in accordance with the GRI Standards | p. 49 |
| 102-55 | GRI content index | p. 49 and on Loterie Romande's website in the section Publications: www.loro.ch/fr/publications/2018 |
| 102-56 | External assurance | pp. 11, 28-29 and 2017 Financial Report |

Material Topics

| GRI Standard | Disclosure | Direct answer or cross-reference to pages in the Annual Report and Social Report 2017 and URL adress |
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GRI 200: Economic Standard Series

ECONOMIC PERFORMANCE

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|---|--------------|---|---|
| GRI 103 Management Approach 2017 | 103-1 | Explanation of the material topic and its Boundary | pp.12-15 |
| | 103-2 | The management approach and its components | pp.12-15 |
| | 103-3 | Evaluation of the management approach | pp.12-15 |
| GRI 201 Economic performance 2017 | 201-1 | Direct economic value generated and distributed | pp.12-15. All the financial and economic elements (GGR; costs; profits; distributions) are presented in the 2017 Financial Report. |
| | 201-3 | Defined benefit plan obligations and other retirement plans | Pension provision falls outside the employers' accounting. It is managed independently. Pension benefit cover amounts to a maximum of 60% of gross pay. If compulsory AVS social-security benefits are included, maximum average retirement incomes work out at 80% of the level of pay earned before retirement. |
| | 201-4 | Financial assistance received from government | None. Loterie Romande is a public-interest company, distributing 100% of its profits to bodies and associations in the French-speaking region of Switzerland. |

MARKET PRESENCE

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|--|--------------|--|--|
| GRI 103 Management Approach 2017 | 103-1 | Explanation of the material topic and its Boundary | pp.20-21 |
| | 103-2 | The management approach and its components | pp.20-21 |
| | 103-3 | Evaluation of the management approach | pp.20-21 |
| GRI 202 Market presence 2017 | 202-2 | Proportion of senior management hired from the local community at significant locations of operation | Loterie Romande does not have a staffing policy that specifically stipulates any preference for recruiting employees locally. Nevertheless, considering its specifically French-speaking Swiss profile and if skills/expertise are equal, the practice would be to favour local applicants. All our senior management at present have been recruited from the local community. |

GRI INDEX

| GRI Standard | Disclosure | Direct answer or cross-reference to pages in the Annual Report and Social Report 2017 and URL adress |
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INDIRECT ECONOMIC IMPACTS

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|--|--------------|--|---|
| GRI 103 Management Approach 2017 | 103-1 | Explanation of the material topic and its Boundary | pp.20-21, 30-37 |
| | 103-2 | The management approach and its components | pp.20-21, 30-37 |
| | 103-3 | Evaluation of the management approach | pp.20-21, 30-37 |
| GRI 203 Indirect economic impacts 2017 | 203-1 | Infrastructure investments and services supported | pp.20-21, 30-37 |
| | 203-2 | Significant indirect economic impacts | pp.20-21, 30-37. See also Brochure de répartition des bénéfices 2017. |

ANTI-CORRUPTION

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|--|--------------|---|--|
| GRI 103 Management Approach 2017 | 103-1 | Explanation of the material topic and its Boundary | pp.28-29 |
| | 103-2 | The management approach and its components | pp.28-29 |
| | 103-3 | Evaluation of the management approach | pp.28-29 |
| GRI 205 Anti-corruption 2017 | 205-1 | Operations assessed for risks related to corruption | All departments and all processes are submitted to risk assessments. Loterie Romande has been awarded ISO/CEI 27001 certification since May 2009, which guarantees that the business is applying and implementing best possible practices when it comes to security and risk management. This official certification has been subject to interim audits and was successfully renewed in 2015. Details can be found on pages 24-25 of the AR/SR 2017. |
| | 205-2 | Communication and training on anti-corruption policies and procedures | 100%. In parallel with its ISO 27001 certification, Loterie Romande has set up a structured and effective system designed to safeguard the confidentiality, integrity and availability of information in its broadest sense, entitled its Information Security Management System (ISMS). This covers all employees, locations, premises, IT equipment, data as well as business processes. |
| | 205-3 | Confirmed incidents of corruption and actions taken | No action was taken as no incidents of corruption were noted in 2017. |

GRI 300: Environmental Standards Series

ENERGY

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|--|--------------|--|---|
| GRI 103 Management Approach 2017 | 103-1 | Explanation of the material topic and its Boundary | pp. 48-49 |
| | 103-2 | The management approach and its components | pp. 48-49 |
| | 103-3 | Evaluation of the management approach | pp. 48-49 |
| GRI 302 Energy 2017 | 302-1 | Energy consumption within the organisation | <p>Electricity consumption (mJ) 2017 total: 4,303,494 Electricity supplied by Services industriels de la Ville de Lausanne is 100% renewable.</p> <ul style="list-style-type: none"> • 96.35% from hydraulic power • 3.50% from energy generated through recycling • 0.09% from wind power • 0.06% from solar power |
| | 302-4 | Reduction of energy consumption | <p>Electricity consumption (mJ) 2009 total: 4,978,473.08 2010 total: 4,747,413.60 2011 total: 4,866,991.20 2012 total: 4,536,266.45 2013 total: 4,259,988.00 2014 total: 4,136,176.00 2015 total: 4,266,172.80 2016 total: 4,544,004.96</p> <p>In 2017, electricity consumption was reduced by 674,979.08 (mJ) compared to the 2009 level.</p> |

GRI 400: Social Standards Series

EMPLOYMENT

GRI 103

Management Approach 2017

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|--------------|--|-----------|
| 103-1 | Explanation of the material topic and its Boundary | pp. 45-47 |
| 103-2 | The management approach and its components | pp. 45-47 |
| 103-3 | Evaluation of the management approach | pp. 45-47 |

GRI 401

Employment 2017

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|--------------|--|---|
| 401-1 | New employee hires and employee turnover | <p>31 employees recruited in 2017 10.95% of employees recruited in 2017</p> <p>Breakdown by age group and gender:</p> <ul style="list-style-type: none"> • younger than 30 years: 5 men and 14 women • aged 30 to 50 years: 6 men and 6 women • aged over 50 years: 1 man and 0 woman <p>11.31% staff rotation ratio (all departures included) (32 departures from a total workforce of 283)</p> <p>Breakdown by age group and gender:</p> <ul style="list-style-type: none"> • younger than 30 years: 4 men and 8 women • aged 30 to 50 years: 4 men and 8 women • aged over 50 years: 6 men and 2 women |
| 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | <p>Our permanent employees all have access to the same benefits and working conditions regardless of whether they are on part- or full-time contracts.</p> <p>Some benefits are calculated on a pro rata temporis basis of hours worked, e.g. sick pay, family allowance, child allowance.</p> |
| 401-3 | Parental leave | <ul style="list-style-type: none"> • 4 women entitled to take 16 weeks' maternity leave • 4 women took 16 weeks' maternity leave • 4 women came back to work with the company after parental leave and are still employed as of 31 December 2017 • 100% of women returning to work (number of salaried staff returning to work with the company/number of salaried staff scheduled to return to work) • 100% of employment posts kept open for women (number of salaried female staff still employed as of 31.12.17/number of salaried staff who returned to work with the company) • 5 men entitled to take 6 days' paternity leave • 5 men took 6 days' paternity leave • 5 men who took 6 days' paternity leave came back to work with the company after parental leave and are still employed as of 31 December 2017 • 100% of men returning to work • 100% of employment posts kept open for men |

| GRI Standard | Disclosure | Direct answer or cross-reference to pages in the Annual Report and Social Report 2017 and URL adress | |
|---|--------------|--|---|
| LABOR/MANAGEMENT RELATIONS | | | |
| GRI 103 Management Approach 2017 | 103-1 | Explanation of the material topic and its Boundary | pp.45-47 |
| | 103-2 | The management approach and its components | pp.45-47 |
| | 103-3 | Evaluation of the management approach | pp.45-47 |
| GRI 402 Labor/ Management Relations 2017 | 402-1 | Minimum notice periods regarding operational changes | Article 335c of the Swiss Code of Obligations (CO) stipulates the minimum notice periods regarding changes that might have an impact on one or more key components of employment contract arrangements. Loterie Romande strictly applies the conditions laid down in CO, Article 335c. Conversely, organisational changes which do not have an impact on employment contract arrangements are not subject to any requirements on notice periods. In the event of a structural change to the company's organisation, the Human Resources department is responsible for notifying and advising departments about implementing such changes. The legal arrangements, as laid down in employment contracts, are always complied with. |
| OCCUPATIONAL HEALTH AND SAFETY | | | |
| GRI 103 Management Approach 2017 | 103-1 | Explanation of the material topic and its Boundary | pp.45-47 |
| | 103-2 | The management approach and its components | pp.45-47 |
| | 103-3 | Evaluation of the management approach | pp.45-47 |
| GRI 403 Occupational Health and Safety 2017 | 403-1 | Workers representation in formal joint management-worker health and safety committees | Loterie Romande does not have any formal staff committees or joint committees concerned with occupational health and safety issues. However, it does implement those principles laid down in law on workforce participation, i.e. systematically informing and consulting with employees on all issues relating to the safety and protection of workers. |
| | 403-2 | Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities | <ul style="list-style-type: none"> • 0 work-related accidents • 0 occupational diseases • 0 days lost on account of work-related accidents or occupational diseases • 4.78% absenteeism • 0 work-related fatalities <p>Rules applied to record and publish statistics on accidents: these statistics are recorded monthly in-house. Once a year, the statistics are reported to the General Management, and, once a quarter, they are presented to Department Heads.</p> |
| | 403-3 | Workers with high incidence or high risk of diseases related to their occupation | On account of the nature of business in which Loterie Romande is involved, no employees are directly and frequently exposed to diseases related to their employment at the company. |
| | 403-4 | Health and safety topics covered in formal agreements with trade unions | Loterie Romande has not contracted any formal agreements with trade unions on health and safety topics. |

| GRI Standard | Disclosure | Direct answer or cross-reference to pages in the Annual Report and Social Report 2017 and URL adress | |
|---|--------------|--|---|
| TRAINING AND EDUCATION | | | |
| GRI 103 Management Approach 2017 | 103-1 | Explanation of the material topic and its Boundary | pp.45-47 |
| | 103-2 | The management approach and its components | pp.45-47 |
| | 103-3 | Evaluation of the management approach | pp.45-47 |
| GRI 404 Training and education 2017 | 404-1 | Average hours of training per year per employee | <p>3'742 hours of training for the whole workforce (2'618 hours for men and 1'124 hours for women)</p> <p>Breakdown by employee category:</p> <ul style="list-style-type: none"> • 2'613 hours for non-managerial grades (1'738 hours for men and 875 hours for women) • 977 hours for middle management (776 hours for men and 201 hours for women) • 152 hours for senior managers (104 hours for men and 48 for women) <p>13.20 hours of training on average per person (18.80 hours for men and 7.80 hours for women) (Calculation: Total number of hours/Total workforce)</p> <p>Breakdown by employee category:</p> <ul style="list-style-type: none"> • 10.60 hours on average per person for non-managerial grades (15.10 hours for men and 6.60 hours for women) • 36.20 hours on average per person for middle management (43.10 hours for men and 22.30 hours for women) • 16.90 hours per senior manager (17.30 hours for men and 16 for women) • 495 hours of training given as part of the company's in-house personal development programme (182 hours for men and 313 hours for women) with 120 participants in total (41 men and 79 women) • 2'145 hours of short-course training provided for 90 employees (1'578 hours for men and 576 hours for women) • 894 hours of longer-course training are planned, 19 employees were registered on extended training courses in 2017 (11 men: 722 hours; 18 women: 172 hours) |
| | 404-2 | Programs for upgrading employee skills and transition assistance programs | <p>Loterie Romande offers its employees an in-house training programme comprising ten courses. In addition, it supports individual externally-run training programmes to improve its employees' skills and their continued employability.</p> <p>Loterie Romande encourages basic training as well, employing 10 apprentices.</p> <p>Lastly, Loterie Romande offers its employees coming up to retirement a course on preparing for retirement, organised in partnership with an outside agency, AvantAge. Moreover, Loterie Romande offers, roughly every three years, a course on pre-retirement financial planning.</p> <p>In addition, in 2017, 7 "first-job" in-service trainees (on the "start@loro" scheme) were taken on for a fixed term of 18 months in the areas of marketing, human resources, sales and communications. This trainee scheme enables young higher-education graduates to make a start on their chosen careers.</p> <p>When it comes to employees seeking to return to employment, Loterie Romande runs a successful venture in cooperation with Fondation IPT ("integration for all") and finds places for people on paid training periods to enable them to come back to the labour market.</p> |

| GRI Standard | Disclosure | Direct answer or cross-reference to pages in the Annual Report and Social Report 2017 and URL adress |
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| | 404-3 Percentage of employees receiving regular performance and career development reviews | 82% of staff receive regular performance and career development reviews. The other 18% comprise sales staff who have no formal interviews. They solely have sales targets to meet. |

DIVERSITY AND EQUAL OPPORTUNITY

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|--|---|--|
| GRI 103 Management Approach 2017 | 103-1 Explanation of the material topic and its Boundary | pp.45-47 |
| | 103-2 The management approach and its components | pp.45-47 |
| | 103-3 Evaluation of the management approach | pp.45-47 |
| GRI 405 Diversity and equal opportunity 2017 | 405-1 Diversity of governance bodies and employees | <p>Breakdown by gender and age group of the Board of Directors:</p> <ul style="list-style-type: none"> • 71% men and 29% women • 0% younger than 30 years • 14% aged between 30 and 50 years • 86% aged over 50 years <p>Breakdown by gender and age group at senior-management level:</p> <ul style="list-style-type: none"> • 67% men and 33% women • 0% younger than 30 years • 44% aged between 30 and 50 years • 55% aged over 50 years <p>Breakdown by gender and age group at middle-management level:</p> <ul style="list-style-type: none"> • 67% men and 33% women • 0% younger than 30 years • 59% aged between 30 and 50 years • 41% aged over 50 years |
| | 405-2 Ratio of basic salary and remuneration of women to men | For all employee categories, average gaps are zero according to the report dated 2016 from Cepec on equal remuneration for men and women. |

NON-DISCRIMINATION

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|--|---|---|
| GRI 103 Management Approach 2017 | 103-1 Explanation of the material topic and its Boundary | pp.45-47 |
| | 103-2 The management approach and its components | pp.45-47. The procedure is well known to all members of staff and is outlined in the Staff regulations and employee code of conduct which acts as the reference document (in-house document). |
| | 103-3 Evaluation of the management approach | pp.45-47 |
| GRI 406 Non-discrimination 2017 | 406-1 Total number of incidents of discrimination and corrective actions taken | No cases of discrimination were noted in 2017. |

| GRI Standard | Disclosure | Direct answer or cross-reference to pages in the Annual Report and Social Report 2017 and URL adress | |
|--|--------------|--|--|
| LOCAL COMMUNITIES | | | |
| GRI 103 Management Approach 2017 | 103-1 | Explanation of the material topic and its Boundary | pp. 38-44 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/programme-jr |
| | 103-2 | The management approach and its components | pp. 38-44 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/programme-jr |
| | 103-3 | Evaluation of the management approach | pp. 38-44 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/programme-jr |
| GRI 413 Local communities 2017 | 413-2 | Operations with significant actual or potential negative impacts on local communities | As a gambling operator, Loterie Romande is aware of the adverse impact that gambling can have on some individuals. Addictive gambling is a problem for between 1% and 2% of Switzerland's total adult population. All the details can be found on pages 38-44 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/programme-jr |

CUSTOMER HEALTH AND SAFETY

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|---|--------------|---|---|
| GRI 103 Management Approach 2017 | 103-1 | Explanation of the material topic and its Boundary | pp. 38-44 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/programme-jr |
| | 103-2 | The management approach and its components | pp. 38-44 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/programme-jr |
| | 103-3 | Evaluation of the management approach | pp. 38-44 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/programme-jr |
| GRI 416 Customer health and safety 2017 | 416-1 | Assessment of the health and safety impacts of product and service categories | All games are assessed in terms of Responsible Gaming to forestall any problems associated with addictive gambling. This aspect is integrated into the various stages of product life-cycles, starting from the design phase through to sales and marketing of the games. See also pages 38-44 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/programme-jr |
| | 416-2 | Incidents of non-compliance concerning the health and safety impacts of products and services | 0 |

MARKETING AND LABELLING

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|--|--------------|--|--|
| GRI 103 Management Approach 2017 | 103-1 | Explanation of the material topic and its Boundary | p. 29 and on Loterie Romande's website in the sections codes of conduct: www.loro.ch/fr/codes-de-conduite and Responsible Gaming: www.loro.ch/fr/programme-jr |
| | 103-2 | The management approach and its components | p. 29 and on Loterie Romande's website in the sections codes of conduct: www.loro.ch/fr/codes-de-conduite and Responsible Gaming: www.loro.ch/fr/programme-jr |
| | 103-3 | Evaluation of the management approach | p. 29 and on Loterie Romande's website in the sections codes of conduct: www.loro.ch/fr/codes-de-conduite and Responsible Gaming: www.loro.ch/fr/programme-jr |

| GRI Standard | Disclosure | Direct answer or cross-reference to pages in the Annual Report and Social Report 2017 and URL address |
|---|--|---|
| GRI 417 Marketing and labelling 2017 | 417-1 Requirements for product and service information and labeling | All Loterie Romande games are checked and approved by the Swiss Lottery & Betting Board (Comlot), which acts in its capacity as supervisory authority. For each game, a prize structure is drawn up and can be consulted at all sales outlets or on the Loterie Romande Internet site (www.loro.ch). See also page 29 and on Loterie Romande's website in the sections codes of conduct: www.loro.ch/fr/codes-de-conduite and Responsible Gaming: www.loro.ch/fr/programme-jr |
| | 417-2 Total number of incidents of non-compliance concerning product and service information and labelling | 0 |
| | 417-3 Total number of incidents of non-compliance concerning marketing communications | 0 |
| CUSTOMER PRIVACY | | |
| GRI 103 Management Approach 2017 | 103-1 Explanation of the material topic and its Boundary | pp.26, 28-29 |
| | 103-2 The management approach and its components | pp.26, 28-29 |
| | 103-3 Evaluation of the management approach | pp.26, 28-29 |
| GRI 418 Customer privacy 2017 | 418-1 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data | 0 |
| SOCIOECONOMIC COMPLIANCE | | |
| GRI 103 Management Approach 2017 | 103-1 Explanation of the material topic and its Boundary | pp.28-29 |
| | 103-2 The management approach and its components | pp.28-29 |
| | 103-3 Evaluation of the management approach | pp.28-29 |
| GRI 419 Socioeconomic Compliance 2017 | 419-1 Non-compliance with laws and regulations in the social and economic area | 0 |



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