



SUSTAINABILITY REPORT

2019 | **2020**
Montevideo | Uruguay

SUSTAINABILITY REPORT

Banca de Cubierta Colectiva de Quinielas de Montevideo

Reference to: Banquidur GIE (Economic interest group) and the operations of all of the lottery boards nationwide.



2019 | 2020
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MESSAGE FROM OUR GENERAL MANAGER

I am pleased to submit our third Sustainability Report for the 2019-2020 period.

Since the first report (2015-2016), La Banca has disseminated information about its operations regarding its stakeholders, its commitment to corporate social responsibility, and its strategic objectives for the business and to contribute to society.

La Banca is well aware of its impact on the national market. As an official operator, it is under the obligation to run gaming operations responsibly and efficiently to benefit its stakeholders and society as a whole. The protection and well-being of our users are a priority. This is one of the key differences that sets official gaming operators apart from illegal operators.

The gaming offer run by La Banca is subject to strict regulation in the country, ensuring a safe and transparent environment.

Like other leading companies worldwide, including the gaming sector, La Banca is implementing a sustainable policy across its business model. This is part of the company's long-term outlook, as evidence and research show only sustainable and ethical companies will have a future. Thus, as part of La Banca's business purpose, the company has a clear and strong commitment to corporate social responsibility.

CSR values: create shared value, enhance reputation, increase competitiveness and social credibility, attract and retains talent and customers, improve stakeholder engagement and favor innovation through the implementation of good practices.

After establishing the Responsible Gaming framework as one of the company's strategic pillars and adopting international standards and certifications, we have identified the need to assess and take on broader CSR commitments for sustainable business development. This is why La Banca has adopted a holistic view of its impact on its environment, taking into account economic, social and environmental aspects. Based on the Global Reporting Initiative (GRI) G4 requirements, this report illustrates improvements in managing such impacts by taking into account these three dimensions across the material aspects of the organization.

Considering the events in 2019-2020, it would be impossible not to address humankind's health crisis due to the COVID-19 pandemic.

Some believe it is an excellent example of the “Black Swan” theory used in Economics and developed by economist and researcher Nassim Taleb. It is a metaphor that describes an event that comes as a surprise. The origin of the analogy is that in Europe, swans were believed to be only white until the late 17th century, when English explorers arrived in Australia and discovered them. The main features that describe an event of this nature are: it is an uncommon occurrence, the event has a significant effect, it leads to a change in perception, and it is rationalized by hindsight. Although scientific knowledge could foresee the outbreak of this virus, the rest of human beings considered this event extremely unlikely to happen. It has had a significant impact; in hindsight, it could have been prevented or, at least, its consequences could have been minimized.

The pandemic unveiled humankind's weaknesses and fragility, leading to significant uncertainty. Everyone's plans—society's, businesses', people's—vanished, and we were forced to adapt and accept uncertainty.

Societies were forced to reorganize to address, in the first place, the impact on people's health and, in the second place, the impact on the economy and social activities.

The interdependence between humans and their environment has been made very clear globally. This biological disaster that originated in China had a ripple effect across the planet, leading to the loss of many lives and far-reaching and profound consequences. The global evidence undoubtedly sheds many lessons from this event, especially regarding risk assessment.

La Banca has adopted the concept of sustainable development due to its involvement with the Responsible Gaming framework. The company is certified by the World Lottery Association (WLA), the prestigious international association that has established the responsible gaming framework and principles.

We have aligned the company's vision to this framework and with those of the sector's leading companies at the global level. This has led to La Banca's sustainable development strategy, looking at the company's long-term projection and transforming the company's traditional philanthropic values into a Corporate Social Responsibility strategy.

This is why we have adopted sustainable initiatives, for example, to advance the UN's Sustainable Development Goals—which are discussed further in this report.

The business world increasingly agrees—especially amid the pandemic—on the critical role that businesses play in the well-being and development of current and future generations, in climate change, ecological footprint, in the protection of vulnerable communities and the planet, and in the use of its resources. This is why the companies that incorporate sustainability as part of their DNA and favor innovation are the companies

Despite the negative effect of the pandemic-related crisis on sales, La Banca managed to mitigate the loss of income and remained stable thanks to several administrative measures and by making all of its gaming offer available online. Some games were even explicitly designed for this channel, enabling a proper gaming offer to adapt to the new market conditions.

Integrating CSR across all company sectors requires commitment and understanding at all levels, from senior management downwards. This is why it is so important that company leaders understand the consequences and benefits of investing time and resources in CSR. La Banca has identified the most significant priorities and puts in place strategies to achieve all the necessary commitments, actions, best practices, and indicators to obtain the best outcomes possible.

I am proud to have work teams that help the company grow, align with the corporate values and culture, and show steadfast commitment, professionalism, and proactivity. I am also proud to work with leaders who inspire, lead and promote our human resources' personal and professional development.

This document reports on the current initiatives that are being implemented and improved. I encourage you to read on and visit our website: www.labanca.com.uy to access past reports and learn about the history and evolution of La Banca in its 80-year trajectory.



Ms. Sandra Conde
General Manager

ABOUT US

LA BANCA, AN ORGANIZATION WITH AN IDENTITY

Since 1939 our purpose has been to entertain people and give them an opportunity to make their dreams come true through a fun, responsible, and safe gaming experience.

Since its origin and throughout its history, The Montevideo Lottery Board has forged an identity based on its foundational values and evolved in the search for innovation, continuous adoption of new technologies, and best international practices for the benefit of all its stakeholders and the development of Uruguay as a whole.

We are committed to our mission of leading and supplying gaming and sports betting offers nationwide in a responsible manner.

Long-term planning and the desire to generate value for society are part of the company's DNA. Also part of the company's DNA is its spirit of cooperation, which is reflected in the corporate form, the number of members, and national structure and organization adopted nationwide through an Economic Interest Group (Banquidur GIE) composed of all the Lottery Boards.



OUR PURPOSE

We lead the entertainment market with a passion to give a chance to the dreams and build a better society.



MISSION

We aim to fully meet the demands of the sports betting and gambling market, creating added value for all stakeholders.



VISION

To be acknowledged by the community and the State for our longstanding leadership in sports betting and gambling operations.

We are customer-oriented and we seek to deliver a service that is high quality, comprehensive and responsible.



VALUES

The values that set us apart, that we protect and are appreciated by our stakeholders are:

ETHICS

Our performance is driven but strict individual and corporate integrity standards so as to earn the trust and respect of all stakeholders.

EXCELLENCE

We are customer-oriented and seek to achieve high-quality results.

SECURITY

We ensure information security across the entire business cycle to ensure transparency and accuracy.

INNOVATION

We are pioneers in our region in game and service channel development. We generate value through creativity.

SOCIAL RESPONSIBILITY

Our games are attractive and fun, but at the same time, they operate under a strict Responsible Gaming Framework to look after and prevent the negative impacts on vulnerable groups.

TEAMWORK

We promote the development of our human resources' talents in an environment that is both goal-oriented and that also focuses on personal growth.

KEY FIGURES NATIONWIDE

Games are operated nationwide by all of the country's lottery boards. The Montevideo Lottery Board concentrates approximately half of the operations. La Banca centralizes several operations; for example, it manages 5 de Oro across the country and reports these operations to the National Lottery Authority, manages jackpots, digital channels, and La Banca and Supermatch websites. It is also responsible for communications and marketing strategies, among others.



LEGAL STRUCTURE AND GOVERNMENT DEPENDENCY

The Lottery Boards (*Bancas*) are non-state legal entities created by Law N° 14.808 of July 25, 1978, and regulated by Decree No. 587/978. They resulted from the evolution in the regulation of the gaming activity, which had its origins with the Lottery Agents Association dating back to 1939.

Regarding regulation, as a general rule, gambling in Uruguay is considered illegal. This means gambling is forbidden, and games are only authorized when laws are passed for this end. This was stated in Article 1, Law No. 1.595 of December 16, 1882, and restated in Article 244, Law No. 19.535 of September 25, 2017, which regulates online gambling.

This notion is still in force, and gambling can only be authorized by law.

The games operated and managed by La Banca are thoroughly regulated and authorized by law.

It is also worth noting that Uruguay is one of the few countries and the only one in the region that has adopted measures to protect official gaming activities and fight illegal online gambling. In 2017 the Executive ruled that all unlawful gambling sites had to be blocked, and the electronic payment channels regulated by the Central Bank are not allowed to accept transactions from these sites. Advertising, promotion, and sponsorships associated with these unauthorized sites are also banned in Uruguay.

Ethical and responsible gaming principles underpin the protection of legal gaming activities. La Banca is fully committed to these principles and protects them across its corporate operations.

The Lottery Boards are 100% national entities. The members of the Lottery Boards are the Lottery Agents; there are 330 Lottery Agents in Montevideo and almost 700 nationwide.

LOS JUEGOS

Gambling activities have existed since the beginning of humankind. The origin of gambling dates back to the Neolithic. Objects similar to dice, cave drawings, and other archaeological remains from this era have been found.

Historians have always studied the entertainment needs of humankind. Anthropologists and sociologists like, for example, Huizinga (Dutch) and Caillois (French) have formulated different theories about them and the role of entertainment in culture. Experts have defined gambling as something essential for and characteristic of humankind and societies and associate gaming activities with concepts like freedom, a break from routine, a free and voluntary action, and a source of joy and entertainment.

The reason for it to exist is that humans have always found different ways to keep themselves entertained, compete against each other, and find opportunities for recreation through games to break away from day-to-day life and routine. Gambling is one of the most common forms of entertainment.

People gamble and place bets based on their beliefs, superstitions, dreams, the dates of birth of their family members, a hunch, to have fun and dream about million-dollar prizes like the ones that changed the lives of so many people.

There are many positive, intangible aspects that gambling contributes to society: entertainment, fun, recreation, imagination, hope, creativity, and a break from routine.

La Banca's mission is to satisfy the entertainment needs of the market with its gaming offer. This is why innovation is part of its core values. Research and technology are also part of its corporate strategy to provide clients with high-quality service. The current gaming offer is comprehensive and sophisticated thanks to technology and the fact that the entertainment market is constantly innovating and developing.

Entertaining our clients and giving them the possibility to fulfill their dreams is defined as one of our corporate purposes.

The variety of games we offer responds to the entertainment needs of the market, and we strive to provide an engaging, thrilling, safe, and responsible gaming experience. These ideals drive the design, communications, and gaming channels for the games that La Banca develops.

Our audience is very diverse, and their game choice preferences vary. Some dream about winning the 5 de Oro million-dollar jackpot; others follow their superstitions or dreams and play traditional lottery games such as Quiniela and Tómbola; others enjoy discovering what is behind their scratch cards and other people prefer to test their luck and knowledge of sports and choose Supermatch.

We have developed different gaming options through our digital offer to meet the diverse needs of our clients based on their preferred games and channels. All games are available online and through mobile apps.



1939  Traditional numbers draw game. 

1985  Keno game 

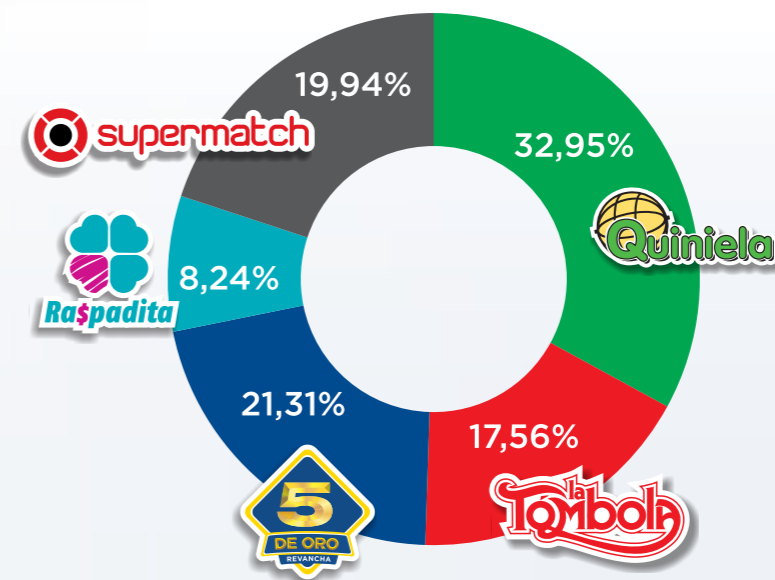
1990  Cumulative jackpot game 

1999  Internationally known as scratch cards, there is a physical and an online versions 

2005  Sports betting, prematch games, live betting, and online games. 

Games are described in detail on the following sites: www.labanca.com.uy and www.supermatch.com.uy.

SALES STRUCTURE NATIONWIDE - 2020



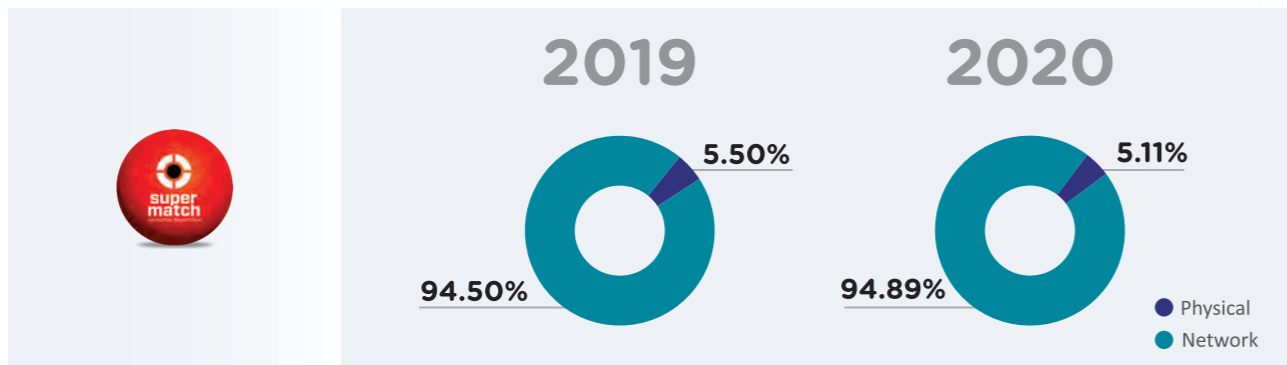
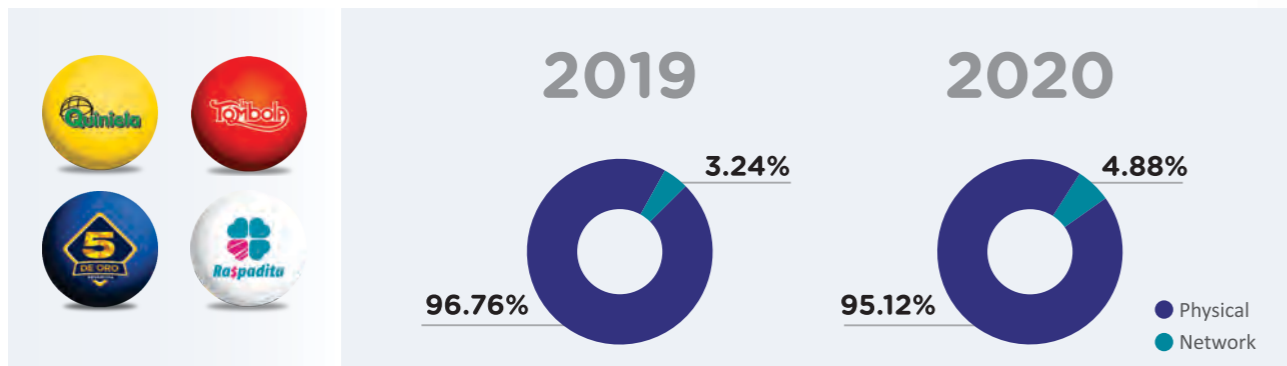
RETAIL CHANNELS

NATIONAL SALES DISTRIBUTION PER CHANNEL

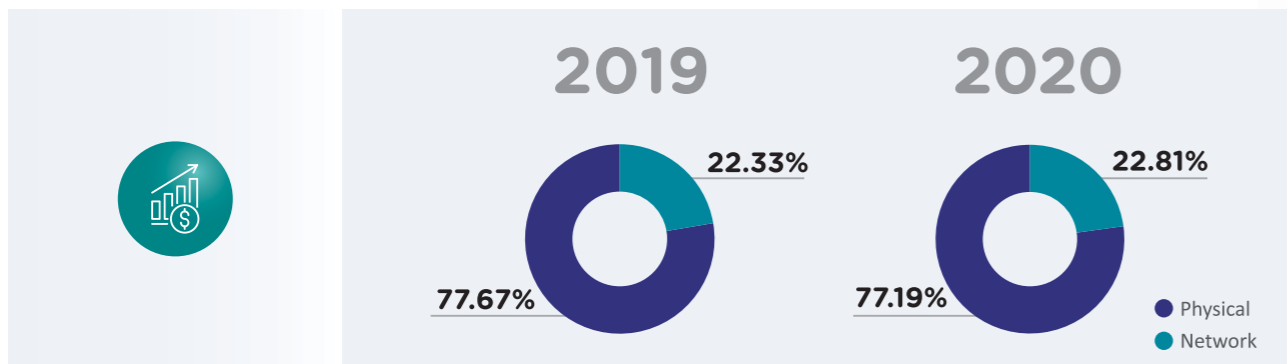
The games are distributed through an extensive physical retail network of almost 1900 outlets in Montevideo and over 7000 nationwide.

The Lottery Boards provide the retail network outlets with the equipment, technology, supplies, and maintenance necessary to market the games and services online and in real-time.

All games are also offered through the digital channel through the websites, and mobile apps developed in-house by La Banca.

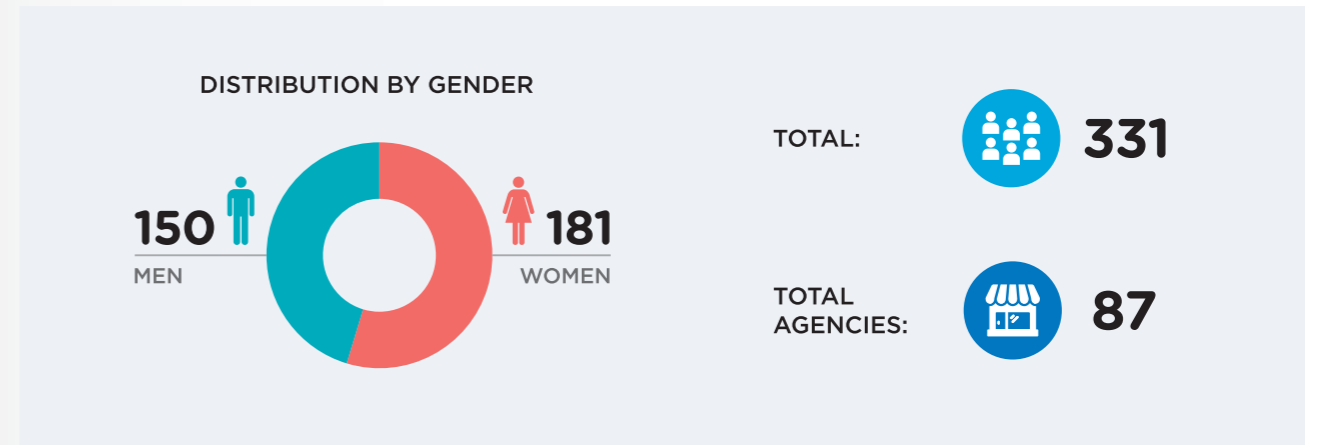


TOTAL SALES PER CHANNEL

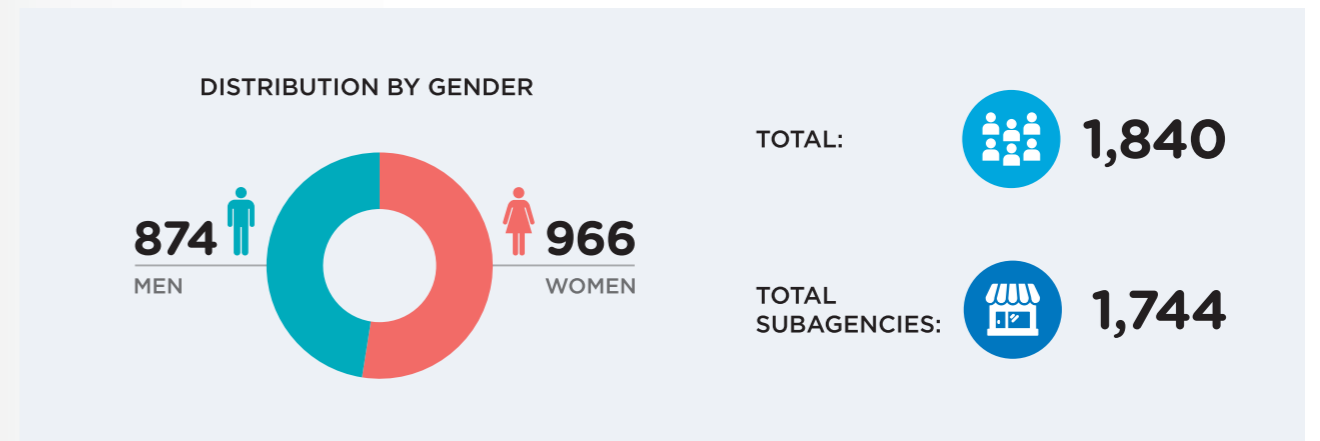


RETAIL NETWORK MONTEVIDEO

OFFICIAL AGENCY



SUBAGENCIES



LOTTERY BOARDS OF URUGUAY

POINTS OF SALE ACROSS THE COUNTRY

Number of subagents per Lottery Board:



- Lottery Boards
- Points of sales

FINANCIAL RESPONSIBILITY

La Banca's financial performance for 2019-2020 was deemed satisfactory.

Sales in 2019 increased in constant value by 3.7% compared to FY 2018. Sales in 2020 decreased in constant value by 4.31% compared to FY 2019.

In 2020, the recession and the impact of the COVID-19 pandemic - the widespread slowdown of activities, uncertainty, and changes in consumer habits - had a negative effect on La Banca's activities. We still consider that the company's performance was positive as the impact could have been much more significant. Lockdowns and reduction in mobility directly affected our customers in the physical sales channel, and although the games are available online, not all users migrated to this digital channel.

As sporting events were suspended during the second quarter of 2020, Supermatch sales suffered a sharp drop.

This negative effect was largely mitigated. We managed to sustain stable operations by adopting more efficient management systems and offering new sports betting games such as virtual sports and E-Sports.

TRANSACTIONS PROCESSED

2019

Quiniela and Tómbola	534 draws	Quiniela #bets Montevideo 82,143,611	Tómbola #bets Montevideo 23,432,788
5 de Oro	102 draws	78,698,308 wagers	
Supermatch	12,203,848 wagers	93,391 events through	

2020

Quiniela and Tómbola	536 draws	Quiniela #bets Montevideo 76,014,857	Tómbola #bets Montevideo 22,771,389
5 de Oro	104 draws	73,184,578 wagers	
Supermatch	12,207,547 wagers	83,562 events through	

PRIZES

Winnings paid by the Lottery Boards nationwide



2019	U\$S 277,450,096 US Dollars
2020	U\$S 241,841,173 US Dollars

5 DE ORO CON REVANCHA



2019	Jackpots 82	U\$S 3,032,698 Biggest jackpot 5 de Oro
		U\$S 34,360,098 Total amount jackpots
2020	Jackpots 72	U\$S 3,061,377 Biggest jackpot 5 de Oro
		U\$S 26,799,517 Total amount jackpots

SCRATCH CARDS

Winnings nationwide



2019	14,500,359 winnings
2020	18,303,802 winnings

TAX CONTRIBUTION

La Banca contributes to society by paying taxes that amount to approximately 37% of its gross margin.

In 2019-2020 the figures amounted to:



The fiscal collection concepts are as follows: Tax Authority (DGI): VAT, IRAE, IRPF, IRPF withholding on prizes, IRNR, and IP.

Social Security Bank (BPS): social contributions and charges on workers' salaries.

National Lottery Authority (DNLQ): Unclaimed winnings, gaming patents, and jackpot tax.

The jackpot tax applies to the 5 de Oro game, and the proceeds are paid into the National Resources Fund. This tax amounted to approximately USD 742,623 in 2019 and USD 735,892 in 2020.

It is worth mentioning that the Lottery Boards serve as tax withholding agents for the National Tax Authority (DGI).

CONTRIBUTION TO NATIONAL SPORTS

The direct taxes collected from our operations are almost entirely devoted to general revenues. They do not have a predefined purpose, such as health or education, which means it is impossible to see the contribution's impact.

An exception to this is a share of the VAT levied on Supermatch. These funds are devoted to contributing to national sports, in particular soccer. These funds finance sports infrastructure in the lower divisions of the clubs affiliated with the Uruguayan Football Association (AUF) and the Organization of Soccer of the Interior (OFI).

In the 2019-2020 period, this contribution amounted to approximately:



SPONSORSHIP OF SPORTING EVENTS

La Banca has devoted the company's own resources to sponsoring outstanding Uruguayan athletes to contribute to their professional development. During this period, we sponsored the professional driver Santiago Urrutia and the athlete Emiliano Lasa.



INTERNATIONAL MEMBERSHIPS

La Banca is associated with international organizations in the field. It shares the values these organizations promote to protect legal operations, ethics and the integrity of the business. It participates actively in promoting good practices and certifications.



CIBELAE / Iberoamerican Association of State Lotteries
www.cibelae.com

Regional corporation comprising the countries of South and Central America, Spain, and Portugal. It is an associate member of the WLA. It is currently chaired by the Director of the National Lottery Authority. The company's vision is to become leaders and role models in knowledge creation in lottery management, Corporate Social Responsibility, and Responsible Gaming.



WLA / World Lottery Association
www.world-lotteries.org

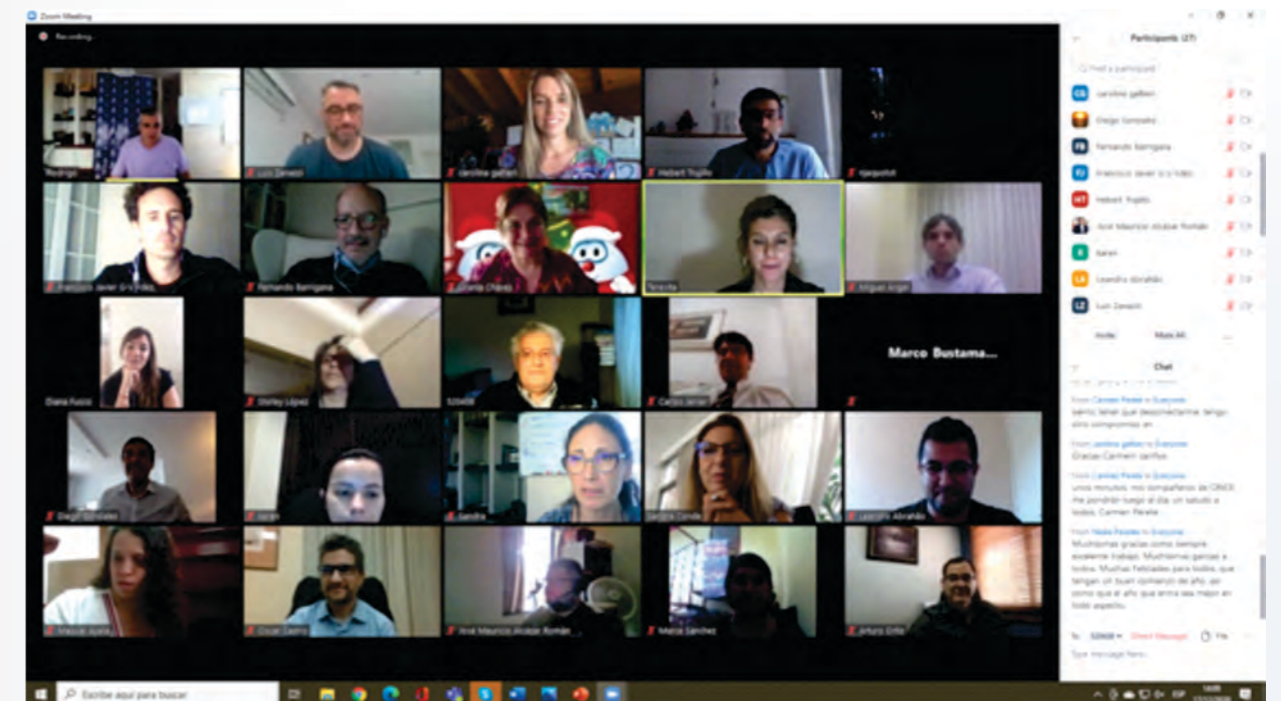
It is a global organization that spans six continents and provides services to state-authorized lotteries, sports betting operators, and gaming industry suppliers in 80 countries. It serves over 150 lotteries worldwide. Its vision is to be recognized as the global authority in the lottery and betting industry, uphold the highest ethical principles, and support members in the universal pursuit of raising funds for good causes. It also acts in coordination with regional associations. La Banca has been a member since its creation 30 years ago.



GLMS / Global Lottery Monitoring System
glms-sport.org

The aim of the organization is to monitor the integrity of and good practices in sports betting, through policies and procedures to safeguard the security, transparency and integrity of sporting events. This specialized organization plays a very important role in sports betting. La Banca's participation is a testament to its outstanding performance within the region. This organization is present in 31 countries and has 33 members. It was established in 2015 and La Banca is a founding member and part of its Executive Committee.

Members of La Banca actively participate in the committees and working groups of international organizations. They also participate in events as attendees and panelists where experiences, research, cases, and studies are discussed.





CERTIFICATIONS

We believe it is crucial to obtain the certifications that show proof that our management systems are driven by excellence and address the most relevant business elements in our operations: Security of Information, Responsible Gaming, and Quality.

SECURITY OF INFORMATION



CERTIFIED
SECURITY CONTROL STANDARD
VALID UNTIL MAY 18, 2021

1) ISO 27001 Standard 2016 version- British Standard Institution (BSI)

This certification has been sustained without interruption since 2010. Compliance with this standard implies the recognition, evaluation, and risk assessment of the organization's management processes. One of the main aspects that have been highlighted throughout the different auditing processes is the company's spirit of continuous improvement of our systems and procedures, which has been strengthened over time thanks to the commitment of all of our members.

2) "WLA Security Control Standard: 2016" - British Standard Institution (BSI).

La Banca has maintained this certification without interruption since 2012. This standard was specifically designed for lottery and gaming operations. Based on this standard, the WLA sets forth specific controls to address and manage the gaming operators' risks, processes, and assets. To be certified under this standard, it is also required to be ISO 27001 certified.



RESPONSIBLE GAMING



3) Responsible Gaming - WLA Level 4

The Montevideo Lottery Board has been a pioneer in South and Central America and, since 2015, has been certified by the WLA RG standard at the highest level. Since 2019, most of the Lottery Boards across the country have joined the Certification awarded to the Montevideo Lottery Board, thus covering 95% of the operations nationwide.

QUALITY



4) ISO 9001 – LSQA

La Banca has been certified under this quality standard since 2015, which applies to all of the company's processes, especially our customer-centered approach and stakeholder engagement—currently certified under the 2015 version.

OTHER MANAGEMENT STANDARDS

In addition to the abovementioned certifications, La Banca also applies the following guidelines:





Gambling regulation in Uruguay dates back to Article 1 of Law No. 1,595, of December 16, 1882, which established that, as a general principle, gambling is considered illegal unless there is an explicit legal authorization. Article 244 of Law No. 19,535 refers to the principle of illegality in Article 1. Its validity is, therefore, indisputable. These articles embody a true State Policy on gambling activities, as they strictly outline the regulations that shall rule these activities within society in the present and future, extending its limits beyond the scope of criminal punishment.

In defense of the gambling industry and following the guiding principle of illegality, a legal provision was approved in 2017 (Law No. 19,535), whose purpose is to put an end to certain online gambling activities that involve the illegal online gambling operations that target the residents in our country, without due authorization, without safeguards for users and promoting unfair competition undermining those who operate under the law. Article 245 of the law above empowered the Executive Power to adopt a series of measures against illegal gaming and betting activities using new technologies. Among these measures is the blocking of financial flows to accounts that directly or indirectly promote gambling services, as well as the prohibition of all advertising, sponsorship, and/or promotion of unauthorized games, and the blocking of websites and web pages that do not have the corresponding legal authorization, as a way of discouraging illegal games in our market and mitigate the negative impact on the authorized operators and their sales network. These measures are appropriate for three fundamental reasons: legality, necessity, and usefulness.

These measures are an excellent starting point. Considering the wide gaming offer available, in addition to the legal authorization requirements, it was essential to approve a regulation that would accompany the current scenario that shows increasingly dynamic and complex trends, bearing in mind the need to protect the foundations and institutional gambling framework and principles in our country: legality, sound business practices, transparency, cooperation, security and integrity of information, which are core values of socially responsible activity.

CORPORATE GOVERNANCE

La Banca's operations are regulated by laws, decrees, standards, resolutions, and specific regulations. All organization members are thoroughly committed and make special efforts to comply with these provisions. In addition to being directly monitored by the State through the regulatory entity, the National Lottery Authority, La Banca has strict controls in place and a high level of commitment from the organization's members to ensure compliance.

Ensuring the highest standards of ethics, integrity, and regulatory compliance is of utmost importance for La Banca's governance.

The company is also regulated by its bylaws, regulations, and Code of Ethics.

CODE OF ETHICS FOR LOTTERY AGENTS

This code, approved by the Members' Meeting on February 24, 2000, reflects and preserves the founding values that have guided the Official Lottery Agents since the beginning of the activity. The Code describes the ethical values to be upheld and the vales that the company wishes to prevent and depart from. In addition to addressing the need for strict compliance with gambling regulations, it states that "Lottery Agents must fully understand and act in line with the nature and the relevance of their duties. They must comply in all cases with the technical, regulatory provisions, and to do so with the utmost legality, honesty, precision, and accuracy, as the history of the organization, mentioned above, illustrates, demands and requires it."

The values that guide the Agent's activity are Integrity, Objectivity, Independence, Confidentiality, Responsibility, and Ethical Conduct. In particular, "Respect among colleagues: good faith, honesty, solidarity, and loyalty are essential conditions for free and honest business operations."

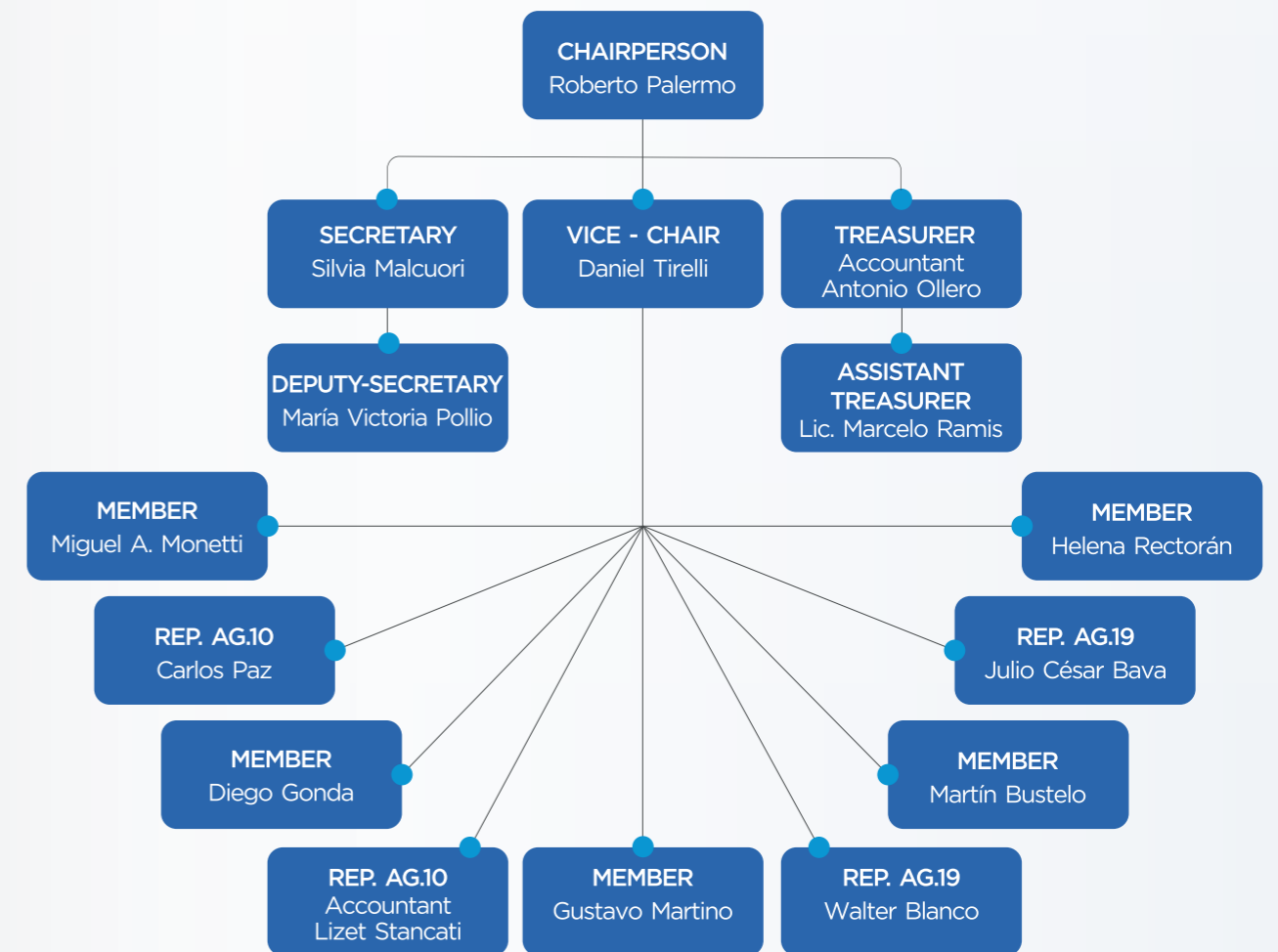
It is pointed out that Agents must not only protect their reputation, but at the same time, they must protect and build the reputation of their association.



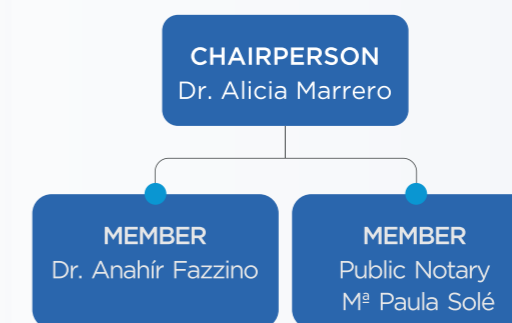
Corporate Governance is composed of: the Board of Directors made up of eleven members, including the highest authority, the President, who is elected by the Agents every two years in the Members' Meeting. An Executive Board made up of the President, Vice President, Secretary, and Treasurer that is responsible for the daily operations and the decision-making. The Board of Directors is also free to appoint additional members to the executive board.

AUTHORITIES

EXECUTIVE COMMITTEE



SUPERVISORY COMMISSION



CORPORATE REPUTATION

La Banca produces annual reports and financial statements that are audited and distributed to its members and government authorities. These are also submitted for approval at the company's annual general meeting.

The company publishes its sustainability reports twice a year on its website. This report outlines the company's management practices and its economic, social, and environmental goals in a transparent manner. It also explains the challenges and opportunities for continuous improvement.

La Banca is a member of the following organizations: WLA at the global level and CIBELAE at the regional level. It participates in both organizations' CSR, RG, and Information Security Committees. Both organizations carry out training initiatives and workshops to share good practices and experiences. La Banca is an active participant and contributes to promoting Responsible Gaming and Information security.

La Banca's Responsible gaming efforts in Uruguay have been truly significant. The company has become a leader in the region and the first in South and Central America to achieve the highest level of WLA Certification.



Stakeholders and Materiality Analysis

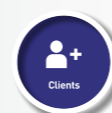
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OUR STAKEHOLDERS

La Banca's stakeholders are people or entities whose needs, interests, or expectations affect or are directly or indirectly affected by the company's operations and who, therefore, may have a direct or indirect impact on the company's business strategy.

The purpose of identifying and analyzing our stakeholders is to strengthen our relationships, communication, and alliances with them and determine the material aspects, expectations, and opportunities to create shared value.



Clients: Those who participate in La Banca's games, whether online or through the retail network.



Employees: Group of the company's direct employees under La Banca's payroll.



Official Agents: They are the organization's members, the operators appointed by the Executive to manage and operate the gaming offer.



Retail network: The sales network in Montevideo ranges from large premises where official agencies operate to small shops where Subagents operate.



Gambling disorder treatment centers: Organizations that provide professional or community assistance to gambling-related addictions and treatment to problem gamblers and their families.



Other Lottery Boards (rest of the country): There are 28 Lottery Boards in Uruguay. The other 27 Lottery Boards in the country coordinate with the Montevideo Lottery Board, which manages the digital channel operations. The Montevideo Lottery Board and the rest of the Lottery Boards in the country have formed a legal entity under the status of an Economic Interest Group, called Banquidur GIE, to facilitate gaming operations since games run nationwide.



State: Legislative and Executive Branches: They pass laws and general and specific decrees that impact the company's activities.

National Lottery Authority (DNLQ) This State office under the Ministry of Economy and Finance is directly responsible for regulating and controlling the activity of La Banca.



Vendors: National and international companies that provide goods and provide strategic services or others of lesser relevance. La Banca has defined a procurement policy to manage its supplies properly and build long-term relationships with its vendors.

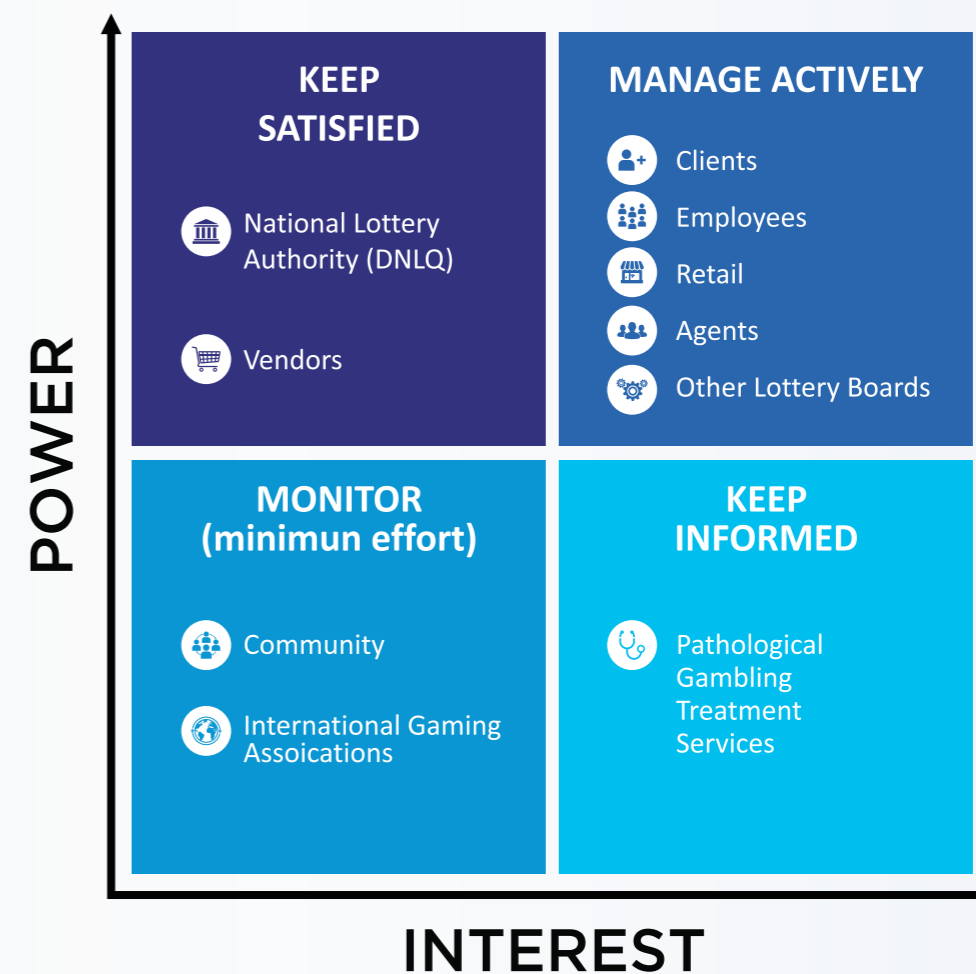


International Gaming Associations We actively participate in international gaming organizations. La Banca is a leading organization in the region, thanks to the certifications achieved at the global and local levels. We use our experience to help other operators so that they can follow the same path in adopting good practices. La Banca has established a strong relationship with the WLA, GLMS, and CIBELAE. This commitment is strong, which is reflected through the certifications we have achieved and the participation of our collaborators in committees, working groups, seminars, and international congresses.



Community: The community in general and in particular, local charities, NGOs, and volunteer and community groups.

POWER MATRIX/STAKEHOLDERS' INTERESTS



MATERIALITY ANALYSIS

The material aspects can significantly affect, either positively or negatively, the capacity to generate shared value in the short, medium, or long term.

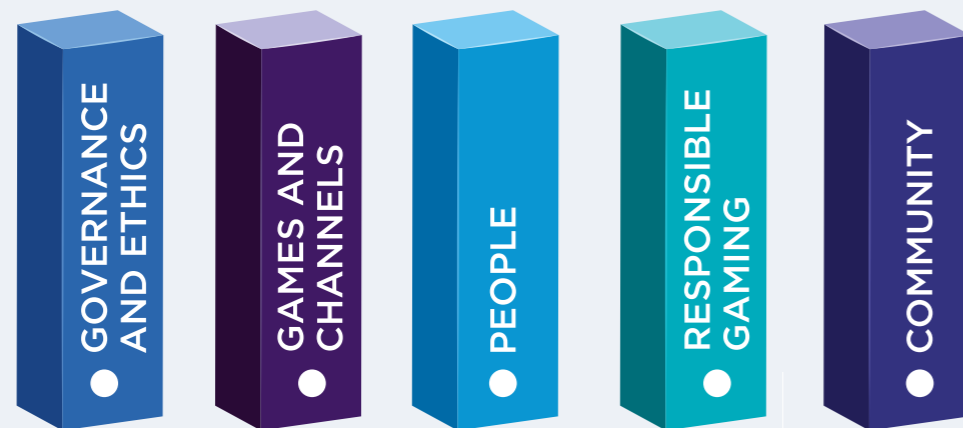
La Banca periodically conducts a materiality analysis to identify the economic, social and/or environmental impact of these material aspects on the business strategy or stakeholder engagement and are therefore worth reporting.

This analysis aims to ensure that La Banca's CSR strategy is aligned with the priorities identified by our stakeholders.

Through this analysis, the aspects relevant to all stakeholders and, at the same time, applicable to La Banca's strategy and business model were identified. On this basis, the priorities for establishing CSR action plans are confirmed. The pillars of La Banca's CSR strategy from which the material aspects are analyzed are:

1. Governance and ethics.
2. Games and channels: Our products and services.
3. People: Development and well-being of the people that are part of La Banca.
4. Responsible Gaming: Commitment to the impact of our business operations.
5. Community in which we are present.

PILLARS



Methodological approach

We adopted the methodology of the Global Reporting Initiative (GRI) G4 version and the principles of stakeholder inclusiveness, sustainability context, materiality, and completeness.

As in previous reports, a three-step process was followed:

1. Identification of relevant issues - Review and update previous reports considering the environment and benchmarking trends to determine the issues that affect or may affect La Banca's ability to generate value and the needs of stakeholders.
2. Prioritization of the material issues identified, assessing their importance for La Banca and its stakeholders. This analysis is illustrated in the materiality matrix presented below.
3. Validation of the results by the CSR and Responsible Gaming Committee and La Banca's management ensures legitimacy, scope and time coverage, and consistency.



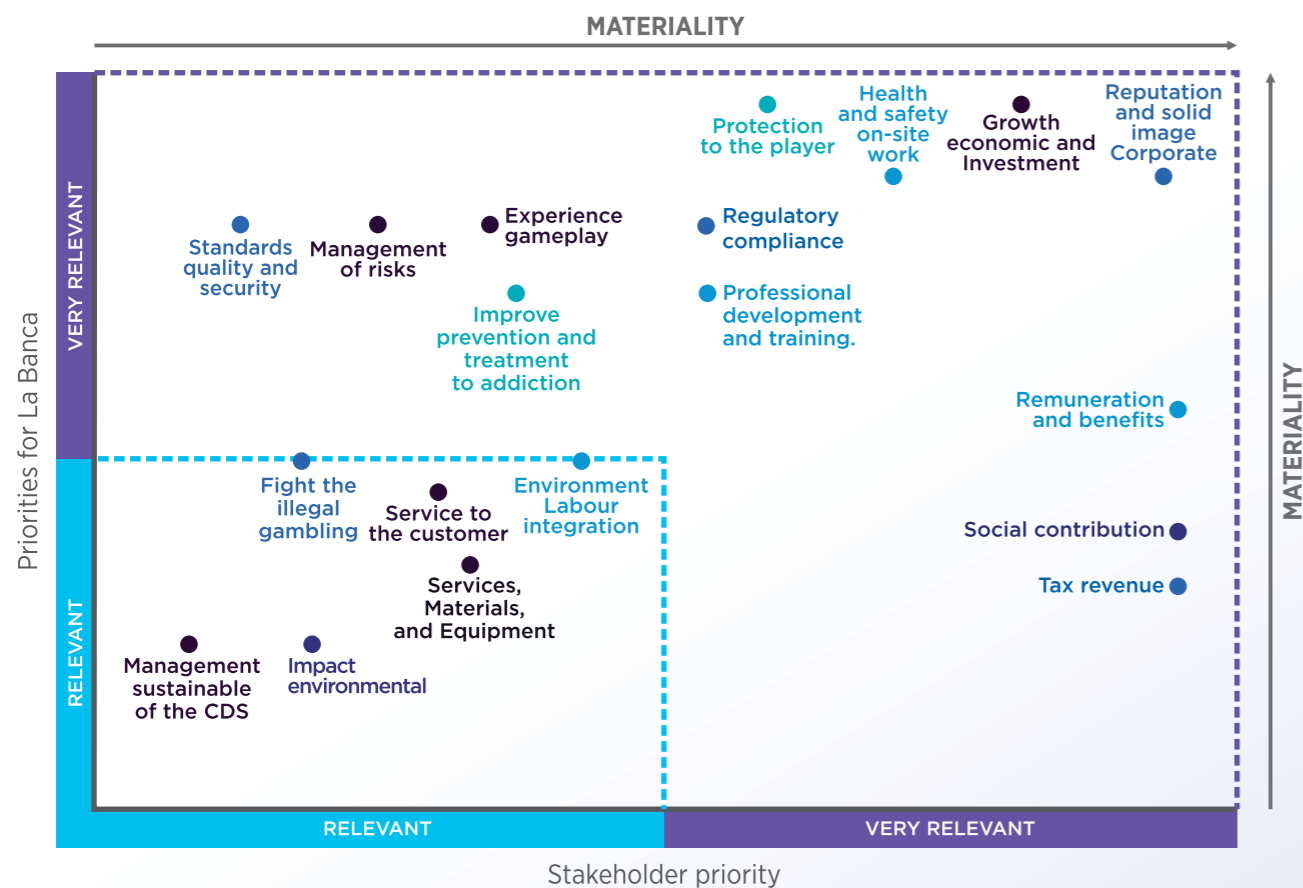
MATERIAL ASPECTS

An external environment analysis was carried out using the PESTEL tool (Political Environmental Social Technological Economic Legal) and benchmarking with international lotteries to identify the issues that are relevant for La Banca.

In addition, an internal SWOT analysis (Strengths, Weaknesses, Opportunities, Opportunities, Threats) was also carried out.

Different systems are used to prioritize material aspects and for stakeholder consultation, for example, market research with our customers and the community, work climate studies with employees, surveys and visits with the sales network, interviews, and evaluations with suppliers, periodic meetings, complaint management, training and workshops with problem gambling treatment centers, among others.

MATERIALITY MATRIX



Pillars: ● GOVERNANCE AND ETHICS ● GAMES AND CHANNELS ● PEOPLE ● RESPONSIBLE GAMING ● COMMUNITY

The matrix shows the relative distribution of the material aspects that La Banca and the stakeholders identified as a priority.

ANALYSIS OF RESULTS

The matrix shows the prioritization of 19 material issues classified into two categories; relevant and very relevant. All the topics shown in the matrix are essential for La Banca, and specific actions and programs have been implemented to address them.

The matrix shows that 13 material issues have been classified as very relevant, four as relevant, and two fall between both.

Among the highly relevant topics are reputation and solid corporate image, economic growth and investment, client protection, and occupational health and safety. As of March 2020, the latter has become increasingly important due to the COVID-19 health emergency.





Gambling is not harmful or addictive in itself; it is not for the vast majority of the population, but it can cause problems in vulnerable people with psychological characteristics that make them more prone to addiction.

For this reason, gambling activities are strictly controlled by the State because it can harm those vulnerable.

We have adopted a Responsible Gaming Policy, as we are accountable for the harmful effects our operations might have on our society:

“Our goal is to prevent and reduce the unwanted effects of problem and pathological gambling, raise awareness about how to play in an informed, recreational and healthy manner, protect vulnerable groups and minors, and support treatment centers for people with gambling-related problems.”

Responsible Gaming is at the heart of La Banca's activities, daily operations, and decisions. Games are meant for entertainment, and we strive to keep it as such and preserve the positive connotations that gambling activities have been associated with throughout the history of mankind: fun, recreational leisure, imagination, creativity, social integration, distraction from everyday life. Since games may pose a risk to certain people, we take on the responsibility of designing following the guidelines recommended by academic experts, considering research, and implementing the necessary measures to protect those at risk.

The Responsible Gaming principles are part of La Banca's daily life.

Since 2010, the WLA Responsible Gaming principles and framework have been an essential guide for the Montevideo Lottery Board. This globally recognized standard was implemented over the course of 5 years. We have achieved level 4 certification, which is the highest level, which means that the Responsible Gaming framework has been integrated into the management system. We have maintained this certification since 2015; we have shown the progress achieved through continuous improvement processes and programs for stakeholder engagement.

In 2019 the Lottery Boards of: Rivera, Tacuarembó, Cerro Largo, Paso de los Toros, Durazno, José Batlle y Ordóñez, Lascano, Rocha, Maldonado, Lavalleja, Florida, Flores, Pando, San Ramón, Santa Lucía, Canelones, Las Piedras, San José, Rosario, Carmelo, Young, Salto and Paysandú joined the Responsible Gaming strategy of the Montevideo Lottery Board and followed its lead, taking on the same RG commitments and policies implemented by La Banca. They were also able to join La Banca's WLA certification.

RESPONSIBLE GAMING FRAMEWORK AND PRINCIPLES

RESPONSIBLE GAMING PRINCIPLES



The Responsible Gaming Framework brings together ten areas to be developed within the company to adopt the principles and integrate them into existing management systems. Policies, RG procedures, programs, and action plans are developed for each of these to engage the entire organization and internal and external stakeholders in this business strategy.

RESPONSIBLE GAMING FRAMEWORK



As illustrated in the materiality analysis, Responsible Gaming is a strategic pillar within the organization and cuts across the entire company.

From top management and across all sectors of the company, we share this concept with all the members of the organization from the moment they join the company, as it is not only part of the business strategy but also our corporate culture.

Actions are systematically planned and developed for all areas of the Responsible Gaming framework.

In 2020, a very particular year due to the COVID-19 pandemic, we were forced to suspend several activities intended to disseminate information about gambling disorders due to the lockdown and social distancing measures in place. We had planned several activities in coordination with the education sector, one of the more severely affected sectors.

Given the lockdown, we consider it essential to reinforce the service provided by La Banca's Gambling Helpline.

GAMBLING DISORDER PREVENTION AND HELP

HELPLINE

Prevención y ayuda al juego patológico.


 **0800-2000**
Línea de atención gratuita.



La Banca has a toll-free helpline to provide information about gambling disorder treatment centers.


The helpline began operating in mid-2014 to assist users about the treatment centers to which to turn according to what they find more suitable based on the type of service or geographical proximity. It takes calls from across the country.

During this period, the main objective has been to promote this service to most of the population in Montevideo and the rest of the country to become familiar with it.

 We have implemented different programs to promote **La Banca's Helpline** in the community, including advertisements in the media, game tickets, leaflets, stickers at all points of sale, websites, and social media.

Help Center staff undergo periodic training led by professionals, following a specific protocol to ensure we provide the right information to the people who will communicate with the affected person or their family members. We strive for empathic communication to encourage the person to take the next step, which is to go to a treatment center. Also, when the call requires it, we can make a direct and immediate referral to specialized professionals.


TREATMENT REFERRAL

 La Banca is interested in developing a collaborative relationship with gambling addiction treatment centers to cooperate in the prevention of gambling problems and achieve the most effective treatments for this disorder in Uruguay.

We aim to help minimize social damage and protect vulnerable groups. La Banca disseminates information about these organizations and their treatments and hopes to help enhance their activities and exchange of information and knowledge. For example, it has organized symposiums and workshops with renowned international experts in the field to bring knowledge and promote interactions with Uruguayan professionals.



PROTECTION OF CLIENTS' INTERESTS

 To provide our customers with a safe online gambling experience, La Banca makes several tools available to its customers in the digital channel for them to be able to assess their interactions with the game in a timely manner and to self-monitor their hobby.


These self-monitoring tools allow the player to determine the frequency of their gambling habits, set their own spending and loss limits, and even self-exclude from gambling for a given period or indefinitely. Users can establish their desired thresholds in advance, when they are in a proper emotional state, and they can avoid spending more time and money than they can afford on an activity that is intended for fun and recreation. La Banca recommends using these tools since they can help the user ensure they do not play beyond their means.

Additionally, the company sends customers warnings and recommendation messages so that the gambler is aware of the time spent online or the amount of money lost.

Customer satisfaction surveys are conducted periodically through a market research consulting firm, and the company also carries out its own customer surveys online. The purpose of these surveys is continuous improvement on different aspects related to the service. They include questions on using the self-exclusion and self-limitation features and the Responsible Gaming programs.



RESPONSIBLE COMMUNICATION

 The company carries out Responsible Gaming campaigns across mass and social media channels. It disseminates information at the points of sale to raise awareness about and prevent gambling problems and encourage those whose psychological characteristics make them prone to addiction to ask the different providers available for help and seek treatment.

From the Responsible Gaming perspective, CSR has contributed to recognizing La Banca as a company with a good, solid, and reliable image, as reported by the customer satisfaction surveys that show a 70% approval rating.

The Lottery Boards in the rest of the country joined the Responsible Gaming programs led by the Montevideo Lottery Board. The Responsible Gaming policy and the programs in Montevideo were extended to the rest of the Lottery Boards in the country, as they have agreed to adopting all of the policies.

La Banca's marketing and advertising communications are governed by a Marketing and Advertising Code of Ethics. This code sets forth the requirements for all corporate communications and products. Compliance with the code's provisions guarantees Responsible Marketing practices and the adoption of Responsible Gaming standards across all forms of communication. The Code is adopted and implemented by the organization's members, especially the Commercial, Marketing, and Advertising departments, and by the company's vendors and service providers, such as advertising agencies, media, producers, influencers, etc.

FEBRUARY 17 "RESPONSIBLE GAMING DAY"

Since 2018, La Banca has celebrated this day and the Responsible Gambling week by carrying out different actions to raise awareness about the impact of gambling problems on society, families, and the people affected.



17 DE FEBRERO

Día Internacional de Juego Responsable

Si vas a jugar
hacelo de forma
responsable



0800-2000
Prevenición y ayuda
al juego patológico.



SEVERAL ACTIVITIES ARE CARRIED OUT DURING THE WEEK:



LA BANCA IS COMMITTED TO CORPORATE SOCIAL RESPONSIBILITY

La Banca is guided by “**best practices**” to ensure service excellence. These address streamlined and documented actions based on excellence, continuous improvement, and adding quality to management processes.

When applied to La Banca's operations, this CSR-specific concept refers to innovative, sustainable, timely and effective initiatives to create and add value to the company and some of its stakeholders. Best practices are promoted by international organizations, inspired by the practices of other companies in the field, or even inspired by their own practices and can be transferred to different contexts.

CSR and stakeholder engagement are essential elements of La Banca's mission, vision, and corporate values.

The organization rigorously complies with all legal and contractual obligations in force. It has integrated social, labor, economic and environmental concerns as part of its management and business strategy, taking responsibility for the impacts resulting from its operations.



CSR, with Responsible Gaming as its primary driver, is a core component of La Banca's corporate culture. It is a comparative advantage, promotes sustainability and social cohesion, and a way of understanding the business, generating long-term shared value for all stakeholders and integrating the risks and opportunities for economic, social, and environmental development. The community at large is considered a stakeholder.

Ethical behavior is one of the company's core values. It governs all aspects and members of the organization, from governance to employees and its value chain. The Ethical Codes were developed to ensure members, employees, suppliers, and the sales network understand and comply with the values that govern the company.

Excellence and innovation to continue leading in developing new games and services are also part of our corporate values. We strive to remain competitive, contributing to the economic development of our country, social welfare, and the creation of quality employment.

La Banca used the United Nations Global Compact, ISO 26000 standard, and the WLA's Responsible Gaming framework as an inspiration to formulate its general CSR strategy.

Concerning the **Global Compact**, it has considered the ten principles covering the following areas: Human Rights, Labor, Environment, and Anti-Corruption.

Considering ISO 26000 Standard, La Banca complies with the seven principles of social responsibility:

Accountability, Transparency, Ethical behavior, Respect for stakeholder interests, Respect for the rule of law, Respect for international norms of behavior, and Respect for human rights.

La Banca addresses the core CSR elements: Corporate Governance, Human Rights, Labor Practices, Environment, Fair Practices, Consumer Affairs, Active Participation, and Community Development.

La Banca's management model is aligned with the Social Responsibility principles outlined in the standard, with strong corporate governance and commitment to stakeholders to generate long-term shared value for sustainable development and social progress.

The World Lottery Association (WLA) Responsible Gaming principles and framework have been adopted since 2010, when we began the certification process. In 2015 we reached the highest certification level, and we have sustained this certification since thanks to continuous improvement practices.

Since 2019, most of the Lottery Boards in the rest of the country also joined the Responsible Gaming vision adopted by the Montevideo Lottery Board and achieved certification under the same standard.

LA BANCA'S CSR STRATEGY:



Traditionally, La Banca has been involved in philanthropic activities supporting several institutions with social purposes. Since adopting the WLA Responsible Gaming programs, the purely philanthropic approach was replaced by a full-fledged CSR strategy that contemplates the social impact of the activity. The Responsible Gaming strategy became part of La Banca's business strategy and part of its daily management practices, including stakeholder engagement.

To create long-term value for all our stakeholders by contributing to the development of society and being accountable for economic, social, and environmental impacts.

The CSR strategy is built around the Responsible Gaming strategy, as we are accountable for the direct consequences that La Banca's operations may have. This means looking after vulnerable groups, protecting minors, preventing gambling problems, and providing treatment for gambling disorders.

LA BANCA CONTRIBUTES TOWARD THE SDGs

La Banca uses the Sustainable Development Goals (SDGs) 2030 Agenda to guide its CSR policy. The company's Board of Directors adopted the UN goals to contribute to the country's sustainable development and the world.

In response to the UN's call to the private sector to advance the Sustainable Development Goals, just like other companies committed to their role in society and the preservation of the planet, La Banca works towards fulfilling the SDGs and the 2030 Agenda.



17 goals for people and the planet

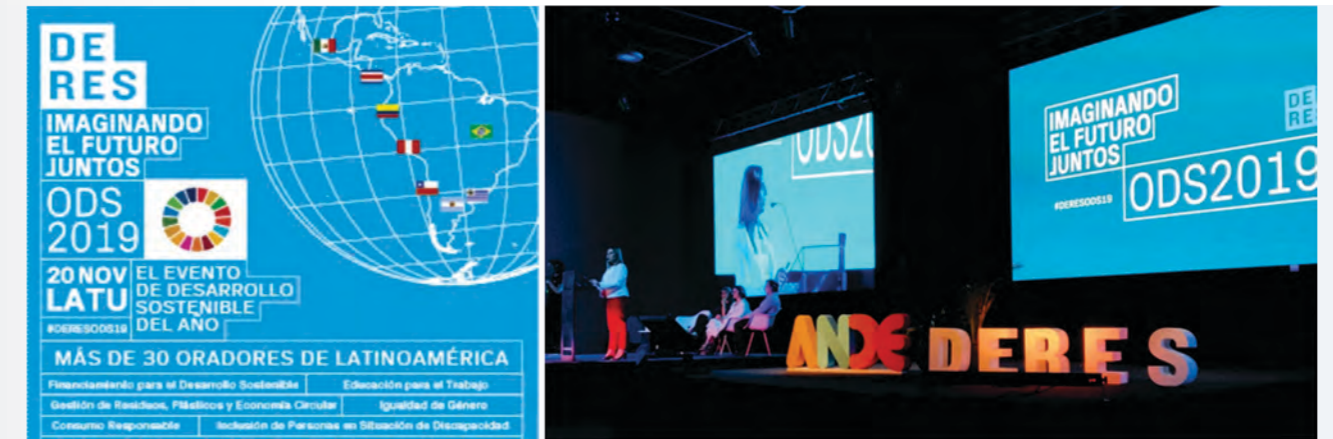
The **Sustainable Development Goals (SDGs)** are a universal call to action to end poverty, protect the planet and improve the lives and prospects of people around the world. In 2015, all UN Member States adopted 17 Goals as part of the 2030 Agenda for Sustainable Development, which sets out a plan to achieve the Goals in 15 years.

At the summit held in September 2019, and given the time remaining to achieve the SDGs, the UN called for all sectors of society to mobilize across three levels: **action at the global level** to ensure greater leadership, more resources, and more innovative solutions to the Sustainable Development Goals; **action at the local level** that includes the necessary transitions in policies, budgets, institutions and regulatory frameworks of governments, cities and local authorities; and **action by individuals**, including youth, civil society, media, the private sector, trade unions, academia, and other stakeholders, to generate a steadfast movement to drive the necessary transformations.

The SDGs reflect a new understanding that development everywhere must integrate economic growth, social well-being, and environmental protection.



We participated in the Sustainability Event of the year, “Imagining the future together,” on the occasion of the twentieth anniversary of Deres. The event welcomed more than 30 speakers and over 700 participants. ANDE and the UNDP sponsored it, and the leading companies in the country and the media were present.



As a result of our involvement with DERES (an organization of companies that seek to promote the development of Corporate Social Responsibility practices), we have participated in the activities that recognize corporate Best Practices and in SDG working groups.

In 2018 and 2019, La Banca's Responsible Gaming efforts were recognized by Deres and awarded the Best Business Practices Recognition for its contribution to the Sustainable Development Goals (SDGs) as an inspiring practice. This award is organized by DERES and supported by the National Agency for Development (ANDE).

La Banca has used the SDG Compass for guidance. It is a guide developed by the Global Reporting Initiative (GRI), UN Global Compact, and the World Business Council for Sustainable Development (WBCSD) to help organizations measure and manage their contribution to the SDGs and integrate all this into the company's business strategy. Through five steps, the tool helps maximize contributions towards sustainability so that it becomes a core element of the business strategy. The five steps of the SDG Compass are based on the recognition of the company's responsibility to comply with relevant legislation, respect international standards, and address all negative human rights impacts as a priority. The SDG Compass Guide is organized into sections, which address each of the five steps of the guide:

2019 Recognition

1. Understanding the SDGs.
2. Defining priorities, assessing the company's positive and negative, current and potential impacts on the SDGs across the entire value chain.
3. Setting goals in the company in line with the SDGs.
4. Integrating sustainability into core business and corporate governance.
5. SDG reporting and communicating, encouraging companies to incorporate the SDGs into their communication and reporting to stakeholders.



In 2018, La Banca decided to align its CSR actions with the SDGs using this tool. To do so, it analyzed the SDGs, became acquainted with the targets of the 17 SDGs, and prioritized those closest to its business operation and those on which it could have a positive influence.

La Banca displays the following **leadership behaviors** outlined by the United Nations:

Intentionality: Although support for the SDGs is not deliberately integrated into the company's strategy, it has initiatives in this regard and integrates them into all its CSR actions.

Ambition: The initiatives it incorporates and pursues concerning the SDGs are incremental and focused on the long term.

Consistency: The company's contributions to the SDGs are integrated into its functions and communications. For two consecutive years, DERES recognized the company's good practices concerning the SDGs.

Collaboration: The company's support of the SDGs involves partnerships with various NGOs and Foundations to complement capabilities and to be able to implement actions towards achieving the goals.

Accountability: The has in place transparent reporting and risk management practices, a solid commitment to its stakeholders, and also cares and is accountable for the adverse impacts of its operations.

The Members of La Banca participate actively in the DERES organization, participating in the working groups that focus on the SDGs and 2030 Agenda. The objective of these groups is to contribute to the country's sustainable development through the joint work of several companies generating value for all, providing tools, documents of interest, proposals, training, and strategic alliances.

In the 2019-2020 period, we broaden the scope of the SDGs that we contribute to:

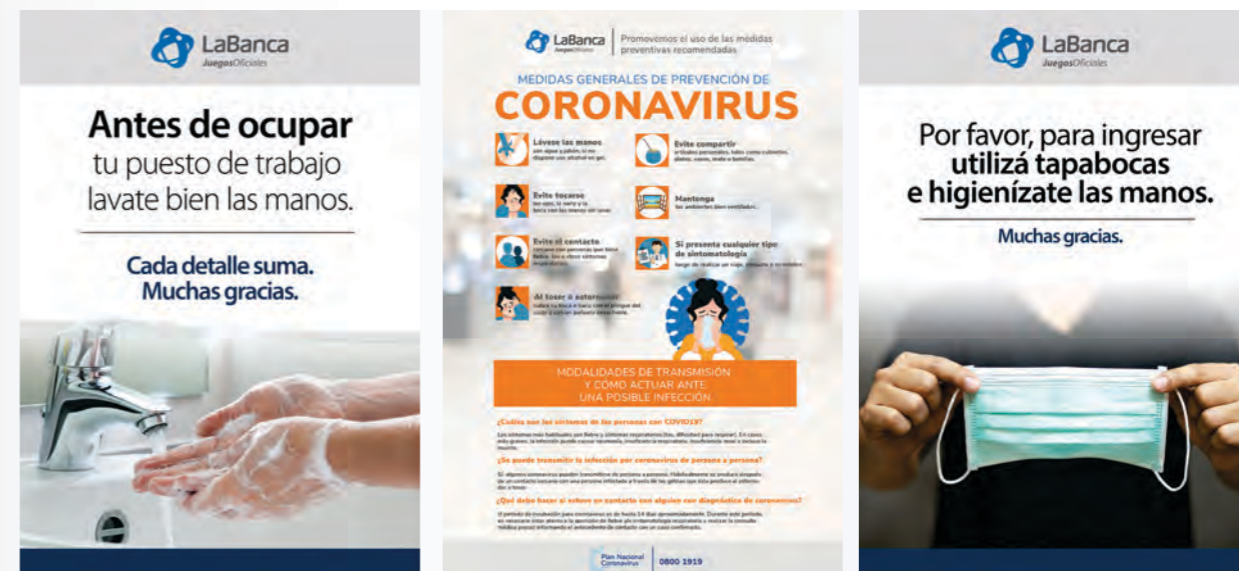


SDG 3 HEALTH AND WELL-BEING

This SDG is particularly relevant to our CSR

The company has specific Responsible Gambling programs in place to tackle the impact on those vulnerable to gambling addiction (disorder included in DSM4/5) and aims to prevent and minimize this harm in society. Thus, all of the company's programs, including, among other things, the collaborative work with addiction treatment centers, qualitative and quantitative research on gambling problems, game design, marketing, daily operations, stakeholder engagement (employees, sales network, suppliers, etc.) fall under the scope of the company's Responsible Gaming policy and the corresponding measures are applied.

We have also implemented the “Apuesta a Tu Salud” (Bet on your health) program to care for our employees' health. The program promotes healthy eating and provides benefits in clinics to change unhealthy eating habits, workshops for anthropometric measurements, blood pressure and sugar measurements, and to quit smoking. Since the beginning of the pandemic, the focus has been on health recommendations, hygiene, and the implementation of all the measures recommended by the government's scientific advisory group.



CONTRIBUTION TO SOCIETY - SUPPORT FOR SCIENCE



A significant action that took place in 2020 was that all the Lottery Boards in the country, in their commitment to the community and response to the pandemic's effects, decided to contribute to science, investing in disruptive innovation and innovative projects for the benefit of society.

All the Lottery Boards in the country donated to the Pasteur Institute in Montevideo.

Given the importance that the scientific sector has had in the management of the pandemic in our country, La Banca, in recognition of the sector's role, donated resources to support this activity, in particular to the Pasteur Institute, supporting its new Center for Innovation in Epidemiological Surveillance (CIVE).

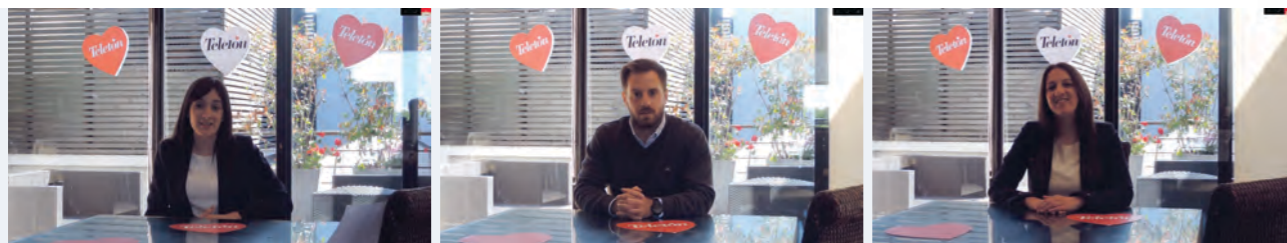
This monitoring center will generate knowledge on the evolution of this and other viruses that may appear in the future. It will become a model center at international and regional levels to identify pathogens that may lead to health emergencies and prevent and neutralize them. This Center needs a scientific-technological infrastructure to address the issue from “a broad vision, within the framework of the one health approach, covering from the isolation of a pathogen to the analysis of the complex genomic data, including improved systems for the management, analysis, and exchange of information.”

This Center (CIVE) will develop, standardize, and implement cutting-edge molecular virology and sequencing tools.

In addition to supporting institution, we also wanted to recognize the Pasteur Institute for developing the Uruguayan **diagnostic kit**, which has become an example around the world and has made it possible to increase the number of tests that are done every day since the beginning of the pandemic and to obtain the results more quickly and economically.



La Banca supports Teleton as a Silver Plus contributor to collaborate in the operation of its rehabilitation centers. This Institution, which is fully committed to the integration and inclusion of children and adolescents with disabilities, is financed entirely by the contribution of companies and individuals.



SDG 4 QUALITY EDUCATION

The company supports several educational centers located in underserved areas of Montevideo. These centers serve children from critical contexts and stand out for the academic results they achieve and the social support they provide to children, adolescents, and their families.

We also carry out environmental education programs with the public school close to our headquarters, serving almost 3,000 children. We work in coordination with NGOs. This initiative is described in detail under SDG12 as it is carried out in partnership with the Repapel organization and is related to Responsible Consumption.



Los Pinos is an Educational Center that promotes the comprehensive development of children, adolescents, and young people in the Casavalle neighborhood. It focuses on their academic, professional, human and spiritual growth.

Through different educational programs and innovative proposals, it provides quality education, strengthening their identity, as well as their abilities and skills for life.

The Center is committed to the educational objectives and the reality of the neighborhood, and it encourages the participation and involvement of families in the education of their children.

La Banca works with this foundation annually to promote education in our country, especially in the most underserved sectors.

PROVIDENCIA EDUCATIONAL CENTER



This center, located in the Casabó neighborhood, has worked for 25 years and currently assists 450 children and young people. Its mission is to have an impact on the lives of children and adolescents so that their educational and employment opportunities are enhanced. It works with specialized technicians, educators, and volunteers.

La Banca sponsors students annually and has granted ten scholarships to young people to attend high school at Centro Providencia for three years.



SDG 8 DECENT WORK AND ECONOMIC GROWTH

This SDG is related to La Banca's ecosystem. The company staff has special benefits in addition to those established by law, granted through a collective agreement that includes everyone. No discrimination is accepted, remuneration packages are set according to different categories, and staff is selected through objective and careful recruitment processes. An internal promotion system is rigorously applied and allows for career development within the organization. There are also internship agreements with study centers where young talents can have their first work experience. This is described in Chapter 6 - Our People.

The sales network in Montevideo comprises approximately 1,900 independent sales agents. Most of them run small stores (kiosks). Although they do not hold a direct employment relationship with the company, La Banca helps them in different areas, for example, by providing training, support materials, and assistance in various aspects so that they can grow financially through the sale of our products.



SDG 12 RESPONSIBLE CONSUMPTION AND PRODUCTION

We contribute to this SDG through the Responsible Gaming programs in place, educating the user on how to make responsible and informed decisions regarding gambling, and offering monitoring tools and specific initiatives to minimize the damage caused by the activity in society.

We also consider the impacts on the environment by taking actions regarding the reduction in the use of resources and materials and recycling practices.

Energy efficiency measures were taken, which are explained in SDG 13. We have agreements with some NGOs to recycle the waste generated from our business operations.



ALLIANCE WITH MAPLE VILA

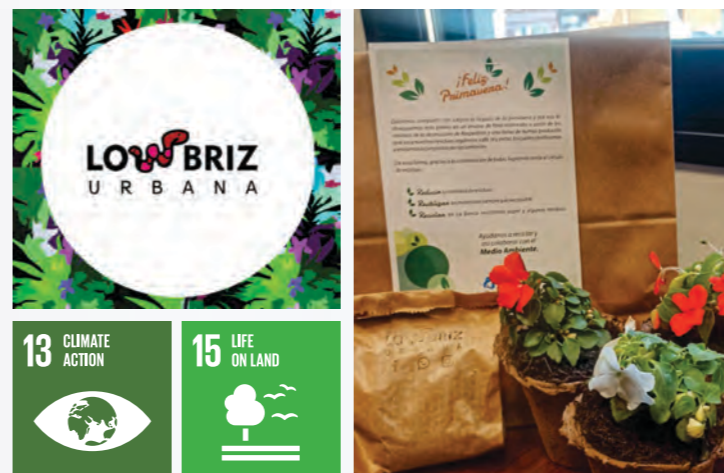
Some of the scratch cards are recovered and returned to the head office warehouse. Maple Vila collects these for reprocessing.

The waste from reprocessing the Scratch cards is used to manufacture the following products: egg trays and fruit trays, bottle protection, and flower pots.



La Banca's agreement with this NGO is a sustainability initiative to mitigate the impact of our organization on the environment.

ALLIANCE WITH LOMBRIZ URBANA



Lombriz Urbana is an innovative company dedicated to environmental education and urban compostable waste management, from a holistic perspective, to promote responsible and healthy attitudes towards the environment where we live.

We send the tea, coffee, and yerba mate waste from the consumption at La Banca's headquarters to this organization.

Thanks to the help of all our staff we have managed to collect a large amount of this type of waste to be transformed into “compost,” which is used as a natural fertilizer, improving the structure of the soil and providing a great benefit to the environment.

This waste is used for organic recycling composting with earthworms to form humus. This humus is returned to the soil as a natural fertilizer, improving the soil structure and benefitting the environment. By collaborating with this NGO, we are contributing to SDG 13 on climate action and SDG 15 on life on land.

In 2020, during the Spring Day celebration, we gave all employees a biodegradable flowerpot produced in Maple Vila from recycled scrap paper, with a small plant and a bag of humus. We wanted them to see and gift them what we had obtained from managing waste in a responsible and environmentally friendly way.

PARTNERSHIP WITH REPAPEL



As has been the case for several years, the waste paper resulting from the activity at our headquarters is donated to REPAPEL to support the implementation of the environmental education program in public schools developed by the NGO. This program involves the development of environmental education projects, lectures, workshops, and the delivery of recycled paper materials to public schools.

La Banca continues to support the program at School No. 31, located close to La Banca's headquarters. This action contributes to SDG 12 on Responsible Consumption and SDG 4 on Quality Education.



SDG 13 CLIMATE ACTION



Controlling greenhouse gas (GHG) emissions

Reducing electricity consumption

GHG emissions in organizations are classified into different categories, depending on their scope. With the implementation of this energy consumption reduction plan, La Banca is reducing scope 2 indirect emissions, which are those emissions that result from the consumption of electricity and heat, steam, or cold.

At La Banca's headquarters in **Montevideo**, the gradual replacement of light bulbs with LED lamps has been implemented since 2018, leading to a significant reduction in consumption. This replacement plan optimizes the use of energy resources and helps minimize GHG emissions due to the use of electric energy.

The savings obtained during the period are shown below:

PERIOD	WATTS SAVINGS	PERIOD	WATTS SAVINGS
2019	 3.546	2020	 6.600

It is worth mentioning that in 2020 consumption also decreased due to the pandemic and the reduction of activity in the offices due to the implementation of remote work.

The plan, to be completed in 2021, includes replacing 18 W Fluorescent Tubes with the new 8 W LED Tubes. This represents a direct reduction of 10 W in each light tube, saving 55% in electrical power consumption and eliminating the starters and impedances of the previous lamps.

In addition to replacing the light tubes, the round panels embedded in the ceilings of kitchens, hallways, and bathrooms are also being replaced. We are replacing lighting fixtures with two 26 W PL-C 4P lamps with round Neutral Light LEDs panels. Doing so reduced 34 Watts in consumption and 65% savings for each lamp.

We also installed motion sensors in different areas to avoid unnecessary use of resources.

Reduction of paper and fuel consumption

One of the measures adopted as a result of the pandemic to reduce mobility and the distribution of materials was to eliminate the printing and distribution of a weekly Supermatch brochure that was distributed to the entire sales network nationwide. The information has since been delivered in digital form.

This measure led to a decrease in paper consumption in 2020 of 128,180 M² and a significant reduction in distribution and fuel costs.

These savings are measured in economic terms and environmental impact reduction.

We dispose of tech waste responsibly

In addition to the technological equipment at its headquarters, La Banca provides gaming terminals and other electronic devices to the entire sales network. It is also responsible for the maintenance and technical service of such equipment.

La Banca's Technical Department is responsible for maintaining and repairing this equipment. We have specialized technical staff to ensure proper maintenance and the best use of its parts as spare parts when they can no longer be repaired.

The technological waste generated in the company is sent to a specialized and authorized supplier that recycles electronic and electrical products that are no longer in use within the framework of the principles of circular economy, thus preserving the safety and health of the community and actively contributing to the protection of the environment.

This company recycles equipment that is no longer in use, such as computers, printers, and gaming terminals, among others, and processes them at its facilities according to standards that guarantee the safety and integrity of its workers and society as a whole.

Disassembly, separation of parts, classification, and safe storage for recovery are performed. As a result of this process, recycled raw materials (scrap, steel, aluminum, plastic, copper, glass and others) can continue their cycle in the production chain. No gaseous or liquid effluents are generated in the processes; since the waste is not chemically transformed, the material is only classified and conditioned for subsequent marketing.

The components are recycled to the greatest extent possible. Non-recyclable material is also treated and disposed of responsibly to prevent it from polluting water, soil, or air, affecting the ecosystems and their species. If a particular material is considered hazardous or unique, it is separated and sent for disposal to the IMM's Hygiene Laboratory department.



SDG 17 PARTNERSHIPS TO ACHIEVE THE GOALS

Partnerships are a powerful tool for sustainable development. By joining the efforts of all stakeholders, we can aspire to achieve the goals. We contribute to this SDG by seeking synergies, agreements, and cooperation in sustainable projects and initiatives.

The Montevideo Lottery Board has alliances with different organizations as mentioned above: Repapel, Maple Vila, and the other Lottery Boards in the country.

We plan to develop and extend alliances to advance the SDGs as part of a sustainable business model.

One of the initiatives planned is to establish alliances in the supply chain to scale SDG-related programs.

SUPPLY CHAIN - SUSTAINABLE PROCUREMENT SDG 17

La Banca wants to reduce its negative impact on the environment and climate. To do so, it has begun reviewing its entire supply chain. We aim to ensure that those who are part of the supply chain, upstream, and our vendors and suppliers comply with the same values we uphold.

To become a La Banca supplier, in addition to the requirements in each contract, we have also incorporated the approval of our **Supplier Code of Ethics**. This requires the supplier to conduct its business sustainably, including environmental aspects, business ethics, and human rights. We hope that our requirements will help our suppliers to take steps towards considering and reducing the negative impacts of their activity in all three dimensions - economic, social, and environmental.





La Banca's Human Resources management strategy is aimed at recruiting and retaining talent to achieve service excellence while at the same time contributing to people's growth and development. To this end, talent is recruited through a comprehensive recruitment process. Then people are trained and coached in general and specific areas that include, in addition to technical and operational criteria, La Banca's values and culture to align organizational performance with professional and personal development.

Human resources policies and management practices promote the principle of equality. There is no discrimination based on gender, sexual orientation, age, race, religious beliefs, or political orientation. There are no differences in salaries based on gender. There are no incidents related to human rights abuses, forced labor, child exploitation, corruption, extortion, or bribery.

ADAPTING TO THE NEW NORMAL

It would be impossible to overlook the impact that the health emergency caused by the Covid 19 pandemic declared in March 2020 in our country had on all La Banca's staff.

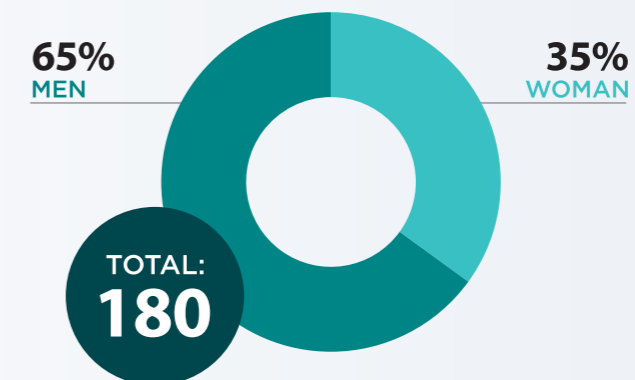
The company's management team prioritized the safety of our people and the protection of everyone's health. Remote work was immediately implemented to maintain the continuity of operations, although this form of work was not usual in our company's operations. Thus, this new way of working required a tremendous technical effort and investment in personal equipment to set up the different teleworking stations.

With an outstanding commitment of the management and the Human Resources sector, the tasks were reorganized to sustain operation with new security protocols, distributing the teams in different shifts to keep the required social distance, and having backup groups in case of infection. Hence, the teams were not in contact with each other.

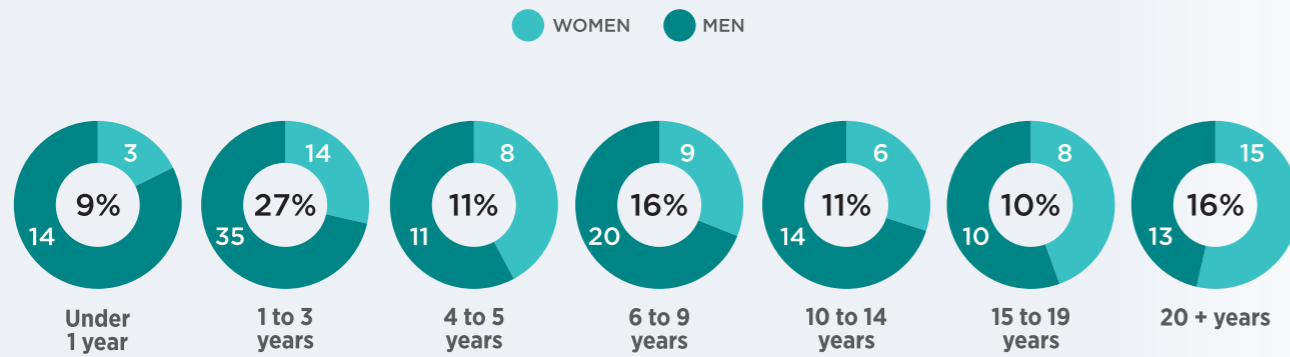
In the on-site work, extreme hygiene and protection measures were adopted to ensure safety.

STRUCTURE AND DISTRIBUTION

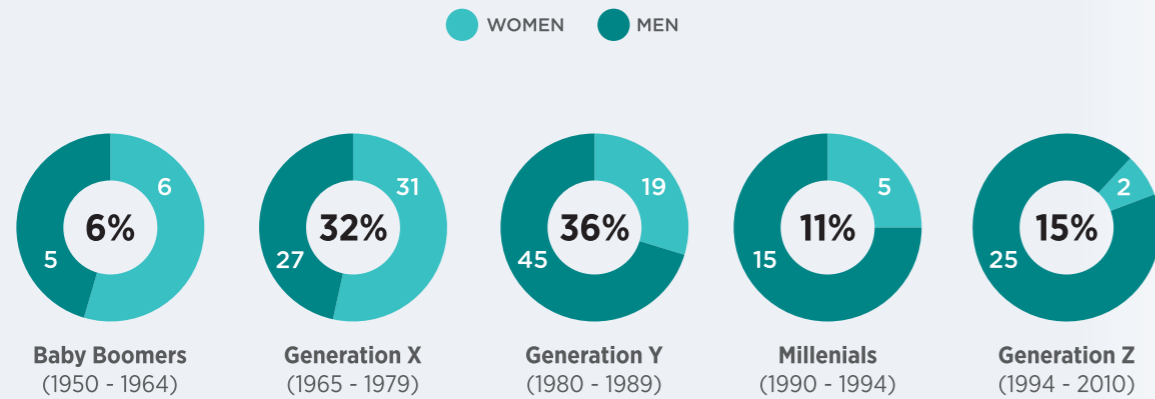
DISTRIBUTION BY GENDER



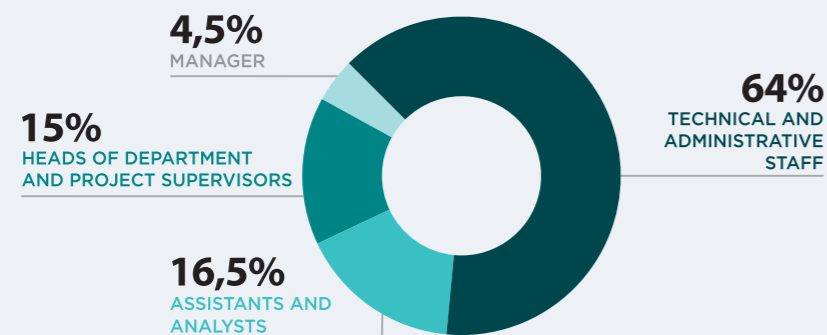
DISTRIBUTION BY GENDER AND SENIORITY:



DISTRIBUTION BY GENDER AND AGE:



HIERARCHICAL DISTRIBUTION



OCCUPATIONAL HEALTH

The Occupational Health Commission was created in March 2020 to provide an urgent response and design effective strategies for the health crisis generated by the COVID-19 pandemic. This commission is formed by two representatives of the Management team, the Secretary and Deputy Secretary, the General Manager, and the Human Resources manager. They were in charge of implementing the organization's health measures based on the pandemic's evolution and the provisions of the MSP and the WHO. The Commission was responsible for drafting and implementing the "General COVID-19 protocol for action and prevention."

There were two document versions, one applicable to La Banca and another to the Agencies.

These protocols established the guidelines to be complied with by employees inside and outside the company and the procedures to be implemented in the event of confirmed or suspected cases.

It also established the company's commitment to hygiene, ventilation, and disinfection of the facilities to provide a safe workplace. These actions included protection equipment such as masks, gloves, digital thermometers, oximeters, disinfection mats, and alcohol gel. Recommendations were given to raise awareness of the importance of shared care and responsibility.

The implementation of teleworking and social distancing measures, encouraging the use of technology for meetings, had a significant impact and helped significantly reduce the risk of infection and spread.

A specific section was created on the corporate Intranet to inform about the updates, measures and provisions implemented and share guidelines with recommendations to address the psychological distress generated by the circumstances effectively.

We constantly monitored the evolution worldwide and at the country level, as well as the official recommendations to make the corresponding adjustments. The situation in the company is closely controlled, and we comply with all health provisions.



TRAINING

Training plans are drawn up annually based on the needs of the different departments, the company's objectives, and the enhancement of the staff's capabilities for innovation, new technologies, agile methodologies, and skills development.

La Banca continues to focus on its staff's personal and professional growth, as it is a critical internal stakeholder. Therefore, it facilitates access to workshops and courses that can provide them with greater expertise in their activity, their daily tasks' performance, and their professional and personal development. This helps attract talent, reduce turnover, and promote a sense of company belonging.

The Annual Training Plan includes an annual training course and workshops, courses, congresses, and national and international seminars on technological and technical issues, marketing, new product development, information security, responsible Gaming, corporate social responsibility, communication, agile project management methodologies, innovation, among others.

ANNUAL TRAINING

Every year we hold training sessions for all staff.

These events are essential to inform staff about the changes in our field and, at the same time, help foster a sense of belonging and strengthen our corporate culture. They are led by external and internal speakers.

In 2019, these sessions were held in October at the Hilton Garden Inn Hotel.

On this occasion, the event was open to the Montevideo Lottery Board employees and to the employees of the Lottery Boards in the rest of the country to integrate and share information about the activity. Forty-one attendees from the Lottery Boards in the rest of the country participated, representing the Lottery Boards of: Canelones, Maldonado, Rivera, Salto, Tacuarembó, Lavalleja, Pando, San José, Rosario, Paysandú, San Ramón, Soriano, Flores, Rocha, Durazno, Cerro Largo, Las Piedras and Lascano.

This activity is mandatory for all employees, and absences are only excused if they are due to illness or leave of absence.

Participation that year reached 90% of the workforce.

The 2019 Agenda included the following topics:

- **Addiction - Social Responsibility**
Facilitated by the renowned Psychologist Alejandro de Barbieri.
- **Security of Information**
Cybersecurity in Uruguayan companies
Facilitated by engineer Reynaldo de la Fuente - Datasec

- **Quality Policy management and presentation of the customer satisfaction survey**
Facilitated by Amalia Álvarez - QualyIT

- **E-Scratch cards**
Instant games
Facilitated by Alejandro Alagia and Carlos Sosa - commercial department.

- **Communication and corporate volunteering presentation**
Children's Villages
Facilitated by Analía Pita - Member of Children's Villages



In 2020, we faced the challenge of rethinking how we would carry out our regular annual training sessions.

This year's training sessions were conducted using the Intranet communication channel, which was recently renewed and has new functionalities.

The contents were defined, and we produced video presentations facilitated by in-house speakers.

As every year, these training sessions were mandatory for all staff, with the added benefit that the materials were posted on the Intranet and will remain there indefinitely.

The other topics addressed were:

- **Concepts on Gambling and Responsible Gaming** - Sandra Conde
- **Quality Management** - Gabriela González
- **E- Scratch cards** - Matías Cristiani and Carlos Sosa
- **Social Media** - Virginia Oreggia



YOUNG TECH TALENTS PROGRAM



Innovation is one of the main drivers at La Banca. It is a driving force to develop new products and services. Thus, this program was launched to contribute to the training of young future technology professionals.



We provide young talents the opportunity to gain experience in the field and receive training for two months facilitated by our Project Leaders. This intensive study plan provides them with information about La Banca's working methodologies, business, and the technologies we adopt.



Both our internship program and our young tech talent program promote youth employment and the development of technical and personal skills, in addition to generating significant value for the company, thanks to the interaction that takes place among the teams.

COMPENSATION & BENEFITS

The remuneration packages at La Banca are based on the wage agreement negotiated between the company and the union.

La Banca also negotiates additional benefits for employees with third-party companies and institutions. It provides life insurance to all its employees.

The company has agreements in place that offer significant economic benefits in health and telecommunication services, social loans, shops, and others.

- Health**
 - Sick pay supplement.
 - Medical emergency coverage at La Banca's premises.
 - Agreement with La Española hospital for employees and immediate family of La Banca employees and Agencies.
- Economic**
 - Baby Bonus.
 - Marriage Bonus.
- Personal hours**
 - Time off to run personal errands or take care of formalities.
 - Time off to care for sick family members.
 - Time off to study.

CAREER PLANS AND IN-HOUSE CONTESTS

Whenever possible, recruitment processes are carried out internally to provide growth and career development opportunities within the company. This is a way of recognizing good performance and commitment while simultaneously motivating, creating a sense of belonging, and retaining talent.

At La Banca, there are many examples of people who have forged long careers within the organization.

INTERNAL COMMUNICATION

Through our Corporate Intranet, we share news about the games, CSR, culture, sporting and social events, information regarding new staff joining the company, and internal job openings, among other topics.



In 2019, we carried out two important campaigns to raise staff awareness about Responsible Gaming and Cybersecurity.

Trivia games about these topics were organized, and there were prizes for participants.

During the America Cup soccer tournament, we organized a very popular game among the staff. It was very well received by our employees, creating an opportunity for recreation and integration.

We also organize activities around the “Bet on your Health” campaign; we raffle tickets to shows and organize volunteering initiatives.

In 2020 we made significant changes to this internal communication platform. We equipped the platform with more functionalities and made it more interactive.

As a result, it became a more effective and interactive communication channel where we share relevant information about the objectives, achievements, and new products. It also provides an opportunity for recreation and exchange among the entire group, which helps strengthen La Banca's corporate culture.

To achieve this objective, we have engaged all of the company departments. We ask they share content and be part of this initiative since we want to build and develop this channel together.

Over the course of this past year, we have used this channel to share tips on Teleworking, protocols, and general COVID-19 measures. We also share advertisements, new product launches, and interviews with staff to get to know each other better and promote the CSR proposals and the Sustainable Development Goals. We have also made a socioemotional guide available as a tool to work on people's well-being and on their ability to adapt to the new reality.

BET ON YOUR HEALTH

Preventive Medicine Program Activities

The “Bet on your health” program includes publications and recommendations on special days, such as World Hypertension Day, to inform and give employees suggestions and raise awareness about the prevention of this disease.

The Clínica Mosca de Mori clinic carries out Anthropometric Measurement Days for all employees, and they also allow employees to compare the information on the measurements taken in previous years.

Every year we organize blood sugar and high blood pressure monitoring sessions, with the participation of the company's employees and directors.



Healthy Eating

This program promotes **Healthy Eating**. For several years now, we have held Fruit Wednesdays every week, offering seasonal fruits to all of our staff. This activity was suspended in March 2020 due to the pandemic.

goodlife

Importancia de las frutas en la alimentación diaria

Para conseguir el equilibrio de una vida saludable es necesario aumentar la cantidad y la variedad de los alimentos que ingerimos, en los cuales la fruta fresca debe ser básico, pues su aporte de nutrientes, vitaminas y minerales es esencial para el correcto funcionamiento de nuestro organismo.

Pocos cumplen las cinco raciones al día que se han de ingerir de frutas y verdura fresca. Además, no se debe limitar la variedad de frutas que ingerimos a tres o cuatro tipos, sino cambiar e incluir las frutas exóticas.

Aquí algunas de sus beneficios:

- 1) Las frutas nos aportan agua, vitaminas, minerales, fibra y diferentes compuestos beneficiosos para el organismo.
- 2) Por sus antioxidantes, previenen el envejecimiento prematuro de las células, dándonos una piel más limpia, joven, suave y sana y mayor calidad de vida.
- 3) Consumidas a diario, las frutas nos ayudan a prevenir distintas enfermedades como problemas cardiovasculares, trastornos digestivos, algunos tipos de cáncer y enfermedades neurodegenerativas, además de colaborar en la lucha contra el sobrepeso y la obesidad.
- 4) Son dulces, sabrosas, tienen pocas calorías y prácticamente nada de grasas saturadas (aquellas más perjudiciales para el organismo), por lo que son un buen capricho cuando te entre tu vena más golosa.
- 5) Las frutas nos producen sensación de saciedad al contener fibra, así mantendrás estar pisoteando guarrerías todo el día. Además, su fibra nos ayuda a regular el tránsito intestinal y evitar el estreñimiento.

SOCIAL EVENTS

CHILDREN'S DAY CELEBRATION

In 2019, we celebrated the traditional and highly-anticipated event for 140 kids, the children, and grandchildren of our employees and company authorities. We rented an event venue for this family integration activity, and we organized games, gifts, and lunch for children, company employees, and authorities.



In 2020, amid the pandemic and in order not to miss out on this traditional celebration, together with the “Dulces Melodías” team, we decided to send a box of *alfajores* (sandwich cookies) and cookies to all the children's homes so that they could share a nice moment with their families and make their own *alfajores* together.

We chose “Dulces Melodías” to support local entrepreneurs and convey a message of inclusion to the entire La Banca team. “Dulces Melodías” is an initiative led by a young woman with Down Syndrome who has shown that there are no obstacles or limitations. The project also has a firm social commitment to supporting the inclusion of people with disabilities in the labor market.



SPRING DAY AND ENVIRONMENTAL DAY CELEBRATIONS

To celebrate Spring, inspired by La Banca's environmental policies, we gifted staff members a flower in a flower pot made of biodegradable fiber from scratch cards waste, together with a bag of hummus produced with the organic waste generated by La Banca and processed by Lombriz Urbana. This way, we raised awareness about responsible waste management and enjoyed the results of our recycling efforts and commitment.

CORPORATE VOLUNTEER PROGRAM AT CHILDREN'S VILLAGES



In 2019 La Banca embarked on its first volunteering program. We visited Children's Villages premises to work on one of the homes that shelter the children protected by this organization. Twenty-six employees from different departments participated in this initiative.

We painted the inside and outside of the house in one day and did maintenance work on the playground and green areas surrounding it.

We also had the chance to share lunch and recreational activities with the children.

La Banca donated equipment for the house and the materials for the repair work. The volunteers were thrilled to contribute their time and efforts to this task, which was very well accepted by everyone at Children's Villages.

Given the success of this initiative, we will continue to organize volunteering programs as part of our Social Responsibility plan.



La Banca: The country's official games

7



Quiniela, Tómbola, 5 de Oro, Raspaditas, and Supermatch are the games that La Banca offers nationwide through each regional Lottery Board. The term “La Banca” encompasses all the country's Lottery Boards. There are 28 Lottery Boards in Uruguay, as shown in the map below:



LOTTERY BOARDS OF URUGUAY



BANQUIDUR GIE

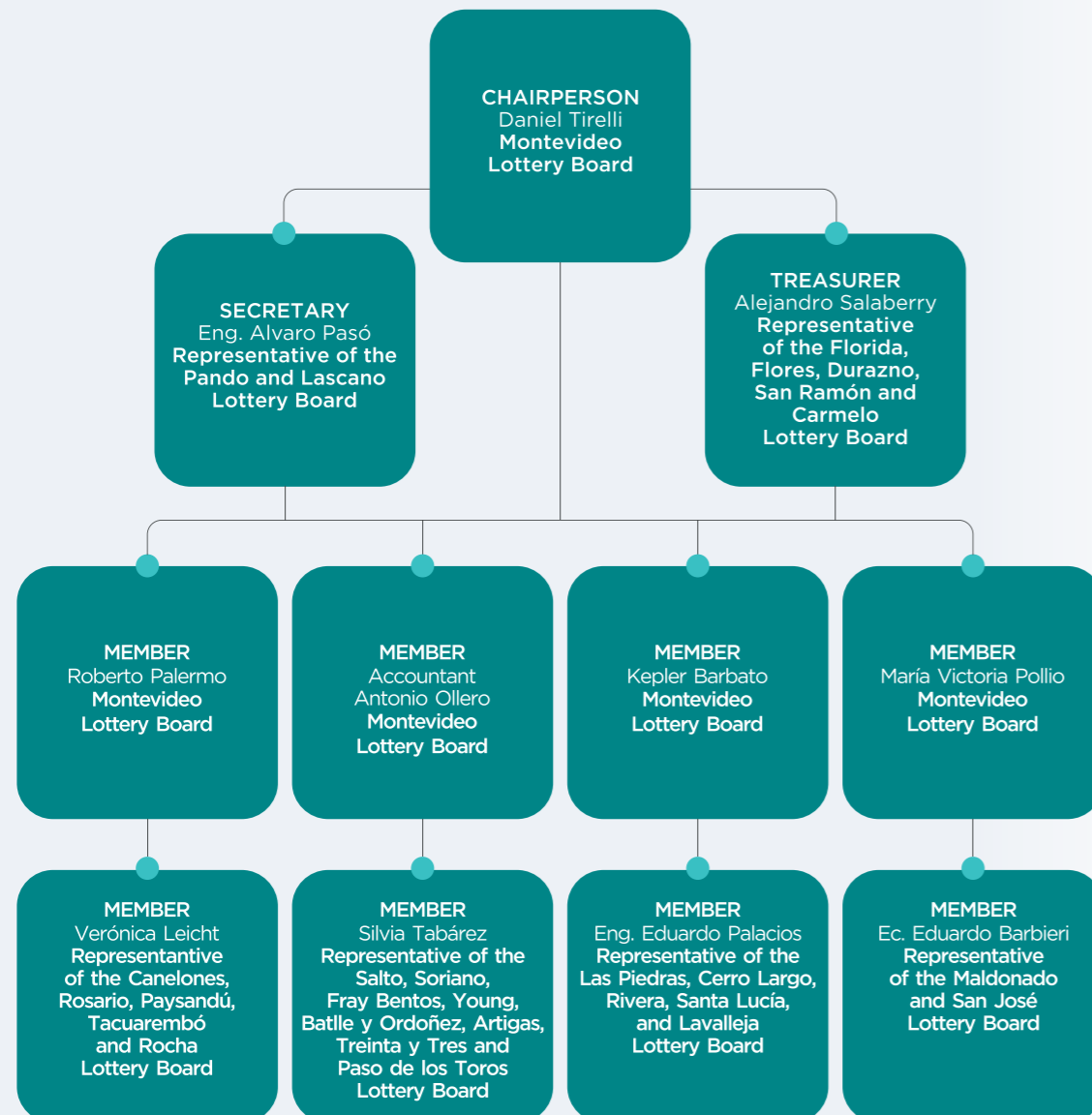
Lottery Boards are independent organizations with their authority, governing and operating structure, and retail network. They manage their own regulatory and tax obligations and serve their clients.

But the games are offered jointly nationwide. An Economic Interest Group under the name BANQUIDUR was set up in August 1999 to coordinate the operation of all the Lottery Boards in the country and look after the best collective interest, promote the development of the operations and build synergies.

AUTHORITIES

Banquidur GIE has its own authorities representing all of the Lottery Boards nationwide. The members of the administrative commission are:

EXECUTIVE COMMITTEE



This organization encompasses a nationwide sectorial alliance for joint and consistent gaming offer operations and management, for implementing marketing and advertising communications, project management, and applying good practices for the sustainable development of the activity. Banquidur GIE defines the business and management policies, and the Montevideo Lottery Board runs the necessary administrative operations.

The business is managed through a collaborative strategy to make more efficient use of resources across the operations, whether in purchasing, production, distribution, and the profitability of the investment.

An excellent example of this strategy is the administration of the remote and digital gaming channels: La Banca and Supermatch websites, the call center 09050012, and SMS messaging channels. These channels are managed by the Montevideo Lottery Board for the whole country, under the supervision of Banquidur GIE and pursuant to the policies established by them.

RESPONSIBLE GAMING AT THE NATIONAL LEVEL

2019 was a critical year consolidating La Banca's and Uruguay's position concerning Responsible Gaming since the World Lottery Association recertified the Montevideo Lottery Board. This time around, we achieved an ambitious objective: to extend the certification obtained by La Banca to most of the Lottery Boards in the country. Thus, most of the Lottery Boards in the country joined La Banca's certification. This initiative was based on the readiness of the Lottery Boards in the rest of the country to unite and adopt all the Responsible Gaming policies and programs led by the Montevideo Lottery Board.

We obtained the Level 4 Responsible Gaming certification (the highest level available) for 24 of the 28 Lottery Boards through Banquidur GIE.

The Montevideo Lottery Board began the adoption of the Responsible Gaming standard in 2010, and the path to Level 4 certification entailed a 4-year process. Subsequently, as part of our objective to achieve the sustainable development of the activity, promote corporate social responsibility across the sector and advance the policies defined in Montevideo, we laid out the possibility to extend the standard and vision of the business across the entire country. This initiative to implement the WLA Responsible Gaming framework nationwide was achieved, and we obtained the certification of 24 Lottery Boards, thus covering over 90% of the activity at the national level.

This has been a cornerstone to continue expanding the good practices promoted by international organizations in the areas of information security, social responsibility, and protection of legal Gaming at a national level. At the same time, by promoting and strengthening the alliance of all of the Lottery Boards under Banquidur GIE, we continue to set increasingly broader and ambitious goals to promote continuous improvement and innovation and to facilitate projects for economic, environmental, and social development, not only of the ecosystem of our business but for Uruguay as a whole.



GRI G4 Table of contents

This report was prepared following the “Core” option of the Global Reporting Initiative standards (GRI).

GRI G4 TABLE OF CONTENTS

GRI G4 GENERAL STANDARD DISCLOSURES (core conformity)

General Standard Disclosures	Description	Page	Omissions
STRATEGY AND ANALYSIS			
G4-1	Statement by the main authority.	Pg. 4-7 Message from the General Manager	
ORGANIZATIONAL PROFILE			
G4-3	Name of reporting organization.	Cover	
G4-4	Main brands, products, and services of the company.	Pg. 14	
G4-5	Location of organization's headquarters.	Back cover	
G4-6	Countries of operation.	Pg. 16-18	
G4-7	Nature of ownership and legal form.	Pg. 11-12	
G4-8	Which markets it serves (breakdown by region, sectors, types of clients and beneficiaries).	Pg. 16-18	
G4-9	Size of the company: number of employees, number of operations, net sales, capitalization, number of products and services offered.	Pg. 20-22/71	Net sales and capitalization are not disclosed for confidentiality purposes.
G4-10	Workforce structure	Pg. 71/72	
G4-11	Percentage of employees covered by collective bargaining agreements.	Pg. 78	
G4-12	Supply Chain.	Pg. 69	
G4-13	Significant changes regarding the organization's size, structure, ownership or its supply chain.	NO significant changes in 2020	
G4-14	Explain how the precautionary principle is addressed, if applicable.	Chapters 4 and 5	
G4-15	List externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses.	Pg. 27-29 / 55-56	
G4-16	List memberships of associations and/or national or international advocacy organizations in which the company: <ul style="list-style-type: none"> • has positions in the governance bodies; • participates in projects or committees; • provides substantive funding beyond mandatory membership fees; • views membership as strategic decision. 	Pg. 24-25	
MATERIAL ASPECTS AND BOUNDARIES			
G4-17	Entities included in the financial statements.	Pg. 31 and Chapter 7	

GRI G4 GENERAL STANDARD DISCLOSURES (core conformity)

General Standard Disclosures	Description	Page	Omissions
G4-18	a) Describe the process for defining the report content and the aspect boundaries. b) Explain how the principles were implemented for defining the content.	Pg. 40-42 Pg. 41	
G4-19	List all the material aspects identified in the process for defining report content.	Pg. 42	
G4-20	Boundaries for each material aspect within the organization.	Chapt. 4,5 and 6	
G4-21	Boundaries for each material aspect outside the organization.	Chapt. 4,5 and 6	
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	There are no restatements.	
G4-23	Report significant changes from previous reporting periods in the scope and aspect boundaries.	There are no restatements.	
STAKEHOLDER ENGAGEMENT			
G4-24	List stakeholder groups.	Pg. 37-38	
G4-25	Basis for identification and selection of stakeholders.	Pg. 36	
G4-26	Approach to stakeholder engagement.	Pg. 9	
G4-27	Key topics and concerns that have been raised through stakeholder engagement.	Pg. 40	
G4-28	Reporting period.	Cover	
G4-29	Date of previous report.	Year 2018	
G4-30	Reporting cycle.	Pg. 4	
G4-31	Contact point for questions regarding the report or its contents.	Back cover	
G4-32	a) Indicate the 'in accordance' option selected. b) GRI Index of the option chosen. c) Reference to external assurance if applicable.	Pg. 89 Pg. 90-93 Does not apply	
G4-33	External assurance.	This report was not submitted to external assurance.	
GOVERNMENT			
G4-34	Governance structure of the organization, including committees under the highest governance body. Indicate who is responsible for decision-making in terms of economic, environmental and social aspects. who is responsible for decision-making in terms of economic, environmental and social aspects.	Chapter 2	
ETHICS AND INTEGRITY			
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Pg 9-32	

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2	Economic growth and investment.	Economic performance/Presence in the market.	Chapter 1	19
3	Professional development and training.	Training and education. Diversity and equal opportunities.	Chapter 6	74-77
4	Health and safety in the workplace.	Occupational safety and health. No discrimination.	Chapter 6	73/81
5	Gaming experience.	Does not specify.	Chapter 4	44-53
6	Player protection.	Client health and security.	Chapter 4	44-53
7	Improve addiction prevention and treatment.	Client health and security.	Chapter 4	48-49
8	Regulatory compliance.	Regulatory compliance.	Chapter 2	30
9	Remuneration and benefits.	Employment/Equal pay among men and women.	Chapter 6	78
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GRI G4 SPECIFIC STANDARD DISCLOSURES

#	Material aspects La Banca	Material aspects GRI	Chapter	Page
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12	Social contribution.	Local communities.	Chapter 1 Chapter 5	23 61-66
13	Tax revenue.	Economic performance.	Chapter 1	22-23
14	Working environment and integration.	Does not specify.	Chapter 6	82-83
15	Fighting illegal gambling.	Unfair competition/Regulatory compliance.	Chapter 1	11
16	Customer service.	Indirect economic implications.	Chapter 1	13-15
17	Services, Materials and Equipment.	Does not specify.	Chapter 1	16
18	Environmental impact.	Materials/Energy/Emissions.	Chapter 5	65-69
19	Sustainable supply. Chain management.	Procurement/supplier Environmental assessment/ Regulatory compliance.	Chapter 5	69



MONTEVIDEO

Lima 1582 / CP 11800
Montevideo, Uruguay

Phone# 598 **2924 6405**
Fax: 598 **2924 5054**

montevideo@labanca.com.uy
www.labanca.com.uy



Contact:

Ms. SANDRA CONDE GÓMEZ DE FREITAS
General Manager
sandra.conde@labanca.com.uy
Phone# 598 **2924 6405**



2019 | 2020
Montevideo | Uruguay





SUSTAINABILITY REPORT



Lima 1582 / CP 11800 / Montevideo, Uruguay
Phone#: 598 2924 6405 - Fax: 598 2924 5054
www.labanca.com.uy