

Sustainability Report 2019



LOGRAND
ENTERTAINMENT GROUP

Sustainability Report 2019

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Message from the CEO

Distinguishing ourselves as a responsible company towards our environment has become a priority for Logrand Entertainment Group. Sustainability has become a fundamental element of our projects and decisions as a company, and now more than ever we are aware of the importance it has taken for each of our stakeholders. Since 2017 the company joined the United Nations Global Compact, presenting year after year our progress regarding Human Rights and Labor Rights, environmental protection, and the fight against corruption.

In 2019 the organization witnessed achievements such as bringing the World Series Of Poker to Mexico, the opening of the Grand León casino, the awarding of the Great Place to Work distinction, and the recycling in all the gaming rooms in the northern region. All these accomplishments fill us with pride and challenge us to continue operating at a level that distinguishes us from the Mexico gambling industry.

Recently we have faced new challenges, such as the discussion of several initiatives in the Federal Congress that seek to improve the regulatory framework of the gaming and lottery industry. In this discussion, Logrand Entertainment Group has promoted the inclusion of public policies that encourage sustainability initiatives in the communities where the industry operates.

The gaming and lottery industry in Mexico is in the midst of constant change affected by external factors, such as the decline in national and global economic growth. Therefore, the company considers its obligation to manage and innovate new practices with stakeholders, seeking to adhere to and satisfy their needs to ensure the continuity and growth of the business in a complex and volatile environment.

Logrand Entertainment Group will continue to promote amongst gaming industry participants in Mexico the generation of Social Responsibility initiatives. We are aiming to reduce the average environmental and social impacts of this industry, such as the recycling of plastics, reducing water consumption, energy consumption from renewable sources, among others.

In the year 2020, the organization will seek to deepen the implementation of sustainability initiatives to contribute to our institutional goals of growth and profitability.



Sergio Saide M.

Logrand Entertainment Group

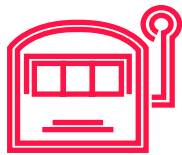
Name of the organization: Logrand Entertainment Group

We are a Mexican company in the entertainment industry since 2005, which stands out by the pursuit of growth based on innovation, service, and extraordinary experiences.

Brands



Products and Services



Slot machines



Live gaming tables

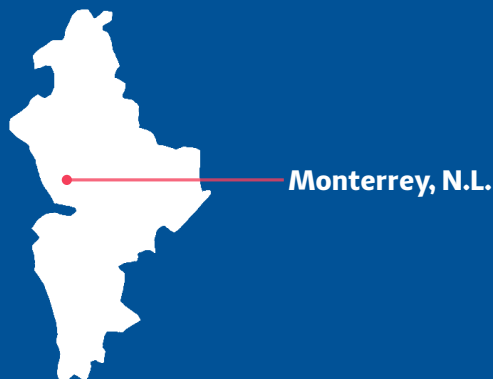


Food and beverages



Online entertainment platform

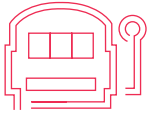
Location of headquarters



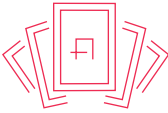
Location of operations and markets served



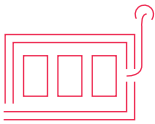
Scale of the organization



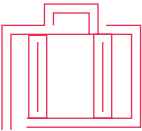
11
Gaming rooms



45
Gaming tables



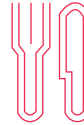
5,952
Slot machines



3,783
Jobs created



4,373,153
Customer visits*



5,287,117
Dishes sold*



\$4.8
Million pesos donated*



2,071
Kg. of PET recycled



19,470
Online customers*

*In 2019



Mission

To be leaders in creating unique and exciting experiences, exceeding the expectations of our customers, partners, and the community in the gaming and entertainment industry.



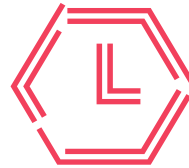
Vision

Entertain, excite, and transcend.

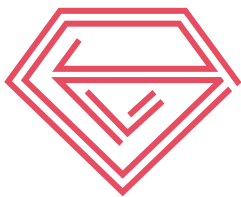
Values



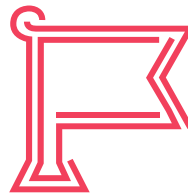
We dream and create the extraordinary



We achieve more with less



We provide our customers a home feeling and treat the employee as a family member



We do the right thing even when nobody is watching



We lead by example



Passion is our driving force

Mechanisms for advice and concerns about ethics

In Logrand Entertainment Group, there are several channels for employees to report any Code of Ethics breach.



Phone Line



Consulting with the Heads of Employee Services of each business unit



E-mail



Website



Mobile App



Whatsapp

In 2019, 140 complaints were received through the lines. 94% of the charges were solved, leaving only eight claims in the process as of December 31st of that year.

External initiatives & Membership of associations



United Nations Global Compact



National Chamber of the Restaurant and Flavored Food Industry (CANIRAC)



Association of Entertainment and Gaming Industry Licensees, Operators and Suppliers (AIEJA)



Community Initiative Distrito Valle del Campestre



Chamber of Industry and Transformation (CAINTRA)

Corporate Governance

Grupo Fobes, S.A. de C.V. (Logrand Entertainment Group) focused on strengthening its Corporate Governance model in 2019. Throughout that year, a model that facilitates the adoption of principles and best practices to enhance its corporate regulations was implemented, promoting transparency, legality, and internal efficiency.

The model is formed by the highest governance body, the Shareholders Assembly, which has the power to appoint the members of the Advisory Board, who take part in the Corporate Strategy and Practices Committee, the Audit and Risk Committee, and the Planning, Finance, and Investment Committees. The bodies are managed

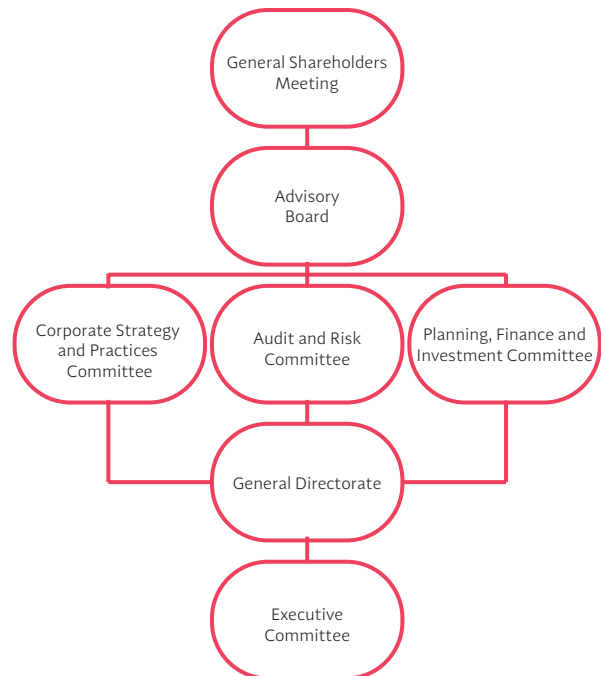
by professional advisors who have vast experience and specialization in various industries.

The operation of this governance structure is based on the Securities Market Law and the Code of Principles and Best Practices of Corporate Governance issued by the Business Coordinating Council. It also endeavors to formalize Board and Committees functions and define member responsibilities.

The Institutional Relations Department, which reports directly to the CEO of the company, is responsible for the sustainability program of the organization.

Advisory Board

- Arturo Estrada Treanor, Chairman ²
- Raúl Saide Marcos
- Armando Saide Marcos
- Sergio Saide Marcos
- Hanna Khalaf
- Ernesto Cruz
- Felipe Mellado Flores ²
- Rafael Gómez Eng ²
- Javier Prieto de la Fuente ²
- Steven Saide Azar



Advisors

- 1 Equity
- 2 Independent

Committee

- A Audit and Risk Committee
- B Corporate Strategy and Practices Committee
- C Planning, Finance and Investment Committee

Audit and Risk Committee

- To monitor the management and direction of strategic and operational processes.
- To maintain adequate internal control and risk management mechanisms.
- To monitor compliance with applicable legislation and internal regulations, as well as compliance with the professional and ethical practice of activities and operations.
- To evaluate the risk factors to which Logrand Entertainment Group could be exposed.

Planning, Finance and Investment Committee

- To evaluate the investment and financing policies proposed by the General Directorate.
- To evaluate the annual budgets in accordance with the strategic guidelines.
- To evaluate the quarterly and annual financial information compared to the Budgets and Strategy.

Corporate Strategy and Practices Committee

- To provide support in the fulfilment of responsibilities, particularly in the supervision strategy of the Advisory Board, Committees and Chief Executive Office regarding the governance of the Group.
- To observe the fulfilment of the roles of the Group's executives.
- To perform strategic analyses to generate greater growth.

Economic Performance

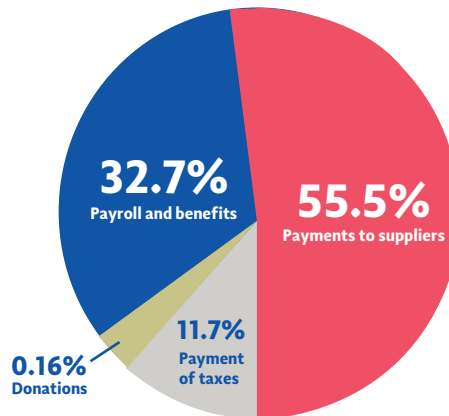
Despite a 3.3% decrease in the economic value generated, the economic value retained by the company increased by 116% in 2019. Three thousand thirty-four million pesos were allocated to stakeholders, including the payment of wages

and benefits, operating costs, tax payments, and donations. More than 350 million pesos were assigned to the payment of tax obligations, and 4.9 million pesos were donated to charitable institutions.

Tabla 1. Economic value generated, distributed and retained (millions of Mexican pesos)

	2016	2017	2018	2019
Economic Value Generated (EVG)	3,084	3,489	3,692	3,567
Economic Value Distributed (EVD)	2,932	3,243	3,446	3,034
Economic Value Retained (EVG-EVD)	172	246	246	533

Economic Value distributed to our Stakeholders



Supply Chain

Logrand Entertainment Group is a service company, and its supply chain comprises mainly suppliers of products and services for its gaming rooms. The wide variety of goods and services acquired by the company includes food and beverages, furniture, slot machines, technology, and support systems, among others. The supply chain is mainly composed of local suppliers (approximately 90%).

Most of the suppliers (88%) are micro, small, and medium enterprises. Logrand Entertainment Group extends its commitment to the United Nations Global Compact to its leading suppliers through a letter of intent that includes the protection of Human Rights and Labor Rights, the protection of the environment and the fight against corruption. Likewise, through collaboration with suppliers, the company managed to multiply its efforts to comply with the 10 Principles of the Global Compact. Also, contracts with suppliers contain clauses requiring respect for human rights and inhibiting any type of child labor and forced labor throughout the supply chain of the company.

A strategy to promote sustainability practices in the supply chain was developed in 2019. This strategy considers the development and maturity of each supplier. Initiatives accomplished under this strategy were aimed to communicate a corporate vision for the development of a sustainable supply chain. Likewise, it was intended to extend to current and potential suppliers the sustainability guidelines adopted by being a supplier of the company through the Logrand website, thus achieving that 344 suppliers signed the Code of Ethics as suppliers of the company.

About the Report

The 4th Sustainability Report of Logrand Entertainment Group includes information from January 1st to December 31st, 2019. The previous report (2018) was published in July 2019, both reporting on an annual basis. This year's report includes the Grand León Casino, which opened its doors in January 2010 and is now part of Logrand Entertainment Group.

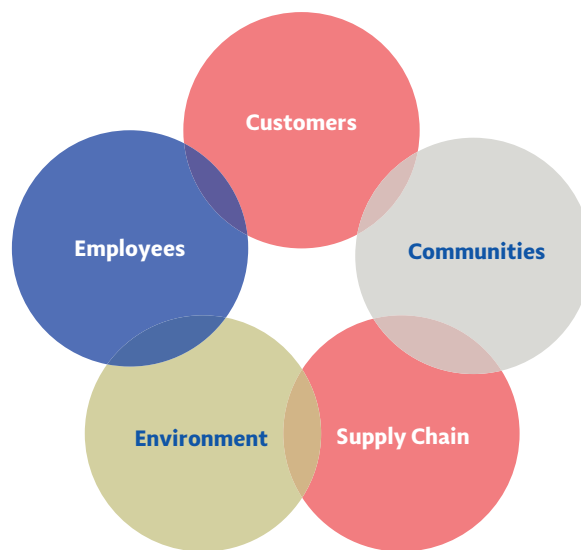
There are no changes in material issues or coverage of the report. The Sustainability Report was not subject to external verification.

This report has been prepared in accordance with the GRI Standards: Core Option. If you have any questions or comments about this report, please send an email to responsabilidadsocial@logrand.com

Sustainability Strategy

During 2017 Logrand Entertainment Group developed a Sustainability Strategy, formalizing and organizing the efforts in Social Responsibility that had been underway for years within the company. This strategy aims to provide further efficiency and align these efforts to the concerns of stakeholders that are key to the organization.

The Sustainability Strategy consists of five pillars: Customers, Employees, Communities, Environment, and Supply Chain, always based on regulatory compliance. The pillars are aligned with the Sustainable Development Goals and the United Nations Global Compact, which guide the strategy of the company under international frameworks.



To define the stakeholders of the company, strategic analyses, institutional objectives, and strategic initiatives were considered and evaluated. It is a cardinal rule for Logrand Entertainment Group to listen to priority concerns of each stakeholder to ensure the implementation of the

sustainability strategy has a greater impact and significance. Hence, for each stakeholder, there is a communication strategy focused on listening and assisting them accordingly to their specific characteristics and needs.

Stakeholders

The main stakeholders are considered to be:

- Customers
- Employees
- Potential employees
- Suppliers
- Neighbors
- Chambers and Control bodies
- Government
- NGOs
- Council

Approach to stakeholder engagement



■ : Daily /
 ■ : Weekly /
 ■ : Monthly /
 ■ : Bimonthly /
 ■ : Quarterly /
 ■ : Annual /
 ■ : Sporadic

Key issues and concerns	Customers	Employees	Potential Employees	Suppliers	Neighbors	Chambers and Control bodies	Government	NGOs	Council
Customers									
Responsible gaming		●	●			●	●		●
Health and safety of our customers	●	●				●	●		
Gaming transparency		●				●	●	●	
Protection of personal data	●	●		●		●	●	●	●
Employees									
Optimal working conditions		●	●			●	●	●	●
Diversity and equal opportunities		●				●	●		
Training and education of our employees		●	●			●	●		
Supply chain									
		●	●	●		●	●		●
Environment									
Energy and emissions						●	●		●
Waste management					●	●	●	●	●
Water management						●	●	●	
Communities									
Regulatory compliance		●		●	●	●	●		●
Governance			●	●	●	●	●		●
Economic performance						●	●		●

This report includes actions and initiatives the organization has implemented during 2019 to address each of the issues considered a priority by the stakeholders of Logrand Entertainment Group.

Material Aspects

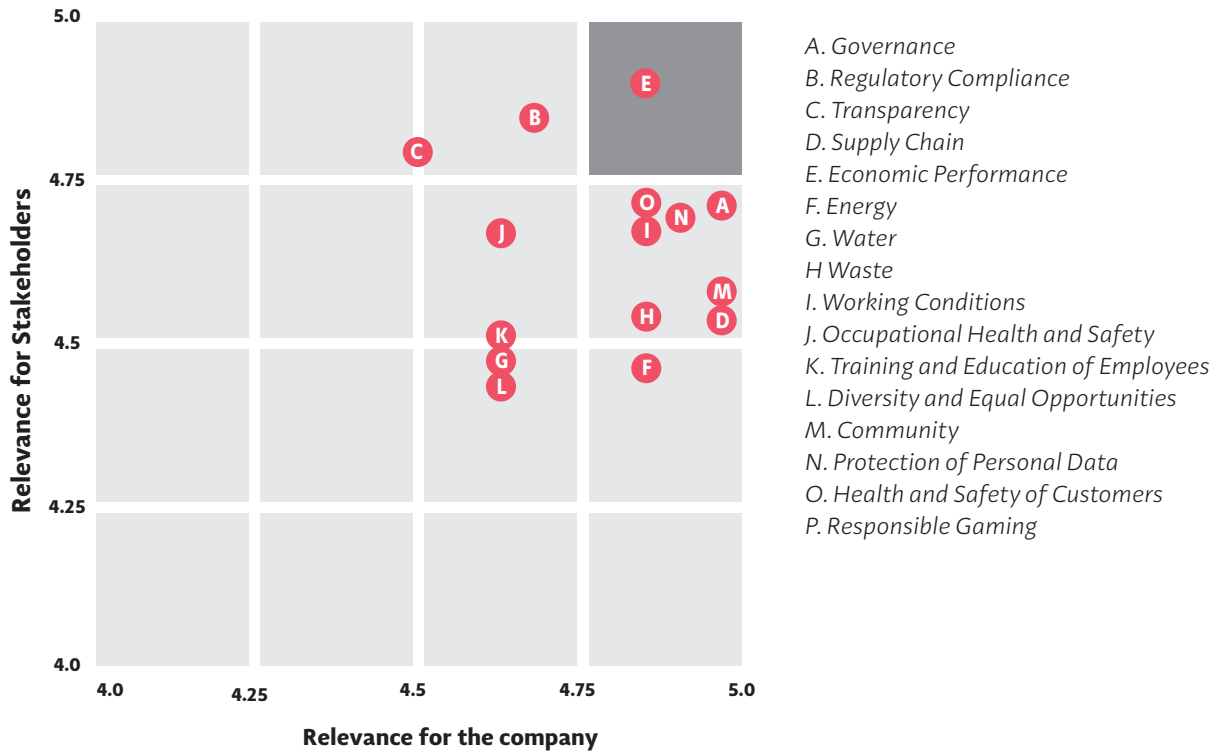
In 2018, a materiality assessment was performed, which consisted of conducting interviews and surveys with all identified stakeholders.

The total number of surveys conducted was 3,480, including customers, employees, community and neighbors, external counsel and shareholders, potential employees, suppliers, NGOs and associations and chambers, and control bodies.



The materiality matrix of the company is the result of thousands of surveys conducted with the stakeholders, as mentioned above. This matrix reflects the importance each of the material

aspects has for the company compared to the rest of the stakeholders. The upper right part of the graph shows the most critical issues for both parties.



Highlights

Indicator	2017	2018	2019
CUSTOMERS			
Hours of training in Responsible Gaming	0	1,150	272
Number of employees trained in Responsible Gaming	0	921	182
Certified safety training hours	-	8,199	7,100
COMMUNITIES			
Cash donations (millions of pesos)	2.2	3	4.8
EMPLOYEES			
Number of employees	3,215	3,449	3,783
Percentage of women	41%	40%	42.2%
Number of accidents	172	178	185
ENVIRONMENT			
Energy consumption (GWh)	29.63	29.63	31.71
Water consumption (m3)	113,220*	124,500*	109,171*
PET plastic recycling (kgs)	-	1,181	2,071
SUPPLY CHAIN			
New suppliers who signed the Social Responsibility Commitment Letter	0	28	410

*Excluding the Providens and ¡Viva México! casinos.

Sustainable Development Goals

Logrand Entertainment Group supports the United Nations Sustainable Development Goals, which seek global prosperity, eradication of poverty, and protection of the environment. The goals on which the company has the most significant impact are considered to be Goals 3, 4, and 12.



What is being done?

Donations are made to support institutions that look after the health and well-being of vulnerable people. These initiatives are promoted with the purpose the customers and employees of the company get involved in these causes. Moreover, Logrand Entertainment Group has campaigns and benefits for its customers and employees to promote their health and well-being, along with a Responsible Gaming Program.

More information:

Local Communities (page 27)
 Responsible Gaming (page 24)
 Customer Health and Safety (page 24)
 Occupational Health and Safety (page 33)

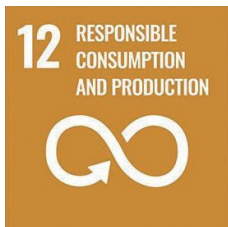


What is being done?

Logrand Entertainment Group strives to ensure all its employees have professional development opportunities, granting facilities of development for them and their families. Also, Logrand offers scholarships and middle and high school instruction programs endorsed by the Government Ministry of Public Education within individual facilities of the organization.

More information:

Training and Education (page 34)



What is being done?

In 2019, PET plastic recycling was extended to all the casino facilities of the company located in the city of Monterrey, and the Green Experience program was initiated, promoting a culture of environmental care among customers and employees.

More information:

Green Experience (page 39)

Waste (page 39)

United Nations Global Compact

Since 2017 Logrand Entertainment Group has been affiliated with the United Nations Global Compact committing to and working towards its 10 Principles, based on respect for human rights, labor standards, the environment preservation, and the fight against corruption.



Human Rights

1. Businesses should support and respect the protection of internationally proclaimed human rights; and
2. make sure that they are not complicit in human rights abuses.

More information:

Mechanisms for advice and concerns about ethics (page 11)

Supply Chain (page 15)

Protection of Personal Data (page 26)

Local Communities (page 27)

Equality and Non-discrimination (page 32)

Occupational Health and Safety (page 33)



Labour Standards

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
4. the elimination of all forms of forced and compulsory labour;
5. the effective abolition of child labour; and
6. the elimination of discrimination in respect of employment and occupation.

More information:

Mechanisms for advice and concerns about ethics (page 11)
Supply Chain (page 15)
Employment (page 27)
Equality and Non-discrimination (page 32)



Environment

7. Businesses should support a precautionary approach to environmental challenges;
8. undertake initiatives to promote greater environmental responsibility; and
9. encourage the development and diffusion of environmentally friendly technologies.

More information:

Energy (page 37)
Water and Effluents (page 38)
Waste (page 39)



Anti-corruption

10. Businesses should work against corruption in all its forms, including extortion and bribery.

More information:

Mechanisms for advice and concerns about ethics (page 11)
Supply Chain (page 15)
Anti-corruption (page 40)

Our Customers

Responsible Gaming

The promotion of Responsible Gaming among customers and employees is considered one of the priorities in social responsibility for the company.

Based on the fact the commitment of Logrand Entertainment Group is to provide a fun and non-harmful gaming environment for its customers, the company has a Responsible Gaming Program, which provides guidance and support contacts to those who feel they have a problem with gambling. Moreover, the Voluntary Self-Exclusion Program allows customers to take a break from gambling whenever they wish and for as long as they deem necessary. During that time, the self-excluded person will not receive messages or promotions from any of the gaming rooms of the organization.

The online platform of the company, Strendus, also features the Responsible Gaming Program, allowing customers to self-exclude themselves for a specific time period, or play up to the amount they define.

In 2019, 182 employees were trained, for a total of 272 hours of training in the year. In 2020, the goal of Logrand Entertainment Group is to implement Responsible Gaming online training to achieve a greater number of trained employees.

272 Hours of training

182 Employees trained on Responsible Gaming in 2019

Customer Health and Safety

We provide a healthy and safe environment where customers can have fun. To achieve the latter, the company has precise protocols and programs that allow the customers to improve their experiences, such as healthy meals menu and health benefits through loyalty programs, medical and emotional assistance via phone, doctor home visits, general check-up, and nursing service.

Logrand Entertainment Group continues to train its employees in emergency response and accident prevention in both the gaming rooms and corporate offices, reaching during the year 7,100 hours of certified training by the Ministry of Labor and Civil Protection. A total of 1,316 employees were trained

as brigade members in first aid, rescue, evacuation, and fire prevention, and 25 drills were conducted during the year.

The company also has a Safety and Hygiene Committee made up of employees from different areas. Its primary responsibility consists of reporting risk areas and activities identified throughout tours of the facilities. The Civil Protection, Safety, and Hygiene area handles the findings of these tours for immediate correction.

“Distintivo H”

For the eleventh consecutive year, Logrand Entertainment Group renewed the Certification “Distintivo H” in its consumer centers. This achievement is granted by the Secretariat of Tourism of Mexico (SECTUR) to businesses with the highest standards of quality and hygiene. The strict management of consumables in food and beverages allows Logrand Entertainment Group not only to have this certification but to offer its customers an excellent service.

The commitment of the company for the year 2020 is to involve its suppliers in ensuring food safety and improve its quality by offering them a Safe food handling Training Workshop.



“Logrand Entertainment Group is committed to its customers and employees providing food and beverages with high standards of quality and safety, supported by the hygienic handling of food; therefore, we have this commitment to maintain our Distintivo H certifications; year after year.”

René Lorenzo, Internal Control and Inspection Manager

Gaming Transparency

For Logrand Entertainment Group is fundamental to maintain the confidence of its customers in the services provided; thus, being transparent in both gaming and the delivery of prizes is a principle.

100% of the machines and games used are tested in laboratories for their correct service and have the most important international accreditation in the industry for their legal operation in the country. All game titles are protected by intellectual property rights, meaning they are original, and 100% of the slot machine suppliers are established legally in Mexico.

All table games are original and patented with official payment charts, and the processes and procedures of Logrand Entertainment Group are standardized under the best practices of international models. Additionally, the company has the Official Guidelines of Product Responsibility for Gaming Tables, which establish the standards and requirements for an impeccable development of the game.

Protection of Personal Data

Logrand Entertainment Group is responsible for managing the information of its customers, employees, potential employees, suppliers, and visitors. Information is considered an essential asset for the operation and services provided. It is also critical during the decision-making process of the organization.

The company must comply with the Federal Law on the Protection of Personal Data Held by Individuals and its respective regulations, safeguarding the personal information obtained by the company. Due to the above, Logrand Entertainment Group makes available privacy notices for customers, potential employees, employees and suppliers. Furthermore, it has a procedure for responding to requests for rights of access, rectification, cancellation, and opposition to the processing of personal data through various means to facilitate interaction.

The organization in this area aims to create and maintain a culture of personal data protection within the company. To achieve this, policies and programs for the protection of privacy are being developed, such as e-learning training on personal data protection.

In 2019, 90% of the employees of the Information Security department were retrained and informed about the type of risks and threats that affect the information of Logrand Entertainment Group, its employees and its customers, as well as to recognize and apply preventive measures to avoid dangers, risks, and accidents.

Local Communities

Advocating for shared value generation in those communities where Logrand Entertainment Group operates, the company promotes donations and initiatives to raise funds for institutions delivering social impact. Likewise, the stakeholders of the company are encouraged to join the diverse causes, participating as employees, customers, and suppliers.

During 2019, 4.8 million pesos were donated to charities, and several initiatives were developed where customers, suppliers, and employees had the opportunity to participate, thus fostering the values of Logrand Entertainment Group.

Share Party

Blooders is a platform that facilitates blood donation by connecting people who need a transfusion with donors and hospitals. One of its campaigns is “Share Parties,” where employees of participating companies register and have the possibility of donating blood within their facilities, then, Blooders channels the collected blood to blood banks to increase its availability when someone needs it. According to the Pan-American Health Organization, Mexico ranks last in the charitable donation in Latin America, and Logrand wants to change this culture.

In May 2019, corporate office employees joined efforts with Blooders to promote a philanthropic blood donation, which impacted 57 lives according to Blooders data. In the year 2020, this campaign will be implemented in all the gaming rooms located in Monterrey, seeking to influence a significant number of lives.

“I thought it was an excellent initiative by Logrand as it is a way to support other people and co-workers. I felt proud to be part of the movement.”

Juanita Guerra, Organization Leader



“It was a unique experience, seeing my blood packed and ready to save one or more lives, I think it is a very noble gesture to allow such events to take place within our facilities.”

Queila Ávila, Training Specialist



Naipes Rosas

For the second consecutive year, the Naipes Rosas campaign was performed. Logrand Entertainment Group makes pink card decks available to its customers and employees, allocating 100% of the profits to the CIMA Foundation.

The CIMA Foundation seeks to reduce breast cancer mortality in Mexico through its four lines of action: education, information, patient services, and advocacy in public policies. Thanks to the Naipes Rosas campaign, a total of 91,112.50 pesos were collected and donated to the Foundation. This initiative will help CIMA to continue improving the lives of women in vulnerable situations.



Circuito Sonrisa

Also, for a second consecutive year, the 5K Run: Circuito Sonrisas was held in support of Doctor Sonrisas Foundation, which provides comprehensive health support to children and young people who suffer from life-threatening diseases, through its programs and activities that give joy and hope.

Five hundred participants, including employees and their families, joined to support the cause, and thus managed to raise a total of 125,000 pesos.



“I had the opportunity to participate along with my family, and it has been gratifying, motivating, and fun for all of us. In the first 2018 race, one of my sons, Axel, won first place, and it was a great emotion, and the best part was that we celebrated as a family. Thank you, Logrand, for all these moments!”

Fernando Contreras, Inspection Manager



AMANEC

Since 1998, the Mexican Association for Assistance to Children with Catastrophic Diseases has been assisting low-income families with children and teenagers who have cancer and other diseases, with the support of specialized doctors and professionals.

At Logrand Entertainment Group, creating a community that is aware and committed to the community is of the utmost importance. To raise awareness among its employees and to promote support for children who have cancer, for some years now, plastic bottle caps have been collected in corporate offices and casinos. This plastic is recycled, and the resources generated are donated to this Association. The amount given in 2019 to AMANEC amounts to 2.4 million pesos.

Cancer Research Center of Universidad Autónoma de Nuevo León (State University)

For years, Logrand Entertainment Group has supported the Hematology Service of the Cancer Research Center of the Universidad Autónoma de Nuevo León. In 2019, 1.2 million pesos were donated to provide this Center with the possibility of offering diagnostic studies free of charge to patients who require them, besides promoting research for the proper care of this disease.

“Niños de 10”

In 2019, 1,500 backpacks and school supplies were donated to the most outstanding students in the state of Tabasco, to motivate them to continue their studies.

María Cristina Specialized Center

María Cristina Specialized Center supports low-income children, teenagers, and adults with Down syndrome, helping them receive the education they need free of charge. This year, Logrand Entertainment Group contributed with more than 200,000 pesos. This money allows the Center to offer specialized attention through activities with the students allowing them a remarkable level of independence.

Banco de Tapitas A.C.

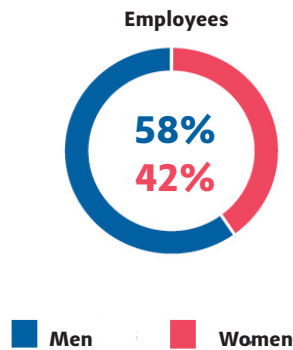
Banco de Tapitas A.C. is a non-profit Civil Association in charge of collecting, storing, and recycling all types of plastic caps to generate resources to support different kid's programs. These programs are addressed to fight cancer, such as Casos Locales, Destapa Tu Sueño, Movimiento Rapunzel, Héroes, and Regalando Sonrisas.

In 2019, Logrand donated 95 boxes of plastic cards for recycling, thus benefiting a little more than 70 patients nationwide in different support needs in their fight against childhood cancer.

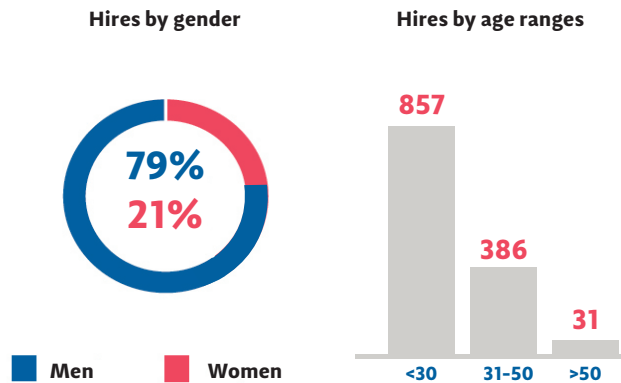
Employment

As of December 2019, the staff of the company was made up of 3,783 employees: 42% women and 58% men, all on permanent contracts. In addition, only four employees worked part-time, and the rest worked full-time.

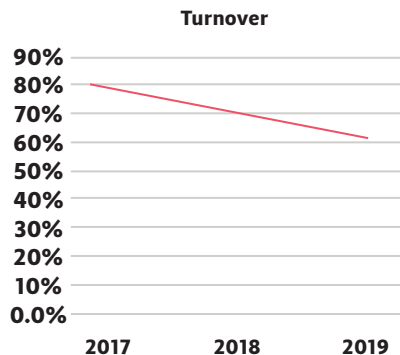
Logrand Entertainment Group offers its employees benefits that go beyond those required by law, including food vouchers, savings accounts, savings funds, primary medical insurance, more vacation days than required by law, vacation bonus, employee dining room, among others.



In 2019, there were a total of 1,274 hires, 21% of whom were women, and 79% men. In terms of the age ranges of the employees hired, 67% were people aged 30 or under, 30% between 31 and 50, and 3% over 50.



Year after year, the turnover rate of the company has improved, decreasing considerably from 2017 to 2019. In 2017, there was an 81.6% turnover, which was managed to fall in 2018 to 69.7% and in 2019 to 62.7%.



In August 2019, Logrand Entertainment Group was certified as a Great Place to Work, being the first company in Mexico in the gaming industry to achieve this. Great Place to Work recognized the drive for policies and practices that improve the quality of life within the organization. Obtaining this certification means a significant commitment to continue developing actions that will enhance the work environment and, likewise, allow the certification to be renewed each year.

A recognition model was implemented through the CornerStone platform to distinguish those employees who stand out for their performance, loyalty, culture, and knowledge. With this system, 17,667 awards were granted to the excellent performance and trajectory of employees.

In 2019, parental leave was granted to employees who requested it, as mandatory by law. During this year, 16 women and 21 men employees of the gaming rooms asked for such leave. 75% of the women and 86% of the men returned to work, maintaining the same percentage of employment permanence.



Equality and Non-discrimination

In alignment with Principle 6 of the United Nations Global Compact, Logrand Entertainment Group is committed to diversity and inclusion in the workplace. No distinction, exclusion, or preference is tolerated in the company based on race, color, sex, religion, political opinion, or nationality. The staff is composed of about 40 employees of foreign nationalities, including Colombians, Venezuelans, Spaniards, Argentines, Uruguayans, among others.

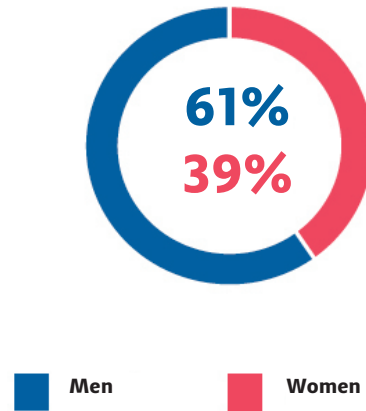
In 2019, no reports of discrimination were received through the internal lines. Logrand Entertainment Group will continue working in the coming years to maintain this number of cases; however, if any do arise, the Logrand Ethics Committee is trained to perform the corresponding evaluation and take the necessary measures to address such a situation.

In regards to 72 jobs considered to be leadership positions (management and directorships), 39% are held by women. In the year 2020, a course aimed at 25 women in middle management positions will be implemented to strengthen their leadership and influence within the organization and society.

In 2019 the project “Labor Inclusion” was initiated to promote the hiring of people with disabilities and to achieve an inclusive environment in the company by the last half of 2020, starting with a pilot project in the corporate offices. The project includes an analysis of working conditions and profiles for hiring, accessibility analysis, awareness workshops, and recruitment.

By 2020, Logrand Entertainment Group aims to define a compliance route on gender equality and nondiscriminatory, as well as to disseminate this information among its employees and integrate it into its Compliance Policy.

Women in leadership positions



Occupational Health and Safety

Safeguarding the well-being of its employees remains a priority for Logrand Entertainment Group. The company has a department responsible for monitoring compliance with the applicable regulations issued by the Ministry of Labor and Social Welfare in all working areas and for all employees of the organization, considering the moment of their initial hiring until the end of the employment contract with the company.

Concerned with assuring the safety of its employees, Logrand Entertainment Group continuously evaluates internal and external physical, natural and chemical risks in working areas, as well as unsafe acts and conditions, necessary personal protection equipment, order and cleanliness of the area, safety signs displayed, available safety devices, risk communication, and emergency attendance preparation, through risk analysis and tours of the facilities. The Health and Safety Committee of the company is responsible for verifying that identified risks are corrected, and corresponding improvement actions are being implemented, considering recommendations of functionality and effectiveness coming directly from those who operate a work process.

Logrand Entertainment Group undertakes a preventive approach, providing all employees with inductive training in Civil Protection and Safety and Hygiene. This guidance includes recognition of areas, risk zones, escape routes and emergency exits, and an introduction to safety equipment, emergency and risk signage, and emergency procedures. Likewise, specific training when chemical or ergonomic risks are identified in the working space, or when their responsibility involves a high-risk job is provided.

Through the internal system of Control and Registration of Accidents (CRA), work accidents are registered and followed up, under the responsibility of the Civil Protection, Safety, and Hygiene Management, which aims to ensure the regulatory framework in terms of safety and health at work. The CRA system covers 100 % of the employees of the company.

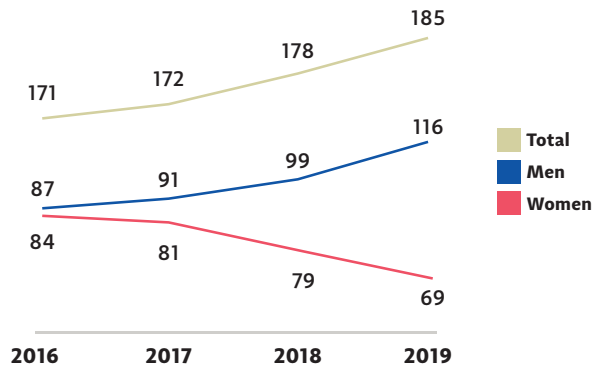
In 2019, the number of work-related accidents increased to 185, 3.9% more than in the previous year. Despite accidents number increased, the accident rate decreased due to the rise in the overall number of employees from one year to the

next from 0.12 to 0.04 incidents per employee from 2018 to 2019. Yet, a total of 139 commuting accidents were recorded, involving 72 women and 67 men.

Likewise health care, health promotion, care campaigns, vaccination, and respiratory disease prevention campaigns have been conducted with the support of the Mexican Social Security Institute (IMSS). This public institution offers health services to over 60 million people.

Additionally, an Integral Health Program was implemented for employees, providing nutrition talks, nutritional and health advice, communication campaigns at the corporate offices, and the opportunity for 70 employees to see a nutritionist.

Work-related accidents



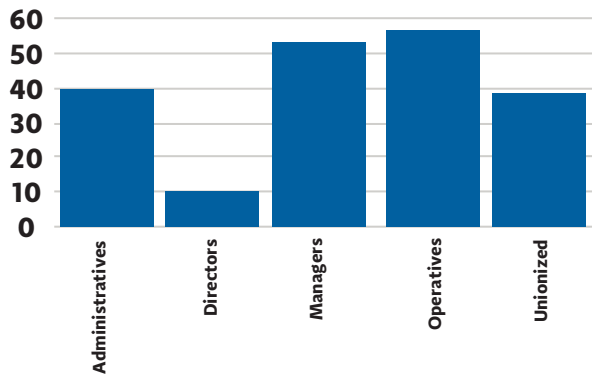
Training and Education

Logrand Entertainment Group has defined a strategic initiative based on staff development: Attraction, Retention, and Talent Development, which includes six projects of education, performance management, and certifications.

There are internal departments to unfold the talent available within the organization, such as Training and Development, Technical Training, and Human Capital Planning. These departments are responsible for the training of the staff in two main lines: the institutional one, focused on the development of competences, executive management, and business culture, and the technical one, directed to the development of specific activities of the staff in the casinos, such as service assistants, cashiers, valet parking, dealers, among others.

In 2019, 232,607 training hours were provided to employees, with an average of 40.27 hours of training for female employees and 41.43 for male employees. Per job category, the average number of training hours is as follows: Directors: 9.54, Unionized: 38.07, Administrative: 41.79, Managers: 53.32 and Operatives: 53.32 hours.

Average training hours per employment category



Seeking to execute the strategic initiative of Talent Attraction, Retention and Development, six education, performance management, and certification projects have been implemented: Job Habilitation and Specialization, Leadership Skills, Organizational Competences, Formal Education, and Service Skills.

Open Classrooms

In 2019, Open Classroom Program was extended from two gaming rooms to all casinos in the rest of the country. In this first year of implementation, 20 employees enrolled in the program, 5 of which completed the program and obtained their basic education certificate and 15 earned their higher education certificate.

In the year 2020, Logrand Entertainment Group will seek to increase the number of beneficiaries of the program and prepare the third stage of the project, which will include the participation of the elementary family of employees.

Talent Bank

During 2019, 52 employees participated in this program, enabling the development of Middle Management positions.

Middle Management Leadership Program

Middle Management Leadership Program comprises six modules: work of the Logrand leader, coaching leader, relationship of the leader with his/her team, customer-oriented execution, Logrand leader in communication, Logrand culture, and values. In 2019, 80 employees in middle management positions nationwide participated in this program.

Certification by Competencies

In 2019, 576 employees in different operational positions, such as Cashiers, Service Assistants, Waiters, and Dealers, obtained certification for their work capabilities.

Socially Responsible Leaders

In 2019, 5 employees attended and completed the diploma course “Socially Responsible Leaders,” which seeks to disseminate the culture of social responsibility among young people who look for the contribution in the business, political and social sector of the country. The diploma course, which lasts two and a half months, is taught by the civil society organization SELIDER.



CHIISPA

It is a program that seeks to generate a sense of belonging and integration of employees with Logrand Entertainment Group through seven management tools: Mentors and mentees, round tables, focus groups, contests and events, motivational talks, CHISPA Workshop and CHISPA Space. In September 2019, CHISPA extended to the remaining gaming rooms, so the program is now available in all the facilities of the company. A total of 147 workshops were held with the attendance of 2,131 employees.

Logrand University

In the year 2019, a Bachelor's Degree in Management with an Entertainment Companies Speciality and three Technical University Careers (TUC) were developed and enabled, with 12 employees enrolled in the TUC and 13 employees in the Bachelor's Degree, starting classes the second semester of the year.

We promote Lifelong Education

Logrand supports the education of its employees and their families. In 2019 Logrand Entertainment Group provided up to 50% scholarships to allow 40 employees and family members to continue their professional and graduate studies. Tec Milenio, Universidad de Monterrey, Universidad Regiomontana, Universidad del Valle de México, and Centro de Formación Académica de Monterrey were some of the institutions where they were enrolled.

Performance Management

Every year executive positions are evaluated through the 360° Evaluation and the fulfillment of their service agreements, including aptitudes, objectives, and behaviors.



Environment

Logrand Entertainment Group is continuously engaged in projects focused on energy and water saving and proper waste management, seeking to eliminate, reduce, and recycle its waste.

Energy

Energy consumption is one of the leading environmental impacts caused by the company; hence the energy consumption of all gaming rooms and corporate offices is continuously monitored. Through the internal sustainability system, it is possible to compare consumption between the gaming rooms from one year to the next one.

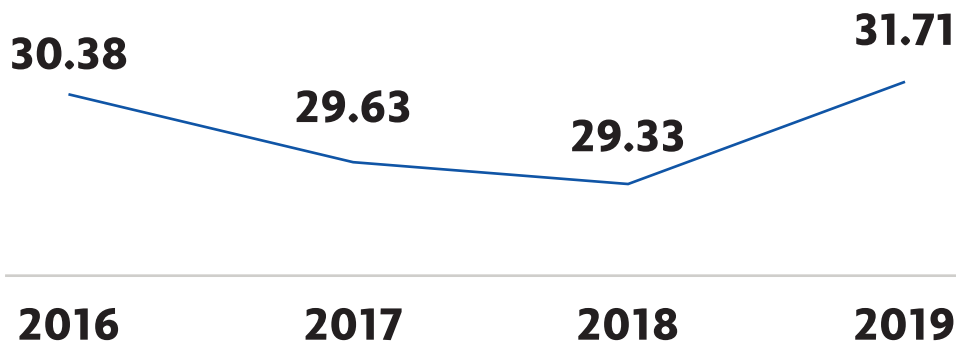
Alternatives for the efficient use of this resource are continually being explored. The Maintenance

and Support department is responsible for monitoring this matter.

From January to December 2019, 31.71 GWh of electrical energy was consumed in the gaming rooms and corporate offices, increasing consumption by 8% compared to 2018.

In 2019, LED progressive installation continued, rising from 88% to 95% in the gaming rooms, and from 65% to 87% in the offices.

Energy consumption (GWh)



Water and Effluents

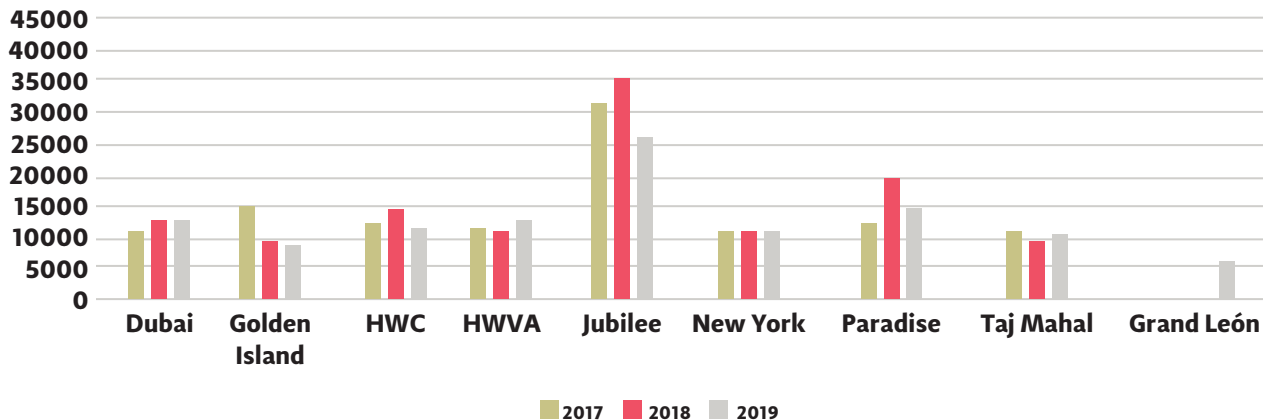
In 2019, Logrand Entertainment Group consumed 109,171 cubic meters of water, excluding from this measurement the Providens and Viva México casinos due to the shared facilities in which they are located. This resource is obtained from the municipal system where the gaming rooms are located, and discharges are made into the municipality sewer system.

Water consumption was reduced by 12.3% compared to 2018 when approximately 124,500 cubic meters of water were used.

This year, the gaming rooms located in the southeast: Dubai Palace and Golden Island continued with the water recovery project. At the Dubai Palace casino, approximately 10,000 liters of water were recovered per day, while at Golden Island, the number of liters recovered daily was 1,250. A percentage of this recovered water was used during the cleanups and garden watering of their facilities.

In 2020, Logrand Entertainment Group will seek to reduce by 10% the use of drinking water in its Taj Mahal room by replacing the sink sensors from customer restrooms.

Water Consumption (cubic meters)



Waste

The company is continuously exploring options to reduce the amount of waste it sends to landfills as a result of its daily operations. For this reason, initiatives that aim to reduce, reuse and recycle, and promote environmental consciousness among customers and employees are being held by Logrand Entertainment Group.

To reduce waste and the current environmental impact of the company, in 2020, electronic equipment will be recycled, and non-recyclable materials will be appropriately disposed of through a supplier authorized by the Secretariat of Environment and Natural Resources (SEMARNAT).

Green Experience

To reduce the excessive consumption of gaming cards that were provided free of charge to its customers, Logrand Entertainment Group created the Green Experience campaign, which includes a minimum cost for the acquisition of these cards. The 100% of the obtained proceeds are employed for reforestation in urban areas. In 2019, the first reforestation took place in Calzada Madero Avenue, located in the municipality of Monterrey, in front of the Hospital Universitario of the Universidad Autónoma de Nuevo León (UANL), where 40 native trees were planted. The permanence of this program will allow continuing reforesting more communities where the company has a presence.

Biodegradable straws

Last year, the use of straws in restaurants decreased by 85% by offering them only to those customers who requested them. With this action, Logrand prevented more than 100,000 plastic straws ended up in landfills every month. In May 2019, all the rooms switched from the use of plastic straws to those made from avocado seeds.

Removal of disposables for customers

In 2018, two of the casinos eliminated the use of disposable cups, and thanks to the positive response of customers, we expanded the initiative in 2019; thus, 91% of the gaming rooms substituted disposable plates, cups, and cutlery with reusable tableware. This action reduced 50% of the use of disposables in the business units.

PET recycling in all gaming rooms located in Monterrey

The pilot program for PET recycling implemented during 2018 in Hollywood Valle Alto was replicated to all casinos located in the city of Monterrey in 2019. With this initiative, a total of 2,071 kilograms of PET plastic was recycled, which is the equivalent of recycling almost 150,000 water bottles. This measure saved 81,307 liters of water and 4,602 kilograms of oil that would have been used to produce more plastic. The target of Logrand Entertainment Group for 2020 is to increase the percentage of plastic collected and reduce the emission of PET bottles in its gaming rooms by 10%.

Oil used for biodiesel

During 2019, the program to harness the oil used in the kitchens of the facilities to generate biodiesel continued, seeking to increase the life cycle of this resource. This year, a total of 17,685 liters were recycled with the help of different suppliers.

Compost coffee

Coffee waste generated at the Hollywood Valle Alto and Jubilee casinos is reused as compost for their gardens. This practice allows them to nourish and conserve the plants as the coffee works as a natural fertilizer. With the implementation of this practice, approximately 5 kilograms of coffee is collected daily in Hollywood Valle Alto and 14 kilograms in Jubilee, amassing a total of 570 kilograms monthly.

Regulatory Compliance

Regulatory compliance is the basis of Logrand Entertainment Group Sustainability Strategy; all efforts are directed to generate shared value for its stakeholders. For that reason, it is essential for the organization to be a reference of adherence to the legal framework, and to the internal values and culture.

The operation of the company adheres to the Federal Gaming and Lottery Law, as well as all applicable regulatory provisions. There are internal policies and processes that guarantee the continuity of the business that allows Logrand Entertainment Group to stand out as a socially responsible company.

The tools and best practices that help to mitigate the inherent risks to regulatory compliance in operation include Policy Handbooks on Regulatory Compliance and Money Laundering Prevention (MLP), Compliance Officer Guidelines, continuous training, and the MetricStream and Lexis Nexis systems, among others. Additionally, the business units are continuously subjected to both internal and external audits and visits by authorities.

In 2019, a new Due Diligence process was incorporated, meaning a prior investigation is implemented in the area of MLP and terrorism financing for new acquisitions, hiring of employees and suppliers, thus a total of 148 investigations were conducted. Not to mention, a risk-based approach to MLP was implemented, enabling risk identification as well as the risk represented individually by each customer in all the casinos regarding MLP. This risk detection facilitates the formulation of action plans focused on mitigating risks and the adoption of simplified and more efficient measures.

In 2019, 3,416 hours of training in Money Laundering Prevention and 222 hours of instruction in Authority Inspection Visits were offered. In social, economic, and environmental matters, the year ended with two fines, and the goal of returning to zero incidents by 2020 has been set.

Furthermore, a Comprehensive Compliance Policy will be prepared and implemented in 2020,

including the areas of Anti-corruption, Anti-monopoly, Protection of Personal Data, Money Laundering Prevention, Gender Equality, and Anti-discrimination, Environmental Protection and Energy Saving, Code of Conduct and Ethics, and Insider Trading, to mitigate any legal risk.

Anti-corruption

The anti-corruption movement is a significant focus of Logrand Entertainment Group. Any activity carried out on behalf of the company should be governed by Logrand Code of Ethics principles and values furthermore applicable national or international law.

The organization is committed to taking a firm stand against corruption by incorporating strong anti-corruption principles and practices into its operations and business strategies. Logrand Entertainment Group has a Complaint Box where any violation of the Code of Ethics, including corruption, can be reported. These complaints are duly clarified externally and internally.

Currently, total compliance with the provisions and laws on anti-corruption of the different issuing authorities is monitored by the Senior Management and the Ethics Committee.

For the year 2020, the purpose of Logrand Entertainment Group is to carry out an online training of the Anticorruption Policy with versions for administrative and operational personnel that can be easily disseminated among employees.

GRI Content Index



For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report. The service was performed on the English version of the report.

Standard	Disclosure	Page/Information
GRI 101: Foundation 2016 GRI 102: General Disclosures 2016		
Organization profile		
102-1	Name of the organization	Page 7
102-2	Activities, brands, products and services	Page 7
102-3	Location of headquarters	Page 7
102-4	Location of operations	Page 8
102-5	Ownership and legal form	Sociedad Anónima de Capital Variable (S.A. de C.V.)
102-6	Markets served	Page 8
102-7	Scale of the organization	Page 9
102-8	Information on employees and other workers	Page 31
102-9	Supply chain	Page 15
102-10	Significant changes in the organization and its supply chain	In 2019, the Grand León facility, located in León, Guanajuato, was integrated into the company's operations.
102-11	Precautionary Principle or approach	Page 37
102-12	External initiatives	Page 12
102-13	Membership of associations	Page 12
Strategy		
102-14	Statement from senior decision-maker	Page 5
102-15	Key impacts, risks and opportunities	Page 5
Ethics and integrity		
102-16	Values, principles, standards and norms of behavior	Page 10
102-17	Mechanisms for advice and concerns about ethics	Page 11

Governance

102-18	Governance structure	Page 13
102-20	Executive-level responsibility for economic, environmental and social topic	Page 13
102-22	Composition of the highest governance body and its committees	Page 13
102-23	Chair of the highest governance body	Page 13

Involvement of stakeholders

102-40	List of stakeholder groups	Page 17
102-41	Collective bargaining agreements	64% of the employees are covered by collective bargaining agreements.
102-42	Identifying and selecting stakeholders	Page 17
102-43	Approach to stakeholder engagement	Page 18
102-44	Key topics and concerns raised	Page 19

Reporting practices

102-45	Entities included in the consolidated financial statements	JEYV de Nuevo León, S.A. de C.V., Operadora de Salas de Juego y Entretenimiento, S.A. de C.V., Operadora Megawin, S.A. de C.V., New Ads, S.A. de C.V., Administradora de Talento Ejecutivo, S.A. de C.V., Talento Institucional, S.A. de C.V., Operadora Loma Larga, S. de R.L. de C.V., Consorcio Integral Internacional, S.A. de C.V., Administradora de Bingo Cancún, S. de R.L. de C.V., Administradora de Entretenimiento Guasave, S.A. de C.V., Centro de Entretenimiento de la Laguna, S.A. de C.V., Newdrinks, S.A. de C.V., Alimin Sureste Cancún y Villahermosa, S. de R.L. de C.V., Operadora Class, S. de R.L. de C.V., Egaming México, S.A. de C.V., Marsa Platinum, S. de R.L. de C.V., FC Desarrollos, S.A. de C.V., Operadora CADYS, S.A. de C.V., STORM International Latin America S.A.P.I. de C.V., Hollywoodgames, S.A. de C.V., S.I.L.A. Monterrey Sur, S.A. de C.V., S.I.L.A. Santa Bárbara, S.A. de C.V., Grupo RGSA, S. de R.L. de C.V., Montevalores, S.A. de C.V., Operadora de Bingo San Agustín, S. de R.L. de C.V. y Alimin Sureste Mérida, S. de R.L. de C.V.
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102-46	Defining report content and topic Boundaries	Page 20
102-47	List of material topics	Page 20
102-48	Restatements of information	Page 16
102-49	Changes in reporting	Page 16
102-50	Reporting period	Page 16
102-51	Date of most recent report	Page 16
102-52	Reporting Cycle	Page 16
102-53	Contact point for questions regarding the report	Page 16
102-54	Claims of reporting in accordance with the GRI Standards	Page 16
102-55	GRI Content Index	Page 41
102-56	External assurance	Page 16

Economic performance

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 14
103-2	The management approach and its components	Page 14
103-3	Evaluation of the management approach	Page 14

GRI 201: Economic performance 2016

201-1	Direct economic value generated and distributed	Page 14,15
201-4	Financial assistance received from government	No financial assistance was received from the government

Responsible Gaming

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 24
103-2	The management approach and its components	Page 24
103-3	Evaluation of the management approach	Page 24

Customer Health and Safety

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 24
103-2	The management approach and its components	Page 24
103-3	Evaluation of the management approach	Page 24

GRI 416: Customer health and safety 2016

416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There is no registry of incidents concerning health and safety impacts of products and services
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Transparency

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 26
103-2	The management approach and its components	Page 26
103-3	Evaluation of the management approach	Page 26

Protection of personal data

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 26
103-2	The management approach and its components	Page 26
103-3	Evaluation of the management approach	Page 26

GRI 418: Customer privacy 2016

418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints regarding customer privacy violations or loss of data were received during 2019.
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Communities

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 27
103-2	The management approach and its components	Page 27, 28, 29, 30
103-3	Evaluation of the management approach	Page 27

GRI 413: Local communities 2016

413-1	Operations with local community engagement, impact assessments and development programs	Page 27, 28, 29, 30
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Diversity and Equal opportunity

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 32
103-2	The management approach and its components	Page 32, 33
103-3	Evaluation of the management approach	Page 32

GRI 405: Diversity and Equal Opportunity 2016

405-1	Diversity of governance bodies and employees	Page 33
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GRI 406: Non-Discrimination 2016

406-1	Incidents of discrimination and corrective action taken	Page 32
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Optimal working conditions

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 31
103-2	The management approach and its components	Page 31, 32
103-3	Evaluation of the management approach	Page 31, 32

GRI 401: Employment 2016

401-1	New employee hires and employee turnover	Page 31
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 31
401-3	Parental leave	Page 32

GRI 403: Occupational Health and Safety 2018

403-1	Occupational health and safety management system	Page 33
403-2	Hazard identification, risk assessment and incident investigation	Page 33
403-3	Occupational health services	Page 33
403-4	Worker participation, consultation, and communication on occupational health and safety	Page 33
403-5	Worker training on health and safety	Page 33
403-6	Promotion of worker health	Page 34

403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Page 33, 34
403-8	Workers covered by an occupational health and safety management system	Page 33, 34
403-9	Work-related injuries	Page 33, 34

Training and education

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 34
103-2	The management approach and its components	Page 34, 35, 36
103-3	Evaluation of the management approach	Page 34

GRI 404: Training and education 2016

404-1	Average hours of training per year per employee	Page 34
404-2	Programs for upgrading employee skills and transition assistance programs	Page 34, 35, 36
404-3	Percentage of employees receiving regular performance and career development reviews	Page 36

Energy

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 37
103-2	The management approach and its components	Page 37
103-3	Evaluation of the management approach	Page 37

GRI 302: Energy 2016

302-1	Energy consumption within the organization	Page 37
302-4	Reduction of energy consumption	Page 37

Water

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 38
103-2	The management approach and its components	Page 38
103-3	Evaluation of the management approach	Page 38

GRI 303: Water and Effluents 2018

303-1	Interactions with water as a shared resource	Page 38
303-2	Management of water discharge-related impacts	Page 38
303-3	Water withdrawal	Page 38
303-4	Water discharge	Page 38
303-5	Water consumption	Page 38

Waste

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 39
103-2	The management approach and its components	Page 39
103-3	Evaluation of the management approach	Page 39

GRI 306: Effluents and waste 2016

306-1	Water discharge by quality and destination	Page 39
306-2	Waste by type and disposal method	Page 39

Supply Chain

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 15
103-2	The management approach and its components	Page 15
103-3	Evaluation of the management approach	Page 15

GRI 204: Procurement practices 2016

204-1	Proportion of spending on local suppliers	Page 15
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GRI 408: Child labor 2016

408-1	Operations and suppliers at significant risk for incidents of child labor	Page 15
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GRI 409: Forced or Compulsory Labor 2016

409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Page 15
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GRI 412: Human Rights Assessment 2016

412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Page 15
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Regulatory Compliance

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 40
103-2	The management approach and its components	Page 40
103-3	Evaluation of the management approach	Page 40

GRI 307: Environmental compliance 2016

307-1	Non-compliance with environmental laws and regulations	Page 40
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GRI 419: Socioeconomic Compliance 2016

419-1	Non-compliance with laws and regulations in the social and economic area	Page 40
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Anti-corruption

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	Page 40
103-2	The management approach and its components	Page 40
103-3	Evaluation of the management approach	Page 40

GRI 205: Anti-corruption 2016

205-2	Communication and training about anti-corruption policies and procedures	The Anti-Corruption Policy is permanently available to employees through the Intranet of the company.
205-3	Confirmed incidents of corruption and actions taken	There is no record of corruption cases during 2019 in the reporting lines.



LOGRAND
ENTERTAINMENT GROUP