

Sustainability Report 2020



LOGRAND
ENTERTAINMENT GROUP

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Letter from the CEO

Since 2017, We adhere to the United Nations Global Compact, yearly submitting progress regarding respect for Human and Labor Rights, the protection of the environment and the fight against corruption. In 2020, We faced great challenges. The global pandemic forced us to quickly adapt and modernize, digitizing our services and enabling remote work for our employees. In particular, our internal sustainability system has helped us continue to measure and evaluate sustainability metrics, and, despite having stopped our operations for most of the year, nothing has stopped our path to becoming a more sustainable company.

The entertainment industry is one of the most impacted by COVID-19 in Mexico, which is why We have been forced to strengthen our safety and hygiene protocols for customers, suppliers and collaborators in order to mitigate the spread of the disease. In November, We were able to obtain, for all our business units, the Certification of Good Health and Hygiene Practices issued by the Mexican Institute for Standardization and Certification (IMNC), thanks to these protocols and their successful implementation.

During this year, We also actively collaborate with the government and health authorities of the localities where We operate, conducting awareness campaigns for COVID-19 through the network of screens and monitors in the rooms, emails and social networks. Likewise, in an effort to support the medical service in its hard work, one of our rooms housed ISSSTE personnel in its facilities to enable their activities. On the other hand, as a security measure for customers, We enable, along with the CMS (Casino Management System) provider, the PlaySafe version, which allows us to maintain and take care of the healthy distance within the gaming rooms. For its part, our Technology department is developing a mobile application that will allow making contactless deposits, which will be available in 2021.

Unfortunately, due to the suspension of operations for more than 7 months, We only met 22% of our 55 sustainability goals set for 2020. However, We continue to work on reinforcing these concepts within the organization, adapting processes,

improving our relationship with the authorities, be more transparent in our communications, digitize our offer of services and operations, support our collaborators, especially women with children, for whom the pandemic has been very demanding, as well as prevent an economic recession, as new circumstances allow us.

This year We measured the company's organizational carbon footprint, taking 2019 as a base year, to know our impact and take the necessary measures to mitigate it. We have set ourselves the goal of reducing our emissions by 5% by 2025.

In 2021, We will undoubtedly face great challenges such as the extension of the economic and social crisis derived from the pandemic, so We anticipate the need to reorganize the management and operation structures of the company due to a smaller market, that We have measured, always protecting the integrity of our employees and doing our best to keep their jobs. We are eager to face this opportunity for innovation and improvement.

During 2020, We developed 15 internal training courses on health and safety, both for clients and collaborators, and 3 courses were received by the Mexican Institute of Social Security (IMSS). By 2021 We are committed to continuing along the same path, so We will adopt more strict health protocols and constantly train our collaborators on disease prevention measures, to continue strengthening the trust We have built among customers, and thereby creating a safe environment to once again enjoy your presence in our facilities.

Next year We will build up our communication with the authorities and communities where We operate, always having as a priority to provide our services in a safe environment for customers and collaborators. Likewise, We will seek to attract new generations and adapt to their needs through a vision that is more committed to social welfare and the environment.

About this Report

In our 5th Sustainability Report, We reflect the economic, social and environmental impact that We generate through our daily operations, considering the suspension of work for more than 7 months, caused by the COVID-19 pandemic.

The period covered by this report is from January 1, 2020 to December 31, 2020. There are no changes or updates in the material topics or in their coverage, however We plan to update them for the year 2021. The sustainability report continues to be a work of institutional conscience, although it has not been subjected to an external verification process. Our latest 2019 Sustainability Report was published in July 2020.

This report has been prepared in accordance with the GRI Standards: Core option.

If you have questions or comments on this document, please send an email to responsabilidadesocial@logrand.com.

Logrand Entertainment Group

Who We are?

We are a Mexican company dedicated to the entertainment industry since 2005; We seek to distinguish ourselves by the constant search for growth supported by innovation, providing excellent services and surprising experiences.

Our main office



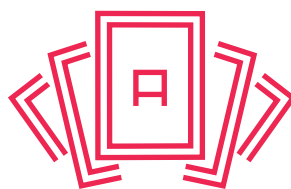
Our brands



Our services



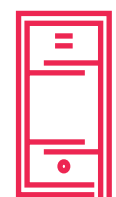
Slot machines



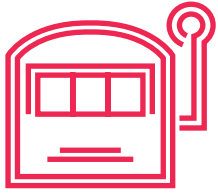
Games tables



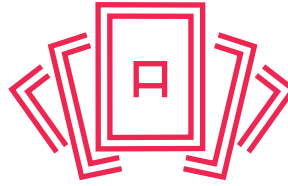
Food and beverage



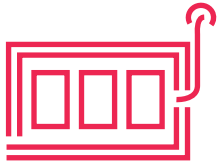
Online entertainment



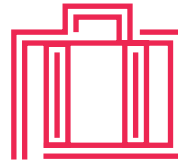
11 Game rooms



44 Game tables



6,073 Slot machines



1,626 Employees



1,089,099 Customer visits



1,168,037 Dishes sold

2020 Data

Our Operations

Currently, We have a presence in 6 states of the Mexican Republic.

Our services are aimed at people over 18 years old, under strict adherence to the Federal Law of Games and Raffles.





Mission

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



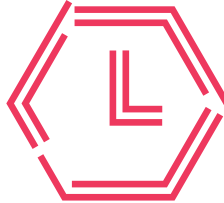
Vision

Have fun, excite and transcend.

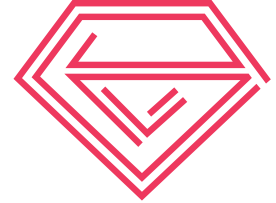
Our Values



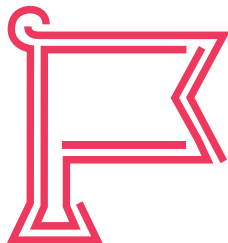
We dream and create the extraordinary



We achieve more, with less



We make the customer feel at home, and the employee like family



We do the right thing, even when no one sees us.



We lead by example



Passion is our energy

Code of Ethics and Lines of Conduct

This code and guidelines lead the behaviors that govern interactions between employees, the company and its stakeholders, thus institutionalizing the company's processes based on the values that underpin the development and growth of Logrand Entertainment Group.

Through our Code of Ethics, employees are committed to adopting values such as respect, honesty and collaboration, seeking to generate social growth in the communities that surround us.

Decalogue of Ethics



1
We promote and respect diversity, we are against discrimination.



2
We comply with the provisions of the laws and regulations.



3
We are honest and treat everyone with whom we interact with respect.



4
We protect the confidentiality of Logrand Entertainment Group information.



5
We conduct our professional activities solely for Logrand Entertainment Group.



6
Our personal interests do not conflict with the interests and values of Logrand Entertainment Group.



7
We promote a harmonious and cordial work environment, free from harassment and intimidating behavior.



8
We use the information and assets of Logrand Entertainment Group appropriately.



9
We protect and preserve the tangible and intangible assets of the company, and we make efficient use of them.



10
We are upright, we lead the market in a socially responsible way and we compete fairly.

Complaint Mechanisms

We have various complaint lines for employees to report any situation that violates the company's Code of Ethics.



Phone line



Mobile app



E mail



Advice with the heads of Employee Service of each business unit



Mobile app



Whatsapp

All these means are available 365 days a year and 24 hours a day; Complaints are treated confidentially and anonymously if requested, and their management is carried out through external consultants and our Ethics Committee.

In 2020, We received 80 complaints on our hotlines, of which 100% were resolved before the end of the year.

External Initiatives and Associations to which We belong



United Nations Global Compact



concamin

Confederation of Industrial Chambers of the United Mexican States



CANIRAC

National Chamber of the Restaurant and Seasoned Food Industry



Community Initiative Valle del Campestre District

Corporate Governance

The Corporate Governance of Logrand Entertainment Group constitutes the framework for decisions and actions regarding the impacts that occur in the company. Over the years, We have focused on strengthening it to, in this way, adopt best practices that allow us to promote internal efficiency, transparency and legality.

This model is made up of the highest governing body, the Board of Directors, who has the power to appoint the members of the Board that are part of the Strategy and Corporate Practices, Audit and Risk and Planning, Finance and Investments; each of them with professional members with vast

experience and specialization in various industries. The Institutional Relations Department, which reports directly to the General Director of the organization, has responsibility for economic, social and environmental issues.

It is worth mentioning that the operation of this Government 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, which aims to formalize the functions of the Board and its Committees, and define the responsibilities of each of the members.

Advisory Council



Arturo Estrada Treanor, presidente 2

Raúl Saide Marcos 1

Armando Saide Marcos 1

Hanna Khalaf 1

Ernesto Cruz 1

Felipe Mellado Flores 2

Rafel Gómez Eng 2

Javier Prieto de la Fuente 2

Steven Saide Azar 1

Advisors

1 Patrimonial

1 Independent

Audit and Risk Committee

Oversees the management and conduction of strategic and operational processes. Develops and maintains adequate internal control and risk management mechanisms. Ensures compliance with legislation, internal regulations and professional and ethical practices of all activities and operations. Likewise, it evaluates and manages the risk factors to which Logrand Entertainment Group may be exposed.

Strategy and Corporate Practices Committee

In charge of verifying that the Advisory Council, Committees and Executive General Management carry out their responsibilities, as well as observing the fulfillment of the roles of the Group's executives through strategic analysis.

Planning, Finance and Investment Committee

Evaluates the investment and financing policies proposed by the General Executive Directorate of the organization, taking into account the annual budgets in accordance with the strategic guidelines and according to a previous analysis of the quarterly and annual financial information in comparison to the strategic budgets.

Economic Performance

In 2020, the organization's economic performance was significantly impacted by health restrictions generated in response to COVID-19. For this reason, and always with the aim of taking care of the well-being of our collaborators and clients, We adhere to the indications of the local, state and federal authorities, suspending our operations

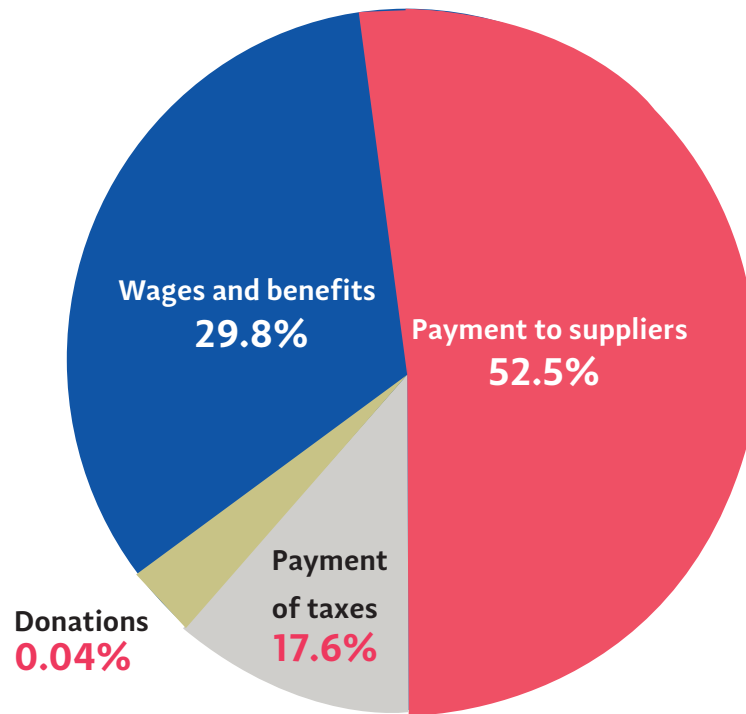
in the gaming halls in the month of March and restarting in the month of October with capacity of 30% occupancy in the facilities.

Likewise, during the year, 457 million pesos were allocated to pay tax obligations and more than 1 million pesos were donated to charitable institutions.

Economic Value Generated and Distributed

	2016	2017	2018	2019	2020
Economic Value Generated (VEG)	3,084	3,489	3,692	3,567	-1,032
Economic Value Distributed (VED)	2,932	3,243	3,446	3,034	2,932
Economic Value Retained (VEG-VED)	172	246	246	533	172

Economic value distributed to our stakeholders



United Nations Global Compact

In 2017, Logrand Entertainment Group adhered to the United Nations Global Compact and since then the commitment to work under its 10 Principles has been maintained, which are based on respect for human rights, labor standards, the environment and the struggle against corruption.

Human Rights



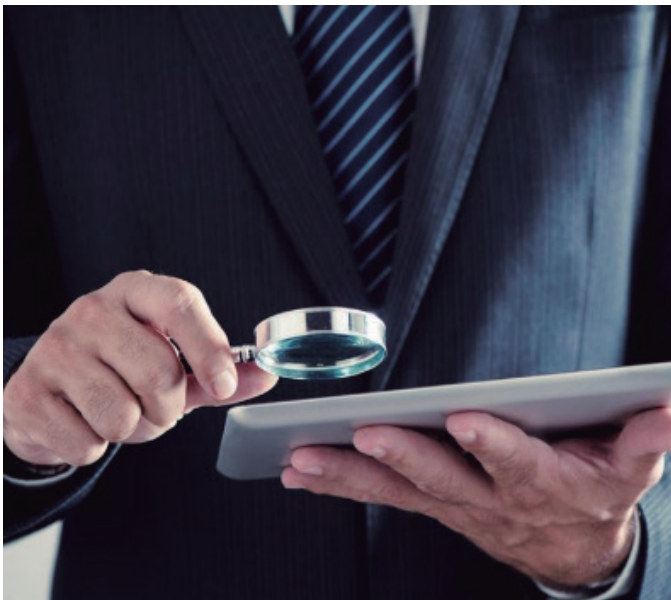
Principle 1. Support and respect the protection of fundamental human rights, recognized internationally, within its sphere of influence.

Principle 2. Ensure not to be complicit in the violation of Human Rights.

More information about Logrand Entertainment Group in the promotion and defense of Human Rights:

- Complaint mechanisms (pg. 12)
- Supply chain (pg. 39)
- Protection of Personal Data (pg. 26)
- Communities (pg. 28)
- Equality and Non-Discrimination (pg. 32)
- Health and Safety at Work (pg. 33)

Labor Standards



Principle 3. Support the freedom of association and the effective recognition of the right to collective negotiation.

Principle 4. Eliminate all forms of forced or compulsory labor.

Principle 5. Eradicate any form of child labor.

Principle 6. Discriminatory practices in employment and occupation.

More information on Labor Standards:

- Complaint mechanisms (pg. 12)
- Supply chain (pg. 39)
- Collaborators (pg. 30)
- Equality and Non-Discrimination (pg. 32)

Environment



Principle 7. Maintain a preventive approach that favors the environment.

Principle 8. Encourage initiatives that promote greater environmental responsibility.

Principle 9. Encourage the development and dissemination of environmentally friendly technologies.

More information on environmental protection:

Energy (pg. 42)

Water and Effluents (pg. 43)

Waste (pg.44)

Emissions (pg. 45)

Anti-corruption



Principle 10. Work against corruption in all its forms, including extortion and bribery.

More information about the fight against Corruption:

Complaint mechanisms (pg. 12)

Supply chain (pg. 39)

Anti-corruption (pg. 41)

Sustainable Development Goals

The United Nations Sustainable Development Goals are a universal call in the quest to eradicate poverty, protect the environment and guarantee the development and prosperity of society by the year 2030. At Logrand Entertainment Group, We support these goals, and focus our efforts to have a greater positive impact on Goals 3, 4 and 12, as explained below.



What are We doing?

We carry out fundraising and donation campaigns, with which We support institutions that ensure the integrity, health and well-being of people in vulnerable situations, always seeking to involve clients and collaborators.

During 2020, due to the global pandemic caused by COVID-19, new Safety and Hygiene protocols

were developed for our clients and collaborators, health measures were reinforced and We actively collaborated with the authorities to reduce the risk of contagions.

Additionally, We have campaigns and benefits to promote the health and well-being of clients and collaborators, as well as a Responsible Gaming and Self-Exclusion Program.

More information

- Communities (pg. 28)
- Responsible gaming (pg. 26)
- Customer Health and Safety (pg. 25)
- Health and Safety at Work (pg. 33)

4 QUALITY EDUCATION



What are We doing?

We are certain that the main asset of the company is our workforce, therefore, at Logrand Entertainment Group We offer all employees and their families opportunities for professional development and continuing education. These supports range from scholarships to secondary and preparatory instruction programs endorsed by the Ministry of Public Education.

More information

Training, Formation and Evaluation (pg. 35)

12 QUALITY RESPONSIBLE PRODUCTION



What are We doing?

During 2020 We continue to implement initiatives aligned to the reduction of single-use materials and supplies, through which We seek to promote care for the environment. In the city of Monterrey, Nuevo León, all city halls continued to recycle PET plastic.

More information

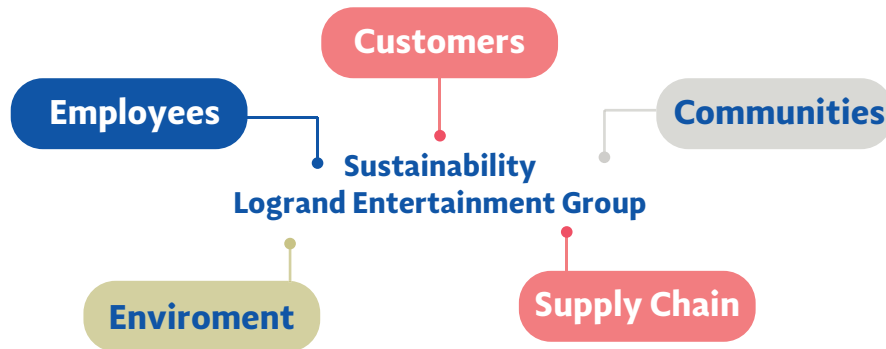
Energy (pg. 42)
Water and Effluents (pg. 43)
Waste (pg. 44)
Emissions (pg. 45)

Sustainability Strategy

Our Sustainability Strategy is the basis and structure of the company's Social Responsibility efforts. With it, We monitor and support the execution of our commitments and projects that are directed towards social, environmental and economic issues.

The strategy is made up of 5 Pillars: Environment, Customers, Collaborators, Communities and Supply Chain, always having regulatory compliance

as a fundamental principle. In accordance with our commitment to the well-being of our environment and stakeholders, Social Responsibility projects are aligned with the Sustainable Development Goals and the United Nations Global Compact, which guide our Sustainability Strategy in accordance with international frameworks.



Stakeholders

We invariably consider each of the company's stakeholders in order to develop an execute the Sustainability Strategy. For Logrand Entertainment Group, the opinion of all those who interact with our operations is extremely valuable.

We consider the following as the main stakeholders:

- Customers
- Collaborators
- Potential Collaborators
- Suppliers
- Neighbours
- Chambers and Control Bodies
- Government
- Non-governmental organizations
- Board of directors

Stakeholders

For each of the stakeholders, there is a communication plan focused on providing attention to their concerns according to their particular profile.

Channels or Communication Mechanisms	Customers	Collaborators	Potential Collaborators	Suppliers	Neighbors	Chambers and Regulatory Orgs.	Government	ONG's	Board
Call center	●								
Logrand Channel		●							
Chat	●								
Email	●	●	●	●		●	●	●	●
Satisfaction Survey	●	●		●					
Materiality Study Surveys	●	●	●	●	●	●	●	●	●
Employment			●						
Focus Groups and Work Tables		●				●	●	●	●
Sustainability Reports	●	●	●	●	●	●	●	●	●
In person interaction	●	●	●	●	●	●	●	●	●
Intranet		●							
Hotlines		●		●					
Mentoring		●							
Job Portal			●						
Supplier Portal				●					
Information Kioks	●	●							
Social Media	●		●	●					
Web site	●	●	●						
SMS Message	●								

- Daily
- Weekly
- Annual
- Bimonthly
- Quarterly
- Monthly
- Eventual

Material Aspects

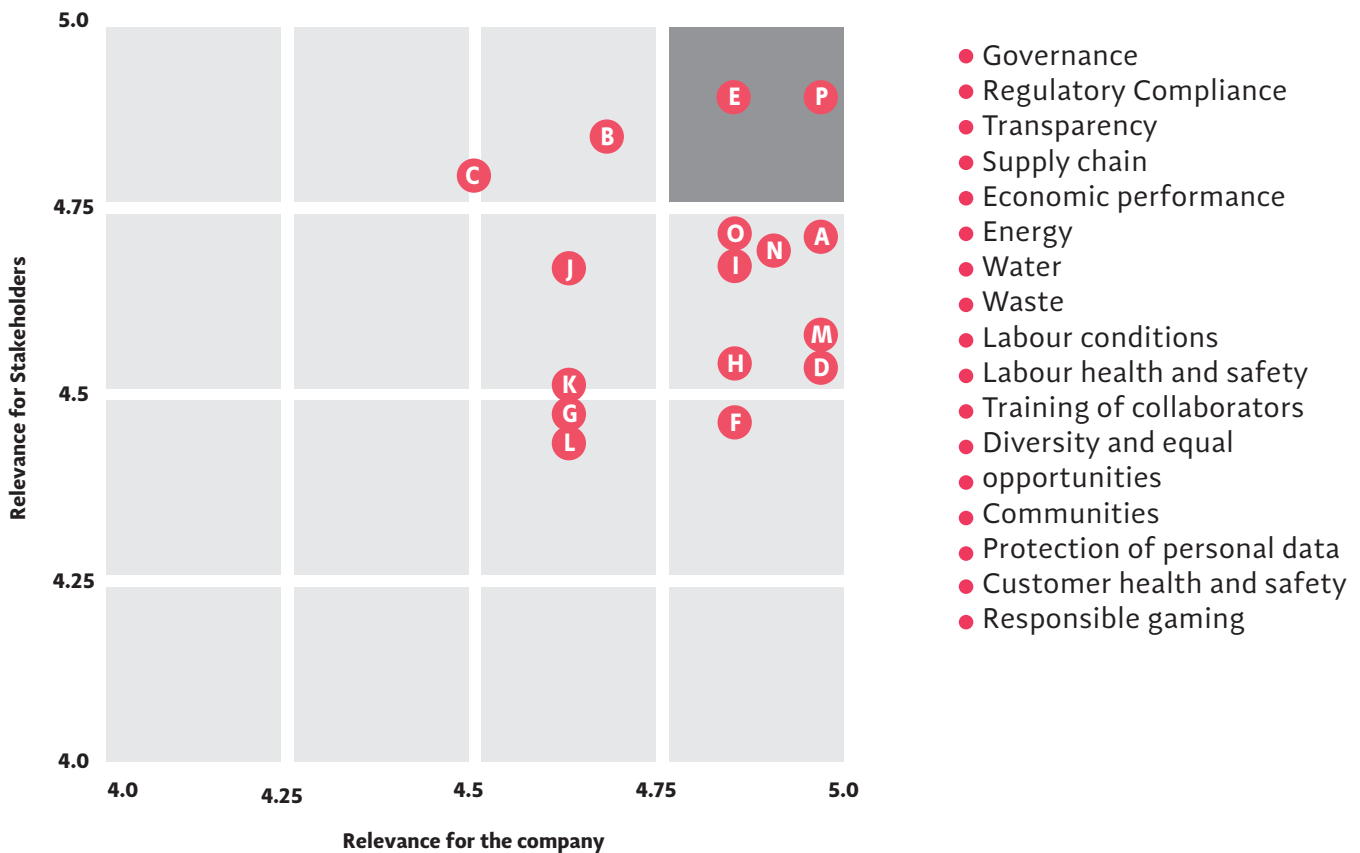
In 2018, the materiality study of the organization was updated, through the application of interviews and surveys to all the identified interest groups. The total sample of surveys applied was 3,480 answered by our customers, collaborators, community and neighbors, external council and shareholders, potential collaborators, suppliers, Non-Governmental Organizations (NGOs) and associations, Chambers and Control Bodies.

It is worth mentioning that the materiality study will be updated again in 2021, with the aim of keeping the priority issues of the Sustainability Strategy current and thus directing our efforts in projects and commitments that positively impact the respective areas of influence.



Materiality Matrix

The following matrix is the result of the applied surveys and reflects the level of importance of each of the material aspects for the organization.



According to the results of interviews carried out in the materiality study, priority issues were identified for each of the company's stakeholders. This report includes all the actions that Logrand Entertainment Group has carried out during 2020 to satisfy each of these priority points.

Priority Issues of Stakeholders	Customers	Collaborators	Potential Collaborators	Suppliers	Neighbors	Chambers and Regulatory Orgs.	Government	ONG's	Board
Responsible Game		X	X			X	X		X
Health and Safety of Customers	X	X				X	X		X
Game Transparency		X				X	X	X	
Protection of Personal Data	X	X		X		X	X	X	X
Optimal Labour Conditions		X	X			X	X	X	X
Diversity and Equal Opportunities		X				X	X		
Training and education of our collaborators		X	X			X	X		
Supply Chain		X	X	X		X	X		X
Energy Consumption and Emissions						X	X		X
Waste Management					X	X	X	X	X
Water Consumption						X	X	X	
Commitment with communities	X			X	X	X	X	X	X
Regulatory Compliance		X	X			X	X		X
Governance				X		X	X		X
Company's Profitability						X	X		X

Customers

Customer Health and Safety

At Logrand Entertainment Group, in addition to providing a safe entertainment, We are committed to providing facilities where preventing the risk of spreading disease is a priority. For this reason, We strive to comply with all health protocols, thus protecting the integrity and health of customers and collaborators.

As We already mentioned, in 2020, due to the health crisis caused by COVID-19, the health and safety issue of our customers took on greater importance and became a priority for the company. New protocols were created focused on providing safe spaces where contagions are prevented, with the Logrand Entertainment Group Safety and Hygiene Plan being the priority protocol.

Currently, We have special equipment for sanitizing each of the rooms, ranging from shoe disinfection stations, 70% gel or foam alcohol application stations, and infrared devices or thermal cameras to register body temperature. On the other hand, the inspection department has added filters at the entrance of each of the halls, where it is possible to detect any anomalies that may arise in a timely manner.

Another security measure that has been implemented for our customers is the enabling of the PlaySafe® strategy, together with the Casino Management System provider. This methodology makes it possible to protect of and respect the healthy distance within the facilities, since, by means of a card, the adjacent gaming machines are blocked to prevent other players from occupying them; likewise, when the machine is no longer in use, the card is removed and the system is locked out until said machine is sanitized by staff.

Based on our efforts to have as little physical contact as possible, the Information Technology department is developing the “The One Rewards” mobile application, where it is possible for customers to make deposits with debit and credit cards from the comfort of a smartphone and without relying on an assistant, reducing contact with staff and avoiding cash management. This

application is expected to be available by 2021. On the other hand, concerned about the quality of service that customers receive on our Strendus online platform, in 2020 We developed a visual assistant for people with visual or motor disabilities. The purpose of this program is to facilitate the interaction of all our customers and improve the browsing experience.

Our commitment for the year 2021 is to strengthen and maintain control over the various actions that have been implemented, in order to ensure the proper execution of sanitary measures. Likewise, use will be made withing the screen system to daily show campaigns with relevant information for the prevention of diseases.

Finally, it is worth mentioning that, in 2020, a total of 59 customer accidents were recorded in our rooms. Due to the closure of the facilities due to the contingency, it was only possible to carry out a Civil Protection drill in the Paradise room during the month of January.

Responsible Gaming

Since 2018, at Logrand Entertainment Group, the Responsible Gaming program has been promoted among customers and collaborators, which supports a safe and fun gaming environment for customers. In addition, this program provides guidance and support contacts to those who believe that they have or may develop a gambling addiction problem. Similarly, clients have the possibility of enrolling in the Voluntary Self-Exclusion Program, where a break from gambling is granted when the client so wishes and during the period of time that the client determines. During this time, the self-excluded person does not receive messages or promotions from any of the organization's gambling halls.

These programs are also available on Strendus, the company's online platform, where customers are allowed to receive support from specialized institutions in the field through the Responsible Gaming Program, Voluntary Self-Exclusion or limit the monetary amount that is desired to use. During 2020, a total of 274 employees were trained for 395 hours, in relation to the Responsible Gaming Program.

For the year 2021, We have set ourselves the goal of creating preventive advertising cycles on Responsible Gaming aimed at groups of customers who show gambling behaviors considered risky, in addition to providing general promotion to Responsible Gaming and Self-Exclusion programs. Likewise, it will seek to manage customer deposit limits in a more efficient way, giving timely follow-up to requests for an increase in deposit limits.



Protection of Personal Data

The management of personal data of all our customers, collaborators, applicants, suppliers and visitors, is part of the main responsibilities that We have at Logrand Entertainment Group, complying with the Law for the Protection of Data in Possession of Private Companies or Individuals and its respective Regulations.

As a company, We provide privacy notices about the handling of this information available to our stakeholders. Additionally, We have a process to attend rights of Access requests, rectification, cancellation and opposition to the processing of personal data through different means that facilitate interaction. This information has a constant influence on decision-making about the operation and provision of services of the organization.

In this regard, one of our main objectives is to create and maintain a culture of personal data protection. During 2020, training was provided to 90% of the collaborators on the Information Security department, with the aim of making them aware of the types of risks and threats that affect the work team and clients information managed by Logrand Entertainment Group, as well as to learn to recognize and apply preventive measures in order to avoid threats, risks and incidents. During the year 2021 We will continue working with these commitments in order to ensure that there is no type of loss of information in the organization.

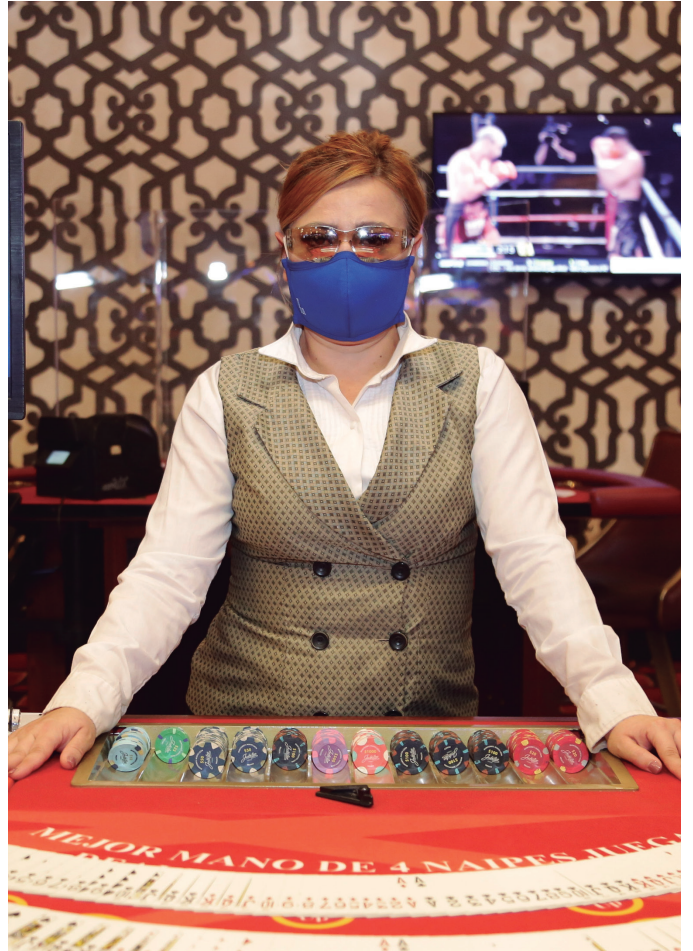


Game Transparency

One of the fundamental elements that governs Logrand Entertainment Group is transparency both in the game and prize awarding. For us it is essential to generate and maintain our customer's trust thus We always work to guarantee transparency in our operations.

All processes and procedures in the organization are standardized under the best international management practices and models. As a company, We have made sure that all game titles on machines and table games are original, that they are protected by intellectual property rights and that they have the official pay tables. 100% of the machines and titles used have been tested in specialized laboratories, where their correct operation is confirmed and they are internationally accredited for their legal operation in the country. Likewise, 100% of the organization's gaming machine suppliers are legally incorporated in the Mexican Republic.

At Logrand Entertainment Group We comply with the Official Game Table Product Responsibility Guidelines, which establish the standards and requirements for the development of an impeccable game.



Communities

At Logrand Entertainment Group We prioritize the generation of shared value in the communities where We operate, for which We constantly and actively collaborate with them, through strategic alliances, providing donations, active participation and the organization of events focused on fundraising thus generating a positive impact on institutions and associations in our communities.

In order to generate synergies, the company's stakeholders, such as collaborators, customers and suppliers, are constantly invited to participate in the various events and initiatives that promote the values with which We work at Logrand Entertainment Group.

During 2020, more than 1 million pesos were donated to recognized charities. In addition, initiatives were carried out where our customers, suppliers and collaborators had the opportunity to actively participate.



Donations of Non-Perishable Food at Halls

Throughout the year, various food donation campaigns were carried out in the different cities where We operate:

- In León, Guanajuato, two donations were made to Casa Cuna Amigo Daniel A.C. in the months of March and August.
- In Guadalajara, Jalisco, support was provided to Cáritas A.C. through the donation of food equivalent to more than \$9,500.00 Mexican pesos, as well as to the Procuración de Alimento food bank.
- In Monterrey, Nuevo León, the Paradise facility donated pantry products equivalent to almost \$100,000.00 Mexican pesos to the Archdiocese of Monterrey and to the Minister of National Defense (SEDENA).
- Similarly, in Monterrey, the Jubilee, New York and Hollywood Valle Alto facilities donated around

1,700 food products to the Padre Infante Dining Room; Likewise, support was provided to the Procuración de Alimentos food bank with more than 2,000 kilograms of non-perishable food.



Donation of Clothes

In 2020, the collection of clothing items was held in the Hollywood Constitución facility located in the city of Monterrey, Nuevo León, in which a total of 237 sanitized clothing items were collected and donated to Cáritas de Monterrey A.B.P.

Cáritas is an organization that provides assistance services, human promotion and community development to people who are in vulnerable situations.



Blood Donation

In the Viva México hall, located in the city of Monterrey, Nuevo León, a blood donation campaign was carried out in which the collaborators altruistically donated 22 units of blood in total.

This campaign was carried out with the support of “Blooders”, the digital platform that facilitates the donation process for donors and those who receive blood, through a “Share Party”,

At Logrand Entertainment Group We had set a goal for 2020 to implement these “Share Parties” in each of the business units, however due to the pandemic caused by COVID-19, it was not possible for us to carry them out. By 2021, if the conditions of the communities where We operate allow it, We will resume this commitment.



Naipes Rosas

For the third consecutive year, We provided Naipes Rosas Card Games on sale, with the aim of raising funds and support the fight against breast cancer. In 2020, We raised \$100,000.00 Mexican pesos to be donated to Fundación CIMA.

Fundación CIMA is an Association that seeks to reduce the mortality of women suffering from breast cancer in Mexico; It operates through 4 lines of action: education, information, patient services and advocacy on public policies.

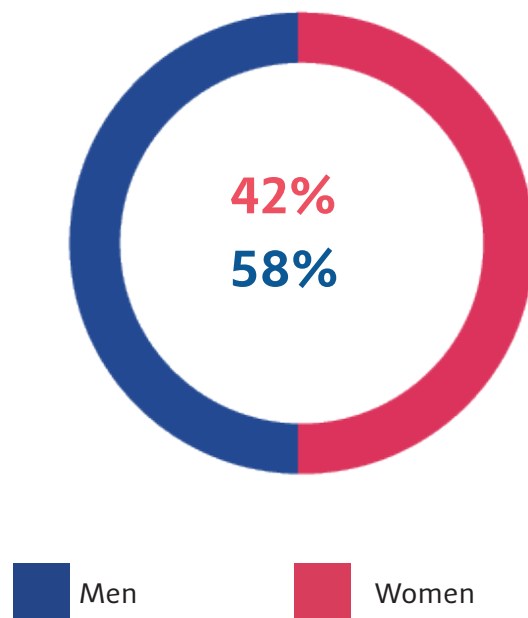


Collaborators

At Logrand Entertainment Group We know the company’s workforce is the most important asset, however, in 2020 due to the economic impact caused by the health contingency due to COVID-19, it was necessary to make salary and staff adjustments.

In order to reduce and mitigate contagions, the local authorities of the different regions where our facilities are located, suspended the operation of the casino business for a period of little more than 7 months. Subsequently, and when pandemic conditions allowed, operations were resumed at limited hours, with a limited occupancy percentage, between 30% and 50%, and with restricted access to people from vulnerable groups to the disease. As a result, the organization had the need to cut almost half of the workforce, maintaining 1,626 collaborators by December 2020, with 42% of this number being women and 58% men, with 100% of permanent full time contracts.

Collaborators per Genre



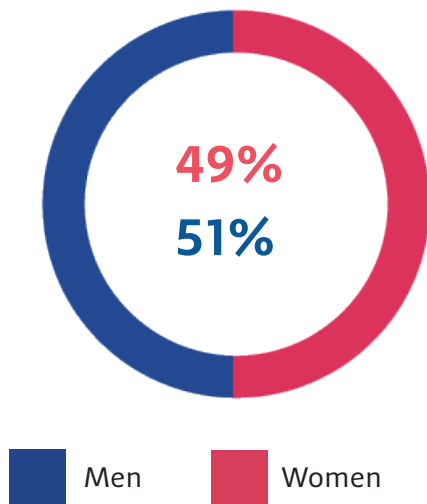
The periods of time in which the facilities remained closed, without operating, are the following:

Location	Period	Months
Guanajuato	from March 25th, 2020 to October 05th, 2020	7
Jalisco	from March 17th, 2020 to August 12th, 2020	5
Nuevo León	from March 18th, 2020 to Sep 04th, 2020	6
Quintana Roo	from March 22th, 2020 to December 1st, 2020	8.5
Tabasco	from March 20th, 2020 to October 16th, 2020	7
Yucatán	from March 18th, 2020 to October 20th, 2020	7

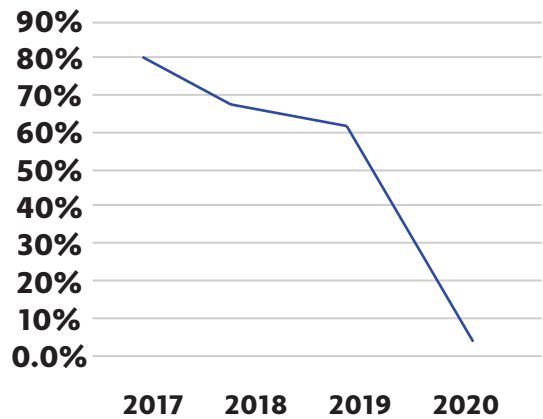
Logrand Entertainment Group offers its collaborators benefits superior to those established by law, which include grocery coupons, savings account, savings fund, health insurance, more vacation days than those established by law, vacation premium, employee dining room, among others.

In 2020, a total of 442 hires were made, of which 49% were women and 51% men. Regarding the age ranges of the hired collaborators, 62% were people 30 years old or younger, 35% between 31 and 50 years old, and 3% older than 50 years.

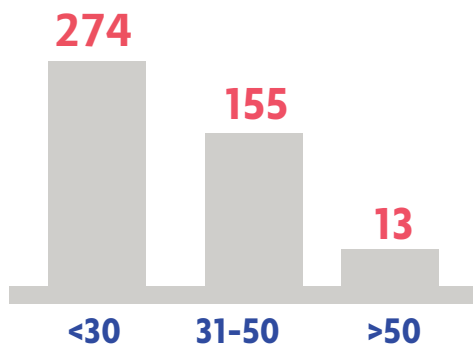
Hirings per Genre



Over the years, We have managed to improve and reduce the turnover rate of staff in the company. In 2017 there was an 81.6% turnover, decreasing in 2018 to 69.7%, in 2019 there was 62.7%. From January to March 2020 there was a 12% turnover rate in the organization, the remaining months are excluded since operations were suspended due to the health crisis.



Hirings per Age Group



At Logrand Entertainment Group We promote the recognition of those collaborators who stand out for their performance, loyalty, culture and knowledge, therefore, We implement a Recognition Model through the CornerStone online platform. With this system, recognition is given to the good performance and trajectory of the organization's collaborators.

On the other hand, in 2020, maternity and paternity leave were granted to employees who required it, as the Law dictates. During this year, 31 women and 20 men who collaborate in our gaming halls requested said permissions, 74% of women and 95% of men returned to work, maintaining the same percentage of permanence one year after returning.



Equality and Non-Discrimination

In accordance with Principle 6 of the United Nations Global Compact, in the organization We are committed to diversity and labor inclusion. No distinction, exclusion, or preference based on race, color, genre, religion, political opinion, or nationality is tolerated. Our workforce is made up of 33 employees of foreign nationalities, including 11 nationalities.

In 2020, through the company's hotlines, no report related to discrimination was received. In the coming years, our goal is to continue working to keep the number of cases at zero, however, in the event of any, the Ethics Committee of Logrand Entertainment Group is trained to carry out the corresponding evaluation and take corrective measures.

Of the 101 positions considered for leadership (managers and directors), 19% are held by women. During 2020, a course aimed at 25 women in middle management positions would be taught, with the aim of strengthening their leadership and influence within the organization and society,

however, it could not be carried out and was postponed to the year 2021.

In addition, during 2020, at Logrand Entertainment Group We worked on defining a compliance path on gender equality and anti-discrimination, incorporating it into our Compliance Policy.

On the other hand, it is worth mentioning that for the notice of operational changes, We try to have the least possible impact on employees. In case of change, notice is given with considerable time depending on whether it is inside or outside the locality. In case of trips, they are scheduled in advance.

Health and Safety at Work

As an organization, We are convinced that it is essential to provide a safe environment so that employees can perform better, which is why We strive to provide spaces in which the physical, moral and psychological integrity of each of the employees is taken care of.

We have a department in charge of monitoring compliance with the applicable regulatory provisions, issued by the Ministry of Labor and Social Welfare in all work areas, considering all the employees of the organization, applicable from the moment of their initial hiring until the end of the employment contract with the company. In order to adequately manage safety, our Safety and Hygiene Committee constantly evaluates working conditions through risk analysis and routes within the facilities. During these inspections, physical, natural and chemical, internal and external risks are identified in the work areas, as well as unsafe acts and conditions, order and cleanliness of areas, signage, available safety devices, effectiveness in risk communication and preparation for emergency care. Likewise, the personal protective equipment necessary to carry out each activity is provided and the conditions of the equipment in use that has been provided to the collaborators are inspected. In addition, this Committee is responsible for verifying that the issues identified as a risk are corrected and the corresponding improvement actions are carried out, considering the recommendations of functionality and effectiveness that come directly from those who operate the work processes, to through active and direct listening.

At Logrand Entertainment Group We have a preventive approach, so all our collaborators are provided inductive training in Civil Protection and Safety and Hygiene, which includes recognition of areas, risk zones, escape routes and emergency exits, use of safety equipment, emergency and risk signaling, emergency procedures, as well as specific training when chemical and ergonomic risks are identified or when their responsibility involves high-risk work, which are frequently reinforced.

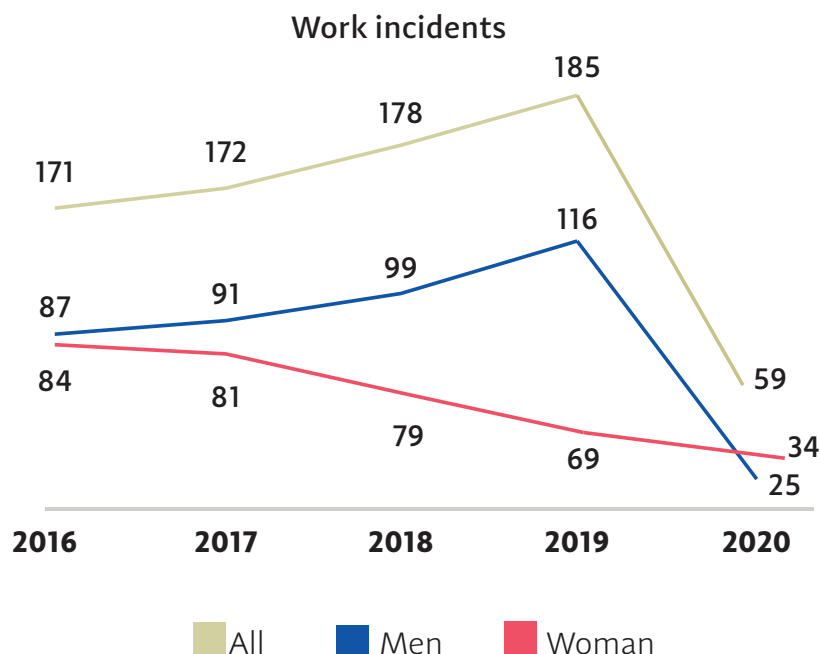


We have an internal Accident Registration and Control system (CRA), where all work accidents are recorded and monitored. Said system operates under the responsibility of the Civil Protection, Safety and Hygiene Management, with the main objective of ensuring compliance with the applicable regulatory framework. 100% of our collaborators are covered by the CRA system. In 2020, We reinforced the Logrand Entertainment Group Safety and Hygiene Protocols and Plans and took stricter occupational hygiene measures in order to prevent the spread of the COVID-19 virus. In November 2020, We obtained the Good Health and Hygiene Practices certification for all business units, issued by the Mexican Institute for Standardization and Certification (IMNC), which is a private organization with more than 25 years of experience and a benchmark in the country, among other things, for the certification, training and evaluation of high quality standards contained in the Official Mexican Norms and ISO standards. To issue this certification, the IMNC evaluated our Health Protocols to prevent COVID-19 infections, as well as the implementation of these in all business units and compliance with the highest standards. In total, 51 collaborators were certified who, in turn, will be in charge of training the rest of the teams.

One of our commitments for the year 2021 is to carry out, on a quarterly basis, preventive health campaigns on issues related to diseases transmitted by mosquito bites such as Dengue, Zika and Chicomungya, as well as preventive campaigns for COVID-19 and respiratory diseases. These will be aimed at collaborators in all our facilities nationwide.

In 2020, a total of 59 work accidents were registered, decreasing by 32% compared to 2019, with 58% of the cases being female employees and 42% male employees. In addition, a total of 32 commuting accidents were recorded, in which 15 women and 17 men were involved. This marked decrease is influenced by the suspension of operations.

During the pandemic period, as our work centers were closed, there were no internal outbreaks of COVID-19.



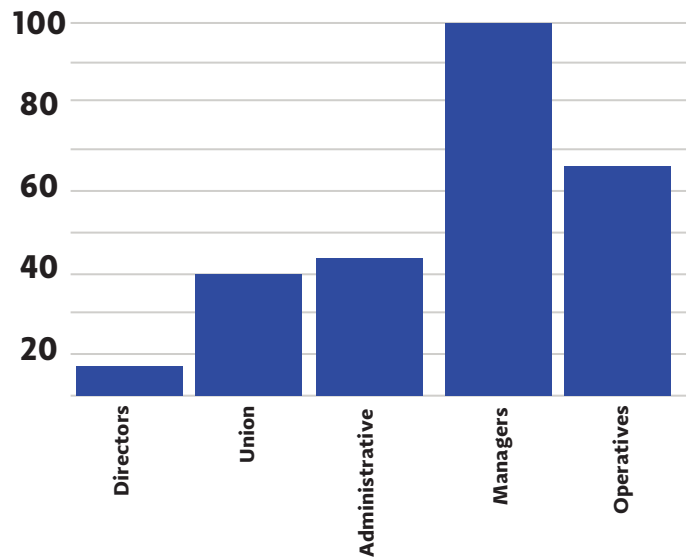
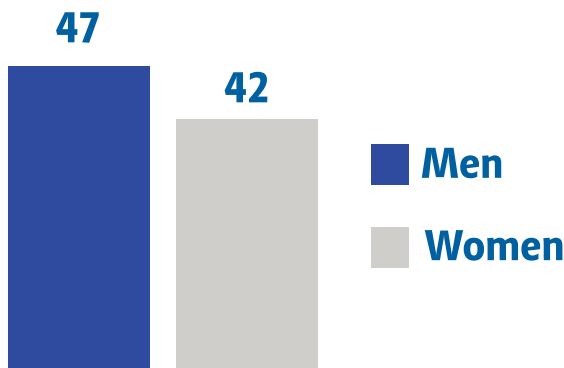
Training, Formation and Evaluation

At Logrand Entertainment Group We bet on the development and deployment of the skills of our staff, therefore, We have developed a strategy focused on the Attraction, Retention and Development of Talent, which is made up of 6 education projects, performance management and Certifications: Qualification and Specialization of the Position, Leadership Skills, Organizational Competencies, Formal Education and Service Skills.

The internal areas of Training and Development, Technical Training and Human Capital Planning, are in charge of training personnel in two main lines: Institutional, focused on the development of competencies, executive management and

business culture, and Technical, oriented in the development of specific activities of the personnel in the gaming rooms, such as service assistants, cashiers, valet parking, dealers, among others.

In 2020, employees were trained for a total of 172,956 hours with an average training of 42 hours per person for female employees and 47 hours per person for male employees. Based on job category, the average hours of training were 10 hours for area directors, 36 hours for unionized employees, 45 hours for administrative positions, 102 hours for managers, and 73 hours for operational positions.



Open Classrooms

Our Open Classroom Program is endorsed by official educational institutions. In this program, employees are allowed to study basic and secondary education.

The Program began in 2018 in two of our facilities in the city of Monterrey, Nuevo León; in 2019 it was nationwide extended to the rest of the facilities. The proposed objective for 2020 was to increase the number of beneficiaries and the preparation of a third stage of the project, however, due to the circumstances of a pandemic, it was necessary to put the planned expansion of the Program on hold.



Talent Bank

The purpose of the Logrand Entertainment Group Talent Bank is to promote the integral development of employees in middle management positions, providing them with the necessary tools so that they can be successors or candidates for future executive positions.

In 2020, the Talent Bank had the participation of 42 employees, who received a total of 756 hours of training.



Middle Management Leadership Program

This program is focused on incorporating competencies, skills and tools that allow the integral improvement in the management of practices and operations of the leaders, aligned with our culture, strategies and defined objectives. It works through 6 modules: Work of the Logrand Leader, Coach Leader, Relationship of the Leader with its team, Client-oriented Execution, Communicating Leader, and Logrand Culture and Values. In 2020 it was not possible to give continuity to this Program.



Certification by Competencies

Since 2018, at Logrand Entertainment Group We strive to strengthen the skills of employees, with the aim of becoming a certifying entity that provides training to other companies. During 2020 it was not possible to achieve these certifications.



CHIISPA

This Program is designed to generate in employees a sense of belonging and integration in Logrand Entertainment Group through seven management tools: Mentors and Pupils, Round Tables, Focus Groups, contests and events, motivational talks, CHIISPA Workshop and CHIISPA Space.

In 2020, a total of 7,360 hours of training were given to 184 employees. By 2021 We will have the commitment to guarantee that at least 95% of new income begins to be integrated into the Logrand Culture, with the aim of promoting institutional values in daily action.

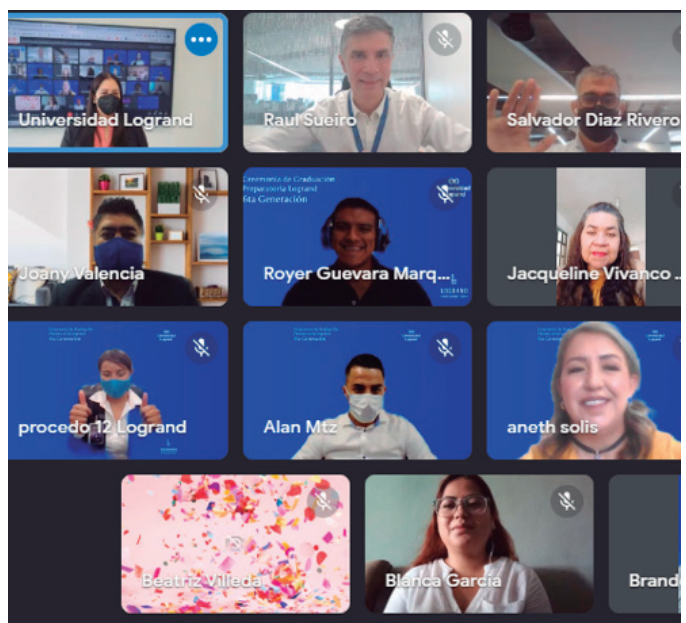


Logrand University

The purpose of Logrand University is to maximize the development of our employees, aligned with the company's Talent Attraction, Development and Retention Strategy.

In 2020, the Bachelor of Administration with a Specialty in Entertainment Companies was developed and qualified, in addition to three Higher Technical University (TSU) careers in operations. We have the enrollment of 40 collaborators in these Programs. However, due to the health situation, they could not be implemented as planned.

As a result of the damages of COVID-19, it has been scheduled until 2022, to continue with at least 30 registered collaborators and to begin teaching classes towards the end of that year.



Mujer Logrand Leadership

Through this program, We will summon women who occupy middle management positions, where through courses and talks, We seek to inspire to strengthen the leadership and influence of collaborators within the organization and society. With the Mujer Logrand Leadership Program We seek to benefit a minimum of 25 employees during the year 2022.



Performance Management

As an incentive to improve the professional performance of our collaborators, as well as to motivate them to achieve their goals, every year We carry out an evaluation of executive positions in order to establish, measure and improve the fulfillment of the objectives, behaviors and individual competencies in each position. This is done through the 360° Assessment and in compliance with the prior assessment agreements.

Unfortunately, and as a consequence of the health crisis, in 2020 it was not possible to implement this practice.



Team Leader Evaluations

In the year 2021, We are committed to carry out an evaluation from students towards the leaders. This will be done through the application of surveys and with the aim of improving the relationship between these collaborators, ensuring effective communication within the organization.



Supply chain

At Logrand Entertainment Group We seek to generate value in society and in our suppliers, preferably acquiring supplies and services that are sustainable. Furthermore, as an organization We promote a culture of social responsibility at all levels of the supply chain. Similarly, We foster alliances with business partners and We are the link between them and other stakeholders. Our business partners range from small producers to international companies.

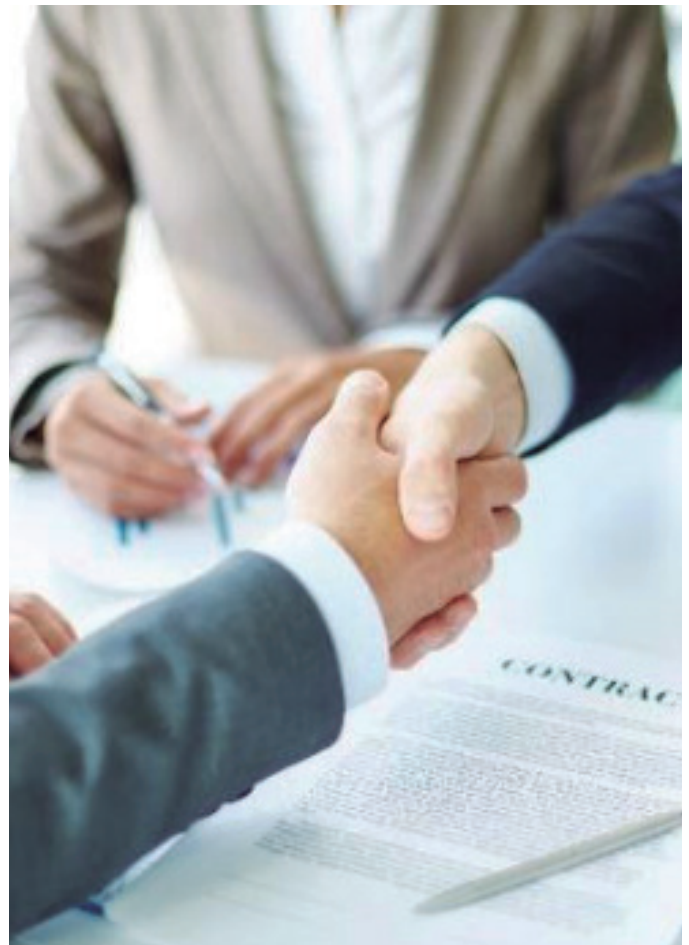
We manage the supply chain from a sustainability approach, therefore, our suppliers focus on the continuous improvement of their processes and standardized work, which ensures quality and regulatory compliance.

Our supply chain is mainly made up of suppliers of products and services for gaming halls. The wide variety of goods acquired range from food and beverages, furniture, slot machines, technology and support systems, among others. It is worth mentioning that the supply chain is comprised of approximately 95% local suppliers. Likewise, 88% of this chain is made up of micro, small and medium-sized companies.

As an essential part of our Sustainability Strategy, and since 2016, We have provided to our main suppliers information regarding our objective of staying aligned with the United Nations Global Compact through Commitment Letters, with special emphasis on the Protection of Human and Labor Rights, Environment and the Fight Against Corruption. Thanks to this collaboration with our suppliers, We have managed to multiply efforts to comply with the 10 Principles of the Global Compact. In addition, contracts with suppliers have clauses that demand respect for human rights and prohibit any type of child labor and forced labor throughout the company's supply chain.

Since 2019, We have a specific strategy that promotes our sustainability practices in the supply chain, where the development and maturity of each of our suppliers is considered. Based on this strategy, the corporate vision for the development of a 100% sustainable supply chain was established

and communicated. Additionally, the sustainability guidelines acquired by becoming suppliers of the organization were made available to current and potential suppliers, which can be consulted through the Logrand Entertainment Group Internet portal. Until the end of 2020, 387 of our suppliers were able to sign the Code of Ethics for Suppliers.



Regulatory Compliance

Regulatory Compliance is the basis of the Sustainability Strategy at Logrand Entertainment Group and our 5 Pillars. As a company, We consider the generation of shared value for our stakeholders is not possible if We do not strictly comply with the corresponding regulations. Therefore, it is imperative for our organization to build sustainable efforts that are focused on adherence to the legal framework, as well as the values and culture of the company.

Our operations adhere to the Federal Law on Games and Raffles, its regulations, as well as all applicable regulatory provisions. We have Internal Policies and Procedures that guarantee business continuity and that allow us to stand out as a socially responsible company. Likewise, We always adhere to comply with applicable environmental regulations, and through their observance, no breaches of these laws were identified. The tools that guide us mitigate the risks inherent to regulatory compliance in the operation, as well as in the implementation of best practices, include manuals of Regulatory Compliance Policies and Prevention of Money Laundering (PLD), the figure and guidelines of the Compliance Officer, ongoing training and the use of systems such as MetricStream® and LexisNexis® among others. Furthermore, on an ongoing basis, all business units undergo internal and external audits, and visits and inspections carried out by various authorities.

Since 2019 We have incorporated the “Due Diligence” process, which consists of a prior investigation on the Prevention of Money

Laundering and Financing of Terrorism for new acquisitions, hiring of employees and suppliers. Likewise, We implement the risk-based approach to Money Laundering Prevention, which allows us to effectively identify what the organization may be exposed to, as well as the risk that each customer in the hall represents individually. This has allowed us to establish action plans to prevent and mitigate risks, and to adopt simplified and efficient measures.

In 2020, 213 hours of training were provided on the Prevention of Money Laundering and 19 hours of training to efficiently handle visits by the authorities. Specifically in terms of environmental impact, We ended the year with zero fines.

Likewise, during 2020, work was done on the development and implementation of a new Comprehensive Compliance Policy, which includes topics such as: Anti-corruption, Antitrust, Protection of Personal Data, Prevention of Money Laundering, Gender Equality and Anti-discrimination, Protection to the Environment and Energy Saving, Code of Conduct and Ethics, and Privileged Information Traffic, in order to mitigate any legal contingency.

Our commitment for the year 2021 is to continuously monitor the implementation of the “Compliance” model, identifying the probability and impact of regulatory obligations through the preparation of a heat map, which will allow us to identify regulatory obligations and their responsible, measure probability and occurrence, calculate impact, identify controls and monitor regulatory risks.



Anti-corruption

At Logrand Entertainment Group one of the main objectives is the fight against corruption. As a company, We have defined and defended that any of our activities must be based on the ethics and values that characterize us and that are stipulated in our Code of Ethics. Likewise, it is sought that said activities are framed in the legal behaviors established in national and international regulations.

We are committed to taking and maintaining a firm position against corruption thus strong anti-corruption principles and practices were incorporated into the operations and strategies of the organization. To increase compliance with the foregoing, We have a Complaints Box where collaborators can anonymously report any violation of the Code of Ethics, including, of course, acts of corruption. These complaints are resolved in accordance with established processes and protocols.

Taxation

On the other hand, at Logrand Entertainment Group, compliance with all tax regulations is of utmost importance, which is why We dedicate a large part of our efforts to keeping ourselves updated on the amendments and new laws issued. Currently, the general management and the Administrative Council of the organization are in charge of reviewing and approving the internal Fiscal Strategy, with the objective of attract new investors through the verification of regulatory compliance.

Internal and external audits are constantly carried out in the organization through the Internal Control department, which allow us to identify, manage and supervise fiscal and other risks that may arise. In addition, We have a complaint line where collaborators can anonymously submit concerns related to unethical or illegal conduct, or regarding the integrity of the organization in relation to tax issues in particular. Similarly, We

Currently, full compliance with the provisions and laws on anti-corruption is monitored by senior management and the Ethics Committee. During 2020, 213 hours of online training on the Anti-Corruption Policy were given to our administrative and operational staff. This in order to achieve a wider dissemination among all collaborators. In the Complaints Box, a single complaint of a corruption case was received, which was followed up and resolved before the end of the year.

By 2021, We aim to create an even broader anti-corruption culture, ensuring that employees understand and comply with applicable laws. There will be 6 bimonthly publications and 1 newsletter of results.

have made tax and financial reports available to our stakeholders, thus aligning ourselves with the principles of governance and transparency.

It is worth mentioning that by 2021, We are committed to carrying out efforts to have the certainty and security that Logrand Entertainment Group does not carry out operations with suppliers that appear on the list of Simulated Operations Billing Companies (EFOS), which is issued by the tax authority at the national level.

In the same way and during the next year, an opinion will be made regarding compliance with international financial standards, and it will be guaranteed that the NT Operator (SOFOM) fully complies with current regulations and maintains its registry, once that an internal audit has been performed.

Environment

Caring for the environment is one of the pillars of our Sustainability Strategy. At Logrand Entertainment Group, We are aware of the environmental impact of our operations, so efforts are made through the development and execution of projects focused on saving resources, as well as the permanent promotion of an adequate management of the waste generated.

As a precautionary principle, We are committed that, in case of identifying activities with risk of serious or irreversible damage to the environment, these would be suspended and would not be carried out again.

In addition, it is worth mentioning that the operations that are carried out in our gaming rooms, due to their characteristics, have a low impact in relation to environmental biodiversity; no significant effects have been identified.



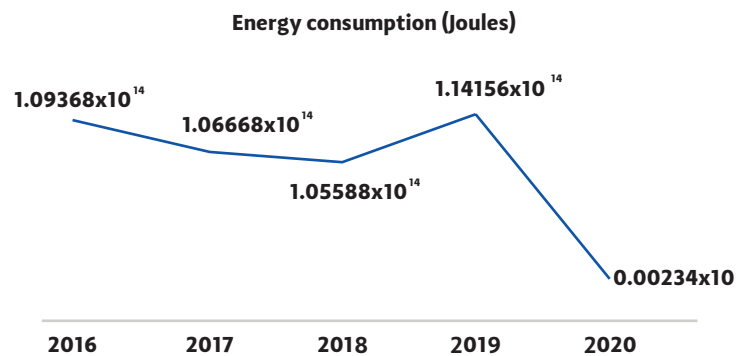
Energy

Energy consumption represents a considerable environmental impact on the company, for this reason, consumption is constantly monitored in all our gaming rooms and offices. Through our internal sustainability system, We have the possibility of comparing energy consumption in each hall on a monthly and annual basis.

Similarly, alternatives are being explored for the efficient use of this resource, an activity that is carried out by the Construction and Maintenance area.

From January to December 2020, 0.00234×10^{14} Joules of electrical energy were consumed in the gaming halls and support offices, radically reducing consumption compared to previous years. It is important to note that, due to the global pandemic caused by COVID-19, operations in gaming halls and offices were suspended for 7 months on average, which is why energy consumption unusually dropped.

By 2021, at Logrand Entertainment Group We aim to acquire 5% to 10% of energy from renewable sources for gaming halls located in the State of Nuevo León. This energy supply will be provided by a supplier through the wholesale electricity market in Mexico. With this action, We additionally seek to consuming renewable energy to reduce operating costs.



Water and Effluents

In this organization, We are committed to constantly work to raise awareness among our collaborators and customers on issues related to the importance of efficient use and water saving, as well as the development of projects and initiatives that support the above.

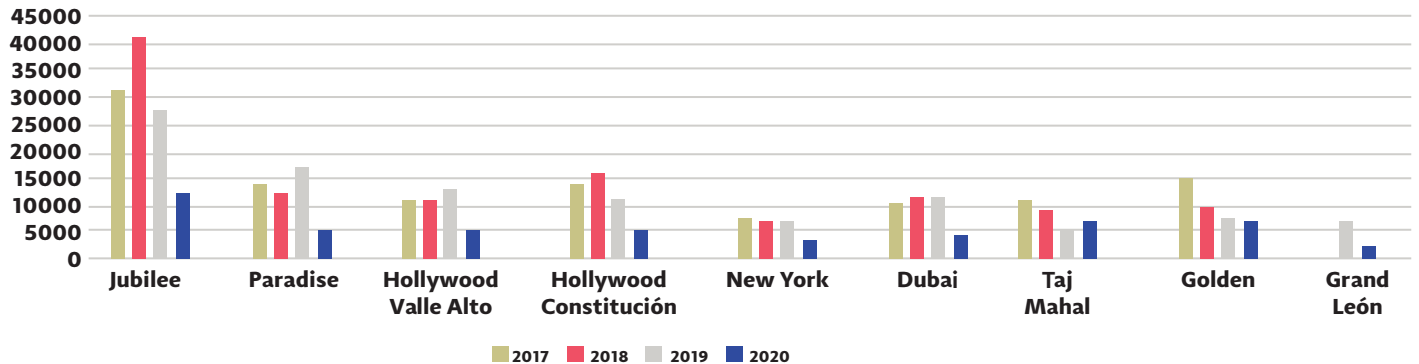
In 2020, a total of 47,320 cubic meters of water were consumed in our gaming halls, excluding the Providens halls in Guadalajara, Jalisco and Viva México in Monterrey, Nuevo León, as they are located within shared facilities. The water is obtained from the municipal system of the locality of each one of the halls, and the discharges are made through the drainage network of each municipality. Our operations do not require direct extraction of well water; Likewise, the water

discharges carried out in our facilities are classified only as Sanitary Discharges.

Due to the suspension of operations in our facilities, water consumption was also reduced by about 46% compared to 2019, in which around 103,000 cubic meters of water were used.

In the year 2021, our goal is to resume the activity of recovering the water that comes from condensation in the air conditioning system of some of the game halls, with the aim of reusing this resource in the irrigation of gardens in our own facilities. This activity was previously carried out during 2017, recovering 1,500 cubic meters of water and in 2018, 3,750 cubic meters were recovered.

Water consumption per hall



Waste

At Logrand Entertainment Group, We are aware of the environmental impact that may arise from the waste generated in our operations. We continually seek to implement actions that allow us to minimize the amount of waste, counting on initiatives and commitments aimed at reducing, recycling and reusing these materials to promote this environmental culture in customers and collaborators.

In previous years, the use of single-use plastic cups, plates, cutlery and straws has been phased out, both in game halls and support offices. Similarly, in some of the halls, oil and coffee residues are collected for later use in the generation of biodiesel and as a natural fertilizer in gardens. In addition, in all our halls nationwide, cardboard, PET plastic and alkaline batteries are collected, which are then collected by certified companies in order to manage these materials in the correct way. All the waste derived from our operations does not have health or other risks, so its management does not require specific disposal processes.

It is worth mentioning that due to the suspension of operations in relation to the global pandemic, the waste management initiatives and activities were interrupted, however they have been resumed from the moment We reactivate the operations at our facilities at the end of 2020. By 2021 We are committed to following up on each of them and working to strengthen them.

One of the consequences that the health crisis brought with it was the consumption of disposable face masks, with which an incremental amount of waste is generated, therefore, We opted to provide reusable cloth masks to all collaborators in order to mitigate this impact.

As part of our goals for the year 2021, We will work to reduce the use of sheets of paper in gaming halls through the merging of formats and giving greater use to transmission and storage in digital media.



Emissions

Considering the environmental impact produced by the Greenhouse Gas (GHG) emissions generated by our operations, during 2020 at Logrand Entertainment Group We carried out the Organizational Carbon Footprint measurement, in which 2019 was taken as the base year. As shown in the following table, Scopes 1 and 2 were measured in their entirety, while in Scope 3 only the transportation of collaborators was considered. It is worth mentioning that Scope 1 refers to direct and fugitive GHG emissions, such as combustion; Scope 2 makes mention of indirect GHG emissions such as the generation of energy acquired and consumed by the organization and finally, Scope 3 includes indirect GHG emissions, such as logistics activities carried out by third parties. All of them measured in carbon equivalent units.

By 2022, We have made a commitment to carry out a more extensive and complete Scope 3 measurement, in which We seek to include, at least, 10 of our suppliers. Likewise, by 2021, We will seek to define a strategy to reduce current emissions in daily operations, through the acquisition of an increasing percentage of energy produced by renewable sources for our gambling halls in Monterrey, Nuevo León, such as mentioned above.

Work Center	Scope 1	Scope 2	Scope 3	Total CO ₂ equivalent (tCO ₂ eq)*
	1,077.32	16,207.63	2,637.28	19,921.28

*Tons of CO₂ equivalent
 *CO₂ eq. Tons

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.



GRI Standard	Content	Page / Information
GRI 101: Fundamentals 2016		
GRI 102: General Information 2016		
Organization's Profile		
102-1	Name of Organization	Page 7
102-2	Activities, brands, products and services	Page 7
102-3	Location of main office	Page 7
102-4	Location of operations	Page 9
102-5	Property and legal form	Sociedad Anónima de Capital variable (S.A de C.V)
102-6	Target markets	Page 9
102-7	Size of organization	Page 8
102-8	Information about employees and other workers	Page 30
102-9	Supply chain	Page 39
102-10	Significant changes in the organization and its supply chain	Page 30
102-11	Precautionary principle or approach	Page 42
102-12	External initiatives	Page 13
102-13	Membership of associations	Page 13
Strategy		
102-14	Statement of senior executives responsible of decision-making	Page 5
102-15	Main impacts, risk and opportunities	Page 5
Ethics and Integrity		
102-16	Values, principles, standards and norms of conduct	Pages 10 and 11
102-17	Advice mechanisms and ethical concerns	Page 12

Governance

102-18	Governance structure	Page 14
102-20	Executive-level responsibility for economic, environmental, and social issues	Page 14
102-22	Composition of the highest governance body and its committees	Pages 14 and 15
102-23	Chairman of the highest governance body	Page 14

Stakeholder participation

102-40	List of Interest Groups	Page 21
102-41	Collective bargaining agreements	90% of employees are covered by collective bargaining agreement
102-42	Identification and selection of stakeholders	Pages 21 and 23
102-43	Approach for stakeholder participation	Page 22
102-44	Key issues and concerns mentioned	Pages 23 and 24

Reporting practices

102-45	Entities included in the consolidated financial statements	Grupo Fobes S.A. de C.V., 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., Talento y Servicios Apostando
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102-45	Entities included in the consolidated financial statements	al Futuro A.C., Operadora Loma Larga S. de R.L. de C.V., Marsa Platinum S. de R.L. de C.V., Montevalores S.A. de C.V., Administradora de Bingo Cancún S. de R.L. de C.V., Newdrinks S.A. de C.V., Operadora Class S. de R.L. de C.V., Egaming México S.A. de C.V., Operadora NT S.A. de C.V., SOFOM, ENR, Remote Sports Network S.A. de C.V.
102-46	Definition of the contents of the reports and coverage of the topic	Page 23
102-47	List of material topics	Page 23
102-48	Re-expression of information	Page 6
102-49	Changes in reporting	Page 6
102-50	Period covered by the report	Page 6
102-51	Last report date	Page 6
102-52	Reporting cycle	Page 6
102-53	Contact point for questions about the report	Page 6
102-54	Statement of preparation of the report in accordance with GRI standards	Page 6
102-55	GRI Content Index	Page 46
102-56	External verification	Page 6

Economic Performance

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Pages 15 and 16
103-2	Management approach and its components	Pages 15 and 16
103-3	Evaluation of the management approach	Pages 15 and 16

GRI 201: 2016 Economic Performance

201-1	Direct economic value generated and distributed	Pages 15,16
201-2	Financial implications, risks and opportunities derived from climate change	Financial assistance received from the government
201-4	There is no system to calculate financial implications or costs	No financial aid was received from the government

Customer Health and Safety

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 25
103-2	Management approach and its components	Page 25
103-3	Evaluation of the management approach	Page 25

GRI 416: Customer Health and Safety 2016

416-2	Cases of non-compliance with impacts on health and safety of products and services	There are no records in 2020 of cases of non-compliance related to this issue.
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Responsible Game

GRI 103: 2016 Management Approach

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

GRI 416: Customer Health and Safety 2016

416-1	Evaluation of impacts on health and safety of products and services	Page 26
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GRI 417: Marketing and Labeling 2016

417-1	Requirements for information and labeling of products and services	Page 26
417-2	Cases of non-compliance related to information and labeling of products and services	No breaches of the regulations have been identified in relation to the labeling of services
417-3	Cases of non-compliance related to marketing communications	No breaches of regulations have been identified in relation to communications.

Protection of personal data

GRI 103: 2016 Management Approach

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

GRI 418: Customer Privacy 2016

418-1	Fundamental claims regarding privacy violations and loss of customer data	Page 26
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Game Transparency

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 27
103-2	Management approach and its components	Page 27
103-3	Evaluation of the management approach	Page 27

GRI 419: Socioeconomic compliance 2016

419-1	Non-compliance with laws and regulations in the social and economic spheres	Pages 27 and 40
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Communities

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 28
103-2	Management approach and its components	Page 28
103-3	Evaluation of the management approach	Page 28

GRI 411: Rights of indigenous peoples 2016

411-1	Cases of violations of the rights of indigenous peoples	Due to the location of the operations, the organization does not commit violations of indigenous peoples.
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GRI 413: Local communities 2016

413-1	Operations with local community participation, impact evaluations and development programs	Pages 28, 29, 30
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GRI 413: Public Policy 2016

415-1	Political contributions	The organization did not contribute financially or in kind to any party or political representative
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Diversity and equal opportunities

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 30
103-2	Management approach and its components	Page 30
103-3	Evaluation of the management approach	Page 30

GRI 401: Employment 2016

401-1	New employee hires and staff turnover	Page 30 and 31
401-2	Full-time employee benefits	Page 32
401-3	Parenting leave	Page 32

GRI 402: Labor/Management Relations 2016

402-1	Minimum notice periods for operational changes	Page 32
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GRI 405: Diversity and equal opportunities 2016

405-1	Diversity in governing bodies and employees	Page 30
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GRI 406: Non-discrimination 2016

406-1	Cases of discrimination and corrective actions taken	Page 32
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Optimal working conditions

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 30
103-2	Management approach and its components	Page 30
103-3	Evaluation of the management approach	Page 30

GRI 403: Occupational Health and Safety 2018

403-1	Occupational health and safety management system	Pages 33 and 34
403-2	Hazard identification, risk assessment and incident investigation	Pages 33 and 34

403-3	Occupational health services	Pages 33, 34
403-4	Worker participation, consultation and communication on health and safety at work	Pages 33, 34
403-5	Training of workers on health and safety at work	Pages 33, 34
403-6	Promotion of workers' health	Pages 34
403-7	Prevention and mitigation of impacts on the health and safety of workers linked to commercial relationships	Pages 33, 34
403-8	Coverage of the occupational health and safety management system	Pages 33, 34
403-9	Work accident injuries	Pages 33, 34
403-10	Occupational diseases and illnesses	Pages 33

Training, formation and evaluation

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 35
103-2	Management approach and its components	Page 35
103-3	Evaluation of the management approach	Page 35

GRI 404: Training and Education 2016

404-1	Average hours of training per year per employee	Page 35
404-2	Programs to improve employee skills and transition assistance programs	Pages 35, 36, 37 and 38
404-3	Percentage of employees receiving periodic performance and career development reviews	Page 38

Supply Chain

GRI 103: 2016 Management Approach

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

GRI 204: Procurement practices 2016

204-1	Proportion of spending on local suppliers	Page 39
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GRI 408: Child labor 2016

408-1	Operations and suppliers with significant risk of child labor cases	Page 39
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GRI 409: Forced or compulsory labor 2016

409-1	Operations and suppliers with significant risk of cases of forced or compulsory labor	Page 39
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GRI 412: Human Rights Assessment 2016

412-3	Significant investment agreements and contracts with human rights clauses or subject to human rights assessment	Page 39
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Regulatory compliance

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 40
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103-2	Management approach and its components	Page 40
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103-3	Evaluation of the management approach	Page 40
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GRI 307: Environmental compliance 2016

307-1	Non-compliance with environmental legislation 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 spheres	Page 40
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Anti-corruption

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 41
103-2	Management approach and its components	Page 41
103-3	Evaluation of the management approach	Page 41

GRI 205: Anti-corruption 2016

205-1	Operations evaluated for risks related to corruption	Page 41
205-2	Communication and training on anti-corruption policies and procedures	The Anti-Corruption Policy is permanently available to employees through the organization's Intranet.
205-3	Confirmed Corruption Cases and Actions Taken	Page 41

Taxation

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 41
103-2	Management approach and its components	Page 41
103-3	Evaluation of the management approach	Page 41

GRI 207: Tax 2019

207-1	Fiscal approach	Page 41
207-2	Tax governance, control and risk management	Page 41
207-3	Stakeholder participation and management of tax concerns	Page 41

Materials

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 42
103-2	Management approach and its components	Page 42
103-3	Evaluation of the management approach	Page 42

GRI 301: Materials 2016

301-1	Materials used by weight or volume	The services provided by the organization do not require consumption of raw materials for processing or packaging
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Energy

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 42
103-2	Management approach and its components	Page 42
103-3	Evaluation of the management approach	Page 42

GRI 302: Energy 2016

302-1	Energy consumption within the organization	Page 42
302-2	Energy consumption outside the organization	There is no energy consumption outside the company premises
302-3	Energy intensity	A measurement protocol is being developed
302-4	Reduction of energy consumption	Page 42
304-5	Reduction of energy requirements for products and services	Page 42

Water and effluents

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 43
103-2	Management approach and its components	Page 43
103-3	Evaluation of the management approach	Page 43

GRI 303: Water and effluents 2018

303-1	Interaction with water as a shared resource	Page 43
303-2	Management of impacts related to water discharges	Page 43
303-3	Water extraction	Page 43
303-4	Water spill	Page 43
303-5	Water consumption	Page 43

Biodiversity

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 42
103-2	Management approach and its components	Page 42
103-3	Evaluation of the management approach	Page 42

GRI 304: Biodiversity 2016

304-2	Significant impacts of activities, products and services on biodiversity	Page 42
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Waste

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 44
103-2	Management approach and its components	Page 44
103-3	Evaluation of the management approach	Page 44

GRI 306: Waste 2020

301-1	Generation of waste and significant impacts related to waste	Page 43
306-2	Management of significant impacts related to waste	Page 44
306-3	Waste generated	Currently in the process of counting the kilograms
306-4	Waste not destined for disposal	Currently in the process of counting the kilograms
306-5	Waste destined for disposal	Page 44

Emissions

GRI 103: 2016 Management Approach

103-1	Explanation of the material topic and its coverage	Page 45
103-2	Management approach and its components	Page 45
103-3	Evaluation of the management approach	Page 45

GRI 305: Emissions 2016

305-1	Direct GHG emissions (scope 1)	Page 45
305-2	Indirect GHG emissions when generating energy (scope 2)	Page 45
305-3	Other indirect GHG emissions (scope 3)	Page 45
305-5	Reduction of GHG emissions	Page 45

