

Sustainability Report

2021



LOGRAND
ENTERTAINMENT GROUP

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Message from our CEO



It is an honor to share with you through this report the efforts and results obtained by Logrand Entertainment Group in 2021. As an organization which abides by the United Nations Global Compact since 2017, Corporate Sustainability and Social Responsibility

have become essential for the implementation of our projects and decision-making, addressing the issues and developing the initiatives which our stakeholders declare relevant: customers, partners, shareholders, suppliers, authorities, neighbors, NGOs and business associations.

During 2021 we faced the challenge to continue to adapt to the constant evolution of the health crisis caused by COVID-19, actively collaborating with governmental sanitary authorities and reinforcing security and hygiene protocols for our customers and partners. In addition, we continued to innovate and digitize our services offer to adapt to the challenging environment, safeguarding the integrity of all our partners.

Permanently promoting that our operation and activities continue to be aligned to the highest sustainability standards and prove the constant generation of shared value, we remain attentive to the social, environmental and governance trends worldwide, which reinforce the values of social inclusion, transparency, equitable economic growth, environmental actions and community care.

In 2021 we worked on the update of our Materiality Study, being health a priority issue for most of our stakeholders which commits us as an organization to develop and implement initiatives and actions plans which cover the referred needs and concerns.

2021 was a challenging year. We ended it reaffirming our commitment to operate in accordance with the Sustainability Strategy that distinguishes us in the game and entertainment industry worldwide.

Sergio Saide M.

A close-up photograph of a blue and gold mechanical clock. The clock face is blue with gold numbers and hands. In the foreground, a blue die with gold pips is resting on a blue base. The background is blurred, showing what appears to be a person's hands.

About the Report

About the Report

In our sixth Sustainability Report we communicated the social, environmental and economic impact of our daily operations. The period subject matter of this report covers from January 1, 2021, to December 31, 2021.

During 2021 the material issues of the greatest relevance for our main stakeholders have been updated, the updated materiality matrix is included in the contents of this report. The sustainability report continues to be a work of institutional conscience, it has not been submitted to any process of external audit. Our last 2020 Sustainability Report was published in September 2021.

This report has been prepared in accordance with the GRI Standards: Core Option. This edition does not state any information with respect to prior years.

Should you have questions or comments of this document, we would appreciate your feedback and we invite you to send an e-mail to

responsabilidadsocial@logrand.com

About us

Our Brands



A Mexican company engaged in the offering of services of the entertainment industry since 2005. We are distinguished by our constant search for growth based on an excellent service, with continuous innovation and always offering transcending and surprising experiences.

Location of our Operations



We have presence in 6 states of the Mexican Republic through our 12 land-based casino rooms. Our online casino brand Strendus has national coverage.

The services of Logrand Entertainment Group are intended for people over 18 years old, strictly abiding by the Federal Law of Gaming and Draws (*Ley Federal de Juegos y Sorteos*).

-  Guanajuato
-  Jalisco
-  Nuevo León
-  Quintana Roo
-  Tabasco
-  Yucatán



Our Offer

GAMING ROOMS

We have 12 rooms, where we offer, through different lines of business, different options for entertainment, as well as high-quality food.

Gaming Machines

As the main service provided to our customers, we offer the entertainment experience through gaming machines.

As of the closing of 2021, we had 6,405 gaming machines operating at our rooms nationally, which come from 32 different internationally recognized manufacturers.

Gaming Tables

Seeking to continuously offer the state-of-the-art technology and innovation in systems for entertainment, we offer 12 different original games patented by Shuffle Master - Scientific Games, an international brand of online gaming. We have 47 gaming tables in total, located in 4 rooms, Jubilee and Vivento in Nuevo León, Dubai Palace in Quintana Roo and Grand León in Guanajuato.

Our most popular games are Roulette, Craps, Blackjack, Ultimate Texas Holdem.

On the other hand, the certification of Gaming Laboratories International (GLI) supports our automatic shufflers, which validates that our services and products approved all tests and inspection; thus, guaranteeing the randomness of results in games.



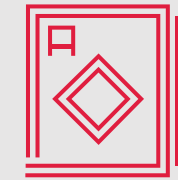


Food and Beverage

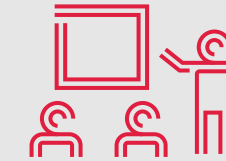
In our casino rooms, we have 30 consumption centers which offer a broad gastronomic offer including Mexican typical dishes, international cuisine a la carte and buffets with dishes and beverages to satisfy any consumption occasion of our customers, either in game areas and machines or in the different restaurants and bars.

All our consumption centers at the national level are continuously certified complying with the standards of Good Hygiene and Sanitation Practices of Manufacture for Food Processing set forth in NOM-251-SSA1-2009.

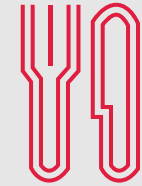
During 2021, 875,367 dishes were served, and we sold 855,324 beverages.



We have **6,405 slot machines and 47 live gaming tables.**



We offered our collaborators **54,464 hours of traing and educational training.**



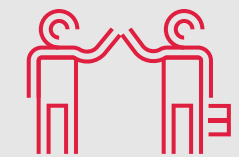
We served **more than 875,000 food dishes.**



We continue to work with our **Self-exclusion program** as part of the **Responsible Gaming Program.**



We recycled **8.4 tons of plastic** and **more than 8,000 liters of vegetable oil.**



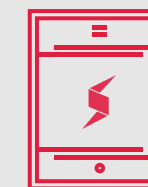
We made **1,380 direct employment hires.**



We attended **2,161,000 visits from customers de clientes** at our **gaming rooms.**



95% of our supply chain is composed of **local suppliers.**



There were **33,821,219 visits from customers** at our **online casino.**

2021 data.

greyhounds, horses, ping pong, motorcycling, baseball, among others.

During 2021, we had more than 60,000 registered customers and more than 4,000 customers monthly registered. On the other hand, in 2021 we were the proud sponsors of La Liga Santander in Mexico, which is the professional soccer league in Spain.

In order to place Strendus at an international level, we participate through presentations and panel discussions with international

media of the gaming and entertainment industry such as Gaming & Media News and Sports Betting Community. In addition, we won the bronze price in the 2021 Best Customer Service Strategy given by the Mexican Teleservices Institute, based on the impact of our results, customer experience and the quality of service we provide.



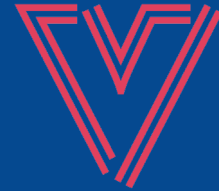
ONLINE Online Casino

We have a broad range of online entertainment products offered through our Strendus platform. The most played casino games are Baccarat, Blackjack, Poker, Solitary, Roulette and Sic Bo. Sports betting are made in more than 2,000 markets and these include soccer and American football, car racing,



Mission

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



Vision

Amuse, excite and transcend.

Our Value

We have six values which guide our daily actions and operations.



We dream and create the extraordinary



We achieve more with less



We make the customer feel at home and the collaborator like family



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



We lead by example













Passion is our driving force

Code of Ethics and Lines of Conduct

For Logrand Entertainment Group it is essential to have this code and guidelines which govern interactions among collaborators, the company and its stakeholders. In this way, we can institutionalize processes in the organization based on values which support the development and growth of this company.

All our collaborators are committed to follow each item of this Code of Ethics seeking to generate social growth internally in the organization and in the surrounding communities.

Ethics Decalogue

-  We encourage and respect diversity, we are against discrimination.
-  We comply with laws and regulations.
-  We are honest and we treat with respect all people with whom we relate.
-  We protect the confidentiality of the company's information.
-  We carry out our professional activities only for Logrand Entertainment Group.
-  Our personal interests are not in conflict with the interests and values of the company.
-  We encourage a harmonious and cordial work environment, free from harassment and intimidating conducts.
-  We use appropriately the information and assets of Logrand Entertainment Group.
-  We protect and preserve tangible and intangible assets of the company and we use them efficiently.
-  We have integrity, we lead the market in a socially responsible manner, and we compete fairly

Reporting Mechanisms

Logrand Entertainment Group has means which allow us to identify any irregular act which breaches our Code of Ethics, seeking to strengthen the principles and values that support the organization.

To this end, we have different reporting lines for the collaborators to report any situation that breaches the company's Code of Ethics.



Counseling with Heads of Service to Employees of each business unit



E-mail



Mobile App



Telephone



Website



WhatsApp

These mechanisms are available 24 hours a day and 365 days a year; reports are addressed confidentially and anonymously if so requested, they are addressed through external consultants and through our Ethics Committee.

During 2021 we received 81 complaints through our report lines, out of which 84% were resolved before the end of the year, 2% were deemed non-valid, 5% are still under investigation and 9% are under review.

External Initiatives and Associations to which we belong



United Nations Global Compact



Association of Licensed Operators and Providers of the Entertainment and Gambling Industry in Mexico, A.C.



National Chamber of the Industry of the Restaurant and Seasoned Food Industry



Community Initiative Valle del Campestre District



National Industrial Council of Leisure and Entertainment Transforming Companies, A.C.

Corporate Governance

Our Corporate Governance is the framework for decisions and actions around the organization's impacts. We work year by year to strengthen it and, thus, adopt best practices to promote internal efficiency, legality and transparency of our processes.

The model is composed of the maximum governance body, the Shareholders' Meeting, which has the power to appoint the members of the Advisory Board that make up the Strategy and Corporate Practices Committees, the Audit and Risks Committee, and the Planning, Finance and Investment Committee; this Board has developed in the organization good corporate practices through the broad experience and specialization

of its members. It is noteworthy that in the face of the health crisis caused by COVID-19, meetings are currently held only between Patrimonial Counselors, this meetings did not have the participation of the Independent Counselors, which is expected to be reactivate in the coming months.

The Institutional Relations Department of the organization, which directly reports to the General Management, is responsible for environmental, social and economic matters.

Advisory Board



| | | |
|---|---|--|
| <p>Arturo Estrada Treanor, Presidente 2 Raúl Saide Marcos 1 Armando Saide Marcos 1 Sergio Saide Marcos 1 Hanna Khalaf 1</p> | <p>Ernesto Cruz 1 Felipe Mellado Flores 2 Rafael Gómez Eng 2 Javier Prieto de la Fuente 2 Steven Saide Azar 1</p> | <p>Directors</p> <p>1 Patrimonial 2 Independent</p> |
|---|---|--|

Planning, Finance and Investment Committee

This Committee is in charge of assessing the investment and financing policies proposed by the Executive General Management of Logrand Entertainment Group, having present the annual budgets which comply with the strategic guidelines under a prior analysis of the quarterly and annual financial information in comparison with strategic budgets.

Audit and Risk Committee

It is in charge of addressing and assessing the management and conduction of strategic and operating processes. Likewise, it develops and maintains appropriate mechanisms for risk management and internal control. It consolidates the compliance with internal regulations, law, professional and ethical practices in all our operations and activities. It also assesses and manages risks factors to which Logrand Entertainment Group might be exposed.

Strategy and Corporate Practices Committee

This Committee is in charge of reviewing that the Advisory Board, Committees and Executive General Management of the organization fulfill their responsibilities, as well as to supervise the compliance with the roles of the executives of Logrand Entertainment Group through strategic analysis.



Economic Performance

During 2021, the organization's economic performance has begun to recover in comparison to 2020, when there were health restrictions due to the COVID-19 health crisis.

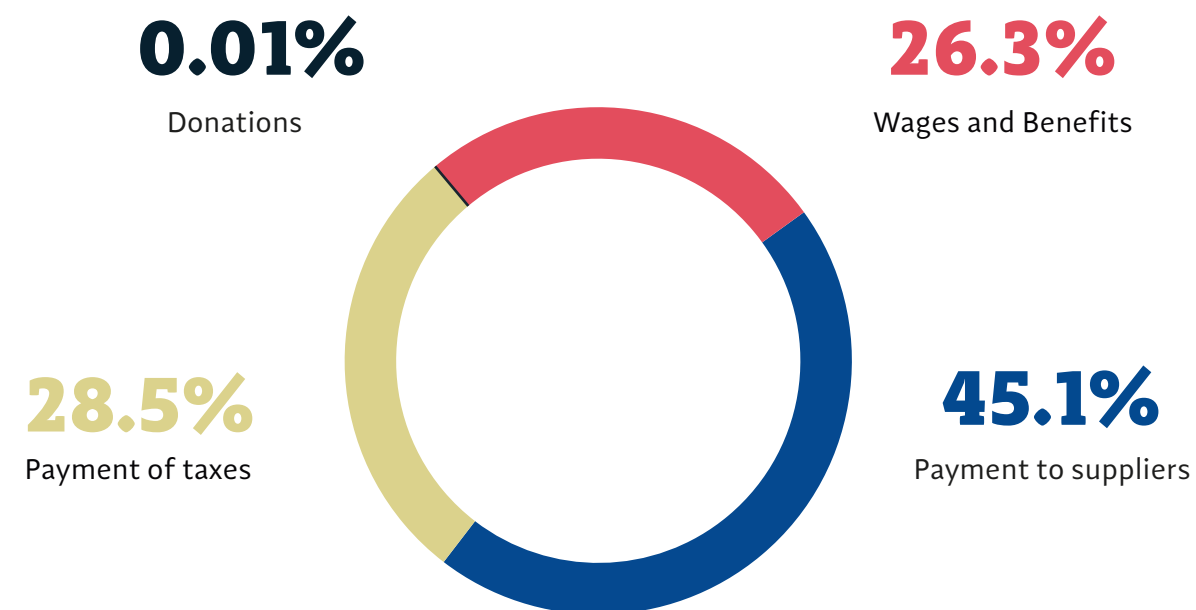
It is noteworthy that in the year, 739.9 million Mexican pesos were devoted to pay governmental taxes, 682.6 million Mexican pesos for payment of wages and benefits, 1,168.6 million Mexican pesos for payments of suppliers and operational costs and 0.5 million Mexican pesos devoted to donation of charitable institutions.

Generated and Distributed Economic Value

| | 2016 | 2017 | 2018 | 2019 | *2020 | 2021 |
|-----------------------------------|-------|-------|-------|-------|----------|---------|
| Economic Value Generated (VEG) | 3,084 | 3,489 | 3,692 | 3,567 | 1,190.2 | 2,720.6 |
| Distributed Economic Value (VED) | 2,932 | 3,243 | 3,446 | 3,034 | 2,403.1 | 2,591.5 |
| Withheld Economic Value (VEG-VED) | 152 | 246 | 246 | 533 | -1,212.9 | 129.07 |

Value of Million Mexican Pesos.
 (*) A retrospective change is recognized in the determination of the VEG, VED and VEG-VED for the year 2020.

Distributed Economic value to our Stakeholders



United Nations Global Compact

Since 2017, Logrand Entertainment Group is a company which abides attached to the United Nations Global Compact, with that, we maintain the commitment to conduct our operations and daily actions complying with the 10 principles of the Compact.

Human Rights

1

Support and respect the protection of internationally proclaimed Human Rights.

2

Ensure that we do not become accomplices in the breach of Human Rights.

Further information on how Logrand Entertainment Group promotes and defends the principles of Human Rights:

| | |
|---------------------------------|---------|
| Reporting mechanisms | pág. 14 |
| Supply Chain | pág. 45 |
| Personal Data Protection | pág. 31 |
| Communities | pág. 42 |
| Equality and Non-Discrimination | pág. 36 |
| Health and Safety at Work | pág. 37 |



Labor Standards

3

Allow freedom and effective recognition of the right to collective bargaining.

4

Eliminate all forms of forced and compulsory labor.

5

Eradicate any forms of child labor.

6

Abolish discriminatory practices in employment and occupation.



More information on how we promote and defend the principles of Labor Standards:

| | |
|---------------------------------|---------|
| Reporting mechanisms | pág. 14 |
| Supply Chain | pág. 45 |
| Collaborators | pág. 35 |
| Equality and Non-Discrimination | pág. 36 |

Environment

7

Maintain a preventive approach that favors the environment.

More information on how we promote and defend the principles of Environment:

| | |
|---------------------|---------|
| Energy | pág. 49 |
| Water and Effluents | pág. 50 |
| Waste | pág. 51 |
| Emissions | pág. 52 |

Anti-corruption

More information on how we promote and defend the principles of Anti-corruption:

| | |
|----------------------|---------|
| Reporting mechanisms | pág. 14 |
| Supply Chain | pág. 45 |
| Anti-corruption | pág. 47 |

8

Encourage initiatives that promote greater environmental responsibility.

9

Encourage the development and dissemination of environmentally friendly technologies.



10

Fight corruption in all its forms, including extortion and bribery.



Sustainable Development Goals

As part of the 2030 agenda established by the United Nations Global Compact, 17 Sustainable Development Goals have been established, which are a universal call seeking to eradicate poverty, protect the environment and guarantee the development and prosperity of the company.

At Logrand Entertainment Group we are committed to comply with these goals. We focus our efforts on causing a greater positive impact on the goals 3, 4 and 12 of the agenda, as listed below.



What are we doing?

We have continued to reinforce the implementation of the protocols of Security and Hygiene developed from the global pandemic caused by COVID-19. We put these protocols into practice in all our gaming rooms and support offices, which apply to all our collaborators and customers; likewise, we actively collaborate with authorities to decrease the risk of contagion.

In order to keep promoting the health and well-being of all our customers of gaming rooms and the online platform, we have a Responsible Gaming Program which has a Self-Exclusion. In addition, we conduct Health Promotion programs aimed at customers and collaborators at the national level.

On the other hand, we conduct fundraising and donation campaigns to support institutions which take care of the integrity, well-being and health of people in a vulnerable situation. To this end, we have the support of our collaborators and customers at the national level.

For further information:

| | |
|----------------------------|---------|
| Communities | pág. 42 |
| Responsible Gaming | pág. 34 |
| Customer Health and Safety | pág. 32 |
| Health and Safety at Work | pág. 37 |



What are we doing?

At Logrand Entertainment Group we work for all our collaborators at the national level have opportunities of professional development; to this end, we offer them scholarships, courses and continuous training, whether onsite at our Human Development Center or virtually through our technological platform.

On the other hand, we participate in programs and campaigns which support child public education in our country.

For further information:

| | |
|-------------------------|---------|
| Communities | pág. 42 |
| Training and Assessment | pág. 39 |



What are we doing?

In 2021, we continued to work and reinforce the implementation of waste and special material collection practices to subsequently send them to recycle and/or to a final appropriate disposal which minimizes the impact to the environment and ecosystems. Likewise, we encourage in our collaborators the decrease of use of resources through their use in a more consciously way. We carry it out at all our rooms at the national level and at support offices in order to create and follow-up an environmental care culture.

For further information:

| | |
|---------------------|---------|
| Energy | pág. 49 |
| Water and Effluents | pág. 50 |
| Waste | pág. 51 |
| Emissions | pág. 52 |

Logrand's Sustainability Strategy

At Logrand Entertainment Group since 2017 we have developed a Sustainability Strategy which formalizes and provides structure to the efforts of the organization in the subjects of Corporate Social Responsibility. In addition, we follow-up and support the execution of our commitments and initiatives aimed at addressing environmental, social and economic subjects.

The Strategy is based on 5 main cornerstones: Customers, Collaborators, Environment, Supply Chain and Communities, at all times based on the regulatory compliance and generation of shared value.

As an organization, we are committed to safeguard the well-being of our environment and

the concerns of our stakeholders; likewise, our projects of Corporate Social Responsibility are aimed at the compliance with the Sustainable Development Goals and the provisions of the United Nations Global Compact.



Logrand's Sustainability Strategy

Stakeholders

For Logrand Entertainment Group it is especially important to assess the opinion of all those who interacts with our operations. We invariably consider each of our stakeholders with whom we have the commitment of a correct development and execution of the Sustainability Strategy.

The main stakeholders of Logrand Entertainment Group are the following:

- Customers
- Collaborators
- Potential Collaborators
- Suppliers
- Neighbors
- Chambers and Control Bodies
- Government
- Non-governmental organizations
- Board and Shareholders

To address the needs and concerns of each of our stakeholders, we have a communication strategy aimed at providing care in accordance with the specific profile of each of them.

| Communication Channels or Mechanisms | Customers | Collaborators | Potential Collaborators | Suppliers | Neighbors | Chambers and Regulatory Orgs | Government | NGO's | Board |
|--------------------------------------|-----------|---------------|-------------------------|-----------|-----------|------------------------------|------------|-------|-------|
| Call Center | ● | | | | | | | | |
| Logrand | | ● | | | | | | | |
| Chat | ● | | | | | | | | |
| E-mail | ● | ● | ● | ● | | ● | ● | ● | ● |
| Satisfaction Survey | ● | ● | | ● | | | | | |
| Materiality Study Surveys | ● | ● | ● | ● | ● | ● | ● | ● | ● |
| Job Fairs | | | ● | | | | | | |
| Focus Groups, Panel discussions | | ● | | | | ● | ● | ● | ● |
| Sustainability Reports | ● | ● | ● | ● | ● | ● | ● | ● | ● |
| Face-to-face interaction | ● | ● | ● | ● | ● | ● | ● | ● | ● |
| Intranet | | ● | | | | | | | |
| Hotlines | | ● | | ● | | | | | |
| Mentoring | | ● | | | | | | | |
| Job Search Portal | | | ● | | | | | | |
| Suppliers Portal | | | | ● | | | | | |
| Information Kiosks | ● | ● | | | | | | | |
| Social Media | ● | | ● | ● | | | | | |
| Website | ● | ● | ● | | | | | | |
| SMS message | ● | | | | | | ● | ● | |

● Daily ● Weekly ● Monthly ● Bimonthly ● Quarterly ● Annual ● Prospective

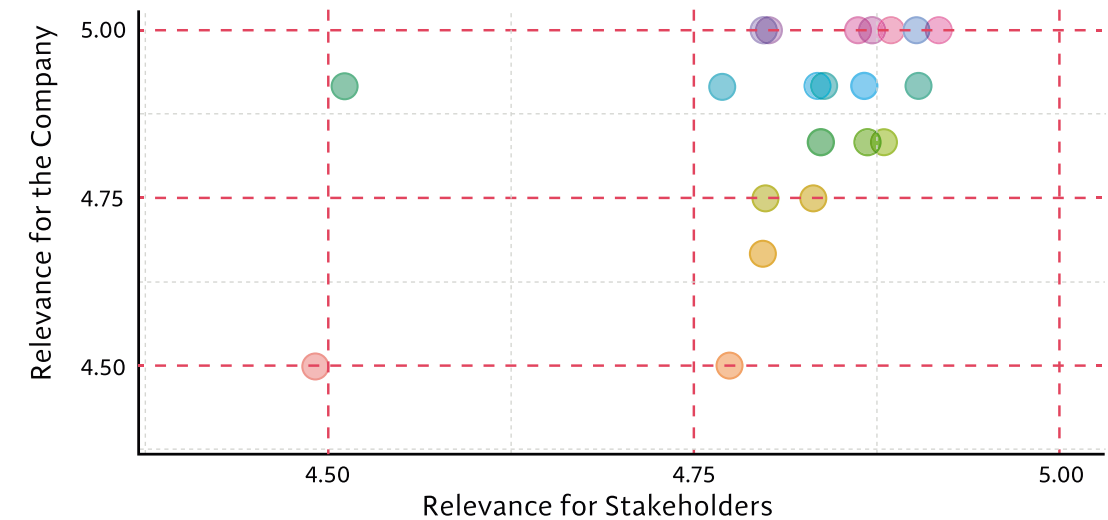
Material Aspects

In order to maintain in force, the priority issues in our Sustainability Strategy, by the end of 2021 we updated the Organization's Materiality Study by applying more than 3,600 surveys aimed at customers, collaborators, community and neighbors, Board and shareholders, potential collaborators, suppliers, Non-Governmental Organizations, associations and Chambers and Control Bodies. This allows us as an organization to direct our effort to projects, commitments and initiatives that generate positive impact to the respective areas of more influence.



Materiality Matrix

The matrix shown below is the result of the applied surveys. This reflects the significance level of each material aspect for the organization's stakeholders



In accordance with the results of the 3,643 surveys applied for this update of the Materiality Study, the favorite topics of each stakeholder of Logrand Entertainment Group have been identified, as shown in the following table. This Report shows all actions that we carried out as an organization during 2021 to cover each priority issue.

| Priority Issues of Stakeholders | Shareholders and Board | Collaborators | Potential Collaborators | Suppliers | Customers | Chambers and Regulatory Organisms | Financial Institutions and Government | ONGs | Neighbors |
|---------------------------------|------------------------|---------------|-------------------------|-----------|-----------|-----------------------------------|---------------------------------------|------|-----------|
| Open to dialogue | | | | | | ● | ● | | |
| Noise pollution | | | | | | ● | ● | | ● |
| Communities | ● | | | | | ● | ● | | |
| Transparency | ● | | | | | ● | ● | | |
| Supply Chain | ● | | | | | ● | ● | | |
| Job development | ● | | | | | ● | ● | | |
| Customer health | | | | | ● | ● | ● | | |
| Responsible gaming | | | | | | ● | ● | | |
| Governance | | | | | | ● | ● | | |
| Protection of personal data | | ● | | ● | ● | ● | ● | | |
| Diversity and equality | ● | | | | | ● | ● | | |
| Energy consumption | | | | | | ● | ● | | |
| Waste | | | | | | ● | ● | | |
| Public Space | | | ● | | | ● | ● | ● | ● |
| Regulatory compliance | | ● | ● | | | ● | ● | ● | |
| Economic performance | | | | | | ● | ● | | |
| Labour conditions | | ● | | | | ● | ● | | |
| Work environment | | ● | | | | ● | ● | | |
| Compensations | | | | | | ● | ● | ● | |
| Labour health and safety | ● | ● | ● | ● | ● | ● | ● | | ● |
| Water consumption | ● | ● | | ● | | ● | ● | | |

Customers

Game Transparency

In order to maintain our position as a leading company in the market, for Logrand Entertainment Group it is essential the trust that our customers have in the services we provide. For this reason, our work is to guarantee transparency in gaming in all our operations and award ceremonies.

100% of our machines and titles use are assessed in certified laboratories, where their correct

functioning is ratified, and they are certified for their legal operation in the country. Besides, all our processes and proceedings are standardized under the best practices and internationally recognized management models.

At Logrand Entertainment Group we guarantee that all game titles in machines and board games are original, protected by intellectual property rights and have official payment charts.

As an organization we are committed to comply with the Official Product Liability Guidelines for Game Tables, which set forth the requirements and standards for the development of an impeccable game.

Personal Data Protection

Protecting our customers', collaborators', suppliers' and candidates' information is part of the main responsibilities of the organization, as well as our obligation to comply with the Federal Law for the Protection of Personal Data held by Individuals (*Ley Federal de Protección de Datos Personales en Posesión de los Particulares*) and its respective Regulations.

During the reporting period, there were no incidents of theft or loss of information.

At Logrand Entertainment Group we make available to stakeholders the Notices of Privacy. We have Information Security Policies, Procedures and Practices.

In addition, in 2021 60% of our collaborators has been trained on Information Security to learn the application of preventive measures to avoid threats, risks and incidents. In 2022 we will continue to work in this commitment, setting as goal the training of 90% of our collaborators.





Customer Health and Safety

At Logrand Entertainment Group we are committed to providing entertainment services at healthy and safe facilities. For this reason, we continue to reinforce the implementation of sanitary protocols to preserve the health and integrity of our customers and collaborators.

With respect to the health crisis caused by COVID-19, we continue to put into practice the priority protocols established by the authority as well as the Safety and Hygiene Plan Logrand Entertainment Group. Since 2020, we have special equipment for the sanitization of each game room

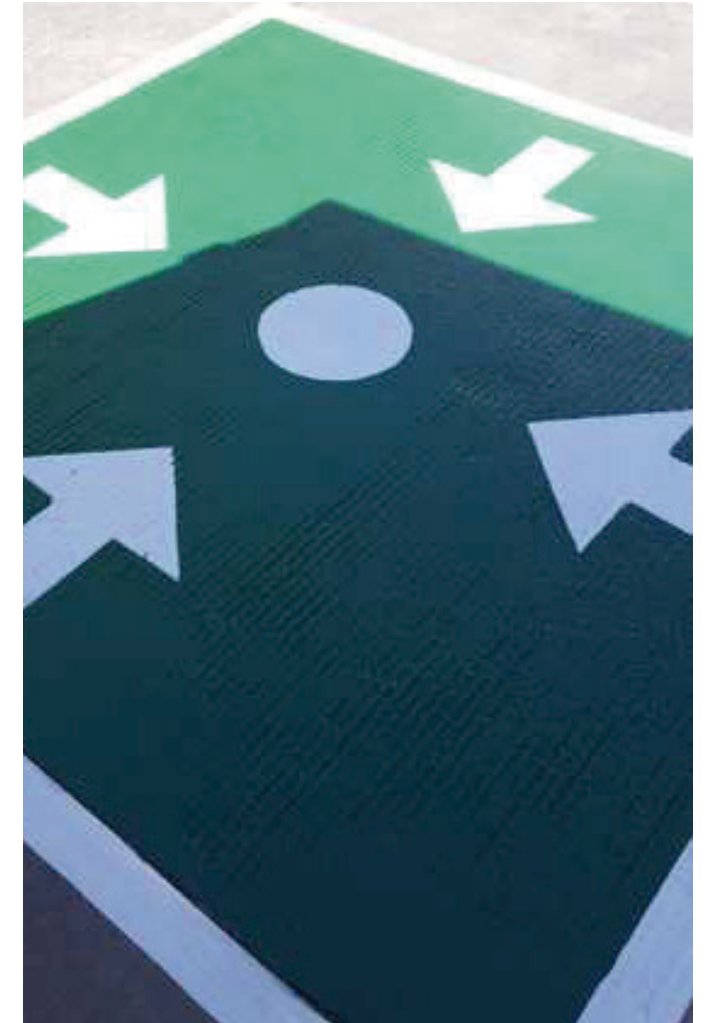
at the national level, such as footwear disinfection stations, dispensers for alcohol application in gel or foam at 70% and infrared devices or thermal chambers for the taking and record of body temperature. Since 2020 we implemented the Play Safe methodology of the Casino Management System supplier, which allows the respect for a healthy distance at our facilities. This works through a card which blocks adjacent gaming machines to avoid that other players use them; likewise, when the machine is no longer used the system blocks automatically until our collaborators sterilize it.

In 2021 we have continued to deploy information of preventive measures against COVID-19 published on the screens of all our gaming rooms at national level, to promote in our customers a culture of prevention of such disease.

During 2021 there were 144 accidents of customers at our rooms, mainly due to falls, trip overs and chair strikes, being addressed at the moment by trained staff. 20 drills of Civil Protection were conducted at the rooms Paradise, Golden Island, Hollywood Constitución, Hollywood Valle Alto, Providens, Grand León, Jubilee, New York, Viva Mexico and Dubai Palace during June and September, namely, 2 drills in each of them. In the case of the Taj Mahal room in Villahermosa Tabasco, the alert level of the state did not allow to carry it out.

In addition, as part of our concern for the quality of the service of our Strendus online platform and to improve the browse during 2022 we are committed to perfect the functioning of the visual assistant available to our customers since 2020, resulting in a functional tool during the entire year.

On the other hand, in 2022 we will work to add in the menus of our restaurants the nutritional information of the dishes and food we offer; thus, for the customer to know the caloric content of his/her consumption and create a culture of health care.



Responsible Gaming

At Logrand Entertainment Group, our mission is to create unique and exciting experiences, at all times we seek to do so in a responsible manner promoting a non-addictive gaming environment. The promotion of Responsible Gaming for customers and collaborators is deemed one of the priorities for Corporate Social Responsibility.

Since 2018 we have the Responsible Gaming Policy, which is aimed at customers who visit our rooms at the national level and to users of our Strendus online platform. With this program, we seek to provide care, orientation and tools to those customers who consider that they have or might be developing a problem of addiction to gambling and the experience is no longer fun.

As a supplement of our efforts to strengthen and improve this program, during 2021 we trained 119 collaborators in connection to Responsible Gaming and the Voluntary Self-Exclusion Program of the organization.

On the other hand, during the year we disseminated information on the program on a monthly basis through preventive communication cycles through e-mail and through the online blog, an internal process has been developed to efficiently manage the customers' deposit limits, regularly following-up requests for increase in such limits.



Voluntary Self-Exclusion Program

We continued with the implementation of the Self-Exclusion Program at all our rooms at the national level as well as in our Strendus platform. This program guides customers who consider necessary a break from the game; by voluntarily subscribing, the customer will not have access to gaming areas for a certain specific period or the time he/she defines.

Collaborators

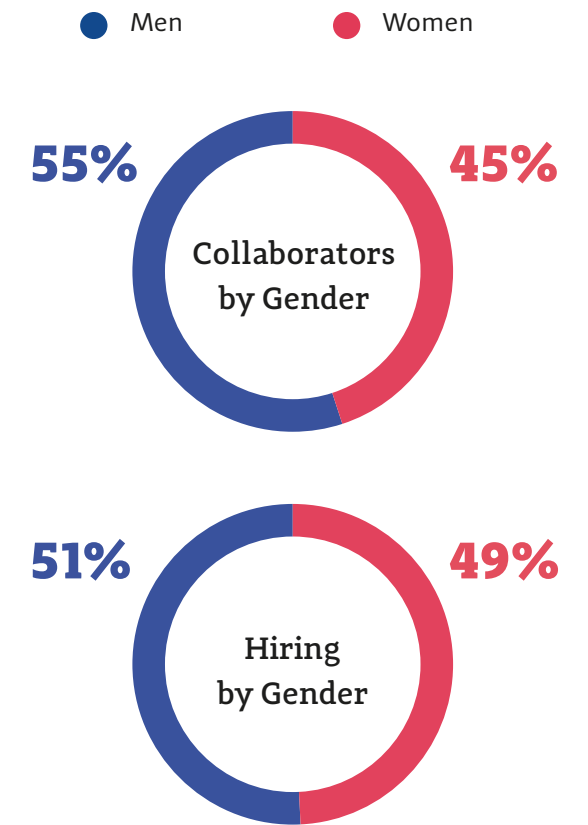
Logrand Entertainment Group considers the company's workforce as the most important asset; likewise, as an organization we value the diversity among our collaborators, and we offer equal opportunities to all.

In December 2021, the company's workforce was composed of 2,148 collaborators, being 45% of this women and 55% men, having 100% permanent full-time agreements.

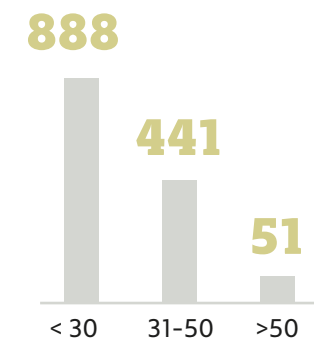
On the other hand, we offer our collaborators benefits above the law, which include food vouchers, major medical expenses insurance, savings fund, vacation bonus, employee cafeteria, more days of vacation than those that the law sets forth, among other benefits.

During 2021, we hired 1,380 new collaborators, out of which 49% were women and 51% men. With respect to age ranges of the hired collaborators, in the year, 64% were people between 18 and 30 years, 32% between 31 and 50 years and 4% older than 50 years.

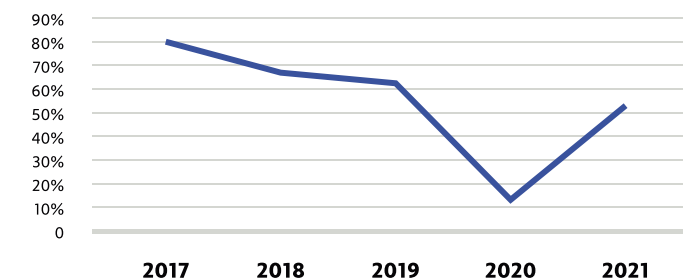
Through the years, we have improved the company's turnover rate. In 2017, there was an 81.6% turnover rate, which has gradually decreased to 51.1% in 2021. It is noteworthy that the increase between 2020 to 2021 is due to the fact that in 2020 were only considered the months from January to March, since operations were suspended in the other months due to the health crisis for COVID-19.

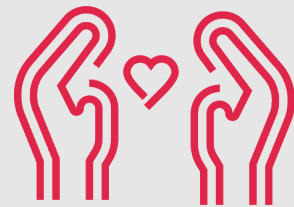


Hiring by Age Range



Turnover Rate





As the Law sets forth, in 2021 maternity and paternity permits were provided to collaborators who required so. During 2021, 21 women and 27 men who work at our gaming rooms at the national level used such permits. 76% of women and 93% of men returned to work, with the same percentage of permanence one year after the return.

Equality and Non-Discrimination

Aligned to Principle 6 of the United Nations Global Compact, at Logrand Entertainment we bet on diversity and labor inclusion. We do not tolerate any exclusion, distinction or preference for reasons of gender, race, color, religion, political opinions or nationality.



Our workforce is composed of around 34 foreign collaborators, including 12 different nationalities.

Year after year, the Committee on Ethics of Logrand Entertainment Group keeps working to have a nondiscrimination culture in the organization; in case of a discriminatory event, such Committee is trained to conduct the appropriate assessments and take corrective measures in this situation. During 2021, through the company's hot lines, there was no report related to discrimination.

On the other hand, in 2021, women held 20% of leadership positions (management and directorates) out of 111.

It is noteworthy that for the notice of operational changes, we strive to have the least possible impact on collaborators. In case of change, we timely communicate whether the change is inside or out of the location. In case of business trips, they are scheduled in advance.



Health and Safety at Work

At Logrand Entertainment Group, our high priority is to provide a working environment where all our collaborators can perform their duties in a healthy and safe manner, safeguarding at all times their physical, psychological and moral integrity. To this end, we have a department in charge of supervising the compliance with all applicable regulatory provisions issued by the Ministry of Labor and Social Welfare (Secretaría del Trabajo y Previsión Social, STPS); the scope is in all work areas and 100% of the organization's collaborators from the moment they are hired until the termination of the company's employment agreement.

The purpose of our Safety and Hygiene Commission is to guarantee constant assessments of the labor conditions through risk analysis and continuous tours at all our facilities. Inspections are conducted to identify physical, chemical and natural risks, internal and external to work zones; on the other hand, unsafe acts and conditions are observed; order, cleaning of areas and correct signaling thereof is supervised, availability of safety devices, as well as effectiveness in risk communication and emergency response capacity by staff. Likewise, we provide the personal protection equipment necessary for the development of each activity and we inspect the optimal conditions of this equipment in use.

In addition, the Commission is responsible for supervising that risky aspects are corrected in time and form carrying out the recommended actions for improvement, considering suggestions of functionality and effectiveness which come directly from those involved in work processes through active and direct dialogues.

As an organization, we work at all times under a preventive focus; to this end, all our collaborators receive induction training in the subject of Civil Protection and Security and Hygiene, addressing subjects of areas recognition, risk zones, escape routes and emergency exits, use of security equipment, emergency signs and risks, as well as emergency procedures. In addition, we have specific training including the identification of ergonomic, chemical hazards or when their position entails the performance of a high-risk job.

Through our internal Accident Control and Registry system (Control y Registro de Acciones, CRA) all work accidents are registered and followed-up. This system operates under the responsibility of the Management of Civil Protection, Safety and Hygiene of the organization, whose purpose is to guarantee the compliance with the applicable legal framework. 100% of our collaborators are covered by the CRA system.

Since 2020 and even during 2021 we implemented and reinforced the Safety and Hygiene Protocols and Plans of Logrand Entertainment Group with the purpose of taking strict measures of occupational hygiene to keep avoiding, to the possible extent, the spread of COVID-19. In addition, in 2022 we will continue to reinforce training for new collaborators on the prevention of COVID-19 at work, as well as for subjects such as Psycho-social Risk Factor of NOM-035-STPS-2018 and Emergency Brigades.

As part of our commitments, in 2021 the Health Promotion Program was conducted aimed at all collaborators at the national level, this through the screen broadcasting of cafeterias for collaborators of 4 different campaigns throughout the year. Such campaigns included information for the

prevention and recommendations to follow in case of diseases such as COVID-19, Dengue Fever, Zika, Chikungunya and respiratory diseases. In 2022, we will follow-up this Promotion Program, adding to the dissemination campaigns subject such as the Civil Protection Week for its anniversary and information of high-blood pressure prevention and care.

During 2021, there were 110 occupational accidents, increasing in 54% with respect to 2020, considering that during 2020 our operations were suspended in an average of 8 months and in 2021 we operated in normal conditions and under the orders of the authorities. Out of such accidents, 60% of the case were with women collaborators and 40% with men collaborators. The increase with respect to 2020 is related to the return to our operations during 2021. It is noteworthy that during 2021 there were no deaths because of occupational accidents in any of our operations.

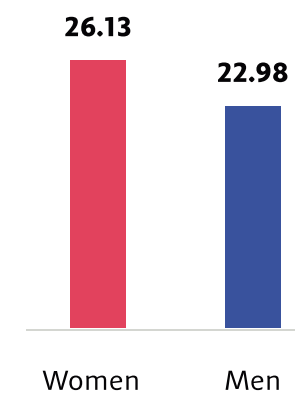
Training, Formation and Evaluation

Aware of the significance of betting on the development and update of skills of our collaborators, we have created a strategy aimed at the Attracting, Retaining and Developing Talent, which includes six projects of education, performance management and certifications.

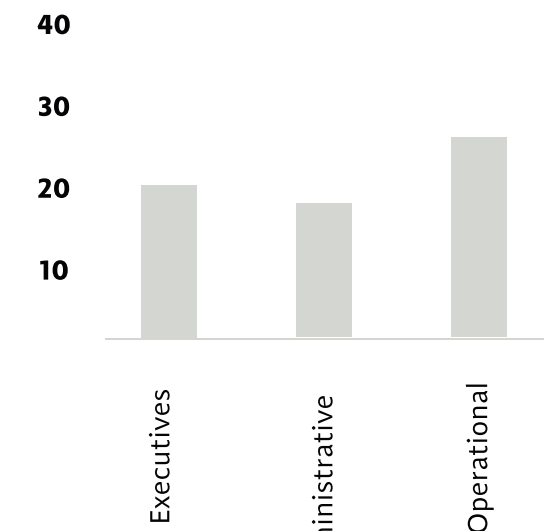
To increase the talent of the organization's collaborators, we have internal areas for Training and Development, Technical Training and Human Capital Planning. The main purpose of this areas is to train operating and administrative staff in two main lines: the Technical line, focused on the development of specific activities of positions at gaming rooms at national level, such as service assistants, cashiers, dealers, valet parking, among others; the Institutional line, focused on the development of competition, executive management and business culture.

During 2021, we trained 2,242 collaborators for a total of 54,464 hours with a training average of 26.13 hours per person in women collaborators and 22.98 hours per person in men collaborators. Based on the job category, the average of training hours was 20.70 hours for executive positions, 19.03 for administrative collaborators and 25.91 hours for operational collaborators.

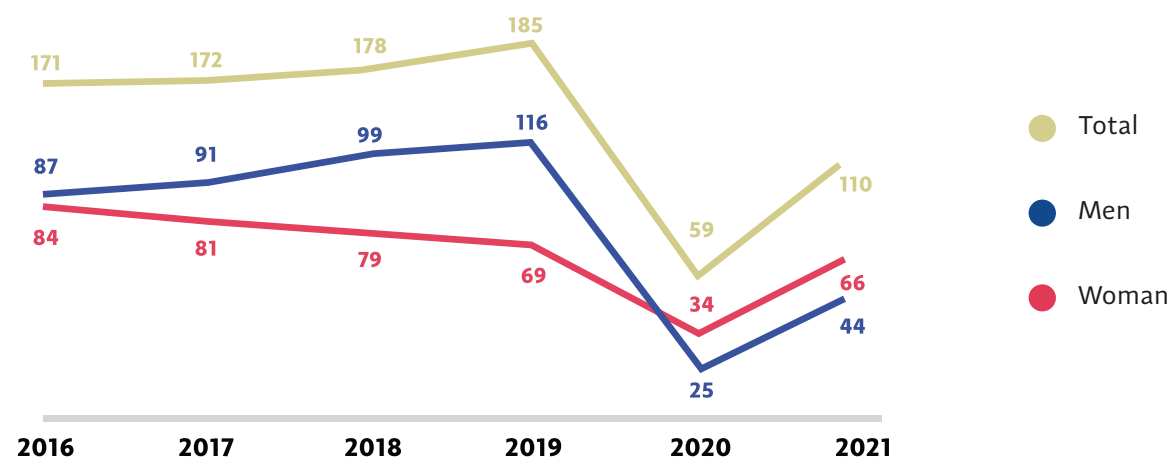
Average hours of training by gender



Average hours of training by job category



Occupational accidents





Logrand Philosophy Workshop

As part of the actions of Logrand Entertainment Group to guarantee that collaborators start from their induction with the integration to the Logrand culture and use the institutional values in their daily performance, in the second semester of 2021 we trained 579 new collaborators at support offices and rooms at the national level through the Logrand Philosophy Workshop for New Entries.

Assessment for Team Leaders

For 2021, we set a commitment to prepare assessments by trainees to area leaders. It will be made through the application of surveys with the main purpose of improving the relationship among these collaborators and promoting effective communication in the organization. However, due to budgetary adjustments, the commitment could not be carried out.

In 2022 we will raise the commitment to conduct the assessment of competences for Leaders in executive positions and leaderships in order to identify strengths and opportunities for continuous improvement.

Bachelor's Degree in Entertainment Business Management and Higher University Technician - Class 2021

In order to provide professional education to collaborators, as well as the opportunity to continue with their university studies, in 2021 we committed to create and teach a Bachelor's Degree in Entertainment Business Management and a Senior Technician Program to strengthen the internal talent with opportunities for professional and personal development. Unfortunately, due to budgetary adjustments of the organization, such programs could not be carried out.

For 2022 we are committed to continue to promote training programs for our collaborators at all levels of the organization. In addition, we will work in the Bachelor's Degree in Entertainment Business Management in order to have at least 15 graduates, as well as a new class for the Logrand High-School program. On the other hand, in order to promote the self-development of our workforce, Individual Development Plans of Key Staff will be generated.

Communities

At Logrand Entertainment Group we seek and work for the development of the communities where we operate, as well as the generation of value shared with several groups and institutions recognized for their important social work. To this end, we continuously invite the main stakeholders of the organization to participate in the different causes and initiatives that promote our institutional values.

These initiatives make us stand as an organization, since we constantly collaborate actively with communities through strategic alliances, active participation, organization of fundraising events to subsequently grant these donations and, thus, generate positive social impacts.

Throughout 2021 we conducted initiatives where our collaborators, customers and suppliers had the opportunity to participate actively.



Naipes Rosas

We have continued with the sales campaign of Naipes Rosas for fundraising devoted to the support of Fundación CIMA, an Association which provides care and opportunities to Mexican women who have breast cancer, operating through different lines: information, education, services to patients and influence in public policies.

In 2021, we were able to deliver the donation of \$236,000.00 Mexican pesos to Fundación CIMA.

For 2022, we are committed to follow-up the sale of clothing items regarding the fight against breast cancer and, thus, continue to support this cause for the fifth consecutive year.



Donations in kind

Thanks to our collaborators' support at our rooms at the national level, in 2021 we made donations and deliveries of perishable food, clothing, electronic and stationery articles to several community welfare associations.

- In Monterrey, Nuevo León, the Jubilee room donated to Casa Indi A.C. approximately 160 kilograms of variety of perishable food, as well as clothing and school supplies.
- In Cancun, Quintana Roo, the Dubai Palace room donated clothing items to *Federación Estatal para el Desarrollo Humano de los Adultos Mayores en Quintana Roo A.C. (FEDHAM)* for the benefit of 800 seniors.
- In Mérida, Yucatan, the Golden Island room donated several electronic articles in good condition and functioning, such as a DVD player, a printer, a TV, a copying machine a CPU distributed among the associations Hogar Ágape for the retirement of seniors and Fundación Hombres y Mujeres en Acción A.C.
- In Villahermosa, Tabasco the Taj Mahal room donated more than 150 stationery articles to the association Ángeles Creativos A.C. which works for the development of disabled people.



Operación Sonrisa

Between November and December 2021, we launched the Operación Sonrisa Campaign, which is composed of toys collection at all our rooms of Nuevo León and at support offices where we established the goal of collecting more than 1,000 toys which will be donated to children of different ages who live in southern neighborhoods of Monterrey, Nuevo León.

Toys will be delivered in 2022 on the occasion of the Three Wise Men Day and give the smile thanks to the generosity and support of our collaborators.



La Dona que Dona

Between August and December 2021, we launched the campaign “La Dona que Dona” through our line of business of Food and Beverage in all our gaming rooms located in Nuevo León.

With the total sale of 10,185 donuts, we were able to raise approximately \$132,000.00 Mexican pesos which will be donated for the support of children of the municipal institution Integral Family Development (Desarrollo Integral de la Familia, DIF) Monterrey; it is noteworthy that the raised amount will be delivered to such institution in 2022.

On the other hand, for 2022 we have made a commitment to extend campaign “Platillos con Causa” with 4 distinct stages of sale in different temporary natures such as Lent, summer, Mexican and Christmas dishes at which we expect to raise an approximate of \$35,000.00 Mexican pesos in total of each stage, which will be devoted to the support of a community support association.



Blood Donation

Through blood donation lives are saved and health is improved of those who are vulnerable; however, at the global level and at our country it is still a reality that a substantial number of patients who need transfusions do not have access thereto.

As an organization, in 2021 we had set to conduct blood donation campaigns at our rooms of Nuevo León through “Blooders”, a platform which facilitates the donation process both for donors and for those who receive blood through a “Share Party”. Unfortunately, due to the still present pandemic due to COVID-19 and its variants, it was not possible to conduct this activity.

In our commitment to contribute to the health and wellbeing of the communities where we operate, in 2022 we will seek to resume this initiative in the rooms of Nuevo León, provided the sanitary conditions and the authorities allow so.



Supply Chain

At Logrand Entertainment Group we work at all times for supplies and services we obtain from our suppliers be acquired on a sustainable basis, at the same time seeking to generate value in the society, this through the promotion of a social responsibility culture at all levels of our supply chain. From this sustainability focus, we have suppliers who focus on improving continuously their processes and who work on a standardized basis, ensuring the quality of the service or product and compliance with legal regulations, as well as those required by the company.

As an organization, we promote alliances with commercial partners and we work to be a link between them and other stakeholders. Our commercial partners include small local producers and global companies.

For the correct flow of our operations, we acquire a wide variety of goods which include furniture, perishable and non-perishable food, beverages, technology and support systems, gaming machines, among others. The supply chain of Logrand Entertainment Group is composed of 95% of local suppliers, deeming local those established in the Mexican Republic. Likewise, 88% of our suppliers are SMEs, in accordance with the results of the list of suppliers made in 2018.

To reaffirm our commitment with the United Nations Global Compact and its 10 principles, since 2016 and to this date we extend to the main suppliers, information on the work abiding by the respect of Human Rights, Labor Standards, Environmental Care and Fight against Corruption. In addition, all agreements into which we enter with our suppliers include articles absolutely prohibiting any type of child work and forced labor in all the operations of the supplier; in this way, we seek to ensure respect to Human Rights.

In order to create a 100% sustainable supply chain, since 2019 we have implemented a strategy which encourages sustainability practices considering the development and maturity of each supplier. In the same vein, we make available to potential and current suppliers the Guidelines of Sustainability which they adopt when they become suppliers of this organization. These Guidelines may be consulted on the website of Logrand Entertainment Group. It is noteworthy that until the end of 2021, we still had 387 suppliers who had executed our Code of Ethics for Suppliers.



Regulatory Compliance

An essential part of the basis of the Sustainability Strategy of Logrand Entertainment Group is the compliance with the Law. Thanks to this, all activities and efforts we conduct for the generation of shared value have credibility and allow the respect of institutional culture and values.

Our responsibility is to supervise that all our operations are developed strictly abiding by the Federal Law of Gaming and Draws, its Regulations and all applicable legal provisions. Likewise, we abide by the applicable environmental standards; there was a breach in August 2021 at our Providens room in Guadalajara, Jalisco; therefore, we were fined for lack of registration of one of the sanitary discharges of the room, a subject that has been cured before the end of the year.

We have Internal Procedures and Policies that ensure the continuity of the business, and we stand out as a socially responsible company. For the implementation of best practices and risk mitigation, we have manuals of Regulatory Compliance Policies and Money Laundering Prevention (MLP), continuous training, use of specialized systems, among others. There are continuously visits and inspections, as well as internal and external audits for different authorities; this allows us to establish action plans to prevent and decrease risks adopting efficient measures.

In 2021, we committed to prepare a heat map of Regulatory Compliance in order to identify the probability and magnitude of impact of regulatory risks. The foregoing was made based on the corresponding regulations and using a methodology to measure probability and occurrence, calculation of impact, identification of controls and follow-up of regulatory risks. The result was submitted to the General Management.

Following up on the above, for 2022 we will establish ourselves as commitment to automate the supervision of the Regulatory Compliance through a tool that allows to monitor in real time the compliance of regulations. On the other hand, we will implement at our rooms a Compliance Operating Committee to guarantee the follow-up on the compliance with legal provisions, in this way we will be able to prevent the materialization of sanctions or fines in business units.

Anti-corruption

For Logrand Entertainment Group it is essential that all operations and activities we performed are based on ethics and values that characterize us and which are arranged in our Code of Ethics, as well as complying at all times with the applicable national and international laws.

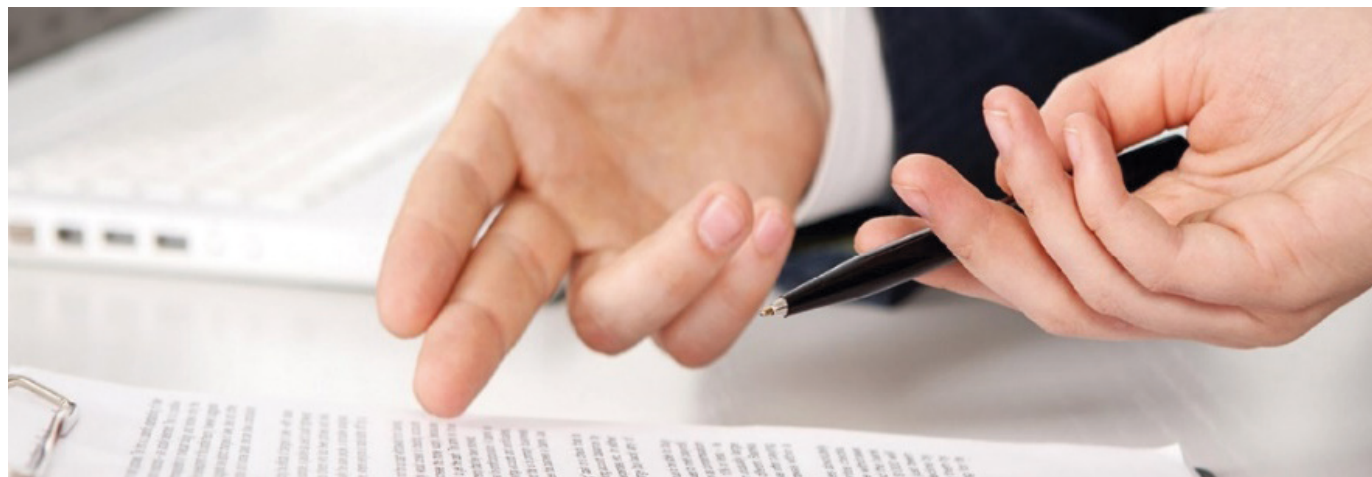
Through the years we have integrated Anti-corruption Principles and Policies which govern our operations and strategies. The total compliance with Anti-corruption provisions and laws of the different appropriate authorities is supervised by the General Management and our Ethics Committee. Any breach of the organization's Code of Ethics, including corruption, can be reported through our Complaint Mailbox; complaints are duly verified internally and externally. During 2021 we received through the hot lines 2 reports on anti-corruption, these were resolved before the end of the year.

Taxation

The compliance with applicable tax rules is especially important for the organization; thus, we work to keep up to date on new laws issued and amendments thereto. We have an internal Tax Strategy which is constantly supervised and reviewed by the General Management and the Administrative Board, with this, investors can confirm that our operations are law-abiding.

We have a hot line to anonymously report concerns on conducts which turn out to be unethical or unlawful in connection to the company's taxation. In addition, we constantly conduct internal audits through the Internal Control department, as well as external audits which allow us to identify, manage and review tax risks that may arise for the company. To keep us aligned to the principles of transparency and governance, our financial and tax opinions are available to our stakeholders.

In 2021 we continuously followed-up the list of Simulated Transaction Invoicing Companies (*Empresas Facturadoras de Operaciones Simuladas, EFOS*) issued by the highest national tax authority, this monitors that Logrand Entertainment Group does not conduct operations with those listed suppliers; in the case of suppliers found on the list, they were dismissed. On the other hand, to ensure the compliance with the regulatory requirements and financial standards of the International Financial Reporting Standards (IFRS) we submit homologated figures obtaining a favorable opinion of the international standard. These commitments will continue to be made in 2022.





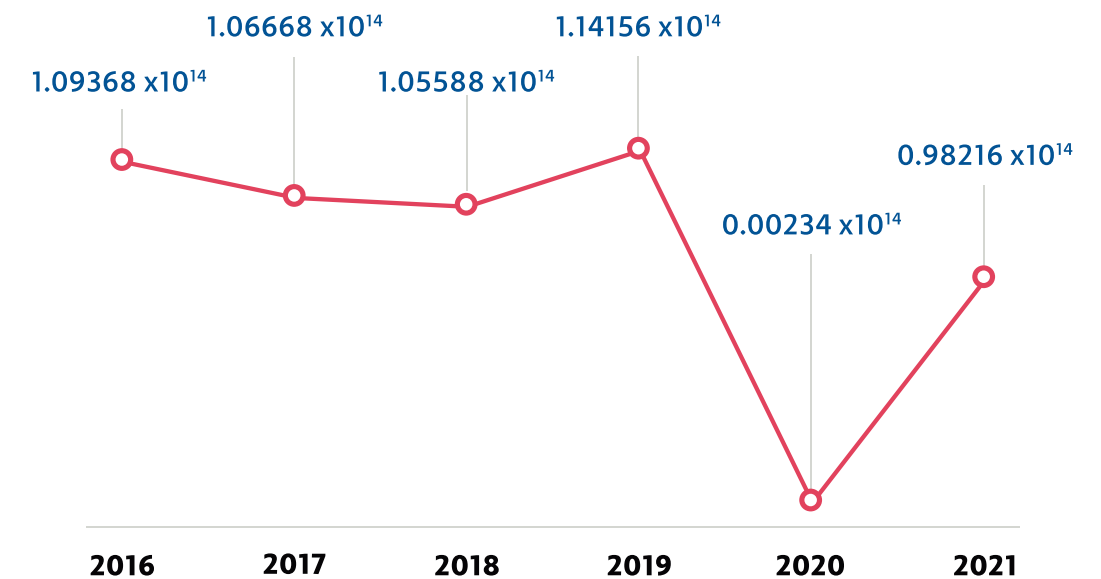
Environment

One of the most important pillars in the Sustainability Strategy of Logrand Entertainment Group is Environmental care. We are an organization aware of the environmental impact of the operations we conduct; thus, we develop and implement projects for resources saving, better management of waste generated and a recycling culture. Working under a precautionary focus, we are committed to, in case of identifying activities which seriously and irreversibly breach, they will be definitively and immediately suspended.

Operations and activities carried out at our national gaming rooms, for their characteristics have a minimal impact on environmental biodiversity; no significant affectations were identified.

Energy

Energy consumption (Joules)



Due to the nature of the service, we provide, energy consumption is one of the main impacts identified. Through our internal sustainability system, we register energy consumption on a monthly and annual basis, and in this way, we continuously monitor the energy amount used in each of our gaming rooms, which allows us to create alternatives for energy saving and efficient use.

Between January 2021 and December 2021, our gaming rooms and support offices at the national level used 0.98216204400000x10¹⁴ Joules of electricity, increasing in comparison to 2020, since in 2020 our operations were suspended for approximately 8 months, resuming in 2021 under the orders of the health authorities.

Seeking to minimize the impact of energy consumption, in the last quarter of 2021, we managed that some of the gaming rooms located in Nuevo León worked with 2% of energy from renewable sources provided by a supplier thorough the wholesale electricity market. From September 2021 the Jubilee room began to work in this way and in October 2021 the Hollywood Valle Alto, Hollywood Constitución, Paradise and Viva Mexico rooms joined. By 2022 our commitment will be the acquisition of renewable energy scope of 5% to 10% in the aforementioned rooms.

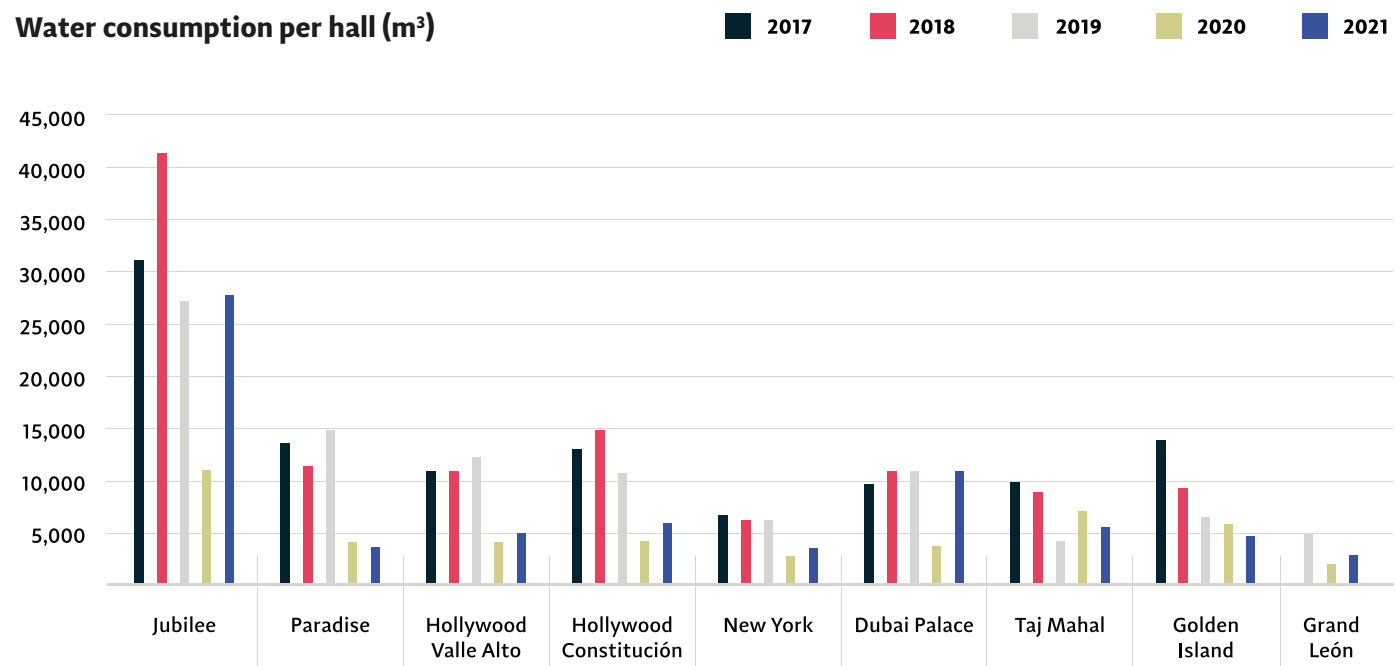
Water and Effluents

Given the current situation and the problem of water scarcity, at Logrand Entertainment Group we reinforced our commitment to create and maintain a culture of efficient use and saving of this resource in all our collaborators and customers, by implementing commitments and initiatives which support the foregoing.

The water used in our operations is obtained from the municipal system of the location of each gaming room and effluent discharges are made through the drainage system of each municipality;

our activities do not require direct extraction of water from wells and the discharges made are classified as Sanitary Discharges. During 2021, a total of 75,659 cubic meters of water were consumed at our rooms, excluding from this figure the Viva Mexico room in Monterrey Nuevo León and the Providens room in Guadalajara, Jalisco, since they are located in shared facilities.

Water consumption per hall (m³)



Water consumption per room in 2021 increased in comparison to 2020 due to the resumption of activities under the measures issued by the authority in the case of the COVID-19 health crisis.

By 2021 we had committed to collect water from the condensation of the air conditioning of the Jubilee and Hollywood Valle Alto rooms. Unfortunately, due to budgetary restrictions, we were not able to carry it out; however, in 2022 we will resume this commitment to reuse water and use it for garden and green area irrigation at our facilities, for which we will record the recovered cubic meters. It is noteworthy that this activity was previously carried out at the Taj Mahal, Dubai Palace and Golden Island rooms in 2017, recovering a total of 1,500 cubic meters of water and in 2018 recovering 3,750 cubic meters.

Waste

At Logrand Entertainment Group, we constantly seek options that allow us to decrease, recycle and/or manage in a better way the waste generated from daily operations. To this end, we continue to implement and reinforce projects and initiatives that minimize the impact generated by waste and promote a savings and recycling culture in our collaborators and customers.

All our gaming rooms at the national level carry out special waste collection, such as cardboard, alkaline batteries, plastic and used vegetable oil, which are continuously collected by companies duly certified by those in charge of the management of these materials, either for their recycling or final and correct disposal. All waste arising out of our operations and activities do not entail sanitary or other risks; thus, its management does not require specific elimination processes.

During 2021, at our gaming rooms at the national level we have collected a total of 21,597 tons of cardboard, 8,871 liters of vegetable oil used at the kitchens of our restaurants, 8,463 tons of PET, PEAD and PP plastic, 1,907 tons of alkaline batteries; in 2022, we will also follow-up glass collection and recycling, as well as plastic caps. Likewise, during the second semester of the year, our support offices collected 0.053 tons of alkaline batteries which were subsequently collected by a certified supplier.

In the area of Vaults and Cashiers of all rooms at the national level, in 2021, we decreased by 30% the use of paper in comparison to the amount used in 2019; this is through the use of e-mail and merger of forms. For 2022 we will follow-up

on this commitment, as well as decrease the use of polyethylene bags by 30% in comparison to 2021, through the use of briefcases for the safeguard and transport of cash.

On the other hand, in 2021 we followed-up on the elimination of plastic glasses, cutlery, plates and straws of non-biodegradable materials both in gaming rooms and in support offices, choosing to use the most environmentally friendly products manufactured out of biodegradable materials such as starch and corn starch containers, cane bagasse, agave straws, avocado bone cutlery, among others.



Emissions

As an organization we are aware of the current environmental impact of Greenhouse Gas (GHG) and its consequences on ecosystems and in the social environment; thus, in 2020, at Logrand Entertainment Group we measured the Organizational Carbon Footprint, based on 2019.

It is noteworthy that Scopes 1 and 2 were fully measured, namely, all organization's operations were considered; on the other hand, for the Scope 3 we only considered the transportation of collaborators. Scope 1 includes direct and

fugitive GHG emissions, such as combustion; Scope 2 includes indirect GHG emissions such as the generation of energy acquired and consumed; finally, Scope 3 includes indirect GHG emissions, namely, activities carried out by third parties. The amounts reported in the following chart were measured in equivalent carbon units.

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

*Tons of equivalent CO₂
2020 data

GRI Content Index

As mentioned above, in the last quarter of 2021, some gaming rooms located in Nuevo León began to operate with a percentage of energy from renewable sources provided by a supplier through the wholesale electricity market. As a result, we managed to save 254.76 tons of CO₂.

Our commitment for 2022 will continue to operate in this way 12 months of the year, strengthening the strategy of emissions decrease at our daily operations and, thus, acquire an increasing percentage of energy from renewable sources.

GRI Content Index

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



| GRI Standard | Content | Page / Information |
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| 102-2 | Activities, brands, products and services | Pages 6, 8, 9 and 10 |
| 102-3 | Location of main office | Page 7 |
| 102-4 | Location of operations | Page 7 |
| 102-5 | Property and legal form | Sociedad Anónima de Capital Variable (S.A. de C.V.) |
| 102-6 | Target markets | Page 7 |
| 102-7 | Size of organization | Page 11 |
| 102-8 | Information about employees and other workers | Page 35 |
| 102-9 | Supply Chain | Page 45 |
| 102-10 | Significant changes in the organization and its supply chain | In November 2021, the organization acquired the Vivento casino in Nuevo León. |
| 102-11 | Precautionary principle or approach | Page 48 |
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| 102-14 | Statement of senior executives responsible of decision-making | Page 3 |
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| 102-16 | Values, principles, standards and norms of conduct | Pages 12 and 13 |
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| 102-18 | Governance structure | Page 16 |
| 102-20 | Executive-level responsibility for economic, environmental and social issues | Page 16 |
| 102-22 | Composition of the highest governance body and its committees | Pages 16 and 17 |
| 102-23 | Chairman of the highest governance body | Page 16 |

Stakeholder participation

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| 102-40 | List of Interest Groups | Page 27 |
| 102-41 | Collective bargaining agreements | 69% of collaborators are covered by collective bargaining agreements |
| 102-42 | Identification and selection of stakeholders | Pages 27 and 29 |
| 102-43 | Approach for the stakeholder participation | Page 28 |
| 102-44 | Key issues and concerns mentioned | Pages 29 and 30 |

Reporting practices

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| 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., Marsa Platinum S. de R.L. de C.V., Montevalores S.A. de C.V., Administradora de Bingo Cancún S.A. 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.B. de C.V., Operadora Megawin S.A. de C.V., Operadora Bingo San Agustín S.A. de C.V., FC Desarrollos S.A. de C.V., Operadora Cadys S.A. de C.V., Operadora Loma Larga S.A. de C.V., Grupo RGSA S.A. de C.V., Consorcio Integral Internacional S.A. de C.V. |
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Economic performance

| | | |
|------------------------------------|---|--|
| GRI 103: Management Approach 2016 | | |
| 103-1 | Explanation of the material topic and its coverage | Pages 18 and 19 |
| 103-2 | Management approach and its components | Pages 18 and 19 |
| 103-3 | Evaluation of the management approach | Pages 18 and 19 |
| GRI 201: Economic Performance 2016 | | |
| 201-1 | Direct economic value generated and distributed | Pages 18 and 19 |
| 201-2 | Financial implications, risks and opportunities derived from climate change | There is no system for the calculation of financial implications or costs of this nature |
| 201-4 | Financial assistance received from government | No financial assistance was received from the government |

Customer Health and Safety

| | | |
|--|--|--|
| GRI 103: Management Approach 2016 | | |
| 103-1 | Explanation of the material topic and its coverage | Page 32 |
| 103-2 | Management approach and its components | Page 32 |
| 103-3 | Evaluation of the management approach | Page 32 |
| 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 2021 of cases of noncompliance related to this issue |

Responsible Gaming

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 34 |
| 103-2 | Management approach and its components | Page 34 |
| 103-3 | Evaluation of the management approach | Page 34 |

GRI 416: Customer Health and Safety 2016

| | | |
|-------|---|---------|
| 416-1 | Evaluation of impacts on health and safety of products and services | Page 34 |
|-------|---|---------|

GRI 417: Marketing and Labeling 2016

| | | |
|-------|--|---|
| 417-1 | Requirements for information and labeling of products and services | Page 34 |
| 417-2 | Cases of non-compliance related to information and labeling of products and services | No breaches have been identified in the regulation in connection with services labeling |
| 417-3 | Cases of non-compliance related to marketing communications | No breaches have been identified in the regulation in connection with communications |

Protection of Personal Data

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 31 |
| 103-2 | Management approach and its components | Page 31 |
| 103-3 | Evaluation of the management approach | Page 31 |

GRI 418: Customer Privacy 2016

| | | |
|-------|---|---------|
| 418-1 | Fundamental claims regarding privacy violations and loss of customer data | Page 31 |
|-------|---|---------|

Game Transparency

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 31 |
| 103-2 | Management approach and its components | Page 31 |
| 103-3 | Evaluation of the management approach | Page 31 |

GRI 419: Socioeconomic Compliance 2016

| | | |
|-------|---|---------|
| 419-1 | Non-compliance with laws and regulations in the social and economic spheres | Page 31 |
|-------|---|---------|

Communités

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 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 411: Rights of Indigenous Peoples 2016

| | | |
|-------|--|--|
| 411-1 | Incidents of violations involving rights of indigenous peoples | Due to the location of operations, in the organization there are no breaches of Indigenous people. |
|-------|--|--|

GRI 413: Local Communities 2016

| | | |
|-------|--|---------------------|
| 413-1 | Operations with local community participation, impact evaluations and development programs | Pages 42, 43 and 44 |
|-------|--|---------------------|

GRI 415: Public Policy 2016

| | | |
|-------|-------------------------|--|
| 415-1 | Political contributions | The organization did not contribute financially or in kind to any political party or political representative. |
|-------|-------------------------|--|

Diversity and Equal Opportunities

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 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 401: Employment 2016

| | | |
|-------|---------------------------------------|---------|
| 401-1 | New employee hires and staff turnover | Page 35 |
| 401-2 | Full-time employee benefits | Page 35 |
| 401-3 | Parenting leave | Page 36 |

GRI 402: Labor / Management Relations 2016

| | | |
|-------|--|---------|
| 402-1 | Minimum notice periods for operational changes | Page 36 |
|-------|--|---------|

GRI 405: Diversity and Equal Opportunity 2016

| | | |
|-------|---|-----------------|
| 405-1 | Diversity in governing bodies and employees | Pages 35 and 36 |
|-------|---|-----------------|

GRI 406: Non-discrimination 2016

| | | |
|-------|--|---------|
| 406-1 | Cases of discrimination and corrective actions taken | Page 36 |
|-------|--|---------|

Optimal Working Conditions

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 37 |
| 103-2 | Management approach and its components | Page 37 |
| 103-3 | Evaluation of the management approach | Page 37 |

GRI 403: Occupational Health and Safety 2018

| | | |
|-------|---|-----------------|
| 403-1 | Occupational Health and Safety Management System | Pages 37 and 38 |
| 403-2 | Hazard identification, risk assessment and incident investigation | Pages 37 and 38 |

| | | |
|--------|---|-----------------|
| 403-3 | Occupational Health Services | Pages 37 and 38 |
| 403-4 | Worker participation, consultation and communication on health and safety at work | Pages 37 and 38 |
| 403-5 | Training of workers on health and safety at work | Pages 37 and 38 |
| 403-6 | Promotion of workers' health | Pages 37 and 38 |
| 403-7 | Prevention and mitigation of impacts on the health and safety of workers linked to commercial relationships | Pages 37 and 38 |
| 403-8 | Coverage of the Occupational Health and Safety Management System | Page 38 |
| 403-9 | Work accident injuries | Page 38 |
| 403-10 | Occupational diseases and illnesses | Page 38 |

Training, Formation and Evaluation

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 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 404: Training and Education 2016

| | | |
|-------|---|-----------------|
| 404-1 | Average hours of training per year per employee | Page 39 |
| 404-2 | Programs to improve employee skills and transition assistance programs | Pages 39 and 40 |
| 404-3 | Percentage of employees receiving periodic performance and career development reviews | Page 40 |

Supply Chain

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 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 204: Procurement Practices 2016

| | | |
|-------|---|---------|
| 204-1 | Proportion of spending on local suppliers | Page 45 |
|-------|---|---------|

GRI 408: Child Labor 2016

| | | |
|-------|---|---------|
| 408-1 | Operations and suppliers with significant risk of child labor cases | Page 45 |
|-------|---|---------|

GRI 409: Forced or Compulsory Labor 2016

| | | |
|-------|---|---------|
| 409-1 | Operations and suppliers with significant risk of cases of forced or compulsory labor | Page 45 |
|-------|---|---------|

GRI 412: Human Rights Assessment 2016

| | | |
|-------|--|---------|
| 412-3 | Significant investment agreements and contracts with human right clauses or subject to human rights assessment | Page 45 |
|-------|--|---------|

Regulatory Compliance

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 46 |
| 103-2 | Management approach and its components | Page 46 |
| 103-3 | Evaluation of the management approach | Page 46 |

GRI 307: Environmental Compliance 2016

| | | |
|-------|---|---------|
| 307-1 | Non-compliance with environmental legislation and regulations | Page 46 |
|-------|---|---------|

GRI 419: Socioeconomic Compliance 2016

| | | |
|-------|---|---------|
| 419-1 | Non-compliance with laws and regulations in the social and economic spheres | Page 46 |
|-------|---|---------|

Anti-corruption

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 47 |
| 103-2 | Management approach and its components | Page 47 |
| 103-3 | Evaluation of the management approach | Page 47 |

GRI 205: Anti-corruption 2016

| | | |
|-------|--|---|
| 205-1 | Operations evaluated for risks related to corruption | Page 47 |
| 205-2 | Communication and training on anticorruption policies and procedures | The Anti-corruption Policy is permanently available for collaborators through the organization's intranet |
| 205-3 | Confirmed corruption cases and actions taken | Page 47 |

Taxation

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 47 |
| 103-2 | Management approach and its components | Page 47 |
| 103-3 | Evaluation of the management approach | Page 47 |

GRI 207: Tax 2019

| | | |
|-------|--|---------|
| 207-1 | Fiscal approach | Page 47 |
| 207-2 | Tax governance, control and risk management | Page 47 |
| 207-3 | Stakeholder participation and management of tax concerns | Page 47 |

Materials

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 48 |
| 103-2 | Management approach and its components | Page 48 |
| 103-3 | Evaluation of the management approach | Page 48 |

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 |
|-------|------------------------------------|---|

Energy

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 49 |
| 103-2 | Management approach and its components | Page 49 |
| 103-3 | Evaluation of the management approach | Page 49 |

GRI 302: Energy 2016

| | | |
|-------|--|--|
| 302-1 | Energy consumption within the organization | Page 49 |
| 302-2 | Energy consumption outside the organization | There is no energy consumption out of the company's facilities |
| 302-3 | Energy intensity | The organization does not have a measurement protocol |
| 302-4 | Reduction of energy consumption | Page 49 |
| 302-5 | Reduction of energy requirements for products and services | Page 49 |

Water and Effluents

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 50 |
| 103-2 | Management approach and its components | Page 50 |
| 103-3 | Evaluation of the management approach | Page 50 |

GRI 303: Water and Effluents 2018

| | | |
|-------|---|---------|
| 303-1 | Interaction with water as a shared resource | Page 50 |
| 303-2 | Management of impacts related to water discharges | Page 50 |
| 303-3 | Water extraction | Page 50 |
| 303-4 | Water spill | Page 50 |
| 303-5 | Water consumption | Page 50 |

Biodiversity

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 48 |
| 103-2 | Management approach and its components | Page 48 |
| 103-3 | Evaluation of the management approach | Page 48 |

GRI 304: Biodiversity 2016

| | | |
|-------|--|---------|
| 304-2 | Significant impacts of activities, products and services on biodiversity | Page 48 |
|-------|--|---------|

Waste

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 51 |
| 103-2 | Management approach and its components | Page 51 |
| 103-3 | Evaluation of the management approach | Page 51 |

GRI 306: Waste 2020

| | | |
|-------|--|--|
| 306-1 | Generation of waste and significant impacts related to waste | Page 51 |
| 306-2 | Management of significant impacts related to waste | Page 51 |
| 306-3 | Waste generated | Page 51 |
| 306-4 | Waste not destined for disposal | Page 51 |
| 306-5 | Waste destined for disposal | The organization currently does not account for waste for landfill |

Emissions

GRI 103: Management Approach 2016

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its coverage | Page 52 |
| 103-2 | Management approach and its components | Page 52 |
| 103-3 | Evaluation of the management approach | Page 52 |

GRI 305: Emissions 2016

| | | |
|-------|---|---------|
| 305-1 | Direct GHG emissions (scope 1) | Page 52 |
| 305-2 | Indirect GHG emissions when generating energy (scope 2) | Page 52 |
| 305-3 | Other indirect GHG emissions (scope 3) | Page 52 |
| 305-5 | Reduction of GHG emissions | Page 52 |

