

UN Global Compact: Communication on Progress

Since May 2014, NOVOMATIC has been a member of the UN Global Compact, an initiative established in the year 2000 under the guidance of the then UN Secretary General Kofi Annan. The objective of the UN Global Compact is to enhance social and environmental sustainability on an international level and to promote the social commitment of companies. Ten Principles define in which areas the network sees a need for action and hopes for according measures by its members. In order to enhance the effectiveness of this global network, certain obligations must be met in order to join: among other things, an annual Progress Report (Communication on Progress) must be prepared which documents the reporting member's efforts to promote and implement the ten principles of the UN Global Compact within their own spheres of influence. This Progress Report must also be made available on the homepage of the UN Global Compact. Therefore, our first, as well as our current Progress Report, can be found online .

 www.unglobalcompact.org/what-is-gc/participants/36511

In 2015 the United Nations passed the so-called Sustainable Development Goals which replace the Millenium Goals. In contrast to these, they are also directed at developing countries as well as companies and NGOs.  All in all, 17 overall objectives (and 169 subordinate objectives) were defined. In item 12.6 of the Sustainable Development Goals, for example, explicit reference is made to the importance of sustainability reporting. We have decided to refer to the Sustainable Development Goals in our Progress Report. The following overview therefore provides a total of four pieces of information: based on the ten principles of the UN Global Compact, we provide information as to which indicators are equivalent to the Global Reporting Initiative, where there is an equivalent in the Sustainable Development and what progress we achieved in 2016 regarding each of the ten principles of the UN Global Compact.

You find all indicators which are fulfilled by NOVOMATIC in the CR report marked with the  symbol and the respective GRI indicator.

 sustainabledevelopment.un.org/sdgs

UN Global Compact	Sustainable Development Goals	Global Reporting Initiative (G4)	Communication on Progress (COP) NOVOMATIC
www.unglobalcompact.org	www.sustainabledevelopment.un.org/sdgs	www.globalreporting.org	Detailed definition in the GRI index.
Human Rights: Businesses should support and respect the protection of internationally proclaimed human rights.	End poverty in all its forms everywhere/ Access to land End hunger, achieve food security and improved nutrition and promote sustainable agriculture / Access to land End hunger, achieve food security and improved nutrition and promote sustainable agriculture / Indigenous rights	GRI Indicators G4-HR2 / G4-HR9 / G4-HR12 / G4-SO1 / G4-SO2	HR8 (Incidents of rights violations of indigenous people): Not applicable as NOVOMATIC is not involved in any dealings with indigenous people. HR9 (Operations that are subject to human rights reviews): Part of Compliance Management Systems of NOVOMATIC. HR12 (Grievances about human rights impacts): No proceedings relating to human rights violations. SO1 (Operations with implemented local community engagement): GRI interprets this indicator with regard to the involvement of local communities in development programs. This occurs during the course of approval processes to be carried out according to national requirements, e.g. during construction projects. SO2 (Operations with negative impacts on local communities): No significant negative impact on local communities recorded, as NOVOMATIC strictly adheres to applicable legal framework conditions. COP In 2015, the suppliers relevant to the Gumpoldskirchen location were subjected to an analysis, including regarding social risks (i.e. also with regard to the observance of human rights). No serious risk was determined. The analysis of suppliers will be expanded in the future.
Human Rights: Business should make sure they are not complicit in human rights abuses.		GRI Indicators G4-HR1 / G4-HR10 / G4-HR11	HR1 (Significant investment agreements and contracts that include human rights clauses): NOVOMATIC has its Group headquarters in Austria, where the Human Rights Charter is considered to be on a constitutional level. Accordingly, these principles are adhered to without requiring any separate agreements. In addition, ensuring that legal requirements are met is the responsibility of NOVOMATIC's internal Compliance Management System. HR10 (Evaluation of suppliers regarding human rights.): Prior to signing any agreement, all NOVOMATIC suppliers must acknowledge our Code of Conduct and confirm this in writing. HR11 (Significant negative human rights impacts in the supply chain): No significant negative impact determined along the supply chain, to the degree that this was possible within the initial analysis carried out in 2015.

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www.unglobalcompact.org	www.sustainabledevelopment.un.org/sdgs	www.globalreporting.org	Detailed definition in the GRI index.
Labour: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work / Freedom of association and collective bargaining Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work / Labor / management relations	GRI Indicators G4-11 / G4-HR4 / G4-LA4	G4-11 (Percentage of total employees covered by collective bargaining agreements.): All employment relationships in Austria are subject to a collective bargaining agreement applicable to the employment relationship, with the exception of managing directors and board members. In Germany, no employment relationship is subject to a collective bargaining agreement. These are the subject of individual contractual agreements, which are based on an internal salary model. All employment in Italy is subject to a collective bargaining agreement applicable to the employment relationship, except Managing Directors and members of the Management Board. HR4 (Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk.): In 2015, a first analysis of the most important suppliers for the Gumpoldskirchen location was carried out. No significant social risk was determined (COP). LA4 (Minimum notice periods regarding operational changes): This indicator does not apply to NOVOMATIC in this form.
Labour: Businesses should uphold the effective abolition of child labour.	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work / Abolition of child labor	GRI Indicators G4-HR5	HR5 (Operations and suppliers with significant risk for incidents of child labor.): This indicator is not applicable to NOVOMATIC, as we do not work with suppliers who employ children.
Labour: Businesses should uphold the elimination of discrimination in respect of employment and occupation.	End poverty in all its forms everywhere / Earnings, wages and benefits Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all / Employee training and education Achieve gender equality and empower all women and girls / Equal remuneration for women and men Achieve gender equality and empower all women and girls / Gender equality Achieve gender equality and empower all women and girls / Non-discrimination Achieve gender equality and empower all women and girls / Parental leave Achieve gender equality and empower all women and girls / Women in leadership Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work / Diversity and equal opportunity Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work / Employee training and education Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work / Employment	GRI Indicators G4-10 / G4-EC5 / G4-EC6 / G4-LA1 / G4-LA3 / G4-LA9 / G4-LA11 / G4-LA12 / G4-LA13 / G4-HR3	G4-10 (Total number of employees by employment contract and gender): It is disclosed in detail in the chapter “Enjoy working with us” on page 70. EC5 (Ratios of entry level wage by gender): This does not apply to NOVOMATIC, as the salary schemes at NOVOMATIC do not make a distinction by gender. EC6 (Proportion of management hired locally): This also does not apply to NOVOMATIC, as we do not recruit by origin, but rather by qualification. LA1 (Staff turnover rate): Is shown in chapter „Enjoy working with us“ at page 70. LA3 (Return to work and retention rates after parental leave, by gender): Is not disclosed in this report, as this data is only available for Austria, but not for Germany and Italy. LA9 (Average hours of training per year per employee): Is mentioned in chapter „Enjoy working with us“ at page 70. LA11 (regular performance and career development reviews): In the year 2016, the instrument of employee career talks has been further developed and will be enforced in the future. LA12 (Composition of the governance bodies): With regard to the CR Committee of the Supervisory Board at NOVOMATIC AG, the according information is provided on page 41 of this report; further information is provided in NOVOMATIC's annual report for the fiscal year 2016.

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www.unglobalcompact.org	www.sustainabledevelopment.un.org/sdgs	www.globalreporting.org	Detailed definition in the GRI index.
	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work / Equal remuneration for women and men Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work / Non-discrimination Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work / Parental leave Reduce inequality within and among countries / Equal remuneration for women and men		LA13 (Ratio of salary of women and men): Cannot be disclosed for NOVOMATIC, as salary schemes do not differentiate by gender. This would also be a clear contradiction to our internal Anti-Discrimination Policy (COP). HR3 (Number of discrimination incidents): Accordingly, can also not be reported.
Environment: Businesses should support a precautionary approach to environmental challenges.	Ensure healthy lives and promote well-being for all at all ages / Air quality Ensure availability and sustainable management of water and sanitation for all / Sustainable water withdrawals Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work / Energy efficiency Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work / Material efficiency Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation / Environmental investments Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation / Research and development	GRI Indicators G4-EC2 / G4-EN1 / G4-EN3 / G4-EN8 / G4-EN15 / G4-EN16 / G4-EN17 / G4-EN20 / G4-EN21 / G4-EN27 / GE-EN31	EC2 (Financial implications and other risks due to climate change): The respective risks and opportunities are managed by the NOVOMATIC AG risk management if relevant. EN1 (Materials used): This indicator cannot be disclosed for business reasons. EN3 (Energy use): Is reported on page 81 for the locations in Austria, Germany and Italy (COP). EN15 (greenhouse gas emissions): These were reported for the first time in 2015 with regard to the Gumpoldskirchen location, using the example of CO₂ emissions due to air travel. Information can be found on page 81 in this report. (COP) EN16, EN17, EN20, EN21 are not reported due to lack of data. EN27 (Results of mitigation of environmental impacts of products and services): Activities are described on page 84–85 in this report. EN31 (Environmental expenditures and investments): Is not disclosed for business reasons.
Environment: Businesses should undertake initiatives to promote greater environmental responsibility.	Ensure availability and sustainable management of water and sanitation for all / Sustainable water withdrawals Ensure availability and sustainable management of water and sanitation for all / Water efficiency Ensure availability and sustainable management of water and sanitation for all / Water-related ecosystems and biodiversity Ensure availability and sustainable management of water and sanitation for all / Water quality Ensure access to affordable, reliable, sustainable and modern energy for all / Energy efficiency Ensure access to affordable, reliable, sustainable and modern energy for all / Renewable energy	GRI Indicators G4-EN1 / G4-EN2 / G4-EN3 / G4-EN4 / G4-EN5 / G4-EN6 / G4-EN7 / G4-EN8 / G4-EN9 / G4-EN10 / G4-EN11 / G4-EN12 / G4-EN13 / G4-EN14 / G4-EN15 – G4-EN21 / G4-EN22 – G4-EN28	COP The field of action “Going Green” was consciously given this name in order to communicate the underlying strategic Management Approach to outside parties. NOVOMATIC's declared goal is to firmly embed Group-wide internal standards in this area of action which provide for certain minimum requirements, e.g. the implementation of a Group Environmental Policy. In addition to this, a CR software is intended to provide support for an active international control of Environmental Management at NOVOMATIC. <i>N.B.: in order to avoid overlaps and repetitions, we are not repeating our references to the individual GRI indicators at this point.</i>

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Environment: Businesses should undertake initiatives to promote greater environmental responsibility.		GRI Indicators	EN29 (Monetary value of fines due to non compliance with environmental laws): In 2016 there have been no lawsuits in this regard against NOVOMATIC AG.
		G4-EN29 / G4-EN30 / G4-EN31/ G4-EN32 / G4-EN33 / G4-EN34	EN30 (environmental impacts of transporting products and other goods): Cannot be provided due to a lack of according data for 2016.
			EN31 (Environmental protection expenditures): Is not disclosed for business reasons.
			EN32 (New suppliers that were screened using environmental criteria) and EN33 (Negative environmental impacts in the supply chain): We completed our first analysis of the top suppliers at the Gumpoldskirchen location, which included an evaluation of environmental risks. Further information on this topic is provided on page 67 of this report (COP).
Environment: Businesses should encourage the development and diffusion of environmentally friendly technologies.		GRI Indicators	EN34 (Grievances about environmental impacts): NOVOMATIC can report zero incidents for the reporting period and the mentioned reporting scope.
		G4-EN6 / G4-EN7 / G4-EN19 / G4-EN27 / G4-EN31	<i>N.B.: in order to avoid overlaps and repetitions, we are not repeating our references to the individual GRI indicators at this point.</i>
Anti-corruption: Businesses should work against corruption in all its forms, including extortion and bribery.		GRI Indicators	G4-56 (Values, principles and norms of behaviour): We refer to our Corporate Values and principles throughout this report, in addition to the Code of Conduct as well as our CR policy.
		G4-56 / G4-SO3 / G4-SO4 / G4-SO5 / G4-SO6	SO3 (Operations assessed for risks related to corruption): No detailed information is provided for this indicator for business reasons. We can merely provide assurance that compliance risks are naturally taken into consideration within our internal Risk Management System.
			SO4 (Communication and training on Anti-corruption Policies and procedures) and SO5 (incidents of corruption): Further information on this topic is provided on page 63 of this report.
			SO6 (Value of political contributions): Is not disclosed for business reasons.

You find the details to the GRI indicators in the following GRI content index.

GRI-Index

GRI-Index Core	Description GRI	Additional information GRI	Page reference CR Report 2016	External audit review	Commonalities with UN Global Compact	Commonalities with OECD Guidelines
General standard information						
Strategy and Analysis	G4-1	Statement by the most senior decision-maker of the organization regarding sustainability management.	Statement of the CEO of NOVOMATIC AG.	Page 17		
	G4-2	Description of key impacts, risks, and opportunities.	Covered via the five CR fields of action.	Pages 20-35		
Organizational Profile	G4-3	Name of the organization.	NOVOMATIC AG			
	G4-4	Primary brands, products and services.		Pages 20-35		
	G4-5	Location of organization's headquarters.	Wiener Straße 158, 2352 Gumpoldskirchen, Austria			
	G4-6	Number of countries where the company operates.		Pages 10-11		
	G4-7	Nature of ownership and legal form.		Page 2		
	G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).		Pages 10-11		
	G4-9	Scale of the organization, including total number of employees, business locations, sales revenues, total capitalization.	The amount of products or services delivered is not disclosed in the annual report.	Pages 6-7		
	G4-10	Total number of employees by employment contract and gender; total number of permanent employees by employment type and gender; total workforce by employees and supervised workers and by gender; total workforce by region and gender; activities performed by self-employed workers; variations in employment numbers.	The number of employees by gender and employment contract as well as by region is presented for Austria in the chapter "Enjoy working with us".	Page 70	X	X
	G4-11	Percentage of total employees covered by collective bargaining agreements.	In countries in which there are corresponding provisions for collective bargaining, these also apply to the work contracts.			
	G4-12	The organization's supply chain.		Page 67		
	G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership.		Pages 8-9		
	G4-14	Consideration of the Precautionary Approach.	The Precautionary Approach is shown separately for the individual fields of action.			
	G4-15	Externally developed economic, environmental and social charters endorsed by the organization.	UN Global Compact Principles, Sustainable Development Goals, GRI Standards, OECD Guidelines	Page 49		
	G4-16	Memberships in associations.		Page 45		
Identified material aspects and boundaries	G4-17	All entities included in the consolidated financial statements / specification of companies that are not within the scope of consolidation.		Page 2		
	G4-18	Process for defining the report content and the aspect boundaries.	Development Materiality Matrix.			
	G4-19	List of all material aspects.		Page 47		
	G4-20	Aspect boundary within the organization; specific limitations.	See description of the material aspects below in this overview.			
	G4-21	Aspect boundary outside of the organization; specific limitations.	See description of the material aspects below in this overview.			
	G4-22	Effect of restatements of information provided in previous reports, as well as the reasons for such restatements.		Page 47		
	G4-23	Significant changes in the scope and aspect boundaries.	Increase of scope of content and data is seen in report scope.	Page 42		

	GRI- Index Core	Description GRI	Additional information GRI	Page reference CR Report 2016	External audit review	Commonali- ties with UN Global Compact	Common- alities with OECD Guidelines
Stakeholder Engage- ment	G4-24	List of stakeholder groups engaged by the organization.		Page 43			
	G4-25	Basis for identification and selection of stakeholders.		Page 43			
	G4-26	Organization's approach to stakeholder engagement, frequency of engagement.	Our internal stakeholders were actively involved in the preparation of this CR report.	Page 43			
	G4-27	Key topics and concerns that have been raised through stakeholder engagement. How the organization responded.		Page 47			
Report Profile	G4-28	Reporting period.	Corresponds to NOVOMATIC AG's financial year; January 1, 2016 through December 31, 2016.				
	G4-29	Date of most recent previous report.	NOVOMATIC publishes a CR report annually. It is published together with the annual report for the corresponding period. Date of the last CR report: April 29, 2016.				
	G4-30	Reporting cycle.	Annual.				
	G4-31	Contact point for questions regarding the report or its contents.	The responsibility lies with the Head of Group-CR & Sustainability. E-Mail: CR@novomatic.com Phone: +43 2252 606 0				
	G4-32	"In accordance" option.	Core. GRI-Index version 4.				
	G4-33	Practice regarding external audit.	For the report period no external verification has been conducted.				
	G4-34	Governance structure, committees of the highest governance body.	Since the end of 2014, NOVOMATIC has had a special Supervisory Board committee dedicated to CR and ethics issues.	Page 41			
Corporate Govern- ance	G4-35	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	In CR Governance explained.	Pages 41-42			
	G4-36	The organizations appointed executive-level position or positions with responsibility for economic, environmental and social topics, and if post holders report directly to the highest governance body.	The Head of Group-CR & Sustainability.				
	G4-38	Composition of the highest governance body and its committees.	In CR Governance explained.	Pages 41-42			
	G4-39	Report if chair of the highest governance body is also an executive officer.	Head of Group-CR & Sustainability reports to CEO.				
	G4-56	Values, principles and norms of behavior	We refer to our Corporate Values and principles throughout this report, in particular in the section on CR management.	Pages 38-40			
Ethics and integrity	G4-56	Values, principles and norms of behavior					

	GRI- Index Core	Description GRI	Additional information GRI	Page reference CR Report 2016	External audit review	Commonali- ties with UN Global Compact	Common- alities with OECD Guidelines
Industry-related general standard information							
		Required if available for the industry.	Not available for NOVOMATIC's industry.				
Specific standard information							
Category: Economic	Management Approach		The Management Approaches for our five fields of action were presented in the introductions of the individual chapters.				
	G4-EC1	Direct economic value generated and distributed.	EVG is not a key aspect, but we communicate respective data at the beginning of the report.				X
	G4-EC8	Type and scope of significant indirect economic impacts.	Indirect economic impacts are highlighted via the economic value generated information at the beginning of the report.				
	G4-EC9	Proportion of spending on local suppliers at significant locations of operation.	This information is also included in the economic value generated at the beginning of the report.	Page 67			
Category: Environmental	G4-EN1	Materials used by weight and volume.	Is relevant as NOVOMATIC has a high volume of inhouse production. Data can not be shown due to competitiveness reasons.			X	X
	G4-EN2	Percentage of materials used that are recycled input materials.	Is relevant as NOVOMATIC has a high volume of inhouse production. Data can not be shown due to competitiveness reasons.			X	X
	G4-EN3	Energy consumption within the organization.		Page 81		X	X
	G4-EN6	Reduction of energy consumption.		Pages 83-84		X	X
	G4-EN7	Reduction of energy requirements of products and services.		Pages 83-87		X	X
	G4-EN8	Total water withdrawal by source.		Page 82		X	X
	G4-EN15	Emission of hazardous substances, in particular GHG.		Pages 83-84		X	X
	G4-EN23	Total weight of waste by type and disposal method.		Page 81		X	X
	G4-EN27	Extend of impact mitigation of environmental impacts of products and services.		Pages 85-85		X	X
	G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce.	Air travel shown.	Pages 82-83			
	G4-EN32	Percentage of new suppliers that were screened using environmental criteria.	Three quarters of all suppliers at location Gumpoldskirchen are screened.	Page 87			

	GRI- Index Core	Description GRI	Additional information GRI	Page reference CR Report 2016	External audit review	Commonali- ties with UN Global Compact	Common- alities with OECD Guidelines
Category: Social labor practices and decent employ- ment	G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region.		Page 70		X	X
	G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees.	Benefits are available for all employees without discrimination.			X	X
	G4-LA3	Return to work and retention rates after parental leave, by gender.	The total number of staff returning to work is not compiled thus not shown.			X	X
	G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements.	As we do not have a workers union in Gumpoldskirchen, we are not able to show this information for 2016.			X	
	G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	As we do not have a workers union in Gumpoldskirchen, we are not able to show this information. Health and safety is managed in our integrated management programm.				X
	G4-LA9	Average hours of training per year per employee by gender, and by employee category.	No breakdown by gender currently possible.	Page 70			X
	G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		Page 76			X
	G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	This information is shown if available for the CR core countries in the report.	Page 70			
	G4-LA14	Evaluation of suppliers based on labor practices.	Three quarters of all suppliers at location Gumpoldskirchen are screened.	Page 67			
	G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	According to the report scope trainings related to the Code of Conduct can be pointed to, as the CoC takes human rights into account.				
	G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures to support these rights.	According to the report scope in Austria no such incidents have occurred in 2016. All employment contracts in Austria are in accordance with Austrian collective bargaining regulations.			X	X
	G4-HR10	Evaluation of suppliers regarding human rights.	Three quarters of all suppliers at location Gumpoldskirchen are screened.	Page 67			
	G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	According to the report scope referral to the Compliance management.	Pages 62-63		X	X
	G4-SO4	Communication and training on Anti-Corruption Policies and procedures.	According to the report scope referral to the Compliance management.	Page 63		X	X
	G4-SO5	Confirmed incidents of corruption and actions taken.	According to the report scope referral to the Compliance management. In 2016 no such cases have been reported.			X	X
	G4-SO9	Evaluation of suppliers regarding social impact.	Three quarters of all suppliers at location Gumpoldskirchen are screened.	Page 67			

	GRI- Index Core	Description GRI	Additional information GRI	Page reference CR Report 2016	External audit review	Commonali- ties with UN Global Compact	Common- alities with OECD Guidelines
The GRI indicators on product health have limited applicability to NOVOMATIC's specific range of services.							
	G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed or improved.	All products and services are subject to legal requirements regarding the fulfillment of information duties (graded by service and product).				X
	G4-PR3 – G4-PR5	Product and service labeling; surveys on customer satisfaction.	All products and services are subject to legal requirements regarding the fulfillment of information duties (graded by service and product). This information and labeling requirement is fulfilled without exception.	Page 67			
	G4-PR6 – G4-PR7	Sale of banned or disputed products; violation of advertising regulations.	The offer of gaming services is subject to controversial public debates, particularly in the German-speaking area. NOVOMATIC deals intensively with the questions of these discussions and takes an active part in the discourse. NOVOMATIC adheres to all sales restrictions and consequently sells its products (gambling equipment) exclusively to licensed customers. In addition, the offer of slot machine games in Austria is subject to certain restrictions, which are strictly observed.	Page 59			
			NOVOMATIC limits itself in the approach of its customers by means of Responsible Marketing, since the specifications of the Austrian legislator leave room in this regard.				
	G4-PR8	Total number of substantiated complaints regarding breaches of Customer Privacy and losses of customer data.	NOVOMATIC ensures strict observance of Data Protection regulations, a Data Protection officer continuously reviews the existing processes and is the first point of contact in case of grievances. In particular in the area of sports betting and machine gaming in Austria, Data Protection is seen as an important issue. In 2016, no grievances were reported, neither by individuals nor by the authorities.	Page 63			