

# 10 for 10



To mark IGT's **10th** annual sustainability report – **10** ways the company is operating sustainably

**A**s more and more socially aware consumers seek out companies that share their values, and as forces of change put pressure on established safeguards, IGT is fully committed to delivering growth to our industry by modernizing play and operating responsibly and sustainably in every part of our business.

For the past decade, the creation of our annual sustainability report has given us the chance to share and reflect on some of the most meaningful outcomes of our day-to-day activities. It's an important part of the ongoing dialogue we are engaged in with our own people and a wide range of external stakeholders as we continue to shape our role in an evolving industry.

With more than 12,000 employees and operations in 100 countries across six continents, we are engaged not only with local communities and our own industry, but with the wider world. The 2016 Sustainability Report represents a great milestone for us. Illustrated with photos submitted by IGT employees from around the globe, this 10<sup>th</sup> annual report details how the company has steadily created greater value for all of our stakeholders while delivering innovation and excellence to keep gaming fun for all.

# Here are 10 ways that IGT has been sustainable and ahead of the game in the past year:

## 1. We put Customers First.

Our business philosophy of Customer First means listening to our customers and aligning around their business challenges to create innovative solutions that drive growth. In our 2016 Lottery Customer Satisfaction Survey, 87% of customers reported satisfaction with IGT.

## 2. We support education.

Since 1999, IGT has opened 290 digital learning centers through our After School Advantage Program. We opened 13 new labs in 2016.



## 3. Our supplier network grows with us.

We work with suppliers that can ensure high-quality goods and services and meet high economic, ethical, and socio-environmental standards. In 2016, IGT sourced roughly \$2 billion in products and services from more than 11,000 vendors worldwide – 88% in the U.S. and Italy.

## 4. We provide award-winning service.

IGT's Global Contact Center assists businesses 24/7, winning two industry gold awards in 2016. And our player contact centers around the world handle 1.5 million inquiries per year.

## 5. We take care of the environment.

IGT consolidated its data centers and IT infrastructure, avoiding more than 650 tons of greenhouse-gas emissions in 2016.



## 6. We invest in our people.

In 2016, IGT delivered 105,000 hours of training to employees at all levels of the company. A diverse and inclusive workforce is essential to our success, and our commitment to diversity informs our employee training, recruiting, and other initiatives.

## 7. We are helping to build a better tomorrow for our communities.

IGT participates in a wide range of corporate and employee-directed giving programs, from Matching Gifts and Day Off for Volunteerism to Dollars for Doers grants benefitting nonprofit programs where employees volunteer.



## 8. We foster responsible gaming.

IGT's gaming, lottery, and interactive platforms proactively support responsible gaming, with player protection and security tools to safeguard players' interests and promote responsible play.

## 9. We build excellence.

We recognized our employees and teams with more than 7,000 gifts and cash awards for outstanding performance in 2016.

## 10. We are mindful of our resources.

As part of a wider effort to set goals, measure, and regularly assess our performance in protecting the environment, we launched a web-based tool to collect our environmental data, and now have 90 sites globally – and growing – reporting on their impact.

*To learn more, visit the Global Responsibility section of IGT.com for the full 2016 IGT Sustainability Report.*

