



CORPORATE SOCIAL RESPONSIBILITY ANNUAL REPORT FISCAL YEAR 2025

The mission of the Hoosier Lottery is to return maximum net income to the state of Indiana in a socially responsible manner.



Our Mission

The mission of the Hoosier Lottery is to maximize net income to the state in a socially responsible manner. Thanks to our players, since 1989, the Hoosier Lottery has contributed \$8.1 billion to causes around the state and provides annual contributions of \$30 million to local police and firefighters' pensions and \$30 million to the Teachers' Retirement Fund and the remaining revenues to the Lottery Surplus Fund.

About the Hoosier Lottery

The Hoosier Lottery is Indiana's official state lottery. Headquartered in Indianapolis, with regional offices in Mishawaka and Evansville, the Lottery maintains a presence in all 92 counties thanks to our licensed retailers.. The Hoosier Lottery operates under a structure created through an Integrated Services Agreement between the State Lottery Commission of Indiana and Brightstar Lottery Indiana (formerly IGT Indiana). This agreement brings together public oversight and private-sector expertise to ensure integrity, efficiency, and long-term growth. The State Lottery Commission of Indiana provides regulatory oversight and control of all Lottery operations. Its responsibilities include accounting, prize payments, security, retailer licensing, and retailer compensation. The Commission ensures that every aspect of the Lottery complies with state law and maintains public trust. Brightstar Lottery Indiana is responsible for other business operations, which include sales, marketing, product development, distribution, and corporate social responsibility. By focusing on innovation and player engagement, Brightstar supports the Lottery's mission to maximize returns to the State of Indiana in a socially responsible manner. In compliance with Indiana law, Lottery products are available only to adults 18 years and older through a network of more than 4,400 licensed retailers. The Hoosier Lottery offers a diverse portfolio of Draw games, Scratch-offs, and Fast Play games designed to appeal to a broad range of players. Information about each game, including overall odds, prize structures, and the number of prizes claimed, is readily available at our website, HoosierLottery.com. Through this structure, the Hoosier Lottery combines accountability, innovation, and sustainable practices to deliver entertainment to players while returning significant value to Indiana and its residents.



Our Corporate Social Responsibility Program

Our Corporate Social Responsibility (CSR) program is built on three core pillars: Responsible Gaming, Community and Employee Engagement, and Responsible Practices. A dedicated CSR team leads these efforts, supported by an internal Advisory Board composed of senior leaders from both the State Lottery Commission of Indiana and Brightstar Indiana. This structure ensures that our goals and initiatives are thoughtfully reviewed, aligned with organizational priorities, and carried out with accountability and impact.

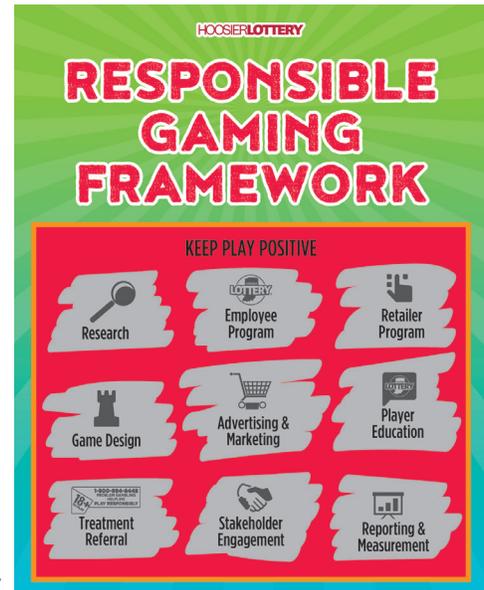
Corporate Social Responsibility Advisory Board



Responsible Gaming

Responsible gaming is a cornerstone of the Hoosier Lottery's Corporate Social Responsibility program. It represents our commitment to ensuring that play remains fun, safe, and positive for all Hoosiers. Through our comprehensive framework, we address nine elements within responsible gaming: player education, game design, advertising and marketing, treatment referral, employee program, retailer program, research, stakeholder engagement, and reporting and measurement. Together, these elements guide how we educate players, train employees and retailers, design games responsibly, and collaborate with stakeholders to advance responsible gaming across Indiana. For us, responsible gaming is not a single initiative but a continuous process of improvement, innovation, and accountability that touches every part of our operations.

We are proud to share that the Hoosier Lottery has been recertified at Level Four by the World Lottery Association (WLA) for responsible gaming, the highest level of certification available in our industry. This international recognition, valid through 2027, places us among only eight U.S. lotteries to currently hold this distinction. First achieved in 2016, our Level Four status reflects a long-standing commitment to player protection and continuous improvement. In addition to this certification, we are also recognized by both the National Council on Problem Gambling (NCPG) and the North American Association of State and Provincial Lotteries (NASPL). Through their Responsible Gambling Verification (RGV) Program, the Hoosier Lottery has been verified at the Sustaining Level, demonstrating our long-term commitment to building a strong, organization-wide responsible gaming program. These recognitions affirm our leadership in responsible gaming and our ongoing dedication to integrating best practices across all aspects of our work.



Player Education

The Hoosier Lottery remains committed to supporting our players through year-round education and engagement that promotes healthy play. Our Positive Play program offers players accessible tools and resources that encourage reflection, planning, and balance. From interactive digital quizzes and self-assessment tools to financial education and responsible gifting reminders, our initiatives are designed to meet players where they are — online, in-store, and in the community — with helpful, approachable resources. By aligning with national campaigns and creating our own unique player tools, we ensure that responsible gaming education is both consistent and engaging throughout the year.

In September, we joined the American Gaming Association's national Responsible Gaming Education Month (RGEM) effort. Players were encouraged to complete our Positive Play Quiz, an interactive tool designed to spark reflection on healthy play habits.

March marked Problem Gambling Awareness Month (PGAM) by unveiling our new Player Health Screening tool during National Gambling Disorder Screening Day. This innovative tool provides players a quick, stigma-free way to reflect on their gambling behaviors.

In April, we highlighted the connection between financial wellness and responsible play during Financial Literacy Month. Our campaign promoted a range of online tools, including the Track Your Play Calculator, budgeting videos, and educational resources on game odds, all accessible on our webpage.



As the year progressed, we strengthened our commitment to the Gift Responsibly Campaign and our message, 'To Adults, From Adults.' In addition to our traditional holiday outreach, we extended responsible gifting reminders across the year, tailoring messages to key moments when gifting is top of mind. This included promoting Valentine's Gifting Responsibly in February, responsible birthday gifting in April, and graduate-focused messaging in May. All reinforced that lottery tickets are only appropriate gifts for individuals 18 and older.

In addition to campaigns, we brought responsible gaming education directly into the community. The Hoosier Lottery engaged with players at major events, including Indianapolis Colts games and the Indianapolis St. Patrick's Day Parade. At these events, attendees had the chance to receive branded "Keep Play Positive" merchandise. Throughout the year we distributed a total of 470 Positive Play prizes, creating lasting touchpoints that reinforced positive play while fostering meaningful, face-to-face engagement with players.

Across these initiatives, the Hoosier Lottery amplified responsible gaming education through a strong digital presence. Our campaigns generated over 16 million total media impressions throughout the year, reflecting the commitment to our player engagement. Each campaign was carefully designed to reach players where they spend their time. Whether scrolling through social media or visiting our website, our communications ensured our responsible play messages were visible, relatable, and consistent. Players who interacted with campaign posts or engaged with the highlighted Positive Play tool featured in each campaign, were entered to win a Positive Play Prize Pack, further extending awareness and participation. These impressions demonstrate the broad reach of our responsible gaming messages and the continued visibility of our educational efforts across the state.

Positive Play Video Views



*Total Video Views represent the total views from the date the video was posted to 6/30/25

| Social Impressions | | | | |
|--------------------|------------------------------------|------------------|----------------------------------|--------------------------|
| Campaign | Responsible Gaming Education Month | Gift Responsibly | Problem Gambling Awareness Month | Financial Literacy Month |
| FY 2025 | 4,170,317 | 4,799,925 | 2,513,617 | 1,156 |
| FY 2024 | 780,612 | 370,368 | 1,776,034 | 313,414 |
| FY 2023 | 523,000 | 3,422,152 | 1,423,698 | 2,312,403 |

| Campaign Contest Entries | | |
|------------------------------------|----------------------------------|------------------------------------|
| Responsible Gaming Education Month | Problem Gambling Awareness Month | Play for Tomorrow - Sustainability |
| 10,216 | 3,947 | 4,440 |



Game Design

The Hoosier Lottery is committed to creating fun, entertaining games that do not pose unnecessary risks to players. Every product we introduce, whether a new Scratch-off, Draw, or Fast Play, undergoes a comprehensive responsible game design process that evaluates potential risks, applies mitigation strategies, and ensures each game aligns with our standards for player protection.



Our process includes several safeguards:

Portfolio Balancing: We carefully monitor the mix of game types and price points to maintain a healthy balance that encourages sustainable play. This ensures that all new games are considered within the broader context of our entire portfolio.

Risk Assessments: Each game undergoes two layers of review. The first is a structural assessment using ASTERIG (a market-proven tool that evaluates potential player risk), and the second is our in-house Visual Assessment, which considers artwork, language, and marketing implications. Together, these tools help us identify risks and make necessary changes before the game is released.

CSR Consultation: Our Corporate Social Responsibility team is directly involved in product development, working with product managers to detect risks and implement mitigation strategies.

Stakeholder Feedback: For significant innovations, such as introducing a new ticket concept or other innovation, we consult with prevention and treatment providers and other key stakeholders. Their feedback helps us ensure our products remain aligned with public health priorities

Product Labeling: We ensure our products are properly labeled with the following elements: Responsible Gambling language on the front of each Scratch-off and Fast Play ticket; the Responsible Gaming logo, which contains the problem gambling helpline number, age to play, and responsible gaming language on it on the back of each ticket; special Positive Play messaging on the back of select Scratch-off tickets; the recycle logo on the back of most Scratch-off tickets as applicable.

We also maintain strict standards to ensure our products never appeal to children or vulnerable groups. Our Marketing Code of Conduct prohibits cartoon imagery, childlike themes, and language that could be seen as exploitative or misleading.



Over the holiday season, we launched a licensed property game, ELF, and ensured the artwork and messaging reflected nostalgia for adults rather than appeal to youth. We also regularly limit the use of terms such as “luck” and stigmatizing language, reinforcing our commitment to balanced, responsible messaging. To further support transparency, all Hoosier Lottery tickets feature responsible play reminders, odds information, and the Responsible Gaming logo. Our game design objective is critical but straightforward: to reduce player harm by embedding responsible gaming principles into every stage of the design process. This structured and transparent approach allows us to deliver fun, innovative games to Hoosiers while upholding our responsibility to protect players.



Each year, the Hoosier Lottery evaluates every new game to ensure it meets our responsible design standards. As shown in the table below, the vast majority of games across the past three fiscal years have consistently scored in the low-risk category, indicating that our design safeguards are effectively reducing potential player risk. A smaller portion of games have scored in the medium-risk range. These are reviewed and any necessary mitigations are made prior to launch. Importantly, no games have scored in the high-risk category for three consecutive years, reflecting the continued strength of our assessment process and our ongoing commitment to prioritizing player protection in every stage of product development.

| | FY 2023 | | FY 2024 | | FY 2025 | |
|--------|---------|-----|---------|-----|---------|-----|
| Low | 42 | 74% | 43 | 72% | 39 | 74% |
| Medium | 15 | 26% | 17 | 28% | 14 | 26% |
| High | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 57 | | 60 | | 53 | |

Advertising and Marketing

Advertising and marketing are powerful tools for connecting with players. A Marketing Code of Conduct guides the Hoosier Lottery’s marketing practices. This document lays out the policies and procedures that ensure all Hoosier Lottery campaigns are accurate and respectful, and promote responsible play. Each marketing campaign undergoes a structured compliance process. It begins with an early CSR review to identify risks and establish guardrails at the idea stage. A visual assessment evaluates imagery, language, and overall tone against established responsible gaming standards. The campaign then must undergo an approval routing process. This is completed through our project management system to guarantee accountability at each step. We regularly conduct audits and ongoing training to ensure compliance with the Marketing Code of Conduct, Operating Standards, and industry benchmarks from NASPL, WLA, and other lottery associations. This multi-layered approach gives us confidence that all marketing, whether product promotions, player education, or event sponsorships, meets the highest standards of integrity and responsibility.





Responsible gaming principles and messaging are woven into every communication channel we utilize. Each year, we highlight national and local responsible gaming initiatives through these channels. During Responsible Gaming Education Month, we engaged players with digital campaigns and Positive Play messaging. Throughout Problem Gambling Awareness Month, we employed billboards statewide, digital ads, and retail signage, reinforcing “Set a Limit. Know Your Game. Keep it Fun.” Financial Literacy Month focused on budgeting and odds education using social media platforms to reach players.

We track the effectiveness of our responsible marketing through player research by reviewing our Quarterly Tracker survey and our Positive Play Scale. These tools provide insight into player understanding of games, perceptions of our advertising, recognition of our responsible gaming messaging, and segmentation analysis of our players. Across all our products, the Responsible Gaming logo and “Please Play Responsibly” messaging are consistently featured. Our Responsible Gaming Logo Recognition rate has remained above 55% for the past 3 years. This logo includes the Problem Gambling Helpline number and serves as a constant reminder that play should remain positive and for those aged 18 and older. The Hoosier Lottery will continue to evolve its advertising and marketing practices with responsible gaming at the forefront. By embedding responsible gaming messages across every campaign, maintaining a robust compliance process, and tracking public awareness, we are committed to keeping our communications socially responsible and aligned with our mission.

Responsibly Gambling Logo Recognition

| FY 2023 | FY 2024 | FY 2025 |
|---------|---------|---------|
| 59% | 56% | 59% |

Treatment Referral

At the Hoosier Lottery, we recognize that while most people play for fun, some players may need extra support. We work closely with the Indiana Division of Mental Health and Addiction (DMHA) to promote and connect players to the Problem Gambling Helpline (1-800-994-8448). This statewide service is available 24/7 and staffed by master’s degree-level counselors who provide crisis support and connect callers to treatment resources. We make sure the helpline is easy to find on all our products and messaging. The number is featured prominently on our Responsible Gaming logo, which appears on all tickets, playslips, retail signage, and marketing materials.



To make accessing help even easier, players can also use our Player Health Screening tool, a self-assessment based on the Brief Biosocial Gambling Screen (BBGS). The tool provides a quick, stigma-free way for players to reflect on their gaming behaviors and receive resources if they indicate a potential risk. This tool, available on our Positive Play webpage, serves as a proactive resource that bridges education and referral, helping players recognize when to seek support

Player Health Screening Results FY 2025

| Answered Yes to At Least One Question | Percentage Answered Yes | Answered No to All Questions | Percentage Answered No | Total Screens Completed |
|---------------------------------------|-------------------------|------------------------------|------------------------|-------------------------|
| 885 | 12% | 6486 | 88% | 7371 |

Players can also access the helpline instantly through the “Chat Now” feature on HoosierLottery.com or by calling our customer service line. Our retailers can also refer players to the helpline by printing out a slip that prints on ticket paper with the helpline number.

We also train our employees and retailers to recognize signs of problematic gaming and to use available referral tools confidently. Through this approach, players are supported not only by resources but also by informed team members and retailers who can guide them to resources. Together, these efforts reflect our ongoing commitment to ensure that every Hoosier who may be experiencing problematic play has a clear, visible, and stigma-free path to finding care.

We’ve continued to track player outreach and can compare year-over-year data. This information allows us to see player trends and needs, as well as which treatment referral resources are most needed. This information influences how we market to and educate our players to ensure they have maximum access to player health resources.



| | FY 2023 | FY 2024 | FY 2025 |
|---------------------------------|---------|---------|---------|
| Clicks on Chat Now | 2,167 | 2,694 | 1,497 |
| Customer Service Call Transfers | 1,213 | 1,984 | 1,703 |
| Terminal Button Pushes | 11,641 | 10,527 | 7,844 |

Employee Program

At the Hoosier Lottery, we believe responsible gaming starts from within. Our Employee Program is built on training that equips every team member with the knowledge and tools to help protect players and promote positive play. Every three years, all team members complete a comprehensive Responsible Gaming Training with quizzes embedded to measure and track knowledge gains. New hires receive onboarding modules immediately upon joining, while certain departments and teams, such as Marketing and Sales, complete annual customized training tied to our Marketing Code of Conduct. We reinforce these foundations through engaging campaigns.



During Responsible Gaming Education Month (RGEM) in September, employees participated in an in-person RG Trivia showdown, a Lunch and Learn with the North Carolina Education Lottery, and a closing pop quiz with more than 100 participants.

In March, for Problem Gambling Awareness Month (PGAM), staff completed a digital microlearning session on “Problem Play and the Importance of Responsible Gaming” and joined a Lunch and Learn where our team members, Jason Rohdy and Dustin

Thompson, shared insights from the Positive Play Scale survey and its impact on marketing strategies. The result is a workforce that doesn’t just learn responsible gaming, they practice it. In our most recent all-team-member training, 96% stated that responsible gaming is part of their job. These are not just numbers, it is proof that responsible gaming has become a shared value, woven into the culture of the Hoosier Lottery.



Retailer Program

Responsible gaming isn't only shaped at our offices, it lives at the counters, at self-service machines, and in the conversations between retailers and customers. With over 4,400 licensed retailers across Indiana, ranging from independent stores to large chains, our goal is simple: to provide retailers with the resources and training they need to provide responsible gaming practices with confidence and consistency.



Indiana's retailers are the public face of the Hoosier Lottery. We do not employ them, but they carry our brand and our standards. That's why every retailer is licensed by the Hoosier Lottery and receives clear expectations regarding our Retailer Policies, covering underage play prevention, protection of vulnerable groups, treatment referral, and the retailer's role in responsible gaming. Retailers are at the front line with our customers, and while most players enjoy our games casually, for those who may be experiencing problematic play, the best protection is a trained, confident retailer with the necessary resources at hand.

Every three years, our Lottery Sales Representatives (LSRs) deliver All-Retailer Responsible Gaming Training, reaching 100% of locations.

Each session provides comprehensive instruction that includes testing, videos, handouts, and follow-ups to ensure full compliance. Between triennial training cycles, we reinforce responsible play through our monthly Retailer Playbook newsletter. Within each monthly newsletter there is a page dedicated to the responsible gaming message of the month. In addition to these efforts, we conduct two field initiatives each year. First, our Self-Service Vending Machine Compliance Checks focus on preventing underage access and ensuring proper placement, visibility, and adherence to responsible gaming advertising standards at retail locations. These are formal audits conducted statewide. Second, our Positive Incentive Mystery Shopper Program ("Fresh Eyes") serves as a supportive, education-focused spot check. Unlike compliance audits, Fresh Eyes is designed to reinforce and celebrate correct behaviors, such as answering responsible gaming questions accurately, through on-the-spot recognition that promotes a positive culture of responsible play. In the past fiscal year, we completed 122 retail visits as part of this program. Both programs help identify opportunities for improvement, reinforce expectations, and strengthen retailer engagement. This past year, the Indiana Council on Problem Gambling also joined us for several Compliance Check and Fresh Eyes visits, helping us further elevate our shared commitment to responsible gaming across Indiana. Finally, in the spring of 2025, we increased our self-service machine inventory across the state with hundreds of new machines. Each location was given training information including how to use the automatic shut-off key fob in the instance of underage play.



Problem Gambling Awareness Month

Every March, the Hoosier Lottery supports the National Council on Problem Gambling's Problem Gambling Awareness Month. As retailers, you play a critical role in ensuring our players keep their play positive. New this year, we are introducing a Player Health Screening with three easy questions for players to understand their player health. In March, players who take the screening can also register to win a Keep Play Positive prize pack.

Customers can take the screening by visiting hoosierlottery.com/positive-play

Take the short **PLAYER HEALTH SCREENING** For a chance to win a prize pack!

Did you know? Approximately 160,000 players visit the Positive Play tools online each year. Nearly 5,000 people call the Problem Gambling Helpline or use the online Live Chat annually. Every three years, all Hoosier Lottery employees and all our retailers are given Responsible Gaming training. The Hoosier Lottery has received World Lottery Association Level 4 Certification for Responsible Gaming since 2016. Have Responsible Gaming questions? Contact socialresponsibility@hoosierlottery.com for answers.

As a team, we all can do our part to make sure our players keep play positive.

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Research

At the Hoosier Lottery, research isn't a checkbox; it's the information we gather to better protect our players and strengthen our Positive Play program. We study how Hoosiers play, what they believe about odds and risk, and which messages and tools help. We then act on those insights, updating our campaigns, training, retail tools, and policies, so responsible gaming shows up where it matters most. Our research is conducted across multiple areas: Research Grant Programs, Market Research, the Positive Play Scale (PPS), and other research on related topics.



Research Grants: Through seed grants administered by the International Center for Responsible Gaming, we fund studies that expand knowledge on lotteries and responsible gaming. Some projects take time to publish, but they grow the field and feed future improvements, for us and for other lotteries.

Conference and Training Grants: Our Conference and Training Grant program provides up to \$1,500 per applicant each year to support conference attendance and continuing education in problem gambling treatment and responsible gaming research. Eligible nonprofit providers, students, and advocates can apply for funding to cover registration, travel, and lodging, with awards granted on a competitive basis and administered in partnership with the Central Indiana Community Foundation (CICF). This past year we were proud to award three applicants with a grant to attend the National Conference on Gambling Addiction and Responsible Gaming presented by the NCPG.

Market Research: We survey Indiana residents and Hoosier Lottery players year-round to understand perceptions of responsible play, noticeability of our RG logo and materials, and awareness of help resources. These results shape our media buys, retail signage, and message clarity, so players consistently see "18+," helpline information, and Positive Play guidance.

Positive Play Scale (PPS): The Positive Play Scale serves as our cornerstone survey, measuring the overall "health" of play through self-reported behaviors and beliefs about gambling. Behavior 1 assesses players' honesty and sense of control over their play, while Behavior 2 evaluates how effectively players plan and set limits on the time and money they can afford to spend. Belief 1 measures responsible attitudes toward gambling, such as awareness of spending and prioritizing financial obligations, whereas Belief 2 identifies common misconceptions about odds and the likelihood of winning. Insights from PPS findings directly inform the design of our responsible gaming tools, odds education, budgeting resources, and the tone and targeting of our campaigns to help close knowledge gaps and strengthen gambling literacy across our player base.

Other Research: We benchmark against other lotteries and industry leaders to identify best practices and continuously improve our programs. We also actively seek out available and relevant research to guide and strengthen our programs.

We then take this research and brief our internal teams on the key findings so we can improve our operations, such as game design, training, and campaigns. Externally, we publish our research grant findings on our website for interested parties. Building research capacity is part of our mission; we encourage new scholars and practitioners to study lottery-specific questions that can drive tangible improvements.



| Brand Tracker Statement Agreement | FY 22 | FY 23 | FY 24 | FY 25 |
|--|-------|-------|-------|-------|
| The Hoosier Lottery markets its games to adults only | 68% | 68% | 68% | 71% |
| The Hoosier Lottery is respectful to all ethnic groups/diversity | 64% | 65% | 62% | 64% |
| The Hoosier Lottery markets its games to people of all income levels | 62% | 63% | 62% | 65% |
| The Hoosier Lottery publishes the gambling addiction helpline number | 67% | 67% | 67% | 70% |
| The Hoosier Lottery communicates the overall odds of each game | 62% | 62% | 60% | 64% |
| The Hoosier Lottery promotes responsible gaming | 61% | 61% | 61% | 64% |
| The Hoosier Lottery actively discourages underage play | 59% | 60% | 56% | 60% |
| The Hoosier Lottery markets its games in a socially responsible way | 56% | 56% | 56% | 59% |
| RG Logo Recognition | 57% | 59% | 56% | 59% |
| RG Brochure Awareness | 59% | 53% | 51% | 53% |

| Positive Play Scale Survey Results | | | |
|------------------------------------|-------|-------|-------|
| | FY 23 | FY 24 | FY 25 |
| Behavior 1 - Honesty and Control | 91.1% | 91.6% | 92.7% |
| Behavior 2 - Precommitment | 91.9% | 92.7% | 93.0% |
| Belief 1 - Personal Responsibility | 97.2% | 97.3% | 96.1% |
| Belief 2 - Gambling Literacy | 86.8% | 87.4% | 88.3% |



Stakeholder Engagement

The Hoosier Lottery’s commitment to engaging with stakeholders remains central to our success. By collaborating with partners across advocacy, treatment, research, and industry, we share updates, gain valuable feedback, and stay aligned with best practices in responsible gaming. These relationships continue to shape our programs and strengthen the ways we serve players.

Throughout FY 2025, the Hoosier Lottery actively participated in quarterly Responsible Gaming Committee meetings organized by the Indiana Council on Problem Gambling (ICPG). These meetings bring together Indiana gaming operators to share updates, collaborate on initiatives, and hear from leaders in responsible gaming and corporate social responsibility. Each session offers new insights and best practices. This year, we had the pleasure of learning from the following:

- Travis Sztainert, Director of Research and Education, International Center for Responsible Gaming (ICRG).
- Jade Luchauer, Senior Manager of Global Sustainability, Brightstar
- Jeff Gasior, ICPG President
- Angela Bunton, Director of Compliance, Indiana Gaming Commission

In April 2025, the Lottery helped organize, sponsor, and attend ICPG’s Emerging Adults Summit, held as part of the Mid-Central Alliance Spring Conference. This two-day event focused on gambling risks among emerging adults, with stakeholders and experts sharing strategies for treatment, prevention, and addressing the broader social impact of youth gambling.





The Hoosier Lottery met regularly with its Prevention and Treatment Provider Advisory Committee, composed of public health professionals, advocates, and individuals with lived experience. The committee provided valuable feedback on our various resources, including the Lottery's new Player Health Screening tool, recommending inclusive language, accessibility improvements, and strategies to increase engagement.

The CSR Advisory Board convened two times during the fiscal year, bringing together senior leadership from the State Lottery Commission of Indiana and Brightstar Indiana to review progress, refine CSR initiatives, and ensure alignment with organizational goals.

The Hoosier Lottery participated in multiple knowledge-sharing sessions with peer lotteries, including Mississippi, Delaware, Rhode Island, Pennsylvania, Wisconsin, Virginia, and Connecticut. These sessions provided critical learning opportunities, allowing us to exchange ideas and benchmark against international standards of responsible gaming. These sessions create an ongoing dialogue with our peers, facilitating open communication and more robust, sustainable business practices.

The Hoosier Lottery is proud to advance responsible gaming practices globally through leadership roles within the World Lottery Association.

- Sarah M. Taylor, Executive Director of the Hoosier Lottery, serves as Chair of the WLA Corporate Social Responsibility Committee, guiding strategic initiatives that shape industry-wide CSR standards.
- Kate Carlson, Director of CSR and Compliance, is the only U.S. member of the WLA Expert Working Group for Responsible Gaming, helping to define and enhance best practices that influence lotteries worldwide.

Engaging with our partners in advocacy, treatment, and research communities is essential to the continued growth of our responsible gaming initiatives. We value the expertise and perspectives our stakeholders provide and remain committed to fostering open communication, meaningful collaboration, and continuous improvement in our responsible gaming programs.

Reporting and Measurement

We believe transparency builds trust. That's why we report on our responsible gaming initiatives and results with the same care we apply to financial information. We use our CSR Annual Report, CSR by the Numbers, and Responsible Gaming Newsletter to share with stakeholders what we do, how we do it, and where we are improving. Each outlet serves a distinct role. The CSR Annual Report provides full context and year-over-year progress. CSR by the Numbers distills key metrics at a glance. Lastly, the Responsible Gaming Newsletter highlights timely updates for targeted audiences. These publications are then shared with our stakeholders and posted on our website to ensure broad public access.

Our reporting follows Global Reporting Initiative (GRI) Standards, which guide our materiality process and ensure we focus on the issues that matter most to players, retailers, treatment providers, advocates, and team members. To measure our progress, we track key performance indicators (KPIs) that reflect meaningful outcomes, such as safer play, informed choice, access to help, and responsible growth. Examples include training completion rates, awareness of responsible gaming resources, and utilization of help-seeking tools.

Findings are regularly communicated back to key stakeholders. Our CSR Advisory Board reviews results biannually, and team members are updated through monthly newsletters and all-staff meetings. These feedback loops help us refine our reporting, strengthen programs, and ensure our Responsible Gaming commitments remain transparent and accountable.



Community and Employee Engagement

Corporate Social Responsibility encompasses how a company engages with its team members and the communities it serves. Engagement at the Hoosier Lottery reflects service, education, and fellowship by taking many forms, from volunteerism and philanthropy to professional development and community partnerships.

This year, we were especially proud to celebrate a historic milestone — seven team members reached 35 years of service, marking their dedication since the Hoosier Lottery’s very beginning. Their recognition at our November Commission Meeting served as a powerful reminder of the commitment and longevity that define our organization. Our four Team Member Appreciation Weeks, featuring seasonal celebrations, treats, and connection opportunities, further reinforced this environment of gratitude and support for our team members.

As we uplifted our internal community, we also continued our strong commitment to giving back. Team members across Indiana participated in a variety of philanthropic drives, donating 586 food items, 246 toys, 168 canned goods, and 86 handwritten teacher appreciation cards to nonprofits including Community Alliance of the Far East Side, the Food Bank of Northern Indiana, YMCA of Greater Indianapolis, Ronald McDonald House Charities, Center Township Assistance Program, and Teachers’ Treasures. These acts of generosity were matched by meaningful hands-on service, with team members volunteering for the MLK Day of Service, virtual history-recording projects for Indiana students, and in-person support at Teachers’ Treasures. Our monthly CSR newsletters highlighted additional service opportunities, encouraging team members to stay engaged throughout the year.

Our community connection extended beyond volunteerism. Team members took part in several enrichment experiences that showcased Indiana’s civic and cultural institutions, including guided tours of the Indiana Statehouse, the Governor’s Mansion, and the Indiana State Library. Our engagement with Indiana communities also grew through public recognition efforts, most notably the expansion of the Retailer Spotlight initiative. We expanded the communication efforts of the Retailer Spotlight initiative by the Sales Team that features exemplary retailers in the Retailer Playbook newsletter, and expanded communications through HoosierLottery.com and our social media messaging. This year we featured 9 retailers to highlight and strengthen our relationships with our retail partners across the state and who elevated positive examples of customer service and community impact.

In March, we proudly launched the Indiana Chapter of Women in Lottery Leadership (WiLL). This exciting leadership initiative is designed to support and advance women in the lottery and gaming industry. We had 56 team members attend the kickoff event and nine mentees selected for our inaugural cohort. The program represents our commitment to career growth and the future of leadership in our industry and all employees are welcomed.



**Women in Lottery
Leadership**

INDIANA CHAPTER

Community and Employee Engagement

In addition to these initiatives, we continued to support a strong internal learning culture through our Lunch & Learn series. This year included a wide variety of presenters, from the Indianapolis Colts and Indiana Pacers to the North Carolina Education Lottery, Hatch for Hunger, and the Center Township Trustee of Marion County. We also featured sessions led by internal teams such as Licensing, Marketing, Events & Promotions, Prize Payment, and Incident Reporting, along with a presentation on the Positive Play Scale. Over the year we held 11 sessions and attracted 542 total participants, reflecting our team members' ongoing interest in learning and cross-departmental collaboration.

Our statewide engagement was further amplified through sponsorship and promotional activities. In the past fiscal year, the Hoosier Lottery sponsored more than \$1.49 million in community and event partnerships, organizing 155 retail promotional events and 82 on-site sponsorship events, for a total of 237 on-site activations across Indiana. These activations expanded our presence at fairs, festivals, sporting events, and community celebrations throughout the state. Our promotional partners included the Indianapolis Colts, the Indiana Pacers, the Indiana State Fair, The Mill of Terre Haute, and Salem Speedway, along with many other sports organizations and community partners.

Finally, our Executive Director, Sarah M. Taylor, continued to represent the Hoosier Lottery through high-profile public engagements, including the Opening Ceremony of the Circle of Lights, and several statewide media interviews supporting Responsible Gaming Education Month and Problem Gambling Awareness Month. Outlets included WIBC, WANE, WEHT, WNDU, and WTWO, ensuring broad visibility for our responsible gaming initiatives and community contributions.



Responsible Business Practices

For more than 35 years, Hoosier Lottery funds have supported local police and firefighters' pensions, the Teachers' Retirement Fund, and the Lottery Surplus Fund which offsets Hoosiers' motor vehicle tax by up to 50%. The Indiana General Assembly has established annual disbursements of \$30 million to local police and firefighters' pensions and \$30 million to the Indiana Teachers' Retirement Fund, with the balance of surplus revenues to the Lottery Surplus Fund.

In addition to Where the Money Goes, our efforts to contract with Minority- and Women-Owned Business Enterprises (MWBE, Indiana Code 4-30-1-2(5)) and our sustainability activities showcase our support for these endeavors.

By the Numbers

- In FY 2025, \$340.6 million in total contributions to the state of Indiana
- Since 1989, more than \$1 billion to Teachers' Retirement Fund, \$880 million to police and fire fighters' pensions, and \$6.1 billion to the Lottery Surplus Fund
- In FY 2025, more than \$2.3 million to MWBEs

Paper

As our sales grow, our paper usage increases with the total production of lottery products. We are committed to using 100% recyclable material for printing our tickets and playslips. We encourage players to recycle by publishing the recycling symbol on tickets and playslips. Moreover, all our products use ink that contains no volatile organic compounds. We use paper products to promote our tickets in 4,400 retail stores across the state. The majority of our advertising and promotional materials are printed on recycled paper using 100% green energy. Similarly to our product printing, all ink used in printing our promotional materials was also free of volatile organic compounds..

Circular Economy Efforts

These efforts embody our work to embed circular economy principles such as, maintenance, reuse, refurbish, remanufacture, and recycle. These efforts are done to increase operational efficiency, save money, and decrease risk to the company. They also are environmentally friendly.

| Year | Wagers | Percent YOY increase/decrease |
|---------|---------|-------------------------------|
| FY 2023 | 568,118 | 43% |
| FY 2024 | 741,879 | 31% |
| FY 2025 | 680,567 | -8% |

Since FY 2017
 Total Wagers: **3,240,948**
 Total Metric Tons of Paper Saved: **4.23**

- Tickets delivered on trucks**
Trucks come from Lakeland, FL to Indianapolis, IN
- Trucks Originally Returned Empty**
Print runs are rather large, and deliveries would fill an entire truck
- Started returning wood pallets**
Distribution center staff started to coordinate a wood pallet return system

INBOUND

- Unsold Tickets**
Secure, recycling destruction
- Wood Pallets**
Continue to return wood pallets for reuse
- No Added Transportation**
Utilizing a trip already in progress

OUTBOUND

Unsold/Returned tickets Recycling: We prevent tickets from going into landfill by ensuring that returned packs and unsold packs, once games end, are securely returned to the printer on return trips and recycled. We also return wooden pallets on return trips for reuse as opposed to destroying or recycling them.

- **Committee on Waste:** At the Distribution Center, we have formed a committee to reduce our waste outputs by collaborating on solutions as a team
- **Cardboard:** We started to recycle 100% in FY 2025
- **Technology Waste:** From field service technicians who service terminals, self-service vending machines, printers, etc. We refurbish as much as possible, and have a metal and technology recycle for the rest
- **Point of Sale:** Refurbish and reuse as much as possible, plan with the CSR team for upcycling or recycling the rest
- **Event Marketing:** Meeting with the team throughout the year to find solutions to various waste needs



Recycling Survey at Retail: In FY 2025, we surveyed our retailers to see if we could collaborate with them to recycle our point-of-sale advertising material at their locations. Our Lottery Sales Representatives asked them if they had recycling and if we would be able to use it. Statewide in Indiana, the recycling rate is about 19%. Our retailers surveyed recycled at about 17%. In the next fiscal year, we plan to start the recycling initiative with our eligible retailers.

Campaign: In FY 2025, we launched our first sustainability campaign to encourage players to recycle their tickets and use a digital playslip instead of a paper playslip for Draw Games. We created a short sustainability video, provided information at retail, and ran a digital campaign, which garnered 1.3 million impressions. We also ran a digital promotion for the new sustainability video, where players who watched it could enter to win a Positive Play prize pack.



Providing clear, accessible, and helpful information to our players is an essential part of the Hoosier Lottery customer experience. This year, we strengthened that commitment by producing a new Customer Information Video, designed to help players quickly understand where to find answers, how to navigate our tools, and what to expect when redeeming prizes. The video walks players through resources available on HoosierLottery.com and the Hoosier Lottery mobile app, including how to play each game, where to find odds and prize structures, how to locate retailers statewide, and where to access information about current jackpots, winning numbers, and promotions. It also highlights valuable app features such as the ticket scanner and the digital myPlayslip, which allows players to pick numbers easily and reduce paper waste.

The video also provides clarity about prize redemption explaining the thresholds retailers may choose to cash, the availability of three prize payment centers across the state, and the process for claiming prizes \$50,000 and greater at the Indianapolis office. With this single resource, players can better understand the full customer journey, from purchasing and checking tickets to seeking assistance when needed.

While many questions can be answered through the website, app, or the new video, players can also contact the Hoosier Lottery daily through our Customer Service Center for automated updates or direct support from Customer Service Representatives. Each month, the center receives an average of 115,000 incoming calls. Of those, 112,600 are handled through automated options, such as hearing winning numbers or game information, while 2,400 are transferred to live representatives for personalized assistance. Customers may also email the Lottery directly at info@hoosierlottery.com, and our team strives to address most requests promptly, with more complex inquiries receiving additional research before a full response is provided.

The Customer Service Center is available from 8:00 a.m. to 12:00 a.m. (ET), seven days a week, ensuring that players receive timely, reliable support whenever they need it. Whether answering questions about prize claims, locating retailers, understanding promotions, or directing players to responsible gaming resources, the team plays a crucial role in keeping play positive, informed, and enjoyable.

This continued commitment to transparency and responsiveness ensures that every interaction online, in the app, by phone, or in person, reflects the Lottery's dedication to delivering a clear, helpful, and positive experience to all Hoosier Lottery players.

GRI content index

| | |
|------------------|--|
| Statement of use | Hoosier Lottery has reported in accordance with the GRI Standards for the period July 1, 2024 - June 30, 2025. |
| GRI 1 used | GRI 1: Foundation 2021 |

| GRI STANDARD/ OTHER SOURCE | DISCLOSURE | LOCATION |
|-------------------------------|------------|----------|
|-------------------------------|------------|----------|

GENERAL DISCLOSURES

| GRI 2: General Disclosures 2021 | 2-1 Organizational details | About Us | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|-----------|-----------|-----------|----------------|-----------|----------------|------------|----|----|---|----|----|--------------------|----|----|---|---|-----|------------------------|----|----|---|---|----|---------------|------------|-----------|-----------|-----------|------------|
| | 2-2 Entities included in the organization's sustainability reporting | About Us | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-3 Reporting period, frequency and contact point | Title Page, last page | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-4 Restatements of information | Not applicable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-5 External assurance | Report was not externally assured | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-6 Activities, value chain and other business relationships | Responsible Business Practices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-7 Employees | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">FT Male</th> <th style="text-align: center;">FT Female</th> <th style="text-align: center;">PT Male</th> <th style="text-align: center;">PT Female</th> <th style="text-align: center;">Total combined</th> </tr> </thead> <tbody> <tr> <td>Commission</td> <td style="text-align: center;">21</td> <td style="text-align: center;">27</td> <td style="text-align: center;">6</td> <td style="text-align: center;">12</td> <td style="text-align: center;">66</td> </tr> <tr> <td>Brightstar Indiana</td> <td style="text-align: center;">68</td> <td style="text-align: center;">57</td> <td style="text-align: center;">4</td> <td style="text-align: center;">7</td> <td style="text-align: center;">136</td> </tr> <tr> <td>Brightstar Lottery PLC</td> <td style="text-align: center;">44</td> <td style="text-align: center;">15</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">59</td> </tr> <tr> <td>TOTALS</td> <td style="text-align: center;">133</td> <td style="text-align: center;">99</td> <td style="text-align: center;">10</td> <td style="text-align: center;">19</td> <td style="text-align: center;">261</td> </tr> </tbody> </table> | | FT Male | FT Female | PT Male | PT Female | Total combined | Commission | 21 | 27 | 6 | 12 | 66 | Brightstar Indiana | 68 | 57 | 4 | 7 | 136 | Brightstar Lottery PLC | 44 | 15 | 0 | 0 | 59 | TOTALS | 133 | 99 | 10 | 19 | 261 |
| | | FT Male | FT Female | PT Male | PT Female | Total combined | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Commission | 21 | 27 | 6 | 12 | 66 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Brightstar Indiana | 68 | 57 | 4 | 7 | 136 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Brightstar Lottery PLC | 44 | 15 | 0 | 0 | 59 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | TOTALS | 133 | 99 | 10 | 19 | 261 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-8 Workers who are not employees | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-9 Governance structure and composition | About Us | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-10 Nomination and selection of the highest governance body | About Us, Program Oversight makes the selection as needed. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-11 Chair of the highest governance body | About Us | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | About Us | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-13 Delegation of responsibility for managing impacts | About Us | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-14 Role of the highest governance body in sustainability reporting | About Us | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2-15 Conflicts of interest | Not applicable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2-16 Communication of critical concerns | Customer Service | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2-17 Collective knowledge of the highest governance body | About Us | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2-18 Evaluation of the performance of the highest governance body | About Us | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2-19 Remuneration policies | State Employees follow state guidelines, which can be found online on the Indiana State Personnel Department website. Brightstar employees are a mix of hourly and salaried employees. Payment polices change periodically and are confidential, but are usually performance driven. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2-20 Process to determine remuneration | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |



| | |
|---|--|
| 2-21 Annual total compensation ratio | A. ratio of the annual total compensation for the organization's highest paid individual to the median annual total compensation for all employees State Employees - 3:1 Brightstar Indiana - 5.3:1 B. Ratio of the percentage increase in annual total compensation for the organization's highest paid individual to the median percentage increase in annual total compensation for all employees State Employees - 0:1 Brightstar Indiana - 0:1 |
| 2-22 Statement on sustainable development strategy | Responsible Business Practices |
| 2-23 Policy commitments | The Hoosier Lottery CSR Policy outlines our company commitments to all CSR topics. It is found on the Policy Documents Sharepoint site and is distributed to all employees when updates are made to the document. |
| 2-24 Embedding policy commitments | About Us |
| 2-25 Processes to remediate negative impacts | Customer Service |
| 2-26 Mechanisms for seeking advice and raising concerns | Customer Service |
| 2-27 Compliance with laws and regulations | Not applicable - the Hoosier Lottery is a quasi-State entity. |
| 2-28 Membership associations | Responsible Gaming |
| 2-29 Approach to stakeholder engagement | Responsible Gaming, Community and Employee Engagement |
| 2-30 Collective bargaining agreements | Not applicable |

MATERIAL TOPICS

| | | |
|-----------------------------|--|--------------------|
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Responsible Gaming |
| | 3-2 List of material topics | GRI Content Index |

Materials

| | | |
|-----------------------------|--|--------------------------------|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Annual gathering of data |
| GRI 301: Materials 2016 | 301-1 Materials used by weight or volume | Responsible Business Practices |
| | 301-2 Recycled input materials used | Responsible Business Practices |
| | 301-3 Reclaimed products and their packaging materials | Responsible Business Practices |

Employment

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------|--|---|-------------------|--|--|--|--|-------------|-----------------|--------------|----------------|--|-----------|---|---|---|--|----------|---|---|---|--|----------------|---|---|---|--|---------------|-----------------|--------------|----------------|--|-----------|---|---|---|--|----------|---|---|---|--|----------------|---|---|---|--|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Annual gathering of data | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover | <table border="0"> <tr> <td>COMMISSION</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>MALE</td> <td>Under 30</td> <td>30-50</td> <td>Over 50</td> <td></td> </tr> <tr> <td>New Hires</td> <td></td> <td>1</td> <td></td> <td></td> </tr> <tr> <td>Turnover</td> <td></td> <td></td> <td>2</td> <td></td> </tr> <tr> <td>Parental Leave</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>FEMALE</td> <td>Under 30</td> <td>30-50</td> <td>Over 50</td> <td></td> </tr> <tr> <td>New Hires</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Turnover</td> <td></td> <td></td> <td>1</td> <td></td> </tr> <tr> <td>Parental Leave</td> <td></td> <td></td> <td></td> <td></td> </tr> </table> | COMMISSION | | | | | MALE | Under 30 | 30-50 | Over 50 | | New Hires | | 1 | | | Turnover | | | 2 | | Parental Leave | | | | | FEMALE | Under 30 | 30-50 | Over 50 | | New Hires | | | | | Turnover | | | 1 | | Parental Leave | | | | |
| | COMMISSION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MALE | Under 30 | 30-50 | Over 50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hires | | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Turnover | | | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Parental Leave | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FEMALE | Under 30 | 30-50 | Over 50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hires | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Turnover | | | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Parental Leave | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 401-3 Parental leave | <table border="0"> <tr> <td>BRIGHTSTAR</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>MALE</td> <td>Under 30</td> <td>30-50</td> <td>Over 50</td> <td></td> </tr> <tr> <td>New Hires</td> <td>3</td> <td>4</td> <td>4</td> <td></td> </tr> <tr> <td>Turnover</td> <td>6</td> <td>6</td> <td>7</td> <td></td> </tr> <tr> <td>Parental Leave</td> <td>0</td> <td>1</td> <td>0</td> <td></td> </tr> <tr> <td>FEMALE</td> <td>Under 30</td> <td>30-50</td> <td>Over 50</td> <td></td> </tr> <tr> <td>New Hires</td> <td>2</td> <td>4</td> <td>4</td> <td></td> </tr> <tr> <td>Turnover</td> <td>2</td> <td>5</td> <td>2</td> <td></td> </tr> <tr> <td>Parental Leave</td> <td>0</td> <td>2</td> <td>0</td> <td></td> </tr> </table> | BRIGHTSTAR | | | | | MALE | Under 30 | 30-50 | Over 50 | | New Hires | 3 | 4 | 4 | | Turnover | 6 | 6 | 7 | | Parental Leave | 0 | 1 | 0 | | FEMALE | Under 30 | 30-50 | Over 50 | | New Hires | 2 | 4 | 4 | | Turnover | 2 | 5 | 2 | | Parental Leave | 0 | 2 | 0 | |
| BRIGHTSTAR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MALE | Under 30 | 30-50 | Over 50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hires | 3 | 4 | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Turnover | 6 | 6 | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Parental Leave | 0 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FEMALE | Under 30 | 30-50 | Over 50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hires | 2 | 4 | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Turnover | 2 | 5 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Parental Leave | 0 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |



| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------|--|--|------|-----|--------|-----|-------|-----|-------------|-----|----------|-----|--|------------|------------|---------------------------|-----|-----|-----------------|----|--|-------|-----|-----|--------------|----|--|--------------------------------|----|--|
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | No benefits are provided to temporary or part-time employees | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| GRI 405: Employment 2016 | 405-1 Distribution of governance bodies and employees | <p>PERCENTAGE INDIVIDUALS IN THE CSR ADVISORY BOARD</p> <table> <tr><td>Male</td><td>44%</td></tr> <tr><td>Female</td><td>56%</td></tr> <tr><td>30-50</td><td>33%</td></tr> <tr><td>50 and Over</td><td>67%</td></tr> <tr><td>Minority</td><td>11%</td></tr> </table> <hr/> <p>PERCENTAGE OF EMPLOYEES PER EMPLOYEE CATEGORY</p> <table> <tr><td></td><td>Brightstar</td><td>Commission</td></tr> <tr><td>Black or African American</td><td>11%</td><td>26%</td></tr> <tr><td>Hispanic/Latino</td><td>6%</td><td></td></tr> <tr><td>White</td><td>81%</td><td>74%</td></tr> <tr><td>Multi-racial</td><td>2%</td><td></td></tr> <tr><td>American Indian/Alaskan Native</td><td>1%</td><td></td></tr> </table> | Male | 44% | Female | 56% | 30-50 | 33% | 50 and Over | 67% | Minority | 11% | | Brightstar | Commission | Black or African American | 11% | 26% | Hispanic/Latino | 6% | | White | 81% | 74% | Multi-racial | 2% | | American Indian/Alaskan Native | 1% | |
| | Male | 44% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Female | 56% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 30-50 | 33% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 50 and Over | 67% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Minority | 11% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Brightstar | Commission | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Black or African American | 11% | 26% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hispanic/Latino | 6% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White | 81% | 74% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Multi-racial | 2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| American Indian/Alaskan Native | 1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 405-2 Ratio of basic salary and remuneration of women to men | <p>Commission:</p> <p>Workers: NA Office Staff Technical: .7:1 Office Staff Non-Technical: .9:1 Manager: .8:1 Sr. Manager: 1.2:1</p> <hr/> <p>Brightstar Indiana:</p> <p>Workers: 1:1 Office Staff Technical .8:1 Office Staff Non-Technical .9:1 Manager .9:1 Sr. Manager .9:1</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Local communities

| | | |
|---------------------------------|--|---|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Information is gathered throughout the year |
| GRI 413: Local Communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs | Community and Employee Engagement, Responsible Gaming, Customer Service |
| | 413-2 Operations with significant actual and potential negative impacts on local communities | Responsible Gaming |

Customer health and safety

| | | |
|--|---|--------------------|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Responsible Gaming |
| GRI 416: Customer Health and Safety 2016 | 416-1 Assessment of the health and safety impacts of product and service categories | Responsible Gaming |
| | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | Responsible Gaming |

Marketing and labeling

| | | |
|--------------------------------------|---|--------------------|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Responsible Gaming |
| GRI 417: Marketing and Labeling 2016 | 417-1 Requirements for product and service information and labeling | Responsible Gaming |
| | 417-2 Incidents of non-compliance concerning product and service information and labeling | NA |
| | 417-3 Incidents of non-compliance concerning marketing communications | NA |





CHAMPIONS OF PLAY™

Please contact
socialresponsibility@HoosierLottery.com
if you have any questions or comments
regarding this report.

