

GRI Index 2016



GRI Content Index

The purpose behind the Global Reporting Initiative is to guarantee the transparency and comparability of companies' sustainable development reports throughout the world by laying down, in conjunction with a broad array of specialists from the worlds of the economy, civil society and science, quality standards to be applied when such reports are compiled.

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

General Disclosures

GRI Standard	Disclosure	Direct answer or cross-reference to pages in the Annual Report and Social Report 2016 and URL address
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Organizational Profile

○
GRI 102:
General
Disclosures
2016
○

102 1	Name of the organisation	Société de la Loterie de la Suisse Romande
102 2	Activities, brands, products, and services	pp. 14-15
102 3	Location of headquarters	Lausanne (Switzerland)
102 4	Location of operations	Switzerland
102 5	Ownership and legal form	Association
102 6	Markets served	Design, distribution and sale of lottery games and sports betting in the six cantons of French-speaking Switzerland
102 7	Scale of the organisation	pp. 3, 12-13, 45
102 8	Information on employees and other workers	<p>Total workforce</p> <ul style="list-style-type: none"> ○ 282 employees (139 men and 143 women) <p>By employment contract:</p> <ul style="list-style-type: none"> ○ 261 permanent contracts (131 men and 130 women) ○ 21 fixed-term contracts (8 men and 13 women), including apprentices ○ 9 auxiliary staff (3 men and 6 women) ○ 5 temporary staff (2 men and 3 women) ○ 164 full-time contracts (115 men and 49 women) ○ 118 part-time contracts (24 men and 94 women)

GRI Standard	Disclosure	Direct answer or cross-reference to pages in the Annual Report and Social Report 2016 and URL address
102 9	Supply chain	The supply chain includes suppliers of gaming equipment terminals, automatic ticket-distribution machines or online gaming systems, specialist printers, graphic artists, marketing and advertising specialists, and service providers in the areas of information and interactive media.
102 10	Significant changes to the organization and its supply chain	No significant change
102 11	Precautionary principle	pp. 35, 40-42 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/aide
102 12	External initiatives	pp. 24-25
102 13	Memberships of associations	pp. 21-23, 39

Strategy

102 14	Statement from senior decision-maker	p. 35
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Ethics and integrity

102 16	Values, principles, standards and norms of behaviour	pp. 2, 24-25, 40-42 and on Loterie Romande's website in the section Mission and Values: https://www.loro.ch/fr/mission-et-valeurs
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Governance

102 18	Governance structure	pp. 8-11, 26-28
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Stakeholder engagement

102 40	List of stakeholder groups	pp. 22-23
102 41	Collective bargaining agreements	Loterie Romande is not a signatory to any collective labour agreement (known in Switzerland as "Convention Collective de Travail"/CCT)
102 42	Identifying and selecting stakeholders	pp. 22-23
102 43	Approach to stakeholder engagement	pp. 22-23
102 44	Key topics and concerns raised	pp. 22-23

GRI Standard	Disclosure	Direct answer or cross-reference to pages in the Annual Report and Social Report 2016 and URL address
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Reporting practice

102 45	Entities included in the consolidated financial statements	All of the company's entities are included in the consolidated financial statements.
102 46	Defining the report content and topic Boundaries	The GRI Implementation Manual for identifying material topics and boundaries, together with the relevant principles, were applied when compiling the content of this report, most notably identifying material topics and significant themes relating to the impact of the organisation. The report's structure and content are stipulated by Loterie Romande's management. The data and information were collated from interviews conducted with stakeholders (both in-house and external).
102 47	List of material topics	<p>Category – Economic:</p> <ul style="list-style-type: none"> ○ Economic performance ○ Market presence ○ Indirect economic impacts ○ Anti-corruption <p>Category – Environmental:</p> <ul style="list-style-type: none"> ○ Energy <p>Category – Social:</p> <ul style="list-style-type: none"> ○ Employment ○ Labour/management relations ○ Occupational health & safety ○ Training & education ○ Diversity and equal opportunity ○ Non-discrimination ○ Local communities ○ Customer health & safety ○ Marketing and Labeling ○ Customer Privacy ○ Socioeconomic Compliance
102 48	Restatements of information	No restatements of information provided in previous reports
102 49	Changes in reporting	No significant change
102 50	Reporting period	Calendar year (01.01.2016-31.12.2016)
102 51	Date of most recent report	May 2016
102 52	Reporting cycle	Annual
102 53	Contact point for questions regarding the report	Communications Department (rp@loro.ch)
102 54	Claims of reporting in accordance with the GRI Standards	p. 47
102 55	GRI content index	p. 47 and on Loterie Romande's website in the section Publications: www.loro.ch/fr/publications/2016
102 56	External assurance	pp. 11, 24-25 and 2016 Financial Report (notes to 2016 Annual Report and Social Report) pp. 18-19

Material Topics

GRI Standard	Disclosure	Direct answer or cross-reference to pages in the Annual Report and Social Report 2016 and URL address
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GRI 200 Economic Standard Series

Economic performance

<p>○</p> <p>GRI 103:</p> <p>Management Approach 2016</p> <p>○</p>	<p>103 1</p>	Explanation of the material topic and its Boundary	pp. 6-7, 12-13
	<p>103 2</p>	The management approach and its components	pp. 6-7, 12-13
	<p>103 3</p>	Evaluation of the management approach	pp. 6-7, 12-13
<p>○</p> <p>GRI 201:</p> <p>Economic performance 2016</p> <p>○</p>	<p>201 1</p>	Direct economic value generated and distributed	pp. 6-7, 12-13 All the financial and economic elements (GGR; costs; profits; distributions) are presented in the <i>2016 Financial Report</i> .
	<p>201 3</p>	Defined benefit plan obligations and other retirement plans	Pension provision falls outside the employers' accounting. It is managed independently. Pension benefit cover amounts to a maximum of 60% of gross pay. If compulsory AVS social-security benefits are included, maximum average retirement incomes work out at 80% of the level of pay earned before retirement.
	<p>201 4</p>	Financial assistance received from government	None. Loterie Romande is a public-interest company, distributing 100% of its profits to bodies and associations in the French-speaking region of Switzerland.

Market presence

<p>○</p> <p>GRI 103:</p> <p>Management Approach 2016</p> <p>○</p>	<p>103 1</p>	Explanation of the material topic and its Boundary	pp. 16-17
	<p>103 2</p>	The management approach and its components	pp. 16-17
	<p>103 3</p>	Evaluation of the management approach	pp. 16-17
<p>○</p> <p>GRI 202:</p> <p>Market presence 2016</p> <p>○</p>	<p>202 2</p>	Proportion of senior management hired from the local community at significant locations of operation	Loterie Romande does not have a staffing policy that specifically stipulates any preference for recruiting employees locally. Nevertheless, considering its specifically French-speaking Swiss profile and if skills/expertise are equal, the practice would be to favour local applicants. All our senior management at present have been recruited from the local community.

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Indirect economic impacts

<p>○</p> <p>GRI 103:</p> <p>Management Approach 2016</p> <p>○</p>	<p>103 1</p>	Explanation of the material topic and its Boundary	pp. 16-17, 26-28
	<p>103 2</p>	The management approach and its components	pp. 16-17, 26-28
	<p>103 3</p>	Evaluation of the management approach	pp. 16-17, 26-28
<p>○</p> <p>GRI 203:</p> <p>Indirect economic impacts 2016</p> <p>○</p>	<p>203 1</p>	Infrastructure investments and services supported	pp. 16-17, 26-28
	<p>203 2</p>	Significant indirect economic impacts	pp. 16-17, 26-28. See also the brochure <i>Répartition des bénéfices de la Loterie Romande 2016</i> .

Anti-corruption

<p>○</p> <p>GRI 103:</p> <p>Management Approach 2016</p> <p>○</p>	<p>103 1</p>	Explanation of the material topic and its Boundary	pp. 24-25
	<p>103 2</p>	The management approach and its components	pp. 24-25
	<p>103 3</p>	Evaluation of the management approach	pp. 24-25
<p>○</p> <p>GRI 205:</p> <p>Anti-corruption 2016</p> <p>○</p>	<p>205 1</p>	Operations assessed for risks related to corruption	All departments and all processes are submitted to risk assessments. Loterie Romande has been awarded ISO/CEI 27001: 2005 certification since May 2009, which guarantees that the business is applying and implementing best possible practices when it comes to security and risk management. This official certification has been subject to interim audits and was successfully renewed in 2015. Details can be found on pp. 24-25 of the <i>AR/SR 2016</i> .
	<p>205 2</p>	Communication and training on anti-corruption policies and procedures	In parallel with its ISO 27001 certification, Loterie Romande has set up a structured and effective system designed to safeguard the confidentiality, integrity and availability of information in its broadest sense, entitled its Information Security Management System (ISMS). This covers all employees, locations, premises, IT equipment, data as well as business processes.
	<p>205 3</p>	Confirmed incidents of corruption and actions taken	No action was taken as no incidents of corruption were noted in 2016.

GRI Standard	Disclosure	Direct answer or cross-reference to pages in the Annual Report and Social Report 2016 and URL address
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GRI 300 Environmental Standards Series

Energy

<p>○</p> <p>GRI 103:</p> <p>Management Approach 2016</p> <p>○</p>	<p>103 1</p>	<p>Explanation of the material topic and its Boundary</p>	<p>pp. 46-47</p>
	<p>103 2</p>	<p>The management approach and its components</p>	<p>pp. 46-47</p>
	<p>103 3</p>	<p>Evaluation of the management approach</p>	<p>pp. 46-47</p>
<p>○</p> <p>GRI 302:</p> <p>Energy 2016</p> <p>○</p>	<p>302 1</p>	<p>Energy consumption within the organisation</p>	<p>Electricity consumption (mJ) 2016 total: 4,251,317.76</p> <p>Electricity supplied by Services industriels de la Ville de Lausanne is 100% renewable.</p> <ul style="list-style-type: none"> ○ 96.35% from hydraulic power ○ 3.50% from energy generated through recycling ○ 0.09% from wind power ○ 0.06% from solar power <p>Consumption of district heating (mJ) 2016 total: 825,130.80</p> <p>District heating is supplied by Services industriels de la Ville de Lausanne. The district heating system reuses, in particular, energy produced from incinerating household waste, timber and treated wastewater:</p> <ul style="list-style-type: none"> ○ 67% from the waste incineration plant (TRIDEL) ○ 28% from the Pierre de Plan/Malley/Elysée plants ○ 5% from the wastewater/sewage treatment plant (STEP)
	<p>302 4</p>	<p>Reduction of energy consumption</p>	<p>Electricity consumption (mJ) 2009 total: 4,978,473.08 2010 total: 4,747,413.60 2011 total: 4,866,991.20 2012 total: 4,536,266.45 2013 total: 4,259,988.00 2014 total: 4,136,176.00 2015 total: 4,266,172.80 2016 total: 4,251,317.76</p> <p>In 2016, electricity consumption was reduced by 14,855.01 (mJ) compared to the 2015 level.</p>

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GRI 400 Social Standards Series

Employment

<p>○</p> <p>GRI 103:</p> <p>Management Approach 2016</p> <p>○</p>	<p>103 1</p>	<p>Explanation of the material topic and its Boundary</p>	<p>pp. 43-45</p>
	<p>103 2</p>	<p>The management approach and its components</p>	<p>pp. 43-45</p>
	<p>103 3</p>	<p>Evaluation of the management approach</p>	<p>pp. 43-45</p>
<p>○</p> <p>GRI 401:</p> <p>Employment 2016</p> <p>○</p>	<p>401 1</p>	<p>New employee hires and employee turnover</p>	<p>23 employees recruited in 2016 8.15% of employees recruited in 2016</p> <p>Breakdown by age group and gender:</p> <ul style="list-style-type: none"> ○ younger than 30 years: 5 men and 8 women ○ aged 30 to 50 years: 6 men and 3 women ○ aged over 50 years: 1 man and 0 woman <p>9.22% staff rotation ratio (all departures included) (26 departures from a total workforce of 282)</p> <p>Breakdown by age group and gender:</p> <ul style="list-style-type: none"> ○ younger than 30 years: 6 men and 9 women ○ aged 30 to 50 years: 2 men and 5 women ○ aged over 50 years: 2 men and 2 women
	<p>401 2</p>	<p>Benefits provided to full-time employees that are not provided to temporary or part-time employees</p>	<p>Our permanent employees all have access to the same benefits and working conditions regardless of whether they are on part- or full-time contracts.</p> <p>Some benefits are calculated on a <i>pro rata temporis</i> basis of hours worked, e.g. sick pay, family allowance, child allowance.</p>
	<p>401 3</p>	<p>Parental leave</p>	<ul style="list-style-type: none"> ○ 2 women entitled to take 16 weeks' maternity ○ 2 women took 16 weeks' maternity leave ○ 2 women came back to work with the company after parental leave and are still employed as of 31 December 2016 ○ 100% of women returning to work (number of salaried staff returning to work with the company/number of salaried staff scheduled to return to work) ○ 100% of employment posts kept open for women (number of salaried female staff still employed as of 31.12.16/number of salaried staff who returned to work with the company) ○ 1 man entitled to take 6 days' paternity leave ○ 1 man took 6 days' paternity leave ○ 1 man who took 6 days' paternity leave came back to work with the company after parental leave and is still employed as of 31 December 2016 ○ 100% of men returning to work ○ 100% of employment posts kept open for men

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Labor/Management Relations

<p>○</p> <p>GRI 103:</p> <p>Management Approach 2016</p> <p>○</p>	103 1	Explanation of the material topic and its Boundary	pp. 43-45
	103 2	The management approach and its components	pp. 43-45
	103 3	Evaluation of the management approach	pp. 43-45
<p>○</p> <p>GRI 402:</p> <p>Labor/Management Relations 2016</p> <p>○</p>	402 1	Minimum notice periods regarding operational changes	Article 335c of the Swiss Code of Obligations (CO) stipulates the minimum notice periods regarding changes that might have an impact on one or more key components of employment contract arrangements. Loterie Romande strictly applies the conditions laid down in CO, Article 335c. Conversely, organisational changes which do not have an impact on employment contract arrangements are not subject to any requirements on notice periods. In the event of a structural change to the company's organisation, the Human Resources department is responsible for notifying and advising departments about implementing such changes. The legal arrangements, as laid down in employment contracts, are always complied with.

Occupational Health and Safety

<p>○</p> <p>GRI 103:</p> <p>Management Approach 2016</p> <p>○</p>	103 1	Explanation of the material topic and its Boundary	pp. 43-45
	103 2	The management approach and its components	pp. 43-45
	103 3	Evaluation of the management approach	pp. 43-45
<p>○</p> <p>GRI 403:</p> <p>Occupational Health and Safety 2016</p> <p>○</p>	403 1	Workers representation in formal joint management-worker health and safety committees	Loterie Romande does not have any formal staff committees or joint committees concerned with occupational health and safety issues. However, it does implement those principles laid down in law on workforce participation, i.e. systematically informing and consulting with employees on all issues relating to the safety and protection of workers.
	403 2	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities	<ul style="list-style-type: none"> ○ 4 work-related accidents (6 women and 2 men) ○ Type of injury: minor injuries <ul style="list-style-type: none"> - 0 occupational diseases - 1.84 days lost on account of work-related accidents or occupational diseases - 4.78% absenteeism - 0 work-related fatalities <p>Rules applied to record and publish statistics on accidents: these statistics are recorded monthly in-house. Once a year, the statistics are reported to the General Management, and, once a quarter, they are presented to Department Heads.</p>
	403 3	Workers with high incidence or high risk of diseases related to their occupation	On account of the nature of business in which Loterie Romande is involved, no employees are directly and frequently exposed to diseases related to their employment at the company.
	403 4	Health and safety topics covered in formal agreements with trade unions	Loterie Romande has not contracted any formal agreements with trade unions on health and safety topics.

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Training and education

<p>○</p> <p>GRI 103:</p> <p>Management Approach 2016</p> <p>○</p>	<p>103 1</p>	Explanation of the material topic and its Boundary	pp. 43-45
	<p>103 2</p>	The management approach and its components	pp. 43-45
	<p>103 3</p>	Evaluation of the management approach	pp. 43-45
<p>○</p> <p>GRI 404:</p> <p>Training and education 2016</p> <p>○</p>	<p>404 1</p>	Average hours of training per year per employee	<p>3676.50 hours of training for the whole workforce (2096.50 hours for men and 1580 hours for women)</p> <p>Breakdown by employee category:</p> <ul style="list-style-type: none"> ○ 2465 hours for non-managerial grades (1278.50 hours for men and 1186.50 hours for women) ○ 1088.50 hours for middle management (768.50 hours for men and 320 hours for women) ○ 95 hours for senior managers (49.5 hours for men and 45.50 for women) <p>13.03 hours of training on average per person (15.08 hours for men and 11.04 hours for women) (Calculation: Total number of hours/Total workforce)</p> <p>Breakdown by employee category:</p> <ul style="list-style-type: none"> ○ 10.06 hours on average per person for non-managerial grades (11.21 hours for men and 9.05 hours for women) ○ 38.87 hours on average per person for middle management (40.44 hours for men and 35.55 hours for women) ○ 10.55 hours per senior manager (8.25 hours for men and 15.16 for women) ○ 1335.50 hours of training given as part of the company's in-house personal development programme (633.50 hours for men and 702 hours for women) with 96 participants in total ○ 723 hours of short-course training provided for 75 employees (241 hours for men and 482 hours for women) ○ 1094 hours of longer-course training are planned, 26 employees were registered on extended training courses in 2016 (16 men: 914 hours; 10 women: 180 hours)
	<p>404 2</p>	Programs for upgrading employee skills and transition assistance programs	<p>Loterie Romande offers its employees an in-house training programme comprising ten courses. In addition, it supports individual externally-run training programmes to improve its employees' skills and their continued employability.</p> <p>Loterie Romande encourages basic training as well, employing 10 apprentices.</p> <p>Lastly, Loterie Romande offers its employees coming up to retirement a course on preparing for retirement, organised in partnership with an outside agency, AvantAge. Moreover, Loterie Romande offers, roughly every three years, a course on pre-retirement financial planning.</p> <p>In addition, in 2016, 6 'first-job' in-service trainees (on the 'start@loro scheme) were taken on for a fixed term of 18 months in the areas of marketing, human resources, sales and communications. This trainee scheme enables young higher-education graduates to make a start on their chosen careers.</p> <p>When it comes to employees seeking to return to employment, Loterie Romande runs a successful venture in cooperation with Fondation IPT ("integration for all") and finds places for people on paid training periods to enable them to come back to the labour market.</p>
	<p>404 3</p>	Percentage of employees receiving regular performance and career development reviews	<p>81% of staff receive regular performance and career development reviews. The other 19% comprise sales staff who have no formal interviews. They solely have sales targets to meet.</p>

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Diversity and equal opportunity

<p>○</p> <p>GRI 103:</p> <p>Management Approach 2016</p> <p>○</p>	103 1	Explanation of the material topic and its Boundary	pp. 43-45
	103 2	The management approach and its components	pp. 43-45
	103 3	Evaluation of the management approach	pp. 43-45
<p>○</p> <p>GRI 405:</p> <p>Diversity and equal opportunity 2016</p> <p>○</p>	405 1	Diversity of governance bodies and employees	<p>Breakdown by gender and age group of the Board of Directors:</p> <ul style="list-style-type: none"> ○ 71% men and 29% women ○ 0% younger than 30 years ○ 14% aged between 30 and 50 years ○ 86% aged over 50 years <p>Breakdown by gender and age group at senior-management level:</p> <ul style="list-style-type: none"> ○ 67% men and 33% women ○ 0% younger than 30 years ○ 56% aged between 30 and 50 years ○ 44% aged over 50 years <p>Breakdown by gender and age group at middle-management level:</p> <ul style="list-style-type: none"> ○ 68% men and 32% women ○ 0% younger than 30 years ○ 64% aged between 30 and 50 years ○ 36% aged over 50 years
	405 2	Ratio of basic salary and remuneration of women to men	For all employee categories, average gaps are zero according to the report dated 2016 from Cepec on equal remuneration for men and women.

Non-discrimination

<p>○</p> <p>GRI 103:</p> <p>Management Approach 2016</p> <p>○</p>	103 1	Explanation of the material topic and its Boundary	pp. 43-45
	103 2	The management approach and its components	pp. 43-45. The procedure is well known to all members of staff and is outlined in the Staff regulations and employee code of conduct which acts as the reference document (in-house document).
	103 3	Evaluation of the management approach	pp. 43-45
<p>○</p> <p>GRI 406:</p> <p>Non-discrimination 2016</p> <p>○</p>	406 1	Total number of incidents of discrimination and corrective actions taken	No cases of discrimination were noted in 2016.

Local communities

<p>○</p> <p>GRI 103:</p> <p>Management Approach 2016</p> <p>○</p>	103 1	Explanation of the material topic and its Boundary	pp. 35-42 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/aide
	103 2	The management approach and its components	pp. 35-42 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/aide
	103 3	Evaluation of the management approach	pp. 35-42 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/aide

GRI Standard	Disclosure	Direct answer or cross-reference to pages in the Annual Report and Social Report 2016 and URL address
<p>GRI 413: Local communities 2016</p>	<p>413 2</p> <p>Operations with significant actual or potential negative impacts on local communities</p>	<p>As a gambling operator, Loterie Romande is aware of the adverse impact that gambling can have on some individuals. Addictive gambling is a problem for between 1% and 2% of Switzerland's total adult population. All the details can be found on pp. 35-42 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/aide</p>

Customer health and safety

<p>GRI 103: Management Approach 2016</p>	<p>103 1</p> <p>Explanation of the material topic and its Boundary</p>	<p>pp. 35-42 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/aide</p>
	<p>103 2</p> <p>The management approach and its components</p>	<p>pp. 35-42 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/aide</p>
	<p>103 3</p> <p>Evaluation of the management approach</p>	<p>pp. 35-42 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/aide</p>
<p>GRI 416: Customer health and safety 2016</p>	<p>416 1</p> <p>Assessment of the health and safety impacts of product and service categories</p>	<p>All games are assessed in terms of Responsible Gaming to forestall any problems associated with addictive gambling. This aspect is integrated into the various stages of product life-cycles, starting from the design phase through to sales and marketing of the games. See also pp. 35-42 and on Loterie Romande's website in the section Responsible Gaming: www.loro.ch/fr/aide.</p>
	<p>416 2</p> <p>Incidents of non-compliance-concerning the health and safety impacts of products and services</p>	<p>0</p>

Marketing and labelling

<p>GRI 103: Management Approach 2016</p>	<p>103 1</p> <p>Explanation of the material topic and its Boundary</p>	<p>p. 25 and on Loterie Romande's website in the sections codes of conduct: www.loro.ch/fr/codes-de-conduite and Responsible Gaming: www.loro.ch/fr/aide</p>
	<p>103 2</p> <p>The management approach and its components</p>	<p>p. 25 and on Loterie Romande's website in the sections codes of conduct: www.loro.ch/fr/codes-de-conduite and Responsible Gaming: www.loro.ch/fr/aide</p>
	<p>103 3</p> <p>Evaluation of the management approach</p>	<p>p. 25 and on Loterie Romande's website in the sections codes of conduct: www.loro.ch/fr/codes-de-conduite and Responsible Gaming: www.loro.ch/fr/aide</p>
<p>GRI 417: Marketing and labelling 2016</p>	<p>417 1</p> <p>Requirements for product and service information and labeling</p>	<p>All Loterie Romande games are checked and approved by the Swiss Lottery & Betting Board (Comlot), which acts in its capacity as supervisory authority. For each game, a prize structure is drawn up and can be consulted at all sales outlets or on the Loterie Romande Internet site (www.loro.ch). See also p. 25 and on Loterie Romande's website in the sections codes of conduct: www.loro.ch/fr/codes-de-conduite and Responsible Gaming: www.loro.ch/fr/aide</p>
	<p>417 2</p> <p>Total number of incidents of non-compliance concerning product and service information and labelling</p>	<p>0</p>
	<p>417 3</p> <p>Total number of incidents of non-compliance concerning marketing communications</p>	<p>0</p>

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Customer privacy

<p>○</p> <p>GRI 103: Management Approach 2016</p> <p>○</p>	<p>103 1</p>	Explanation of the material topic and its Boundary	pp. 22, 24-25
	<p>103 2</p>	The management approach and its components	pp. 22, 24-25
	<p>103 3</p>	Evaluation of the management approach	pp. 22, 24-25
<p>○</p> <p>GRI 418: Customer privacy 2016</p> <p>○</p>	<p>418 1</p>	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	0

Socioeconomic Compliance

<p>○</p> <p>GRI 103: Management Approach 2016</p> <p>○</p>	<p>103 1</p>	Explanation of the material topic and its Boundary	pp. 24-25
	<p>103 2</p>	The management approach and its components	pp. 24-25
	<p>103 3</p>	Evaluation of the management approach	pp. 24-25
<p>○</p> <p>GRI 419: Socioeconomic Compliance 2016</p> <p>○</p>	<p>419 1</p>	Non-compliance with laws and regulations in the social and economic area	0



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