

CASINOS GRUP PERALADA CSR

Casinos Grup Peralada is committed to being socially responsible at a company level and to implementing policies to give back to society, providing support to a number of non-profit organizations, exercising cultural patronage, making improvements to its immediate surroundings with a sustainable model and strengthening its Responsible Gambling policy even more. It does so by establishing a code of ethics and conduct; improving its social, economic and environmental setting; and optimizing its competitive situation and its added value.

Corporate Commitment = Social Responsibility + Closeness + Diffusion

The areas of action with regard to Corporate Social Responsibility will embody values of SUSTAINABLE companies and will be aligned with GRI/Global Compact.

1. Social Value
 - A. Cultural Patronage
 - B. People
 - C. Solidarity
2. Environmental Value
 - D. Improving the Environment
3. Economic Value
 - E. Transparency
 - F. Code of Conduct
 - G. Responsible Gambling

1. SOCIAL VALUE

A. CULTURAL PATRONAGE

For over 30 years, Casinos Grup Peralada has been collaborating with the Castell de Peralada International Music Festival in order to maintain its commitment to society through this cultural and musical patronage.



B. PEOPLE

Casinos Grup Peralada is constantly working on the development of Human Resources policies that promote the professional development of its employees in order to address the challenges and opportunities we face nowadays. It provides 26,000 hours of training per year for its employees. We must remember that in 2016, CECOT (Business Confederation of Terrassa) awarded the Prevint award to Grup Peralada for the creation of its own prevention service.

Lab Innova is a department of ideas and creativity at the service of casinos. It was created in 2011 and its main objective is to respond to the needs and expectations of current and potential customers to make progress in this natural evolution of business and society.



Hiring People with Disabilities

As private companies with over 50 employees and in compliance with the Ministry of Health, Social Services and Equality's General Law on rights of persons with disabilities and their social inclusion, Grupo Peralada's casinos employ a number of workers with disabilities (at least 2 percent) unless there is a collective agreement or due to the wish of the employer, provided that alternative measures are applied.

https://www.sepe.es/contenidos/empresas/contratos_trabajo/contratacion_personas_discapacidad/contratacion_personas_con_discapacidad.html

C. SOLIDARITY

Casinos Grupo Peralada will collaborate with several non-profit organizations, most of them having to do with our areas of influence and with the desire to contribute to the improvement and development of our immediate surroundings.

- Promoting a socioeconomic model at the local level
- Improving the education of adolescents and young people
- Encouraging opportunities for integration for unemployed people
- Supporting soup kitchens for the elderly
- Participating in food banks

2. ENVIRONMENTAL VALUE

D. IMPROVING THE ENVIRONMENT – ENVIRONMENTAL SUSTAINABILITY

Casinos Grup Peralada promotes a sustainable and transparent business model, complying with current regulations regarding waste treatment and other aspects of the environment. And contributing to improving its environment, having obtained ISO 14001 in Environmental Management and ISO 9001 in Quality Management certification at all its casinos.

3. ECONOMIC VALUE

E. Based on **TRANSPARENCY**, complying with laws and regulations (compliance)

F. Grup Peralada's Code of Conduct

G. RESPONSIBLE GAMBLING

Casinos Grup Peralada is developing a **Responsible Gambling** policy based on the deployment of European Responsible Gaming standards.

The Responsible Gambling policy has three main objectives:

- Identifying, controlling and reducing the possible negative impacts that the selection of casino games may cause.
- Contributing to creating a culture of games of chance where taking part in this activity happens within limits that gamblers can manage.
- Collaborating in research in the field of immoderate gambling and with organizations that work with people addicted to gambling.

Casinos Grup Peralada is committed to continuing to implement measures and actions aimed at including Responsible Gambling concepts and practices in its daily business activity in the future.

Games of chance are leisure activities that generate a space for entertainment and socializing and have accompanied human beings throughout history. In Catalonia, a number of different types games are played including lotteries, casino games, bingo and slot machines with a prize.

Although most people approach games of chance responsibly, gambling without limits can lead to serious problems for gamblers and their home and social environments.

The aim is to promote a new gambling culture, where this activity is approached as a means of entertainment with affordable limits. The Catalan Government is also working within the scope of the healthcare field with people with gambling addictions.

DO YOU KNOW HOW TO KEEP YOUR GAMBLING UNDER CONTROL?

The essential element for gambling to become immoderate is the loss of control over this activity. This occurs when the gambler spends too much money or devotes more time to gambling than he can afford.

The questions you will find in the questionnaire we provide you here will help you find out whether you or someone in your family or social circle may have a problem with the way he gambles.

ADVICE FOR RISK-FREE GAMBLING

Some of the practices that form part of Responsible Gambling are:

- Establishing a budget before going to play and never going beyond it. This budget must be part of your leisure expenses and under no circumstance may come from the money allocated to your daily living expenses.
- Never asking for money for gambling.
- Setting a time limit to spend on gambling and taking frequent breaks when gambling.
- Never going to gamble if you feel depressed or if you want to forget about your everyday problems.
- Preferably, gamble in a group and do it as a recreational and social activity.
- If you lose money that you bet, don't try to get it back. You must accept it as part of the game. Gambling more does not mean that we will win.

Do you think that someone in your family or social circle has a gambling problem?

Below, we provide you with some advice:

- Talk to the gambler and have a family member or friend go with you. Choose the best time. For example, when he expresses remorse about gambling.
- This person may not realize that he has a problem. So, understanding and tolerance are important when talking with him.
- Keep the focus of attention on the immoderate gambling behavior and not on the gambler.
- Get the person to see the impact of his actions on family and friends. Get him to see how the consequences of his addiction affect the people around him.
- Speak with a mental health specialist who will be able to guide you.
- Remember that changes take time. The person concerned may relapse a number of times before successfully overcoming his problem. Give him your support with every step he takes to recover.
- For the purpose of brevity, the masculine gender is used here to refer to both men and women.

Self-exclusion from gambling venues

When we play games of chance in a moderate and healthy way, we do this activity as a leisure activity. We are following the guidelines of responsible gambling. But if we do this activity immoderately and without limits, gambling can become an addiction and can cause serious problems in our personal, family and social life.

People who suffer from gambling addiction or who consider themselves to be at risk of suffering from it may voluntarily request to be banned from gambling rooms, casinos and bingo halls. They can do this by including themselves on the list of people who are prohibited from accessing gambling venues.

The registry is open from 8:30 a.m. to 2 p.m. from Monday to Friday at the headquarters of the Directorate General for Taxes and Gambling and/or at the Local Services of Barcelona, Central Catalonia, Girona, Lleida, Tarragona and Terres de l'Ebre.

Find out more information about self-exclusion at http://economia.gencat.cat/ca/70_ambits_actuacio/joc_i_apostes/autoprohibicio_acces_establiments_joc/

Addresses

Direcció General de Tributs i Joc
Gran Via de les Corts Catalanes, 639
08010 Barcelona
Telephone: 933 162 000
Fax: 935 541 585
dgtributs.eco@gencat.cat

<u>Local Services</u>		
Barcelona Via Laietana, 14 08003 Barcelona Tel.: 935 676 300	Central Catalonia Castelladral, 5-7 Polígon industrial els Dolors (Palau Firal) 08243 Manresa Tel.: 936 930 299	Girona Plaça de Pompeu Fabra, 1 17002 Girona Tel.: 872 975 000
Lleida Vallcalent, 1 25006 Lleida Tel.: 973 032 900	Tarragona Sant Francesc, 3 43003 Tarragona Tel.: 977 236 559	Terres de l'Ebre Plaça de Gerard Vergés, 1 43500 Tortosa Tel.: 977 44 12 34

Where can I find healthcare services for gambling addiction?

You can call the 24-hour hotline or go to your referral primary healthcare center (CAP, for its abbreviation in Catalan).



gencat

Website: <http://sem.gencat.cat/ca/061CatSalutRespon/>

Email: 061catsalutrespon@gencat.cat