Guidance Note on the ESG Disclosure Return for the Online Gaming Sector in Malta

Malta Gaming Authority

Contents

Abbreviations

AML	Anti-Money Laundering
ESG	Environmental, Social, and Governance
FIAU	Financial Intelligence Analysis Unit
FTE	Full-Time Equivalent
GDPR	General Data Protection Regulation
GHG	Greenhouse Gas
IPs	Part I and Part II (Remote Gaming Sector) of the FIAU's Implementing Procedures
IPR	Industry Performance Return
MFSA	Malta Financial Services Authority
PMLA	Prevention of Money Laundering Act (Cap. 373 of the Laws of Malta)
PMLFTR	Prevention of Money Laundering and Funding of Terrorism Regulations (S.L.373.01)
R&D	Research & Development
RES	Renewable Energy Source
SBTi	Science-Based Targets initiative
T&Cs	Terms & Conditions
WEF	World Economic Forum

Definitions

Unless otherwise stated, terms in this document shall have the same meaning as defined in the Gaming Definitions Regulations (S.L. 583.04 of the Laws of Malta):

Different ability or Disability	Shall have the same meaning as assigned to it by Article 2 of the Equal Opportunities (Persons with Disabilities) Act (Cap. 413 of the Laws of Malta).
Director or Board member	Shall have the same meaning as assigned to it in Article 2 of the Companies Act (Cap. 386 of the Laws of Malta) and Section 3 of the MFSA's Corporate Governance Code.
Executive role	Shall refer to individuals in top leadership positions within the organisation, typically including the C-suite executives, as well as senior leaders who have significant decision-making authority but do not hold formal C-suite title.
Management	Shall refer to employees with supervisory or managerial responsibilities, below executive level, typically including team leads, department managers or mid-level leadership.
Full-time employee	Shall have the same meaning as assigned to "whole-time employee" in terms of the Employment and Industrial Relations Act (Cap. 452 of the Laws of Malta) and "full-time" shall be interpreted accordingly.
Non-employee workers	Shall mean those individuals engaged by the organisation to perform services or tasks but are not considered traditional employees; they work on a contractual, freelance, or temporary basis and typically do not receive the same benefits or protections as regular employees.
Independent Director	Shall have the same meaning as assigned to it in Section 3 of the MFSA's Corporate Governance Code.
Part-time employee	Shall have the same meaning as assigned to it in the Employment and Industrial Relations Act and "part-time" shall be interpreted accordingly.
R&D	Shall have the same meaning assigned to it in the Glossary (page 90) of the White Paper on Measuring Stakeholder Capitalism published by WEF.

Reporting entity	Shall mean the online gaming entity licensed by the MGA (whether at Group or at company level), on behalf of which the ESG Disclosure Return is being submitted.

1 Introduction and Purpose

This document provides guidance to the Malta Gaming Authority's ('MGA' or 'Authority') licensees regarding the submission of the voluntary ESG Code of Good Practice Disclosure Return ('ESG Disclosure Return') for the online gaming sector in Malta.

The document has been updated following the first cycle of data collection for 2023. In doing so, the Authority has taken into account feedback and comments from the entities participating in the first cycle of data collection and has made adjustments to certain definitions, clarifications, and the overall structure of the Guidance Note document. As a living document, it will continue to evolve and be refined with each reporting cycle to reflect best practices and the feedback from the sector, ensuring it remains a relevant and effective tool for ESG reporting.

The questions included in the ESG Disclosure Return reflect the disclosures established in terms of the Voluntary ESG Code of Good Practice for the Remote Gaming Sector in Malta (the 'Code'). Furthermore, this Guidance Note establishes the sequence in which the questions of the ESG Disclosure Return shall be presented and shall provide further information and guidance on each disclosure contained in the Code and the ESG Disclosure Return**.** All definitions of key phrases used within the Code and in the ESG Disclosure Return have been collated in the Definitions Section above, for ease of reference.

Each disclosure clearly indicates whether it relates to the Tier 1 Core Disclosures, the Tier 2 Core Disclosures or the Optional Disclosures, as specified in the Code. It is pertinent to note that the optional disclosures that must be reported for Tier 1 reporting may be selected from the disclosures marked as Optional in the ESG code, or from the Tier 2 Core Disclosures. Furthermore, unless otherwise stated, disclosures are applicable to both B2C and B2B licensees.

Certain disclosures may contain more than one question. These instances are clearly marked in Section 3 of this Guidance Note.

1.1 How to Interpret Disclosure Tables

Within Section 3 of this Guidance Note, each disclosure is presented in a tabular format indicating its applicability across reporting tiers.

The columns labelled '**Tier 1**', '**Tier 2**', and '**Optional**' should be interpreted as follows:

- indicated that the disclosure is applicable for that reporting tier;
- **Blank cells** indicate that the disclosure does not apply to that tier;
- Disclosures marked '✓' under the **'Optional' column** may be selected by the reporting entity where required, to meet the minimum disclosure criteria for the respective tier.

Reporting entities should refer to these indicators in conjunction with the minimum disclosure requirements outlined in Section 2 (Reporting Tiers), to determine which disclosures must be completed for their selected reporting tier.

2 Reporting Tiers

As established in the Code, a reporting entity is required to report a number of core and optional disclosures to obtain a Tier 1 or Tier 2 MGA ESG Code Approval Seal. The minimum criteria for each tier are established and contextualised in Section 4.2 of the Code. For ease of reference, the minimum criteria are being replicated hereunder:

	Core disclosures	Optional disclosures	Total disclosures required
Tier 1	31	5	36
Tier 2	38	10	48

Table 1: Minimum criteria to achieve an MGA ESG Code Approval Seal (B2C licence holders)

	Core disclosures	Optional disclosures	Total disclosures required
Tier 1	17	5	22
Tier 2	23	10	33

Table 2: Minimum criteria to achieve an MGA ESG Code Approval Seal (B2B licence holders)

	Core disclosures	Optional disclosures	Total disclosures required
Tier 1	31	5	36
Tier 2	38	10	48

Table 3: Minimum criteria to achieve an MGA ESG Code Approval Seal (B2C & B2B licence holders)

3 Guidance on the ESG Disclosures

Section 3 of this Guidance Note shall provide supporting information regarding reporting on each disclosure contained in the Code. Each disclosure table in this section includes indicators of whether a disclosure is applicable to Tier 1, Tier 2, or available as an optional disclosure. Reporting entities should interpret these indicators in line with the explanation provided in Section 1.

3.1 How to Use This Section

Section 3 of this Guidance Note is structure to support the completion of the ESG Disclosure Return. Each disclosure is presented using three key components:

1. **Disclosure**: Describes the metric or topic being reported;
2. **Question**: Sets out the specific data point(s) to be completed by the reporting entity;
3. **Guidance**: Provides additional clarification on how the disclosure should be interpreted, including definitions, scope, and calculation methodology.

3.2 Social Disclosures

The following section provides supporting information on reporting on the social pillar of ESG.

3.2.1 Employees & Training

ESG Disclosures	Tier 1	Tier 2	Optional
SOC10: Diversity, Inclusion and Equal Opportunity			
DISCLOSURE Number of employees in executive roles, management, and rest of the workforce; split by: • Gender; and • Employee category (full-time versus part-time, as full-time equivalent)	✓	✓	
QUESTION Number of employees (headcount), including employees working in Malta and outside Malta, in executive roles, management, and rest of the workforce working on the gaming activities licensed by the MGA as at the end of the reporting period (31 December), split by gender and employment category.			
GUIDANCE The data provided should cover the entire workforce and include all individuals employed in relation to the MGA-licensed activity. Workforce should not be limited only to individuals exclusively dedicated to MGA-licensed activities. Within this context, reporting entities should include employees and non-employee workers who are directly or indirectly supporting the MGA-licensed activities, and that are employed due to the existence of the licence. This includes:			

ESG Disclosures	Tier 1	Tier 2	Optional
• Employees fully dedicated to the MGA-licensed activity; • Employees whose roles support multiple licences or business functions and cannot be clearly allocated to a single licence; and • Non-employee workers engaged in support of the licensed activity, defined as those individuals engaged by the organisation to perform services or tasks but are not considered traditional employees; they work on a contractual, freelance, or temporary basis and typically do not receive the same benefits or protections as regular employees. Where a clear allocation to the MGA-licensed activity is not feasible, reporting entities should apply a reasonable and consistent approach based on internal organisational structure, as well as the contribution of the employees. This approach should be then explained in the 'Additional Comments' section of the ESG Disclosure Return. The information reported should be subdivided by the location of the employees (in Malta and outside of Malta) and should reflect the total number of employees (headcount) in employment within the specified role (executive roles, management and rest of the workforce), gender (Male, Female and Gender X) and category (full-time and part-time). The figures for management employees should exclude those reported under executive roles. We understand that gender can be a sensitive topic for many, but it is an essential part of ESG reporting assisting to demonstrate a commitment to diversity and inclusion. Gender data is crucial for tracking and improving gender equality within the workforce, particularly when addressing key issues such as the gender pay gap, representation in leadership, and access to opportunities (i.e. parental leave). We encourage companies to collect and report gender data with respect to employee privacy and cultural sensitivities, ensuring confidentiality and offering voluntary disclosure where appropriate. If it is not possible to provide complete gender breakdowns for all employees, please provide the best available data, and explain any gaps or challenges in the data collection process in the 'Additional Comments' section. The total headcount shall include both employee and non-employee workers. In such case that non-employee workers do not work full-time hours, such individuals must be reported in the respective part-time fields. In general, full-time employees working on a reduced hours basis are to be reported as full-timers. For part-time employees, the total number of working hours per week for all the employees is to be provided. This will be used to calculate the number of FTEs. Note: Reporting entities are to ensure that any segmentation of the workforce aligns with internal organisational structures and operational realities. Employees should not be selectively included, restricted, or excluded in a way that misrepresents how work is carried out across functions or business units.			
DISCLOSURE Multinational workforce: Number of employees by nationality (Maltese, non-Maltese)	✓	✓	

ESG Disclosures	Tier 1	Tier 2	Optional
QUESTION Number of employees, including employees working in Malta and outside Malta, working on the gaming activities licensed by the MGA as at the end of the reporting period (31 December), split by nationality.			
GUIDANCE The data provided should reflect the total number of employees (headcount) in employment, by nationality (Maltese and non-Maltese). These are to be subdivided further into full-time and part-time, together with the total number of working hours per week for part-time employees. The reported figures should include employees who are located in Malta and outside of Malta, combined and should tally with the total number of employees provided in the previous question.			
DISCLOSURE Employment of individuals who requested workplace accommodations or adjustments due to disabilities: Total number of employees who have requested accommodations or adjustments due to disabilities (by gender)			✓
QUESTION Number of different ability employees, including employees working in Malta and outside Malta, working on the gaming activities licensed by the MGA as at the end of the reporting period (31 December), who have requested accommodations or adjustments due to disabilities, split by gender.			
GUIDANCE The data provided should include the number of employees who have requested accommodations or adjustments due to disability in order to perform their work effectively. This includes both employees with visible and invisible disabilities. The figure reported should include employees employed in relation to the MGA-licensed activity, who are located in Malta and outside of Malta, combined. The figures should be reported by gender (Male, Female and Gender X), split by category (full-time and part-time) and should include employees who are located in Malta and outside of Malta, combined. Moreover, the total number of working hours per week for part-time employees is to be reported.			
DISCLOSURE Confirmation that the reporting entity has obtained the Equality Mark certification or equivalent international certification			✓
QUESTION Did the reporting entity have a valid Equality Mark certification, or equivalent international certification, during the reporting period (1 January – 31 December)? If 'Yes,' provide the name of the certification.			

ESG Disclosures	Tier 1	Tier 2	Optional
GUIDANCE The Equality Mark is a certification awarded to companies/organisations that make gender equality one of their values and whose management is based on the recognition and promotion of the potential of all employees irrespective of their gender and caring responsibilities. If the reporting entity has obtained an Equality Mark certification, the name of the certification is to be provided, for example: *National Commission for the Promotion of Equality (NCPE) Equality Mark*. The response provided under this disclosure should be consistent with other disclosures relating to workforce, governance, or social policies, where applicable. Any inconsistencies or deviations (for example, where certification status does not fully align with other ESG-related disclosures) should be clearly explained in the 'Additional Comments' section of the ESG Disclosure Return.			
SOC13: Training and Skill Development of New and Existing Talent			
DISCLOSURE Training hours (by gender and employee category) versus total labour hours: • *Total number of hours of training (by gender, executive, non-executive);* • *Total number of labour hours (by gender, executive, non-executive)*	✓	✓	
QUESTION Number of training hours versus total labour hours, during the reporting period (1 January – 31 December), per company licensed by the MGA, split by gender and employee category.			
GUIDANCE The data reported for training hours should reflect the total hours of training attended by role (executive roles, management and rest of the workforce) and gender (Male, Female and Gender X) during the whole year. Training reported under other disclosures, such as GDPR, and workplace health and safety training, are to be included within this figure also. In such case that a key function holder may be classified as an employee or a non-employee worker within the reporting entity – and would thus be included in the headcount reported in SOC10 – such training hours are to be included in this question too. The data reported for total labour hours shall also account for persons occupying full-time, reduced and part-time positions. Total labour hours refer to the aggregate number of hours worked by all employees during the reporting period. This is typically estimated using the end-of-year headcount and a standard full-time schedule of 40 hours per week over 52 weeks, equivalent to 2,080 hours per full-time employee per year. The calculation may be adjusted to reflect actual hours worked, including pro-rated hours for employees who joined or left during the reporting period, as well as any additional hours worked where applicable. The figure should represent the number of hours worked during a whole year, without consideration of leave or public holidays.			

ESG Disclosures	Tier 1	Tier 2	Optional

For example:

- *Employee A is a full-time employee that worked throughout the whole year*
- *Employee B is a full-time employee that worked till June*
- *Employee C works on reduced hours, working 20 hours per week*

The total labour hours to be reported would be:

Employee A – 40 hours x 52 weeks = 2,080 hours

Employee B – 40 hours x 26 weeks = 1,040 hours

Employee C – 20 hours x 52 weeks = 1,040 hours

Total labour hours reported would be 4,160 hours.

Furthermore, in the case of reporting entities operating under remote-first, multi-jurisdictional, or digitally distributed workforce models, the reported data should reflect all employees and non-employee workers contributing to the MGA-licensed activity, regardless of their physical location. This includes:

- Employees based outside Malta;
- Remotely working employees; and
- Employee workers forming part of shared group functions (e.g. HR, IT, compliance).

Where employees support multiple jurisdictions or business units, reporting entities should apply a reasonable and consistent allocation approach in line with internal organisational structures. Such approaches should be applied consistently across all related disclosures and, where relevant, explained in the 'Additional Comments' section of the ESG Disclosure Return.

For example, in a remote-first organisation with centralised support functions, employees providing services across multiple licensed entities (e.g. IT or HR teams) should be included in the report figures using an appropriate allocation methodology, rather than being excluded due to the absence of direct attribution to a single MGA-licensed activity.

All the training and labour hours reported within this question are to be representative of the headcount reported in SOC10.

DISCLOSURE	Tier 1	Tier 2	Optional
Hours of relevant training received by the reporting entity's key function holders during the reporting period (for each key function holder, excluding the MLRO)	✓	✓	

QUESTION

Total number of hours of relevant training received by the reporting entity's key function holders during the reporting period (1 January – 31 December), per company licensed by the MGA, for each key function holder but excluding that for the MLRO.

Key Functions:

- The Chief Executive Role or Equivalent;

ESG Disclosures	Tier 1	Tier 2	Optional
• Management of the Operations of the Authorised Person; • Compliance with the Obligations of the Authorised Person; • Legal Affairs of the Authorised Person; • Adherence to applicable legislation relating to data protection and privacy; • Technological Affairs of the Authorised Person; • Internal Audit.			
GUIDANCE For each of the key functions identified above, the total number of training hours, combined for the whole year, are to be reported. Should an individual occupy more than one key function role within the reporting entity, the training is to be associated with the respective role to which it pertains. The relevant training reported should be identified in line with the First Schedule of the MGA's Policy on the Eligibility and Ongoing Competency Criteria for Key Persons.			

3.2.2 Working Conditions

ESG Disclosures	Tier 1	Tier 2	Optional
SOC8: Health and Safety in the Workplace			
DISCLOSURE Confirmation that the reporting entity has a workplace health and safety policy		✓	
QUESTION Did the reporting entity have a workplace health and safety policy, during the reporting period (1 January – 31 December)?			
GUIDANCE A Yes/No answer is expected, in relation to whether the workplace occupies a health and safety policy.			
DISCLOSURE Annual lost time due to injury or incidents at the workplace		✓	
QUESTION Annual lost time due to injury or incidents at the workplace, during the reporting period (1 January – 31 December), per company licensed by the MGA.			

ESG Disclosures	Tier 1	Tier 2	Optional
GUIDANCE Data for the number of employees that experienced injury/incidents at the workplace is to be reported, along with the total annual hours lost during the year due to such injury/incidents, which should reflect the leave hours that employees availed of. *For example, in a scenario where the following would be the recorded leave taken as a result of injury:* • *Employee A – injured at the workplace, no leave taken as a result of injury* • *Employee B – injured at the workplace, 24 hours of leave taken as a result of injury* • *Employee C – not injured, no leave taken as a result of injury* *The total number of employees that experienced injury/incidents at the workplace to be reported would be 2 employees; and* *The annual lost time during the year to be reported would be 24 hours.* It is to be noted that all information must be reported in an anonymised manner, whereby no personal data is disclosed.			
DISCLOSURE Total employee training hours on workplace health and safety			✓
QUESTION Total number of employee training hours on workplace health and safety, during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE Information on the total number of training hours attended, by each individual employee, in relation to workplace health and safety should be reported, combined for the whole year. This figure is to be rounded up to the next hour, if required. *For example, in a scenario where the following would be the recorded training hours:* • *Employee A – 8 hours of training attended in relation to workplace health and safety* • *Employee B – 10 hours of training attended in relation to workplace health and safety* • *Employee C – 5 hours of training attended in relation to workplace health and safety* • *Employee D – 0 hours of training attended in relation to workplace health and safety* *The total number of training hours to be reported would be 23 hours; and* *The number of employees undertaking workplace health and safety training to be reported would be 3 employees.* When reporting training hours for workplace health and safety, it is required to report all training hours related to both physical and mental well-being. This encompasses training on workplace safety (e.g., fire safety, first aid), mental health awareness (e.g. stress management), and compliance with health regulations.			
SOC9: Employee Well-Being			
DISCLOSURE Parental leave versus total labour hours (by gender)	✓	✓	

ESG Disclosures	Tier 1	Tier 2	Optional
QUESTION Number of parental leave hours taken, including maternity, paternity and parental leave, versus total labour hours, during the reporting period (1 January – 31 December), per company licensed by the MGA, split by gender.			
GUIDANCE In this question, the number of parental leave hours <u>consumed</u> are to be reported, split by gender (Male, Female, Gender X). This is <u>not</u> to be interpreted as the number of parental leave hours to which the employee is entitled under the company policy. Both paid and unpaid parental leave hours should be included in the reported figures to ensure a comprehensive understanding of the time employees take off parental responsibilities. The annual total labour hours, for all employees, combined for the whole year, split by gender (Male, Female, Gender X), will be derived from the information submitted by virtue of SOC13.			
DISCLOSURE Confirmation that the reporting entity has a health and well-being programme for employees			✓
QUESTION Did the reporting entity have a health and well-being programme for employees, during the reporting period (1 January – 31 December)?			
GUIDANCE A Yes/No answer is expected, in relation to whether the workplace has a health and well-being programme for employees. A health and well-being programme includes, but is not limited to, health and fitness memberships and/or subsidies made available to employees, such as gym memberships and programmes aimed to support the mental health of employees such as counselling and/or mental health days.			
DISCLOSURE Average working hours per employee per day			✓
QUESTION Number of average working hours per employee per day, during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE This question derives a figure for the average working hours per employee per day based on figures reported under other disclosures. The figure is calculated in the following manner: $$\left(\frac{\text{Total labour hours for the year (SOC13)}}{\text{Headcount at end of the year (SOC10)}}\right) \times \frac{1}{52 \text{ weeks} \times 5 \text{ days per week}}$$			

ESG Disclosures	Tier 1	Tier 2	Optional
This calculation is aligned with the guidance related to the calculation of 'Total labour hours' in SOC13, which should represent the number of hours worked during a whole year, without consideration of leave or public holidays. No additional data is required for this question.			
DISCLOSURE Flexible working hours: Percentage of employees who are entitled to flexible working hours			✓
QUESTION Percentage of employees that are entitled to flexible working hours, during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE In this question, the number of employees (headcount) that are entitled to flexible working hours are to be reported. The total number of employees derived from SOC10 will be used to calculate the percentage of employees that are entitled to flexible working hours.			
SOC5: Social Dialogue with Employees			
DISCLOSURE Number and percentage of employees under collective bargaining agreements			✓
QUESTION Employees under collective bargaining agreements, during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE In this question, the number of employees (headcount), that at the end of the reporting period fell under collective bargaining agreements are to be reported. The total number of employees derived from SOC10 will then be used to calculate the percentage of employees under collective bargaining agreements.			
SOC7: Secure and Adaptable Working Conditions			
DISCLOSURE Ratio of non-employee workers to employees			✓
QUESTION Ratio of non-employee workers to employees, during the reporting period (1 January – 31 December), per company licensed by the MGA.			

ESG Disclosures	Tier 1	Tier 2	Optional
GUIDANCE The data provided should include the number of non-employee workers. The total number of employees derived from SOC10 will be used to calculate the resulting ratio which will be automatically calculated within the ESG Disclosure Return.			
DISCLOSURE Indication as to whether all employees are covered by social protection against loss of income due to the following major life events. *(Yes / No to be marked individually for each of the below items):* • Sickness • Employment injury and acquired disability • Parental Leave • Retirement			✓
QUESTION Were all the employees working with the reporting entity covered by social protection against loss of income due to the following major life events, during the reporting period (1 January – 31 December)? Major life events: • Sickness • Employment Injury and Acquired Disability • Parental Leave • Retirement			
GUIDANCE A Yes/No answer is expected for each major life event, in relation to whether employees are covered against loss of income in that regard. Social protection refers to all the measures that provide access to healthcare and income support in cases of challenging life events. The reporting entities shall disclose whether all its employees are covered by social protection against loss of income due to any of the listed major life events through public programs or through benefits offered privately by the reporting entity.			

3.2.3 Remuneration

ESG Disclosures	Tier 1	Tier 2	Optional
SOC2: Fair Remuneration for All Employees			
DISCLOSURE Median salary of total workforce		✓	

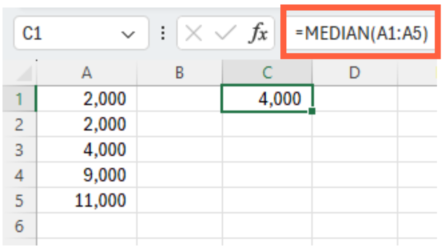
ESG Disclosures	Tier 1	Tier 2	Optional

QUESTION

Median salary of total workforce, during the reporting period (1 January – 31 December), per company licensed by the MGA.

GUIDANCE

The reporting entity is to compute the gross median salary, in Euro, of the total workforce based on the employees (headcount) on its payroll at the end of the year, as reported in SOC10. To this end, the median salary should exclude bonuses but include any fixed allowances which are part of employees' package. Only the median value is to be reported. The median value is computed as the middle value of a list and is different to the mean/average value. An Excel Formula can be used for this computation, on the basis of a list of salaries in a specified column, as shown in the following example.



DISCLOSURE	Tier 1	Tier 2	Optional
Salary of highest paid individual compared to median salary of total workforce *(this figure will not be made public)*			✓

QUESTION

Salary of highest paid individual compared to median salary of total workforce, during the reporting period (1 January – 31 December), per company licensed by the MGA.

GUIDANCE

For the avoidance of doubt, this information and any other confidential information submitted shall be subject to the secrecy and disclosure obligations established in the Gaming Act (Cap. 583 of the Laws of Malta) and any subsidiary legislation promulgated thereunder. The collected data may only be used or published in aggregate form, ensuring the anonymity of the reporting entity.

In this question, the gross salary of the highest paid individual is to be reported, in Euro. The gross median salary of the total workforce will be derived from the previous question under SOC2.

SOC4: Gender Pay Gap

DISCLOSURE	Tier 1	Tier 2	Optional
The gender pay gap, defined as the difference between the average gross hourly earnings of male-paid employees and of female-paid employees expressed as a percentage of the average gross hourly earnings of male-paid employees			✓

ESG Disclosures	Tier 1	Tier 2	Optional
QUESTION The gender pay gap, defined as the difference between average gross hourly earnings of male-paid employees and of female-paid employees expressed as a percentage of average gross hourly earnings of male-paid employees, during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE The total average gross earnings divided by gender (Male, Female) are to be reported in this question. The total labour hours divided by gender (Male, Female) will be derived from SOC13 to calculate the average earnings per hour for each gender. The difference in average gross earnings between genders, and the male average gross earnings will be computed from this data to obtain the gender pay gap, defined as: $\frac{\text{Difference in average gross earnings between genders}}{\text{Male average earnings}} \times 100\%$ It is to be noted that Gender X is not being considered in the calculation of this disclosure in view of the established market practices used to calculate the gender pay gap.			

3.2.4 Data Security & Customer Privacy

ESG Disclosures	Tier 1	Tier 2	Optional
SOC11: Data Security and Customer Privacy			
DISCLOSURE Confirmation that the reporting entity has a Data Privacy Policy	✓	✓	
QUESTION Did the reporting entity have a Data Privacy Policy, during the reporting period (1 January – 31 December)?			
GUIDANCE A Yes/No answer is expected, in relation to whether the reporting entity has a data privacy policy.			
DISCLOSURE Number of customer data breaches	✓	✓	
QUESTION Provide the number of customer data breaches during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE The total number of customer data breaches during the year is to be reported in this question. For the avoidance of doubt, the number of personal data breach incidents should be reported, not the number of customers affected by a personal data breach committed by the reporting entity.			

ESG Disclosures	Tier 1	Tier 2	Optional
DISCLOSURE Training on GDPR and data privacy: Total hours of training per employee	✓	✓	

QUESTION

Provide the number of total hours of training on GDPR and data privacy, per employee during the reporting period (1 January – 31 December), per company licensed by the MGA.

GUIDANCE

Information on the total number of training hours attended, per employee, in relation to GDPR and/or privacy should be reported, combined for the whole year.

The population of employees considered for this disclosure should be consistent with the headcount reported under SOC10 (i.e. employees and non-employee workers engaged in relation to the MGA-licensed activity).

The denominator in the calculation should reflect only those employees who handle personal data as part of their work-related duties within that population.

For example, in a scenario where the following would be the recorded training hours in relation to GDPR and/or data privacy:

- *Employee A – 8 hours GDPR and/or data privacy training and handles personal data*
- *Employee B – 10 hours GDPR and/or data privacy training and handles personal data*
- *Employee C – 0 hours GDPR and/or data privacy training and handles personal data*
- *Employee D – 0 hours GDPR and/or data privacy training and does not handle personal data.*

The total number of training hours to be reported would be 18 hours; and

The number of employees handling personal data to be reported would be 3 employees.

All training hours reported under this disclosure should correspond to the relevant employee population defined in SOC10, to ensure consistency across disclosures.

3.2.5 Research & Development

ESG Disclosures	Tier 1	Tier 2	Optional
SOC3: Research and Development, Innovation			
DISCLOSURE • Total R&D spend (for internal & external purposes) as a proportion of net revenue • Sustainability-related R&D spend (for internal & external purposes) as a proportion of net revenue		✓	

ESG Disclosures	Tier 1	Tier 2	Optional

QUESTION

Total Research and Development (R&D) spend (for internal & external purposes) as a proportion of net revenue, during the reporting period (1 January – 31 December), at the group level or per company licensed by the MGA.

GUIDANCE

The total R&D spend, in Euro, can be reported at either the group level or at company level. This represents an exception to the general ESG Code reporting approach, whereby disclosures are typically expected to relate specifically to the MGA-licensed activity.

This exception is provided due to the nature of R&D activities, which are often managed and recorded at group level and may not be attributable solely to a single licensed entity. As such, reporting entities may use group-level data where this provides a more accurate and meaningful presentation of R&D activity.

In the case of reporting entities holding a B2C licence only, the total net revenue should be taken to be equivalent to the gaming revenue. The reported total net revenue must correspond with the total gaming revenue reported in the Compliance Contribution reports covering the relevant reporting period.

In the case of reporting entities holding a B2B licence only, the total net revenue should be taken to be the revenue reported through the IPRs covering the relevant reporting period.

In these scenarios, the respective figures will be used to calculate the percentage of R&D spend as a proportion of net revenue.

In the case of reporting entities holding both a B2C and B2B licence, both the total gaming revenue from B2C activity and the total net revenue from B2B activity should be considered. The figures reported should correspond to the total gaming revenue reported in Compliance Contribution reports and the B2B revenue reported through the IPRs, respectively. The combined figures (total gaming revenue from B2C activity and total net revenue from B2B activity) will be used to calculate the percentage of R&D spend as a proportion of net revenue.

Reporting entities should ensure that the approach adopted (group-level or company-level) is applied consistently across both R&D disclosures and clearly explain the basis of reporting in the 'Additional Comments' section where necessary.

QUESTION

Total Sustainability-related R&D spend (for internal & external purposes) as a proportion of net revenue, during the reporting period (1 January – 31 December), at the group level or per company licensed by the MGA.

GUIDANCE

Sustainability-related R&D refers to the efforts and activities focused on the creation and development of innovative solutions and technologies that promote environmental, social, and economic sustainability within the group or company. The goal is to develop practices and products that minimise negative

ESG Disclosures	Tier 1	Tier 2	Optional
impacts on the environment and society, while also contributing to long-term sustainability and well-being. The total sustainability-related R&D spend, in Euro, can be reported at either the group level or at company level. This is an exception to the general ESG Code reporting approach, which requires data specific to the MGA-licensed activity. For entities that are not part of a larger group, the sustainability-related R&D spend is to be reported at the company level. In the case of reporting entities holding a B2C licence only, the total net revenue should be taken to be equivalent to the gaming revenue. The reported total net revenue must correspond with the total gaming revenue reported in the Compliance Contribution reports covering the relevant reporting period. In the case of reporting entities holding a B2B licence only, the total net revenue should be taken to be the revenue reported through the IPRs covering the relevant reporting period. In these scenarios, the respective figures will be used to calculate the percentage of sustainability-related R&D spend as a proportion of net revenue. In the case of reporting entities holding both a B2C and B2B licence, both the total gaming revenue from B2C activity and the total net revenue from B2B activity should be considered. The figures reported should correspond to the total gaming revenue reported in Compliance Contribution reports and the B2B revenue reported through the IPRs, respectively. The combined figures (total gaming revenue from B2C activity and total net revenue from B2B activity) will be used to calculate the percentage of sustainability-related R&D spend as a proportion of net revenue.			

3.2.6 Responsible Gaming

ESG Disclosures	Tier 1	Tier 2	Optional
SOC12: Responsible Gaming			
DISCLOSURE Confirmation that the reporting entity has policies and procedures to prevent underage gambling	✓ (B2C only)	✓ (B2C only)	
QUESTION Did the reporting entity have policies and procedures to prevent underage gambling, during the reporting period (1 January – 31 December)?			
GUIDANCE A Yes/No answer is expected, in relation to whether the reporting entity has policies and procedures preventing underage gambling.			

<table>
<tr><th>ESG Disclosures</th><th>Tier 1</th><th>Tier 2</th><th>Optional</th></tr>
<tr><td>DISCLOSURE
Confirmation that the reporting entity provides players with explicit information about the possible risks and harms of online gaming, as well as the player support measures on the website</td><td>✓
(B2C only)</td><td>✓
(B2C only)</td><td></td></tr>
<tr><td colspan="4">QUESTION
Did the reporting entity provide players with explicit information about the possible risks and harms of online gaming, as well as the player support measures on the website, during the reporting period (1 January – 31 December)?</td></tr>
<tr><td colspan="4">GUIDANCE
A Yes/No answer is expected, in relation to whether the reporting entity provided players with explicit information about the possible risks and harms of online gaming, as well as the player support measures on the website.</td></tr>
<tr><td>DISCLOSURE
Confirmation that the reporting entity provides a feature to help players determine whether they have a gambling problem or not; and has analytical tools and/or behaviour monitoring systems, as well as procedures in place to detect and identify players with problem gambling</td><td>✓
(B2C only)</td><td>✓
(B2C only)</td><td></td></tr>
<tr><td colspan="4">QUESTION
Did the reporting entity provide a feature to help players determine whether they have a gambling problem or not, during the reporting period (1 January – 31 December)?</td></tr>
<tr><td colspan="4">GUIDANCE
A Yes/No answer is expected, in relation to whether the reporting entity provided players with a feature to help players determine whether they have a gambling problem.</td></tr>
<tr><td colspan="4">QUESTION
Did the reporting entity have analytical tools and/or behaviour monitoring systems, as well as procedures in place to detect and identify players with problem gambling, during the reporting period (1 January – 31 December)?</td></tr>
<tr><td colspan="4">GUIDANCE
A Yes/No answer is expected, in relation to whether the reporting entity had analytical tools and/or behaviour monitoring systems, as well as procedures in place to detect and identify players with problem gambling.</td></tr>
</table>

ESG Disclosures	Tier 1	Tier 2	Optional
DISCLOSURE Confirmation that contact information for complaints and dispute resolution is readily accessible on its website and players are able to log complaints and disputes on a 24/7 basis. An independent third party is available for mediation or resolution of disputes	✓ (B2C only)	✓ (B2C only)	
QUESTION Did the reporting entity have the contact information for complaints and dispute resolution readily accessible on the website such that players are able to log complaints and disputes on a 24/7 basis, during the reporting period (1 January – 31 December)?			
GUIDANCE A Yes/No answer is expected, in relation to whether the reporting entity had the contact information for complaints and dispute resolution readily accessible on the website such that players were able to log complaints and disputes on a 24/7 basis.			
QUESTION Was an independent third party available for mediation or resolution of disputes, during the reporting period (1 January – 31 December), per company licensed by the MGA?			
GUIDANCE A Yes/No answer is expected, in relation to whether an independent third party was available for mediation or resolution of disputes.			
DISCLOSURE Confirmation that T&Cs are always available to players, even before a user registers	✓ (B2C only)	✓ (B2C only)	
QUESTION Were the T&Cs always available to players, even before a user registers, during the reporting period (1 January – 31 December), per company licensed by the MGA?			
GUIDANCE A Yes/No answer is expected, in relation to whether T&Cs were always available to players, even before a user registers.			

ESG Disclosures	Tier 1	Tier 2	Optional
DISCLOSURE Confirmation that games' rules are made readily available to players and presented prior to the player's first wager, written in plain and intelligible language, containing instructions on how to play and any possible restrictions, and detailing all ways in which players can win or lose	✓ (B2C only)	✓ (B2C only)	
QUESTION Were games' rules made readily available to players and presented prior to the player's first wager, written in plain and intelligible language, containing instructions on how to play and any possible restrictions, and detailing all ways in which players can win or lose, during the reporting period (1 January – 31 December), per company licensed by the MGA?			
GUIDANCE A Yes/No answer is expected, in relation to whether games' rules were made readily available to players and presented prior to the player's first wager, written in plain and intelligible language, containing instructions on how to play and any possible restrictions, and detailing all ways in which players can win or lose.			
DISCLOSURE Confirmation that the reporting entity uses the minimum markers of harm defined in Article 17A(1) of the MGA Player Protection Directive (Directive 2 of 2018)	✓ (B2C only)	✓ (B2C only)	
QUESTION Were the minimum markers of harm as defined in Article 17A(1) of the MGA Player Protection Directive (Directive 2 of 2018) used during the reporting period (1 January – 31 December), per company licensed by the MGA?			
GUIDANCE A Yes/No answer is expected, in relation to whether the minimum markers of harm as defined in Article 17A(1) of the MGA Player Protection Directive (Directive 2 of 2018) were used.			
DISCLOSURE Confirmation that the reporting entity uses additional markers of harm, beyond those defined in Article 17A(1) of the MGA Player Protection Directive (Directive 2 of 2018)		✓ (B2C only)	

<table>
<tr><th>ESG Disclosures</th><th>Tier 1</th><th>Tier 2</th><th>Optional</th></tr>
<tr><td colspan="4">QUESTION
Were additional markers of harm, beyond those defined in Article 17A(1) of the MGA Player Protection Directive (Directive 2 of 2018) used during the reporting period (1 January - 31 December), per company licensed by the MGA?</td></tr>
<tr><td colspan="4">GUIDANCE
A Yes/No answer is expected, in relation to whether additional markers of harm, beyond those defined in Article 17A(1) of the MGA Player Protection Directive (Directive 2 of 2018) were used.</td></tr>
<tr><td>DISCLOSURE
Confirmation that the reporting entity provides an option for players to self-exclude themselves from playing for a definite or indefinite period of time</td><td>✓
(B2C only)</td><td>✓
(B2C only)</td><td></td></tr>
<tr><td colspan="4">QUESTION
Were players provided with an option to self-exclude themselves from playing for a definite or indefinite period of time, during the reporting period (1 January – 31 December), per company licensed by the MGA?</td></tr>
<tr><td colspan="4">GUIDANCE
A Yes/No answer is expected, in relation to whether players were provided with an option to self-exclude themselves from playing for a definite or indefinite period of time.</td></tr>
<tr><td>DISCLOSURE
Self-exclusion requests:
• Number of self-exclusion requests (sign-ups) by players and exclusions imposed by the reporting entity during the reporting period (categorised by age and duration, i.e. definite/indefinite);
• Indication as to whether the reporting entity offers self-exclusion reversals/cancellations (excluding removals upon expiry) on player’s requests. If yes, the number of requests, made by players, for self-exclusion reversals/cancellations during the reporting period;
• Indication as to whether the reporting entity offers the possibility to reduce self-exclusion period.</td><td>✓
(B2C only)</td><td>✓
(B2C only)</td><td></td></tr>
<tr><td colspan="4">QUESTION
Not Applicable</td></tr>
</table>

ESG Disclosures	Tier 1	Tier 2	Optional
GUIDANCE The information supporting this data point will be displayed in the ESG Disclosure Return, based on the figures reported through the IPRs covering the relevant reporting period.			
DISCLOSURE Limits: • *Indication whether the reporting entity offers the possibility to set deposit limits and/or wagering limit. If yes, the unique number of players that set a deposit/wagering limit on their account and the unique number of players that hit this deposit/wagering limit during the reporting period;* • *Indication as to whether the reporting entity offers players the possibility to set additional limits (i.e. loss limits or time/session limits). If yes, the unique number of players that set a loss limit/time/session limit on their account and the unique number of players that hit this loss/time/session limit during the reporting period*	✓ (B2C only)	✓ (B2C only)	
QUESTION Not Applicable			
GUIDANCE The information supporting this data point will not be displayed in the ESG Disclosure Return, but the Authority will analyse the figures reported through the IPRs in order to compile the figures encompassed in this disclosure. No further information will be required to be submitted.			
DISCLOSURE Average training hours on responsible gaming per customer-facing staff member	✓ (B2C only)	✓ (B2C only)	
QUESTION Number of total training hours on responsible gaming per customer-facing staff member, during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE Information on the total number of training hours attended in relation to responsible gaming should be reported, combined for the whole year and for each customer-facing employee only. This figure is to be rounded up to the next hour, if required. The total number of customer-facing employees is to be reported. In the case that other employees which are not customer-facing attended this training, their hours should not be included under this disclosure. The latter should be captured within the training hours reported for SOC13: Training and Skill Development of New and Existing Talent.			

ESG Disclosures	Tier 1	Tier 2	Optional
For example, in a scenario where the following would be the recorded training hours in relation to responsible gaming: • *Customer Facing Employee A – 8 hours of training attended in relation to responsible gaming* • *Customer Facing Employee B – 10 hours of training attended in relation to responsible gaming* • *Customer Facing Employee C – 5 hours of training attended in relation to responsible gaming* • *Customer Facing Employee D – 0 hours of training attended in relation to responsible gaming* *The total number of training hours to be reported would be 23 hours; and* *The number of customer-facing employees to be reported would be 4 employees.*			
DISCLOSURE Confirmation that the reporting entity has policies and procedures as per the EGBA standards[1]			✓ (B2C only)
QUESTION Did the reporting entity have policies and procedures as per the EGBA standards, during the reporting period (1 January - 31 December)?			
GUIDANCE A Yes/No answer is expected. The EGBA Standards complement the licensing requirements imposed by online gaming regulators in different jurisdictions in the European Union. These standards incorporate the Remote Responsible Gambling Standards as agreed in the European Committee for Standardisation (Responsible Remote Gambling Measures - CEN Workshop Agreement 16259:2011).			
DISCLOSURE Confirmation that the reporting entity carries out ethical and responsible marketing, as a minimum complying with S.L.583.09, the MGA Gaming Commercial Communications Regulations	✓	✓	
QUESTION Did the reporting entity carry out ethical and responsible marketing as a minimum complying with S.L.583.09, the MGA Gaming Commercial Communications Regulations, during the reporting period (1 January - 31 December)?			
GUIDANCE A Yes/No answer is expected, in relation to whether the reporting entity carried out ethical and responsible marketing as a minimum complying with S.L.583.09, the MGA Gaming Commercial Communications Regulations.			

[1] https://www.egba.eu/responsibility/egba-standards/

ESG Disclosures	Tier 1	Tier 2	Optional
SOC6: Wider Community Involvement			
DISCLOSURE • Donations, as a proportion of net revenue • Donations made to Maltese causes			✓
QUESTION Total donations, as a proportion of net revenue, during the reporting period (1 January – 31 December), reported at the group level or per company licensed by the MGA, with a breakdown of donations made to Maltese causes.			
GUIDANCE Donations made to Maltese causes should be reported separately. Within this context, Maltese causes include donations made to Maltese-based entities, such as NGOs, charities, foundations, and other organisations that focus on local social, environmental, or community issues in Malta. These may also include donations to public or private institutions that support local causes, regardless of whether they are considered as a voluntary organisation. In the case of reporting entities holding a B2C licence only, the total net revenue should be taken to be equivalent to the gaming revenue. The reported total net revenue must correspond with the total gaming revenue reported in the Compliance Contribution reports covering the relevant reporting period. In the case of reporting entities holding a B2B licence only, the total net revenue should be taken to be the revenue reported through the IPRs covering the relevant reporting period. In these scenarios, the respective figures will be used to calculate the percentage of Donations as a proportion of net revenue. In the case of reporting entities holding both a B2C and B2B licence, both the total gaming revenue from B2C activity and the total net revenue from B2B activity should be considered. The figures reported should correspond to the total gaming revenue reported in Compliance Contribution reports and the B2B revenue reported through the IPRs, respectively. The combined figures (total gaming revenue from B2C activity and total net revenue from B2B activity) will be used to calculate the percentage of Donations as a proportion of net revenue.			
DISCLOSURE Time volunteered, as a proportion of total labour time			✓
QUESTION Time volunteered, as a proportion of total labour hours, during the reporting period (1 January – 31 December), per company licensed by the MGA.			

ESG Disclosures	Tier 1	Tier 2	Optional
GUIDANCE The total time volunteered, combined for the whole year is to be reported. The annual total labour hours for all employees, combined for the whole year, will be derived from SOC13.			
DISCLOSURE Description of support given to Responsible Gaming initiatives (such as funding of RG research, support to non-profit organisations and RG groups, gambling addiction family support groups, etc.) as required by Article 34(5) of the Gaming Authorisations and Compliance Directive relating to use of funds coming from inactive accounts	✓ (B2C only)	✓ (B2C only)	
QUESTION Provide a description of the support given to Responsible Gaming initiatives (such as funding of RG research, support to non-profit organisations and RG groups, gambling addiction family support groups, etc.) as required by Article 34(5) of the Gaming Authorisations and Compliance Directive (Directive 3 of 2018) relating to the use of funds coming from inactive accounts, during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE A detailed, text-based description of the support given is to be provided.			
DISCLOSURE Description of support given to Responsible Gaming initiatives beyond what is required by Article 34(5) of the Gaming Authorisations and Compliance Directive (Directive 3 of 2018) relating to the use of funds coming from inactive accounts			✓
QUESTION Provide a description of the support given to Responsible Gaming initiatives beyond what is required by Article 34(5) of the Gaming Authorisations and Compliance Directive (Directive 3 of 2018) relating to the use of funds coming from inactive accounts, during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE A detailed, text-based description of the support given is to be provided.			

3.3 Governance Disclosures

3.3.1 Governance

ESG Disclosures	Tier 1	Tier 2	Optional
GOV12: Regulatory Compliance			
DISCLOSURE Material penalties imposed at Group level of the reporting entity (number and monetary value)	✓	✓	
QUESTION Material penalties imposed at Group level, during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE Information on the total number of material penalties (quantity) is to be provided. Additionally, the total value of these penalties, in Euro, is to be provided. The number and value of material penalties should include all administrative penalties imposed at Group level, not just those imposed by the MGA.			
GOV14: Cybersecurity			
DISCLOSURE Confirmation that the reporting entity has an Information Security Policy	✓	✓	
QUESTION Did the reporting entity have an Information Security Policy, during the reporting period (1 January – 31 December)?			
GUIDANCE A Yes/No answer is expected, in relation to whether the reporting entity has an Information Security Policy.			
DISCLOSURE Confirmation that the reporting entity has a Cybersecurity certification (ISO 27001:2022, SOC2 or NIST CSF)			✓
QUESTION Did the reporting entity have a Cybersecurity certification (ISO 27001:2022, SOC2, or NIST CSF), during the reporting period (1 January – 31 December)? If 'Yes,' provide the name of the certification.			

ESG Disclosures	Tier 1	Tier 2	Optional
GUIDANCE A Yes/No answer is expected, in relation to whether the reporting entity has a Cybersecurity certification. If the reporting entity has obtained a Cybersecurity certification and answers 'yes', the name of the certification is to be provided. Examples of Cybersecurity certifications are: • ISO 27001:2022 • SOC2 • NIST CFS			
GOV16: Integrating Risk and Opportunity in the Business Model			
DISCLOSURE Confirmation that the reporting entity has documented the principal ESG risks and opportunities identified in the business's operations and its value chain, and how these risks and opportunities are integrated in the business model			✓
QUESTION Did the reporting entity document the principal ESG risks and opportunities identified in the business's operations and its value chain, and how these risks and opportunities are integrated in the business model during the reporting period (1 January – 31 December)?			
GUIDANCE A Yes/No answer is expected, in relation to whether the reporting entity has documented the principal ESG risks and opportunities identified in the business's operations and its value chain, and how these risks and opportunities are integrated in the business model. It is to be noted that both elements, i.e. the identification of the principal ESG risks and opportunities of the business's operations and its value chains and the assessment as to how such risks and opportunities are integrated in the business model of the reporting entity, must have been documented, to enable the reporting entity to answer 'yes' to this question.			
GOV17: Diverse Governance Structure and Composition			
DISCLOSURE Number of board members, split by gender	✓	✓	
QUESTION Number of Board Members during the reporting period (1 January – 31 December), per company licensed by the MGA, split by gender.			

ESG Disclosures	Tier 1	Tier 2	Optional
GUIDANCE In this question, information on the number of board members at the end of the year, split by gender (Male, Female, Gender X), is to be reported.			
DISCLOSURE Director average age	✓	✓	
QUESTION Director average age, during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE In this question, reporting entities are required to report the total age of all directors combined and the number of directors should be equal to the number of board members.			
DISCLOSURE Number of independent directors, split by gender			✓
QUESTION Number of Independent Directors during the reporting period (1 January – 31 December), per company licensed by the MGA, split by gender.			
GUIDANCE In this question, information on the number of independent directors at the end of the year, split by gender (Male, Female, Gender X), is to be reported. To this end, the number of independent directors is to be less than or equal to the total number of directors.			
GOV9: Sustainability Skills in Administrative, Management and Supervisory Bodies			
DISCLOSURE Hours of training received by the Board on ESG in the reporting period		✓	
QUESTION Total number of Training Hours received by the Board Members on ESG, during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE In this question, the total number of training hours received by the Board during the reporting year should be provided, including the combined total and the hours completed by each board member. Training may include internal or external sessions covering ESG-related topics. Subjects such as business ethics,			

ESG Disclosures	Tier 1	Tier 2	Optional
AML, GDPR, AI, information security, responsible gaming, and diversity may be included where they are clearly linked to environmental, social, or governance principles and objectives.			
DISCLOSURE The identity of the body (such as an ESG Committee or similar), or individual within a body, responsible for oversight of ESG		✓	
QUESTION List the body (such as an ESG Committee or similar), or individual within a body, responsible for oversight of ESG, during the reporting period (1 January – 31 December), per company licensed by the MGA.			
GUIDANCE In this question, a text-based response is to be provided regarding the name of the body responsible for the oversight of ESG. *For example: ESG Committee.*			

3.3.2 Prevention of Corruption & Anti-Bribery

ESG Disclosures	Tier 1	Tier 2	Optional
GOV13: Prevention of Corruption and Anti-Bribery			
DISCLOSURE Confirmation that the reporting entity has an Anti-Bribery and Corruption Policy	✓	✓	
QUESTION Did the reporting entity have an Anti-Bribery and Corruption Policy, during the reporting period (1 January – 31 December)?			
GUIDANCE A Yes/No answer is expected, in relation to whether the reporting entity has an Anti-Bribery and Corruption Policy.			
DISCLOSURE Confirmation that the reporting entity has a Whistle-blower Protection Policy	✓	✓	
QUESTION Did the reporting entity have a Whistle-blower Protection Policy, during the reporting period (1 January – 31 December)?			

ESG Disclosures	Tier 1	Tier 2	Optional
GUIDANCE A Yes/No answer is expected, in relation to whether the reporting entity has a Whistle-blower Protection Policy.			
DISCLOSURE Confirmation that the reporting entity has AML policies and procedures in line with the applicable Maltese laws and regulations, including PMLA, PMLFTR and IPs, to cater for the identification and verification of players, as well as the identification, escalation, and reporting of unusual or suspicious activities, including investigating material or unusual deposits, withdrawals, and customer accounts where little or no gaming or betting activity takes place	✓ (B2C only)	✓ (B2C only)	
QUESTION Did the reporting entity have AML policies and procedures in line with the applicable Maltese laws and regulations, including PMLA, PMLFTR and IPs, to cater for the identification and verification of players, as well as the identification, escalation, and reporting of unusual or suspicious activities, including investigating material or unusual deposits, withdrawals, and customer accounts where little or no gaming or betting activity takes place, during the reporting period (1 January – 31 December)?			
GUIDANCE A Yes/No answer is expected, in relation to whether the reporting entity had AML policies and procedures in line with the applicable Maltese laws and regulations, including, PMLA (Cap. 373 of the Laws of Malta), PMLFTR (S.L.373.01) and IPs, to cater for the identification and verification of players, as well as the identification, escalation, and reporting of unusual or suspicious activities, including investigating material or unusual deposits, withdrawals, and customer accounts where little or no gaming or betting activity takes place.			
DISCLOSURE Confirmation that the reporting entity has AML policies and procedures to cater for sanctions and adverse media	✓	✓	
QUESTION Did the reporting entity have AML policies and procedures to cater for sanctions and adverse media, during the reporting period (1 January – 31 December)?			
GUIDANCE A Yes/No answer is expected, in relation to whether the reporting entity had AML policies and procedures to cater for sanctions and adverse media (as per the National Interest (Enabling Powers) Act and other guidance notes issued by the Sanctions Monitoring Board).			

<table>
<tr><th>ESG Disclosures</th><th>Tier 1</th><th>Tier 2</th><th>Optional</th></tr>
<tr><td>DISCLOSURE
AML/CFT related training in line with the applicable Maltese laws and regulations, including PMLA, PMLFTR and IPs, as per the FIAU’s REQ 2025 requirements.
• The percentage of board members that received AML/CFT training throughout the prior calendar year;
• The percentage of senior management members that completed AML/CFT training throughout the prior year;
• The percentage of staff within the AML/CFT unit that completed AML/CFT training throughout the prior calendar year, if applicable;
• The percentage of members of staff involved in the activities that fall within the definition of ‘relevant financial business’ and/or ‘relevant activity’ that completed AML/CFT training throughout the prior calendar year;
• Where AML/CFT operational tasks are being outsourced, indicate whether the outsourced provider's staff, received training during the previous calendar year in relation to: (a) specific Maltese AML/CFT regulations (PMLA, PMLFTR, IPs), and (b) AML/CFT policies and procedures relating to the subject person;
• Indication as to whether the entity provides AML/CFT training to agents and/or intermediaries, to ensure that they have an adequate understanding of relevant ML/FT risks, and on the AML/CFT policies and procedures mandated by the entity.</td><td>✓
(B2C only)</td><td>✓
(B2C only)</td><td></td></tr>
<tr><td colspan="4">N.B. applicable only to the questions within this disclosure:
1. Considering this data is already required by the FIAU in its REQ submissions on the basis of the ‘previous calendar year’, the reporting entity may choose to report this disclosure in line with the submissions made in the relevant REQ submission, if such is different from that as at the end of the reporting period.
2. Pages 70-71 of the FIAU’s REQ 2025 requirements may be referenced for further guidance on the above disclosure and the individual questions below.</td></tr>
<tr><td colspan="4">QUESTION
Indicate the reporting year for which the following data is being reported.</td></tr>
<tr><td colspan="4">GUIDANCE
In line with the above guidance, the reporting entity must indicate the reporting period to which the data being reported in terms of this disclosure relates.</td></tr>
</table>

ESG Disclosures	Tier 1	Tier 2	Optional

QUESTION

Provide the percentage of board members/partners that received AML/CFT training, during the reporting period (1 January - 31 December).

GUIDANCE

The total number of board members/partners receiving AML/CFT training, and the total number of board members/partners is to be reported. These figures will be used to calculate the percentage of board members/partners who received AML/CFT training.
The number of board members/partners receiving AML/CFT training should be equal to or less than the total number of board members/partners.
For example:
Total number of board members/partners receiving AML/CFT training – 6.
Total number of board members/partners – 10.

QUESTION

Provide the percentage of senior management members that completed AML/CFT training, during the reporting period (1 January - 31 December).

GUIDANCE

The total number of senior management members, who received AML/CFT training during the year are to be reported. Additionally, the total number of senior management members are to be reported. These figures will be used to calculate the percentage of senior management members who received AML/CFT training.
For Example:
Total number of senior management members receiving AML/CFT training – 10.
Total number of senior management members – 15.

QUESTION

Provide the percentage of staff within the AML/CFT unit that completed AML/CFT training, during the reporting period (1 January - 31 December).

GUIDANCE

The total number of employees, within the AML/CFT unit, who received AML/CFT training during the year are to be reported. Additionally, the total number of employees within the AML/CFT unit are to be reported. These figures will be used to calculate the percentage of employees within the AML/CFT unit who received AML/CFT training.
The number of employees receiving AML/CFT training within the AML/CFT unit should be equal to or less than the total number of employees within the AML/CFT unit.
For Example:
Total number of employees receiving AML/CFT training within the AML/CFT unit – 5.
Total number of employees within the AML/CFT unit – 10.

ESG Disclosures	Tier 1	Tier 2	Optional

The 'Not applicable' option is to be selected in instances where staff is not employed by the reporting entity.

QUESTION

Provide the percentage of members of staff involved in the activities that fall within the definition of 'relevant financial business' and/or 'relevant activity' that completed AML/CFT training throughout the reporting period (1 January – 31 December).

GUIDANCE

Information on the total number of members of staff involved in the activities that fall within the definition of 'relevant financial business' and/or 'relevant activity' receiving AML/CFT training, and the total number of members of staff involved in the activities that fall within the definition of 'relevant financial business' and/or 'relevant activity' is to be provided. These figures will be used to calculate the percentage of members of staff involved in the activities that fall within the definition of 'relevant financial business' and/or 'relevant activity' who received AML/CFT training.

The number of members of staff involved in the activities that fall within the definition of 'relevant financial business' and/or 'relevant activity' receiving AML/CFT training should be equal to or less than the total number of staff involved in the activities that fall within the definition of 'relevant financial business' and/or 'relevant activity'.

For example:

Total number of members of staff involved in the activities that fall within the definition of 'relevant financial business' and/or 'relevant activity' receiving AML/CFT training – 15.

Total number of members of staff involved in the activities that fall within the definition of 'relevant financial business' and/or 'relevant activity' – 20.

QUESTION

Where AML/CFT operational tasks are being outsourced, indicate whether the outsourced provider's staff, received training, during the reporting period (1 January – 31 December), in relation to:

- specific Maltese AML/CFT regulations (PMLA, PMLFTR, IPs);
- AML/CFT policies and procedures relating to the subject person.

GUIDANCE

The answer should be selected from the following available options: No, Yes, Not Applicable.

The 'Not applicable' option is to be selected in instances where AML/CFT operational tasks are not being outsourced.

QUESTION

Does your entity provide AML/CFT training to agents and/or intermediaries, to ensure that they have an adequate understanding of relevant ML/FT risks, and on the AML/CFT policies and procedures mandated by your entity?

ESG Disclosures	Tier 1	Tier 2	Optional
GUIDANCE The answer should be selected from the following available options: No, Yes, Not Applicable. The 'Not applicable' option is to be selected in instances where agents and/or intermediaries are not being used.			

3.4 Environment Disclosures

<table>
<tr><th>ESG Disclosures</th><th>Tier 1</th><th>Tier 2</th><th>Optional</th></tr>
<tr><td colspan="4">ENV9: Carbon Emissions</td></tr>
<tr><td>DISCLOSURE
The reporting entity can choose <u>either one</u> of the following two options:
1. Scope 1 & 2 Emissions, calculated as per the GHG Protocol
2. Input data on:
Fuel consumption (Transportation)
• Fuel consumed (in litres, by type of fuel)
• Electricity consumed by electric vehicles (in kWh)
Fuel consumption (non-Transportation)
• Fuel consumed (in litres, by use and by type of fuel)
Total Electricity Consumption
• Electrical energy generated from RES (e.g. PVs, micro-wind turbines, etc.) by location
• Electrical energy consumed (from electricity bill) by location</td><td>✓</td><td>✓</td><td></td></tr>
<tr><td colspan="4">QUESTION
Scope 1 & 2 Emissions, during the reporting period (1 January – 31 December), associated with the company's office in Malta.</td></tr>
<tr><td colspan="4">GUIDANCE
In line with the Malta ESG Platform, the following data points will be required to be inputted for the automatic computation of the Scope 1 & 2 Emissions:
• The volume of fuel consumed in Litres for transportation. This includes fuel consumed to operate company vehicles. This is to be divided by type of fuel (Diesel, Petrol, Gasoil, LPG, Other). Only if the fuel consumed is of type 'Other', do the conversion rates to energy and kgCO_2 need to be provided;
• The electricity consumed by electric vehicles in kWh;
• The volume of fuel consumed in Litres for anything other than transportation, i.e. water heating, spatial heating and other purposes, split by type of fuel (LPG, Kerosene, Natural Gas, Diesel/Gasoil and Fuel Oil);
• The electricity <u>generated</u>, in kWh, from renewable energy sources such as solar panels, micro-wind turbines, etc;
• The electricity <u>consumed</u>, in kWh, based on the electricity bill; and
• Any additional comments as deemed necessary by the reporting entity for all the above.</td></tr>
</table>

ESG Disclosures	Tier 1	Tier 2	Optional
DISCLOSURE Scope 3 carbon emissions as per GHG protocol			✓
QUESTION Is the reporting entity able to quantify any of its Gross Scope 3 GHG emissions generated during the reporting period (1 January – 31 December), per company licensed by the MGA, as per the following list of Scope 3 categories?			

GUIDANCE
A Yes/No answer is expected for each of the following Scope 3 Categories:
• Upstream Scope 3 Emissions:
  ○ Purchased goods and services;
  ○ Capital goods;
  ○ Fuel- and energy-related activities (not included in scope 1 or scope 2);
  ○ Upstream transportation and distribution;
  ○ Waste generated in operations;
  ○ Business travel;
  ○ Employee commuting;
  ○ Upstream leased assets.
• Downstream Scope 3 Emissions:
  ○ Downstream transportation and distribution;
  ○ Processing of sold products;
  ○ Use of sold products;
  ○ End-of-life treatment of sold products;
  ○ Downstream leased assets;
  ○ Franchises;
  ○ Investments.			

DISCLOSURE Confirmation that the reporting entity has an Environmental Policy, which includes: • GHG emissions targets in line with the goals of the Paris Agreement; • Policies to reduce excessive water usage; and • Policies implemented to manage resource use and waste.			✓
QUESTION Did the reporting entity have an Environmental Policy during the reporting period (1 January – 31 December), which includes the below: • GHG emissions targets in line with the goals of the Paris Agreement;			

ESG Disclosures	Tier 1	Tier 2	Optional
• Policies to reduce excessive water usage; • Policies implemented to manage resource use and waste.			
GUIDANCE A Yes/No answer is expected, in relation to whether the reporting entity has an Environmental Policy covering each of the points described above separately. For example, for GHG emissions targets in line with the goals of the Paris Agreement, reporting entities may refer to the SBTi, which provides businesses with a defined roadmap towards reducing emissions in line with the goals of the Paris Agreement.			

4 Frequently Asked Questions (FAQs)

4.1 When is the ESG Disclosure Return Due?

Data covering the reporting period (1 January – 31 December) is due by 31 August of the year following the reporting period; for example, if the reporting period is 1 January – 31 December 2025, then the ESG Disclosure Return is due by 31 August 2026.

4.2 How do I access and submit the ESG Disclosure Return?

The relevant ESG Disclosure Return will be made available to each reporting entity through the MGA portal, which can be accessed through https://portal.mga.org.mt/. The ESG Disclosure Return made available will relate to the relevant licence/s held by the licensee, i.e. Gaming Service licence holders (B2C licensees), Critical Gaming Supply licence holders (B2B licensees) and licensees holding both a B2C and B2B licence.

The MGA shall only accept ESG Disclosure Returns submitted through the MGA portal, and shall not accept any submissions made via other sources (e.g. physical copies, excel files or email).

4.3 Is it obligatory to complete the ESG Disclosure Return?

Participation in the Code is voluntary, and it is at the discretion of each licensee to determine whether they have the capacity to start reporting in line with the Code. This notwithstanding, the MGA strongly encourages all licensees to report in line with the Code, to reinforce their commitment to sustainability and continuous improvement of the ESG standing of the online gaming industry.

4.4 Am I required to fill in a separate ESG Disclosure Return for each company falling under a Corporate Group Licence?

Corporate Group Licence holders must fill in and submit one ESG Disclosure Return covering all group companies falling under the corporate group licence. The data submitted must be aggregated to cover all group companies falling under the corporate group licence.

4.5 Should I report the figures at the licence level or the group level?

The majority of the disclosures should refer specifically to the activities conducted under the MGA licence, in line with the general ESG Code reporting approach. However, there are certain exceptions where reporting is required at the group level (if applicable) due to the nature of the data and its relevance to broader group-wide activities. These exceptions include the following disclosures:

- SOC3: Research and Development, Innovation
- SOC6: Wider Community Involvement (Donations)
- GOV12: Regulatory Compliance

These questions require group-level data (if applicable) to ensure meaningful reporting, especially where the information cannot be reliably attributed solely to the MGA-licensed activity.

To further clarify the application of these principles, the following examples are provided:

Example 1: Group with multiple licensed entities

A corporate group holds multiple MGA licences across different entities, with certain functions (e.g. finance, HR, compliance) operating at group level. In this case:

- Disclosures relating to workforce (e.g. SOC10) should include employee and non-employee workers supporting the MGA-licensed activity, including shared group functions, using a reasonable allocation methodology where necessary;
- Disclosures such as SOC3 (R&D), SOC6 (Donations), and GOV12 (Regulatory Compliance) may be reported at group level where the underlying data is managed centrally and cannot be meaningfully disaggregated.

Example 2: Remote-first or digitally distributed organisation

A reporting entity operates with a geographically distributed workforce, including employees based in multiple jurisdictions and working remotely:

- Employees should be included in ESG disclosures where they contribute to the MGA-licensed activity, regardless of their physical location;
- Where employees support multiple jurisdictions or business units, a consistent and reasonable allocation approach should be applied across all relevant disclosures.

Example 3: Shared services across multiple business units

An entity relies on centralised support functions (e.g. IT, HR) that serve multiple licensed and non-licensed activities:

- These employees should not be excluded solely due to the absence of direct attribution to a single licence;
- Instead, reporting entities should include them using an appropriate allocation methodology, ensuring consistency across disclosures and transparency in the approach taken.

In all cases, reporting entities should ensure that the approach adopted is applied consistently across disclosures and clearly explained in the 'Additional Comments' section where necessary.

4.6 Will I receive a confirmation of my submission from the MGA?

The confirmation of submission will be shown through a change in status of the ESG Disclosure Return, which will change to "Submitted" on the MGA portal timeline. After submission, the MGA may still require further information that may be deemed necessary to process the submission. The status of the submission will be updated accordingly on the MGA portal.

4.7 Who should I contact if I am having trouble filling in or submitting the ESG Disclosure Return?

The Authority may be contacted via email on research.mga@mga.org.mt if any difficulty is encountered.

5 Common Reporting Considerations and Practical Tips

To support a consistent and efficient completion of the ESG Disclosure Return, reporting entities are encouraged to consider the following common issues and practical recommendations:

5.1 Common Mistakes to Avoid:

- Double counting of employees, non-employee workers, or hours across multiple disclosures;
- Inconsistent reporting populations across disclosures (e.g. misalignment between SOC10 headcount and SOC11 or SOC13);
- Incorrect interpretation of the reporting perimeter (e.g. excluding shared services or group-level functions where they support MGA-licensed activity);
- Use of different scopes or assumptions across disclosures without explanation.

5.2 Practical Submission Tips:

- Ensure that a consistent approach is applied across all disclosures, particularly in relation to workforce scope and allocation methodologies;
- Cross-check related disclosures (e.g. SOC10, SOC11, SOC13) to ensure alignment of figures and underlying assumptions;
- Where estimates or allocation methodologies are used, apply these consistently and document the approach clearly;
- Use the 'Additional Comments' section to explain any assumptions, limitations, or deviations from standard guidance.

5.3 Clarifications based on recurring queries:

- Most disclosures are expected to be reported at the level of the MGA-licensed activity, unless explicitly stated otherwise;
- Group-level reporting is permitted only in specific cases (e.g. SOC3, SOC6, GOV12), as outlined in this Guidance Note;
- Data should reflect both employees and non-employee workers where relevant, in line with the definitions and operational guidance provided.

These considerations are intended to reduce inconsistencies in reporting and minimise the need for follow-up queries during the review process.