



**THE EUROPEAN
LOTTERIES**

FOR THE BENEFIT OF SOCIETY

European Lotteries & Toto Association

Annual 20 Report 20



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Chapter

01

2020; EL Members support society during a global pandemic

In 2020 as the COVID-19 pandemic presented Europe and the rest of the world with the biggest health, economic and social crisis in modern history, EL and its Members continued to fulfil their core values of responsibility, sustainability, and integrity by supporting local communities. From offering relief and funding medical equipment to the creation of emergency funds and welfare aid, these efforts uphold the historic support of national lotteries to society in times of need.



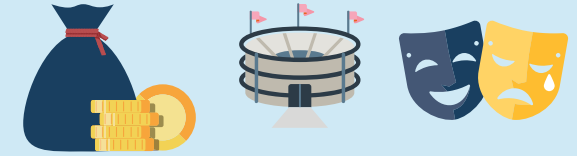
SAZKA A.S.

in the Czech Republic has given a financial donation to the "Podane Ruce" ("Given Hands") foundation. The organisation delivers cars and employs drivers to distribute food and health supplies to the elderly and those in need.



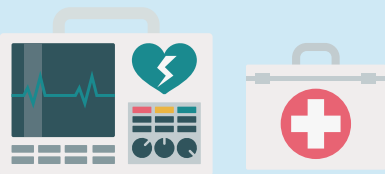
SANTA CASA MISERICÓRDIA DE LISBOA - SCML

in Portugal launched a series of videos demonstrating how their mission to support those in need continues despite COVID-19. Under the slogan "Somos a Casa de Milhares de Portugueses" ("We are a home for thousands of Portuguese"), SCML shows how they continue to take care of the most vulnerable.



NORSK TIPPING AB

in Norway has been involved in "Grasrotandelen", a programme to support grassroots associations in sports, social, and cultural areas. Norsk Tipping generated NOK714m (approximately €68.9m) in 2020, a year when grassroots organisations were especially affected.



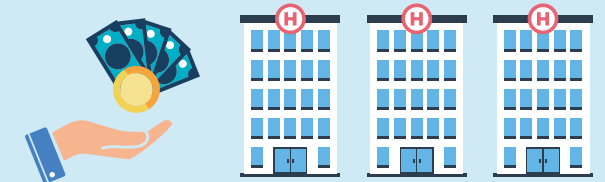
OPAP S.A.

in Greece is supporting the public health system through the provision of essential health care materials to hospitals, including hemodynamic monitors which can be used in Intensive Care Units.



THE NATIONAL LOTTERY

in Ireland has given €16m of expired unclaimed prize money to support the health sector in the fight against COVID-19.



SZERENCSEJÁTÉK ZRT.

in Hungary provided HUF50m (approximately €145,000) each to three Hungarian hospitals responsible for the care of coronavirus patients to purchase individual equipment and devices that would effectively help further epidemiological defence efforts.



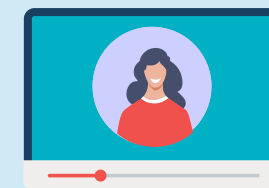
LA FRANÇAISE DES JEUX

in France has signed an agreement giving their employees the opportunity to donate their time off to reduce costs and send the financial support to hospitals.



LOTÉRIE ROMANDE

in Switzerland supports the Fondation Mère Sofia which is helping those in need during the pandemic by serving 700 meals every day.



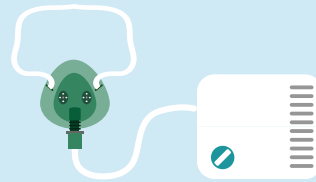
DANSKE SPIL

in Denmark developed a "best practices" video for a smooth virtual onboarding process of new employees. The video contains advice and internal examples of how to integrate new employees that have started their new position from home.



ÖSTERREICHISCHE LOTTERIEN

in Austria has supported the federal government's efforts to stop COVID-19 by launching the initiative "wirtragenmaske.at" ("we wear masks"). The Austrian Lotteries and Casinos Austria aim to shine a light on the importance of wearing masks.



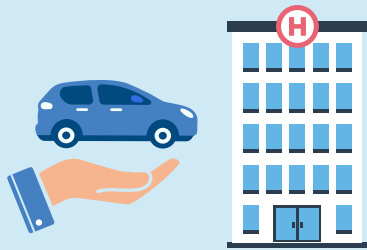
TIPOS, NÁRODNÁ LOTÉRIOVÁ SPOLOČNOSŤ, A. S.

in Slovakia has approved financial donations to purchase nebulizers, one of the most important pieces of equipment for hospitals. Nebulizers are used for both ventilated patients and those breathing independently. Thanks to Tipos, hospitals will receive more than €50,000 worth of nebulizers.



WESTLOTTO

in Germany is supporting artists during the crisis – and contributing to the preservation of their cultural scene – by asking local artists to produce a video clip for a fee which will be made available to the public via Westlotto's YouTube, Twitter and other social media channels.



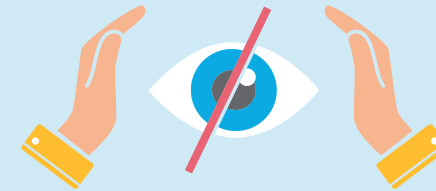
TOTALIZATOR SPORTOWY SP. Z O.O.

in Poland has donated 90 cars to hospitals in urgent need of transportation. The vehicles are used to transport PPE and food to the staff working in hospitals with patients suffering from COVID-19. The initiative was carried out in coordination with the Polish Ministry of State Assets and the Ministry of Health.



SISAL S.P.A.

in Italy launched a fundraising campaign for the "Civil Protection" organisation through its sales network, not tied to any form of gambling. Voluntary donations have also been made to "Civil Protection", charitable organisations and hospitals in the Lombardy region.



ORGANIZACIÓN NACIONAL DE CIEGOS ESPAÑOLES – ONCE

in Spain actively supports school teachers who help visually impaired students (age 8 to 12) in Salamanca. These activities focus on self-esteem and positive group attitude during the confinement period.



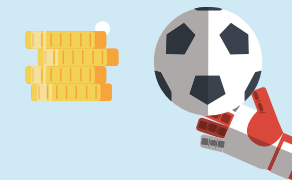
THE NATIONAL LOTTERY

in the UK contributed over £80m (€88m) to support more than 1,300 athletes in preparation for the Rio Olympics and beyond.



REPUBLIC OF NORTH MACEDONIA

The Red Cross, with financial support from the **Lottery of Macedonia** delivered humanitarian aid to the most vulnerable and elderly. The donation from the State Lottery, equivalent to MKD700,000 (€11,400), was used to buy hygiene products such as hand sanitizer, disinfectant, antibacterial wipes, masks, and gloves.



SVENSKA SPEL

in Sweden financially back the Swedish Sports Confederation's programme that aims to support different sports federations. The goal is to facilitate the participation in sports and other active activities during the pandemic.



There is no doubt in my mind that the global pandemic has had a significant impact on the lottery sector. In 2020 in just a matter of weeks, businesses and society came to a near full standstill in an attempt to halt the virus – we saw full closure of lottery operations, priority actions to protect players, lottery employees and retailers and lottery campaigns adapted to support the health sector. I am proud that the work of EL continued in a professional way, no matter what.

From virtual meetings and successful online events to a new website and e-learning platform, EL quickly adapted to the “new normal”. I look forward to continuing our work together and the moment when we can all meet together in person.

Hansjörg Höltkemeier,
EL President

EL in 2020 at a glance

The European Lotteries and Toto Association, generally referred to as *European Lotteries (EL)*, is the European umbrella organisation of national lotteries operating games of chance, including sports betting, for the public benefit in more than 40 European countries – with around 50 Members in all EU Member States. EL is the European lottery and gambling sector's largest and most representative organisation.

The Association represents both state-owned and private operators offering lottery, gambling and betting services on-and-offline. EL Members only operate in the jurisdictions in which they are licensed by the respective national governments and where they pay all taxes and comply with the legal requirements (Anti-money laundering, responsible gaming policies etc). The Association's EU Members contribute to state budgets and the funding of sport, culture, social projects, research and other causes of general interest. In 20 of the EU Member States, the EL Members offer their games both offline and online.

72 MEMBERS
49 IN EU
43 COUNTRIES

In January 2020 EL published its latest report on the Lottery Sector in Europe for the year 2019. The 51 EL Members in the EU that reported their activities contributed €15.4bn to society, channelled towards sports, culture, funds for other good causes and taxes for treasury. As for all reporting EL Members (71 in total), their contribution to society amounted to €17.5bn in 2019. This means that some 48 percent of the Gross Gaming Revenue (GGR) generated by EL Members (not including sponsorships) went back to society in the respective countries¹.

EL believes in the overall benefit of national (state) licensed lotteries for society as a guiding principle to protect players and to run a public lottery or other games of chance. This EL lottery model is supported by three core-lottery-values:



RESPONSIBILITY – EL and its Members believe in a high level of consumer protection and responsible gaming and prioritise this over other interests. This is a key differentiator in how lotteries and other activities of EL Members are operated in comparison to private gambling operators or illegal



SOCIETY/SUSTAINABILITY – The values are based on the idea that social and public order concerns prevail. This does not preclude profit generation but always acknowledges that lotteries and other activities of EL Members are run in society's best interest; this means in the best balance between social costs adhering to individual countries' regulatory frameworks and – as a result of this regulation – lottery-profits.



INTEGRITY – In addition to EU and national laws, EL Members operate strict standards to provide secure and fair operations that manage the risks of fraud and other forms of crime. They include, for example, EL and World Lottery Association (WLA) Security Standards. The sports betting business by EL Members is operated living up to the highest integrity standards.

1. In 2020 the EL Data & Research group gathered data for 2019 on the Lottery Sector in Europe.

Key figures 2019

	Reporting EU Members	All Reporting EL Members
EL Members – All member lotteries reporting within the EU/in Europe	51	71
Money for Society	€15.4bn	€17.5bn
Direct Full-time Employment – Yearly average number of full-time employees	42.080	47.069
Sales – Includes Sales from the five "Lottery" categories (see introduction)	€88.3bn	€96.5bn
Gross Gaming Revenue – Sales minus prizes of the six gaming categories	€32.9bn	€36.4bn
Online Gross Gaming Revenue	€2.2bn	€2.9bn

Source: EL Members who took part in the 2019 survey; data being collected and aggregated by Kantar CZ, 2020.

The European Lotteries in the EU



**51 EL
MEMBERS**

All member lotteries
reporting within the
EU/in Europe



€**15.4**^{bn}

Money for Society



42,080

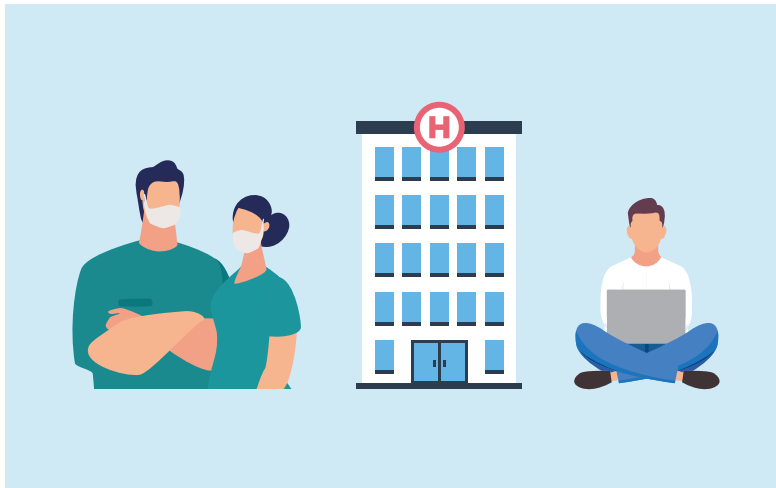
Direct Full-time
Employment



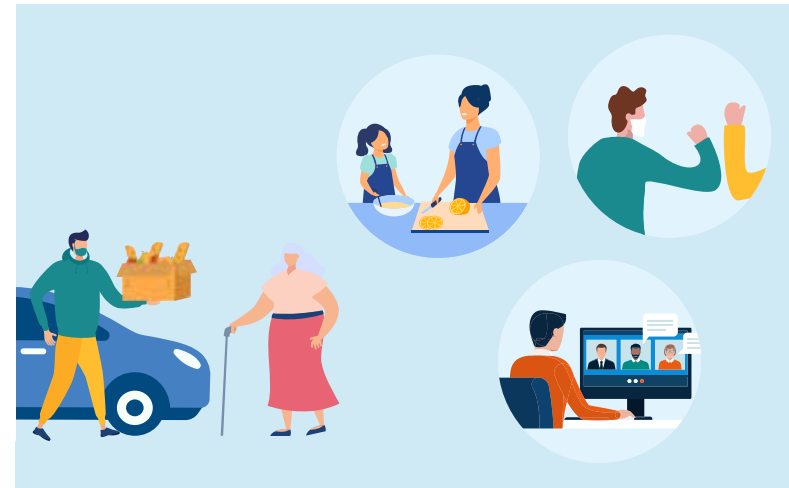
€**32.5**^{bn}

Gross Gaming Revenue
Sales minus prizes of the six gaming
categories

2020 was a year like no other



**IN MANY WAYS, THE
COVID-19 PANDEMIC
KEPT US ALL APART...**



**...WHILST GIVING US
MANY OTHER WAYS
TO RECONNECT WITH
EACH OTHER.**

Foreword by the Secretary General

2020 was for EL an unprecedented year, as it was for all of the EL Members. The joint EL/WLA Marketing seminar in London brought us a great start. COVID-19 was still far away. Time and work continued, as did the spread of the virus, across the whole of Europe and the rest of the world. Another EL seminar was organised in Munich, with already some precautionary measures in place. We could not foresee that it would be the last physical event of EL for a very long time.

After the decision of the Executive Committee in early March 2020 to continue the services of EL to the Members despite the pandemic, we had to adapt quickly. First with an e-learning environment and virtual meeting platforms for the EL Working Groups. In a second step, a suitable webinar platform was selected to transform planned seminars into online events. The support of the EL Working Groups, moderators, and presenters of the offline events to bring the same content in an online environment was a fantastic experience. By offering the online events for free, we immediately discovered that we could reach out far 'deeper' into the EL Membership, attracting broader audiences and making the online events more appealing. The already planned new website and a state of the art, refreshed logo and corporate branding brought extra opportunities

to reach out to the EL Members.. At the same time, the first lottery-dedicated e-learning module was introduced. E-learning quickly became a new product and service within the Association. Finally, the EL Corporate University (ELCU) was turned into a virtual school class, bringing the induction and executive module to enthusiastic participants.

Although the European institutions closed their doors, with employees and meetings taking place online, their work continued, together with the policy monitoring and advocacy work by EL. Virtual meetings with lottery experts of the various EL Working Groups gave input to several EU public consultations that the Association was involved in. Following dossiers such as the Digital Services Act (DSA), Digital Markets Act (DMA), digital tax, Anti-money laundering and Brexit kept on going. The Association's involvement in the European Committee for Standardisation (CEN TC 456) regarding reporting in support of online gambling supervision continued. Together with the EL Members that were involved via their national Standardisation bodies, EL could bring various items as a liaison organisation to the table, safeguarding the interests of all Members.

The national lockdowns and the measures to fight the pandemic became a red line for EL throughout 2020. And even in 2021, while writing and working on this edition of the Annual Report, we are faced with the impact of the ongoing pandemic. The EL Team is proud that it could continue to work together with the Executive Committee, the EL Working Groups,

the EL Members and the EL Partners. Working from our home offices and connecting remotely has become our new routine. We are counting down the days and looking forward to meet again during one of our events.

In early 2020 Jutta Buyse, EL Deputy Secretary General left the Association to become the Director General for the International Currency Association. I would like to thank Jutta on behalf of EL for her long, warm, and dedicated time that she was involved with the work of the Association. Her knowledge of the lottery sector and the European institutions has contributed to safeguarding the EL Lottery model and the interests of the EL Members.

This is the third edition of the EL Annual Report. It reflects the work of the Association in unprecedented circumstances. I would like to thank the EL Members, the Executive Committee, the EL Working Groups, the EL team and the EL Partners for all their support in 2020.

Arjan van 't Veer,
EL Secretary General



Chapter

02

Statement and activities overview by the EL President on behalf of the Executive Committee

At the time of writing this, we are already experiencing the first steps back to a sort of normality. It has taken a long time but we have learnt a lot, and more importantly we look forward to living in this new reality.

Looking back at 2020 is hard to describe. It feels much better to look ahead, to see the new reality laying just a few steps ahead of us. With the pandemic, it felt difficult to take these last few steps – after so many months and the huge impact on our daily lives as well as on our businesses. Nevertheless, I am positive that in some months from now, we will fully embrace live again. It will be a great moment.

There is no doubt that the biggest global health crisis in modern history – COVID-19 – has affected our lottery sector. Several EL Members have been hit hard by the effects of the national lockdowns, in which a full closure of lottery operations was obliged. Other Members experienced closures of large percentages of POS or voluntarily stopped the operation of games.

As an important act of solidarity, the Executive Committee decided to financially support the Membership by lowering the 2020 membership fee by 20 percent.

Unfortunately, the EL Industry Days in Manchester had to be cancelled. Together with our host Camelot, we could not take another decision seeing the impact of the COVID-19 prevention measures. We look ahead towards the Industry Days 2022 in Germany and the next EL Congress and Trade Show in 2023 in Croatia.

Aside of the ongoing important work of the EL Working Groups, mentioning here important dossiers such as the revision of the Digital Services Act (DA), Anti-money Laundering, Brexit and Digital taxation, the Executive Committee defined strategic goals for 2020. The support programme for those EL Members not yet certified under the Responsible Gaming Framework was and is one of these projects. It is carried out with the support of the Responsible Gaming/CSR Working Group. At the time of writing this Statement, the EL Resolution on Corporate Social Responsibility and mandatory Responsible Gaming Certification were adopted at the 2021 General Assembly. The Legal & Regulatory Working

Group focussed on gambling advertisement regulations as one of their many dossiers. As sharing information and data is a key item for the Executive Committee, the Data & Research Working Group developed a library with a first collection of relevant studies and data files – the content will grow over time to make it an important asset for all EL Members.

Last but not least, the EL Executive Committee worked on the move of the statutory seat of the Association into the EU-sphere from Lausanne to Brussels. This will give EL more possibilities to legally act and re-act upon current and upcoming EU legislation. Our Swiss background will of course not be forgotten.

Finally, we would like to thank EL Members for their ongoing support and Members of the old and new Executive Committee for their work for the Association, particularly during this difficult period for everyone. The EL Partners are also warmly thanked for their ongoing commitment to the Association. The EL team is at the heart of our activities and we thank them as always for their work and support.

On behalf of the Executive Committee,

Hansjörg Höltkemeier,
EL President

EL Governance

Composition of Executive Committee in 2020



President:

Hansjörg HÖLTKEMEIER

Member of the Managing Board |

Deutsche Klassenloterie Berlin | **GERMANY**

Member of the Executive Committee **since 2009**

President of the Association since 2015



First Vice-President: **Stéphane PALLEZ**

President and CEO | La Française des Jeux | **FRANCE**

Member of the Executive Committee **since 2015**

First Vice-President since 2017



Second Vice-President:

Robert CHVÁTAL

CEO | SAZKA a.s. | **CZECH REPUBLIC**

Member of the Executive Committee **since 2015**

Second Vice-President since 2017



Member: **Francesco PAROLA**

CEO | Lottomatica | **ITALY**

Member of the Executive Committee **since 2020**



Member: **Olgiard CIELŚLIK**

CEO | Totalizator Sportowy Sp. z o.o. | **POLAND**

Member of the Executive Committee **since 2019**



Member: **Romana DERNOVŠEK**

President & CEO | Loterija Slovenija d.d. | **SLOVENIA**

Member of the Executive Committee **since 2019**



Member: **Jannie HAEK**

CEO | Loterie Nationale | **BELGIUM**

Member of the Executive Committee **since 2015**



Member: **Jésus HUERTA ALMENDRO**

President & CEO | Sociedad Estatal Loterías y Apuestas del Estado | **SPAIN**

Member of the Executive Committee **since 2018**



Member: **Nigel RAILTON**

Chief Executive Officer | Camelot UK Lotteries Ltd. | **UNITED KINGDOM**

Member of the Executive Committee **since 2018**



Member: **Olli SAREKOSKI**

President & CEO | Veikkaus Oy | **FINLAND**

Member of the Executive Committee **since 2017**



Member: **Evgeniy VLASENKO**

Vice-President & Member of the Board | MSL | **UKRAINE**

Member of the Executive Committee **since 2014**

Secretary General: **Arjan VAN 'T VEER**

Secretary General since: 1 March 2017

Francesco Parola took over during 2020 from **Mr Fabio Cairoli** who changed roles within IGT/ Lottomatica.

Nigel Railton did not participate in the 2020 meetings of the EL Executive Committee due to the bidding process Camelot is in for the new National Lottery licence.

In 2020 no physical meetings took place. The Executive Committee had five conference calls.



Chapter

03

EL's communications in 2020



1 BRAND NEW WEBSITE AND 1 NEW LOGO

"Behind the scenes" in 2020, EL worked on a new state of the art website and logo.



1 MyEL ENVIRONMENT

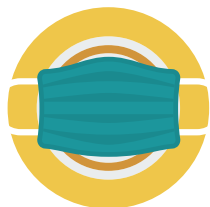
A fully redesigned secure and private section of the EL website gives Members the opportunity to access important documents and exclusive news.



1 E-LEARNING PLATFORM

For EL Members
Free of charge
4 languages

- General modules
- Lottery modules on CSR
- Lotteries in lockdown
- Inspiration materials – TEDTalks, digital books and podcasts



OVER 70 EXAMPLES OF INITIATIVES from Member to support society during a global health pandemic.



48 EDITIONS OF THE EL NEWS BRIEFING

to Members in 2020

OVER 350 SUBSCRIBERS



REPORTS, QUESTIONNAIRES AND PUBLIC CONSULTATIONS

- 1 Operational note on COVID-19 contingency measures
- **WEEKLY QUESTIONNAIRE** to EL Members on the impact of COVID-19
- Several Questionnaires on topics of CSR and Data and Research
- 1 EL Report 2019
- 1 Socio-economic study

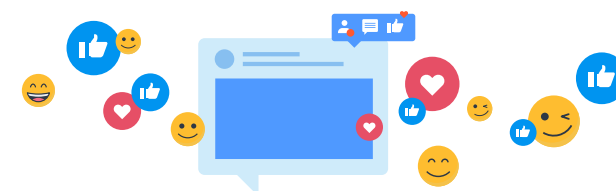
1 OPEN LETTER

on illegal gambling in Euractiv.

1 LETTER AND EL ADVOCACY BROCHURE

sent to **OVER 700 POLICY MAKERS** on national lotteries benefiting society.

SUBMISSIONS TO 6 PUBLIC EU CONSULTATIONS



2 SOCIAL MEDIA ACCOUNTS

 **217.3K**

TWITTER @EUROPELOTTERIES

127 TWEETS IN 2020

On average 10 tweets per month

351 MENTIONS

On average 29 mentions a month

TWITTER IMPRESSION 217.3K 2020

On average 2,388 impressions per day

 **+200**

LINKEDIN

OVER 1,000 FOLLOWERS in 2020

Over 200 new followers since 2019



2020 was an extraordinary year. Despite countless lockdowns, working from home, and travel restrictions in place, it was strangely the best year of my life! With the fresh air around me, I could enjoy the final months of my pregnancy – taking walks in the empty streets of Brussels and admiring the city I live in. And of course, the one thing COVID-19 could not stop was the birth of our beautiful baby boy!

Professionally, I continued to take on new opportunities and challenges. One of the biggest achievements for EL's communications efforts in 2020 was the launch of a brand-new website and corporate identity. I also learnt a lot about the instrumental role lotteries play during a global health crisis and enjoyed using EL's communications channels to strengthen the visibility of our cause.

Lucy Lenaers–Mathieson,
EL Communications Officer



EL IN THE MEDIA OVER 50 MENTIONS IN EU AND SECTOR PRESS

Lottery Insider, Lottery Daily, Jamma.it, European Gaming, VIXIO, Times of Casino, Press Giochi, Gioconews, PGRI, Insider Sport, iGaming Radio, Intergame, Gaming Newsroom, Casino Beats, SBC News, Casino Online, Focus Gaming News, Euractiv

15 JANUARY: LOTTERY INSIDER

European Lotteries Publishes 2018 Report on the Lottery Sector in Europe

21 FEBRUARY: EUROPEAN GAMING

EL and ENGSO Commit to Enhancing the Role of Grassroots Sport In 2020–2021

27 APRIL: VIXIO GAMBLING COMPLIANCE

Europe's Lotteries adapting to a post-corona world

15 MAY: COUNCIL OF EUROPE

Fighting the manipulation of sports competitions must be a political priority

10 JUNE: CROATIAN NATIONAL TV

EL Webinar: National lotteries for the benefit of society

3 JULY: LOTTERY DAILY

EL reflects on a positive year in annual report for 2019

SEPTEMBER/OCTOBER: PGRI

Interview with EL Secretary General Arjan van 't Veer

25 NOVEMBER: LOTTERY INSIDER

EL launches first lottery module on EL learning platform

17 DECEMBER: EURACTIV

EL, ECA and WoTA join forces to battle illegal online gambling

Partnerships and alliances

EL is the European lottery and gambling sector's largest and most representative organisation. It has been for many years and remains a trusted partner of the European Institutions, and other relevant stakeholders such as ENGSO – the European Non-Governmental Sports Organisation. EL is an official partner of the European Week of Sport (EWS) and supported the European Commission led initiative for the sixth time in 2020.



As a founding member of the Global Lottery Monitoring System (GLMS), EL continues to fight match fixing and to safeguard the values and integrity of sport. In June 2020 EL, GLMS and WLA organised a joint webinar on Sport Integrity.



Women in Lottery Leadership was set up in 2017 by the President and CEO of the Tennessee Lottery with the support of the sector publication PGRI. Since then, the EL Executive Committee has endorsed the initiative to expand at European level.

EL continues to work closely with the regional Association WLA, in particular in the organisation of joint seminars on marketing, responsible gaming, security and sports betting.



"I am delighted to be elected as Chairman of the European Association for the Study of Gambling (EASG). The Association is an important forum, bringing together the various actors in this sector to encourage the study and discussion on gambling in Europe."

Arjan van 't Veer
EL Secretary General

EL Level 1 Partners

Intralot, Scientific Games and IGT





Chapter

04



Membership developments

As an Association made up of Members, the EL Statutes state that it may have regular Members, observer Members or associate Members.

73

Regular Members

- Conduct games of chance and/or skill such as lotto, toto, classic lotteries, sports betting, instant games
- In a country that is a Member State of the Council of Europe (CoE)
- Licensed or authorised in a relevant jurisdiction by the competent authorities to operate such games
- Larger part of sales in lottery games and substantial part of revenues for the benefit of society
- Executive voting rights in Annual General Assembly

3

Observer Members

- Fulfil the criteria for Regular Membership but are outside the CoE

39

Associate Members

- Person or organisation that supplies goods or services to Regular and Observer Members
- No voting rights in Annual General Assembly

At the beginning of 2020, EL had

73 REGULAR MEMBERS,
3 OBSERVER MEMBERS and
39 ASSOCIATE MEMBERS.

During the virtual 2020 General Assembly, five new providers were formally accepted as EL Associate Members: Bede Gaming/UK, Everymatrix Software Limited/Malta, Mkodo/UK, Mobivention GmbH/Germany and Sports Betting Community Limited/UK.

During the second half of 2020, the Executive Committee pre-approved the membership application of one Associate Member (at the time of writing, this Associate Member was formally approved at the 2021 EL General Assembly).



EL educational activities

2020 was an exceptional year, yet EL continued its educational programme to serve the lottery community. The Association organised two physical events at the start of the year – the annual Marketing Seminar with the World Lottery Association (WLA) entitled “It’s all about the Player” and the EL Communications Seminar focused on “the good, the bad, and the ugly” sides of communications.

However, it soon became clear in early March 2020 that as the pandemic began to take hold, physical seminars would no longer be possible.

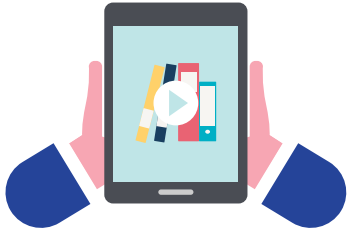
EL quickly turned events into webinars – focused on a series of relevant and important topics including, but not limited to, the impact of COVID-19 on the lottery sector, the role of lotteries to benefit society, sport integrity, responsible gaming and CSR, operational risk and security and legal affairs.



After our Communications Seminar in Munich in early March 2020, I would have never believed that this was the last seminar we would be able to organise for a long time. The following seminars and workshops had to be rescheduled more than once due to the ongoing travel restrictions. We therefore quickly started organising webinars instead of seminars, which meant stepping into entirely unknown territory. Meanwhile, connecting with people virtually has become “the new normal”. Moving from “physical” to “virtual” events has definitely been my biggest and most exciting new professional challenge in 2020.

On a personal level, I did enjoy spending more time at home and I realised what a positive effect not travelling has had on the environment. During this year of lockdowns and a home office, I have also discovered my new passion for cooking!

Jennifer Jachimow,
EL Events Officer



EL e-learning platform

2020 saw the launch of the EL e-learning platform, an online environment to provide all Members from management level to operational experts and newcomers with the opportunity to learn about new topics. In just a few days, the platform was available in four languages with general modules on personal effectiveness, followed by modules on CSR and a training for HR professionals. The exchange of best practices and learning opportunities enable EL Members to further innovate and stay ahead of competition.

Virtual EL Corporate University

Like many EL activities and services, the EL Corporate University (ELCU) went virtual with its Executive module in late November 2020. This not only highlighted how EL successfully adapted to the new reality but how it could continue to create value for EL Members. The EL(V)CU continues to offer three modules in order to better meet the needs of specific groups of Members – Induction, Executive and Management.



State of the art website and corporate identity

2020 saw the development of a new state of the art EL website with a modern and fresh design to further serve the EL Membership. A fully redesigned secure 'My EL environment' provides individual EL Members the opportunity to easily access important documents, Working Group items and exclusive news. Registration for meetings and events has become easy and convenient. Access to EL services such as the e-learning platform are only one click away. A new corporate logo still carries the important slogan of the Association – 'for the benefit of society'.

Diversity of topics in 2020

MARKETING TECHNOLOGY
COMMUNICATIONS
CSR INNOVATION SOCIETY
LOTTERIES
SPORT LEGAL PUBLIC AFFAIRS
RESPONSIBILITY
EU INTEGRITY RESEARCH
COVID-19 LOCKDOWN
OPERATIONAL RISK
REGULATION SECURITY



From physical to digital events

**OVER 1,000
PARTICIPANTS
ACROSS 23 DAYS**

In 3,525 minutes (58.75 hours)



2 PHYSICAL EVENTS



7 WEBINARS

**592
PARTICIPANTS**
from EL Members



High level speakers and keynotes included lottery CEOs, Directors and Presidents, the Croatian Presidency to the EU Council and policy makers including MEPs and State Secretaries.

**139 FROM EL ASSOCIATE
MEMBERS**

Further participants from regional associations (WLA), media and policy makers

**ON AVERAGE 25 DIFFERENT
EL MEMBERS**

represented per event and average of
32 countries



1 JOINT WEBINAR

with sector press

**1 EL
INNOVATION
AWARD**



**OVER 80 PER
CENT RATED THE
2019 EL EVENTS
"VERY GOOD" TO
"EXCELLENT."**



EL advocacy initiatives and policy monitoring

Advocating the interests of EL Members remains an important statutory task of the Association. To remain relevant in “the new normal”, the EL Public Affairs Coordination Working Group (PAC) had to adapt its activities and reinvent its operations. The EL Legal Advisor was also involved with his expertise in the field.

Traditionally the second year of the Commission being in office (2020) is the busiest in terms of the EU legislative cycle. However, as the biggest global health crisis in modern history knocked hard on Europe’s door, flagship policy priorities such as the Digital Services Act (DSA), the European Green Deal and Digital Taxation understandably took a back seat to the need to tackle this public health threat and the economic fallout caused by the pandemic.



As the EU Institutions slowly got back on track with their day-to-day activities, the work on EU dossiers of relevance for the gambling sector resumed. As EL monitored policy developments, it was clear that several extremely relevant and big legislative proposals continued including the DSA, Digital Markets Act, Anti-money laundering action plan, and the European Green Deal. The European Commission also continued working on the digital taxation proposal – a very “hot” topic expected to be published in 2021.

As organising meetings online started to become the norm, the opportunities for interaction became possible again. The PAC Working Group had for example the opportunity to exchange with European Commission representatives on the DSA well before the legislative proposal was out with the opportunity to learn more about the Commission plans and their importance to EL Members.

As part of the Commission’s ambitious mission to make Europe “fit for the digital age” the DSA added real impetus to tackling illegal online content through its notice-and-action mechanism. Under the leadership of PAC, EL joined forces with the European Casino Association (ECA) and the World Tote Association (WoTA) to publish an open letter on battling illegal gambling online. The three associations welcomed the Commission’s efforts and once again called out on illegal gambling operators that make it practically impossible to protect consumers and undermine the sustainable gambling model for the benefit of society. The letter featured in several leading EU-policy and gambling-specific media outlets.



Advocacy suffered a major blow in 2020. The COVID-19 pandemic hit suddenly and hit hard. Countries, one after the other, started introducing lockdowns and strict social distancing measures, all of which dramatically reduced any opportunity of the traditional face-to-face meetings with EU policymakers. To remain relevant, EL had to reinvent the way it operated... and this is exactly what we did.

In the midst of the pandemic, EL held a successful webinar under the prestigious patronage of the (then Croatian) Presidency of the EU Council where it gathered lottery executives, direct beneficiaries of lottery funding and EU policymakers around one (virtual) table. During the webinar, participants were reminded that lotteries across Europe traditionally play an important role in financially supporting their communities in times of crisis – both since their inception and now during the pandemic. This webinar is my personal highlight of 2020 and it made me extremely proud of being a member of the big lottery family.

Iva Zorko,
EL Policy Officer



In contributions to EU public consultations on relevant topics such as the European Strategy for Data, Artificial Intelligence, Money Laundering, the New Consumer Agenda and DSA, EL stressed the importance of a national approach towards the regulation of gambling in Europe to safeguard the interest of plays at best and sustain the successful model of national lotteries in Europe to benefit society.

With regard to other international institutions, as a liaison organisation of the European Committee for Standardisation (CEN), EL followed closely its developments. CEN delivered the first draft of the Standard in the first half of 2020 (entitled: *European standard on reporting in support of online gambling supervision by the authorities of the Member States*). The draft was then released for "public inquiry" over the summer, with further meetings in CEN towards the end of the year. Ahead of the public inquiry, EL held a closed webinar for members only on the state of play and call for action. The expectation is that the Standard will become applicable as of Summer 2021.

Looking ahead

In 2021, the pandemic continues to dominate the way advocacy activities are conducted. The PAC Working Group remains vigilant and will continue discovering creative ways of getting its messages across to EU policymakers to defend interest of EL members. Major items on the EL agenda include the Digital Services Act, Anti-money Laundering and Digital Taxation.



EL Working Groups



Reports of the EL Working Groups

EL's structure holds several Working Groups, each of which is governed by a member of the EL Executive Committee as a Supervisory Chair. A member of the Working Group acts as an Executive Chair and takes care of the group's daily work, which is supported by the EL team.

CSR/Responsible Gaming Working Group



To guide EL Members and the Executive Committee in the development of leading-edge responsible gaming standards with the EL Responsible Gaming Framework to promote the adoption of best practices across the Membership.



To support EL Members with the requirements to further enhance their corporate social responsibility programmes (CSR).

Highlighting the values of lotteries in a turbulent year



ACHIEVEMENTS 2020

The EL core values of responsibility, society and integrity have never been so relevant. The CSR/RG Working Group worked hard to ensure these

values were reflected in its daily activities with several major projects launched in 2020. Despite the inability for physical meetings, all of them were completed or continue to be developed.

Mandatory certification for all EL Members

- Introduction of the mandatory certification for all EL Members by 2022
- Tailor made support programme for non-certified EL Members.

EL Responsible Gaming Certification Framework updated

- Updates to reflect technological, societal, and legal developments affecting lotteries in Europe
- New annex with recommendations on advertising and marketing.

EL/WLA Responsible Worldwide Webinar Week

- Online event over five days with more than 100 participants per day
- High-level speakers and best practices from EL Members on RG and CSR.

First CSR module on the EL e-learning platform

- Content entirely related to the lottery world
- Tailor-made for EL Members
- Further CSR and RG modules to be developed.

Certification Process



● Certified Lotteries ● Non-certified Lotteries

From the **47 EL Members**, that were certified according to the EL Responsible Gaming Standard,

- **43** successfully completed re-certification for a second time,
- **39** for a third time and
- **24** for a fourth time

CSR Resolution

- Allows EL and its Members to publicly demonstrate their commitment to sustainability and society
- Focus themes include diversity and inclusion and the environment.



Data & Research Working Group



Collection, analysis and publication of relevant, public and high-quality data in order to improve the knowledge base within the EL Membership as well as to be able to inform stakeholders on a fact-based approach.

The relevance of data for the lottery sector



ACHIEVEMENTS 2020

Data and its evolution have never been more important than in 2020. Every policy decision, every lifestyle change is dictated by the same data and their fluctuation has been driving the dance of our lives for over a year.

Weekly questionnaire to Members on COVID-19 impact

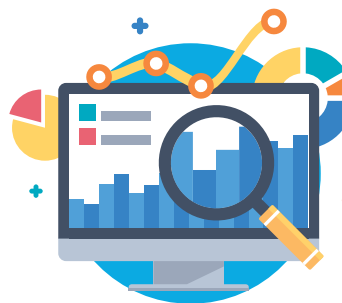
- Over a three-month period from March to June 2020
- To understand the situation of EL Members and the impact of the pandemic on their activities, sales and finances

- To collect initiatives and CSR projects which support the health care sector
- To analyse the evolution of lotteries during a pandemic
- Results provided a unique and practical insight into the type of measures taken and their impact on the lottery sector.

10th edition of EL Report (2019)

- Collection of data from EL Members to track sales, number of employees, money returned to society and the importance of each type of game in the lottery portfolio
- Figures reflected a commercial and social reality and distinguished state lotteries from other gambling providers in Europe
- Nearly €17bn to society each year and approximately 45,000 people employed by lotteries on European soil
- 2019 edition broadened its scope with two annexes – a country report and aggregated data to facilitate internal benchmarking between EL Members.

Other highlights include a state of the art EL Library project with the collection of studies from EL Members as well as involvement in the Socio-economic study of EL Members in the EU27+UK.



The year 2020 has been one of resilience, of moving from a life in constant motion to the calm of home life and rediscovering nature as a family thanks to my maternity leave. The spring of 2020 was an opportunity for me to enjoy my children 100% and to live every moment of everyday life with them. I am happy I was able to experience this and remain convinced that this return to simple and essential things was necessary and allowed everyone to take stock of their life and desires.

During this challenging year, EL was extraordinarily flexible and successfully adapted to the new online environments. Against all odds, the online meetings brought a new dynamic to the Working Groups, and instead of slowing down all their activities developed rapidly and flourished, in both CSR-Responsible Gaming and Data & Research. I am delighted to see so many exciting new projects underway!

Mélissa Jacquérior,
EL CSR, Data & Membership Officer



Education Working Group



To align ideas and content of the EL Corporate University (ELCU), introduced to respond to the ongoing demand for basic training within the EL Membership as well as the other EL educational activities (seminars and workshops).

Bringing EL's education activities into the home



ACHIEVEMENTS 2020

All EL educational activities were turned upside down and became popular virtual events. By adapting to the new reality, EL could reach out to a much broader audience by offering its learning activities as virtual events.

New EL e-learning platform

- Designed in only a few weeks
- Online environment for all EL Members from management level to operational experts and newcomers

- Opportunity to learn about new topics from general themes to lottery specific modules
- Available in four languages, free of charge
- Exchange of best practices, broaden horizons and learning opportunities
- Inspiration materials, recordings, TEDTalks, digital books and podcasts.

Virtual EL Corporate University

- New online set up with redesigned programme
- Educational presentations and break out sessions
- First virtual Executive module in November 2020
- EL(V)CU offers three modules - Induction, Executive and Management.



Innovation & Technology Working Group



To inspire, engage and connect the EL community with innovative best practices.



To share ideas and best practices from inside and outside the lottery sector, including innovation methodology, approaches and organisation.

During a turbulent year, the activities of the Innovation and Technology Working Group continued under a new Supervisory Chair. The biggest highlight was the EL Innovation Award which could luckily go ahead during the EL/WLA Marketing Seminar in London.



ACHIEVEMENTS 2020

EL Innovation Award

Whether its an innovation of a new product, an improved customer journey or a process, the bi-annual Innovation Award is the perfect opportunity to gain global exposure by presenting the innovation to an audience of lottery professionals from across the world.

The Award is a key initiative of the ELITG Working Group which was for the first time showcased to over 200 lottery professionals at the 2020 EL/WLA Marketing Seminar in London. The Working Group together with a jury of innovation experts and EL Honorary President Ray Bates, awarded the first prize to EL Member Norsk Tipping with their campaign "Wake up call", which was closely followed by OPAP in second place.

Ahead of the award, 14 EL Members submitted a total of 26 innovations from all areas of the lottery business from payment processes to digital lottery products. All the submitting lotteries were then presented with a full Innovation Awards Portfolio containing interesting information on the submitted case studies – a fantastic source of innovative inspiration and learning materials for all lotteries.

The ambition of the winner Norsk Tipping in the past years has been to appeal to young adults. Its campaign “wake-up call from Hamar” engaged more than half a million Norwegians.

Looking ahead, among the highlights in the pipeline for ELITG in 2021 there is the creation of a training module on Innovation dedicated to EL Executives, a workshop on omnichannel solutions and the preparation of a module for the EL Marketing Webinar 2021.



Legal & Regulatory Working Group



To analyse, oversee and discuss legal issues that the Association and EL Members face.



To advise the Executive Committee on the legal challenges at hand – most often in the EU legal context – as well as on the legality of the Association’s principles, guided by the advice of the EL Legal advisor.

Highlight 2020 – Gambling Advertising

As there has been a wave of total or almost total bans on online gambling advertising since 2018, it has traditionally been a key topic of interest for the Legal and Regulatory Working Group. EL Members are committed to providing continuous care to channelling the gambling desire of the population towards a regulated and responsible offer of gambling products, which is also promoted by the responsible gambling compliance program of EL.

With regard to the COVID-specific issues, a number of lotteries reported being faced with contractual non-performance/contract suspensions as a result of the pandemic. The Working Group therefore reflected on the concepts of force majeure and hardship which allow for renegotiation of contracts. Practical advice was offered to lotteries with regard to processing personal data in light of COVID measures, e.g., collection of health data of employees.

Legal webinar

- Focus on Gambling Advertising with a snapshot of regulatory developments across Europe
- Gathered EL Members, legislators, regulators and scholars, including an address by Mr Sammy Mahdi, State Secretary in charge of the Belgian National Lottery.

Digital taxation

- The Working Group took the lead on these discussions
- Engaged in assessing the details of proposals by both the OECD and the European Commission

- Considered the possible actions in view of addressing those gambling operators that do not pay taxes in the national markets where their players are located and thus do not contribute to any public good or specific charities.

Important items on the agenda for 2021 include gambling advertising, digital taxation, as well as regular monitoring and analysis of all case-law of the Court of Justice of the EU relevant for the gambling sector.



Operational Risk & Assurance Working Group



To monitor operational risks and threats to the gaming industry, prevention of risks and ensuring that EL Members are kept informed.



To develop, maintain and promote security and risk management standards and/or guidelines for the Association.

Nobody could have imagined how relevant the objectives would be in 2020 with the pandemic hitting us all hard. At the start of the crisis, the Working Group prepared an Operational Note on the contingency measures of lotteries and the overall operational resilience of lotteries.



ACHIEVEMENTS 2020

Operational Note on contingency measures

- A catalogue of operational continuity elements that can be implemented by individual lotteries to enhance their capability of an effective response
- Results highlighted that in their immediate response to the outbreak, the majority of EL members took a series of actions with the top priority being to protect players, employees and retailers.

Webinar week

- Focus on player identification and crisis management
- Roundtable of lottery risk chiefs from around the world.

Toolbox of Risk Reference Cards

- Based on the most pressing operational risks faced by lotteries
- Each card contains methodologies and tools to manage the risk concerned, key performance indicators and means of assessment of control and management effectiveness
- First two cards launched were on personal data breaches and operational continuity.

Support to EL Working Groups

- ORA supported the PAC and Legal Working Groups with expertise on the issues of Anti-money laundering, data strategy, AI and electronic identification.

In 2021, the Working Group will continue to develop the toolbox of Risk Reference Cards with a special focus on the Deficit of Governance for Strategic Areas and HHRR Employment and Security in the Workplace.



Public Affairs Coordination Working Group



To highlight that lotteries are important stakeholders in the EU, and that they protect players' interest through legal and controlled games, for the benefit of society.



To advocate the sustainable lottery model based on the principle of subsidiarity.

Adapting advocacy in the face of COVID-19



ACHIEVEMENTS 2020

To remain relevant in "the new normal", the PAC Working Group adapted its way of working, demonstrating flexibility and competence to achieve remarkable results even during the hardest of times.

Webinar: National lotteries for the benefit of society

- Organised under the prestigious patronage of the (then Croatian) Presidency of the EU Council that hosted a Spanish Member of the European Parliament Pablo Arias Echeverría
- Focus on the traditional and important role of national lotteries during a crisis
- Over 180 participants including Commission officials, staff of Permanent Representations to the EU of different Member States, Members of the European Parliament, journalists, regulators, academia and other.



As a follow up to the webinar, PAC sent a letter to over 700 EU policymakers highlighting how national lotteries support communities during a pandemic. Policymakers were invited to visit the dedicated EL Website www.benefit4society.eu. The letter attracted several positive reactions from the EU Institutions including a reaction from Thierry Breton – Commissioner for Internal Market – and Margrethe Vestager – Executive Vice President of the European Commission in charge of digital affairs.

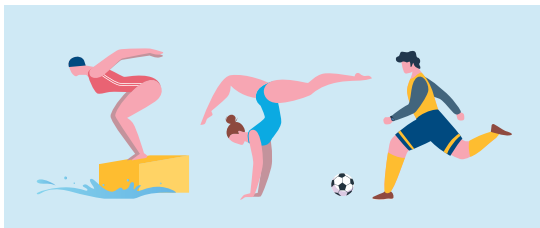
The Digital Services Act (DSA) and the fight against illegal online gambling

- Joint letter with the European Casino Association and the World Tote Association
- Featured in EU-policy and gambling specific media outlets.

Response to EU public consultations

- PAC took the lead in replying to several European Commission's public consultations on the European Strategy for Data; White Paper on Artificial Intelligence; Money Laundering and Terrorism Financing Action Plan; Digital Services Act; Revision of the eIDAS Regulation (on electronic identifications); and EU's New Consumer Agenda.

In 2021, the pandemic has continued to dominate the way advocacy activities are conducted. The PAC Working Group remains vigilant and will continue discovering creative ways of getting its messages across to the EU policymakers and defend interest of EL members. Major items on its 2021 Agenda include the DSA, Anti-money Laundering and Digital Taxation.



Sport Working Group



To monitor and discuss the developments of sports betting as well as policy and regulatory issues within the sports betting field.

With COVID-19, lottery games and the sports movement (including sports betting), dramatically slowed down or even came to a complete halt. The Working Group took the opportunity to focus on how the pandemic has created opportunities and challenges for sport. It looked at for example, the higher risks and new markets associated with sport integrity.

Solidarity, community and alliance



ACHIEVEMENTS 2020

Joint sport integrity webinar with GLMS and WLA

- Topics included the impact of COVID-19 on sports betting, increased opportunities on unusual competitions, increased vigilant monitoring, digital transformation, and the need for closer cooperation to protect sport integrity
- The EL Sport Secretary and other members of the Sport Working Group continued to build on their good relationship with the Council of Europe on the Macolin Convention which would facilitate an understanding of the whole context of a manipulation.

EL Sport Partnerships

- EL is a partner of the ENGSO Sport and Psycho-social Initiative for Inclusive Training (SPIRIT), co-funded by the Erasmus+ Programme which aims to empower sport clubs and coaches to deliver more humane coaching which nurtures mental well-being and will ultimately make sport in Europe more inclusive

- Longstanding partnership with the European Commission Sport Unit by actively participating in its fewer initiatives maintained despite the pandemic, such as the Sport Unit Breakfasts
- EL continues to be an official partner of the European Commission led initiative the European Week of Sport which took place in 2020 in a virtual format.





EL Taskforce on Illegal Gambling



To bring together best practices and information on illegal gambling activities that EL Members are confronted with.



To connect with WLA on the issue of fighting illegal gambling worldwide.

Illegal gambling is one of the biggest threats to the EL gambling model. On the one hand by not respecting national regulations, players are often directly or indirectly set to riskier behaviour. On the other hand, illegal operators are offering unfair competition to legal, well regulated operators. Fighting illegal gambling and monitoring the developments in this field is an important activity of EL, especially for this dedicated Taskforce.

Highlight 2020 – Questionnaire to Members

To monitor the supply of illegal gambling in Europe as well as to identify best practices in fighting illegal gambling, the Taskforce issued a questionnaire among EL Members. Answered by more than half of the EL Members, the results showed that there is a large offer, online as well as offline, of illegal games all over Europe. Betting on lotteries, or secondary lotteries, were reported as a persistent form of illegal and sometimes ‘grey’ offerings to players all over Europe. The questionnaire showed as well that often regulators are empty-handed; they lack sufficient legal means to effectively fight illegal operators. Aside of this, the assessment showed that there are several best practices that help to create awareness on the problem of illegal gambling offerings.



It's hard for me to look back at the past year as something closed and done, I actually feel like somehow there is a lot of 2020 that we are still dealing with and bringing into 2021. I would define the past year as 12 months of “constant learning” as so many things have changed – from the simplest social habits to the professional relations – and we had to learn how to deal with all these changes. Working from home has been a good experience, allowing me to optimise my time in an efficient way. Yet, at the same time it was hard to not have any personal interactions with colleagues, Working Groups, and the EU Institutions.

As an expat in a foreign country, all these social limitations can be hard at times with the realisation not to take family and friends for granted. 2020 gave us all the chance to acknowledge “what we can do without”. My purpose for 2021 will be to focus my time and energy in those things, activities and people that last year made me realise how important they are to me.

Alvise Angelini,
EL Senior Policy Officer
& Sport Secretary



Chapter

05

Financial statements and accounts 2020

In this chapter the financial statement/balance sheet, profit and loss statement as well as the reserve funds of the Association for 2020 are presented. In addition, an explanation is given on the 2020 budget and the statement of the EL external auditor is included.

1. Balance sheet as at December 31

	Notes	2020	2019
		CHF	CHF
ASSETS			
Current assets			
Cash and cash equivalents	B1	6,279,791	7,132,901
Debtors		12,056	128,814
Accrued income and prepaid expenses		118,919	247,068
		6,410,767	7,508,784
Fixed assets			
Financial fixed assets	9	36,512	47,980
Tangible fixed assets		90,286	-
Intangible fixed assets		76,562	-
		203,360	47,980
TOTAL ASSETS		6,614,126	7,556,764
LIABILITIES			
Short term liabilities			
Deferred income and accrued expenses		113,879	309,678
		113,879	309,678
Equity			
Voluntary reserves		4,261,613	4,491,030
Association cost covering reserve	B2	2,500,000	2,500,000
Association seminars reserve		1,555,059	1,784,477
Association liability reserve		206,554	206,554
Statutory retained earnings		2,238,634	2,756,055
Past accumulated profits		2,985,473	3,491,122
Result of the period		(746,838)	(735,067)
TOTAL EQUITY		6,500,247	7,247,086
TOTAL LIABILITIES		6,614,126	7,556,764

2. Profit and Loss from January 1st to December 31

	Notes	2020	2019
		CHF	CHF
Net proceeds from sales		2,366,467	4,183,972
- Seminars income		382,131	1,212,641
- Other events income		10,118	2,202
- Membership fees		1,974,217	2,969,129
Operational costs		(501,677)	(2,242,552)
- Seminars costs		(437,310)	(1,344,538)
- Other events costs		(64,367)	(898,013)
Personnel costs		(1,067,968)	(1,193,567)
Other operational costs		(1,398,217)	(1,369,783)
- Rents		(199,671)	(140,711)
- Administration		(164,189)	(200,948)
- Legal and consultancy		(544,860)	(528,043)
- Marketing		(20,765)	(18,222)
- Contributions to partners and sponsoring		(459,538)	(430,100)
- Committee and assemblies		(9,194)	(51,759)
Depreciations		(35,552)	0
OPERATING RESULT		(636,946)	(621,930)
Extraordinary items		0	10,975
Prior period costs	12	(19,560)	(15,932)
Financial result		(43,146)	(61,196)
- Foreign exchange gains/(osses)		(9,453)	(17,618)
- Negative interests		(30,443)	(41,197)
- Banking costs		(3,250)	(2,381)
EARNINGS BEFORE TAXES		(699,653)	(688,083)
Direct taxes		(47,185)	(46,984)
NET INCOME		(746,838)	(735,067)

3. General Assembly Meeting

	2020	2019
	CHF	CHF
RESULT OF THE YEAR CARRIED FORWARD TO EQUITY RESERVES		
Attribution to seminars reserve	(55,178)	(229,418)
Attribution to capital and accumulated profits	(691,660)	(505,649)
EARNINGS BEFORE TAXES	(746,838)	(735,067)
EXECUTIVE COMMITTEE RESERVE ALLOCATION DECISION		
Transfer of the association seminars reserve to accumulated profits		
Current year usage according to approved budget	0	200,000
Proposed following year usage to be approved by Generaly Assembly	250,000	0

4. Explanation of the 2020 budget

In 2020 the Executive Committee decided to support the EL Members not only by the continuation of the full work of the Association but also by a refund of 20 percent of the Membership fee. Also, the physical events were, except for the Marketing seminar and the Communications seminar, held early in 2020, all transformed into free-of-charge online events. The EL Partners were also compensated for the fact that there were no physical events. The income effect of this is reflected in the 2020 budget.

Costs were saved on the organisational part of the events (hotel, catering, speakers, travel). As the work of the Association continued, with the intention to support the Members in exceptional times, extra costs were made for the new EL website, the EL e-learning environment and the EL Socio-Economic Impact study.

The EL Executive Committee is aware of the impact of the unprecedented situation in 2020 for all Members and the Association. In difficult times, an Association like EL is there to help its Members by any means. Due to the reserves the Association has, ongoing support in different ways could be provided, showing the service orientated approach of EL as an Association. That is an important achievement for the Executive Committee. The unforeseen financial result will be compensated by the general reserves.



2020 was a special year for everyone. How a virus can change our way of life. This pandemic has affected us all personally and professionally. But still, it has allowed me to slow down and spend more time with my family. I think we should take this experience to change our way of life.

On a professional level, I find that with the progress and the adequate equipment provided by EL, we can carry out our work without necessarily being physically in the office. This has even brought us closer to our colleagues in Brussels. Of course, this has affected our financial situation, but it was the will of the Executive Committee to help our Members through this difficult period.

Sugeevan Guy de Fontgaland,
EL Accounts Officer

Audit report
To the General Assembly of the
EUROPEAN STATES LOTTERIES AND TOTO ASSOCIATION
Lausanne

Dear Ladies and Gentlemen,


As statutory auditor, we have examined the financial statements (balance sheet, income statement and notes) of European States Lotteries and Toto Association for the financial year ended December 31, 2020.


These financial statements are the responsibility of the Executive Committee. Our responsibility is to perform a limited statutory examination on these financial statements. We confirm that we meet the licensing and independence requirements as stipulated by Swiss law.

We conducted our examination in accordance with the Swiss Standard on the Limited Statutory Examination. This standard requires that we plan and perform a limited statutory examination to identify material misstatements in the financial statements. A limited statutory examination consists primarily of inquiries of company personnel and analytical procedures as well as detailed tests of company documents as considered necessary in the circumstances. However, the testing of operational processes and the internal control system, as well as inquiries and further testing procedures to detect fraud or other legal violations, are not within the scope of this examination.

Based on our limited statutory examination, nothing has come to our attention that causes us to believe that the financial statements and the proposed appropriation of available earnings do not comply with Swiss law and the association's articles of incorporation.

Lausanne, March 10, 2021


Fiduciaire Enderli Inc.
Luc Enderli
State licenced expert auditor


Scott Vaudroz
State licenced auditor



When I drove back home on the evening of 10 March 2020, I didn't expect that I would not see the EL Brussels office nor the whole EL Team for more than a year. And what a year it was! Upon the Executive Committee's call, we continued the work and changed all our activities to go online. The message and service to our Members didn't change, only the channel to reach them. I am proud of the EL Team who continued to serve the EL Members with the same dedication and warmth as prior to the pandemic. EL opened up nine home offices and it worked perfectly.

This year full of unprecedented events taught me more than ever to appreciate and to enjoy the things you take so easily for granted; family and friends, health, freedom, the small things. You have to enjoy it to the max as it can be taken away in an instant.

Arjan van t' Veer,
EL's Secretary General



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 info@european-lotteries.org

 The European Lotteries

 @EuropeLotteries



**THE EUROPEAN
LOTTERIES**

FOR THE BENEFIT OF SOCIETY

Registration on EU Transparency Register: **97609783845-15**