



Immense

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**Code of Conduct** *December 2024*





# Welcome to the Immense Code of Conduct

**Our Code of Conduct is designed to guide our employees, partners, and stakeholders in maintaining the highest ethical standards in every aspect of our business.**

By embracing these principles, we aim to create a positive environment, comply with all legal and regulatory obligations, and foster a culture of integrity and sustainability. This Code applies to all staff in the form of employees, officers, directors, contractors or affiliates

## • Our vision

Shaping the future of online gambling by offering the world's biggest and most sustainable entertainment environment.

## • Framework

Our Code is part of a broader framework for success that encompasses our vision, purpose, strategies, and values as a company. This framework guides our workplace behaviours and influences our approach to achieving our goals.

## Principles

Our Code describes the principles that define our approach to professionalism, integrity and equity. These principles guide our actions and decisions, ensuring that we uphold the highest standards of ethical behaviour in all aspects of our work.

**The principles ensure that we conduct ourselves with:**



### Honesty & Integrity

We conduct all business activities with honesty, fairness, and integrity.

We avoid deceptive practices and maintain transparency in all interactions.



### Respect & Dignity

We treat everyone with respect and dignity, valuing diversity and inclusion.

Harassment, discrimination, or abusive behaviour will not be tolerated.



### Confidentiality

We safeguard sensitive information and respect the privacy of customers, partners, and employees.

We do not disclose confidential information without proper authorization.



## Our Values at Immense

A strong culture with a clear purpose and room for personal growth makes Immense Group a better company. Our values reflect how we treat each other, our customers, and our partners while working towards a sustainable future that cares for both people and the environment.

**These values guide our daily decisions, actions, and interactions, shaping our unique culture.**



### Passion

We are passionate about what we do, putting energy and dedication into everything. Our commitment is genuine, and we stay focused on delivering results, driven by our love for slots and a desire to succeed.



### Boldness

We are bold in our approach, always looking for ways to improve. We embrace curiosity, give honest feedback, and stay true to ourselves. We're not afraid to take risks, and our decisions are made with the future in mind.



### Integrity

We act with integrity by making choices that serve the best interests of our customers, colleagues, and partners. Trust is at the core of what we do. We communicate openly, prioritize transparency, and respect different perspectives.

By embracing these values, our unique culture will help guide us to make the right decisions and deliver great experiences. These values come to life through core behaviours that inspire excellence, integrity, and collaboration.

## Living Our Values

**At Immense, we:**

- Work with passion, driving exceptional outcomes.
- Stay curious, bold, and unafraid to grow from challenges.
- Act with honesty and transparency, fostering trust and accountability.
- Value all perspectives, ensuring a safe and respectful workplace.

## A Shared Responsibility

Our values are commitments that apply to everyone at Immense Group, from leaders to consultants. Each of us plays a part in creating a safe, ethical, and inclusive environment. By aligning our actions with these principles, we uphold our reputation, build strong relationships, and contribute to the company's success.



## Leadership

Managers and team leaders play a crucial role in setting performance expectations, guiding our employees, addressing inappropriate behaviour, and ensuring compliance with company policies and procedures.

However, leadership isn't limited to formal roles; it's about empowering all members of our community to take action and innovate when they see opportunities for improvement.

Leadership can be exercised by anyone, at any level, simply by taking respectful and constructive action when the opportunity presents itself.

## Compliance with Laws and Regulations

We operate in a highly regulated industry and are subject to the laws of multiple legal systems throughout the globe. We are committed to complying with all applicable laws, regulations, and industry standards in the jurisdictions where we operate.

All staff are required to partake in the organisations mandatory training programme featuring core modules on anti-money laundering, responsible gambling, information security and data protection. With extensive training, proprietary systems and processes and a compliance-centric organisation, we are best placed to comply with all applicable laws and regulations.

## Sustainability

Ensuring sustainability and prosperity in the online gaming industry begins with a core focus on player protection. This involves implementing robust

mechanisms to prevent problem gaming, offering resources for support, and ensuring that games are designed with safety in mind. By integrating player protection into our business model, we create a safer gaming environment, fostering trust and driving sustainable growth for the industry. In parallel corporate social responsibility is crucial; this means engaging in community outreach and supporting causes that resonate with our stakeholders.

## Health and Safety

At Immense Group, we prioritize the well-being of our team members. We understand that a healthy workforce is a productive one. That's why we offer a comprehensive wellness benefit package, including access to health insurance to ensure our employees have the support they need to maintain their health. Additionally, we organize various activities right here in the office to promote physical and mental well-being, fostering a positive and supportive work environment.

## Equal Opportunities

At Immense Group, we are committed to giving everyone a fair chance. Equal opportunity means that every team member should have access to jobs, training, and promotions without bias.

## Bullying and Harassment

Let's keep it professional. Workplace bullying and harassment are serious matters. It involves repeated mistreatment that makes someone feel uncomfortable or inferior. We have strict policies against this behaviour as outlined in our Harassment Procedure.



## Sexual Harassment

Our organisation maintains a strict zero-tolerance policy for sexual harassment. Any form of unwanted sexual advances, inappropriate comments, or behaviour that creates a hostile work environment will not be tolerated. We are committed to providing a safe, respectful workplace, where everyone is valued and treated with dignity.

## No Discrimination

Fair treatment is non-negotiable. Discrimination based on sex, age, race, or any other factor is against our values. Everyone deserves respect and fairness in the workplace.

Remember, if you need to discuss any of these issues, our HR team is here for you, ensuring confidentiality and support.

## Anti-bribery and Corruption

At Immense Group, decisions are made with the company's best interests in mind, free from personal influence or gifts. We are all accountable for identifying and addressing conflicts of interest, whether due to our roles, projects, or other activities. We avoid giving or receiving payments that could affect our judgment. Upholding integrity ensures our decisions are credible and benefits everyone involved.

## Disclosure of Conflicts of Interests

Disclosure and the avoidance of conflicts of interest are fundamental to maintaining the integrity of our organisation. Transparent disclosure fosters trust among staff by revealing any relationships or

interests that could unduly influence decisions. It is critical to proactively declare any potential conflicts to prevent situations where personal gain might compromise professional judgment. By openly disclosing relevant information, we create a culture of accountability and uphold our ethical standards. This approach not only mitigates risks but also strengthens the foundation of trust that is essential for sustainable business growth and long-term success.

## Reporting a Breach or Concern

We speak up. We expect our employees to raise any breaches or concerns about breaches of the commitments to their manager or the HR team. We encourage open communication and transparency in addressing potential issues. The Whistleblowing Policy, available on the company portal, provides guidance on how to raise concerns anonymously, ensuring that voices are heard without fear of reprisal.

For secure and anonymous reporting regarding fraud, misconduct, and other violations of the Company policies. [videoslots.ethicalcontrol.com/web/en](https://videoslots.ethicalcontrol.com/web/en)

## Further Information and Advice

Additional procedures and work instructions are available to support staff in understanding and complying with our commitments. Staff are encouraged to seek further assistance from their manager or the HR team if needed.

## Thank You

For your commitment to upholding the principles and commitments outlined in this Code of Conduct. Together, we can maintain a culture of integrity, professionalism, and respect within our organization.



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