

OUR COMMITMENT.
OUR RESPONSIBILITY.
OUR PROMISE.



RESPONSIBLE
GAMBLING CHARTER

Sun International

Experiences with integrity and care, to be “digitally led and market-leading in responsible gambling and the most trusted omnichannel gaming company of scale in Southern Africa”

Our Belief

At Sun International Limited (“Sun International”), we believe gambling should be enjoyable and kept within limits. We provide players with information, tools and support they need to play safely, stay in control and gamble within their means.

Our Commitment

The Sun International Limited Board (“Board”) on behalf of the entire group (the “Group”) believes gambling should be enjoyable and that players should have the information, tools and support to manage gambling-related risks. We support safe play by helping players stay in control and gamble within their means.

This Charter sets out the principles that guide responsible gambling across the Group. It supports the purpose of gambling regulation: protecting players and communities from negative effects of gambling and helping to prevent excessive gambling. This Charter does not replace the responsible gambling regulations that apply to Sun International’s operations. It builds on those requirements and confirms our commitment to protecting players and promoting safer gambling where we can.

We recognise gambling as a leisure activity that can negatively affect certain people. Across our gaming environments and platforms, we work to make play as safe and responsible as possible. For the Board, responsible gambling is beyond a compliance requirement, it is a shared responsibility that informs how we engage players, support employees and make business decisions. Our goals are to reduce risk, protect players, operate sustainably and lead as a trusted gaming operator.

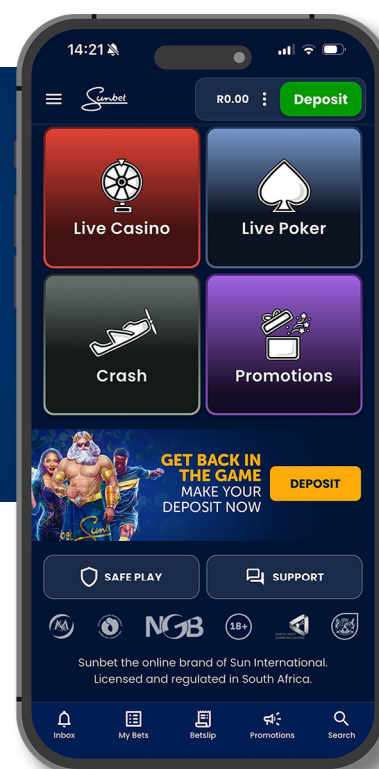
Responsible gambling is central to how we manage our business, risks and sustainability priorities. We treat problem gambling as a key Group risk because protecting players and communities is essential to our licence to operate. Our long-term success depends on the trust of players, employees, communities and regulators, and on maintaining a safe environment where gambling remains an enjoyable leisure activity. This Charter supports a Group-wide culture of care, integrity and responsibility.



01 Purpose of this Charter

This Charter sets out Sun International's role, principles, responsibilities and commitments in promoting responsible gambling across the Group.

It also serves as a public statement of intent and provides the governance framework for implementing, reviewing and improving the Group's responsible gambling strategy.



02 Definitions

In this Charter:

Responsible Gambling (RG)

Policies, tools and practices that help prevent and reduce gambling-related harm while keeping gambling a leisure activity.

Problem Gambling

Gambling behaviour that disrupts key areas (including but not limited to family, social, financial and mental) of a person's life.

At-risk player

A player showing early signs of behaviour that may lead to gambling-related risk, assessed against the signs-of-risk framework to be set out in the Group Responsible Gambling Policy.

Self-Exclusion

A voluntary process through which a player asks to be banned from gambling products, where legally and technically possible, with jurisdiction-specific exceptions set out in the Group Responsible Gambling Policy for a defined period.

Gambling Board

A regulatory body established under national, or provincial law to regulate, license, monitor and enforce gambling compliance in jurisdictions where the Group operates.

Gambling Regulations

The Acts and regulations that govern gambling in the jurisdictions where the Group operates.

Industry Recognised Counselling Facility

A treatment and support provider recognised by the gambling industry as competent to assess, counsel, treat and support people negatively affected by gambling.

ESG

Environmental, Social and Governance: the standards used to assess the Group's environmental impact, social responsibility and governance practices, as referenced in Section 7.

03 What Responsible Gambling Means

Responsible gambling means playing for enjoyment, within the limits of the time and money a player can afford and maintaining control over their gambling. We all have a responsibility to play our part. The Board's role is to ensure a safe and supportive gambling environment, clear and accessible information, practical safety tools, and appropriate support when it is needed. Players have a role to play by making informed choices, using the tools available to them, and keeping their gambling within their personal limits.

Responsible gambling is about playing for enjoyment and treating the money spent as part of a player's leisure budget. It means setting a budget and time limit before a player starts, sticking to them, gambling only within their means, taking breaks, knowing when to stop, and using available safety tools proactively and consistently. It also means seeking help early if gambling stops being enjoyable. Responsible play is not treating gambling as a way to make money, pay bills or solve financial problems. It means not chasing losses, borrowing money to gamble, using money needed for essential expenses, gambling to escape stress or loneliness, or hiding gambling from people close to the player. Responsible gambling applies to everyone who gambles, not only to players experiencing problem gambling.

04 The Player's Role: Using the Tools We Provide



We can give the tools, but only the player can choose to use them. We encourage every player to take an active part in keeping their play safe by:

Using safety tools on the relevant platforms to set limits that suit their budget and reviewing them regularly;

Choosing self-exclusion if they feel they need a longer break;

On relevant platforms, using reality checks and cooling-off periods to take a break;

Talking to any of our staff if they are worried about their own gambling or someone else's; and

Using our self-assessment tools to check in on the player's gambling behaviour;

Keeping the player's account details private and never letting anyone, especially anyone under the legal gambling age, use their account.

Our trained staff may also reach out if they notice signs that their play may be getting out of control. We encourage the players to see this as a sign that we care, not as criticism.

Please note: We provide protection measures and safety tools to help customers stay in control and meet our legal and regulatory obligations. Players are responsible for choosing whether to use these tools. Sun International promotes safe and responsible gambling by players, offering the protection measures, tools and support available in terms of this Charter.

05

Our Responsible Gambling Principles

Sun International's responsible gambling approach is guided by clear principles that shape how we operate and support our players. These principles reflect recognised good practice and the core elements of effective responsible gambling frameworks.



A Player Education



B Protecting Our Players



C Ethical and Responsible Marketing



D Staff Responsibility and Training

A

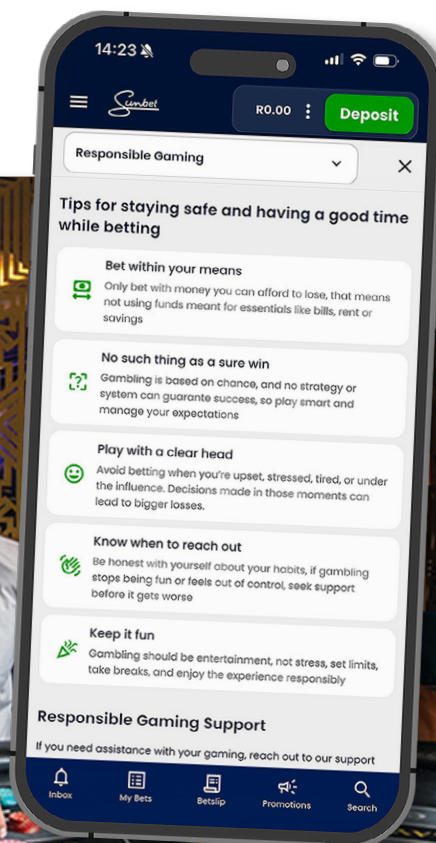
Player Education

Player wellness starts with awareness. We make available clear responsible gambling information, support helpline details and regular awareness campaigns across our venues, platforms and communications.



We help players make informed, responsible choices by:

- ✓ Making responsible gambling information easy to find in our gaming venues, platforms and communications;
- ✓ Promoting available safety tools and helping players recognise and manage their play;
- ✓ Providing reality checks that remind players to track their time and spend; and
- ✓ Displaying responsible gambling and risk-awareness messages in marketing, digital interfaces and ATMs at our land-based venues and platforms;
- ✓ Encouraging time-outs and cooling-off periods to support safer play;
- ✓ Using behavioural insights to improve the effectiveness of responsible gambling education.



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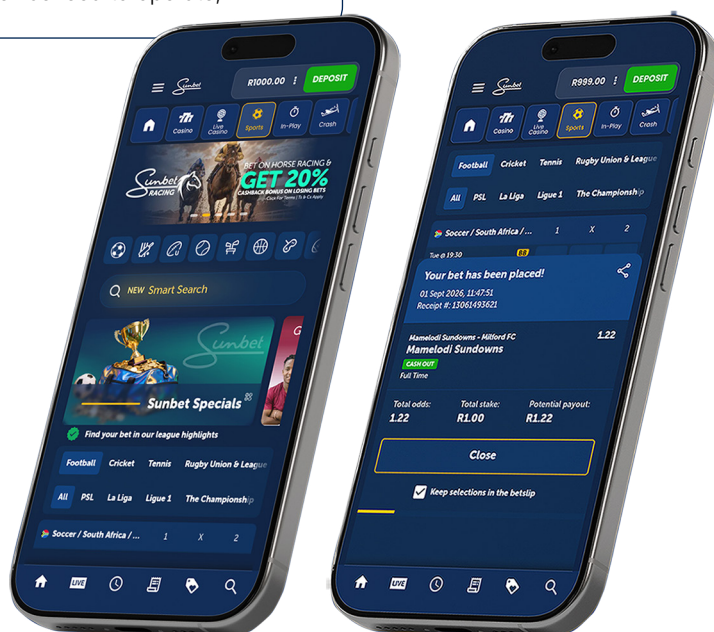
Protecting Our Players

Sun International uses a range of practical and reasonable measures to help reduce gambling-related risks. We provide safety tools and player-control features where applicable and self-exclusion across our platforms and continue to strengthen how we identify and support players who may be at-risk.



We support player protection by:

- ✓ Applying Know Your Customer requirements to verify each player's identity, age and address, screen against relevant watchlists and monitor account activity in line with anti-money laundering obligations;
- ✓ Including "SASSA social grant recipient" and "NSFAS funding recipient" as selectable options under the "Source of income" field on the registration form of our online platform, and preventing account activation where a customer selects either option.
- ✓ Verifying age at gaming entry points, account registration and withdrawals or cashouts using a valid identity document, passport or driver's licence, in line with Gambling Regulations and law enforcement requirements;
- ✓ Offering self-exclusion and, where applicable, cooling-off options across our gaming operations;
- ✓ Providing safety tools that allow players to, where applicable, set limits in line with our Responsible Gambling Policy, and permitting only one verified account per person;
- ✓ Monitoring the number of players who use safety tools;
- ✓ Using secure, privacy-conscious data analytics and, where appropriate, AI-supported behaviour monitoring to identify and support players who may be at risk. When gambling-related risk indicators are identified, trained employees respond proportionately through evidence-based customer interaction processes;
- ✓ Connecting players with free, confidential counselling through industry-recognised counselling facilities in the jurisdictions where we are licensed to operate;
- ✓ Providing self-assessment tools that help players review their gambling behaviour;
- ✓ Providing information on the link between substance abuse and higher-risk gambling behaviour; and
- ✓ Considering signs of financial vulnerability, together with other behavioural indicators, when deciding whether player support or intervention is needed.



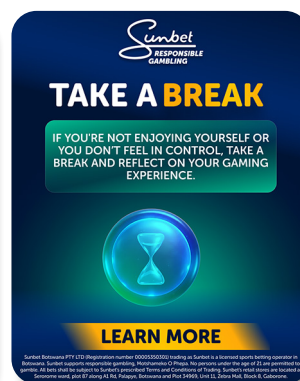
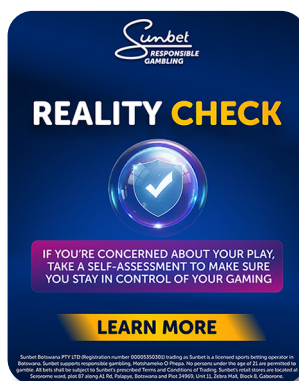
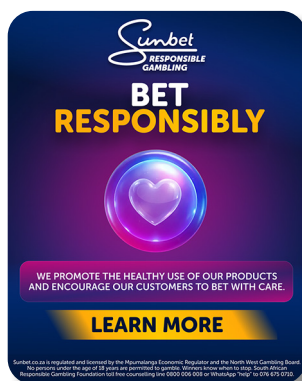
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Ethical and Responsible Marketing

Our marketing and communications are guided by honesty, integrity and care and in strict compliance with gambling laws and regulations in every jurisdiction where we are licensed to operate. All Group gambling advertising, sponsorships and promotions, whether digital or otherwise, must:



- ✓ Present gambling as a leisure activity, not a financial solution;
- ✓ Use the mandatory wording prescribed by gambling regulations in all gaming marketing and advertising material;
- ✓ Display clear warnings about addictive gambling and provide the relevant problem gambling helpline details;
- ✓ Avoid advertising on platforms, channels or programmes where most of the audience is below the legal gambling age, regardless of the time of day;
- ✓ Allocate 10% of gaming advertising content to responsible gambling messaging and safer gambling campaigns;
- ✓ Run regular responsible gambling campaigns that reinforce our commitment to responsible play;
- ✓ Apply watershed periods to time-dependent broadcast and display advertising, avoiding placement of gaming advertising during our voluntary watershed periods of 06:00 to 08:00 and 12:00 to 18:00 to limit minors' exposure during school-run and after-school viewing times. This goes beyond regulatory requirements and reflects our commitment to responsible marketing;
- ✓ For digital channels, including social media, search advertising, websites, push notifications, email and other always-available content, we apply separate age-targeting and audience-composition standards to protect minors and vulnerable persons.
- ✓ Review our marketing internally to ensure it aligns with our Responsible Advertising Standards, recognised good practice and ensure social media activity is guided by a marketing strategy that includes responsible gambling safeguards;
- ✓ It is not our practice to contact, approach or target minors, vulnerable persons, self-excluded players, players classified as at risk, or players subject to an active responsible gambling restriction with marketing or promotional material.



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Staff Responsibility and Training

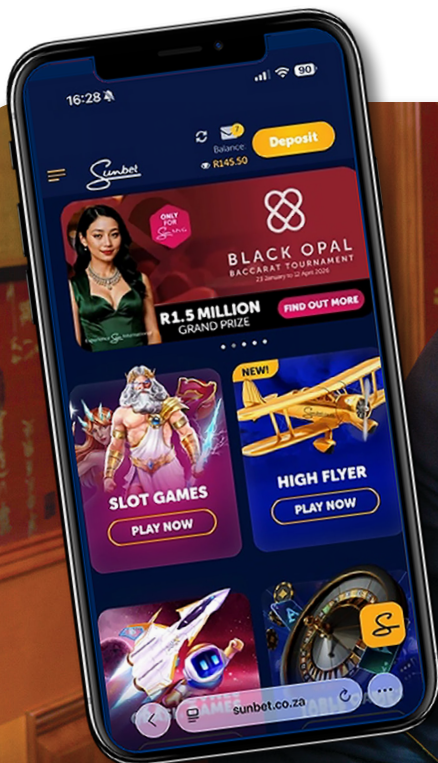
Every gaming staff member plays an important role in supporting responsible gambling and is expected to respond appropriately in accordance with their training and roles. Relevant staff members must complete mandatory induction, annual refresher training and role-specific training, including intervention techniques.



Gaming staff who interact with players are trained to:

- ✓ Uphold the commitment and principles of this Charter;
- ✓ Prevent underage access by requesting a valid identification document from anyone who may appear to be below the legal gambling age;
- ✓ Encourage responsible gambling behaviour;
- ✓ Respond in instances where early signs of gambling-related risk become evident;
- ✓ Respond discreetly and appropriately when support is needed;
- ✓ Refer players to responsible gambling resources; and
- ✓ Uphold confidentiality and compassion in every interaction.

Sun International recognises that employees in the gambling industry may face increased exposure to gambling-related risk. Employees who need support can access the Employee Assistance Programme through Sun Wellness - our internal wellness programme and may be referred to relevant industry counselling facilities.



06 Our Sun Responsible Gambling Aspirations



A

Responsible Gambling Certification



B

Collaboration, Community, and Research



C

Leadership, Innovation and Advocacy

A

Responsible Gambling Certification



Sun International is pursuing Responsible Gambling Certification from an internationally recognised body to strengthen governance across all business units and platforms. We are implementing the Responsible Gambling Accreditation to improve operational consistency and embed a standardised responsible gambling culture across our operations and customer lifecycle.

Sun International is developing supporting policies, maintained and reviewed by the Group Responsible Gambling Manager, for inclusion in and/or alignment with the Group Responsible Gambling Policy. Anti-money laundering data and controls inform our responsible gambling policies, practices and staff protocols, helping to promote healthy play and identify signs of problem play as early as possible.

Sun International is establishing an annual external audit cycle for its responsible gambling systems to support independent review of RG governance. We are putting arrangements in place for accredited auditors to inspect relevant systems, records and premises. Sun International will report relevant responsible gambling data and activities in its annual Sustainability Report to support transparency.



B

Collaboration, Community, and Research



An effective responsible gambling framework depends on close collaboration with regulators, industry partners and other relevant stakeholders. Sun International supports responsible gambling education, policy development and initiatives that help create safer gambling environments.



Sun International works with:

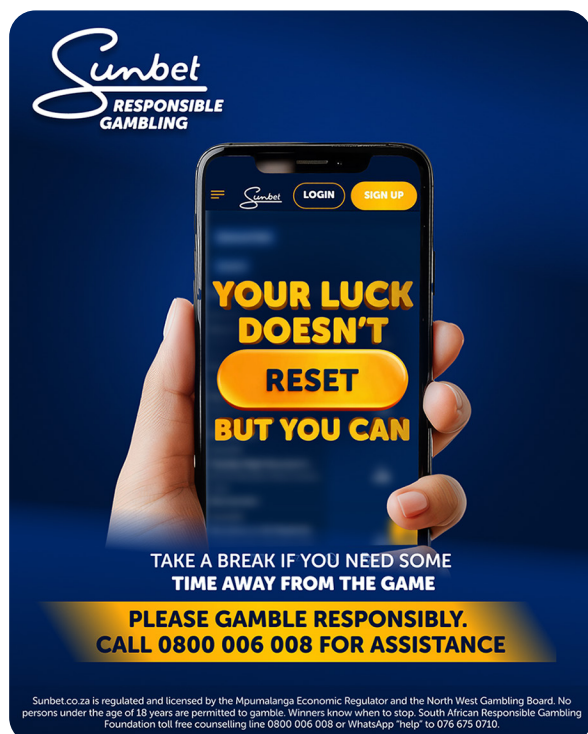
- ✓ Gambling Boards and relevant stakeholders in the jurisdictions where we are licensed to operate to strengthen player protection standards;
- ✓ Industry-recognised counselling facilities in the jurisdictions where we are licensed to operate to support responsible gambling education and counselling;
- ✓ Research institutions, industry working groups and experts to deepen our understanding of gambling behaviour, responsible gambling practice and emerging risk-prevention tools; and
- ✓ Community partners through our Corporate Social Investment initiatives and Sun Foundation to promote financial literacy, wellbeing and awareness of risks linked to problem gambling.



Leadership, Innovation and Advocacy



As an industry leader, we aim to not only meet regulatory standards but help shape responsible gaming practice. We use innovation, player education and evidence-based practices across our operations, informed by collaboration with regulators, researchers and industry partners. We aim to set a clear standard for responsible gambling, practical regulation and a safe, trusted and sustainable industry.



We lead by:

- ✓ Finding practical ways to reduce gambling-related risk, support players and create safe, enjoyable experiences;
- ✓ Using evidence to guide policy, practice and operations;
- ✓ Working with regulators and partners to build trust and support fair, effective frameworks; and
- ✓ Making integrity and responsibility central to sustainable industry growth.

Through this approach, Sun International aims to drive positive change beyond its own operations by ensuring that innovation strengthens player protection, regulation supports progress, and responsible gambling remains central to a trusted gaming sector.

07 Governance and Oversight

The Social and Ethics Committee, a sub-committee of the Sun International Limited Board of Directors, sets the tone and oversees responsible gambling standards. Executive management supports this by integrating responsible gambling into business strategy, governance and performance measurement. The aforesaid is maintained through clear policies, measurable outcomes and transparent reporting.

The Responsible Gambling Steering Committee (the “**RG SteerCo**”), constituted as subcommittee of the Executive Committee (EXCO), oversees implementation of this Charter and reports quarterly to EXCO. Its membership is drawn from EXCO and relevant managers whose work intersects with responsible gambling, as set out in the Group Responsible Gambling Policy.

Responsible gambling also falls within the governance structures in our ESG Framework (“Sustaining Sun”). The Social and Ethics Committee on behalf of the Board, oversees the Group’s conduct as an ethical and socially responsible corporate entity. Sun International is committed to balancing profit with social responsibility, supporting inclusive and sustainable development, and operating with integrity. Responsible gambling is a leadership responsibility and part of how we operate.



The RG SteerCo is responsible for:

Approving annual responsible gambling objectives and key performance indicators (KPIs);

Monitoring compliance across all land-based and online operations;

Reviewing performance against the minimum reporting framework set out below;

Ensuring timely and accurate reporting to the relevant regulators and stakeholders; and

Ensuring continuous alignment with regulatory requirements and evolving best practice.

To support responsible gambling, Sun International reports to the Social and Ethics Committee against four impact measures, aligned with the Group’s executive performance scorecard:

- **Player Protection:** the number of players using our safety tools, such as limits, cooling-off periods, self-assessments and self-exclusion, and the number of interventions we make with identified at-risk players;
- **Training and Awareness:** the percentage of relevant staff trained each year on our responsible gambling policies and intervention techniques;
- **Responsible Marketing:** the awareness campaigns we run, and our progress in publicising this Charter and putting it into practice; and
- **Compliance and Certification:** the results of responsible gambling compliance checks and independent audits against our responsible gambling framework.

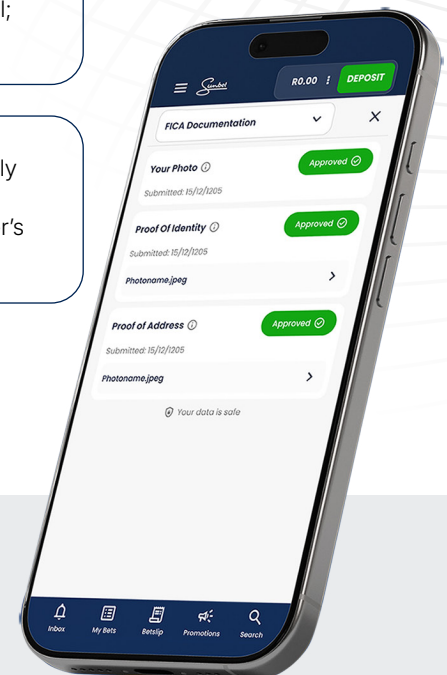
Specific targets for these measures may be set out in the Group Responsible Gambling Policy rather than this Charter but reporting against them remains a Charter requirement. The Risk Committee ensures that responsible gambling risks are included and managed in Enterprise Risk Management, aligned with the Group’s strategy and ESG objectives.

08 Data Ethics and Player Privacy

Sun International uses responsible gambling player data responsibly and transparently to meet licence obligations and protect players. All automated detection and intervention systems are subject to human review and audit.

All data collected for responsible gambling purposes is:

- ✓ Processed in line with the Protection of Personal Information Act, No. 4 of 2013, and other applicable data protection and consumer laws;
- ✓ Stored securely and accessed only by authorised personnel; and
- ✓ Used only for business intelligence, player protection, gambling-related risk prevention and compliance, and never to increase gambling intensity or commercial value;
- ✓ Shared externally only where permitted by law or with the player's consent.



09 Continuous Improvement

Gambling-related risk and technology continue to change. We, therefore review, through the Social and Ethics Committee on behalf of the Board, benchmark and improve our programmes by:

- ✓ Assessing the effectiveness of our responsible gambling tools and interventions using operational data, research, customer outcomes and independent evaluation, and using those findings to improve our approach;
- ✓ Engaging regulators, staff, customers and, where appropriate, people with lived experience of gambling-related risk for feedback; and
- ✓ Updating this Charter, through the Section 12 review cycle, to reflect new risks, technologies and research;
- ✓ Documenting lessons from the independent audit cadence described in section 6 to inform future updates to this Charter.

10 Our Promise to Players

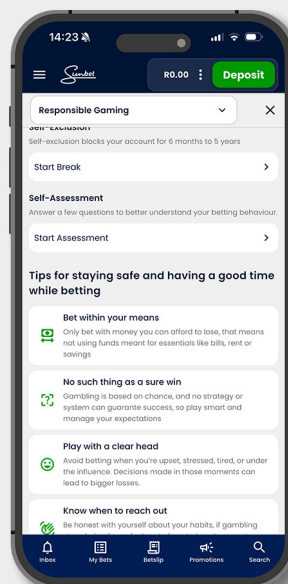
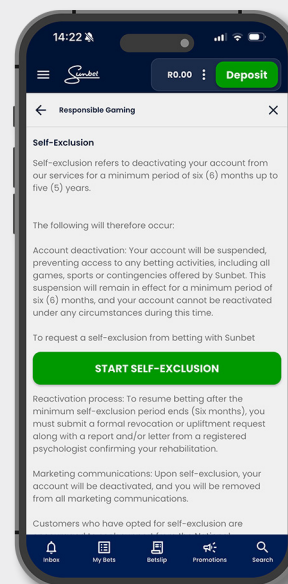
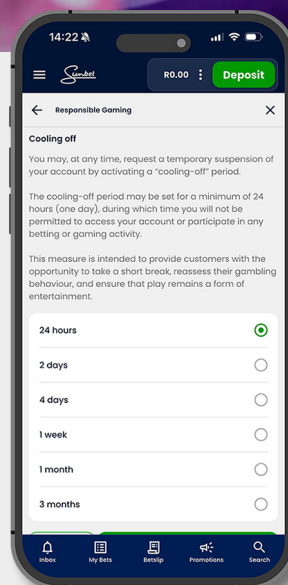
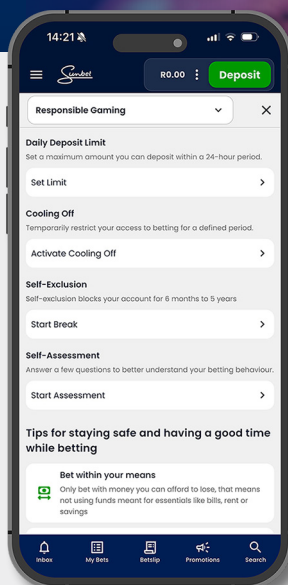
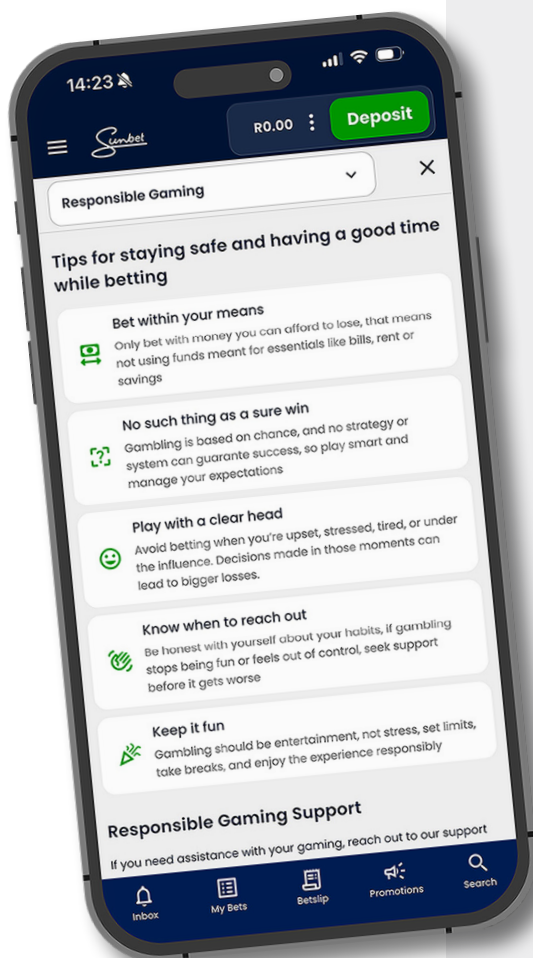
At Sun International, we aim to provide players with a safe, fair and enjoyable gambling experience. We will:

Provide clear and accessible guidance on responsible play;

Offer responsible gambling tools that help players stay in control and enjoy the experience;

Listen and respond when players need support; and

Act with care, integrity and respect in everything we do.



11 Responsible Gambling Charter Disclaimer

This Charter sets out Sun International's responsible gambling principles, objectives and intended practices. It is a voluntary public statement of commitment. It does not create a legal duty of care or any contractual rights, warranties, guarantees, representations or legally enforceable obligations in favour of any player or third party. Sun International's responsible gambling measures are designed to assist players in making informed gambling decisions and reducing gambling-related risks; however, no responsible gambling framework, intervention, monitoring system, employee interaction, behavioural indicator, safety tool or self-exclusion measure can guarantee that problematic gambling will be prevented, identified or eliminated in every instance.

Players remain responsible for their own gambling decisions, including the use of responsible gambling tools, self-exclusion facilities and support services. The website on which this Charter appears, and the products and services offered in terms of this Charter shall be governed by and interpreted in all respects in accordance with the laws of the jurisdictions where the Group is licensed to operate. In the event of any dispute in terms of this Charter, including, without limitation, the products or services offered in terms thereof, the courts of the Republic of South Africa will have exclusive jurisdiction over and in respect of any such dispute. To the fullest extent permitted by the said laws, Sun International accepts no liability for any loss, damages, harm or consequences arising from a player's decision to gamble, failure to utilise available responsible gambling measures, or reliance on any statement contained in this Charter.

Nothing in this Charter replaces, amends or limits any rights or obligations arising under applicable gambling legislation, regulations, licence conditions, consumer protection laws or privacy laws. The copyright and other intellectual property rights in all material contained in this Charter and on the website are owned by Sun International or its licensors and must not be reproduced without Sun International's prior written consent. In addition, no part of the website on which this Charter appears may be reproduced without Sun International's prior written consent.

12 Review and Endorsement

This Charter is reviewed annually as set out below. The Responsible Gambling Manager drafts and maintains it; the RG SteerCo reviews it and recommends approval; EXCO approves it operationally; and the Social and Ethics Committee separately endorses it from a governance and oversight perspective. The Charter may also be reviewed as needed, including after material regulatory changes, emerging risks, legislative amendments, or other significant developments.

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Responsible Gambling Manager

Responsibility

Drafts, maintains and reviews the Charter. Proposes amendments and ensures alignment with legislation, regulatory requirements and industry good practice.

Responsible Gambling Steering Committee

Responsibility

Reviews, challenges and refines the Charter, assesses its effectiveness and recommends it for approval. The committee ensures the Charter is practical, adequately resourced and aligned with the Group Responsible Gambling Policy.

EXCO and Social and Ethics Committee

Responsibility

EXCO approves the Charter operationally and confirms the organisation's commitment to implementation. The Social and Ethics Committee separately endorses the Charter from a governance and oversight perspective, consistent with its statutory role in overseeing responsible gambling.

All Sun International employees, suppliers and partners must uphold the principles of this Charter.

Compiled by:

Tumelo Mokoena

Designation: Responsible Gambling Manager



30 September 2026

Reviewed by:

Simon Gregory

Designation: RG SteerCo Member



30 September 2026

Approved by:

Ulrik Bengtsson

Designation: EXCO Member



30 September 2026

Love Every Moment

Sun International

RESPONSIBLE GAMBLING CHARTER