

## QUALITY POLICY

<b>MISSION</b>	<b>DELIGHT OUR PLAYERS, POWER OUR BRANDS AND EMPOWER OUR PEOPLE</b>
<b>VISION</b>	<b>SHAPE THE FUTURE OF ENTERTAINMENT</b>

## VALUES



**We lead with ambition and create sustainable impact**



**We invest in our growth and take opportunities to make a difference**



**We take responsibility, innovate with purpose and move at pace**



**We value every voice and combine our strengths as one team**

Flutter SEA considers customer and stakeholder satisfaction as a primary objective in conducting business, in line with the company's purpose, corporate values, codes of conduct, and the Group's sustainability strategy.

The adoption of a Management System, compliant with the international standard ISO 9001, supports the achievement of strategic objectives, ensures process improvement and, through the risk-based approach, allows for the constant analysis of risks and the identification of mitigation actions in order to achieve an acceptable level of residual risk.

Flutter SEA considers the effective application of the Management System to be a commitment and responsibility of the entire organization and calls upon all personnel, at all levels and grades, to comply with the principles contained in this Policy within the scope of their respective skills and responsibilities

This Quality Policy, applicable to all Flutter SEA legal entities, in accordance with applicable regulations, defines the commitment that the Company intends to pursue in order to guarantee high quality services, products and solutions.

## THE COMMITMENT OF FLUTTER SEA

The Quality Policy defines the commitment of Flutter SEA to:

- **Customer Satisfaction:** ensure customer satisfaction by providing reliable, high-quality products and services.
- **Compliance:** manage activities in compliance with legal and regulatory requirements and contractual agreements with stakeholders, while transforming their expectations and needs into requirements to be met.
- **Operational Reliability:** ensure the delivery of products and services through systematic, operational and network management activities, pursuing continuous improvement and constantly monitoring risks to ensure they remain acceptable.
- **Efficiency and Effectiveness:** optimize business processes and the use of resources in order to achieve the highest level of efficiency and effectiveness.
- **Objectives and Continuous Improvement:** define and review quality objectives and related improvement programs, ensuring the availability of information and resources for their achievement, including through inspections and audits.
- **Supply Chain Engagement:** involve suppliers, customers and partners in maintaining behaviours consistent with this Quality Policy, within a shared path of sustainability and value.
- **Stakeholder Engagement:** promote dialogue and interaction with all stakeholders, taking their needs into account and implementing appropriate tools for participation and communication of company performance.

This Policy is periodically updated and made available to stakeholders, the public, and anyone who requests it, in a spirit of transparency and collaboration.

Milan **12/06/2026**

Chief Executive Officer Flutter SEA

Roberto Di Fonzo

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