

United with Ukraine

Supporting the Playtech family in Ukraine

With over 700 team members in Ukraine – over 10% of our workforce – the war in Ukraine continues to have a major impact on Playtech. However, an unprecedented situation also drove a unique response, a response of which everyone at Playtech can be proud, and which put the safety and wellbeing of our colleagues ahead of all else.

On 24 February, teams from Playtech's Kyiv office were planning an annual winter trip for 250 colleagues. Hours later, a completely new plan was underway – one which involved establishing a crisis team, based in our office in Sofia, Bulgaria, and a process to ensure the safety of our staff.

By the evening of 25 February, more than 150 of our colleagues had volunteered to join what would become a c.300-strong team. Immediate action included the establishment of a 24/7 hotline chat group to maintain contact with every team member based in Ukraine. By 28 February, Playtech had delivered essential supplies including food, water and eight tonnes of medical equipment. The most ambitious part of the plan involved Playtech organising and financing large-scale bus transportation to help approximately 250 colleagues and family members leave Ukraine, the majority of whom were relocated to Sofia.

As the war continues, we're monitoring current developments and supporting our employees, ensuring their safety where possible, providing additional financial support and offering a range of equipment such as new laptops with long life batteries and access to satellite phones, to support them during the current and potential future energy blackouts.

"We express our gratitude for your significant contribution and assistance in collecting donations and organising medical humanitarian assistance to Ukraine."

Alyona Novgorodskay
VP Business Development at the
Embassy of Ukraine in the State of Israel

Scale of the undertaking

>700

Employees in Ukraine

c.300

Employees volunteered to contact their colleagues to ensure their safety

>250

Playtech employees and their families relocated

An incredible achievement

>€350k

Donations to support the humanitarian effort in Ukraine

>8 tonnes

Life-saving medical equipment delivered

8

Charities donated to facilitating humanitarian support

A monumental effort

Built a brand new organisational structure to deliver:

- medical equipment and mental health support;
- 24/7 hotline providing employees with access to our dedicated control centre;
- transportation within and outside Ukraine;
- alternative payment methods while parts of the banking system were shut down; and
- food, water and basic supplies within and outside Ukraine.

Behind the numbers and logistics, the story of Playtech's response to the Ukrainian war is ultimately a human one. Every one of the 714 employees based in Kyiv has been affected in their own way and has faced individual challenges.

In March, one of our colleagues contacted us in dire need of help for her family who, displaced by the invasion, were living in a hotel in Poland. With no access to food or money, they ate only thanks to the hotel breakfast for several days. Our team acted quickly to organise a money transfer to the hotel, paying for several months' worth of food and accommodation in advance. Everyone in the crisis team was proud that our colleague felt comfortable in turning to us for help at this most difficult time. As a result, her 85-year-old grandfather (pictured) was able to enjoy a hot dinner for the first time in days.



“The strength and character shown by everyone in Ukraine was truly humbling and inspiring. We were fortunate enough to provide essential supplies to those in need, and our aim remains to continue to support our people and assist them in confronting the challenges they are facing in whatever way we can.”

Mor Weizer
CEO of Playtech