

IMPACT REPORT

2025

📍 BOULEVARD ANSPACHLAAN 30 · BRUSSELS

[VIAGE.BE](https://viage.be)



VIAGE

WELCOME TO VIAGE

Belgium's largest casino and entertainment venue

Located in the heart of Brussels, VIAGE is a major player in the Belgian entertainment and hospitality sector. Since 2010, we have developed an integrated offering combining gaming, dining, culture and live experiences, while placing safety, integrity and responsible gaming at the core of our operations.

1 Our Identity

VIAGE is built around three fundamental pillars:

- **Responsible entertainment**, ensuring a safe and controlled experience.
- **Strong local anchoring in Brussels**, through continuous collaboration with economic, cultural, and social stakeholders.
- **A human-centered approach** valuing diversity, expertise and team commitment.

These principles guide all our decisions and structure our ESG strategy.

2 Key Milestones

2010

Opening of VIAGE on Place de la Monnaie



2015-2022

Development of a strong cultural and event programming in Brussels city center

2024-2025

Strengthening our positioning around inclusion, responsible innovation and local partnerships



2013

Hosting the first World Poker Tour in the Benelux



2024

First Belgian certification under the ECA Responsible Gaming Framework



2025

- EcoVadis Silver certification
- Launch of a Diversity Plan in collaboration with Actiris
- Signature of the United Nations Global Compact

3 Our teams

With more than 300 employees representing around 40 nationalities, VIAGE relies on diverse talents across gaming, hospitality, security, F&B, events, marketing, technical services, IT, finance, and maintenance.

Our people are the foundation of our operational excellence. Continuous training, onboarding, safety, and employee well-being are central to our HR policy.

4 Our offer

VIAGE brings together a complete range of experiences under one roof:

- **Gaming:** slots, table games, poker, premium areas
- **Shows & events:** theatre, concerts, conferences, cultural events
- **Dining:** VIAGE Grill, Cinna Bar, rooftop
- **Hospitality & nightlife:** bars, lounges, panoramic rooftop
- **Culture & collaborations:** exhibitions, artistic partnerships, local initiatives.

This diversity makes VIAGE a key contributor to the dynamism of Brussels city center.

5 Mission, vision et values

– Mission

To provide a responsible, safe and inclusive entertainment environment combining gaming, hospitality and culture while creating value for the city, our visitors, and our employees.

– Vision

To become a European reference in responsible entertainment, combining performance, innovation, sustainability, and societal engagement.

– Values

- **Responsibility:** Acting with rigor, transparency, and ethical standards.
- **Hospitality:** Ensuring a professional, caring and secure welcome.
- **Integrity:** Guaranteeing compliance and adherence to the highest standards.
- **Diversity & Inclusion:** Promoting an environment where everyone can contribute and grow.
- **Innovation:** Developing high value-added experiences for our audiences.

OUR ESG STRATEGY

At VIAGE, **sustainability** is not a one-off initiative; it is embedded in **our long-term strategy**. Our ESG approach reflects our commitment to **operating responsibly, generating positive impact** in Brussels, and creating long-term value for employees, visitors, and society.

Our ambition is clear: position VIAGE as a benchmark in responsible entertainment. We integrate environmental, social, and governance dimensions into all major decisions, through:

- Strengthening responsible gaming systems
- Continuous investment in our teams
- Meaningful local partnerships
- Reduction of our operational footprint

As we move forward, our ESG vision will continue to guide the way we **innovate**, welcome our visitors and actively contribute to the city around us.

Our long-term ambition is to build a sustainable entertainment model, **safe, inclusive**, and future-oriented, reflecting both our values and our responsibility toward **future** generations.

Pierre Stuyck
CEO VIAGE



ESG Roadmap Highlights

2024

- Launch of a structured ESG roadmap
- Integration of UN Global Compact principles
- Strengthened responsible gaming training
- First social & cultural Brussels partnerships
- Launch of Diversity & Inclusion framework

2025

- Deployment of a full ESG action plan across all departments
- Implementation of “Brussels embedded & internationally connected” community strategy
- Development of local sourcing & artisan collaborations
- Strengthened waste & resource efficiency measures
- Preparation for EcoVadis Gold
- Publication of VIAGE’s first integrated ESG report

OUR ESG PILLARS

VIAGE, more than a casino

ETHICS

Corruption & business ethics

- Fraud & money laundering
- Transparency
- Information security
- Responsible gaming

01

SOCIAL & HUMAN RIGHT

- Employee health & safety
- Diversity, equity & inclusion
- Employee engagement & satisfaction
- Working conditions & social dialogue
- Employee training & development
- Human rights
- Social & local impact

02

ENVIRONMENT

- Resource management (energy & water)
- Waste management
- Carbon Footprint (CO2)
- Environmental awareness for stakeholders

03

RESPONSIBLE PROCUREMENT

- Supplier & partner impact
- Responsible purchasing practices
- Value chain analysis

04

ACTING WITH INTEGRITY, EVERY DAY

Preventing risks, protecting data and ensuring safe gaming

1 Our Approach

At VIAGE, **ethics** is not an abstract concept. It is a **concrete commitment** that guides every action we take. **Acting** with integrity means actively **combating** fraud and corruption, **strengthening** our anti-money laundering measures, **protecting** our customers' data, and providing a safe and responsible gaming environment.

In a sector where **trust** is essential, we rely on **clear policies, secure systems, and continuous training** for our teams. Our objective is simple: to ensure that every employee, partner, and visitor operates in a **transparent, reliable and secure environment**.

2 Our Commitments

Zero tolerance for fraud and corruption

Enhanced protection of customer data

Responsible gaming: prevent, inform, support

3 Our key actions in 2025

1

– Code of Conduct

A reference document adopted to frame the company's practices on topics such as corruption, fraud, human rights, discrimination, and information security, among others.

→ **Objective: train 100% of employees by the end of 2025.**

2

– Anti-Corruption Policy

A dedicated policy, supported by an annual risk assessment and an independent external audit.

3

– Information Security

Strengthening of IT and GDPR policies, risk assessments, expanded controls and continuous training for the teams concerned.

4

– Whistleblowing Procedure

A secure and confidential reporting system enabling employees to report any inappropriate behaviour in full confidentiality.

5

— Internal Communication & Engagement

Strengthening dialogue and transparency, with the goal of achieving a measurable improvement in internal satisfaction regarding governance and internal communication.

7

— Responsible Gaming

Alignment with international responsible gaming standards, strengthened monitoring of key indicators and continuous improvement of prevention practices.

6

— External Transparency

Creation of an “Engagement” page on the VIAGE website to openly present our ESG strategy and the actions implemented.

8

— ESG Integration

Systematic integration of ESG principles into decision-making processes, strategic objectives and corporate communications.

4 2025 Results



trained on
Code of Conduct



trained on ethics &
anti-corruption

0

corruption cases

0

confirmed data security
incidents

0

whistleblower alerts

2026 VISION

In 2026, VIAGE aims to achieve excellence in sustainable governance by reaching the **EcoVadis Gold level**, an international recognition awarded to the most committed organizations in the fields of ethics, transparency, and responsibility.

This ambition builds on work initiated in 2024, when the implementation of the **Code of Conduct, anti-corruption policies, and the structured management of information security** laid the foundations of a solid ethical framework. In 2026, our objective is to go further: to make governance a true driver of trust, attractiveness, and sustainable performance.

Concretely, VIAGE intends **to strengthen a strong culture of integrity** across all teams. Every employee, regardless of their role, will be trained on ethical matters and data protection to ensure a high level of vigilance and shared responsibility. This proactive approach will be supported by **annual external audits, updated risk assessments, and continuous monitoring** of regulatory and international standards.

Transparency will remain a central pillar of our approach. We aim to maintain open dialogue with our stakeholders, notably through the **“Engagement” page** on our website, which will present ESG progress, performance indicators, and key initiatives implemented.

Finally, **ESG governance** will be fully integrated into decision-making processes, performance objectives, and internal communication at VIAGE. ESG will no longer be a parallel topic – it will form an integral part of the company’s strategy, alongside entertainment quality and customer satisfaction.

Through this comprehensive and rigorous approach, VIAGE reaffirms its ambition to be a benchmark for responsible entertainment in Belgium, combining economic performance, transparency, and positive impact.

PUTTING PEOPLE AT THE HEART OF OUR ACTION

Providing a safe, inclusive and respectful workplace in a dynamic urban environment

1 Pillar Description

Located in Brussels, we operate in a multicultural city at the crossroads of social, cultural, and economic dynamics. Our commitment is to provide our employees with a safe, fair, and empowering working environment.

Beyond our own walls, we also act to ensure that our activities generate a positive impact in our neighborhood and within local communities. This includes respecting human rights, maintaining open dialogue with our teams, promoting active inclusion, and building concrete partnerships with social stakeholders in Brussels.

2 Commitments

- Protect the health and well-being of our teams
- Promote inclusion, diversity, and equity
- Foster listening, dialogue, and engagement
- Respect and uphold human rights within the company and across our partnerships
- Contribute positively to the local social fabric by supporting initiatives, creating employment, and actively engaging in community life

3 Key Actions 2025

1. Health & Safety: Organization of annual medical check-ups and on-site vaccination campaigns, combined with regular risk assessments to ensure a safe working environment compliant with applicable standards.

2. Diversity, Equity & Inclusion: Launch of an EDI action plan (Equity, Diversity & Inclusion) to promote representation, tolerance and respect for all identities within VIAGE.

3. Queer Destinations Certification: Obtaining the international label recognizing VIAGE's commitment to providing an inclusive and respectful welcome to the LGBTQIA+ community.

4. Training & Development: Implementation of a structured continuous training program and individual development follow-up to encourage skills development and internal mobility.

5. Onboarding: Deployment of an enhanced integration process to support each new employee in discovering VIAGE's culture, values, and responsible practices.

6. Community Engagement: Active participation in volunteer initiatives (World Cleanup Day Brussels, 20 km of Brussels, Race for the Cure, etc.) to strengthen ties with the Brussels community and unite teams around positive-impact initiatives.

7. Dialogue & Workplace well-being: Measurement of employee satisfaction levels and implementation of corrective action plans aimed at strengthening well-being, communication, and collective engagement.

4 2025 Key Figures

30

employees vaccinated on-site

4

workplace accidents

19,26^h

average training per employee

28^h

volunteer hours completed



World Cleanup Day 2025



20 km de Bruxelles



86 long-term employees honored during 15th anniversary.

2026 VISION

By 2026, VIAGE aims to strengthen its position as **a benchmark employer in the responsible entertainment sector in Brussels.**

Our ambition is clear: to offer every employee a safe, stimulating, and inclusive working environment where diversity of backgrounds and identities is recognized as a true asset.

Building on the achievement of the **Queer Destinations label** and the launch of our **EDI Action Plan** in 2025, we will continue working toward an exemplary corporate culture founded on respect, kindness, and recognition of every individual. This culture will be reflected in our recruitment, training, and management practices, as well as in everyday interactions between our teams.

Health and safety will remain at the heart of our priorities. By 2026, we aim to reach full **maturity of our prevention system**, supported by continuous risk assessments, strengthened protocols, and rigorous medical monitoring of our employees.

We will also continue our commitment to skills **development by supporting each employee** in an individual growth pathway, including training, evaluations, internal opportunities, and **personalized follow-up**.

Collectively, VIAGE will further **reinforce its local anchoring** through **volunteer initiatives** and social and cultural partnerships within the Brussels community. These concrete actions will contribute to positioning the casino as an engaged and responsible actor in city life.

Finally, we are committed to fostering a **culture of dialogue and recognition**, where every voice matters. Our objective is to **improve our internal satisfaction rate** year after year.

In short, our social vision is built on a simple conviction: **gaming is about emotions – but success is built together.**



Think Pink



Race for the Cure

ENVIRONMENT

Managing our carbon footprint and reducing our environmental impact

1 Pillar Description

Environmental performance is a key pillar of VIAGE's ESG strategy. Operating in a dense urban environment with high visitor traffic, we have a responsibility to manage our impacts, particularly in terms of energy consumption, water usage, waste generation, and greenhouse gas emissions.

Our approach is progressive and measurable: understand, measure, reduce, and engage. Beyond our own operations, we actively involve our teams, partners, and suppliers to evolve practices and embed our actions within a continuous improvement framework.

2 Commitments

Optimize and reduce energy and water consumption across all our facilities.

- Measure, monitor, and reduce our carbon footprint
- Reduce, sort, and recover waste generated on site
- Integrate environmental criteria into our technical and operational decisions
- Raise awareness among employees, suppliers, and partners on environmental best practices

3 Key Actions 2025

Carbon Assessment – Year 2

Completion of VIAGE's second carbon assessment, covering all relevant scopes (Scopes 1, 2, and relevant Scope 3 categories).

This assessment enables us to:

- Consolidate data collected since 2024
- Identify the main emission sources
- Monitor the reduction trajectory underway
- Define realistic action priorities adapted to site operations

Consumption Monitoring

Implementation of a regular and structured monitoring system for energy and water consumption in order to:

- Identify optimization levers
- Detect deviations or overconsumption
- Assess the impact of implemented actions
- Support fact-based decision-making

Building Energy Performance

Continuation of initiatives aimed at improving the building's energy efficiency, in particular through:

- Optimization of lighting systems
- Improvement of heating, ventilation, and air conditioning (HVAC) systems
- Strengthening preventive maintenance of technical equipment
- Adjusting usage according to activity periods

Waste Management

Strengthening our continuous improvement approach to waste management through:

- Optimization of sorting and recovery streams
- More precise measurement of volumes generated
- Ongoing awareness-raising among operational teams
- Reduction of residual waste volumes, particularly during events

4 2025 in Figures

3

carbon assessments
completed over three

19,6

tons of CO₂
per employee

-14%

reduction in Scope 1
emissions

TRAJECTORY & COMMITMENTS

2026 Outlook

1 Structuring a clear carbon reduction path

Commit to a coherent, progressive emissions reduction trajectory fully integrated into the overall ESG strategy, based on the findings of the carbon assessment.

VIAGE therefore commits to reducing:

- -20% of Scope 1 emissions
- -10% of Scope 2 emissions (location-based)
- -10% of Scope 3 emissions

by 2030, compared to the 2024 baseline year.

2 Accelerating operational efficiency

Strengthen the integration of environmental criteria into technical decisions, investments, and daily site operations, with a focus on energy efficiency and responsible resource use.

Reduce water consumption volumes and total waste generated by activities by -30% by 2030, compared to the 2023 baseline year.

3 Mobilizing the ecosystem sustainably

Continue raising awareness and engaging employees, suppliers, and partners to make environmental performance a collective, shared, and long-term driver.

Implement a more sustainable mobility strategy for both employees and visitors, aiming to reduce the environmental impact of travel and promote environmentally friendly alternatives.



Frida Kahlo



Abba The Show

COMMITTING TO A RESPONSIBLE SUPPLY CHAIN

Integrating ethics and sustainability into our relationships

1 Pillar Description

Our purchasing activities are a key lever in reducing our overall impact. We ensure that our suppliers and partners comply with strict ethical, social, and environmental criteria. Analyzing our value chain enables us to identify risks and opportunities and promote responsible practices at every stage.

2 Commitments

- Select suppliers aligned with our values in terms of ethics, human rights, social responsibility, and environmental protection
- Conduct ESG performance assessments in collaboration with our suppliers
- Foster long-term partnerships based on transparency and trust
- Perform regular value chain analyses to identify risks
- Integrate ESG criteria into our procurement processes

3 Key actions 2025

- 1. ESG supplier evaluation:** Implementation of an evaluation process assessing the environmental, social, and ethical performance of strategic suppliers to strengthen transparency and accountability across the supply chain.
- 2. Supplier code of conduct:** Roll-out and signature of the Supplier Code of Conduct across all commercial partners, with the objective of reaching close to a 100% adherence rate.
- 3. ESG criteria integration:** Training and supporting procurement teams in the systematic integration of ESG criteria into supplier selection and decision-making processes, guiding choices toward committed and sustainable partners.

15 years of VIAGE :

On the occasion of its 15th anniversary, VIAGE implemented a responsible purchasing approach, considering collaborations as a key lever to reduce its overall impact. By partnering with local suppliers and partners selected according to demanding ethical, social, and environmental criteria, VIAGE promoted responsible practices throughout its value chain while showcasing Brussels-based expertise.

4 2025 Results

90%

of suppliers assessed on their ESG performances

32%

signed Supplier Code of Conduct



15 ans du VIAGE

2026 VISION

By 2026, VIAGE aims to further structure its responsible procurement approach by consolidating the foundations established in recent years.

The objective is to sustainably **integrate ESG criteria** into the daily practices of procurement teams and into **supplier relationships**, promoting more responsible and transparent decision-making.

Priority will be given to **monitoring the supplier code of conduct**, with the ambition of reaching a **signature rate close to 100%**, while strengthening dialogue with strategic partners.

At the same time, the ESG supplier evaluation process will be expanded and refined to identify improvement levers and support partners in their own sustainability progress.

Procurement teams will be trained on sustainability challenges and equipped to integrate these criteria into their decisions, while maintaining a balanced approach between economic performance and positive impact.

Finally, VIAGE intends to highlight this progress by transparently sharing its advancements on the **"Engagement" page** of its website, in line with its vision of open and responsible governance.

ESG: A STORY OF COLLABORATION

Together, from Brussels

1 Our Stakeholders

- Public authorities and regulators
- Emergency and security services
- Employment, training, and occupational health organizations
- Local community and associations
- Customers and visitors
- Suppliers and service providers
- Employees and internal governance
- Investors and financial partners
- Competitors and strategic partners

2 ESG: A collective lever to shape the future

Our ESG strategy is not built in isolation. It draws its strength from the diversity and commitment of our stakeholders. This report was prepared in collaboration with ESGlogic, a sustainability advisory and services firm.

By integrating their perspectives and working together, we turn challenges into opportunities and lay the foundations for a sustainable, responsible, and resilient future. This collaboration is key to addressing tomorrow's complex challenges, combining positive impact, transparency, and innovation.

This report was prepared in collaboration with ESGlogic, an independent sustainability advisory firm. All ESG data and indicators presented in this report have been reviewed and verified by ESGlogic to ensure methodological robustness and reporting reliability.



Roundtable at VIAGE

A VOLUNTARY AND PROACTIVE APPROACH TO CSRD

Transparency, anticipation and responsibility

Since the entry into force of the Corporate Sustainability Reporting Directive (CSRD), VIAGE has chosen to adopt a proactive approach, even though it does not currently meet the directive's reporting thresholds.

This voluntary approach is fully aligned with VIAGE's vision: ensuring complete transparency regarding its impacts, its stakeholders, and its ESG commitments. In line with this ambition, the organization initiated structured work in 2024 to align its practices with European requirements.

VIAGE first conducted a double materiality assessment to identify the environmental, social, and governance issues most significant to its activities and its stakeholders. In parallel, a comprehensive mapping of internal and external stakeholders was carried out to integrate their expectations into the ESG strategy.

Following this exercise, several standards under the European Sustainability Reporting Standards (ESRS) were identified as material:

- **ESRS E1** – Climate change
- **ESRS E5** – Resource use & circular economy
- **ESRS S1** – Own workforce
- **ESRS S4** – Consumers & end-users
- **ESRS G1** – Business conduct

Given its unique urban positioning and its role in the heart of Brussels city center, VIAGE also chose to voluntarily integrate an additional topic under ESRS S3 – Affected Communities, with a particular focus on: "Community relations and neighborhood impact."

The 2025 Impact Report is therefore part of a voluntary approach, consistent with European expectations and aligned with best practices in sustainability reporting.

A VOLUNTARY AND PROACTIVE APPROACH TO CSRD

Transparency, anticipation and responsibility

The reporting table below presents the data to be collected in accordance with the ESRS requirements applicable to organizations not subject to mandatory CSRD reporting, but engaged in a voluntary reporting approach under the VSME framework (Voluntary Sustainability Reporting Standard for non-listed SMEs).

SOCIAL

Category	Indicator	2023	2024	2025	Index
Workforce General Characteristics	N° of employee - temporary	3	3	4	2-3
Workforce General Characteristics	N° of employee - permanent	273	277	289	2-3
Workforce General Characteristics	N° of employee - Male	178	176	199	2-3
Workforce General Characteristics	N° of employee - Female	98	104	94	2-3
Workforce Health & Safety	Recordable work-related accidents	3	8	4	9-11
Workforce Health & Safety	Fatalities as a result of work-related injuries	0	0	0	9-11
Workforce Health & Safety	Fatalities as a result of work-related ill health	0	0	0	9-11
Workforce Remuneration Collective bargaining & Training	% Pay above minimum wage	100%	100%	100%	9-11
Workforce Remuneration Collective bargaining & Training	Salary Gap male/female	/	/	0,67	9-11
Workforce Remuneration Collective bargaining & Training	Average number of annual training hours per employee (female)	/	/	17,41	9-11
Workforce Remuneration Collective bargaining & Training	Average number of annual training hours per employee (male)	/	/	20,17	9-11
Social dialogue	% of employees covered by collective bargaining agreements	100%	100%	100%	9-11
Severe human rights incidents (e.g., forced labour, child labour)	Number of severe human rights incidents connected to own workforce	0	0	0	9-11

GOVERNANCE

Category	Indicator	2023	2024	2025	Index
Convictions & Fines for Corruption & Bribery	Total number of convictions for corruption and bribery	0	0	0	6-8
Convictions & Fines for Corruption & Bribery	The total amount of fines	0	0	0	6-8
Training on ethics and corruption	% of employees	0%	65%	84%	6-8
Information security	Number of confirmed information security incidents	1	0	0	6-8

ENVIRONMENT

Category	Indicator	2023	2024	2025	Index
Energy and greenhouse gas emissions	Renewable Energy consumption (MWh)	724,4	1.558,8	2.109,5	12-14
Energy and greenhouse gas emissions	Non-renewable Energy Consumption (MWh)	4.677,6	4.458,18	4.231,2	12-14
Energy and greenhouse gas emissions	Total Energy consumption (MWh)	5.402	6.016,99	6.237,8	12-14
Energy and greenhouse gas emissions	GHG emissions scope 1	677	582	498	12-14
Energy and greenhouse gas emissions	GHG emissions scope 2 (location based)	583	612	647	12-14
Energy and greenhouse gas emissions	GHG emissions scope 2 (market based)	468	304	267	12-14
Energy and greenhouse gas emissions	GHG emissions scope 3	3.713	3.969	4.241	12-14
Energy and greenhouse gas emissions	GHG intensity (scope 1 & 2) (location based)	1.260	1.194	1.145	12-14
Energy and greenhouse gas emissions	GHG intensity (scope 1 to 3) (location based)	4.973	5.162	5.385	12-14
Workforce Remuneration Collective bargaining & Training	Water consumption (m ³)	6.953	5.772	4.969	12-14
Circular economy / Waste	Total of Non hazardous waste	151	104	103	12-14
Circular economy / Waste	Total of hazardous waste	NA	NA	NA	12-14

SUSTAINABLE PROCUREMENT

Category	Indicator	2023	2024	2025	Index
Code of conduct	Signature rate	0	0	11	15-17
ESG performance of supplier	Non-renewable Energy Consumption (MWh)	0	8	11	15-17
Responsible purchasing training	Number of training on responsible purchasing	0	1	1	15-17

THE FUTURE OF RESPONSIBLE GAMING IS BUILT TODAY

Thank you to everyone contributing to this transformation.

Together, we are making VIAGE a place of experiences and positive impact. This report is only one step – our ambition is to continue innovating, listening, and inspiring.

The journey continues!



Discover all our initiatives, upcoming projects, and sustainability updates on our “commitments” page on the VIAGE website:

<https://viage.be/en/our-commitments>

Because at VIAGE, responsibility is lived every day – on stage, within our teams, and alongside our community.