

14 August 2025

Dataworks Secures Extension of Service Offerings to Ontario CSE Contract to Include Advanced Call Centre Capabilities

HIGHLIGHTS

- **DataWorks** has secured an **extension of service offerings** to its existing A\$10 million **iGaming Ontario Centralised Self-Exclusion (CSE)** contract¹, now incorporating the enablement of **specialised call centre capabilities**.
- The call centre services will be fully integrated into DWG's broader CSE solution, providing multi-level support to efficiently manage interactions across the various user groups of the CSE platform. These services will be **underpinned by DWG's proven technical and operational processes**, which are a critical element of every successful DWG CSE deployment.
- The extension of service offerings was agreed to in recognition of DWG's **specialised expertise** in the design, development, and execution of CSE systems, including front-line call centre operations.
- **The call centre to ensure player and data protection in Ontario**, supporting the independent CSE integration with all licensed operators in the Province, mirroring the proven model successfully operated by DWG in Australia.
- The new workstream is expected to deliver approximately **A\$1.15 million² in additional revenue for Dataworks**, with around 70% anticipated in FY26 and the balance in FY27. Additional revenues may also be realised under additional contract extensions.
- The broader **Ontario CSE implementation remains on track**, with the system "go-live" date to be confirmed by iGaming Ontario in due course.

DataWorks Group Limited (ASX: **DWG**) ("DataWorks" or "the Company") is pleased to announce it has signed (via a Joint Venture vehicle³) a contract extension with iGaming Ontario expanding upon its existing A\$10 million, multi-year agreement to deliver a technologically advanced Centralised Self-Exclusion (CSE) solution¹.

This Change Order enables the provision of advanced call centre capabilities (the contract Change Order) which will be embedded within the CSE solution being developed for iGaming Ontario by Dataworks, and will allow seamless management of participant/player/individual and operator support as well as allowing management and support of workflows between the various support levels (e.g. Level 1, Level 2 Player Relations, Level 2 Tech, and Level 3). The call centre development is a critical element for managing the sensitive nature of self-exclusion data within the CSE solution and for ensuring robust user engagement throughout the lifecycle of the program.

Dataworks already delivers these services as part of BetStop – The National Self-Exclusion Register™ in Australia, and the contract Change Order confirms Dataworks as a trusted and proven provider of regulated, high-performance call centre solutions and support for government-backed CSE systems.

Commenting on the contract Change Order, Mr. Al Watson, CEO, said;

"We're proud to see our long-standing expertise in self-exclusion technologies recognised through this contract Change Order. Our advanced call centre capabilities are purpose-built for sensitive, high-trust environments like Ontario's iGaming market. This milestone reinforces our leadership in delivering secure, end-to-end solutions that protect vulnerable users and support regulators in driving responsible gambling outcomes".

¹ Please refer to ASX announcement dated 2nd August 2024.

² Assumes 1 CAD = 1.1217 AUD

³ For further information, please refer to the section titled "Key Details of Contract Extension" located on page 2 of this announcement.

This contract Change Order underscores the strength of Dataworks' end-to-end CSE offering, as governments across multiple jurisdictions increasingly assess the implementation of similar solutions. The Company believes it is well positioned to capitalise on this global opportunity.

Key Details of Contract Change Order

The contract has been affected via a formal Change Order which is an amendment to the original agreement between iGaming Ontario and MSH Services LLC, a joint venture vehicle owned by DWG and IC360⁴. Delivery of all services under the contract will be exclusively undertaken by DWG, leveraging its proprietary advanced call centre technology and operational processes.

Under the terms of the Joint Venture Agreement, all revenues for this workstream will flow to Dataworks, reflecting its 100% delivery responsibility.

The extension is **expected to generate C\$1.03 million (A\$1.15 million²)** in additional revenue for DWG, with around 70% anticipated in FY26 from call centre readiness activities, associated training, and the first six months of operation. The remaining 30% of the total contract value is subject to further agreement with iGaming Ontario and relates to an additional six months of call centre operations and extra technical support hours.

Initial cashflow to DWG are scheduled to commence in the December 2025 quarter,

Other key Contract terms:

- Contract commencement: Immediate
- Contract expiry: From the day of CSE launch for a 6-month period (or later to be determined)
- Total contract cash flows: C\$1,030,000 (approximately A\$1.15 million²)
- Extension options: 6-month extension option at the election of iGaming Ontario
- Events of Termination: Same as for the original CSE contract agreement¹.

Update on Broader Ontario CSE Contract

DWG confirms that the broader iGaming Ontario CSE contract remains on schedule, with all workstreams progressing as planned. All key milestones to date have been achieved, and the corresponding milestone payments have been received in line with contractual expectations.

-ENDS-

This announcement has been authorised for release by the Board of DataWorks Group Limited.

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To learn more, please visit: www.dataworksgroup.com.au. DataWorks' registered address is Level 11, 201 Miller Street, North Sydney, NSW 2060.

⁴ Please refer to ASX announcement dated 2nd August 2024 for further details regarding the Joint Venture Agreement with IC360.

About DataWorks

DataWorks Group Limited (ASX:DWG) is a leading Regulated Gaming Technology (RegTech) company, specializing in unique innovative technologies to combat problem gambling.

DWG's solutions, including **BetStop™ National Self-Exclusion Register**, which enable vulnerable individuals to safeguard themselves from the harms of gambling addiction. the NSER, operated exclusively for the Australian Government, empowers Australians to self-exclude from all licensed interactive wagering services for periods ranging from three months to a lifetime.

As a pioneer in regulated gaming technology, DWG is driving social impact by delivering secure, scalable, and ESG-aligned solutions for governments and operators worldwide. Leveraging its deep expertise in data security and compliance, DWG is redefining the future of responsible gambling technologies on a global scale.