

ABB

Association of British Bookmakers

AGM

Annual General Meeting

BAGS

Bookmakers Afternoon Greyhound Services Limited, a non-profit making company set up by various bookmakers, including William Hill

CBS

Competition Beating Service

CCTV

Closed circuit television

Company

William Hill PLC, the ultimate holding company of the William Hill Group

CPI

Consumer price index

CR

Corporate responsibility

CRRIC

Corporate Responsibility and Regulatory Issues Committee

DCMS

Department of Culture, Media and Sport

DOM

District operations manager

DPS

Dividends per share

EBIT

Earnings before interest and taxation, otherwise described as "operating profit"

EBITA

Earnings before interest, tax and amortisation of affiliates, trade names and non-competition agreements

EBITDA

Earnings Before Interest, Taxation, Depreciation and Amortisation

EBMS

Executive Bonus Matching Scheme

EPS

Earnings per share

FTE

Full time equivalent

Gambling Act

The legislation that received Royal Assent in 2005 regarding the modernisation of the laws relating to betting and gaming within the UK

Gambling Commission

The Gambling Commission for Great Britain, the regulatory body for casinos, bingo clubs, gaming machines, betting, remote gambling and larger lotteries (including all local lotteries but excluding the National Lottery)

GPT

Gross profit tax

Gross profit tax

A duty charged by the UK Government of 15% of a bookmaker's gross win, introduced in October 2001

GRA

Gibraltar Regulatory Authority

GREaT Foundation

Gambling Research, Education and Treatment foundation, formerly known as Responsibility in Gambling Trust (RIGT)

Gross win

Total customer stakes less customer winnings

HBLB

Horserace Betting Levy Board

Horseracing levy

A levy attributable to bets taken on horseracing and payable to the Horserace Betting Levy Board, primarily for the purposes of augmenting prize money available for winning horses and providing certain racecourse amenities

IAS

International accounting standards

IBAS

Independent Betting Adjudication Service

IFRIC

International Financial Reporting Interpretations Committee

IFRS

International Financial Reporting Standards

KPI

Key performance indicators

LACORS

Local Authority Co-ordinators of Regulatory Services

LBO

Licensed betting office

LTIP

Long Term incentive plan

MLRO

Money Laundering Reporting Officer

NCA

Non-competitive agreement

Net revenue

Gross win less fair-value adjustments for free bets, bonuses and goodwill gestures

PBIT

Profit Before Tax and Interest

Pro forma

The pro forma numbers compare William Hill Online's performance with that of the equivalent enlarged business in 2008. All other numbers compare William Hill Online with William Hill's standalone interactive business

PSP

Performance Share Plan

RGA

Remote Gambling Association

RIGT

Responsibility in Gambling Trust

SIS

Satellite Information Services (Holdings) Limited or its subsidiary Satellite Information Services Limited, as the context requires

Sportsbook

Bets placed and accepted online on sporting and other events

TSR

Total shareholder return

William Hill or the Group

The Company and its subsidiaries or any of them, as the context may require

William Hill Online

William Hill Online is a joint venture between William Hill and Playtech. William Hill owns 71% and Playtech 29%