

30/06/2021

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Λευκωσία
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Λευκωσία
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ΑΝΑΚΟΙΝΩΣΗ

Ενοποιημένη Μη Χρηματοοικονομική Κατάσταση του Συγκροτήματος για το έτος 2020

Ανακοινούται ότι το Διοικητικό Συμβούλιο της Εταιρείας ενέκρινε σήμερα την Ενοποιημένη Μη Χρηματοοικονομική Κατάσταση του Συγκροτήματος για το έτος 2020.

Ολόκληρο το κείμενο της Ενοποιημένης Μη Χρηματοοικονομικής Κατάστασης για το έτος 2020, συνάπτεται στην ανακοίνωση αυτή, διατίθεται, χωρίς επιβάρυνση, από το Εγγεγραμμένο Γραφείο της Εταιρείας (οδός Ζήνωνος Σώζου 3, 3105, Τ.Θ. 51094, 3501 Λεμεσός, Τηλ.: +357 25 818444, Τηλεομοιότυπο: +357 25 372282, Ηλεκτρονικό Ταχυδρομείο: log@adamides.com) και από τα Γραφεία Διοίκησης της Εταιρείας (Στασίνου 26, Αγία Παρασκευή, 2003 Στρόβολος, Λευκωσία. Τ.Θ.: 23472, 1683 Λευκωσία. Τηλ.: +357 22 551000, Τηλεομοιότυπο: +357 22 514294) και είναι αναρτημένο στις ιστοσελίδες της Εταιρείας (www.logicom.net) και του Χρηματιστηρίου Αξιών Κύπρου (www.cse.com.cy).

Adaminco Secretarial Limited
Γραμματέας της Logicom Public Limited

CSR Report 2020



Logicom

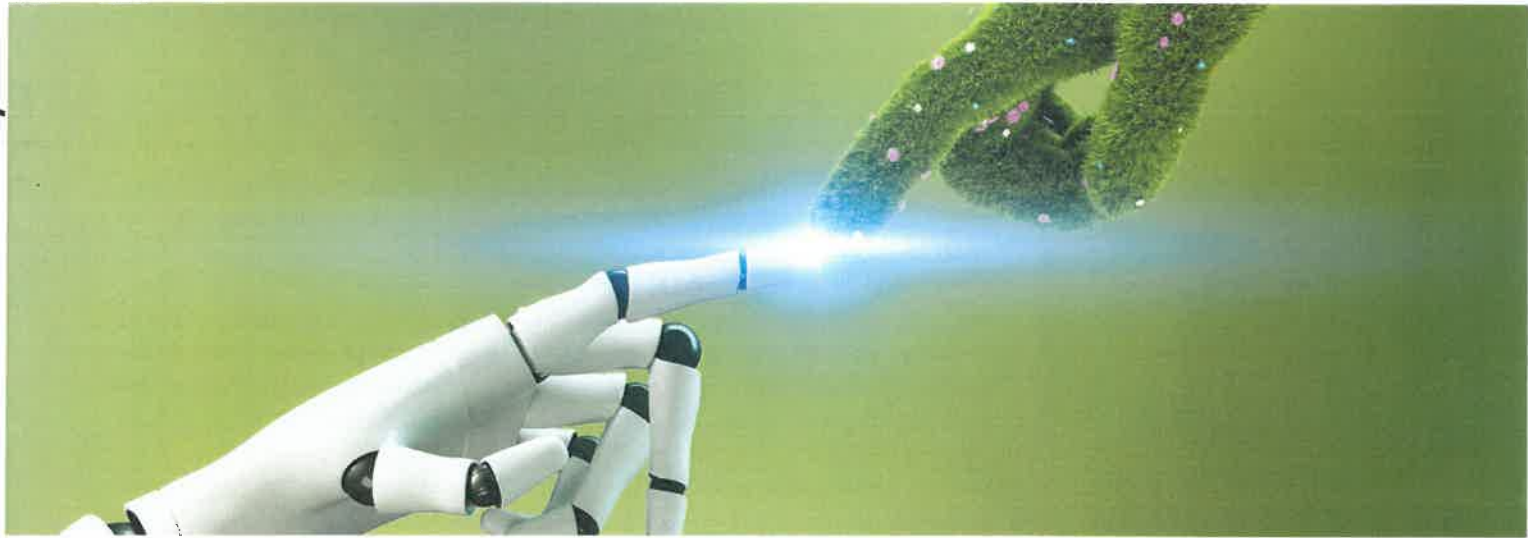
REPORT PROFILE

This is the annual Corporate Social Responsibility (CSR) report of Logicom Public Limited (including its subsidiaries, hereafter referred to as “Logicom” or “Logicom Group”, or “Company”), issued for the calendar year 2020, which provides information in addition to Logicom’s Annual Report. (Latest CSR report was issued for the calendar year 2019. The base year, which is the year with which the values from other years are compared, is 2017). ([GRI 102-50, 102-51, 102-52](#))

Logicom implements CSR practices in line with the ISO 26000. This report’s content and structure has been prepared in accordance with the GRI Standards: Core option. ([GRI 102-54](#))



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MESSAGE FROM THE MANAGING DIRECTOR

Dear stakeholders,

2020, has been a year of learning and change. A year like no other we have experienced so far, with the novel coronavirus (COVID-19) causing an unprecedented impact around the globe.

One thing that this pandemic has revealed, is the importance of technology as part of our everyday lives. Our efforts were concentrated in remaining true to our core values and mission and continue pursuing our goals to meet our stakeholders' evolving needs.

Sustainability is not only what our stakeholders expect, it is a lever that improves our performance and it is vital for our existence and prosperity. Although we have made progress in advancing our sustainability goals, this year's challenges have accentuated the importance of sustainability and the need to accelerate our efforts.

We continually strive to improve as an organization and our growth is propelled by our employees. We foster diversity and we seek to enrich our workforce across our geography to ensure that we better represent the communities we serve. Nonetheless, what absorbed us this year, was maintaining our employees' health and wellbeing during the pandemic and thus, a preparedness and response plan was developed to help guide protective actions against the pandemic.

As we adapted to the challenges of the pandemic, we sought to engage our stakeholders to understand their perspectives and their expectations. Ongoing dialogue with our stakeholders is an integral part of our strategy and in the next pages we share with you the details of our sustainability strategy and the goals set that will lead to the achievement of our shared vision.

Our commitment to invest in youth and to provide inspiration and opportunity to the next generation was demonstrated through the Logicom Academic merit scholarships program and this initiative was awarded as one of the best CSR practices applied by organisations in Cyprus.

This report highlights our deep commitment to advancing our corporate sustainability strategy and while we cannot entirely shield our communities from what happens in the world, we will continue to pursue evolution and change that will create a more sustainable future for all.

[\(GRI 102-14\)](#)

Varnavas Irinarchos
Managing Director

ABOUT LOGICOM – GET TO KNOW US

WHO WE ARE

Logicom Public Ltd, established in 1987, is an international group of leading information technology companies, listed on the Main Market of the Cyprus Stock Exchange and a member of the FTSE/CySE20 and FTSE-Med indices. Logicom is also a member of the Global Technology Distribution Council since 2014. The Company's headquarters are situated in Cyprus, at 26 Stasinou str., Acropolis 2003, Strovolos, Nicosia, Cyprus. [\(GRI 102-1, 102-3, 102-5\)](#)

Logicom activities include:

- the regional wholesale distribution of Technology Solutions and Services,
- the provision of integrated Business Consulting Services, Business Software and IT Infrastructure Solutions, as well as, managed services and
- investments holdings.

Logicom **Distribution**, as a leading regional Distributor of computer systems, networking products, components and peripherals, has developed excellent relationships with the world's leading technology vendors. These include Adobe, Acronis, APC, AOC, Aruba, Autodesk, Avepoint, Bitdefender, BitTitan, Brother, Canon, Cisco, Citrix, Commvault, Corsair, Dell Technologies, FSP, Gigabyte, HP Inc., HPE, HyperX, IBM, Intel, InWin, Jabra, Kingston, Lenovo, Linksys, LG, Microsoft, MSI, NetApp, Nokia, NZXT, Oracle, Palo Alto, Philips, Qnap, S3+, Sandisk, Sea Gate, Skykick, Solarwinds, Sophos, Supermicro, Symantec, Team Viewer, Trend Micro, Veeam, Veritas, VMware, and WD.

Logicom counts on operational excellence and sound long-term relationships with the world's leading technology vendors in order to provide customers with the best-in-class products and services, when and where they need them. Applying the highest standards of professionalism, Logicom is an indispensable link in the technology supply chain, facilitating mutually beneficial relationships with channel partners.

Logicom **Services** is a leading ICT services and solutions integrator in the region that supports organizations in addressing digital disruption and implementing a digital transformation agenda. This is achieved by offering its clients high-quality value adding advisory services to help them identify and unlock new sources of economic value, software solutions designed to meet their business objectives and cutting-edge ICT infrastructures to support and run their business.

Logicom Services has local resources in Cyprus, Greece and Kuwait, targeting the mid-to-high market in South Eastern Europe and Middle East. Its strategic partnership with leading industry vendors and consulting firms ensures that it provides high quality solutions and services across all major business sectors including Government, Semi-Government, Banking/Finance/Insurance, Telecommunications, ISPs, Media, Shipping, Hospitality and SMEs. These include Accenture, CISCO, Dell/EMC, HEWLETT Packard Enterprise, IBM, Konica Minolta, Lenovo, Microsoft and Oracle. [\(GRI 102-6\)](#)

Logicom's **investments** started in 2008, following partnerships with global leaders to successfully execute BOT (Build Operate and Transfer) desalination projects. Furthermore, Logicom is the largest shareholder (29,62%) of Demetra Holdings Plc, which holds more than 20% stake in Hellenic Bank Public Company Ltd, one of the main banks in Cyprus.

[\(GRI 102-2, 102-9\)](#)

OUR CORE VALUES

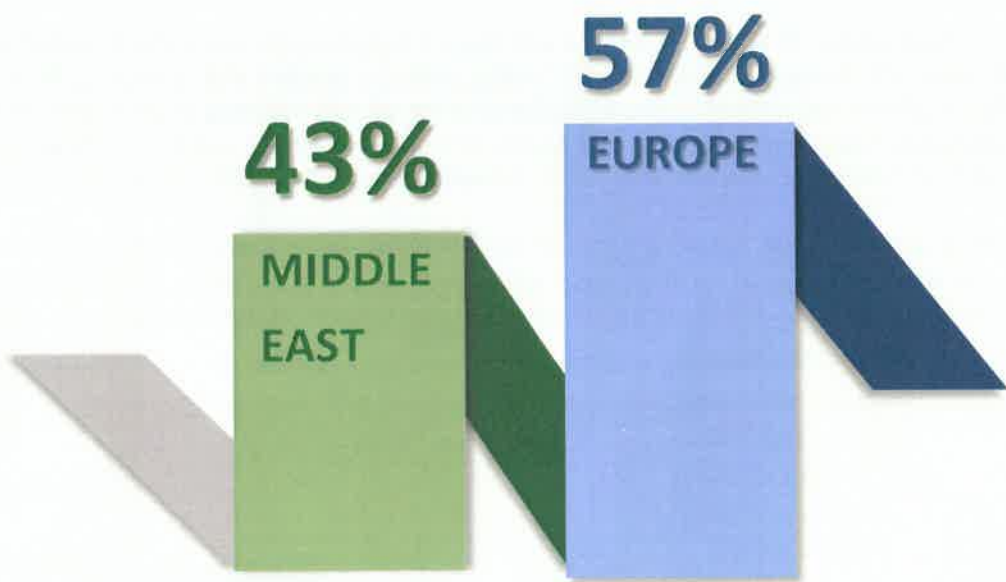
We deliver our mission every day guided by our core values:

- > uncompromising integrity and honesty,
- > commercial agility and efficiency,
- > respect for the individual,
- > the highest of service quality standards,
- > the continuous development of our people,
- > partnering in the success of our clients.

The commitment to Logicom’s core values, ethical and legal conduct, as well as the special focus of every employee is very important in order to make this effective. The Code of Business Conduct is an integral part of Logicom’s culture, which all employees are expected to follow. [\(GRI 102-16\)](#)

OUR PEOPLE

Logicom employs 727 professionals, of 32 nationalities, situated in all the areas of operations. [\(GRI 102-7\)](#)



GROUP EMPLOYEES BY REGION

Figure 1: Logicom Group’s employees by region (2020)

OUR COUNTRIES OF OPERATION

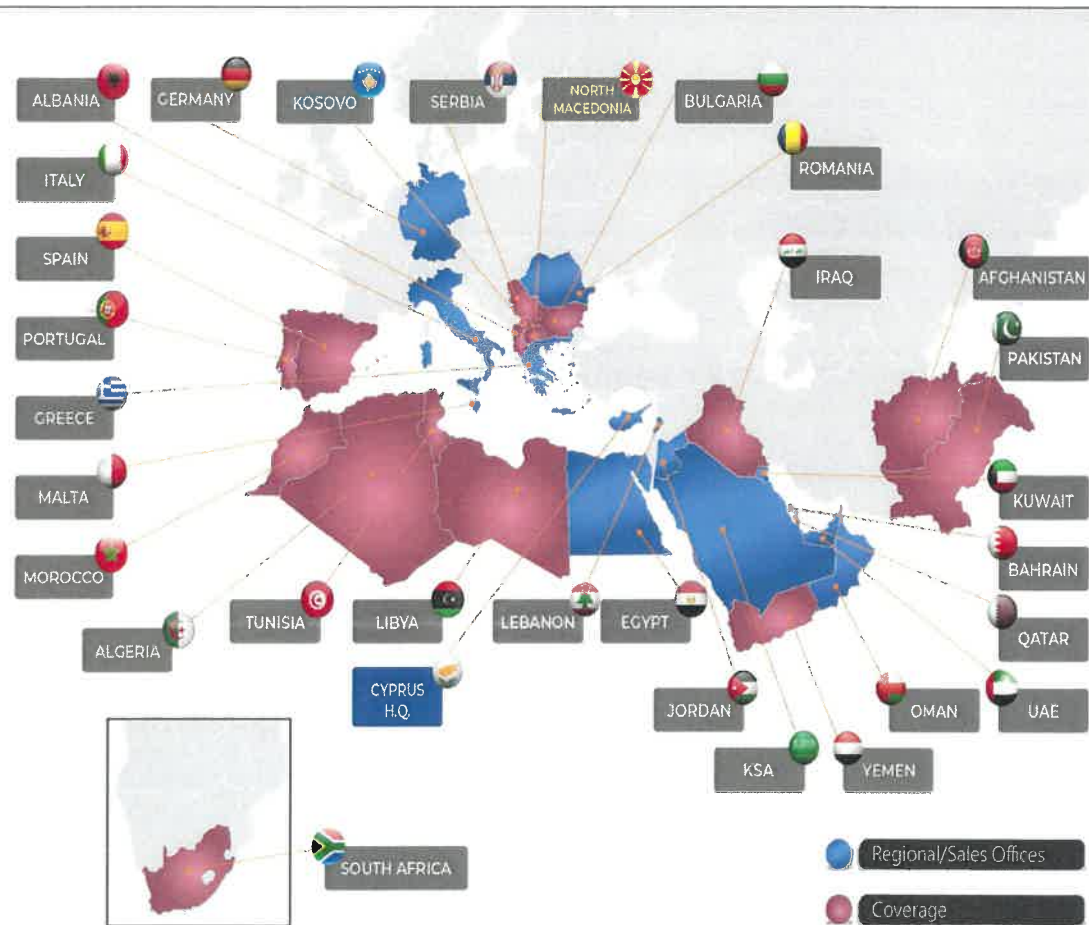


Figure 2: Logicom Group's countries of operation

Logicom operations span across multiple regions with a wide coverage, from Europe to the Middle East and South-East Asia.

Logicom has physical presence in more than 16 countries and served more than 8,000 customers in 30 countries over the past two years.

(GRI 102-4, GRI 102-6)

KEY FINANCIALS FOR 2020

The key financial metrics of Logicom including revenues, capitalization, debt, equity, and assets can be found at the annual *Report and Consolidated and Separate Financial Statements for the Year ended 31 December 2020* located at <https://www.logicom.net/investors/financial-statements/>

(GRI 102-7)

SIGNIFICANT CHANGES IN 2020

No significant changes arose during the reporting period in regards to Logicom's size, structure, ownership, nature of business, supply chain or any other relevant area. (GRI 102-10)

There were no restatements of information that were given in earlier reports. (GRI 102-48)



ENGAGING WITH THE COMMUNITY

Further to the priorities set out in our CSR strategy, Logicom has also taken up the following initiatives:

LOGICOM ACADEMIC MERIT SCHOLARSHIPS PROGRAM

The 2020 Logicom Academic Merit Scholarship Program included 10 Postgraduate Master Level Scholarships of €10.000 each and 5 Postgraduate PhD level scholarship of €15.000 each, to Cypriot students to fund their studies in reputable accredited universities in Cyprus or abroad.

Through this initiative, Logicom is aiming to educate and empower future pioneers who want to specialize and expand their knowledge in the field of new and emerging technologies. The areas of study include:

- Cloud Computing
- Artificial Intelligence
- Big Data & Analytics
- Cybersecurity
- Internet of Things (IoT)
- Blockchain
- Machine Learning

Logicom
Empowering your success

Πρόγραμμα Υποτροφιών Ακαδημαϊκής Αριστείας Logicom

Δίνουμε στους νέους μας φτερά για να πετάξουν ψηλά

Η δύναμη κάθε χώρας είναι η παιδεία των ανθρώπων της. Γι' αυτό και εμείς συστηματικά επενδύουμε στους νέους μας. Για τρίτη συνεχόμενη χρονιά προσφέρουμε υποτροφίες σε άριστους φοιτητές για την απόκτηση Μεταπτυχιακού τίτλου σπουδών.

- 10 υποτροφίες μέχρι €10,000 η κάθε μία, για απόκτηση τίτλου Μάστερς
- 5 υποτροφίες μέχρι €15,000 η κάθε μία, για απόκτηση Διδακτορικού τίτλου

Τομείς προγραμμάτων:

- Artificial Intelligence
- Machine Learning
- Internet of Things
- Cloud
- Cybersecurity
- Big Data & Analytics
- Blockchain

Ηλεκτρονική Υποβολή αιτήσεων μέχρι 02 Αυγούστου 2020

Όροι και προϋποθέσεις: www.logicom.net/scholarships

#logicomscholars

The Logicom academic merit scholarships program was awarded at the 13th Cyprus CSR Conference 2021, by the association of CSR Cyprus, as one of the best CSR practices and was recorded in the register of the good CSR practices applied by organisations in the country.

LOGICOM CYPRUS MARATHON



Logicom has been the official sponsor of the Logicom Cyprus Marathon for 6 consecutive years and it has signed on for two more years as Title Sponsor of the Logicom Cyprus Marathon. With this partnership, Logicom lends its support to wellness, sportsmanship and healthy living, and is engaging with and giving back to the local community. This multi-cultural running festival takes place in Paphos every year, and, as a multi-cultural company, Logicom is proud to continue lending its name to this great event that is set to bring together people from across the world, working towards achieving their fitness goals. The Logicom Cyprus Marathon hosts thousands of runners each year, with Logicom participating as the largest team, made up of employees, partners and vendors both from Cyprus and abroad.

Due to the outbreak of Coronavirus pandemic (COVID-19) the Logicom Cyprus Marathon, that was scheduled to take place on 15 March 2020, was cancelled. Consequently, in 2021 the Virtual Logicom Marathon was organized in which participants could perform the run from any location they choose around the world. Participants were allowed to do their own race at their own pace and time it themselves with the help of smart watches, apps etc. and any activity between 20th March 2021 and 4th April 2021 was eligible.

The Logicom Cyprus Marathon 2021 has been rescheduled to take place on the 5th of December 2021.



BREAST CANCER INITIATIVE

Logicom went pink in honor of the breast cancer awareness month in October 2020. The Group announced an initiative aiming to both raise awareness of the issue and raise funds for non-profit organisations focusing on breast cancer awareness and research. We donated 2 USD for every order placed on our eCommerce platform from the beginning of October until December 31st 2020. The amount raised was donated to various foundations in the countries in which we operate.



CYPRUS INITIATIVE TO SUPPORT LEBANON

Logicom and its employees participated in the Cyprus initiative to support Lebanon, after the explosion in Beirut port on 4 August 2020. The Office of the Commissioner for Volunteerism and Non-Governmental Organizations in Cyprus initiated the collection of items of basic need such as food to support people in need in Lebanon. This initiative was supported by the Cyprus Ministry of Foreign Affairs and the Cyprus Red Cross. Logicom set up collection points at the local offices and employees were encouraged to make food donations on a voluntary basis.

SUPPORT TO THE LOCAL COMMUNITIES

Responding to local community call for support, cash contributions were made to support various non-profit organisations such as: Europa Donna Cyprus (supporting patients with breast cancer), Pancyprian Anti-Leukemic Association “Zoe” (supporting patients with leukemia), Alkionides (supporting people in need by contributing either to their medical expenses or their daily needs) and Cyprus Autistic Association (secures the rights of people with autism).



LOGICOM AWARD PRIZE TO THE DEPARTMENT OF COMPUTER SCIENCE, UNIVERSITY OF CYPRUS

Logicom offered cash contributions for an award to the University of Cyprus' best performing graduate of the computer science department.

BLOOD DONATIONS

Blood donations are frequently organised by the Group subsidiaries. In 2020, Logicom Saudi Arabia organized a blood donation campaign in collaboration with King Abdulaziz Medical City, that took place in December in Riyadh and Jeddah.

LOGICOM BRAIN GAIN PROGRAMME

As part of Logicom's initiative to actively contribute to the repatriation of experienced IT scientists and the digital transformation of the Cypriot economy, the company created job openings, offering an attractive package for repatriation.



The poster features the Logicom logo at the top left. To its right is a stylized graphic of a human head in profile, composed of a network of blue dots connected by lines, with several orange lines radiating from the brain area. Below the graphic, the title is written in Greek: 'Πρόγραμμα Logicom Brain Gain' in red, followed by 'Επιστροφή στην Κύπρο για ψηφιακή επανεκκίνηση' in blue. A short paragraph in Greek describes the program's goal to repatriate IT professionals. At the bottom, it provides contact information and a website link.

Logicom
Partners in your success

Πρόγραμμα Logicom Brain Gain
Επιστροφή στην Κύπρο
για ψηφιακή επανεκκίνηση

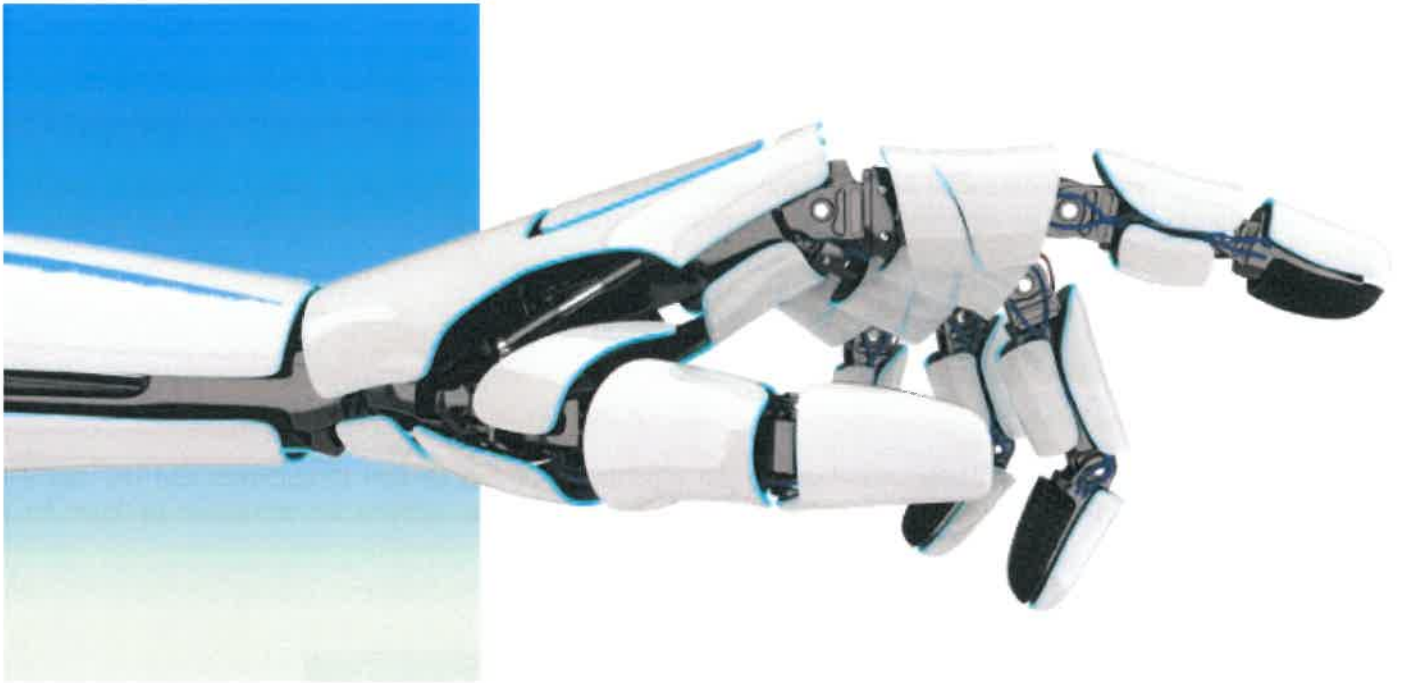
Πρόγραμμα Επαναπατριsmού Κυπρίων Επιστημόνων Τεχνολογίας

Η Logicom στο πλαίσιο της πρωτοβουλίας της να συμβάλει έμπρακτα στον επαναπατρισμό έμπειρων επιστημόνων τεχνολογίας και στον ψηφιακό μετασχηματισμό της κυπριακής οικονομίας, ανοίγει θέσεις εργασίας προσφέροντας ένα ελκυστικό πρόγραμμα επιστροφής στην πατρίδα.

Μετατρέπουμε τις διαχρονικές μας αξίες σε πράξεις και δίνουμε στους Κύπριους του εξωτερικού την ευκαιρία να εργαστούν και να ανελιχθούν στον τόπο μας, μέσα από έναν Οργανισμό με ισχυρή διεθνή παρουσία.

Πληροφορίες/Όροι και Προϋποθέσεις:
www.logicom.net/braingain

CSR REPORT SNAPSHOT



Our vision Logicom capitalises on the fervour and passion of our people in the constant pursuit of value creation for our customers. We aim to remain one step ahead, embracing the latest technology trends to meet the evolving needs of our customers.

Our mission is to provide high quality products and services in an efficient manner with exceptional customer service and support. We are guided by our core values – uncompromising integrity, essential commercial agility, maximum operational efficiency, the highest service quality standards, and the continuous development of our people.

We have committed to share the same passion in advancing our **CSR initiatives** across our Group operations as the passion we share for standing out of the crowd and being innovative, and abide by our core values. Thus, we recognize the need to incorporate broader **principles of sustainability** in our everyday business decisions.

EVALUATION OF PERFORMANCE



We have built our CSR Strategy based on the guidelines of ISO 26000 standard which provided us with a robust methodology to assess and embed sustainability across the organization.

To set the strategy, our priority was to understand where we stood by **assessing our current performance through a Gap Analysis**.

Secondly, a **materiality assessment** was undertaken which aimed to assess the **material areas of focus via stakeholder engagement**. The assessment was conducted by ranking the ISO core subjects in order of importance based on which issues (that fall under each core subject) the internal and external stakeholders consider as relevant and significant to Logicom. Our stakeholders' views determine our priorities and are essential for developing a sound CSR Strategy. The stakeholder engagement is realized through events and online surveys. The material areas resulting from the stakeholder engagement are:



Organizational governance,



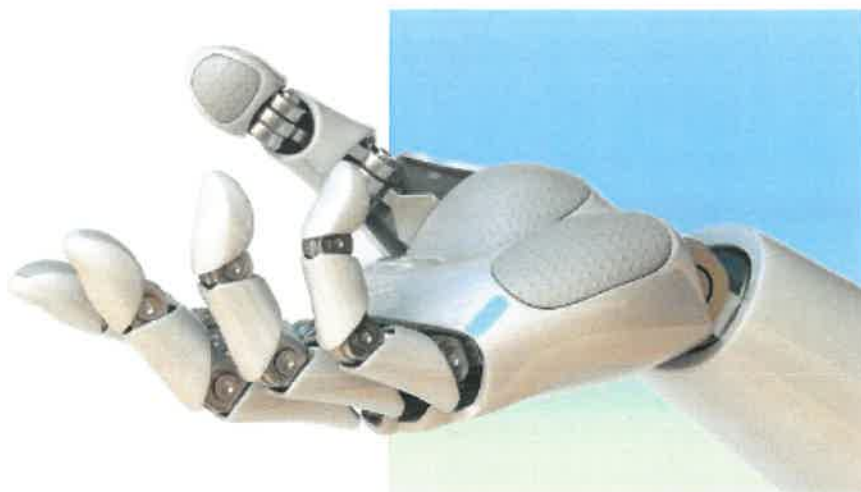
Labour practices,



Human rights, and



Consumer issues



For each area specific actions were identified and key performance indicators were set to help us improve our current performance and enable us to monitor our progress over time.

CSR STRATEGY AND ROADMAP

Our progress  against our targets  at a glance:



ORGANIZATIONAL GOVERNANCE



WHAT WE SAID

- Complete and share Equality and Diversity policy.
- Upgrade existing Quality and Environmental Management systems.
- Finalize and implement Logicom's Anti-Bribery management system.
- Stakeholders mapping and engagement plan.
- Assign a dedicated CSR budget.
- Implementation of Ethics and Compliance manual.



WHAT WE ACHIEVED UP TO 2020

- ✓ Equality and Diversity policy published.
- ✓ Successful completion of Quality and Environmental Management Systems upgrade for Cyprus based companies.
- ✓ Parent company's Anti-Bribery management system finalized, implemented and certification under ISO37000-2016 was achieved. Guidelines and principles communicated and applied across all Logicom subsidiaries.
- ✓ Stakeholders mapped. Engagement and communication plan set.
- ✓ Stakeholder engagement event was held in 2019.
- ✓ CSR budget assigned on Group level on an annual basis to cover CSR activities.
- ✓ Ethics and compliance manual completed and communicated.



WHERE WE WANT TO GO

- Attract more diverse talent.
- Inclusion of Logicom-wide objectives to address environmental and societal risks identified.
- Continuous monitoring to ensure application of the guidelines and principles of Anti-Bribery management system across all Logicom subsidiaries.
- Prepare an agenda for a series of actions to further engage stakeholders.
- Training and development of key employees who will further transmit the philosophy within the organization and decentralize the CSR activities within the Group.
- Follow up the adherence to its policies and obligations on a regular basis.



LABOUR PRACTICES



WHAT WE SAID



WHAT WE ACHIEVED UP TO 2020



WHERE WE WANT TO GO

- | | | |
|--|---|--|
| <ul style="list-style-type: none"> ▪ Complete and circulate a Grievance policy. ▪ Training of employees on Anti-Bribery and Corruption principles. ▪ Complete and share whistle-blowing policy. ▪ Training of employees on Code of Business Conduct, US Export regulations and Competition law compliance policy. ▪ Increase employee training hours. | <ul style="list-style-type: none"> ✓ Grievance mechanism completed and communicated. ✓ Anti-Bribery and Corruption trainings for all Logicom employees. ✓ Policy completed, released and communicated. ✓ E-learning undertaken by all employees on the Code of Business Conduct, US Export Administration Regulations, Competition law compliance policy. ✓ Employee training hours increased compared to base year by 12,97 hours per employee. | <ul style="list-style-type: none"> ○ Continuous monitoring of the mechanism function and resolving grievances recorded. ○ Continuous monitoring of the adherence to procedures to ensure there are no deviations from the Group's policies. ○ Continuous monitoring of the mechanism function and acting on matters recorded. ○ Continuous training of employees on Code of Business Conduct, US Export Administration regulations and Competition law compliance policy and Anti-bribery and Corruption Policy. ○ Increase training hours per employee with emphasis on developmental trainings. |
|--|---|--|



CONSUMER ISSUES



WHAT WE SAID



WHAT WE ACHIEVED UP TO 2020



WHERE WE WANT TO GO

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> ▪ Customer satisfaction surveys. ▪ Evolve existing customer communication system. ▪ Optimisation of energy use in all commercial and public facilities. ▪ Promote sustainable consumption. | <ul style="list-style-type: none"> ✓ Services and Distribution sector customer satisfaction surveys and results analysis. ✓ Redesigned communication system as part of the new website. ✓ Measurement of energy consumption in all countries of operations in progress. ✓ Sustainability benefits part of solutions services offered. | <ul style="list-style-type: none"> ○ Continuous assessment of customer satisfaction to meet customers' expectations. ○ Optimum client communication channel and systematic analysis of data collection. ○ Achieve energy optimization in all our warehouses and offices. Implementation of environmental management systems for subsidiaries. ○ Promote sustainable consumption through our customer channel. |
|---|---|---|



HUMAN RIGHTS



WHAT WE SAID

- Draft a unified Human Rights policy.
- Perform due diligence examination on Human Rights impacts in the countries of significant operations.



WHAT WE ACHIEVED UP TO 2020

- ✓ Unified Human Rights policy drafted and approved.
- ✓ Examination of possible tools to assist in the designing of the procedure to be followed to perform due diligence.



WHERE WE WANT TO GO

- Release the Human Rights policy, train all employees on policy and procedures and monitor its application.
- Ongoing due diligence procedures to cover all the countries of operation to identify, prevent, mitigate and account for how it addresses any adverse human rights impacts.



OUR RESPONSE TO THE PANDEMIC OF COVID-19



Having recognised the urgency and complexity of the situation our response was immediate. Our first concern was to secure the good health and well-being of our employees. We engaged an epidemiologist, who was later appointed by the Government of Cyprus to lead the epidemiologist team, to advise us on best practices that would protect our people's health and the society at large. The adoption of these practices had an additional cost of €700.000 (seven hundred thousands) to the Group. Further information on the practices applied can be found on page 53 of this report.

OVERVIEW OF LOGICOM'S OPERATIONS

CORPORATE STRATEGY

Our Vision Logicom capitalises on the fervour and passion of our people in the constant pursuit of value creation for our customers. We aim to remain one step ahead, embracing the latest technology trends to meet the evolving needs of our customers.

Our Mission is to provide high quality products and services in an efficient manner with exceptional customer service and support. We are guided by our core values – uncompromising integrity, essential commercial agility, maximum operational efficiency, the highest service quality standards, and the continuous development of our people.

Key long-term objectives

The objectives of the Group are analyzed below in the 3 key pillars of operations.

The main objectives for the **Distribution** division are:

- to drive sales and profitability growth and to enhance market coverage
- to strengthen vendor relationships and engagement in new/emerging markets
- to strengthen and deepen our technology partnerships and grow our solutions portfolio
- to enable and strengthen new go-to-market models (e.g. Cloud offering, B2B commerce, customer experience etc.)
- to evolve the Logicom Cloud Marketplace and Logicom e-Commerce Platform and
- to improve productivity, efficiency and team development

The main objectives for the **Services** division are:

- to increase revenue and profitability with special focus on service-rich opportunities
- to expand business and presence outside Cyprus
- to increase focus on Cloud and especially hybrid cloud, IoT, Big Data space, Artificial Intelligence, Cybersecurity and Blockchain
- to introduce new managed services
- to strengthen vendor partnerships and to acquire strategic certifications and
- to accelerate the building of "Technology As A Service" portfolio of solutions with key strategic partners

The main objectives for the **Investment** division are:

- to invest in strategic sectors in Cyprus market
- to continue supporting the Management of the Desalination Plants so as to maximise return to our shareholders.

The control of the COVID-19 pandemic is a critical element which influences the operations of the Group. A key challenge was faced on vendors' supply side with factories closures and major disruption in their supply chain, especially in the production of electronic components, causing delays and shortfalls in shipments. The Group effectively manages such challenges through collaboration and continued communication with its suppliers, partners and customers.

At the same time, COVID-19 has created different demand dynamics in the markets, creating opportunities across our business and geographies. The Group quickly adapted to the new business norm safeguarding the continuity of its operations, while at the same time took advantage of newly created opportunities in the market leveraging its broad portfolio of product, services and vendors.

In regard to CSR, any initiatives and activities Logicom had been involved in prior to this process were focused on social or cultural sponsoring, predominantly involving employees and communities. Following the ISO 26000 verification, Logicom adopted a holistic approach in developing its CSR strategy and framework for its future CSR goals and initiatives.

SHAREHOLDER STRUCTURE

Logicom's shareholder structure can be found in the annual *Report and Consolidated and Separate Financial Statements-Year ended 31 December 2020* which is located at <https://www.logicom.net/investors/financial-statements/>. (Refer to note 40)

(GRI 102-5)

ORGANIZATIONAL STRUCTURE OF THE SUSTAINABILITY MANAGEMENT

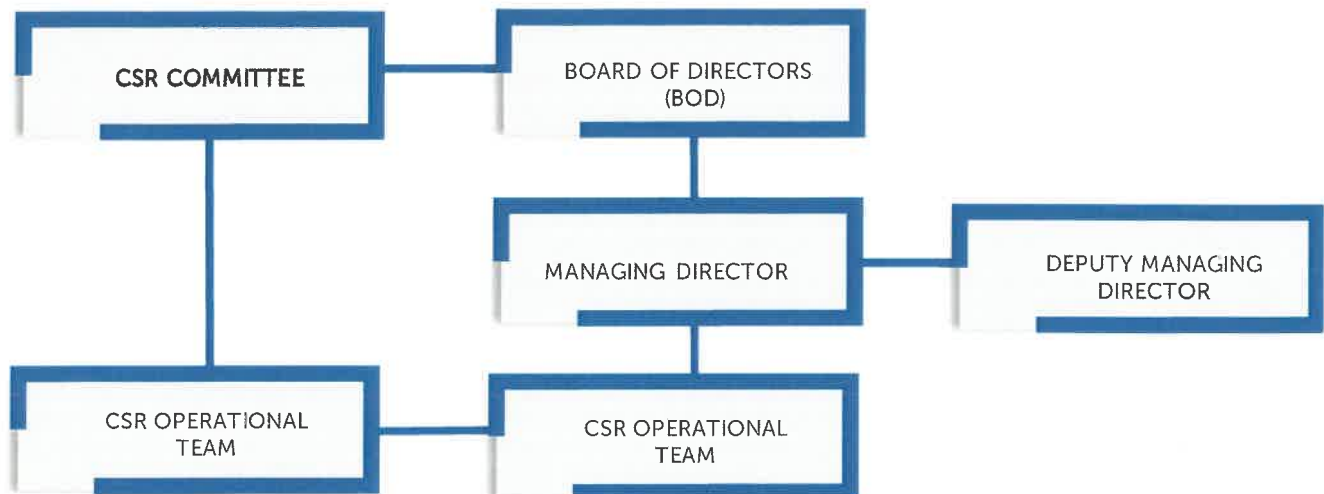


Figure 3: Logicom's sustainability management structure

The CSR Committee, appointed by the BOD is made up of Directors and members of the Executive Management and is mainly responsible for the formulation of CSR strategy and the definition of CSR primary goals.

Under the direction of the Managing Director, the Executive Management Committee oversees Logicom's CSR program. The CSR Operational Team handles the CSR program execution.

The CSR Operational Team is comprised of employees from various departments broadly representing Logicom's business operations. It reports to the Executive Management Committee on progress, achievements and any issues that may arise.

For any further details on the governance structure and composition of the organization, including Committees of the highest governance body, refer to the Group's annual *Report and Consolidated and Separate Financial Statements for the year ended 31 December 2020*, published on Logicom's website. [\(GRI 102-18\)](#)

ETHICS AND INTEGRITY

Ethics and integrity are core values well embedded in Logicom's way of doing business. Logicom has a formal written Code of Business Conduct, which together with our Ethics and Compliance Manual, set the standards of business conduct for all its employees, suppliers, consultants and third-party representatives in all the countries of operation. The Code sets the level and provides information about ethical and integrity standards that must be followed in order to assist the fulfilment of business responsibilities and making the correct business decisions.

Logicom's commitment to our core values and to ethical and legal conduct is very important. The individual commitment of each and every employee is also immensely important in order to make this a reality. All of our employees are committed to follow the Code of Business Conduct and disciplinary measures apply for violations of the code.

The Code of Business Conduct includes the standards and norms of behavior that govern Logicom's way of conducting business, and is developed and fully supported by the Executive Management, which maintains the responsibility for the Code of Business Conduct and this is approved by the Board of Directors. Training on the Code of Business Conduct is given to all employees after they are hired during their induction process and annual trainings are conducted through e-learning. It is also obligatory for all employees to acknowledge and sign the Code of Business Conduct principles every six months.

The Ethics and Compliance Manual focuses on our compliance culture and builds on our training and development, evolving our processes and continuously strengthening our compliance efforts to address the challenges and complexities of this fast moving and rapidly evolving business and regulatory environment. The Logicom Ethics and Compliance Manual includes summaries of our key policies and associate links to the full policies, key compliance areas, and ethical guidelines. The policies covered by the manual are: Equality and Diversity Policy, Disclosure (Whistle blowing) Policy, Disciplinary and Grievance Policy, Anti-Harassment Policy, Anti-bribery and Corruption Policy, Business Associates Onboarding Policy, Group User Policy, Cyprus Quality Policy, Cyprus Environmental Policy, Data Privacy Policy, Employee Privacy Notice, Ethics and Compliance Manual, Staff Handbook and Salary Confidentiality Policy.

The Code of Business Conduct and the Ethics and Compliance Manual are written in English which is the official language of communication throughout Logicom and are published on Logicom Group's website.

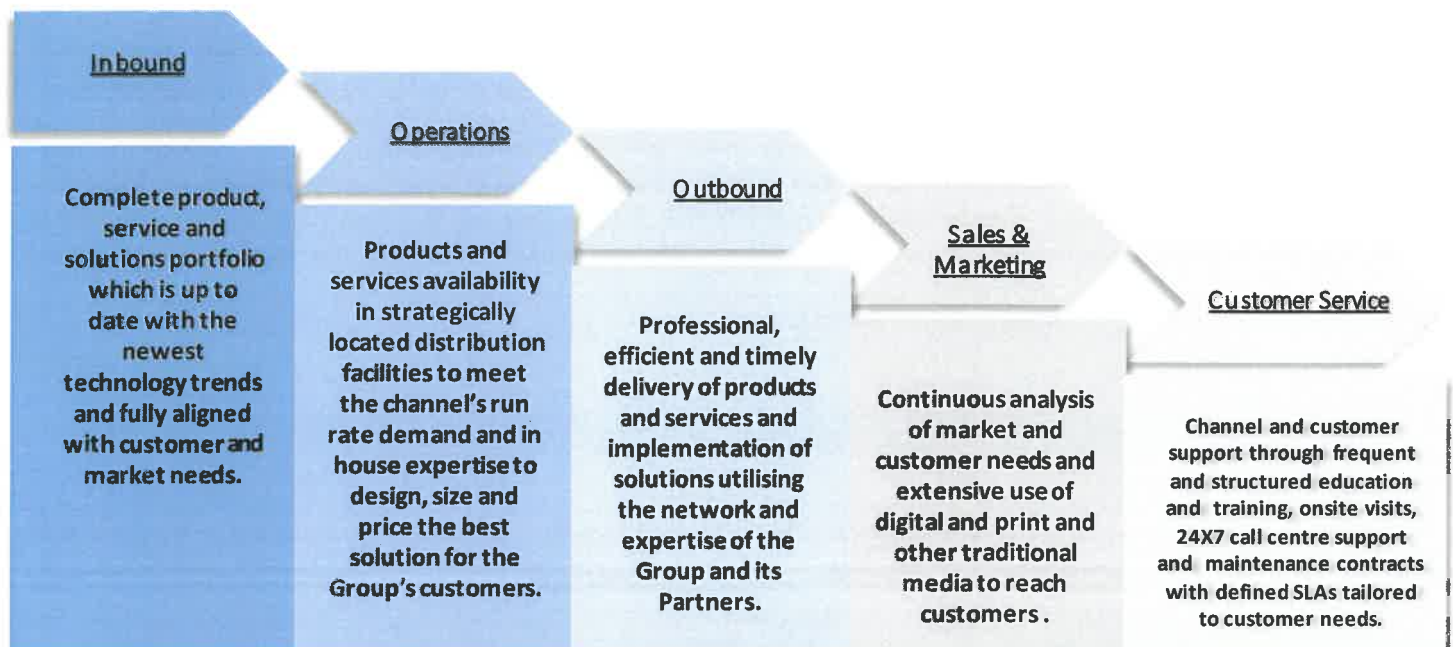
Logicom relies on its employees to act upon its values and ethical conduct in their interaction with business partners.

(GRI 102-16)



VALUE CHAIN STRUCTURE

PRIMARY ACTIVITIES



SUPPORT ACTIVITIES

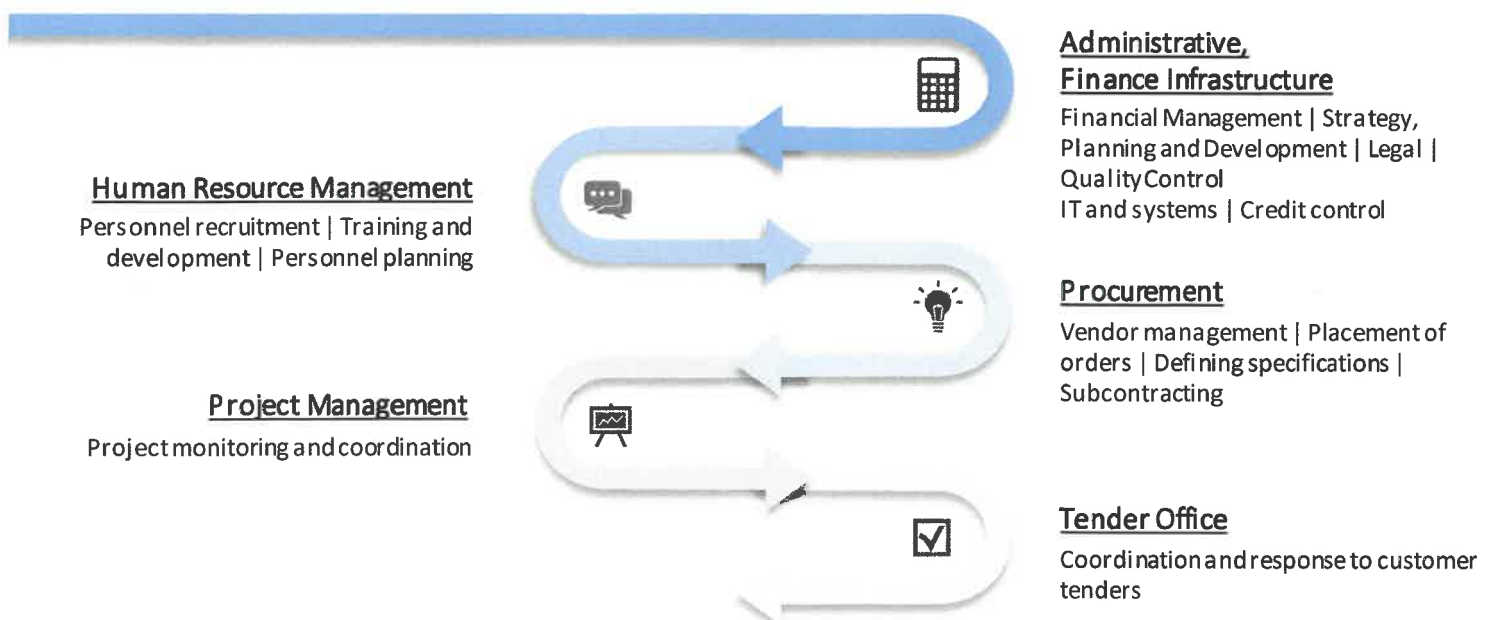


Figure 4: Logicom Group's value chain structure (based on Porter's value chain model)

SUPPLY CHAIN

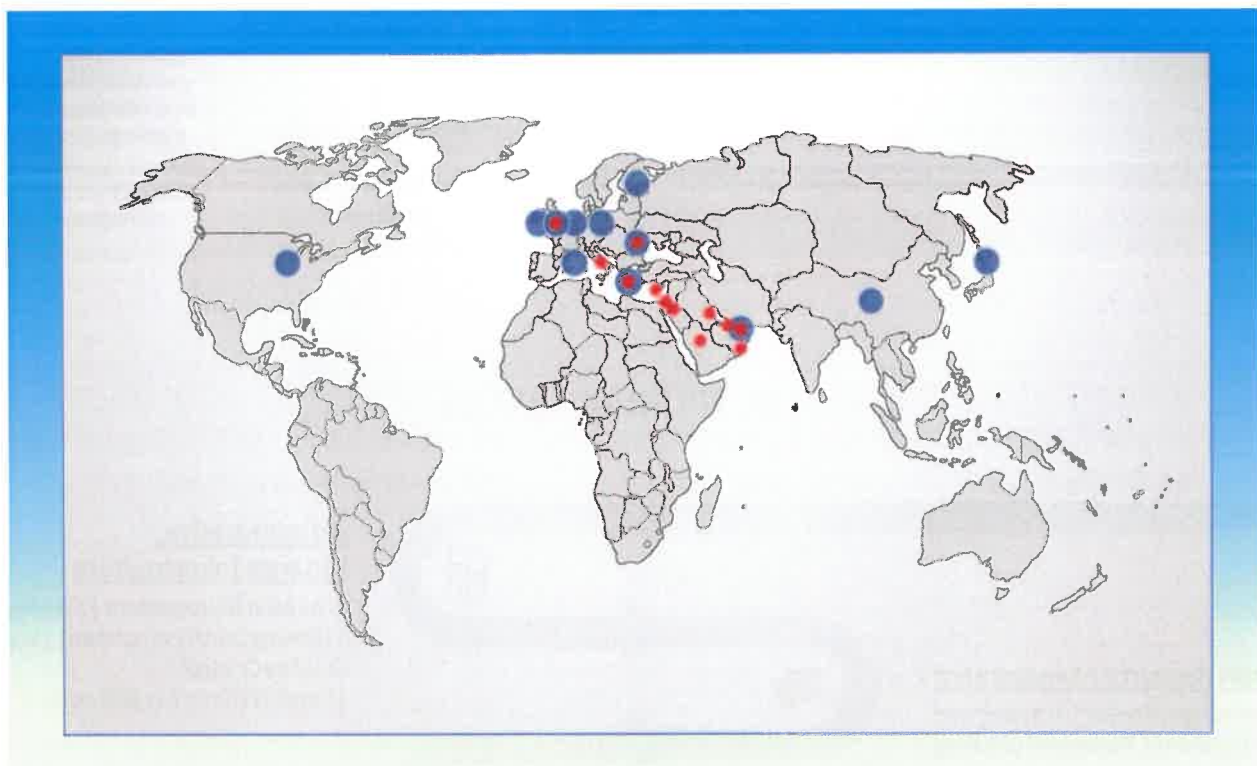
(GRI 102-9)

Promoting sustainability through our supply chain is one of our primary concerns.

In Logicom we believe that a careful selection of our suppliers guarantees that we add value to our clients' success. We distribute the products and services of more than 70 selected vendors.

We ship to the markets we operate more than 32.000 unique products through a well-established reseller network exceeding 5.500 customers served within 2020. Our well-structured and experienced supply chain streamlines the sourcing of computer hardware, peripherals and consumables as well as networking, security and storage equipment from selected suppliers to the doorstep of our reseller partners. We also facilitate reverse logistics for warranty purposes.

The geographical spread of our supply chain is shown below.



■ Vendor locations ■ Our Locations

Figure 5: Logicom Group's supply chain

VENDORS:

A selected group of vendors that manufacture IT products

LOGISTICS SERVICE PROVIDERS:

A group of local and foreign freight forwarders

INTERNALLY OPERATED WAREHOUSES:

Warehouses in all group locations

Supply chain figures for 2020:

32.229

Item codes



+154.000

Shipment Counts



6.681

Customers



+800million

Purchases



77

Suppliers



9

internally run warehouses
and 4 run by 3PL partners



17% of customer
orders served through
Logicom e-commerce,
corresponding to 8,2%
of distribution revenue



1.1m seats on
Logicom Cloud
marketplace

EVALUATION OF LOGICOM'S PERFORMANCE

For the purposes of this CSR report, Logicom Group has adopted the guidelines of the ISO 26000 standard (which have been verified by an independent third-party) and is conforming its reporting to the GRI Standards. ISO 26000 identifies seven core subjects as integral for managing an organisation's impact in the context of corporate social responsibility. These seven core subjects are outlined in Figure 6 below. Each core subject covers a number of subsequent issues of interest (41) and key considerations (313).

THE 7 CORE SUBJECTS

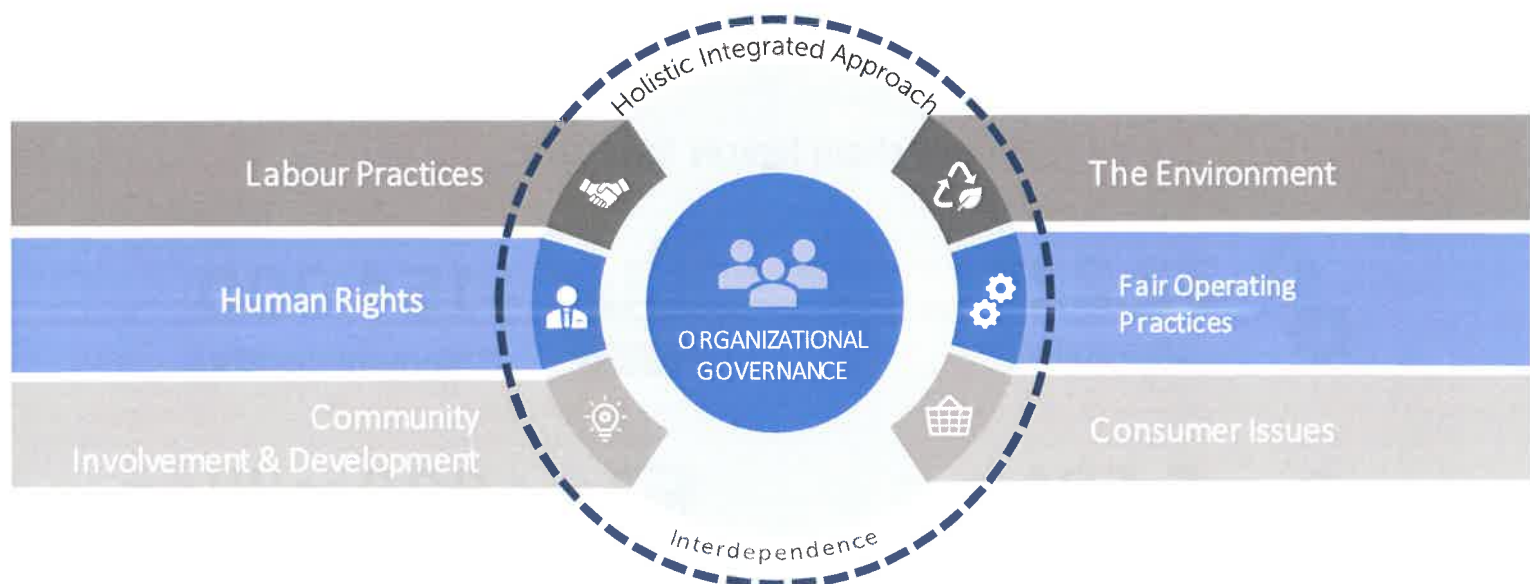


Figure 6: ISO 26000 Core Subjects

To determine the status of Corporate Social Responsibility (CSR) at Logicom Group, a gap analysis was undertaken initially, followed by a materiality assessment to identify the areas of social responsibility focus. Both the gap analysis and the materiality assessment considered all seven core subjects of ISO 26000, including all the issues of interest and key considerations under each core subject. A sustainability management software solution was used to undertake the gap analysis and to produce the materiality assessment.

The aim of the gap analysis was to determine the current status of CSR at Logicom Group with reference to, and as defined by ISO 26000, in order to comply with the standard and relevant national and international legislation, including the EU Directive 2014/95/EU on non-financial and diversity information by certain large undertakings and groups (transposed into the Company Law Chapter 113 (N. 51 (I)/2017) in Cyprus). The Group performs a gap analysis every three years which forms the basis of the CSR strategy. Accordingly, following the gap analysis that was performed in 2017, which was the base year, a revised gap analysis was performed during the year.

The aim of the materiality assessment was to identify Logicom's material (or most important) issues in order to be in a position to re-evaluate its current CSR Strategy, considering the views of its internal and external stakeholders, through their engagement.

Therefore, the following three core subjects are the action areas that Logicom will focus on, in forming its CSR strategy and sustainability report for the following 12 months. [\(GRI 102-47\)](#)

ACTION AREAS AS IDENTIFIED BY BASE YEAR MATERIALITY ASSESSMENT



Organizational Governance



Labour Practices



Consumer Issues

ACTION AREAS AS IDENTIFIED BY 2020 MATERIALITY ASSESSMENT



Organizational Governance



Labour Practices



Human Rights

The following core subjects were distinguished as areas of lower priority. These areas are not addressed separately in the CSR strategy, however they still form part of the Group's overall strategy.

AREAS OF LOWER PRIORITY (IN NO PARTICULAR ORDER)



Environment



Fair operating
practices



Community involvement
and development

SUMMARY OF THE EVALUATION PROCESS

1. DETERMINING THE SCOPE OF THE EVALUATION

Logicom has three divisions (Distribution, Services and Investments). Details of all Group entities are included in the annual *Report and Consolidated and Separate Financial Statements for the year ended 31 December 2020*, and are published on the Logicom Group's website. For the purposes of this materiality assessment, the companies in scope are found at <https://www.logicom.net/about-us/group-structure/>; the Investments sector is excluded. (GRI 102-45)

2. OUTCOMES OF THE GAP ANALYSIS FOR THE LOGICOM GROUP

As evidenced by the gap analysis, the culture and character that has been developed within the Group, stipulates the strong commitment to social responsibility initiatives. An exemplary number of formal procedures and policies are currently in place which proves that actions have been taken in the context of corporate responsibility and effort has been made to improve and maintain the Group's high performance in relation to social reporting and its corporate social responsibilities.

From a strategic perspective, the 2020 gap analysis revealed that Logicom has demonstrated significant efforts in fully realizing and defining what it wants the sustainability journey it has embarked on to look like.

Moving the company from having a reactive approach to CSR to a more strategic and proactive approach with a wider perspective on sustainable development, will ensure that the success enjoyed by Logicom so far continues, and that it fosters a win-win relationship with society and the wider communities it operates within. This will help Logicom enter the next stage of CSR in a smooth and effective manner.

3. IDENTIFYING LOGICOM GROUP'S STAKEHOLDERS

In order for Logicom to identify its most important stakeholders with whom to engage for the purpose of the materiality assessment, the factors that were taken into consideration were:

- to whom it has legal obligations
- who can be affected by its decisions and activities throughout its value chain
- who would be disadvantaged if excluded from the engagement and
- who is likely to express concerns about Logicom's decisions and activities.

The types of stakeholders identified as important to engage with for the purposes of social responsibility are shown in Figure 7. (GRI 102-40) The internal stakeholders are the members of the Board of Directors and the Employees. All the rest are considered as external stakeholders.



Figure 7: Logicom's most important stakeholders

The identification and selection of stakeholders with whom to engage was the result of a workshop attended by representatives of Logicom's employees from all areas of operations. Each group of employees from different departments were requested to map their stakeholders in order to produce a list with the significant stakeholders' groups that affect and are affected by the company's operations. Moreover, each group of stakeholders was classified in three different classes of importance depending on how critical the stakeholder group is perceived for the company's operations. [\(GRI 102-42\)](#)

As part of Logicom's CSR strategy, the majority of the identified stakeholders are engaged once per year through surveys circulated aiming to understand how they perceive Logicom and what expectations they currently have towards its business. The customers are engaged more often through customer satisfaction surveys. The material areas defined by the stakeholders are discussed in the next paragraph. [\(GRI 102-43\)](#).

4. STAKEHOLDERS' ENGAGEMENT FOR THE DETERMINATION OF AREAS OF FOCUS

(GRI 103-01)

The stakeholder engagement for 2020 was achieved through a web-based survey. Due to the restrictions imposed by the pandemic of COVID-19, the Group considered the web-based survey to be the safest alternative to stakeholders' engagement events which require physical attendance. The survey focused on materiality assessment, by ranking the ISO core subjects in order of importance, with the aim to evaluate Logicom's material focus areas based on which issues the stakeholders considered relevant and significant to Logicom, and assist Logicom in this way to revise its sustainability strategy accordingly. The results of the materiality assessment are presented below.

In addition to the set of questions aimed at gathering the relevant information for generating the materiality matrices, additional means were employed in the surveys which addressed adjacent matters regarding Logicom's social responsibility. The additional questions of the survey aimed at determining stakeholders' perception of how socially responsible Logicom currently is. The results are discussed in section "CSR Strategy and roadmap", page 43.

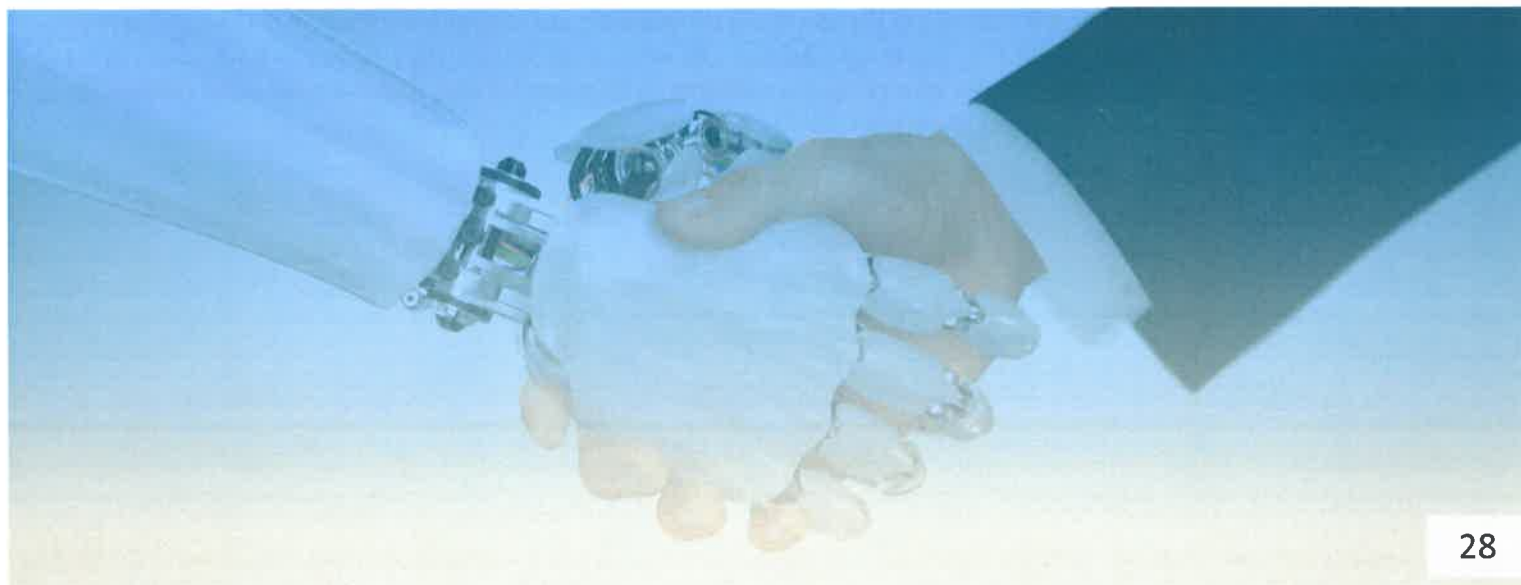
The stakeholders were distinguished in two categories, internal and external, for taking part in the survey.

4a. Internal Stakeholders Engagement: Web-based survey

The Board of Directors and the employees of the Group were identified as the internal stakeholders.

A total of 72 internal stakeholders were requested to complete the survey. The sample was designed to include non-executive directors, a number of employees whose views were considered in the base year assessment and extending the sample further, other employees from different departments of operation were also included. The aim of the survey was to assess whether the internal stakeholders are aware of Logicom's current CSR activities and commitments and give their views in regards to the areas that they deem as material for Logicom to focus on. The internal stakeholders concluded on the following ranking of the core subjects:

1. Labour practices;
2. Organizational governance;
3. Human rights;
4. Environment;
5. Fair operating practices;
6. Consumer issues; and
7. Community involvement and development.



4b. External Stakeholders Engagement: Stakeholder engagement event workshop

A total of 192 external stakeholders were invited to complete the survey. The survey link was circulated via personalised emails. The sample included stakeholders whose views shaped the material areas of focus at the base year as well as stakeholders who were contacted for the first time. The aim of the survey was to understand how they perceive Logicom and what expectations they currently have towards Logicom's CSR strategy and action plan. The core subjects were ranked in order of importance as listed below:

1. Labour practices;
2. Organizational governance;
3. Human rights;
4. Environment;
5. Fair operating practices;
6. Consumer issues; and
7. Community involvement and development;

(GRI 102-44)

The surveys' response rate reached 30,3%.



5. OUTCOMES OF THE MATERIALITY ASSEMENT FOR THE LOGICOM GROUP

The three core subjects, which were considered to be highly relevant by both the internal and the external stakeholders are the priority areas that Logicom has chosen to focus on for its CSR strategy and CSR / Sustainability report. These are:

1. Organisation Governance;
2. Labour practices; and
3. Human Rights

It is evident from the above procedure that the stakeholders continue to value this year, the same three core subjects of Organizational governance, Labour practices and Human rights to be of high relevance and importance.

Community involvement and development was ranked at the lowest levels of importance by both groups. Compared to the early years results where this subject was ranked amongst the top 4 core subjects by external stakeholders, it shows that they now, have a better understanding of what CSR is and that they no longer view it as just community of charitable events but as something more important. This proves that Logicom has made significant progress in educating its stakeholders in this subject.

Similarly, the topics of 'The Environment' and 'Consumer Issues' are deemed by the stakeholders to be of low importance to the Group, as the effect of its operations do not have a significant direct impact on the Environment and for the Consumer issues a possible explanation is, that this subject is sufficiently addressed by the company at the moment, as this appeared in the base year's materiality matrix and the Group is already taking action on its effect.

(GRI 102-44, 102-46, 102-47)



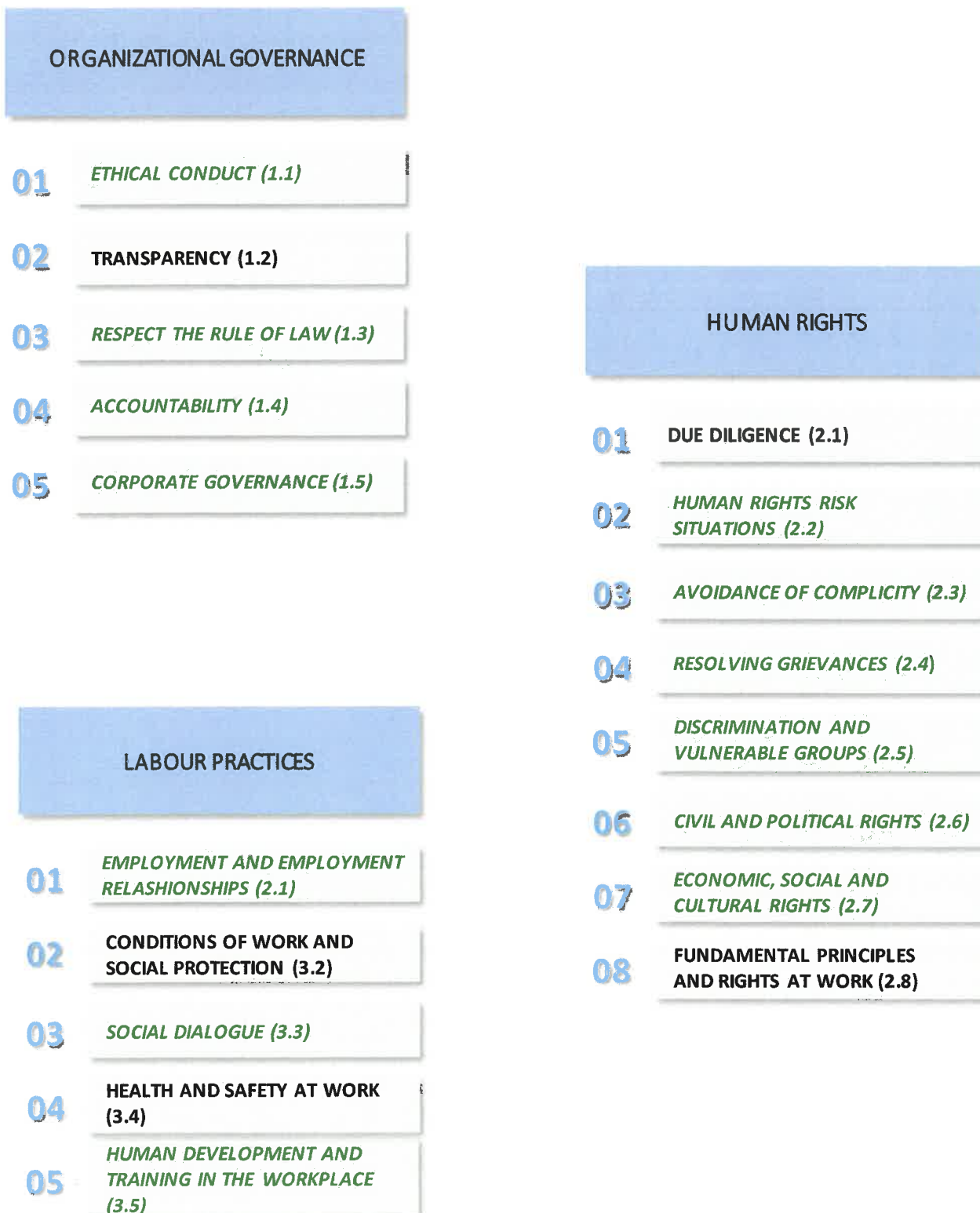


Figure 8: Logicom's key material ISO 26000 core subjects and issues of interest
(in green High and Medium relevance issues of interest)

The **materiality matrix** derived for Logicom Group is shown in *Figure 9*.

Figure 9 below shows how the materiality assessment of the ISO 26000 core subjects by the external stakeholders is compared to the materiality assessment by the internal stakeholders. This materiality matrix will form the basis of Logicom's CSR strategy.

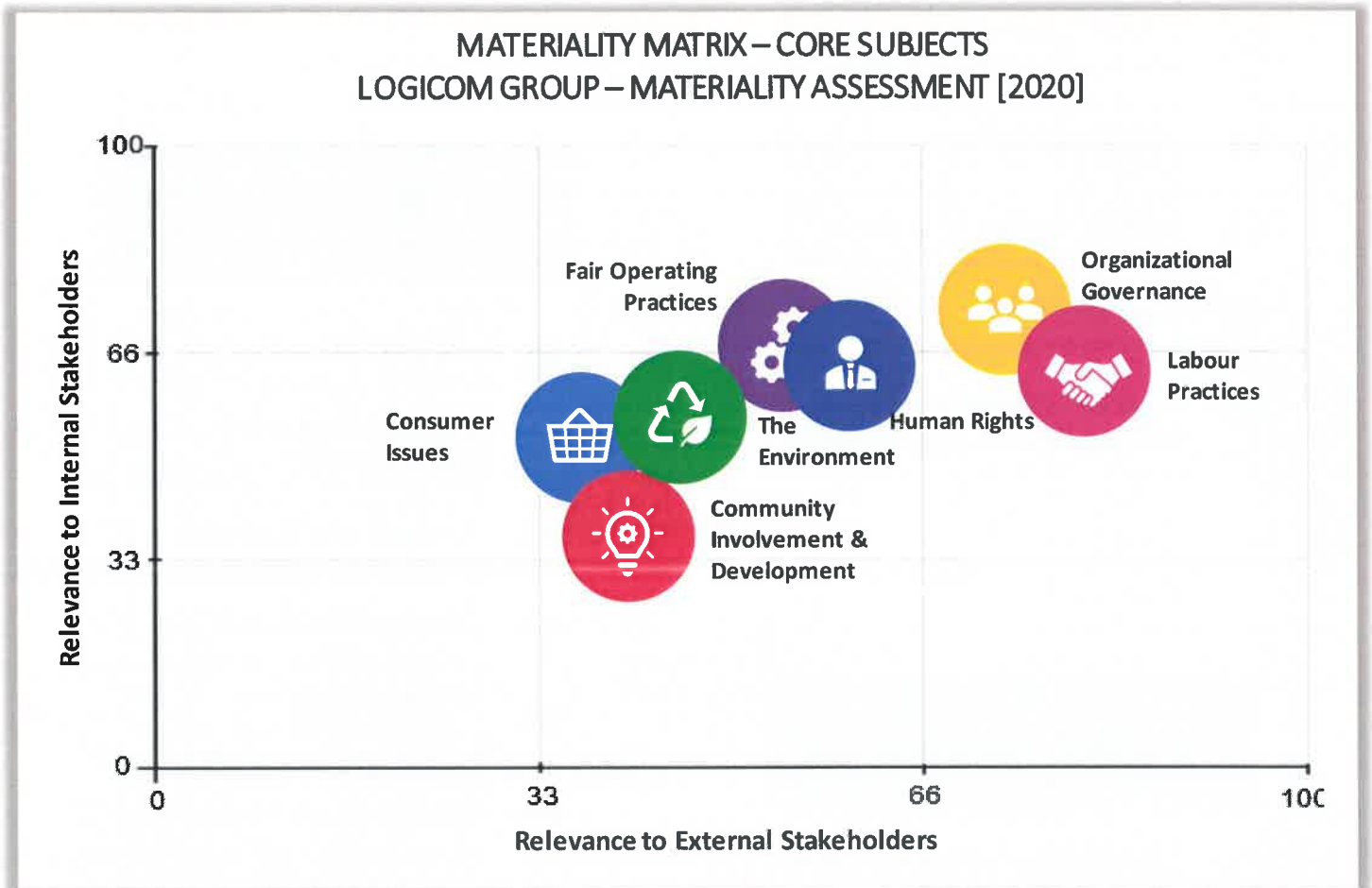


Figure 9: Materiality Matrix for Logicom for 2020

Logicom intends to focus on raising awareness on these three core subjects: Organizational Governance, Labour Practices and Human Rights, which were selected as being highly relevant to both its internal and external stakeholders and educate its stakeholders regarding CSR more widely.

Having identified the top three ranking Core Subjects, the organisation's priorities were assessed at the level of Issues of Interest for each of the Core Subjects. In this way, the internal and external stakeholders' views were determined to greater detail and accuracy.

MATERIALITY MATRIX – ISSUES OF INTEREST

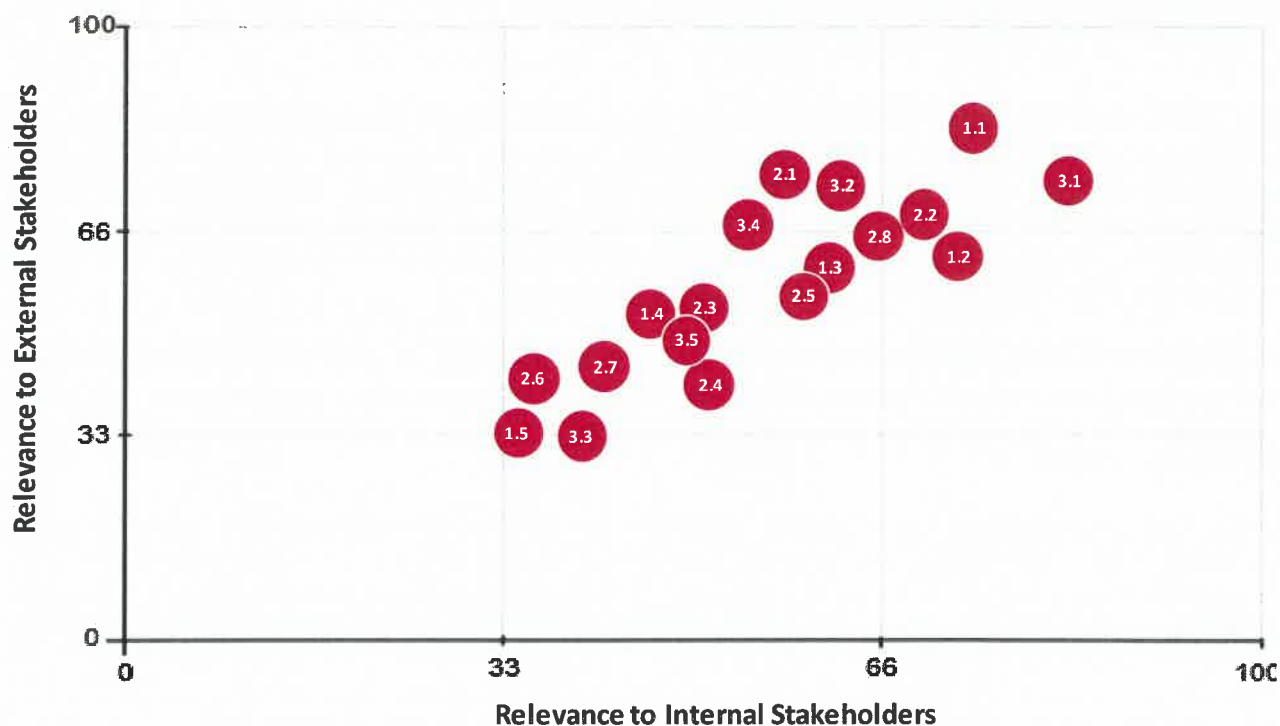


Figure 10: Materiality Matrix for the ISO 26000 Issues of Interest for Logicom for 2020

Main outcomes from the materiality matrix of Issues of Interest:

18 issues of interest fall under the areas of high concern, as shown in page 31. Out of these, 13 issues of interest were identified to be of a medium or high relevance to both internal and external stakeholders, as shown in Figure 9. This implies total agreement between internal and external stakeholders on these issues. No issues of interest were determined to be of low priority currently for Logicom.

As a result of the procedure discussed above and the material areas that this procedure has highlighted, the scope of this report remains unchanged compared to prior year. Consumer issues will remain as an area of focus since this core subject was taken into consideration when forming Logicom's CSR strategy in the base year and the Management considers it would be prudent to continue its efforts towards the achievement of the goals set. (Logicom does not deal with consumers directly. The term "consumer" refers to those individuals or groups that make use of the output of the organization decisions and activities.)

(GRI 102-49)

CSR STRATEGY AND ROADMAP

ORGANIZATIONAL GOVERNANCE



(GRI 103-02)

Organisational governance is the system by which an organisation makes and implements decisions in pursuit of its objectives. Organisational governance can comprise both formal governance mechanisms based on defined structures and processes, and informal mechanisms that emerge in connection with the organisation's culture and values, often influenced by the persons who are leading the organisation. Organisational governance is a core function of every kind of organization as it is the framework for decision making within the organisation.

At Logicom, strong corporate governance is the foundation of our long-term success. The Logicom Board of Directors sets high standards for Logicom's employees, officers, and directors. Logicom has implemented the Cyprus Stock Exchange Corporate Governance Code, as part of our duty to serve as a prudent fiduciary for shareholders and to oversee the management of Logicom's business.

Governance can only be as good as the Board of Directors behind it. At Logicom, each Board member brings a plethora of skills and experience to the table and we are fully engaged and committed to providing management and guidance to the Company's executive management team. We maximize shareholder value by taking a long-term view and are in constant pursuit of value creation. The Board is vigilant in its system of checks and balances and its assessment and management of risk.

The effectiveness of the Board is vital to the success of Logicom and the strategic direction that it provides, and we undertake a rigorous evaluation each year to measure how well we are performing in relation to our shareholders, partners and employees. The benefits arising from the diversity in the composition of the Board are recognized. The Board should be composed by members of high academic training and successful professional background taking also into account that the experience is a significant element of the perception and fair judgement. The necessity for diversity in the training and specialization of the directors to optimally cover the requirements of Logicom's areas of operations also exists. In the evaluation of these criteria, no discrimination is made in regards to the gender.

Logicom's Board of Directors is comprised of seven members, five of whom are independent non-executive directors and two are non-independent executive directors. The Corporate Governance Committees are the Nomination Committee, responsible for recommending new directors to the Board of Directors, the Remuneration Committee, responsible for the directors' remuneration packages, the Audit Committee, responsible for supervising the quality and accuracy of the financial statements, complying with legal and administrative rules, examining the professional level of auditors, their audit work and independence, as well as the performance of the internal control, and the Risk Management Committee responsible to supervise the risk management systems.

(For more information on the composition of the Board of Directors, please refer to the annual *Report and Consolidated and Separate Financial Statements for the year ended 31 December 2020*, located at the Logicom Group website).

(GRI 102-18)



WHERE WE STAND

(GRI-103-03)

The total number of Group employees for the year 2020 were 727.

DECISION-MAKING PROCESSES AND STRUCTURES

Diversity of governance bodies and employees (GRI 405-1)

➤ Board of Directors:

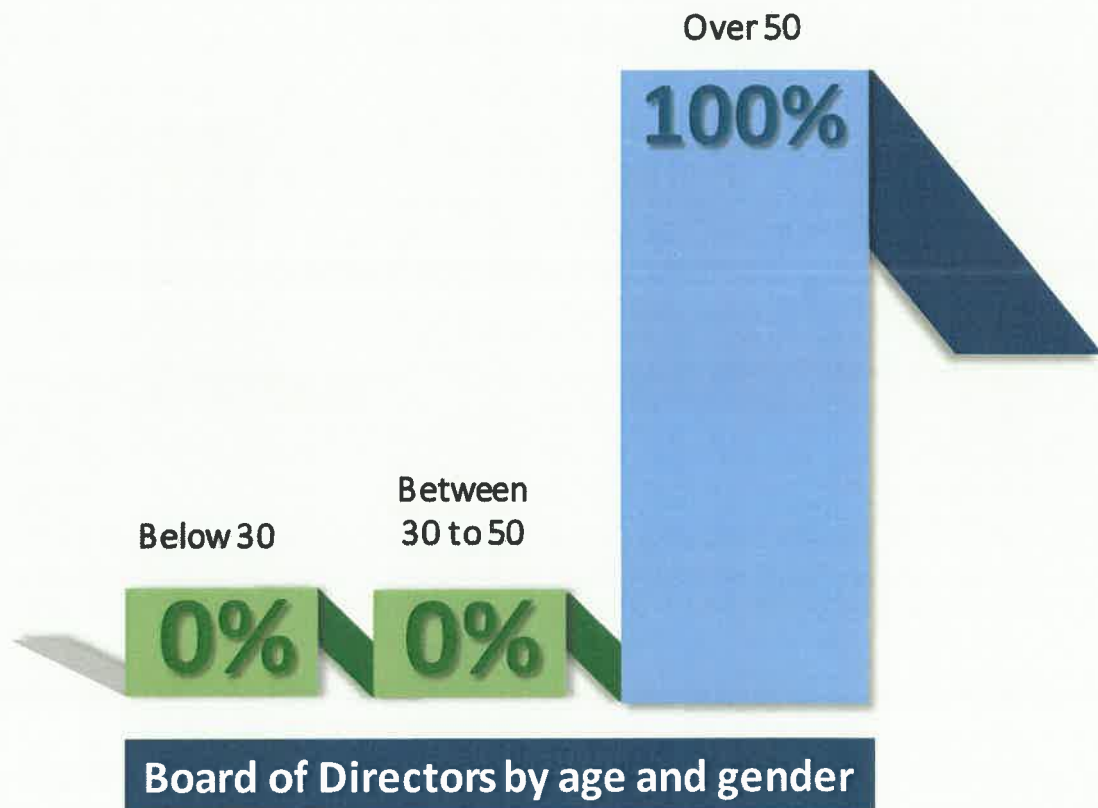


Figure 11: Composition of the Board of Directors by age and gender

All members of the Board of Directors are male members, Cypriot citizens and older than 51 years old.

The members of the Board are chosen based on numerous criteria in order to achieve as much diversity as possible, however, the availability of suitable candidates with experience and expertise in our sector is always a critical factor in establishing diversity.

➤ **Management personnel:**

The composition of managerial personnel throughout Logicom is: male employees – 79% and female employees -21%.

As per *figure 12*: 76% of managerial personnel between the ages of 30-50 are male while this percentage increases to 89% for the managerial personnel who are greater than 50 years old. There are no managerial personnel under the age of 30 years old.

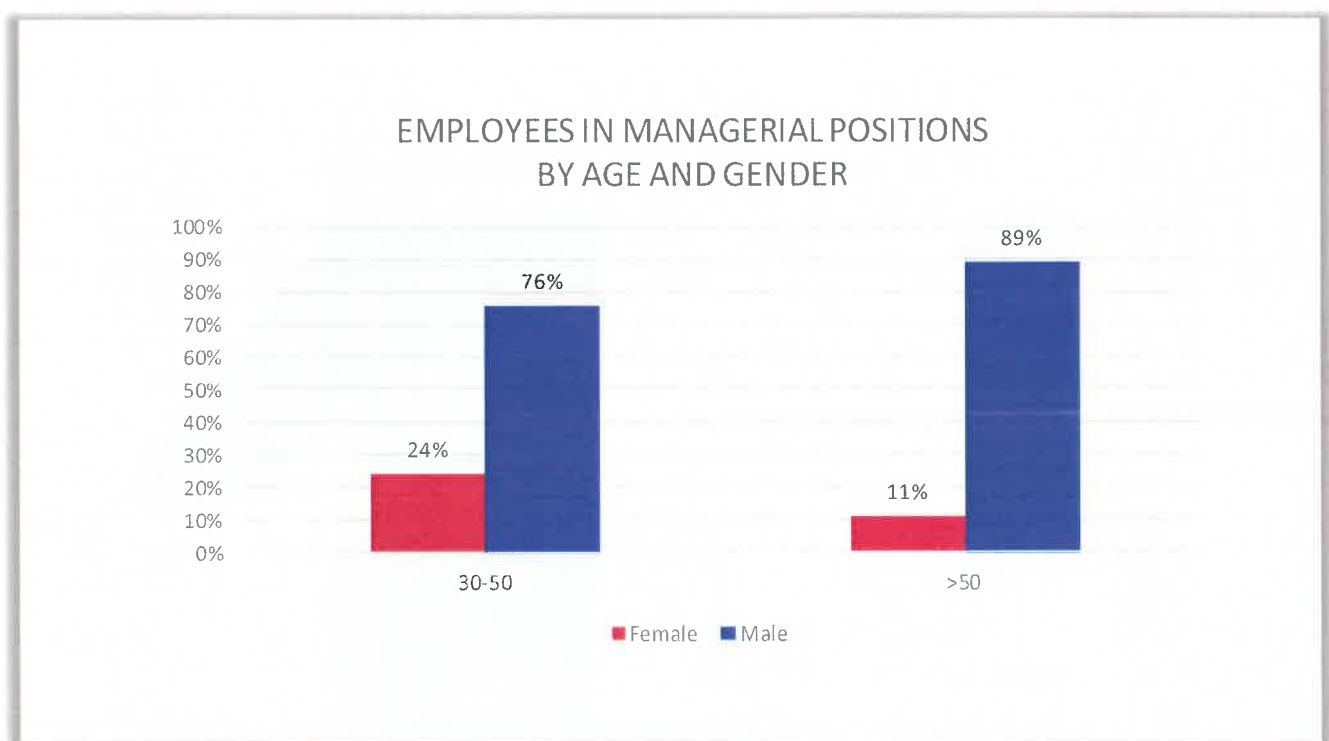


Figure 12: Employees in managerial positions by gender and age (2020)

Compared to the base year, the % of women in managerial positions increased by 3%. In terms of age groups analysis there is a decrease in both male and female employees in managerial positions in the age categories of under 30 and an increase of female employees in the age category over 50 years old. This change in age categories is attributed to the ageing of employees holding these positions.

➤ Employees

➤ Gender groups

Out of the 727 employees of the Group, 73% are male and 27% are female.

➤ Region groups

Considering the different regions where the employees are placed, the split between Europe and Middle East is:

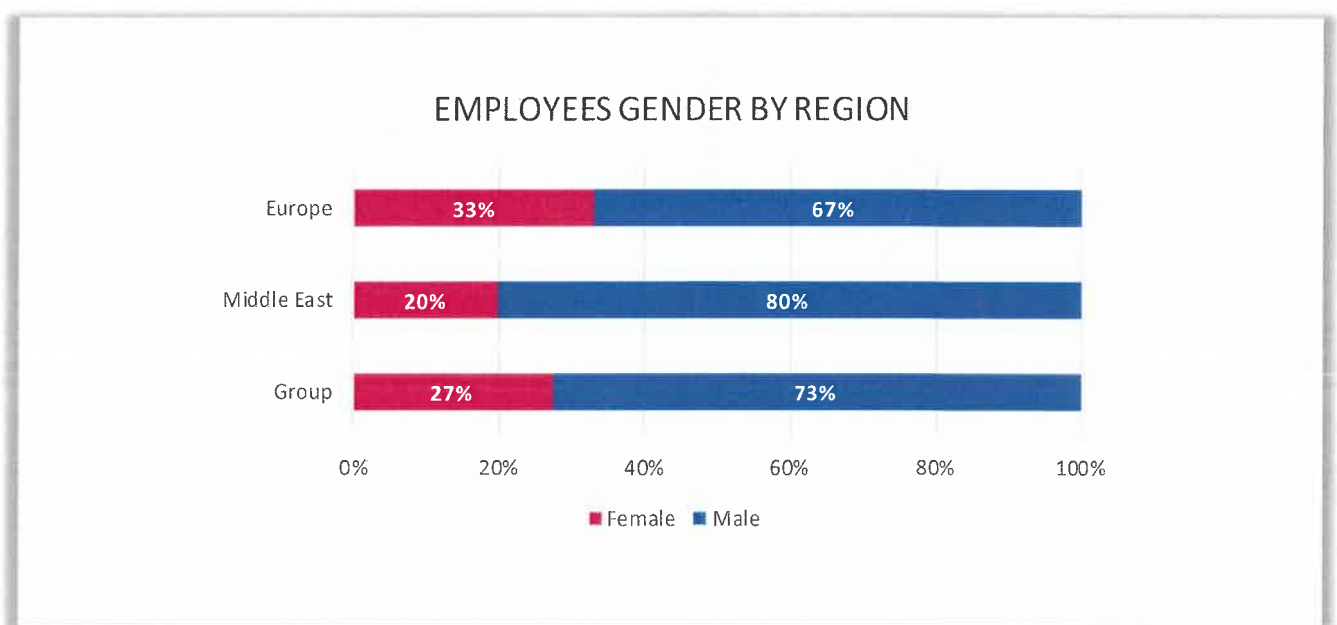


Figure 13: Logicom employees' gender by region (2020)

412 employees are based in Europe (57%), out of which 67% are male and 33% are female.

315 employees are based in Middle East (47%), out of which 80% are male and 20% are female.

Overall, the split of the total number of employees by gender remains at the same level since base year.

Compared to the base year, the majority of the group's employees work base, remains in Europe and the split by gender and region remains approximately at the same levels compared to base year and prior year.

➤ Age groups

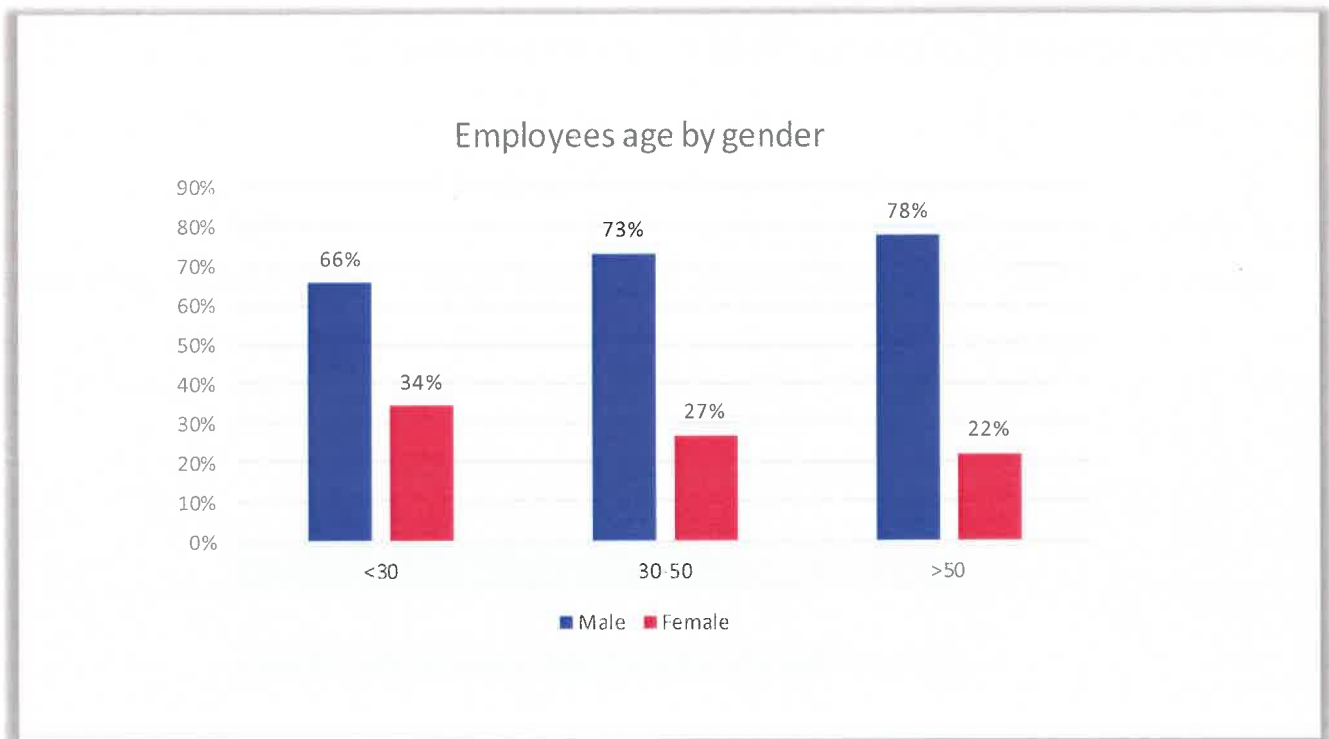


Figure 14: Logicom employees' age by gender (2020)

102 employees (14%) are under 30 years old, 66% of which are male and 34% are female.

530 employees (73%) are between the ages of 30 to 50 years old, 73% of which are male and 27% are female.

95 employees (13%) are over 50 years old, 78% of which are male and 22% are female.

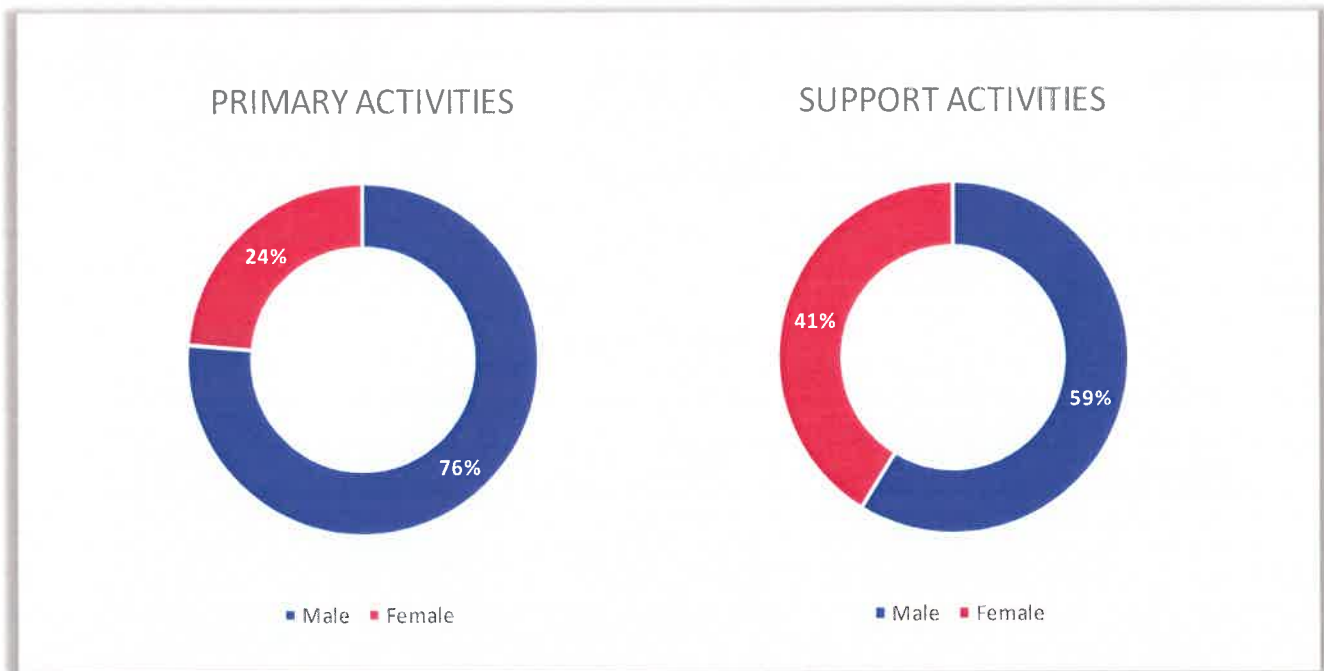
In 2020 the percentage of employees at the age group below 30 years old increased to 14% compared to 8% in the base year whereas the percentage of employees at the age group of 30 to 50 years old decreased to 73% compared to 83% in the base year. The percentage of employees above 50 years old was also increased to 13% compared to 9% in the base year. This increase is attributed to the ageing of the existing employees and not due to new hires.

➤ Nationalities

The nationalities of the employees are shown below, in *figure 15*:



Figure 15: Logicom employees' nationalities (2020)



The allocation of employees to primary and support activities is based on Logicom's value chain as presented in figure 4.

Figure 16: Logicom employees' gender by department (2020)

The split of employees between the primary and support activities is 80% and 20% respectively. These percentages remain unchanged since base year. In 2020, the presence of women in the primary activity departments increased compared to base year.

Overall, Logicom as an IT Group of companies, tends to attract more male employees, especially in the primary activities' departments of Management, Technical, Warehouse and Sales & Marketing. Another factor that explains why there are more male employees, is the geographical dispersion, as 43% of Logicom employees are located in the Middle East, where the gap between male and female employees inevitable widens. The ratio of skilled female vs male workforce in the Middle East is lower than other regions we operate in and this also affects the gender equality factor. However, even under these circumstances Logicom's Management endeavors have achieved the employment of a significant number of female employees in the Middle East countries, especially in Saudi Arabia.

- Employees by employment contract and gender (GRI 102-8): The majority of the Group employees (99%) are employed under permanent/indefinite term contracts. Only 1% of the Group employees are employed under fixed term/temporary contracts, 4 males and 1 female, out of which 60% are based in Europe and 40% in the Middle East.
- Permanent employees by employment type and gender (GRI 102-8): All permanent employees are full time employees. None is under part-time employment.
- Work performed by self-employed workers or contractors does not form a substantial portion of Logicom's work. (GRI 102-8). The total workforce of 727 employees refers only to employees' category, no supervised workers exist.
- Logicom's operations are not affected by seasonality; therefore, there are no significant variations in employment numbers throughout the year. (GRI 102-8)
- Compilation of data: All the data that were used to produce the above statistics that refer to Logicom's employees and the application of the Group's policies were provided by the Human Resources Department. (GRI 102-8)
- Logicom does not employ any personnel under collective bargain agreements. (GRI 102-41)

- Logicom's response to the precautionary approach ([GRI 102-11](#)): The Group through its operations does not have a significant effect on the environment. However, as it is very conscious of the role it plays towards contributing to the environment, Logicom Public Ltd has adopted the ISO14000 series of standards as an overall framework for addressing environmental issues and its related impacts in a systematic and holistic manner.
- Logicom's subscription or endorsement to externally developed economic, environmental and social charters, principles or other initiatives: ([GRI 102-12](#)) Logicom Public Ltd has endorsed the external initiatives driven by the Cyprus Chamber of Commerce and Industry (CCCI) for the establishment of the non-for-profit organizations: AFIS Cyprus, WEEE Cyprus and Green-Dot Cyprus. The principal activities of these organisations are the management of batteries waste, electrical and electronic equipment waste and packaging materials waste. The Company is a founding member of these organisations.
- Logicom's Memberships of associations ([GRI 102-13](#)) Logicom is a member of the following associations:

Nicosia Chamber of Commerce and Industry: Logicom participates, through a company official, in the Board of Directors and the Chamber's Services Committee. The Company is a frequent sponsor of events/ actions initiated by the Chamber of Commerce and Industry, which promote good business practices, compliance with legislation or EU Directives and global trends.

The Employers and Industrialists Federation (OEB), in which Logicom, through a company's official, participates in the Board of Directors.

The Cyprus Information Technology Enterprises Association (CITEA): The Association is housed by the Employers' and Industrialists' Federation of Cyprus. Logicom participates, through a company's official, in the Board of Directors.

The Federation of Hellenic Information Technology & Communications, Enterprises (SEPE).

AmCham Cyprus (American Chamber of Commerce in Cyprus), in which Logicom, through a company official, is a member in its Board of Directors.

Global Technology Distribution Council (GTDC): GTDC is a worldwide industry association dedicated to defining and promoting the role of wholesale distribution in a successful and healthy information technology channel. The Council is comprised of the computer industry's top distributors dedicated to serving "the channel," a network of skilled solution providers, Internet resellers and retailers focused on providing hardware, software and services to businesses and consumers around the globe. The GTDC is governed by its Executive Committee and Board of Directors, which consists of senior management representatives of the organisation's members. Logicom participates, through a company's official, in the Board of Directors.

TechIsland Association: is a non profit association with a mission to promote and accelerate the growth of technology and innovation ecosystem in Cyprus. Logicom is a founding members and serves on the Board of Directors.

Cyprus Integrity Forum (CIF): is an independent, non-politically partisan and non-profit organisation in Cyprus which fights against corruption and for promotion of transparency. Logicom became a member during the year. In order for Logicom Public to be accepted as a member of the Business Integrity Forum, it successfully went through a formal due diligence assessment process regarding its posture against Bribery & Corruption, transparency and ethical practices application.

➤ ACCOUNTABILITY

Strong **communication of values** inside and outside the organisation are very important in establishing the company as a strong and reliable business partner to all of our client.

The optimisation of the communication of the Group's values to its stakeholders is also attainable through its website which was redesigned recently with the aim to improve the experience of the stakeholders and to serve their needs better. An anonymous feedback system is also in place, to serve as a line of communication between Logicom and its global users.

➤ ETHICAL CONDUCT

Ethics and integrity are core values well embedded in Logicom's way of doing business. Logicom has a formal written **Code of Business Conduct**, which together with the **Ethics and Compliance Manual**, sets the standards of business conduct for its immediate stakeholders and provide a solid safeguard to the organisation. Logicom is also fully compliant with all national and local laws and regulations that apply to the Group in all the countries in which it operates.

➤ TRANSPARENCY

The Group ensures all communication is kept simple, lucid and transparent in a manner that it is understandable by its entire stakeholder community.

➤ CORPORATE GOVERNANCE

At Logicom, corporate governance is driven collectively by the Board of Directors (BoD). The committees that fall under the BoD which are responsible for decision making are the Audit Committee, the Risk Management Committee, the Remuneration Committee and the Nomination Committee, as explained in page 34. Full details on the formation and duties of the Committees and of the BoD are described in Logicom's Corporate Governance Report, which is part of the annual *Report and Consolidated and Separate Financial Statements for the year ended 31 December 2020* located on Logicom's Group website.

STAKEHOLDER ENGAGEMENT

(GRI 102-40, GRI 102-42 to GRI 102-44)

The Group postponed the planned stakeholder engagement event, as a result of the outbreak of the Coronavirus pandemic (COVID-19), and a web-based survey was organized instead as it was considered the safest alternative.

The survey's aim was to determine the materiality matrices (please refer to page 33), but at the same time to also determine the stakeholder's perception of how socially responsible Logicom currently is.

The stakeholders' responses revealed that they perceive Logicom as a socially responsible Group of companies, which however has a lot of potential for further improvement. More specifically, the stakeholders' noted that their perception is that Logicom is placing a lot of focus on the areas of Organizational Governance and Labour Practices, denoting that Logicom has been particularly effective in communicating its values related with social responsibility inside and outside the organization as well as in communicating some of the areas of focus.

The survey also gave out that even though the stakeholders are aware of Logicom's sustainability areas of focus, they were unaware of any CSR activities that Logicom is involved in. This implies that there is a gap in the communication of activities further to strategy and Logicom should proceed with better means to communicate the CSR activities, both internally and externally.

Finally, it is worth noting that the stakeholders' engagement unveiled that the stakeholders consider how socially responsible an organisation is, as an important factor in their decision to work for them. This provides Logicom with a competitive advantage, given its ongoing efforts towards being socially responsible and its commitment to improving its social responsibility even further, as there is a strong evidence that CSR is vital for every organisation. Logicom should continue working towards developing its CSR, in order to attract employees and business partners and enjoy the support from local communities.

CSR boosts employee morale and leads to greater productivity in the workforce. Additionally, by working in such an organization you feel you can make a difference in the world.

It is important to be a part of a socially responsible business group, that cares for others and their rights.

Provides a better insight for the employer, more transparent and it ensures organizational growth and positive reputation.

We need responsible companies with which we do business, companies which care about their employees, partners, customers, which are driving a correct business behaviour.

Focus areas:

Continuous monitoring to ensure that adequate resources continue to be allocated in order to maintain this high level of performance in this area, since it is of outmost importance to Logicom and all issues under this area are being addressed extensively.

WHAT WE ACHIEVED UP TO 2020

(GRI 103-03)

- ✓ Diversity and inclusion non-discrimination policy completed and shared with Logicom's employees and management. Refers to "Equality and Diversity policy" document published on the Logicom internal website (Intranet).
- ✓ Upgrading of the existing ISO 9001:2008 Quality Management System and ISO14001:2004 Environmental Management System (Logicom Public only) against the revised ISO9001:2015 and ISO14001:2015 to manage the risk arising from Logicom's operations, completed successfully for the Cyprus based companies.
- ✓ Stakeholders' engagement: Mapped our stakeholders and set up an engagement plan, alongside with a communication plan.
- ✓ CSR budget to cover the core CSR activities has been assigned by the Management at a Group level during the annual budgeting process of the organization and will be reassessed annually based on the short-term CSR strategy.
- ✓ The parent company has been certified for the ISO37001:2016 for the Anti-Bribery Management System, in 2019.
- ✓ Implementation of Ethics and Compliance Manual summarizing all key compliance obligations and policies for our employees.
- ✓ Redesigned onboarding procedure for Business associates, completed and shared. The new procedure places special care on ethics and integrity principles, Anti-bribery and Corruption principles, Data Protection, Competition Law and US and EU export regulations.
- ✓ The principles of ISO37001:2016 Anti-Bribery Management system along with its Policies and Procedures have been communicated and applied to all Logicom companies.
- ✓ The implementation and certification of the Business Consulting Services department of Logicom Solutions with ISO27001:2013 "Information Security Management System" has been achieved in order to improve the information security of the companies and customers' data.
- ✓ The implementation and certification of ICT Logicom Solutions SA with ISO 9001:2015 Quality Management System Standard (Dec 2020 – Jan 2021).
- ✓ Logicom in accordance with the GDPR (EU) 2016/679 and its Privacy Policy provides to its data subject the following: the right of access; the right to rectification; the right to information; the right to restriction of processing and the right to data portability and the right to erasure ('right to be forgotten').

WHERE WE ARE HEADING

(GRI 103-03)

NOTES:

- ✓ Goals completed
- Goals in progress
- Goals planned

MID-TERM GOALS

- CSR trainings: Training and development of key employees who will further transmit the philosophy to their colleagues and teams.
- Strengthen communication of CSR strategy and actions internally and externally for continuous education of stakeholders.
- Prepare an agenda on a series of stakeholders' engagement actions across the Group countries of operation.

LONG-TERM GOALS

- Inclusion of key performance indicators (KPIs) for environmental and societal risks identified.
- To continue working towards attracting more diverse talent.

LABOUR PRACTICES



(GRI 103-02)

The labour practices of an organisation encompass all policies and practices relating to work performed within, by or on behalf of the organisation, including subcontracted work. Labour practices extend beyond the relationship of an organisation with its direct employees or the responsibilities that an organisation has at a workplace that it owns or directly controls.

Labour practices include the recruitment and promotion of workers; disciplinary and grievance procedures; the transfer and relocation of workers; termination of employment; training and skills development; health, safety and industrial hygiene; and any policy or practice affecting conditions of work, in particular working time and remuneration.

Undoubtedly, among an organisation's most important economic and social contributions are the creation of jobs, as well as wages and other compensation paid for work performed. Meaningful and productive work constitutes a key and vital element for human development; standards of living are bettered through full and secure employment. On the other hand, the absence of secure employment is the root of many social problems. Labour practices greatly affect the respect for the rule of law and on sense of fairness within society. Hence, socially responsible labour practices are key to social justice, stability and peace.

Our employees are the driving force behind our success and our diverse workforce is the source of our strength for achieving our objectives.

Logicom treats its people with dignity and respect and is an equal opportunity employer. It does not discriminate against anyone based on gender, race, colour, religion, age, mental or physical disability, political beliefs or any other legally protected trait. Harassment, violence and bullying of any form are not tolerated by any means.

Logicom takes the health, safety and welfare of its employees very seriously and as such it seeks to minimise and eliminate the risk of labour incidents/accidents in the workplace and does everything in its power, to protect and sustain the health of all personnel.



WHERE WE STAND

(GRI 103-03)

EMPLOYMENT AND EMPLOYMENT RELATIONSHIPS

- Proportion of senior management hired from the local community at significant locations of operation: (GRI 202-2)

Senior Management term refers to the highest level of managers in Logicom, i.e. Directors and General Managers. Local community refers to the country where each Logicom subsidiary company is based. The most significant areas of operation for Logicom based on the % of total revenues are UAE, Saudi Arabia, Greece and Cyprus.

In total, 66% of total senior management (includes all directors, senior managers and general managers) are locals (as per the GRI definition), where the remaining 34% are foreigners, compared to 64% local vs 36% foreigners in base year.

100% of the senior management in Cyprus and Greece is hired from the local community, whereas all senior management in the UAE are expatriates.

- Total number and rate of new employee hires during 2020, by age group, gender and region (GRI 401-1):

175 people left the company and 142 were recruited during 2020, i.e. 1:0,81 compared to 1:1,25 in base year. (Positions that have been cancelled are excluded).

55% of the new hires were based in Europe and 45% in the Middle East.

68% out of the 142 new hires were male and 32% female employees. (Base year: 72% male, 28% female)

- During 2020, Logicom in collaboration with one of its major vendors hired young employees within the scope of the 'Xsell' program. The program is a Development and Sales practice initiative under which these associates are being trained by the vendor and apply the acquired skills in the field for a period of 14 months, after which they assume a position within Logicom. This program was implemented during 2020, in UAE, Saudi Arabia, Qatar, Romania and Kuwait.
- Logicom has also a periodic internship program in collaboration with the local universities under which students are employed for the summer season in relevant positions in any of Logicom's subsidiaries depending on the business needs of the current year.

- Employees with physical disabilities: 0,55% out of total employees, equally split in genders, in the regions of Europe and Middle East.

- Total number and rate of employee turnover by age group, gender and region (GRI 401-1):

During 2020, the turnover ratio was 23% (Base year: 20,8%) (leavers divided by the total number of employees at the beginning of the year).

The breakdown of the turnover total by age group of the employees that left the organization, presented below in *figure 17*, is as follows:

At the under 30 age group, the turnover is 27% (base year: 13%), at the age group of 31 to 50, the turnover is 63% (base year: 84%), and at the ages over 50, the turnover is 9% (base year: 3%).

Out of the total employees that left the Group, 30% were female compared to 70% male employees and 60% were from the Middle East region and 40% from Europe.

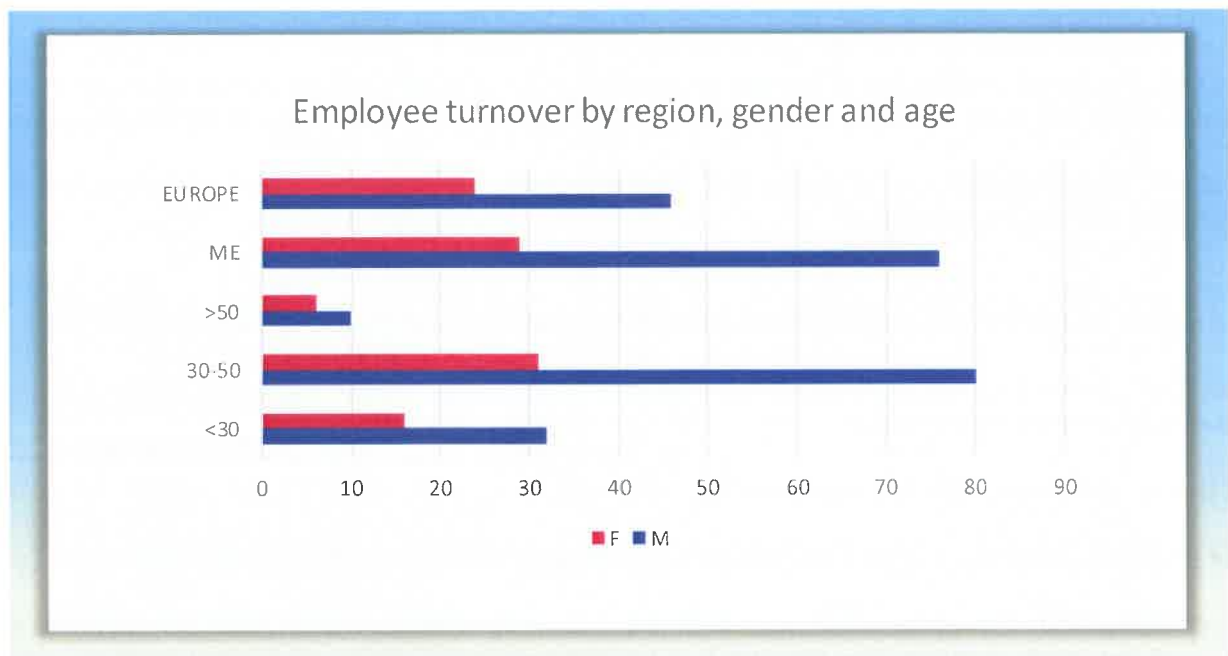


Figure 17: Employees' turnover by region, gender and age (2020)

CONDITIONS OF WORK AND SOCIAL PROTECTION

- Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation [\(GRI 405-2\)](#):

The employees' categories by department and level were split based on information collected through the human resources system into the departments of sales, finance, operations, technical and administration for each company throughout the Group's operations.

However, due to the fact that most positions are unique and part of small departments (in terms of headcounts) it makes it impossible to provide salary information without revealing the employees' identity.

- No part-time employees existed in 2020, however, as a practice, the benefits provided to full time employees and part-time employees are equal. [\(GRI 401-2\)](#)
- Ratio of standard entry level wage by gender compared to local minimum wage. [\(GRI 202-1\)](#)

The wage level offered by the Group to its employees in all countries of operation is equal or higher than the local minimum wage irrespective of gender.

Particularly, in the significant areas of operation the ratios are:

- Cyprus 1,03:1
- Greece 1,20:1
- UAE 1:1
- Saudi Arabia 1,67:1

- Total number of incidents of discrimination and corrective action taken [\(GRI 406-1\)](#):

No incidents of discrimination were recorded during the year through the established procedure mechanism.



➤ Parental leave [\(GRI 401-3\)](#)

Logicom employees are entitled to parental leave in accordance to local law provisions. Percentage of entitled employees that took parental leaves in 2020 are presented in *figure 18*, below. (Parental leave is an employee benefit that provides job-protected leave from employment to care for a child following its birth or adoption. Refers to paternity, maternity and other parental related leaves.)

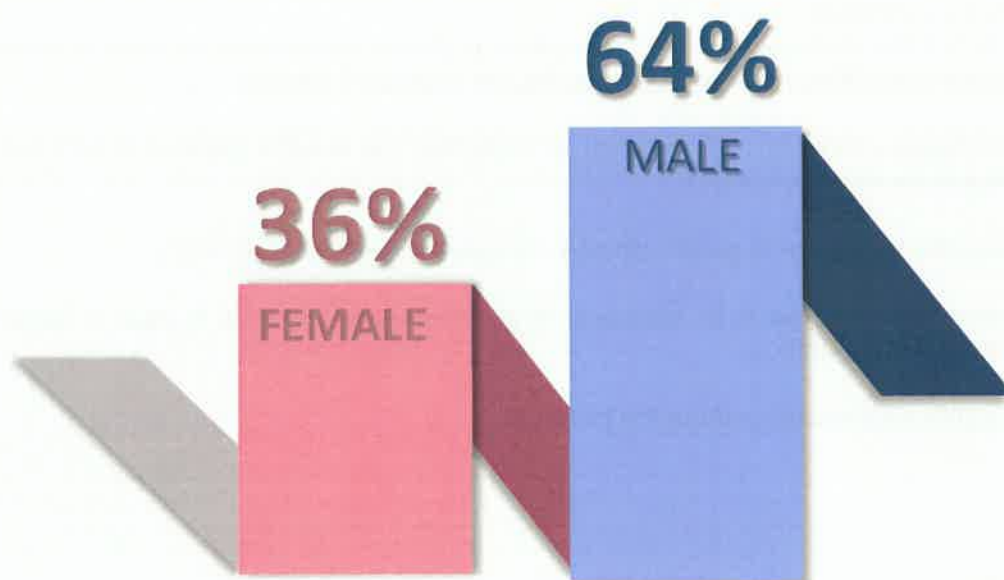


Figure 18: Parental leaves (2020)

- Return to work rate: 92,86% (employees that used parental leave and returned to work after the end of its duration)
- Retention rate: 71,05% (employees that used parental leave and returned to work and remained >12 months)

➤ Defined benefit plan obligations and other retirement plans [\(GRI 201-3\)](#)

The Group contributes to a defined benefit end of service plan in subsidiary companies on the basis of the local legislation. The contributions refer to the subsidiary companies in Greece, Italy, United Arab Emirates, Saudi Arabia, Kuwait, Oman, Qatar, Bahrain, Lebanon and Turkey. For details on the amount of the provision recorded, the actual amounts paid and assumptions used, please refer to the Group's annual *Report and Consolidated and Separate Financial Statements for the year ended 31 December 2020*.

➤ Significant actual and potential negative impacts for labour practices in the supply chain and actions taken:

Logicom's four major suppliers were assessed for their impact on labour practices. All of them are major corporations and they operate in a fully transparent manner, report on their CSR practices and make extensive references to their labour practices and their employees' welfare. Therefore, none of them were identified as having significant actual or potential negative impact.

SOCIAL DIALOGUE

- Notice of significant operational changes to employees affected is set as a minimum in accordance with the legal requirements in each country and varies according to the employment contract of each employee. [\(GRI 402-1\)](#)
(Logicom does not employ any personnel under collective bargaining agreements)

HEALTH AND SAFETY AT WORK

- No work-related ill health recorded in 2020.

Logicom is very sensitive in the health, safety and welfare of its employees, as far as is reasonably practicable. Therefore, Logicom aims to minimize and eliminate the risks of labour incidents/accidents and does everything in its power, to protect and sustain the health of all personnel.

The Logicom Group Manual of Policies and Procedures outlines the procedures for the development of emergency response plans and the organization of emergency response drills and trainings. [\(GRI 403-1 to 403-10\)](#)

Logicom recognizes the importance of an employment medical assessment to ensure that both prospective candidates and existing employees have the physical and mental capacity to perform their assigned duties and responsibilities. In 2020, the Employment Medical Assessment Policy was introduced for the employees of Cyprus' based companies. This Policy aims to safeguard the prospective candidate and current employees from potentially endangering themselves and their colleagues during the execution of their employment duties due to personal impediments. For this purpose, a company doctor was engaged to perform the medical assessment.

The Logicom Flu Vaccination Program was also introduced in 2020, to offer free flu vaccinations to all employees wishing to get one in Cyprus on a yearly basis.

HUMAN DEVELOPMENT AND TRAINING IN THE WORK PLACE

- Average hours of training per employee by gender for the year 2020 [\(GRI 404-1\)](#):



Figure 19: Average training hours (2020)

The total hours of trainings have increased compared to base year by 12,97 hours per employee, 15,81 hours per male employee and 5,39 per female employee.

➤ Average training hours per employee category: [\(GRI 404-1\)](#):



Figure 20: Total and average training hours per employee by department (2020)

Logicom has a formal procedure to be followed by the employees in order to request, attend and subsequently evaluate trainings.

Employees are encouraged to continuously develop their skills through training programs offered either by external parties or internally which are funded by the company.

In addition to the above numbers reported, Logicom employees attend conferences and other events through which they receive professional training and education. These hours are not tracked and are also not included in the above metrics.

➤ Currently Logicom has no transition assistance programs for retired employees. [\(GRI 404-2\)](#)

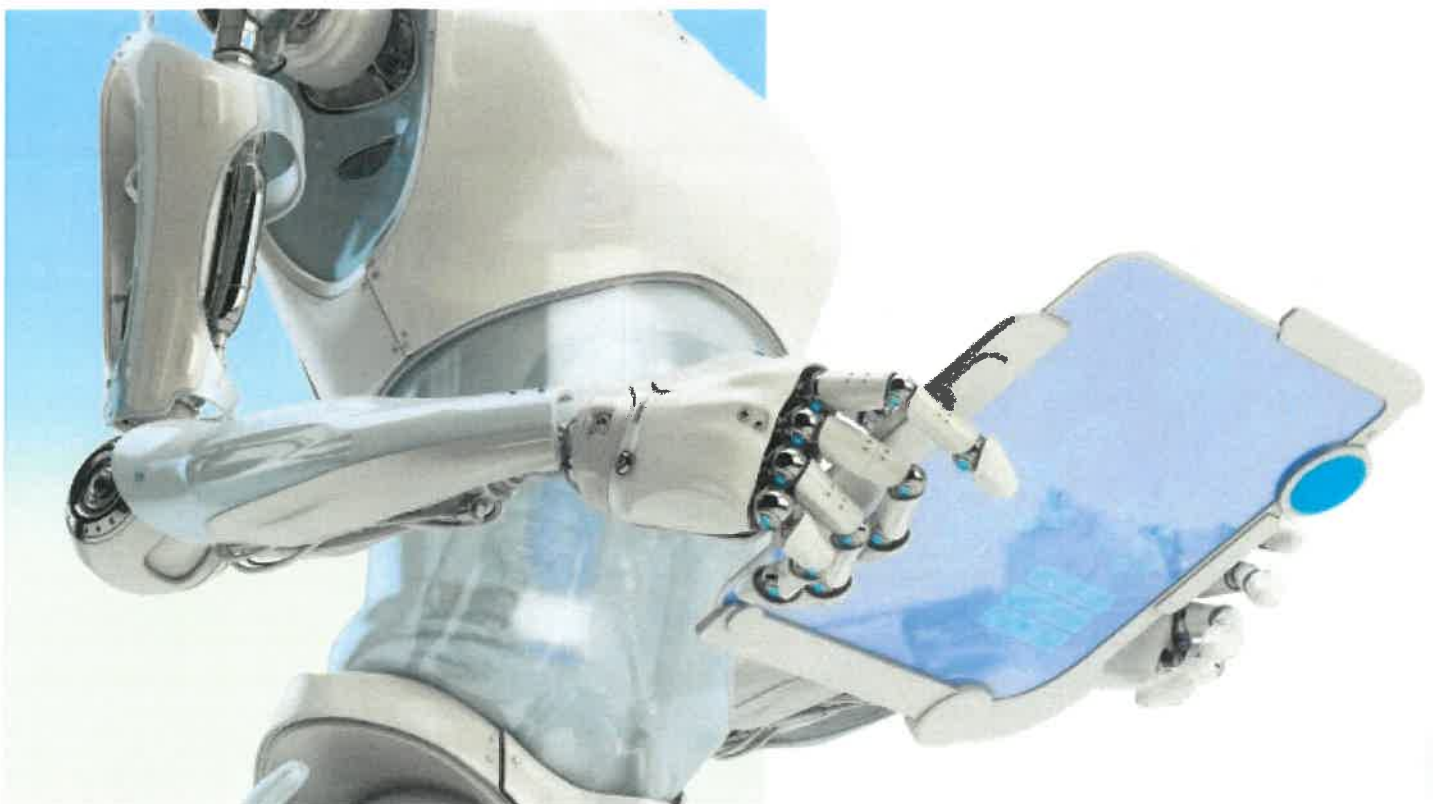
➤ Percentage of employees receiving regular performance and career development reviews:

Logicom has a formal performance appraisal procedure in place which is mandatory for all employees on an annual basis. [\(GRI 404-3\)](#)

LOGICOM'S RESPONSE TO COVID-19

During the early days of 2020, Logicom had to face the unprecedented challenges of the Covid -19 pandemic. The outbreak of this pandemic created an environment where companies across the world had to safeguard the health of their employees while maintaining their operational ability. Logicom's reaction was fast and its first concern was to secure the good health and the well-being of its employees and the society at large.

- ✓ An Epidemiologist was engaged to assist in the prevention and control of the pandemic in the workplace. The Epidemiologist issued monthly reports to the Management which provided guidance on the preventive measures that the Group companies and its personnel should apply to prevent the spread of the pandemic and safeguard their good health.
- ✓ Strict adherence to the restrictive measures announced by local governments in the countries that the Group operates.
- ✓ While most of our employees were already equipped to work from home, we increased our capacity to support remote working for all our employees in all countries of operation.
- ✓ Our premises were equipped with personal protective equipment, as proposed by the epidemiologist and regular thorough disinfections of the premises were conducted.
- ✓ Weekly Covid-19 testing was made obligatory for all employees. High risk employees were tested twice a week. The cost of the tests was covered by each Group company.
- ✓ Informative circulars, as prepared by the Epidemiologist, were forwarded to all employees for their acknowledgment and specific instructions were given to employees whose tasks required extra precautionary measures.
- ✓ Action plan set for reaction to Covid-19 positive cases at the workplace, according to the Epidemiologist's instructions and Government directives.
- ✓ Outsourcing of the inspection of our premises, including our business functions and employees' behavior in the workplace, to confirm compliance to the pandemic precaution measures and directives.



Focus areas:***Employment and Employment Relationships***

Logicom provides its employees all the benefits that are required by the relevant laws in the countries in which the Group operates. The company has excellent relationships with its workforce and maintains employee satisfaction by offering a pleasant working environment.

Conditions of work and social protection

Logicom provides secure employment to its employees in compliance with the relevant national laws and regulations and in consistency with applicable international labour standards. In addition, it is cautious to provide conditions of work that permit, to the extent possible, work-life balance, as it is an important aspect of a healthy work environment. National and religious traditions and customs of employees are fully respected by the organization.

Health and safety at work

Health and safety at work is taken very seriously. All procedures and guidelines are practiced at all places of operations, to ensure that risks are minimised. These guidelines are reviewed on a regular basis and monitored by Management to ensure that they are implemented in all of Logicom's facilities.

Human Development and Training in the Workplace

Training programs and employee development are of high importance to the organization. A developmental plan is mutually agreed between each employee and his/her manager through the newly relaunched performance appraisal system. Trainings are organized either collectively or on an individual basis in order to strengthen the skills that each employee needs to improve. During the year, Logicom has been accredited as an ACCA (Association of Chartered Certified Accountants) approved employer to ensure that its certified employees will maintain and enhance the knowledge and skills needed to deliver a professional service.



WHAT WE ACHIEVED UP TO 2020

(GRI 103-03)

- ✓ Grievance mechanism completed and communicated.
- ✓ Anti-bribery and Corruption trainings for all employees and policy e-learning courses.
- ✓ Education of employees on company's Code of Conduct.
- ✓ Education of employees on US Export Controls Compliance Regulations, Competition Law compliance policies, and Data Privacy and Protection.
- ✓ Disclosure (Whistle blowing) Policy was established and communicated to encourage the employees to report suspected misconduct or illegal acts.

WHERE WE ARE HEADING

(GRI 103-03)

NOTES:

- ✓ Goals completed
- Goals in progress
- Goals planned

SHORT-TERM GOALS

- Introduce a procedure to annual review Group Manual Policies and Procedures.

MID-TERM GOALS

- Introduce a volunteering plan for employees to encourage charity work and urge on our employee's enthusiasm to do good for the society.

LONG-TERM GOALS

- Training hours: increase the training hours per employee with emphasis on developmental trainings.
- Improvement of health and safety monitoring procedures and creation of Health and Safety Policy.

HUMAN RIGHTS



(GRI 103-02)

Human rights are the basic rights to which all human beings are entitled. There are two broad categories of human rights. The first category concerns civil and political rights and includes such rights as the right to life and liberty, equality before the law and freedom of expression. The second category concerns economic, social and cultural rights and includes such rights as the right to work, the right to food, the right to the highest attainable standard of health, the right to education and the right to social security.

An organisation has numerous opportunities to support human rights among its own operations and employees, as well as opportunities to work with its suppliers, peers or other organisations and the broader society, to promote human rights. An organisation has the responsibility to respect, protect and fulfil human rights, including within its sphere of influence. To respect human rights, organisations have a responsibility to exercise due diligence to identify, prevent and address actual or potential human rights impacts resulting from their activities or the activities of those with which they have relationships.

Logicom has the utmost respect for Human Rights and all other policies and procedures are developed on this basis.

WHERE WE STAND

(GRI 103-03)

DUE DILIGENCE, AVOIDANCE OF COMPLICITY, ECONOMIC SOCIAL AND CULTURAL RIGHTS, HUMAN RIGHTS RISK SITUATIONS

The Group has implemented a human rights policy that gives guidance to its employees and closely linked stakeholders. This policy formalizes Logicom's long-standing commitment to uphold and respect human rights for all people and it sets the grounds for Logicom to identify and address any existing misconduct or potential misconduct towards human rights.

- Prior to engaging into a business relationship with a prospective supplier or subcontractor, Logicom's Management ensures that these are screened based on numerous criteria. These include:
 - Suppliers' or subcontractors' company profile (in terms of reputation, market position and share)
 - Brand name (in terms of quality)
 - Impacts to the Group's profile in the case of choosing to do business with the supplier /subcontractor, negative or positive
 - Environmental criteria (materials used in production and packaging, recycling, use of renewable sources of energy, Compliance with the ROHS Directive)
 - Anti-bribery and Corruption criteria

All the contracts signed between the Group and its major distribution and services suppliers are based on the suppliers' terms and conditions. Our major suppliers are international organizations of great reputation, well known for their Social Responsibility practices. All the contracts signed and accepted by Logicom include clauses for Environmental compliance, Corruption and Anti-piracy and customer Data Privacy.

In the same way, Logicom declares its compliance to Anti Money Laundering laws, Anti-corruption and International labour Laws in regards to child labour and forced labour when signing public tenders.

The contracts signed between Logicom and Cloud marketplace suppliers are mostly initiated by Logicom and signed by the supplier. The contracts contain compliance clauses regarding Anti-trust, anti-corruption laws, laws of the International Labour Organization for child labour and clauses prohibiting connections to terrorists and criminal organizations.

To the best of our knowledge, none of Logicom's suppliers was identified as having significant negative impacts on the society and the environment, nor as having significant risk for incidents of child labour, forced or compulsory labour, and human rights abuses. (GRI 407-1, 408-1, 409-1, 414-2, 308-2)

All the new supplier contracts signed in 2020 were screened according to the procedures as mentioned above. (GRI 414-1, 308-1) No significant or potential negative environmental impact was identified in the supply chain. Criteria for impact on society, human rights and labour practices were not part of the screening procedure as specific areas however they are taken into consideration when determining the supplier's company profile. (GRI 408-1, 409-1, 414-2, 308-2)

There were no significant investment agreements and contracts in the year that underwent human rights screening. An investment is considered to be significant if it exceeds the 5% of Logicom's Total Assets, or if approval is required at a BoD level due to its strategic importance. (GRI 412-3)

FUNDAMENTAL PRINCIPLES AND RIGHTS AT WORK, CIVIL AND POLITICAL RIGHTS, DISCRIMINATION AND VULNERABLE GROUPS, RESOLVING GRIEVANCES

- Following the completion of the Human Rights Policy, a due diligence examination on Human Rights impacts will be conducted to track Logicom's performance across its areas of operation. (GRI 412-1)
- Logicom's workforce currently does not include any indigenous people. (GRI 411-1)

Focus areas:

To undertake human rights **due diligence** to proactively identify and **assess human rights risks situation**, prevent and address actual or potential human rights impacts resulting from the organisations' activities or the activities of those with which they have relationships.

Integrating the common features of legal and societal benchmarks into its due diligence processes to become aware of, prevent and address risks of **complicity**.

The **training** of our people on the global Human Rights Policy and subsequent checks on its implementation and application of corrective actions where necessary. (GRI 412-2)

WHAT WE ACHIEVED UP TO 2020

(GRI 103-03)

- ✓ The Human Rights Policy has been completed.

WHERE WE ARE HEADING

(GRI 103-03)

NOTES:

- ✓ Goals completed
- Goals in progress
- Goals planned

SHORT-TERM GOALS

- Release Human Rights Policy on the internal portal and the Group’s website, accessible to all stakeholders.

MID-TERM GOALS

- Employee training on Logicom’s Human rights policy and procedures

LONG-TERM GOALS

- Due diligence examination on Human rights impacts.

CONSUMER ISSUES



(GRI 103-02)

Organisations that provide products and services to consumers, as well as other customers, have responsibilities to those consumers. These responsibilities include:

- Providing education and accurate information to consumers; using fair, transparent and helpful marketing information and contractual processes;
- Promoting sustainable consumption; and
- Designing solutions that provide access to all and cater, where appropriate, for the vulnerable and disadvantaged.

Logicom does not deal with consumers directly. The term 'consumer' refers to those individuals or groups that make use of the output of the organisations' decisions and activities and does not only refer to consumers who pay money to purchase products and services. Company responsibilities to their consumers also involve minimising risks from the use of products and services, through design, manufacture distribution, information provision, support services and withdrawal and recall procedures. Many organisations also collect or handle personal information and have a responsibility to protect the security of such information and the privacy of consumers.

Logicom has very strong adherence standards to all regulations that are applicable to its industry and ensures the risk emanating on this front is managed effectively and proactively.

Logicom is partnering in the success of its clients by delivering its services with quality, responsibility and care, to ensure customer satisfaction.

WHERE WE STAND

(GRI 103-03)

CONSUMER SERVICE, SUPPORT AND COMPLAINT AND DISPUTE RESOLUTION

- Customer satisfaction surveys:

Services sector companies: Surveys are run every year to measure the call satisfaction, yearly customer satisfaction and the level of meeting the customers' needs and expectations. 2020 results are presented in *figure 21* below.



Key Performance Indicators (KPIs):

- ✓ Yearly Total Performance, KPI: 4,55/5
- ✓ Business Consulting Services: 4,7/5
- ✓ Business Solution and Software: 4,9/5
- ✓ Project Management: 5/5
- ✓ Meet customer needs and expectations:
- ✓ Objective 85%, Result 90,3%
- ✓ Average call customer satisfaction survey: 4,82/5

Figure 21: Customer satisfaction surveys results for Services

Distribution sector companies:

Customer feedback is obtained through regular customers' visits and through the preparation of 'lost business' analysis (which analyses the customers with 10% decrease compared to the previous year). This analysis aims to understand the reasons for the loss of business for each individual customer, to identify patterns and to provide the sales team with information so that it may tailor its strategy and operation model towards that customer, customer group or the entire customer base.

Due to the restrictions imposed by the pandemic during the year, the visits to the customers could not take place and they were limited to brief web-based conversations. The gaps that were caused by these unforeseen interruptions to the business, will be bridged in 2021.

➤ Customer complaints:

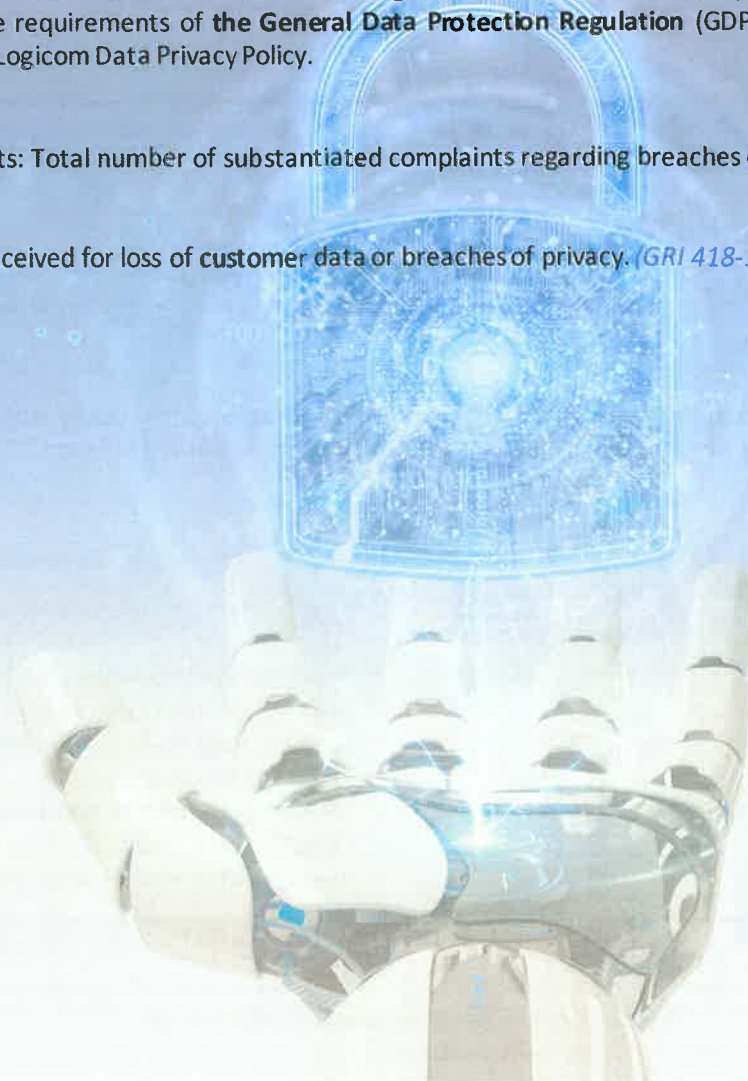
In 2020, 10 customer complaints were recorded, 80% from EU region customers and 20% from the Middle East. All complaints were reviewed, investigated where required and resolved.

CONSUMER DATA PROTECTION AND PRIVACY

Providing our customers with truthful and accurate information has always been a way for Logicom to gain trust and credibility, as well as, differentiation in the market. Logicom has taken all necessary measures to ensure the timely implementation of the requirements of the **General Data Protection Regulation (GDPR)**. In 2018, Logicom introduced and implemented the Logicom Data Privacy Policy.

➤ Customer complaints: Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.

No complaints were received for loss of customer data or breaches of privacy. (GRI 418-1)



FAIR MARKETING, FACTUAL AND UNBIASED INFORMATION AND FAIR CONTRACTUAL PRACTICES, PROTECTING CONSUMERS HEALTH AND SAFETY

- Requirements for product and service health and safety impacts, information and labeling lay with our vendors, however Logicom during the process of vendors' screening it assesses the existence of adequate information about the impacts of products which includes information on the safe use of the product, its disposal and sourcing of its components. (GRI 416-1, GRI 417-1)
- Compliance: Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.

Logicom had zero fines for non-compliance and no claims were raised against it regarding incidents of health and safety impacts of products and services, (GRI 416-2) the provision of products and services, (GRI 417-2) or marketing communications. (GRI 417-3)

SUSTAINABLE CONSUMPTION

- Energy consumption: The Logicom companies located in Cyprus measure their premises and warehouses energy consumption as part of their adherence to the environmental ISO. The rest of the Group companies are also sensitive on the energy consumption and effort is made to take all measures that will enable energy savings across Logicom's areas of operations. The energy consumption differs from country to country due to various conditions like climate, number of personnel, IT equipment in the company, the energy efficiency of the building and so on.

Focus areas:

The issues of Fair marketing, Factual and unbiased information and fair contractual practices, Protecting consumers' health and safety, Consumer service, support and complaint and dispute resolution, Access to essential services, Education and awareness are managed very well. Logicom has a very strong culture in adhering to all regulations and standards that are applicable to its industry and is ensuring the risk emanating on this front is managed effectively and proactively.

Logicom is developing a strategy for promoting sustainable consumption and the need to optimise energy use in its commercial and public facilities.

WHAT WE ACHIEVED UP TO 2020

(GRI 103-03)

- ✓ Customer satisfaction surveys for the Services sector are being ran every year and their results are evaluated.
- ✓ Customer satisfaction survey for the Distribution sector was ran in 2019 and the results were presented.
- ✓ Existing communication line evolved to enable the direct and centralised recording and processing of customer complaints. Communication line was established through the Group's official website and the e-commerce platform.

WHERE WE ARE HEADING

(GRI 103-03)

NOTES:

- ✓ Goals completed
- Goals in progress
- Goals planned

SHORT-TERM GOALS

- Certification of Logicom Solutions Ltd with ISO 20000-1:2018 Service Management System Standard.
- Certification of Logicom Solutions Ltd, Technology Solutions and Services Department and of ICT Logicom Solutions SA, Business Consulting and Services Department, with ISO 27001:2013 Information Security Management System Standard.

MID-TERM GOALS

- Optimisation of energy use in commercial and public facilities of the Group, such as our premises and warehouses.
- Customer satisfaction assessment through e-commerce platform for Distribution customers, on an ad hoc bases

LONG-TERM GOALS

- Sustainable consumption: promote sustainable consumption through our customer channel.
- Certification of Logicom Solutions Limited with ISO 14001 Environmental Management System Standard.

CONTRIBUTING TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS WITH ISO 26000

The 17 United Nations Sustainable Development Goals (UN SDGs) and their 169 targets, were adopted in 2015.

The SDGs are a set of aspirational goals to end poverty and other deprivations, protect the planet, improve health and education, reduce inequality, spur the economic growth and ensure prosperity for all, as part of the United Nations 2030 Agenda for Sustainable Development.



As stated early on in this report, Logicom has used the ISO26000 framework for producing the report. Concurrently, Logicom recognises the importance of the SDGs and presents in this report the alignment between the actions we have made and the SDGs. Currently aligning with 13 of them, our ultimate goal is to eventually align with all 17 SDGs. Below we demonstrate how Logicom contributes to the SDGs corresponding to the major areas outlined in this report:

➤ ORGANIZATIONAL GOVERNANCE and UN SDGS



Logicom's efforts in promoting and achieving gender equality are reflected in their constantly improving gender ratios across both managerial and non-managerial positions. Currently, managerial personnel composition is 79% – male and 21% – female, compared to the base year's 82% – male and 18% – female. What is more, composition of women's presence in the primary activity departments increased by 1% compared to prior years.



Logicom is a large sized organisation providing jobs to an increasing number of people with 727 currently being employed across Europe and the Middle East. Company policies in place, including a formal written Code of Business Conduct and an Ethics and Compliance manual and a unified Human Rights policy set the standards of business conduct for all its employees and business partners in all the countries of operation.



In addition to reducing gender inequality, numerous criteria are set in place for achieving as much diversity as possible within the Board of Directors while ensuring the availability of suitable candidates is always accounted for.

More details on Logicom's CSR efforts in this area can be viewed in section "CSR Strategy and roadmap", core subject "Organizational Governance", pages 34-45 of this report.

➤ **LABOUR PRACTICES and UN SDGS**

Logicom provides fair compensation, addresses employees concerns and ensures health and safety in the workplace. Health and safety procedures and guidelines are practiced extensively, reviewed on a regular basis and monitored by Management to ensure that risks in the workplace are minimised.



Providing employees with opportunities to improve their skills and ensure professional development through trainings and continuous education is a priority for Logicom. Employees developmental plan is mutually agreed between employees and their line manager through the procedure developed for the annual performance appraisal of employees.



The gradual decrease of the gender inequality gap is evident in many aspects of Logicom's labour practices.



Logicom makes sure its recruitment practices align with its priority to contribute to economic growth by prioritizing the local community for positions at all levels. Currently, 66% of total senior management are locals and 34% are foreigners, demonstrating an improvement from the base year's ratio of 64% local and 36% foreigners.



Logicom takes the necessary actions to promote diversity and inclusion at all levels and equal opportunities in the workplace, as governed by its Equality and Diversity policy. It benefits from a diverse workforce spanning to over 30 nationalities and of which 0.55% is taken up by employees with physical disabilities equally split in genders.

More details on Logicom's CSR efforts in this area can be viewed in section "CSR Strategy and roadmap", core subject "Labour practices", pages 46-55 of this report.

➤ **HUMAN RIGHTS and UN SDGS**

Implementing human rights internally and screening services and distribution suppliers on human rights criteria creates a positive social impact and provides support to local communities' needs and standard of living. Additionally, frameworks in place acts as tool to prevent discrimination and safeguard equality among the workforce.



Logicom released its global Human Rights Policy and the training on Human Rights and the due diligence examination on Human Rights impacts are imminent. Efforts towards improving social responsibility in the supply chain include screening suppliers to ensure social and environmental compliance; fair working conditions, fair compensation and respect for human rights.

More details on Logicom's CSR efforts in this area can be viewed in section "CSR Strategy and roadmap", core subject "Human rights", pages 56-58 of this report.

➤ **CONSUMER ISSUES and UN SDGS**

Logicom practices responsible interaction with its customers and promotes sustainable consumption through utilization of its customers channel, customer satisfaction surveys, a customer complaint management and the timely implementation of the requirements of the General Data Protection Regulation (GDPR).

More details on Logicom's CSR efforts in this area can be viewed in section "CSR Strategy and roadmap", core subject "Consumer issues", pages 59-62 of this report.

DATA APPENDIX

ORGANIZATIONAL GOVERNANCE

➤ DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES

1. BOARD OF DIRECTORS

	2020	2019	2017
Age groups	Male	Male	Male
<30	-	-	-
30-50	-	37%	43%
>50	100%	63%	57%

2. MANAGEMENT PERSONNEL

	2020		2019		2017	
Age groups	Male	Female	Male	Female	Male	Female
<30	0%	0%	50%	50%	100%	0%
30-50	76%	24%	75%	25%	80%	20%
>50	89%	11%	96%	4%	93%	7%
Total	79%	21%	78%	22%	82%	18%

3. EMPLOYEES

	2020			2019			2017		
by Region	Male	Female	Total by region	Male	Female	Total by region	Male	Female	Total by region
EU	67%	33%	57%	66%	34%	53%	66%	34%	54%
ME	80%	20%	43%	81%	19%	47%	81%	19%	46%
Total by gender	73%	27%		73%	27%		73%	27%	

	2020			2019			2017		
by Age groups	Male	Female	Total by age group	Male	Female	Total by age group	Male	Female	Total by age group
<30	66%	34%	14%	70%	30%	17%	68%	32%	8%
30-50	73%	27%	73%	75%	25%	73%	74%	26%	83%
>50	78%	22%	13%	68%	32%	10%	67%	33%	9%

	2020			2019			2017		
by Department category	Male	Female	Total by department category	Male	Female	Total by department category	Male	Female	Total by department category
Primary	76%	24%	80%	77%	23%	80%	77%	23%	80%
Support	59%	41%	20%	59%	41%	20%	55%	45%	20%

	2020			2019			2017		
Permanent contract	Male	Female	Total	Male	Female	Total	Male	Female	Total
Full time	73%	27%	100%	73%	27%	100%	73%	27%	99,6%
Part time	0%	0%	0%	0%	0%	0%	50%	50%	0,4%

By contract	2020	2019	2017
Permanent	99%	99%	98%
Fixed term	1%	1%	2%

LABOUR PRACTICES

➤ EMPLOYMENT AND EMPLOYMENT RELASHIONSHIPS

1. PORTION OF THE SENIOR MANAGEMENT HIRED FROM THE LOCAL COMMUNITY

2020	2019	2017
66%	66%	64%

2. RATIO OF RESIGNATIONS TO NEW HIRES

2020	2019	2017
1:0,81	1:0,91	1:1,25

3. NEW HIRES BY REGION AND GENDER

	2020			2019			2017		
Region	Male	Female	Total	Male	Female	Total	Male	Female	Total
EU	67%	33%	55%	69%	31%	51%	69%	31%	61%
ME	70%	30%	45%	73%	28%	49%	72%	28%	39%
Total	68%	32%		71%	29%		72%	28%	

4. TURNOVER RATE

2020	2019	2017
23%	23%	21%

5. TURNOVER BY GENDER AND REGION

	2020			2019			2017		
Region	Male	Female	Total by region	Male	Female	Total by region	Male	Female	Total by region
EU	66%	34%	40%	69%	31%	51%	64%	36%	58%
ME	72%	28%	60%	76%	24%	49%	74%	26%	42%
Total by gender	70%	30%		67%	33%		69%	31%	

6. TURNOVER BY AGE

	2020	2019	2017
Age groups			
<30	27%	17%	13%
30-50	63%	78%	84%
>50	9%	5%	3%

7. ENTRY LEVEL RATION IN SIGNIFICANT OPERATIONS

	2020	2019	2017
Country			
Cyprus	1,03:1	1,03:1	n/a
Greece	1,20:1	1,05:1	n/a
UAE	1:1	1:1	n/a
KSA	1,67:1	1,67:1	n/a

8. RETURN TO WORK RATE AND RETENTION RATE

	2020	2019	2017
Return to work	93%	97%	n/a
Retention	71%	74%	n/a

9. TRAINING HOURS

	2020	2019	2017
Average training hours per employee	20,24	30,3	7,27
Average training hour per male employee	23,55	34,9	7,74
Average training hour per female employee	11,42	17,67	6,03

10. HEALTH AND SAFETY ACCIDENTS RECORDED

	2020	2019	2017
Total incident rate, per 100 employees	0	0,13	0
Lost work days, per 100 employees	0	3,4	0

CONSUMER ISSUES

➤ SERVICES SECTOR CUSTOMER SATISFACTION

	2020	2019	2017
Yearly Total performance KPI	4,55/5	4,5/5	4,9/5
Meet customer needs and expectations obj:85%	90.3%	90,35%	n/a
Business consulting services	4,7/5	4,7/5	n/a
Technology Solutions and services projects	4,82/5	4,7/5	4,9/5
Business Solutions and Services projects	4,9/5	4,8/5	4,7/5

OTHER DATA

➤ CO2 EMISSIONS

	2020	2019	2017	+/- change
CO2 emissions in metric tons	59,6	240	n/a	-75%

➤ ENERGY AND FUEL CONSUMPTION

	2020	2019	2017	+/- change
Kw/h per employee	2.473	2.391	n/a	+3,42%
% of L/100k sales	21,09	21,99	n/a	-4,07%

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OTHER INFORMATION

➤ OBLIGATION UNDER CYPRUS COMPANIES LAW CAP.113

This report is published pursuant to Section 151(A) (9b) of the Cyprus Companies Law Cap.113.

“This report has been provided to the Company’s Statutory Auditors”.

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