Logicom

29/09/2023

General Manager   Chairman
Cyprus Stock Exchange   Securities and exchange Commission
Nicosia   Nicosia
https://extranet-oam.cse.com.cy/   *https://portal.cysec.gov.cy*

ANNOUNCEMENT

Consolidated Non-Financial Statement of the Group for 2022

We wish to announce that at its meeting of yesterday, the Company's Board of Directors approved the Group's Consolidated Non-Financial Statement for 2022.

The full text of the Consolidated Non-Financial Statement for 2022 is available, free of charge, at the Company's Registered Office / Administration Office (26 Stasinou Ave., Agia Paraskevi, Strovolos, 2003 Nicosia, Cyprus, Tel.: +357 22 551000, Fax: +357 22 514295, Email: info@logicom.net) and is posted on the websites of the Company (www.logicom.net) and the Cyprus Stock Exchange (www.cse.com.cy), as attached to this announcement.
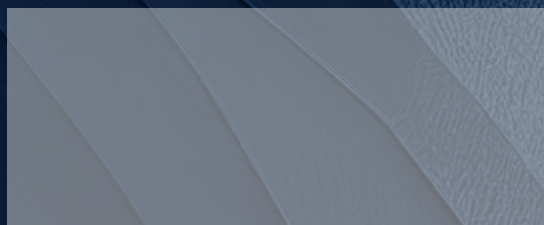
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Thanasis Liasides
Secretary of Logicom Public Limited

Logicom

CSR REPORT
2022

REPORT PROFILE

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 2022, which provides information in addition to Logicom's Annual Report. (Latest CSR report was issued for the calendar year 2021). (GRI 102-50, 102-51, 102-52)

Logicom implements CSR practices in line with 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,

The events of the past recent years have accentuated the resilience and at the same time the fragility of our global economic and social systems. Just as the global pandemic's effects began to ease, the invasion of Ukraine worsened the supply chain disruptions, caused the inflation to surge, heightened political tensions, polarised and fractured international relations.

While we focus on strengthening our businesses and adapt to the challenges faster and more efficiently, we recognise that our CSR journey is an ongoing one, and we remain vigilant in our pursuit of improvement. We continue to challenge ourselves to do better, and this is why we remain loyal to our commitments to protect fundamental human rights, reduce inequalities, promote ethical conduct and sustainable consumption, and safeguard the environment.

The heart of our success lies in our dedicated employees that bring our mission to life, whose well-being and development are of utmost importance to us. We have continued to invest in training programs, and to work towards attracting and retaining a more diverse talent.

Our commitment to respect human rights, which was formalised by Logicom's Human Rights Policy, remains high on our agenda. In 2022, we exercised due diligence in two of our major locations to identify, prevent or mitigate and account for human rights impacts. We aim to exercise due diligence on an ongoing basis and update our assessment of salient human rights risks as new information becomes available.

In our pursuit of sustainability, this year we renew our commitment towards the protection of the environment, and we expand our strategy to include targets that will focus on the assessment of our environmental impact and demonstrate our efforts to reduce it in the forthcoming future.

Going forward we will continue to engage in dialogue with our stakeholders, embrace transparency and accountability, evolve our sustainability initiatives, and take bold steps towards a sustainable future.

Today's challenges are many and immense and expectations across our stakeholder groups are rising. Each of us is learning a little more every day to shape our world for the better. Let's make the most of the opportunities we have, to act, and build a future that is prosperous, sustainable, and equitable for next generations.

(GRI 102-14)

Varnavas Irinarchos

Managing Director
28 September 2023

ABOUT LOGICOM - GET TO KNOW US

Who we are

Established in 1987, Logicom Public Ltd 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 since 2014 of the Global Technology Distribution Council. The Company's headquarters are situated in Cyprus, at 26 Stasinou street Acropolis, 2003 Strovolos, Nicosia. (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*

> *Investments holding.*

Learn more about our Operations, our Vision and Mission and Core Values by visiting our website: **https://www.logicom.net/about-us/group-overview/** (GRI 102-2)

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 the clients

Logicom's commitment to its core values and ethical/legal conduct, as well as, the special commitment of every employee, is crucial to making 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 **798 professionals of 31 nationalities**, situated in all the areas of operations. (GRI 102-7i)

Group employees by region

EUROPE 51% 49% **MIDDLE EAST**
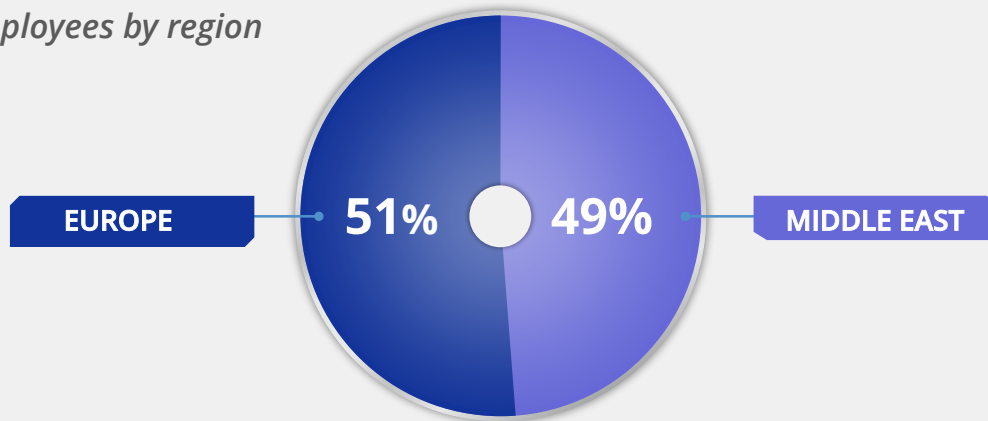
▲ **Figure 1:** Logicom Group's employees by region (2022)

Our presence

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

With such wide and diverse coverage, Logicom Distribution takes pride in being the partner of choice for vendors and resellers. As an innovative technology business enabler, Logicom brings together markets, vendors and technology providers, with a local presence in a wide variety of markets.

Logicom Solutions supports the largest organisations in the regions in which it operates in addressing digital transformation, by providing a complete set of solutions and services to help build and execute their digital vision. Through its international expansion, Logicom Solutions has further solidified its presence in South-Eastern Europe.

Cyprus-based Newcytech Business Solutions is a Systems Integrator providing turn-key technology solutions to support the digital transformation of its clients.

Read more about our presence **https://www.logicom.net/about-us/our-presence/**

(GRI 102-4, GRI 102-6)

Shareholder Structure

Logicom Public Ltd is a public company listed on the Main Market FTSE/CySE20 of the Cyprus Stock Exchange. Its shareholder structure can be found in the Annual Report and Consolidated and Separate Financial Statements- for the year ended 31 December 2022 which is located at: https://www.logicom.net/investors/financial-statements/
(Refer to note 39) (GRI 102-5)

Sustainability Management

The CSR Committee, appointed by the BoD consists of Directors and members of the Executive Management team and is mainly responsible for the formulation of CSR Strategy and the definition of primary CSR 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.

Key Financials for 2022

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 2022 located at **https://www.logicom.net/investors/financial-statements/** (GRI 102-7ii-v)

Significant changes in 2022

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

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

Engaging with the community is important for promoting our Group's values and building strong relationships in the areas of our operations. In that respect, further to the priorities set out in our CSR strategy, we have also taken up the following initiatives:

LOGICOM ACADEMIC MERIT SCHOLARSHIPS PROGRAM

In 2022 Logicom continued to fund the studies of Cypriot students that applied through the Logicom Academic Merit Scholarship Program for Postgraduate Master Level Scholarships and Postgraduate PhD level scholarships, in reputable accredited universities in Cyprus or abroad.

Through this initiative, Logicom aims to educate and empower future pioneers who want to specialise 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)*
- *Machine Learning*
- *Blockchain*

Logicom
Partners in 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

#LogicomScholars

Ηλεκτρονική Υποβολή αιτήσεων μέχρι 02 Αυγούστου 2020

Όροι και προϋποθέσεις: www.logicom.net/scholarships

LOGICOM CYPRUS MARATHON

Logicom has been the official sponsor of the Logicom Cyprus Marathon for 7 consecutive years, and it has signed on for another year as Title Sponsor of the Logicom Cyprus Marathon. With this partnership, Logicom lends its support to wellness, sportsmanship, and healthy living, while 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 with the largest team, made up of employees, partners and vendors both from Cyprus and abroad.

This partnership reflects Logicom's commitment to promoting health within the workplace and enables the Group to disseminate the message of the benefits of exercise, maintaining a healthy lifestyle, respecting competitors, following rules, and teamwork.

Sponsorship of the Olympic Committee for the 2024 Olympic Games in Paris

Logicom Public Ltd signed a partnership agreement with the Cyprus Olympic Committee (COC) until the end of 2024, year of the Paris 2024 Olympic Games. During the signing of the agreement, athletes including George Balartzisvili (Judo), Elias Georgiou (Gymnastics), and Antri Christoforou (Cycling) were present, who are among those athletes who distinguished themselves in the 2022 Commonwealth Games with their impressive performance.

This partnership is the culmination of the excellent relationship between the two parties and is line with the principles of Logicom's corporate social responsibility policy, which aims to strengthen, enhance and create a long-lasting and positive impact on society and to support Cyprus Sports.
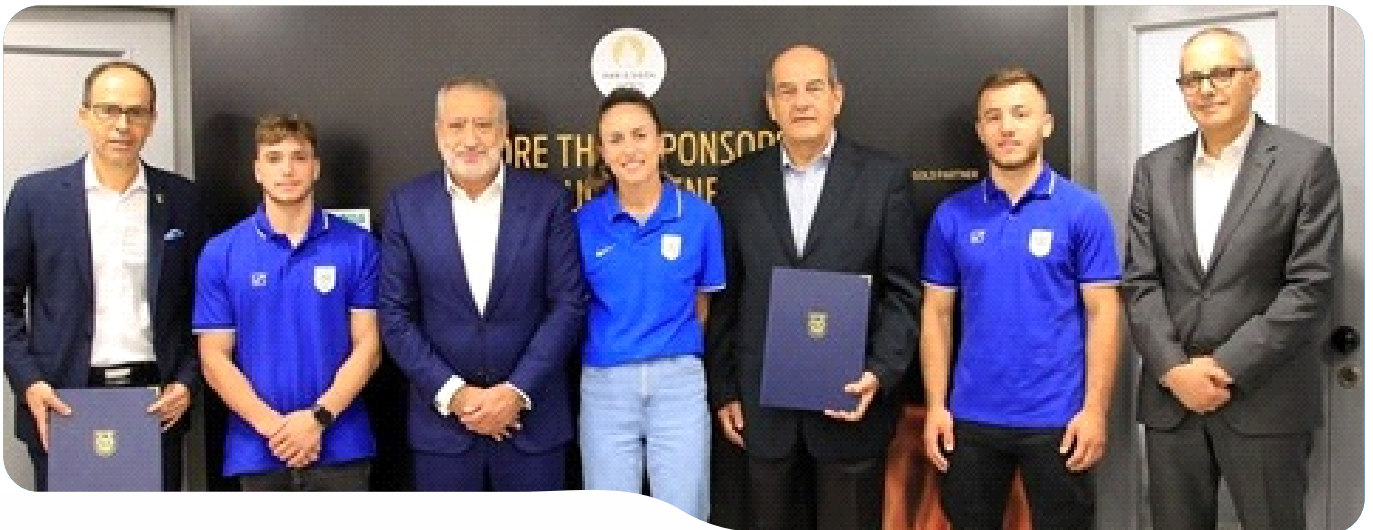
Breast Cancer Initiative

Logicom promotes breast cancer awareness month every year. In 2022, the company donated to Europa Donna Cyprus to renew its commitment to support the fight against breast cancer.

In addition, Logicom Italia sponsored the local program "Breast Cancer Prevention" in the municipality of Nova Milanese. This program involved a mobile clinic van which hosted for a day a doctor who performed medical exams and issued real-time results.

Collaboration with Company's partners for the environment

Logicom team in Greece was part of the **#HPGlobalShorlineCleanup** in Athens. Together with our partners at HP and more than 100 people, our team volunteered to clean Kavouri Beach in South Attica.

Support to the local communities in Cyprus

Responding to local community call for support, cash contributions were made to support various non-for-profit organisations such as: Europa Donna Cyprus (supporting women and men patients with breast cancer), Pancyprian Anti-Cancer Association (supporting patients with cancer), Alkyonides (supporting people in need), Cyprus Autism Association, International Humanitarian Aid (provision of medical services to Africa).

In addition, Logicom collaborated with the "Pan Cyprian Volunteerism Coordinative Council" which has implemented the initiative "Adopt" a family for Christmas. The aim of this initiative is to help all families and children feel the joy and spirit of Christmas. Four families have been adopted, and employees for one week in December collected the necessary items proposed by the Council for distribution to impoverished families.

Supporting schools and universities in Cyprus

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

Responding to the needs of schools for IT equipment and for funding the participation of school teams in IT related competitions.

Moreover, Logicom in 2022 sponsored a team from a private school in Nicosia to participate in World's Robotic Competition in Huston.
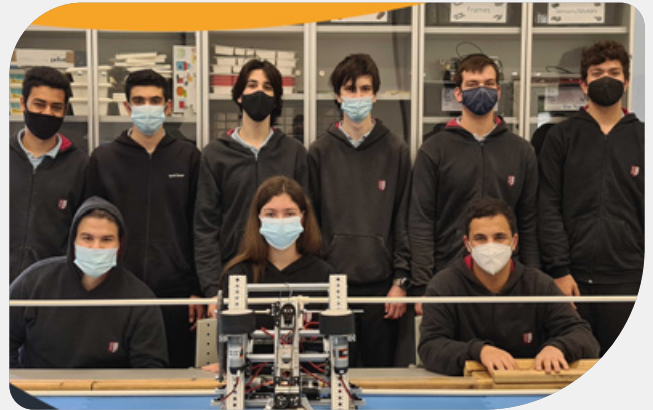
Celebration of women's day in Cyprus, United Arab Emirates & Gulf

Logicom companies across the Group made donations to local charitable institutions to support their work and gave out gifts to its women employees to celebrate the International Women's Day.

REPORT SNAPSHOT

EVALUATION OF PERFORMANCE

Our stakeholders' views determine our priorities and are essential for developing a sound CSR Strategy. The material issues discussed in this report, as a result of the stakeholder engagement, fall under the ISO 26000 core subjects of:

- *Organizational governance*
- *Environment*
- *Labour practices*
- *Fair operating practices*
- *Human rights*
- *Consumer issues*

For the evaluation of performance and the stakeholder engagement materiality matrix refer to chapter "Evaluation of Logicom's performance".

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:

Organisational Governance

- Equality and Diversity Policy published.
- Successful completion of Quality and Environmental Management Systems upgrades for Cyprus based companies.
- Implementation of environmental KPIs for all Group companies
- Parent company's Anti-Bribery management system finalized, implemented and achieved certification against ISO 37001:2016. Guidelines and principles communicated and applied across all Logicom subsidiaries.
- Stakeholders mapped. Engagement and communication plan set.
- Stakeholder engagement event was held in 2019.

- Stakeholder engagement achieved annually through online surveys.
- CSR budget assigned at Group level on an annual basis to cover CSR activities.
- CSR e-learning attended by all employees.
- Assignment of CSR teams in different locations to further transmit the CSR philosophy and initiate actions & activities.
- Ethics and Compliance manual completed and communicated.
- Implementation and certification of the subsidiary company Logicom Solutions Ltd with ISO 20000-1:2018 "Service Management System".
- Implementation and certification of the subsidiary company Logicom Solutions Ltd with ISO 14001:2015 "Environmental Management System".
- The implementation of a Business Continuity Management System and the certification with ISO 22301:2019 Security and resilience – Business continuity management system for Logicom Solutions in Cyprus.
- The implementation of an **Information Security Management System and certification under ISO 27001:2013 for Newcytech.**

Labour Practices

- Grievance procedures and mechanism completed and communicated.
- Anti-Bribery and Corruption trainings for all Logicom Employees.
- Disclosure (Whistleblowing Policy completed, released and communicated.
- E-learnings undertaken by all employees on the Code of Business Conduct, US Export Administration Regulations, and Competition Law Compliance Policy.
- Employee training hours increased compared to base year by 17,42 hours per employee.
- Introduced a procedure to review Group's Policies and Procedures.
- **The implementation of an Occupational Health and Safety Management System and the certification with ISO 45001:2018 for Logicom Solutions.**

Consumer Issues

- Services and Distribution sector customer satisfaction surveys and results analysis.
- Designed the customer satisfaction channel through an e-commerce platform.
- Redesigned communication system as part of the new website.
- Measurement of energy consumption in all countries of operation.
- Sustainability benefits part of solutions services offered.
- Completion of an Energy Audit of all Cyprus' based companies, premises and fleet.

Human Rights

- Unified Human Rights Policy was completed and released.
- Due Diligence Initial assessment of two significant operations completed.
- E-learning on Human Rights completed and attended by all employees of the Group.

Fair Operating Practices

- The Anti-Bribery and Corruption Policy was communicated to customers and business associates.
- All employees of the Group completed the Anti-Bribery and Corruption Policy e-learning training.
- Assessment of social and environmental procurement criteria for suppliers and business associated.
- Special Anti-Bribery training is carried out frequently by the Group Compliance Manager to high-risk department staff i.e. sales, finance, procurement, and credit control.

Our progress in numbers: *(*compared to base year)*

- Increased the presence of female employees in managerial positions by ***3%.***

- Increased the female presence in the EU by ***2%.***

- Increased and maintained the presence of locals in senior management positions by ***4%.***

- Achieved 100% hires under permanent contracts.

- Increased the average training hours per employee by ***240%.***

- Achieved ***100%*** return to work rate.

For a detailed presentation of the Group's CSR strategy and its progress against its targets please refer to the full chapter, pages 27-67.
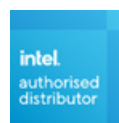
SUPPLY CHAIN

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

We believe that a careful selection of our suppliers guarantees that we add value to our customers' success. We distribute the products and services of more than 80 selected vendors. Logicom's suppliers are prominent companies renowned for their sustainability practices.

We ship to the markets we operate more than 35.000 unique products through a well-established reseller network exceeding 6.500 customers. 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.

VENDORS

A selected group of Logicom technology partners:

LOGISTICS SERVICE PROVIDERS:
A group of local and foreign freight forwarders

INTERNALLY OPERATED WAREHOUSES:
Warehouses in all group locations

SUPPLY CHAIN FIGURES FOR 2022:

35.961
Item Codes

6.544
Customers

83
Suppliers

29%
of customer orders served through Logicom e-commerce, corresponding to **13%** of distribution revenue

+184.811
Shipment Counts

+1 billion
Purchases

9
internally run warehouses and 5 run by 3PL partners

1.6million
seats on Logicom Cloud marketplace

EVALUATION OF 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 accredited 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 2. Each core subject covers a number of subsequent issues of interest (41) and key considerations (313).

Holistic approach

THE
CORE
SUBJECTS
7

Community involvement and development

Human rights

Consumer issues

Organizational governance

ORGANIZATION

Labour practices

Fair operating practices

The environment

▲ **Figure 2:** ISO 26000 Core Subjects

Logicom is aware about the "ESG Framework" which refers to the Environmental, Social and Governance (ESG) criteria. Logicom sets the framework of its sustainability strategy and identifies and assess its impacts using ESG criteria, via this CSR report. To help distinguish between the different terms used in this report and in our industry more widely, if CSR is considered the framework to make an organization responsible on several areas, then corporate sustainability is the ability of the organisations to respond to their short-term needs without compromising the ability to meet their future needs and ensure their long-term survival. In this sustainability realm, the ESG criteria make the efforts of an organization pertaining to CSR and sustainability, measurable and quantifiable.

To determine the status of Corporate Social Responsibility (CSR) at Logicom Group, a gap analysis was undertaken, 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 matrix. 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 in 2021.

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). This report's scope also covers the requirements of the existing Non-Financial Reporting Directive (NFRD) and the local transportation of this legislation in Cyprus' Companies Law (Chapter 113, Article 151A). Logicom understands that the NFRD will be replaced by the Corporate Social Responsibility Directive (CSRD), which will broaden its scope, simplify, and bring sustainable reporting on parallel with financial reporting in order to standardise sustainability-related disclosures, introduce the concept of "double materiality" and introduce the requirement of third-party audit. Logicom will take every action possible to ensure its compliance with the CSRD.

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 four 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)
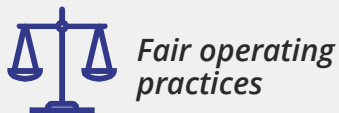
Action areas as identified by base year materiality assessment:

Organizational Governance

Labour Practices

Consumer issues

Action areas as identified by 2022 materiality assessment:

Organizational Governance

Labour Practices

Human Rights

Environment

Areas of lower priority for 2022 (in no particular order):

Fair operating practices

Consumer issues

Community involvement and development

SUMMARY OF THE EVALUATION PROCESS

1 Determining the Scope of the Evaluation

Logicom has three divisions (Distribution, Services and Infrastructure). Details of all Group entities are included in the annual Report and Consolidated and Separate Financial Statements for the year ended 31 December 2022 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 latest gap analysis revealed that Logicom has demonstrated significant efforts in fully realising and defining what it wants the sustainability journey it has embarked on to look like.

A strategic and proactive approach towards CSR 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.

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 3. (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.

MAPPING OUR STAKEHOLDERS
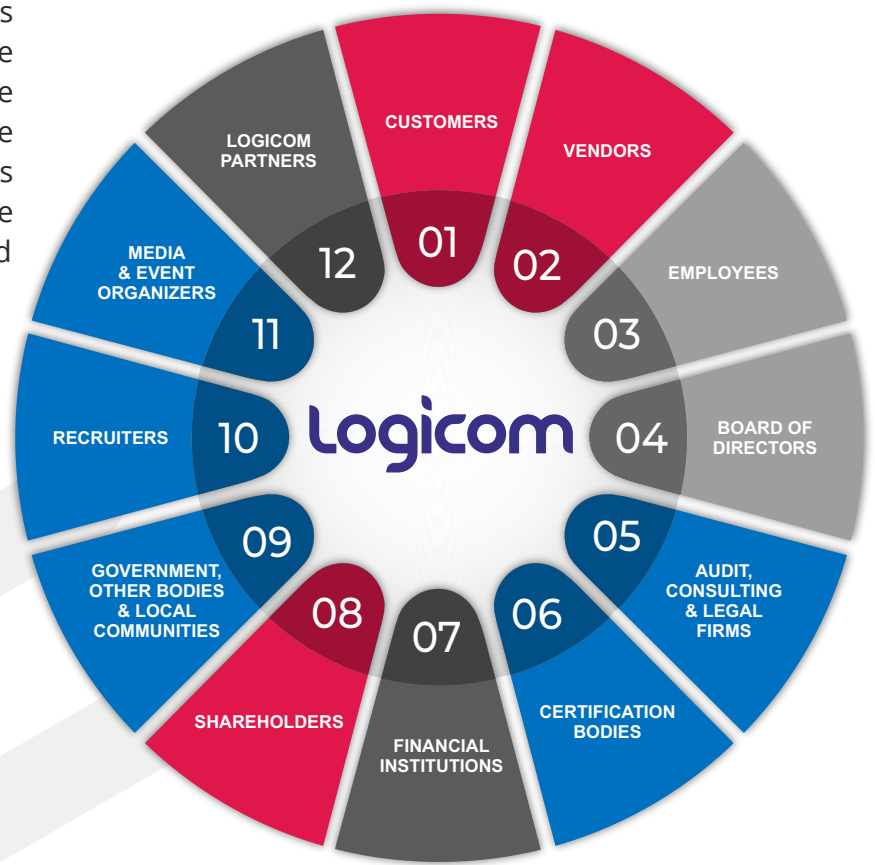
▲ **Figure 3:** Logicom's most important stakeholders

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. (GRI 102-43).

4 *Stakeholders' Engagement for the determination of areas of focus*

The stakeholder engagement for 2022 was achieved through a web-based survey. The survey focused on materiality assessment, by ranking the ISO 26000 core subjects in order of importance, with the aim to evaluate Logicom's material areas of focus 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 survey was enhanced, compared to the previous years, to provide to the participants more information regarding what each Issue of Interest represents. 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" on page 37.

The stakeholders that participated in the survey were distinguished in two categories, internal and external.

4a. Internal Stakeholders Engagement: Web-based survey

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

A number of internal stakeholders were requested to complete the survey. The sample was designed to include non-executive directors, several employees whose views were considered in the base year assessment and extending the sample further, and other employees from different departments of operation. 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 regard to the areas that they perceive as material for Logicom to focus on. The internal stakeholders concluded on the following ranking of the core subjects:

1 **Labour Practices**

2 **Human Rights**

3 **Organisational Governance**

4 **The Environment**

5 **Fair Operating Practices**

6 **Community Involvement and Development**

7 **Consumer Issues**

4b. External Stakeholders Engagement: Web-based survey

A number of external stakeholders were invited to complete the survey. The survey link was circulated via personalised emails explaining the survey and how the results would be used. 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 elicit how external stakeholders perceive Logicom and what expectations they currently have towards the company's core business activities. The core subjects were ranked in order of importance as listed below:

1 Labour Practices

2 Human Rights

3 The Environment

4 Organisational Governance

5 Fair Operating Practices

6 Consumer Issues

7 Community Involvement and Development

5 *Outcomes of the Materiality Assessment for Logicom Group*

The four 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:
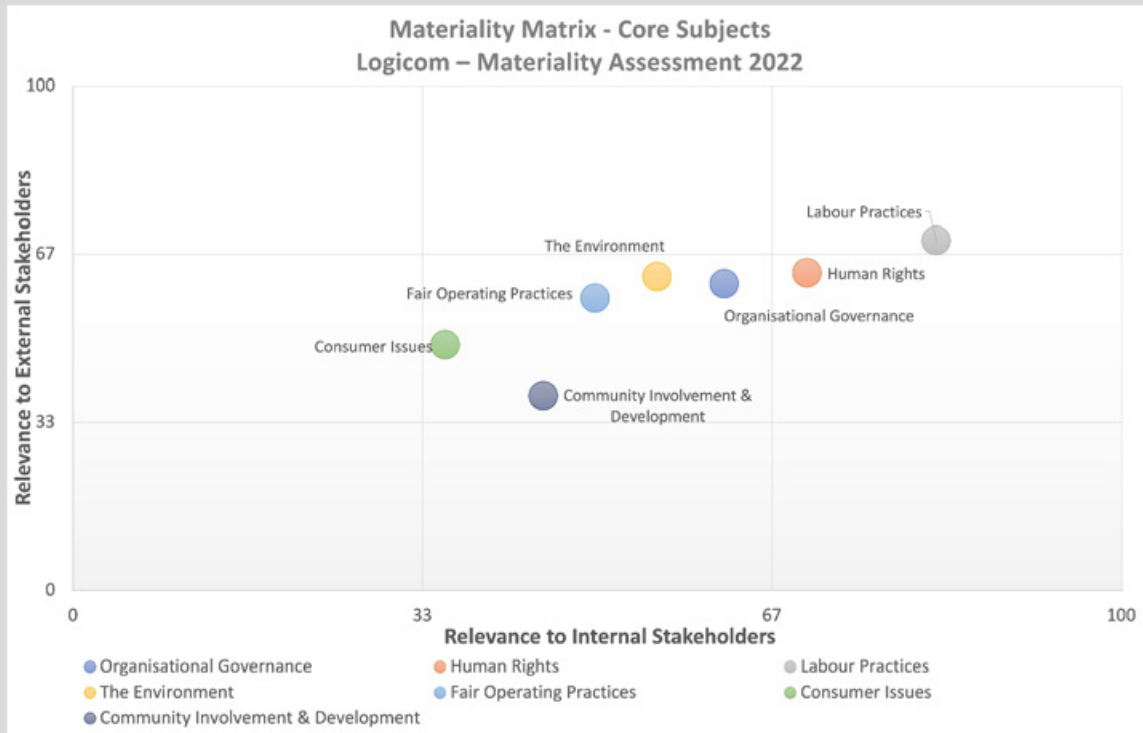
1 Labour Practices

2 Human Rights

3 Organisational Governance

4 The Environment

The materiality matrix derived for Logicom Group is shown in Figure 4 below

Figure 4: Materiality Matrix for Logicom for 2022

Figure 4 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.

It is evident from the above procedure that the stakeholders continue to value this year, the same three core subjects of Labour practices, Human Rights and Organisational Governance to be of high relevance and importance. In addition, the Environment is of crucial importance to the stakeholders as it was ranked fourth in the materiality matrix. These four core subjects and their relevant issues of interest are shown in Figure 5 below. The subject of Fair Operating Practices remains at a medium level of importance and significance for both internal and external stakeholders.

Community involvement and development and Consumer Issues were ranked at the lowest levels of importance by both groups. Compared to the early years results where Community involvement and development 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. What is more, for the Consumers Issues a possible explanation is that this subject has been sufficiently addressed by the company at the moment, as this appeared in the base year's materiality matrix and the Group is already taking actions on its effect. (GRI 102-44, 102-46, 102-47)

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. Taking a closer look at the level of issues of interest, the organisation's priorities are ranked as follows:

High relevance to both Internal and External stakeholders:

1.1 Ethical Conduct

3.2 Conditions of work and social protection

4.1 Prevention of Pollution
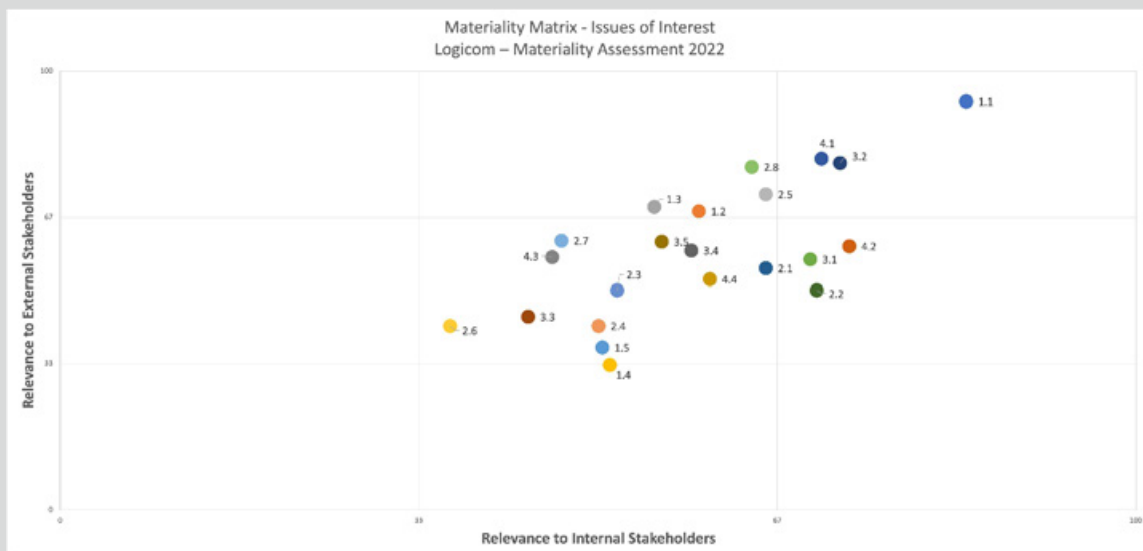
Figure 5: Materiality Matrix of the ISO 26000 Issues of Interest for Logicom for 2022

The analysis of the stakeholders' views at this detailed level, revealed that, even though the core subject of Environment is not among the top three (refer to Figure 4: Materiality matrix for Logicom 2022), the issue of Prevention of Pollution that falls under this core subject is of high relevance and significance to both internal and external stakeholders.
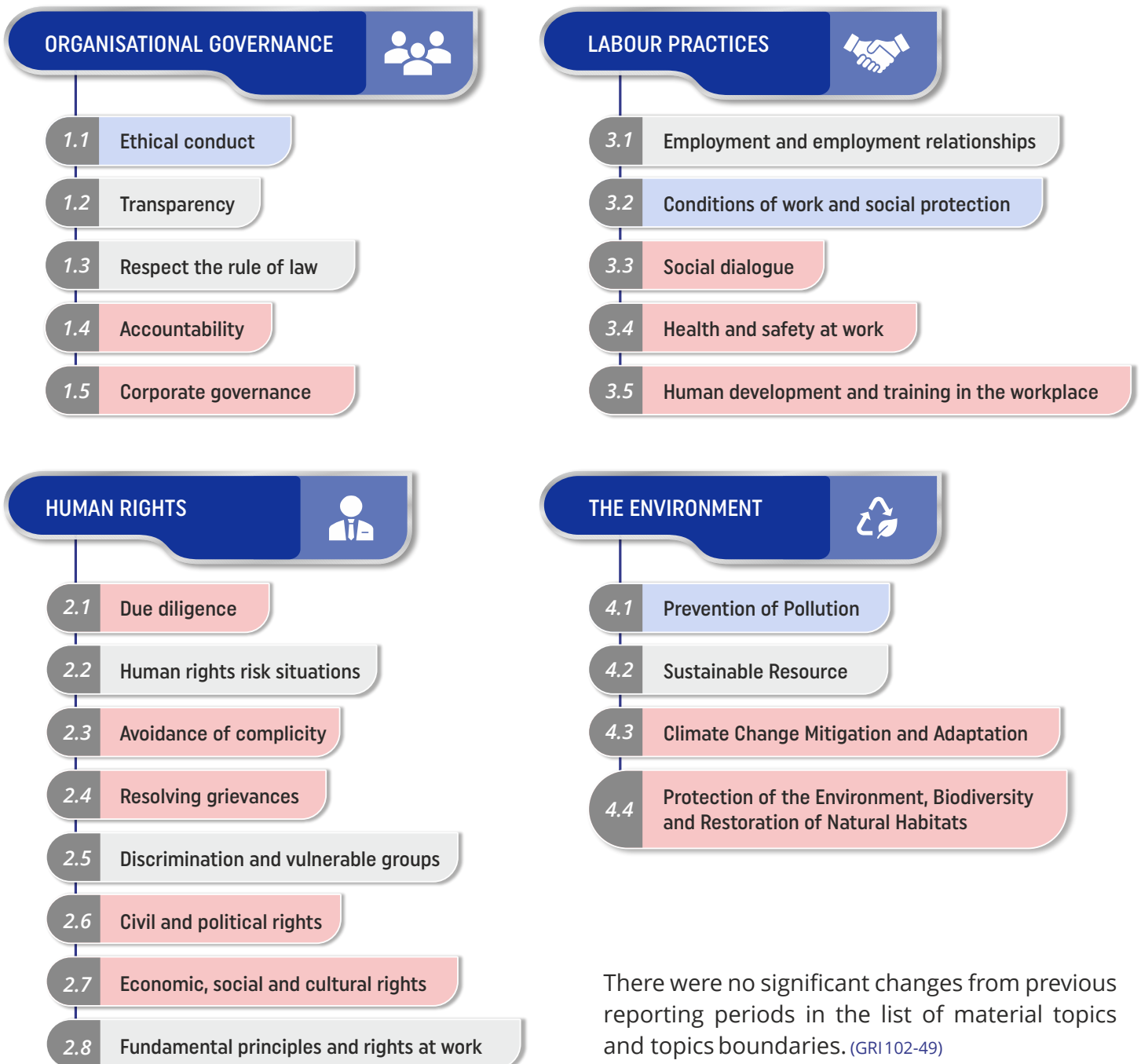
Summary of the main takeaways from the materiality matrix of Issues of Interest:

22 issues of interest fall under the areas of high concern. Out of these, 15 issues of interest were identified to be of a medium or high relevance to both internal and external stakeholders, as shown in Figure 6. This implies total agreement between internal and external stakeholders on these issues of interest. No issues of interest were determined to be of low priority currently for Logicom.

The issues of interest relevant to each core subject are shown in the figure below:

● HIGH RELEVANCE   ● MEDIUM RELEVANCE

ORGANISATIONAL GOVERNANCE

1.1	Ethical conduct
1.2	Transparency
1.3	Respect the rule of law
1.4	Accountability
1.5	Corporate governance

LABOUR PRACTICES

3.1	Employment and employment relationships
3.2	Conditions of work and social protection
3.3	Social dialogue
3.4	Health and safety at work
3.5	Human development and training in the workplace

HUMAN RIGHTS

2.1	Due diligence
2.2	Human rights risk situations
2.3	Avoidance of complicity
2.4	Resolving grievances
2.5	Discrimination and vulnerable groups
2.6	Civil and political rights
2.7	Economic, social and cultural rights
2.8	Fundamental principles and rights at work

THE ENVIRONMENT

4.1	Prevention of Pollution
4.2	Sustainable Resource
4.3	Climate Change Mitigation and Adaptation
4.4	Protection of the Environment, Biodiversity and Restoration of Natural Habitats

There were no significant changes from previous reporting periods in the list of material topics and topics boundaries. (GRI 102-49)

▲ **Figure 6:** Logicom's key material core subjects and issues of interest (2022)

ORGANIZATIONAL GOVERNANCE
(GRI 103-1)

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 organisation 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 since 2003, 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 maximise 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 recognised. 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 perception and fair judgment. The necessity for diversity in the training and specialisation 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 regard to the gender.

Logicom's Board of Directors is comprised of nine members, seven 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, which is responsible for supervising 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 2022, located at the Logicom Group website. (G102-18)

WHERE WE STAND: (GRI 103-2, GRI 103-3)

The total number of Group employees for the year 2022 were **798.** (GRI 103-3)

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

BOARD OF DIRECTORS:

All members of the
Board of Directors are male.

All members are
Cypriot citizens.

All members are older
than 51 years old.

▲ **Figure 7:** Composition of the Board of Directors by age, nationality and gender (2022)

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 this sector is always a critical factor in establishing diversity.

ORGANIZATIONAL GOVERNANCE

MANAGEMENT PERSONNEL:

The composition of managerial personnel throughout Logicom is:

Male employees:

79%

Female employees:

21%
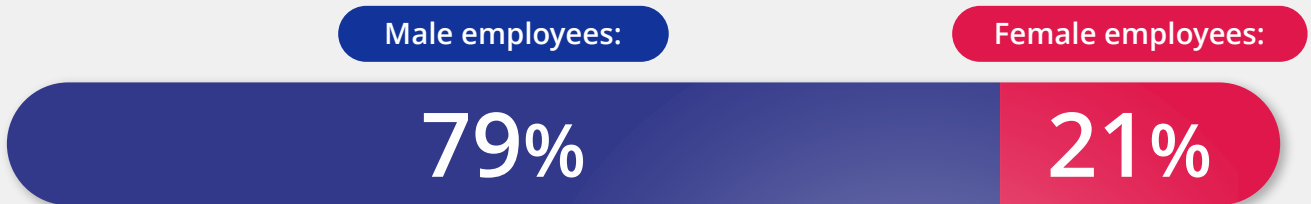
▲ **Figure 8:** Employees in managerial positions by gender (2022)

79% of managerial personnel between the ages of 30-50 are male while this percentage reached **83%** for the managerial personnel who are greater than 50 years old. Under the age of 30 **100%** of the managerial personnel are women.
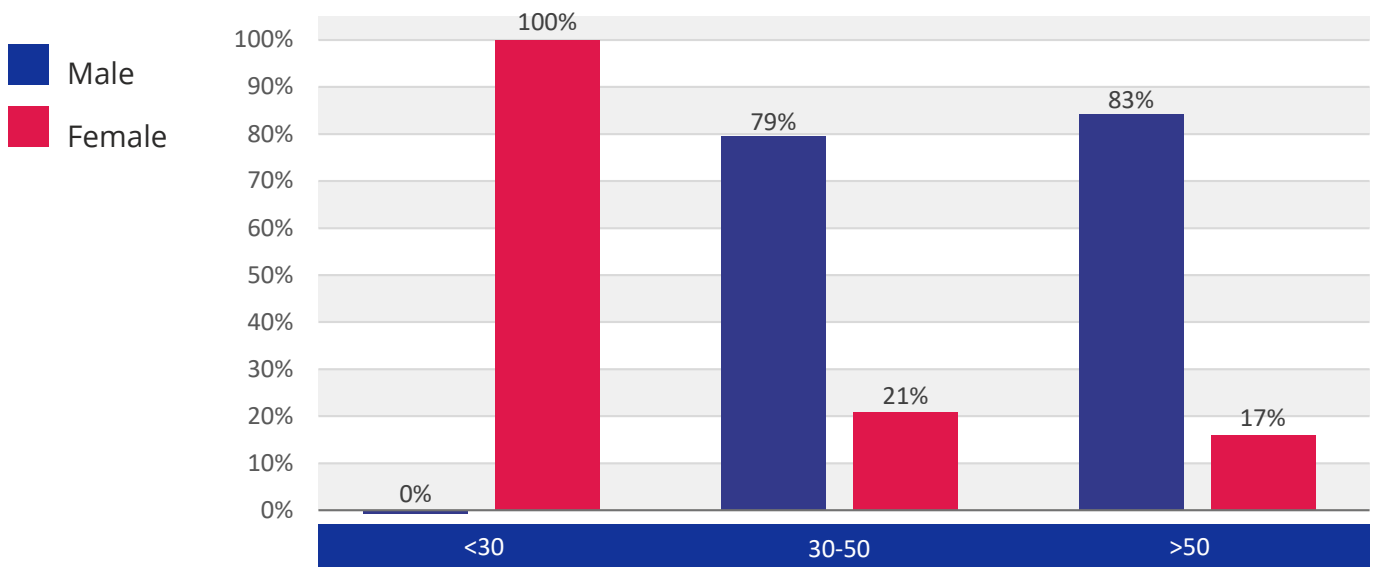
▲ **Figure 9:** Employees in managerial positions by gender and age (2022)

Compared to the base year, the presence of women in managerial positions increased in total, by **3%,** and it is worth noting that the presence of women in managerial positions below 30 years old, increased by **100%.**
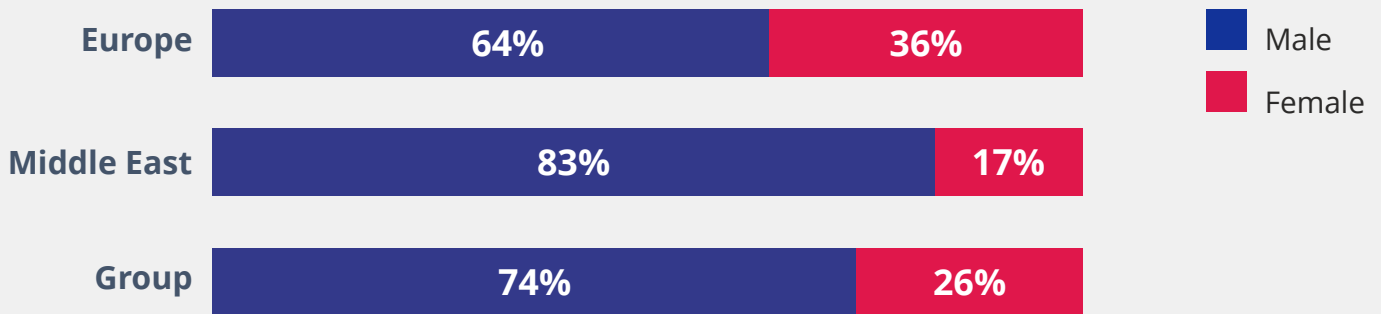
EMPLOYEES:

Gender groups:

Out of the 798 employees of the Group, **74%** are male and **26%** are female.

Region groups:

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

EMPLOYEES GENDER BY REGION

	Male	Female
Europe	64%	36%
Middle East	83%	17%
Group	74%	26%

▲ **Figure 10:** Logicom employees' gender by region (2022)

51% of the total employees are based in Europe, out of which **64%** are male employees and **36%** are female.

49% of the total employees are based in the Middle East, out of which **83%** are male employees and **17%** are female.

Overall, the split of the total number of employees into genders changed since base year due to the decrease of female employees by **1%**. This is mainly due to the decrease in the presence of women in the Middle East.
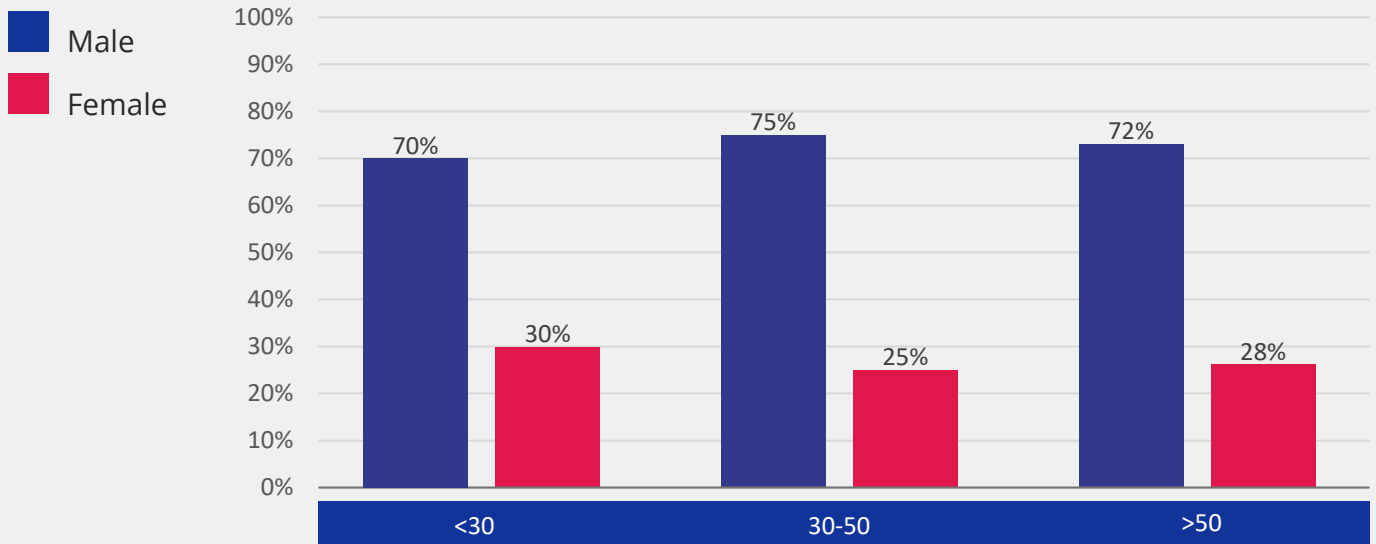
The majority of the group employees remain based in Europe. It is worth noting that the female presence in Europe increased by **2%** compared to base year.

Age Groups

EMPLOYEES AGE BY GENDER

■ Male
■ Female

▲ **Figure 11:** Logicom employees' age by gender (2022)

15% of the total employees are under 30 years old, **70%** of which are male and **30%** are female.

72% of the total employees are between the ages of 30 to 50 years old, out of which **75%** are male and **25%** are female.

14% of the total employees are over 50 years old, out of which **72%** are male and **28%** are female.

In 2022 the percentage of employees at the age group below 30 years old increased to **15%** compared to **8%** in the base year whereas the percentage of employees at the age group of 30 to 50 years old decreased to **72%** compared to **83%** in the base year. The percentage of employees above 50 years old was also increased to **14%** compared to **9%** in the base year. This increase is attributed both to the ageing of the existing employees and to new hires.

ORGANIZATIONAL GOVERNANCE 👥

Nationalities:

The nationalities of the employees are shown in figure 12:
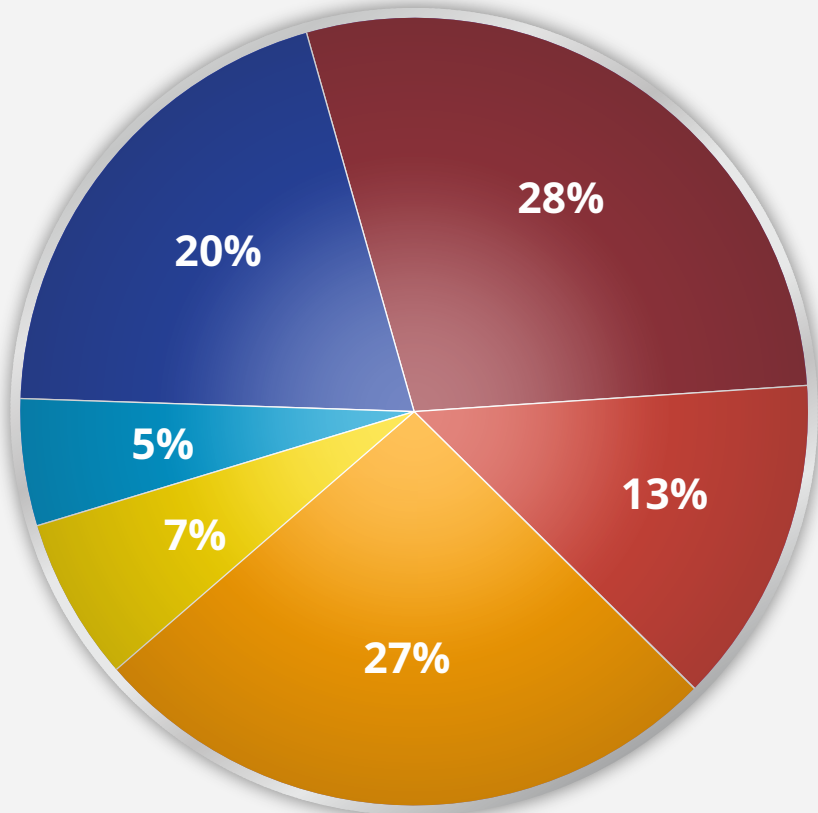
- Cypriot
- Greek
- Indian
- Romanian
- Jordanian
- Other

28%

20%

13%

5%

7%
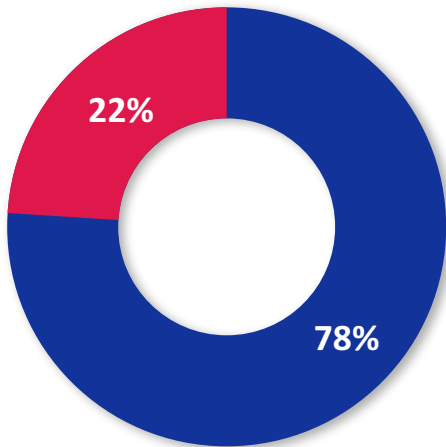
27%

Figure 12: Logicom employees' nationalities (2022) ▲

ORGANIZATIONAL GOVERNANCE

Employees by department category:

PRIMARY ACTIVITIES

SECONDARY ACTIVITIES

- ■ Male
- ■ Female

22%

78%

43%

57%
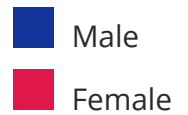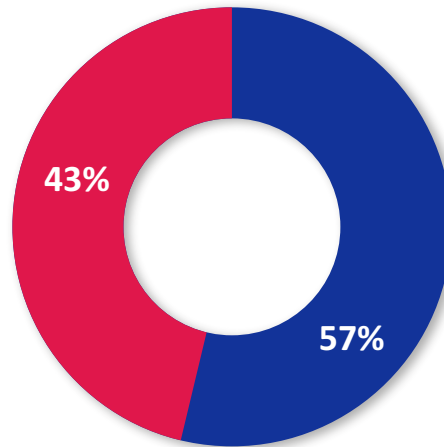
▲ **Figure 13:** Logicom employees' gender by department (2022)

The split of employees between the primary and secondary activities is **80%** and **20%** respectively. These percentages remain unchanged since the base year. The presence of women in both the primary and secondary activity departments decreased compared to base year due the overall decrease of female employee presence in the Middle East.

The primary activities include the activities of Management, Technical, Warehouse and Sales & Marketing departments. All the other departments' activities are classified as secondary activities.

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 49% of Logicom employees are located in the Middle East, where the gap between male and female employees inevitably widens. The ratio of skilled female vs male workforce in the Middle East is lower than that in other regions we operate in, and this also affects the gender equality factor. However, even under these circumstances, Logicom's Management endeavours have achieved the employment of a significant number of female employees in the Middle East, especially in Saudi Arabia.

ORGANIZATIONAL GOVERNANCE

➤ **Employees by employment contract and gender** (GRI 102-8a, 8b):

The majority of the Group employees (98,7%) are employed under permanent/indefinite term contracts. Only 1,3% of the Group employees are employed under fixed term/temporary contracts, 8 male and 2 female, all based in Europe.

➤ **Permanent employees by employment type and gender** (GRI 102-8c):

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 102-8d). The total workforce of 798 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 102-8e)

➤ **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 Database. (GRI 102-8f)

➤ 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 and Logicom Solutions Ltd have 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 and Newcytech Business Solutions have 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.

ORGANIZATIONAL GOVERNANCE

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)**

- **The Cyprus Information Technology Enterprises Association (CITEA):** The Association is housed by the Employers' and Industrialists' Federation of Cyprus. Logicom participates, through a companyofficial, 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 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 member and serves on the Board of Directors.

- **Cyprus Integrity Forum (CIF):** is an independent, non-politically partisan, and non-profit organization in Cyprus which fights against corruption and for promotion of transparency.

- **CSR Cyprus:** is a non-profit association and is the national business network for Corporate Social Responsibility (CSR) in Cyprus.

- **Cyprus-Saudi Arabia Business Association:** promotes, expands and encourages economic, business and trade relations between Cyprus and Saudi Arabia. Logicom participates, through a company official, in the Board of Directors.

ORGANIZATIONAL GOVERNANCE

ETHICAL CONDUCT

Ethics and integrity are core values that are 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 all of, its employees, suppliers, consultants, and third-party representatives in all the countries of operation. The Code sets the level and provides information on the ethical and integrity standards that must be followed in order to facilitate the fulfilment of business responsibilities and making the correct business decisions.

Logicom's commitment to its 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 our employees are committed to follow the Code of Business Conduct and disciplinary measures apply for code violations.

The Code of Business Conduct includes the standards and norms of behaviour that govern Logicom's way of conducting business. It is developed and fully supported by the Executive Management team, which maintains the responsibility for the Code of Business Conduct, and approved by the Board of Directors. Training on the Code of Business Conduct is given to all employees during their induction training, and annual trainings are conducted through an e-learning platform for all Group employees. 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 (Whistleblowing) Policy, Disciplinary and Grievance Policy, Anti-Harassment Policy, Anti-Bribery and Corruption Policy, Code of Business Conduct, Human Rights Policy, Business Associates Onboarding Policy, Acceptable Use Policy, Group Security Policy, Change Management Procedure, Privileged Access Management Procedure, Service Management Policy for Logicom Solutions Cyprus, Cyprus and Greece Quality Policy, Cyprus Environmental Policies, Data Privacy Policy, Employee Privacy Notice, Ethics and Compliance Manual, US UN EU Sanctions and Export Control Compliance Policy, Staff Handbook, Leave Policy, Cyprus Employment Medical Assessment Policy 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 both published on the Logicom Group website.

Logicom relies on its employees to act upon its values and ethical conduct in their interaction with business partners. (GRI 102-16)

ORGANIZATIONAL GOVERNANCE 👥

ACCOUNTABILITY

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

The optimisation of the communication of 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.

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 24. 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 2022 located on Logicom's Group website.

 ⯈ *Stakeholder engagement*   (GRI 102-43)

For 2022 stakeholder engagement, a web-based survey was prepared and sent to a selected list of stakeholders.

The survey's aim was to determine the materiality matrices (please refer to page 19), but at the same time to also determine the stakeholder's perception of how socially responsible Logicom currently is.

The stakeholders' responses revealed that both internal and external stakeholders perceive Logicom as a socially responsible company, however there is always room for improvement. More specifically, the stakeholders noted that their perception is that Logicom is placing a lot of focus on the areas of Labour Practices and Organisational Governance, denoting that Logicom has been particularly effective in communicating its values related to social responsibility inside and outside the organisation as well as in communicating some of the areas of focus.

It is important to note that in this year's stakeholder engagement, both the internal and external stakeholders were more concerned with environment protection and the promotion of technology as an investment for society.

ORGANIZATIONAL GOVERNANCE

The survey also concluded that, while Logicom made progress in the communication of its strategy and CSR activities executed to the internal stakeholders, who claimed to be aware of the CSR-related activities and demonstrated a broad understanding of the relevant topics and identified various initiatives across different core subjects, most of the external stakeholders were familiar with a limited number of CSR initiatives taken up by the company. This implies that while stakeholder engagement contributes to raising awareness about social responsibility and its scope, the Company should reinforce communication of CSR initiatives undertaken to all stakeholders.

Finally, it is worth noting that the stakeholders' engagement unveiled that they consider an organisation's social responsibility 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 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 of local communities.

Selected quotes from the survey:

A socially responsible Company grants a better work environment as well as several opportunities for personal growth and development, which empowers an employee to have an overall positive outlook on their role and enhances their performances to be the best they can possible be. Keeping an attentive ear to employees' needs is what really makes an organisation great.

The company's actions and values can have a significant impact on employees, consumers and society as a whole. A socially responsible company operates in a manner that benefits not only its shareholders but also the community and the environment. Additionally, working for a company that aligns with my personal values and beliefs can lead to increased job satisfaction and positive work-life balance, By considering a company's level of social responsibility, I can make informed decisions about my career and ensure that I am working for a company that aligns with my values and beliefs

Ultimately we are all part of a larger society that we are all responsible for, so it is very important to work for an organisation with a socially responsible attitude.

It's important for all organisations to give back to the community and respect all stakeholders' interests. Such organisations are usually more sustainable in the long-term.

A socially responsible organisation attracts positive recognition and employees are proud to be part of such an organisation.

ORGANIZATIONAL GOVERNANCE 👥

FOCUS AREAS:

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

Note: | ✓ Goals Planned | ✓ Goals in Progress | ✓ Goals Completed

WHAT WE ACHIEVED UP TO 2022:

✓ 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/Employee portal).

✓ Upgrading of the existing ISO 9001:2008 Quality Management System and ISO 14001:2004 Environmental Management System (Logicom Public only) against the revised ISO 9001:2015 and ISO 14001:2015 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. Engagement achieved annually through online surveys.

✓ A Stakeholders' engagement event was organized in 2019, being the first event of its kind in Cyprus. No subsequent events were held due to the outbreak of Coronavirus pandemic (COVID-19).

✓ 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 ISO 37001:2016 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, completed and shared our onboarding procedure for Business associates. 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 ISO 37001:2016 Anti-Bribery Management system have been communicated and applied to all Logicom companies.

✓ The implementation and certification of the Business Consulting Services and Technical Solutions Services departments of the subsidiaries Logicom Solutions and ICT Logicom Solutions S.A. with ISO 27001:2013 "Information Security Management System" has been achieved in order to improve the security of the companies and customers' information.

ORGANIZATIONAL GOVERNANCE

- CSR trainings to local CSR teams in all group companies who will further transmit the philosophy to their colleagues and teams. Assignment of responsible teams in all companies who are responsible for initiating and coordinating activities relevant to the Group's strategy and act as the liaison between the subsidiaries and the central team.

- CSR eLearning training was conducted for all employees of the Group in 2021. The training included an introduction to the Corporate Social Responsibility and ISO 26000 and a brief presentation of the Group's strategy and actions.

- Implementation of Environmental KPIs for all Group companies. Specifically, the Group currently measures its electricity and fuel consumption, and its CO2 emissions from travelling abroad and is considering reduction or rectification measures to minimize to the most possible extend, its effect to the environment.

- The implementation and certification of the subsidiary company Logicom Solutions Ltd with ISO 20000-1:2018 "Service Management System" has been achieved in order to improve the services provided to the customers.

- The implementation and certification of the subsidiary company Logicom Solutions Ltd with ISO 14001:2015 "Environmental Management System" has been achieved in order to ensure that our impact to the environment is properly managed.

- The implementation of a Business Continuity Management System and the certification with ISO22301:2019 Security and resilience – Business continuity management system for Logicom Solutions in Cyprus

WHERE ARE WE HEADED:

Short-term Goals:

- Continuous monitoring to ensure application of the guidelines and principles of Anti-Bribery and Corruption management system.

Mid-term Goals:

- Continue to strengthen the communication of CSR strategy and actions internally and externally for continuous education of stakeholders.

- Continuous monitoring of environmental KPI's and implement an action plan for minimising the Group's footprint

- 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 societal risks identified.

- To continue working towards attracting more diverse talent.

- Implementation and monitoring of key Anti-Bribery and Corruption procedures across all Logicom subsidiaries."

LABOUR PRACTICES
(GRI 103-1)

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 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.

LABOUR PRACTICES
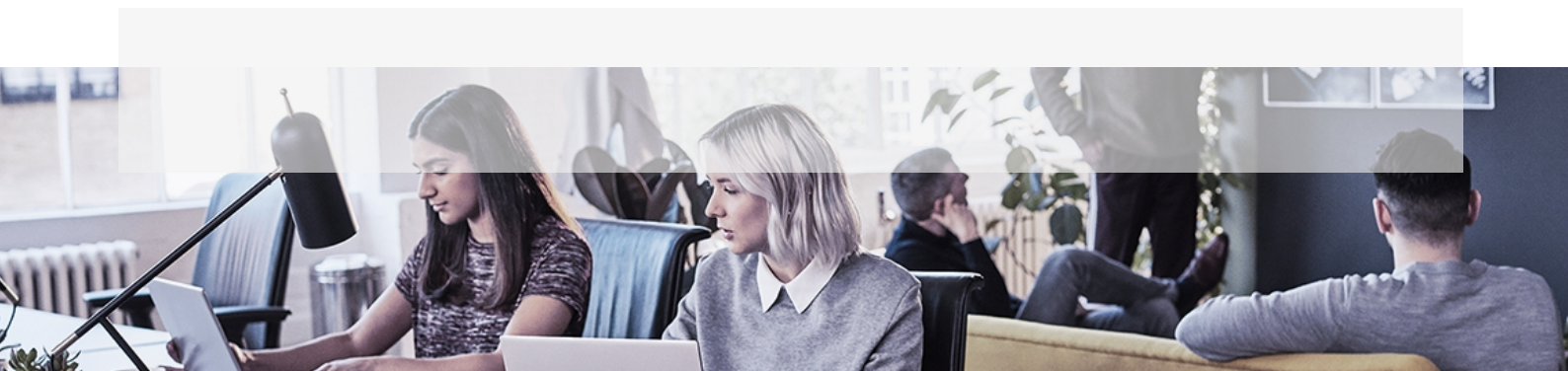
WHERE WE STAND:

(GRI 103-2, GRI 103-3)

EMPLOYMENT AND EMPLOYMENT RELATIONSHIPS

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

Senior Management 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, 68% of total senior management (includes all directors, senior managers and general managers are locals (as per the GRI definition), where the remaining 32% are foreigners, compared to 64% local vs 36% foreigners in the base year.

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

▶ **Total number and rate of new employee hires during 2022, by age group, gender and region** (GRI 401-1a):

237 people left the company and 230 were recruited during 2022, i.e. 1:1,03 compared to 1:1,25 in base year. (Positions that have been cancelled are excluded).

39% of the new hires were based in Europe and 61% in the Middle East.

70% out of the 230 new hires were male and 30% female employees. (Base year: 72% male, 28% female)

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. During 2022, this program was implemented 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:** 0,50% out of total employees, 25% male and 75% female, in the regions of Europe and Middle East. The decrease of the % compared to prior years is due to the retirement of employees.

LABOUR PRACTICES

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

During 2022, the turnover ratio was 29% (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 organisation, presented below in figure 14, is as follows:

At the under 30 age group, the turnover is 59% (base year: 13%), at the age group of 31 to 50, the turnover is 29% (base year: 84%), and at the ages over 50, the turnover is 11% (base year: 3%).

Out of the total employees that left the Group, 34% were female compared to 66% male employees

Employee turnover by region, gender and age
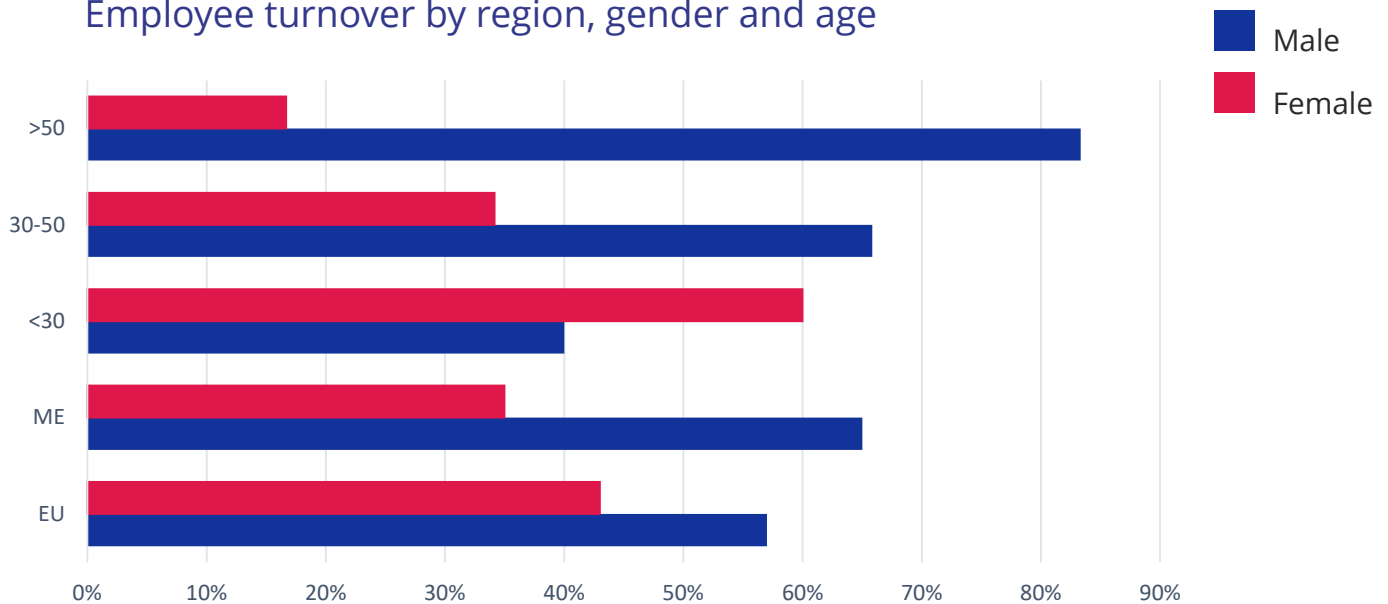
▲ **Figure 14:** Employees turnover by region, gender and age (2022)
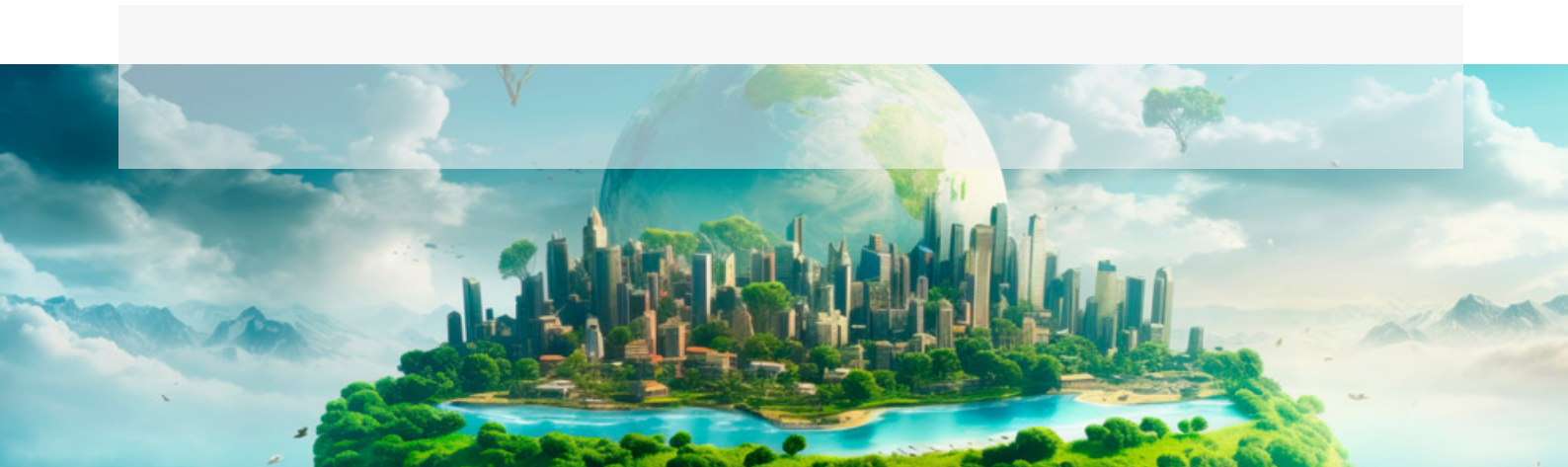
CONDITIONS OF WORK AND SOCIAL PROTECTION

▶ 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 2022, 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.

▶ Total number of incidents of discrimination and corrective action taken (GRI 406-1):

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

▶ During the summer period, Cyprus-based employees are entitled to an afternoon off.

▶ Parental leave (GRI 401-3)

Logicom employees are entitled to parental leave in accordance with local law provisions. Percentage of entitled employees that took parental leaves in 2022 are presented in figure 15, 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.)

PARENTAL LEAVE 2022

42% 👤
Male employees that took parental leave

58% 👤
Female employees that took parental leave

▲ **Figure 15:** Parental leaves (2022)

Return to work rate:
100% (employees that used parental leave and returned to work after the end of its duration)

Retention rate:
53% (employees that used parental leave and returned to work and remained >12 months)

LABOUR PRACTICES

▶ 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 based on the local legislation. The contributions refer to the subsidiary companies in Greece, Italy, United Arab Emirates, Saudi Arabia, Kuwait, Oman, Qatar, Bahrain, and Lebanon. 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 2022.

▶ 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 impacts.

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

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.

Total incident rate, per 100 employees: **0,13**	Lost workdays, per 100 employees: **1,253**

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 Employment Medical Assessment Policy

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. 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

The Logicom Flu Vaccination Programy

The Logicom Flu Vaccination Program was introduced to offer annually free flu vaccinations to all Cyprus based employees wishing to get one.

HUMAN DEVELOPMENT AND TRAINING IN THE WORKPLACE

■ **Average hours of training per employee by gender** (GRI 404-1i):

AVERAGE TRAINING HOURS

24,69	*Average Training Hours Per Employee*
29,26	*Average Training Hours Per Male Employee*
12,76	*Average Training Hours Per Female Employee*
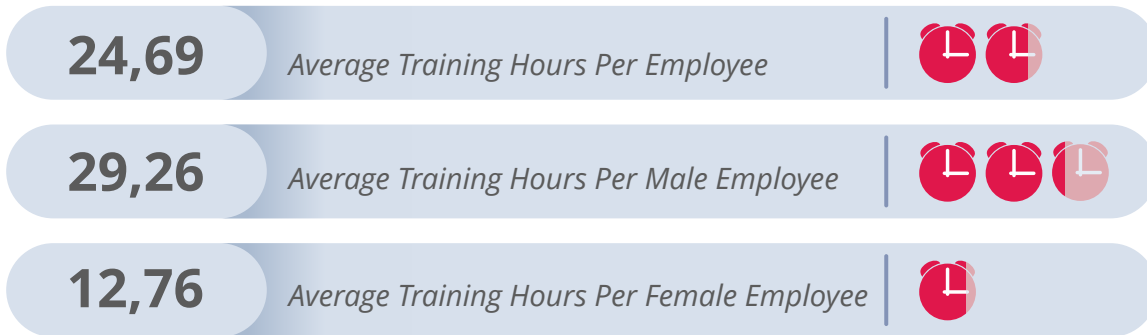
▲ **Figure 16:** Average training hours (2022)

The total hours of trainings have increased compared to base year by 17,42 hours per employee, 21,52 hours per male employee and 6,73 per female employee.

■ **Average training hours per employee category:** (GRI 404-1ii):

| **188,56** | *Primary* | **579,94** | *Secondary* |

▲ **Figure 17:** Total and average training hours per employee by department (2022)

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 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)

LABOUR PRACTICES

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. Logicom is an approved ACCA (Association of Chartered Certified Accountants) employer to ensure that its certified employees will maintain and enhance the knowledge and skills needed to deliver a professional service.

LABOUR PRACTICES

Note: | ⊘ Goals Planned | ⊘ Goals in Progress | ⊘ Goals Completed

WHAT WE ACHIEVED UP TO 2022:

- ⊘ Grievance mechanism completed and communicated.
- ⊘ Anti-bribery and Corruption Policy Acknowledgement and e-learning training for all employees.
- ⊘ Education of employees on company's Code of Business Conduct
- ⊘ Education of employees on US/UN/EU Sanctions and Export Control Compliance Policy, Competition Law Compliance Policy, and Data Privacy Policy.
- ⊘ Disclosure (Whistleblowing) policy was established and communicated to encourage the employees to report suspected misconduct or illegal acts.
- ⊘ Introduced a procedure to review Group's Policies and Procedures.
- ⊘ The implementation of an Occupational Health and Safety Management System and the certification with ISO 45001:2018 for Logicom Solutions.

WHERE ARE WE HEADED:

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.

- ⊘ The implementation of an Occupational Health and Safety Management System and the certification with ISO 45001:2018 of Occupational Health and Safety Management System for Logicom Public Ltd.

Long-term Goals:

- ⊘ Training hours: continue to increase the training hours per employee with emphasis on developmental trainings

- ⊘ Improvement of health and safety monitoring procedures.

HUMAN RIGHTS

(GRI 103-1)

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.

HUMAN RIGHTS

WHERE WE STAND:

(GRI 103-2, GRI 103-3)

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:

- Supplier's 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 supplier's 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.

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)

HUMAN RIGHTS

All the new supplier contracts signed in 2022 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 was conducted to track Logicom's performance across its areas of operation. (GRI 412-1)

The due diligence was undertaken as a start, at two of its main operations, that is, Cyprus and UAE.

Human Rights Due Diligence Report findings

As a responsible corporate citizen, Logicom is committed to upholding the highest standards of ethics, integrity, and transparency in all its operations, products and services. The organization recognizes that it has a responsibility to respect human rights and is committed to addressing any adverse impacts on human rights that may arise from its activities. Towards that, Logicom has established and initiated for the first time in 2022, a human rights due diligence process to identify, prevent, mitigate, and account for any potential negative impacts on human rights associated with its operations, products and services.

As part of the Human Rights Due Diligence process, Logicom Group engaged with its employees at the two locations where the majority of its employees are located (Europe and Middle East regions), through personal interviews. The purpose of these interviews was to gain insights into the level of awareness of the company's human rights policy, and its adoption in practice, the perception of how well the organization manages human rights issues and to identify areas of improvement.

Based on the responses provided, it appears that most employees are aware of Logicom Group's Human Rights Policy and its contents. As suggested by the results over both locations, most employees feel that the company manages human rights issues fairly well, particularly in areas such as health and safety, labor rights, non-discrimination and bribery and corruption. In regard to the adoption of the policy in practice, few participants lacked awareness of the Group's process and available mechanisms for reporting any cases of violations, grievances and discrimination.

Currently the Company is evaluating the outcomes of the due diligence exercise with the intention of defining its future actions. A detailed plan for the implementation of these actions could be developed and monitored through effective mechanisms.

Logicom's workforce currently does not include any indigenous people. (GRI 411-1)

HUMAN RIGHTS

FOCUS AREA:

To undertake human rights **due diligence** to proactively identify and assess **human rights risks situation** and 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.

Note: | ✓ Goals Planned | ✓ Goals in Progress | ✓ Goals Completed

WHAT WE ACHIEVED UP TO 2022:

- ✓ The Human Rights Policy has been completed and released.
- ✓ Human Rights Due Diligence completed for two main operations of the Group, in the regions of Europe and Middle East.
- ✓ E-learning on Human Rights completed and attended by all employees.

WHERE ARE WE HEADED:

Mid-term Goals:

- ✓ In-person employee training on Logicom's Human rights policy and procedures.
- ✓ Evaluation of Due Diligence outcomes and development of a detailed plan for the implementation of future actions to address any risks identified.

Long-term Goals:

- ✓ Due diligence on Human Rights risks in the countries of operation.

FAIR OPERATING PRACTICES
(GRI 103-1)

Fair operating practices concern ethical conduct in an organization's dealings with other organizations.

Behaving ethically is fundamental to establishing and sustaining legitimate and productive relationships between organizations. Therefore, observance, promotion and encouragement of standards of ethical behavior underlie all fair operating practices.

More specifically, in the area of social responsibility, fair operating practices concern the way an organization uses its relationships with other organizations to promote positive outcomes. Positive outcomes can be achieved by providing leadership and promoting the adoption of social responsibility more broadly throughout the organization's sphere of influence.

Logicom conducts its business with integrity and care. It believes that integrity, fair dealing and good business practices are essential assets of the Group and this should be reflected in all its activities.

Logicom's Code of Business Conduct, which is an integral part of the Group's culture, mentions explicitly that the Group has full commitment for zero tolerance to bribery and corruption, operating in compliance with competition laws, complying with trade sanctions and US, UN and EU export regulations and for protecting personal data and applicable laws. To sustain its compliance and its commitment to fair operating practices and global compliance regulations, Logicom has partnered with international firms of professional advisors.

FAIR OPERATING PRACTICES ⚖

WHERE WE STAND:

(GRI 103-2, GRI 103-3)

ANTI-CORRUPTION

Logicom has developed and implements an Anti-Bribery Management System that fully complies with the requirements of the ISO 37001:2016 Anti-Bribery and Corruption Management Systems.

Logicom's **Anti-Bribery and Corruption Policy** applies to all staff members employed at all levels and grades, including the Board members, directors, senior managers, officers, employees, consultants, contractors and trainees in all countries where it operates.

The Group's staff receives regular training on the Anti-Bribery and Corruption Policy and are bound to conduct their tasks and responsibilities in accordance with the relevant requirements as part of their ongoing employment assessment process and /or contractual and/or any other relationship with the Group.

Stakeholders and other third parties with whom the Group may transact, are expected to have ethical standards that are compatible with this Policy and the relevant anti-bribery and corruption legislation and to have an appropriate anti-bribery and anti-corruption compliance program in place. Logicom reserves the right to terminate its contractual relationship with stakeholders and other third parties if they breach this Policy as well as the right to bring legal proceedings in respect of any loss or damage (including reputational damage) suffered as a result of such a breach.

Business partners onboarding:

All prospective customers, vendors and business associates are assessed as to whether they meet Logicom's on boarding requirements.

➤ **Total number and percentage of operations assessed for risks related to corruption** (GRI 205-1a):

Logicom Public Ltd has undergone an Anti-Bribery and Corruption Risk Assessment for all its operations in Cyprus (100%). Risks related to corruption were identified and assessed.

➤ **Significant risks related to corruption identified through the risk assessment** (GRI 205-1b):

Percentage of operations identified with corruption related risks: 45.5%.

Indicatively, the analysis of risks identified by department is as follows:

- Management *(47%)*
- Sales Department *(33%)*
- Purchasing Department *(10%)*
- Accounts Department *(5%)*
- Human Resources Department *(5%).*

FAIR OPERATING PRACTICES ⚖️

▶ Total number and percentage of governance body members that the organisation's anti-corruption policies and procedures have been communicated to, broken down by region (GRI 205-2 a):

100% to all governance body members

Governance body members include the Board of Directors, the Executive Management Committee and the Anti-bribery and Corruption Compliance teams based in Europe and Middle East.

▶ Total number and percentage of employees that the organisation's anti-corruption policies and procedures have been communicated to, broken down by employee category and region (GRI 205-2 b):

100% to all employees of the Group, in all departments in Europe and Middle East regions.

▶ Total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organisation's anti-corruption policies and procedures have been communicated to any other persons or organizations (GRI 205-2 c):

The Anti-Bribery and Corruption Policy Statement was communicated to all active customers of the Group. The % of active customers that accepted the policy and were successfully on-boarded was 88%.

The Anti-Bribery and Corruption Policy Statement was communicated to all Business Associates (suppliers and subcontractors) in Cyprus that they were evaluated with above low bribery risk. 80% of the business associates accepted Logicom's Anti-Bribery and Corruption Policy Statement.

▶ Total number and percentage of governance body members that have received training on anti-corruption, broken down by region (GRI 205-2 d):

100% of governance body members.

Governance body members include the Board of Directors, the Executive Management Committee and the Anti-bribery and Corruption Compliance teams based in Europe and Middle East.

▶ Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region (GRI 205-2 e):

100% of the Group employees in all departments in Europe and Middle East regions.

More specifically the trainings cover the topics of:

- US/UN/EU Sanctions and Export Control Compliance Policy
- Logicom's Exports Controls Santions
- Logicom's Code of Business Conduct

- Logicom's Competition Compliance Policy
- Anti-Bribery and Corruption Policy
- Compliance Trainings (Sales Teams)

FAIR OPERATING PRACTICES ⚖

- Total number of confirmed incidents of corruption (GRI 205-3 a): **Zero**

- Total number of confirmed incidents in which employees were dismissed or disciplined for corruption (GRI 205-3 b): **Zero**

- Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption (GRI 205-3 c): **Zero**

- Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases (GRI 205-3 c): **Zero**

FAIR COMPETITION

Logicom is committed to ensuring that integrity, fair dealing and ethical business practices are reflected through all of its business activities and relationships globally.

Logicom cautions all employees, wherever they are located, that all discussions held at meetings or events with Competitors must be conducted in strict compliance to all applicable local Anti-trust or Competition Laws and in accordance with the Company's Competition Law Compliance Policy. The policy procedures define the internal reporting obligations for any kind of communication with competitors, the rules of communication with competitors, and support to ensure completeness in planning and keeping records of meetings with competitors or summarising meetings that took place by coincidence.

- Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant. (GRI 206-1 a): **None**

- Main outcomes of completed legal actions, including any decisions or judgments. (GRI 206-1 b): **N/A**

FAIR OPERATING PRACTICES ⚖

RESPONSIBLE POLITICAL INVOLVEMENT

Logicom Group does not make any financial or in-kind political contributions either directly or indirectly. (GRI 415-1)

PROMOTING SOCIAL RESPONSIBILITY

To the best of our knowledge, none of Logicom's major 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 414-1, GRI 414-2)

RESPECT FOR PROPERTY RIGHTS

The Company does not employ indigenous people. (GRI 411-1)

The Company complies with all rules and regulations, no fines or sanctions for failure to comply were imposed. (GRI 419-1)

Raising concerns:

Logicom is committed to the highest standards of openness, transparency, integrity and accountability. The Company utilizes an array of tools to deter and to encourage and facilitate the reporting of any bribery and/or corruptions attempts.

FAIR OPERATING PRACTICES ⚖️

FOCUS AREA:

The Group has an impeccable anti-corruption record, which is critical to its operations, because any implication that the company is engaged in corruption could lead to legal consequences, financial damages and a tarnished reputation.

While the Group has demonstrated significant inclusion of social and environmental procurement criteria for its suppliers or sub-contractors, an additional practice to consider is the use of sustainability ratings that would provide additional screening depth and third-party accreditation for its suppliers' and business associates' compliance.

Note: | ✅ Goals Planned | ✅ Goals in Progress | ✅ Goals Completed

WHAT WE ACHIEVED UP TO 2022:

- ✅ Achieve communication of the Anti-bribery and Corruption Policy Statement to all customers, vendors and business associates.
- ✅ All employees of the Group attended the Anti-Bribery and Corruption Policy E-learning training.
- ✅ The Group Compliance manager carries out specialiased Anti-Bribery training on high risks position such as sales, finance, procurement and credit control.

WHERE ARE WE HEADED:

Long-term Goals:

- ✅ Inclusion of social and environmental procurement criteria for suppliers and businesses associates.

CONSUMER ISSUES

(GRI 103-1)

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 our 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.

CONSUMER ISSUES

WHERE WE STAND:

(GRI 103-2, GRI 103-3)

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. 2022 results are presented in figure 18 below.

KEY PERFORMANCE INDICATORS (KPIs)

- Yearly Total Performance, KPI: **4,78/5**
- Business Consulting Services: **4,5/5**
- Business Solution and Software: **4,77/5**
- Project Management: **4,65/5**
- Meet customer needs and expectations: **88%**
- Average call customer satisfaction survey: **4,88/5**

▲ **Figure 18:** Customer satisfaction surveys results for Services (2022)

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, identify patterns and 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 2023.

To improve customers' satisfaction and be able to better serve their needs, the Group is currently designing a new process, that will be built into the e-commerce platform, to gather customers' valuable insights as to how they perceive Logicom as their business partner. This new process will allow customers to answer one randomly chosen question and give feedback on customer satisfaction.

CONSUMER ISSUES 🛒

CUSTOMER COMPLAINTS:

In 2022, 10 customer complaints were recorded, all from EU region customers. 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.

CONSUMER ISSUES

FOCUS AREA:

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.

Note: | Goals Planned | Goals in Progress | Goals Completed

WHAT WE ACHIEVED UP TO 2022:

- 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.
- Completion of an Energy Audit of all Cyprus' based companies, premises and fleet.

WHERE ARE WE HEADED:

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 basis.

Long-term Goals:

- Sustainable consumption: promote sustainable consumption through our customer channel.

THE ENVIRONMENT
(GRI 103-1)

The decisions and activities of organisations invariable have an impact on the environment no matter where the organisation is located. These impacts may be associated with the organisation's use of resources, the location of the activities of the organisation, the generation of pollution and wastes, and the impacts of the organisation's activites on natural habitats. To reduce their environmental impacts, organisations should adopt an integrated approach that takes into consideration the direct and indirect economic, social, health and environmental implications of their decisions and activities.

In today's interconnected world, the relationship between organisations and the environment has become increasingly crucial. As businesses strive for success and growth, they also bear a significant responsibility to protect and preserve the planet we call home. The impact of industrial activities on the environment has never been more apparent, prompting a paradigm shift towards sustainable practices and environmental stewardship.

Logicom is committed to protecting the environment and the well-being of the community in which it operates. For this reason, Logicom has developed and maintains an Environmental Management System conforming to the requirements of ISO 14001:2015 which focuses on reducing the adverse environmental impacts of its operations by choosing products which are environmentally friendly, delivering products through well-planned routing of vehicles, and proper handling of waste materials. The system is implemented in Cyprus based companies, but its principles are applied throughout the Group were possible.

THE ENVIRONMENT
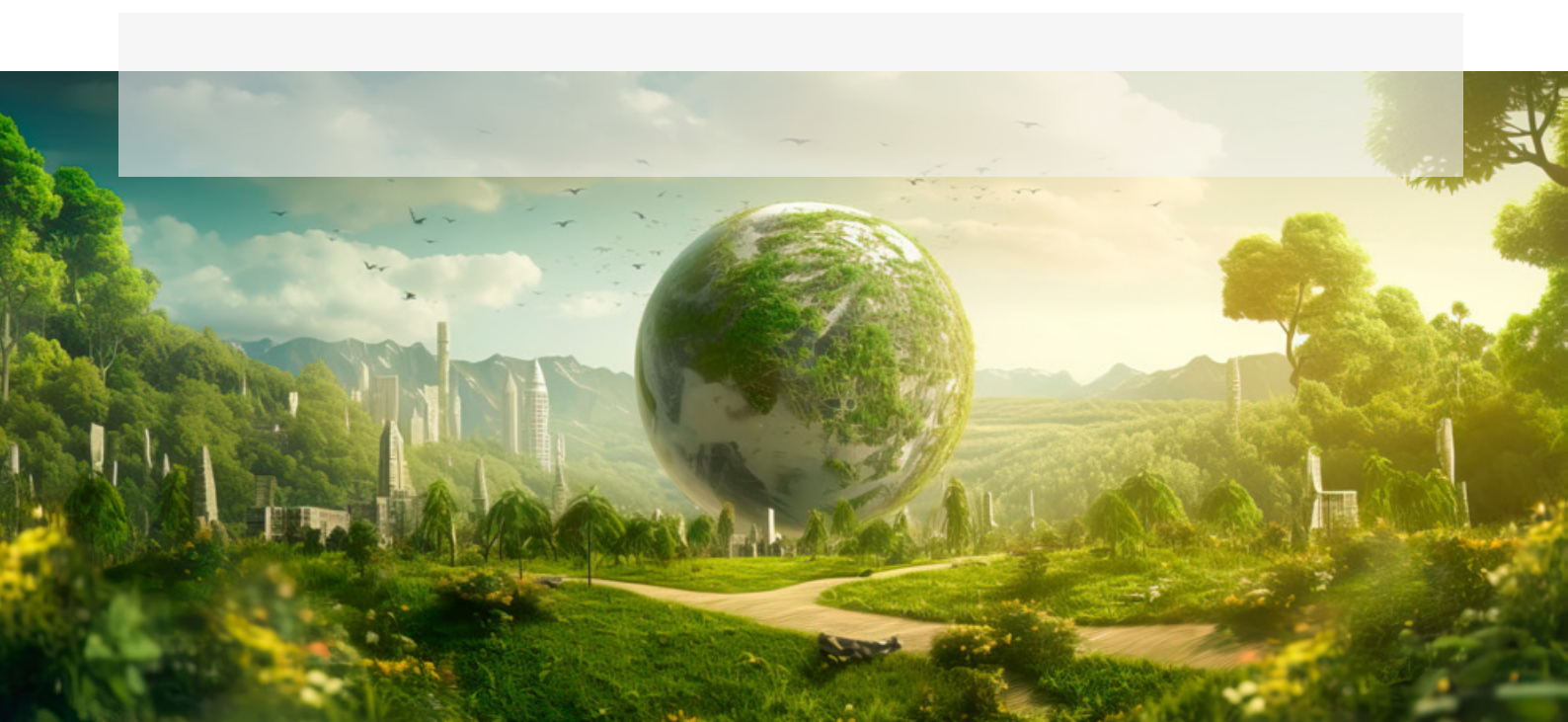
WHERE WE STAND:

(GRI 103-2, GRI 103-3)

PREVENTION OF POLLUTION

Managing Electrical and Electronic Waste

Logicom participates in WEEE Electrocyclosis collective schemes for the management of electrical and electronic waste. The purpose of this system is to collect this waste for recycling and reuse. In order to comply with our environmental policy, this waste should not be disposed as common municipal solid waste but should be segregated and disposed in dedicated collection points and bins.

Logicom encourages its employees and partners to ensure the proper handling and disposal of this waste in order to reduce our burden to the environment.

Managing Packaging Waste

Logicom participates in Green Dot collective scheme for the management of packaging waste. Therefore, paper and packaging waste is collected and forwarded to relevant, approved organizations for proper handling and recycling.

All employees are aware of the measures taken within our organization for the proper disposition of paper and packaging waste. Additionally, we consistently implement the efficient use of paper in all our offices in order to minimise waste.

Managing Battery Waste

Logicom participates in Green Dot collective scheme for the management of packaging waste. Therefore, paper and packaging waste is collected and forwarded to relevant, approved organizations for proper handling and recycling.

All employees are aware of the measures taken within our organization for the proper disposition of paper and packaging waste. Additionally, we consistently implement the efficient use of paper in all our offices in order to minimise waste.

(GRI 306-1, GRI 306-2, GRI 306-3, GRI 306-4, GRI 306-5)

THE ENVIRONMENT

Emissions:

The Company measures its emissions that result from the Company's direct and indirect operations.

More specifically:

Direct (Scope 1) GHG emissions:

Fuel consumption of commercial cars in metric tons of CO_2 equivalent.

	2022	2021	+/- Change
% of L/100k sales	17.98	24,39	-26,28%

Direct (Scope 1) GHG emissions intensity:

The emissions are mainly derived from the warehouse vehicles used for distribution i.e. vans.

Energy indirect (Scope 2) GHG emissions

Electricity Consumption GHG emissions in metric tons of CO_2 equivalent.

	2022	2021	+/- Change
Kw/h per employee	2.722	2.211	+23,11%

Energy indirect (Scope 2) GHG emissions intensity:

The electricity consumption mainly derives from air conditioning and heating. In the headquarters in Cyprus, it derives also from the server rooms.

Other indirect (Scope 3) GHG emissions:

The electricity consumption mainly derives from air conditioning and heating. In the headquarters in Cyprus, it derives also from the server rooms.

	2022	2021	+/- Change
Co2 emissions in metric tones	170.95	60.5	+182,6%

THE ENVIRONMENT

In 2019, the Co2 emissions from business travel amounted to 240 metric tones. The decrease compared to 2022 is 29%. These two years are more comparable since in the years 2020 and 2021 COVID19 restrictions on travel took place.

In 2022 an Energy audit was conducted for all the Company's locations in Cyprus. The purpose of the audit was to identify environmental, and energy saving opportunities to improve environmental and carbon footprint.

Other indirect (Scope 3) GHG emissions intensity:

These emissions derived mainly from business trips to Dubai and Saudi Arabia two of the Group's largest operations.

(GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-3, GRI 305-4, GRI 305-5)

ENVIRONMENTAL COMPLIANCE

To the best of our knowledge, none of Logicom's suppliers was identified as having significant negative impacts on the society and the environment.

All the contracts signed between the Group and its major distribution and services suppliers are based on the supplier's 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.

(GRI 308-1, GRI 308-2)

WHERE ARE WE HEADED:

Note: | Goals Planned | Goals in Progress | Goals Completed

Short-term Goals:

Assess the Group's performance on the issue of interest of sustainable resource use, climate change mitigation and adaptation and protection of the environment, biodiversity and restoration of natural habitats.

Mid-term Goals:

Monitoring and improve recycling practices in all the Group companies.

Long-term Goals:

Introduce remedy action plans for the adverse effects on environment.

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, spar 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 recognized the importance of SDGs and presents in this report the alignment between the actions we have made and the SDGs. Currently aligning with 7 of them, our ultimate goal is to eventually align with all 17 SDGs. **On the next page we demonstrate how Logicom contributes to the SDGs corresponding to the major areas outlined in this report:**

3 GOOD HEALTH AND WELL BEING

❯ 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.

❯ 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 work force.

4 QUALITY EDUCATION

❯ 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

5 GENDER EQUALITY

❯ Logicom's effrots in promoting and achieving gender equality are reflected in their constantly improving gender rations 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.

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

8 DECENT WORK AND ECONOMIC GROWTH

❯ Logicom is a large sized organisation providing jobs to an increasing number of people with 798 currently being employed across Europe and the Middle East. Company policies in place, including a formal written Code of Conduct, 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.

❯ 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, 68% of total senior management are locals and 32% are foreigners, demonstrating an improvement from the base year's ratio of 64% locals and 36% foreigners.

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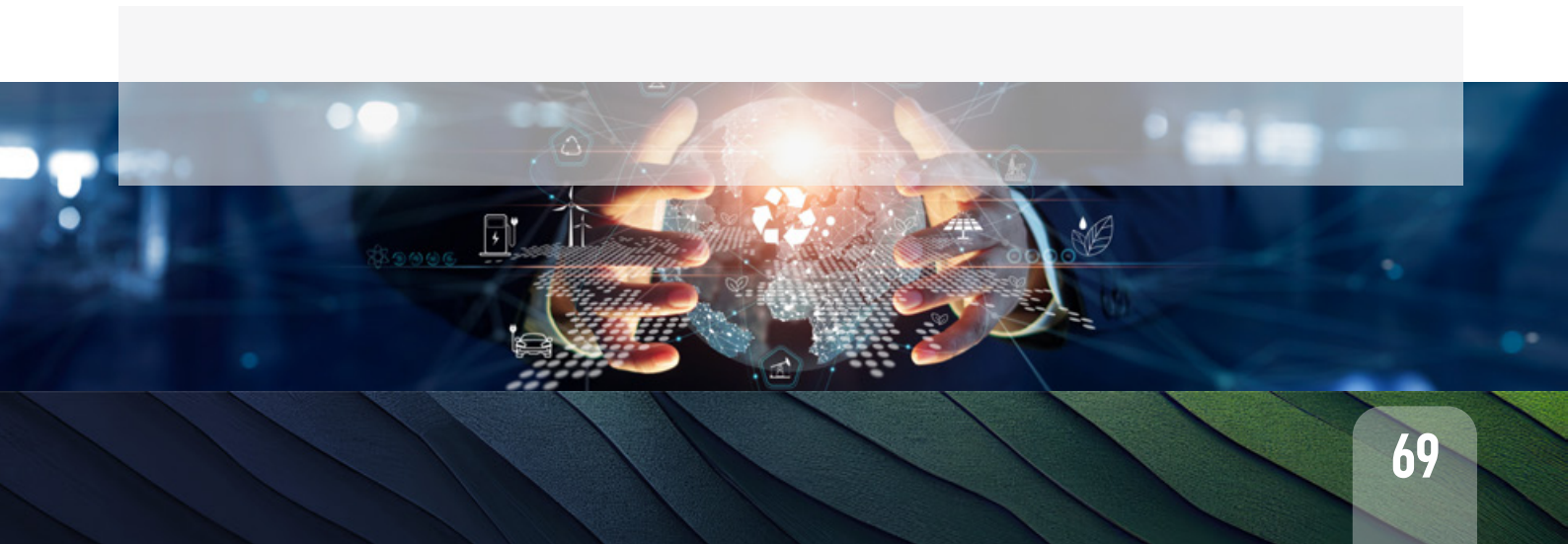
In addition to reducing gender inequality, numerous criteria are set in place for achieving as much diversity as possible within the Board of Directors while ensuring the availability of suitable candidates is always accounted for.

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 31 nationalities and of which 0.5% is taken up by employees with physical disabilities.

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 work force.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

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.

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

17 PARTNERSHIPS FOR THE GOALS

Ethical conduct in the organisation's dealings with other organisations is fundamental to establishing and sustaining a legitimate and productive relationship. Logicom's Code of Conduct and Anti-Bribery and Corruption Statement Policy mentions explicitly that the Group is fully committed to zero tolerance to bribery and corruption, operating in compliance with competition laws, complying with trade sanctions and US/UN/EU export regulations, and protecting personal data and applicable laws. Logicom has developed and implements an Anti-Bribery Management System that fully complies with the requirements of the ISO37001:2016 Anti-Bribery and Corruption Management Systems.

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".

DISCLAIMER

The purpose of this consolidated corporate social responsibility report (the "report") is solely and exclusively limited to the Company's and the Group's compliance with the provisions of section 151B of the Companies Law Cap. 113.

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This report does not constitute an **offer to sell or an invitation to purchase** or recommendation or advice, to acquire or dispose of any securities in the Company and/or the Company's subsidiaries in any jurisdiction.

This report shall not exclude any liability for, or remedy in respect of, **fraud** .

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