



21

**SUSTAINABLE
DEVELOPMENT
REPORT**

iSquare |  **Authorised
Distributor**



2021 HIGHLIGHTS - iSquare

FINANCIAL FIGURES



44% increase in turnover

ENVIRONMENT (E)



22% reduction in indirect greenhouse gas emissions (Scope 2 emissions)
39% increase in energy consumed from Renewable Energy Sources (RESs)

SOCIETY (S)



53% of our employees are female
13 new individuals hired
1.339 hours of employee training
€10.416 in social investments
0 (zero) complaints regarding human rights violations

CORPORATE GOVERNANCE (G)



0 (zero) incidents and/or complaints about matters of corruption, unfair competition, anti-competitive behavior, anti-trust and monopoly practices
Full compliance with laws and regulations in the social and environmental area

iSquare

Authorized Distributor of Apple products

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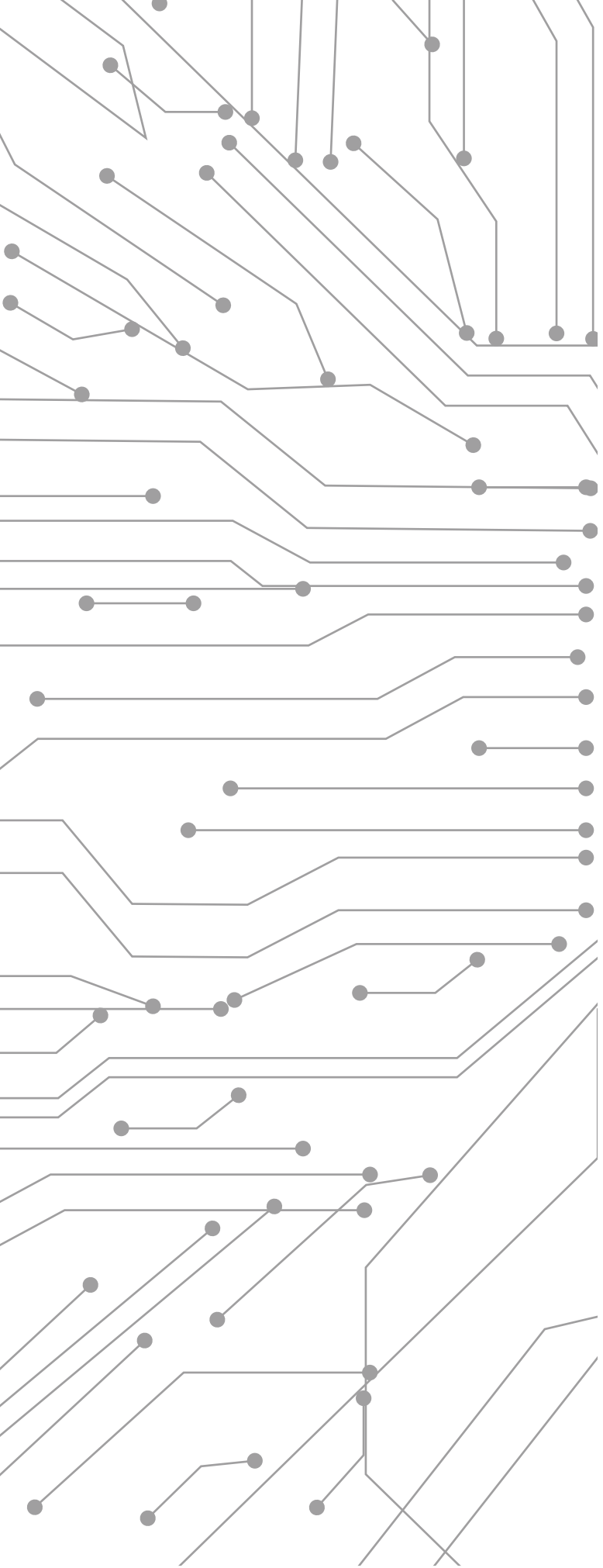
About the report

[GRI 102-1, GRI 102-48, GRI 102-50, GRI 102-51, GRI 102-52, GRI 102-53, GRI 102-54]

This report is the 8th Annual Sustainable Development Report of iSquare and concerns the period 1.1.2021 - 31.12.2021. The Report was prepared in accordance with the Global Reporting Initiative (GRI), core option and standard AA1000AP (2018). The previous version was issued in September 2021 and covered the period 1.1.2020 – 31.12.2020.

This report by iSquare is part of the 2021 Sustainable Development Report of the Quest Group, which includes the completed publications of the GRI indicators as well as selected, basic, advanced and industry indicators of the ESG 2022 Information Publication Guide, issued by the Athens Stock Exchange (<https://www.quest.gr/>).

At the same time, the Quest Group report presents the new ESG strategy of the Group, from which the goals have been incorporated into the business models of its companies.



iSquare

The Company

[GRI 102-2, 102-3, 102-4, 102-5, 102-6, 102-7]

Since 2009, iSquare Single-member S.A. has been the authorized distributor of all Apple products in Greece and Cyprus. Our headquarters are located at 27 Alexandrou Pantou Street, 176 71 Kallithea, Greece. We engage in designing, implementing and delivering integrated solutions to innovative products and technologies provided by Apple. We also distribute annually around 1,300 different popular Apple product codes such as iPhone, iPad, Mac, Apple Watch, Apple TV, iPod and Beats, as well as accessories.

Our vision and mission

Our vision is to provide high-quality products and services to our Greek and Cypriot consumers so that they can live the ultimate Apple experience. We operate on a customer-centric basis by being close to our customers in every way and at all times through our authorized reseller network.

2021 Awards and Distinctions



VALUE CREATION <IR>

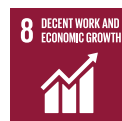
Our Business Model for Sustainable Development

INPUT	Business activities and practices	Output
<p>FINANCIAL CAPITAL</p> <ul style="list-style-type: none"> Equity <p>Debt INDUSTRIAL CAPITAL</p> <ul style="list-style-type: none"> Buildings IT Infrastructure Equipment <p>INTELLECTUAL CAPITAL</p> <ul style="list-style-type: none"> Intellectual property, patents, copyright Software and systems Procedures, protocols Reputation / Reliability (57 years of operation) <p>HUMAN CAPITAL</p> <ul style="list-style-type: none"> Total human resources Knowledge, skills and abilities Ethical values Trust / loyalty <p>SOCIAL CAPITAL</p> <ul style="list-style-type: none"> Strategic and long-term partnerships with industry-leading high technology vendors, start-ups and innovative businesses. Customers (largest companies in Greece / abroad) <p>NATURAL CAPITAL</p> <ul style="list-style-type: none"> Energy Water Raw materials 	<p>PRIMARY</p> <ul style="list-style-type: none"> Design, implementation and support of integrated ICT solutions and services <p>AUXILIARY</p> <ul style="list-style-type: none"> Business Development (research and collaboration with academic and technological bodies) Quality, infrastructure security, data protection and business continuity Marketing of services Human Resource Management Managing relationships with stakeholders Legal Services (Anti-corruption and anticompetitive behavior practices) Personal data management Evaluation of partners / suppliers / Supplier Code of Conduct Services to the community, corporate volunteerism Environmental management 	<p>FINANCIAL CAPITAL</p> <ul style="list-style-type: none"> Financial value creation/financial performance <p>INDUSTRIAL AND INTELLECTUAL CAPITAL</p> <ul style="list-style-type: none"> Provision of ICT solutions that contribute to the development of innovation, the advancement of knowledge, the generation of expertise and the expansion of digital transformation Provision of ICT solutions, with an environmental and/or social impact Ensuring quality, infrastructure security, data protection and business continuity <p>HUMAN CAPITAL</p> <ul style="list-style-type: none"> Strengthening employment (e.g. through job creation) and halting brain drain Ensuring the health, safety and wellbeing of employees Provision of continuous education, certification and employee development Promoting Diversity and Inclusion in the Workplace <p>SOCIAL CAPITAL</p> <ul style="list-style-type: none"> Ensuring business ethics and regulatory compliance Establishment of a healthy ecosystem of partners and a responsible supply chain (for innovation development) <p>NATURAL CAPITAL</p> <ul style="list-style-type: none"> Reduction of energy consumption and greenhouse gas emissions Promoting activities for Circular Economy

OUTCOMES	OUTCOMES	OUTCOMES
Impacts for the company	Impacts for the company for its stakeholders	Company impact on the economy, society and the environment
<ul style="list-style-type: none"> Increase of market share. Expansion of activities, introduction / export of expertise through foreign markets Penetration into research programs Expansion and development of solutions and services through new partnerships Development of innovation and improvement of knowledge through optimal use of new technologies Improved competitive advantage Long-term reduction of operating costs Exalted reputation /leadership Increase of human capital / direct job creation Increase of productivity Improved opportunities for internal mobility Talent retention Improvement of competitive advantage as employer of choice / best workplace Enhancement of a responsible employer's profile Ensuring social license to operate 	<p>GROUP SHAREHOLDERS</p> <ul style="list-style-type: none"> Maintaining and improving their sound financial position Increase of confidence and satisfaction <p>FINANCIAL INSTITUTIONS / INVESTMENT COMMUNITY</p> <ul style="list-style-type: none"> Maintenance and improvement of their sound financial position Increase of confidence with an emphasis on ESG criteria and satisfaction <p>CUSTOMERS</p> <ul style="list-style-type: none"> Development of innovation and enhancement of digital transformation Improvement of services, internal operations and procedures Creation of competitive advantage Maintenance and improvement of sound financial position Improvement of productivity Increase of confidence and satisfaction <p>SUPPLIERS / PARTNERS</p> <ul style="list-style-type: none"> Indirect job creation Innovation development and improvement of knowledge through optimal use of new technologies Maintenance and improvement of sound financial position Increasing confidence and satisfaction <p>EMPLOYEES</p> <ul style="list-style-type: none"> Improvement of knowledge and upgrade of skills and competencies Improvement of possibility of both internal mobility and off Group Productivity boost Enhancement of feeling of security and reciprocity Improved morale Increase of confidence and satisfaction <p>REGULATORY AND BUSINESS BODIES</p> <ul style="list-style-type: none"> Innovation development and improvement of knowledge through optimal use of new technologies Increase of confidence and satisfaction 	

Economic performance

[GRI 103-1, GRI 103-2, GRI 103-3, GRI 201-1]



iSquare has achieved rapid progress in recent years. In 2021, iSquare's turnover increased by 44% (€ 251 million compared to € 174 million), surpassing the annual target.

The net loan liabilities of iSquare and the leverage rate for the last three years are depicted by the table below:

Net Loan liabilities & Leverage Rate of iSquare (€)			
	2019	2020	2021
Total loan liabilities	0	5.000.000	0
Minus:			
Net cash and cash equivalents	(8.728.119)	(13.717.978)	(1.138.093)
Net borrowing amount	(8.728.119)	(8.717.978)	(1.138.093)
Total capital employed	10.924.173	13.270.361	15.909.748
Leverage factor	-397%	-192%	-7%

The direct financial value produced and distributed by iSquare in the last three years is presented in the following table:

Direct economic value generated and distributed ¹ (€)				
Consolidated Figures ²		2019	2020	2021
Financial value generated	Revenue ³	140.356.531	174.079.338	251.114.472
	Operating costs ⁴	132.450.773	165.057.440	240.097.744
Financial value distributed	Employee salaries and benefits ⁵	2.854.974	3.354.659	3.509.378
	Payments to financing bodies	265.379	340.188	342.661
	Payments to State bodies ⁶	1.108.672	827.400	1.511.286
	Social investments ⁷	15.909	25.108	10.416

¹ Impairment-related items are not included.

² These amounts have been calculated in accordance with the requirements of the GRI 201-1 index.

³ Revenues from sales, accessory activities, dividends, interest, rent, foreign exchange differences and derivatives are included.

⁴ Includes sales expenses, administration expenses, sales costs, capital expenditure. Includes revenues from sales, accessory activities, dividends, interest, rent, exchange differences, derivatives, and payroll costs.

⁵ Operating costs are not included.

⁶ Does not include value-added tax (VAT), withheld taxes and Single Property Tax (ENFIA).

⁷ Includes donations, sponsorships.

Our employees are at the heart of our operations. In 2021, wages and employee contributions amounted to € 3,509,378 compared to € 3,354,659 in 2020 (5% increase).

The total payment of taxes and contributions of iSquare increased by 23%, as listed in the following table:

Payment of Taxes and Contributions (€)			
	2019	2020	2021
Payment of VAT	3.405.458	3.879.841	5.052.280
Social Security contributions	655.112	708.885	668.778
Payment of payroll tax (FMY)	375.597	369.635	379.913
Payment of other taxes	8.982	12.536	17.939
Total	4.445.131	4.970.897	6.118.910

The detailed financial results of the company are available in the Financial Statement of 2021, which is posted on the Quest Group's [website](#).

Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOAL FOR 2022
Sales growth by at least 10%.	Target achieved (44%).	10% sales growth (YOY) Selling at least 6,000 iPads in the context of "Digital Care for Teachers" program.

Engagement with Stakeholders and Material issues

Engagement with Stakeholders and Material issues

[GRI 102-40, GRI 102-42, GRI 102-43, 102-44]

Communication and interaction with groups that directly and indirectly affect iSquare are at the heart of our operations. We conducted a consultation in the form of an electronic questionnaire. The aim of the survey arch was to identify and prioritize the needs and requirements of stakeholders on environmental, societal and governance issues;

The categories of iSquare stakeholders are:

V

- Employees
- Regulatory or professional bodies
- Social Institutions or Non-Governmental Organizations (NGOs)
- Media
- Business Community
- Financial Bodies / Investment Community
- Local community
- Academic community
- Business Partners
- Customers

Recognition of material issues

[GRI 102-46, GRI 102-47, GRI 102-49]

For the purpose of identifying the material issues, a materiality analysis was performed based on the GRI Sustainable Development Standards and the Content Determination Principles:

- Inclusivity
- Materiality
- Sustainability Framework
- Completeness

The materiality analysis was performed by completing the three stages described below:

» A. Recognition of relevant issues for iSquare

Recognition of the material issues concerning the environment, society and governance was performed through consultation with stakeholders. The consultation with external and internal stakeholders was conducted through an electronic anonymous questionnaire with the aim of prioritizing the importance of the material issues (the evaluation scale started from "1-Not at all important" and ended at "5 - Very Important"). In the process of identifying material issues, the expectations and requirements of the stakeholders were identified and assessed.

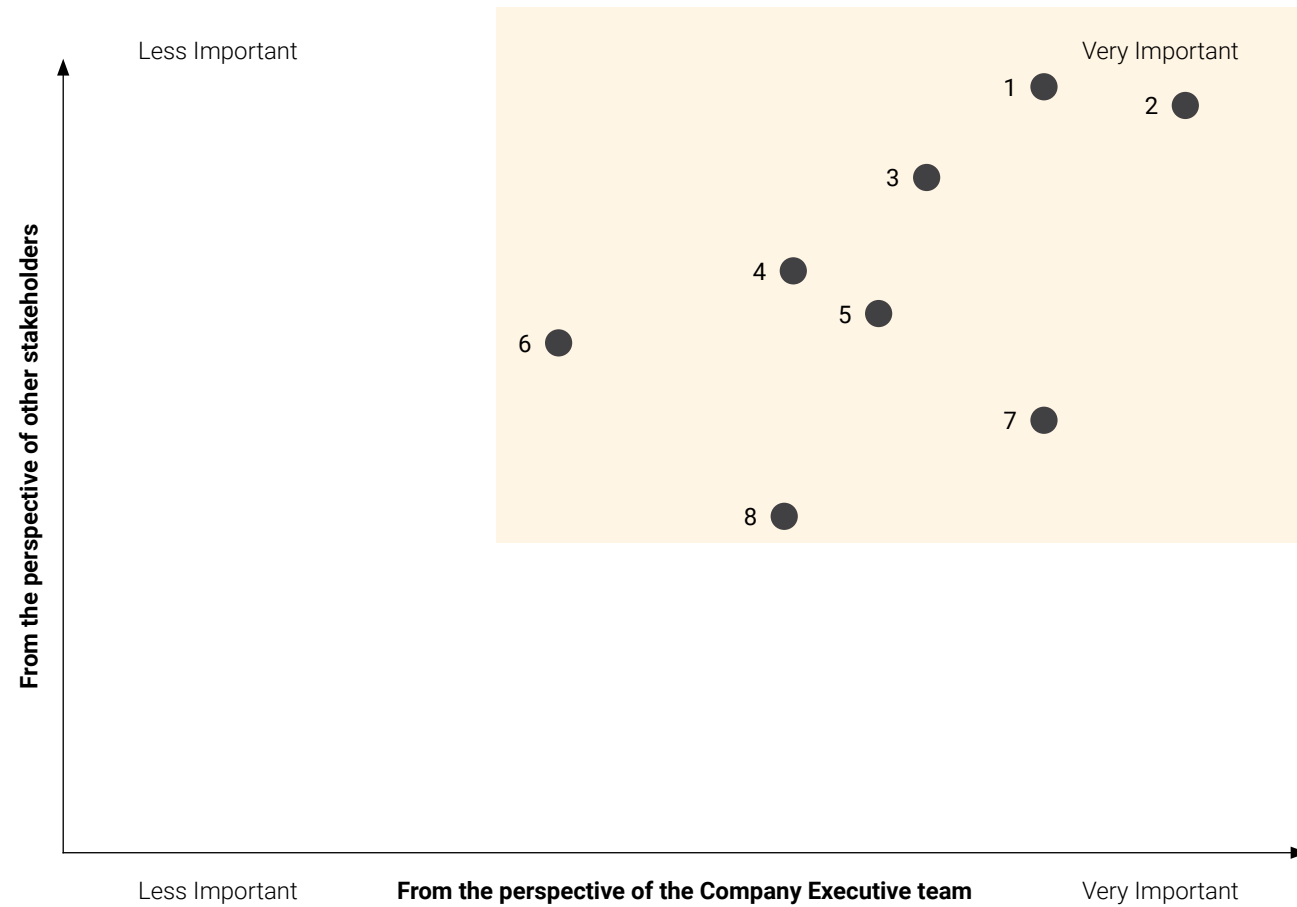
» B. Hierarchy of issues

In the context of prioritizing the issues, we have taken into account the Principles of Materiality and stakeholder Participation of the GRI Standards.

» C. Validation

At this stage, there was taken into account the Principle of Completeness and Participation of stakeholders for the GRI Standards in validating the results of stage B.

The chart below presents the material issues for iSquare.



1. Protecting Customers' Personal Data and Privacy
2. Ensuring the health, safety and well-being of employees
3. Ensuring business ethics and combating corruption
4. Providing education (certifications) and employee development
5. Supporting digital transformation and modernization through the provision of innovative products and services
6. Provision of technological products and services, with an environmental and/or social positive footprint
7. Protection of critical information systems and ensuring operational continuity
8. Compliance with regulatory authorities



Material Issues

[GRI 102-46, GRI 103-1]

The above table presents the material issues arising from the consultation with the stakeholders and their connection with the UN Sustainable Development Goals.

MATERIAL ISSUE	WHY THE ISSUE IS CONSIDERED MATERIAL	BOUNDARY LIMITS		
		Stakeholders directly affected by the issue	Impact on iSquare	Stakeholders outside the Company who may cause or be associated with the effects of the issue
	Connection with UN Sustainable Development Goals 			
Ensuring the health, safety and well-being of employees		• Employees	yes	<ul style="list-style-type: none"> • Executives • Regulatory or professional bodies
Protecting Customers' Personal Data and Privacy		<ul style="list-style-type: none"> • Business Partners • Customers 	yes	<ul style="list-style-type: none"> • Regulatory or professional bodies
Ensuring business ethics and combating corruption		<ul style="list-style-type: none"> • Employees • Executives • Business Partners • Business Community 	yes	<ul style="list-style-type: none"> • Regulatory or professional bodies • Social Agencies / NGOs • Media • Customers
Protection of critical information systems and ensuring operational continuity		<ul style="list-style-type: none"> • Employees • Executives 	yes	<ul style="list-style-type: none"> • Regulatory or professional bodies
Providing education (certifications) and employee development		<ul style="list-style-type: none"> • Employees • Executives 	yes	<ul style="list-style-type: none"> • Business Community • Regulatory or professional bodies
Compliance with regulatory authorities		<ul style="list-style-type: none"> • Employees • Executives • Business Partners 	yes	<ul style="list-style-type: none"> • Regulatory or professional bodies • Customers • Social Agencies / NGOs • Media
Supporting digital transformation and modernization through the provision of innovative products and services		<ul style="list-style-type: none"> • Business Partners • Executives 	yes	<ul style="list-style-type: none"> • Regulatory or professional bodies • Customers
Provision of technological products and services, with an environmental and/or social positive footprint		<ul style="list-style-type: none"> • Business Partners 	yes	<ul style="list-style-type: none"> • Customers • Local community

Our Corporate Governance model

Our Corporate Governance model



[GRI 102-18, GRI 103-2, GRI 405-1]

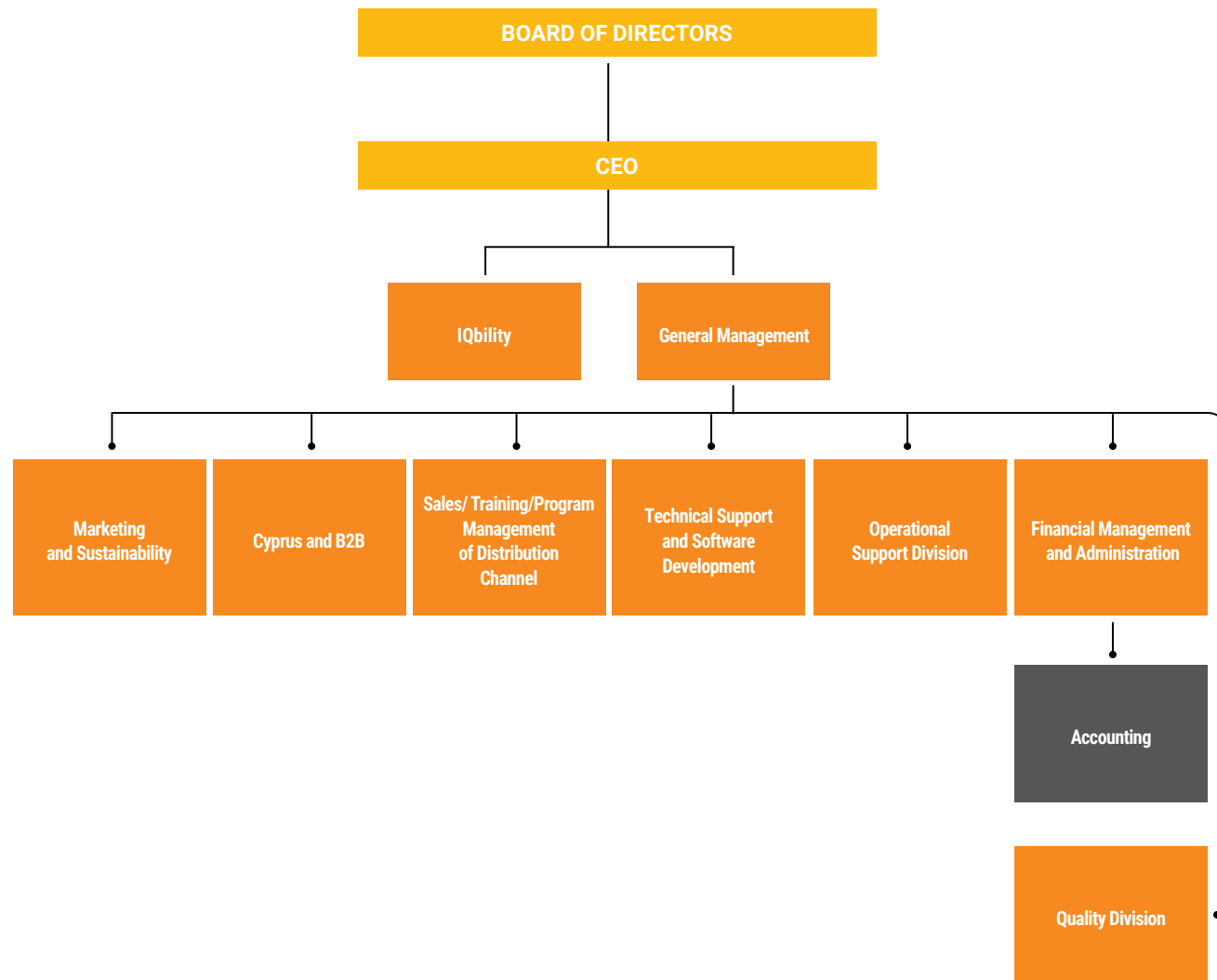
Corporate Governance

At iSquare, we believe that governance is essential to fostering our success and achieving long-term sustainable value for our stakeholders. Our Board of Directors consists of 6 members and is the supreme governing body of iSquare. It is responsible for the supervision and management, the formulation of policy and strategy and the continuous profitability of the company.

Board of Directors	
Konstantinos Stavropoulos	Chairman and CEO
Eftychia Koutsourelis	Vice-Chairwoman
Apostolos Georgantzis	Member
Dimitrios Eforakopoulos	Member
Markos Bitsakos	Member
Theodoros Fessas	Member

iSquare has created the Sustainable Development Team, which is a subordinate of the CEO and manages the Sustainable Development and Corporate Social Responsibility issues. The Committee operates on the basis of the strategic guidelines and coordination of the Quest Group Sustainable Development Committee.

Organization chart



Ethical business behavior and culture, and regulatory compliance

[GRI 103-2]



Material issues:

- » Ensuring business ethics and combating corruption
- » Compliance with regulatory authorities

In order to ensure sustainable development, iSquare has the concepts of business ethics and corporate governance at the heart of its operations. We apply all the fundamental principles and values included in the Quest Group's single Ethical Conduct Policy. The implementation of the policy is mandatory both for our Board and staff and for our external partners and suppliers.

In 2021, iSquare had (zero) incidents and complaints about matters of corruption, unfair competition, anti-competitive behavior, anti-trust and monopoly practices.

Moreover, regulatory compliance represents a clear commitment in accordance with the principles of integrity, transparency, justice, professionalism and team spirit, which are all principles that govern our operation. In 2021, iSquare recorded full compliance with laws and regulations in the social and environmental area.

Protection of customer privacy and data

[GRI 103-2]



Material issues:

- » Protection of critical information systems and ensuring operational continuity
- » Protecting customers' personal data and privacy

Protecting our customers' data and sensitive information is our priority. We operate on the basis of the Quest Group's Intelligence Security Policy. In the last 4 years, iSquare, with the support of a qualified consultant and the guidance of the Group's Data Protection Officer (DPO), has been materializing and implementing a program of compliance with the EU's General Data Protection Regulation. 2016/679.

Policies and procedures relating to the protection of personal data are posted on the Group's internal information intranet for the purpose of easy access and information to our employees. In addition, we have adapted and upgraded the company's IT infrastructure to effectively comply with personal data issues.

Infrastructure security continues to play a key role for the company. In 2021, a series of actions were implemented to further strengthen it, such as:

- Conducting penetration tests by an independent specialized body in order to objectively check the security conditions of the websites with the highest traffic/exposure.
- Transferring the databases to the internal network with a strong, level-3 firewall and level-7 security with full assignment for the web in Cloudflare.
- Submission of all access points to a certificate control mechanism for the external partners of the company.
- 2-factor authentication or certificate study for virtual private network (VPN) users, in cases where they need to have remote access, such as in remote working.
- Implementation of development-testing network separation from corporate network with strict access control.
- Upgrading all services to Transport Layer Security (TLS) 1.2. A necessary change since no other access will be allowed soon.

The important achievements of 2021 concerning the protection of personal data are presented below:

- Zero cases of non-compliance with personal data legislation.
- Zero substantiated complaints of personal data misuse
- Zero data leakage or alteration or interruption of Information and Communications Technology (ICT) systems either for a short or a long period.
- Zero data breach incidents.
- No downtime was observed during business days and hours
- Upgrading the corporate email to Azure Exchange.
- Upgrading the corporate Directory to the latest version.
- Connecting all corporate network security services with the new Directory.
- Activation of Cisco Secure-X.

Our performance - Our goals

[GRI 103-3, GRI 418-1, iSquare Index]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Zero cases of non-compliance with personal data legislation.	100% achievement.	ESG Strategy goal Assessment of requirements for ISO 27001:2013.
Zero substantiated complaints of customer personal data misuse.	100% achievement.	Compulsory training to employees using computers.
Zero data leakage or alteration or interruption of ICT systems of short or long duration.	100% achievement.	Evaluation of the vulnerability of main systems.
Complete internal network shielding with priority on data security. Classification of access rights to resources and systems with simultaneous extension of teleworking.	80% achievement.	Completion of ISE with Cisco AMP Monitoring Secure-X Making users log in with certificates 2-FA Corporate emails From Auth SSO to Corporate DBs
System availability > 99.9%	No downtime was observed during business days and hours.	Move all active sites to Cloudflare to ensure system availability > 99.9%.
Zero data breach incidents.	100% achievement.	Using Cloudflare WAF - 7 to ensure zero data breach.
Continuous monitoring of the site so that it is always up to date and functional.	100% achievement.	Use of Cloudflare live reporting and Cloudflare app monitoring for the uninterrupted control of the site.

Our People

Our People



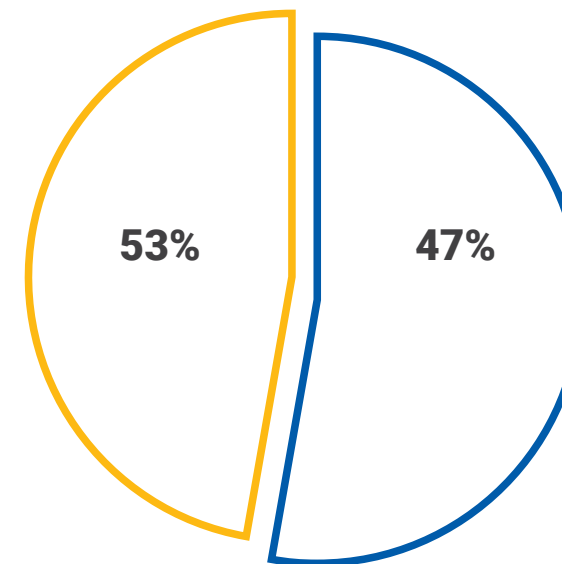
[GRI 103-2, GRI 103-3, GRI 401-1]

At iSquare, we want to be a highly preferred employer. We invest in the evolution of our human resources, we provide equal opportunities and we want to attract new talent to our team.

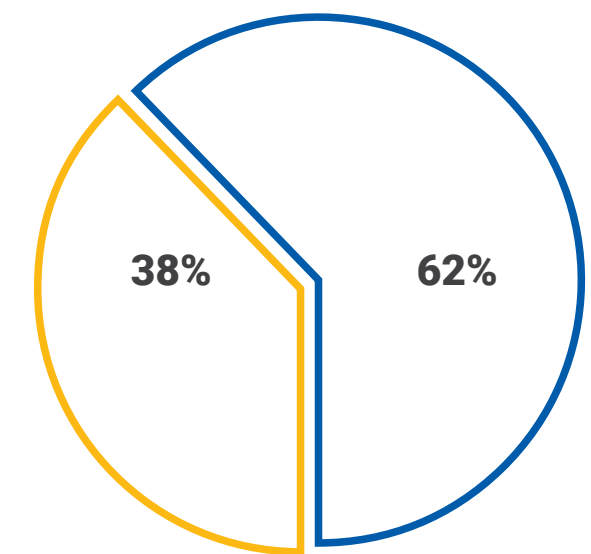
Diversity and Inclusion



At iSquare, we support diversity and provide equal opportunities for our employees. We employ a total of 55 employees. The largest percentage of our employees (53%), as shown in the chart below, consists of women.

Percentage of human resources per Gender 2021



Total individuals hired by Gender 2021

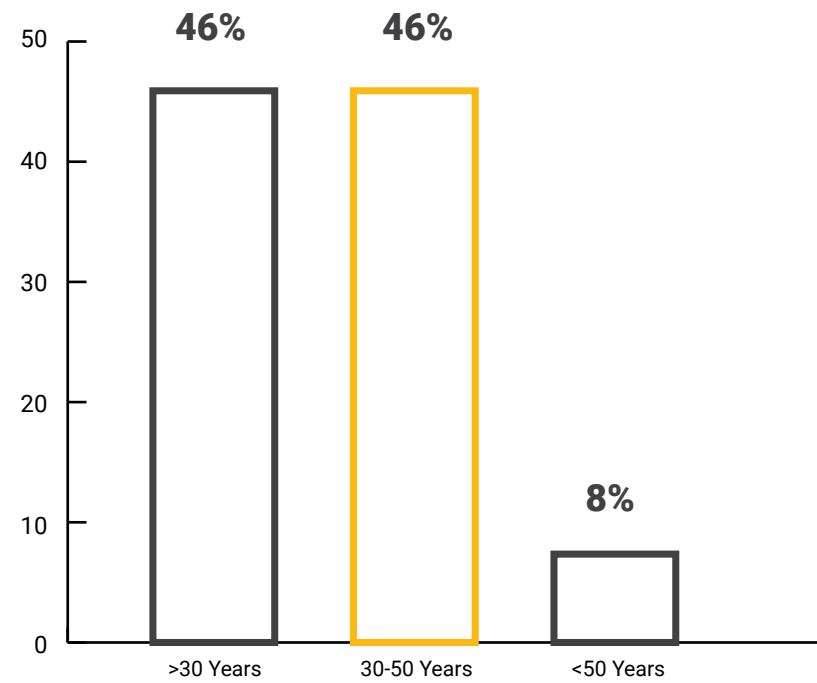


 Women  Men

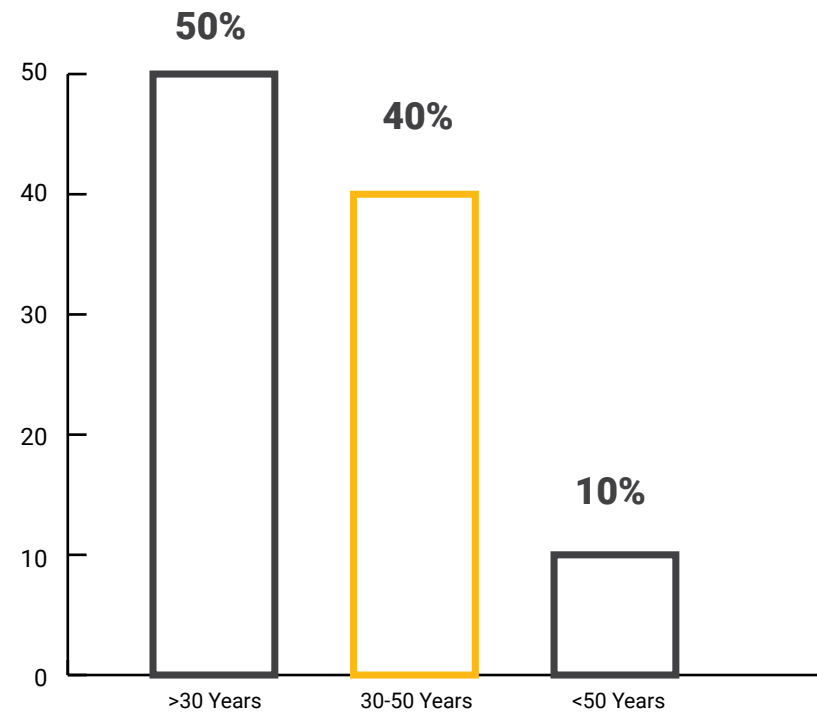
Attracting competent and worthy employees is especially important for us. All instances of hiring were made in Attica, and the contracts are open-ended. In 2021, iSquare hired 13 new individuals, 62% of which are men (8) and 38% women (5).

Staff mobility was 14%. In the year 2021, there were recorded 20 departures, 8 of which were voluntary, 4 were non-voluntary, 2 were retirements and 6 were transfers. In detail, the individuals who were hired and departed by age group are listed in the following graphs.

New individuals hired by age



Departures by age



In 2021, the following were recorded:

- Zero complaints about human rights violations
- Zero complaints about the work practices implemented or incidents of discrimination.

Employee Development

[GRI 103-2, GRI 404-1, GRI 404-3]

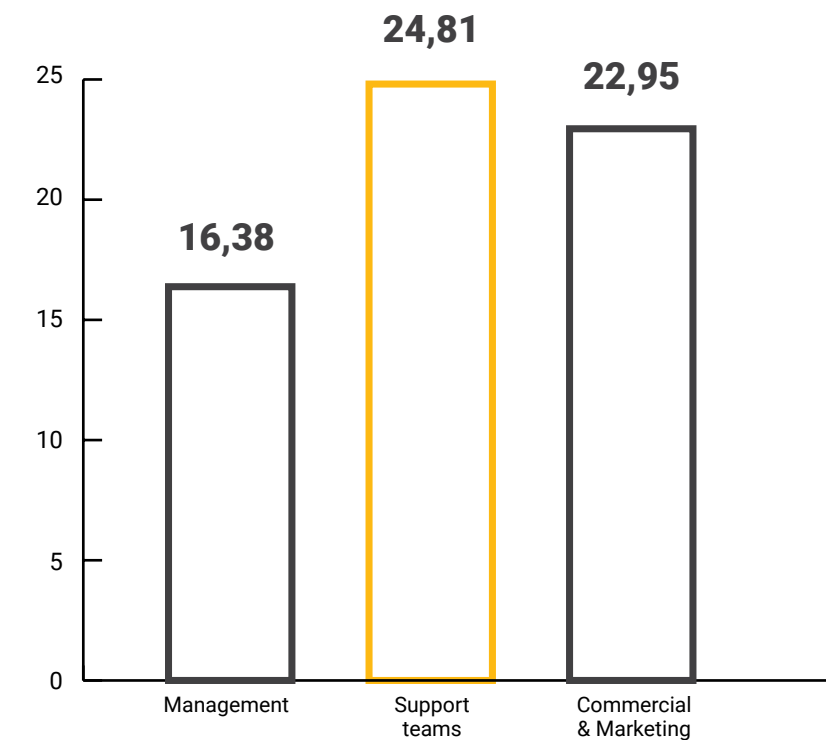


Material issue:

» **Provision of training and development of employees**

We invest in the development and progress of our employees. In 2021, the total number of training human-hours was 1,339 hours, which translates to an average of 24.35 hours of training per employee. Training hours vary depending on the position of the employee in the organization. More specifically, the average training per employee category is shown in the graph below.

Average training hours by employee category



In addition, we apply a regular assessment to improve the efficiency of our employees. In 2021, 100% of non-iPros staff (In-house promoters in customer stores), representing around 70% of our active staff, were assessed for their annual performance.

Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
1,400 man-hours of training (due to COVID-19, they may be reduced)	1,339 human-hours of training	ESG Strategy goal Annual increase by 2.5% in training hours per employee

Health, safety and well-being of employees

[GRI 103-2, GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7]



Material issue: » Ensuring the health, safety and well-being of employees

At iSquare, our people are at the center of our company's successful course, with the health and safety of our staff being a priority. We have created an extensive Health and Safety Management System at work, which is based on the Health and Safety, Physical Security Policies of the Group and operates in full compliance with the requirements of the legislation. The system's main factor is the assessment, forecasting and prevention of occupational risk, along with the monitoring and recording of accidents and work-related illnesses.

The technical consultants for health (Occupational Physician) and safety (Security Technician), in cooperation with the employees and the executives of the company, identify and assess occupational risk.

We provide our employees with training on safety issues, first aid and methods for dealing with systemic risks. We also carry out systematic periodic inspections at the company's premises and at the workplace. The frequency of checks is made in relation to the number of employees and suggested changes or instructions for proper operation or modification/improvement of equipment are provided. Possible accidents at work are recorded in detail in a special form with the aim of investigating, evaluating and avoiding them in the future. Through their training, iSquare employees are able to know potential risks and report them to the company's competent bodies.

We provide medical and hospital care, through social security and also through an additional private group program. In addition, we offer free voluntary influenza vaccination for all employees.

Well-being and quality of life

The well-being of our employees is of particular importance to us. We implement actions such as annual excursions, celebrations for the families of our employees, gym classes, etc., which enhance the well-being of our people. In collaboration with EAP HELLAS, we provide a program of specialized psychological and counseling services, through telephone communication and individual sessions for employees and their family members. The program aims to support issues related to the work environment and personal issues.

Moreover, we perform voluntary blood donation program, centrally coordinated, was carried out for the replenishment of the Group's Blood Bank, as well as the greater reinforcement of voluntary blood donation.

Our performance - Our goals

[GRI 103-3, GRI 403-8]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
COVID-19 Pandemic Impact Management.	The management of the COVID-19 pandemic at the level of human resource management is considered successful. There was no dispersion in large groups of employees, teleworking was successful, all the necessary measures were taken in time.	COVID-19 Pandemic Impact Management.
Zero accidents at work.	100% achievement. There were no accidents at work that were serious and resulted in a multi-day sick leave. Also, there have been no reported cases of occupational illnesses.	ESG Strategy goal LTIF <2.3 TRIR <1.2
Implementation of a comprehensive psychological support program in collaboration with EAP HELLAS.	100% achievement.	Maintaining implementation of the comprehensive psychological support program in collaboration with EAP HELLAS.
Continuation of good employee well-being practices.	Achievement of target during a pandemic.	Continuation of good employee well-being practices.

Responsible business activity

Responsible business activity

We integrate the adoption of high ethical, social and environmental standards in our business. We operate on the basis of a sustainable supply chain with respect for all humans and the environment and the support of local communities to achieve sustainable development.

Sustainable supply chain

[GRI 102-9, GRI 102-10]

Apple is sole main supplier of iSquare, which plays a leading role in the design and manufacture of innovative technology products and services. Apple has taken a number of actions to reduce its environmental footprint and is committed to becoming carbon-neutral by 2020 with the footprint of its products becoming neutral by 2030. At the same time, it is committed to the complete recycling of products, the use of clean energy for their production and the use of non-harmful raw materials for both humans and the environment. For more information, visit the Apple website.

Our performance - Our goals

[GRI 103-3, iSquare Index]

The Apple Excellence Monobrand program, a global Apple program in which vendors from all over the world are currently involved, will be extended to the iStorm branch network in Greece and Cyprus. After many hours of training, participants will have the opportunity to receive the Apple Champion title.

By participating in the program, they enjoy unique privileges and participation in exclusive events and training seminars. Through this program, our goal is for the sellers to maintain close contact with the brand and the products, to know the ecosystem in depth and to be able to offer high-quality services to Apple customers.

The Apple Excellence Program has also been extended to the Public Group's network of stores. In total, the entire network was given the title of Apple Champion to 64 more sales consultants and they received a total of 10 hours of training to obtain the title.

2021 TARGETS	RESULT FOR 2021	GOALS FOR 2022
At least 440 hours of training were held.	In 2021, 450 hours of training took place, either remotely or with a physical presence in dedicated areas.	At least 450 hours of training.
Increasing the number of Apple Champions by 10.	Apple champions increased by 64.	Increasing the number of Apple Champions by 20.

Sustainable products & digital innovation

Sustainable products & digital innovation



Material issues:

- » Supporting digital transformation and modernization through the provision of innovative products and services
- » Provision of technological products and services, with an environmental and/or social positive footprint

Digital Transformation

- » The sustainable development of iSquare and the Group as a whole is directly linked to the digital transformation. At iSquare, we operate according to the Group's guidelines having created an internal Digital Transformation analysis and design team. This team designs, plans, implements and supervises all digital transformation actions of the company.

The team has focused on a number of actions:

- » Improving customer experience in retailers offering Apple products through a fully digital and automated process (Digital Content Over The Air - DCOTA). This advanced solution provides the consumer with a demonstration of Apple devices for the best user experience of Apple products.
- » Implementation of a digitization project by including the full digitized operation of the stores, with the aim of achieving better operation, faster completion of tasks, transparency and complete digitization, avoiding paper prints and many others.
- » Implementation of an innovative "promotion and merchandising" application in order to digitally record all work processes of our human resources in order to achieve a more efficient result in the operation of the company.
- » Incorporation of digital recording and monitoring of marketing actions in order to better capture their performance and achieve optimal designs based on specific indicators.
- » Monitoring and recording of the training project in digital format and creation of a register of participating vendors by partner, hours of attendance, seminars, trainers, results, etc.

Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
98% customer satisfaction. Reducing complaints (up to 2).	97% customer satisfaction. Target achieved (98%) Complaints increased (9).	98% customer satisfaction Reducing complaints (up to 2).
Approaching more than 200 companies to integrate the Apple product.	The target was achieved by 50%	Redefining the major customer approach model. Examination of Apple Premium Reseller as B2B partner

Providing technology products, with an environmental and/or social impact

At iSquare, we participate in the supply of technology products with a positive impact on our wider business community. In cooperation with reputable bodies, we utilize Apple products in order to support the field of education.

More specifically, we implement the following actions:

“Innovation in Education” Program

iSquare implements the “Innovation in Education” action, with the aim of integrating Digital Technology in teaching, creating and enriching educational content and teaching programming code in schools. We follow the UNESCO Directive which encourages the use of portable computing devices in class with a view to extending their use to more countries around the world.

learniPad.gr - A revolutionary platform

The latest innovation is the creation of learnipad.gr, a free platform that offers teachers, parents and students rich material. Guides, seminars, videos and creative activities are just some of the ways of upgrading teaching experience through learnipad.gr. All the above provide the teacher or the professor with the opportunity to build a two-way relationship with their students, supporting them every step of the way. And the best thing is that the iPad is so versatile, with top speed, power and exceptional autonomy, that it can support every course, both in and out of class.

Environmentally friendly products

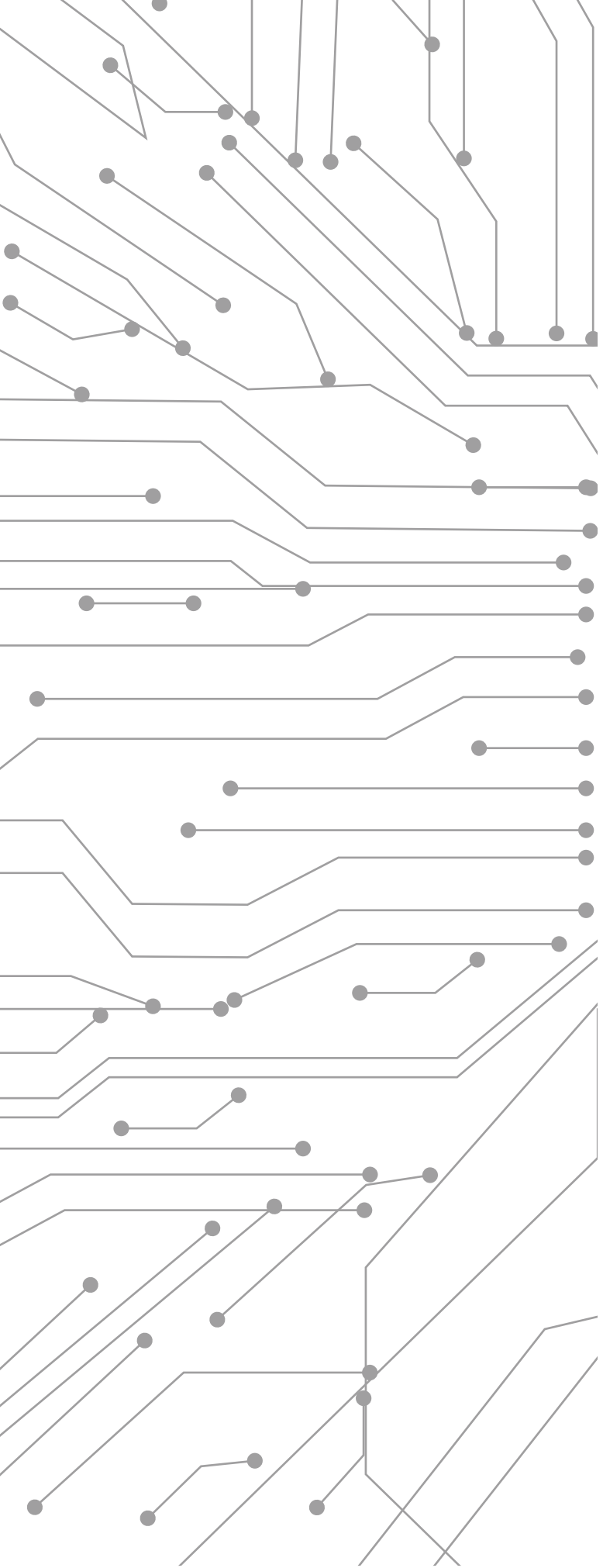
Apple, the company that supplies almost 100% of our turnover, is committed to producing environmentally friendly products. Already 40% of the materials included in the MacBook Air with Retina display come from recyclable sources, while the iPhone 13 series magnets come from 100% recycled rare minerals and the Apple Watch Series 7 case comes from 100% recycled aluminum. Apple designs innovative products of high-energy class to improve energy efficiency and achieve its goal for carbon neutrality by 2020.

For more information, visit Apple’s annual report.

Our performance - Our goals

[GRI 103-3, iSquare Indicator]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Creating a new iPad Platform in Education for teachers, parents and students of all ages.	Creation of the online platform learnipad.gr, which concerns Education. It offers free access to content for pupils, parents and students with the aim of enhancing interactive, collaborative and creative learning via the iPad.	Refreshing the learnipad.gr platform with material aimed primarily at teachers and the increase of topics.



Environment

Environment



[GRI 103-1, GRI 103-2, GRI 103-3, GRI 305-2]

iSquare acts in favor of environmental protection. Following the Environmental Policy of the Quest Group, which goes beyond the limits of compliance with legislation, we act responsibly in the face of environmental challenges. Our activities aim to reduce our environmental footprint while saving natural resources.

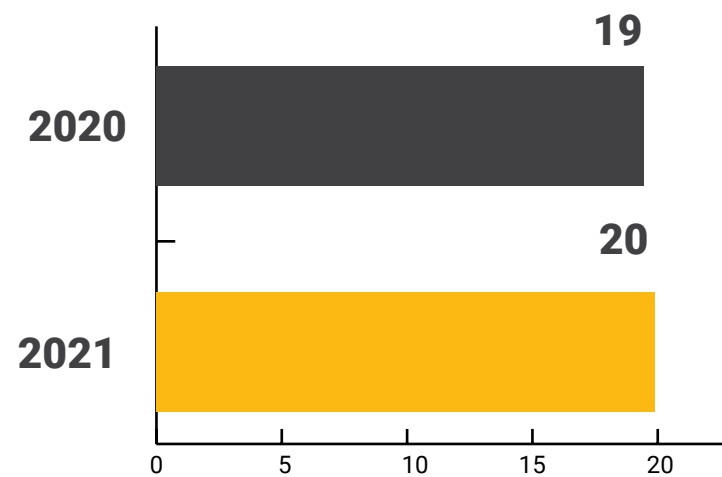
Climate change

We operate using Quest Group's commitment to reduce carbon footprint as a compass. We apply the Group's Risk Management System practices in order to examine and monitor risks and opportunities related to climate change, which may affect the operation of the company in the future.

Emissions of greenhouse gases

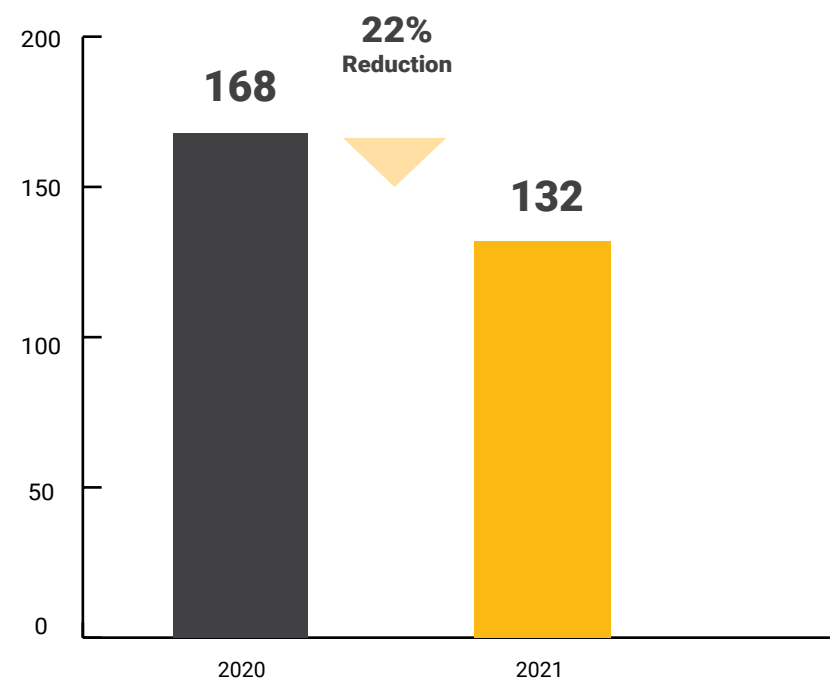
In iSquare, energy and greenhouse gas management is an important pillar of our operation. In 2021, the direct greenhouse gas emissions (Scope 1 emissions) were 20 tons of CO₂.

Direct emissions - Scope 1 (CO₂ Tons)



Our performance in 2021 in terms of indirect greenhouse gas emissions (Scope 2 emissions) showed a decrease of 22% compared to 2020 as indicated in the graph below.

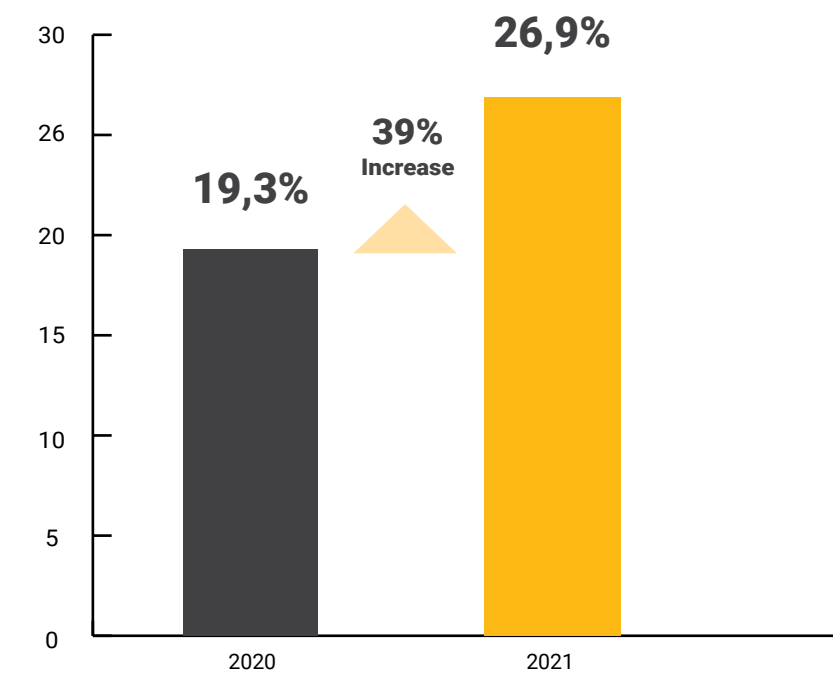
Indirect emissions - Scope 2 (Tons of CO₂)



Energy consumption

In 2021, 392 MWh of energy were consumed by iSquare. Moreover, the percentage of electricity consumed on the total energy consumed amounts to 78%. In iSquare, we focus on the use of green energy sources. In 2021, the share of consumed energy which was generated by Renewable Energy Sources (RESs) was 26.9%, a 39% increase compared to 2020.

Percentage of energy coming from RES*

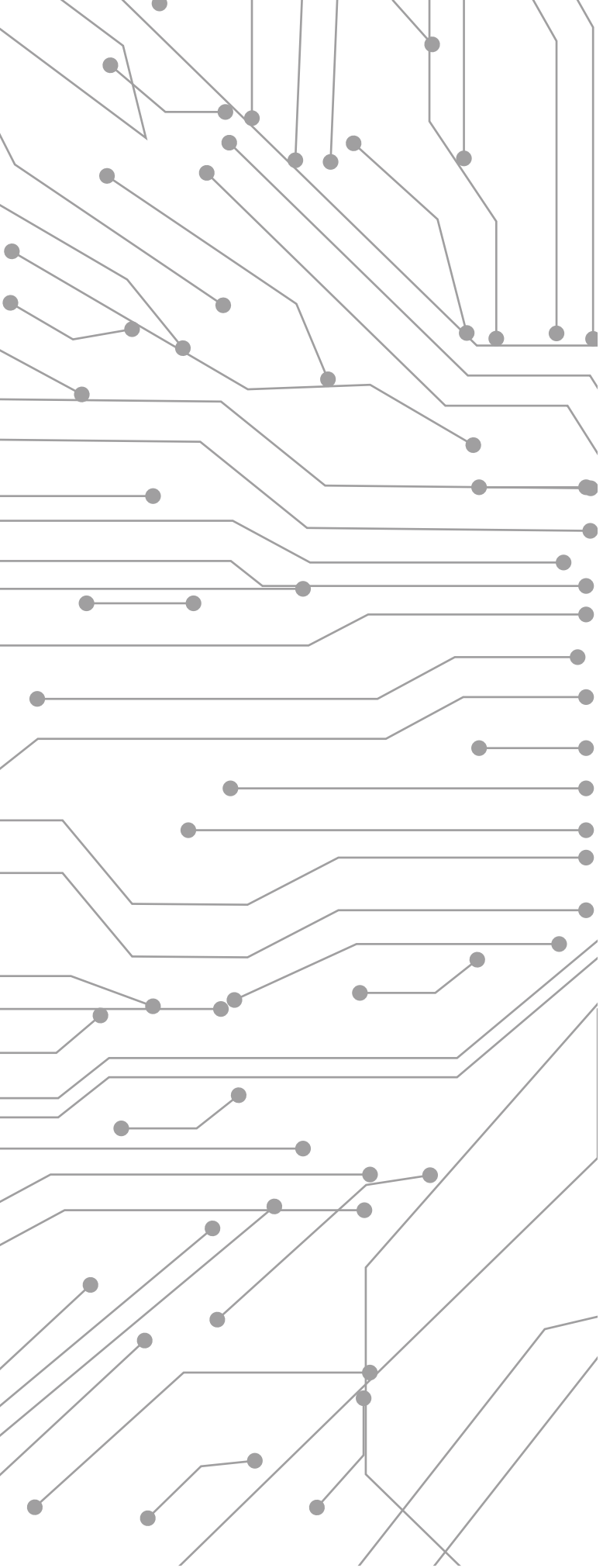


* Note: For the % of energy consumption from RES the conversion factor 2020 was used for our energy provider and was provided by DAPEEP

Our goals

[GRI 103-3, iSquare Indicator]

2022 GOALS - ESG strategy goals
4% of the supply of purchased electricity green certified from renewable sources
Creation of an electronic waste (e-waste) inventory
Evaluation of recycling partners
Adoption of a policy to reduce the use of paper



Contribution to Society

Contribution to Society

[GRI 413-1]



€10.416 in social investments

iSquare invests in empowering society at a broader level. We apply good practices that apply to all social groups, with an emphasis on helping people. In 2021, a total of € 10,416 was awarded to institutions and non-profit organizations (NGOs) to support children and vulnerable social groups, as well as to actions to support innovation and human resource development.

Future Goals

Future Goals

ISQUARE		
SDGS	MATERIAL TOPICS	GOALS FOR 2022
	<ul style="list-style-type: none"> • Creating financial value / financial performance of the company 	<ul style="list-style-type: none"> • 10% sales growth (YOY) • Selling at least 6,000 iPads in the context of "Digital Care for Teachers" program
 	<ul style="list-style-type: none"> • Ensuring business ethics and combating corruption • Compliance with regulatory authorities • Protection of critical information systems and ensuring operational continuity • Protection of personal data 	<ul style="list-style-type: none"> • Assessment of requirements for ISO 27001:2013. • Compulsory training to employees using computers. • Evaluation of the vulnerability of main systems. • Completion of ISE with Cisco AMP • Monitoring Secure-X • User login with 2-FA Corporate emails oAuth SSO to Corporate DBs • Move all active sites to Cloudflare to ensure system availability > 99.9% • Using Cloudflare WAF - 7 to ensure zero data breach • Use of Cloudflare live reporting and Cloudflare app monitoring for the uninterrupted control of the site.
 	<ul style="list-style-type: none"> • Provision of training and development of employees 	<ul style="list-style-type: none"> • 2,5% annual increase in employee training hours
 	<ul style="list-style-type: none"> • Ensuring the Health, safety and well-being of employees 	<ul style="list-style-type: none"> • Calculation of Health and Safety Indicators LTIF < 2.3 and TRIP < 1.2 • Maintaining implementation of the comprehensive psychological support program in collaboration with EAP HELLAS. • Continuation of good employee well-being practices.
 	<ul style="list-style-type: none"> • Responsible business activity 	<ul style="list-style-type: none"> • Completion of at least 450 hours of training in Apple programs • Increasing the number of Apple Champions by 20
 	<ul style="list-style-type: none"> • Supporting digital transformation and modernization through the provision of innovative products and services • Provision of technological products and services, with an environmental and/or social positive footprint. 	<ul style="list-style-type: none"> • 98% customer satisfaction - Reduction of complaints (up to 2). • Redefining the major customer approach model. Examination of Apple Premium Reseller as B2B partner • Refreshing the learnipad.gr platform with material aimed primarily at teachers and the increase of topics
 	<ul style="list-style-type: none"> • Environment 	<ul style="list-style-type: none"> • 4% of the supply of purchased electricity from green certified renewable sources • Creation of an electronic waste (e-waste) inventory • Evaluation of recycling partners • Adoption of a policy to reduce the use of paper

Annex: Table of GRI Contents

Annex: Table of GRI Contents - iSquare

[GRI 102-55]

This Report of iSquare forms part of the Sustainable Development Report of Quest Group 2021 where there is extensive coverage of the Group's disclosures (www.quest.gr).

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
General standard publications ("Core" option)				
GRI 102: General Standard Disclosures 2016	102-1 Name of the organization	About the Report	-	*
	102-2 Activities, brands, products and services	The Company	-	*
	102-3 Location of headquarters	The Company	-	*
	102-4 Location of operations	The Company	-	*
	102-5 Ownership and legal form	The Company	-	*
	102-6 Markets served	The Company	-	*
	102-7 Scale of the organization	The Company	-	*
	102-8 Information on employees and other workers	Our People	-	*
	102-9 Supply Chain	Sustainable supply chain	-	*
	102-10 Significant changes to the organization and its supply chain	Sustainable supply chain	-	*
	102-16 Values, principles, standards, and codes of conduct	Ethical Business Behaviour, Culture and Compliance	-	*
	102-18 Governance structure	Our Corporate Governance model	-	*
	102-40 List of stakeholder groups	Engagement with Stakeholders and Material issues	-	*
	102-42 Identifying and selecting stakeholders	Engagement with Stakeholders and Material issues	-	*
102-43 Approach to stakeholder engagement	Engagement with Stakeholders and Material issues	-	*	
102-44 Key topics and concerns raised	Engagement with Stakeholders and Material issues	-	*	
102-46 Defining report content and topic boundaries	Engagement with Stakeholders and Material issues	-	*	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 102: General Standard Disclosures 2016	102-47 List of material topics	Engagement with Stakeholders and Material issues	-	*
	102-48 Restatements of information	About the Report	-	*
	102-49 Changes in reporting	About the Report	-	*
	102-50 Reporting period	About the Report	-	*
	102-51 Date of most recent report	About the Report	-	*
	102-52 Reporting cycle	About the Report	-	*
	102-53 Contact point for questions regarding the report	About the Report	-	*
	102-54 Claims of reporting in accordance with the GRI standards	About the Report	-	*
	102-55 GRI Content Index	GRI Table	-	*
Material Topics				
The Corporate Governance model				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components		-	
GRI 205: Anti-Corruption 2016	103-3 Evaluation of the management approach		-	
GRI 206: Anticompetitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Ethical business behavior, culture and regulatory compliance	-	
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with socio-economic laws and regulations		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-3 Evaluation of the management approach		-	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protection of customer privacy and data	-	
iSquare Indicator	System availability rate		-	
Economic performance				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components		-	
	103-3 Evaluation of the management approach	Economic performance	-	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed		-	
Our people				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components		-	
	103-3 Evaluation of the management approach	Our People	-	
GRI 401: Employment 2016	401-1 Total number of people hired and mobility index			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Corporate Governance Model, our People	-	
	103-2 The management approach and its components		-	
	103-3 Evaluation of the management approach		-	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Composition of governing bodies and analysis of employees	Corporate Governance Model, Our People, Diversity and Inclusion	-	
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016-2018	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components		-	
	103-3 Evaluation of the management approach		-	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health, Safety and Well-being of Employees	-	
	403-2 Risk Identification, Risk Assessment and Incident Investigation		-	
	403-3 Occupational health services		-	
	403-4 Employee participation, consultation and communication on issues related to health and safety at work		-	
	403-5 Training of employees on health and safety at work		-	
	403-6 Promoting employee health		-	
	403-7 Prevention and mitigation of health and safety effects at work directly linked to business relationships		-	
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components		-	
	103-3 Evaluation of the management approach		-	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Employee Development	-	*
	404-3 Percentage of employees receiving regular updates on their performance and development		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
Environment				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Environment	-	
	103-3 Evaluation of the management approach		-	
GRI 305: Emissions 2016	305-2 Έμμεσες εκπομπές θερμοκηπίου (Scope 2)		-	
Sustainable Supply Chain				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Responsible Business Activity	-	
	103-3 Evaluation of the management approach		-	
Δείκτης iSquare	Apple Master Training		-	



iSquare



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