

# Authorized Distributor of Apple products

## COMPANY PROFILE

iSquare is the official distributor of Apple products in Greece and Cyprus since 2009 and part of the Quest Group of companies. iSquare designs, implements and delivers integrated solutions based on innovative products and Apple technologies. Apple products include the highly popular iPhone, iPad, Mac, Apple Watch, Apple TV, iPod, Beats, as well as accessories and peripheral devices. The company distributes in total about 1,300 different product codes every year.

## Sustainability Goals 2021-2022

The iSquare has set out its ESG Goals for the period 2021-2022 and is in the process of formulating its longer term ESG Strategy.

ENVIRONMENT	SOCIAL	GOVERNANCE
<ul style="list-style-type: none"> <li>Adhere to Apple policy for environmental protection</li> </ul>	<ul style="list-style-type: none"> <li>Creation of a new iPad platform for education to include educational staff, parents, school children and students of any age.</li> <li>Attract over 200 businesses for Apple product integration.</li> <li>Partner Training &amp; Development</li> </ul>	<ul style="list-style-type: none"> <li>Zero incidents for data privacy</li> <li>Zero incident for anti-corruption and anti-competition</li> </ul>

# Sustainability Highlights: Our Progress in 2020

Material Issues for iSquare  
(2019-2020)

How we responded in 2020

## Creating Financial Value



- +23,9% sales turnover (year target +5%)
- + 38% iPad sales (year target +5%)

## Creation of a healthy partner eco-system and a responsible supply chain



- Customer portfolio includes the largest electrical and electronic store networks in Greece
- 37 sales consultants trained as Apple Masters
- 400 hours training to sales partners
- 26 Apple stores in Kotsovolos retail chain

## Establishing the use and dissemination of the experience of Apple products on the market



- 12th place in Fortune "Most Admired Companies in Greece"
- 97% Customer Satisfaction
- 10,000 school children & >47 schools benefited from «iPad for innovation in education» action

## Products and Services with environmental and social impact



- iPad was donated to 1,000 pupils and their teachers to 48 primary school classes in 17 schools
- Digitized educational material for 25+ elementary school and 17 high school, books Edupad.gr - initiative to introduce digital skills in education

## Business Ethics



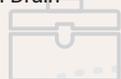
- Zero incidents of non-compliance with the applicable legislation on anti-corruption and unfair competition
- Full compliance with laws and regulations in the social and environmental area

## Ensuring quality, infrastructure security, data protection and operational continuity



- Zero cases of non-compliance with personal data legislation
- Zero data leakage or alteration or interruption of ICT systems of short or long duration
- System availability >99.9%

## Employment and halting Brain Drain



- 90% new employees ages 18-25 and 50% female
- Focus on Training & Development
- 22 hours average training to employees

## Ensuring the health, safety and well-being of employees



- 100% teleworking pandemic
- 95% satisfaction rate in Employee Survey for Occupational Safety
- Zero work-related accidents

## Defending Human Rights at Work



- 50% female employees
- Zero Incident Reporting for abuse of human rights, working conditions or discrimination.