

Sustainable Development and Corporate Social Responsibility Report 2023

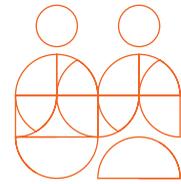
Summary

73 years
of value creation

Fourlis
GROUP OF COMPANIES

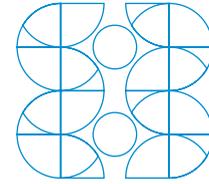


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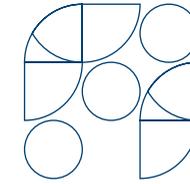
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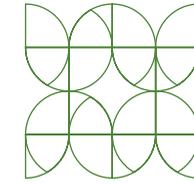
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Dimitris Valachis
CEO

CEO Message

2023 was a year marked by significant initiatives and performance for Foulis Group, reflecting our dedication and commitment to a growth strategy that incorporates the principles of sustainable development.

Development Strategy

At Foulis Group, we remain faithful to our values, which guide our every action and decision, while simultaneously shaping our vision to create conditions of prosperity for all, enabling joyful, fulfilling and sustainable lives for every individual and community.

We are proud to remain a force for positive change in people's lives and being today a leading force as a consumer durable goods trading group in Greece, but also in Cyprus, Bulgaria and Romania, where we are decisively increasing our footprint.

With a solid foundation, rich corporate values, people at our core and considering the consumer at the top of our priorities, we remain intact, effective, transparent, ethical and honest in our relationships, with our ultimate goal to create value for all our stakeholders.

We have a clear strategic roadmap that focuses on improving performance across all our retail activities, leveraging digitalization and expanding our presence in our markets. In addition, we will continue to invest in the development of our people and foster a culture of innovation and collaboration.

Our commitment to quality and exceptional customer service and experience, as well as our strategic investments, are key to our success. With double-digit sales growth, operational efficiency and successful implementation of our strategic plan, we have set a solid foundation for continued success. We remain focused on delivering value to our shareholders, driving the Group to profitable growth and further strengthening our position as a leader in the retail sector.

2023 was a year of dynamic growth and readjustment, with new investments in optimizing the network of IKEA and INTERSPORT stores. At the same time, the strengthening of our presence in the health and wellness industry with the first Holland & Barrett stores and the integration of digital solutions reflect our commitment to innovation. Simultaneously, an important development in 2023 was the successful listing of TRADE ESTATES on the Athens Stock Exchange and the acquisition of SMART PARK, the largest retail park in Greece, as well as the completion of the sale of Intersport Turkey and The Athlete's Foot.

With an eye on the climate crisis

In our effort to actively contribute to protecting the environment and tackling the climate crisis, we have adopted a series of initiatives to reduce our environmental footprint. With continuous monitoring and evaluation of the impact of our activities, we have achieved a reduction of GHG emissions for our operations in Greece, by 25.72% for direct emissions (Scope 1) and by 0.59% for indirect emissions (Scope 2-location based), compared to 2022. This confirms our commitment to reducing our carbon footprint and our active contribution to the collective effort to tackle the climate crisis.

In addition, we work to raise awareness among employees and the public on environmental protection issues and the adoption of sustainable living habits.

Our People: the core of the Group

Our people are at the core of our Group, as their dedication and hard work are the ones that drive our operations forward. The Group focuses on strengthening and maintaining jobs, ensuring a healthy and safe working environment and emphasizes on the principle of meritocracy, where the personal development of each employee is a priority.

Respect for human rights and equal opportunities in education, evaluation, professional development and recognition are key pillars of our philosophy and at the core of our practices. The training and development of our employees is continuous, with an emphasis on programs that enhance leadership, operations, health and safety, as well as sales and product knowledge. Typically, the average in-person education of women in 2023 increased by 26.58%, while that of men by 4.59%, compared to 2022.

We promote health and well-being, going beyond compliance with the relevant legislation, implementing the Health and Safety Policy, accompanied by strategic wellness programs for employees, such as the "EF ZIN" (WELL-BEING) program.

We continue our active contribution to society

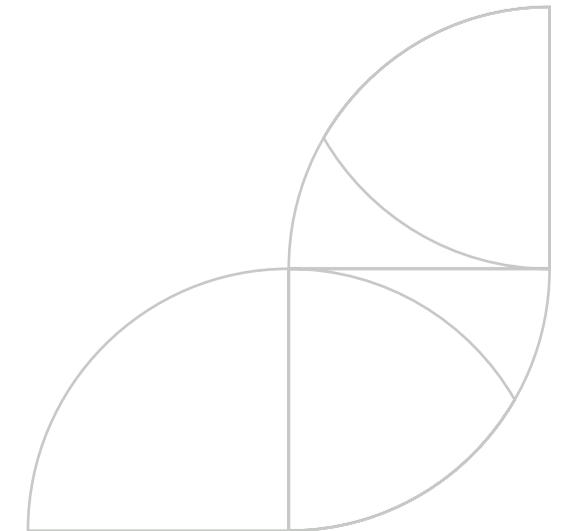
In the area of social responsibility, we continue to actively support the communities in which we operate. In addition, we continuously seek to connect with citizens and society, through consultation and information processes. Our actions are designed with criteria to satisfy the current and most important needs, with emphasis on supporting vulnerable social groups and especially children.

By allocating more than €550,000 to social actions and with the active participation of our employees in 11 corporate volunteering actions, our belief that solidarity and contribution are fundamental for the development of a healthy and fair society is realized. Our actions are also a living expression of our commitment to social contribution and demonstrate the active participation of our employees in the realization of our vision for a better life for all.

Our future ambitions

Based on our strategic plan, our solid business foundations, the efforts of our people and our commitment to our values, we are confident that we will achieve the goals we have set for the future, maintaining the optimal balance between our financial performance and responsible environmental and social practices. With the trust and dedication you show us, we continue our journey towards sustainable development, with the certainty that together we will create an even more sustainable future.

Dimitris Valachis
CEO
Foullis Group





Lyda Furlis*
Sustainable Development and Corporate Social Responsibility
Director

Sustainable Development and Corporate Social Responsibility Director

At Furlis Group we continued, for yet another year, to operate based on the respect for our people, the support of society and the protection of the environment, aiming at the realization of our vision, which is to create conditions of prosperity for all, making a happy and sustainable life full of satisfaction for every person and society a reality.

In our Group, we are interested in the internal and external environment in which we operate. We listen, talk and interact with our stakeholders on a regular basis, aiming to record and understand their expectations so that we can take initiatives to meet them. Our Group's Sustainable Development and Social Responsibility strategy is based on three main pillars: **Our People, Society and the Environment**. Our actions aim to encourage, prosper and develop our people, to support society and especially vulnerable social groups and children, as well as to contribute to mitigating and tackling the climate crisis.

People

Our employees are the cornerstone and driving force of our Group, they are aware, well-informed, actively engaged, contributing to and participating in all our initiatives. For this reason, our goal is to create and maintain a culture of respect, inclusion and equal opportunities for all, an environment where everyone feels safe and that they are part of a team in which they can develop both professionally and personally.

We place particular emphasis on diversity and inclusion, which is a strategic priority for our Group. We approach the issues of diversity and inclusion through three axes in which we implement relevant actions: Inclusive leadership, Gender equality, People with disabilities.

In this direction, in 2023 we launched a six-month MENTORING program for the Group's female employees. It is a journey of experience exchange, guidance and support that aims to help women with an appetite for development to feel confident, showcase their talents and achieve their professional and personal goals. The first cycle of the MENTORING program, implemented in collaboration with Women On Top, involved 25 women.

In addition, we implemented actions, as well as empowerment trainings for women, so that more women can successfully assume or maintain management positions. In Furlis Group, we have already accomplished a very high percentage of women in managerial positions, reaching 43% of our employees, while in 2023 women constituted a total of 55% of our workforce, showing an increase of 0.7% compared to 2022.

* Ms. Lyda Furlis was named "Corporate Social Responsibility Manager of the Year", in the Manager of the Year 2023 institution.

In 2023, e-learning trainings were also implemented for employees on issues such as Human Rights and Diversity & Inclusion, while these trainings are also part of the welcome program for new employees.

In 2024 we will focus on the "People with disabilities" axis, with a series of important actions in this area.

At the Group, we support employees and their families with programs and benefits such as scholarships for students-children of employees, gift cards for marriage and birth of children or adoption. In 2023, we have taken another step forward, extending the provision of the gift card to foster parents and providing an additional 5 days of annual paid leave to parents of children with disabilities, as well as covering part of the expenses related to the purchase of necessary equipment for these children.

2023 was also another year in which we focused on the health and well-being of our employees, providing health, mental health, sports and nutrition programs through the Social Responsibility program "EF ZIN" (WELL-BEING).

Society

For 73 years, Foullis Group has been contributing to the support of society through its companies, with actions that meet the needs of communities in the countries where it operates.

In 2023, the implementation of practical and long-term support programs for society and vulnerable social groups continued, such as the IKEA program "Stations of Joy", through which municipal nursery schools and kindergartens in Greece, as well as public community kindergartens in Cyprus are fully equipped. The Group also collaborates with "Make-A-Wish" for the realization of wishes of children suffering from life-threatening diseases, as well as with

"BOROUME", for the donation of meals that are not sold at the restaurants of IKEA stores, to organizations and bodies that provide meals to our fellow citizens in need. The total number of organizations we supported during the past year reached 120.

Our Group's response to emergencies was also particularly important for yet another year, such as supporting those affected by the floods in Thessaly through products provided by the Group's companies, while discounts for the purchase of household equipment were also given by IKEA for homes and businesses affected by fires in 2023.

We are also particularly proud of the more than 10 volunteering actions carried out in 2023 with the participation of our employees in Greece, Cyprus, Bulgaria and Romania, that focused on both contributing to society and protecting the environment, and which were embraced by employees and their families.

Environment

Environmental protection is the third strategic pillar of our Group's planning and actions for Sustainable Development and Social Responsibility, to which we have been paying more and more attention in recent years. In this context, in 2023 we have undertaken multiple initiatives aimed at saving natural resources, reducing greenhouse gas emissions from our activities, as well as raising awareness among employees and the public on environmental protection issues and adopting a responsible attitude to life.

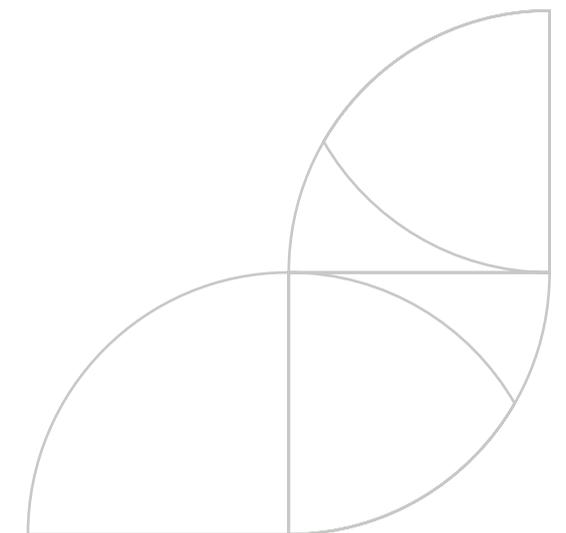
Today, for tomorrow

Looking ahead, we intend to continue dynamically, actively and substantially contributing to the formulation and implementation of the Group's Sustainable Development and Social Responsibility strategy, as an integral part of its corporate culture, philosophy and vision for a better, sustainable present and future.

Lyda Fourlis

Sustainable Development and Corporate Social Responsibility Director

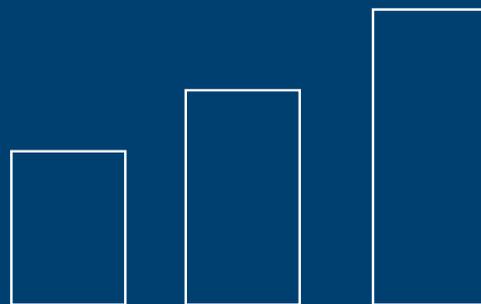
Foullis Group



2023 at a glance

535,112 thousand euros

Turnover



3,930

Employees



55%

The percentage of women in the total number of employees

44%

The percentage of women in the Board of Directors

43%

The percentage of women in positions of manager/ supervisor

1.27%

Involuntary turnover rate

12.28%

Voluntary turnover rate

3

Initiatives for employees' recognition of contribution and reward

2

Scholarship Programs for employees' Children

10

Average hours in classroom training for women

11.4

Average hours in classroom training for men

1,681 t CO₂e¹

Total direct (Scope 1) greenhouse gas emissions

9,613 t CO₂e²

Total direct emissions (Scope 2 - location-based)



1,855.8 MWh³

Electricity produced by photovoltaics

37.4 t⁴

Savings from Housemarket's food waste corresponding to **160.9 t CO₂e** and **93,545 meals** worth **€199,369**

11

Corporate volunteering activities

>€550,000

for social actions

>95

institutions and organizations in cooperation and support

0

Incidents of non-compliance with laws and regulations



1, 2, 3 The above results concern exclusively the facilities of the companies Fourlis Holdings S.A., Housemarket S.A., Intersport Athletics S.A., Trade Logistics S.A. and Wellness Market S.A. of Fourlis Group in Greece.

4 The data result from the Waste Watchers system that in 2023 operated at IKEA Airport, Kifissos, Thessaloniki, Mall Athens, Ioannina and Larissa stores.

Awards 2023

Foullis Group companies won numerous awards at business events for their activities in Greece, Cyprus and Bulgaria, highlighting in practice the organization's and its people's efforts towards continuous development and the provision of high-quality products.



In addition to the business awards, Foullis Group received a highly honorary distinction in the field of sustainable development, with the recognition of Ms. Lyda Foullis as **Corporate Social Responsibility Manager of the Year**, in the context of the institution Manager of the Year 2023.

Fourlis Group Distinctions 2023

FOURLIS HOLDINGS S.A.

Fourlis

2nd Prize

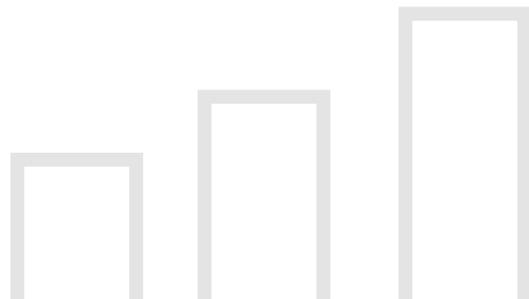
Best Midcap Company 2023

3rd Prize

Investor Relations 2023

HRIMA 2023 Business Awards

Ethos Media



HOLLAND & BARRETT GR

Holland & Barrett

**Best Store Opening
(Kifissia Store)**

International Partner Conference

Holland & Barrett UK





Greece

3 Gold & 4 Silver awards
Sleep Awards 2023

Boussias

2 Gold & 2 Silver awards
Promotional Marketing Awards 2023

Boussias

2 Gold & 1 Silver awards
Social Media Awards 2023

Boussias

3 Silver & 2 Bronze awards
E- Volution Awards 2023

Boussias





Cyprus

Gold award
**Corporate Sustainability
& Responsibility**

In Business Awards 2023

IMH

4 Gold awards
Customer Excellence Awards 2023

Boussias Cyprus



Bronze award
ERMIS Awards Greece 2023
Association of Advertising and
Communication Companies of Greece

3 Gold & 2 Bronze awards
Digital Marketing Awards 2023

Boussias Cyprus

Best Example award
Accidents and Dangerous Incidents

Competition of Best Practices Examples

Cyprus Ministry of Labor



Bulgaria

1 Gold & 2 Silver awards

PR Prize

Bulgarian PR Association

1 Gold & 1 Bronze awards

BAPRA

Bulgarian Association of PR Agencies

Silver award

B2B media competition - Green awards

B2B media

Bronze award

Annual B2B Media Awards

B2B media

3 Bronze awards

FARA (Creative Festival)

BACA

Silver Star for "IKEA - Pink shirt day"
**Media Campaign/ Media Campaign-NGO/
Charity/ Political Campaign/
Positive Change - Trade Marks**

FARA (Media Festival)

BACA



2 Gold, 1 Silver & 1 Bronze awards

e-volution awards 2023

Boussias events

1 Gold & 1 Platinum awards
Event awards 2023

Boussias events

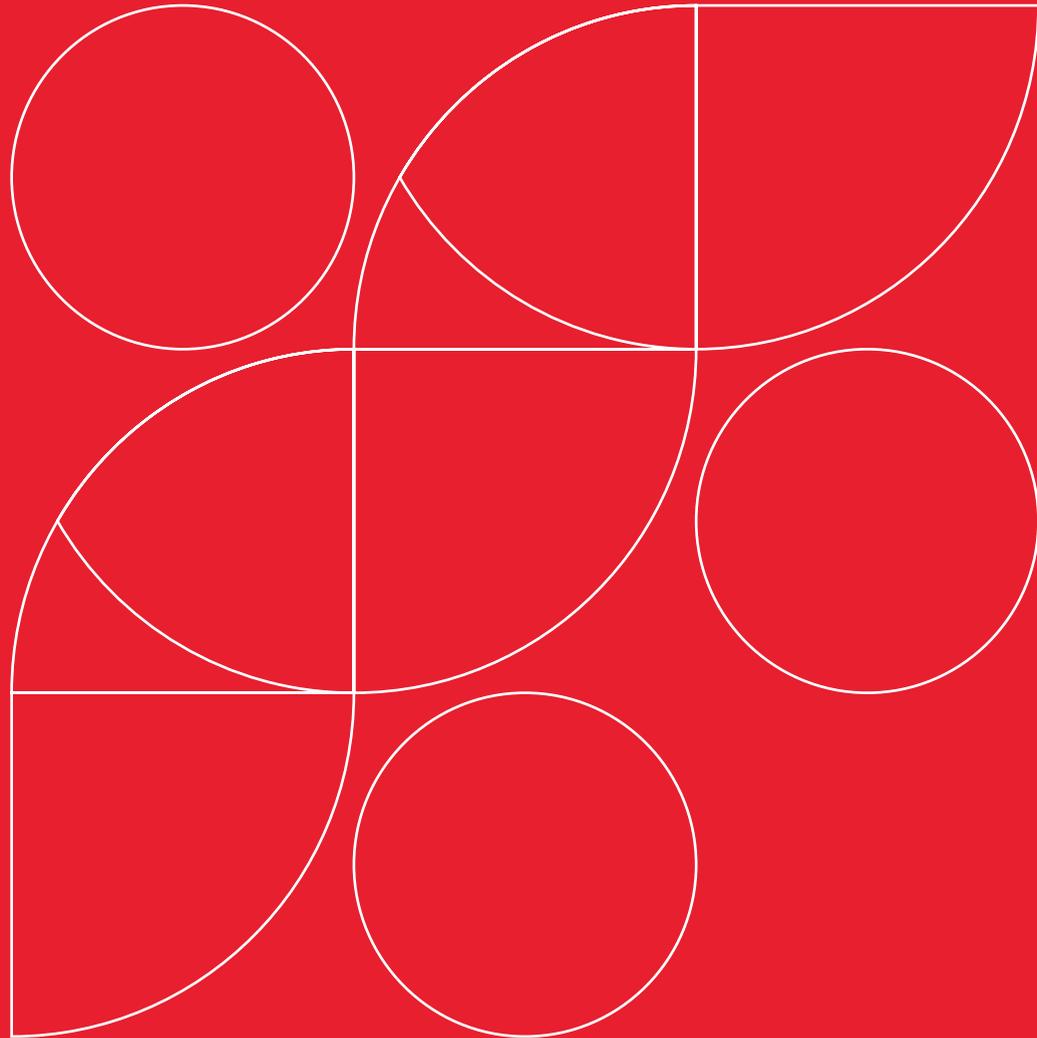
1 Gold, 2 Silver & 1 Bronze awards

Peak awards 2023

Boussias events

Bronze award
Sports marketing awards 2023

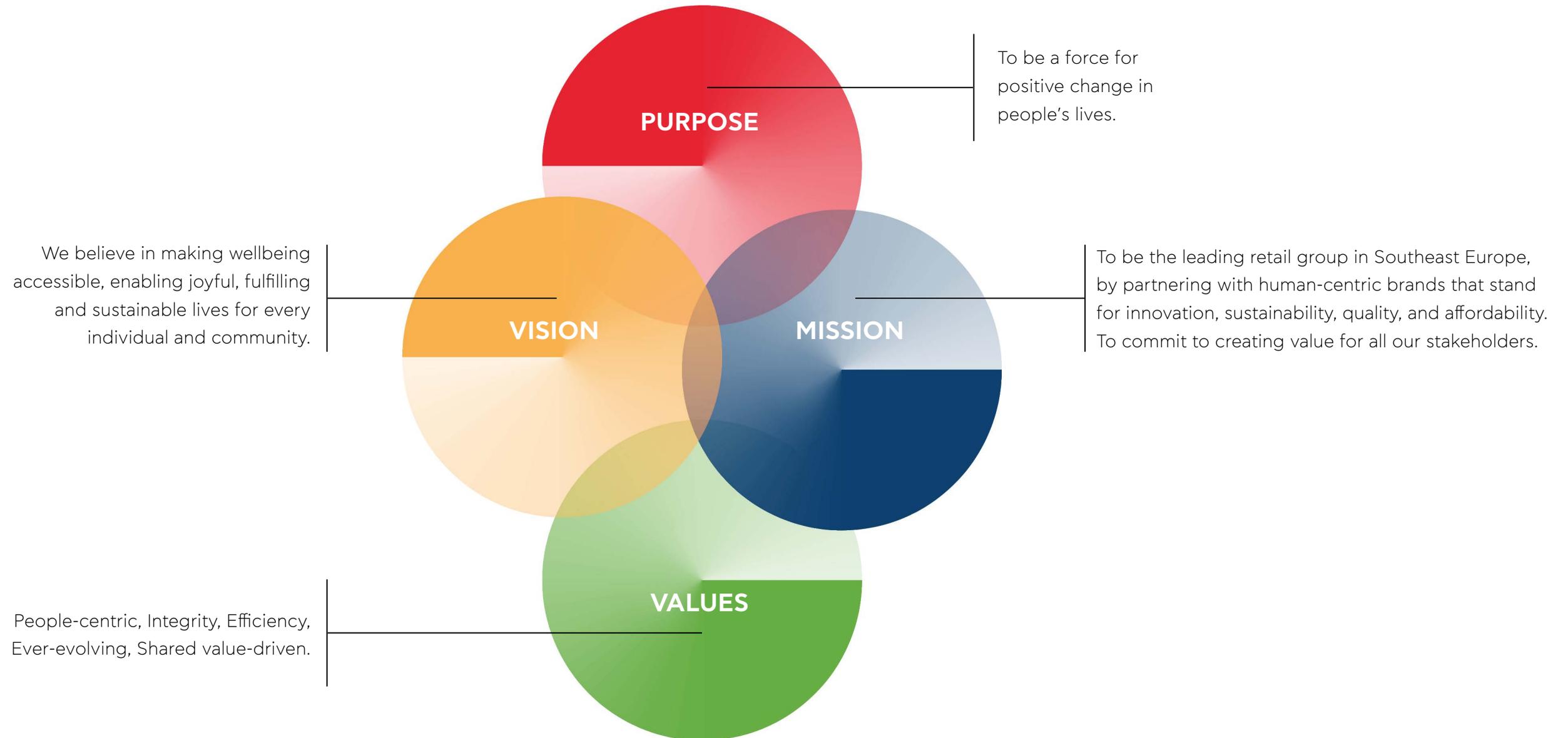
Boussias events



Fourlis Group

Purpose, Vision, Mission, Values | Milestones on Group's History
About the Group | Our activities | Organizational structure | Value chain

Purpose, Vision, Mission, Values



Values

| People-centric

Our people are our driving force. We nurture a culture rooted in respect, equality, diversity, and inclusion. We value their dedication by providing support and opportunities for growth. In fact, people are at the heart of everything we do. We strive to understand our customers' wishes and aspirations so that we can deliver experiences that exceed their expectations and meet their needs. Their input is key to our ongoing journey to improve our ethical standards.

| Integrity

We operate with unwavering honesty, morality and ethics in all areas. We are committed to transparency and accountability to ensure that we earn the trust of our customers, employees, partners and investors and safeguard the future and ethos of our brands.

| Efficiency

We strive for operational excellence. We focus on achieving maximum output with minimum waste, ensuring efficient and streamlined processes. We encourage teamwork and knowledge sharing to empower our employees, enriching their skills and capabilities. By doing so, we enhance the experience of our customers and contribute to the success of our partners and shareholders.

| Ever-evolving

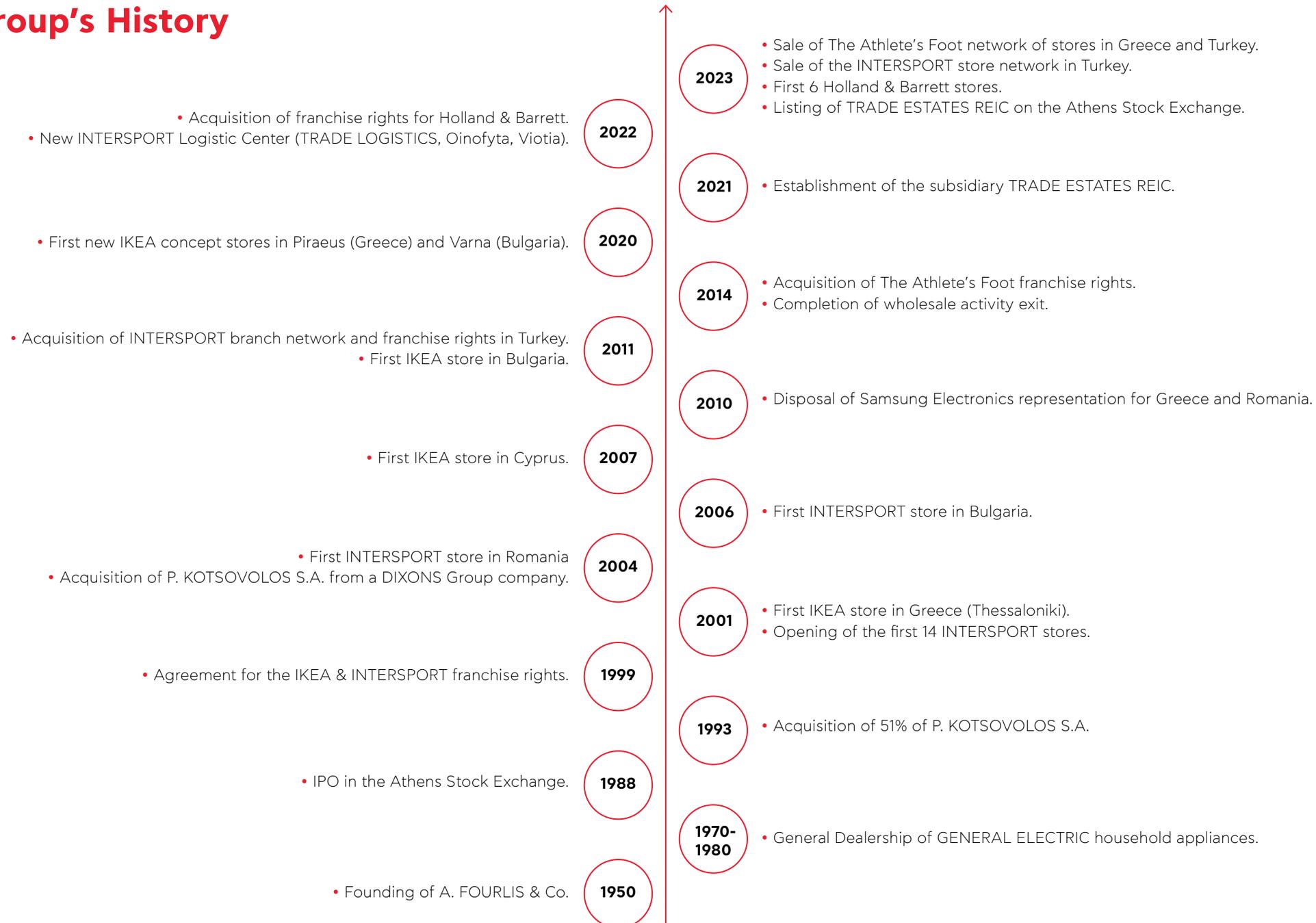
In an ever-changing world, our resilience and growth depend on our ability to remain future-ready, adaptable and insightful. We relentlessly optimise our products and services and embrace new ideas and technologies that push the boundaries of industry-leading retail experiences.

| Shared value-driven

We believe in creating value by aligning our business strategies with the needs of our communities and the interests of our stakeholders. We are committed to sustainable corporate governance, integrating ethical practices that prioritize the environment and society.



Milestones on Group's History



About the Group

The history of the Group begins in 1950.

Fourlis Holdings S.A. (Fourlis Group) is the successor of Fourlis Bros S.A., which was founded by Anastasios, Stylianos, Ioannis and Ilias Fourlis. Currently, Fourlis Group, with parent company Fourlis Holdings S.A., is one of the largest retail groups of consumer goods, which operates in Greece, Cyprus, Bulgaria and Romania. The Group is active in the retail sector of Household Equipment and Furniture through the franchise of IKEA stores, of sporting Goods through the license of INTERSPORT stores, of Health & Wellness Products through the franchise of Holland & Barrett stores and additionally in Real Estate investments through TRADE ESTATES REIC and in logistics services through TRADE LOGISTICS S.A.



TRADE LOGISTICS

Holland & Barrett



Our activities



Home Furniture and Household Goods retail sale: through IKEA stores in Greece, Cyprus and Bulgaria.

IKEA is a global brand in home furnishings, offering well-designed and comfortable products at affordable prices to people from all over the world. Its vision remains the same since its inception and until today: to create a better everyday life for as many people as possible. In Greece, IKEA started its dynamic course in 2001 and on 31.12.2023 it has:

 Greece	Cyprus	Bulgaria
5 IKEA stores 2 in Athens, 1 in Thessaloniki, 1 in Larissa, 1 in Ioannina	1 IKEA Store Nicosia	2 IKEA Stores Sofia, Varna
8 IKEA Pick Up and Order Points and "New Generation" stores The Mall Athens in Maroussi, Piraeus, Rhodes, Patras, Chania, Heraklion, Alexandroupoli, Kalamata	1 Plan and Order Point Limassol	4 IKEA Pick Up & Order Points and "New Generation" stores Mall shopping center in Sofia, Veliko Tarnovo, Burgas, Plovdiv
 e-commerce		
e-shops Greece, Cyprus, Bulgaria		



Retail sale of Sporting Goods through INTERSPORT stores in Greece, Cyprus, Bulgaria, Romania

INTERSPORT is a leader in the global sportswear market, with a network of 5,381 stores in 42 countries. In Greece. INTERSPORT started its dynamic course in 2000 and on 31.12.2023 it has:

	Greece	Cyprus	Romania	Bulgaria
	59 INTERSPORT Stores	6 INTERSPORT Stores	33 INTERSPORT Stores	10 INTERSPORT Stores

	e-commerce
	e-shops Greece, Romania, Cyprus, Bulgaria



Holland & Barrett

Retail sale of Health and Wellness products

Holland and Barrett was founded in 1870 in Great Britain and for over 150 years consumers have trusted it for wellness products. It has a network of more than 1,600 stores in 24 countries worldwide. It entered Greece in 2022 when the entry of the Foulis Group into the rapidly growing sector of Health and Wellness products was completed, through the strategic partnership with Holland & Barrett. The cooperation with Foulis Group is addressed to the markets of Greece, Romania and Bulgaria through its omnichannel strategy. The aim of Foulis Group is to play a leading role in the industry and intends to develop, over time, a network of physical and online stores. In operation as of 31.12.2023:



Greece

6 Stores

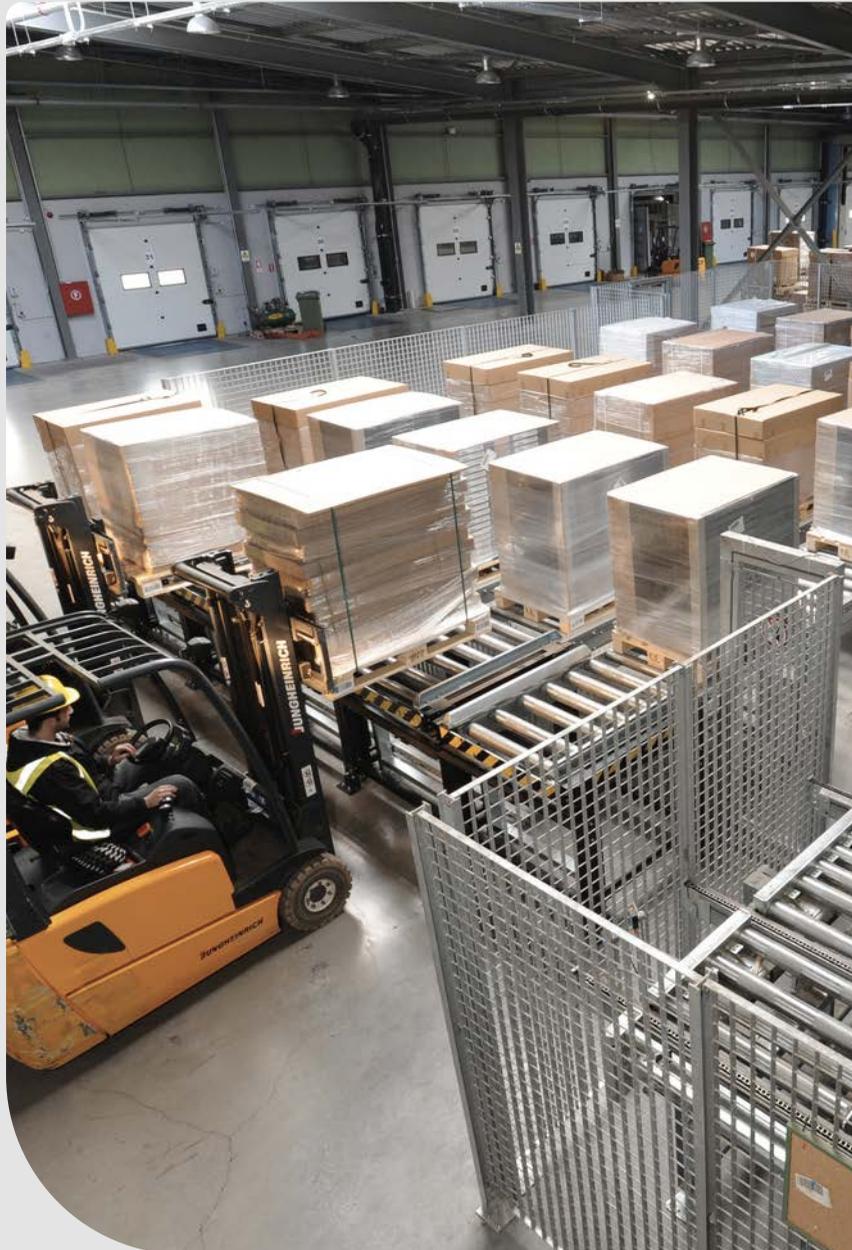
Kifissia, Glyfada, Maroussi, Chalandri, Elliniko, Nea Smyrni



e-commerce

e-shop

Greece



TRADE LOGISTICS

Supply Chain Services

TRADE LOGISTICS started its operation in March 2008 based in Schimatari, Viotia. Since 2022, due to its increased activities, the company inaugurated a second facility in Oinofyta, Viotia.

It's current goal is to quickly and efficiently serve the omnichannel philosophy, automate and optimize processes and their implementation costs, while also aiming to further enhance productivity. At the core of its activity, however, is the expansion of the activities of Foullis Group.

With its specialized and experienced human resources, the use of technology, as well as the application of innovative methods in the field of logistics, TRADE LOGISTICS aims to further develop its activities through third party partnerships, providing its specialized services to companies beyond Foullis Group.

Moreover, TRADE LOGISTICS will be responsible for the operational management of Inter IKEA's 46th International Distribution Center (DC) in Aspropyrgos, Attica, within the framework of the cooperation agreement between Foullis Group and the international company, for the creation of a state-of-the-art international product distribution center of 50,000 square meters. The new unit will be supplied, among others, through the port of Piraeus and will serve the markets of the eastern Mediterranean, initially covering the needs of IKEA stores in Greece, Bulgaria, Jordan, Israel and Cyprus. The aim is to support other countries in the future, such as Egypt. The new DC will be developed by TRADE ESTATES REIC and is expected to start operating at the end of 2025.

Until 31.12.2023 TRADE LOGISTICS S.A. provides the following logistics services:

1. Storage and distribution services for the below stores:

- IKEA in Greece.
- INTERSPORT in Greece, Cyprus, Romania and Bulgaria (central warehouse).
- Holland & Barrett, in Greece.

2. Delivery of e-commerce orders directly to customers for:

- IKEA (www.ikea.gr) e-shop.
- INTERSPORT e-shop (www.intersport.gr) in all the Group's countries of operation.
- Holland & Barrett e-shop (www.hollandandbarrett.gr) in Greece.



Real estate investments

TRADE ESTATES, headquartered at Sabah Khoury 3, Maroussi and established in July 2021, is one of the largest real estate investing companies in Greece and is the only one with a specialized investing objective. The company aims at the acquisition and development of retail parks and logistics centers of next generation, following the strongest trend in new retail developments globally, providing consumers with easy, safe and direct access to markets and services. The Company's share capital includes companies of Fourlis Group (HOUSEMARKET S.A., HM HOUSEMARKET CYPRUS LIMITED, HOUSEMARKET BULGARIA EAD and TRADE LOGISTICS S.A.), as well as the company AUTOHELLAS SA and Latsco Hellenic Holdings Sarl.

Its investment plan for the next three years includes the creation of new retail parks in Greece, including the Top Parks of Patras, Heraklion and the retail park at "The Ellinikon Park", as well as the creation of new Logistics Centers. According to the company's development plan, in 2027 it will have a total of 18 commercial buildings, with a low environmental footprint, with high returns and strong long-term tenants.

The plans of the Company and the Inter IKEA Group include the creation of a state-of-the-art international product distribution center of 50,000 square meters. The new unit will be built in Aspropyrgos, will be supplied through the port of Piraeus and will serve the markets of the eastern Mediterranean, initially covering the needs of the IKEA stores in Greece, Bulgaria, Jordan, Israel and Cyprus. The aim is to support other countries in the future, such as Egypt. The Distribution Center will be owned by the subsidiary TRADE ESTATES REIC and will be designed and developed in cooperation with Ten Brinke Hellas, while the operational management will be carried out by TRADE LOGISTICS S.A.. The new international distribution center will create around 100 permanent jobs, including highly skilled jobs in IT, data analytics, logistics and artificial intelligence. As planned, works will begin in 2024 and the distribution center is expected to be operational in mid-2025. The aim is to significantly reduce the plant's environmental footprint by being equipped with photovoltaics to harness renewable energy. Efforts will be made to address other environmental aspects, aiming to move towards zero environmental footprint.



Company's Real Estate Portfolio

1 shopping complex

Rentis

9 retail parks

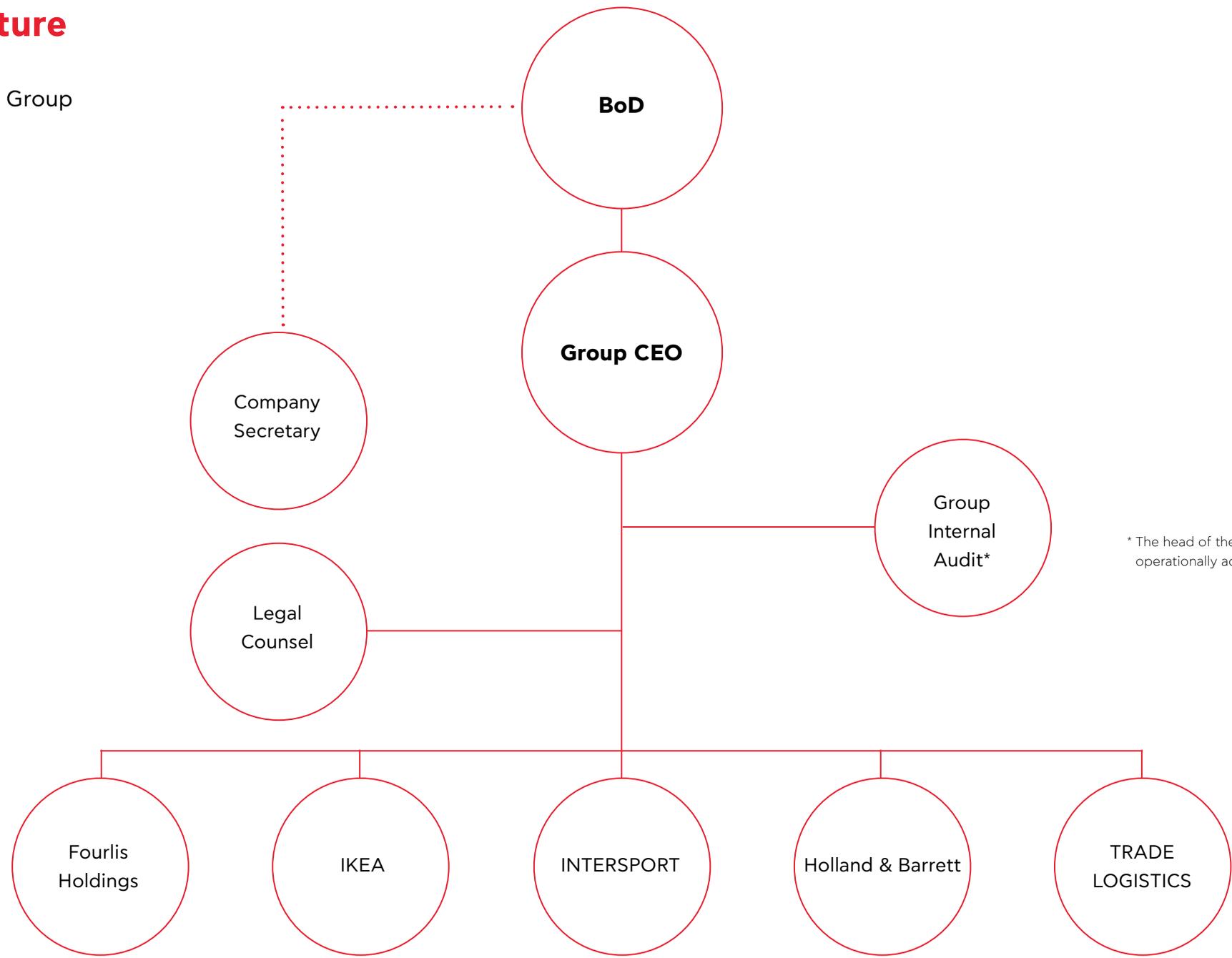
Pireos Street, Chalandri, Spata, 2 retail parks in Thessaloniki, Ioannina, Larissa, Nicosia Cyprus, Sofia Bulgaria

3 storage and supply chain centers

Oinofyta, Elefsina and Schimatari

Organizational structure

The organizational chart of Fourlis Group as of 31.12.2023.



* The head of the Group Internal Audit, reports to the Group CEO and is operationally accountable to the Audit Committee.

Further information about the organizational structure is available on the website: www.fourlis.gr

Value chain

The Group ensures the continuous improvement of its relations with suppliers through the communication of the terms of cooperation and the basic framework of principles and values that should govern their cooperation.

Cooperation proposals and offers submitted by partners/suppliers are evaluated on the basis of approved (qualitative and quantitative) criteria, to ensure that the selected partners/suppliers have the necessary expertise, as well as the ability to perform the assigned services, always with integrity, quality and reliability. The Group follows the following Codes and Policies regarding its partners/suppliers:

Supplier Code of Conduct

The aim is to act as a set of guidelines that will define the basic standards of ethical behavior, values and principles of Sustainable Development, which Foullis Group expects to be adopted by its partners/suppliers, in their transactions with it. In particular, the Supplier Code of Conduct aims to provide guidelines on the business conduct of the Group's suppliers. In this context, all Group suppliers are required to acknowledge and adhere to the Supplier Code of Conduct.

The instructions regarding the business conduct of the Group's suppliers are summarized below in 4 pillars.



Labor practices

- Prohibition of forced labor and child labor.
- Working hours and fees for work provided.
- Avoidance of violence, harassment and discrimination.



Hygiene and safety

- Occupational safety – Safe facilities – Existence of emergency response systems.
- Avoidance of drug use.



Legislative and regulatory compliance

- Bribery, Corruption, Fraud.
- Conflict of interests.
- Avoidance of unfair competition.
- Protection of information and personal data.
- Protection of facilities and intellectual property.
- Products and services.
- Environmental protection and protection of the interests of interested parties.



Compliance with the Supplier Code of Conduct provisions

More information is available on [Foullis Group Supplier Code of Conduct](#) website.

Due Diligence Policy for suppliers

As part of the operations of the Regulatory Compliance Unit and having assessed the complexity and nature of its activities, the Group has adopted a Due Diligence Policy for suppliers. The policy describes the due diligence process implementation carried out by the Group's Regulatory Compliance Unit for the suppliers' acceptance.

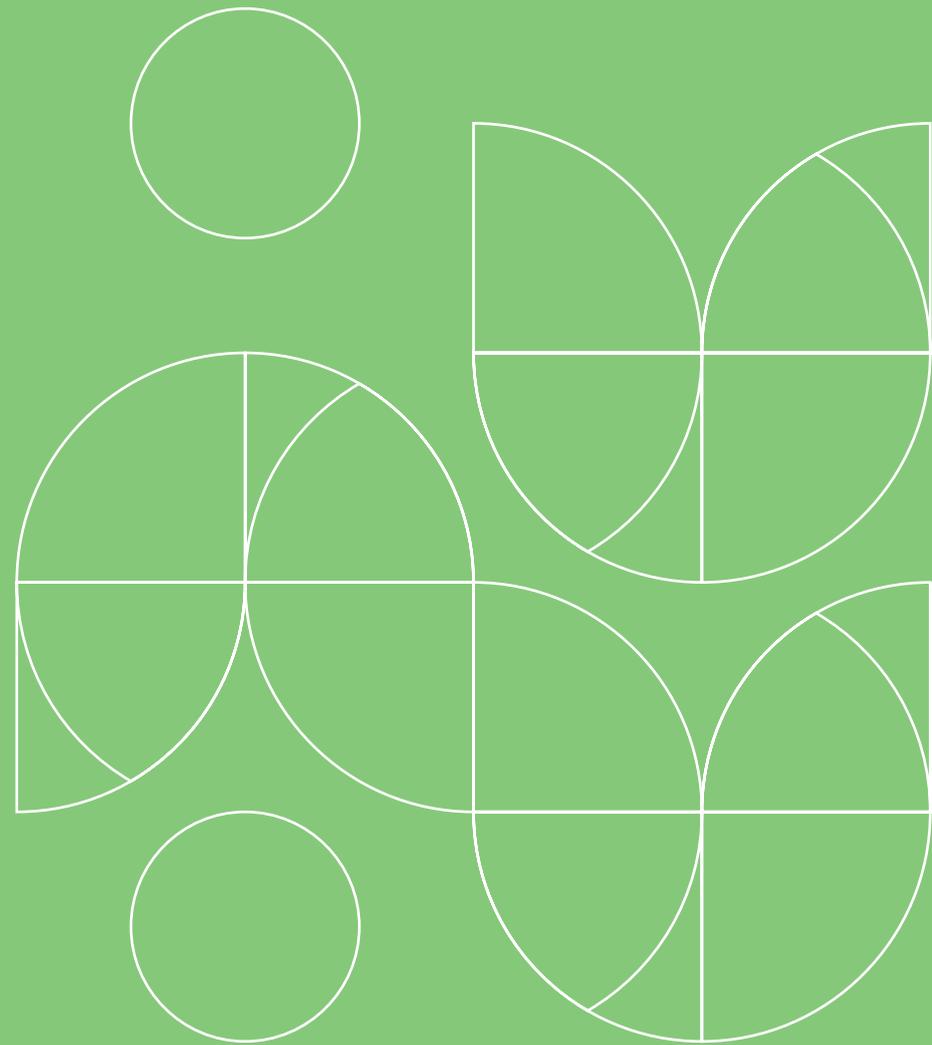
Foullis Group Value Chain



The main suppliers' categories with which the Group cooperates are the suppliers of goods and non-goods suppliers.

In 2023, Foullis Group cooperated with more than 447 goods' suppliers in total.

The main supply chain services provider for the Group is the subsidiary TRADE LOGISTICS.



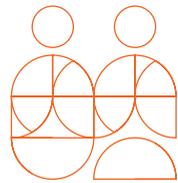
Sustainable Development and Corporate Social Responsibility in the Group

Sustainable Development and Corporate Social Responsibility Division | Sustainable Development Policy and Strategy
Materiality Analysis | United Nations Global Compact

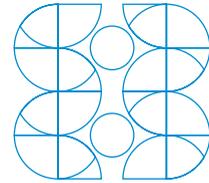
Sustainable Development and Corporate Social Responsibility Division

The Sustainable Development and Social Responsibility Division was created in 2008, with the aim to coordinate the Group’s companies in initiatives and actions in the field of Sustainable Development and Social Responsibility, driven by the Group’s Values and Principles. The Division constantly operates and develops, having as main priorities the respect for the Group’s People, the support of the Market, the contribution to Society and the protection of the Environment.

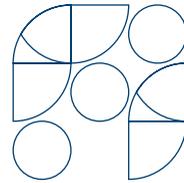
Sustainable Development and Corporate Social Responsibility



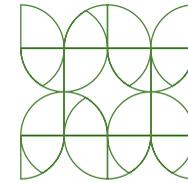
For Our People



For the Society



For the Market



For the Environment

The Sustainable Development and Corporate Social Responsibility Division designs the Group’s Sustainable Development and Corporate Social Responsibility strategy and implements and monitors relevant programs in collaboration with executives of its subsidiaries, who act as coordinators for the issues related to the four above-mentioned pillars.

Sustainable Development Policy and Strategy

The Group has a Sustainable Development Policy that applies to all its companies and is approved by the Group’s Board of Directors. The Group’s Sustainable Development and Corporate Social Responsibility Division is responsible for the Policy.

The Group’s Management is committed to the implementation of the Sustainable Development Policy at all levels, companies, sectors and countries of its activity.

The Fourlis Group Sustainable Development strategy is based on the Sustainable Development material topics, as they arise through the Materiality Analysis, which is carried out in accordance with the GRI 2021 Standards.

Materiality Analysis

In the context of continuously improving the Group’s approach to Sustainable Development and Social Responsibility topics, Fourlis Group performed a materiality analysis in accordance with the GRI Standards 2021 in order to prioritize the topics that present the most significant actual and potential positive and negative impacts on the environment, the economy and people. For 2023, the Group updated the materiality analysis results obtained in financial year 2022.

Based on the results of the analysis, the material topics that emerged for the Group are the following:



Climate stability and air pollutants



Waste and resource intensity



Employment



Education



Health and safety



Data privacy



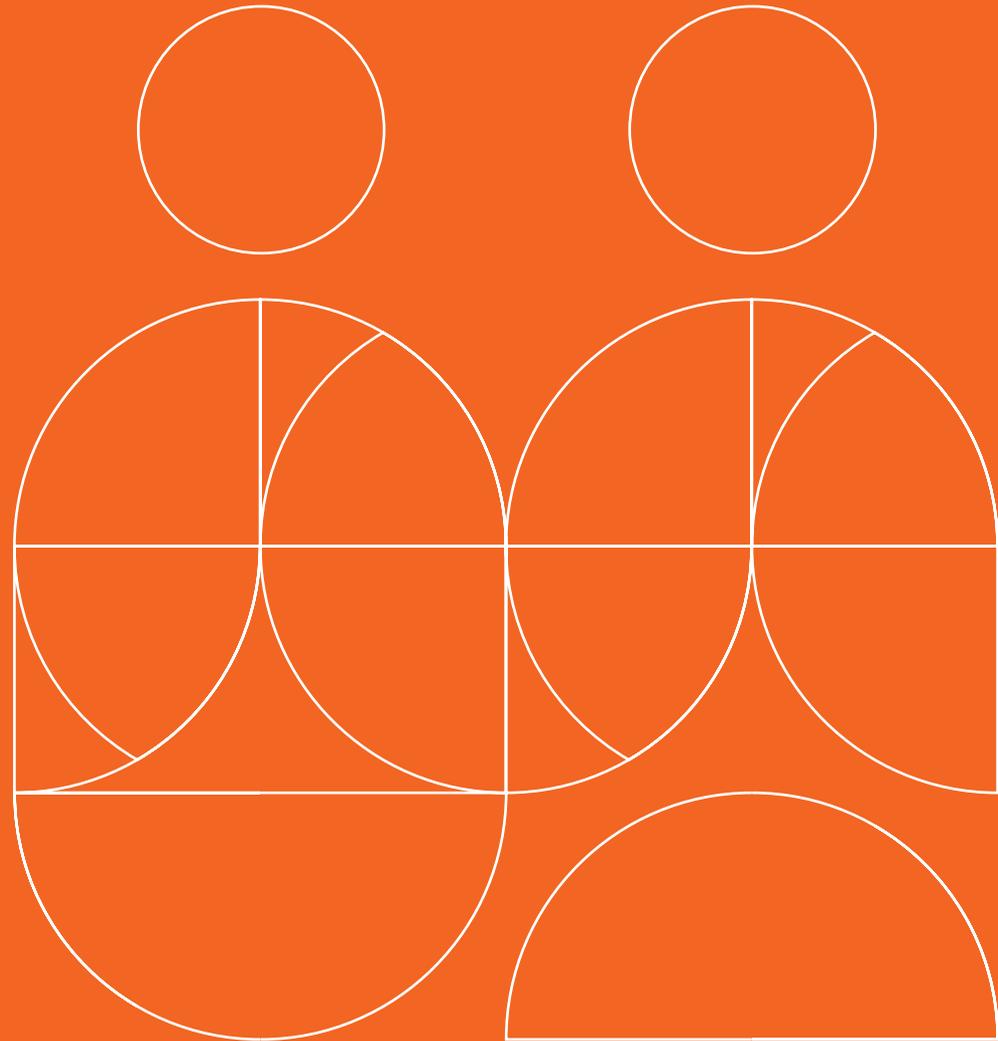
Business conduct

United Nations Global Compact

Since 2008, Fourlis Group is an official member of the United Nations Global Compact, the largest international voluntary initiative for responsible business practices. At the same time, the Group is a founding member of the UN GLOBAL COMPACT NETWORK GREECE.

The UN Global Compact consists of 10 Principles that derive from internationally accepted standards pertaining to human rights, labor conditions, fight against corruption and environmental protection. Fourlis Group is committed to adopt, support and promote these principles through its business operation.

To comply with the 10 Principles of the Global Compact, the Group prepares the CEO Statement of Continued Support and the Communication on Progress (CoP), which are posted on [Homepage | UN Global Compact](#).



For Our People

Employment | Education | Health and safety



The Group is its people,

all those who daily support its operations. At Furlis Group, the creation and safeguarding of job positions, occupational health and safety conditions, meritocracy and personal development, respect for human rights, as well as the provision of equal opportunities for all in relation to training, assessment, development and reward, constitute the focus of the Group's philosophy and practices.



Employment

Fourlis Group aims at creating new job positions through the development of its activities in Greece and abroad. By doing so, the Group strengthens local communities and stimulates the national economies in the countries where it operates.

The Group's approach to employment and relations with its employees directly affect their performance, turnover and development, while they constitute important issues for its long-term sustainable development.

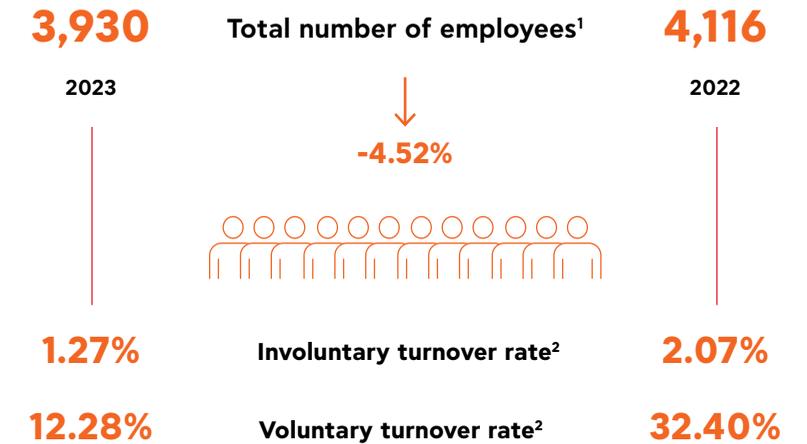
The following are the core axes of the Open Resourcing Policy, regarding staff recruitment and the professional development of the Group's human resources:

The common recruiting assessment criteria at all the Group's companies, to ensure equal opportunities and to combat discrimination.

The provision of equal opportunities for development through internal mobility and promotion processes to all Group employees.

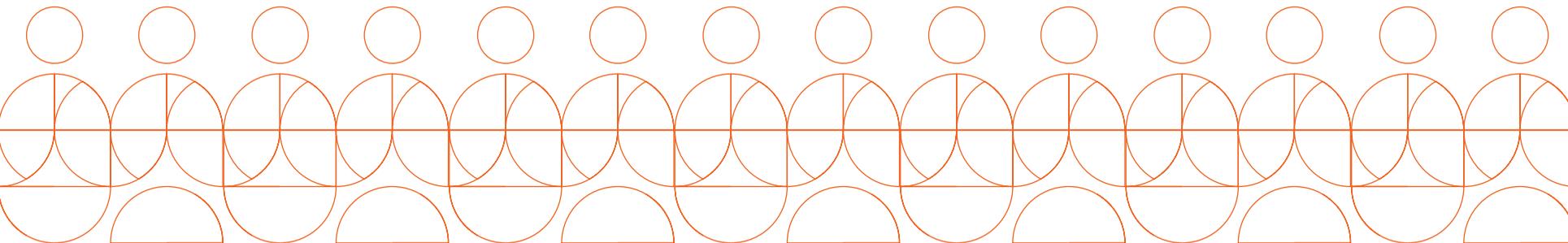
The compensation and benefits policy that is based on the Group's financial results, on employees' performance appraisal that takes place on an annual basis and on the trends of the market regarding remunerations.

The maintenance of a balance between genders, nationality, religion, political or other beliefs, disability, sexual orientation etc., in the selection and development processes of the Group's employees, as well as in the remuneration and benefits policies.



1 The number of employees is defined as the number of individuals (calculated using the headcount methodology) as at 31.12.2023 and 31.12.2022 respectively. "Employees" are defined as those directly employed by the Group. Additionally, there are no fluctuations in the number of the Group employees, such as seasonal fluctuations. Turkey is not a country of operation of the Group for 2023 and this resulted in a decrease in the number of employees in 2023.

2 The turnover rates for 2023 are different from previous years, since in previous years turnover included in the numerator the total number of employees and not only full-time employees and in the denominator the employees (headcount) at 31.12 instead of the average number of employees.



Actions for our people

Initiatives for employees' recognition of contribution and reward

Years In Service Award

Rewarding employees who have served for years and contributed to the achievement of the Group's goals (10, 20, 30 years).

94 employees
were awarded in 2023

(71 in Greece, 5 in Cyprus, 11 in Romania and 7 in Bulgaria).

We Say BRAVO

Promotion and award of employees who are distinguished, through specific behaviors, for their professionalism and special contribution, in accordance with the Values and Mission of the Group.



35 employees
were selected and awarded in 2023

(22 in Greece, 4 in Cyprus, 6 in Bulgaria and 3 in Romania).

Awarding Honor Students

Award of children of employees who are either excellent students or have been admitted to universities.

133 students
were awarded in 2023

(74 in Greece, 6 in Cyprus, 36 in Bulgaria and 17 in Romania).



Employees' children summer employment

Employment of children of employees in Group companies for a period of 2 weeks during the summer, in order to gain work experience. The program involves teenagers aged 15-18 in Greece and 16-18 years old abroad, who are hired in Fournalis Group companies in accordance with each country's labor laws. **In 2023, a total of 41 children were employed (31 in Greece, 4 in Cyprus, 5 in Bulgaria and 1 in Romania).**

Scholarship Program

Implementation of the "I Study with a Scholarship" program

for children of employees in Greece, Cyprus, Bulgaria and Romania, who study in Universities and whose families face difficulties in supporting the academic expenses. **In 2023, the Group provided 5 scholarships in Greece, 1 in Cyprus, 2 in Bulgaria and 1 in Romania, worth €3,000 each.**

Provision of "Ilias Fournalis" scholarship

to an excellent student admitted to a University in Greece. **In 2023, 1 child of an employee received the "Ilias Fournalis" Scholarship worth €5,000.**

Gift Cards for employees' Weddings and Childbirths

The Group supports all employees in the most important moments of their daily lives, by providing wedding and childbirth/adoption gift cards.

In addition, in 2023 Fournalis Group proceeded with the implementation of a series of new benefits:

For foster care

Extension of the gift card to foster parents, employees of Fournalis Group.

For parents of children with disabilities

Provision of 5 additional days of annual paid leave as well as coverage of part of the expenses related to the purchase of necessary equipment.

Lending libraries for Fournalis Group employees

operate at the Group's facilities in Greece with an **availability of more than 1,350 books.**

Conducting cultural tours for employees and their families

These were tours of cultural and historical interest that were conducted with the ELLINIKI ETAIRIA - Society for the Environment and Culture (ELLET) in various regions of Greece where Fournalis Group operates (Attica, Thessaloniki, Larissa and Ioannina). The tours took place in Plaka in Athens, at the Pasha's Gardens and the Eastern Walls of Thessaloniki, at the Diachronic Museum of Larissa, as well as at the Zagori Museum of Culture "Mother of Zagori" in Tsepelovo, Ioannina.

INVESTORS IN PEOPLE®
We invest in people Silver

We did it!
Officially accredited by Investors in People.
Because we make work better.

"INVESTORS IN PEOPLE" certification

In 2023, Fournalis Holdings S.A. achieved Silver certification under the internationally recognized standard, "INVESTORS IN PEOPLE" (IIP), for the 3rd consecutive year. The "INVESTORS IN PEOPLE" certification, which will be valid for 3 years, is a tool that helps businesses and organizations improve their performance in achieving their business objectives through Human Resources management and development.

Respect for human rights

The Group approaches the issues related to the respect and protection of Human Rights in a systematic way. It implements a Human Rights Policy, as a means of ensuring compliance with applicable laws and international standards and guidelines, making it clear that it respects Human Rights and shows no tolerance for their violation.

For Fourlis Group, the protection of Human Rights is part of its culture and a strong priority, both at Management and employee level.

The Policy is required to be applied by all employees, regardless of their hierarchical level, in all Fourlis Group companies, in all countries of its activity. At the same time, all partners/suppliers of the Group and third parties working with them on behalf of Fourlis Group, are expected to adopt the Policy principles.

Adherence to the Human Rights Policy is monitored through regular internal audit and compliance reviews, including the continuous assessment of potential risks from non-compliance in all Group organizational units. The Policy is reviewed and revised, whenever necessary, by the Sustainable Development and Social Responsibility Division, with respect to national and international developments.

In order to safeguard Human Rights, the Group adopts:

- Code of Conduct/Code of Conduct Line-Whistleblowing System
- Supplier Code of Conduct
- Policy for Fighting Discrimination, Violence and Harassment at the Workplace
- Charter of Operations
- Open Resourcing Policy
- Health and Safety Policy
- The UN Global Compact Principles:
 - freedom of association,
 - elimination of child and forced labor,
 - elimination of discrimination in the workplace and the supply chain.



Diversity & Inclusion

In 2021, Fournalis Group signed the Diversity Charter in Greece, further strengthening its commitment to combat discrimination and promote equal rights in the workplace. In 2022, the Group's companies IKEA and INTERSPORT also signed the Diversity Charter in Bulgaria, while in 2023 INTERSPORT Romania proceeded with the signing of the Diversity Charter. In addition, in 2023, Fournalis Group focused even more on issues of Diversity & Inclusion by implementing the following women's empowerment actions:

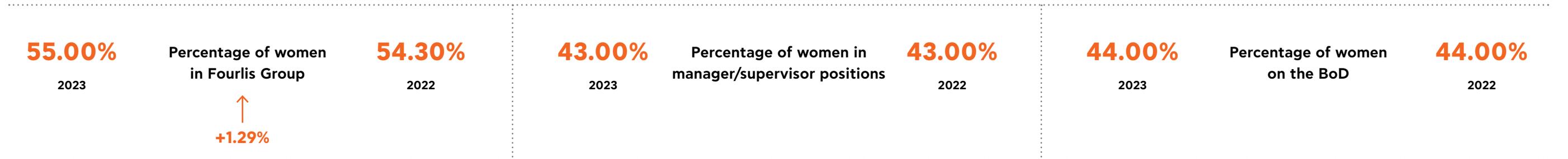
1st cycle of a 6-month **MENTORING program**, in which **22** female employees of the Group in Greece participated. The program was implemented in collaboration with **Women On Top**.

In the context of Women's Day Fournalis Group invited all employees to participate in the celebration of this special day by leaving a comment, in a relevant post on an internal communication tool, sharing the reason why they admire and respect a special woman in their lives. **Participants were given a total of 100 books on empowering girls and women.**

#I Am Remarkable workshop for employee empowerment. The workshop was held for the Group's employees in Greece, Cyprus, Bulgaria and Romania.

The internal communication program implemented by Fournalis Group on the occasion of Women's Day 2022, titled "We dedicate March to the women of the Group", received an honorary distinction with a Bronze award at the PR Awards 2023.

In 2024, the Group will continue to focus on Diversity & Inclusion issues in the following axes: Inclusive leadership, Gender equality and People with disabilities, with specific actions.





Education

The employees' need for training is continuous and ever increasing, as the competition and the current market demands are constantly generating new training and educational needs.

For this reason, the training of each Group employee starts from the moment of hire. Continuous training and education are ensured through adherence to the training plan, which is developed after the annual performance review. The first training program for every Group employee is an induction program, through which it is ensured that all the newly hired employees are informed about:



This program is implemented both in classroom and via e-learning. In addition, all newly hired employees are informed by the internal communication tool (F2F) about the Policy and Procedure for the Prevention, Detection and Management of Conflicts of Interest and for the Code of Conduct and receive the Internal Labor Regulations of each company. All Furlis Group employees are members of the Group's Training Academy "Furlis Learning Academy", which has been operating since 2011, and participate in programs according to their role requirements and their needs for personal development.

Furlis Learning Academy consists of 4 programs in total:



The training courses, which are annually updated, are developed in four pillars:

Leadership | **Business Operations** | **Health and Safety** | **Sales-Products**

In 2023, e-learning trainings were also implemented on issues such as:

- Human Rights, Diversity & Inclusion,
- Compliance & Conflict Management System as well as
- Risk Management.

These trainings are mandatory for everyone.

Performance appraisal and development review

The Group applies a single Performance Appraisal and Development Review process for all its employees, to ensure that the employees' appraisal process is and will remain transparent.

In this way it ensures a fair working environment and creates an operational succession plan for executives at high responsibility positions. The performance Appraisal and Development Review process, which includes the assessment of the agreed measurable objectives, the evaluation of employees' skills and behaviors, their self-evaluation as well as a questionnaire on their professional aspirations, takes place once a year for all Group employees. The Appraisal Review also records all actions related to the employees' Development Plan. The overall result of this process ensures the meritocratic imprinting of the dynamics of employees, in relation to their development plan.

Moreover, the Group continues to implement the 360° Procedure for its executives (Managers and Supervisors), in cooperation with an independent consulting firm, which took place in 2023. The 360° assessment is a tool that gives the opportunity to those who collaborate at any level (supervisors, subordinates, colleagues), to openly express their opinion, providing constructive feedback on the behavior and management of those evaluated. In this way, the 360° assessment is a self-improvement tool that helps to understand needs, identify strengths and areas for improvement and thus strengthen cooperation.

10

2023

Average hours in classroom training
for women

↑
+26.58%

7.9

2022

11.4

2023

Average hours in classroom training
for men

↑
+4.59%

10.9

2022

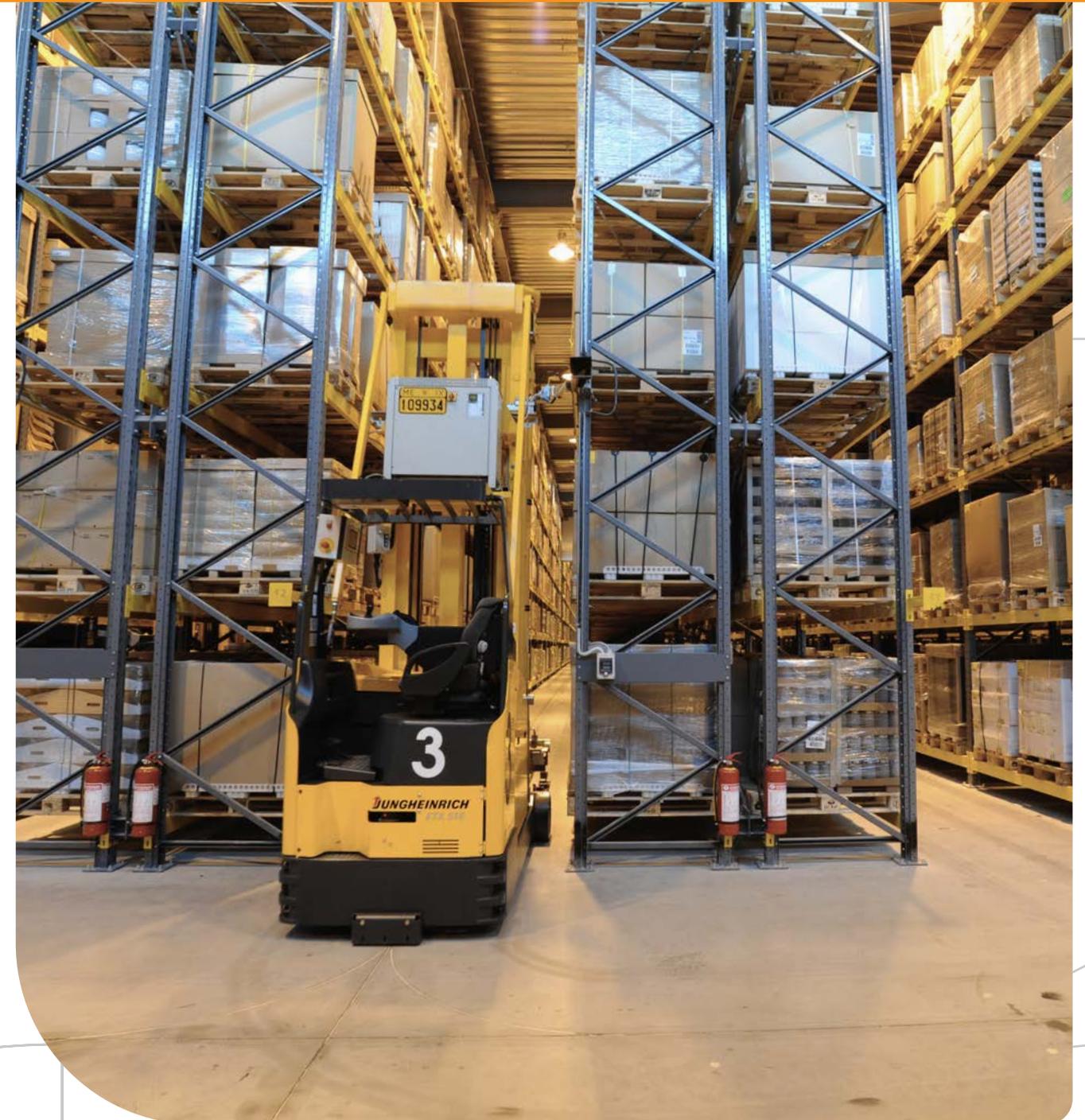


Health and safety

Given that the creation of a safe and healthy working environment is a basic principle for the Group, which is also promoted through its Values, the Group not only follows the provisions of the labor legislation in the countries where it operates, but also assesses the potential risks it may face and takes the necessary measures to achieve the prevention of any accidents. At Furlis Group, health and safety is a core priority that ensures compliance with the Health and Safety Policy. Responsible for the implementation of the policy is the Group's Human Resources Division and specifically, the Health and Safety Department.

Furlis Group has developed and implements an Occupational Health and Safety management system, which complies with all legal requirements, as well as with the requirements of the "ILO Code of Practice on Recording and Notification of Occupational Accidents and Diseases". The system applies to all the activities, stores and facilities of the Group, as well as to the entire workforce (direct employees) and third-party employees such as suppliers and partners (indirect employees), who work or visit its facilities. The Group Health and Safety Director is responsible for the system implementation.

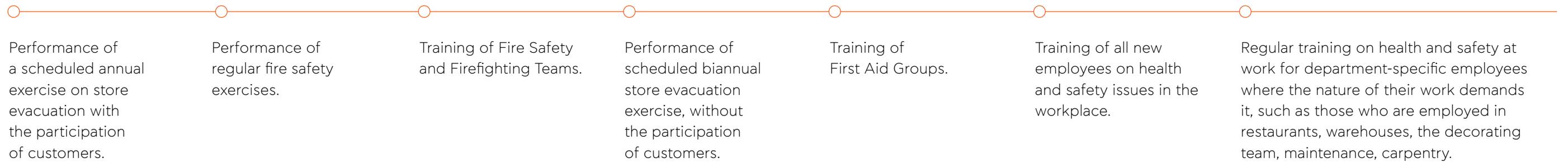
The Group also has a Risk Management Team, under the responsibility of the Group Health and Safety Director. There are also employees trained to deal with emergencies in all Group's companies' facilities. Especially at IKEA stores, due to their size and the volume of customers/visitors, there is a control center, through which all the necessary checks are performed, such as those for the ventilation, the elevators, firefighting and fire safety, etc.



Employee training on health and safety topics

The Group invests in the continuous and regular training of all its employees, so that they can respond to emergencies that affect both their own safety and that of customers/visitors and partners at its facilities.

For this purpose, the following trainings are provided:



100%
2023

Percentage of employees (direct and indirect) covered by the Health and Safety System

100%
2022

0
2023

Fatalities and/or high-consequence accidents of customers, visitors and partners in stores and facilities

0
2022

Promotion of employee health and well-being

The “EF ZIN” (Well-being) program was launched by the Sustainable Development and Corporate Social Responsibility Division in 2010, with the main objective to inform employees on health and well-being issues and to encourage them to adopt a healthier lifestyle. In the context of “EF ZIN” program, actions regarding healthy diet, health and prevention, exercise, etc., are annually organized. Some of the most important “EF ZIN” actions that took place in 2023, are presented below.

Mediterranean diet

The “Mediterranean Diet-live better, live longer” program continued for the Group’s employees in Greece, Cyprus and Bulgaria. The program includes weekly indicative menus with recommended recipes, based on the Mediterranean diet, as well as regular updates on other relevant topics.

Free sessions with dietitians/ nutritionists

The program of free sessions with dietitians/ nutritionists for employees in Greece, Cyprus and Bulgaria continued.

In 2023, a total of 66 sessions were held.



Counseling support line

The operation of the Counseling/Psychological Support Line for Group employees in Greece and Cyprus continued. The Line has been operating since March 2020. This service, in the field of mental health, is offered free of charge to the Group’s employees, in collaboration with specialized counselors/psychologists. Both employees and their relatives (spouses, adult children) can call the Line anonymously, to talk to the counselors/psychologists and to receive, with absolute confidentiality, immediate consulting support and guidance on issues that concern them and affect their personal, family and professional life.

The line operates 24/7/365 and in 2023 received 334 calls from 135 people.



One-on-one online sessions with psychologists

The service of individual online sessions with psychologists for employees in Greece and Cyprus, launched in 2022, continued.

In 2023, 168 sessions were held.

Sports tournaments

31 Group employees in Attica participated in the Hellenic Company Sports Games 2023

organized by the Hellenic Organization for Occupational Sports and Health (HOSCH) and competed in individual and team sports.



Online workout program

The online workout pilates program for the Group's employees in Greece continued.

The program is implemented 2 times a week, in collaboration with experienced trainers.

Health/Prevention

On Cancer Prevention Day and World Heart Day, Fourlis Group in collaboration with "IASO" Thessaly" continued the implementation of mammography and cardiological checks for the Group's employees, an action that began in 2022 for the employees in Attica.

In 2023, 135 checks were carried out at IKEA Ioannina and IKEA Larissa stores.

ΟΚΤΩΒΡΙΟΣ
ΜΗΝΑΣ ΚΑΤΑ
ΤΟΥ ΚΑΡΚΙΝΟΥ
ΤΟΥ ΜΑΣΤΟΥ

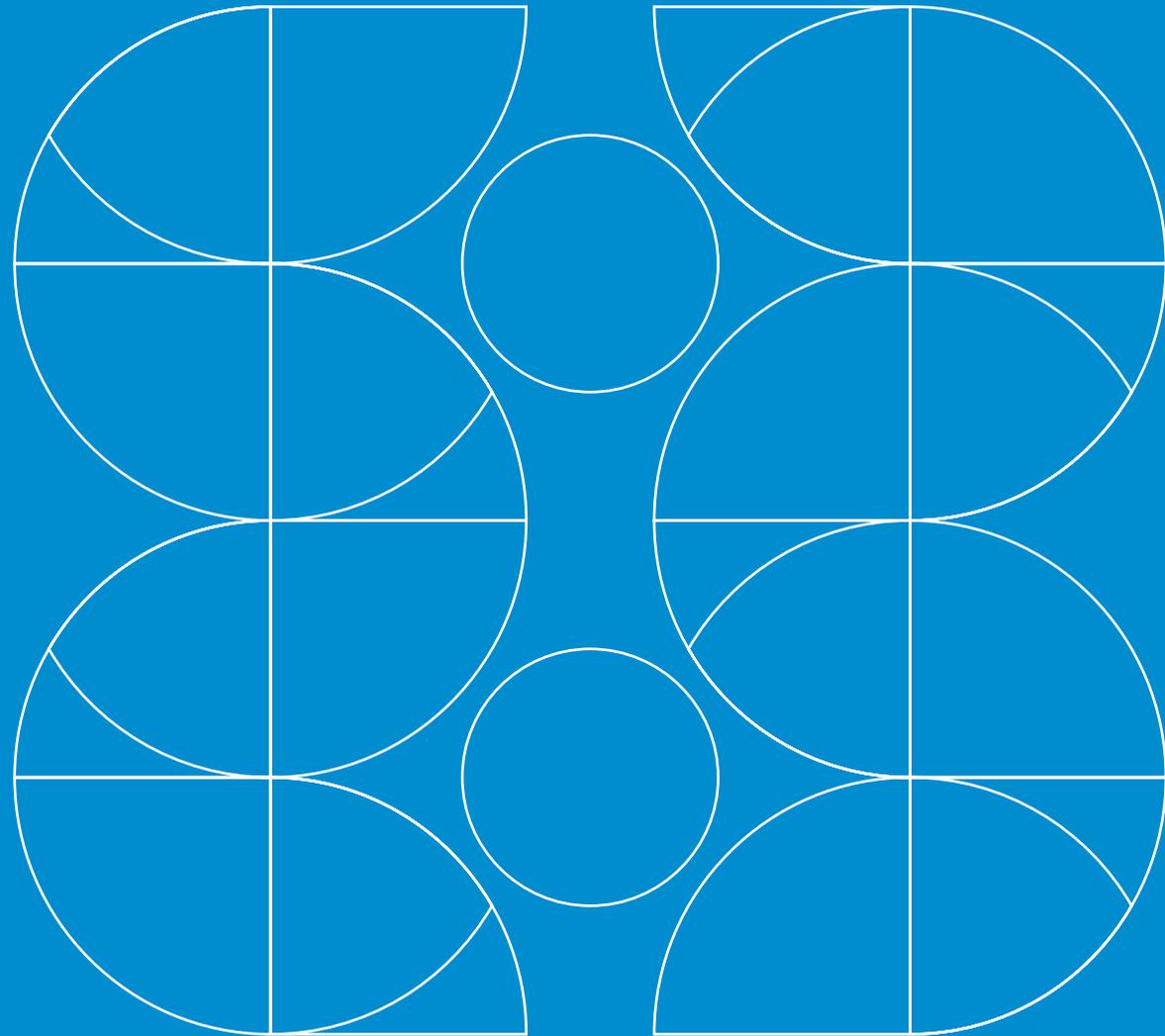
ΚΕΝΤΡΟ
ΜΑΣΤΟΥ
ΙΩΣΣ

ΔΕΣ ΠΙΣΩ ΑΠΟ ΤΙΣ ΔΙΚΑΙΟΛΟΓΙΕΣ

Ο Καρκίνος του Μαστού δεν «βλέπει» δικαιολογίες. Βρες χρόνο να κάνεις έγκαιρα τις απαραίτητες εξετάσεις σε ιδιαίτερα προνομακίες τιμές από το ΙΑΣΩ.

ΙΑΣΩ
Για ό,τι πιο πολύτιμο έχεις.

FOURLIS
ΟΜΙΛΟΣ ΕΤΑΙΡΩΝ



For the Society

Active/responsible social contribution and organization of voluntary actions for employees
 Actions to support society | Emergency response | Actions for culture | Volunteering





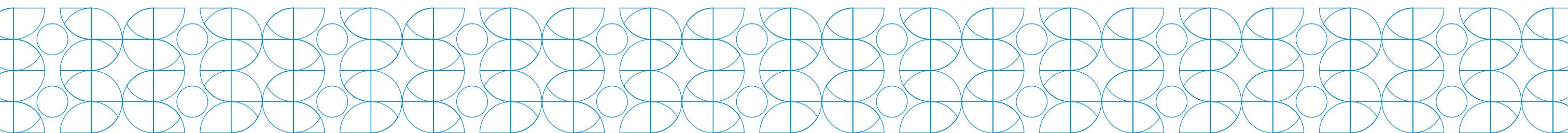
Active/responsible social contribution and organization of voluntary actions for employees

Fourlis Group daily operates for the implementation of its joint commitment and vision, which is the creation of the conditions of a better life for all.

In this context, Fourlis Group seeks to be in constant contact with both local communities and the wider society in the countries where it operates. This is achieved through established communication and engagement channels, with the aim of being informed about their needs and understanding them.

As a next step, needs are evaluated and prioritized, while programs and actions are planned and implemented, in order to satisfy not only the current and most important needs of each local community, but also those which are more in accordance with the Group’s Sustainable Development and Corporate Social Responsibility strategy (support of vulnerable social groups and especially children), the number of beneficiaries and the nature of its activities. In addition, in cases where there are special circumstances (e.g., pandemic, natural disasters), the Group either updates its programs or incorporates actions aimed at addressing these emergencies, for the relief of society and citizens.

The Group’s Sustainable Development and Corporate Social Responsibility Division maintains close communication and cooperation with executives from all Group’s companies to jointly plan, coordinate and implement these actions. In 2023, Social Responsibility programs and actions took place in all countries where the Group operates, the most important of which are presented below.



Actions to support society



Greece

STATIONS OF JOY¹

IKEA, of Foullis Group, within the framework of the Group's overall Social Responsibility program and in particular the "STATIONS OF JOY" program, continued to support Municipal Nursery schools and Kindergartens throughout Greece, by fully refurbishing 3 more Kindergartens. These are the Psychico (Agia Sofia) and Nea Magnisia (Thessaloniki) kindergartens as well as the 2nd Nursey school of Ioannina, which accommodate

about 100 children. IKEA offers all the necessary, suitable and safe equipment for children and teachers, while IKEA decorators undertake the configuration and decoration of the spaces so that children and employees of each school can enjoy a better everyday life in a new, warm, safe and welcoming environment.

Make-A-Wish Greece²

IKEA supports "Make-a-Wish Greece" organization, contributing to granting the wishes of children diagnosed with critical illnesses. According to research, children regain physical and emotional strength when a wish is fulfilled. This power helps them confront their illness.

In this context, in 2023, IKEA proceeded with the donation of materials and furniture from its stores, to grant the wishes of 28 children, who wished

to acquire their dream room. IKEA and Foullis Group's goal is to create, through their activities and actions, the conditions for a better everyday life for children. In this context, in 2024 they will continue to support "Make-a-Wish Greece" as they share the same belief, that we should never stop trying for children.



Since the launch of the "Stations of Joy" program in 2013, **88 schools** have been equipped for more than **3,790** children.



Since the beginning of the cooperation between IKEA and Make-A-Wish, a total of **160** children's rooms have been equipped.



Greece

NGO +Plefsi

IKEA supported the project implemented by the Non-Profit Organization + PLEFSI (Symplefsi) in order to support and improve the living conditions of the inhabitants of the Greek border islands and specifically that of children, by offering products to the kindergartens of Ereikoussa, Donoussa and Fourni, which the Organization visited as part of its autumn mission.

**WWF³**

IKEA continued the support program to WWF Hellas, which started in 2021, for dealing with the effects of forest fires, with emphasis on Evia. WWF Hellas has undertaken the obligation to include in its actions the organization ANIMA for the rescue and care of wild animals in Evia and other fire-affected areas. IKEA offers to WWF Hellas the 10% of each sale of rechargeable batteries and chargers for 3 years (starting from September 2021).



Since the beginning of the program and until the end of 2023, **€72,000** has been allocated for this purpose.

^{1,2} The Group's support to the organization "WWF" is long-term and is not limited to the reference period of the Report.



Greece

Meals Donation⁴

Since 2012, IKEA and Fournalis Group have been cooperating with "BOROUME", the Non-Profit Organization whose mission is the reduction of food waste and to fight malnutrition in Greece.

In the context of this cooperation, in 2023 IKEA continued the donation - to people in need- of meals not consumed at its stores' restaurants in Greece, as well as at the Group's Headquarters' restaurant.

In 2023,
approximately
40,000 meal portions
were offered,
while since 2012, more than
742,410 meal portions
have been offered.

The meals have been offered to the following organizations:

- RETO Hellas Association (Attica)
- Municipality of Egaleo Social Grocery (Attica)
- Community House "Ariadne" (Attica)
- Parish breadline of Estavromenos Church in Tavros (Attica)
- Western Athens Citizens' Movement (Attica)
- "Piraeus Solidarity for All" Organization (Attica)
- Psarapteio Foundation (Attica)
- Municipality of Thessaloniki Social Service Department
- Trion Ierarchon Church of Evosmos (Thessaloniki)
- Refuge of Love and Support (Thessaloniki)
- Agios Georgios Church (Larissa)
- Metropolitan Cathedral of Larissa
- Metropolitan Cathedral of Ioannina
- Church of Assumption of Holy Mary of Perivleptos (Ioannina)





Cyprus

STATIONS OF JOY

Since 2017, IKEA Cyprus, part of Foullis Group, has been implementing the “STATIONS OF JOY” program within the framework of the Group’s overall Social Responsibility program, fully equipping municipal community kindergartens in various areas of Cyprus.

In 2023, IKEA Cyprus proceeded with the complete equipping of 3 schools in the areas of Polis Chrysochous in Paphos, Vrysoules in Famagusta

and Lympia in Nicosia, where approximately 75 children are accommodated.

IKEA offers all the necessary, suitable and safe equipment for children and teachers, while IKEA decorators undertake the configuration and decoration of the spaces so that children and school employees can enjoy a better everyday life in a new, warm, safe and welcoming environment.



Since 2017, IKEA Cyprus has equipped **16 community kindergartens** for more than **400** children.

Donation of furniture and household equipment for the landscaping of spaces to the following organizations:

- **Pancyprian Family Planning Association:** for the equipment and configuration of the “NIMA” center, the first specialized structure in Cyprus that provides psychological support and therapy to adults who have suffered sexual abuse in their childhood, and to their families.
- **Agios Spyridon Primary School in Nicosia:** for the equipment and configuration of a Life Education and Reading room. The project was implemented in collaboration with the TV show “Me agapi Christiana”.

Meals Donation

IKEA Cyprus proceeded with the offer of meals that are not sold in the restaurant of the IKEA store in Nicosia, to vulnerable social groups. Through this action, in 2023 IKEA Cyprus offered more than 7,040 portions of food to the **Pancyprian Association of Single Parent Families & Friends**.

Since the launch of the meal donation action in 2022, IKEA Nicosia has offered more than **10,140 portions of food**.



Bulgaria

IKEA Bulgaria:

- **Continued to offer children's furniture and toys for the "Blue Dots"** points established by UNICEF and UNHCR in the cities of Ruse, Dobrich, Nurankulak, Burgas and Varna. These are places of protection and support for refugees that provide families and children with useful information and services. Through these points, families fleeing the war in Ukraine were supported. In 2023, IKEA Bulgaria supported the Ruse city spot with its offer.

- **Continued its cooperation with UNICEF to support the "Steps Together" program.**

The aim of the program is to change the school environment and create spaces where children feel confident to share ideas for improving the school climate, in order to create conditions for reducing stress and withdrawal from the school routine. In this context, on the occasion of Pink Shirt Day and in collaboration with UNICEF, IKEA created an awareness campaign for employees, customers and the general public on the issue of bullying at school.

- On the occasion of the celebration of 30 years since the operation of the first structure of SOS Children's Villages in Bulgaria, IKEA **offered equipment for the homes of the organization** in the cities of Tryavna and Veliko Tarnovo.

- **Proceeded to the offer of furniture and fully equipped the Children's Hospital** in the city of Veliko Tarnovo with the aim of creating a pleasant environment for the hospitalized children.





Mission Anthropos

Collaboration with the non-profit organization “Mission Anthropos” and offer of sporting goods, specifically

**247 pairs of shoes,
522 pieces of clothing and
293 pieces of accessories,**

which were sent to the collaborating organizations “Apostoli” and “Zefxis” in Athens, “Iliaktida” in Mytilene and to the Cultural Educational Association of Women of Drosero in Xanthi “Elpida”, to meet the needs of vulnerable populations.



Emergency response



Support for people affected by natural disasters

Support by IKEA to those affected by the floods in Thessaly and to families permanently residing in Vlochos, Karditsa, by **offering household equipment**, in cooperation with the Municipality of Palamas.

IKEA also undertook the **complete furnishing of 2 kindergartens** in the Municipality of Palamas that had been damaged, while **offered discounts** for the purchase of products related to homes or businesses damaged by floods in the wider area of Thessaly.

Discounts on the purchase of household equipment were also offered for homes and businesses affected by fires in 2023.



Médecins Sans Frontières

Collaboration with the Organization “Médecins Sans Frontières” to **cover clothing needs for 40 children aged 0-14 years** whose families were affected by the fires in the Municipality of Fyli in Attica.

Actions for culture



“DIAZOMA” Association

Foullis Holdings S.A. is a corporate member of “DIAZOMA” Association, which aims to connect and motivate all forces of the Greek society (citizens, mayors, regional governors, universities, cultural institutions) for the promotion and universal protection of a special category of monuments, that of the ancient theaters. More information as well as the results of the association’s actions, are available at www.diazoma.gr.



The Society for the Revival of the Nemean Games

Foullis Holdings S.A. supports the “SOCIETY FOR THE REVIVAL OF THE NEMEAN GAMES”, which has two basic principles: The games should be as authentic, as true to historic precedent as possible and they should be for the participation of everyone. Their purpose is not to provide entertainment for spectators - although that would be a corollary result - but an opportunity for anyone and everyone to become an ancient Greek athlete, even for just ten minutes. More information as well as the results of the Society’s actions, are available at www.nemeangames.org.



ELLINIKI ETAIRIA-Society for the Environment & Cultural Heritage

Foullis Holdings S.A. supports the ELLINIKI ETAIRIA - Society for the Environment and Cultural Heritage (ELLETT). The ELLINIKI ETAIRIA - Society for the Environment and Cultural Heritage, as its name suggests, has been actively fighting for the preservation of the environmental and cultural heritage of Greece since 1972. For the preservation of the environment, due to the complex ecological and environmental crisis that the world is experiencing. For the preservation of culture, because on the one hand, the causes of the environmental crisis are cultural while on the other, the monuments created by traditional societies are usually admirable themselves, often embodying an attitude to life which has much to offer in relation to today’s environmental concerns. For this reason, ELLETT has from its inception been concerned not only with traditional but also with contemporary culture,

especially where this has something positive to contribute to dealing with the complex environmental crisis of our time. Recognizing the criticality and importance of climate change, ELLETT dedicated its know-how to the preparation of a comprehensive and feasible proposal that will contribute significantly to the creation of a National Observatory for climate change and Greece’s compliance with the relevant directives of the European Union. For more information and the results of the actions of ELLINIKI ETAIRIA - Society for the Environment & Cultural Heritage, you can visit the website www.adaptivegreece.gr



Volunteering

As part of Foullis Group's Sustainable Development and Social Responsibility Program and the "Volunteer Day" institution, which is annually implemented for employees,

11 volunteering actions were organized in 2023 with the participation of 111 volunteers.

The majority of the actions were selected and implemented by Group employees in Greece, Cyprus and Bulgaria.



Some of the most important actions implemented in 2023 are the following:

Voluntary Blood Donation

A voluntary blood donation action, which is organized twice a year by Foullis Group Sustainable Development and Corporate Social Responsibility Division, was organized at the Group's companies' facilities. In 2023, voluntary blood donation took place in Greece and Cyprus, while through this action,

a total of 357 blood bottles were collected.



Preparation and donation of meals

A volunteering action at the Center of the Earth, in Ilion, in collaboration with Organization Earth (<https://www.organizationearth.org/ktg>). As part of the action, employees and their families had the opportunity to cook in the "Collective Kitchen" with healthy, organic products for our fellow people in need, to tour the premises of the Queen's Tower (<https://www.pyrgosvasilissis.gr/>), to attend workshops for adults and children that brought them closer to earth and to have lunch altogether, revitalizing the traditional Sunday table.

The approximately 200 portions of food they cooked were donated to the Holy Metropolis of Ilion, Kamatero and Petroupoli

through the Organization BOROUME (www.boroume.gr).

BOROUME at the farmers' market

Participation in the action BOROUME at the farmers' market, which was implemented at the farmers' markets of Chalandri and Moschato in Attica, in collaboration with the organization BOROUME (www.boroume.gr). As part of the action, food was collected from the producers, which were donated to the Psaraftio Foundation and to the Lighthouse of Hope organization respectively.



Become a seller for 1 hour

For a 2nd year, employees of Foullis Group wore the red vest of the sellers of Shedia magazine (www.shedia.gr) and spent 1 hour with them at one of the posts where they sell the magazine in Athens and Thessaloniki. Through this process they had the opportunity to meet the salesperson, to learn more about his daily struggle for a decent life, to try themselves at sales but mainly to send their own message against poverty and social exclusion.



σχεδία

EDIA
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Beach Cleaning

Foullis Group employees, along with their families, participated in a cleaning action of Platia Ammos beach in Agia Larissa, in cooperation with the Municipality, as well as in the cleaning of Angelochori beach in Thessaloniki.



Alma Zois

A team of 60 Foullis Group employees participated for yet another year in "GREECE RACE FOR THE CURE" that took place in October 2023 in Attica, at Zappeion Megaron. The race "GREECE RACE FOR THE CURE" is annually organized by the Panhellenic Association of Women with Breast Cancer "Alma Zois" (www.almazois.gr) which, with the net proceeds of the event, provides free of charge the programs it implements. Part of the proceeds of the race were donated as a sign of support and solidarity, to cover the needs of women with breast cancer in the flood-affected areas of Thessaly.

Visit to the Pediatric Clinic of the University Hospital of Ioannina

IKEA Ioannina employees visited the Pediatric Clinic of the University Hospital of Ioannina and offered entertainment and gifts to the hospitalized children.



Donation of food and other necessities

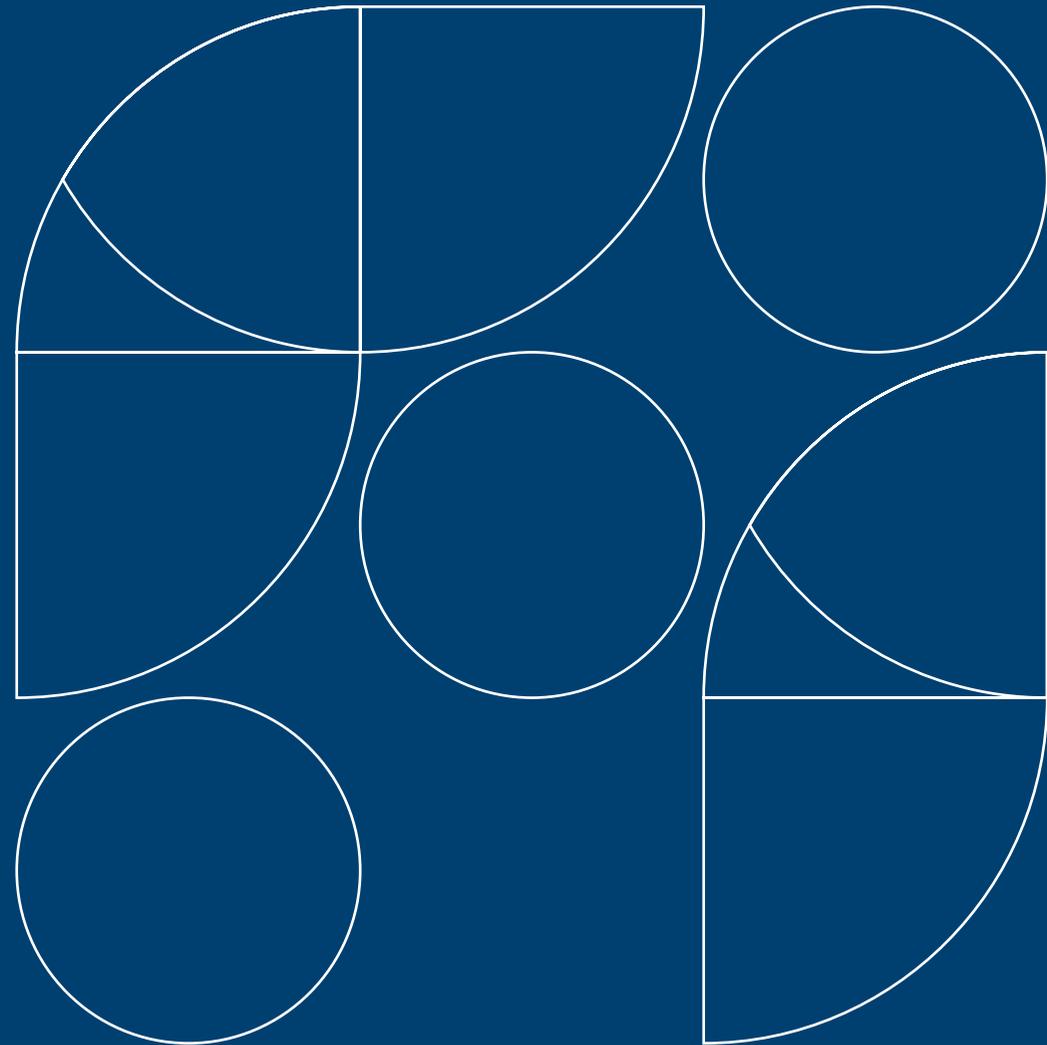
On the occasion of Christmas holidays, employees of all the Group's companies in all countries of operation, collected, for yet another year, food and basic necessities, which were offered to institutions and organizations to support vulnerable social groups.



Volunteer actions in Bulgaria

The Group's employees in Bulgaria participated in the renovation and equipping of the library of the Center for Preschool Development of the FOR OUR CHILDREN foundation, in a cleaning action at Kraimorie beach in Burgas, as well as in a stray dog care action.

Foullis Group will continue to organize actions aimed at promoting volunteering, strengthening the culture of employee awareness about the importance of supporting fellow human beings and protecting the environment, as well as empowering relations between them.



For the Market

Business conduct | Data privacy
Ensuring the health, safety and accessibility of customers and visitors





Business conduct

Ensuring sustainable corporate governance, business ethics promotion and regulatory compliance at a rapidly evolving regulatory and business environment (of International, European, National scope), is a critical pillar of the Group's operation, as it concerns the entire range of its activities.

In order to combat corruption and bribery and fraud, the Group has established and implements the following codes, regulations, policies and procedures, which also cover its subsidiaries and for which more detailed information is available, for all its stakeholders, at www.fourlis.gr:

- Corporate Governance Code.
- Code of Conduct, including the Code of Conduct Line/Whistle-blowing System.
- Supplier Code of Conduct.
- Policy and Procedure for the Prevention, Detection and Management of Conflicts of Interest.
- Suitability Policy.
- Remuneration Policy and Report.
- Policy of Equal Opportunities and Diversity.
- Charter of Operations.
- BoD Charter of Operations.
- Policy to prevent and combat money laundering and terrorism financing.
- Due Diligence Policy on suppliers.
- Compliance process regarding related parties' transactions.
- Internal Control System Evaluation Process.
- Procedure for managing incidents of fraud, corruption or bribery and informing Top Management, the Internal Audit Division and the Regulatory Compliance Unit.

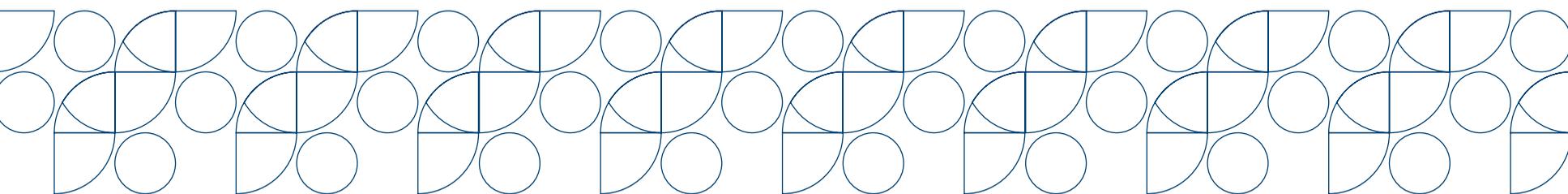
8	Cases of small-scale fraud concluded as non-material from a financial perspective	10
2023		2022

↓
-20.00%

0	Critical concerns communicated by stakeholders to the BoD	0
2023		2022

0	Incidents of non-compliance with laws and regulations, resulting in monetary or other type of loss	0
2023		2022

0	Legal actions, pending or completed, regarding anti-competitive behavior and violations of anti-trust law	0
2023		2022





Data privacy

Fourlis Group adheres not only to the European Legislation, but also to the local legislations of the countries where it operates, regarding Personal Data protection of the natural persons who transact with the Group, maintaining a relevant Policy. Respecting privacy is a core element of both the Code of Conduct, General Data Privacy Policy as well as the Policies and Procedures embedded in Fourlis Group and its subsidiaries' operations.

Fourlis Group values the trust of all people involved in transactions with the Group and has designed and implements (to all its subsidiaries), a personal data and sensitive personal data protection policy for all natural persons (visitors, partners, customers, suppliers and current, ex and applicant employees). It protects, with due diligence, the personal information it collects for business needs, after legal consent, and it makes sure to safeguard the rights of natural persons, in accordance with the existing legislation and the general Data Protection Regulation (GDPR), in all the countries where its companies operate.

All Group employees, in all countries where it operates, are regularly trained on GDPR issues either through live seminars or through e-learning. GDPR training is also part of the induction program for new employees. Compliance with the relevant legislation and data security is examined at Group's Companies Board of Directors level.

0
2023

Findings regarding issues of personal data protection

0
2022

0
2023

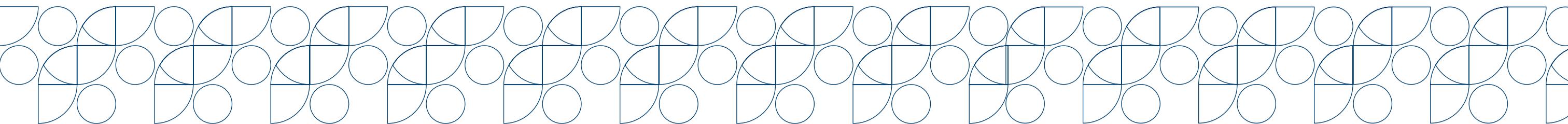
Substantiated complaints and reports about breaches of customer privacy

0
2022

0
2023

Incidents of identified leaks, theft or loss of customer data

0
2022





Ensuring the health, safety and accessibility of customers and visitors

Facilities/Stores

Placing particular emphasis on prevention, Foullis Group complies with current legislation and applies a Health and Safety Policy (included in the Internal Labor Regulations of its companies) for all Group's subsidiaries, across the countries of operation.

The Policy includes a wide range of relevant procedures, measures and initiatives, regarding the safe stay of visitors, customers, partners and employees in the Group's facilities. Any variations of the relevant procedures, by country or region, depend on the size of the facilities as well as on the existing national legislation of the Group companies' country of activity. In this context, some of the practices applied at Foullis Group are the following:

- Cooperation with an external service provider on accident protection and prevention.
- Written occupational risk assessment, according to existing methodology and legislation.
- Measures taken for reducing "emergency pick" incidents, in order to prevent accidents at the IKEA stores.
- Infirmaries equipped with medical beds and automatic external defibrillators in all the IKEA stores, as well as in the TRADE LOGISTICS S.A. distribution center and at Foullis Headquarters.
- Provision of wheelchairs at IKEA stores' entrance, as well as of accessible lavatories and parking spaces, aiming to provide safe accommodation and transportation for people with disabilities.

In order to ensure the adherence to the Health and Safety Policy, regular audits are carried out by safety technicians in all the facilities of Foullis Group.

In 2023, **11 internal audits** on health and safety issues were carried out by the Group's Internal Audit Department, including an audit at an IKEA store restaurant.

Furthermore, all health and safety incidents occurring within the Group's facilities and stores are reported. At the same time, in the context of the Policy, a Safety Report is compiled for each store, as well as a consolidated one for all of them. The report includes information not only on the number and type of incidents, but also on the way they were addressed. Through these reports the Group is able to receive useful information regarding the effectiveness of its policies so as to proceed to the improvement of the applied practices, where needed.

Products

Impacts on the health and safety of customers during product use may be caused by either defective design and inadequate operating instructions, product misuse or improper product assembly.

The Group manages the health and safety topic through the compliance of the products traded by its subsidiaries, in all countries of its activity, ensuring cooperation with suppliers and franchisors that meet European and national quality and safety laws and regulations for the products it sells (the above include food available at IKEA stores' restaurants).



IKEA provides a multiannual product guarantee, which in some cases reaches 25 years, while a product withdrawal policy is followed and applied. IKEA products have special labeling and signs informing consumers on details related to product manufacturing and origin, their environmentally friendly characteristics, dimensions, product life cycle and whether a product must be used only by adults. At the same time, IKEA monitors product returns and if an increased number of returns of an item is observed (due to a defect), specific procedures, that have been defined worldwide by IKEA, are followed for the information of all interested parties.

In 2023, there were 2 recalls of products from IKEA, which concerned all 3 countries of operation. More information regarding the current recalls is available on the company's website [Product Recall | IKEA Greece](#).

In addition, a Food Safety System, according to the international standard ISO 22000, is implemented in all IKEA stores' restaurants in Greece and Cyprus. For the stores in Bulgaria the recertification process has begun and is expected to be completed in 2024.



INTERSPORT's policy focuses on the inclusion of terms in their contracts with suppliers, which stipulate the compliance with all applicable regulations and laws, regarding the products that they source from them. The Commercial Division of INTERSPORT, which is also responsible for product compliance, ensures that market provisions as well as the European Union CE labeling are followed. The products have specific labeling and signs in order to provide information and advice to consumers regarding their use, as well as information about their manufacturing etc.

In cases of defective products, INTERSPORT immediately proceeds to their withdrawal and replacement and initiate all the necessary procedures in order to inform all the pertinent institutions, such as the Ministry of Development and Investments, consumers' associations and consumers in general, via a specific press release. In 2023, there were no product recalls in any country of operation.

Facilities/Stores

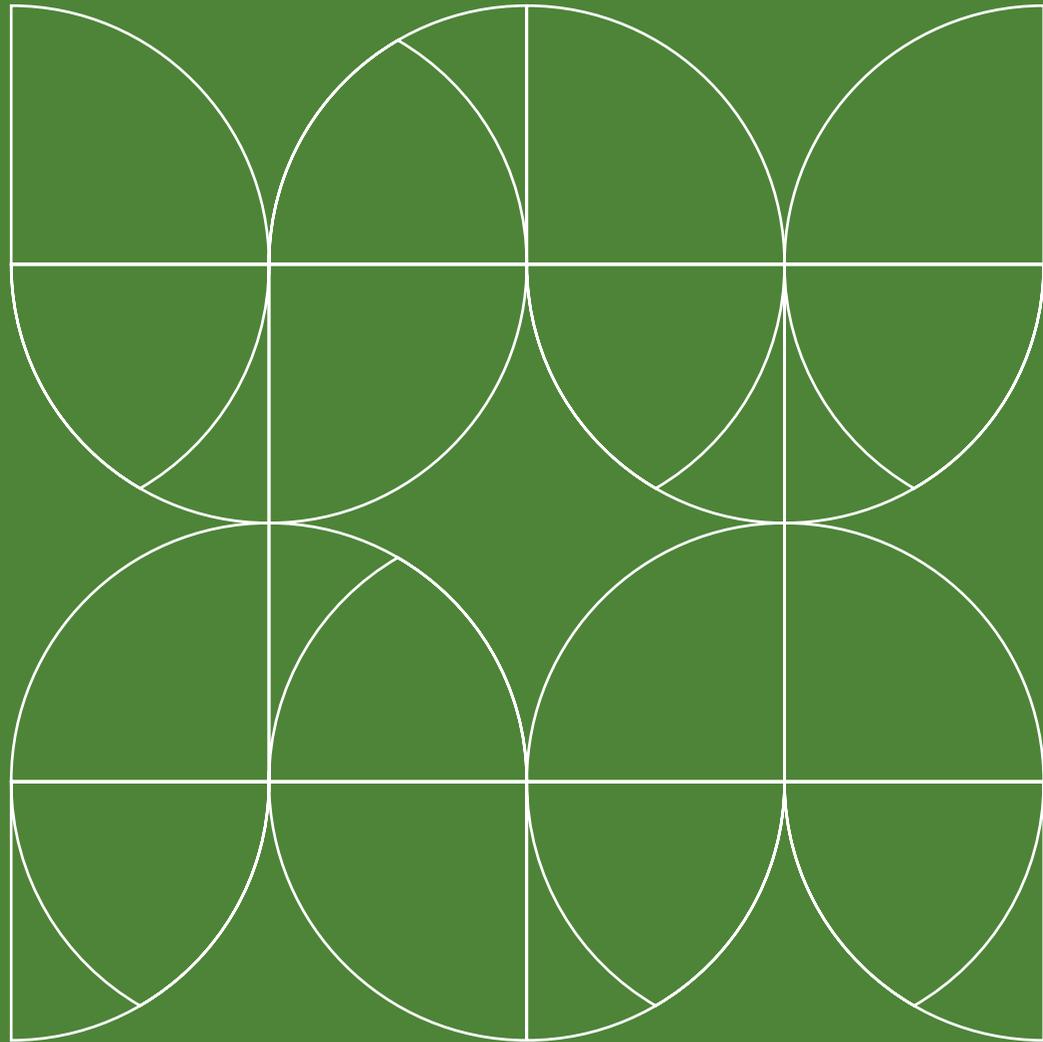
0	Fatalities and/or high-consequence accidents of customers, visitors and partners in stores and facilities	0
2023		2022

Products

0	Incidents of non-compliance with legislation and/or voluntary codes on Health and Safety impact issues	0
2023		2022

0	Incidents of non-compliance, regarding the provision of information and the labeling of products and services	0
2023		2022

0	Incidents of non-compliance with regulations and voluntary codes, regarding marketing communication, including advertising, promotion and sponsorship	0
2023		2022



For the Environment

Climate stability and air pollutants | Waste and resource intensity | Reduction of food waste
 Products and actions/initiatives that contribute to a more sustainable lifestyle





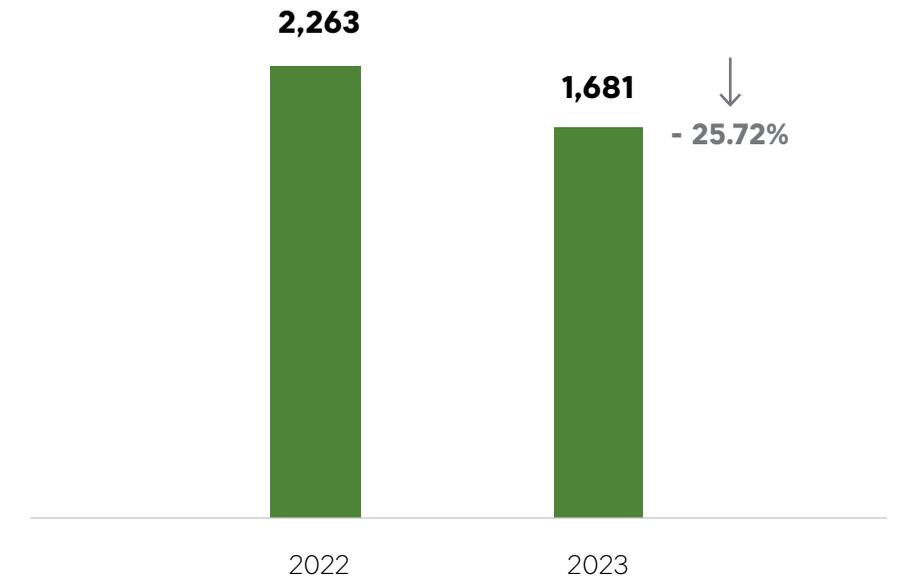
Climate stability and air pollutants

In the context of the global necessity to protect the environment, contribute to tackling climate change and reduce the impacts arising from it, Fourlis Group systematically monitors the impacts of its activities, while carrying out a series of initiatives and interventions to reduce its environmental footprint, through the reduction of greenhouse gas emissions emitted by its operations, saving and recycling natural resources and integrating circular economy practices, responsible management of water resources, as well as raising awareness among employees and the public on environmental protection issues and adopting a responsible life attitude.

The Group's companies are responsible for the monitoring and implementation of the legislation related to their activities, as well as for the voluntary measures taken and the respective implementation of procedures and practices aiming to reduce their environmental impacts. The role of the Group's parent company, through the Sustainable Development and Corporate Social Responsibility Division, is to monitor the relevant procedures and practices, as well as to collect and compare their results with previous years' data. Through this process, the Group can present to its stakeholders the results of the practices it applies and to set up new objectives for the following years, shaping the relevant strategy.

To reduce its environmental impact and contribute to climate change mitigation, Fourlis Group has conducted a comprehensive evaluation of the carbon footprint of its activities in accordance with the guidelines on the GHG Protocol and ISO 14064-1:2018 standards and in accordance with the guidelines of the National Climate Law (4936/27.05.2022). In this context, for a second year, the Group proceeded with the collection of activity data and calculation of direct (Scope 1) and indirect (Scope 2) emissions arising from the Group's activities in Greece, for the following companies: Fourlis Holdings S.A., Housemarket S.A., Intersport Athletics S.A., Trade Logistics S.A. and Wellness Market S.A.. In addition, in 2023 the Group will prepare an annual carbon footprint report for emissions resulting from the activities of its companies in Greece, in accordance with the requirements of the Greek Climate Law, over which the Group has operational control and obligations.

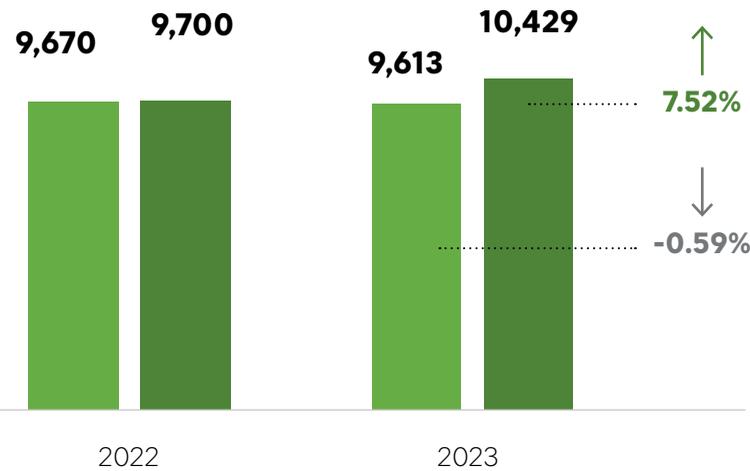
Direct (Scope 1) GHG emissions t CO₂e



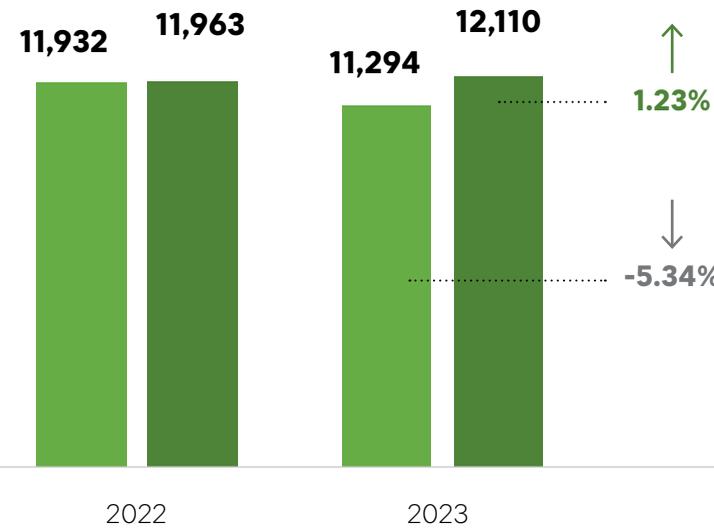
Note:

Scope 1 emissions: Includes direct emissions from fuels used by equipment, fleet vehicles, fire extinguishing systems and fugitive emissions from Fourlis Group refrigerants. Carbon dioxide equivalent emissions were calculated by combining activity data with the corresponding emission factors of the National Inventory Report - NIR Greece (2023), EIB (2023) and DEFRA (2022), in accordance with the requirements of the National Climate Law.

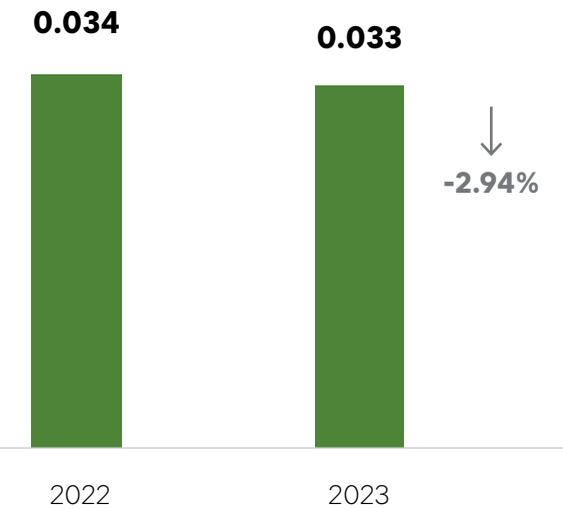
Indirect (Scope 2) GHG emissions t CO₂e



Total direct and indirect greenhouse gas emissions (Scope 1 and Scope 2) t CO₂e



Intensity of direct and indirect greenhouse gas emissions (Scope 1 and Scope 2 market based) t CO₂e/m²



- Total location-based indirect emissions (Scope 2)
- Total market-based indirect emissions (Scope 2)

- Total direct and indirect emissions (Scope 1 & Scope 2 location based)
- Total direct and indirect emissions (Scope 1 & Scope 2 market based)

Note:

GHG emissions intensity: CO₂e intensity is a disclosure used to manage and improve the greenhouse gas emissions of a corporate business operations. Based on the GHG Protocol, the GHG emissions intensity is calculated with a unit of measurement relevant to the company's activities. The carbon footprint disclosure can be particularly useful as a measure to monitor emission reduction based on future emission reduction actions by Fourlis Group. For the calculation of the intensity of emissions within the Group, Scope 2 emissions – market based and the total square meters of offices and shops were used.

Notes:

- Scope 2 emissions:** They arise from electricity supplied. The methodology for calculating emissions, results from the combination of activity data with the respective emission factors NIR Greece (2023) and DAPEEP (2021).
- Location-based emissions:** they include the average emissions intensity of the country's grid where electricity is used (calculated using the average emission factor of the country's energy mix from the grid).
- Market-based emissions:** they include emissions calculated on the basis of the Provider's energy mix (e.g., PPC, NRG), taking into account Guarantees of Origin and other products specific to the origin of electricity that the Provider offered to a share of its customers during the year.

• The results of the carbon footprint may vary for the Group's companies in Greece that fall within the scope of the National Climate Law, as revised emission factors are expected from the Ministry of Environment and Energy, in the context of the implementation of the National Climate Law.
 • For the estimation of the carbon footprint of Fourlis Group, the calculation method (activity data x emission factors x GWP) was used. For the emission factors, a combination of activity data was performed with the corresponding emission factors of suppliers DAPEEP (2023 and 2021), NIR Greece (2023), DEFRA (2023).
 • Emissions resulting from the activity of TRADE ESTATES are excluded from the emission calculations for 2023, without however significantly affecting the results.

In addition, Furlis Group companies systematically monitor the consumption of electricity, heating oil and natural gas in their facilities and proceed with the necessary interventions, where and when needed, aiming at the reduction of their environmental footprint.

Given that the Group's facilities are highly diversified and for the effectiveness of the interventions for energy consumption reduction, the differences between the companies' facilities are considered and relevant practices for improving their energy efficiency are applied. Indicative actions and initiatives implemented or in progress in 2023 are the following:

Climate stability and air pollutants

Companies' initiatives



- Gradual installation of inventor system at boilers to conserve natural gas. The project implementation continued during the reference year (70% completion rate).
- Gradual supply and use of peak electricity consumption management systems, optimizing/deferring the operation of power-operated installations and appliances. This project is at an early stage in the reference year.
- Restructuring of regular/preventive and repair maintenance of their buildings and systems (90% completion rate in the reference year), targeting two main areas:
 - The management and assurance of the proper operational quality of all buildings' systems and facilities, in order to avoid operational failures, to maximize their performance and longevity and to ensure the economy of operations and to minimize any kind of environmental impacts. Project implementation remained at the same level as in 2022 (80%).
 - The management and assurance of the maintenance and/or the upgrade of the quality of the building envelope to ensure the maximum economy of operations and the minimization of any kind of environmental impacts.
- Gradual addition of solar energy use systems to produce hot water for general use. The project is completed and operating at 100%.

TRADE LOGISTICS

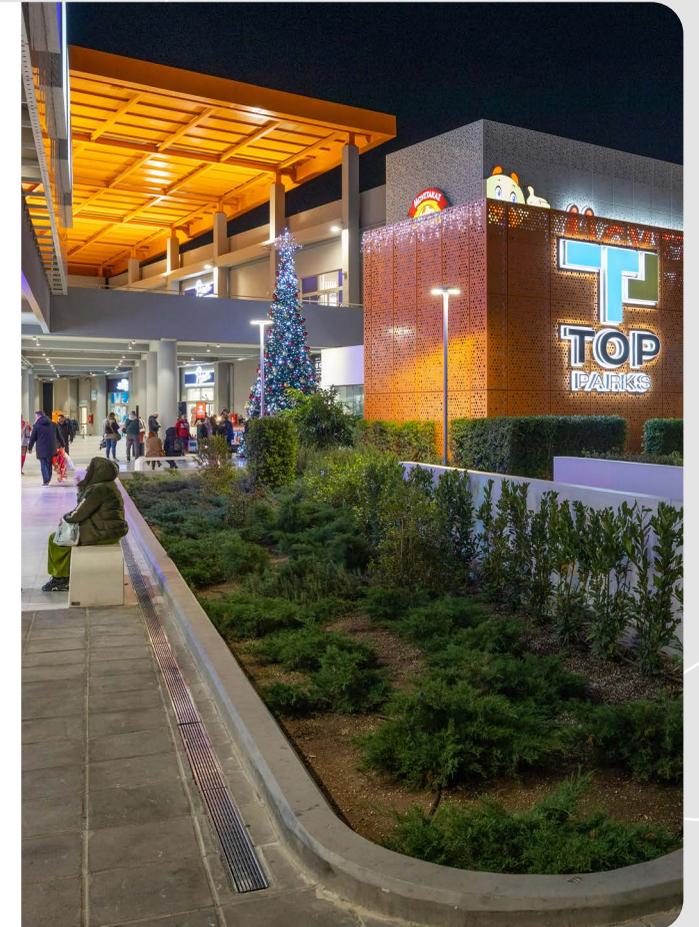
- In the first quarter, the conversion of hardware layouts in all the company's power distribution panels was completed by specialized electrical installers, so that all panels operate according to the modern ELOT HD384 standard.
- In the first quarter, the electrical autonomy of the loading and areas on the warehouse ramps was completed, so that only the ramps selected to operate are illuminated.
- Installation of new 80W LED road lighting and 400W LED floodlights in the surrounding area, where 60% of the lighting was operated, with 250W sodium vapor road lighting and 1000W sodium vapor field floodlights respectively.
- Replacement of 250W sodium vapor bell type luminaires with new 100W High Bay LED bell type luminaires, in the high parts of the warehouse.
- Electrical autonomy of warehouse areas, in which the packaging stations of the INTERSPORT e-shop and stores operate, so that their lighting needs are optimally reduced.
- Coverage of translucent panels with a special fabric, to limit the radiation entering the building. Measurements showed that 50% of the heat entering the building comes from translucent panels that cover 8% of the roof of the building. A special fabric was placed on all translucent panels which reduces by 80% the heat that enters from them. This fabric can be removed during winter and repositioned during summer.



- Upgrade of the lighting installation with energy efficient lighting (LED) at the Intersport store in Paphos, Cyprus.
- Implementation of the LIGHTS OFF program in stores in Greece, under which the illuminated signs of the stores are switched on at 17:30 and turned off at 21:30, while the screens are turned off during the night.



- Installation of a “Green Roof” on the property of the Company’s subsidiary (Bersenco S.A.) at 86 Piraeus Street. The installation concerns the green cover of 2,576.47 m² on a roof area of 7,286.01 m². The surface is covered with ground cover plants and turf, enhancing the bioclimatic characteristics of the building. In particular, it contributes to the enhancement of thermal insulation, energy saving for cooling/heating, reduces the abrupt runoff of water in case of heavy rainfall and leads to the reduction of the amount of water in the sewers while absorbing solar radiation and noise.



Investment in photovoltaic systems for electricity production

TRADE LOGISTICS

Since 2013, a photovoltaic power generation system operates on the roof of TRADE LOGISTICS warehouse in Schimatari.

1,338 MWh

the total energy production in 2023

1,221 t CO₂e

the amount of greenhouse gases not released into the atmosphere during the same period.

The company has also installed a new 1MW photovoltaic system on the roof of the warehouse in Schimatari, for the production of electricity using the method of Net Metering. The installation of the system is estimated to be completed in the first quarter of 2024.



Since 2021, a photovoltaic power generation system with netting has been operating at the IKEA Cyprus store.

518 MWh

the total energy production from the photovoltaic system in 2023.

466 t CO₂e

the amount of greenhouse gases not released into the atmosphere during the same period



TRADE ESTATES has implemented a memorandum of cooperation with PPC for green actions in its buildings, such as the installation of photovoltaics on the roofs of the Company's Commercial Parks. In this context, the installation of a photovoltaic system at the Company's Retail Park in Piraeus, with a capacity of 361.35 KW, is in progress.

Charging stations for electric cars



Operation of electric car charging stations at IKEA Airport, IKEA Thessaloniki and IKEA Sofia stores in Bulgaria. IKEA Sofia also provides electric vans at affordable prices, to customers who do not own or have a small car, in order to transport their purchases to their destination.

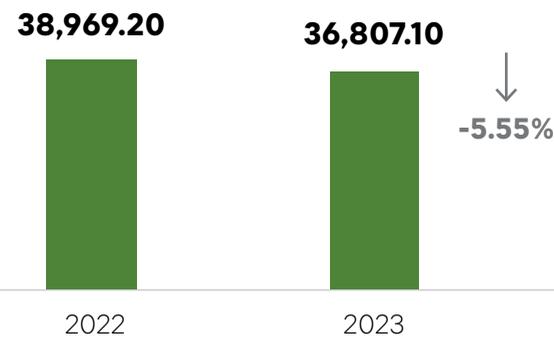


TradeEstates

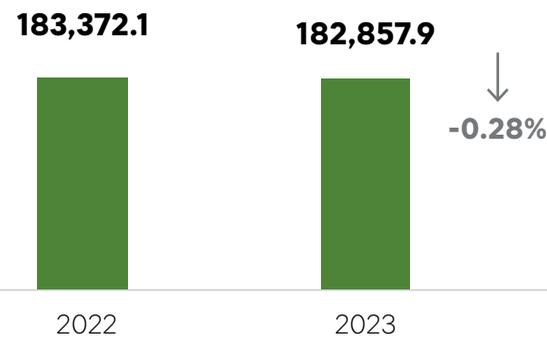
Chargers for electric cars are already operating at the Company's facilities in Ioannina and Piraeus.



Total fuel consumption from non-renewable energy sources (GJ)



Total energy consumption (GJ)



Notes:

- The energy consumption of TRADE ESTATES has been excluded from the Group's total energy consumption for 2023.
- The total energy consumption in the Group and the corresponding reported percentages for 2022 have been recalculated, as the value of the total energy consumption in the Group in last year's Report included the total electricity produced (including the electricity returned to the network) and not only the quantity consumed.



Waste and resource intensity

The Group implements practices for the proper management of materials and the promotion of the circular economy.

Indicative examples are presented below.

Waste and resource intensity

Group-wide initiatives



Furlis Group companies implement:

- Recycling programs in cooperation with competent bodies for sorting and appropriate treatment of individual categories of waste.
- Programs with the participation of employees and the use of special recycling bins placed in workplaces for this purpose.

- Practices aimed at reducing paper consumption such as:
 - use of fax servers and duplex printing printers,
 - implementation of electronic tools for managing Human Resources issues,
 - ability to scan documents (document scanning) and their electronic storage,
 - electronic archiving and monitoring of contracts (e-docs system),
 - electronic system for submitting and approving/rejecting applications,
 - implementation of Managed Print Services,
 - electronic archiving and monitoring of goods, expenses and fixed assets,
 - consumption monitoring per subsidiary.
- Practices to reduce ink consumption and printing.

In addition, in Greece, Cyprus and Romania all ink cartridges used are forwarded for recycling. In Bulgaria, used ink cartridges are retreaded and reused or, when this is not possible, sent for recycling. Also, in all branches of the Group's companies across all countries of operation, all printers that issue customer receipts are thermal.

Waste and resource intensity

Companies' Initiatives



- Implementation of an electronic archiving system for copies of invoices and credit cards, with significant benefits in paper savings.
- The company, through its financial contributions to the Hellenic Recovery Recycling Corporation (HERRCO), has also actively supported the effort to create recycling infrastructure in our country. According to HERRCO data, the total amount of its financial contributions from 1/1/2023 to 31.12.2023 **can be matched and thus assumed to have financed the purchase of 24 blue recycling bins.**



- Application of electronic archiving of copies of sales documents.
- All sales documents of INTERSPORT's e-shop Greece, Cyprus and Romania are sent to customers/recipients in electronic form instead of printed.
- Replacement of cardboard boxes with reusable plastics for the transport of its goods from its central warehouse (TRADE LOGISTICS) to its stores in Attica, Thessaloniki, Larissa and Trikala.
- Use of a packaging box made of recycled materials, which is also recyclable, for products purchased from the online store at INTERSPORT Greece, Cyprus, Bulgaria and Romania.
- The company, through its financial contributions to the Hellenic Recovery Recycling Corporation (HERRCO), has also actively supported the effort to create recycling infrastructure in our country. According to HERRCO data, the total amount of its financial contributions from 1.1.2023 to 31.12.2023 **can be matched and therefore considered to have financed the purchase of 259 blue recycling bins.**

Holland&Barrett

- Application of electronic archiving of copies of sales documents, since 2023, after the opening of its stores.
- All sales documents of the Holland & Barrett e-shop are sent to customers/recipients in electronic instead of paper form.

1,767,076 2023	Paper recycling (kg)	2,754,384 2022	49,780 2023	Plastic recycling (kg)	81,775 2022	110,017 2023	Wood recycling (kg)	100,041 2022
	↓ -35.84%			↓ -39.13%			↑ +9.97%	
144,585 2023	Metal recycling (kg)	119,690 2022	26,924 2023	Cooking fat recycling (lt)	20,386 2022	3,991 2023	Ink recycling¹ (items)	4,065 2022
	↑ +9.97%			↑ +32.07%			↓ -1.82%	

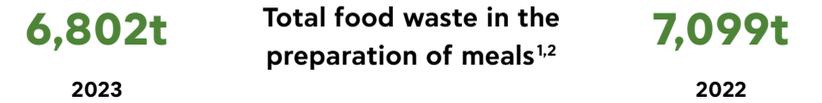
¹Data refer to all Group companies. All inks consumed are sent for recycling. In Bulgaria, ink cartridges are retreaded and reused.



Reduction of food waste

HOUSEMARKET has invested in an electronic food waste monitoring and recording system in its restaurants' kitchens (Waste Watchers).

Furthermore, it trains all human resources employed in IKEA stores where the Waste Watchers system is applied (Kifissos, Airport, Thessaloniki, Cyprus, Sofia Bulgaria), on the impact of food waste on the environment and the importance of proper inventory recording and management. In 2023, the electronic system was also implemented in IKEA stores in Maroussi (The Mall Athens), Ioannina, Larissa and Varna in Bulgaria. For the Piraeus store, it is scheduled to be implemented within 2024.



¹Data as recorded by the Waste Watchers system that in 2022 operated at IKEA Airport stores, Kifissos, Thessaloniki and in 2023 at IKEA Airport stores, Kifissos, Thessaloniki, Mall Athens, Ioannina and Larissa.

²The waste for disposal in the green bin of each municipality.

³Donation in collaboration with the non-profit organization "Boroume".





Products and actions/initiatives that contribute to a more sustainable lifestyle



On the website www.ikea.gr provides advice for a more sustainable life.

On the website www.ikea.gr information is provided about the herbal products available at IKEA stores.



INTERSPORT stores offer products promoting a sustainable lifestyle, presented in detail on the website www.intersport.gr.



Related Information

Reporting period

This Report of Fournalis Group presents indicative information on the management and performance of Sustainable Development and Corporate Social Responsibility of the Group for the period January 1, 2023 to December 31, 2023 and is addressed to all stakeholders of Fournalis Group and to all those interested in the approach, management and performance of the Group on issues related to its contribution to Sustainable Development.

The detailed Sustainability and Corporate Social Responsibility Report of Fournalis Group for the financial year 2023 is available in the Management Report of the Board of Directors on the website of Fournalis Group www.fournalis.gr (Annual Financial Report for the period from 1.1.2023 to 31.12.2023) and has been prepared in accordance with the GRI Standards 2021 for sustainable development reporting. For the preparation of the analytical Report, specific indicators of the Athens Exchange ESG Disclosure Guide (2022) were also taken into account. The listed Fournalis Holdings S.A. participates in the ATHEX ESG index of the Athens Stock Exchange.

Contact

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