



# Plaisio Computers S.A.

Code of Conduct



# PLAISIO COMPUTERS S.A.

## About Plaisio

### Our Company

Plaisio was founded by Georgios Gerardos in 1969 and was established in its current legal form in 1988, with the vision of creating a customer-focused business. It etched its unique strategy on private label products, with the aim of creating a space where customers can find and procure everything related to information technology, telephony and office supplies.

The Company was listed on the Athens Stock Exchange (ATHEX) in 1999 and is headquartered at Skliri in Magoula, Attica. Group main activities consist in computer assembly and trade, telecommunications equipment trade, as well as office supplies and equipment trade.

# Plaisio Computers S.A. Milestones

**1969**

- The first Plaisio store opened its doors, at Stournari Street, by the founder of the Company and today's Managing Director, Georgios Gerardos. Increased demand followed the company's entry into the IT market, resulting in an expansion to more points of sale in the main suburbs of Athens and the largest cities in Greece, such as Thessaloniki, Heraklion, Chania, Patras and Larissa.

**1986**

- Plaisio assembles the first made-to-order computer in the Greek market under the registered brand name Turbo-X.

**1995**

- The Company forms a Direct Sales department, addressing customers by phone, fax and catalogs.

**1996**

- Plaisio introduces the innovative commercial channel of product presentation through catalogs.

**1999**

- Following public listing, the Company's shares started trading on the Athens Stock Exchange. In the same year, the first online store in Greece is created, [www.plaisio.gr](http://www.plaisio.gr).

**2005**

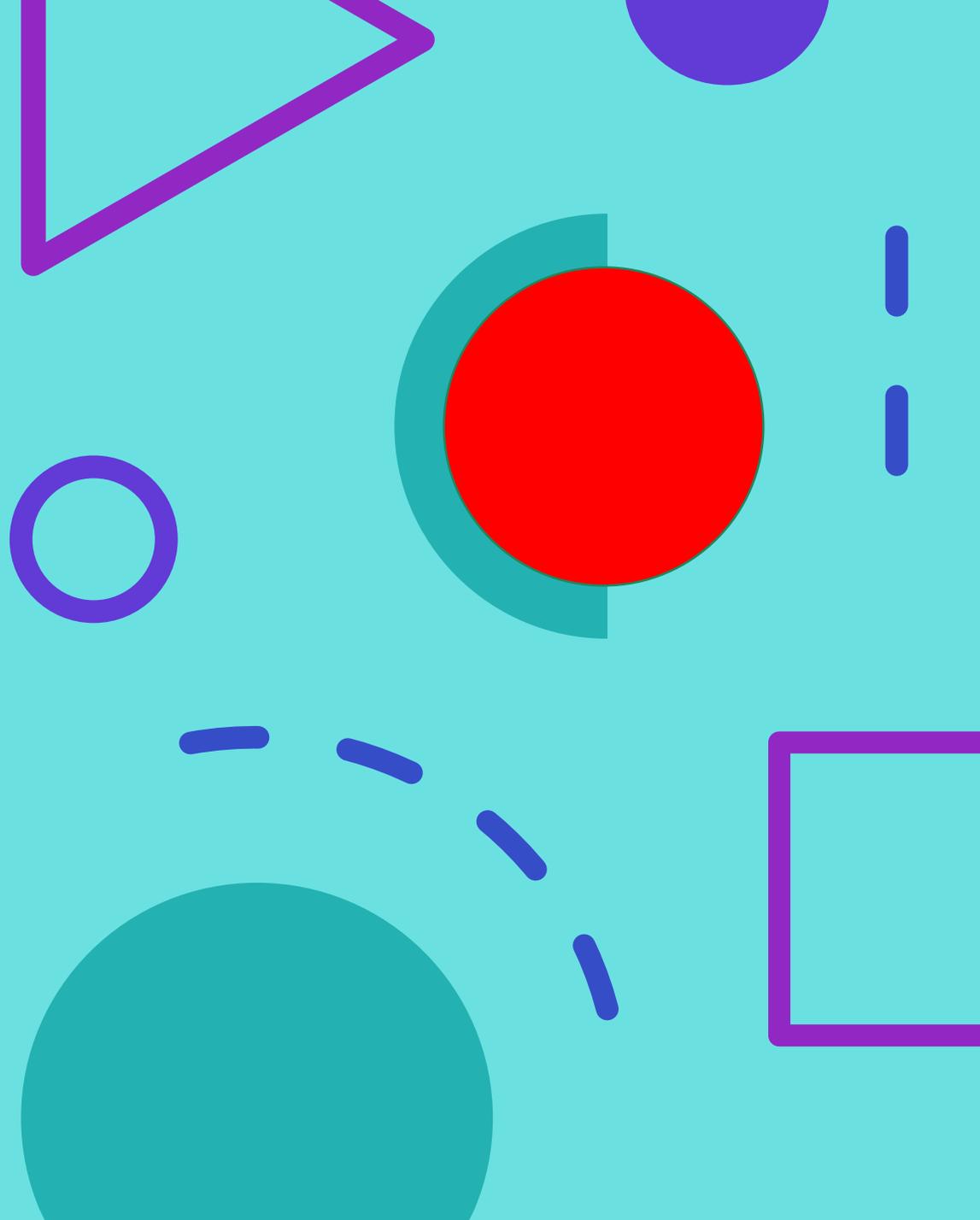
- The first Plaisio store in Bulgaria is established, marking a new era of multinational activities for the Company.

**2009**

- The state-of-the-art logistics and distribution center starts operations over 22,500 m<sup>2</sup> in Magoula, Attica.

# Code of Ethics

In keeping with this vision, it has developed a Code of Ethics which expresses the overall set of the values and principles that the Company has decided to adopt in performing its activities and in its relationships with all stakeholders, and it has decided to make its commitments even more concrete by adopting a consistent Management System, strengthening the foundational values of corporate social responsibility in its approach to the labor market and the civil society in which it operates.



# Non-Discrimination Policy Statement

At PLAISIO COMPUTERS, we value all employees and job candidates as unique individuals, and we welcome the variety of experiences they bring to our company. As such, we have a strict non-discrimination policy.

We believe everyone should be treated equally regardless of race, sex, gender identification, sexual orientation, national origin, native language, religion, age, disability, marital status, citizenship, genetic information, pregnancy, or any other characteristic protected by law.

## Right to Work in Professional Environment

- Every employee has the right to work in a professional environment where their knowledge, skills, and abilities are the critical factors in their success. PLAISIO COMPUTERS expects all employees to maintain standards of propriety, promote equal opportunity, treat everyone professionally, and act without bias.

## Zero tolerance for harassment

- PLAISIO COMPUTERS has a zero-tolerance policy for sexual harassment or discrimination, racial harassment or discrimination, or any other form of harassment and discrimination (religious, language, sexual orientation, et cetera). Sexual harassment includes unwanted sexual or romantic overtures, inappropriate sexual jokes, or comments regarding sexual activities.
- Racial, national origin, ethnic, or language discrimination can consist of jokes, negative comments, or forbidding employees from speaking the language of their choice while on non-official business. The official language of the company is Greek and English and we will provide all formal documents in any of these languages. Employees are free to speak their preferred language during breaks, at lunch, or when speaking with people who also speak their preferred language. However, official meetings will be conducted in Greek, and all documentation will be in this language.
- PLAISIO COMPUTERS will make every reasonable effort to train and inform all employees regarding these policies. Each employee will certify yearly that they have read with and agree to uphold company all company policies, including those regarding harassment and discrimination.

## Disability discrimination

- PLAISIO COMPUTERS believes everyone has the right to work. An employee with a disability who can perform the core functions of the jobs, with or without reasonable accommodation, is entitled to the same protection and respect as other employees.

# Non-Discrimination Policy Statement

## Retaliation

- PLAISIO COMPUTERS prohibits retaliation against any person who files a complaint against harassment or discrimination. We encourage employees to come forward and participate in investigations. PLAISIO COMPUTERS will make all reasonable efforts to keep investigations confidential, and to protect people who make complaints.
- If an employee retaliates against another employee for reporting harassment or discrimination, that employee will face serious consequences up to and including termination.

## Reporting procedure

- Any employee who feels they have been harassed, discriminated against, or otherwise treated negatively because of their race, religion, gender, or other characteristics, should report the harassment to one of the following people:
  - Any human resources employee.
  - The direct manager/supervisor.
  - Anyone in their supervisory line (manager, director, etc).
- Employees will not be disciplined in any manner for failing to report something that occurred to them. Nor will the company retaliate for any good faith report. A good faith report means that the employee believes that something inappropriate happened, even if the investigation determines no inappropriate behavior occurred.
- PLAISIO COMPUTERS will then conduct an investigation. This may take a considerable amount of time, depending on the situation. PLAISIO COMPUTERS expects all employees to participate in the investigation and keep things confidential as allowed by law. At the end of the investigation, the investigating party (usually a Human Resources staff member, but occasionally someone else, or even an outside investigator) will issue a report and a recommendation. The employee who reported the incident will be informed that the investigation is finished.
- Any employee accused of inappropriate behavior will be treated with respect. If the accusation is serious and credible, the employee may be suspended, with or without pay, during the duration of the investigation. The accused employee will be told the outcome of the investigation. If the investigation reveals that the employee was at fault, the accused employee may be subject to discipline. This can include anything from a verbal reprimand to termination, depending on the situation and the severity of the issue.
- If an employee makes a bad faith complaint, that will be considered harassment. A bad faith complaint is one where the complainant knowingly lies or misrepresents the situation to accuse a coworker, damage someone's reputation, or to get personal gain.
- Either party is allowed to appeal the decision. You can appeal the decision by filing a written report with the head of Human Resources.

# DISCIPLINARY POLICY

## Policy Overview

PLAISIO COMPUTERS' disciplinary policy explains the steps we will take to address employee failure to perform or misconduct.

This policy applies to all PLAISIO COMPUTERS assemble line employees.

### At-Will Employment

- Although we may try to follow our disciplinary policy as outlined below, employees at PLAISIO COMPUTERS work at-will, and can be terminated at any time, for any reason.

### Progressive Discipline Steps

Our disciplinary process can move through the following 5 steps:

- Verbal warning
- Formal written warning
- Formal disciplinary meeting
- Suspension or loss of privileges
- Termination
- Managers or supervisors will document each step in this process using official forms. All forms must be filed with HR. Managers or supervisors must meet with HR before making decisions regarding steps 4 and 5.
- Employees must always be informed of any disciplinary action, of what stage they are in, the consequences of further violations, and corrective actions they can take.
- Steps may be repeated at the discretion of the manager or supervisor.

### Understanding the 5 Steps

- **Step 1:** Employees should receive verbal warnings in private. The exact nature of what took place and why it is in violation of policy, or how it falls short of performance expectations, should be explained, along with proper corrective actions. HR should be notified that the warning was given.
- **Step 2:** The manager or supervisor should use a disciplinary action form to describe the incident and corrective actions. The employee should read the form and sign that they received it.
- **Step 3:** The employee, manager/supervisor, and an HR representative meet to discuss the problem. HR investigates the problem. The employee is informed that after this point punitive action may take place, up to, and including termination.
- **Step 4:** The employee may receive penalties, such as a loss of certain privileges, suspension from some or all duties, a demotion or other appropriate penalties.
- **Step 5:** Employees who do not correct their behavior at this point may be terminated. The final decision to terminate will be approved by an HR representative after an investigation to ensure fairness.
- The PLAISIO COMPUTERS' progressive disciplinary plan may begin at any step, depending on the severity of the offense. For example, employee tardiness will begin at step 1 but mistakes that cause major disruptions at work may begin at step 3. Fraud or other illegal or dangerous behavior may go directly to step 5.
- The PLAISIO COMPUTERS' progressive disciplinary policy is meant to provide guidelines.

### Right to appeal

- Employees who believe they were not treated properly may appeal and disciplinary decisions with HR.



## Our Principles

At Plaisio, we have 1,400 associates working with us every day, taking into account seven principles. These principles have defined our identity for 50 years, while being the cornerstone of our future success also.

These principles have placed Plaisio at the top as a leader. They are not just our principles; they are our passion that we want to evolve constantly.

### Knowledge

- Technology may be part of our DNA, but we keep on getting trained and training others. Contact with Plaisio should be a unique experience of contact with technology.

### Innovation

- We invest continuously in new technologies and practices that not only drive but shape the market.

### Customer Focus

- The best products, at the best prices with service and after sales that only Plaisio knows how to offer. We know products and services in depth so that we can suggest the best solutions overall that meet the customer's needs.

### Quality

- Our products, as well as the many years of know-how resulting in reliability, have made our customers trust us for 50 years.

### Teamwork

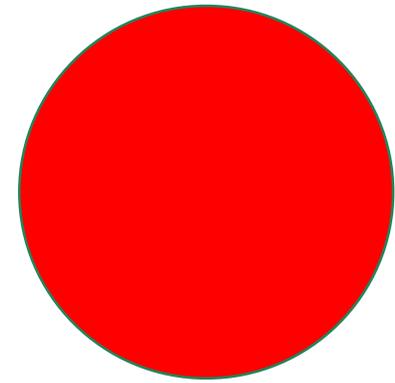
- As a family business, we could not function any differently. We have a horizontal organizational structure and we communicate easily for our related professional obligations. Success is indeed the result of the efforts of all of us.

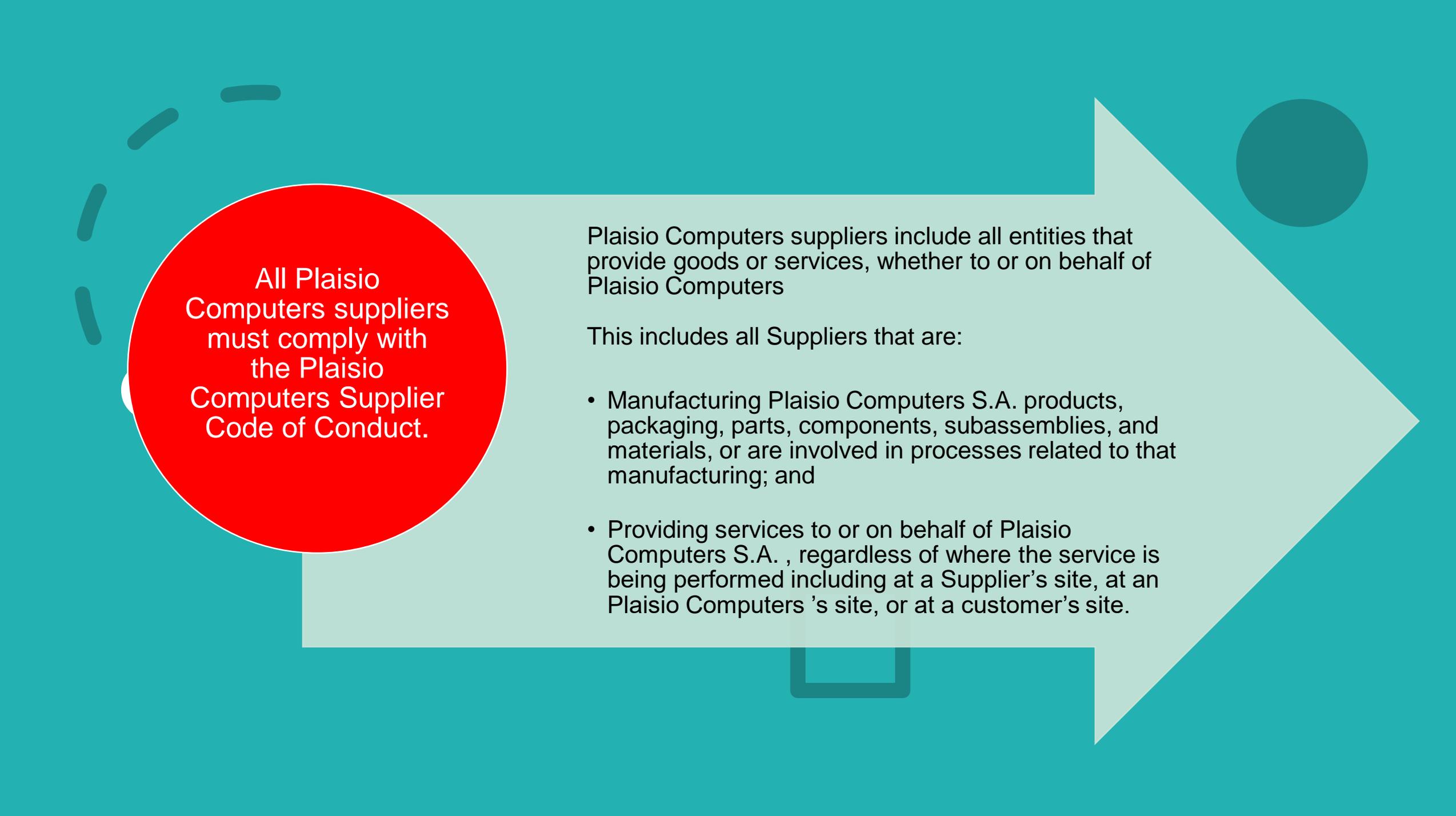
### Our People is our Priority

- We listen to them, we trust them, we invest in them and we support them.

### Social Contribution

- Our desire to offer has become an integral part of our philosophy. We wish and try to contribute as much as we can to society and we are proud that the #plai\_sou team has 266 members.





All Plaisio  
Computers suppliers  
must comply with  
the Plaisio  
Computers Supplier  
Code of Conduct.

Plaisio Computers suppliers include all entities that provide goods or services, whether to or on behalf of Plaisio Computers

This includes all Suppliers that are:

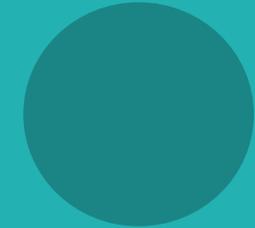
- Manufacturing Plaisio Computers S.A. products, packaging, parts, components, subassemblies, and materials, or are involved in processes related to that manufacturing; and
- Providing services to or on behalf of Plaisio Computers S.A. , regardless of where the service is being performed including at a Supplier's site, at an Plaisio Computers 's site, or at a customer's site.



# Social Policy

To that end, the Company Management undertakes to follow and bring its policies and procedures into line with all requirements of the SA8000:2014® reference standard the international standards and agreements and the reference Conventions of the International Labour Organization (ILO) referred to in the Standard, UN Convention on the Rights of Childs Article 32, applicable national laws, sector regulations, contractual conditions and any other requirement voluntarily applied and adopted.





# The specific commitments made to meet the SA8000:2014® requirements are in brief:

Not favoring, engaging in or supporting the use of child labor;

Not favoring, engaging in or supporting the use of forced labor;

Guaranteeing adequate, safe and healthy workplaces and taking measures to prevent accidents, injuries and occupational illness;

Respecting the right of workers to participate in trade unions;

Not engaging in or supporting any type of discrimination against personnel based on any condition whatsoever;

Not engaging in or supporting disciplinary practices or verbal abuse conflicting with respect for human dignity;

Applying and complying with the working hours set forth by law, national and local agreements;

Paying employees, a living wage, which would be sufficient to afford a decent standard of living for the worker and their family;

Implementing a supplier qualification and monitoring process that also takes into consideration, insofar as it is possible for the Company to do so, compliance with SA8000:2014®; guaranteeing all personnel adequate training on the SA8000 standard

# Caring for our People

## Corporate Values

We see to the development and growth of our people, while we also opportunities for their participation in Company social responsibility and voluntary action programs. Not only do they feel proud for their Company through such participation, but they also contribute to the Company's substantial development in this area.

Since the beginning of its operation, the Plaisio culture is founded in the following:

### Immediacy

- One of the key and special features of our corporate culture is the immediacy and ease of communication, without any formal procedures. Our open spaces are a representative way of visualizing this open-minded philosophy for flexibility of movement, direct access and ease of communication between partners and the Management. Issues arising for discussion vary, ranging from current business issues to emergency personal issues. It is important that the Management is not isolated from the rest of the staff. Frequent management visits around the Company stores are of particular importance, as is attendance of intra-departmental meetings.

### Innovation / Pioneering

- **Pioneering** is a Plaisio DNA built-in feature. It gives rise to our ardent passion for the fullest understanding and satisfaction of our customers as reflected in the pioneering multi-channel sales and service network, which maps each unique customer journey. To this end, we look for special people to become valuable helpers in creating and consolidating new technologies. Management promotes innovation, pioneering and new ideas, thus ensuring employees are constantly updated on new developments and products in the market. At the same time, a climate of cooperation and encouragement is upheld, so that new ideas are tested and implemented, furthering the Company vision.

### Transparency

- **Our prime concern** is for all partners to have access to all information, not get cut off from procedures and have an overall picture of the Company, which may only be achieved through transparency.

### Progress / Development

- **At Plaisio** we invest in the development of our Human Resources, as it is a factor of strategic importance for achieving our goals. In fact, we have high expectations from our people, because we are developing in a highly competitive environment at a demanding pace. When a new partner joins the Plaisio family, they take on important responsibilities and projects on the very first day, which proves the Company's trust. This immediacy of assuming important tasks follows the partner throughout their career, as it offers the prospect of rapid progress based on a fair assessment system. Our employee average age standing at 31 years is an optimistic point, with the majority of them already holding management positions of vital importance within the Company. Internal promotion upwards through the Plaisio structure is a cornerstone of our operation, as 82% of senior executives and 90% of mid-level executives come from within.

### Continuous Training

- **Our trainings** stand out, as they do are not restricted by standardized theory, but implement innovative "out of the box" methods with case studies and role playing. In addition, all of our partners are trained in the same way, following a specific philosophy, common methods and assimilation practices. This means that all partners receive the same information, which creates consistency and coherence. Training aims to provide the employees with the necessary tools, so that they can act according to the Company values and contribute to its mission. Finally, department heads recognize the developmental needs of their team members and ensure that they set up a personal development plan.

### Meritocracy

- **The Company** is well known for meritocracy and a sense of fairness. This becomes evident in all the methods and practices we apply, as each partner develops and progresses professionally upon objective and meritocratic criteria based on high performance, effort and skills. An important point of meritocracy and equal treatment are equal development opportunities.

### Teamwork

- **Teamwork** is our dominant value, which encourages the exchange of views and free expression of ideas, feedback from colleagues and, ultimately, the formation of effective solutions and proposals. Teamwork makes our partners feel proud of their accomplishments against the corporate goal, which strengthens the culture of organizational commitment associated with the Company's mission. Partner bonding, both with each other and with management, is enhanced through implementation of departmental group activities together with managers, demonstrating the excellent interpersonal relationships and close ties between the members of the Company.

## Benefits to our employees

We ensure competitive benefits for our employees, in order to reward their performance and efforts, but also to contribute to a positive work environment that respects and supports the employee.

**To this end,** we provide a range of employee benefits, such as:

- Provision of medical and hospital coverage, through private insurance of employees and family members.

- Check-ups and various diagnostic tests

- Life, disability and accident insurance

- Funding for vocational education / certification

- Corporate e-learning programs

- Early clocking-off on Friday (early Fridays)

- Blood donation and corporate blood bank (to meet the needs of employees and relatives)

- Gym facilities at the Company offices in Metamorfofi and at the central facilities in Magoula for the health and well-being of our employees.

- Extraordinary financial support / assistance for personal matters

- Additional days of sick leave per year without supporting documents

- Employee compensation for natural disasters

- Emphasis on recognizing and rewarding partners' success of collaborators and organizing events that promote the team spirit.

- Provision of school supplies to employees' children and Christmas presents for themselves and their children

- Corporate discounts-Discount cards - Corporate products

# Plaisio Compliance with **Global** and **National** Laws

Plaisio Computers as a responsible part of the society commits on practicing its activities under the following ILO Convention decisions and the following National Laws.

1.ILO Convention C029 [Link](#) **Forced Labour Convention**

1.ILO Convention C087 [Link](#) **Freedom of Association and Protection of the Right to Organise Convention**

1.ILO Convention C098 [Link](#) **Right to Organise and Collective Bargaining Convention**

1.ILO Convention C100 [Link](#) **Equal Remuneration Convention**

1.ILO Convention C105 [Link](#) **Abolition of Forced Labour Convention**

1.ILO Convention C111 [Link](#) **Discrimination (Employment and Occupation) Convention**

1.ILO Convention C138 [Link](#) **Minimum Age Convention**

1.ILO Convention C182 [Link](#) **Worst Forms of Child Labour Convention**

1.UN Convention on the Rights of the Child, Article 32[Link](#)

1.All applicable local and national health and safety and labor laws effective in the country of manufacture and a 60 hours working week including overtime. [Link](#)



# Management System

## (Introduction)

- The Management System explained in this Code represents PLAISIO COMPUTERS SA general operating framework, by virtue of which the organization is capable of ensuring the full compliance of its Corporate Social Responsibility-related actions with the Standard requirements.
- PLAISIO COMPUTERS SA Management therefore declares its commitment to making the Management System effective and operative and to continuously improving its efficiency.





# Management System (Commitment)

The Management also undertakes to assign adequate resources for the implementation and improvement of the Management System to inform the various stakeholders of the Corporate Social Responsibility Policy through appropriate communication channels and informational activities to involve the parties concerned not to enact any form of retaliation if Company actions or conduct not compliant with SA8000:2014® are reported.





# Management System

(Suppliers Communication)

Additionally, suppliers are required to strictly manage and protect personal and confidential information regarding their companies, customers, and suppliers. Our Suppliers are requested to protect their computers and computer networks properly from risks and threats in order not to damage their business or business partners.



# Responsible policy for the Environment

- Our main goal and strategic priority is to effectively manage the environmental impact of our operations and to systematically strive for as little environmental impact as possible.
  - For Plaisio, environmental protection is a key condition for sustainable development and a key pillar of its operation. This is why we acknowledge our huge responsibility for operating in full ecological awareness.
- 0.16 tons CO2 per m2 gas emissions, the same volume as before, despite the increase in the number of stores.
- 666 tons of waste were recycled





# Materials Restrictions

Suppliers are to adhere to all applicable laws, regulations and Plaisio Computers requirements regarding prohibition or restriction of specific substances in products and manufacturing, including labeling for recycling and disposal.

Suppliers shall have a policy to reasonably assure that the tantalum, tin, tungsten and gold in the products, parts, components, and materials (they manufacture) does not directly or indirectly finance or benefit armed groups or contribute to serious human rights abuses in Conflict-Affected and High-Risk Areas. Suppliers shall exercise due diligence on the source and chain of custody of these minerals and make their due diligence measures available to customers upon customer request.



# System Review

The Company defines and maintains an internal and external communications plan to provide adequate and systematic information on the results of the management of the Corporate Social Responsibility System.

In addition, the Management periodically verifies the effectiveness of the Management System and Policy through the System Review, during which all opportunities to improve corporate performance are evaluated and improvement targets are established.



# Message from the Management

Our Code of Conduct is our compass in daily base regarding the operation of our Company. It leads our steps and sets the bases for our principles and ethics firstly as a total of responsible persons and secondly as a company.

Additionally, this code guides the behaviors of all the involved members, in order to ensure the safety of our employees and our partners by blocking not acceptable actions and behaviors both in physical and mental way.

George Gerardos  
CEO  
Plaisio Computers S.A.

