

21

SUSTAINABLE DEVELOPMENT REPORT





SUSTAINABLE DEVELOPMENT REPORT 2021

2021 was an Anniversary Year for the Quest Group - For 40 years, the Quest Group has been creating the future of technology in Greece, every day. We are developing the Greek market and contributing to the digital revolution and the progress of the country, while also participating in the European development, aiming at innovative value creation and guided by the principles of Sustainable Development.

About the Report

[GRI 102-45, GRI 102-48, GRI 102-49, GRI 102-50, GRI 102-51, GRI 102-52, GRI 102-53, GRI 102-54, GRI 102-56, ESG A-G5 Index]

This Report is the 8th Annual Sustainable Development Report (hereinafter the "Report") of the Quest Group. With this report, our goal is to inform our stakeholders in a transparent manner about our strategy, objectives and performance for the Group and its companies' material issues for sustainable development for the period 1.1.2021 - 31.12.2021. The previous report of Quest Group was issued in September 2021 and covered the period 1.1.2020 - 31.12.2020. In this report, there is no basic change in the reporting process compared to the previous period.

The Report was prepared in agreement with the Global Reporting Initiative (GRI) standards, core option, the standard AA1000AP (2018), while, it also includes selected, basic, advanced and sectoral indicators of the ESG 2022 Information Disclosure Guide issued by the Athens Stock Exchange. In addition, there has been an external party verification of the contents, selected GRI and ATHEX indicators of the Report by an independent external body [TÜV HELLAS (TÜV NORD)] regarding compliance with the above standards and disclosure information. In order to verify compliance with the requirements of AA1000AP (2018), the provisions of the AA1000 Assurance Standard (AA1000AS v3) guide were followed.

This Report includes information and data on the Quest Group and the companies of Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, iStorm, FoQus, Team Candi, Intelli Solutions, Quest on Line, Clima Quest and Quest Energy. For the four largest subsidiaries of the Group (turnover > € 100 million), Info Quest Technologies, iSquare, Uni Systems and ACS, a separate Sustainable Development Report for 2021 has been prepared.

For any further inquiry on the Sustainable Development Report, please contact the Quest Group Press Office at +30 211 999 4597 or online at pr@quest.gr.

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Messages from the Board of Directors

Message from the Chairman

[GRI 102-14]



2021 was another excellent year for the companies of our Group, which was based, as always, on the collective and systematic effort of our people. I thank them all for their morale, dedication and high level of professionalism. With a positive attitude and passion, we all get better year after year, moving rapidly and steadily to new successes.

In 2021, Quest Holdings, which celebrated 40 years from its incorporation, was classified - officially - among the most important companies of the Greek Stock Exchange, with its listing in the high capitalization index, FTSE 25. A new growth path thus begins, with increased monitoring and investor interest.

In addition, the Group achieved great investment successes, such as the sale of Cardlink, and building an above-tenfold value increase of the initial investment over a period of six years. It also completed flagship projects, such as ACS's state-of-the-art distribution center, an investment of over € 40 million, along with several other investments in green energy, technology companies, etc., implementing investments amounting to € 24 million.

The consolidated sales, from the Group's continuing operations, in 2021 amounted to approximately € 916 million, increased by 33% compared to 2020, the pre-tax profits to € 51.3 million with an increase of 60%, while EBITDA amounts to € 64 million, increased by approximately 34%.

We remain one of the leading employers in the country, both in terms of employee numbers and the quality of the work environment. Our employees increased by 73 people (3.2%), reaching 2,329.

At the same time, we intensified our actions and initiatives in matters of Corporate Governance and Sustainable Development. We have completed the design and adoption of a modern Corporate Governance System based on optimal international practices and we continue to invest significant resources and effort in its internal integration and effective implementation throughout the Group. We have developed our ESG strategy, which is based on specific goals and commitments for our energy footprint, diversity, equality, etc. and we are planning and implementing many more actions related to sustainable development.

Sustainable development is at the core of our business philosophy and approach and defines who we are, how we perceive responsible business in modern societies, our relationships with all stakeholders and our overall strategic position in the wider business and social environment.

During the pandemic we supported society and our people with concrete and responsible measures, putting their safety above all else. Unfortunately, while normalization of the external environment seemed to be on the horizon, a new geopolitical and energy crisis started at the end of 2021 and has escalated in 2022.

We are dealing with this crisis with a commitment to the principles of sustainable development, with a focus on specific actions and measures and with the certainty that we will overcome it all together, successfully. Thus, with our employees and their needs guiding our actions, we have announced an extraordinary financial aid of around € 1.4 million to our lowest paid employees, who are most affected by the increase in prices.

The resilient organization that we have been forging systematically for so many years, the thousands of our worthy people, our carefully designed strategy and our great value capital guarantee that our vision and path to build a great Group continues.

Theodoros Fessas
Board Chairman Quest Holdings

Message from the Chairman of the Sustainable Development Committee

[ESG A-G3 Index]



2021 was a critical year which brought forward, in an intense manner, the elements of change and transformation which are creating impact on a global scale. At the same time, developments have put our country on a different track and presented new challenges. The impact of the pandemic has continued to define our movements, while at the same time the effects of the climate crisis have become palpable with the enormous devastation caused all over the world. The future which we had described as a possibility before the pandemic is now here, shaping the new reality that we have to face with prudence and responsibility.

For the Quest Group, 2021 was an important year with excellent results, but at the same time emotionally charged due to the 40th anniversary of its founding. The changes signaled by the pandemic have shaped the new target areas of the Group in order to serve the new needs in both the digital transformation spectrum and the new technology spectrum, which offer impressive possibilities and opportunities. The Group's ambition is to play an important role in shaping the new digital reality of our country.

This Sustainable Development Report of the Quest Group once again highlights the philosophy of continuous development and our commitment to ongoing evolution, our commitment to the principles of sustainable development, as well as our commitment and responsibility towards stakeholders and society.

The Quest Group is transforming and strategically keeping pace with developments in all areas which determine its sustainability: its operation, activities, services, actions and finally the goals, whether short-term or long-term, in order to meet the ever-increasing economic, social and environmental needs.

The Quest Group in 2021 completed the five-year strategic business plan of its companies, while defining the goals it set the previous year:

- Shaping of a new Corporate Governance model based on the new legislative framework.
- Shaping of a long-term ESG strategy which enhances the transformation, development and sustainability of the Group's companies.
- Further investigation of the risks and opportunities as they arise from climate change.

The Group focuses on the issues of human rights, equality and diversity, the constant reduction of energy consumption and the gradual reduction of carbon footprint, while at the same time aiming at strengthening the technology solutions that contribute to addressing environmental and social challenges. In parallel, the Group has systematically addressed, and continues to address, issues related to Human Resources Development and the attraction of new talent while, during the pandemic, there was a focus on the health, safety and well-being of employees.

Continuing our course and work, we aim to contribute to the creation of a just and resilient society, a prosperous economy and a climate-neutral Europe.

Eftihia Koutsourelis
Vice-chairwoman of the Board of Directors Quest Holdings
Chairman of the Board of Directors Committee for Sustainable Development

Message of the Chief Executive Officer



Due to the covid pandemic, 2021 was another unusual year for the company, the society, the country and the whole world as well. The pandemic served as an accelerator of various changes and development as regards the use of technology, favoring many of the activities of the Quest Group.

In 2021, the Group, based on its principles and values, with careful planning and systematic work of its executives achieved significant (double-digit) growth of revenues and net profits from continued operations. At the same time, it increased jobs in the continued operations by approximately 8%, also continuing the good practice of rewarding executives for achieving positive results.

At the same time, the Group:

- managed to have 3 companies with sales over € 150 million, increased its sales outside Greece over € 170 million, having 5 companies with pre-tax profits of more than € 4 million, thus strengthening its bases;
- implemented significant investments, mainly related to infrastructure in the courier services sector, but also to IT services related to the digital transformation which will contribute to future development;
- distributed profits of approximately € 11 million to its shareholders and decided on the further distribution of profits of approximately € 45 million, which was completed in early 2022;
- continued actions for the management/reduction of its CO2 footprint, thereby improving its direct and indirect emissions (scope 1 and scope 2) by 12% in 2021.

Given the energy crisis and the war in Ukraine, it seems that 2022 will be another challenging year. Our Group is in a good financial condition and has sufficient liquidity which allow the continuation of its development investments with a calculated risk while the diversification of its activities has so far given it a demonstrably greater resilience in times of crisis.

The Group's new 5-year strategic planning forecasts growth, with the main priority for 2022 being the maintenance and further development of the organic figures of its continued operations in parallel with the continuation of planned development investments, as well as the attraction of talent.

A key element of the Group's Strategy is also Sustainable Development. In 2021, the Group's social contribution continued with actions for the benefit of society which amounted to more than € 1.37 million. At the same time, the Group's ESG Strategy was completed, with the main goal of reducing direct emissions by 40% by 2030 and climate neutrality by 2050.

This report presents the Quest Group's efforts towards improving all of its material issues in 2021 and the key development plans for 2022, with the main concern being the sustainable development of the Group's value for all parties involved.

Apostolos Georganzidis
CEO of Quest Holdings



THE 2021 HIGHLIGHTS



ECONOMIC PERFORMANCE



€948 million
Group turnover

31.4%
turnover increase (YoY)

21%
of the Group's turnover was from abroad.

30 countries of activity

€76.9 million
in Tax Payments and Social Security Contributions

€136 million
Earnings before tax

€24 million
CAPEX and new investments

Listing in
FTSE-25
Inclusion in the **ATHEX ESG Index**

ENVIRONMENT (E)



29% reduction of the Group's energy intensity per € million of turnover

12% reduction in greenhouse gas emissions (Scope 1 and Scope 2) compared to 2020

190 KW photovoltaics capacity installed with capacity on roofs of Group buildings covering 19% of their energy needs.

SOCIETY (S)



2,329 employees

3.2 % increase in workforce

10.7% increase in the number of women in the Group

13% increase in new hires

25% increase in the average training hours per employee

57% increase in expenditure for training, certifications, online seminars

0 (zero) accidents at work

€1.37 million for contribution to Society**

CORPORATE GOVERNANCE (G)



Reform of the Corporate Governance System

0 (zero) number of pending cases for companies and no fines or other penalties imposed for breaking the law in matters of regulatory compliance.

0 (zero) fines or other penalties for violation of personal data legislation.

* The comparisons were made in relation to the year 2020.
** The total Social Contribution of the Quest Group concerns the commercial value of products and services.
More information on www.Quest.gr

QUEST GROUP

[GRI 102-1, GRI 102-2, GRI 102-3, GRI 102-4, GRI 102-5, GRI 102-6, GRI 102-10]

Quest Group (and/or “the Group”) is one of the largest, dynamically developing and financially sound Groups in Greece. The Group has been a pioneer in the Technology sector for 40 years and its name is inextricably linked to the introduction and development of new digital technologies in the country and the digital transformation of the Greek market. With an active presence in Greece, the Southeastern Mediterranean and Europe, the Group's activities extend to the trade (retail and wholesale) sectors of IT, telecommunications, electrical and air conditioning products, e-commerce, integrated solutions and IT services, courier and postal services as well as green energy.

The major milestones of the Quest Group are described on the website www.quest.gr.

Quest Holdings, (and/or the “Company”) the Group's parent company, is a société anonyme founded in 1981 and is registered in Greece at 2A Argiroupoleos Street, 176 76 Kallithea. The company has been listed in the Athens Stock Exchange (ATHEX) since 1998. Since November 2021, its share has been included in the FTSE-25 Index, with the 25 largest companies of the Athens Stock Exchange. At the same time, the Company has been included in the ATHEX ESG INDEX with other Greek listed companies of the new Athens Stock Exchange.

OUR VISION

The Group and its companies to be leaders in innovative creation of value, through business excellence.

OUR MISSION

The Group and its companies to play a leading role in the markets in which they operate, based on the principles of sustainable development having as a driving force the people and the values of the Group.

THE DRIVING FORCES BEHIND OUR SUCCESS

- Providing high-quality Services to Customers.
- Continuous search for business opportunities.
- Improving continuously in all areas, with effective management, proper corporate governance and responsibility.
- Committing to a strong value system.
- Attracting, developing and utilizing talent.
- Implementation of optimal technocratic and meritocratic practices.
- Provision of incentives to employees and rewards therefor.

OUR VALUES

[GRI 102-16]

We are constantly developing based on the principles of sustainable development with a commitment to a strong value system:



As you reQUEST it Customer Satisfaction

All the Quest Group's actions aim to satisfy and provide added value to our customers. Our continuous pursuit is to build, maintain and constantly strengthen relationships of trust and faith with customers.



Fair QUEST Ethos and Integrity

All actions at the Quest Group are driven by respect for human dignity and are characterized by honesty, consistency and a strong ethical code of conduct.



QUEST it together Teamwork

Colleagues, teams, departments and companies work closely together to spread knowledge, information and promote maximum productivity and growth outcomes.



QUESTioning the ordinary Knowledge - Constant Improvement - Innovation

Promotion of new ideas and implementation of reforms, innovations, novelties that lead to improved services, products and operation, achieving thereby a measurable increase in productivity. We support the constant development of knowledge that contributes to growth, the development of skills and constant improvement.



ConQUEST for the future Entrepreneurship

The support and promotion of the value of entrepreneurship and responsible business and its linkage to technology and innovation by encouraging initiatives.



QUESTioning & Accountability Substantiation and Evaluation

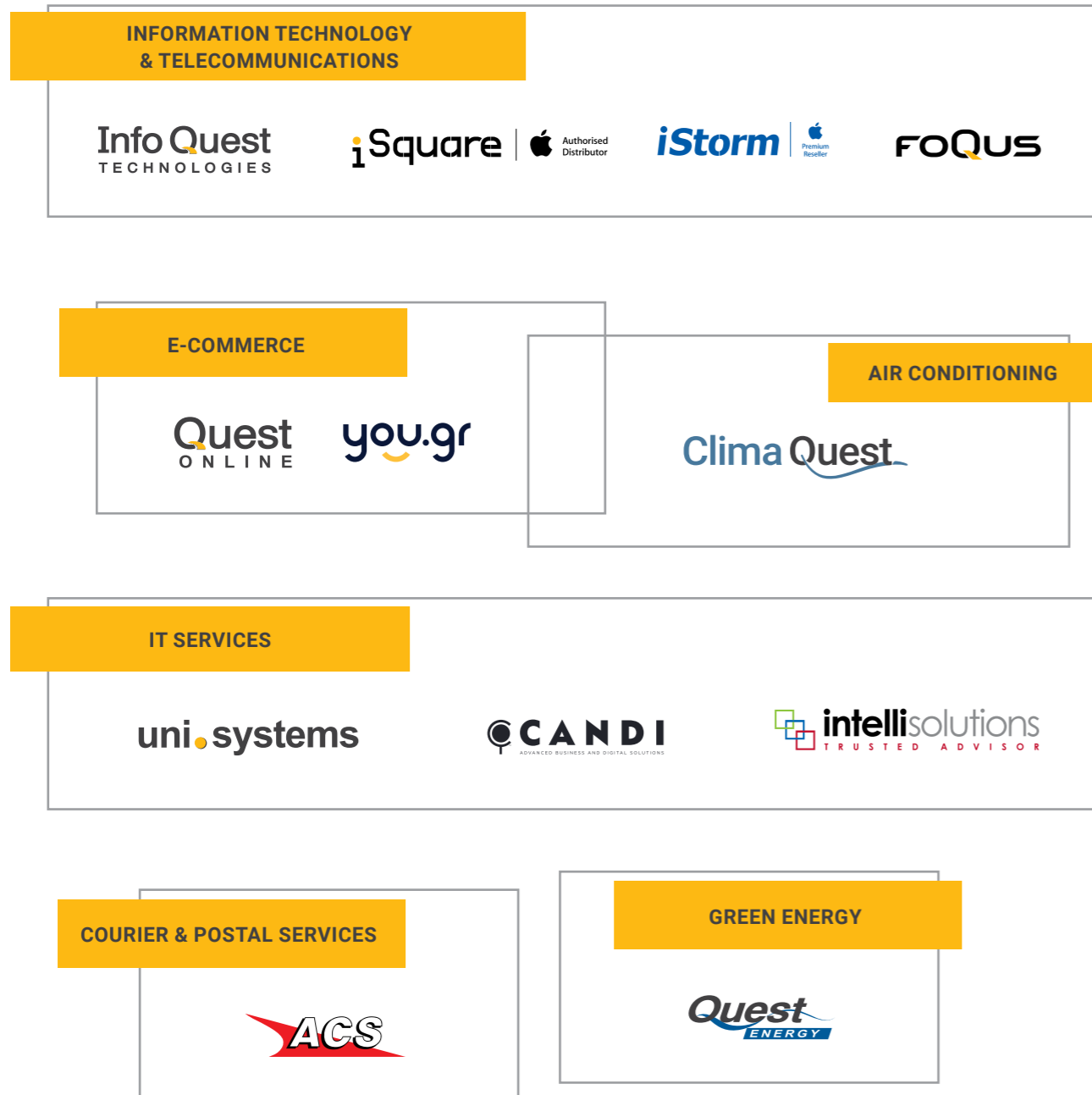
Substantiation of decisions with data, measurable objectives and result-based evaluation.

QUEST GROUP SUBSIDIARIES

[GRI 102-2, GRI 102-6, GRI 102-7]



COMMERCIAL ACTIVITIES



Info Quest
TECHNOLOGIES
Information
Technology Products
and Services

INFORMATION TECHNOLOGY & TELECOMMUNICATIONS

Info Quest Technologies, a 100% subsidiary of Quest Holdings, was founded in 1981 and is active in the provision of information technology and communications products, solutions and services. For more than 40 years it has been the main point of introduction of new ICT technologies to the Greek market. More information on the website www.infoquest.gr.

iSquare | Apple
Authorized
Distributor
Authorized Distributor
of Apple products

iSquare, a 100% subsidiary of Quest Holdings, has been the official distributor of Apple products in Greece and Cyprus since 2009, and is also active in the design, implementation and delivery of integrated solutions based on Apple's pioneering products and technologies, complementing the Apple ecosystem with software and peripherals by accomplished foreign manufacturers. More information on the website www.isquare.gr.

iStorm | Apple
Premium
Reseller
Apple Premium
Reseller shop chain

iStorm, a 100% subsidiary of Quest Holdings, is active in the development and operation of model retail stores exclusively for Apple products in Greece and Cyprus, being the only Apple Premium Reseller-APR network of stores for both countries. To date, there are 10 iStorm stores in total, 4 in Athens, 2 in Thessaloniki, 1 in Rhodes and 3 in Cyprus. More information on the website www.istorm.gr.

FOQUS
Official distributor
of POCO Smartphones
in Greece

FoQus, a 100% subsidiary of Quest Holdings, was founded in June 2021 and engages in POCO Smartphones distribution to the Greek market. The POCO brand was created by Xiaomi. POCO Smartphones are highly popular, with a presence in more than 35 countries over the last three years. More information on the website www.foqus.gr.

* For the four largest companies of the Group (turnover > € 100 million), Info Quest Technologies, iSquare, Uni Systems and ACS, a separate Sustainable Development Report 2021 has been prepared.



uni.systems
Integrated
IT Solutions

IT SERVICES

Uni Systems, a 100% subsidiary of Quest Holdings, is a company providing information-technology solutions and services, which has played a leading role in the Greek market through the design, implementation, support for integrated solutions and services for more than 57 years while, since 2008, it has been operating systematically abroad. More information on the website www.unisystems.com.



CANDI
Modern Workplace
and Robotic Process
Automation Solutions
and Services

TeamCandi, a 100% subsidiary of Info Quest Technologies, specializes in the design and implementation of Modern Workplace and Robotic Process Automation solutions. It is one of the leading Microsoft partners in Greece, with many years of experience in projects related to the automation and digitization of processes and approvals which utilize Microsoft's Power platform. More information on the website www.candi.gr.



intellisolutions
Top Solutions
for Digital
Transformations

Intelli Solutions is a 60% subsidiary of Uni Systems and is active in the provision of digital transformation consulting services, offering Business Software products and solutions, especially for large businesses. The company has a significant multinational presence in Europe, Africa and the Middle East, with active subsidiaries and more than 500 corporate customers, including the largest companies and organizations in Greece and large multinational groups. More information on the website www.intelli-corp.com.



**Quest
ONLINE**
E-Commerce
you.gr

E-COMMERCE

Quest on Line, a 100% subsidiary of Quest Holdings, develops and supports the online store www.you.gr. **You.gr** has more than 20,000 products from 700 brands, in 500 different categories, with products for the home, the office, the business, and the family. More information on the website www.you.gr.



Clima Quest
Gree's Representative
in Greece

AIR CONDITIONING

Clima Quest, a 100% subsidiary of Quest Holdings, was founded in November 2020 with the sole purpose of providing and supporting in Greece all air conditioning domestic and professional products of Gree, the largest air conditioning manufacturer in the world. More information on the website www.climaquest.gr.



ACS
Courier &
Postal Services

COURIER & POSTAL SERVICES

ACS, a 100% subsidiary of Quest Holdings, has been active in the Greek market since 1981 and is the largest and most modern Greek company in the courier field, while in the last years it has dynamically entered the field of postal services. More information on the website www.acscourier.net.



**Quest
ENERGY**
Renewable Energy
Sources

GREEN ENERGY

[GRI 102-10]

Quest Energy, 100% subsidiary of Quest Holdings, is active in the sector of Renewable Energy Sources, specifically in the development, construction and operation of Renewable Energy Source electricity generation stations. After significant new investments implemented in the last two years, the company has twenty (20) photovoltaic power stations with a total capacity of 30MW. More information on www.QuestEnergy.gr.

International initiatives

[GRI 102-12]

Quest Holdings endorses the 10 Principles of the UN Global Compact for Human Rights, Labor, Environment and Anti-Corruption and has been participating, as a member, in the UN Global Compact, since March 2022. At the same time, the Group's BoD uses the UN's Sustainable Development Goals (SDGs) as a reference framework, and also follows the Greek Sustainability Code.

Bodies and Associations in which the Quest Group participates

[GRI 102-13]

The following table summarizes the bodies and associations in which the Group participated in 2021.

BODIES AND ASSOCIATIONS IN WHICH THE GROUP PARTICIPATES

BODY - ASSOCIATION	PARTICIPATING COMPANY
SEV (Hellenic Federation of Enterprises)	Quest Holdings Uni Systems ACS, Cardlink*
SEPE (Federation of Hellenic Information Technology & Communications Enterprises)	Uni Systems
EBEA (Commercial and Industrial Chamber of Athens)	Uni Systems iSquare iStorm Cardlink* ACS
Hellenic-American Chamber of Commerce	Quest Holdings
Hellenic-German Chamber of Commerce	Quest Holdings
EASE (Association of Chief Executive Officers)	Info Quest Technologies/CEO Uni Systems / CFO iSquare / CEO
CEO CLUB (The Chief Executive Officers Club)	iSquare/CEO
CSR Hellas	Quest Holdings
Association of Societes Anonymes & Ltd.	Quest Holdings

BODY - ASSOCIATION	PARTICIPATING COMPANY
Hellenic Association of Entrepreneurs & LTD	ACS
Greek-Chinese Business Council	ACS
Greek eCommerce Association (GRECA)	Cardlink*, Quest on Line, ACS
IOBE	Cardlink*
Business Administration Bulletin (Deltio Diikisis Epihiriseon)	Cardlink*
Association of Advertised Greece	Cardlink*
Hellenic Biotechnology Association	Uni Systems
Hellenic Health Informatics Association (HHIA)	Uni Systems
HI7 HELLAS	Uni Systems
AIOTI (Alliance for Internet of Things)	Uni Systems

* Until 30.09.2021

ESG Ratings in which Quest Holdings participates



In September 2021, Quest Holdings was rated by the agency Sustainalytics regarding ESG-related risks. Specifically, it was assessed as Medium risk.



Since August 2021, Quest Holdings has been included in the new Athens Stock Exchange, ATHEX ESG INDEX, which monitors the stock-market performance of companies which adopt responsible environmental, societal and corporate-governance (ESG) practices.

Distinctions and awards

In 2021, Quest Holdings received the following distinctions:

FORBES & FORTUNE #22 LARGEST COMPANIES IN GREECE

#22 in the largest Group Companies



"CHRIMA 2021" BUSINESS AWARDS

The Group's Chairman, Theodoros Fessas, was distinguished as an emblematic figure of ATHEX.



"CHRIMA 2021" BUSINESS AWARDS

The Group's Vice-chairwoman, Eftihia Koutsourelis, was distinguished as an emblematic figure of ATHEX.



TRUE LEADERS BY ICAP

The Quest Group is among the True Leaders 2020.



HELLENIC RESPONSIBLE BUSINESS AWARDS 2021

Bronze Award in the categories "Response to an emergency" for contributing to tackling the challenges of the pandemic and "Digital training and skills" for the program "Innovation in Education" of its subsidiary, iSquare.



BITE AWARD

GOLD- CSR Pandemic / Social Contribution / CSR



2021 BRAVO AWARDS

Supporting society in dealing with the CoViD-19 pandemic.



"CHRIMA 2021" BUSINESS AWARDS

3rd AWARD. Corporate social responsibility - 2021.



VALUE CREATION <IR>

Our Business Model for Sustainable Development

[ESG A-G1 Index]

INPUTS	BUSINESS ACTIVITIES AND PRACTICES	OUTPUTS
<p>Financial capital</p> <ul style="list-style-type: none"> Equity Debt <p>Manufactured capital</p> <ul style="list-style-type: none"> Buildings Equipment Infrastructure <p>Intellectual capital</p> <ul style="list-style-type: none"> Intellectual property Software and systems Procedures, protocols Reputation / trust <p>Human capital</p> <ul style="list-style-type: none"> Total human resources Knowledge, skills and abilities Ethical values Trust/loyalty <p>Social and relationship capital</p> <ul style="list-style-type: none"> Strategic and long-term partnerships Relationships with stakeholders <p>Natural capital</p> <ul style="list-style-type: none"> Energy 	<ul style="list-style-type: none"> Definition of strategic orientation and development of the subsidiaries Investments Capital management Corporate Governance: Principles, Values, Manuals Codes, Policies and Procedures Regulatory compliance Human Resources Policy / Management Managing relationships with stakeholders Services to the community, corporate volunteerism Environmental policy 	<ul style="list-style-type: none"> Creating financial value/financial performance of the company Ensuring quality, infrastructure security, data protection and operational continuity Strengthening employment Providing timely and competitive remuneration/benefits to employees Ensuring the health, safety and well-being of employees Providing continuing education, certification and employee development Defending human rights at work Supporting Equality and Diversity in the WorkPlace Ensuring business ethics and regulatory compliance Reducing energy consumption and greenhouse gas emissions Adopting Circular Economy Practices

OUTCOMES	OUTCOMES	OUTCOMES
Impacts for the company	Impacts for the company for its stakeholders	Impacts that the company has on the economy, society and the environment
<ul style="list-style-type: none"> Increasing the market share and placement in new markets Expanding overseas activities Developing innovation Improved competitive advantage Long-term reduction of operating costs Boosting reputation / leadership Human capital development Achieving operational excellence Improving competitive advantage as employer of choice / best workplace Enhancing the profile of a responsible employer Ensuring social authorization 	<p>Group shareholders</p> <ul style="list-style-type: none"> Maintaining and improving their sound financial position Increasing confidence and satisfaction <p>Financial institutions / investment community</p> <ul style="list-style-type: none"> Maintaining and improving their sound financial position Increasing confidence and satisfaction <p>Customers</p> <ul style="list-style-type: none"> Maintaining and improving their sound financial position Creating a competitive advantage and enhancing innovation Improving services, internal functions and procedures Increasing confidence and satisfaction <p>Suppliers/partners</p> <ul style="list-style-type: none"> Maintaining and improving their sound financial position Creating indirect jobs Creating a competitive advantage and enhancing innovation Improving the services provided Increasing confidence and satisfaction <p>Employees</p> <ul style="list-style-type: none"> Improving knowledge and upgrading skills and competencies Improving the possibility of internal mobility and outside the Group Enhancing the feeling of security and reciprocity Improving morale Increasing confidence and satisfaction <p>Regulatory and business bodies</p> <ul style="list-style-type: none"> Development of innovation Increasing confidence and satisfaction 	         

Important Activities of 2021

2021 was an important year for the Group, when a significant performance in value-creation was showcased via its increasing financial figures, as well as its positive performance in issues of sustainable development.



November 2021

the company share is included in the FTSE-25 Index, with the 25 largest companies of the Athens Stock Exchange.



August 2021

the company is included in the Greek listed companies of the new Athens Stock Exchange index, ATHEX ESG INDEX.

During the year, the Group and its Companies developed and completed the new 5-year operational plan 2022 - 2026, specifying the directions that will lead to their sustainable development in the coming years.

At the same time, in 2021, significant investments were made by the Group, which strengthened its commercial activities and its dynamically-developed presence in Greece and abroad.



Digital Transformation through Integrated Solutions and Innovation

- The Group proceeded to strategic positions/participations through its subsidiary, Uni Systems, in dynamic companies which own proprietary software with broader perspectives: in **Intelli Solutions**, which engages in Digital On-Boarding and Customer Experience solutions; in **OpteChain**, which is active in Digital Signage and Electronic Vehicle Charging solutions; in **Probotech**, which offers integrated navigation platforms for Unmanned Aircraft Systems (UAS) and finally; in **Museotek**, which offers solutions for digital tours of museums and collections.
- In order to better support businesses and organizations in the implementation of their digital transformation, and through the subsidiary company Info Quest Technologies, the Group acquired Microsoft's strategic partner, **TEAM CANDI**, in the Modern Workplace environment.
- The Group commenced the operation of **IQnovus**, the new Innovation Center of the Group which aims at enhancing development through innovative solutions, as well as through the application of sustainable development practices.



Strengthening of Presence in Physical and Digital Distribution Channels

- There was a significant growth of You.gr, the Group's online store.
- The Apple Premium Reseller iStorm chain opened its 3rd store in Cyprus, Larnaca (after Nicosia and Limassol).
- Info Quest Technologies opened the first Xiaomi store in Cyprus.



Large Investments in modern infrastructure

- ACS continued investing in the completion of its new modern installation in Attica, which is expected to be fully operational in the summer of 2022.
- Info Quest Technologies continued the implementation of investments in the new Logistics Center in Aspropirgos, Attica, which is expected to be completed within 2022.



New Markets and Expansion to new products

- First year of operation of Clima Quest, an exclusive representative of Gree heating and cooling products in Greece.
- POCO Smartphones (sub-brand of Xiaomi) in the Greek market from the new subsidiary FoQus.



International Presence

- Uni Systems expanded further into Europe and established a new subsidiary in Spain.

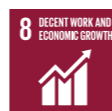


Sale of Cardlink

- Agreement to sell the participation of Quest Holdings in the companies Cardlink S.A. and Cardlink One S.A., receiving a added value of approximately € 78 million at Group level on top of the amount of the initial investment, in less than 7 years.

Economic performance

[GRI 103-2, GRI 103-3, GRI 102-7, GRI 201-1, GRI 102-48, ESG A-S1 Index]



Material issue: » **Creation of economic value, company performance with corporate responsibility.**

The Annual Financial Report for the Year 2021, which is posted on the parent company's website (www.quest.gr) presents detailed tables of all the Company subsidiaries and their results.

The net loan liabilities of the Group and the Leverage Rate for the last three years are shown in the table below.

Group Net Loan liabilities & Leverage			
Quest Holdings (Consolidated data) (€ x 1000)	2019	2020	2021
Total loan liabilities	50,425	86,627	78,470
Lease liabilities	30,052	24,157	24,157
Minus: Net cash and cash equivalents	(75,195)	(96,873)	(163,036)
Net lending amount, lease liabilities (cash, cash equivalents and bank deposits)	5,282	13,911	84,566
Total equity	143,204	142,648	258,898
Total capital employed	148,486	156,559	197,006
Leverage factor	3.56%	8.89%	-31.42%

The table below summarizes the economic value generated and distributed by the Group.

Direct economic value generated and distributed ⁷				
Consolidated Figures (€ x 1000) ¹		2019	2020	2021
Financial value generated	Revenues ²	603,899	724,629	952,699
	Operating costs ³	498,412	623,593	911,179
Financial value distributed	Employee salaries and benefits ⁴	75,217	83,069	94,472
	Payments to financing bodies	11,030	22,662	17,339
	Payments to statutory bodies ⁵	5,526	10,327	17,116
	Social investments ⁶	750	930	618

1. The amounts listed in the table derive from the Quest Group's consolidated financial statements for the year 2021 and include all companies. Moreover, these amounts have been calculated in accordance with the requirements of the GRI 201-1 index.
2. Revenues from sales, accessory activities, dividends, interest, rent, foreign exchange differences and derivatives are included.
3. Sales expenses, administration expenses, sales costs, capital expenditure are included. Payroll cost is not included.
4. Operating costs are not included.
5. VAT, withholding taxes and Single Property Tax (ENFIA) are not included.
6. Donations, sponsorships and start-up development costs (IQbility activity) are included.
7. Line items for depreciation of investments or the buying out of subsidiaries/associated companies are not included.

Payment of Taxes and Contributions of Quest Group (€ x 1000)			
	2019	2020	2021
Payment of VAT	29,271	28,036	28,781
Social Security contributions	20,076	29,433	27,903
Payment of payroll tax (FMY)	8,045	8,629	8,933
Payment of other taxes	6,887	10,568	13,996
Total	64,279	76,666	79,613

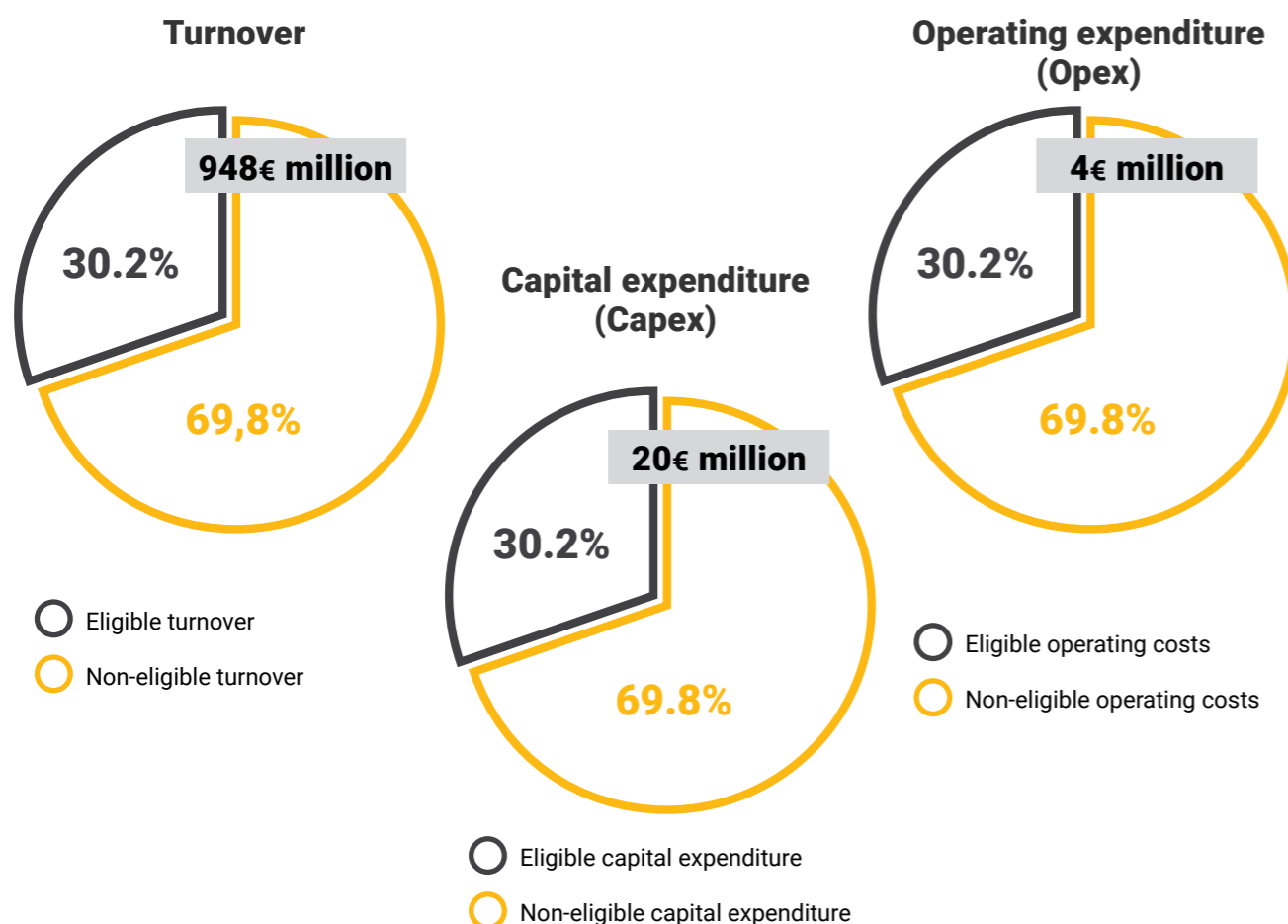
The Group's social contribution, in terms of the commercial value of the products, services and financial contribution, is presented in the table below.

Social contribution of Quest Group (Commercial value of products, services and financial contribution)	
2019	€ 1,138,517
2020	€ 1,403,885
2021	€ 1,371,231

Our Economic Activities based on the EU Taxonomy

[ESG A-S1 Index]

Regarding the Group's activities as defined by the EU Taxonomy, presented below the percentage of the Group's turnover, capital expenditure (Capex) and operating expenditure (Opex) for the reporting period 2021. Economic activities are related to the first two environmental objectives (climate change mitigation and adaptation to climate change) in accordance with Article 8 of the EU Taxonomy Regulation and Article 10 (2) of Article 8 of the delegated act.



It is noted that an economic activity is aligned with the EU Taxonomy, if it complies with the following requirements:

- » a) it makes a significant contribution to achieving one or more of the environmental objectives;
- » b) it does not burden any of the environmental objectives significantly;
- » c) it is performed in accordance with the minimum safeguards provided for;
- » d) and complies with the technical control criteria established by the Committee.

* The economic activity described in the delegated acts of the EU Taxonomy Regulation is eligible for the Taxonomy, irrespective of whether that economic activity meets all the technical control criteria established in those delegated acts. Any economic activity not described in the delegated acts of the EU Taxonomy Regulation is not eligible for the Taxonomy.

The activities of the Group based on the EU Taxonomy are related to the production of technologies capable of using environmentally-friendly materials and solutions aimed at reducing greenhouse gas emissions. They are also related to the operation of power-generating installations which generate electricity using photovoltaics (PV), thus supporting the reduction of greenhouse gas emissions. Furthermore, the activities are focused on the acquisition, financing, leasing, rental and operation of vehicles with environmentally-friendly technology. Finally, the activities concern the development or use of IT solutions and services, which mainly aim at providing data and analytics that enable the reduction of greenhouse gas emissions.

For more information about the Group's sustainable economic activities, please refer to the Group's "Non-Financial Statement 2021" within its Annual Financial Report 2021 at www.quest.gr.

Our performance - Our goals

Material issue: Creation of economic value, company performance with corporate responsibility

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022 *
Increasing by at least 5% turnover and operating EBT profitability compared to 2020.	Achieving 33.3% in turnover and 59.6% in profitability (in continuing operations)	Achievement of the same or higher turnover and the same or slightly lower profitability compared to 2021 by continued operations.
Ensuring adequate cash flow and maintaining positive operating cash flows.	Achieved	Ensuring sufficient cash flow and maintaining positive operating cash flows.
Increase in foreign sales by at least 5% compared to 2020.	Increase over 10%.	Maintenance / Increase of the 2021 figures in Sales Abroad.
Implementation of development investments for expansion of activities and infrastructure > € 25 million.	Implementation of development investments of € 24.2 millions.	Assessment of development investments for expanding Group activities and infrastructure.
Expanding non-operating activities growth / acquisition of a majority stake in a company in 2021-2022.	Expansion to the acquisition of integrated solutions. Acquisition of a majority stake in Intelli Solutions and acquisition of Team Candi.	Expanding non-operating activities growth / acquisition of a majority stake in a company (2022-2023).
		NEW ESG GOAL Linking 15% of the variable remuneration (annual bonus) of the CEO of the Group and the main subsidiaries with ESG goals

* The goals for 2022 have been made with the assumption of a continuing positive course of the Greek economy and consumption. There may be an impact from the situation related to the war in Ukraine and the energy crisis.

Summary of our new ESG strategy and goals

Summary of our new ESG strategy and goals

[ESG A-G3 Index]

In 2021, the Quest Group updated its Sustainable Development Strategy focusing on environmental, society and corporate-governance (ESG) issues. Through this strategy, the Group seeks to link sustainable development with the value-creation model, the distribution of value generated in sustainable and innovative products and services, and the creation of a sustainable future for stakeholders and the wider society.

The ESG strategy is based on four (4) strategic pillars and consists of 10 goals that will provide further value and diversification to the Quest Group. The ESG goals are presented per pillar of action and have been set in order to incorporate key sustainability issues into the Group's culture.

The goals per pillar, the environment, our people, responsible business and sustainable products are presented below.



Environment

1. Reduce Scope 1, 2 absolute emissions by 40% by 2030 and Climate Neutral by 2050*
2. Promote circular economy and eliminate avoidable waste by 2025



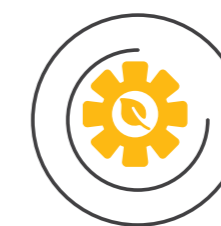
Our People

3. Maintain LTIF below 2.3 and TRIR below 1.2 for the Group's employees by 2030
4. 10% increase in employees' training hours by 2025
5. Build an inclusive culture and act as an ambassador of diversity and equity to empower our people to excel by 2025



Responsible Business

6. Best effort to maintain zero data breach incidents by 2025
7. Link 15% of variable pay elements (annual bonus) of Group's and main subsidiaries CEOs with ESG targets by 2025
8. Incorporate ESG criteria into our supplier assessments by 2025**



Sustainable Products

9. >6% of revenue from sustainable products and services by 2025
10. >50% increase in Green MW installed base by 2025

*Base year 2021 (1.5oC scenario). Carbon neutrality by 2050 refers to scope 1 & 2 emissions, taking into account the maturity of technological advancements. The target will be revised in 2030.

**For equal performance suppliers with higher ESG scores will be preferred.



Environment:

Integration of actions and initiatives which protect the environment and minimize the negative effects of the Group's activities.

Realizing the risks of climate change, we have set as the first strategic goal in the environmental pillar the reduction of total Scope 1 and 2 emissions by 40% by 2030, with a view to climate neutrality by 2050. The two main focus areas for achieving this goal is replacing the percentage of the Group's existing leased cars, machines and vans with electric/hybrid ones and the consumption of energy from renewable sources.

The next goal of the pillar is to promote the circular economy model and eliminate waste that can be avoided. The target covers areas of e-waste, disposable plastics, paper and packaging.



Our People:

Aligning activities with top standards and hygiene and safety practices, promoting respect for human rights and equal opportunities, and enhancing employment.

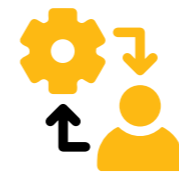
We recognize that our people are the driving force of the Group and we have made commitments with human capital enhancement at the core of our strategy.

We turn our attention to ensuring a healthy and safe environment that enhances well-being. The pillar has included the goal of maintaining the accident frequency rate "Lost Time Injury Frequency Rate (LTIF)" below 2.3 and the recordable accident rate "Total Recordable Incident Rate (TRIR)" below 1.2 for Group employees by 2030. As the main implementation actions, the goal includes monitoring of indicators and annual progress, as well as conducting training on health and safety management.

In addition, the pillar includes a 10% increase in employee training hours by 2025. The goal will be achieved through the implementation of the training already available to employees and the development of new training based on the needs of each subsidiary.

The creation of a culture of inclusion, diversity and equality is a cornerstone of the Group that is in line with our principles and values. The establishment of a corresponding goal reinforces our commitment to continuous improvement in order to empower our people. The Group is committed to creating a policy of equality and inclusion, to design programs that promote inclusion, equal opportunities and equal rights, and to further develop initiatives for working parents and caregivers by 2025

* The criterion for replacement is supply chain availability



Responsible Business:

Promoting the long-term interests of local communities, and ensuring an ethical and responsible way of working towards customers and suppliers.

The first goal of the Pillar refers to the implementation of targeted actions to maintain zero data breaches by 2025. The goal will be achieved through the maintenance of operational continuity and the participation of staff in training and awareness-raising programs regarding cybersecurity and data privacy.

The aim of this pillar is also to link 15% of the variable remuneration (annual bonus) of the CEOs of the Group and the main subsidiaries with performance in matters relating to the environment, society and corporate governance. This goal highlights the importance that the Group places on sustainability, while at the same time serving as a commitment to the annual monitoring of the performance of the other strategy goals.

An additional goal is the evaluation of suppliers based on ESG criteria by 2025. In order to achieve this goal, an assessment mechanism will be set up, a scoring and progress system will be developed and training will be provided to suppliers. (*) The last goal, which is also an immediate action for the Group, is the commitment to the 10 principles of the United Nations Global Compact (UNGC) within 2022. Voluntary participation in the UN Compact indicates our commitment to implementing sustainable and socially-responsible policies.



Sustainable Products:

Ensuring growth with a long-term sustainable approach, providing innovative and sustainable products and services.

In the context of this pillar, we are committed to having more than 6% of the Group's revenue come from sustainable products and services by 2025. This goal will be achieved by increasing the number of sustainable products and services designed and available by the Group's subsidiaries.

Finally, another goal has been included in the pillar and refers to the increase of more than 50% of installed green energy (in MW) by 2025. This goal will be achieved by increasing the installed capacity of the subsidiary Quest Energy.

Based on the above pillars and goals which we have developed, we aim to successfully implement:

The transformation, organization and improvement of the Group and the companies with a view to moving towards a more sustainable future. The transformation will lay new foundations, positively affecting working conditions, stakeholders and society in general and environmental protection;

The development of competitive advantages which, in turn, will lead to the strengthening of innovation in relation to the services and solutions we provide, having in mind the needs and requirements developed in the market;

Our alignment with the legislative requirements and regulations on sustainable development and the successful transition to new competitive conditions;

The development of a strong intra-group culture that goes hand in hand with the goals and requirements of the market in order to strengthen our competitiveness, attract human resources and create an environment based on cohesion, diversity, inclusion and equal opportunities; and

Strengthening the reputation and image of the Group and its companies in order to meet the expectations of stakeholders and the younger generation of people, who seek an open working environment that gives them opportunities to contribute with their work to the progress of innovation.

Engagement with Stakeholders and Material issues

Engagement with Stakeholders and Material issues

[GRI 102-40, GRI 102-42, GRI 102-43, GRI 102-44, ESG C-S1 Index]

Engagement with stakeholders is an important source of communication and interaction for the Group with different groups with direct and indirect influence. The needs, as well as the requirements, of stakeholders in matters relating to the environment, society and corporate governance shape the Group strategy and operation. In order to prioritize material issues, a survey was conducted in the form of a questionnaire distributed by Quest Holdings and the four largest subsidiaries of the Group: Info Quest Technologies, Uni Systems, iSquare and ACS. The combined answers to the questionnaires of companies Quest Holdings, Info Quest Technologies, Uni Systems, iSquare and ACS constituted the materiality analysis of the whole Quest Group.

The engagement was conducted electronically and each company's stakeholders were invited to recognize the material issues for the sustainable development and success of the company. The basic stakeholder teams which participated in the Group engagement were divided into internal and external stakeholders. The internal stakeholders include the Management while the external stakeholders consist of employees, shareholders, regulatory or professional bodies, social organizations or Non-governmental organizations (NGOs), the media, business partners, the business community, financial institutions / the investment community, ACS Agents and Customers.

The above teams of Group stakeholders were selected based on the criterion of influence: influence of stakeholders on the Group and vice versa, namely the influence of the Group on the stakeholders through its business activity.

Material Issues of Interest in the Survey



- Ensuring the health, safety and well-being of employees.
- Creation of economic value, company performance with corporate responsibility.
- Protection of critical information systems and ensuring operational continuity.
- Protecting Customers' Personal Data and Privacy.
- Ensuring business ethics and combating corruption.
- Digital transformation of the state.
- Compliance with regulatory principles.
- Development and training of employees (provision of training).
- Supporting digital transformation and modernization through the provision of innovative products and services.
- Development of systems, technologies and services for the purpose of transformation.
- Strengthening of employment, provision of decent wages and stopping the migration of skilled professionals.
- Transparency regarding performance on ESG issues through disclosures and participation in ESG assessments.
- Defending human rights at work.
- Equality, Diversity & Inclusion.
- Establishing a healthy ecosystem of partners and a sustainable supply chain.
- Reducing energy consumption.
- Provision of technological products and services, with an environmental and/or social positive footprint.
- Responsible management of electronic waste and circular economy practices.
- Reduction of greenhouse gas emissions.
- Support for local communities and participation in public-benefit actions.
- Investments in green data centers operating on renewable energy sources.
- Services for reducing greenhouse gas emissions.
- Water and waste water management.
- Enhancing biodiversity.

STAKEHOLDERS	COMMUNICATION CHANNELS	FREQUENCY OF COMMUNICATION
Shareholders	Communication Body: Quest Holdings • Shareholders Support Department • Annual General Meeting • Annual Financial Report & Sustainability Report	Annual
	• Survey for the Materiality Analysis	Every 2-3 years
	• ATHEX Announcements • Website of the Quest group and its Companies	Constant
Employees	Communication Body: Quest Holdings and companies • Employee Satisfaction Survey • Survey for the Materiality Analysis • Internal meetings of Directors, Managers, Heads of Department • Information Events	Weekly, Monthly, Quarterly, Half-yearly, Annual
	• Meeting of the Managing Directors • Inter-company meetings	Monthly
	• Here we are - Website addressed to the employees • Kyros (e-Bulletin Board) • Emails from the Human Resources department • Orion, e-program for Employee Service, Development and Evaluation • Electronic submission of ideas and suggestions	Constant
	• Survey for the Materiality Analysis	Every 2-3 years
Directors	• Survey for the Materiality Analysis	Every 2-3 years
Regulatory or professional bodies	Communication Body: Quest Holdings & Companies • Participation in the committees of Bodies and Organizations • Participation in conferences and public consultations Website of the Quest Group	Constant/ on a case-by-case basis
	• Survey for the Materiality Analysis	Every 2-3 years
Social Agencies / NGOs	Communication Body: Companies coordinated by the Group Press and Public Relations office	Constant/ on a case-by-case basis
	• Survey for the Materiality Analysis	Every 2-3 years

STAKEHOLDERS	COMMUNICATION CHANNELS	FREQUENCY OF COMMUNICATION
Media	Communication Body: Quest Holdings and Companies • Press & Public Relations office • Press conferences • Announcements/Press Releases/Advertising • Website of the Group and its Companies	Constant/ on a case-by-case basis
	• Communication Body: Quest Holdings	Every 2-3 years
Business Partners	• Communication Body: Quest Holdings	Every 2-3 years
Business Community	Communication Body: Quest Holdings & Companies • Website of the Quest group and its Companies • Active participation in Business bodies Committees and actions. Participation in Conferences	Constant
Financial Bodies / Investment Community	Communication Body: Quest Holdings • Shareholders Support Department • Annual General Meeting • Annual Financial Report & Sustainability Report	Annual
	• Survey for the Materiality Analysis	Every 2-3 years
Financial Bodies / Investment Community	Communication Body: Quest Holdings Announcements of Financial Results • ATHEX Announcements • Website of the Quest Group and its Companies • Presentations to Investing Audiences • Risk Management System	Quarterly, Constant/ on a case-by-case basis
ACS Agents	• Survey for the Materiality Analysis	Every 2-3 years
Customers	Communication Body: Companies • Websites • Press Releases • Advertising • Customer Service Department/Call Centers • Technical Support Help Desk • Complaints Department e-Contact/Newsletters	Constant
	• Image Surveys Customer Satisfaction/Support Surveys	Annual
	• Survey for the Materiality Analysis	Every 2-3 years
	• Meetings Training programs/Events	On a case-by-case basis

Recognition of material issues for the sustainable development of the Quest Group

[GRI 102-46, GRI 102-47, GRI 102-49, ESG C-G3 Index]

The process on which the materiality analysis was performed is summarized as follows:

» A. Recognition of relevant issues for the Group

The recognition of issues was conducted on the basis of the Principle of Stakeholder Participation.

The materiality analysis was based on the GRI Sustainable Development Standards and the Content Determination Principles:

- Inclusivity
- Sustainability Framework
- Materiality
- Completeness

The proposed issues were directly related to environment, society and corporate-governance issues as well as to the Group's business model and financial sustainability. In addition, the expectations and requirements of stakeholders were recognized and assessed.

For the purpose of engagement, an electronic anonymous questionnaire was sent to the external and internal stakeholders (as defined above) in order for them to prioritize material issues on a list, based on how important they deem the issues to be (the choice provided started from "1 - Not at all important" and went up to "5 - Very important").

» B. Hierarchy of issues

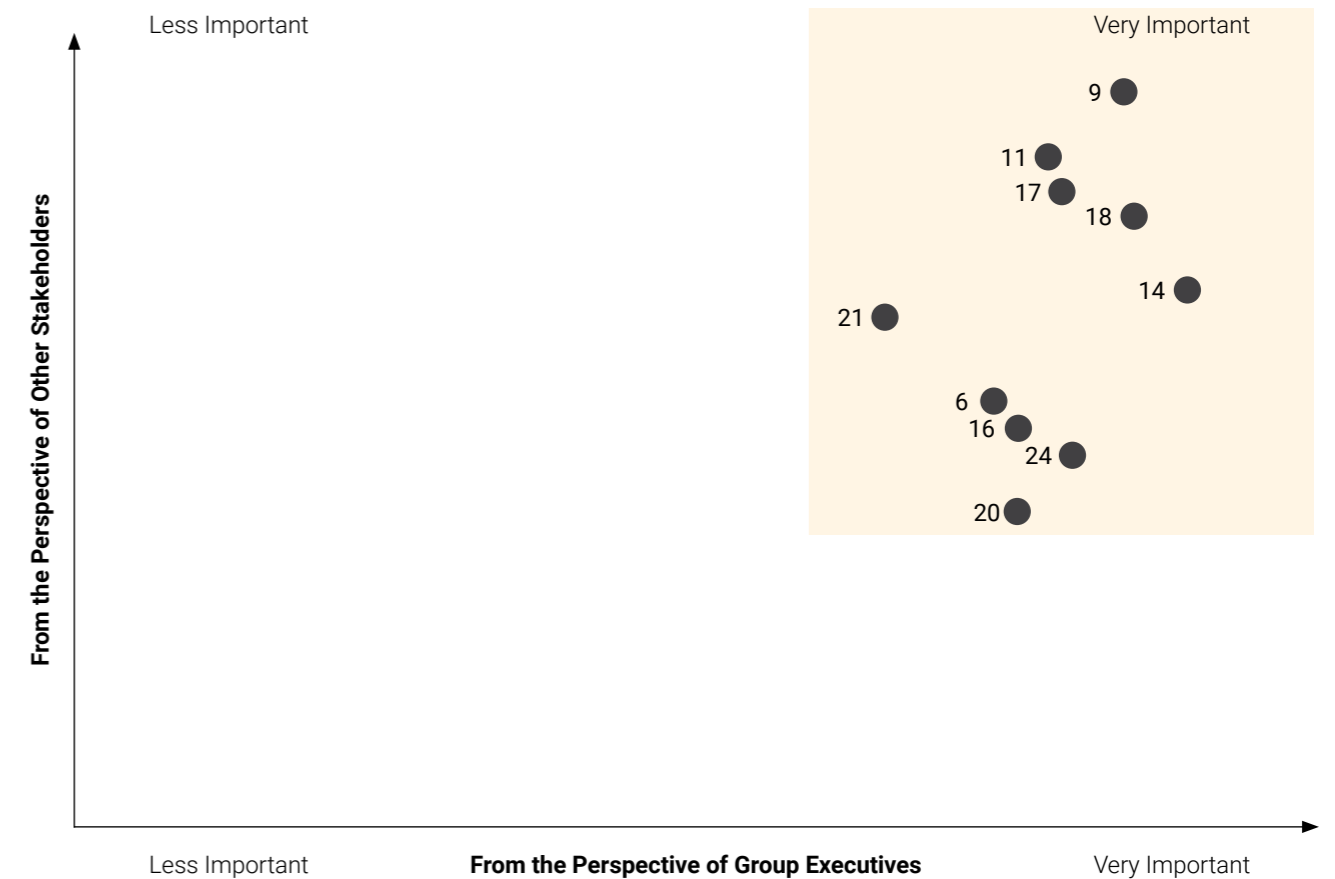
In order to prioritize the issues, we have taken into account the Principles of Materiality and stakeholder Participation of the GRI Standards.

» C. Validation

In the third stage of the analysis, we considered the Principle of Completeness and Stakeholder Participation of the GRI Standards for the validation of the results of the second stage by the Board of the Group and Quest Holdings.

Compared to the report published in 2020, no significant changes have taken place.

The Materiality Table summarizes the most important material issues for the Quest Group.





- 9. Ensuring the health, safety and well-being of employees
- 11. Protecting Customers' Personal Data and Privacy
- 17. Ensuring business ethics and combating corruption
- 18. Protection of critical information systems and ensuring operational continuity
- 14. Creation of economic value, company performance with corporate responsibility
- 21. Development of systems, technologies and services for the purpose of transformation
- 6. Development and training of employees (providing education, certifications and employee development)
- 16. Compliance with Regulatory Authorities
- 24. Digital transformation of the State
- 20. Supporting digital transformation and modernization through the provision of innovative products and services









Material Issues

[GRI 102-46, GRI 102-47, GRI 103-1]

The information presented in the table below, based on the requirements of the GRI Standards, presents the material issues that have resulted from the Materiality Survey, why each issue is considered material, who are the affected stakeholders (based on the results of the materiality survey), which are the UN Sustainable Development goals which the Quest Group contributes to / has an impact on (broader economic, social and/or environmental impacts) who causes this impact.

MATERIAL ISSUE	WHY THE ISSUE IS CONSIDERED MATERIAL		BOUNDARY LIMITS	
	Connection with UN Sustainable Development Goals 	Stakeholders Impacted	Impact on the Group	Interested parties outside the Group that may cause or be associated with the effects of the issue
Creation of economic value, company performance with corporate responsibility		<ul style="list-style-type: none"> Shareholders Employees Representatives Business Partners Customers 	yes	<ul style="list-style-type: none"> Business community Financial Bodies / Investment Community Customers Business Partners Regulatory or professional bodies
Ensuring the health, safety and well-being of employees	 	<ul style="list-style-type: none"> Employees Customers Suppliers/Partners Business Community 	yes	<ul style="list-style-type: none"> Customers Suppliers/Partners
Development and training of employees (providing education, certifications and employee development)	  	<ul style="list-style-type: none"> Employees 	yes	<ul style="list-style-type: none"> Business community Regulatory or professional bodies Customers
Protection of critical information systems and ensuring operational continuity	 	<ul style="list-style-type: none"> Shareholders Employees Customers Suppliers/Partners 	yes	<ul style="list-style-type: none"> Regulatory or professional bodies Suppliers
Protecting Customers' Personal Data and Privacy	 	<ul style="list-style-type: none"> Business Partners Customers ACS representatives 	yes	<ul style="list-style-type: none"> Regulatory or professional bodies Business Partners Representatives

MATERIAL ISSUE	WHY THE ISSUE IS CONSIDERED MATERIAL		BOUNDARY LIMITS	
	Connection with UN Sustainable Development Goals 	Stakeholders Impacted	Impact on the Group	Interested parties outside the Group that may cause or be associated with the effects of the issue
Ensuring business ethics and combating corruption		<ul style="list-style-type: none"> Shareholders Employees Directors Business Partners Business community 	yes	<ul style="list-style-type: none"> Regulatory or professional bodies Representatives Social Agencies / NGOs Media Customers Business Partners
Compliance with regulatory Authorities		<ul style="list-style-type: none"> Shareholders Employees Business Partners 	yes	<ul style="list-style-type: none"> Regulatory or professional bodies Customers Representatives Social Agencies / NGOs Media
Digital transformation of the State		<ul style="list-style-type: none"> Shareholders Business Partners 	yes	<ul style="list-style-type: none"> Regulatory or professional bodies Media Customers
Supporting digital transformation and modernization through the provision of innovative products and services		<ul style="list-style-type: none"> Shareholders Business Partners Customers Suppliers 	yes	<ul style="list-style-type: none"> Regulatory or professional bodies Customers
Development of systems, technologies and services for the purpose of transformation		<ul style="list-style-type: none"> Shareholders Business Partners Customers Suppliers 	yes	<ul style="list-style-type: none"> Regulatory or professional bodies Customers

The Corporate Governance model

The Corporate Governance model

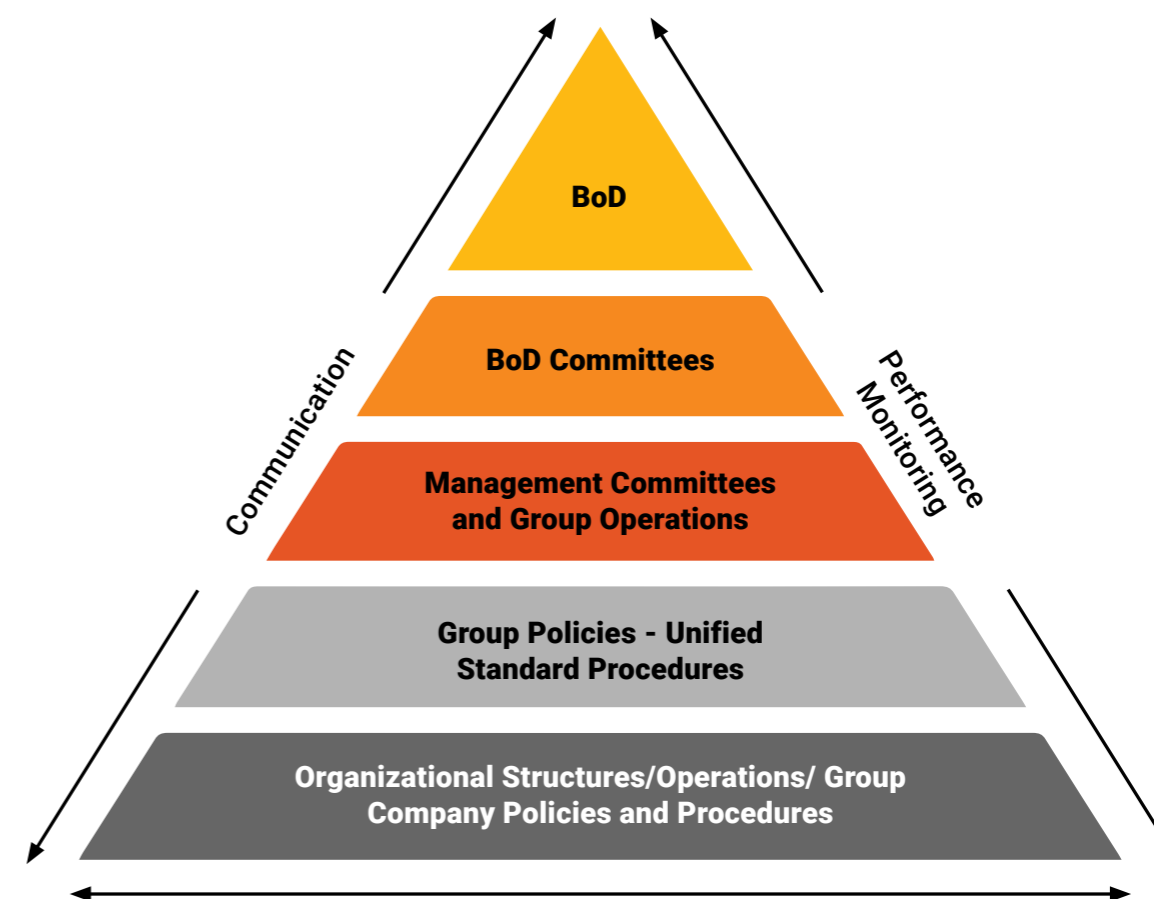
The management and operation of the Quest Group is based on a modern, dynamic and flexible Corporate Governance. The Corporate Governance of Quest Holdings and the Quest Group is in line with Greek legislation and complies with the specific practices for listed companies under the Hellenic Code of Corporate Governance (HCGC).

Corporate Governance aims at the responsible operation of the Group, the viability of its companies and to safeguard the interests of the Shareholders and Stakeholders.

Quest Holdings sets the strategy and introduces the general guidelines, the policies and the principles governing the operation of all the subsidiaries. The company is structured in a way that facilitates decision-making and execution of decisions made in the context of implementing the strategy defined by the Quest Group, acting as the coordination center. By applying the core principles of Corporate Governance, the company has set the following goals:

- » transparency in management and corporate responsibility
- » disclosure of information to shareholders and their participation in key decision-making
- » timely decision-making and efficient administration
- » identification, recognition and mitigation of risks
- » ensuring a quality work environment
- » independent audit
- » awareness of the company and its personnel on issues related to the relationship with the natural and the social environment.

The new law 4706/2020 provided the Company the opportunity for a comprehensive review and upgrading of the corporate governance system at the Group level.



More details on compliance with Law 4706/2020 and the new HCGC are described in the Company's 2021 Financial Report.

Board of Directors

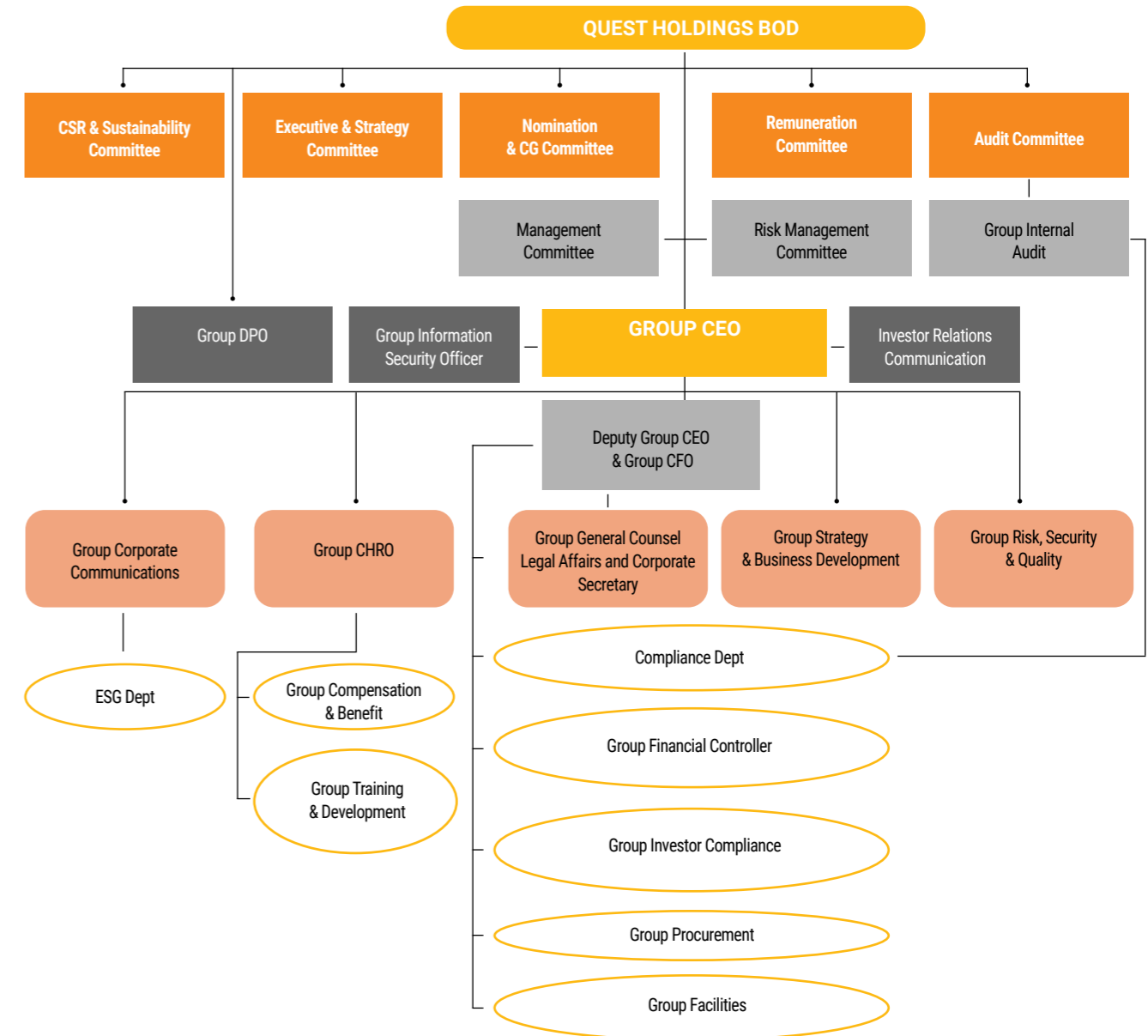
[GRI 102-18, ESG C-G1 Index]

The Board of Directors is the supreme governing body of the Quest Holdings Group and is responsible for the administration of the company, the management of the company's assets and the achievement of the company's purpose. Moreover, it is responsible, in cooperation with the Boards of the subsidiaries, for drawing the Group's strategy and establishing the priorities, the general principles and the policies of the Group. According to the Company's Articles of Association, it consists of seven (7) to thirteen (13) members who are categorized as either executive, non-executive or independent.

Quest Holdings Board of Directors 31/12/2021	
Executive Members	Non-executive Members
Theodoros Fessas, Chairman of the Board	Eftihia Koutsourelis, Vice-chairwoman of the Board
Apostolos Georgantzis, Managing Director	Maria Damanaki (Independent Member)
Markos Bitsakos, Deputy Managing Director	Pantelis Tzortzakis, Vice-chairman of the Board (Independent Member)
Nikolaos Socrates Lambroukos	Nikolaos Karamouzis (Independent Member)
	Apostolos Tamvakakis (Independent Member)
	Emilios Giannopoulos (Independent Member)
	Filippa Michali (Independent Member)
	Panagiotis Kiriakopoulos (Independent Member)

In Annex 1 there is the Table showing the Participation and the Composition of the Group's Management Bodies by gender and age.
For more information about the Board of Directors, you can refer to the link: <https://www.quest.gr/el/the-group/board-of-directors>.

Organization chart



Committees

[GRI 102-18, ESG C-G2 Index]

Quest Holdings has the following BoD Committees

- Audit Committee
- Nomination and Corporate Governance Committee
- Remuneration Committee
- Executive Committee on Strategic Planning
- Sustainable Development Committee

The Group has established the Sustainability Committee, which provides support to the Board of Directors on Sustainable Development issues, in particular strategy planning, coordination of the companies, defining the necessary indicators and the monitoring thereof.

Internal Regulations

For the proper governance of the Group, the following internal regulations are observed:

- Regulation for the audit committee operation
- Regulation for the nomination committee
- Regulation for the remuneration committee
- Regulation for the sustainable development committee operation
- New Regulation for the Company Operation
- Code of Conduct and Ethics

For more information on the regulations, you can refer to the link <https://www.quest.gr/el/the-group/committees>.

Ethical business behavior, culture and regulatory compliance

[GRI 103-2]



- Material issues:**
- » **Ensuring business ethics and combating corruption**
 - » **Compliance with Regulatory Authorities.**

Regulatory compliance has a wide positive impact on the sustainable development of the Quest Group, specifically as to the contribution towards a strong business environment and the support of strong institutions, which promote progress and development. The Group acts in accordance with responsible business and in absolute compliance with the law, as well as the applicable, based on relevant decisions of the competent corporate bodies, policies and procedures such as the Code of Conduct and Ethical Behavior and the Anti-Fraud Policy.

Quest Holdings (the Group's parent company), being listed on the Athens Exchange, applies the applicable legislation which governs listed companies and its Internal Operating Regulation, in accordance with the applicable legislation on corporate governance and the Hellenic Corporate Governance Code of Listed Companies.

Compliance with the legislation in force in Greece, in the European Union and in the countries in which the Group is active is a given and non-negotiable.

In 2021, the Quest Group, recognizing the need to create a new structure for the continuous supervision of the compliance of companies with the current legislation and regulations, created and filled the position of Group Compliance Officer. In addition, there were determined the relevant officers of the major subsidiaries of Quest Holdings who have the role of Compliance Officer for each company and who liaise with the Group Compliance Officer.

[GRI 103-3, GRI 205-3, GRI 206-1, GRI 419-1, ESG A-G2 Index]

As at 2021, the Group had zero number of pending cases for its companies and no fines or other penalties imposed for breaking the aforementioned law. Further, no complaints were made nor was any other action taken regarding these matters, nor are there any cases pending concerning the examination of any complaint.

Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Zero incidents of non-compliance with the applicable legislation on anti-corruption and unfair competition.	There was no information or complaint brought to the attention of the Group's Board or an ongoing investigation of a related complaint concerning corruption or bribery, unfair competition, non-compliance with legislation and regulations at economic and/or social level. Consequently, there was no relevant financial loss.	Zero incidents of non-compliance with the applicable legislation on anti-corruption and unfair competition.
Zero incidents of non-compliance with laws and regulations at economic and/or social level	Note: the above update concerns Quest Holdings and the 5 major subsidiaries (Uni Systems, Info Quest Technologies, ACS, iSquare, Quest Energy).	Zero incidents of non-compliance with laws and regulations at economic and/or social level

Our policies and systems

[GRI 103-2, ESG C-G2 Index, ESG C-G4 Index, ESG C-G5 Index, ESG SS-G1 Index, ESG SS-G2 Index]

The governance of the Quest Group and its subsidiaries is based on the Group Policies and the Standard Procedures.

The Group Policies reflect the broad guidelines stipulated by the Group's Board of Directors, which apply to all the Group subsidiaries, employees and associates and govern all aspects of their operation. They ensure that the Group conforms to the legal framework and that it properly incorporates the best practices in its operation and internal homogeneity.

Standard Procedures are texts that accurately describe how to apply the guidelines set forth by the Group's Board of Directors for the subsidiaries through the Policies.

In addition to the Policies and Procedures, the Group, with particular emphasis on responsible procurement, has developed a Code of Conduct for Suppliers, which sets the criteria for cooperation and determines the relationship of the Group companies with their suppliers and partners.

New and/or updated Group Policies in 2021:

- Code of Conduct and Ethics
- Operating Regulation of the Regulatory Compliance System
- Regulatory Compliance System
- Policy against Violence and Harassment under the instructions of the new Law 4808/2021
- Sustainable Development Policy
- Whistle-blowing policy: The Group has a Process for Managing Complaints/Non-Compliance Incidents, which is included in the Policy titled "Regulatory Compliance System". This policy was approved by the Quest Holdings Board on 27.1.2022 and has also been approved by the Boards of the 5 major subsidiaries. In addition, it has been posted in an openly-accessible area for all employees. New legislation related to whistle-blowing is expected - in compliance of Greece with a European Directive - in which case the current Process may be changed.

For more information on the policies of the Quest Group please refer to the link <https://www.quest.gr/el/the-group/policies>

In addition, regarding the Group's systems, all its companies systematically manage the risks that may occur, following the Risk Management System and applying Valuation and Management Procedures, in accordance with the guidelines of the ISO 31000 standard for risk management and the "COSOS ERM" framework, a widely accepted risk management standard.

The implementation of Risk Management is coordinated by the Risk Management Committee of Quest Holdings, under the supervision of the Audit Committee. The five major risks, in terms of estimated quantitative impact, which were identified at Group level in the latest review of the Group's Enterprise Risk Management system (31/12/2021) are as follows: (1) sustainability of partnerships and sales, (2) changes in the Business Model, (3) increase in transportation prices, (4) IT Security and 5) lack of specialized personnel.

In the context of the assessment, the Group did not identify any critical risks related to accidents and emergencies which could have significant environmental and external effects.

Protection of customer privacy and data

[GRI 103-2, ESG C-G6, Index, ESG SS-G3 Index]



Material issues:

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

The Quest Group places particular attention to the protection of personal data. In all subsidiaries, the protection of personal data is ensured through the Information Security Policy, which has been successfully implemented for more than 10 years, as well as more specific policies and procedures related to compliance with the current legislation on personal data protection.

The Group's companies followed a program to comply with the EU's General Data Protection Regulation 2016/679, and National Laws, which is continuously upgraded and updated according to the needs of each company.

No fines or other penalties for violation of this legislation were imposed on the Group companies in 2021. Furthermore, procedures were optimized and employee training was performed on the subject, in particular in the departments where there is significant interaction with personal data.

Security infrastructure and business continuity

Developing secure ICT infrastructure as well as ensuring operational continuity is an integral part of the strategic plan of the Group companies. Due to the increasing risks in the internal and external environment of the operation of ICT systems, there has been established continuous, systematic and methodical risk analysis while appropriate organizational and technical measures are in place.

The Group's Information Security Policy describes the specifications for the protection of ICT infrastructure in order to achieve the availability, integrity and confidentiality of information. The Policy was amended anew in 2020, incorporating the requirements of the European General Data Protection Regulation (GDPR) and the new risks arising from the relevant risk analysis while it follows the international standard ISO 27001:2013. The Policy covers all the protection measures taken, including protection of equipment, software, data and telecommunications, the updating and training of personnel, the fair use of equipment and confidential information by users, etc.

An important factor of efficiency and increased protection of ICT infrastructures of the Group is the technologically advanced proprietary Data Center of Uni Systems, which is one of the largest in Greece, which hosts the core information infrastructures of all the Group's companies, either in the form of primary infrastructure or in the form of Disaster Recovery. The operational continuity of the companies is ensured through the Cloud services offered by Uni Systems, ensuring speed, full accessibility for authorized employees, reliability and fully controlled and protected environment. Uni Systems is certified under ISO 27001: 2013 on Information Security, whereas the companies Info Quest Technologies, iSquare and ACS follow it to a considerable extent. Companies implement a number of actions every year to ensure their compliance. Indicatively, Uni Systems worked intensively for the operational continuity and disaster recovery programs for all operational infrastructures - based on Business Impact Analysis - with the result that at the beginning of 2021 it was certified under ISO 22301: 2019 for its Business Continuity.

On a broader level, and with a view to strengthening the security level of the Information Systems, the following actions were carried out in 2021:

- Continuous monitoring and completion of the corrective actions with regard to IT risk containment which were identified by an external consultant in the framework of an IT Risk Assessment project in 2019.

- Frequent communication and information of users on Information Systems security issues.
- Implementation of training programs at regular intervals in order to improve the knowledge and awareness of staff on cybersecurity issues.
- Performance of Penetration Tests in collaboration with external partners, which simulated attack scenarios by malicious users.

The design and measures taken by the Group and its companies have paid off to a great extent, providing a high rate of systems availability and data protection. **In 2021, there were no events causing any kind of data leakage or alteration, or long-term (over an hour) interruption of the ICT systems.**

Total availability remained at the same level as in 2020, reaching 99.995%.

It is noteworthy that:

- No company experienced unplanned downtime with a considerable impact on its services during working days and hours.
- There were no incidents with a considerable impact on the availability of services due to a denial-of-service attack.
- There were no incidents to affect confidentiality and soundness of company data.

Our performance - Our goals

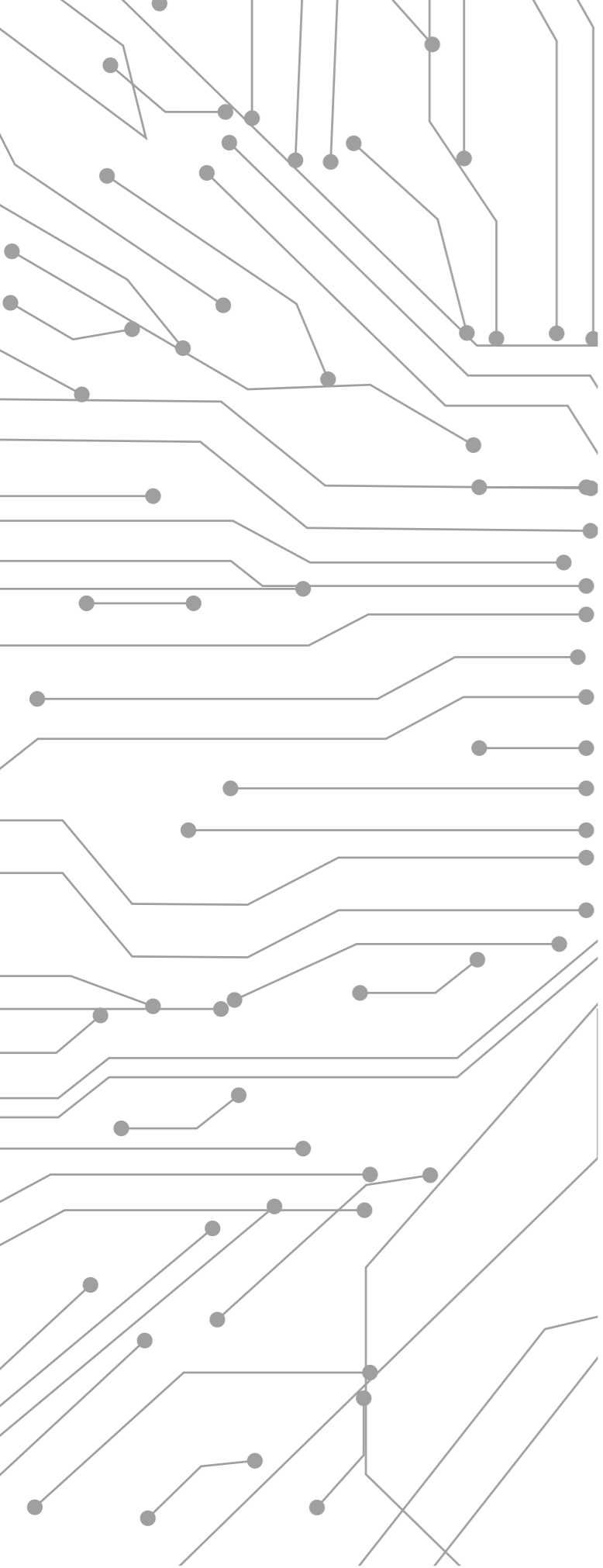
[GRI 103-3, GRI 418-1, ESG Index SS-S5, Quest Indicator]

Material issue: Protection of critical information systems and ensuring operational continuity.

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
System availability > 99.9%	100% achievement	System availability > 99.9%
Zero Data breach incidents, which may affect the confidentiality and integrity of Group and Company data and systems and zero financial losses, respectively.	100% achievement	Zero Data breach incidents, which may affect the confidentiality and integrity of Group and Company data and systems and zero financial losses, respectively.

Material issue: Protecting customers' personal data and privacy.

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Zero fines or penalties for violation of this legislation.	100% achievement.	Zero fines or penalties for violation of this legislation.
Further optimization of procedures and training of employees on this subject.	100% achievement	Further optimization of procedures and training of employees on this subject, in particular in the departments where there is significant interaction with personal data.



Our People

Our People



Our human resources is the main pillar of value-creation in the Group. In order to develop and defend the rights of employees and their proper management, the Group has established a number of policies, such as Employment Relationships, Hiring, Education and Development, Performance and Talent Management, Succession, as well as Remuneration and Benefits Policy. In addition, the Group ensures the well-being of employees by offering them a range of benefits that frame their total remuneration package.



2,329
EMPLOYEES



632
WOMEN IN THE GROUP (COMPARED TO 571 IN 2020)



77%
OF EMPLOYEES WITH INDEFINITE EMPLOYMENT CONTRACTS



42%
OF PEOPLE HIRED CONCERNED INDIVIDUALS UP TO 30 YEARS OF AGE



22,093
HUMAN-HOURS OF TRAINING

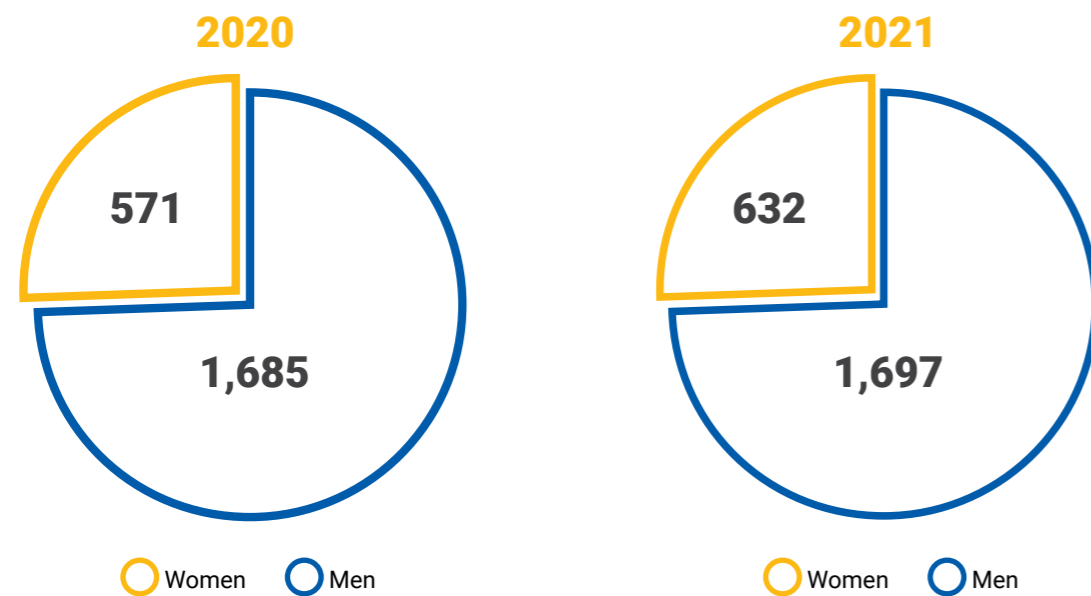
Protection of human rights at work and quality employment with equal opportunities

[GRI 103-2, GRI 103-3, GRI 102-7, GRI 102-8, GRI 401-1, ESG C-S4 Index, GRI 401-2, ESG A-G4 Index]

The Group recognizes the value of human resources and therefore constantly strives to create an environment of equal opportunities, creating a multidimensional business which will be characterized by active participation of employees and corporate trust.

For 2021¹, the total of human resources was 2,329 employees, 27% of which were women, up from 25% in the previous year. Also, 75%² of our employees are in the IT industry and 69% of IT workers are graduates of tertiary education.

Total human resources in the Group



Compared to 2020, the number of employees increased by 3.2% (2,256 employees in 2020). The total number of women in the Group in 2021 was 632, showing a 10.7% increase compared to the previous year.

It is noteworthy that, in 2021, Cardlink S.A. was dis-invested and as a result, the Group's employees decreased by an average of 112 people. Also in 2021, companies such as Clima Quest, Intelli Solutions, Uni Systems Spain, IQT Cyprus and Team Candi entered the Group, which increased the number of employees by 117 employees. Indirect employees of ACS were 3,132.

¹ The 2021 figures also include 351 supervised employees who mainly work on behalf of Uni Systems abroad.

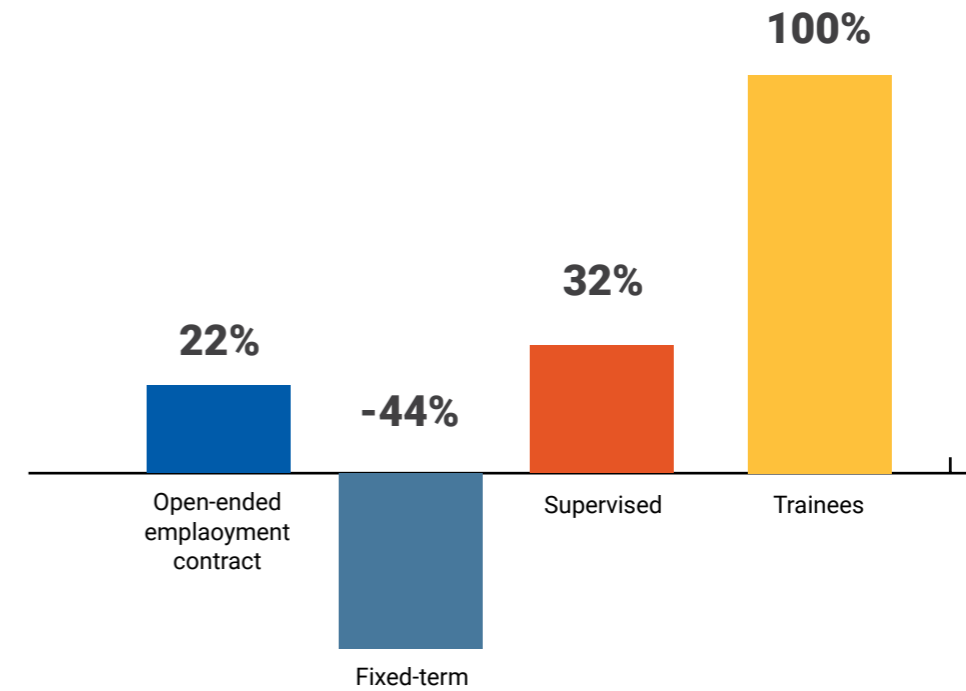
² The following companies have been considered as IT Companies: Uni Systems, Intelli Solutions, Info Quest Technologies, Team Candi, iSquare, iStorm & Cardlink One.

The Group records the number of employees by employment contract and by work type in Attica, the rest of Greece and abroad. Employment contracts are distinguished between indefinite and fixed-term, supervised employment and traineeships. In 2021, the number of employees with indefinite employment contract was 1,799 while employees with fixed-term employment contracts were 178, supervised employees were 351, and there was one (1) trainee.

The chart below summarizes the change compared to 2020.

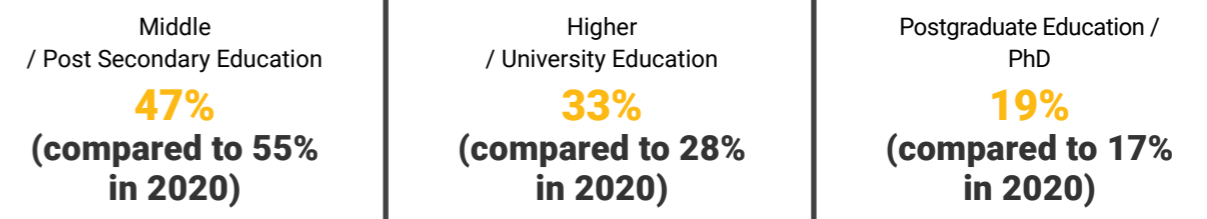
For a detailed record of the number of employees by employment contract, region and gender refer to Annex 1.

Percentage of change of employees by employment contract for 2020-2021



Training

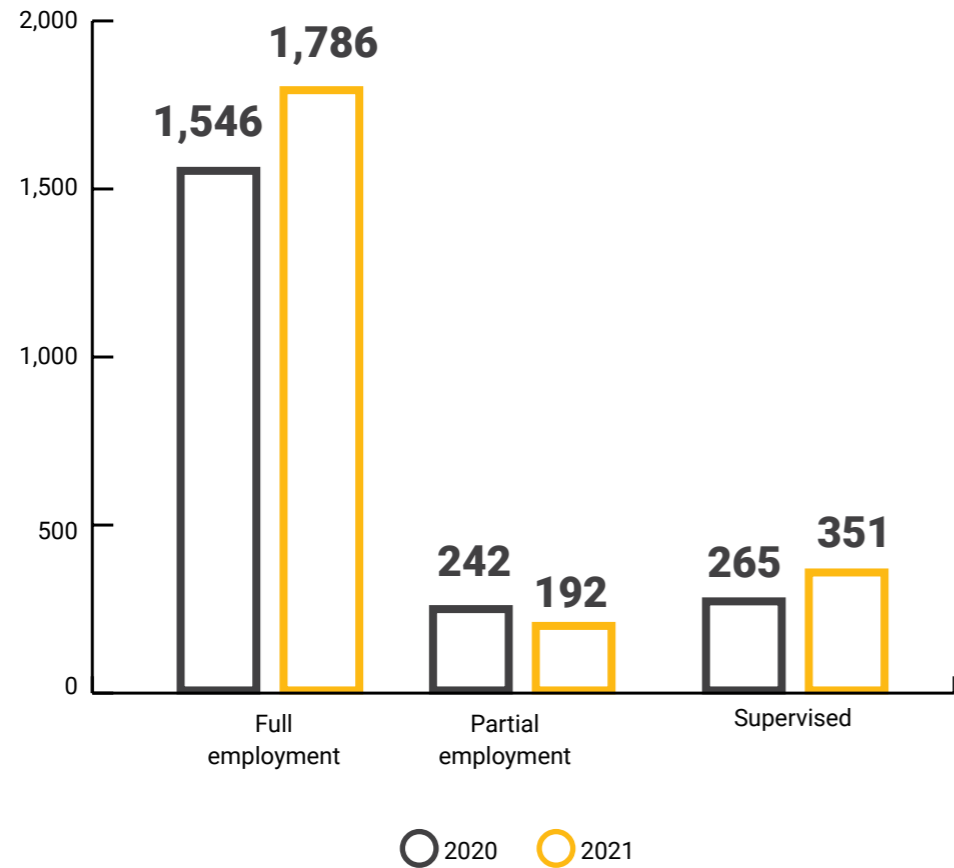
The Group employs highly trained Human Resources, providing opportunities to many young scientists.



Furthermore, in 2021, full-time workers amounted to 1,786, 16% more than in 2020, while part-time workers decreased by 21% compared to 2020 (192 employees in 2021). Finally, in 2021, supervised employees were 351, that is 32% more than in 2020.

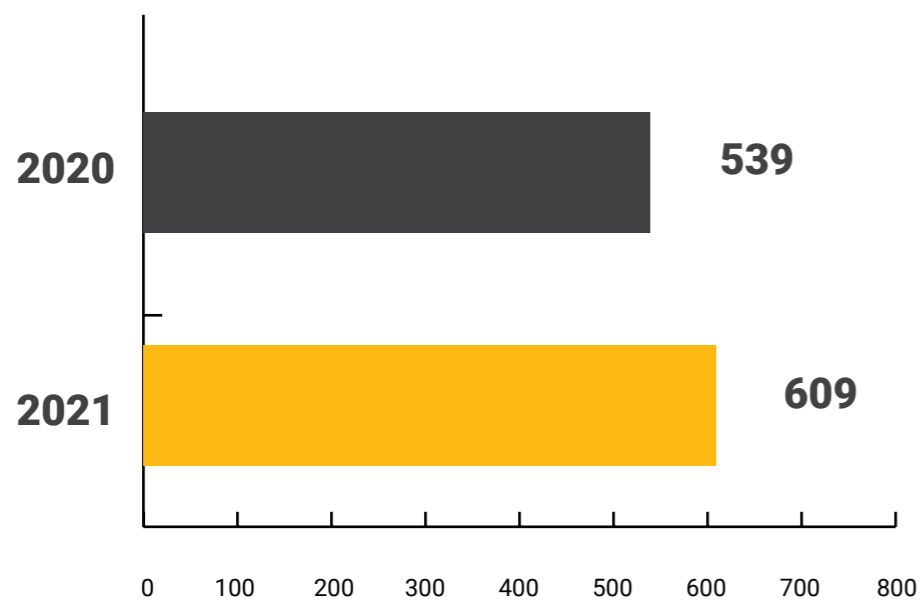
For a detailed record of the number of employees by work type and gender refer to Annex 1.

Total number of employees per type of work



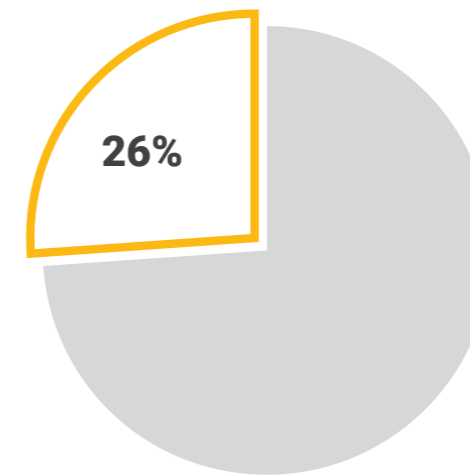
In terms of hiring, in 2021, we hired a total of 609 new employees in all Group companies, 26% of which were women. Compared to 2020, the total number of individuals hired increased by 13% (539 individuals hired in 2020) and the proportion of women within the total individuals hired increased by 1.2 times. For a detailed record of the number of individuals hired by gender/company, please refer to Annex 1.

Total individuals hired in the Group



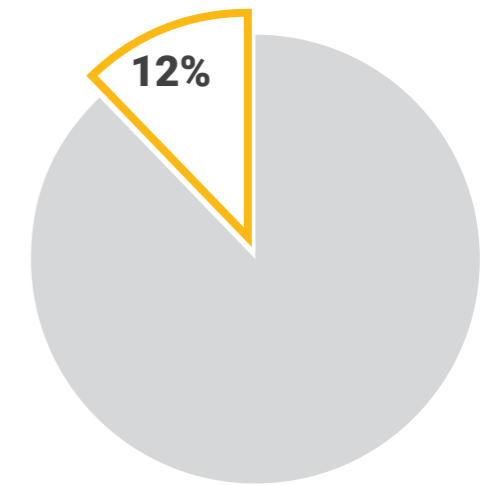
2021

Recruitment of women within the whole of all recruitment



2020

Recruitment of women within the whole of all recruitment

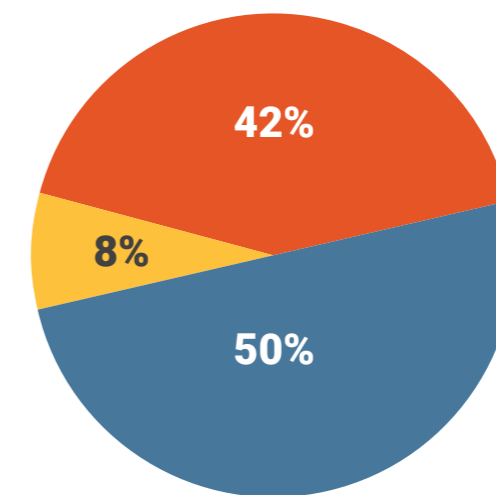


Also in 2021, we hired 420 workers with indefinite employment contracts and 189 workers with fixed-term employment contracts. For a detailed record of the number of individuals hired by employment relationship / company, please refer to Annex 1.

The Group also monitors individuals hired by region and employee age for all its companies. The regions are defined as "Attica", "Rest of Greece" and "Abroad". Of the total number of individuals hired by the Group in 2021, 257 people, 42% that is, were below 30 years old, 302 people were between 30 and 50 years old and 50 people were over 50 years old.

For a detailed record of the number of individuals hired by region and age, please refer to Annex 1.

Percentage of hiring by age



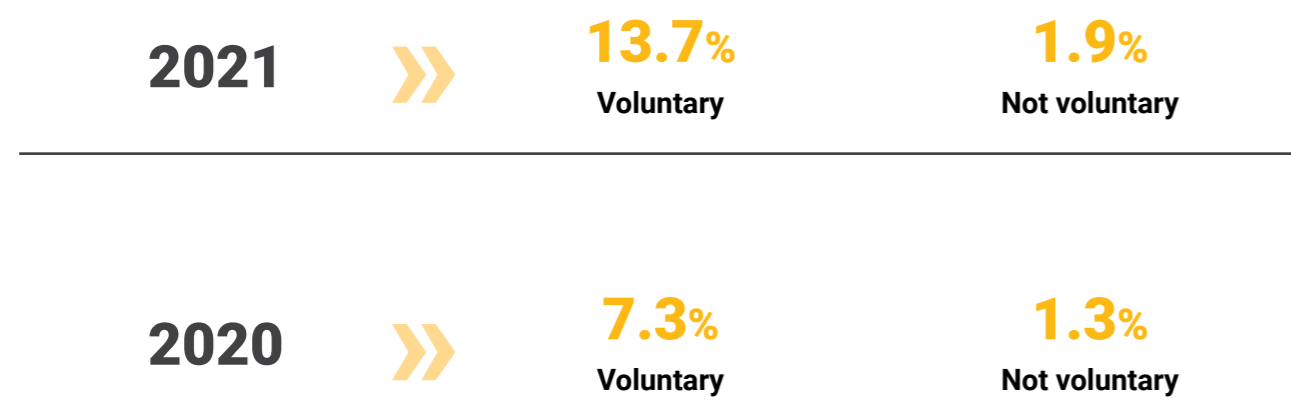
○ Under 30 years ○ Between 30 and 50 years of age ○ Over 50 years of age

In relation to employee departures in 2021, a total of 265 people from all Group companies, whether in fixed-term contracts or indefinite ones, left voluntarily.

In 2021 and within the Group, staff departure was at 13.7% for voluntary departure and at 1.9% for non-voluntary departure. For 2020, these percentages were 7.3% and 1.3%¹, respectively.

For a detailed record of the number of people departing by company, please refer to Annex 1.

Staff departures within the Group

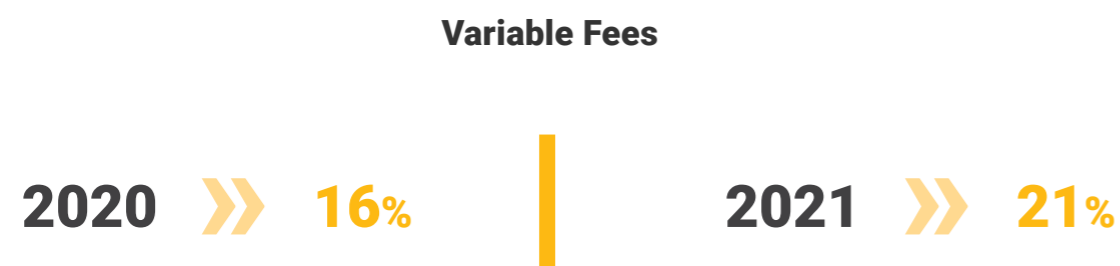


Employee remuneration

[ESG A-G4 Index]

As a Group, we constantly evaluate remuneration of our employees in relation to market conditions, and we try to offer them competitive remuneration in order to ensure the attraction and satisfaction of skilled employees. Therefore, all Group companies aim at consistency regarding the provision of remuneration and, in order to achieve internal success, a remuneration system has been designed. This system, in summary, takes into account the design and evaluation of jobs, fixed remuneration, benefits and variable remuneration.

The table below presents the percentage of variable remuneration for Group companies.



¹ In last year's report (2020) there was presented the 0.9% regarding non-voluntary departures which corresponded to the 5 major companies and not the actual percentage 1.3% which is reported for all the Group's companies.

Employee benefits

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

Employees with indefinite contracts receive the following benefits, which are not received by employees with fixed-term contracts:

- » Medical Program (Personnel and Protected Members)
- » Group Pension Program (Voluntary Program for Grade > 13, i.e. Managers)
- » Provision of Corporate Car and Fuel Expenses (based on level and job)
- » Parking (based on level and availability of building facilities)
- » Corporate Mobile (plans depending on the job position)
- » Loans to Personnel
- » Food coupons (on a job position basis).
- » Check Up Program (For the grade of Manager and above)
- » Wedding Gift, Child Birth Gift and Gift for the admission of a child to a university

Employees with fixed-term contracts and employees indefinite contracts receive the following benefits:

- » Free Beverages
- » Discounts on Group Products and Services
- » Wellness programs
- » Psychological Counseling Support Program
- » Gym and Gym Schemes

Diversity and Inclusion

[GRI 103-2, ESG C-S6, GRI 103-3, GRI 102-41, GRI 405-1, GRI 406-1, Indexes ESG A-S3, C-S2, C-S3, A-S4, C-S7, SS-S4]

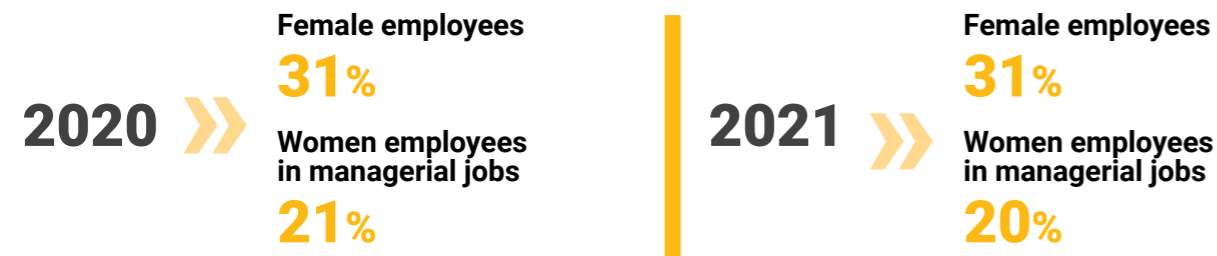
We have set the elimination of inequalities, discrimination and corruption, the promotion of transparency and a culture of respect for human rights for all our employees as the main pillar of our business activities. The Group has a Human Rights and Diversity Policy, which is based on the 10 Principles of the UN Global Compact.

In the Quest Group, no discrimination is made against employees, including issues of diversity or unequal treatment in employment and work, issues of religion, etc.

We offer equal opportunities to our workforce regardless of gender. Compared to 2020 where the proportion of women in Management positions was 21%, in 2021, this percentage was maintained at 20%.

The Group, on the basis of its Policies, provides equal opportunities to all, both existing employees and prospective employees. There is no discrimination in any matter. We encourage women to pursue professional development by providing equal remuneration and promotion opportunities. During the year, no financial losses were incurred as a result of legal proceedings related to violations of labor law.

QUEST GROUP (all companies) » Female employees



The figures of the Female Employees index have been calculated based on the ATHEX ESG Information Publication Guide methodology (2022) while previous figures of the report for the percentage of women are based on GRI Standards.

Regarding the gender pay gap, the table below summarizes the difference variation, compared to 2020, of the gender pay gap as a weighted average of the percentage of salary difference between men and women at each grade level of the Group's full-time employees.

GENDER PAY GAP (%)		
	2020	2021
QUEST GROUP (all companies)	Difference (%)	Difference (%)
	-1.6%	-1.1%

[GRI 102-41]

Individual Employment Contracts are signed in the Group companies, which exceed the minimum requirements of the collective agreements, while in ACS there is also an Operational Collective Labor Agreement (concerning approximately 24% of the total employees of the Group while the remaining 76% is covered by Individual Labor Agreements). Apart from ACS, which operates a Business Contract, the other companies are bound by the minimum legal salary, while the companies Quest Holdings, Uni Systems Greece and Cardlink (which belonged to the Group until 30/9/2021) are members of the Hellenic Federation of Enterprises (SEV) and are bound by the National General Collective Labor Agreement (EGSSE) and the respective collective agreements which are in place.

In 2021, we kept the rate of collective labor contracts at 2020 levels, at 100% that is.

The participation and composition of the Group's Management Bodies by gender and age, as well as the composition of the working grades in all the companies of the Group by gender and age, are presented in detail in Annex 1.

Employee Development

[GRI 103-2, GRI 103-3, GRI 404-1, GRI 404-3, ESG C-S5 and A-S2 Indexes]



Material Issue: » Development and training of employees



22.093 HOURS OF TRAINING
(14 HOURS PER EMPLOYEE)



6,233 HOURS OF E-LEARNING
(3,069 HOURS OF LINKEDIN AND 3,164 HOURS OF TECHNICAL E-LEARNING PLURALSIGHT & UDEMY)



LEADERSHIP PROGRAM FOR SUPERVISORS
79 EMPLOYEES

Part of the Group's strategy and culture is the development and continuous training of employees.

The Group is implementing an extensive employee development program, which enhances the knowledge and skills of human resources. At the same time, a number of actions aimed at improving the quality of life and the well-being of workers, and encouraging a healthier lifestyle, as well as volunteering, are being implemented.

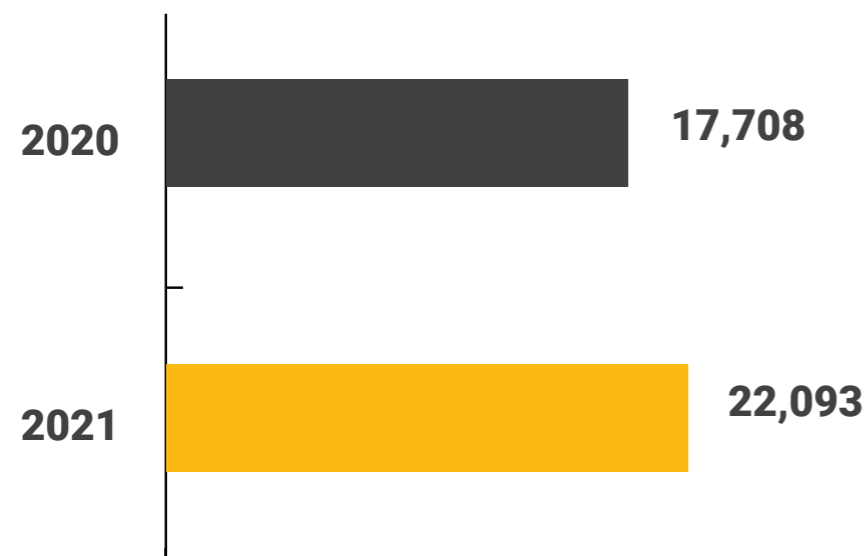
The development of human resources provided by the Group to employees focuses on the development of administrative skills, the creation of Group culture, as well as training in specialized technical and professional areas.

The Group's programs also include the following:

- Health and Safety Training and awareness program for the CoViD-19 pandemic.
- Training - Mini MBA, participation in conferences and seminars
- "Living our values program" - Program to inform and familiarize employees with the Group's values and policies.

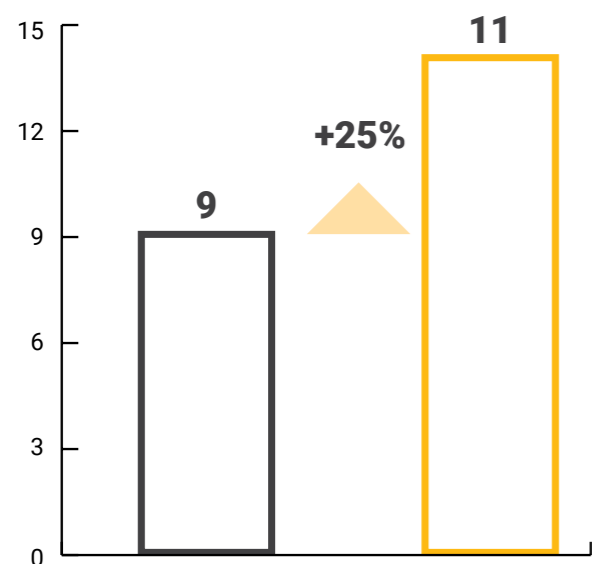
In the Group, in 2021, total human-hours of training were 22,093, 25% more compared to 2020.

Total training in man hours within the Group

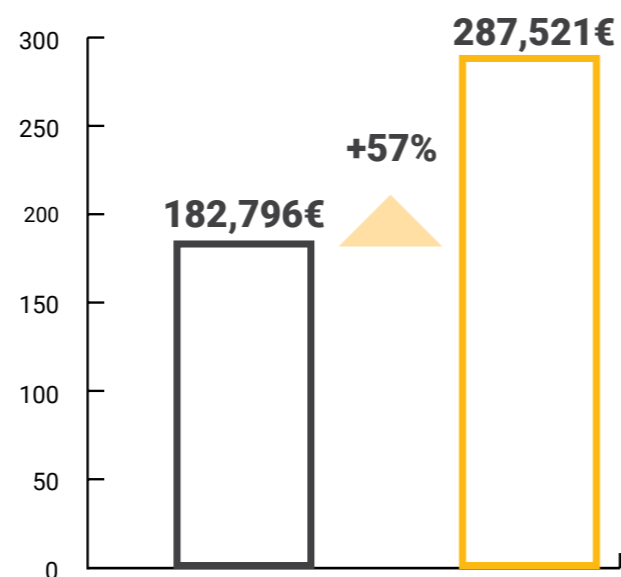


Respectively, the average human-hours of training per employee in 2021 was 11.17 hours, 25% more compared to 2020.

Average training hours per employee



Total training Expenditure (including training, certifications, online seminars)



○ 2020 ○ 2021

Also, in 2021, the Group invested for training, certifications, online seminars, etc. a total of € 287,521, 57% more compared to the previous year.

The table below summarizes the figures regarding employee training for 2021 by gender and position in the Group.

Group Employee Training Data by Gender and Category (Group Total, 2021)						
Total training man-hours by gender	M	13768	W	8322		
Number of employees trained, by gender	M	1067	W	532		
Average training in human-hours by gender (Total hours of training by gender / number of employees by gender)	M	12.9	W	15.6		
Average training hours by employee category	Admini stration	Support Services	Marketing	Technical	Operations	Total
- total hours of training by employee category	15.65	13.26	20.09	11.21	11.68	13.60
- total number of employees by category	1,628	2,852	5,687	2,076	9,698	21,940
	104	215	283	185	830	1617
% of employees trained	82%					
Total man-hours of technical training	2,085					
Total man-hours of technical training by gender	M	1,877	W	208		
Number of employees technically trained, by gender	M	166	W	19		

Presented below the average number of hours of employee training in respect of their remuneration.

EMPLOYEE TRAINING BASED ON REMUNERATION				
QUEST GROUP (all companies)	2020		2021	
	Average training hours for 10% of employees with the highest total remuneration	Average training hours for 90% of employees with the lowest total remuneration	Average training hours for 10% of employees with the highest total remuneration	Average training hours for 90% of employees with the lowest total remuneration
	17	7	19	9

Our Performance - Our Goals

[GRI 103-3, GRI 418-1, Quest Indicator]

Material issue: Development and training of employees

2021 TARGETS	RESULT FOR 2021	GOALS FOR 2022
15% increase in people using electronic platforms. - Maintenance and/or small further increase	100% achievement	NEW ESG GOAL At least 2.5% increase in training hours per employee per year
- 15% increase in completed courses - completed videos through online platforms - Maintenance and/or small further increase	100% achievement	
15% increase in the average training hours per person on electronic platforms. Maintenance and/or small further increase	110% increase in hours. The participation was much greater as open courses were offered to all employees on teleworking, regardless of whether they had an electronic platform license. The data on the overall attendance cannot be recorded by the system.	
100% of employees continue to receive systematic evaluation.	100% achievement	100% of employees continue to receive systematic evaluation.
Selection of participants of the Mini MBA.	100% achievement.	

Health, safety and well-being of employees

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



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

The Group has established and is implementing a Health and Safety Management System at work and has established Health and Safety policies and Physical Security policies. In addition, there have been determined technical consultants for health (Occupational Physician) and safety (Safety Technician), who estimate and evaluate occupational hazards.

Security training, as well as checks in installations and work stations are systematically performed, aiming at continuous improvement. For each identified risk, there are followed all actions provided for by law and/or the policies and procedures established.

In order to protect the health of employees, the Group provides medical and hospital care, through social security and also through an additional private group contract. In addition to the policy coverage, free voluntary anti-influenza vaccination is provided to all employees. Employees are also provided with the possibility to participate in the psychological support and counseling program, as well as communication via telephone and individual sessions, either for themselves or their family members, for issues related to the work environment and their personal lives.

100% of the employees working in Group companies participate in the occupational health and safety management system regardless of whether they are in fixed-term or indefinite contracts. Employees who do not participate in the system are those of the sole dealership stores related to ACS, for reasons concerning the nature of the employment relationship and the management of personal data, as well as those supervised by independent service contracts in the Group companies.

In 2021, the number of accidents at work reported by the Group was 5, from ACS, while in 2020 it was zero. Also, for the safety of employees, the average percentage of staff working remotely was 50%-60% for positions on which work can be performed remotely.

Our Performance - Our Goals

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

2021 TARGETS	RESULT FOR 2021	GOALS FOR 2022
Zero occupational accidents / occupational diseases.	ACS has declared five accidents at work for 2021.	NEW ESG Goal Maintain LTIF below 2.3 and TRIR below 1.2 for Group employees by 2030
Maintain LTIF below 2.3 and TRIR below 1.2 for Group employees by 2030	Επίτευξη 100%.	Average of employees in employment with telework 50%-60% for positions that may be employed by telework (depending on the object of the company) and for as long as required.

QUEST EUZHN - Well-being and quality of life

The Group organizes various actions for the well-being and encouragement of employees towards a healthier lifestyle, namely celebrations for the family of employees, acquaintance of children with the work environment ("With children at work"), gym and Pilates classes, presentations on current health, safety and well-being issues, etc. In 2021, many actions were not implemented due to the pandemic. The actions will start again as it is safe to do so.

Psychological Support Program

Since 2019, in collaboration with EAP HELLAS, a psychological support program is implemented by the Group - telephone communication and individual sessions - addressed to the employees of the companies and their family members.

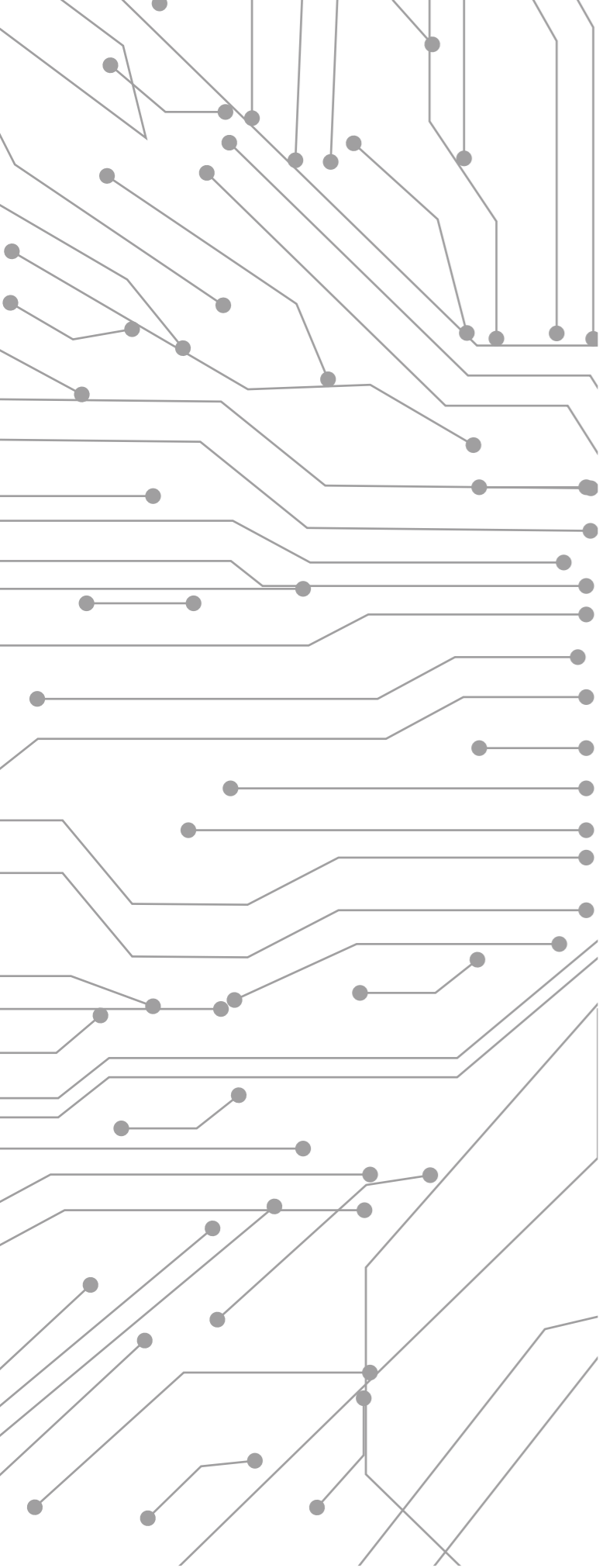
Employee Satisfaction Survey

To measure employee satisfaction, a Human Resource Satisfaction Survey is conducted every 2 years. The latest survey was conducted on November 2021. Employee participation amounted to 60%. The survey showed a very high satisfaction rate in Occupational Safety (93%) and Work (88%). There was an increase in Meritocracy rates (75% vs 62%) and Education (61% vs 59%), which are key areas of the Group.

Our performance - Our goals

Employee Satisfaction Survey

2021 TARGET	RESULT FOR 2021	GOAL FOR 2022
Improvement by 3 percentage points (5% increase) of the satisfaction rate in meritocracy through the satisfaction survey.	100% achievement	Maintenance of the satisfaction rate in meritocracy via the satisfaction survey of more than 73%. Maintenance / Improvement of the training rate by a unit of 1%.



Responsible business

Responsible business



Customer satisfaction

[ESG SS-S8, ESG SS-S9 Indices]

Customer satisfaction is the driving force behind the evolution and success of the Quest Group. The Group has established policies and a quality system on the basis of which its companies monitor and evaluate key performance indicators for customer satisfaction.

The Group companies carry out customer satisfaction surveys and have a complaint-handling mechanism in accordance with the ISO 9001 quality system.

The complaint-handling process is performed through electronic questionnaires, which can be found on company websites. Competent recipients collect the complaints and communicate them to the heads of quality departments. Finally, the customer service department manages communication with the customer to resolve the complaint.

Sustainable supply chain

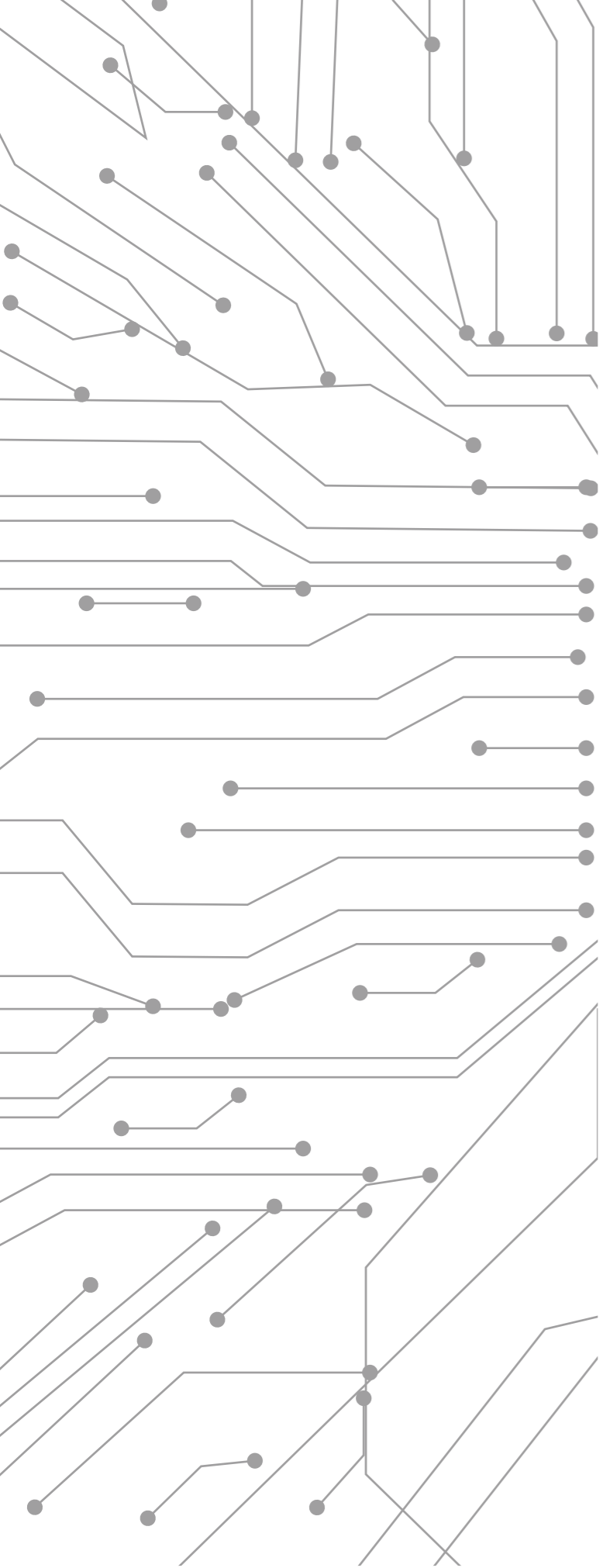
[GRI 102-9]

For the Quest Group, the sustainability of the supply chain plays a key role in the selection and cooperation with suppliers. The social, environmental and ethical dimensions of the products and services offered by suppliers meet the requirements set by the Group. All companies work with suppliers who are committed to maintaining good work practices. In addition, the Group has a Supplier Policy as well as a Code of Conduct for Suppliers and a Code of Conduct to ensure the proper management of the supply chain.

The Group evaluates its suppliers annually according to ISO 9001:2015, and since 2017 it has been recording issues of sustainable development and work practices during the evaluation. The evaluation is based on the principles of the UN Global Compact and the Code of Conduct for Suppliers.

Our performance - Our goals

2021 TARGETS	GOALS FOR 2022
There was no goal in 2021	NEW ESG Goals Supplier Evaluation with ESG criteria by 2025



Responsible products and services

Responsible products and services



Material issue:

» **Supporting digital transformation and modernization through the provision of innovative products and services**



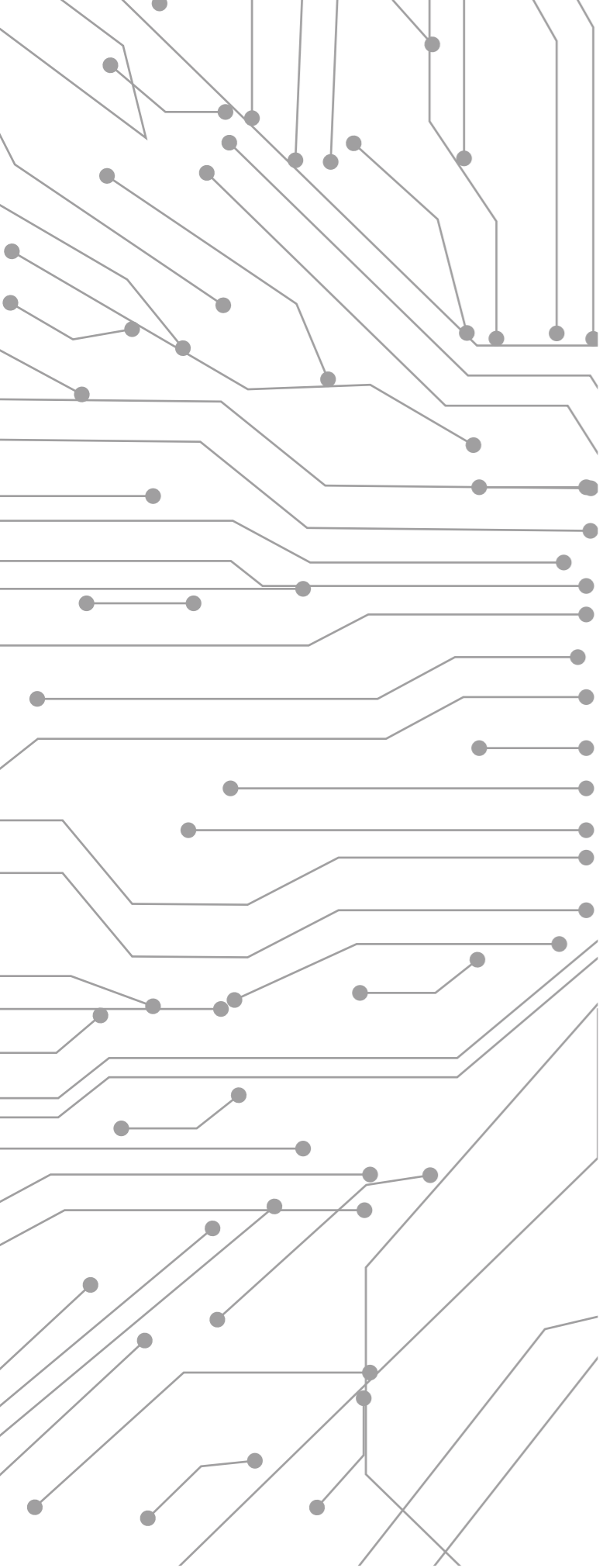
The Group promotes the provision of sustainable and responsible products and services. Products and services are classified as “responsible” based on three criteria: origin, documentation and support.

Using the European ICMA methodology the Group and its companies Info Quest Technologies, Uni Systems, Quest Energy and ACS have identified which of their products and Services offerings are labelled “sustainable”, meaning they have a positive impact on the environment and society. Under this exercise in 2021 the revenues from sustainable products and services amounted to ~ **€ 40 million (around 4% of total Group revenues)**.

In the 2020 Sustainable Development Report of the Quest Group it is stated that total revenue from sustainable products and services **in 2020 was € 9,400,000 while in 2019, it was € 6,800,000**. However, these figures only refer to the production of renewable energy sources (RESs) by Quest Energy.

Our performance - Our goals

2021 TARGETS	GOALS FOR 2022
There was no goal in 2021	ESG GOAL At least 4% of revenue should come from sustainable products and services and reach > 6% by 2025



Digital innovation

Digital innovation



Material issues:

- » Development of systems, technologies and services for the purpose of transformation
- » Digital transformation of the state



Always a pioneer, the Quest Group has recognized in a timely manner the importance of commitment to innovation, and what this means for the future of business. Part of the Group's strategy and constant pursuit is to foster innovation and integrate it into business activity.

The Quest Group, having technology in its DNA, focuses on enhancing digital innovation, both externally and internally, through its two centers, iQnovus and IQbility.



iQnovus: Quest Group's Innovation Center

Innovation for the Quest Group is the development of innovative ideas with the aim of creating added value for the Group and its customers.

With full awareness of risks, we strive and experiment with optimism, cultivating a new culture of innovation and change in the Group's companies. In this direction, we have created the Quest Group Innovation Center, which aims to link entrepreneurship with the Research and Innovation ecosystem and to produce mature actions and initiatives that will bridge the gap between the industry and the research produced at universities and Research Centers. Thus, we create for the Group companies an environment which is "friendly" to the development of innovative initiatives, where new technologies, new business models, new people and new partnerships are tested.

In order to achieve these goals and prepare for the future, it was decided that the Innovation Center needed a different strategy. That of creating an open innovation ecosystem, consisting of a wide range of partners with specific know-how, thus bringing research results closer to the market and demonstrating the innovative capacity of the Quest Group to contribute to innovation efforts addressing significant new challenges. The open ecosystem created includes partners such as:

- academic and research organizations, which are at the forefront of new ideas and are a source of new talent;
- innovative small businesses, start-ups or spin-offs, which have state-of-the-art technology solutions, products and services;
- experts in thematic areas and technologies who are well versed in the latest developments in their respective fields;
- consultancy and support/training organizations, which may provide the mechanisms for identifying strategic needs and facilitating the implementation of innovation and knowledge transfer;
- public organizations, chambers of commerce, industrial associations and regulatory authorities, which provide the framework and policy directions for the future of each of our priority strategic areas.

With the creation of the Innovation Center, the Quest Group expects to explore new areas of business, to implement innovative change management models within the Group's businesses and to enhance opportunities for innovation by integrating them into established and healthy business models.

Examples of innovative actions that have emerged from the Innovation Center and create value for the Group, while expanding the scope of cooperation with Innovation bodies, are the following:

- The Museotek digital interactive platform, which interconnects schools from Greece or abroad (e.g. expatriate schools), with cultural sites, such as Museums, allowing students to have remote tours in museum sites and exhibits in real time, with the help of specialized curators and museum educators, while at the same time there is a flow of visitors and revenue in small museums even in remote areas, which would not be able to survive otherwise.
- The Pleiades IoT Innovation Cluster, which creates an ecosystem of innovative companies around the Group, with expertise and entrepreneurial interest in the implementation of Internet of Things (IoT) technologies, which utilizes financing programs from Greece and Europe to implement innovative actions and projects.
- The I4byDesign Capacity Center, in which the Group has invested and which is active in the Industry 4.0 sector, coordinated by an internationally renowned research organization, the Center for Research and Technology Hellas (CERTH). This Center, through its actions and services, provides strategic and operational support to Greek manufacturing companies, especially small and medium-sized ones, aiming at the digital transformation of industrial processes (from research to development, from design to implementation). The ultimate goal of the Center is to give the participating companies a competitive advantage in relation to market demand and domestic entrepreneurship.
- The π-NET Skills Center, which is the first Skills Center for 5-G and Next Generation Communication Networks in Greece, coordinated by the University of Patras. The Center aims at orienting its member-bodies in technological solutions that will enable innovative interventions in the production and service processes, in their orientation towards exportable products and services of high added value, in their networking and in the utilization of the comparative advantages of the Greek ecosystem of 5-G communications. The ultimate goal of the Center is to support and promote innovation and entrepreneurship and to provide technical assistance to businesses operating in the 5-G communications sector with an emphasis on reinforcing vertical value chains (verticals) and sustainability.

Our performance - Our goals

Material issue: Development of systems, technologies and services for the purpose of transformation

2021 TARGETS	RESULT FOR 2021	GOALS FOR 2022
Implementing an innovation and excellence development center for Quest Group companies (2021-2022). Development of Innovation Strategy for 2021-2022	100% achievement	Continuation of the long-term Innovation Strategy Continuation and development of an innovation and excellence development center for Quest Group companies.
		Strategic position of the Quest Group on Innovation issues. Preservation / Development of expenditure and investment related to growth through Research and Development (R&D) and Innovation.



IQbility: Support for Start-up Companies

In 2013, the Quest Group created an incubator for new business ventures, IQbility, with the aim of contributing to the strengthening of the value of innovation in Greek society, as a fundamental value for the sustainable development of our country.

IQbility started as an incubator and, in the course of its development, continued to invest directly in companies. IQbility has now evolved into a corporate angel fund which invests selectively in **1-3 startups per year amounts ranging from € 100,000 to € 300,000.**

The objectives of IQbility are:

- » the development of youth entrepreneurship
- » the channeling of Greek Added Value into international markets
- » the discovering of new talented people
- » the promotion of Greek innovation and competitiveness
- » the utilization of the experience and potential of the Group's human resources
- » the corporate contribution to society and the labor market
- » the effort to reduce the brain drain
- » the development of the start-up ecosystem through participation in events, and the organization of actions that promote youth entrepreneurship and innovation.

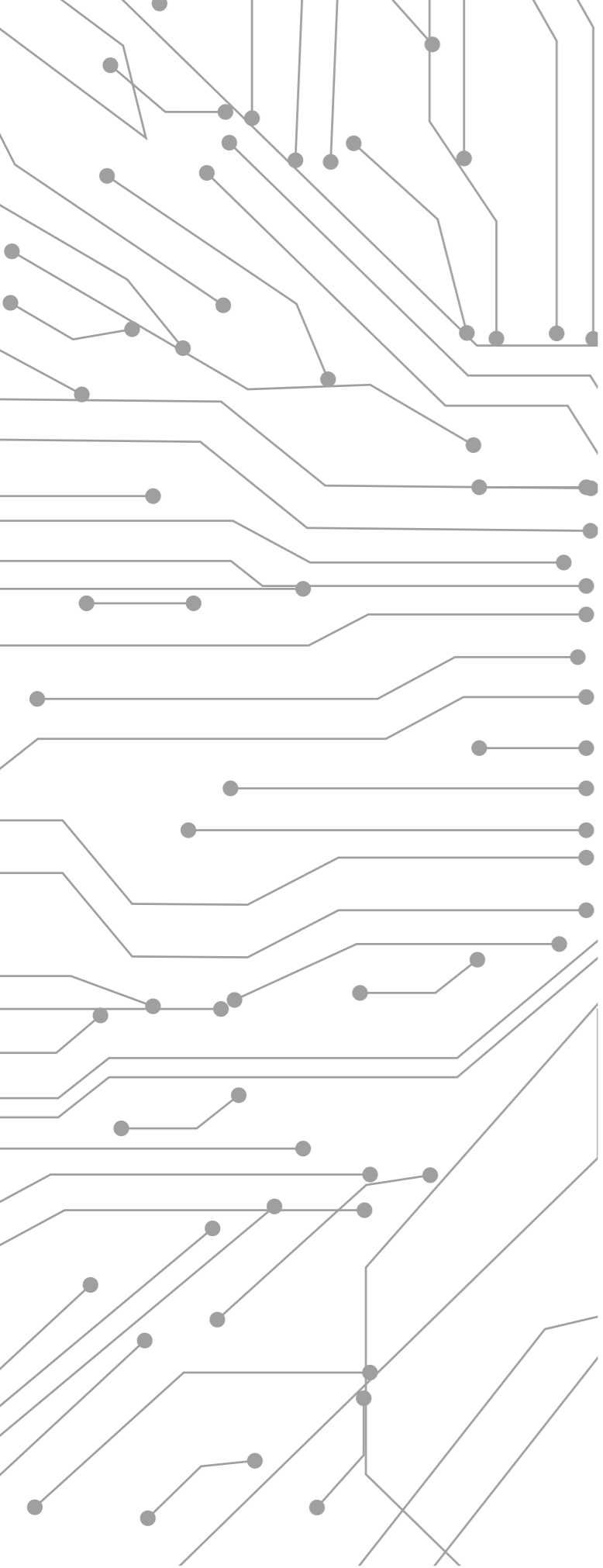
The unique nature of IQbility lies in the fact that it is probably the only subsidiary of a Greek business Group which systematically acquires shareholdings in start-ups, focusing mainly on those that have synergies with the Group's companies in areas such as tech, fintech services, last mile delivery, etc.

In its lifetime, IQbility has supported dozens of start-ups and has invested in total, via shareholding, in 15 of them. The total amount of the Group's investment in IQbility is around € 2 million, while several companies in which IQbility participates have grown and create turnovers from a few hundred thousand to a few million euros.

The companies in which IQbility participates have created over 200 jobs, enabling ecosystem members to be included in grant programs and funding opportunities.

The Group's contribution to the development of innovation at domestic and European level is particularly important. Through the incubation center IQbility, the Group supports the Greek ecosystem of start ups.

- » 9 years of IQbility and support for the Start up Community
- » Investments of over 1 million in start-up companies
- » Creation of more than 200 highly-specialized jobs by the companies supported by IQbility
- » Participation in 30 Innovation Programs in Greece and Europe
- » Applied Technologies: Analytics, AI, Blockchain, 5G, IoT, AR, Edge Computing, Drones
- » Areas of focus: Industry 4.0, Smart Cities, IoT & Big Data, e-Health, Culture & Education, Energy & Mobility, Security, Sustainability, Environment & Agriculture



Environment

Environment

[GRI 102-11, ESG SS-E1 Index]



The Quest Group acknowledges its responsibility towards environmental challenges and adapts its business activities in order to reduce its environmental footprint while saving natural resources. It has an Environmental Policy as well as a Standard Recycling Procedure, which goes beyond the limits of compliance with the legislation, as it is based on the principles of the Paris Agreement on Climate Change and gives precise guidance to companies on the management of relevant issues.

In 2021, the Group adopted a new Car Policy, related to the use of vehicles with new green technologies (hybrid or electric), providing incentives for a faster transition to the electrification of corporate vehicles.

Climate change

[GRI 103-2, ESG A-E2 Index]

The Group carries out a series of actions aimed at tackling climate risks. The Group implements actions aimed at upgrading and improving the building stock and technological infrastructure. Such actions include the installation of a system for measuring electricity consumption, the replacement of lamps with new LED technology, and the installation of an automatic lighting system in public areas.

Group companies Info Quest Technologies, Uni Systems and ACS are certified under ISO 14001:2015 for their environmental management system. Also, with the Risk Management Process, a detailed study of risks and opportunities related to climate change is carried out.

The Group companies focus on reducing energy consumption as well as on the circular economy through recycling programs. ACS specifically, because of its scope, focuses on the reduction of air pollution caused by transport. It is worth noting that the Group's technology companies provide services and products which help their customers reduce their own environmental footprint at a broader level (digitization automation solutions, digital distribution, etc.).

[ESG SS-E7 Index]

The Group complies with the legal requirements for the management, use and storage of chemicals and other hazardous substances. In addition, it does not market or use chemical or other hazardous substances subject to national or international prohibitions. Materials recycling is an important process and the Group's companies participate in the official recycling systems as defined by national and European legislation.

Energy consumption

In 2021, 12,931 MWh of energy were consumed by the Group. Of the total energy consumed, 64.9% was electricity, which is 5% less than 2020.

Total amount of energy consumed (MWh)

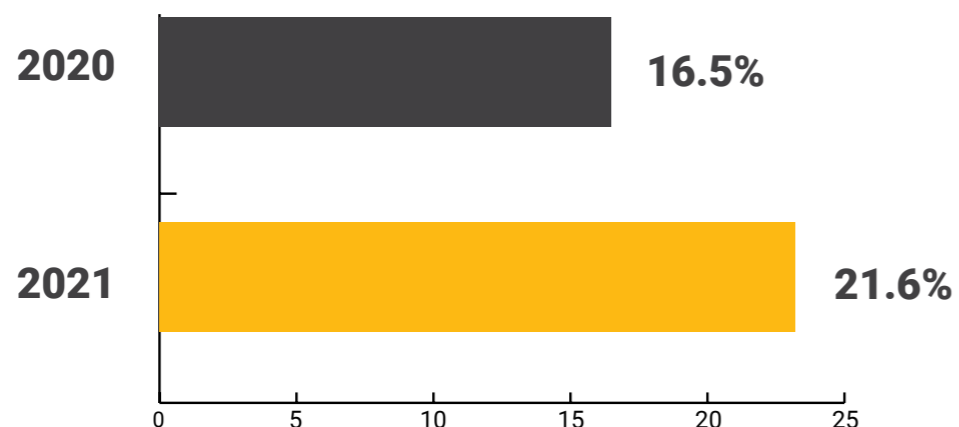
2020 >>> 11.398

2021 >>> 12.931

In 2021, the share of consumed energy which was generated by Renewable Energy Sources (RESs) was 21.6%, a 31% increase compared to 2020.

Note: For the energy percentage produced by RESs, there was used the conversion factor given by Manager of Renewable Energy Sources and Guarantees of Origin (DAPEEP) for our provider, NRG.

Percentage of energy consumed and produced from RESs on the total energy consumed



The table below summarizes the energy intensity in the Quest Group compared to the three years 2019, 2020 and 2021. As can be seen in the table, the annual energy intensity (kWh/m²) / € million of turnover in the Group for 2021 decreased by 8% compared to 2020 and by 6% compared to 2019.

[GRI 103-3, GRI 305-2, ESG CE-1, ESG CE-2 and ESG CE-3 Indexes, Quest Index]

ENERGY INTENSITY QUEST GROUP			
	2019	2020	2021
Turnover (€ million)	600.3	721.4	947.8
Annual energy intensity (kWh/m ²)	150	154	141
Equivalent of thousands of tonnes of CO ₂ (kt CO ₂)	7.7	4.4	3.6
Annual energy intensity (kWh/m ²) / € million turnover	0.25	0.21	0.15
Equivalent of thousands of tonnes of CO ₂ per year (kt CO ₂) / € million of turnover	0.013	0.006	0.004

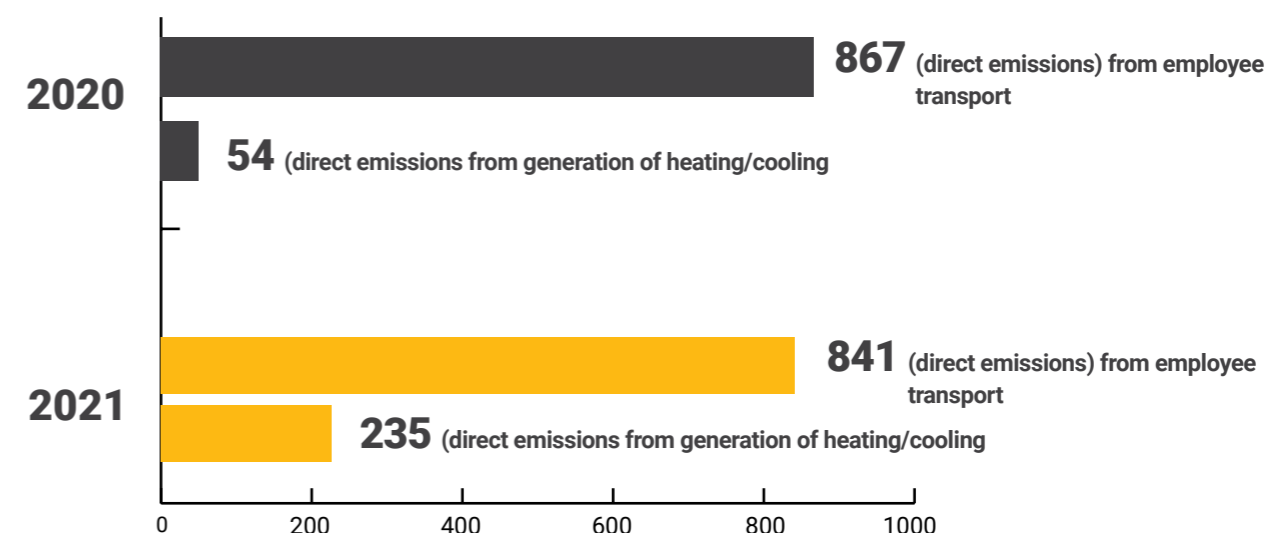
The Group has also installed **photovoltaics with a capacity of 190 kW** on the roofs of two buildings for the production of green energy on a compensatory basis, which generated **259,370 KWh** of electricity in 2021, a production corresponding to **19%** of the energy consumed by the two buildings.

- The 2021 data includes usage data from retail stores in Greece iStorm and Mi Store at P. Mela street. The retail stores iStorm Cyprus, Mi Store Cyprus and Golden Hall, Intelli Solutions and Uni Systems from abroad are not included.
- The decrease observed in 2021 in the "Annual energy intensity in the Quest Group (kWh/m²) / € million of turnover" is due to the change of the companies included (reduced participation of Cardlink, addition of stores with an increase of the area without a corresponding increase of consumption).
- The decrease observed in 2021 in the "Equivalent of Thousands of CO₂ Tons per Year in the Quest Group (kt CO₂)", is due to the reduction of the conversion factor of kWh to CO₂ tons (0.431 from 0.587), which in turn is due to the increased share of RESs in energy production (DAPEEP factor 2020).
- The differentiation of "Equivalent of Thousands of CO₂ Tons per Year in the Quest Group (kt CO₂)", and therefore the corresponding indicator "Equivalent of Thousands of Tons of CO₂ per Year in the Quest Group (kt CO₂) / € million in turnover", is due to the use of a different conversion factor as of 2020. In 2020 and for the first time, DAPEEP published a conversion factor for each provider, taking into account the production of electricity from RESs. Data between years are not comparable.
- For the calculation of "Equivalent of Thousands of CO₂ Tons per Year in the Quest Group (kt CO₂) / € million of turnover", the relevant company documents have been taken into account, as well as the CO₂ conversion factors of the international literature - DEFRA - <https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2021>
- Scope 1, includes the following companies: Quest Holdings, Uni Systems, Info Quest Technologies, Quest onLine, Quest Energy, Cardlink (up to Q3/2021), ACS, iSquare, iStorm, TeamCandi, and Clima Quest - the relevant company documents have been taken into account, as well as the CO₂ conversion factors of the international literature - DEFRA - <https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2021>

Greenhouse gases emissions (Scope 1, 2, 3)

As mentioned above in the context of the reduction of the environmental footprint, the Group aims to reduce greenhouse gas emissions. The Group calculates and evaluates greenhouse gas emissions each year, with the aim of limiting them and eliminating them in the future. In 2021, the direct emissions of greenhouse gases (Scope 1 emissions) which came from heating/cooling generation, and transportation of products and workers were 1,076 CO₂ Tons, a 16% increase compared to 2020 (3% lower for the amount allocated to transport).

Scope 1 - Direct emissions (CO₂ Tons)



Note: In 2021, there increased the needs of ACS for the consumption of oil for the generation of heating/cooling, due to new installations. The lowest use of 2020 was not included in the 2020 report but has been added for 2020 in this report.

In relation to indirect emissions (Scope 2 emissions), which come from the consumption of purchased electricity, the total for the whole Group in 2021 was a CO₂ Equivalent of 3,620 (tons). Compared to 2020, both direct and indirect emissions decreased significantly, and in particular decreased by 17% compared to 2020.

INDIRECT EMISSIONS	MEASUREMENT UNIT: KWH		CO ₂ EQUIVALENT (TONS)	
	2020	2021	2020	2021
Consumption of purchased electricity, for the whole company	7,468,127	8,398,263	4,386	3,620

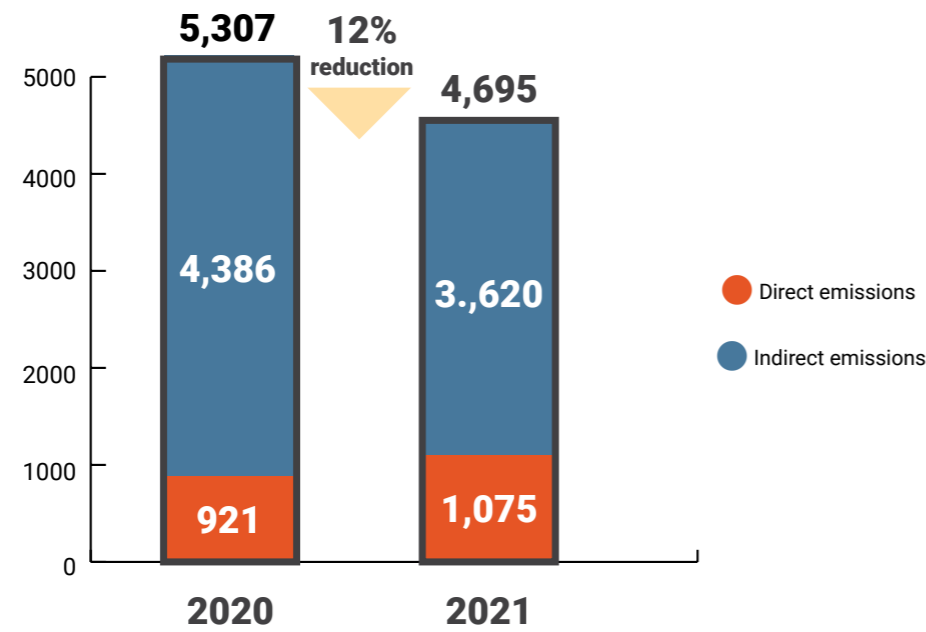
Scope 2 - Indirect emissions - CO₂ equivalent (tons)



In the context of overall emission reduction, the following diagram shows that, compared to 2020, the Group reduced its greenhouse gas emissions (Scope 1 and Scope 2) by 12% compared to 2020.

CO₂ figures have been calculated based on the methodology of the ESG Information Publication Guide by ATHEX (2019)

Greenhouse gas emission within the Group (tons CO₂)



Regarding the Other Indirect Emissions (Scope 3), ACS monitors them for all its activities. For 2021, Scope 3 emissions for ACS were 21,116.1 tn CO₂e, close to 2020 levels, with an increase of 4.7%. For more information, please see the Report section for the company ACS.

Our performance - Our goals

Environment

2021 TARGETS	RESULTS FOR 2021	GOAL FOR 2022
The annual energy intensity (kWh/m ²) / € million turnover and the equivalent of thousands of tonnes of CO ₂ per year (kt CO ₂) / € million turnover to remain stable at the level of 2020, i.e. 0.21 and 0.006, respectively.	Meeting	The annual energy intensity (kWh/m ²) / € million in turnover and the equivalent of thousands of tonnes of CO ₂ per year (kt CO ₂) / € million in turnover to remain stable at the level of 2021
		NEW GOAL - ESG Replacement / Ordering of the company fleet with electric and hybrid vehicles at 6%. 4% of certified purchased green electricity generated from RESs
		NEW GOAL - ESG A total 35MW of installed green energy from Quest Energy.

Circular economy

ESG A-E3

Respect for the environment and the circular economy model is a key pillar of our activities. The Quest Group is compatible - in accordance with the relevant legislation - with the licensed recycling systems for appliances and packaging operating in Greece. The activities of the Group to strengthen the circular economy model concern programs for the collection and recycling of paper/plastic, batteries and lamps, taking care to inform and encourage its employees for active participation.

iStorm, a member of the Quest Group, and Green Panda, the first Greek recommerce start-up for the safe sale and recycling of a smartphone, offer iPhone users the ability of returning and receiving a direct reward for their devices while contributing to the strengthening of the circular economy.

As part of the Environmental Policy, the Standard Recycling Process has been developed, with the aim of collecting materials at company level to be distributed to certified utilization companies.

The table below shows the recyclable materials collected by the Group companies in 2021 compared to the previous two years.

Recyclable materials collected

	Devices (kg)	Batteries (kg)	Lamps (pcs)	Accumulators (pcs.)	Paper and Material (kg)	Lubricating oils (Lt)	Scrap Tires (Pcs)
2019	9,003	178	325	175	162,670	1,248	1,200
2020	7,200	77	0	0	277,490	1,100	82
2021	6,682	442	0	396	470,725	850	458

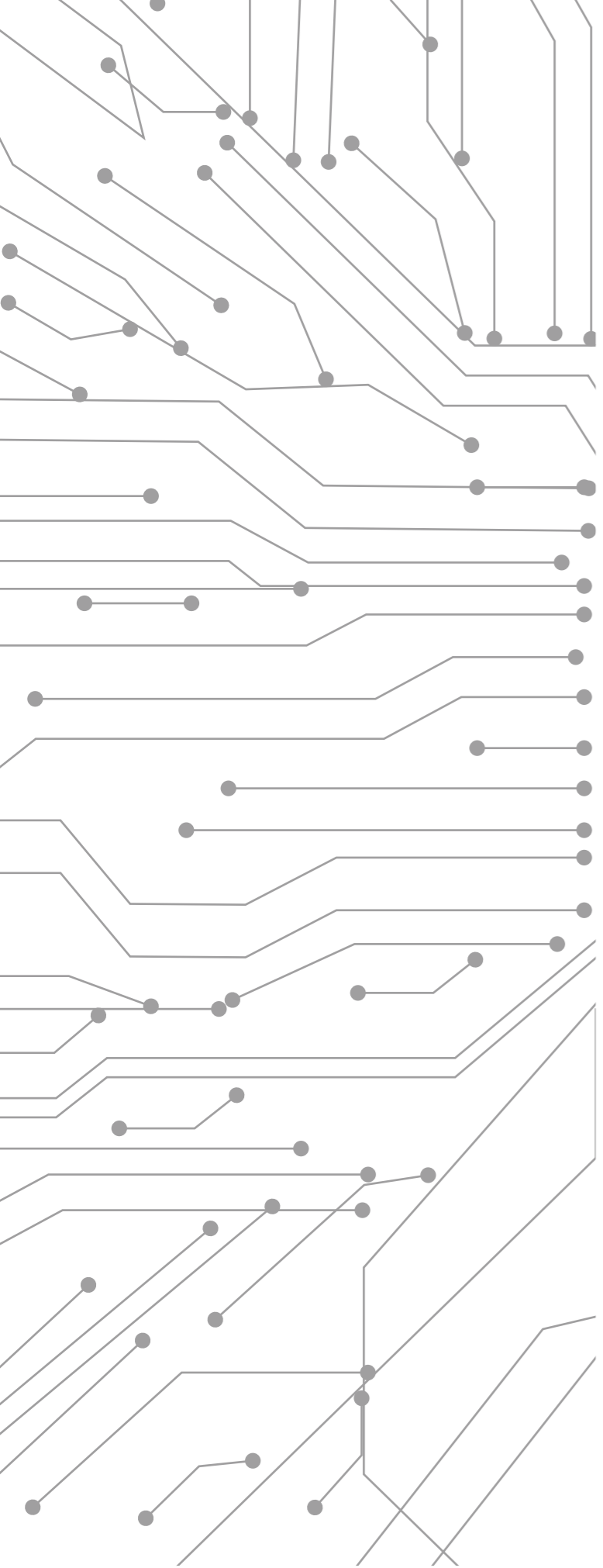
Rainwater Collection System

The Group continued the operation of a water collection system in one of its buildings. This action has reduced the water consumption needs from the city network. It is noted that, due to the nature of the activities of the Group and its companies, no intensive water resources are used.

Reduction of disposable plastic

Info Quest Technologies, Uni Systems and iSquare have already, since 2018, set initiatives for intensive reduction of disposable plastic, adopting the replacement of disposable plastic, such as glasses, straws, mixers and biodegradable / environmentally friendly products. In addition, campaigns are being carried out to raise the awareness of workers on ecological issues.

2021 TARGETS	GOAL FOR 2022
No goal was in place for 2021.	NEW ESG target Promote circular economy and eliminate avoidable waste by 2025



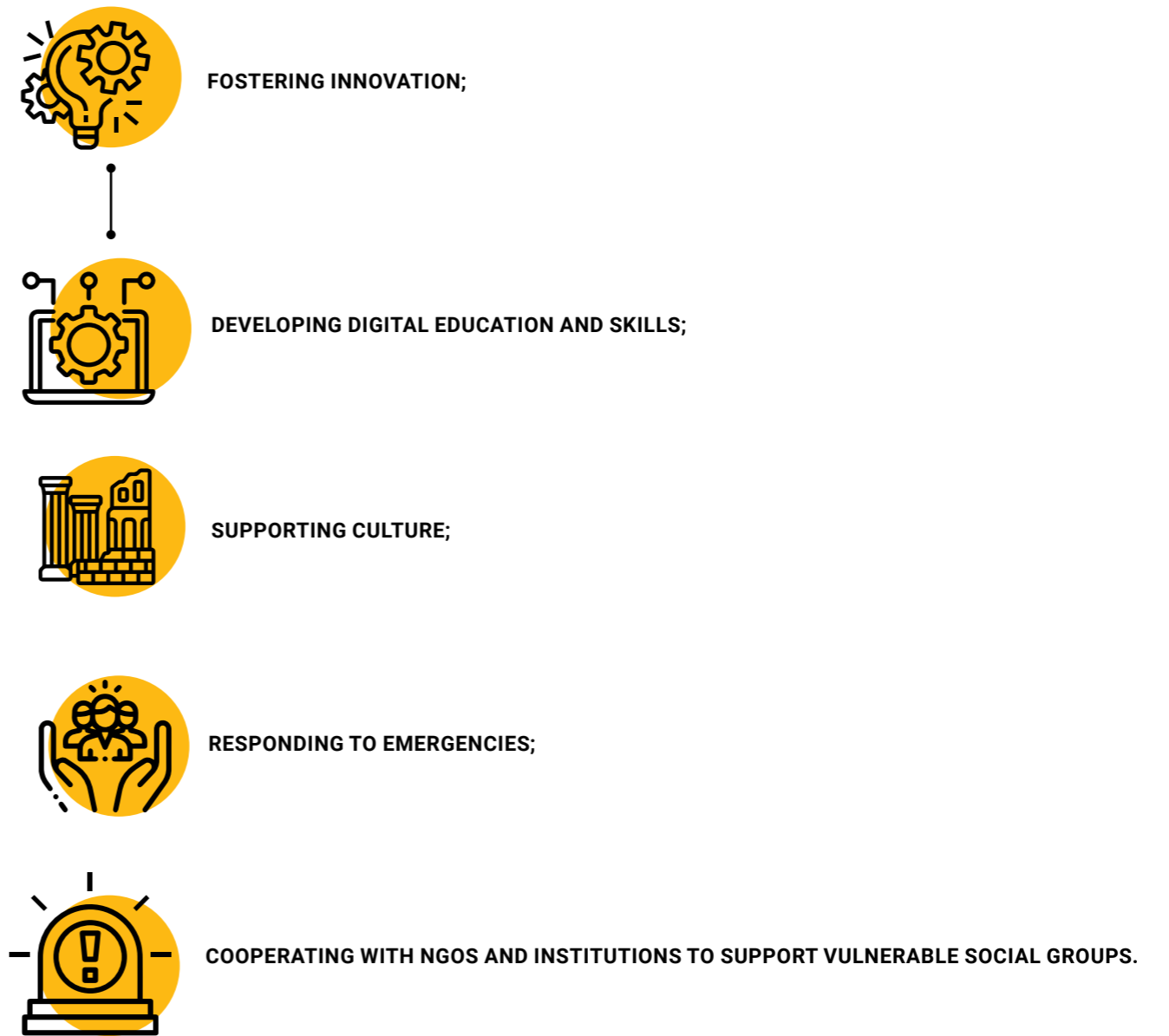
Contribution to Society

Contribution to Society



The Quest Group and its subsidiaries implement focused social actions, which aim at the creation of long-term value for all stakeholders in the three-part objective of Technology - Innovation - Entrepreneurship, the contribution to real problems identified by society and the country, and a strong social footprint in line with the sustainable development strategy and the Group's focus areas.

The pillars on which the Group's actions for Society are developed are:



Highlights 2021

Total Social Contribution of Quest Group

A pan-Hellenic mobilization of the ACS network for the support of vulnerable groups and the movement of pharmaceutical materials and basic necessities, especially in the fire-afflicted areas of Attica and Evia.

Record for CSR program of ACS: 97 tons of basic necessities for fire victims throughout Greece.

In its 9 years of operation, IQbility has contributed to dozens of start-ups and has invested in a total of 15 of them, with a total investment of over € 2,000,000.



Driving ideas ahead

- » 9 years of operation
- » 15 investment groups
- » 4 exits
- » 10 companies carrying out business activity
- » > € 2,000,000 total Group investment
- » > 200 jobs

The 2nd cycle of the Quest Group's **Mind the <code>** scholarship program has been completed, through which 50 scholarships were given to young people to learn programming on java and .NET, as well as the possibility of subsequent work in the Group companies. After the completion of the 2nd cycle, 17 of the participants were hired by Group companies.

Fostering Innovation and Youth Entrepreneurship

Part of the Group's strategy, as well as a constant pursuit, is to foster innovation and integrate it into business activity. For the past 9 years and through IQbility, the Group has been aiming at the development of youth and start-up entrepreneurship, the strengthening of competitiveness, the emergence of young talented people, the restoration of intellectual capital, the channeling of Greek added value to international markets and the cultivation of a "start-up" culture among young people.

At the same time, the Innovation Center of the iQnovus Group aims at developing and promoting technological innovation through synergies that bring together research centers and university institutions with large and small and medium-sized companies as well as start-ups (see chapter "Digital Innovation").

Digital Education and Building Digital Skills

Mind the <code> program

Aiming at empowering and bringing forth talented individuals, the Group creates systematic training programs that promote continuous learning and the development of knowledge while bridging educational knowledge with professional needs. Taking into account the need to implement significant digital transformation projects across the market, the Group has designed and is implementing the Mind the <code> Scholarship Program since 2019, which has already completed two cycles and is conducted on an annual basis. Mind the <code> offers scholarships to young people so that they learn programming on java and .NET while enabling them to work in Group companies.

In 2021, the 2nd cycle of the program was completed, which involved 50 people, 17 of whom were hired into the Group Companies.

"Innovation in Education" Program

In 2021, the "Innovation in Education" program of the Group continued. The Program has been implemented for more than 10 years by iSquare, a company of the Quest Group and Apple's official partner in Greece and Cyprus. The program aims at introducing Apple's leading programs and methodology into the educational process and aims, inter alia, at introducing Digital Technology in teaching, creating and enriching the teaching content and enabling teaching of programming code in schools.

The importance of the digital transformation of Greek education is more urgent than ever, making the contribution of Technology Companies necessary to achieve this vision. Direct access to global knowledge, creativity, collaboration, interaction, and new digital skills are essential elements of a modern educational program that prepares the citizens of tomorrow. The Program offers modern solutions within the educational process, continuously enriching the material and the possibilities available to educators, parents and students. Indicatively, we mention again the free platforms that are developed and are available to the public in order to lay a stronger foundation for the technological literacy of students: edupad.gr, learnipad.gr, iBooks available at ebooks.edu.gr. At the same time, free seminars and workshops for teachers and parents are organized to achieve the same goal.

The results of the program in its 10 years of implementation are the following:

- » Donation of one thousand eighteen (1,018) iPads to the Ministry of Education for direct use by public primary schools.
- » More than seven thousand (7,000) students benefiting from using an iPad in the classroom.
- » Specialized, online platform, learnipad.gr, which provides free access to all and offers parents, pupils and teachers, tools that aim to reform the learning experience.
- » Forty-seven (47) schools using the iPad in their educational process.

Group Initiatives for Education

» Supporting the National Cyber Security team and National Youth Technology Team:

The Group Companies are by the side of the national teams in their efforts supporting with sponsorships their activities and participation in European Competitions.

» Panorama of entrepreneurship and career development:

The companies Info Quest Technologies, Uni Systems και iSquare sponsored the digital event and supported the initiative for connecting business and educational communities.

» Student Competition economica/ sponsorships:

Targeting the support towards students in their attempts to learn and building critical thinking, the company Info Quest Technologies supported the competition in 2021.

» Donations ICT Infrastructure:

The companies Info Quest technologies and Uni Systems offered ICT infrastructure as donations towards the support of primary and secondary public education facilities.

» Supporting the Educational Activities of PYRNA:

Since 2013 ACS supports the award winning program for children VIVLIA SE RODES. More details can be found in the Sustainability Report of ACS.

» Student Internships:

Connecting quality education with the achievement for full time employment, the Group companies co-operate daily with educational facilities offering the opportunities for students to undertake practical experience. During 2021, 5 students participated in internship programs in Info Quest technologies and 8 students in Uni Systems.

» Promotion of Road Safety:

ACS offered its services to «Panos Milonas» the Greek Institute of Research and Education regarding Road safety and the prevention and reduction of road incidents, by supporting the nation-wide delivery of promotional material regarding the Initiative «European Night without Accident». More details can be found in the Sustainability Report of ACS.

Supporting Culture Heritage

Through the provision of more and more integrated technology solutions that contribute to the digital transition of organizations, the Group contributes to the promotion of the Greek cultural heritage, helping its protection and distribution bodies in the process of their digital transition. In particular, the specialized management of Uni Systems Group's digital transformation solutions for cultural spaces, with a high level of know-how and extensive experience in the field of culture, systematically supports cultural associations and organizations in the development of digital tools for the rational management, monitoring and promotion of cultural products.

In addition, the Quest Group and the companies of Info Quest Technologies, Uni Systems, iSquare and ACS, support the association DIAZOMA and the remarkable work it does to protect the Greek cultural heritage.

Combating Poverty, Hunger and Social Inequalities by Cooperating with NGOs and institutions to support vulnerable social groups

The Group and its companies cooperate with a number of NGOs and social organizations, actively contributing to their work. It is worth mentioning the systematic support provided to the organization "To Hamogelo tou PEDIU" (Children's Smile) and the organization "Make a Wish", with a donation of equipment and courier services and the Reception Center of the Homeless of the Municipality of Athens (KYADA), with the provision of free clothing and toys offered by employees.

✓ The Quest Group and its companies have always been by the side of the organization "To Hamogelo tou PEDIU", supporting fundraising activities and offering products and services to support its work. Throughout 2021 and in close cooperation with the Agency, the Group companies:

- offered technological equipment to upgrade infrastructure;
- provided support with sponsorships, donations and significant fundraising actions;
- offered products and services for the proper daily operation and coverage of specialized needs;
- took advantage of their platforms and tools, assisting specific initiatives.

✓ The Quest Group, with empathy and a spirit of solidarity, organizes focused social actions aimed at supporting vulnerable social groups. For one more year, the employees of the Quest Group companies collected and offered food, clothes, toys and personal hygiene items at the Reception and Solidarity Center of the Municipality of Athens (KYADA), responding to the Center's needs to support our fellow citizens in need.

The total amount of food collected and delivered to the Center by the Group covers about 40 families for 1 month, while the total donation exceeds 1.5 tons: 363 packages of food with long shelf-lives, 131 packages of personal hygiene products, 36 boxes of clothes, 192 pairs of shoes and 8 boxes of toys.

The action is implemented for the 10th year with the support of the Board of the Quest Group and the provision of the means and resources for the collection, packaging and transport of donations.

Voluntary Blood Donations

The Group performs voluntary blood donation on a yearly basis in the Group's main buildings, encouraging employees to participate, but also enabling blood donors to benefit themselves in case of need from the Blood Bank, in cooperation with hospital Amalia Fleming.

Year	Units of blood collected (Quest Group total)	Units of blood utilized (Quest Group total)
2019	105	37
2020	76	41
2021	80	43

Responding to Large Scale emergencies

ACS is the Group's arm which helps support vulnerable groups and our fellow human beings who are confronted with large-scale unprecedented events. In cooperation with bodies, NGOs and organizations, ACS provides its services, resources and advanced digital infrastructure, offering prompt and organized solutions where required.

The immediate response, the mobilization of all our fellow human beings with calls for participation, the coordination of various bodies and NGOs in order to achieve the best result, the pan-Hellenic network of stores that operate as material collection centers, the gathering at a central point, as well as the measuring, organization, palletization and transfer of the material in excellent condition to the points indicated constitute the action axes which make any such initiative effective and critical in dealing with extraordinary events.

Specifically in 2021:

- ACS ensured the safe and free transportation of basic necessities and their delivery to the premises of the Citizens' Service Centers (KEP) of the Municipality of Ellassona, with a view to their disposal by the Municipality to more than 5,000 earthquake-stricken residents.
- Over 97 tons of basic necessities were transferred for free to fire victims throughout Greece. Specifically, from August 6, 2021 to September 25, 2021, pan-Hellenic network of ACS stores was supplied with basic essentials, which weighed 97,447.4 kg in total and were sent via 4,357 free shipments to fire victims throughout Greece.

Expenditure for Social Contribution

For 2021, the cost of social investment amounted to € 618,369 and the total social contribution in commercial value of the Group's companies was € 1,371,231.

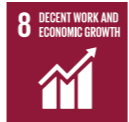


Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOAL FOR 2022
Continuation of successful social contribution actions.	The successful actions that the conditions allowed to take place continued. Actions of a nationwide scope were implemented.	Continuation of the same number of social contribution actions.







Future ESG Goals

Future ESG Goals






[ESG A-G3]

QUEST GROUP			
SUSTAINABLE DEVELOPMENT GOALS (SDGS)	MATERIAL ISSUES	GOALS FOR 2022	LONG-TERM ESG GOALS
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>Economic Performance</p> <ul style="list-style-type: none"> Creation of economic value, company performance with corporate responsibility. 	<p>Achievement of the same or higher turnover and the same or slightly lower profitability compared to 2021 by continued operations.</p> <p>Ensuring adequate cash flow and maintaining positive operating cash flows.</p> <p>Maintenance / Increase of the 2021 figures in Sales Abroad.</p> <p>Assessment of development investments for expanding Group activities and infrastructure.</p> <p>Expanding non-operating activities growth / acquisition of a majority stake in a company (2022-2023).</p>	<p>Responsible Business</p> <ul style="list-style-type: none"> Linking 15% of the variable remuneration (annual bonus) of the CEO of the Group and the main subsidiaries with ESG goals by 2025 Supplier Evaluation with ESG criteria by 2025
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>Corporate Governance</p> <ul style="list-style-type: none"> Ensuring business ethics and combating corruption. Compliance with regulatory principles. Protection of critical information systems and ensuring operational continuity. Protecting customers' personal data and privacy. 	<p>Zero incidents of non-compliance with the applicable legislation on anti-corruption and unfair competition.</p> <p>Zero incidents of non-compliance with laws and regulations at economic and/or social level</p> <p>System availability > 99.9%</p> <p>Quarterly monitoring of the security of the Group's systems</p> <p>Zero Data breach incidents, which may affect the confidentiality and integrity of Group and Company data and systems and zero financial losses, respectively.</p> <p>Zero fines or penalties for violation of this legislation (GDPR).</p> <p>Further optimization of procedures and training of employees on personal data, in particular in the departments where there is considerable interaction with personal data.</p>	<p>Responsible Business</p> <ul style="list-style-type: none"> Better effort to maintain zero data breach by 2025 via: <ul style="list-style-type: none"> ✓ full Compliance with Regulatory Authorities; ✓ assessment of the functions and systems of the Group companies for their certification with ISO 27001: 2013.
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>			

QUEST GROUP

SUSTAINABLE DEVELOPMENT GOALS (SDGS)	MATERIAL ISSUES	GOALS FOR 2022	LONG-TERM ESG GOALS
  	Human resources <ul style="list-style-type: none"> Providing continuing education, certification and employee development Ensuring the health, safety and well-being of employees. 	<p>At least 2.5% increase in training hours per employee per year</p> <p>100% of employees continue to receive systematic evaluation.</p> <p>Average of employees in employment with telework 50%-60% for positions that may be employed by telework (depending on the object of the company) and for as long as required.</p> <p>For the health and safety of Group employees, monitoring of the new LTIF and TRIR.</p> <p>Maintenance of the satisfaction rate in meritocracy via the satisfaction survey of more than 73%. Maintenance / Improvement of the training rate by a unit of 1%.</p> <p>Creating a New Policy for Inclusion and Diversity</p> <p>Renewal of the existing Human Rights and Diversity Policy</p>	Our People <ul style="list-style-type: none"> 10% increase in employee training hours by 2025 For Health and Safety, maintaining LTIF below 2.3 and TRIR below 1.2 for Group employees by 2030 Creating a culture of inclusion, diversity and equality in order to empower our people by 2025
  	Environment <ul style="list-style-type: none"> Reducing energy consumption and greenhouse gas emissions 	<p>The annual energy intensity (kWh/m²) / € million in turnover and the equivalent of thousands of tonnes of CO₂ per year (kt CO₂) / € million in turnover to remain stable at the level of 2021.</p> <p>Replacement / Ordering of the company fleet with electric and hybrid vehicles at 6%.</p> <p>4% of purchased electricity generated from RESs</p> <p>A total 35MW of installed green energy from Quest Energy.</p>	Climate Change <ul style="list-style-type: none"> Reduction of absolute Scope 1 and Scope 2 emissions by 40% by 2030 and climate neutrality by 2050 Promoting the circular economy and eliminating waste that can be avoided by 2025 > 50% increase in installed MW green energy by 2025

QUEST GROUP

SUSTAINABLE DEVELOPMENT GOALS (SDGS)	MATERIAL ISSUES	GOALS FOR 2022	LONG-TERM ESG GOALS
	Responsible products and services <ul style="list-style-type: none"> Supporting digital transformation and modernization through the provision of innovative products and services Development of systems and technologies for the purpose of transformation Digital transformation of the State 	<p>Strategic position of the Quest Group on Innovation issues.</p> <p>Continuation and development of an innovation and excellence development center for Quest Group companies.</p> <p>Preservation/Development of expenditure and investment related to growth through Research and Development (R&D) and Innovation.</p> <p>At least 4% of revenue should come from sustainable products and services.</p>	Products and Services: <ul style="list-style-type: none"> > 6% of revenue should come from sustainable products and services by 2025
        	Society <ul style="list-style-type: none"> Participation in social contribution actions 	<p>Continuation of the same number of social contribution actions.</p>	



INFO QUEST TECHNOLOGIES

We connect people to technology

2021 HIGHLIGHTS

FINANCIAL RESULTS



€335 million revenue
42% increase in revenue
3 - fold increase in turnover in 5 years
Growth in all activities and sectors

INVESTMENTS



Investment in Team Candi, a specialized Cloud-services company
Launch of a large investment in **new Logistics Center**
Investments for the implementation of the new 5-year Strategic Business Plan
Investment in human resources for placement in new areas

GOVERNANCE (G)



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

SOCIETY (S)



376 employees
> 6.500 human-hours of training
31% of our employees are female
75% of our major suppliers were evaluated using environmental criteria
74% of our major suppliers were evaluated using social criteria

ENVIRONMENT (E)



23% reduction in indirect greenhouse gas emissions (Scope 2 emissions)
42% increase in energy consumed from Renewable Energy Sources (RES)

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About the Report

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

The Sustainable Development Report of Info Quest Technologies is the 8th published annual report. The Report was prepared in accordance with the Global Reporting Initiative (GRI), core option and standard AA1000AP (2018) and refers to the period 1.1.2021 - 31.12.2021. The previous reporting period was between 1.1.2020-31.12.2020.

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

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

Info Quest Technologies

Who we are

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

Since 1981, and for more than 40 years, Info Quest Technologies has been leading the Greek Information Technology market, contributing to the modernization and digital transformation of businesses and consumers.

Today the company:

- is the largest distributor of Information and Communications Technology (ICT) products and works with more than 250 leading companies such as Microsoft, Cisco, Xiaomi, HP, IBM, Dell, DocuSign, Red Hat, and is expanding in new markets such as air conditioning and electrical appliances;
- invests heavily in the Cloud and is one of Microsoft's biggest partners in providing Modern Workplace, Process Automation, Workflow Management and Secure Infrastructure solutions (M365 and Azure);
- is expanding into e-Commerce by supporting the development of www.you.gr, the online store of the Quest Group;
- innovates in the new interface of interconnected devices, through its collaboration with Xiaomi and other leading manufacturers.

Info Quest Technologies is at the same time a platform for the development, coordination and provision of services to other Group companies. It coordinates the business development of companies Quest on Line (you.gr), Clima Quest (exclusive representative of GREE heating and cooling products), FoQus (exclusive representative of the brand POCO), supports the ERP platform that serves the entire Group and provides Logistics and ICT Infrastructure services in selected Group companies.

The company is registered at 2A Argiroupoleos Str., 176 76 Kallithea, Greece. Info Quest Technologies has branches in Ag. I. Rentis (Logistics Center), Maroussi, Attica (retail store), Thessaloniki (retail store), as well as offices in Thessaloniki. The company's activities have expanded to Cyprus and Malta.

In 2021 the company started a landmark investment of € 5 million for the implementation of a state-of-the-art, automated logistics center in Aspropirgos, Attica (Area "Imeros Topos"), which will significantly upgrade its operation.

Our Vision

To enhance society's potential, utilizing the power of technology.

Our Mission

To contribute to the evolution and prosperity of people, businesses, and organizations, by utilizing the potential of technology, with a consistent strategy, emphasis on innovation, offering of advanced services and continuous investment in know-how, based on the principles of sustainable development.

Awards and Distinctions 2021

DIRECTION

The Golden Protagonists of the 10-year period 2010 - 2020: Award in the GREEK BUSINESS CHAMPIONS category



TRUE LEADERS ICAP



CISCO DISTRIBUTOR OF THE YEAR 2021



INFOCOM AWARDS 2021

Company of the year



CISCO MARKETING PARTNER OF THE YEAR 2021



RED HAT APPRECIATION 2021



CLOUD AWARDS

1st PLACE: Quest on Cloud - Integrated ecosystem of solutions and services to accelerate the digital transformation of the Greek market.



CLOUD AWARDS

DocuSign, the No. 1 digital signature platform in the world, available to Greek companies by Info Quest Technologies.



BITE AWARD BRONZE

Introduction of New Innovative Product/ Service to the market. The solution for remote work "NComputing Thin Clients & WVD"



Certifications 2021

Cloud & Security Consultants Certificates

- Info Quest Technologies: > 120 Certifications
- Team Candi: > 58 Microsoft Competencies / Skills
 - Technologies: Microsoft Cloud, Azure, Modern Workplace, Power Platform, Security, DocuSign Consultants, DocuSign Integrations
 - New Certifications: DocuSign
 - Technical Certifications: 27 Certifications

Economic Performance

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



Info Quest Technologies had a large increase (+ 42%) in its revenue in 2021. The Company's net loan liabilities and leverage rate for the last three years are depicted in the table below:

Net Loan liabilities & Leverage (€ x 1000)			
	2019	2020	2021
Total loan liabilities	9,554	19,971	26,749
Lease liabilities	5,001	4,630	5,065
Minus:			
Net cash and cash equivalents	(5,746)	(15,630)	(10,323)
Net loans/(cash and equivalents)	3,808	4,341	16,426
Total equity	23,832	25,503	29,500
Total capital employed	27,640	29,844	45,926
Leverage factor	13,78%	14,55%	35,55%

The direct financial value produced and distributed by Info Quest Technologies in the last three years is shown in the following table:

Direct economic value generated and distributed (€ x 1000) ¹				
Financial value generated		2019	2020	2021
		Revenues ²	188,855	235,415
Financial value distributed	Operating costs ³	176,925	220,796	314,048
	Employee salaries and benefits ⁴	9,637	10,933	13,703
	Payments to financing bodies	1,082	1,040	1,653
	Payments to statutory bodies ⁵	27	17	0
	Social investments ⁶	22	61,9	45

Notes:

1. These amounts have been calculated in accordance with the requirements of the GRI 201-1 index.
2. Revenues from sales, accessory activities, dividends, interest, rent, foreign exchange differences and derivatives are included.
3. Sales expenses, administration expenses, sales costs, capital expenditure are included. Payroll cost is not included.
4. Operating costs are not included.
5. Value-added Tax (VAT), withheld taxes and Single Property Tax (ENFIA) are not included.
6. Donations and sponsorships are included

The Social Contribution of the company in terms of commercial value of products, services, as well as in financial contribution for 2021 amounted to € 65,329, compared to the amount of € 96,888 in 2020, a year that included the participation of the company in large Group Grants to address the pandemic and the support of the "Greece 2021" Committee.

The total payment of taxes and contributions of Info Quest Technologies is listed in the following table:

Payment of Taxes and Contributions (€ x 1000)			
	2019	2020	2021
Payment of VAT	3,218	2,439	184
Social Security contributions	2,945	2,725	3,181
Payment of payroll tax (FMY)	948	1,032	1,117
Payment of other taxes	7	17	1,098
Total	7,118	6,212	5,580

Our performance - Our goals

2021 TARGETS	RESULT FOR 2021	GOALS FOR 2022
Sales increase by 2%, higher than the market increase	Overachievement with increased sales (42%), in market with single-digit increase	Maintaining a performance which is higher than that of the market (+ 2%)
16% increase in Return on Capital (EBT / Capital)	Overachievement with 24% return	Return on Capital > 16%
Increase in Gross Profit Rate above 11.4%.	Gross profitability 11% as a result of the significant increase in sales	Maintenance of gross profitability at a rate of > 10%

For more information, visit the company's website (www.infoquest.gr) and the website of the parent company, Quest Holdings (www.quest.gr).

Value Creation <IR>

Our Business Model for Sustainable Development

INPUT	BUSINESS ACTIVITIES AND PRACTICES	OUTPUT
<p>FINANCIAL CAPITAL</p> <ul style="list-style-type: none"> Equity Debt <p>INDUSTRIAL CAPITAL</p> <ul style="list-style-type: none"> Buildings - Infrastructure Equipment Raw materials for the repair and production of product Goods <p>INTELLECTUAL CAPITAL</p> <ul style="list-style-type: none"> Intellectual Property Software and systems Procedures, protocols Reputation / Trust <p>HUMAN CAPITAL</p> <ul style="list-style-type: none"> Total human resources Knowledge, skills and abilities Ethical values Trust/loyalty <p>SOCIAL CAPITAL</p> <ul style="list-style-type: none"> Strategic and long-term partnerships with more than 200 international ICT undertakings Relationships with stakeholders <p>NATURAL CAPITAL</p> <ul style="list-style-type: none"> Energy Water Raw materials 	<p>PRIMARY</p> <ul style="list-style-type: none"> Trade and distribution of ICT products (volume and value) Mobility/IoT Cloud services/Distribution of digital services E-commerce Production, staging and final product configuration Aftersales/technical support <p>AUXILIARY</p> <ul style="list-style-type: none"> Financial services / IT / Logistics (to Quest Group) Marketing of products, solutions and services / Sales intelligence Business Development/Sales intelligence (new products / solutions, new markets, new partnerships) Quality, infrastructure security, data protection and operational continuity Human Resource Management Managing relationships with stakeholder Legal Services (Anti-corruption and anticompetitive behavior practices) Personal data management Application of communication channels - Sales Department, Call Center Service Evaluation of partners / suppliers / Supplier Code of Conduct Services to the community, corporate volunteerism Implementation of the Environmental Management 	<p>FINANCIAL CAPITAL</p> <ul style="list-style-type: none"> Creating financial value/financial performance of the company <p>INDUSTRIAL AND INTELLECTUAL CAPITAL</p> <ul style="list-style-type: none"> Providing ICT products and solutions that contribute to the enhancement of innovation, the production of know-how and the digital transformation of organizations and consumers Providing technology products and services, with environmental and/or social impacts Ensuring quality, infrastructure security, data protection and operational continuity <p>HUMAN CAPITAL</p> <ul style="list-style-type: none"> Promotion of environment that supports equality and diversity Ensuring the health, safety and well-being of employees Providing continuing education, certification and employee development <p>SOCIAL CAPITAL</p> <ul style="list-style-type: none"> Ensuring business ethics and regulatory compliance Establishing a healthy ecosystem of partners and a responsible supply chain Promote Diversity and Equality in the Workplace <p>NATURAL CAPITAL</p> <ul style="list-style-type: none"> Adopting recycling and circular economy practices Taking Measures to reduce energy consumption and emissions

OUTCOMES	OUTCOMES	OUTCOMES
Impacts for the company	Impacts created by the company for its stakeholders	Impacts that the company has on the economy, society and the environment
<ul style="list-style-type: none"> Increasing the market share and placement in new markets Expanding and developing the portfolio of solutions and services through new partnerships with supply companies Developing innovation and improving knowledge through the best use of new technologies Improving competitive advantage / Enhancing employer profile Long-term improvement of OPEX/ revenue ratio Boosting reputation / leadership Increasing human capital / creating direct jobs Increasing productivity Improving opportunities for internal mobility Talent retention Improving competitive advantage as employer of choice / best workplace Ensuring social authorization 	<p>GROUP SHAREHOLDERS</p> <ul style="list-style-type: none"> Maintaining and improving the sound financial position Increasing confidence and satisfaction <p>FINANCIAL BODIES / INVESTMENT COMMUNITY</p> <ul style="list-style-type: none"> Maintaining and improving the sound financial position Increasing confidence and satisfaction <p>CUSTOMERS</p> <ul style="list-style-type: none"> Developing innovation and enhancing digital transformation Improving services, internal functions and procedures Creating competitive advantage Improving productivity Maintaining and improving their sound financial position Increasing confidence and satisfaction <p>SUPPLIERS/PARTNERS</p> <ul style="list-style-type: none"> Creating indirect jobs Developing innovation and improving knowledge through the best use of new technologies Improving productivity Maintaining and improving their sound financial position Increasing confidence and satisfaction <p>EMPLOYEES</p> <ul style="list-style-type: none"> Improving knowledge and upgrading skills and competencies Improving the possibility of internal mobility and outside the Group Improving productivity Enhancing the feeling of security and reciprocity Improving morale Increasing confidence and satisfaction <p>REGULATORY AND BUSINESS BODIES</p> <ul style="list-style-type: none"> Developing innovation and improving knowledge through the best use of new technologies Increasing confidence and satisfaction 	

Engagement with Stakeholders and Material issues

Engagement with Stakeholders and Material issues

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

Relationships and communication with stakeholders is an important factor of the operations of Info Quest Technologies.

The stakeholders that significantly influence and/or are affected by our business activities are:



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

Recognition of material issues

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

The definition of material issues was made on the basis of the following three stages:

» A. Recognition of the relevant issues of Info Quest Technologies

The recognition of material issues was performed in consultation with external and internal stakeholders via an electronic anonymous questionnaire. In the context of the questionnaire, material issues were placed on a hierarchy based on their significance (with the evaluation scale starting from "1-Not at all important" and ending at "5 - Very Important"), while at the same time the expectations and requirements of stakeholders were identified and evaluated

» B. Hierarchy of issues

In order to prioritize the issues, we have taken into account the Principles of Materiality and stakeholder Participation, base on the methodology of the GRI Standards.

» C. Validation

In the context of the validation of the results of stage B, we have taken into account the Principle of Completeness and Participation of stakeholders based on the methodology of the GRI Standards.

In the following map the material issues of Info Quest Technologies are presented:



1. Ensuring the health, safety and well-being of employees
2. Compliance with regulatory authorities
3. Providing education (certifications) and employee development
4. Protection of critical information systems and ensuring Business Continuity
5. Ensuring business ethics and combating corruption
6. Protection of Customer personal data and privacy
7. Equality, Diversity & Inclusion
8. Supporting digital transformation and modernization through the provision of innovative products and services



Material Issues

[GRI 102-46, GRI 103-1]

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

MATERIAL ISSUE	WHY THE ISSUE IS CONSIDERED MATERIAL	BOUNDARY LIMITS	Impact on Info Quest Technologies	Stakeholders outside the Company who may cause or be associated with the impact of the issue
	Connection with UN Sustainable Development Goals 	Stakeholders directly impacted by the issue		Stakeholders outside the Company who may cause or be associated with the impact of the issue
Ensuring the health, safety and well-being of employees		<ul style="list-style-type: none"> Employees 	yes	<ul style="list-style-type: none"> Regulatory or professional bodies
Protection of Customers personal data and privacy		<ul style="list-style-type: none"> Company Executives Customers 	yes	<ul style="list-style-type: none"> Regulatory or professional bodies Business Partners
Ensuring business ethics and combating corruption		<ul style="list-style-type: none"> Employees Business Partners Business Community Company Executives 	yes	<ul style="list-style-type: none"> Regulatory or professional bodies Social Agencies / NGOs Media Customers
Protection of critical information systems and ensuring Business Continuity		<ul style="list-style-type: none"> Employees Company Executives 	yes	<ul style="list-style-type: none"> Regulatory or professional bodies
Providing education (certifications) and employee development		<ul style="list-style-type: none"> Employees Company Executives 	yes	<ul style="list-style-type: none"> Business Community Regulatory or professional bodies
Compliance with regulatory authorities		<ul style="list-style-type: none"> Employees Company Executives 	yes	<ul style="list-style-type: none"> Business market Regulatory or professional bodies Customers
Supporting digital transformation and modernization through the provision of innovative products and services		<ul style="list-style-type: none"> Employees Company Executives 	yes	<ul style="list-style-type: none"> Business Community Customers Local community Regulatory or professional bodies
Equality, Diversity & Inclusion		<ul style="list-style-type: none"> Employees Company Executives 	yes	<ul style="list-style-type: none"> Business Community Customers Local community Regulatory or professional bodies

Corporate Governance model

Corporate Governance model



[GRI 102-18, GRI 103-1, GRI 103-2, GRI 103-3, GRI 405-1]

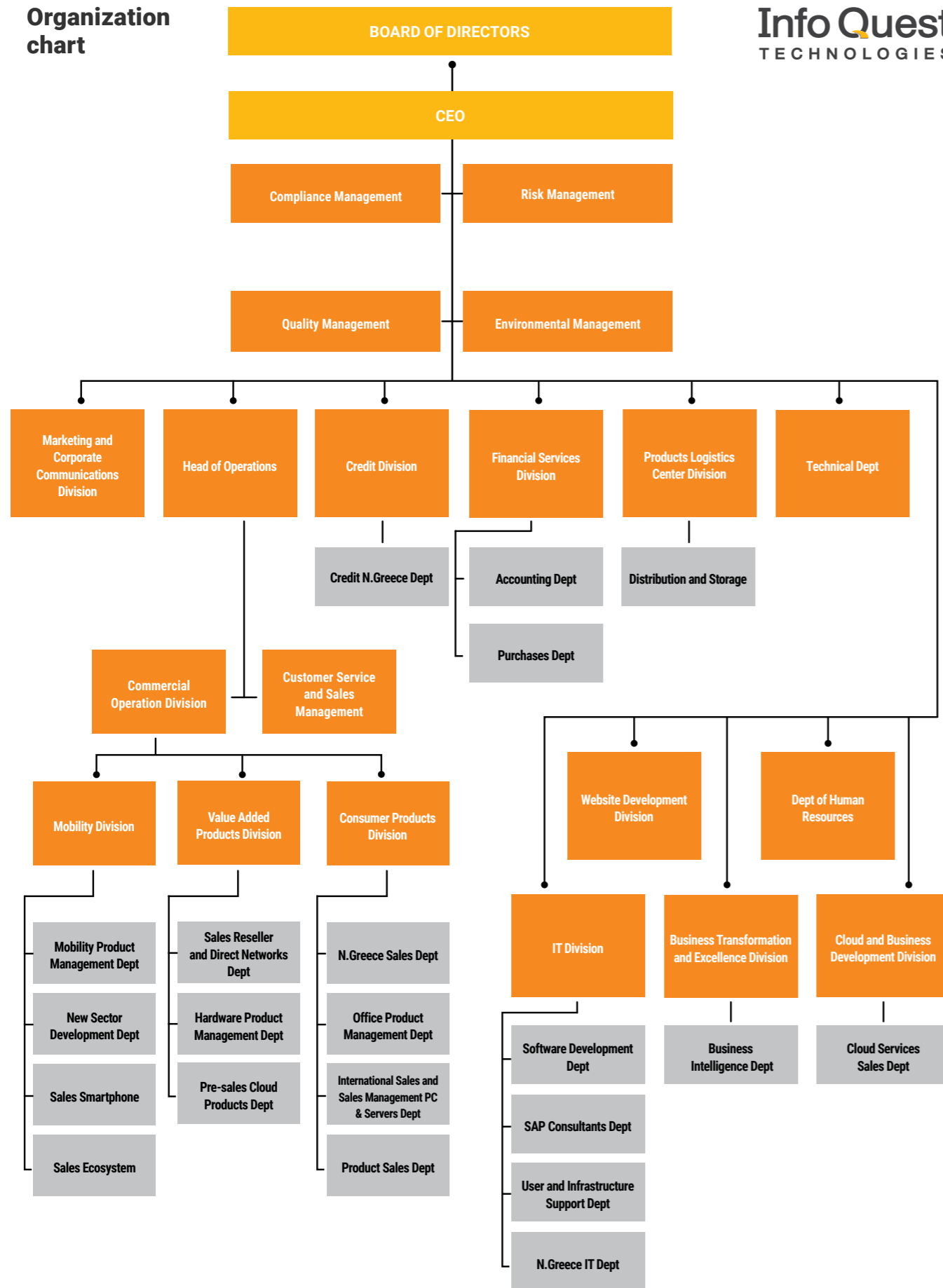
Corporate Governance

Info Quest Technologies has adopted the principles, values, policies and Corporate Governance Procedures set by the Quest Group.

Board of Directors	
Dimitrios Eforakopoulos	Chairman and Managing Director
Eftychia Koutsourelis	Vice-Chairwoman
Apostolos Georgantzis	Member
Theodoros Fessas	Member
Markos Bitsakos	Member
Theodoros Fragos	COO and Member

The Sustainable Development Team of the company, which is a subordinate of the Managing Director, manages the Sustainable Development and Corporate Social Responsibility issues. The Committee operates on the basis of the strategic guidelines and coordination of the Quest Group Sustainable Development Committee.

Organization chart



Ethical business behavior and culture, and regulatory compliance

[GRI 102-16, GRI 103-2]



Material issues:

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

At Info Quest Technologies, we apply the zero tolerance philosophy to any deviation from non-compliance with current legislation or any deviation from unethical practices.

Human resources are the driving force behind our efforts. We systematically inform about the principles and values of the company, as well as the issues of business ethics and regulatory compliance. The process of induction of young workers includes information on business ethics and compliance. At the same time, policies and procedures are easily accessible at the company Intranet. In addition, employees participate in hands-on seminars of principles and values organized by the Human Resources Department. Finally, the relevant reference to Policies and Procedures is made in the corporate meetings of employees.

We also commit through the Supplier Code of Ethics to our major suppliers in a joint effort against any practice of non-compliance with laws, bribery, corruption or unfair competition.

Our performance - Our goals

[GRI 103-3, GRI 419-1, GRI 205-3, GRI 206-1]

In 2021, there was no incident or complaint brought to the attention of the Company's Board concerning corruption or bribery, unfair competition, non-compliance with the provisions of the relevant legislation and regulations at the economic and/or social level. Furthermore, there is no ongoing investigation of a relevant complaint on the above issues from previous years. Full compliance with laws and regulations in the social and environmental area is performed.

The Company has posted on its website and the internal Intranet (Uranus) the Supplier Code of Conduct and the Code of Conduct and Ethics. The purpose is to inform employees and all stakeholders on the principles and rules governing our operation.

2021 TARGET	RESULTS FOR 2021	GOALS FOR 2022
1. Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices 2. Full compliance with laws and regulations in the social and environmental area	100% achievement	1. Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices 2. Full compliance with laws and regulations in the social and environmental area

Protection of customer privacy and data

[GRI 103-2]



Material issues:

- » Protection of critical information systems and ensuring Business Continuity
- » Protection of Customers personal data and privacy

Protection of Personal Data

The protection of personal data is at the heart of our operation. We strictly follow the Quest Group's Information Security Policy and the Data Protection Officer, with systematic audits, training and guidance, monitors the proper application of Group specifications.

Info Quest Technologies complies fully with the EU General Data Protection Regulation 2016/679, and the national legislation, implementing a specific program which is constantly upgraded and updated, given the fact that we operate online stores and a technical service.

In 2021, Info Quest Technologies recorded:

- Zero cases of non-compliance, zero number of documented complaints of personal data breaches of natural persons and zero fines or penalties for breach of personal data legislation.
- Zero data loss incidents.

Our performance - Our goals

[GRI 103-3, GRI 418-1, IQT Indicator]

Personal Data Protection and Infrastructure Security and Operational Continuity

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
1. Zero cases of non-compliance, zero number of documented complaints of personal data breaches of natural persons and zero fines or penalties for breach of legislation.	1. 100% achievement.	1. Zero cases of non-compliance, zero number of documented complaints of personal data breaches of natural persons and zero fines or penalties for breach of legislation.
2. Zero Data breach incidents, which may affect the confidentiality and integrity of the Company's data and systems.	2. 100% achievement.	2. Zero Data breach incidents, which may affect the confidentiality and integrity of the Company's data and systems.
3. At least 99.9% Availability of Systems	3. Goal achievement - 99.995% availability.	3. At least 99.9% Availability of Systems
4. Performance of Penetration Tests in collaboration with specialized external partners	4. 100% achievement.	ESG Strategy goals 4. Assessment of requirements for ISO 27001:2013.
5. Training of employees on Information Security.	5. 100% achievement.	5. Compulsory training to employees using computers 6. Evaluation of the vulnerability of main systems

Our People

Our People



[GRI 102-8, GRI 103-1, GRI 103-2, GRI 103-3, GRI 405-1]

Our people are the most important pillar of our company. We support the development of human resources, offer equal opportunities by establishing an inclusive environment and invest in the well-being and security of our employees.

Diversity and Inclusion

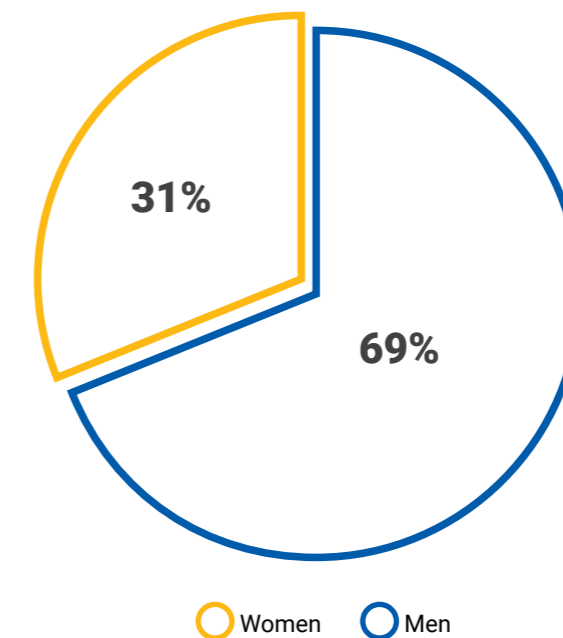
[GRI 103-2, GRI 103-3, GRI 401-1]



Material issue: » Equality, Diversity & Inclusion

Info Quest Technologies employs a total of 376 employees, 98% of which are on open-ended employment contracts (5 men and 1 woman in Attica are on fixed-term contracts). 31% of our human resources are women, while women in managerial positions hold 17% of total positions.

Percentage of human resources per Gender 2021



At Info Quest Technologies we are constantly creating new high quality jobs. The mobility of our staff amounted to 8.98%. In 2021, we hired a total of 90 employees, while at the same time there were 42 departures.

In more detail, total individuals hired and departed by region and age are presented in the table below.

	Region	Age	2021
Total individuals hired	Attica	<30 YEARS OLD	57
	Attica	>30 and <50 YEARS OLD	27
	Attica	>50 YEARS OLD	4
	Outside of Attica	<30 YEARS OLD	1
	Outside of Attica	>30 and <50 YEARS OLD	1
	Outside of Attica	>50 YEARS OLD	0
Total departures	Attica	<30 YEARS OLD	27
	Attica	>30 and <50 YEARS OLD	14
	Attica	>50 YEARS OLD	0
	Outside of Attica	<30 YEARS OLD	0
	Outside of Attica	>30 and <50 YEARS OLD	0
	Outside of Attica	>50 YEARS OLD	1

Our performance - Our goals

GOALS FOR 2022

Increase of the % of employee satisfaction (based on the employee satisfaction survey undertaken every 2 years)

Employee Development

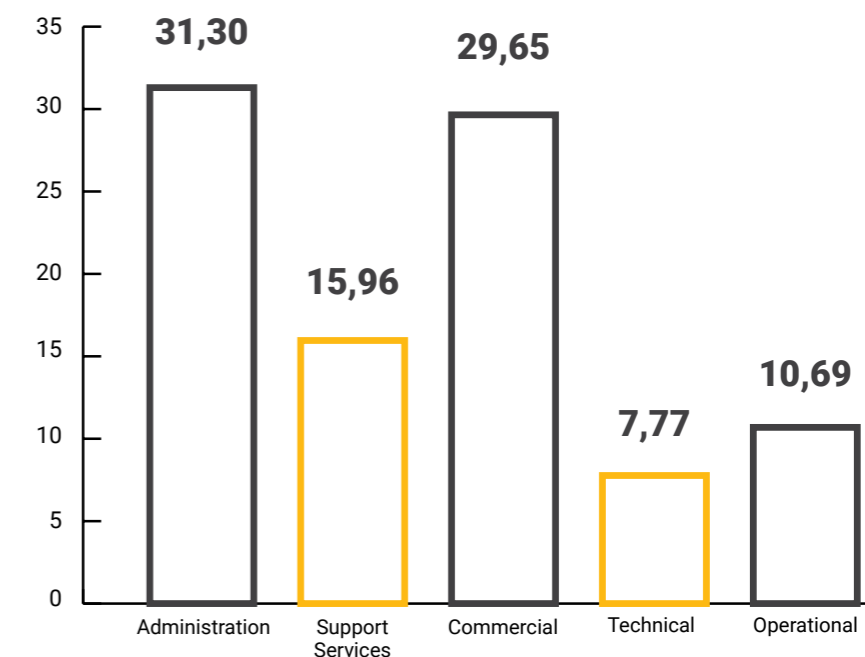
[GRI 103-2, GRI 103-3, GRI 404-1, GRI 404-3]



Material issue: » Providing education (certifications) and employee development

Average training hours per department

Employee development and continuing education are at the epicentre of our work. In 2021, we invested € 49,105 in the training of 316 employees of ours. We offered our human resources 122 licenses for remote education via the LinkedIn website. The total number of human-hours of training was 6,506 with an average of **17.3 human-hours of training per employee.**



In the context of ongoing training and education of our staff:

- » **Quest Mini MBA:** 10 of our employees participate in the current course of the Quest Mini MBA organized by the Group
- » **Talent Development Program:** 33 of our employees participate in the talent development program currently being conducted in the Group
- » **Digital & Soft Skills:** We are implementing an extensive program of digital skills, technical training, certification and training in soft skills.
- » **HereWeAre" Group Portal and Orion Application:** We take advantage of the Group's specialized platform for personnel development issues and the management of all parameters related to human resources issues, licenses, evaluations, trainings, etc.
- » **Institution "I stand out":** A process of strengthening the corporate culture, in which all employees can participate and nominate co-workers who they believe are worth honoring, linking their proposals with the values and principles of the Group.
- » **Communication between Managers - Employees:** We conduct an annual meeting of employees (Kick off) and meetings with various departments and the Management (on a weekly, monthly and quarterly basis). We use an internal online communication system, which encourages employees to freely express their opinions and ideas. Two-way communication is systematically pursued and suggestions are carefully considered.
- » **Assessment:** 100% of employees, regardless of position or gender, are subjected to a regular assessment every year. In the context of assessment, an employee self-assessment is performed along with a discussion in which individual goals and areas for improvement are agreed upon.

Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Average training > 20 hours / employee.	Average: 17.3 hours. Not all Group programs were conducted in 2021 due to the pandemic.	Average training > 20 hours / employee. ESG Strategy goal Annual increase by 2.5% in training hours per employee.
E-learning platforms > 20% of employees.	35%	E-learning platforms > 30% of employees.
Assessment for 100% of employees.	100% achievement.	Assessment for 100% of employees.
Increase in the rate of employee satisfaction for training provided (according to the results of the satisfaction survey conducted every two years).	61% from 51% in the previous survey.	Increase in the rate of employee satisfaction for training provided (according to the results of the satisfaction survey conducted every two years).

Employee Health and Safety

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



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

At Info Quest Technologies, we follow the principles of the Quest Group, and we apply the system of continuous management of Health and Safety issues at work. The system's pillar is the assessment, forecasting and prevention of occupational risk, along with the monitoring and recording of accidents and work-related illnesses.

In order to ensure health and safety, training sessions are carried out, systematic periodic checks of facilities and positions are carried out and changes, instructions, modifications and improvements of equipment are proposed.

The technical consultants for Health (Occupational Physician) and Safety (Security Technician) are responsible for identifying and assessing occupational risk. Accidents at work are recorded on a special form all actions provided for by law and/or the policies and procedures established are followed.

In parallel we undertake a series of initiatives for the well-being of our employees. We offer all employees and their families psychological coaching and support services in cooperation with the organization EAP HELLAS through telephone communication or direct personal consultations in relation to both work issues but also personal matters including family and addictions. In addition we support the physical health of our employees through exercise by offering the opportunity to our employees to visit the company gym and taking part in on-line Pilates classes.

In addition we have introduced the initiative «Wellness Days» were employees are encouraged to follow a healthier way of life. Finally, we have also support the initiative «Special Days» were we undertake initiatives through out the year to make some days very special for our employees. Indicative actions are the offering of symbolic gifts to the children of employees when they start first grade in School as well as gifts for wedding, university entrance for employee children etc. The initiative «Early Friday» allows the earlier departure on Friday from the office during the summer months as well other initiatives which allow early departure such as on employee birthdays.

We provide the following benefits to our employees:

- » medical and hospital care, through social security and also through an additional private group contract;
- » voluntary flu vaccination;
- » specialized counseling and psychological support programs in collaboration with EAP HELLAS for employees and their family members;
- » access to the Blood Bank of the Group;
- » support for company runners participating in the Quest Running Team (participation, clothing);
- » gym in a company building and online Pilates classes;
- » free antigen test (Rapid test) for the detection of the coronavirus causing CoViD-19.
- » the ability to participate in organized events, such as updates by experts (nutrition, stretching in the office, etc.), relaxation outings, free tickets for cultural events, participation in voluntary blood donations, etc.

Our performance - Our goals

[GRI 103-3, GRI 403-8]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
COVID-19 Pandemic Impact Management	The management of the COVID-19 pandemic at the level of human resource management is considered successful. There was no dispersion in large groups of employees, teleworking was successful, all the necessary measures were taken in time.	
100% participation of employees with a fixed employment contract in the Health and Safety Management system.	100% achievement.	
Zero accidents at work.	100% achievement.	ESG Strategy goal Calculation of Health and Safety Indicators Zero accidents at work.
Continuation of training programs in First Aid & response to natural disasters.	100% achievement.	Continuation of training programs in First Aid & response to natural disasters
Implementation of a psychological support program in collaboration with EAP HELLAS.	100% achievement.	Implementation of a psychological support program in collaboration with EAP HELLAS.
Continuation of good employee well-being practices.	Achievement of target (with restrictions due to the pandemic).	Continuation of good employee well-being practices.

Responsible business activity

Responsible business activity



Responsible business is the driving force of our operation. Ethical business is an inviolable priority and the company's pursuit in all its dealings with the State, employees, the society and the environment.

Sustainable supply chain

[GRI 102-9, GRI 102-10, GRI 103-1, GRI 103-2]

We work with leading international suppliers who apply structured work practices and operate with environmental responsibility. We adopt the Group's Procurement Policy, and we have put in place relevant procedures to accurately identify the relationship with our suppliers and partners.

We have developed and utilized a specialized application, through which we assess annually the suppliers who represent 80% of our turnover (at least 50) using evaluation indicators and criteria, related to commercial issues. Every 3 years an assessment is performed on 100% of our suppliers

2021 >>

75%

of our major suppliers was evaluated using environmental criteria.

74%

of our major suppliers was evaluated using social criteria.

Our performance - Our goals

[GRI 103-3, GRI 308-1, GRI 414-1, Indicator IQT]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Evaluation of suppliers for 80% of turnover (at least 50 suppliers).	100% achievement The evaluation for the 50 top Suppliers was completed	Evaluation of suppliers for 80% of turnover (at least 50 suppliers)
1,200 hours of training.	104% achievement	1,200 hours of training
Activating +10% of partners to build on the QuestonCloud.com platform	+15% achievement	Activating +10% of partners to build on the QuestonCloud.com platform
Update of key suppliers to the Supplier Code of Conduct.	Meeting	Updating on the new Code of Conduct and Ethics
		ESG Strategy Goal Determination of qualitative and quantitative ESG criteria for main suppliers

High-quality products

High quality and business excellence is a core principle of ours, part of our culture and a daily priority. From the creation and delivery of products and services, to relationships with our customers and partners, we strive for continuous improvement.

We cooperate with the leading vendors with international reputation and leading products, and we provide high-level technical support from our Certified Repair Center. A key tool on the path to Total Quality is Quality Management in accordance with the international standard ISO 9001:2015, which regulates and monitors the Quality Certification procedures of the company and the ISO 9004:2009 which is a guide towards sustainable achievement of corporate goals. We operate with the aim of providing the best possible customer service and continuous improvement.

Quality Assurance

Quality assurance is our priority. All our activities, from the production and provision of products and services and procurement, to the relationships with clients and associates, the way of operation, auditing and constant improvement operate with the purpose of quality assurance. We monitor multiple indicators and aim at improving and ensuring good business results, on a stable and permanent basis.

Info Quest Technologies has been awarded the following certificates:



○ Certificate of Conformity of the Quality Management System EN ISO 9001:2015, TUV HELLAS (TUV NORD) – A.M. Certificate: 44 100 084665.



○ Certificate of Environmental Management System ISO 14001:2015, TUV HELLAS (TUV NORD) – A.M. Certificate: 042 17 0017.



○ Certification - verification that it complies with the requirements of Ministerial Decision ΔY8/1348/04 regarding the marketing and handling of medical technology products - TUV HELLAS (TUV NORD) - Reg. No. of Certificate: 44 100 084665.

○ We also follow guidelines of ISO 27001:2013 in Information Security issues.

Support to society

Info Quest Technologies is working towards strengthening of the society. In 2021, we offered € 65,329 in social investment: We supported institutions and non-profit organizations (NGOs) that help children and vulnerable social groups by providing equipment that helps with their digital upgrading and financial support.

At the same time, we supported actions that promote the interconnection of young people with technology and the development of digital skills by supporting initiatives such as the Information Science Competition for Young People and the Economia competition for university students, contributed via the distribution of products and took initiatives to support innovation and human resources.

Sustainable Products & Digital Innovation

Sustainable Products & Digital Innovation

[GRI 103-1, GRI 103-2]



Responsible and innovative products and services

At Info Quest Technologies, we take into account the environmental and social impacts of our products and services.

Materials Management - Provision of environmentally friendly products - Green Information Technology (IT)

In recent years, our products are less energy-consuming, made from more eco-friendly materials and available in recyclable packaging. They also have reduced volume and weight, resulting in the reduction of fuel during their transportation and energy consumption. We systematically search and include in our range products and services that help to reduce the environmental footprint of our customers. Indicatively, since 2021 we have been distributing in the Greek market the innovative green, portable EcoFlow Power Stations, which charge from both electricity and solar panels, providing electricity where needed and replacing noisy oil generators while also offering consumers the Xiaomi smartphone replacement service with the provision of subsidy for purchasing a new one, in line with the principles of the circular economy.

Distribution of Cloud Solutions and Services

Cloud services are the new way of utilizing ICT technology, with significant environmental and social benefits, including restricting the transportation of products, the local use of energy-intensive servers and the reduction of paper usage. We systematically enrich our know-how, our collaborations and our offered Cloud solutions and services, responding to the needs of both large organizations and small and very small businesses. At the same time, through our 100% subsidiary Team Candi, we invest in digital transformation solutions with a focus on Work Transformation, process automation and digitization of processes and secured infrastructure.

Distribution of Internet of Things (IoT) products and solutions

Focusing on Xiaomi's interconnected ecosystem - the largest ecosystem in the world - we are strengthening our presence in the "Consumer Internet of Things / Smart Home" sector, improving important aspects of everyday social life while enabling consumers, via the proper management of interconnected products, to significantly reduce their environmental footprint

E-mobility

We invest in e-mobility by proposing an ecological way of moving around the city. Xiaomi electric skates are the most popular product of the e-scooters category in Greece while, since 2021, we have been distributing Segway electric, eco-friendly motorbikes.

Air conditioning

With the aim of serving the market in choosing more environmentally friendly cooling and heating solutions, we invested, through Clima Quest, in the exclusive distribution and support of Gree products, the largest and most innovative and eco-friendly supplier in the world. To this day, we offer for the consumer and the professional market a wide range of solutions of higher-energy class, with environmentally friendly cooling liquid

e-Commerce

We develop and support online stores of products and services, both for the B2B market and the retail market. Our aim is to offer an upgraded market experience to our customers.

Our performance - Our goals

[GRI 103-3, IQT Indicator]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Increase sales in new innovative products and technology services, with an environmental and/or social impact		
Mobility & IoT: Growth of sales by 20%, 1st place in Smartphone sales (share in pieces %).	Sales Increase +79%. 1st place in Retail and Online and 2nd Place PoTotal market	Retaining a share in Mobility and an increase in IoT sales by + 5%
Cloud: Increase of the active jobs in QuestonCloud by 50%.	102% achievement. (51% new jobs)	Increase in revenue from the QuestonCloud platform by 50%
Increase of 2% since the rise of the e-Commerce market.	In the categories monitored by GFK, the market increased by 51.4%, QOL by 55%.	Increase of 2% compared to the e-Commerce market total increase.

Supporting the digital transformation

[GRI 103-1, GRI 103-2]



Material issue: » Supporting digital transformation and modernization through the provision of innovative products and services

Given our size and leadership position, we contribute substantially to the digital transformation of the domestic market, aiming at the best possible response to the new data of the digital economy. Creating innovative value for each customer is one of the main components that guarantee the long-term successful course of our company.

Aiming at a high level customer service and satisfaction of current and future needs, we seek:

- » to continue investing in the provision of innovative solutions, products and services
- » business excellence
- » to ensure strict quality control to meet the specifications of products and services, in terms of health and safety of customers
- » to provide comprehensive and responsible information to customers, through a set of policies, principles, commitments and procedures, based on the ISO 9001:2015 standard and the relevant Quality Policy
- » to take environmental protection measures

Customer satisfaction and support, Customer Health and Safety

» High-quality products of international companies

We are working with reputable and acclaimed vendors who have high quality and international quality products, while providing all the necessary certifications and quality standards, in accordance with EU regulations, contributing to increased productivity and customer safety. We give particular emphasis on responsible consumption and the safe use of the products by consumers, focusing on the following axes:

- » Full compliance with current safety, ergonomic and low consumption of power legislative requirements.
- » Providing Greek instructions for use and clear warranty terms on each product.
- » Operation of a high-specification repair center.
- » Provision of technical support services.

As for the software, the provision of professionally and technically sound solutions to the network of partners and customers is ensured by the annually repeated trainings and certifications of sales, presales and support.

» Technical Support

Technical Support is an important advantage and part of the integrated service that we offers to our customers. On our premises at Kifissou Avenue, in Aghios Ioannis Rentis, we own a fully organized Technical Support Department that operates as the Authorized Repair Center for the larger manufacturers - such as Apple, Xiaomi, HP, Canon, Epson and Lenovo. The Technical Service Center employs 50 people who are certified by the leading manufacturers, while it also employs 10 people to support the POS Production & Warehousing operations.

Evolution and Innovation

Realizing the constant changes in the market and the constant need for development, we participate in the standard innovation center (iQnovus) of the Group with the aim of encouraging innovation with the cooperation of the universities and start-ups ecosystem. Having established many different programs designed and implemented by and towards our people, we manage to implement actions that reinforce the birth of innovative ideas, based on specific challenges that we are called upon to face in our daily work life, always guided by the positive experience of people and our customers. With the aim of finding innovative solutions that will help optimize the way the company operates, as well as the development of new products and services, we participate in a number of research projects.

○ In the context of the Action "SKILLS CENTERS" of the Operational Program "Competitiveness, Entrepreneurship and Innovation" (EPANEK), Info Quest Technologies has become a participant in the first Skills Center for 5G and subsequent generations in Greece with an emphasis on boosting sustainability and vertical value chains.

○ Info Quest Technologies is also participating in the joint initiative of healthcare companies titled "Health-Hub", having submitted a proposal for the selection of European Digital Innovation Hubs in Greece, in the context of the "Digital Europe 2021-2027" program. The purpose of Health-Hub is to support the digital transformation of businesses and public bodies engaging in the Healthcare and Pharmaceutical sector.

Investing in Know-how

We systematically invest in know-how, new solutions and services and have a number of certified engineers and consultants, who help our partners and customers in understanding and applying new technologies. In 2021, the Cloud Presales and Cloud Services team was expanded, while significant know-how was developed in the Collaboration platforms and the Central File Management applications.

Business Development

Focused on our vision to connect innovative digital technologies with the Greek market in the

easiest, most economical and efficient way, we systematically seek, design and introduce new technologies and services to the market, which help our customers to achieve their goals.

We systematically monitor international trends and developments in the new technology sector, and we systematically expand our partnerships. At the same time, taking into account the great challenges we face worldwide, we develop solutions and services in this direction. The aforementioned circular economy services and the ecological/ e-mobility and energy storage solutions are in this direction.

In 2021, the acquisition of Team Candi signaled the significant targeting and strengthening of our presence in the Cloud Solutions & Services sector.

At the same time, we enriched our Portfolio with new partnerships and extensions to new product categories. In addition, we have strengthened our presence in Cyprus and Malta and are exploring further development abroad (based on our contracts):

» Products / Distribution of Value Added

- » New partnerships with ARUBA and Silver-Peak (HPE Subsidiaries) houses
- » Launch of Distribution of Red Hat, for Greece and Cyprus, a global protagonist in Enterprise Linux and OpenShift Architecture with a significant presence among leading Greek Companies
- » Launch of Distribution of Acronis for Greece, Cyprus and Malta, a very important Backup and Security Solutions Provider with an emphasis on Cloud infrastructure.
- » New collaboration with EcoFlow (Portable Power Stations)
- » Extension of distribution activity to air conditioners, white appliances and electrical appliances (small and large), in cooperation with the company of the Clima Quest Group (exclusive distributor of Gree) and as a sub-distributor of the company Dimitriou (Toyotomi, Singer, Izola, etc.)

» Cloud Business

- » 100% acquisition of Team Candi, a company specialized in providing Modern Workplace & Process Automation solutions (Microsoft Gold Partner) (#1 Share Point Development & Modern Workplace Partner in Greece for Microsoft)

- » New Cloud Services portfolio
- » #1 M365 Distributor in Greece & Fastest Growing Distributor for Microsoft
- » Official distributor of DocuSign (electronic signatures)

» Mobility & IoT

- » New Xiaomi Store in Cyprus
- » Enhancement of sales from online store mistore-greece.gr
- » Support for the operation of a new Group company, which undertook the distribution of the POCO brand (Xiaomi sub-brand in Greece and Cyprus) starting from July 2021
- » Expansion of IOT portfolio
- » Segway E-motorcycles

» e-Commerce

- » Support for the operation of the Group e-shop www.you.gr. Support for consumer market in lockdown periods, with products and services. New partnerships for fast delivery. Application development for support/participation in voucher subsidy programs
- » Redesign of www.mistore-greece.gr, the Xiaomi Store in Greece
- » New online store of Xiaomi Store Cyprus, www.mistore-cyprus.com.cy
- » Installation of AKAMAI WAF + CDN in questonline.gr and mistore-greece.gr
- » Penetration Testing and Vulnerability Assessment Services on all ecommerce sites

» New Logistics Center

In the context of our development strategy and focus on providing optimal services to our partners, suppliers and customers, in 2021, Info Quest Technologies developed a new state-of-the-art logistics center > 20,000 m² in Aspropirgos, Attica. The new Logistics Center will significantly optimize the operational part of the organization and its effectiveness. At the same time, this landmark investment will contribute to the achievement of the difficult goals of sustainable development we have set and the reduction of our environmental footprint, by optimizing the storage, distribution and recycling of materials, the use of renewable energy sources to meet the energy requirements, as well as the use of automation technologies that will significantly reduce movements within storage spaces.

Digital Transformation

The company approaches digital transformation by combining the adoption of cloud technologies, with the redesign and automation of both internal operating processes and channels of interaction with the external environment (customers, suppliers).

In 2021 we continued our digital transformation plan, with the following being main points:

- » Creation of a productive hybrid environment for everyone
- » Universal use of electronic contract management and extensive use of electronic signatures
- » Automation and digitization of accounting procedures (supplier payments approvals)
- » Redesigning and digitization of the process of creating new suppliers
- » Further development of the BI system
- » Use of AI technologies in e-commerce sites

Our performance - Our goals

[GRI 103-3, IQT Indicators]

Customer satisfaction and support, Customer Health and Safe

We have a complaint-handling mechanism in accordance with ISO 9001:2015 quality system procedures. Complaints are collected from online forms available on the websites or by telephone and recorded by the recipient, communicated to the head of the quality department, who undertakes, together with the relevant authorities, the communication with customers and the written response to them.

In addition to the daily monitoring and assessment carried out by the executives and the Heads of Department pursuant to the Procedures of the Quality Management System (QMS), we also carry out:

- » Inspections throughout the year, conducted by Internal Audit.
- » Inspections of the Technical Department conducted by the collaborating manufacturers, e.g. Apple and HP
- » Internal annual inspection
- » Inspection conducted by an external body on an annual basis.

We have a number of indicators to measure our processes that help us to monitor and improve customer satisfaction.

Customer Complaints

Goal: Responding to 1 working day and resolving the issue within 10 working days for at least 90% of complaints

	2019	2020	2021
Number of customer complaints based on complaint management system	21	25	53
Rate of response	90,48%	92,00%	98,11%
	Achieved	Achieved	Achieved

Wholesale

Call Center for wholesale customers

Goal: 92%

	2019	2020	2021
Percentage of calls answered	88,66%	74,65%	93,91%
	Deviation	Deviation	Achieved

Following the huge amount of calls during the initial period of the Pandemic, the company proceeded to corrective actions with the installation of a new, more advanced call center as well as the hiring of additional staff that contributed to the improvement of the result and the achievement of the goal from 2021.

Wholesale customer satisfaction survey

In the 1st quarter of 2021, the three-year Customer Satisfaction Survey was conducted, in which the main elements were: an increase of 12 percentage points in the overall satisfaction rate (77% from 65% in the previous measurement) and an increase of 13 percentage points in the company's degree of reliability (which reached 85% from 72% in 2018). The overall picture of the survey results is the overall improvement of our company in all areas of evaluation.

Technical Department

Technical Support for all customers

Target: Average repair time at In House Service < 5.0 working days

	2019	2020	2021
Performance	3,87	3,62	4,15
	Achieved	Achieved	Achieved

Easy access to the Call Center of the technical department

Target: Percentage of calls answered >90%

	2019	2020	2021
Performance	86,39% (Last 5 months: 92,93%)	92%	92%
	Achieved	Achieved	Achieved

Quality of technician's work for Apple repairs

Goal: <3%

	2019	2020	2021
Performance	0,43%	0,00%	0,00%
	Achieved	Achieved	Achieved

The target, which is monitored by Apple, concerns the rate of re-import within the month of the same product - with the same IMEI number - in smartphones covered by warranty and is set to be less than 3%.

Quality of technician's work for repairs of Xiaomi mobiles

Goal: ≤4,50%

	2019	2020	2021
Performance	2,94%	3,83%	1,86%
	Meeting	Meeting	Meeting

The target, which is monitored by Xiaomi, concerns the rate of re-import within the month of the same product - with the same IMEI number - into smartphones covered by warranty and is set to be lower than 4.50%.

End Customers

Given the company's ever-increasing interaction with the consumers of Xiaomi products, a number of indices of satisfaction of these customers are monitored, as respectively for the online store www.you.gr. The following are the main indices:

Xiaomi Customer Satisfaction Index

Target: >95%

	2019	2020	2021
Performance	98,50%	99,10%	90,03%
	Meeting	Meeting	Deviation

The index measures customer satisfaction with Xiaomi products and support services and is carried out through research conducted through the Xiaomi Customer Support Center and through its daily communication with end-customers. The huge increase in some of Xiaomi products in the Greek market has led to an increase in customers who state they are not satisfied resulting in us not meeting the goal.

Easy access to Xiaomi Service Call Center

Goal: >95% by 2 2020 - New goal from 2021 = 93%

	2019	2020	2021
Performance	95,40%	91,40%	91,85%
	Meeting	Deviation	Deviation

The significant increase in the demand of the Xiaomi brand in the Greek market brought about a huge volume of communications and for this reason we had a small deviation from the revised goal from 2021

NPS index you.gr

Target: >55

	2019	2020	2021
Performance	62	60,89	61,78
	Meeting	Meeting	Meeting

The Net Promoter Score (NPS) index is recorded by an external partner (e-satisfaction) who has undertaken the process of evaluation of the e-shop you.gr by consumers. The index remains substantially stable and above the company's goal.

Easy access to the Call Center of you.gr

Target: >94,5% Percentage of calls answered

	2019	2020	2021
Performance	92,46%	74,00%	95,37%
	Deviation	Deviation	Meeting

Following the huge amount of calls during the initial period of the Pandemic, the company proceeded to corrective actions with the installation of a new, more advanced call center as well as the hiring of additional staff that contributed to the improvement of the result and the achievement of the goal from 2021.

Returns you.gr

Revised Goal: <4,5%

	2019	2020	2021
Revised Goal	4,14%	4,15%	4,43%
	Meeting	Meeting	Meeting

The product-returns index of the online store and its goal were revised to include all cases of product returns and all sale channels that were not included in the previous method in order to make the results more accurate and respond to the total activity.

Business Development

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
<ul style="list-style-type: none"> Revenue from new solutions aimed at the digital transformation of small and medium enterprises. eSignature - DocuSign. eShop solutions for SME. Cloud Enablement Services for Resellers. Cloud Migration and Support services for SME. 	<ul style="list-style-type: none"> Target achieved. New collaborations were made in the field of Cloud, such as with Vodafone and Epsilon Net. New services were developed. Exclusive cooperation in the distribution of GREE air conditioners (via Clima Quest). 	<ul style="list-style-type: none"> Digital distribution / Cloud - Enhancement of services. New suppliers in the Cloud area.
<ul style="list-style-type: none"> Expansion of activity in e-Mobility. Ensuring Cooperation with Xiaomi (wholesale - retail). 	<ul style="list-style-type: none"> Further Expansion of the Xiaomi ecosystem, IoT/Smart Home. Entry in the e-Mobility sector via Segway. 	<ul style="list-style-type: none"> Assessment of further e-mobility activity. Strengthen cooperation with Xiaomi (wholesale -retail).
<ul style="list-style-type: none"> Digital distribution / Cloud - Enhancement of services. New suppliers in the Cloud area. 	<ul style="list-style-type: none"> Creation and publication of packaged Cloud solutions. Launch Red Hat & Acronis Distribution. 	<ul style="list-style-type: none"> Strengthening of Cloud services. Active participation in the Digital Transformation Projects of Greek companies.

Paperless Organization

100% paperless outgoing documents.	Achieved for 100% of contracts.	ESG Strategy GOAL Extending Paperless to other non-contract areas (such as cost management).
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Modern Office

100% of corporate applications and processes were made available for remote work (SAP, O365, Mail, CRM, Application).	100% (via Remote Desktop).	Expanding the use of vertical Applications (Analytics).
Increased use of collaboration and remote access tools. Productivity Score: > 50%.	Info Quest Technologies Productivity Score aligned with global benchmark.	Enhancing the automation of processes through Collaboration tools.

E-Customer

100% of products and services made available for orders in online sales channels (QuestonCloud, QuestOnline, you.gr, Mistore, corporate site).	Achieving a target for all standardized products.	Enrichment of available categories.
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Direct and measurable benefits from implementing DocuSign e-Signatures

The following figures concern an implementation for utilizing the application over a period of 12 months:

- » Significant increase in productivity: Reduction of the management time of approval flows and the signing of contracts by 330 human-days (more than 2,400 contracts)
- » Significant increase in efficiency: 85% of the approval flows were signed in less than 24 hours
- » Significant cost reduction: Reduction of management (collection, approval, signature, archiving) costs by € 14,000
- » Reducing environmental Impact: Important reduction in the use of paper by 40.000 pages (80 packs of 500 pages) with the use of 100% paperless solutions.

New digital transformation projects

- » Investing in automation to optimize productivity and accuracy in collection processes and warehouse management systems to better manage stocks as part of the creation of the new transit center.
- » Investing in Data and Analytics to better understand the customer base for the purpose of providing better and more targeted service.
- » Extending the application of paperless procedures to incoming invoices.
- » Further enhancement of the speed and security of the E-commerce platform.
- » Addition of credit/debit card portfolio on you.gr.
- » New Mistore-greece.gr: Significant upgrade of the online store mistore-greece.gr, in infrastructure and in parameters that contribute to the direct communication and better customer service and reward program.
- » Upgrade of the Cloud Services supply platform www.QuestonCloud.com.
- » Preparatory work for transferring the ERP to Cloud Infrastructure
- » Enrichment of Decision Support Systems by creating automated Reports.

Environment

Environment



Protecting the environment is a compass for our operations. Info Quest Technologies has adopted the Quest Group Environmental Policy, with the purpose of operating responsibly regarding environmental challenges and reducing our environmental footprint.

Climate change

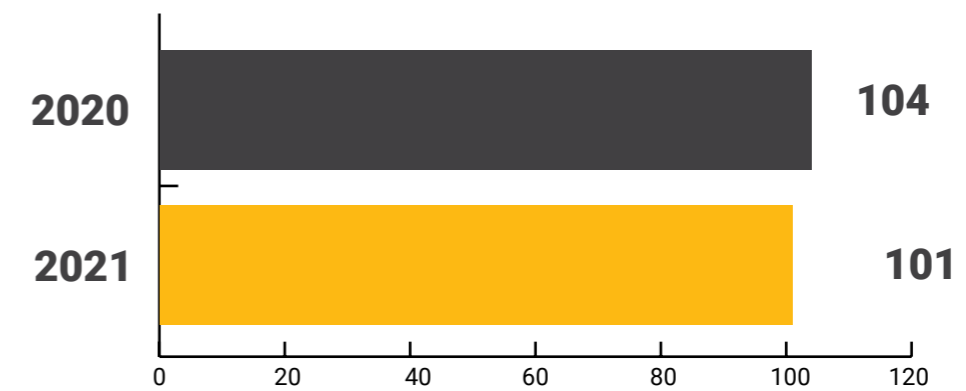
[GRI 305-1, GRI 305-2]

We operate on the basis of the Group's policy on Risk Management Systems but also in accordance with the requirements of the ISO 14001:2015 standard for the Environmental Management System. In this context, we recognize and manage environmental risks and opportunities for improvement.

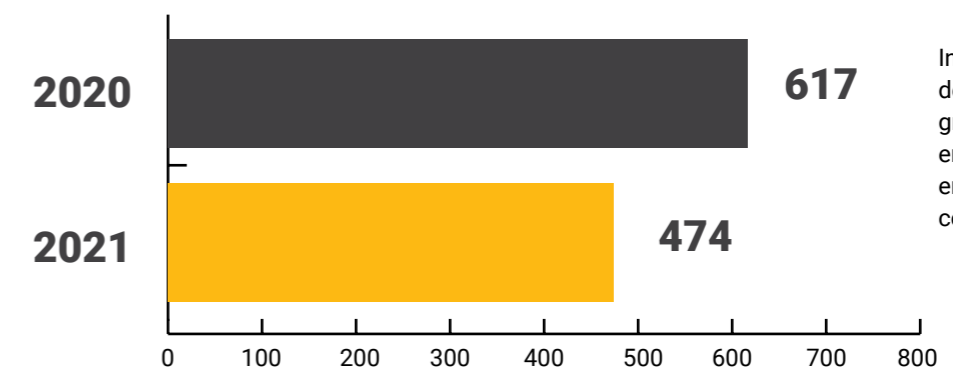
Emissions of greenhouse gases

In Info Quest Technologies, the monitoring, recording and reduction of greenhouse gas emissions is systematically monitored. In 2021, the direct greenhouse gas emissions (Scope 1 emissions) were 101 tons of CO₂, marking a 3% decrease compared to 2020.

Direct emissions - Scope 1 (t CO₂)



Indirect emissions - Scope 2 (t CO₂)

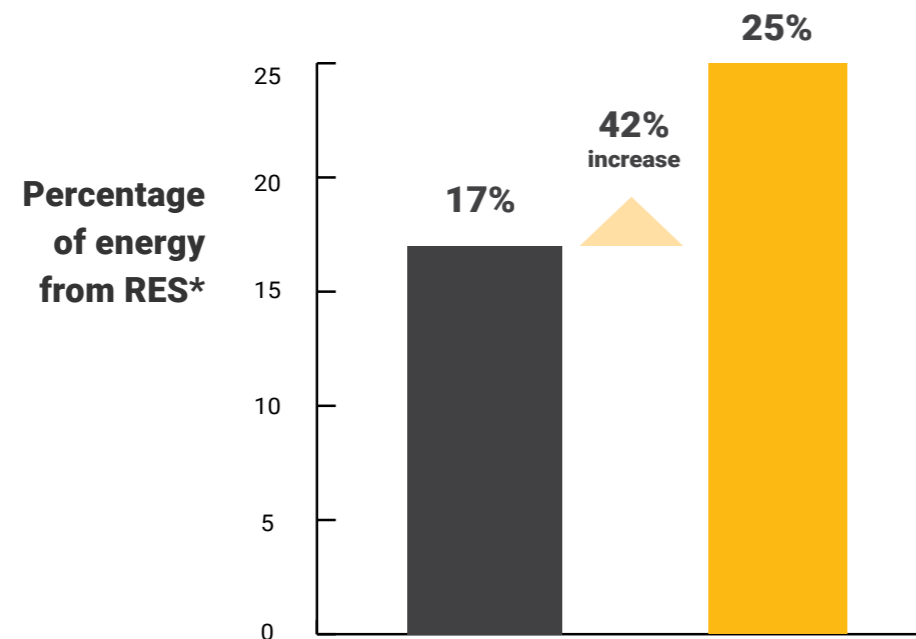


In 2021, there was a decrease in indirect greenhouse gas emissions (Scope 2 emissions) by 23% compared to 2020.

Energy consumption

Electricity consumption at Info Quest Technologies amounted to 1,531 MWh. Moreover, the percentage of electricity consumed on the total energy consumed in 2021 amounts to 72%. In order for us to reduce our footprint, we are also supplied with energy generated by renewable energy sources (RESs). In 2021, the share of energy consumed by RESs was 25%, an increase of 42% compared to 2020.

The new logistics center that we are completing in Aspropirgos, Attica has automations which reduce energy consumption and photovoltaic panels estimated to fully meet the electricity needs of the building in full operation.



Note*: For the % of energy consumption from renewable energy we have used the data of our energy provider NRG provided by DAPEEP.

Our performance - Our goals

2022 GOALS - ESG strategy goals
Replacing 6% of the fleet with hybrid cars
4% of purchased electricity green certified from renewable sources (20 MWh)

Circular economy

Info Quest Technologies has adopted a circular economy model which is based on reduction, reuse and recycling. More specifically:

Externally

- » We provide products and services such as electronic signatures and smartphone replacement services, based on the principles of the circular economy, which reduce the user's environmental footprint.
- » We offer technical services (such as service, device upgrades, etc.) to extend the life the devices
- » We operate as an authorized Service Center for the withdrawal, upgrading and/or repair of manufacturer materials
- » We promote our repair center to customers and partners.

Internally

- » We fulfill all our obligations concerning the payment of recycling fees resulting from our operation.
- » We promote the recycling of materials and have separate collectors for recycling depending on the type of waste (paper, batteries, lamps, etc.) at the company premises.
- » We have replaced disposable materials in our kitchens with biodegradable and environmentally friendly products.
- » We work with certified bodies for the recycling of materials.
- » We organize employee awareness campaigns to adopt a more environmentally friendly lifestyle and reduce waste.
- » We have implemented the Group's policy to replace the corporate fleet with hybrid/electric cars.
- » We have created charging places for electric/hybrid cars in the parking lot of the main building - Free charging for owners.

Info Quest Technologies manages and discharges smartphone batteries. We re-use non-hazardous materials as much as possible while the rest are recycled via certified partners. In 2021, we increased the recycling of packaging materials by 70%, while a rapid increase was also recorded in battery recycling.

Recyclable materials collected



Recycling of materials (kg)			
	2019	2020	2021
DEVICES	3,095	7,200	3,436
BATTERIES and/or SERVICE BATTERIES	(-)	45	363
PACKAGING MATERIALS	162,670	277,490	470,725

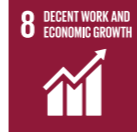



In addition, in order to reduce disposable materials and paper consumption, we apply the following actions:

- » Ban of Single Use Plastics (straws, glasses, etc.) in our offices. In 2021, there were used 70,000 biodegradable glasses, 16,000 biodegradable straws and 800 wooden stirrers.
- » Installation of mask disposal bins inside the buildings.
- » Establishment of the "Paperless office" culture.

2022 GOALS - ESG strategy goal
Creation of an electronic waste inventory
Evaluation of recycling partnerships
Introduction of paperless policy (where possible)

Future Targets







Future Targets

INFO QUEST TECHNOLOGIES		
(SDGS)	MATERIAL TOPICS	GOALS FOR 2022
	Economic Performance	<ul style="list-style-type: none"> • Maintaining a performance which is higher than that of the market (+ 2%) • Return on Capital > 16% • Maintenance of gross profitability at a rate of > 10%
	Ensuring Business ethics and combating Corruption	<ul style="list-style-type: none"> • Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices
	Compliance with Regulatory Authorities	<ul style="list-style-type: none"> • Full compliance with laws and regulations in the social and environmental area
	Protection of Customer Personal Data and Privacy and Protection of critical information systems and ensuring Business Continuity	<ul style="list-style-type: none"> • Zero cases of non-compliance, zero number of documented complaints of personal data breaches of natural persons and zero fines or penalties for breach of legislation. • Zero Data bridge incidents, which may affect the confidentiality and integrity of the Company's data and systems. • At least 99.9% Availability of Systems. <p>ESG Strategy goals</p> <ul style="list-style-type: none"> • Assessment of requirements for ISO 27001:2013. • Compulsory training to employees using computers. • Evaluation of the vulnerability of main systems

INFO QUEST TECHNOLOGIES

(SDGS)	MATERIAL TOPICS	GOALS FOR 2022
  	Equality, Diversity and Inclusion	<ul style="list-style-type: none"> Increase in the rate of employee satisfaction provided (according to the results of the satisfaction survey conducted every two years).
	Employee Development	<ul style="list-style-type: none"> Average training > 20 hours / employee. <p>ESG Strategy goal</p> <ul style="list-style-type: none"> Annual increase by 2.5% in training hours per employee. E-learning platforms > 30% of employees. Assessment for 100% of employees. Increase in employee satisfaction in training issued (based on the employee satisfaction survey every 2 years)
	Ensuring the Health, safety and well-being of employees	<p>ESG Strategy goal</p> <ul style="list-style-type: none"> Calculation of Health and Safety Indicators Zero accidents at work. Continuation of training programs in First Aid & response to natural disasters. Implementation of a psychological support program in collaboration with EAP HELLAS. Continuation of good employee well-being practices
 	Responsible Innovative Products and Services	<ul style="list-style-type: none"> Increase sales in new innovative products and technology services, with an environmental and/or social impact Retaining a share in Mobility and an increase in IoT sales by + 5% Increase in revenue from the QuestonCloud platform by 50% Increase of 2% compared to the e-Commerce market total increase.

INFO QUEST TECHNOLOGIES

(SDGS)	MATERIAL TOPICS	GOALS FOR 2022
 	Supporting digital transformation and modernization through the provision of innovative products and services	<ul style="list-style-type: none"> Retention of Indicators for Customer Service, Health and Customer Security Expansion of activity in E-Mobility. Cooperation with Xiaomi (wholesale - retail). Digital distribution / Cloud - Enhancement of services. New suppliers in the Cloud area. Strengthening of the Cloud Services activity Active participation in the Digital Transformation Projects of Greek companies Paperless Organization - Extending Paperless to other non-contract areas (such as cost management) Modern Office - Enhancing the use of vertical Applications (Analytics) Enhancing the automation of processes through Collaboration tools E-customer - Enrichment of available categories.
 	Responsible Business	<ul style="list-style-type: none"> Evaluation of suppliers for 80% of turnover (at least 50 suppliers). 1,200 hours of training. Updating on the new Code of Conduct and Ethics <p>ESG Strategy Goal</p> <ul style="list-style-type: none"> Determination of qualitative and quantitative ESG criteria for main suppliers
 	Environment	<p>ESG Strategy goals</p> <ul style="list-style-type: none"> Replacing 6% of the fleet with hybrid cars 4% of purchased electricity green certified from renewable sources (20 MWh) Creation of an electronic waste inventory Evaluation of recycling partnerships Introduction of paperless policy (where possible)



UNI SYSTEMS

We see IT differently

2021 HIGHLIGHTS

uni.systems

FINANCIAL DATA



€154 million in revenue
Increase of profitability by 119% (EBT)

ENVIRONMENT(E)



29% of energy consumption coming from Renewable Energy Sources (RES)
4% reduction of direct greenhouse gas emissions

SOCIETY (S)



11.318 hours of training
Total people hired: **209**
Number of new jobs created: **103**

GOVERNANCE (G)



Zero incidents and complaints about issues of corruption, unfair competition, anti-competitive behavior, anti-trust and monopolistic practices
Full compliance with social and environmental laws and regulations.

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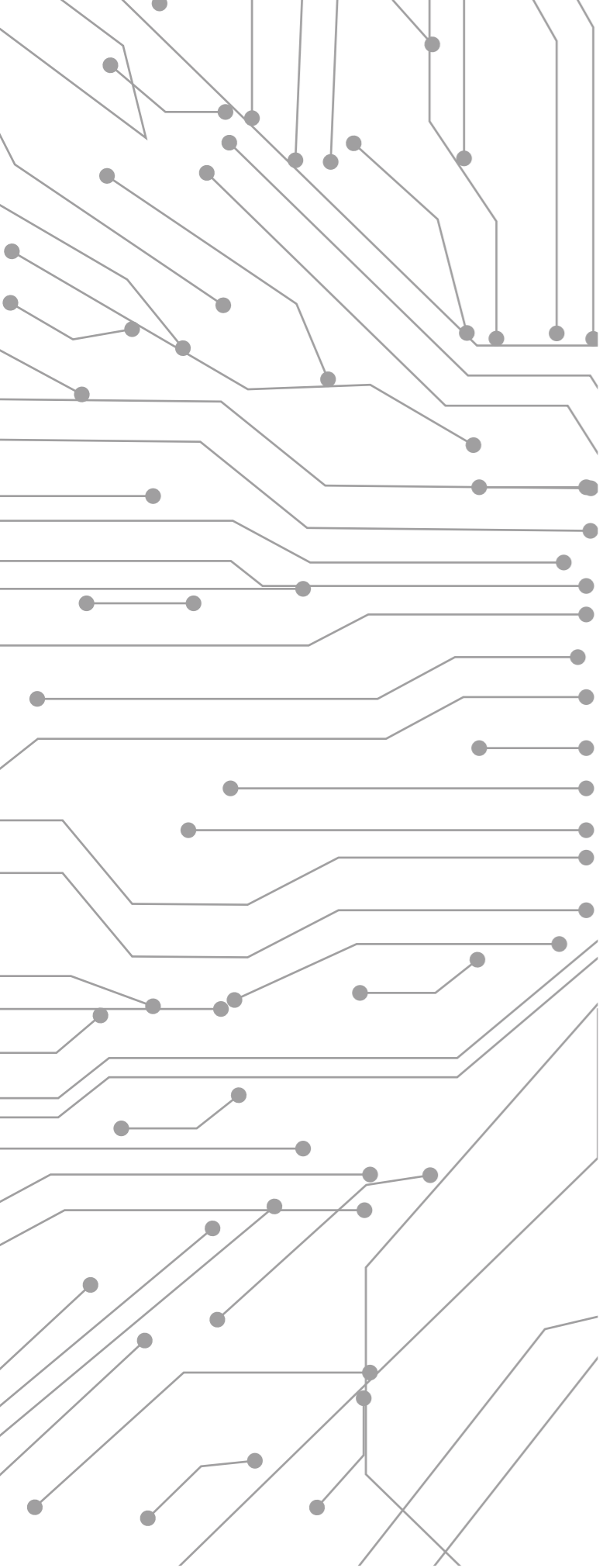
About the report

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

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

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

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



Uni Systems

Company profile

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

Uni Systems operates since 1964 as the first Greek IT company to be founded in Greece, and today, is one of the largest companies in its industry. It engages in the design, implementation and support of integrated IT solutions and services, providing services to its customers in vertical markets throughout Europe. It has been active in the international market since 2010 by implementing projects critical to both the European Union market and the private and public sector of Central and South-eastern European countries. The company is headquartered at 19-23 Alexandrou Pantou Str., Kallithea, Greece.

Uni Systems is committed to providing innovative and flexible solutions and services aimed to support its customers' digital transformation and strengthen their position in the competitive and changing international environment. With business entities in Belgium, Luxembourg, Italy, Romania, and Spain the company serves more than 300 active customers in over 25 countries.

Our vision and mission

Uni Systems' vision is to become one of the most reliable IT service providers in Europe, seamlessly interconnecting business with IT and encouraging sustainable growth.

Our values are defined by three main pillars: **respect, trust and commitment to excellence.**

Awards and Distinctions 2021

ICAP True Leaders Award for Company Performance during 2020:

- Included in the 200 most Profitable Organizations (2020)
- Recognized as one of the 150 organizations with the largest increase in employees (for 2019 and 2020)
- Amongst the top companies in its sector for revenue performance
- High ICAP score (for credit rating)



Value Creation <IR>

Our Business Model for Sustainable Development

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

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

Economic performance

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



Uni Systems is constantly growing and keeps increasing its revenue. For the year 2021, revenues amount to €154 million, an increase of 15% compared to the previous year. In addition, we improved our profitability (EBT) by 119%. In detail, our financial performance is presented in the following tables.

Direct financial value (€)		
	2020	2021
Financial value generated: total revenue/sales	€134.650.115	€154.253.025

Financial value distributed (€)		
	2020	2021
Operating costs	€92.514.235	€103.544.511
Salaries and Employee Benefits	€35.842.109	€41.942.960
Payments to financing bodies	€2.030.000	€2.499.974
Payments to State bodies	€27.637.979	€29.828.764
Social investments	€65.557	€127.059

Payment of Taxes and Contributions (€)		
	2020	2021
Payment of VAT	€11.659.207	€11.729.602
Social Security contributions	€10.379.593	€10.054.572
Payment of payroll tax (FMY)	€4.991.702	€5.943.304
Payment of other taxes	€607.476	€2.101.285
Total	€27.637.978	€ 29.828.763

Net Loan Liabilities & Leverage (€X1000)		
	2020	2021
Total borrowing	5.000	3.961
Leased liabilities IFRS 16	4.893	4.620
Minus: Cash and cash equivalents	-19.448	-18.954
Net borrowing	-9.555	-14.993
Total equity	26.349	34.879
Total capital employed	16.793	34.141
Leverage factor	-56,90%	-42,33%

Our Performance - Our Goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
5% revenue increase, 5% EBITDA* increase, more than 10% EBT*.	Total growth and revenue increase by 15%, EBT increase by 119%.	Increase in revenue > 10% EBITDA increase > 10%, EBT increase > 10%.

The Annual Financial Report for the Year 2021, which is posted on the company's website www.unisystems.com, contains further information on financial data, as well as detailed tables for all subsidiaries and their financial results

* Earnings Before Interest, Taxes, Depreciation, and Amortization (EBITDA) - Earnings Before Taxes (EBT)


Stakeholder Engagement and Material issues

Stakeholder Engagement and Material issues

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

We particularly focus on communicating and maintaining strong relationships with our stakeholders. In the context of this report, we investigated and prioritized their needs and requirements in matters related to the environment, society and governance. This procedure was carried out through an electronic questionnaire survey.

The categories of Uni Systems stakeholders are:

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

Identification of material issues

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

The materiality analysis was performed through the three stages described below:

» A. Identification of relevant issues for Uni Systems

A consultation with both external and internal stakeholders was conducted through an electronic anonymous questionnaire with the aim of prioritizing the importance of the material issues (the rating scale was from "1-Not at all important" to "5 - Highly Important").

» B. Hierarchy of issues

In the stage of prioritizing the issues, we have taken into account the Principles of Materiality and Stakeholder Participation of the GRI standards.

» C. Validation

In order to verify the results of stage B, the Principle of Completeness and Participation of Stakeholders of the GRI Standards was taken into account.

The following chart presents the material issues for Uni Systems.



1. Protection of critical information systems and ensuring operational continuity
2. Ensuring business ethics and combating corruption
3. Customer data protection and privacy
4. Ensuring the health, safety and well-being of employees
5. Compliance with regulatory authorities
6. Strengthening employment, providing decent wages and halting brain drain
7. Digital Transformation of the State
8. Providing education, certifications and employee development



Material Issues [GRI 102-46, GRI 103-1]

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

MATERIAL ISSUE	WHY THE ISSUE IS CONSIDERED MATERIAL		BOUNDARY LIMITS	
	Connection with UN Sustainable Development Goals	Stakeholders directly impacted by the issue	Impact on Uni Systems	Stakeholders outside the Company who may cause or be associated with the impact of the issue
Ensuring the health, safety and well-being of employees	 	• Employees	yes	• Regulatory or professional bodies
Customer data protection and privacy	 	• Business Partners • Customers	yes	• Regulatory or professional bodies • Business Partners
Ensuring business ethics and combating corruption		• Employees • Company Executives • Business Partners • Business Community	yes	• Regulatory or professional bodies • Social Agencies / NGOs • Media • Customers • Business Partners
Protection of critical information systems and ensuring operational continuity	 	• Employees • Company Executives	yes	• Regulatory or professional bodies
Providing education (certifications) and employee development	  	• Employees • Company Executives	yes	• Business Community • Regulatory or professional bodies
Compliance with regulatory authorities		• Employees • Company Executives • Business Partners	yes	• Regulatory or professional bodies • Customers • Social Agencies / NGOs • Media
Strengthening employment, providing decent wages and halting brain drain		• Business Partners • Company Executives • Employees	yes	• Regulatory or professional bodies • Customers
Digital transformation of the State		• Business Partners	yes	• Regulatory or professional bodies • Customers • Local community

Our Governance model

Our Governance model



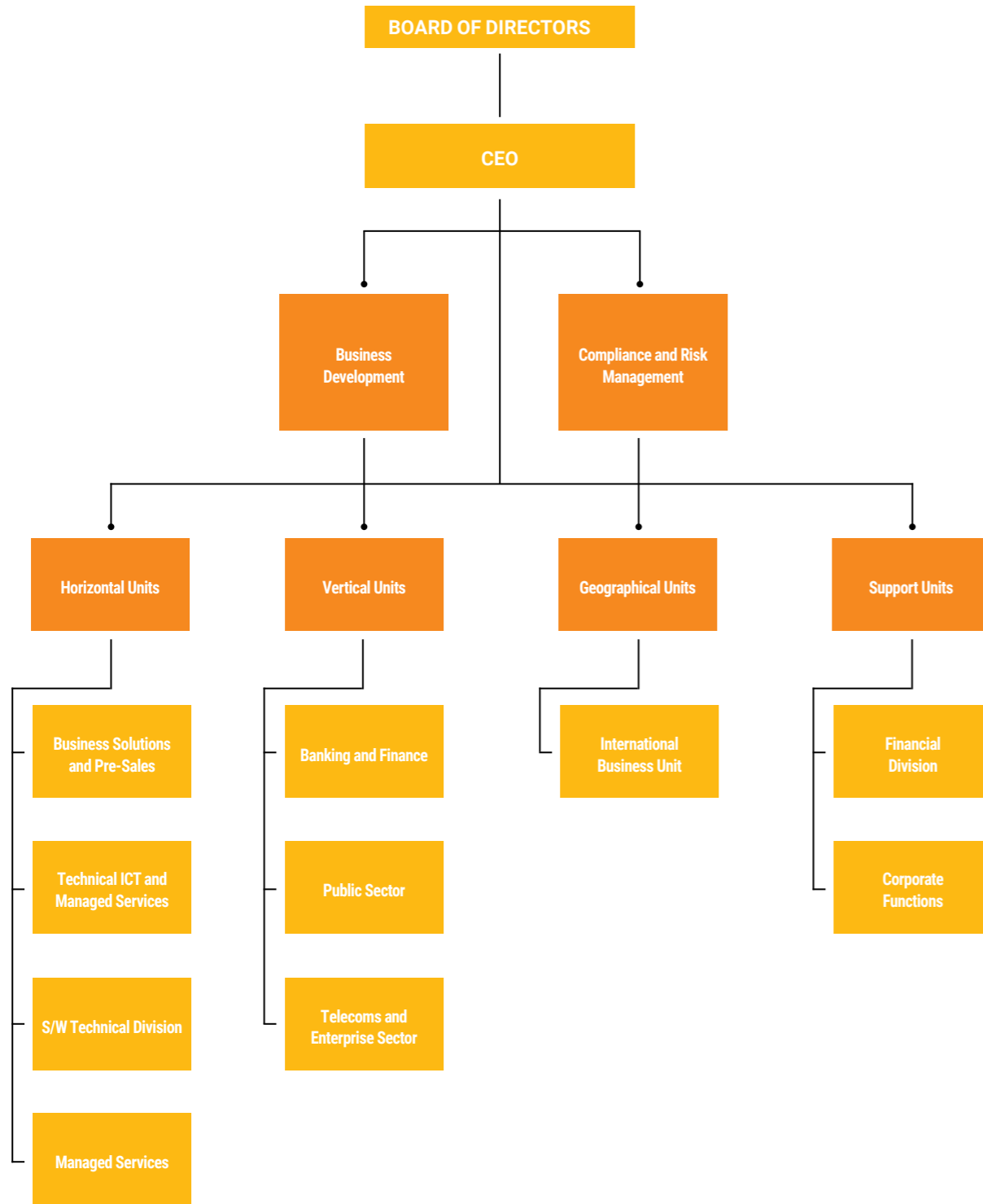
[GRI 103-1, GRI 103-2, GRI 103-3, GRI 405-1]

Corporate Governance

Uni Systems' management is based on a Corporate Governance framework set by the Management of the Quest Group, fully adopting the Principles, Values, Policies and Procedures of the Group.

Board of Directors	
Ioannis Loumakis	Chairman and CEO
Apostolos Georgantzis	Vice-Chairman
Theodoros Fessas	Member
Eftichia Koutsourelis	Member
Markos Bitsakos	Member

Organization chart



The company's Sustainable Development Committee, is responsible for the Sustainable Development and Corporate Social Responsibility issues and operates according to the strategic guidelines of Quest Group.

Ethical business behavior, corporate culture and regulatory compliance



Material issues:

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

Uni Systems operates in a context of business ethics. We have zero tolerance to any issue of derogation from existing legislation or any deviation from ethical practices and we follow a set of standards and regulations that ensures business ethics and regulatory compliance.

Regulatory Compliance & Risk Management Office

The Regulatory Compliance & Risk Management Office ensures the company's regulatory compliance and the systematization of enterprise risk management processes. We follow ISO 31000:2018 standard (Risk Management System) according to Quest Group procedures. At the same time, we enhance our clients' efforts to comply with the regulatory frameworks of their markets through the implementation of innovative regulatory compliance solutions.

Our performance - Our goals

[GRI 103-3, GRI 419-1, GRI 205-3, GRI 206-1, ESG SS-G1 Index]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Zero incidents of non-compliance, unfair competition, anti-competitive behavior, anti-trust and monopolistic practices.	Zero incidents of corruption, unfair competition, anti-competitive behavior, anti-trust and monopolistic practices.	Zero incidents of non-compliance, unfair competition, anti-competitive behavior, anti-trust and monopolistic practices.
Full compliance with legislation and regulations in a social and environmental framework.	Full compliance with legislation and regulations in a social and environmental framework.	Full compliance with legislation and regulations in a social and environmental framework.
Adaptation to the new Law on Corporate Governance (Law 4706/2020).		Adaptation to the new Law on Corporate Governance (Law 4706/2020).

Customer data protection and privacy

[GRI 103-2, GRI 103-3, GRI 418-1, Uni Systems Indicator]



Material issues:

- » Protection of critical information systems, service quality and operational continuity
- » Protection of customers' personal data and privacy

Protecting our customers' data and sensitive information consists an integral part of our operations. We have been performing a systematic investigation, recording and management of issues related to personal data from the launch of the General Data Protection Regulation (25/5/2018) and on, and we comply with all the requirements of the registers provided by the law (Archive of Activities, Data Breach, Infrastructure Security and Operational Continuity, Data Subject Requests, etc.).

At the same time, it is important to mention that a team of experts provides specialized services that ensure data protection, privacy and information security for our customers with corresponding needs.

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
System availability > 99.999%.	System availability > 99.999%	System availability > 99.999%
Further improving the Data Center infrastructures: (a) farms isolation architecture for effective access control of specialized groups of projects in the company systems, (b) completion of disaster recovery sites.	100% achievement	
Security: Sofos antivirus systems across the entire infrastructure of the company.	100% achievement	

<ul style="list-style-type: none"> • Zero data breach incidents. • Zero substantiated complaints of customer personal data misuse. 	<ul style="list-style-type: none"> • 100% achievement 	<ul style="list-style-type: none"> • Best effort to maintain zero data breach incidents (ESG Goal). • Best effort to maintain zero substantiated complaints of personal data breach.
		Mandatory training on data protection and information security for all employees.
		Continuous assessment on the vulnerability of main systems.

Our People

Our People



We support and help our people evolve by focusing on respect and inclusion practices. In 2021, we implemented the following actions to enhance employment and reverse brain drain:

Uni Systems' brand visibility

To increase the company's visibility and brand awareness we participated in recruitment events in both Greece and abroad. Due to the pandemic, the majority of them took place online.

Hiring and maintaining employees

- In the context of attracting new talents, we enhanced our recruitment teams.
- Since 2019, we have been implementing the internal referral process Bring Your Own Friend – BYOF; in 2021, 26 new talents were hired in our company.
- In order to maintain employees, we have implemented policies and procedures that helps us evaluate performance and promote talent. In 2021, the 2nd Talent Management program was conducted, in which 66 employees participated.
- We offer the ability to evolve in a dynamic environment that enhances learning and employee experience. In 2021, 42 employees undertook upgraded roles and 15 moved to other roles.

Employee satisfaction

An employee satisfaction survey was conducted, the results of which were communicated internally. The process resulted to the creation of employee focus groups with main aim the evaluation and adoption of proposals for further improvement. At the same time, we analyzed the annual results of voluntary departures (Exit Interviews), and by popular demand we increased our training programs.

Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
<ul style="list-style-type: none"> • Maintaining employees and enhancing recruitment programs. • Employee Satisfaction Survey. 	<ul style="list-style-type: none"> • Maintaining and enhancing talent attraction programs. • 100% achievement. 	<ul style="list-style-type: none"> • Maintaining and enhancing talent attraction programs. • Participation in 12-14 career events within the current year. • Enhancement of Traineeships.

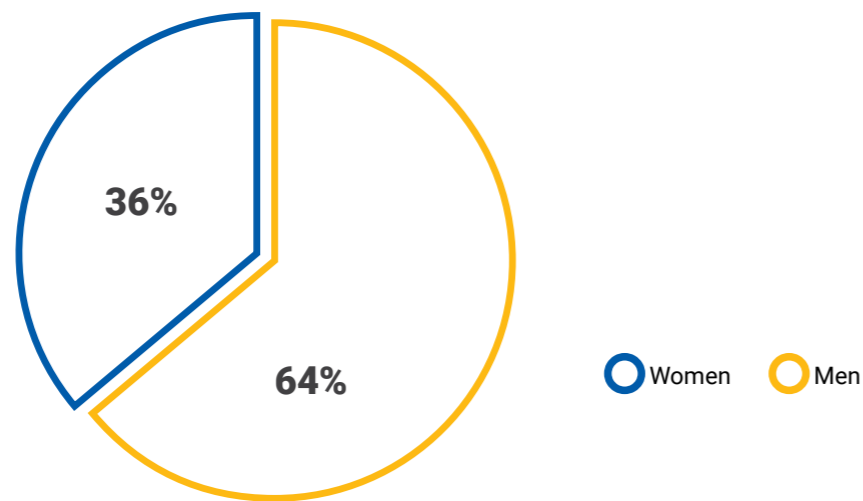
Diversity and Inclusion



Material issue: » Strengthening employment, providing decent wages and halting brain drain

At Uni Systems, we have created a work environment of inclusion, promoting diversity and providing equal opportunities for our employees. In 2021, the total number of individuals hired was 209, 36% of whom were women. We invest in our employees, offering open-ended employment contracts to 94% of new employees. At the same time, 87 departures were recorded, while the employee turnover was 11.9%

Employees hired by gender 2021



Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
<ul style="list-style-type: none"> Creation of 40 new jobs. Maintaining turnover at the levels of 2020 (6.2%). Talent attraction program in collaboration with Women on Top. 	<ul style="list-style-type: none"> Creation of 103 new jobs - total number of individuals hired: 209. 11.9% turnover. 	<ul style="list-style-type: none"> Maintaining turnover at 2021 levels (11.9%). New jobs > 110. Participation in at least one employment support program for women. Promotion of diversity and Inclusion in the work culture. Heads of Departments' Training on Violence and Harassment / relevant communication to all employees.

Employee Development

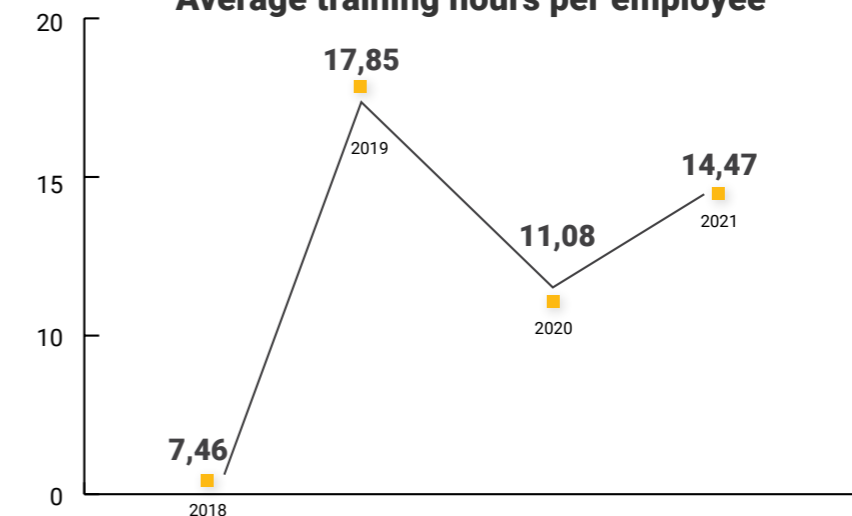
[GRI 103-2, GRI 404-1, GRI 404-3]



Material issue: » Providing education (certifications) and employee development

The development and evolution of our people is a commitment for Uni Systems. In 2021, we offered a total of 11,318 hours of both technical and soft skills training. The total training cost in 2021 was €201,592. Furthermore, during the year, 100% of Uni Systems employees undertook an annual performance review. Average training hours per employee in 2021 was 14.47. The chart below shows the average training hours per employee for the period 2018-2021 and covers the following countries of activity: Greece, Belgium, Luxembourg, Romania, Italy, France and Spain.

Average training hours per employee



In the context of our people's development in 2021:

- We conducted a leadership training program for Department Heads.
- "Orion Digital Knowledge Database" was upgraded to cover employee education data and CV.
- "Mind the code" programming academy was completed, with the participation of 50 young professionals; 15 graduates were hired in Uni Systems.

Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
<ul style="list-style-type: none"> Maintain training programs, increase the number of licenses in online training platforms, double LinkedIn Learning licenses (>400), increase by 50% the number of licenses in Pluralsight (>70). 70% completion of Digital Knowledge Database. 	<ul style="list-style-type: none"> 11.318 total training hours in 2021. Average training hours per employee 15 (contractors not included). 451 total online training licenses. 	<ul style="list-style-type: none"> 2.5% increase in training hours per employee (ESG Goal).

Health, safety and well-being of employees



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

In 2021, Health and Safety issues have been prioritized due to the increased needs arising by the COVID-19 pandemic. Uni Systems is in line with Quest Group's Health and Safety and Physical Safety policies and is in full compliance with all relevant laws and regulations.

A key principle is the assessment, prediction and prevention of work risks in parallel with the monitoring and reporting of any work related illnesses.

In collaboration with the technical health (Occupational Doctor) and safety (Security Technician) consultants, relevant training sessions were conducted addressing the employees while workplace preparation/organization was performed. To ensure the health and safety of our employees, we have taken the following measures:

- » Continuous updates on the progress of the pandemic through online updates and meetings.
- » Systematic labeling of hygiene measures and procedures.
- » Preventive PCR tests on employees, in collaboration with more than 15 diagnostic centers.
- » Mandatory temperature checks for all.
- » Remote work was maintained at more than 60% throughout the year.
- » By applying the health and safety protocol of the Group and on the basis of the occupational risk assessment of each facility, any accidents and work-related illnesses are monitored and recorded.
- » In addition, in 2021, we employed a General Practitioner at the company's premises in Athens, who provides services by physical presence (2 hours per week) or by telephone for employees on remote-working.
- » As every year, a voluntary anti-influenza vaccination was performed.
- » Additionally, regular facility and workstation checks were performed following the State's instructions for the pandemic.
- » The company complied with all of its obligations pursuant to the Occupational Doctor function and is in full compliance with the requirements of the law.
- » Implementation of the Space Occupancy pilot project aiming at improving the quality of the company's indoor environment (Indoor Environmental Quality and People count control system). Recording of thermal - acoustic comfort, air quality and lighting in selected workplaces, real-time imaging, and mapping of crowd density in workplaces.

In 2021 there were no work-related accidents, illnesses/deaths related to work and consequently, no lost working days were recorded.

The Health and Safety Management System covers 100% of company employees with contracts (definite and indefinite). Contractors are excluded.

Employee benefits are provided to full-time employees only and are in line with the Quest Group benefits.

The well-being of our employees is a driving force for Uni Systems. In 2021, employee benefits* included the following:

<input type="radio"/> benefit schemes for medical/hospital care and life insurance	<input type="radio"/> leaving work earlier every Friday during the summer. This measure also applied during teleworking;
<input type="radio"/> pension plan	<input type="radio"/> leaving work earlier on birthdays;
<input type="radio"/> annual medical check-up for managerial-level employees and above	<input type="radio"/> Marriage, childbirth gift, and a gift upon successful children's entry to Universities;
<input type="radio"/> voluntary blood donation for the Group's blood bank	<input type="radio"/> "I stand out" award program - a total of 19 colleagues from Uni Systems were awarded in 2021.
<input type="radio"/> mobile telephone package	<input type="radio"/> food vouchers
<input type="radio"/> psychological and counseling support program for the employees in Greece and their family members	

Footnote * Employee benefits apply to the employees in Greece and most of the international subsidiaries.

Our performance - Our goals

[GRI 103-3, GRI 403-8]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Zero occupational accidents, illnesses and work-related deaths.	Zero occupational accidents / occupational illnesses.	<ul style="list-style-type: none"> • Calculation of Health and Safety Indicators. • Maintaining the LTIF index below 2.3 and the TRIR index below 1.2 (ESG Goals).
60% tele-working (for positions eligible to teleworking).	100% achievement.	Creation of a remote-working policy
		<ul style="list-style-type: none"> • Alignment of employee benefits across subsidiaries where possible and according to the legal framework of each country. • Common payroll system for all subsidiaries. • Common human resources management system for all subsidiaries.

Responsible business activity

Responsible business activity



Sustainable supply chain

A sustainable supply chain is one of the key parameters that determine our success. We honor our long-standing business relationships and partnerships as they constitute a benchmark in our development and have defined our course. Our commercial relations with partners and suppliers further support our effort to successfully cover the primary need for the provision of effective solutions and, therefore, we make every effort to strengthen our ecosystem for the benefit of all our stakeholders.

Network of partners and suppliers

Our database includes more than 1,500 suppliers and partners. In order to effectively manage our supply chain we implement the following activities:

- » We maintain long-term commercial partnerships governed by a spirit of trust and security.
- » We implement Quest Group's Procurement procedure and select our partners and suppliers under the Group's Supplier Code of Conduct.
- » We are conducting a thorough investigation on any new supplier checking for possible infringements of the Suppliers Code of Conduct. At the same time, we examine in depth the reliability, know-how, and performance of the candidate partner.
- » We evaluate annually existing partnerships by applying specific methodology, which is based on the quality of their work and the level of cooperation.
- » Respectively, as regards the inclusion of new suppliers, a specific procedure is followed, which includes checking and recording their corporate and financial data (publications in the government gazette, balance sheets, etc.).
- » As far as our international suppliers and partners are concerned, of particular importance to us are the ratings they receive from analytics companies such as Gartner, Forrester, etc.

Customers

At Uni Systems, we recognize the role we play as regards the responsible operation of our purchasing and selling chain. In this context, our Credit Control department checks and evaluates new customers in advance with a specific process, which mainly includes auditing of financial data through companies providing Credit Risk Management services. At the same time, a similar check is carried out at regular intervals for existing customers. In case of findings that may jeopardize our company and/or partners' financial position and liquidity, we take action to defend our interests.

Our Certifications



Quality Management System Certification of Conformity EN ISO 9001: 2015, TUV HELLAS (TUV NORD)



Quality Management System Certification of Conformity ISO 9001: 2015 (Romanian branch)



ISO/IEC 27001 Security Certification: 2013, TUV HELLAS (TUV NORD)



Certificate of Conformity of the IT Services System ISO/IEC 20000-1: 2018, TUV HELLAS (TUV NORD)



Environmental Management System Certification of Conformity EN ISO 14001: 2015, TUV HELLAS (TUV NORD)



ISO 22301: 2019 Business Continuity System Compliance Certificate, TUV HELLAS (TUV / NORD)

Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
• Evaluation of our partner network.	176 Suppliers of the Company and 110 Technicians of Uni Systems Support Center were evaluated in 2021	Determining a methodology on the basis of which we will introduce ESG criteria in evaluating key suppliers.
• Extension of cooperation in banking, big data analytics, cloud, digital signage.	In progress	Extension of cooperation in banking, big data analytics, cloud, cybersecurity, managed services, customer experience.
• Investigation of interests or acquisitions in areas of digital onboarding and SAP services.	Digital onboarding: 60% of Intelli Solutions acquired	Ongoing investigation of interests in the area of SAP services.
• Wider participation in policy-making working groups in technological areas in Greece and abroad.	In progress	
• Expansion with international subsidiaries (2 countries), integration of at least 10 new customers abroad.	Partial achievement	
• Expansion of partner network with near/offshore development centers.	In progress	

Sustainable products & digital innovation

Sustainable products & digital innovation



Responsible and innovative solutions and services

The provision of responsible and innovative services and solutions focuses on three main pillars:

A) Provision of solutions that lead to digital transformation and customer satisfaction

Our goal is to provide effective services to our customers and create an integrated process for their gradual transition to a digital and sustainable environment. In this context, we create solutions and provide services that enable the development of innovation.

At the same time, we track and measure our clients' level of satisfaction by conducting a satisfaction survey for selected groups on an annual basis.

Regarding the methodology of managing customer complaints, there are three main channels through which they are recorded: a) the customer satisfaction survey, b) the projects' steering committees, and c) official communication from the customer.

The department responsible for handling complaints is the Quality Management Department, which records and monitors complaints and takes remedial actions, when are required.

B) Research, Development and Innovation

Our investment in research, development and innovation fosters long-term sustainable development. The plan enables the identification of solutions and partnerships and the engagement with new technologies. The above is evolving our approach to information technology and is educating us on new open standards of cooperation covering a wide range of sectors.

C) Uni Systems' Digital transformation

The transformation needs of our customers and our engagement to support their transition to a digital future, first and foremost indicate the transformation and modernization of our own company and its operations. In this context, we review the way in which IT and technology are utilized, as well as the organization of our processes, with a view to the evolution of our business performance. We have commenced and are gradually materializing an internal project (UniApprovals) for the digitization of important internal processes as well as the adoption of innovative tools to support business activities such as sales (Monday) and Innovation Management (BrightIdea).

In addition, the new strategic development plan of our company (2022-2026) includes selected initiatives to improve performance in sectors such as: Portfolio Management, Pricing and Invoicing Policy, Sales, Resource & Pyramid Management, Delivery Model Transformation and Profit Margin Management.

Innovation Center

Based on the initiatives and activities of our Research Development and Innovation department, Uni Systems laid the foundations for the creation of Quest Group Innovation Center, iQnovus, responding with innovative solutions to the challenges of its companies through specific Working Groups. The Innovation Center supports dissemination of knowledge, monitoring of market trends, talent attraction practices, creation of new products and services, the use of tools and methods of innovation management and the attraction of financing and investment.

The Innovation Center manages Clusters, Competence Centers and Digital Innovation Hubs through its broad ecosystem that includes, in addition to the Group's companies, academic institutions, smaller companies and start-ups and companies with specific know-how.

Supporting Digital Transformation



Material issue: » **Supporting digital transformation and modernization through the provision of innovative products and services and digital transformation of the State.**

Uni Systems' successful and uninterrupted course in the IT sector that covers over 58 years, is a result of its people's technical know-how and skills, as well as of its Management's ability to anticipate and capitalize on market trends and opportunities. In this context, the ongoing transformation of the company has always been one of the key building blocks of its activities



Major events of 2021:

- Preparation of a new five-year development plan under the guidance of the international business consultancy firm Oliver Wyman. The strategy provides for focus and significant growth in five horizontal digital areas (Cloud, Managed Services, Data & Analytics, Cybersecurity and Customer Experience) as well as in three vertical markets of particular interest (Greek Public Sector, European Union Services and Organizations and Banking/Financial Sector).
- Investment in the start-up PROBOTEK with specialization in the Internet of Drones technology and participation in the shareholding scheme with the acquisition of 24.9% of shares.
- Establishment of a subsidiary in Spain.
- Acquisition of 60% of Intelli Solutions.
- Acquisition of 20% of start-up Optechain, with expertise in e-mobility and in-store experience solutions.
- Establishment of Museotek together with TETRAGON and Mobics. Museotek digital platform provides schools with the opportunity to virtually visit museums, collections and other cultural sites.
- Investments in Research and Development in 2021 exceeded €1 million.

GOALS FOR 2022

20% increase in digital solutions

10% increase in R&D costs

Expected R&D revenue: €2 million

Environment

Environment

We monitor the developments related to environmental management and ensure that the relevant regulatory frameworks and policies are implemented with the aim of minimizing the impact our operations have on the environment. As a company that provides services, we aim at continuously reducing energy consumption and increasing use of energy from renewable sources.

Climate change

We make efforts to reduce our environmental footprint and select technologies that optimize energy management, save costs and contribute to the environmental protection. At Uni Systems, we are implementing an integrated environmental management system certified according to ISO/IEC 14001:2015.

Greenhouse gas emissions

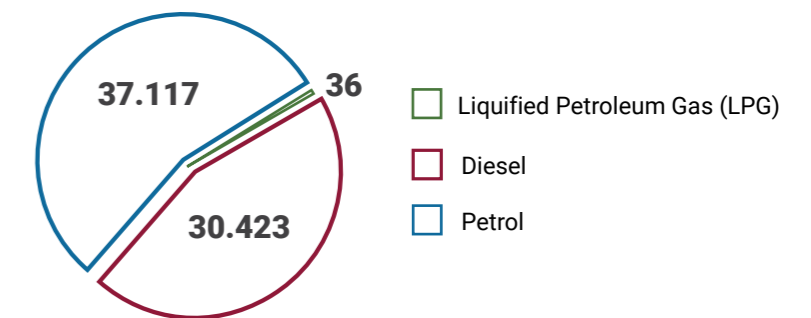
We aim at effectively tackling the issue of greenhouse gas emissions and toward that in 2021 we reduced greenhouse gas emissions by 4%. The direct and indirect emissions are detailed in the following tables.

	2020	2021
Scope 1 – Direct emissions (CO ₂ Equivalent) (tons)	163,45	156,87
Scope 2 - Indirect emissions (CO ₂ Equivalent) (tons)	2.087,16	1.576,43

• *Note: Measurements of Scope 1 (direct emissions) and Scope 2 (indirect emissions) relate only to the activities in Greece.*

Our activities require the use of corporate vehicles and in this context we record consumption in order to reduce our carbon footprint. Detailed consumption is shown in the graph below.

Fuel consumption of corporate vehicles (lt)



Energy consumption

Electricity consumption within the company in 2021 amounted to 3,668,380 (kWh), marking a 3% increase. A percentage of 29,4% of electricity comes from Renewable Energy Sources (RES).

Note: The % of energy consumed by RES is based on the Renewable Energy Sources Operator & Guarantees of Origin (DAPEEP SA) indicators provided by our energy provider NRG for RES.

GOALS FOR 2022 - ESG Goals
4% of purchased electric energy to come from green certified RES
7% of the company's fleet to switch to electric or hybrid cars
Introduction of paperless policy (where possible)

Contribution to Society

Contribution to Society



In the year 2021, we carried out a series of actions aimed at further supporting youth and vulnerable groups of our society. Our detailed actions are as follows:

- » We bridge business with the academic world: a) through initiatives and collaborations of our Innovation team and b) by making targeted presentations to groups of young graduates and giving them the opportunity to understand working models. The organization of the programming academy “Mind the Code” which has been mentioned in the “Our People” section is part of this initiative.
- » Uni Systems participated in the Athens Marathon with 29 colleagues. All expenses were covered by the company with a part of the contribution supporting the causes of “Smile of a Child” NGO.
- » We support technology and student communities such as the Ministry of Testing and the Microsoft community, as well as the Greek team participating in the European Cybersecurity Challenge.
- » Through our Innovation Ecosystem, we support smaller companies in their various operations, such as in shaping their pricing policy, marketing, sales, etc.
- » We firmly support the “Mitera” Center for the Protection of the Child and the institutions supported by it.
- » We are a member of the network of companies that support “Mporoume” (We Can) that addresses food waste.
- » We support Association “Diazoma” for the preservation of our cultural heritage.
- » We have offered a scholarship to the University of Piraeus for the Finance department.
- » Our Christmas gifts addressing our employees in both Greece and abroad were ordered by local producers in North Evia whose agricultural production was severely affected during the wildfires of the summer of 2021.

Future Goals

Future Goals

UNI SYSTEMS		
(SDGS)	MATERIAL TOPICS	GOALS FOR 2022
	Economic Performance	<ul style="list-style-type: none"> • Increase in revenue > 10% • EBITDA increase > 10% • EBT increase > 10%
	Ensuring business ethics and combating corruption.	<ul style="list-style-type: none"> • Zero incidents of non-compliance, unfair competition, anti-competitive behavior, anti-trust and monopolistic practices.
	Compliance with regulatory authorities	<ul style="list-style-type: none"> • Full compliance with legislation and regulations in a social and environmental framework. • Adaptation to the new Law on Corporate Governance (Law 4706/2020).
 	Protection of critical information systems, service quality and operational continuity.	<ul style="list-style-type: none"> • System availability > 99.999% • Continuous assessment on the vulnerability of main systems
 	Protecting customers' personal data and privacy	<ul style="list-style-type: none"> • Best effort to maintain zero substantiated complaints of personal data breach • Best effort to maintain zero data breach incidents (ESG Goal) • Mandatory training on data protection and information security for all employees
	Environment	<ul style="list-style-type: none"> • 4% of purchased electricity certified green from renewable sources • 7% of the company's fleet to switch to electric or hybrid cars • Introduction of paperless policy (where possible)
	Strengthening employment, providing decent wages and stopping the migration of skilled professionals	<ul style="list-style-type: none"> • Maintaining and enhancing talent attraction programs • Participation in 12-14 career events in 2022 • Enhancing Traineeships programs • Maintaining turnover at 2021 levels (11.9%) • Creating >110 new jobs. • Participation in at least one workplace support program for women • Strengthening workplace culture for Diversity and Inclusion (D & I) • Heads of Departments' Training on Violence and Harassment / relevant communication to all employees

UNI SYSTEMS

(SDGS)	MATERIAL TOPICS	GOALS FOR 2022
	Providing education (certifications) and employee development	<ul style="list-style-type: none"> • 2.5% increase in training hours per employee (ESG Goal)
	Ensuring the health, safety and well-being of employees.	<ul style="list-style-type: none"> • Calculation of Health and Safety Indicators • Maintaining the LTIF index below 2.3 and the TRIR index below 1.2 (ESG Goals) • Creation of a remote-working policy • Alignment of employee benefits across subsidiaries where possible and according to the legal framework of each country. • Common payroll system for all subsidiaries • Common human resources management system for all subsidiaries
	Responsible Business Activity	<ul style="list-style-type: none"> • Determining a methodology on the basis of which we will introduce ESG criteria in evaluating key suppliers • Extension of cooperation in banking, big data analytics, cloud, cybersecurity, managed services, customer experience. • Ongoing investigation of interests in the area of SAP services • Ongoing expansion of partnerships with near/offshore development centers.
 	Supporting digital transformation and modernization through the provision of innovative products and services and digital transformation of the state.	<ul style="list-style-type: none"> • 20% increase in digital solutions • 10% increase in R&D costs • Expected R&D revenue: €2 million



2021 HIGHLIGHTS - iSquare

FINANCIAL FIGURES



44% increase in turnover

ENVIRONMENT (E)



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

SOCIETY (S)



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

CORPORATE GOVERNANCE (G)



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

iSquare

Authorized Distributor of Apple products

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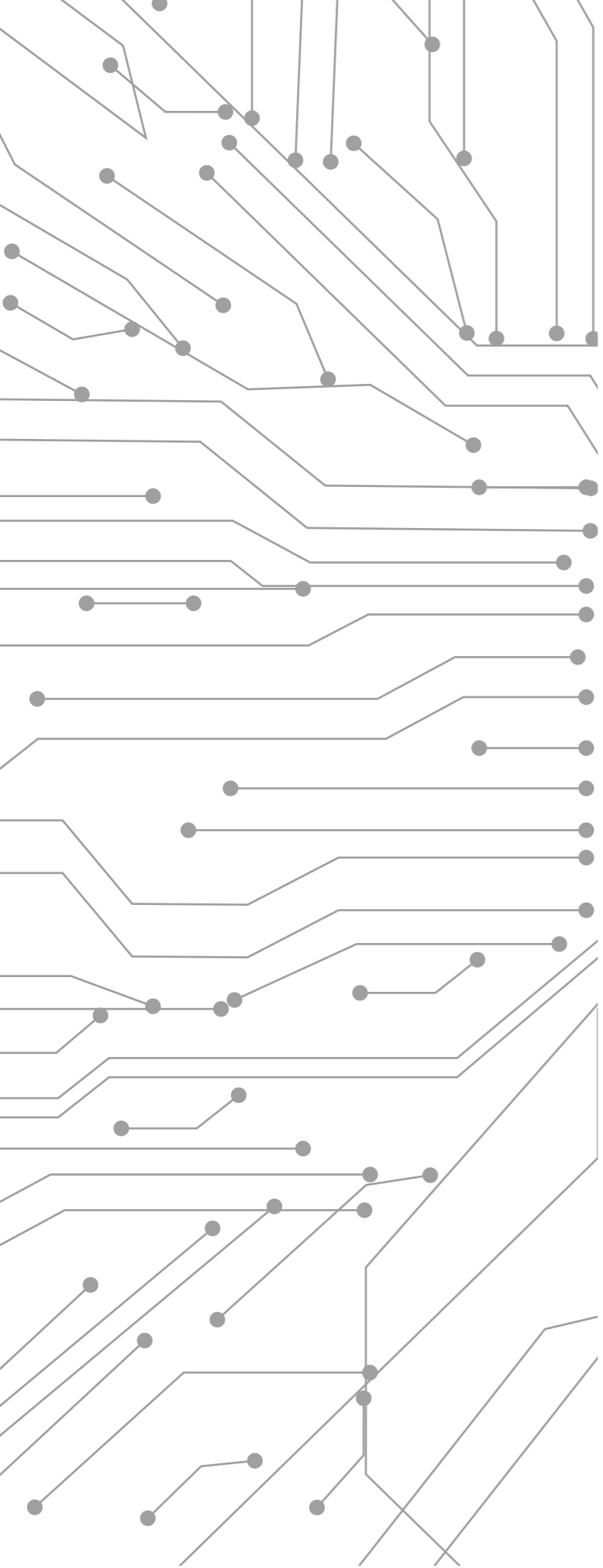
About the report

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

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

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

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



iSquare

The Company

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

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

Our vision and mission

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

2021 Awards and Distinctions



VALUE CREATION <IR>

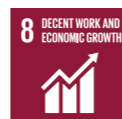
Our Business Model for Sustainable Development

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

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

Economic performance

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



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

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

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

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

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

¹ Impairment-related items are not included.

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

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

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

⁵ Operating costs are not included.

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

⁷ Includes donations, sponsorships.

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

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

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

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

Our performance - Our goals

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

Engagement with Stakeholders and Material issues

Engagement with Stakeholders and Material issues

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

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

The categories of iSquare stakeholders are:

V

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

Recognition of material issues

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

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

- Inclusivity
- Materiality
- Sustainability Framework
- Completeness

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

» A. Recognition of relevant issues for iSquare

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

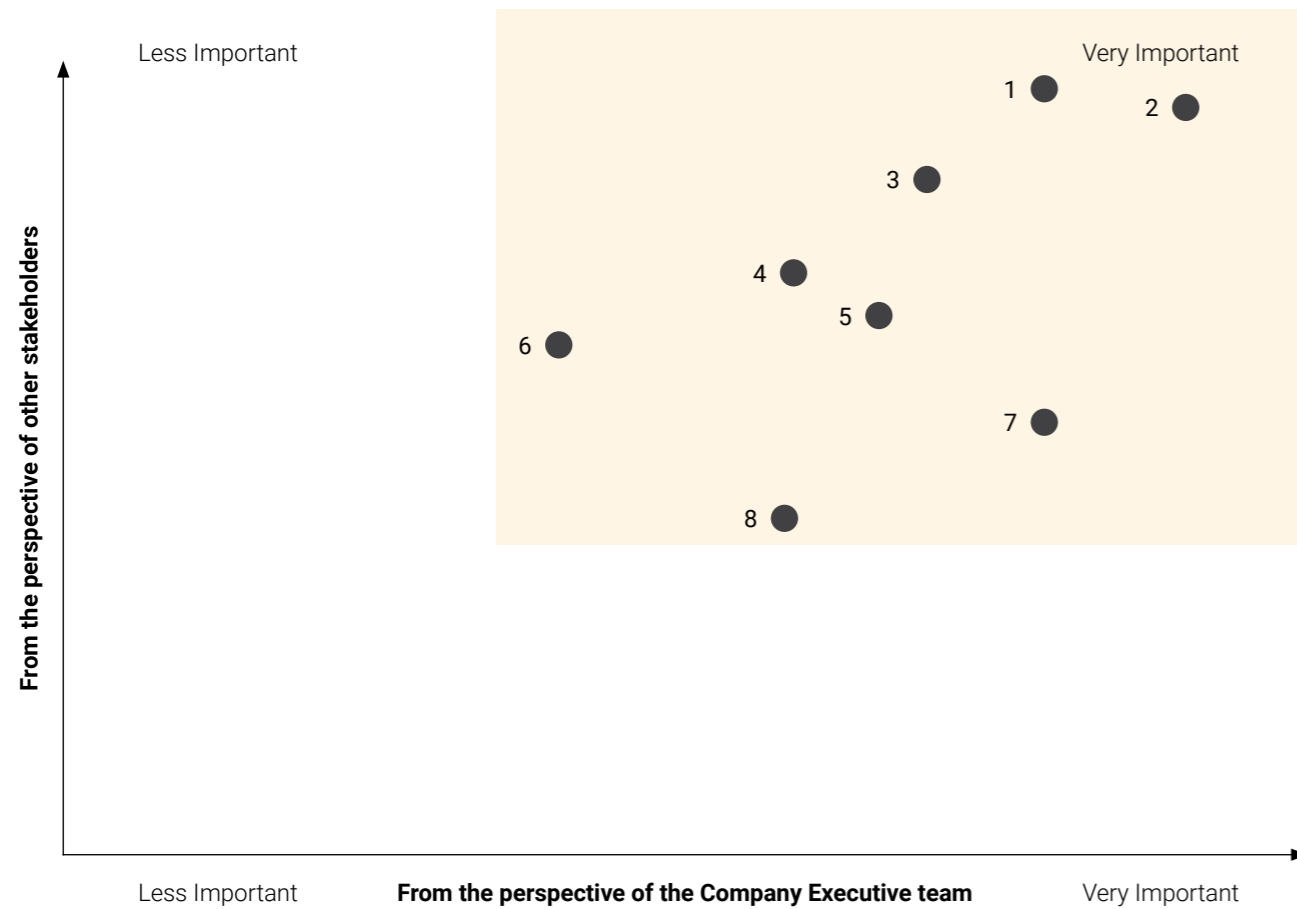
» B. Hierarchy of issues

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

» C. Validation

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

The chart below presents the material issues for iSquare.



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



Material Issues

[GRI 102-46, GRI 103-1]

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

MATERIAL ISSUE	WHY THE ISSUE IS CONSIDERED MATERIAL		BOUNDARY LIMITS	
	Connection with UN Sustainable Development Goals	Stakeholders directly affected by the issue	Impact on iSquare	Stakeholders outside the Company who may cause or be associated with the effects of the issue
Ensuring the health, safety and well-being of employees	 	• Employees	yes	• Executives • Regulatory or professional bodies
Protecting Customers' Personal Data and Privacy	 	• Business Partners • Customers	yes	• Regulatory or professional bodies
Ensuring business ethics and combating corruption		• Employees • Executives • Business Partners • Business Community	yes	• Regulatory or professional bodies • Social Agencies / NGOs • Media • Customers
Protection of critical information systems and ensuring operational continuity	 	• Employees • Executives	yes	• Regulatory or professional bodies
Providing education (certifications) and employee development	  	• Employees • Executives	yes	• Business Community • Regulatory or professional bodies
Compliance with regulatory authorities		• Employees • Executives • Business Partners	yes	• Regulatory or professional bodies • Customers • Social Agencies / NGOs • Media
Supporting digital transformation and modernization through the provision of innovative products and services		• Business Partners • Executives	yes	• Regulatory or professional bodies • Customers
Provision of technological products and services, with an environmental and/or social positive footprint		• Business Partners	yes	• Customers • Local community

Our Corporate Governance model

Our Corporate Governance model



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

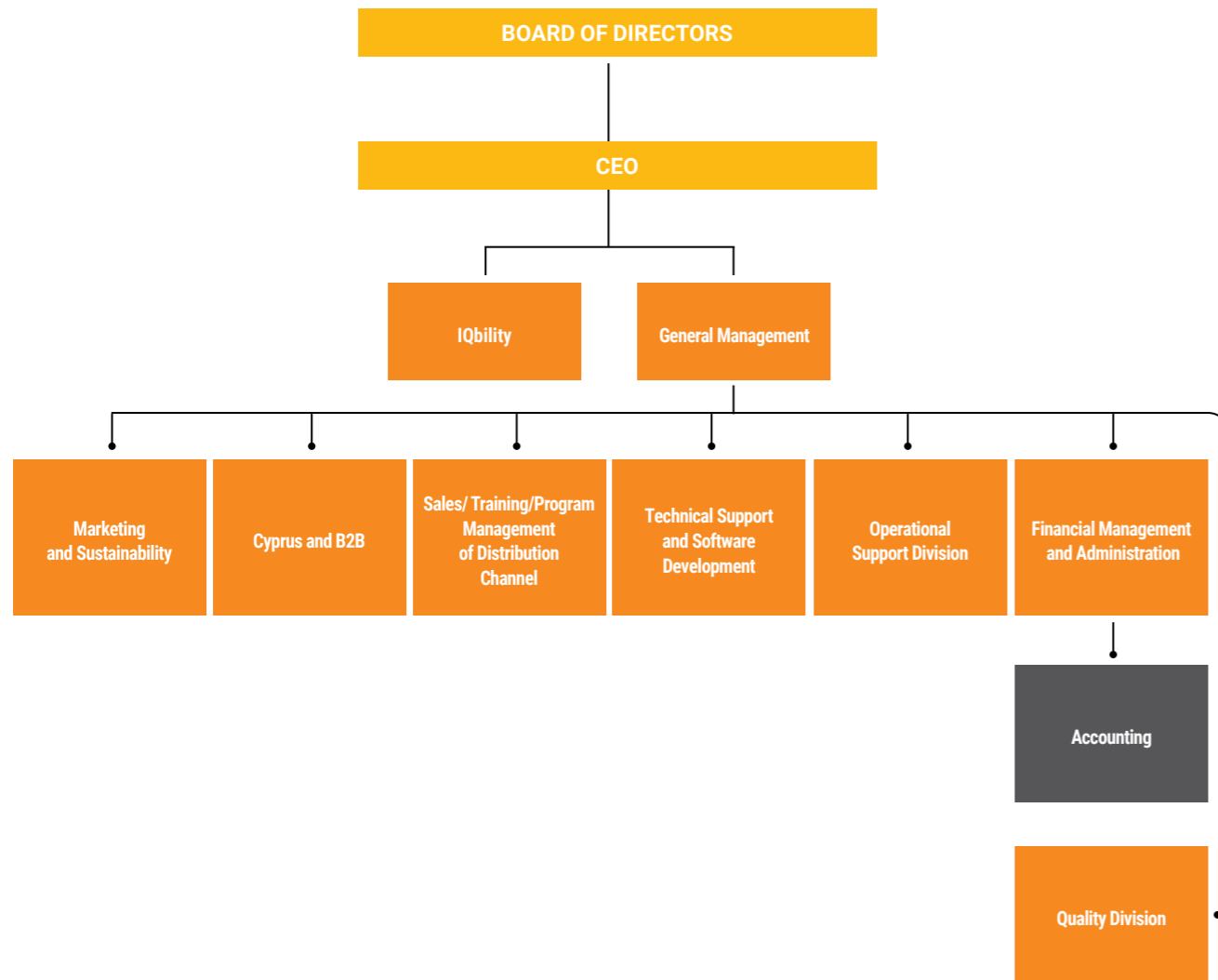
Corporate Governance

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

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

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

Organization chart



Ethical business behavior and culture, and regulatory compliance

[GRI 103-2]



Material issues:

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

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

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

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

Protection of customer privacy and data

[GRI 103-2]



Material issues:

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

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

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

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

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

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

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

Our performance - Our goals

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

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

Our People

Our People



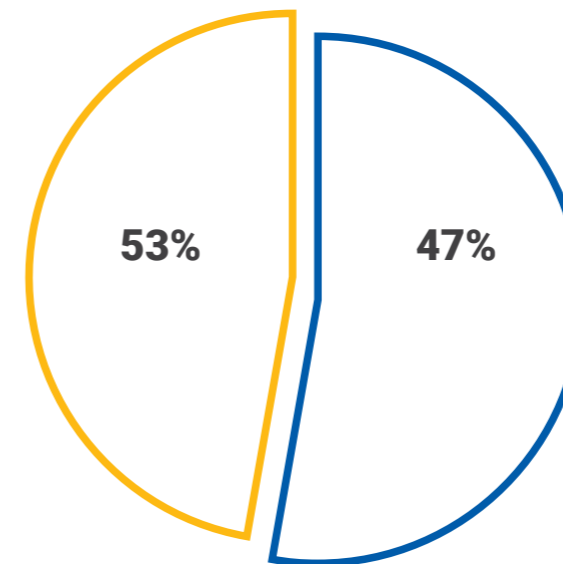
[GRI 103-2, GRI 103-3, GRI 401-1]

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

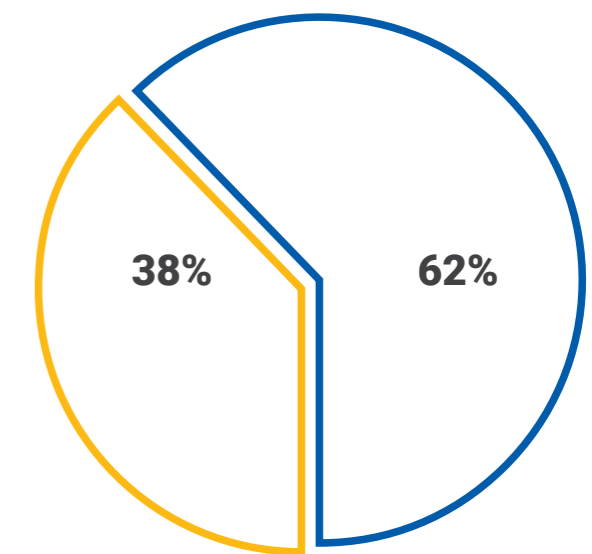
Diversity and Inclusion



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

Percentage of human resources per Gender 2021



Total individuals hired by Gender 2021

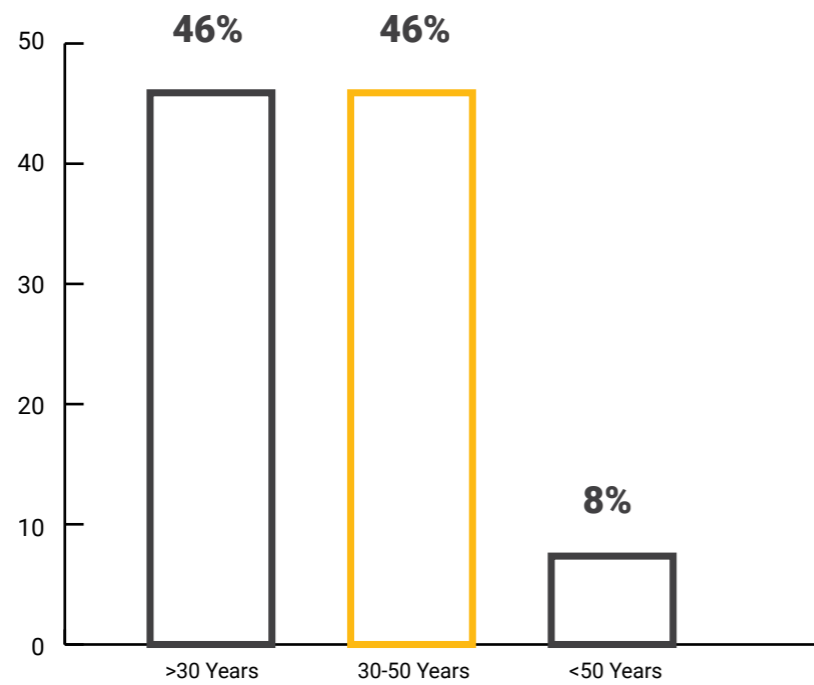


 Women  Men

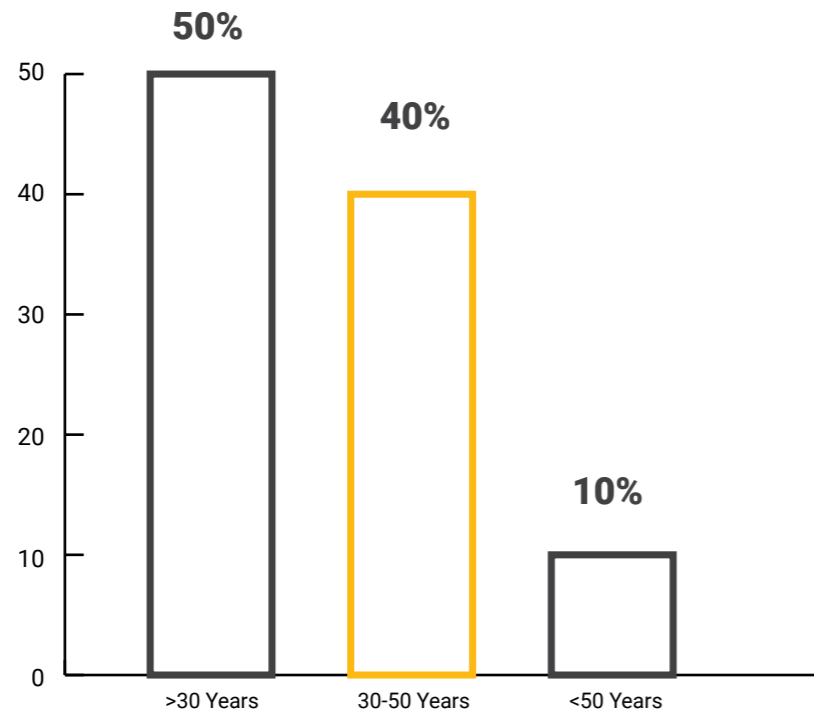
Attracting competent and worthy employees is especially important for us. All instances of hiring were made in Attica, and the contracts are open-ended. In 2021, iSquare hired 13 new individuals, 62% of which are men (8) and 38% women (5).

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

New individuals hired by age



Departures by age



In 2021, the following were recorded:

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

Employee Development

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

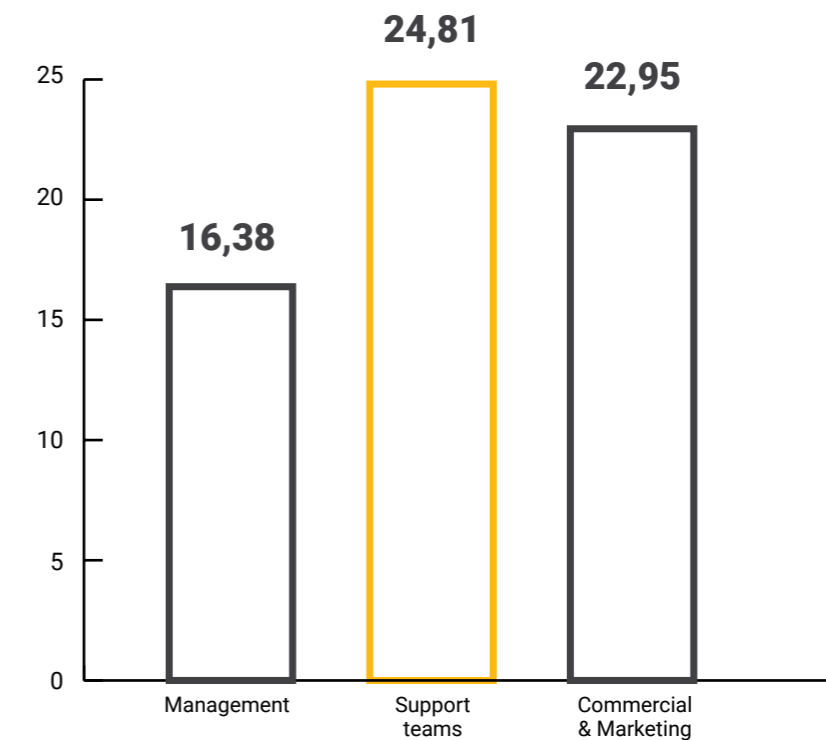


Material issue:

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

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

Average training hours by employee category



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

Our performance - Our goals

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

Health, safety and well-being of employees

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



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

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

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

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

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

Well-being and quality of life

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

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

Our performance - Our goals

[GRI 103-3, GRI 403-8]

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

Responsible business activity

Responsible business activity

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

Sustainable supply chain

[GRI 102-9, GRI 102-10]

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

Our performance - Our goals

[GRI 103-3, iSquare Index]

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

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

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

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

Sustainable products & digital innovation

Sustainable products & digital innovation



Material issues:

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

Digital Transformation

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

The team has focused on a number of actions:

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

Our performance - Our goals

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

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

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

More specifically, we implement the following actions:

“Innovation in Education” Program

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

learniPad.gr - A revolutionary platform

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

Environmentally friendly products

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

For more information, visit Apple’s annual report.

Our performance - Our goals

[GRI 103-3, iSquare Indicator]

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

Environment

Environment



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

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

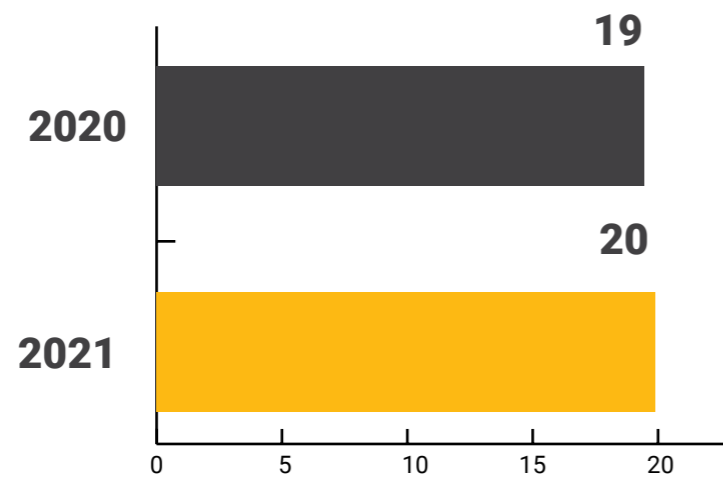
Climate change

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

Emissions of greenhouse gases

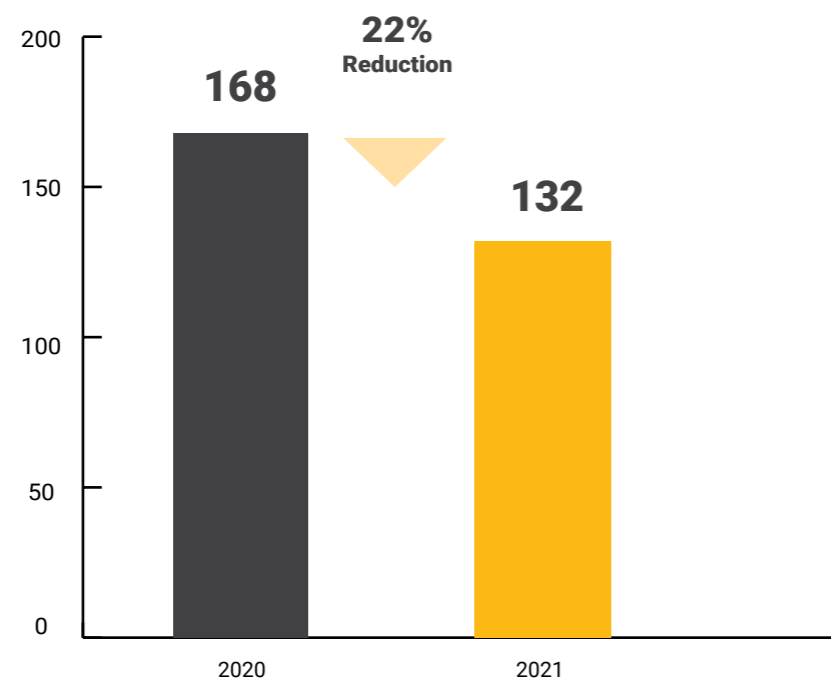
In iSquare, energy and greenhouse gas management is an important pillar of our operation. In 2021, the direct greenhouse gas emissions (Scope 1 emissions) were 20 tons of CO₂.

Direct emissions - Scope 1 (CO₂ Tons)



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

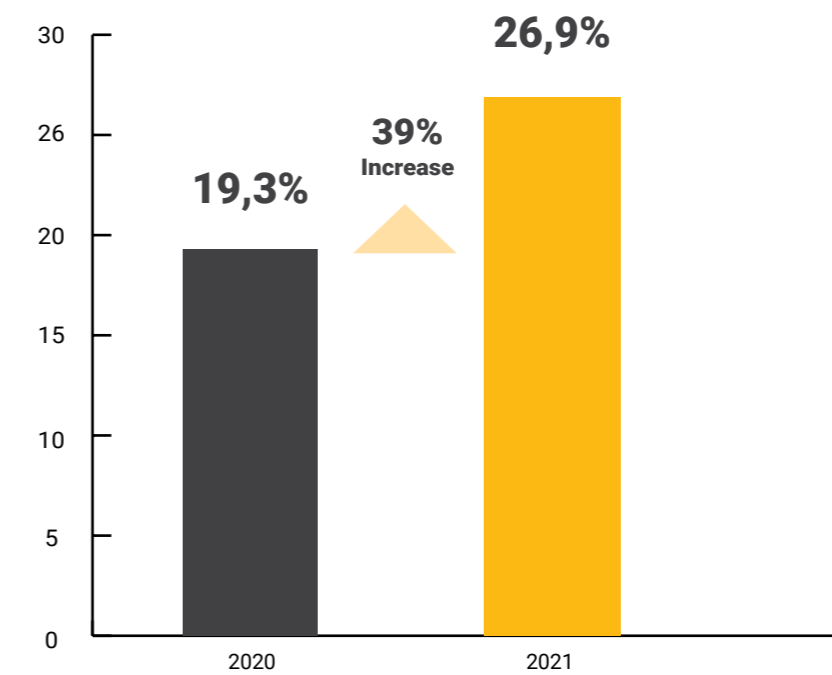
Indirect emissions - Scope 2 (Tons of CO₂)



Energy consumption

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

Percentage of energy coming from RES*

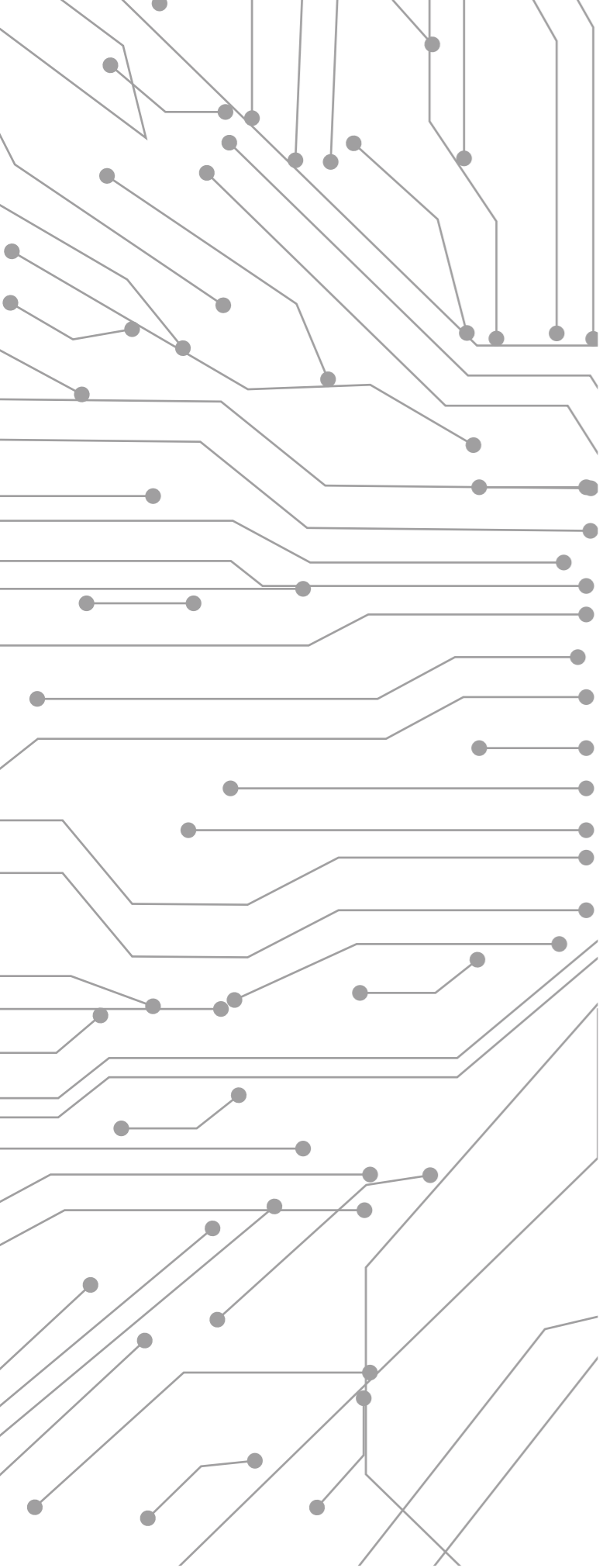


* Note: For the % of energy consumption from RES the conversion factor 2020 was used for our energy provider and was provided by DAPEEP

Our goals

[GRI 103-3, iSquare Indicator]

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



Contribution to Society

Contribution to Society

[GRI 413-1]



€10.416 in social investments

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

Future Goals

Future Goals

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



ACS

Our mission is People

2021 HIGHLIGHTS



FINANCIAL RESULTS



7,3% increase in turnover

ENVIRONMENT (E)



4,6% reduction in indirect greenhouse gas emissions (Scope 2 emissions)

7% reduction in emission intensity

100 new parking spaces for electric cars

SOCIETY (S)



555 employees

1.033 human-hours of training and **4.566** hours of training of ACS shops through e-learning

€889.302 for our social contribution

GOVERNANCE (G)



Zero incidents and complaints on matters of corruption, unfair competition, anti-competitive behavior, anti-trust and monopoly practices.

Full compliance with laws and regulations in the social and environmental area

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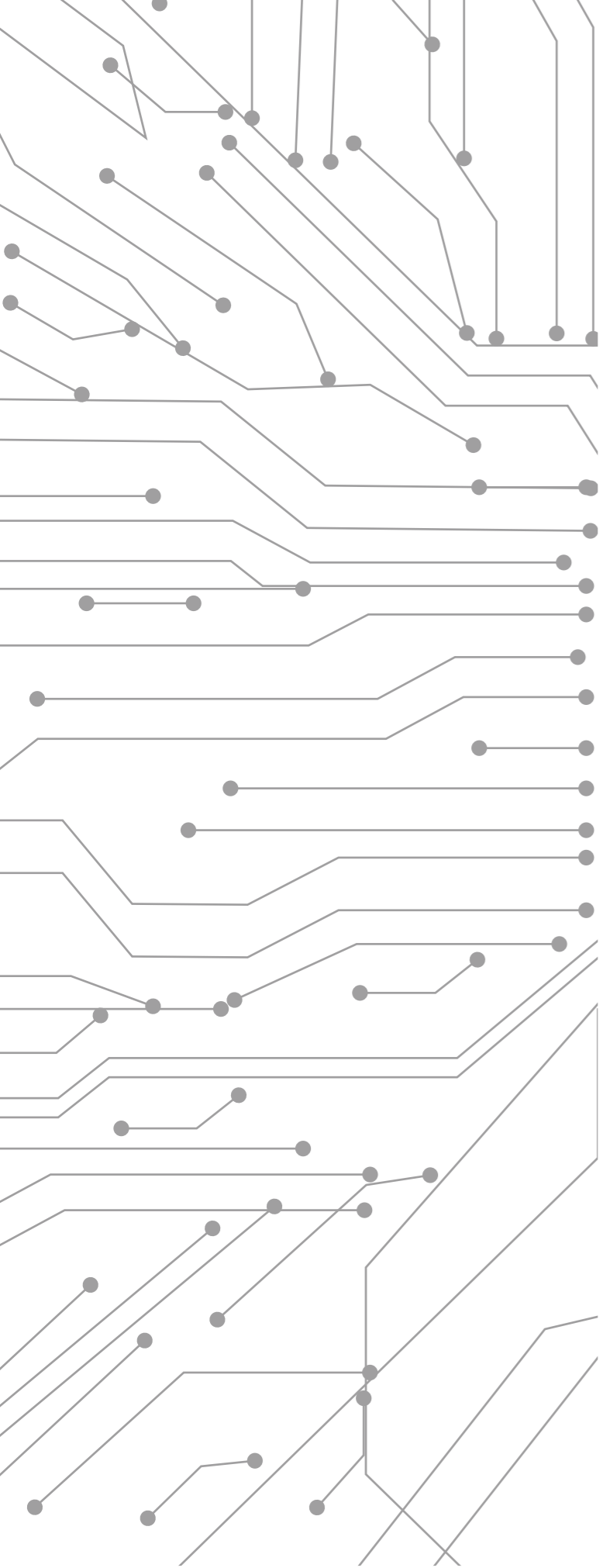
About the Report

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

The Sustainable Development Report of ACS concern the period 1.1.2021 - 31.12.2021. This report is our 8th annual report and was drafted in accordance with the core option of the Global Reporting Initiative (GRI) standard. The previous report was issued in September 2021 and concerned the reporting period 1.1.2020-31.12.2020.

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

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



ACS

The Company

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

ACS is a leader in the courier sector in Greece. With more than 40 years of experience, ACS operates in Greece, Cyprus, Albania and Bulgaria with local representatives. The company has the largest network of courier stores in Greece, with more than 600 service points and 3,000 specialized employees. We have certifications on matters of quality (ISO 9001:2015) and the environment (ISO 14001:2015). Every year ACS manages more than 60 million shipments, covering 100% of Greece and overseas, and having established collaborations with the biggest international companies. The company is registered at Petrou Ralli 36-38, Aigaleo, Attica 122 41, Greece.

Our vision and mission

Our vision and mission is to remain the leading courier company in Greece and Cyprus. For this reason, we focus on the continuous improvement of the quality of the services provided and the continuous increase of the value of the company. We address the challenges of our times and competition with long-term planning, boldness and creativity.

Our Values

- » Servicing Customers and providing added value
- » Ethos and integrity
- » Respect and trust
- » Teamwork/Compassion in decision making
- » Respect for colleagues and partners

2021 Awards and Distinctions

DIAMONDS OF THE GREEK ECONOMY

Award for the most economically sound and fastest growing company in the courier and postal-service market from New Time Publishing.

Under the auspices of the Athens Stock Exchange and the Hellenic Tourism Organization (EOT).



TRUE LEADERS OF THE GREEK ECONOMY

"True Leader" distinction for ACS, as the leading company in its industry based on the development of its basic economic figures, by ICAP Group.

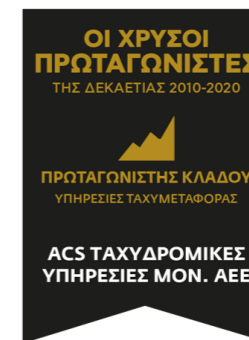
Under the auspices of the Hellenic Ministry of Economy and Development and the Hellenic Federation of Enterprises (SEV).



LEADERS OF THE GREEK ECONOMY, "THE PROTAGONISTS OF SECTORS", "COURIER SERVICES" SECTOR

Highlighting the leading position of ACS in the market, based on objective economic indicators and criteria, by Direction Business Network.

Under the auspices of the Hellenic Ministry of Economy & Development and the Hellenic Federation of Enterprises (SEV).



«BRAVO IN ACTION»

Distinction in the Bravo Sustainability Dialogue & Awards 2021 for the ACS initiative to offer its services and the nationwide network of its stores free-of-charge at the disposal of NGOs and other organizations to tackle the CoViD-19 pandemic



Certifications for 2021

- ISO 9001:2015 Certificate: Quality Management systems
- ISO 14001:2015 Certificate: Environmental Management System

CREATING VALUE <IR>

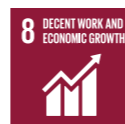
Our Business Model for Sustainable Development

INPUT	BUSINESS ACTIVITIES AND PRACTICES	OUTPUT
<p>FINANCIAL CAPITAL</p> <ul style="list-style-type: none"> Equity <p>INDUSTRIAL CAPITAL</p> <ul style="list-style-type: none"> Buildings Infrastructure (sorting centers) Fleet (transport) Computer equipment <p>INTELLECTUAL CAPITAL</p> <ul style="list-style-type: none"> Software and systems <ul style="list-style-type: none"> » Automatic sorting systems » Systems for tracking and locating shipments Procedures/training programs, protocols Reputation / Trust <p>HUMAN CAPITAL</p> <ul style="list-style-type: none"> Total human resources Knowledge, skills and abilities Ethical values Trust/loyalty <p>SOCIAL CAPITAL</p> <ul style="list-style-type: none"> Cooperating with international courier and transport networks to manage shipments Relationships with stakeholders <p>NATURAL CAPITAL</p> <ul style="list-style-type: none"> Action Water Raw materials and materials 	<p>PRIMARY</p> <ul style="list-style-type: none"> Development and provision of postal services <p>AUXILIARY</p> <ul style="list-style-type: none"> Quality, infrastructure security, data protection and operational continuity Marketing services Human resource management Management of customer service requests Monitoring of quality indicators Legal Services (Anti-corruption and anti-competitive behavior practices) Personal data management Evaluation of agents / partners / Code of Conduct Managing relationships with stakeholders Services to the community, corporate volunteerism Implementation of the Environmental Management System <ul style="list-style-type: none"> » Actions to improve the environmental footprint » Use of renewable energy sources (photovoltaics) » Actions to reduce greenhouse gas emissions and pollution during transport 	<p>FINANCIAL CAPITAL</p> <ul style="list-style-type: none"> Creating financial value / financial performance of the company <p>INDUSTRIAL AND INTELLECTUAL CAPITAL</p> <ul style="list-style-type: none"> Providing services that contribute to meeting the daily communication and transport needs, with speed, security and reliability, throughout the Greek territory and abroad Ensuring quality, infrastructure security, data protection and operational continuity <p>HUMAN CAPITAL</p> <ul style="list-style-type: none"> Ensuring the health, safety and well-being of employees Providing continuing education, certification and employee development Diversity and Inclusion in the workplace <p>SOCIAL CAPITAL</p> <ul style="list-style-type: none"> Ensuring business ethics and regulatory compliance Creating a healthy ecosystem of agents Participating in large-scale public benefit activities <p>NATURAL CAPITAL</p> <ul style="list-style-type: none"> Reducing energy consumption and greenhouse gas emissions Circular Economy initiatives and elimination of unnecessary waste

OUTCOMES Impacts for the company	OUTCOMES Impacts created by the company for its Stakeholders	OUTCOMES Impacts that the company has on the economy, society and the environment
<ul style="list-style-type: none"> Increase of market share Expanding and developing the portfolio of solutions and services and placing them on new markets Exporting know-how Developing innovation and improving knowledge through optimal use of new technologies Improving continuously the company's operations and internal organization (operational excellence) Improving competitiveness Improved competitive advantage Long-term reduction of operating costs Boosting reputation / leadership Increasing productivity / improving customer service Improving opportunities for internal mobility Talent retention Improving competitive advantage as employer of choice / best workplace Enhancing the profile of a responsible employer Ensuring social authorization 	<p>GROUP SHAREHOLDERS</p> <ul style="list-style-type: none"> Maintaining and improving their sound financial position Increasing confidence and satisfaction <p>FINANCIAL INSTITUTIONS / INVESTMENT COMMUNITY</p> <ul style="list-style-type: none"> Maintaining and improving their sound financial position Increasing confidence by focusing on ESG criteria Increasing confidence and satisfaction <p>CUSTOMERS</p> <ul style="list-style-type: none"> Developing innovation Improving services, internal functions and procedures Creating competitive advantage Improving productivity Maintaining and improving the sound financial position Increasing confidence and satisfaction <p>SUPPLIERS/PARTNERS</p> <ul style="list-style-type: none"> Creating indirect jobs Developing innovation and improving knowledge through the best use of new technologies Improving productivity Maintaining and improving their sound financial position Increasing confidence and satisfaction <p>AGENTS</p> <ul style="list-style-type: none"> Increasing turnover Improving productivity Strengthening employment Improving knowledge and upgrading skills and competencies Enhancing the feeling of security and reciprocity Improving morale Increasing confidence and satisfaction <p>EMPLOYEES</p> <ul style="list-style-type: none"> Improving knowledge and upgrading skills and competencies Improving the possibility of internal mobility and outside the Group Improving productivity Enhancing the feeling of security and reciprocity Improving morale Increasing confidence and satisfaction 	

Economic performance

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



In 2021, with the gradual ease of the pandemic and the restoration of the market (from 10/5, when the lockdown ended), the company returned to its normal pace and delivery times, showing economic growth of + 7.3% in turnover and increase in pre-tax profitability (+ 36%).

Direct economic value generated and distributed (€ x 1000)				
Consolidated data		2019	2020	2021
Financial value generated	Revenue	110.156	127.515	137.472
	Operating costs	78.545	105.361	109.223
Financial value distributed	Employee salaries and benefits	21.350	23.815	26.321
	Payments to financing bodies	780	1.004	957
	Payments to State bodies	3.365	2.643	1.423
	Social investments	173	436	158

Total Social Contribution of ACS*		
2019	2020	2021
€512.874	€845.435	€889.302

* in commercial value of products, services and financial contribution.

Our Performance - Our Goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Retention of margin > 10%.	Profit margin: 13.60%	Retention of margin > 10%.
Growth of e-commerce sales by more than 10%.	Increase of sales from e-Commerce (cash on delivery): 12.9%	Growth of e-commerce sales by more than 10%.
Growth of total sales by 10% or more.	Growth of sales: 7.8%	Growth of total sales by 10% or more.
Maintaining or increasing the company's market share (Post and Courier).	Maintaining market shares (Courier and Post).	Maintaining market shares (Courier and Post).

The Annual Financial Report for the Year 2021, which is posted on the parent company's website, contains detailed information on the financial figures of ACS and the rest of the Group's subsidiaries.

Engagement with Stakeholders and Material issues

Engagement with Stakeholders and Material issues

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

The needs and requirements of stakeholders in matters relating to the environment, society and corporate governance shape the direction of the ACS operations. In preparing the report, we have consulted the stakeholders through an electronic questionnaire in order to identify the material issues of the company.

The categories of ACS stakeholders are:

V

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

Recognition of material issues

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

The recognition of material issues was performed by completing the three stages described below:

» A. Recognition of relevant issues for ACS

Through consulting with stakeholders, the material issues concerning the environment, society and governance were recognized. The consultation with external and internal stakeholders was conducted through an electronic anonymous questionnaire with the aim of prioritizing the importance of the material issues (the evaluation scale started from "1-Not at all important" and ended at "5 - Very Important").

» B. Hierarchy of issues

In order to prioritize the issues, we have taken into account the Principles of Materiality and stakeholder Participation of the GRI standard.

» C. Validation

In the context of verifying the material issues, there was taken into account the Principle of Completeness and Participation of stakeholders of the GRI standard.

The chart below presents the material issues for ACS.



1. Ensuring the health, safety and well-being of employees
2. Protecting Customers' Personal Data and Privacy
3. Protection of critical information systems and ensuring operational continuity
4. Ensuring business ethics and combating corruption
5. Establishing a healthy ecosystem of partners, agents and a sustainable supply chain
6. Providing education (certifications) and employee development
7. Compliance with regulatory authorities
8. Providing technological solutions and services, aiming at digital transformation and modernization

Material Issues

[GRI 102-46, GRI 103-1]

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

MATERIAL ISSUE	WHY THE ISSUE IS CONSIDERED MATERIAL		BOUNDARY LIMITS	
	Connection with UN Sustainable Development Goals	Stakeholders directly impacted by the issue	Impact on ACS	Stakeholders outside the Company who may cause or be associated with the impacts of the issue
Ensuring the health, safety and well-being of employees		Employees	yes	• Regulatory or professional bodies
Protection of critical information systems and ensuring operational continuity		Employees	yes	• Regulatory or professional bodies
Protecting Customers' Personal Data and Privacy		• Business Partners • Customers • ACS Agents	yes	• Regulatory or professional bodies • ACS Agents
Ensuring business ethics and combating corruption		• Employees • Business Partners • Business Community	yes	• Regulatory or professional bodies • ACS Agents • Social Institutions or Non-Governmental Organizations (NGOs) • Media • Customers
Compliance with regulatory authorities		• Employees • Business Partners	yes	• Regulatory or professional bodies • Customers • ACS Agents • Social Institutions or Non-Governmental Organizations (NGOs) • Media
Providing education (certifications) and employee development		• Employees	yes	• Business Community • Regulatory or professional bodies
Establishing a healthy ecosystem of partners, agents and a sustainable supply chain		• Employees • Business Partners • Business Community	yes	• Regulatory or professional bodies • Customers
Providing technological solutions and services, aiming at digital transformation and modernization		• Business Partners		• Regulatory or professional bodies • Customers

The Corporate Governance model

The Corporate Governance model



[GRI 102-18, GRI 103-2]

Corporate Governance

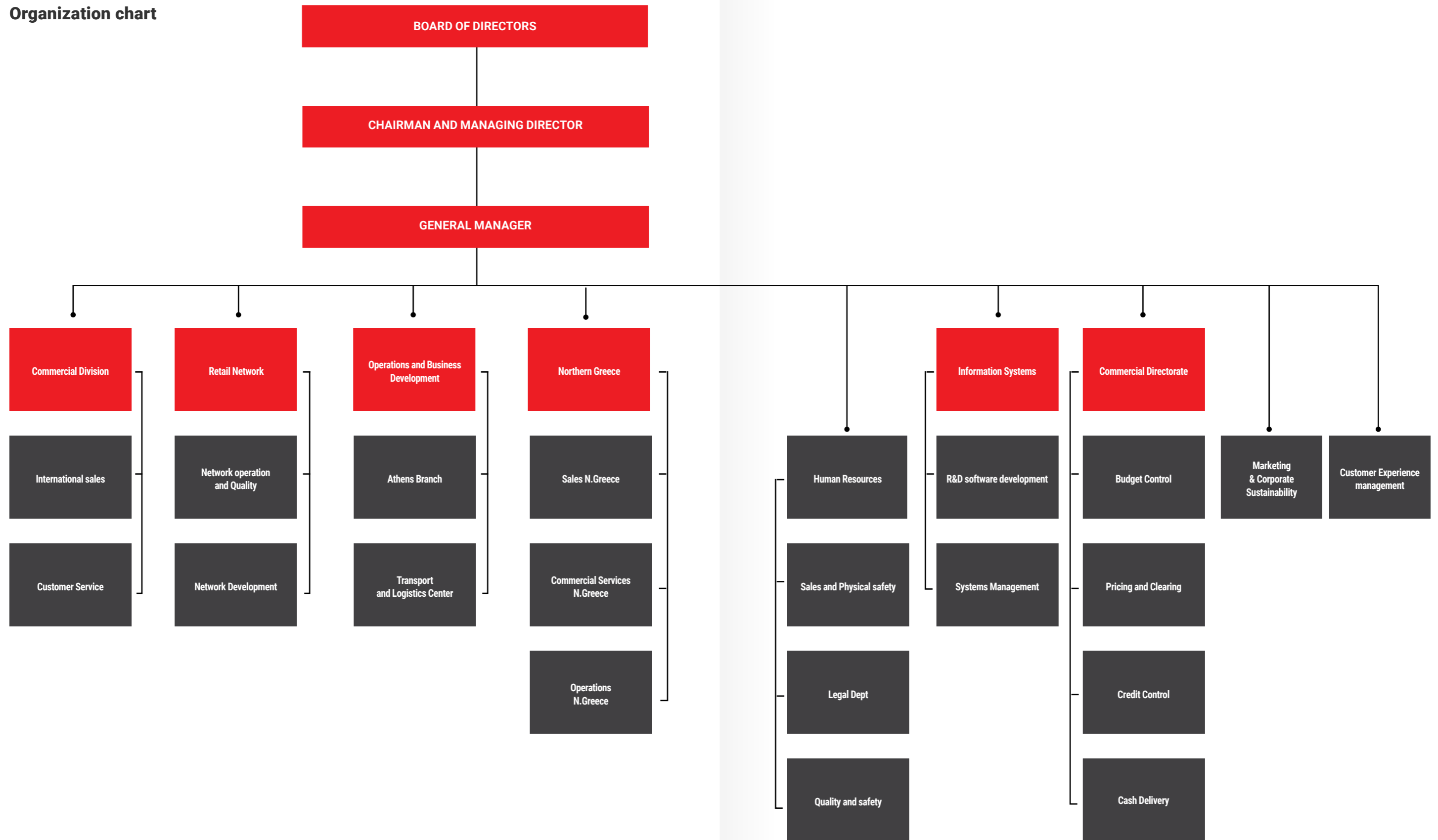
ACS is governed by a coherent, flexible and well-structured Corporate Governance framework. We follow the Greek legislation, strengthening transparency, responsible operation and making important decisions in a collective way. Our goal is the sustainable development of the company while protecting the interests of our stakeholders.

ACS observes the Internal Audit Regulation and the Internal Rules of Operation, in accordance with the requirements of the law.

Board of Directors	
Apostolos Georgantzis	Chairman and Managing Director
Eftychia Koutsourelis	Vice-Chairwoman
Konstantinos Menegakis	General Manager, Member
Theodoros Fessas	Member
Markos Bitsakos	Member
Konstantinos Rigas	Member

The Sustainable Development Team of the company, which is a subordinate of the Managing Director, manages the Sustainable Development and Corporate Social Responsibility issues. We operate on the basis of the strategic guidelines and coordination of the Quest Group's Sustainable Development Committee.

Organization chart



Ethical business behavior, culture and regulatory compliance

[GRI 102-16, GRI 103-2]



- Material issues:**
- » Ensuring business ethics and combating corruption.
 - » Compliance with regulatory authorities.

Business ethics and compliance with legislation are absolute values, inextricably linked to our business model, history, reputation and ability to achieve our goals.

We implement the Risk Management Policy, by which we identify and record risks, as well as measures of dealing with any cases of non-compliance regarding anti-corruption and unfair competition. We also observe the Group's Ethical Conduct Policy, aiming at integrating ethical behavior into the daily work and culture of our employees.

We have created a structured control mechanism, on the basis of which employees are required to report any incident which they believe is contrary to the Ethical Conduct Policy and may involve a corruption case. All complaints shall be investigated by a committee consisting of authorized Managers.

Our performance - Our goals

[GRI 103-3, GRI 419-1, GRI 205-3, GRI 206-1]

GOALS FOR 2021	RESULTS FOR 2021	GOALS FOR 2022
<ol style="list-style-type: none"> 1. Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices. 2. Full compliance with laws and regulations in the social and environmental area. 	<ol style="list-style-type: none"> 1. Zero incidents and/or complaints on issues related to: <ul style="list-style-type: none"> • Corruption • Unfair competition • Anti-competitive behavior, anti-trust and monopoly practices 2. Full compliance with laws and regulations in the social and environmental area. 	<ol style="list-style-type: none"> 1. Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices. 2. Full compliance with laws and regulations in the social and environmental area.

Protection of private data and privacy of our customers

[GRI 103-2]



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

Protection of Personal Data

The Quest Group Information Security Policy that we have adopted, we apply specific policies and procedures. These procedures concern:

- transport security
- assurance and protection of postal service confidentiality
- maintaining the security of postal services and ensuring confidentiality
- lifting the confidentiality of communications and assessing information risk
- image management security

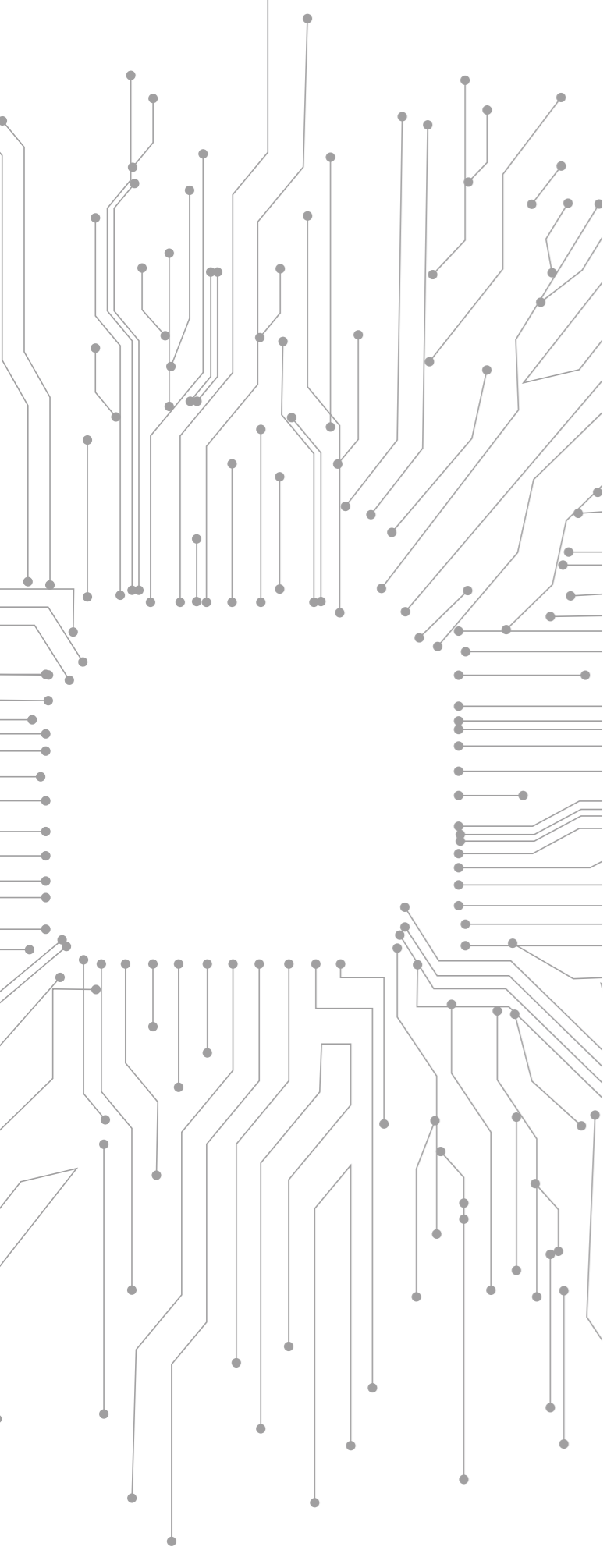
Our performance - Our goals

[GRI 103-3, GRI 418-1, ACS Indicator]

Protection of Personal Data

Number of substantiated complaints of shipment violation during transport		
Year	Total Shipments	Complaints
2021	60,6 million	0
2020	64,3 million	0
2019	62,5 million	1
2018	54,9 million	0

GOALS FOR 2022
1. Zero cases of non-compliance with personal data legislation.
2. Zero number of substantiated complaints of personal data breaches involving personal privacy breaches and customer data losses.
3. Maintaining or improving the availability of systems above 99.9%.
4. Zero network/system breaches.
5. ESG Goal - Assessment of requirements for ISO 27001:2013.
6. Use of Disaster Recovery Site for the most critical Information Technology (IT) systems and ISO 22301 certification intention.



Our People

Our People



[GRI 102-8, GRI 103-1, GRI 103-2, GRI 103-3, GRI 401-1]

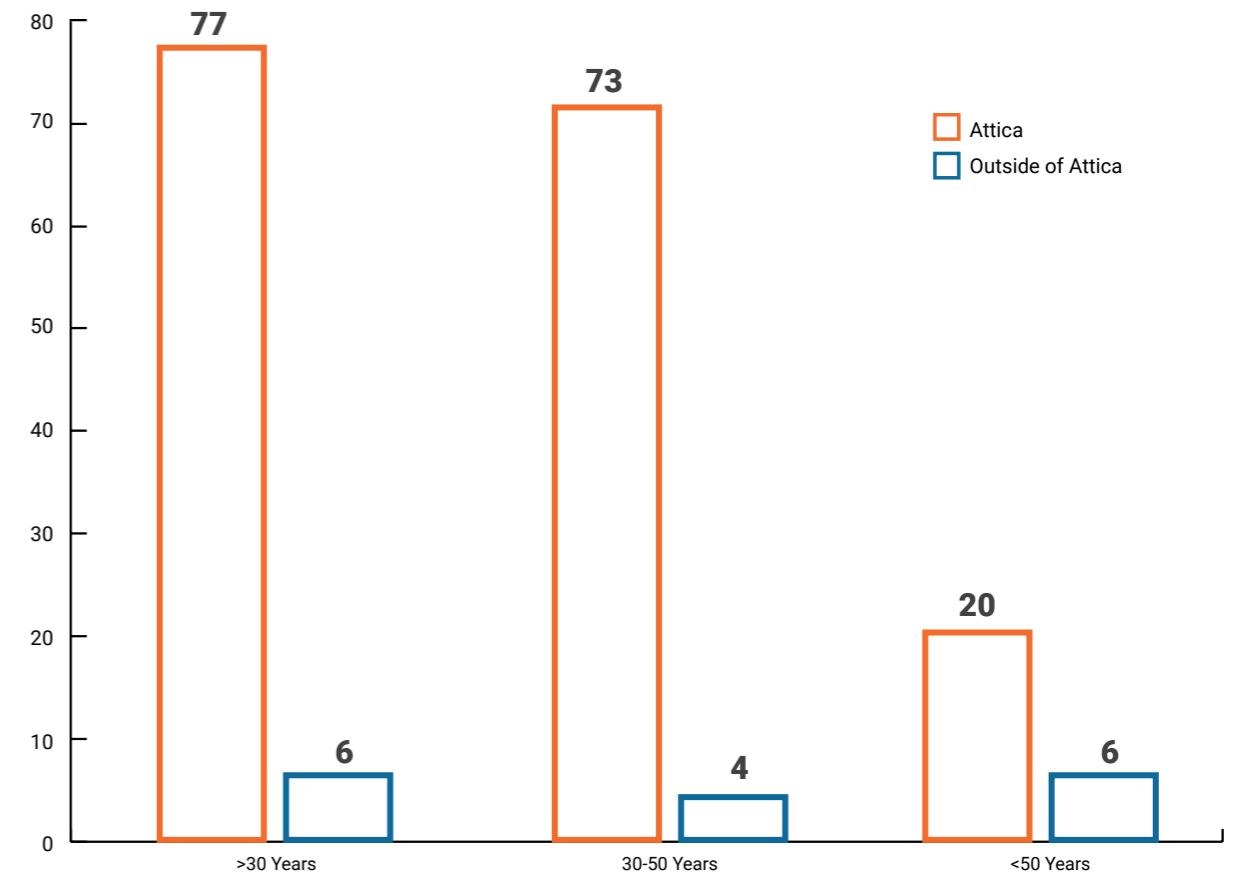
The development and training of our employees, the attraction and retention of competent executives, the provision of equal opportunities, the promotion of diversity and the protection of human rights at work are an integral part of our culture.

Diversity and Inclusion

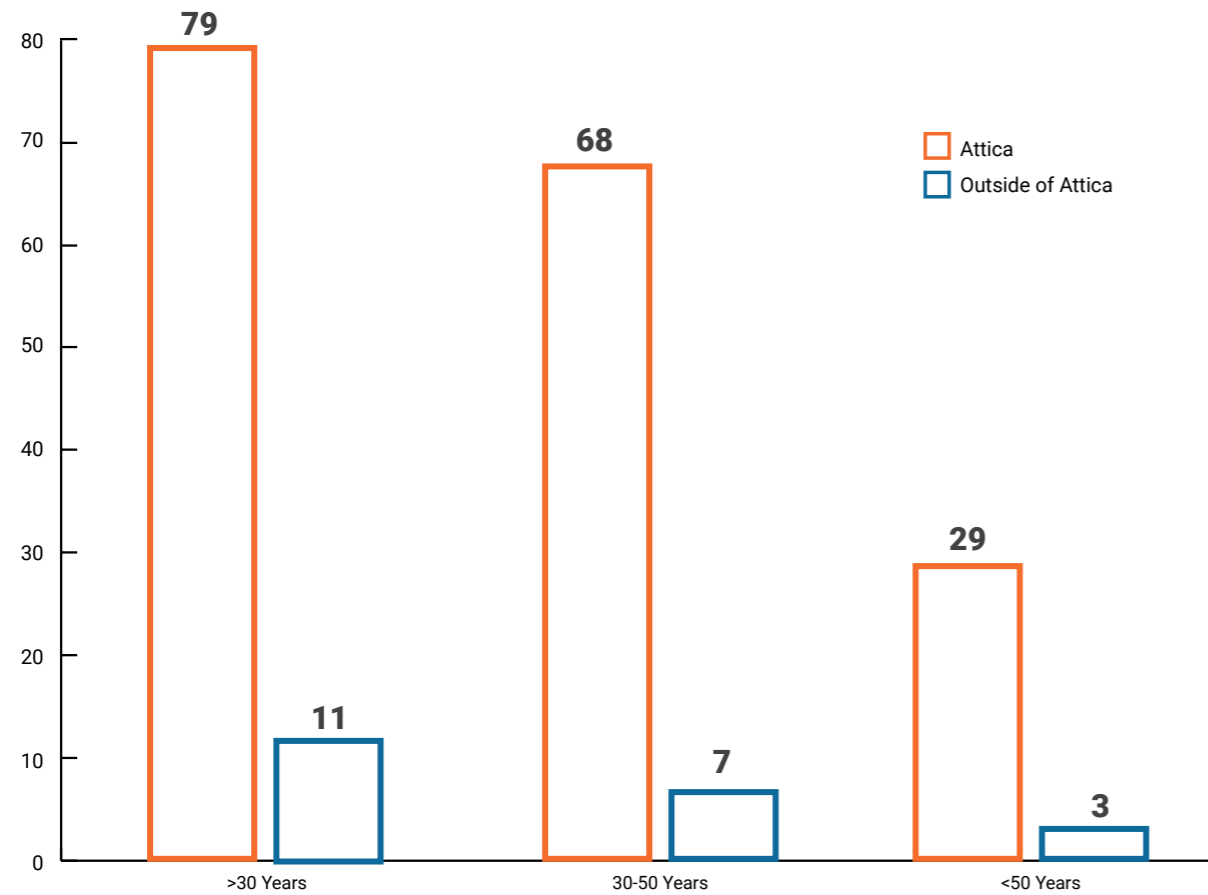
At ACS, we employ a total of 555 employees, of which the largest percentage (70%) holds an indefinite contract. Our human resources consist of 81% men and 19% women.

Attracting and retaining employees is especially important to us. We are investing in the new generation and in 2021, out of a total of 186 employees we hired, 45% were under 30 years old. At the same time we had 197 departures in 2021

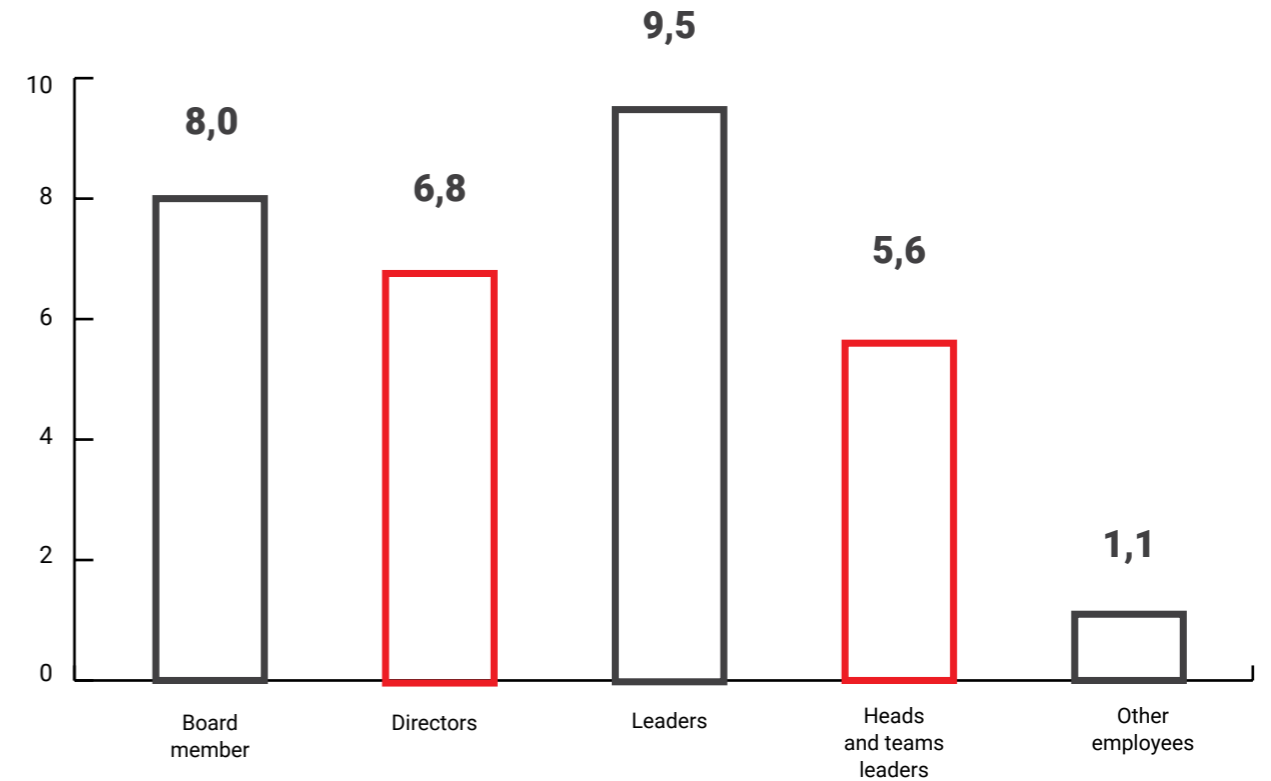
New Individuals hired 2021



Departures 2021



Average hours of training per employee by function in the organization



Employee Development



Material issue: » Provision of training and development of employees

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

We promote the growth and development of our employees. In 2021, we invested a total of €25,831 in the development of our employees, recording 1,034 man-hours of training. The average number of man-hours per worker was 1.86 hours (average for men 1.3 and for women 4 hours respectively).

Assessing our employees is an important part of our culture. In 2021, 100% of ACS employees participated in the annual Human Resources Assessment process.

ACS aims to create in 2022 a new modern electronic training platform for employees of the entire network of stores and headquarters. The platform will also be accessible through the mobile phone of distributors to ensure accessibility to the training of all our employees.

Our Performance - Our Goals

GOALS FOR 2022

ESG Goal – 2.5% increase per employee in training hours

Health, safety and well-being of employees

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



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

ACS follows the principles of the Quest Group by implementing a Health and Safety Management System at work. This system is based on the Health and Safety, Physical Security Policies of the Group and operates in full compliance with the requirements of current legislation. The system's goal is the assessment, forecasting and prevention of occupational risk, with the monitoring and recording of accidents and work-related illnesses.

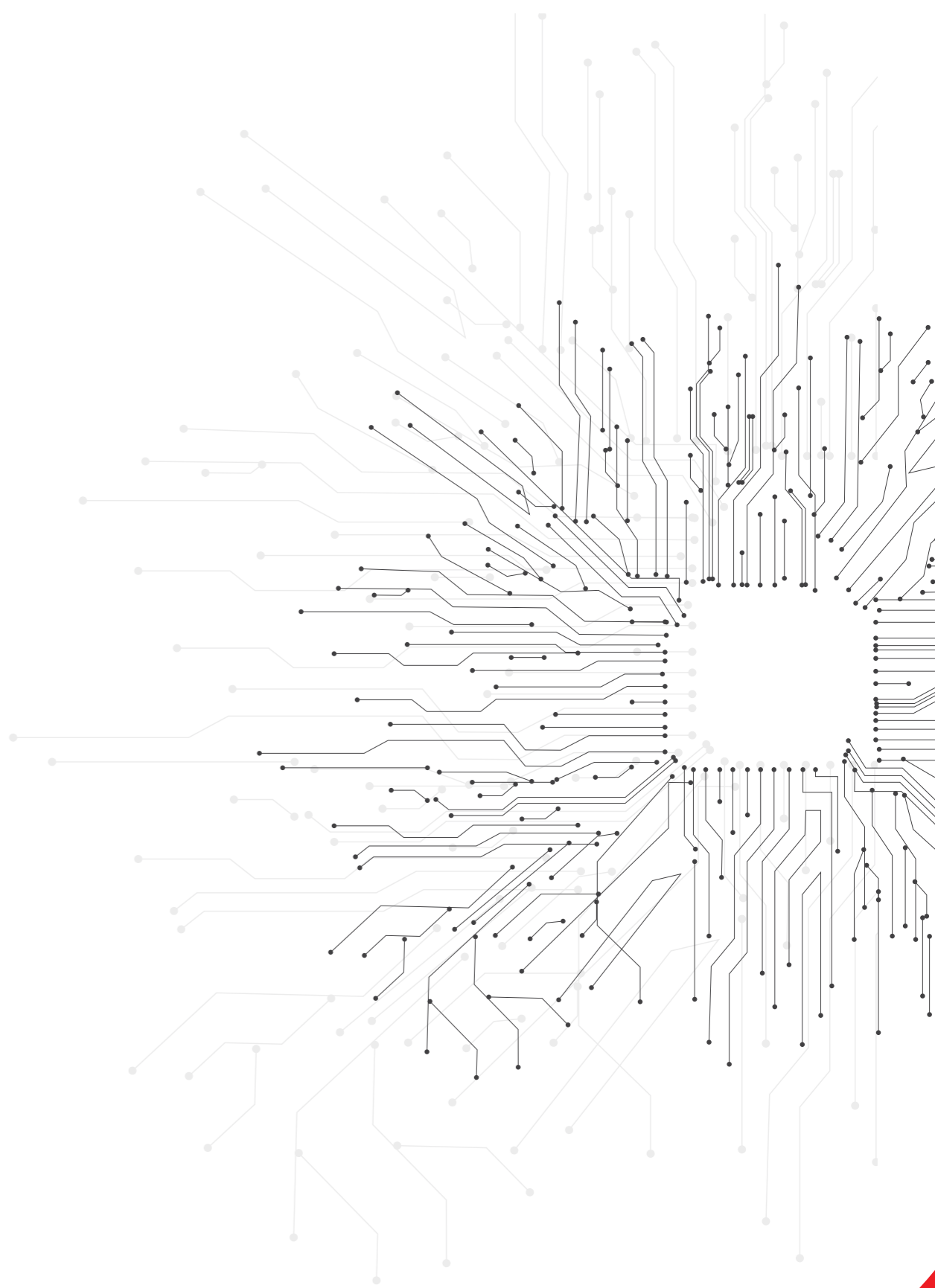
The technical health (Occupational Physician) and safety (Security Technician) consultants, in cooperation with the employees and the executives of the company, identify and assess occupational risk.

We provide our employees with medical and hospital care, through social security and also through an additional private group contract. At the same time, we offer voluntary anti-influenza vaccination for all employees. In addition, a program of specialized psychological support and counseling services is provided either by telephone or by individual sessions for employees and their family members.

Our Performance - Our Goals

[GRI 103-3, GRI 403-8]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
1. ISO 45001:2018 certification.	Prepared for the certification by reviewing all procedures relating to this standard	The certification inspection will take place two months after we move to the new Distribution Centre building.
2. Maintaining the participation of 100% of our employees in the company's occupational health and safety management system.	Applicable	Following our certification with the ISO 45001 standard, there will follow the certification with the 39001 standard for safe driving and there will be a lot of training related to these two areas involving all staff.
		ESG Strategy goal • Calculation of Health and Safety Indicators



Responsible business activity

Responsible business activity



The responsible business activity is a driving force of our operation. The ethical business is a non-negotiable priority which guides the company in all of its activities towards its employees, society and the environment.

Sustainable supply chain

[GRI 102-9, GRI 102-10, GRI 103-1, 103-2]

ACS has established over the last 40 years the largest autonomous network of courier stores in Greece, Cyprus, Albania and Bulgaria. The company's ecosystem of representatives consists of a set of partners, people, infrastructure and functions that are inextricably linked to ACS. We operate with respect, creating value for our network of partners as well as for the wider environment in which we operate.



Material issue: » Establishing a healthy ecosystem of partners, agents and a sustainable supply chain.

ACS selects well-known and reliable suppliers of products and services that contribute to the further optimization, automation and cost savings, for the better operation of the company. The company implements the common Procurement Policy of the Quest Group, while it has posted the Code of Conduct of the Group's Suppliers on its website, at the following link: <https://www.acscourier.net/el/pliories/sxetika-me-tin-acs/etairiki-diakyvernisi/>.

Procedures and monitoring

ACS develops long-term partnerships with its suppliers leading to its sustainable operation. We maintain continuous communication for the immediate resolution of distribution logistics, commercial and financial issues, giving appropriate guidance through the relevant departments and the Regional Network Control department.

Organization and operation of stores

For ensuring proper operation of stores, we have set a framework of specifications for the new stores of our network. Four categories of stores have been established based on the volume of shipments which are determined by the required areas (sq.m.) per store, in order to cope with the increase in the number and volume of e-commerce shipments

Training of ACS Network employees

For the purpose of strengthening and staffing the shops with specialized employees, we provide e-learning courses to the staff of the agents. This ensures the provision of quality services and increased productivity.

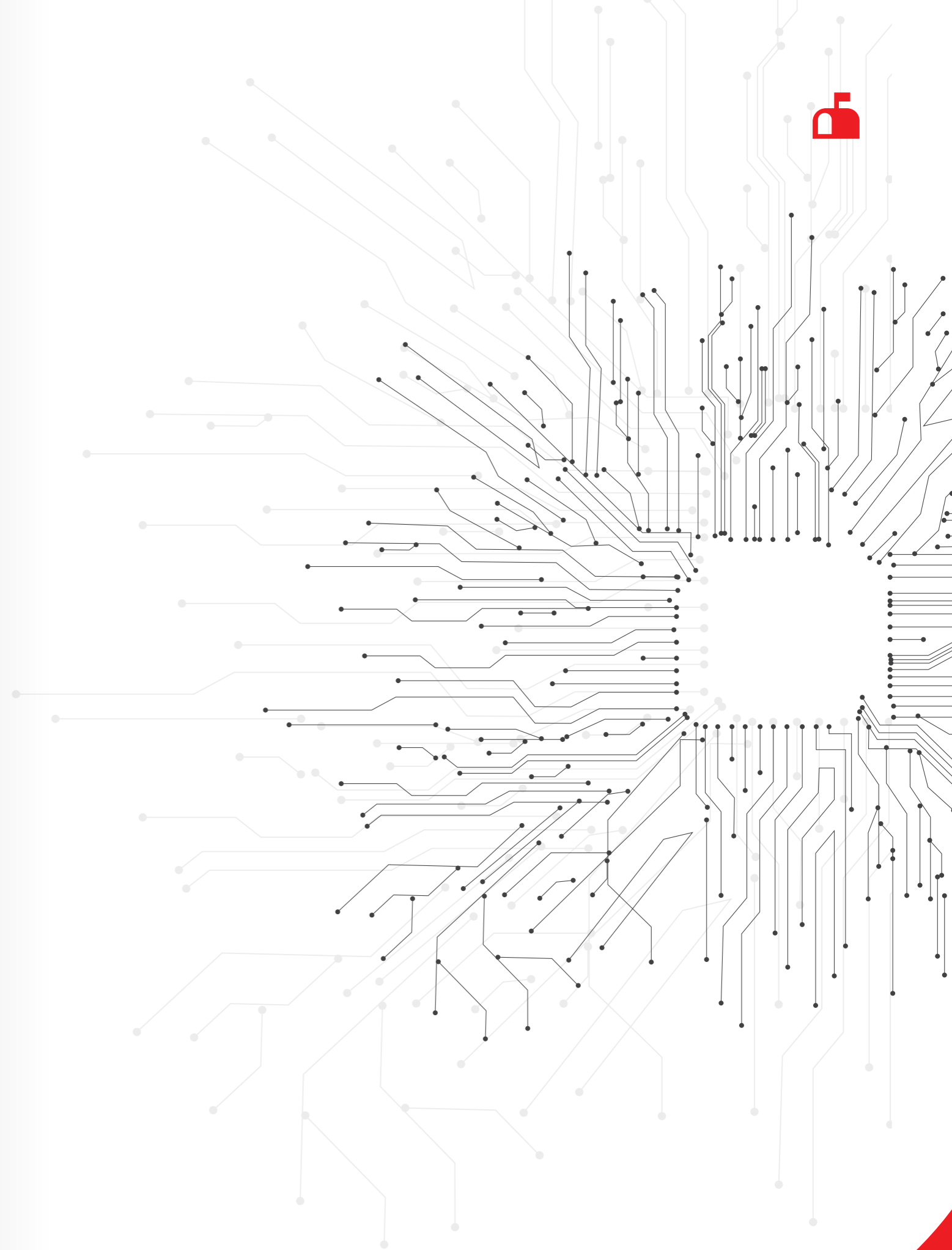
Change in the supply scheme

As part of the response to the continuous growth of e-Commerce in Greece, we are working on a plan to modify the procurement scheme for agents, with the aim of gradually improving their economic viability. Moreover, in the next two years, a study is scheduled to be carried out in order to take additional measures regarding the viability of ACS branch stores, based on future needs arising from the increase in e-commerce.

Our performance - Our goals

[GRI 103-3, ACS Indicator]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Amount of delivery supplies divided by the amount of store receipt supplies. Gradual transfer of supplies from receipts to deliveries: increase of% of the fraction by +3-5% annually.	61,8%	Gradual transfer of supplies from receipts to deliveries: increase of% of the fraction by +3 to +5% annually.
Infrastructure and operations of organization/operation of stores 1. Surface area: increase > 5% 2. Transport means: 5% increase in two-wheelers and 8% in cars 3. Employed staff (reception and store handling): 3% increase 4. Employee training hours: 5% increase 5. Number of training courses for store employees through e-learning: 5% increase	Achieved 104%	Infrastructure and operations for the organization/operation of stores 1. Surface area: increase > 5% 2.1 Total Fleet – vehicles remains fixed 2.2 Total Fleet – motorcycles remains fixed 3.1 Total employed in retail reception remains fixed 3.2 Total employees in distribution remains fixed 4. Training hours of store employees through e-learning: 5% increase



Digital innovation

Digital innovation



[GRI 103-3]

Responsible and innovative products and services



Material Issue: » **Providing technological solutions and services, aiming at digital transformation and modernization.**

The development of innovative services and the improvement of existing ones is an integral part of our operation. The Operational Development Division undertakes the research and development of functions, services and applications that contribute to the improvement of the company's efficiency. We are implementing actions to provide new diversified and competitive services, the evolution of existing products and services, the creation or upgrading of new products, processes, services, solutions and applications and the expansion into new markets.

In the context of the dynamic development of e-Commerce in Greece, since 2016 we have moved on to innovations, which improve customer experience and give our cooperating e-shops a great competitive advantage, in a very demanding market. In 2021, we proceeded to order 205 new automatic mailboxes (Automated Postal Lockers), with a view to their gradual installation in major central cities of Greece by 2023.

At the same time, we implemented the following projects, focusing on the use of technology and the digital transformation of the company and the ultimate goal is to improve the customer experience:

- » We have implemented a new service for intact delivery of the shipment, using a unique code (PIN) sent to the customer's mobile phone, for greater security due to pandemic.
- » We have created a new modern website with new features and full functionality from mobile devices.
- » The replacement of fixed terminals (point of sale (POS)) in ACS stores with new more modern models has started.
- » The implementation of the "digital assistant" (chatbot) was designed and started, which will automatically serve the users of the new website.
- » The pilot phase of the Estimated Time of Arrival service has started with internal implementation, with continuous improvements in mapping, with the possibility of live-tracking of the shipment by the customer through his mobile phone, as well as a selection option (other day / delivery time or receipt from ACS point).
- » The redesign of the Mobile App for mobile devices and the addition of new digital services has begun.

Our Performance - Our Goals

Service	Service Goal	Result for 2021	Goal within 3 years (%)	Economic Effect	Description
Smart Points	e-Commerce recipient/ Improvement of Customer Experience	0.91% of e-commerce shipments (shipments with cash on delivery served via Smart Point)	1%-3%	Distribution Costs - ACS Network	Long-term Reduction of Transport Costs
Web Reporting ABP Post	Customer	97% availability from ACS to ABP (Post) customers	>95%	ACS (new business)	Maintaining/ Attracting new customers
Designing Solutions to Collect money via bank cards	Recipient and e-Commerce Customer	18.44% of cash on delivery (collected by bank cards)	20%	ACS – Differentiation from competition	Attracting new customers

Customer service and satisfaction

The satisfaction of our customers is one of the main pillars of our operation. We monitor on a monthly and annual basis the qualitative indicators of customer satisfaction and, depending on the results, we proceed with special actions, including conducting phone surveys of recipients to assess the quality of services and customer experience. In order to improve the service of our customers, mainly through the use of digital communication channels, a new Customer Experience Management Division was created, which works closely with the Marketing and Sustainable Development Division, while the 2 divisions were strengthened by the acquisition of Digital Marketing and CX Specialist. For more information about the new organization chart, visit www.acscourier.net.

GOALS FOR 2021	RESULTS FOR 2021	GOALS FOR 2022
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Measurement of the use of new innovative services/solutions by customers:

1. Deliveries from ACS smart points declared by e-shops (as a way of delivery from the issuer of the voucher): 10% increase.	128.124	10% increase
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2. Total ReDirect Service Percentage: 10% increase.	54,63%	10% increase.
3. Percentage of vouchers from Web Business Tools and Connect: 4% increase.	53,87%	2-3% increase.
4. Annual downloads of Mobile App. 100.000	Annual downloads of Mobile App. 46.671 (Android Downloads 35.471 and IOS Downloads 11.200)	80.000
5. Numerous customer service transactions from Mobile POS. Improvement of the index/number above 10%.	451.740 transactions	Improvement of the index/number above 10%.

** Important Note: the COVID-19 pandemic has significantly changed the way shipments are managed and handled.*

Environment

Environment



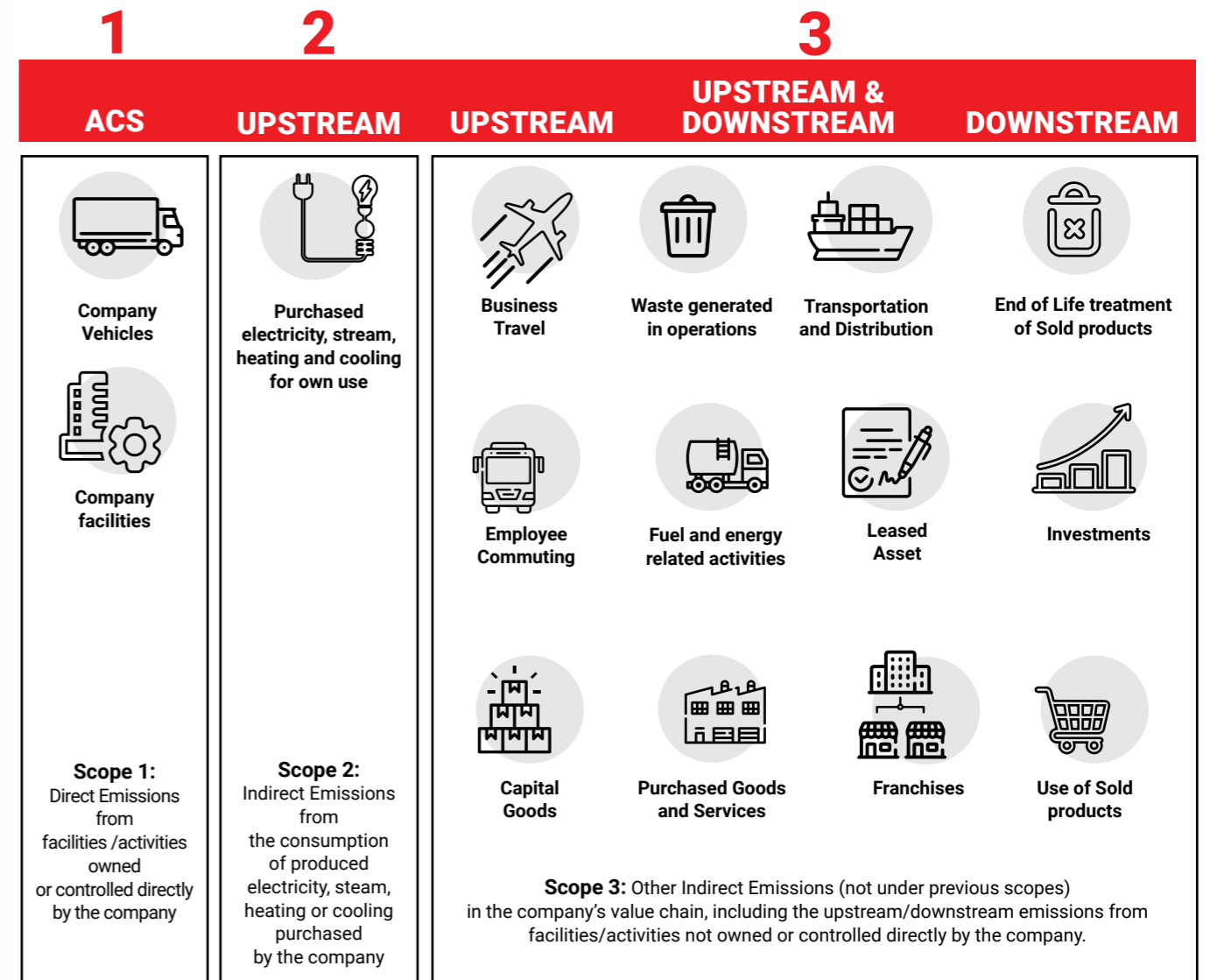
At ACS we operate with a high awareness of our environmental responsibility. In the context of the Group's Risk Management System, the relevant Environmental Policy, but also in accordance with the requirements of ISO14001 concerning environmental management, we recognize the risks and opportunities in environmental matters, and set improvement Goals.

Climate change

[GRI 103-3, GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 303-1, GRI 306-2]

Emissions of greenhouse gases

ACS continues for 5 years to monitor its carbon footprint, following the instructions of the Greenhouse Gas Protocol (GHG Protocol) regarding direct and indirect gas emissions (Scope 1, Scope 2, Scope 3).



CO2 emissions in the ACS value chain (categories in gray are outside the scope of implementation of the assessment for 2021).

Sources of greenhouse gas emissions

The total greenhouse gas emissions of ACS for 2021 amounted to 22,737 tonnes of carbon dioxide (CO₂e). According to the different emission categories, the distribution and the change from the previous year are as follows:

Categories of GHG Protocol	ACS 2021 Carbon Footprint (t CO ₂ e)	Percentage change compared to 2020
Scope 1 – Direct emissions	806,7	+15,6
Scope 2 – Indirect emissions	814,6	-4,6%
Scope 3 – Other indirect emissions	21.116,1	+4,7%
Total	22.737,38	+ 4,7%

The calculation of the footprint for the year 2021 has been carried out in accordance with emissions from the following categories (In accordance with the terminology of the international protocol GHG Protocol):

Scope 1

» Facilities of the company

Includes emissions from fuel consumption for facilities and emissions resulting from consumption of refrigerants gases from the air-conditioning systems (A/C) of the ACS facilities. In relation to 2020, there was an increase in the consumption of diesel fuel, an additional fuel consumption of a bio-diesel mixture for the electric generator installed due to the construction of a building at 38 P. Ralli Str., while no consumption of refrigerant gases was observed.

» Corporate vehicles

It includes emissions from the fuel consumption of petrol and liquefied petroleum gas (LPG) of trucks (van) and motorcycles as well as diesel for the trucks of the ACS proprietary fleet. In addition, it includes the consumption of the corresponding fuels given as a benefit to employees of the company. In 2021 the fuel consumption of vehicles (privately owned and leased) of the company fleet decreased compared to the previous year.

Scope 2

» Purchase of electricity

It includes emissions from electricity supplied by ACS for use in headquarters. Compared to 2020, electricity consumption increased by 15.2%. It should be noted that there was a change in the emissions factor and it concerns the coefficient for the residual energy mix from the Manager of Renewable Energy Sources and Guarantees of Origin (DAPEEP)* in accordance with the requirements of the standards.

Scope 3

» Activities related to oil and energy

Includes emissions from the production (WTT) of fuel consumed by the private fleet of fuels given as a benefit to employees and transmission and distribution losses of electricity consumed by the Company.

» Transport and distribution of upstream network

Includes emissions from the production (WTT) and consumption of fuel of the ACS network. In 2021, the kilometers traveled by the company's vehicle network (third-party network) increased significantly by about 32%, resulting in a significant increase in fuel consumption.

* DAPEEP - 2020 Residual energy mix

» Waste

It includes emissions from the disposal and treatment (disposal) of waste from ACS facilities for municipal waste and waste for recycling and recovery. In 2021 there was a significant increase in urban waste as well as in other categories for recycling and recovery given the increase in activity and de-icing of specific categories.

» Business trips

It includes emissions from road, coastal and air travel as well as for the accommodation of ACS employees who made business trips for the year 2021.

» Treatment at the end of the life cycle of the products sold

Includes emissions from discarding and processing packaging products delivered by ACS to its customers in 2021 and concerns their end-of-life. Compared to 2020, there is a significant increase in the number of pieces sold for cardboard boxes, while the sales of pieces of plastic envelopes remained at similar levels (a small decrease for the year 2021).

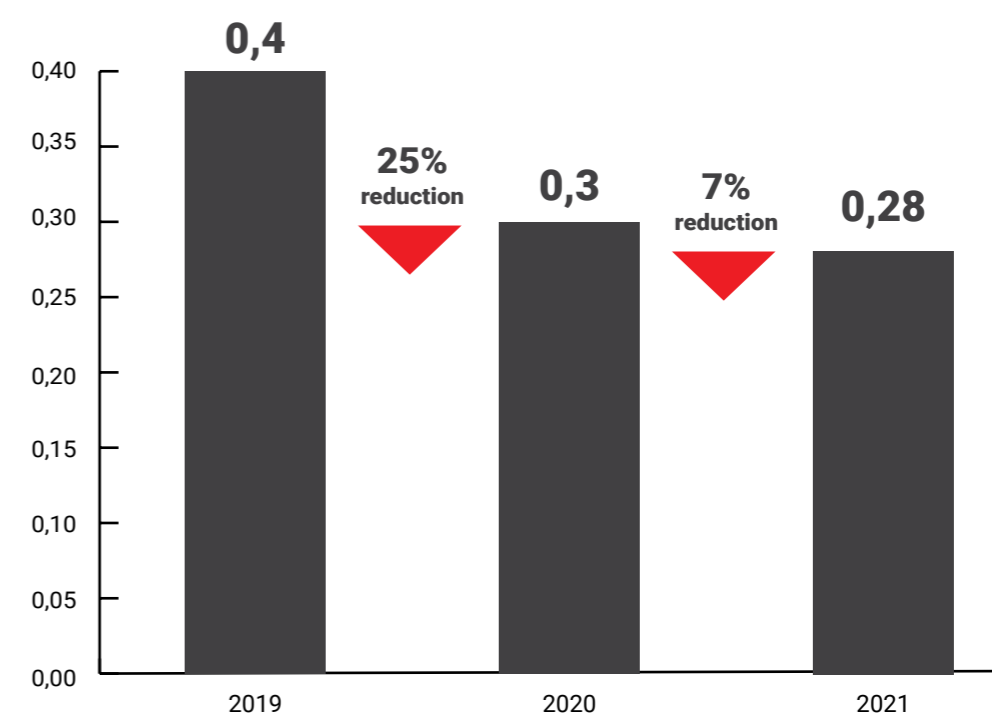
» Franchises

Includes greenhouse gas emissions from the operation of the franchise stores of ACS. The decrease in emissions for 2021 is due to a change in the emission factor as well as a slight decrease in electricity consumption. For the calculation the coefficient of the residual energy mixture of the country is used by DAPEEP as it was used for the Scope 2 category.

Emission intensity

For the year 2021 the emission intensity was calculated at 0,281kg CO₂e per kg carried through the ACS missions and significantly reduced since 2020. More specifically, for 2021 there is a decrease of the emission intensity by 7% from 2020.

Emission intensity (kg CO₂e / kg transport)



Energy efficiency

- » Total energy consumption was 1,672 KWh
- » Electric drive: installation of parking spaces for 100 electric cars with capacity up to 1MW
- » Energy classification of buildings: category A according to the Building Energy Performance Regulation (KENAK).

Circular economy

[GRI 303-1, GRI 306-2]

In our ACS our fundamental Goal for the protection of the environment is the recycling of materials produced by our activity.

Waste management

The total weight of hazardous and non-hazardous waste increased in 2021, mainly due to limited operation in 2020 as a result of the CoViD-19 pandemic. The waste is distributed according to the following disposal methods, as appropriate:

Recycling	Hazardous (kg)*	Non-hazardous (kg)*
2021	1.246	18.022
2020	1.370	820

Landfill	Hazardous (kg)*	Non-hazardous (kg)*
2021	-	366.080
2020	-	75.775

*The volume of disposed waste was calculated on the basis of information from the company's invoices.

Water consumption

Total volume of water consumed on the basis of information presented in the company's invoices to ACS, 3,380.98 m³, down 20% from 2020.

Our Performance - Our goals

2022 GOALS - ESG strategy goals

4% of the purchased certified green electricity from renewable sources

Up to 7% of the company fleet with hybrid or electronic cars

Evaluation of recycling partners

Adopt a policy to reduce the use of paper

Contribution to Society

Contribution to Society



[GRI 103-1, 103-2, 103-3, ACS Indicator]

Our activities revolve around the well-being of the society in which we participate. We implement targeted social actions, utilizing our business activities, which result in the upgrading of the quality of life of vulnerable groups and across the wider society in which we contribute.

The ACS actions focus on the following four pillars:

1. Response to emergencies or natural disasters and nationwide actions
2. Nature protection
3. Strengthening quality education and highlighting our cultural heritage
4. Support for vulnerable social groups

The important events of 2021

ACS granted € 5,000 for the purchase and planting of eight hundred and thirty-three (833) olive saplings in private olive groves, which were burnt by the fires of the summer of 2021 in the area of Ancient Olympia. The action was carried out in cooperation with the Region of Western Greece and the Municipality of Ancient Olympia.

Also, in 2021 we signed a major new agreement with Child's Smile for our participation in the Amber Alert Hellas program. Through the special application designed by the organization, images of missing children are displayed to inform distributors and employees of the company.

At the same time, since February 2021, we have been supporting the activities of "thallo". The action concerns non-profit care structures for the elderly throughout Greece. We carried free electronic equipment in order for the participants of the program to attend the "thall" teleconferences.

The direct offer of free transport services to NGOs and Municipalities is also remarkable. We transported basic necessities to the victims of the catastrophic fires in August 2021 (4,360 shipments, weighing ~ 98 tonnes, worth € 362,374). In addition, we provided free shipping to the earthquake victims of Elassona in March 2021 (408 shipments, weighing 4 tonnes, worth € 17,481).

Finally, in December 2021, with the valuable help of ACS, 2,300 art books, donated by the Goulandris Foundation, were transferred free of charge. The transport took place in a total of 45 public libraries across the country, from Crete to Northern Greece and from the Ionian Islands to the Dodecanese, with the aim of strengthening their work.

Our Performance - Our Goals

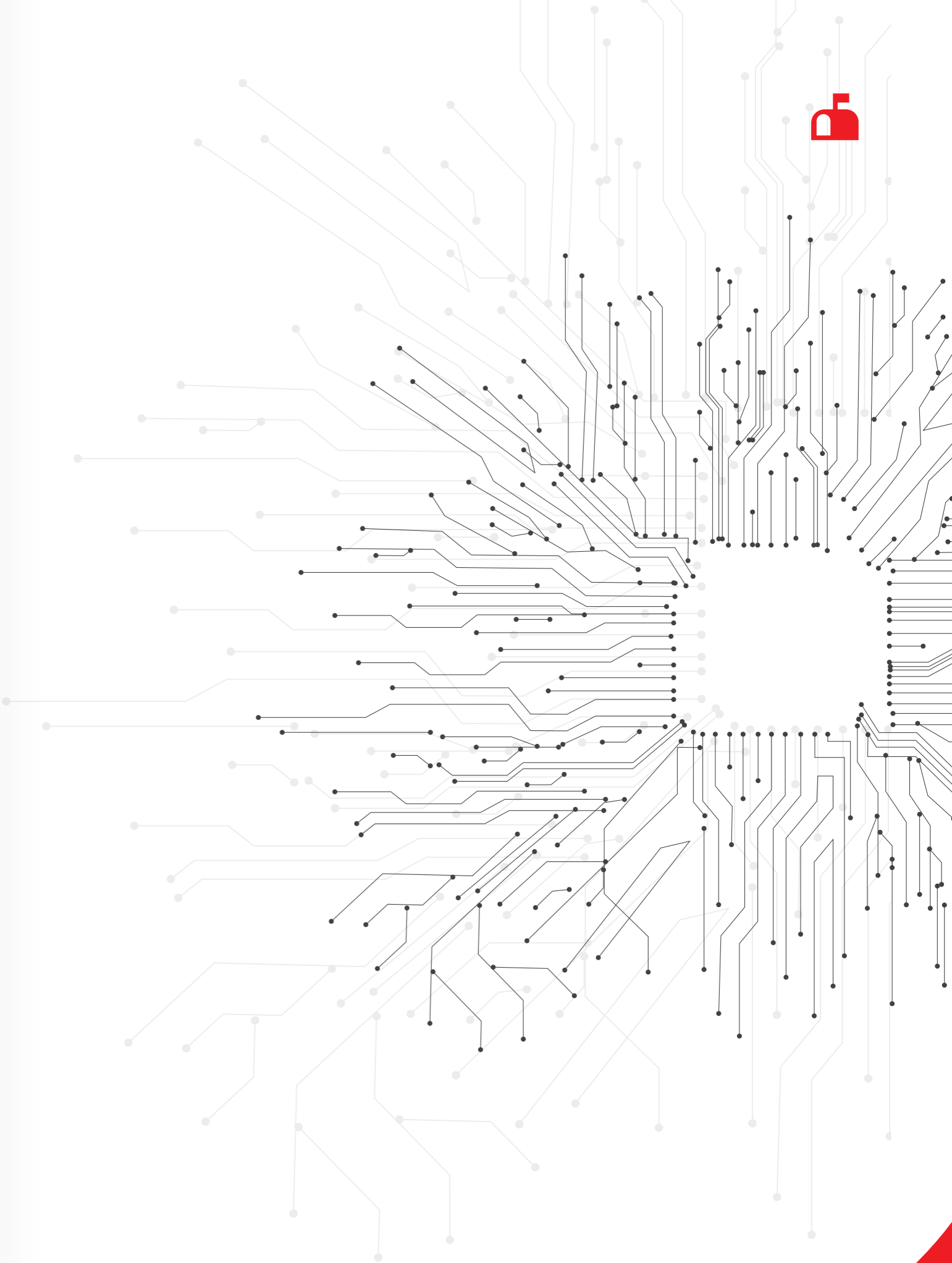
2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Continuing the actions and maintaining or increasing free shipments for social actions (up to + 5%).	100% achievement	Continuing the actions and maintaining or increasing free shipments for social actions (up to + 5%).
Maintaining the social contribution costs to the selected pillars.	100% achievement	Maintaining the social contribution costs to the selected pillars.

Future Goals

Future Goals

ACS		
(SDGS)	MATERIAL TOPICS	GOALS FOR 2022
	<ul style="list-style-type: none"> • Creating financial value / financial performance of the company 	<ul style="list-style-type: none"> • Retention of margin > 10%. • Growth of e-commerce sales by more than 10%. • Growth of total sales by 10% or more. • Maintaining market shares (Courier and Post).
	<ul style="list-style-type: none"> • Ensuring business ethics and combating corruption 	<ul style="list-style-type: none"> • Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices.
	<ul style="list-style-type: none"> • Compliance with regulatory authorities 	<ul style="list-style-type: none"> • Full compliance with laws and regulations in the social and environmental area.
	<ul style="list-style-type: none"> • Protection of critical information systems and ensuring operational continuity 	<ul style="list-style-type: none"> • Maintaining or improving the availability of systems above 99.9%. • Zero network/system breaches. <p>ESG Goal - Assessment of requirements for ISO 27001:2013.</p> <ul style="list-style-type: none"> • Use of Disaster Recovery Site for the most critical Information Technology (IT) systems and ISO 22301 certification intention.
	<ul style="list-style-type: none"> • Protecting customers' personal data and privacy 	<ul style="list-style-type: none"> • Zero cases of non-compliance with personal data legislation. • Zero number of substantiated complaints of personal data breaches involving personal privacy breaches and customer data losses.
	<ul style="list-style-type: none"> • Provision of training and development of employees 	<p>ESG Goal - 2.5% increase per employee in training hours</p>
	<ul style="list-style-type: none"> • Ensuring the health, safety and well-being of employees 	<ul style="list-style-type: none"> • The certification inspection will take place two months after we move to the new building. • With our certification with the ISO 45001 standard, there will be certification with the 39001 standard for safe driving and there will be a lot of training related to these two areas involving all staff. <p>ESG Goal</p> <ul style="list-style-type: none"> • Calculation of Health and Safety Indicators.

(SDGS)	MATERIAL TOPICS	GOALS FOR 2022
 	<p>• Establishing a healthy ecosystem of partners, agents and a sustainable supply chain</p>	<ul style="list-style-type: none"> • Gradual transfer of supplies from receipts to deliveries: increase of% of the fraction by +3-5% annually. • Infrastructure and operations for the organization/ operation of stores <ol style="list-style-type: none"> 1. Surface area: increase > 5% 2.1 Total Fleet – vehicles remains fixed 2.2 Total Fleet – motorcycles remains fixed 3.1 Total employed in retail reception remains fixed 3.2 Total employees in distribution remains fixed 4. Number of training courses for store employees through e-learning: 5% increase
 	<p>• Providing technological solutions and services, aiming at digital transformation and modernization</p>	<ul style="list-style-type: none"> • Smart Points - Long-term Reduction of Transport Costs • Web Reporting ABP Post - Retaining / Attracting new customers • Planning Solutions for Collection through bank cards Attracting new customers • Measurement of the use of new innovative services/ solutions by customers:
 	<p>• Environment</p>	<p>ESG Goals</p> <ul style="list-style-type: none"> • 4% of the purchased certified green electricity from renewable sources • Up to 7% of the company fleet with hybrid or electronic cars • Evaluation of recycling partners • Adoption of a policy to reduce the use of paper
      	<p>• Contribution to Society</p>	<ul style="list-style-type: none"> • Continuing the actions and maintaining or increasing free shipments for social actions (up to + 5%). • Maintaining the social contribution costs to the selected pillars.



Annexes

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Annexes

ANNEX 1

Data on Quest Group's Human Resources

The Appendix presents extensive data on human resources in relation to employment contracts, work types, individuals hired, departures, and the composition of work grades.

The following tables summarize the number of employees by employment contract and work type for the Group.

		Total number of employees by employment contract					
		2020*			2021		
		Men	Women	Total	Men	Women	Total
Attica	Open-ended employment contract	906	410	1,316	1,057	519	1,576
	Fixed-term	247	11	258	118	5	123
	Supervised	3	1	4	1	1	2
	Trainees	0	0	0	1		1
	Total	1,156	422	1,578	1,177	525	1,702
Other regions	Open-ended employment contract	65	13	78	79	21	100
	Fixed-term	60	1	61	54		54
	Supervised	0	0	0			
	Trainees	0	0	0			
	Total	125	14	139	133	21	154
Overseas	Open-ended employment contract	50	25	75	75	48	123
	Fixed-term	0	0	0		1	1
	Supervised	229	32	261	312	37	349
	Trainees	0	0	0			
	Total	279	57	336	387	86	473
TOTAL	Open-ended employment contract	1,021	448	1,469	1,211	588	1,799
	Fixed-term	307	12	319	172	6	178
	Supervised	232	33	265	313	38	351
	Trainees	0	0	0	1	0	1
	Total	1,560	493	2,053	1,697	632	2,329

* For the year 2020, data concern only the companies included in the Report (Info Quest Technologies, iSquare, Uni Systems and ACS), which employed 2,053 employees.

Total number of employees per type of work						
	2020*			2021		
	Men	Women	Total	Men	Women	Total
Full Employment	1,105	441	1,546	1,219	567	1,786
Partial Employment	223	19	242	165	27	192
Supervised	232	33	265	313	38	351
TOTAL	1,560	493	2,053	1,697	632	2,329

* For the year 2020, data concern only the companies included in the Report (Info Quest Technologies, iSquare, Uni Systems and ACS), which employed 2,053 employees.

The following table summarizes the number of individuals hired in Group companies in 2021.

Hiring by gender/company			
Company	2021		
	Men	Women	Total
Quest Holdings	-	1	1
Uni Systems Greece	113	54	167
Uni Systems Single-member S.A. Belgium	3	3	6
Uni Systems Single-member S.A. Luxemburg	6	5	11
Uni Systems Single-member S.A. France	-	2	2
Uni Systems Single-member S.A. Italy	6	2	8
Uni Systems Single-member S.A. Spain	6	7	13
Uni Systems Single-member S.A. Romania	-	1	1
IntelliSolutions	26	21	47
IntelliSolutions Serbia	1	-	1
Info Quest Technologies Single-member SA Greece	57	32	89
Info Quest Technologies Cyprus	4	-	4
Quest on Line	-	2	2
Clima Quest	7	1	8
Team Candi	3	2	5
iSquare	8	5	13
ISstorm Cyprus	8	7	15
iStorm	17	5	22
ACS	182	9	191
GPS	2	-	2
Cardlink One	1	-	1
TOTAL GROUP	450	159	609

The following table summarizes the number of individuals hired by employment relationship / company for 2021.

Staff hired per employment relationship / company			
Company	2021		
	Open-ended employment contract	Fixed-term	Total
Quest Holdings	1	-	1
Uni Systems Greece	159	8	167
Uni Systems Single-member S.A. Belgium	6	-	6
Uni Systems Single-member S.A. Luxemburg	11	-	11
Uni Systems Single-member S.A. France	2	-	2
Uni Systems Single-member S.A. Italy	8	-	8
Uni Systems Single-member S.A. Spain	13	-	13
Uni Systems Single-member S.A. Romania	1	-	1
IntelliSolutions	47	-	47
IntelliSolutions Serbia	-	1	1
Info Quest Technologies Single-member SA Greece	84	5	89
Info Quest Technologies Cyprus	4	-	4
Quest on Line	2	-	2
Clima Quest	8	-	8
Team Candi	4	1	5
iSquare	13	-	13
iStorm	22	-	22
ISTORM Cyprus	15	-	15
ACS	18	173	191
GPS	1	1	2
Cardlink One	1	-	1
TOTAL GROUP	420	189	609

The following table summarizes the number of individuals hired by region and age for 2021.

Hiring by region and age					
2021					
Company	Region	Under 30 years	Between 30 and 50 years of age	Over 50 years of age	Total
Quest Holdings	Attica	-	1	-	1
Uni Systems Greece	Attica	39	118	10	167
Uni Systems Single-member S.A. Belgium	Overseas	2	3	1	6
Uni Systems Single-member S.A. Luxemburg	Overseas	2	8	1	11
Uni Systems Single-member S.A. France	Overseas	2	-	-	2
Uni Systems Single-member S.A. Italy	Overseas	2	5	1	8
Uni Systems Single-member S.A. Spain	Overseas	3	10	-	13
Uni Systems Single-member S.A. Romania	Overseas	-	-	1	1
IntelliSolutions	Attica	21	22	4	47
IntelliSolutions Serbia	Overseas		1		1
Info Quest Technologies MAEBE	Attica	54	30	4	88
	Other regions	1		-	1
Info Quest Technologies Cyprus	Overseas	1	3	-	4
Quest on Line	Attica	1	1	-	2
Clima Quest	Attica	1	6	1	8
Team Candi	Attica	3	2	-	5
iSquare	Attica	6	6	1	13
iStorm	Attica	10	5	-	15
	Other regions	5	2	-	7
iStorm Cyprus	Overseas	14	1	-	15
ACS	Attica	83	73	19	175
	Other regions	6	4	6	16
GPS	Attica	1	1	-	2
Cardlink One	Attica	-	-	1	1
Total		257	302	50	609

The table below summarizes departures per company for 2021.

Departures per company (Fixed-term and Open-ended employment contracts, Voluntary departure)	
Company	2021
Quest Holdings	0
Uni Systems Greece	71
Uni Systems Single-member S.A. Belgium	3
Uni Systems Single-member S.A. Luxemburg	7
Uni Systems Single-member S.A. France	2
Uni Systems Single-member S.A. Italy	4
Uni Systems Single-member S.A. Spain	5
Uni Systems Single-member S.A. Romania	0
IntelliSolutions	27
IntelliSolutions Serbia	0
Intelli Solutions Bulgaria	0
Info Quest Technologies Greece	33
Info Quest Technologies Cyprus	2
Quest on Line	1
Clima Quest	3
Team Candi	1
iSquare	8
iStorm	21
iStorm Cyprus	10
ACS	0
G.P.S	67
Cardlink One	0
TOTAL GROUP	265

Presented below is the participation and the composition of the Group's Management Bodies by gender and age.

Participation and composition of the Management Officials of the Group										
Board of Directors	2020					2021				
	Men	Women	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age	Men	Women	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age
Quest Holdings	81.80%	18.20%	-	-	100%	75%	25%	-	8.30%	91.70%
Info Quest Technologies	83.30%	16.70%	-	-	100%	83.30%	16.70%	-	-	100%
Uni Systems	80%	20%	-	-	100%	80%	20%	-	-	100%
ACS	83.30%	16.70%	-	-	100%	83.30%	16.70%	-	-	100%
iSquare	83.30%	16.60%	-	20%	80%	83.30%	16.60%	-	20%	80%
Board Committees Quest Holdings	Men	Women	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age	Men	Women	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age
Audit Committee	100%	-	-	-	100%	100%	-	-	-	100%
Nomination Committee	100%	-	-	-	100%	67%	33%	-	-	100%
Remuneration Committee	67%	33%	-	-	100%	67%	33%	-	33%	67%
CSR and Sustainable Development Committee	33%	67%	-	-	100%	33%	67%	-	-	100%
Executive Committee	100%	-	-	-	100%	100%	-	-	-	100%

Below is the composition of the work grades for all Group companies.

Composition of work grades					
Companies	Male	Woman	Under 30 years	Between 30 and 50 years of age	Over 50 years of age
QUEST HOLDINGS SA	50%	50%	0%	100%	0%
Manager	50%	50%	0%	100%	0%
Staff	50%	50%	0%	100%	0%
Uni Systems Single-member S.A. Greece	70%	30%	9%	65%	26%
CEO	100%	0%	0%	0%	100%
Director	90%	10%	0%	30%	70%
Consultant	100%	0%	0%	0%	100%
Head	100%	0%	0%	33%	67%
Manager	84%	16%	0%	35%	65%
Supervisor	66%	34%	0%	56%	44%
Specialist	76%	24%	1%	72%	27%
Team Leader	100%	0%	0%	100%	0%
Staff	63%	37%	19%	68%	14%

Composition of work grades					
Companies	Male	Woman	Under 30 years	Between 30 and 50 years of age	Over 50 years of age
Uni Systems Single-member S.A. Belgium	35%	65%	17%	70%	13%
Manager	50%	50%	0%	100%	0%
Specialist	0%	100%	33%	67%	0%
Staff	39%	61%	17%	67%	17%
Uni Systems Single-member S.A. Luxemburg	77%	23%	4%	65%	31%
Manager	67%	33%	0%	33%	67%
Specialist	89%	11%	0%	56%	44%
Staff	71%	29%	7%	79%	14%
Uni Systems Single-member S.A. France	33%	67%	67%	33%	0%
Specialist	0%	100%	100%	0%	0%
Staff	100%	0%	0%	100%	0%
Uni Systems Single-member S.A. Italy	81%	19%	15%	73%	12%
Specialist	76%	24%	12%	82%	6%
Staff	89%	11%	22%	56%	22%
Uni Systems Single-member S.A. Spain	33%	67%	25%	75%	0%
Manager	100%	0%	0%	100%	0%
Staff	27%	73%	27%	73%	0%
Uni Systems Single-member S.A. Romania	33%	67%	0%	83%	17%
Specialist	67%	33%	0%	67%	33%
Staff	0%	100%	0%	100%	0%
Intelli Solutions Greece	53%	47%	34%	54%	12%
Director	100%	0%	0%	0%	100%
General Manager	100%	0%	0%	0%	100%
Manager	83%	17%	0%	100%	0%
Supervisor	0%	100%	0%	100%	0%
Specialist	100%	0%	50%	17%	33%
Staff	45%	55%	39%	53%	8%
IntelliSolutions Serbia	0%	100%	0%	100%	0%
Supervisor	0%	100%	0%	100%	0%
Staff	0%	100%	0%	100%	0%
IntelliSolutions Bulgaria	0%	100%	50%	50%	0%
Specialist	0%	100%	0%	100%	0%
Staff	0%	100%	100%	0%	0%
Info Quest Technologies Single-Member Sa Greece	69%	31%	24%	62%	14%
CEO	100%	0%	0%	0%	100%
Director	89%	11%	0%	33%	67%
COO	100%	0%	0%	100%	0%
Manager	86%	14%	0%	82%	18%
Supervisor	68%	32%	4%	68%	29%
Specialist	71%	29%	5%	85%	9%
Team Leader	0%	100%	0%	100%	0%
Staff	66%	34%	33%	56%	11%

Composition of work grades					
Companies	Male	Woman	Under 30 years	Between 30 and 50 years of age	Over 50 years of age
INFO QUEST TECHNOLOGIES Cyprus	100%	0%	25%	75%	0%
Supervisor	100%	0%	0%	100%	0%
Staff	100%	0%	33%	67%	0%
QUEST OnLine Single-member S.A.	14%	86%	14%	86%	0%
General Manager	100%	0%	0%	100%	0%
Manager	0%	100%	0%	100%	0%
Supervisor	0%	100%	0%	100%	0%
Staff	0%	100%	25%	75%	0%
CLIMA QUEST Single-member S.A. IMPORTS E	62%	38%	23%	62%	15%
Manager	100%	0%	0%	100%	0%
Supervisor	0%	100%	0%	100%	0%
Specialist	100%	0%	0%	100%	0%
Staff	50%	50%	38%	38%	25%
TEAM CANDI	60%	40%	27%	73%	0%
Director	100%	0%	0%	100%	0%
Supervisor	0%	100%	0%	100%	0%
Specialist	100%	0%	0%	100%	0%
Staff	58%	42%	33%	67%	0%
i SQUARE Single-member SA	47%	53%	31%	51%	18%
CEO	100%	0%	0%	100%	0%
General Manager	0%	100%	0%	0%	100%
Manager	60%	40%	0%	60%	40%
Supervisor	100%	0%	0%	0%	100%
Specialist	50%	50%	0%	50%	50%
Staff	44%	56%	38%	51%	11%
iSTORM Single-member SA Greece	69%	31%	42%	57%	2%
General Manager	100%	0%	0%	100%	0%
Supervisor	57%	43%	0%	100%	0%
Staff	70%	30%	47%	51%	2%
ISTORM Cyprus	75%	25%	65%	35%	0%
Supervisor	100%	0%	0%	100%	0%
Staff	71%	29%	76%	24%	0%
QUEST ENERGY Single-member SA	50%	50%	0%	50%	50%
Director	100%	0%	0%	0%	100%
Staff	0%	100%	0%	100%	0%

Composition of work grades					
Companies	Male	Woman	Under 30 years	Between 30 and 50 years of age	Over 50 years of age
ACS POSTAL SERVICES Single-member S.A.	79%	21%	14%	46%	40%
BOD	0%	100%	0%	0%	100%
CEO	100%	0%	0%	0%	100%
Director	75%	25%	0%	25%	75%
Consultant	100%	0%	0%	0%	100%
General Manager	100%	0%	0%	0%	100%
Manager	60%	40%	0%	48%	52%
Miscellaneous	57%	43%	14%	43%	43%
Supervisor	76%	24%	0%	47%	53%
Specialist	88%	12%	4%	56%	40%
Team Leader	100%	0%	0%	0%	100%
Staff	80%	20%	16%	46%	37%
GPS Single-member Private Company	60%	40%	40%	40%	20%
Supervisor	100%	0%	0%	100%	0%
Staff	50%	50%	50%	25%	25%
Cardlink one	100%	0%	0%	0%	100%
Manager	100%	0%	0%	0%	100%
TOTAL	70%	30%	17%	58%	25%

ANNEX 2

Table of GRI Contents – Quest Group

[GRI 102-55]

GRI Standard	Disclosure	Chapter / Page of the Report	Omissions	External Assurance
General standard publications ("Core" option)				
GRI 102: General Standard Disclosures 2016	102-1 Name of the organization	The Quest Group (page 14)	-	*
	102-2 Activities, brands, products and services	The Quest Group (page 14) and its subsidiaries (page 16)	-	*
	102-3 Location of headquarters	The Quest Group (page 14)	-	*
	102-4 Location of operations	The Quest Group (page 14)	-	*
	102-5 Ownership and legal form	The Quest Group (page 14)	-	*
	102-6 Markets served	The Quest Group (page 14), and its subsidiaries (page 16)	-	*
	102-7 Scale of the organization	The Quest Group (page 16, Economic performance (page 28), Protection of human rights at work and quality employment with equal Opportunities (page 54)	-	*
	102-8 Information on employees and other workers	Our people (pages 53-58)	-	*
	102-9 Supply Chain	Sustainable supply chain (page 67)	-	*
	102-10 Significant changes to the organization and its supply chain	The Quest Group (page 14)	-	*
	102-11 Precautionary Principle	Environment (page 75)	-	*
	102-12 External initiatives	International Initiatives (page 20)	-	*
	102-13 Membership of associations	Bodies and Associations in which the Quest Group participates (page 20)	-	*
	102-14 Statement from senior decision-maker	Message from the Chairman and BoD (Page 9)	-	*
	102-16 Values, principles, standards, and codes of conduct	Our Values (page 15)	-	*
	102-18 Governance structure	Our Corporate Governance model (Page 46-47)	-	*

GRI Standard	Disclosure	Chapter / Page of the Report	Omissions	External Assurance
General standard publications ("Core" option)				
GRI 102: General Standard Disclosures 2016	102-40 List of stakeholder groups	Engagement with Stakeholders and Material issues (page 37-39)	-	*
	102-41 Collective bargaining agreements	Diversity and Inclusions (Page 60)	-	*
	102-42 Identifying and selecting stakeholders	Engagement with Stakeholders and Material issues (page 37-39)	-	*
	102-43 Approach to stakeholder engagement	Engagement with Stakeholders and Material issues (page 37-39)	-	*
	102-44 Key topics and concerns raised	Engagement with Stakeholders and Material issues (page 37-39)	-	*
	102-45 Entities included in the consolidated financial statements	About the Report (page 5)	-	*
	102-46 Defining report content and topic boundaries	Recognition of material issues for the sustainable development of the Quest Group (page 40-43)	-	*
	102-47 List of material topics	Recognition of material issues for the sustainable development of the Quest Group (page 40-43)	-	*
	102-48 Restatements of information	About the Report (page 5), Economic performance (page 28)	-	*
	102-49 Changes in reporting	About the Report (page 5), Recognition of material issues for the sustainable development of the Quest Group (page 40-43)	-	*
	102-50 Reporting period	About the Report (page 5)	-	*
	102-51 Date of most recent report	About the Report (page 5)	-	*
	102-52 Reporting cycle	About the Report (page 5)	-	*
	102-53 Contact point for questions regarding the report	About the Report (page 5)	-	*
	102-54 Claims of reporting in accordance with the GRI standards	About the Report (page 5)	-	*
	102-55 GRI Content Index	GRI Table (page 100-105)	-	*
	102-56 External assurance	About the Report (page 5)	-	*

GRI Standard	Disclosure	Chapter / Page of the Report	Omissions	External Assurance
The Corporate Governance model				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Recognition of material issues for the sustainable development of the Quest Group (page 40-43)	-	
	103-2 The management approach and its components	Ethical business behavior, culture and regulatory compliance (page 48)	-	
	103-3 Evaluation of the management approach		-	
GRI 205: Anti-Corruption 2016	205-3 Confirmed incidents of corruption and actions taken		-	
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Ethical business behavior, culture and regulatory compliance (page 48)	-	
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with socio-economic laws and regulations		-	
Our customers				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Recognition of material issues for the sustainable development of the Quest Group (page 40-43)	-	
	103-2 The management approach and its components	Our policies and systems (page 49) / Protection of customer privacy and data (page 50-51)	-	
	103-3 Evaluation of the management approach		-	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protection of customer privacy and data (page 50-51)	-	
Quest Indicator	System availability rate		-	

GRI Standard	Disclosure	Chapter / Page of the Report	Omissions	External Assurance
Economic performance				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Recognition of material issues for the sustainable development of the Quest Group (page 40-43)	-	
	103-2 The management approach and its components	Economic performance (page 28)	-	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic performance (page 28)	-	
			-	
Our people				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Protection of human rights at work and quality employment with equal opportunities (pages 54-58)	-	
	103-2 The management approach and its components	Protection of human rights at work and quality employment with equal opportunities (pages 54-58)	-	
	103-3 Evaluation of the management approach	Protection of human rights at work and quality employment with equal opportunities (pages 54-58)	-	
GRI 401: Employment 2016	401-1 Total number of people hired and mobility index		-	
Diversity and Inclusion				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Diversity and Inclusion (page 59-60)	-	
	103-2 The management approach and its components	Diversity and Inclusion (page 59-60)	-	
	103-3 Evaluation of the management approach		-	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Composition of governing bodies and analysis of employees	Diversity and Inclusion (page 59-60)	-	
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		-	

GRI Standard	Disclosure	Chapter / Page of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Employee Benefits (page 59)	-	
	103-2 The management approach and its components	Human Resources Development (page 61-64)	-	
	103-3 Evaluation of the management approach		-	
GRI 401: Employment 2016	401-2 Benefits offered to full-time employees which are not offered to temporary or part-time employees	Human Resources Development (page 61-64)	-	
GRI 103: Management Approach 2016-2018	103-1 Explanation of the material topic and its Boundary των Ορίων του	Recognition of material issues for the sustainable development of the Quest Group (page 40-43)	-	
	103-2 The management approach and its components	Health, safety and well-being of employees (pages 64-65)	-	
	103-3 Evaluation of the management approach		-	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health, safety and well-being of employees (pages 64-65)	-	
	403-2 Risk Identification, Risk Assessment and Incident Investigation		-	
	403-3 Occupational health services		-	
	403-4 Employee participation, consultation and communication on issues related to health and safety at work		-	
	403-5 Training of employees on health and safety at work		-	
	403-6 Promoting employee health		-	
	403-7 Prevention and mitigation of health and safety effects at work directly linked to business relationships		-	
	403-8 Workers covered by an occupational health and safety management system.			

GRI Standard	Disclosure	Chapter / Page of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Recognition of material issues for the sustainable development of the Quest Group (page 40-43)	-	
	103-2 The management approach and its components	Human Resources Development (page 61-64)	-	
	103-3 Evaluation of the management approach		-	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Human Resources Development (page 61-64)	-	*
	404-3 Percentage of employees receiving regular updates on their performance and development		-	*
Environment				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Climate Change (pages 75-78)	-	
	103-2 The management approach and its components	Climate Change (pages 75-78)	-	
	103-3 Evaluation of the management approach		-	
GRI 305: Emissions 2016	305-1 Direct greenhouse gas emissions (Scope 1)	Climate Change (pages 75-78)	-	
	305-2 Indirect greenhouse gas emissions (Scope 2)		-	
Quest Indicator	Annual energy intensity in the Quest Group (kWh/m ²) / € million of turnover		-	

Annex

Table of GRI Contents - Info Quest Technologies

[GRI 102-55]

This report by Info Quest Technologies is part of the Quest 2021 Group Sustainable Development Report, which contains the completed publications of GRI indexes (<https://www.quest.gr/>).

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

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

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Protection of Customer Privacy and Data	-	
	103-3 Evaluation of the management approach		-	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protection of Customer Privacy and Data	-	
IQT Indicator	System availability rate		-	
Economic performance				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Economic performance	-	
	103-3 Evaluation of the management approach		-	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic performance	-	
Our people				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Diversity and Inclusion	-	
	103-3 Evaluation of the management approach		-	
GRI 401: Employment 2016	401-1 Total number of people hired and mobility index	Diversity and Inclusion	-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Corporate Governance Model, our People	-	
	103-3 Evaluation of the management approach		-	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Composition of governing bodies and analysis of employees	Corporate Governance Model, Our People, Diversity and Inclusion	-	
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		-	
GRI 103: Management Approach 2016-2018	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Employee Health and Safety	-	
	103-3 Evaluation of the management approach		-	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Employee Health and Safety	-	
	403-2 Risk Identification, Risk Assessment and Incident Investigation		-	
	403-3 Occupational health services		-	
	403-4 Employee participation, consultation and communication on issues related to health and safety at work		-	
	403-5 Training of employees on health and safety at work		-	
	403-6 Promoting employee health		-	
	403-7 Prevention and mitigation of health and safety effects at work directly linked to business relationships		-	
	403-8 Workers covered by an occupational health and safety management system.		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Employee Development	-	
	103-3 Evaluation of the management approach		-	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Employee Development	-	*
	404-3 Percentage of employees receiving regular updates on their performance and development		-	*
Environment				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Climate Change	-	
	103-3 Evaluation of the management approach		-	
GRI 305: Emissions 2016	305-1 Direct greenhouse gas emissions (Scope 1)	Climate Change	-	
	305-2 Indirect greenhouse gas emissions (Scope 2)		-	
Sustainable Supply Chain				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Sustainable Supply Chain	-	
	103-3 Evaluation of the management approach		-	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Sustainable Supply Chain	-	
GRI 414: Supplier Social Assessment 2016	414 – 1 New suppliers that were screened using social criteria		-	
IQT Indicator	Annual Supplier Evaluation for 80% of revenues		-	
IQT Indicator	Know-How transfer to Partners		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
Sustainable Products and Digital Innovation				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Responsible Business and Digital Innovation	-	
	103-3 Evaluation of the management approach	Responsible Business and Digital Innovation	-	
IQT Indicator	Increase in sales from new innovative products and services with social and environmental impact		-	
Supporting Digital Transformation				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Responsible Business and Digital Innovation	-	
	103-3 Evaluation of the management approach	Supporting the Digital Innovation	-	
IQT Indicator	Customer satisfaction /Complaints		-	*
IQT Indicator	Measurements for Digital Transformation efficiency		-	
IQT Indicator	New projects that support digital Transformation		-	

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Table of GRI Contents - Uni Systems

[GRI 102-55]

This report of Uni Systems is part of Quest Group's 2021 Sustainable Development Report, which contains the completed GRI index publications (<https://www.quest.gr/>).

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

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

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Customer Data Protection and Privacy	-	
	103-3 Evaluation of the management approach		-	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer Data Protection and Privacy	-	
Uni Systems Indicator	System availability rate		-	
Economic performance				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Economic performance	-	
	103-3 Evaluation of the management approach		-	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic performance	-	
Our people				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Diversity and Inclusion	-	
	103-3 Evaluation of the management approach		-	
GRI 401: Employment 2016	401-1 Total number of people hired and mobility index	Diversity and Inclusion	-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Corporate Governance Model, our People	-	
	103-3 Evaluation of the management approach		-	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Composition of governing bodies and analysis of employees	Corporate Governance Model, Our People, Diversity and Inclusion	-	
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		-	
GRI 103: Management Approach 2016-2018	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Health, Safety and Well-being of Employees	-	
	103-3 Evaluation of the management approach		-	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health, Safety and Well-being of Employees	-	
	403-2 Risk Identification, Risk Assessment and Incident Investigation		-	
	403-3 Occupational health services		-	
	403-4 Employee participation, consultation and communication on issues related to health and safety at work		-	
	403-5 Training of employees on health and safety at work		-	
	403-6 Promoting employee health		-	
	403-7 Prevention and mitigation of health and safety effects at work directly linked to business relationships		-	
	403-8 Workers covered by an occupational health and safety management system.		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	*
	103-2 The management approach and its components	Employee Development	-	
	103-3 Evaluation of the management approach		-	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Employee Development	-	
	404-3 Percentage of employees receiving regular updates on their performance and development		-	
Environment				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Environment	-	
	103-3 Evaluation of the management approach		-	
GRI 305: Emissions 2016	305-1 Direct greenhouse gas emissions (Scope 1)	Climate Change	-	
	305-2 Indirect greenhouse gas emissions (Scope 2))		-	

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Table of GRI Contents - iSquare

[GRI 102-55]

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

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

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

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

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

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

Annex

Table of GRI Contents - ACS

[GRI 102-55]

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

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
General standard publications ("Core" option)				
GRI 102: General Standard Disclosures 2016	102-1 Name of the organization	About the Report	-	*
	102-2 Activities, brands, products and services	The Company	-	*
	102-3 Location of headquarters	The Company	-	*
	102-4 Location of operations	The Company	-	*
	102-5 Ownership and legal form	The Company	-	*
	102-6 Markets served	The Company	-	*
	102-7 Scale of the organization	The Company	-	*
	102-8 Information on employees and other workers	Our People	-	*
	102-9 Supply Chain	Sustainable supply chain	-	*
	102-10 Significant changes to the organization and its supply chain	Sustainable supply chain	-	*
	102-16 Values, principles, standards, and codes of conduct	Ethical Business Behaviour, Culture and Compliance	-	*
	102-18 Governance structure	Our Corporate Governance model	-	*
	102-40 List of stakeholder groups	Engagement with Stakeholders and Material issues	-	*
	102-42 Identifying and selecting stakeholders	Engagement with Stakeholders and Material issues	-	*
	102-43 Approach to stakeholder engagement	Engagement with Stakeholders and Material issues	-	*
	102-46 Defining report content and topic boundaries	Engagement with Stakeholders and Material issues	-	*
102-46 Defining report content and topic boundary	Engagement with Stakeholders and Material issues	-	*	
102-47 List of material topics	Engagement with Stakeholders and Material issues	-	*	
102-48 Restatements of information	About the Report	-	*	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 102: General Standard Disclosures 2016	102-49 Changes in reporting	Engagement with Stakeholders and Material issues	-	*
	102-50 Reporting period	About the Report	-	*
	102-51 Date of most recent report	About the Report	-	*
	102-52 Reporting cycle	About the Report	-	*
	102-53 Contact point for questions regarding the report	About the Report	-	*
	102-54 Claims of reporting in accordance with the GRI standards	About the Report	-	*
	102-55 GRI Content Index	GRI Table	-	*
Material Topics				
The Corporate Governance model				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Ethical business behavior, culture and regulatory compliance	-	
	103-3 Evaluation of the management approach		-	
GRI 205: Anti-Corruption 2016	205-3 Confirmed incidents of corruption and actions taken		-	
GRI 206: Anticompetitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Ethical business behavior, culture and regulatory compliance	-	
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with socio-economic laws and regulations		-	
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Protection of customer privacy and data	-	
	103-3 Evaluation of the management approach		-	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protection of customer privacy and data	-	
ACS Indicator	System availability rate		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
Economic performance				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Economic performance	-	
	103-3 Evaluation of the management approach	Economic performance	-	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic performance	-	
Sustainable Supply Chain				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components		-	
	103-3 Evaluation of the management approach		-	
ACS Indicator	Ratio packages delivered to packages received by branches	Responsible Business Activity	-	
ACS Indicator	Infrastructure and Actions for the organization/operation of branches		-	
Our people				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Our People	-	
	103-3 Evaluation of the management approach		-	
GRI 401: Employment 2016	401-1 Total number of people hired and mobility index	Our People	-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
Our people				
GRI 103: Management Approach 2016-2018	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Health, Safety and Well-being of Employees	-	
	103-3 Evaluation of the management approach		-	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health, Safety and Well-being of Employees	-	
	403-2 Risk Identification, Risk Assessment and Incident Investigation		-	
	403-3 Occupational health services		-	
	403-4 Employee participation, consultation and communication on issues related to health and safety at work		-	
	403-5 Training of employees on health and safety at work		-	
	403-6 Promoting employee health		-	
	403-7 Prevention and mitigation of health and safety effects at work directly linked to business relationships		-	
	403-8 Workers covered by an occupational health and safety management system.		-	
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Employee Development	-	
	103-3 Evaluation of the management approach	Employee Development	-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Employee Development	-	*
	404-3 Percentage of employees receiving regular updates on their performance and development	Employee Development	-	*
Environment				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Climate Change	-	
	103-3 Evaluation of the management approach		-	
GRI 305: Emissions 2016	305-1 Direct greenhouse gas emissions (Scope 1)	Climate Change	-	
	305-2 Indirect greenhouse gas emissions (Scope 2)		-	
	305-3 Other Indirect greenhouse gas emissions (Scope 3)		-	
	305-4 GHG emissions intensity.		-	
GRI 303: Water 2016	303-1 Interactions with water as a shared resource	Circular Economy	-	
GRI 306: Effluents and waste 2016	306-2 Management of significant waste-related impacts		-	
Contribution to Society				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Contribution to Society	-	
	103-3 Evaluation of the management approach	Contribution to Society	-	
ACS Indicator	Number of deliveries to NGOs and Community Organizations	Contribution to Society	-	

ANNEX 3

ATHEX ESG Index Table

ESG 2022 Athens Stock Exchange Information Disclosure Guide.

ESG categorization	ID	Index Name	Page of the Report
			Quest Group
CORE METRICS			
Environment	C-E1	Scope 1 Emissions	page 77
	C-E2	Scope 2 Emissions	page 77
	C-E3	Energy consumption and production	page 76
Society	C-S1	Stakeholder Engagement	page 37
	C-S2	Female employees	page 60
	C-S3	Female Employees in Management Positions	page 60
	C-S4	Employee Turnover	page 58
	C-S5	Employee Training	page 61
	C-S6	Human rights policy	page 59
	C-S7	Collective bargaining agreements	page 60
Corporate Governance	C-G1	Board Composition	page 46
	C-G2	Sustainability Oversight	page 47, page 49
	C-G3	Materiality	page 40
	C-G4	Sustainability policy	page 49
	C-G5	Business Ethics Policy	page 49
	C-G6	Business Ethics Violations	page 50
ADVANCED METRICS			
Environment	A-E1	Scope 3 Emissions	page 78
	A-E2	Climate Change Risks and opportunities	page 75
	A-E3	Waste management	page 79

ESG categorization	ID	Index Name	Page of the Report
			Quest Group
Society	A-S1	Sustainable economic activity	page 28
	A-S2	Employee training Expenditure	page 62
	A-S3	Gender pay gap	page 60
Corporate Governance	A-G1	Business model	page 24
	A-G2	Business Ethics Violations	page 48
	A-G3	ESG Targets	page 10, page 33
	A-G4	Variable Pay	page 58
	A-G5	External assurance	page 5
SECTOR METRICS			
Environment	SS-E1	Emissions Strategy	page 71
	SS-E7	Critical materials	page 75
Society	SS-S4	Labor Law Violations	page 59
	SS-S5	Data security and privacy fines	page 51
	SS-S8	Customer satisfaction	page 67
	SS-S9	Customer grievance mechanism	page 67
Corporate Governance	SS-G1	Whistleblower policy	page 49
	SS-G2	Critical risk management	page 49
	SS-G3	Systematic risk management	page 50

ANNEX 4

Application of the AccountAbility AA1000 Standard

Quest Group and its respective companies follow the principles of the AccountAbility AA1000AP (2018) standard for identifying, prioritizing and responding to sustainable development issues. More specifically:

- **Inclusivity:** The Group and its respective companies identify the stakeholders who are affected by their operation or may influence by their decisions their ability to implement their strategy and achieve their objectives. They then consult with them, to identify their needs and expectations and to proceed with them to prioritize the essential Sustainable Development issues.
- **Materiality:** The Group and respectively the companies identify and prioritize (through a materiality analysis according to GRI standards) the essential issues related to their business model.
- **Responsiveness:** The Group and the companies respectively manage and respond to the essential issues and challenges with the participation of all Divisions/Departments
- **Effects:** The Group and the respective companies monitor and measure the effects caused by their activity, in order to mitigate the negative ones and increase the positive ones accordingly.

ANNEX 5

Compliance with Greek Sustainability Code



Pillar	Criteria	Reference / (Reporting Section / Quest Group)
Strategy	Strategic analysis and action	Messages from the Board of Directors, Quest Group and its subsidiaries, The Corporate Governance Model
	Materiality	Engagement with Stakeholders and Material Issues
	Targeting	Summary of new ESG strategy and ESG goals
	Value chain management	The Corporate Governance model

Pillar	Criteria	Reference / (Reporting Section / Quest Group)
Management process	Responsibility	Messages from the Board of Directors, Quest Group and its subsidiaries, The Corporate Governance Model
	Rules and procedures	Our policies and systems
	Documentation and monitoring	Messages from the Board of Directors, Quest Group and its subsidiaries, The Corporate Governance Model, External Assurance Report
	Remuneration policies and incentives for Sustainable Development	Protection of human rights at work and quality employment with equal opportunities
	Dialogue with stakeholders	Engagement with Stakeholders and Material Issues
	Product Responsibility and Innovation	Responsible products and services, Digital innovation
Environment	Use of Natural Resources	Environment
	Management of natural resources	
	Gas Emissions and Climate Change	
Society	Labor Rights	Protection of human rights at work and quality employment with equal opportunities, Diversity and Inclusion
	Equal opportunities	
	Employment	
	Human rights in the Supply Chain	Sustainable supply chain
	Strengthening Local Communities	Contribution to Society
	Participation in Initiatives and Political Lobbies	International Initiatives, Bodies and Associations in which the Quest Group participates along with Distinctions and awards
	Preventing and Combating Corruption	Ethical business behavior, culture and regulatory compliance

INDEPENDENT EXTERNAL ASSURANCE REPORT



To: Management of QUEST Holdings SA

1. Scope of the External Assurance project of the Sustainability Report

QUEST Holdings SA Company (hereinafter referred to as **QUEST Holdings**) has assigned **TÜV HELLAS (TÜV NORD) SA** (hereinafter referred to as **TÜV HELLAS**) the limited external assurance of the Sustainable Development Report, which covers the period **1/1/2021-31/12/2021**.

QUEST Holdings, parent company of the QUEST Group, is headquartered in Greece, at 2A Argyroupoleos Street, 176 76, Kallithea and has been listed on the Athens Stock Exchange since 1998.

The QUEST Holdings Sustainability Report of 2021 contains data for the following companies of the QUEST Group: **Quest Holdings, Info Quest Technologies, Uni Systems, iSquare, ACS, iStorm, FoQus, Team Candi, Intelli Solutions, Quest on Line, Clima Quest & Quest Energy**.

The scope of the project consists of the following:

- A. The Application Level Check in accordance with the GRI Sustainability Reporting Standards (GRI Standards), regarding the Sustainability Report of QUEST Holdings for 2021, in order to confirm the company's compliance to the requirements of the GRI Standards for the "In accordance_Core" Level, as well as the provision of external assurance service about the accuracy of the claims mentioned to the indicator GRI 404-1 "Training & Education",
- B. Checking the accuracy of the claims regarding the "Customer Satisfaction" index for the companies Info Quest Technologies, Uni Systems, iSquare and ACS.
- C. The control of the accuracy of the claims regarding the coverage of specific core, advanced and sector-specific metrics of the **ESG 2022 Reporting Guide of the ATHEX (Athens Exchange)**, as follows:
 - C1. For QUEST Holdings, the accuracy of the claims regarding the coverage of the metrics C-E1, C-E2, C-E3, C-S1, C-S2, C-S3, C-S4, C-S5, C-S6, C-S7, C-G1, C-G2, C-G3, C-G4, C-G5, C-G6, A-E2, A-E3, A-S1, A-S2, A-S3, A-G1, A-G2, A-G3, A-G4, A-G5, SS-E1, SS-E7, SS-S4, SS-S5, SS-S8, SS-S9, SS-G1, SS-G2, SS-G3.
 - C2. For **ACS** the accuracy of the claims regarding the coverage of all the above metrics, plus the indicator A-E1.
- D. The conduction of the coverage level check of the guide **AA1000AP (2018)**, referring to the Accountability Principles as they are stated and analyzed within (Inclusivity, Materiality, Responsiveness & Impact). The level check was held based on the contents of the guide AA1000AS v3 (Type 2 Assurance-Moderate level).

The limited external assurance as it is defined by the above project scope, refers to the Sustainability Report of QUEST Holdings for 2021 and it was conducted based on the corresponding correlation table of GRI Standards Indicators stated by **QUEST Holdings** in its Sustainability Report, in order to confirm the Company's compliance to the requirements of the GRI Standards for the "In accordance_Core" Level, as well as the requirements of **AA1000AP (2018)**. For the above point (C), the data accuracy external assurance of the mentioned metrics was carried out based on the corresponding correlation table of the ESG 2022 Reporting Guide of the ATHEX, which was also prepared by QUEST Holdings in the Sustainability Report

2. Project Criteria

The external assurance was based on the evaluation of conformity with the requirements of the following guiding standards:

- A. **GRI Standards (Core Level)**
- B. **AA1000AP (2018)**
- C. **ESG 2022 Reporting Guide of the ATHEX**.

For the evaluation of conformity to the requirements of **AA1000AP (2018)**, the provisions of the guide **AA1000 Assurance Standard (AA1000AS v3)** were followed. More specifically, the Type 2-Moderate level of external assurance was followed. According to this, the level of conformity to the Accountability Principles, as they are stated within AA1000AP (2018), was checked, while the reliability and quality of sustainability performance information based on basic sampling of limited range, was simultaneously assured.

3. Project methodology

Based on the conformance criteria of paragraph 2 and in order to draw conclusions, the external assurance team of **TÜV HELLAS** conducted the following (indicative and not restrictive) methodology:

- » Reviewed the procedures followed by QUEST Holdings to identify and determine the material issues in order to include them within the Sustainability Report.
- » Interviews were conducted with selected executives of QUEST Holdings having operational role in Sustainability issues in order to understand the current state of sustainability development activities and progress achieved during the period under reference.
- » Reviewed the QUEST Holdings consultation approach with their stakeholders through interviews with executives responsible for communication with the interested parties at company level and review of selected documents.
- » Reviewed the claims mentioned to the Total Reporting Indicators (referred in paragraph 1), in connection with the findings of the above steps. Additionally, In addition, the methodologies and practices for extracting the results were reviewed and crosschecking were performed on the reliability and quality of the indicators reported in the report. These checks consist (not restrictively) of the following:
 - Understanding the quality management and results collection processes related to the indicators under consideration
 - Review of the design of processes, systems and controls for managing reliability and quality of specified information
 - Sampling of management practices and operation control, as well as evidence gathering in order to sufficiently ensure the completeness and accuracy of the claims.
 - Maintain of the appropriate documentation for all the aforementioned controls

4. Review limitations

The range of the review was exclusively limited to the activities of **QUEST Holdings** in Greece. No visits and interviews in stakeholders of the **QUEST Holdings** have been conducted. In case of any discrepancy in the translation between Greek and English version of the Sustainability Report, the Greek version shall prevail.

5. Responsibilities of the Reporting Organization and Assurance Provid

The team for Sustainability of **QUEST Holdings** carried out the Sustainability Report, thus, is exclusively responsible for the information and statements contained therein.

The external assurance conducted, as it is defined in the project scope (paragraph 1), do not represent **TÜV HELLAS'** opinion related to the quality of the Sustainability Report and its contents.

The responsibility of **TÜV HELLAS** is to express the independent conclusions on the issues as defined in the project scope and in accordance to the relevant contract. The project was conducted in such a way so that **TÜV HELLAS** can quote to **QUEST Holdings** administration the issues mentioned in this report and for no other purpose

6. Conclusions-Recommendations

Based on the project scope (paragraph 1) and in the context of the external assurance procedure followed by TÜV HELLAS, the conclusions are as follows:

A. Accuracy and completeness of data (qualitative and quantitative) related to the Application Level Check and claims accuracy of Total Reporting Indicators related to GRI Standards.

- » During the external assurance project carried out, nothing came to the attention of TÜV HELLAS which would lead to the conclusion that the Report does not meet to the requirements of the GRI Standards for the "In accordance_Core" Level, as reflected on the corresponding correlation GRI content index (table with the GRI Standards Indicators).
- » Nothing has come to the attention of TÜV HELLAS that would lead to the conclusion of the incorrect gathering or transferring of data concerning the claims mentioned to the indicator GRI 404-1 "Training & Education", for the QUEST Holdings.
- » Nothing has come to the attention of TÜV HELLAS that would lead to the conclusion of the incorrect gathering or transferring of data concerning the claims mentioned to the indicator "Customer Satisfaction" for the companies Info Quest Technologies, Uni Systems, iSquare and ACS.
- » Nothing has come to the attention of TÜV HELLAS that would lead to the conclusion of the incorrect gathering or transferring of data concerning the claims mentioned to the metrics of the ESG 2022 Reporting Guide of the ATHEX, which are referred in the paragraph 1, points C1, C2 of this report

B. Adherence to the AA1000 AccountAbility Principles (Inclusivity, Materiality, Responsiveness & Impact) against the criteria found in AA1000AP (2018).

Inclusivity: Dialogue on Sustainability Issues with the Stakeholders

- » We have not realized any matter that causes us to believe that the material issues' definition approach which was followed by the QUEST Holdings does not provide a comprehensive and balanced understanding of the material issues

Materiality: Focus on the material issues related to sustainability

- » We have not realized any matter that causes us to believe that the material issues' definition approach which was followed by the QUEST Holdings does not provide a comprehensive and balanced understanding of the material issues

Responsiveness: Addressing the needs and expectations of stakeholders

- » We have not realized any issue, which would lead us to believe that the QUEST Holdings has not responded timely and adequately, through decisions and actions, to the needs and expectations that emerged from the material issues of sustainable development.

Impact: Impact of company's activities to the broader ecosystems

- » We have not realized any issue which would lead us to believe that the QUEST Holdings has not understood and managed the direct and indirect impacts that the material aspects create to the broader ecosystems.

TÜV HELLAS did not realize anything that would lead to the conclusion of incorrect collection or transfer of data (qualitative & quantitative) concerning the allegations made regarding the fulfillment of the requirements of the Accountability Principles, as set out in AA1000AP (2018). Additionally, TÜV HELLAS did not realize anything that would call into question the reliability and quality of the performance indicators related to the Accountability Principles.

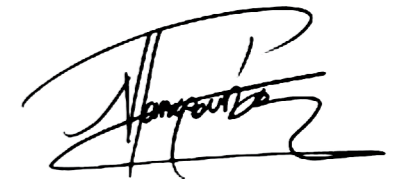
During the assurance, no issues arose that would lead to improvement proposals

7. Impartiality and independence of the external assurance team

TÜV HELLAS states its impartiality and independence in relation to the project of QUEST Holdings Sustainability Report external assurance. TÜV HELLAS has not undertaken work with QUEST Holdings and does not have any cooperation with the interested parties that could compromise the independence or impartiality of the findings, conclusions or recommendations.

TÜV HELLAS was not involved in the preparation of the text and data presented in the Sustainability Report of QUEST Holdings.

Athens, June 8, 2022
For TÜV HELLAS (TÜV NORD) AE



Nestor Paparoupas
Product Manager





Quest
HOLDINGS

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