

**2022**  
**SUSTAINABLE**  
**DEVELOPMENT**  
**REPORT**



## Technology, Innovation, Entrepreneurship

For more than 40 years, we are creating every day the future of technology in Greece. We are developing the Greek market and contributing to the digital revolution and the progress of the country, while we are also participating in the European development.

At the same time, we are expanding our activities in key sectors of the economy with the vision of innovative value creation and guided by the principles of sustainable development.

**Today, we are writing the story of tomorrow, with the vision of an advanced world for all!**

# CONTENTS

<b>Messages from the Board of Directors</b>	<b>4</b>	<b>Corporate Governance</b>	<b>46</b>	<b>Environmental Footprint</b>	<b>82</b>
<b>Highlights 2022</b>	<b>8</b>	Organizational structure	48	Greenhouse gas emissions	84
<b>About the Report</b>	<b>10</b>	Committees	49	Energy management	90
<b>The Quest Group</b>	<b>11</b>	Roles and responsibilities	49	Circular economy	92
The subsidiaries	15	Election of the Board of Directors	50	<b>Responsible Business</b>	<b>94</b>
International initiatives	18	Regulations	50	Sustainable supply chain	95
Memberships and Associations	19	Policies and Systems	51	Sustainable Products and services	96
Participation in ESG Ratings and Indices	20	<b>Business Ethics and Transparency</b>	<b>53</b>	Digital innovation	98
Awards and distinctions	21	Business compliance	54	IQbility: Startup companies' support	101
Significant developments of the year	23	Data protection	56	Customer satisfaction	101
<b>Materiality Analysis</b>	<b>25</b>	<b>Our People</b>	<b>58</b>	<b>Future Goals and Performance</b>	<b>102</b>
Stakeholder Engagement	26	Human resources	59	<b>Annexes</b>	<b>109</b>
Material Issues	27	Equality and inclusion	64	Annex 1: Quest Group Data 2022	110
Impact materiality analysis	29	Human Rights	66	Annex 2: GRI table of contents	128
<b>Sustainable Development</b>	<b>30</b>	Employee Health, safety and well-being	67	Annex 3: ATHEX ESG 2022 Guide table of contents	134
ESG strategy and objectives 2022–2025+	31	Employee Training and Development	72	Annex 4: Application of AccountAbility AA1000 standard	137
Value creation and business model <IR>	35	<b>Support to Society</b>	<b>77</b>	Annex 5: Compliance with the Greek the Greek Sustainability Code	138
<b>Financial Performance</b>	<b>41</b>	Employees' support	79	Annex 6: External Assurance Statement	139
Economic activities based on the EU Taxonomy	45	Interconnection of technology and education	79		
		Social offer actions	81		





# MESSAGES FROM THE BOARD OF DIRECTORS

[GRI 2-22, ESG INDEX A-G3]





## Message from the Chairman

We are very proud and grateful to the people of the Quest Group, who have led our companies, for another year, to new historically high rates, surpassing the barrier of 1 billion euros in total sales and achieving significant profitability, driven by ethics, values, knowledge and hard work.



The year 2022 was full of international and domestic challenges. Geopolitics, energy crises and inflation have created a difficult environment for society and the economy. That is why we had to act decisively and carefully, while strengthening our development path, carefully weighing the risks and focusing primarily on the support of our people and the sustainable development of the Group.

The results were the fruits of our efforts. The consolidated sales, from the Group's ongoing activities, reached € 1,032 million, increased by 12.7% compared to 2021, the pre-tax profits to € 54,748 million with an increase of 6,6%, while EBITDA was € 72,029 million, increased by about 12.4%.

Our employees have grown by about 12% and we now employ 2,600 people, offering good remuneration in a modern work environment. At the same time, we addressed the rising cost of living, with two extraordinary allowances of € 2.8 million in total, for approximately 1,300 employees and 750 dependant members of their families.

Focusing on sustainable development, our companies started implementing their ESG strategy in 2022. Significant steps have already been taken in the decarbonisation activities of the Group, by gradually replacing our cars with electric/hybrid vehicles, and increasing the renewable energy consumption and production.

Sustainable and inclusive growth will continue to be an integral part of our Group's values, defining our identity, shaping the strategy and guiding our efforts to create a great Organization.

**Theodoros Fessas**

Chairman of the Board of Directors Quest Holdings

## Message from the Vice-Chairwoman

We are going through a period of successive crises on a global scale – climate, health, geopolitical, economic crisis – which inevitably exacerbate social problems.



Although our digital technologies have provided tools that allow us to solve our most pressing social and environmental challenges, there is still a common belief that the current development model is being added to a growing list of global burdens that threaten our future stability and our common prosperity.

In this light, the response to addressing key environmental and social issues is to make significant developments and changes to the business model, with high sustainability in the agenda of all sectors and of governments, together with a number of impressive initiatives being taken.

In the new socio-economic environment, businesses need to follow the principles of Responsibility, Corporate Governance, Innovation and Cooperation in order to remain viable. At the same time, they need to

incorporate into their strategy all the important aspects of sustainability, considering multi-level business risks and recognizing new business opportunities.

As Quest Group, our goal is to contribute to the formation of a modern business model in our fields of activity, which puts the above principles of sustainable entrepreneurship at the centre of its operation.

In 2022, the Group's companies joined forces and took substantial steps towards the adoption and implementation of the 2022 – 2025+ new sustainable development strategy of the Group, which is essentially focused on 10 long-term ESG objectives, thus laying the foundations for a mature and sustainable governance model. In 2023 we will continue to incorporate the sustainability criteria into the operation and philosophy of all our subsidiaries, so that we can approach the Quest Group's vision for an Advanced and Sustainable world, looking to the future with greater confidence and optimism.

**Efi Koutsourelis**

Vice-Chairwoman of the Board of Directors Quest Holdings

## Message from the CEO

2022 was another year of significant events and challenges. The war in Ukraine, the sharp rise in energy costs and high inflation have been major challenges for consumers and the world at large. Apparently, the "new normal" involves considerable uncertainty and variability.

At the same time, the normalization of the effects of the pandemic and the smoother functioning of the market resulted in the de-escalation of the intense demand for technology products concerning several of the activities of the Quest Group.

In 2022, based on our principles and values, and the intensive and systematic work of our people, we achieved significant (double-digit) growth of our income and operational profitability from continuing activities. At the same time, we increased the number of job positions by exceeding 2,500 employees, we continued the good practice of rewarding the executives for achieving positive results, but we also strengthened the lower paid employees of the Group who were most in need due to the circumstances.

### During the same period the Group:

- achieved revenues of over €1 billion;
- managed to have 3 companies with sales of over € 300 million, increased its sales outside Greece over € 240 million, having 5 companies with pre-tax profits of more than € 4.5 million, thus strengthening its foundations;
- implemented significant investments, mainly related to infrastructure, both with the new state-of-the-art sorting centre of ACS in Egaleo and the new automated Logistic centre of Info-Quest in Aspropyrgos, which will contribute to the future development of these companies;

- expanded its activities by completing the acquisition of G.E. Dimitriou, thus gaining a leading position in the area of air conditioning;
- distributed to its shareholders profits of approximately € 61 million;
- successfully implemented all the objectives of its ESG strategy;
- strengthened its lower- paid workers with extraordinary allowance of € 2.8 million to help them cope with increased energy and living costs; and
- continued the actions to manage/reduce the CO2 footprint, resulting in the maintenance of direct and indirect emissions (scope 1 & 2) at 2021 levels.

2022 was also the first year of implementation of the Group's ESG Strategy, whose main objective is to reduce Scope 1 and 2 emissions by 40% by 2030 and climate neutrality by 2050 (Climate Neutral by 2050). At the same time, in 2022 the social contribution of the Group with actions taken towards the society exceeded € 3 million.

In 2023, given the conditions of rising inflation and national elections, it seems that this will be another year of challenges and variability. Our Group has a good financial situation and sufficient liquidity that allow it to continue its development investments and its strategic plan for the development of its organic sizes with controlled risk, while the diversification of its activities has so far proved that it gives it greater resilience in periods of crisis.

This Report presents the Quest Group's efforts for improvement in all essential matters in 2022 and the main development plans for 2023, with the main concern being the sustainable development of the Group's value for all parties involved.

**Apostolos Georgantzis**  
Quest Holdings CEO



# HIGHLIGHTS 2022



## FINANCIAL PERFORMANCE AND ACTIVITY

- > **€ 1,032 million** turnover
- > **€ 55 million** earnings before tax (EBT)
- > **24%** of Group's turnover from abroad
- > **30** countries of activities
- > **>€ 47 million** CAPEX and new investments
- > Participation in **ATHEX ESG Index**
- > Member of **FTSE-25**
- > **2** Group's companies received the **Eco Vadis** certification



## ENVIRONMENT

- > **35%** hybrid / electric cars in the Group
- > **9%** reduction of CO<sub>2e</sub> indirect greenhouse emissions (Scope 2)
- > **34.2 MW** of green energy production through Renewable Energy Sources
- > **15%** of electrical energy consumption green origin certified from RES

**Note:** Where comparative data is available, comparisons have been made with the year 2021.

# HIGHLIGHTS 2022



## SOCIETY

- > **2,599** employees in the Group (12% increase)
- > **751** women in the Group (19% increase)
- > **1.38** Lost Time Injury Frequency Rate (LTIF) (Target <2.3)
- > **19** hours of training on average per employee (from 11 hours)
- > **> € 3 million** expenditure for the contribution to society (of which €2.8 extraordinary contribution to employees)



## GOVERNANCE

- > **Zero** confirmed incidents of corruption
- > **2** compulsory training programs on information security and Cybersecurity
- > **Zero** fines or other penalties for breach of personal data legislation

**Note:** Where comparative data is available, comparisons have been made with the year 2021.

# ABOUT THE REPORT

[GRI 2-2, 2-3, 2-4, 2-5, 3-1, 3-2, ESG INDEX A-G5]

This Report constitutes the 9th annual Sustainable Development Report of the Quest Group. We hereby communicate the strategy, the objectives, the performance, but also all the actions of the Group related to Sustainable Development and corporate responsibility, in order to create long-term value for all our interested parties.

Our aim is to provide accurate and complete information on the Group's actions, performance and commitments in the fields of environment, society and corporate governance. Through quantitative and qualitative data, the Quest Group presents its performance for the period 01/01/2022 to 31/12/2022. This year's Report will be published in digital and interactive form on the **Group's website**, where **the 2021 Report** is also available.

The Report includes information and data on the Quest Group and its companies: Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS, iStorm, FoQus, Team Candi, Intelli Solutions, Quest on Line, Clima Quest, Quest Energy and G.E. DIMITRIOU<sup>1</sup>. The four largest subsidiaries of the Group (turnover > € 100 million), Info Quest Technologies, iSquare, Uni Systems and ACS also publish a separate Sustainable Development Report for 2022.

The drafting was carried out «with reference to» the 2021 Global Reporting Initiative (GRI), the standard AA1000AP (2018), while at the same time



it includes selected, basic, advanced and sectoral indicators of the ESG 2022 Information Publication Guide, which issued by the Athens Stock Exchange (ATHEX). In addition, the Group's actions are linked to the 17 Sustainable Development Goals of the United Nations (SDGs).

The process of identifying and analysing the substantive issues for sustainable development has determined, to a large extent, the content of the Report, which focuses on the most important issues of concern for the stakeholders of the Group, taking into account its impact on society and the environment.

In addition, selected GRI and ATHEX indicators are subject to external verification by the independent body TÜV HELLAS (TÜV NORD) S.A. in order to confirm compliance with the above standards. In order to verify compliance with the requirements of AA1000AP (2018), the standards in the guide "AA1000 Assurance Standard" (AA1000AS v3) were followed.

For comments, feedback or suggestions on the Report, please contact the Quest Group Press Office at (+30) 211 999 4597 or at [pr@quest.gr](mailto:pr@quest.gr).

We would like to thank PwC Greece for its scientific support and guidance in developing the Report.

\* The company G.E. DIMITRIOU joined the Group in September 2022 and it is not taken into account in the quantitative indicators of the Environment. In 2023 it will be transferred to the Group's premises.





# THE QUEST GROUP



# THE QUEST GROUP

[GRI 2-1, 2-6]

The Quest Group is among the largest Greek groups and has been a pioneer in the field of technology for more than 40 years. The Group is introducing and developing new digital technologies in the country, with the aim of transforming the Greek market.

The Group has an active presence, not only in Greece, but also in the south-eastern Mediterranean and Europe, and has gradually expanded its activities in the following dynamic areas:



## 1. Commercial activities:

- Informatics and telecommunications.
- E-commerce.
- Air conditioning and electrical appliances.



## 2. IT services



## 3. Green energy



## 4. Courier and postal services

The most important historical milestones of the Group can be found [here](#).

The parent company of the Group is Quest Holdings S.A. established in 1981 as Info-Quest Ltd. and participates in the Athens Stock Exchange since 1998, with its share to be included, from November 2021, in the FTSE-25 index, together with the other 24 largest companies of the Stock Exchange. Also, the company has been included in the Athens Stock Exchange, ATHEX ESG Index.

Quest Holdings has its registered office in Greece, at 2A Argyroupoleos Street, 11776, Kallithea.



## Our Vision

[GRI 2-23]



!!

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

!!

## Our Mission



!!

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

!!

## What differentiates us



**Provision of high level services to customers.**



**Financial strength and flexibility as a whole but also at the level of subsidiaries.**



**Continuous improvement in all areas, with effective management, good corporate governance and accountability.**



**Concentration on a strong value system and constant search for business opportunities.**



**Dynamic growth within a decade with continued economic and social crises.**



**Application of best technocratic and meritocratic practices.**



**Focus on employee growth and well-being by providing a high quality work environment.**



# OUR VALUES

[GRI 2-23]

## As you reQUEST it Customer Satisfaction

Satisfaction and value added to our customers. Establishing, maintaining and continuously strengthening our relationships of trust and loyalty with the customer.

## QUEST it together Teamwork

Cooperation between colleagues, teams, departments and companies with the aim of disseminating knowledge, information and promoting maximum results of productivity and growth.

## ConQUEST for the future Entrepreneurship

Supporting and promoting the value of entrepreneurship and responsible business practices and its connection to technology and innovation, by encouraging initiatives.

## Fair QUEST Ethics and Integrity

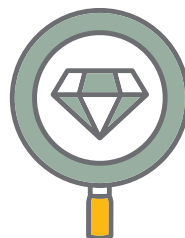
Respect for human dignity, but also for honesty, stability and a high code of ethics.

## QUESTioning the ordinary Knowledge, continuous improvement & innovation

Promoting new ideas and implementing reforms, novelties, innovations leading to improved services, products and operations, aiming at measurable productivity growth. Supporting the continuous development of knowledge that contribute to the development and reinforcement of skills, and to the continuous improvement.

## QUESTioning and Accountability Documentation and Evaluation

Documentation of decisions with data, setting of measurable objectives and evaluations based on results.



# THE SUBSIDIARIES

[GRI 2-1, 2-6]

## Information technology and telecommunications



### Info Quest Technologies, IT products and services

Info Quest Technologies, a 100% subsidiary of Quest Holdings, was founded in 1981 and is active in the supply of IT products, solutions and services, being for more than 40 years the largest portal for the dissemination of new ICT technologies (Information and Communications Technologies) in Greek market.

More information about the company can be found [here](#).



### iSquare, official Apple product distributor

iSquare, a 100% subsidiary of Quest Holdings, has been the official distributor of Apple products in Greece and Cyprus since 2009. The company is active in the design, implementation and delivery of integrated solutions based on Apple's innovative products and technologies.

More information about the company can be found [here](#).



### iStorm, Apple Premium Reseller chain of stores

iStorm, a 100% subsidiary of Quest Holdings, is active in the development and operation of commercial model stores exclusively for Apple products in Greece and Cyprus, being the only Apple Premium Reseller-APR network of stores for both countries.

More information about the company can be found [here](#).



### FoQus, official distributor of POCO smartphones in Greece

FoQus, a 100% subsidiary of Quest Holdings, was founded in June 2021 and is active in the distribution of POCO smartphones in the Greek market. The POCO brand was created by Xiaomi. POCO smartphones are very popular, with a presence in more than 35 countries over the last three years.

More information about the company can be found [here](#).

**Note:** From May 2023 the company EPAFOS S.A. has also joined the Group, specializing in the education sector.

## Air conditioning



### Clima Quest, representative of Gree in Greece

Clima Quest, a 100% subsidiary of Quest Holdings, was founded in November 2020 with the sole purpose of providing and supporting all the air conditioning products - for home and offices - of the Gree brand in Greece, the world's largest air conditioner manufacturer.

More information about the company can be found [here](#).



### G.E. DIMITRIOU, exclusive representative of Toyotomi air conditioners

THE G.E. DIMITRIOU, a 99% subsidiary of Quest Holdings since September 2022, is currently one of the leading companies in the air conditioning market, as the exclusive representative of the Toyotomi brand.

More information about the company can be found [here](#).

## E-commerce



### Quest on Line, e-commerce

Quest on Line, a 100% subsidiary of Quest Holdings, has developed and supports the online store [www.you.gr](http://www.you.gr). You.gr has more than 50,000 products from 700 brands, in 500 different categories, with products for home, office, business and family.

More information about the company can be found [here](#).

## Courier and postal services



### ACS, courier and postal services

ACS, a 100% subsidiary of Quest Holdings, has been operating in the Greek market since 1981 and is the largest and most modern Greek company in the field of courier, while also providing simple postal services.

More information about the company can be found [here](#).





## IT services

uni.systems

### Uni Systems, integrated IT solutions

Uni Systems, a 100% subsidiary of Quest Holdings, provides IT solutions and services and has been a market leader through the design, implementation and support of integrated solutions and the provision of services for more than 57 years. Since 2008, the company has been systematically operating abroad.

More information about the company can be found [here](#).

 **CANDI**  
ADVANCED BUSINESS AND DIGITAL SOLUTIONS

### Team Candi – “modern workplace” and “robotic process automation” solutions and services

Team Candi, a 100% subsidiary of Info Quest Technologies, specialises in designing and implementing “modern workplace” and “robotic process automation” solutions. The company is one of the leading partners of Microsoft in Greece, with many years of experience in automation and digitisation of processes and approvals, which use the “Power” platform of Microsoft.

More information about the company can be found [here](#).

 **intellisolutions**  
TRUSTED ADVISOR

### Intelli Solutions – leading digital transformation solutions

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.

More information about the company can be found [here](#).

## Green energy

 **Quest**  
ENERGY

### Quest Energy, Renewable Energy Sources (RES)

Quest Energy, a 100% subsidiary of Quest Holdings, is active in the Renewable Energy Sources (RES) sector and in particular in the development, construction and operation of RES power plants. Following substantial new investments of the last two years, the company has more than twenty-five (> 25) photovoltaic power plants with a total capacity of 34.2 MW.

More information about the company can be found [here](#).

# INTERNATIONAL INITIATIVES

We are committed to the alignment to and support of the 17 United Nations Sustainable Development Goals (SDGs) through our Sustainable Development Strategy, our activities and Corporate Social Responsibility initiatives.

In March 2022 we became a member signatory the UN Global Compact and we are committed to adhering to its 10 principles on human rights, employment, the environment and the fight against corruption. In addition, our goal for 2023 is to support the provisions of the Women's Empowerment Principles, created and notified by the United Nations Entity for Gender Equality and the Empowerment of Women (UN Women).

At the same time, we follow and respond to the criteria of the Greek Sustainability Code, which are based on recognized international standards.



# MEMBERSHIPS AND ASSOCIATIONS

[GRI 2-28]

Below are the bodies and associations in which the Group participated in 2022.

## UNI SYSTEMS



## iSQUARE



## QUEST HOLDINGS



## QUEST ON LINE



## iSTORM



## ACS



## INFO QUEST TECHNOLOGIES





# PARTICIPATION IN ESG RATINGS AND INDICES

Quest Holdings was evaluated by Sustainalytics in September 2021 on risks related to ESG issues. Specifically, the company was assessed as a medium risk company, with a grade of 21.9. In 2022, Sustainalytics moved Quest Holdings to a more representative "Technology Distribution" rating category.

As of August 2021, Quest Holdings is included in the Greek listed companies of the new index of the Athens Stock Exchange, ATHEX ESG INDEX, which monitors the stock market performance of ATHEX listed companies. Adopting and promoting their environmental, societal and corporate governance practices (ESG).

In addition, in December 2022, the Group received an ESG Rating from the ISS Corporate Solutions in Environment and Social issues, as well as a risk score in Governance (Medium risk\*).

Finally, in the Forbes magazine's survey entitled "ESG Transparency Index" which reflects the level of transparency in ESG issues of the 100 largest Greek companies based on turnover, the company was evaluated in specific ESG criteria, for the reference year 2021, and was ranked in the 1st tier (platinum).

\*The Group received a score of five (5) on governance based on risk (1 = low risk, 10 = high risk), a score of five (5) on environmental issues and four (4) on social issues based on disclosures (1 = high level of disclosure; 10 = worst level of disclosure).



# AWARDS AND DISTINCTIONS

In 2022 the Group achieved the following awards and distinctions.



The Quest Group received a distinction in the "Environmental, Social and Governance (ESG)" category of the "Growth Awards", the Development and Competitiveness Awards organized for the sixth consecutive year by Eurobank and Grant Thornton.



At the Responsible Business 2022 awards, the Group received a Bronze distinction in category 7.1 "Digital Education and Skills", for the "Mind the <code>", a scholarship program for learning a programming code and offering the opportunity to the attendees to be hired by the Group's companies.



In 2022, two Group's companies received EcoVadis certification from the recognized international body, which highlights sustainable practices in the supply chain. More specifically, Info Quest Technologies received the Silver certification which ranks it among the top 5% of companies in its industry and ACS received the Bronze certification.



The Quest Group is included for one more year in the Greek Organizations that are part of the leading group of "The Most Sustainable Companies in Greece 2022", according to the annual results of the assessment of business performance in Sustainable Development based on the ESG criteria announced by the QualityNet Foundation.



The Group received for the program "Living our Values" a distinction in Bravo Sustainability Dialogues and Awards 2022, in the pillar of governance, in the sub-category "value chain management".

# AWARDS AND DISTINCTIONS

In 2022 the Group achieved the following awards and distinctions.



The Quest Group and ACS were awarded at the Naftemporiki newspaper's ceremony of Diamonds Awards, receiving the "Diamonds of the Greek Economy 2022" distinction.



The Group was awarded by the Business Awards CHRIMA as the "Best Company of FTSE Large Cap 2022". Furthermore, Mr. Th. Fessas and Mrs. E. Koutsourelis were awarded as the "Prominent Personalities of ATHEX".



The Quest Group was among the True Leaders Groups in 2021 based on ICAP CRIF.



The Quest Group's companies, Info Quest Technologies, Team Candi, Quest on Line (you.gr) and Clima Quest, received the "Great Place to Work" certification.



For one more year, the group company iSquare is amongst the Most Admired Companies in Greece 200 in the category technology.



# SIGNIFICANT DEVELOPMENTS OF THE YEAR

The year 2022 was a milestone for the Group, as its performance in creating value was strengthened through its growing financial figures, as well as its positive performance in terms of sustainable development.

## ◆ Participation of Quest Holdings in the share capital of the company "G.E. Dimitriou S.A."

Quest Holdings in August acquired 99% of the company "G.E. Dimitriou S.A."

## ◆ Expansion of iStorm stores, specializing in Apple products.

The company in 2022 achieved high growth rates with 14 stores in Greece and Cyprus.

## ◆ Acquisition of a photovoltaic plant

- Quest Holdings through its 100% indirect subsidiary "XYLADES ENERGY SA" completed in August the acquisition of a photovoltaic power plant with a capacity of 0.76MW, installed in Kilkis region, for a total price of € 1.72 million.

With the above acquisition, the installed capacity of the Renewable Energy Source (RES) power plants of the Quest Group amounts to 34.2MW.

## ◆ Strengthening the structure of the Group

The Group's corporate governance was further strengthened through:

- The new regulatory compliance department.
- The new corporate governance team.
- The development of the information security team.
- The alignment with the provisions of the new law 4706 on corporate governance, while the 1st measurement and assessment of compliance by KPMG is still in progress.
- The new CRA tool for measuring, registering and monitoring the regulatory compliance system.

## Key achievements of 2022

The Group's sales exceeded the **€ 1 billion in consolidated sales.**

Apple's ecosystem exceeded the **€ 340 million in total sales.**

**24% revenue from abroad.**

The Quest Holdings share was included in the **FTSE/ASE LARGE CAP index (FTSE 25).**

Quest Holdings distributed a total **dividend of € 61 million** in two instalments.

The Quest Group offered an additional **allowance totalling € 2.8 million**, to 1,300 employees with a gross monthly salary of up to € 2,000.

# SIGNIFICANT DEVELOPMENTS OF THE YEAR



## Investments in infrastructure



Creation of a new state-of-the-art ACS sorting centre with a sorting capacity of more than 50,000 shipments/hour. A total area of 36,000 sq.m. with 275 parking spaces is included. Among them, 100 parking spaces offer electric charging and a 1MW photovoltaic installation. The total investment in building infrastructure and automation equipment is over € 45 million.



Opening of a 25,000 sq.m. warehouse of useful surface with a capacity of > 25,000 pallets, an automatic storage and handling system of 16,000 codes, an automatic pallet feeding system and a WMS system. The total investment in automation and equipment is over € 5 million.



# MATERIALITY ANALYSIS



# MATERIALITY ANALYSIS

## Stakeholder Engagement

[GRI 2-29, ESG INDEX C-S1]

The relationships we build with the Quest Group's stakeholders are a fundamental basis of our sustainable development strategy. Consultation with the stakeholders helps to further understand the impact of our activities. The network of our stakeholders includes both internal and external natural or legal persons, whose support is important for the long-term success of our Group. The stakeholders are the following:



For the key issues of interest to our stakeholders, but also the frequency and channels of communication with them, you can refer to [the Sustainable Development Report for the year 2021.](#)



## Material issues

[GRI 3-1, 3-2, ESG INDEX C-G3]



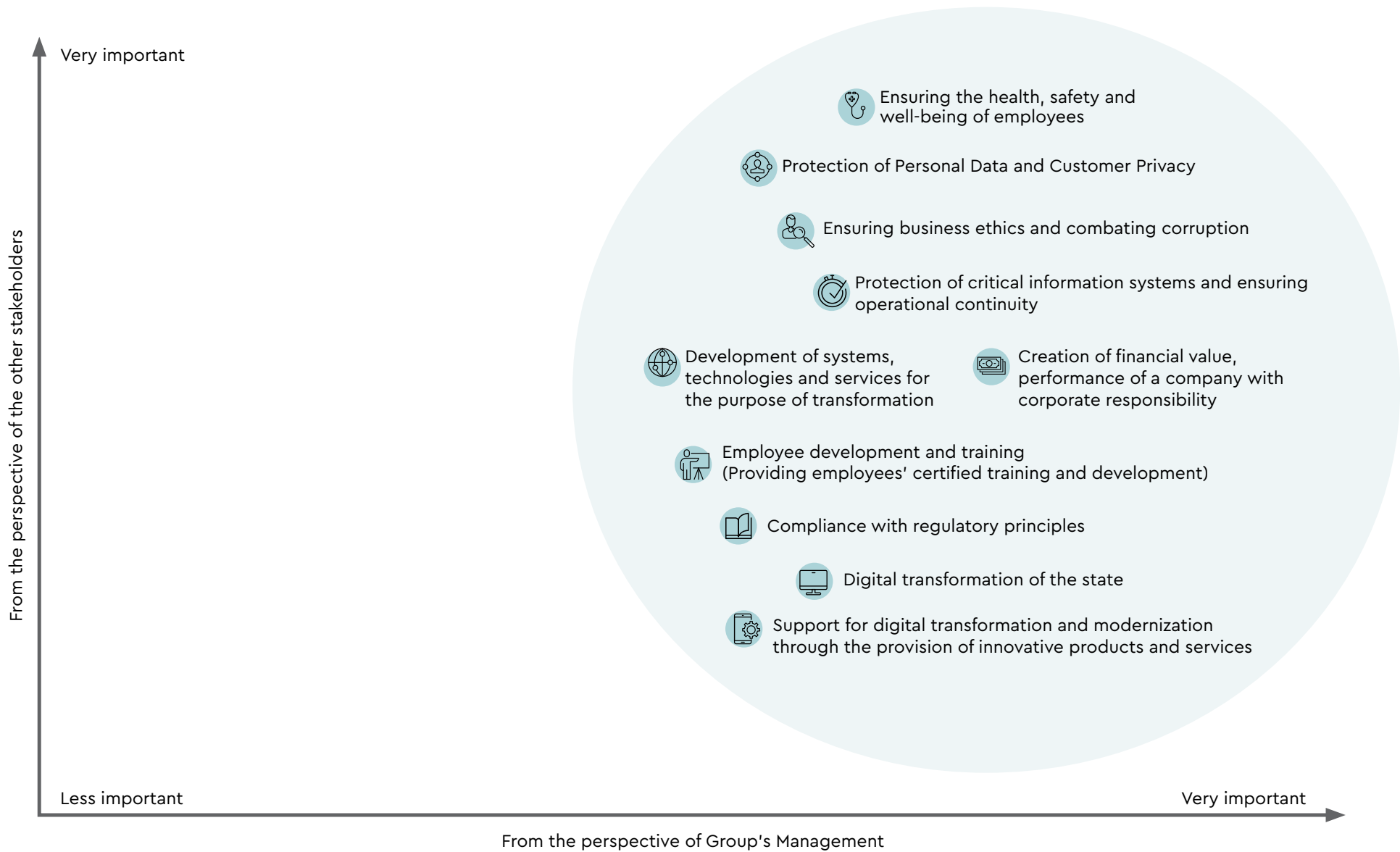
In the context of the drafting of the Sustainable Development Report based on international GRI Standards and taking into account the relevant principle of materiality, completeness, participation of stakeholders and the sustainability framework, we conducted a 2022 materiality analysis to identify and prioritize our material issues.

The process of materiality analysis, conducted every two to three years, plays a key role in shaping our strategic priorities, as well as in identifying the risks and opportunities that arise. More specifically, having identified at **Group level 24 topics** of relevance to our Group related to our business operation through which we create economic, social and environmental impacts, we conducted an on-line survey for the stakeholders in order to prioritize these issues based on the following criteria:

- The importance of issues for internal and external stakeholders.
- The impact of the issues on the Group's sustainable development.

The on-line questionnaires were distributed by Quest Holdings and the four largest subsidiaries of the Group: Info Quest Technologies, Uni Systems, iSquare and ACS. The combination of their responses composes the materiality analysis of the entire Quest Group. The results of the analysis are presented in the below diagram (materiality diagram) **that presents the 10 material issues of highest importance to our Group.**

# Materiality Table - Quest Group





**Environmental issues and the issues of diversity and inclusion** emerged as "material " for reasons of importance for the Group's Management through the priorities it has set in its ESG Strategy and the priorities set at the corporate level. The Group has set objectives to reduce energy consumption and greenhouse gas emissions, but also to enhance diversity by prioritizing market's challenges and opportunities.

All of the above Material Issues have been taken into consideration in the design of the ESG Strategy and the definition of long-term sustainable development objectives.

For detailed information on the material issues, their connection to the Sustainable Development Goals of the United Nations (UN), the stakeholders affected and the impact thresholds, please refer to the Chapter "**Stakeholder Engagement and Material Issues**" of the Sustainable Development Report for the year 2021.



## Impact materiality analysis

[GRI 3-1, 3-2]

Taking into account the internal and external stakeholders, the materiality analysis, the GRI standards and the European Sustainability Reference Standards (ESRS), we recognized our impact. The impact analysis and prioritization process was carried out on the basis of the Group's activities, which affect:



The main impacts identified, both negative and positive, are examined according to the severity and the likelihood of their occurrence. Specifically, as regards the negative effects, the Group is in the process of developing a detailed action plan, so that they are reduced and/or eliminated.

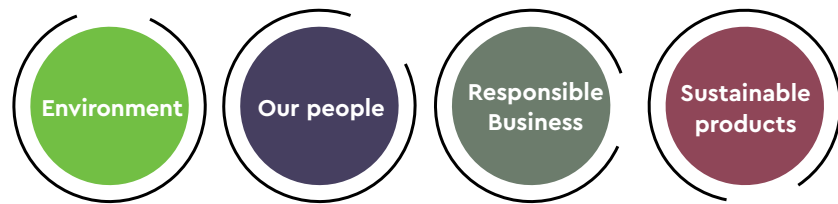


# SUSTAINABLE DEVELOPMENT



# SUSTAINABLE DEVELOPMENT

Our commitment to sustainable development is an integral part of our strategic framework, which guides the development and direction of our Group. Through the Sustainable Development Strategy to be implemented by 2025 and beyond, we have integrated the **ESG objectives** and actions into our business activities, based on the four strategic pillars: "environment", "our people", "responsible business" and "sustainable products". The strategy is aligned with the sustainable development objectives of the United Nations (UN).



## ESG strategy and objectives 2022-2025+

[GRI 2-22, ESG INDEX A-G3]

In order to develop the ESG strategic objectives, we carried out an extensive analysis of the ESG ecosystem and the relevant regulations and requirements at national and European level. In addition, we conducted a comparative evaluation of competitors and large companies at national level in terms of their actions and their commitments to ESG issues. Finally, we consulted internal and external stakeholders **through the stakeholders' survey** as to their expectations of the issues Quest Group








should focus on. The results of the above analysis highlighted the issues in which the Group has a greater impact through its activities and to which it should set strategic objectives in order to improve its footprint.




Based on the fulfilment of the stakeholders' priorities and the improvement of its effects, the Group systematically monitors quantitative and qualitative indicators and shows transparently its progress. Below are the short-term objectives set in 2022, the Group's progress towards their achievement, and the objectives set for 2023. These objectives have been set as milestones of the long-term objectives (with implementation years of 2025, 2030 and 2050) of the ESG strategy.








## Monitoring of the annual progress of the ESG performance




In 2022, the Group made significant progress in relation to its ESG goal setting and not only it completed all the annual objectives it had set, but also it surpassed some of them. Thus, this contributed to our effort to create long-term value in the society and the environment but also in all the interested parties of the Group.





All of the Group's major companies are committed to their own goal setting around the issues that affect them most and support the successful implementation of the Group's ESG Strategy. There are more details in the sustainability reports of the Group's companies.

	Strategic ESG Objectives 2022–2025+	Targets for 2022	Performance for 2022	Progress
 <b>Environment</b>	<b>1.</b> Reducing absolute Scope 1, 2 emissions by 40% by 2030 and climate neutrality by 2050 <sup>1</sup> .	<ul style="list-style-type: none"> <li>• 6% electric/hybrid cars.</li> <li>• 4% group energy consumption of "green" energy.</li> <li>• Total Group Carbon footprint measurement based on GHG Protocol for 2022 (base year 2022).</li> </ul>	<ul style="list-style-type: none"> <li>• 35% electric cars together with orders.</li> <li>• 15% of group electric energy consumption from green sources (certified guarantees of green origin).</li> <li>• Total Group Carbon footprint measurement based on GHG Protocol for 2022 (base year 2022).</li> </ul>	
	<b>2.</b> Promoting the circular economy and eliminating the waste that can be avoided by 2025.	<ul style="list-style-type: none"> <li>• Creation of a list of electronic waste.</li> <li>• Paperless Policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Creation of electronic waste lists.</li> <li>• Introduction of Paperless Polic within Environmental Policy</li> </ul>	
 <b>Our people</b>	<b>3.</b> Maintaining LTIF below 2.3 and TRIR below 1.2 for Group's employees until 2030.	<ul style="list-style-type: none"> <li>• Calculation of Health and Safety indicators.</li> <li>• Acquisition of ISO 45001:2018 (Occupational health and safety management systems in the workplace).</li> </ul>	<ul style="list-style-type: none"> <li>• LTIF 1.38 and TRIR 0.27</li> <li>• Acquisition of ISO 45001:2018 for Uni Systems.</li> </ul>	
	<b>4.</b> Increasing the employees' training hours by 10% until 2025.	<ul style="list-style-type: none"> <li>• 2.5% increase in employees' average training hours until 2023</li> </ul>	<ul style="list-style-type: none"> <li>• The goal for 2025 has been achieved.</li> <li>• For 2022, 70% increase of the average training hours per employee compared to previous year.</li> </ul>	
	<b>5.</b> Creating a culture of inclusion, diversity and equality in order to empower our people by 2025.	<ul style="list-style-type: none"> <li>• Decision to establish a methodology for calculating the pay gap.</li> <li>• Creation of a Diversity Policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Assignment of a Pay Gap study to an external consultant.</li> <li>• New Diversity, Equality and Inclusion Policy.</li> </ul>	

 Objective achieved  Objective in progress  Objective not achieved

	Strategic ESG Objectives 2022–2025+	Targets for 2022	Performance for 2022	Progress
 <p>Responsible Business</p>	6. Best possible effort to maintain zero data breach incidents by 2025.	<ul style="list-style-type: none"> <li>• Maintain zero data breach incidents.</li> <li>• Information security training.</li> <li>• Primary system vulnerability tests.</li> <li>• Requirements coverage for the acquisition of ISO 27001:2013 (Information Security Management Systems).</li> </ul>	<ul style="list-style-type: none"> <li>• Zero data breach incidents.</li> <li>• 2 compulsory seminars on information security.</li> <li>• Primary system vulnerability tests.</li> <li>• Requirements coverage for the acquisition of ISO 27001:2013 by Info Quest Technologies</li> </ul>	
	7. Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG targets by 2025.	<ul style="list-style-type: none"> <li>• Selection of ESG targets to link to variable remuneration.</li> </ul>	<ul style="list-style-type: none"> <li>• Selection of three ESG targets to link to 2022 variable enumeration (1. environment, 4. training, 8. suppliers).</li> </ul>	
	8. Assessment of suppliers based on ESG criteria by 2025 <sup>2</sup> .	<ul style="list-style-type: none"> <li>• Evaluation/determination of the main suppliers per subsidiary</li> <li>• Renewal of Human Rights Policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Setting of evaluation criteria based on ESG criteria in 2023 for the top 10 suppliers of the largest subsidiaries</li> <li>• Renewal of Human Rights Policy</li> </ul>	
 <p>Sustainable products</p>	9. Setting > 6% of revenue to come from sustainable products and services by 2025.	<ul style="list-style-type: none"> <li>• Setting any sustainable products according to ICMA (International Capital Market Association) methodology.</li> </ul>	<ul style="list-style-type: none"> <li>• The sustainable products and their evaluation method were defined.</li> <li>• 7.5% of total revenues from sustainable products.</li> </ul>	
	10. Increasing the installed MW capacity of green energy by 50% from 2020-2025.	<ul style="list-style-type: none"> <li>• 35 MW of installed green energy capacity (Quest Energy subsidiary)</li> </ul>	<ul style="list-style-type: none"> <li>• Installation of &gt; 34 MW of green energy capacity. (Quest Energy subsidiary).</li> </ul>	

 Objective achieved  Objective in progress  Objective not achieved

	Strategic ESG Objectives 2022-2025+ <sup>3</sup>	Objectives for 2023
 <b>Environment</b>	<b>1.</b> Reducing absolute emissions of Scope 1, 2 by 40% by 2030 and climate neutrality by 2050 <sup>1</sup> .	<ul style="list-style-type: none"> <li>• Increase in the percentage of hybrid/electric cars by &gt;35%<sup>3</sup> (the target has been achieved earlier than scheduled).</li> <li>• Increase of the supply rate of "green" energy by &gt;15%<sup>3</sup> (the target has been achieved earlier than scheduled).</li> </ul>
	<b>2.</b> Promoting the circular economy and eliminating the waste that can be avoided by 2025.	<ul style="list-style-type: none"> <li>• Certified actions for recycling and recovery of electronic waste.</li> <li>• Reduction of single use plastics, where possible.</li> </ul>
 <b>Our People</b>	<b>3.</b> Maintaining LTIF below 2.3 and TRIR below 1.2 for Group's employees until 2030.	<ul style="list-style-type: none"> <li>• Maintenance or improvement of Health and Safety indicators.</li> <li>• Undertake compulsory health and safety training.</li> <li>• Acquisition of ISO 45001: 2018 and ISO 39001: 2012 for ACS.</li> </ul>
	<b>4.</b> Increasing the employees' training hours by 10% until 2025. (base year 2020)	<ul style="list-style-type: none"> <li>• ESG target achieved earlier than scheduled. Maintaining or increase in employees' training hours compared to 2022.</li> </ul>
	<b>5.</b> Creating a culture of inclusion, diversity and equality in order to empower our people by 2025.	<ul style="list-style-type: none"> <li>• Complete Report for the pay gap measurement.</li> <li>• Establishment of programs on diversity issues.</li> <li>• Adoption of the provisions of the Bodies for the Women's Empowerment, Equality Means Business of the UN.</li> </ul>
 <b>Responsible Business</b>	<b>6.</b> Best possible effort to maintain zero data breach incidents by 2025.	<ul style="list-style-type: none"> <li>• Information security training.</li> <li>• Primary system vulnerability tests.</li> <li>• Working towards the acquisition of ISO 27001:2013 for Info Quest Technologies.</li> </ul>
	<b>7.</b> Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG targets by 2025.	<ul style="list-style-type: none"> <li>• Linking ESG targets to Group company CEO variable fees of 2023 (environment, diversity, suppliers).</li> </ul>
	<b>8.</b> Assessment of suppliers based on ESG criteria by 2025 <sup>2</sup> .	<ul style="list-style-type: none"> <li>• Development of ESG assessment forms of the main suppliers per subsidiary and revision of the Group Procurement Policy</li> <li>• Evaluation of the top ten suppliers of the largest subsidiaries.</li> </ul>
 <b>Sustainable products</b>	<b>9.</b> Setting > 6% of revenue to come from sustainable products and services by 2025.	<ul style="list-style-type: none"> <li>• Preparation of reporting on sustainable services.</li> <li>• Assessment of sustainable services.</li> </ul>
	<b>10.</b> Increasing the installed MW capacity of green energy by 50% from 2020-2025.	<ul style="list-style-type: none"> <li>• 40 MW of installed green energy capacity.</li> </ul>

<sup>1</sup> Reference year 2022 (scenario 1.5°C). Climate neutrality by 2050 refers to Scope 1 and 2 emissions, taking into account the maturity of the technology. The objective will be revised in 2030.

<sup>2</sup> For suppliers of equal performance, those with higher ESG scores will be preferred.

<sup>3</sup> Objectives have been updated on the basis of long-term strategic objectives.

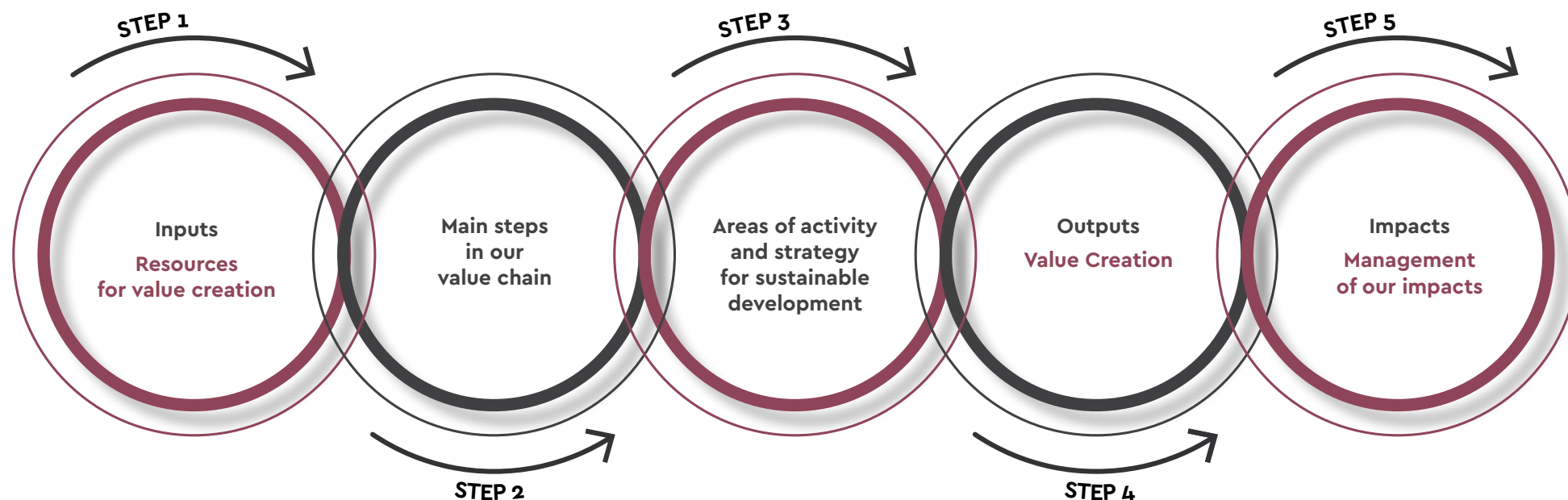


# VALUE CREATION AND BUSINESS MODEL <IR>

[GRI 2-6, ESG INDEX A-G1]

Our approach to the creation of business model <IR> is based on the conversion of resources (inputs) into produced value (outputs) for the Group, its stakeholders, the society and the environment. This is achieved through the recognition of the regions to improve our value chain, but also through our actions and the objectives we have set in the framework of the sustainable development strategy. In this way, we can maximize our positive impact and tackle potential challenges arising from the external environment.

## The Steps we take for building our Business Model <IR> for Sustainable Development:



STEP 1 | STEP 2 | **STEP 3** | STEP 4 | STEP 5

## INPUTS

### Resources for value creation

The business model chart <IR> for sustainable development illustrates how the Group converts inputs through business activities into outflows and impacts. The six chapters of the model are aligned with the International Integrated Reporting Framework of the International Integrated Reporting Council (IIRC). Our goal is to effectively allocate our resources on the basis of these funds, to create long-term value and to minimize the negative impact on our sustainable development.



#### Financial Capital

- € 1,032 million of Group's turnover.
- 24% Group's turnover from abroad.



#### Productive Capital

- Group of companies with dynamic presence in technology and focusing on the country's digital transformation.



#### Intellectual Capital

- Intellectual property.
- Software and systems.
- Procedures and policies.
- Participation in 30 innovation programs in Greece and Europe.



#### Human Capital

- 2,599 employees in the Group.
- 751 working women in the Group.
- ~ 40,000 man-hours of training.



#### Social Capital

- > € 3 million expenditure on the contribution to society.
- > € 1 million in business startup investments, in 10 years of operation.
- Relationships with stakeholders.



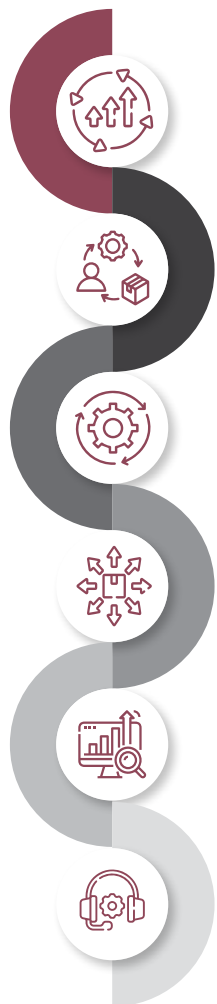
#### Natural Capital

- 170 kWh / m<sup>2</sup> of annual energy intensity.
- Production of 34.2 MW of green energy capacity.
- 35% electric/hybrid cars.
- 15% supply of "green" energy.

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5

## Our value chain

The value chain analysis allows us to examine how each step adds value to our final product and services, as it is the first step in recognizing our impacts. The ESG strategy of the Group was designed based on the recognition of improvement areas in the value chain.



## Main steps in our value chain

### 1. Continued growth through technology and Innovation

Value creation through the dynamic presence in sectors of information and advanced technology with a focus on digital transformation.

### 2. Market Supply

Supply and storage of products for distribution.

### 3. Operation

Creation of products and services with a view to designing and providing the best solutions for the customer (areas of activity: IT and telecommunications, e-commerce, air conditioning, IT services, courier and postal services, green energy).

### 4. Distribution

Professional and efficient delivery of products and services to the Group's customers (distribution channels: wholesale, retail, franchise stores, online sales, B2B).

### 5. Marketing and sales

Continuous analysis of the market and customer needs and extensive use of channels and media to approach customers.

### 6. Customer support

Services to enhance customer experience through satisfaction surveys.

STEP 1 STEP 2 **STEP 3** STEP 4 STEP 5

## Areas of activity and strategy for sustainable development

Within the framework of the ESG strategy, the Group has set 10 short-term and long-term objectives which are divided into 4 strategic pillars. By achieving these goals we will add value to the Group, the society and the environment, and we will enhance our competitive advantage in the market.

### Vision

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



### Areas of business activity

### Mission

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

### ESG strategic objectives 2022–2025+

- |  |   |
|--|---|
| 1. Reducing absolute emissions of Scope 1 and 2 as well as the climate neutrality. | 6. Maintaining zero data breach incidents.  |
| 2. Promoting the circular economy.   | 7. Connecting the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG targets. |
| 3. Maintaining the occupational hygiene and safety indicators.                     | 8. Evaluating the suppliers based on ESG criteria.  |
| 4. Increasing employees' training hours.   | 9. Increasing the revenue from sustainable products and services.   |
| 5. Creating a culture of inclusion, diversity and equality.                        | 10. Increasing the installed green energy.  |

- Commercial Activities:
  - Informatics and telecommunications.
  - E-commerce.
  - Air conditioning
- IT services.
- Courier and postal services.
- Green energy

STEP 1    STEP 2    STEP 3    **STEP 4**    STEP 5

**Outputs**  
**Value Creation**

The created value is reflected through quantified performance indicators which are linked to the ESG strategy and are related to the Group itself, but also to its impact on society and the environment.



**Financial Capital**

**Sustainable economic performance**

- 8.9% increase in turnover compared to 2021.
- € 47 million CAPEX and new investments.



**Productive Capital**

**Responsible business activities**

- 30 countries of activity.



**Intellectual Capital**

**Innovative and sustainable products and solutions**

- 7.5% of revenues from sustainable products, + 2.3% compared to 2021.
- IQNovus Innovation Centre.



**Human Capital**

**Inclusive and safe environment**

- 11.6% increase in workforce by 2021.
- 18.8% increase in the number of women in the Group compared to 2021.
- 70% increase in the average hours of training per employee compared to 2021.
- 1.38 Lost Time Injury Frequency (LTIF) rate.



**Social Capital**

**Community support**

- Extraordinary allowance to 1,300 low-paid workers.



**Natural Capital**

**Reducing the impact of our activities**

- Maintenance of greenhouse gas emissions (Scope 1 & Scope 2) at 2021 levels.
- 15% certified consumption of green energy

STEP 1 | STEP 2 | STEP 3 | **STEP 4** | STEP 5

**Impacts Management of our impacts**

Through the business model <IR> we contribute to the global sustainable development objectives of the United Nations (UN), ensuring maximum value for stakeholders and contributing to environmental protection.



**Human resources**

We ensure the health and safety of our employees through advanced management systems and policies. We apply the Code of Conduct to all subsidiaries to mitigate the risks associated with ethical, labour and human rights issues.



**Customers**

We maintain high levels of customer satisfaction through the provision of excellent quality products. We increase our competitive advantage through efficient service and access to new and innovative services.



**Society**

We offer to society through the implementation of actions aimed at the development of entrepreneurship and the use of digital technology in education. We work with organizations to combat social inequalities. We support vulnerable fellow human beings.



**Suppliers**

We invest in creating and maintaining a sustainable supply chain. We work with suppliers who follow responsible practices for the protection of the environment and the defence of human rights.



**Environment**

We develop programs to reduce the Group's energy intensity and use renewable energy sources. We control our environmental footprint by reducing direct and indirect greenhouse gas emissions in all our activities.

**Contribution to the global sustainable development goals**



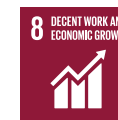




# FINANCIAL PERFORMANCE



# FINANCIAL PERFORMANCE



## Material issue:

**Creation of financial value, performance of a company with corporate responsibility**

[GRI 2-4, 2-6, 3-3, 202-1, ESG INDEX A-S1]

Below are the key elements of our financial performance on the production and distribution of the economic value for the year 2022 compared to the corresponding financial data for the years 2021 and 2020.

Direct economic value produced and distributed <sup>7</sup>				
Consolidated Data (€ x 1000) <sup>1</sup>		2020	2021	2022
<b>Economic value produced</b>	Revenue <sup>2</sup>	724,629	952,699	1,036,976
<b>Economic value distributed</b>	Operating costs <sup>3</sup>	623,593	911,179	870,698
	Employees' salaries and allowances <sup>4</sup>	83,069	94,472	106,026
	Payments to funding bodies	22,662	17,339	67,817
	Payments to government bodies <sup>5</sup>	10,327	17,116	9,629
	Social investment <sup>6</sup>	930	618	3,092

- The amounts listed in the table are derived from the consolidated financial statements for the fiscal year 2022 of the Quest Group and they include all companies. Also, the amounts have been calculated in accordance with the requirements of GRI Publication 201-1.
- It includes sales revenue, ancillary activities, dividends, interest, rents, foreign exchange differences and derivatives.
- It includes sales expenses, administrative expenses, sales costs, capital expenditure. The payroll costs are not included.
- It is not included in the operating costs. Included extraordinary employee benefit of 2,8 million euros.
- It does not include VAT, withholding taxes and Uniform Real Estate Property Tax (ENFIA).
- It includes donations, sponsorships and development costs of start-ups (IQbility activity). Included extraordinary employee benefit of 2,8 million euros.
- It does not include funds for investment impairments or acquisitions of subsidiaries/affiliates.

The Group's net borrowing and leverage ratio are shown in the table below for the last three years.

<b>Net Borrowing and Leverage Ratio of the Group</b>			
<b>Quest of Holdings (Consolidated Data) (€ x 1000)</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Total loan liabilities	86,627	78,470	139,501
Liabilities from leases	24,157	24,157	29,207
Minus: Net cash and cash equivalents	(96,873)	(163,036)	(168,196)
Net borrowing amount, lease liabilities (cash, cash equivalents and frozen bank deposits)	<b>13,911</b>	<b>84,566</b>	<b>28,695</b>
Total equity	<b>142,648</b>	<b>258,898</b>	<b>238,824</b>
Total capital employed	<b>156,559</b>	<b>197,006</b>	<b>239,336</b>
<b>Leverage factor</b>	<b>8.9%</b>	<b>-31.4%</b>	<b>0.2%</b>

**Payment of Quest Group's Taxes and Contributions (€ x 1000)**

	<b>2020</b>	<b>2021</b>	<b>2022</b>
VAT payment	28,036	28,781	26,309
Payment of insurance contributions	29,433	27,903	32,932
Payroll tax payment	8,629	8,933	11,209
Payment of other taxes	10,568	13,996	14,086
<b>Total</b>	<b>76,666</b>	<b>79,613</b>	<b>84,536</b>

The table below shows the social contribution of the Group in terms of the commercial value of the products, services and financial contribution.

<b>Social contribution of Quest Group</b> (Commercial value of products, services and financial contribution)	
<b>2020</b>	€ 1,403,885
<b>2021</b>	€ 1,371,231
<b>2022</b>	€ 3,413,499*

You may find information about the **Group's goals** in the section "**Future Goals and Performance**".

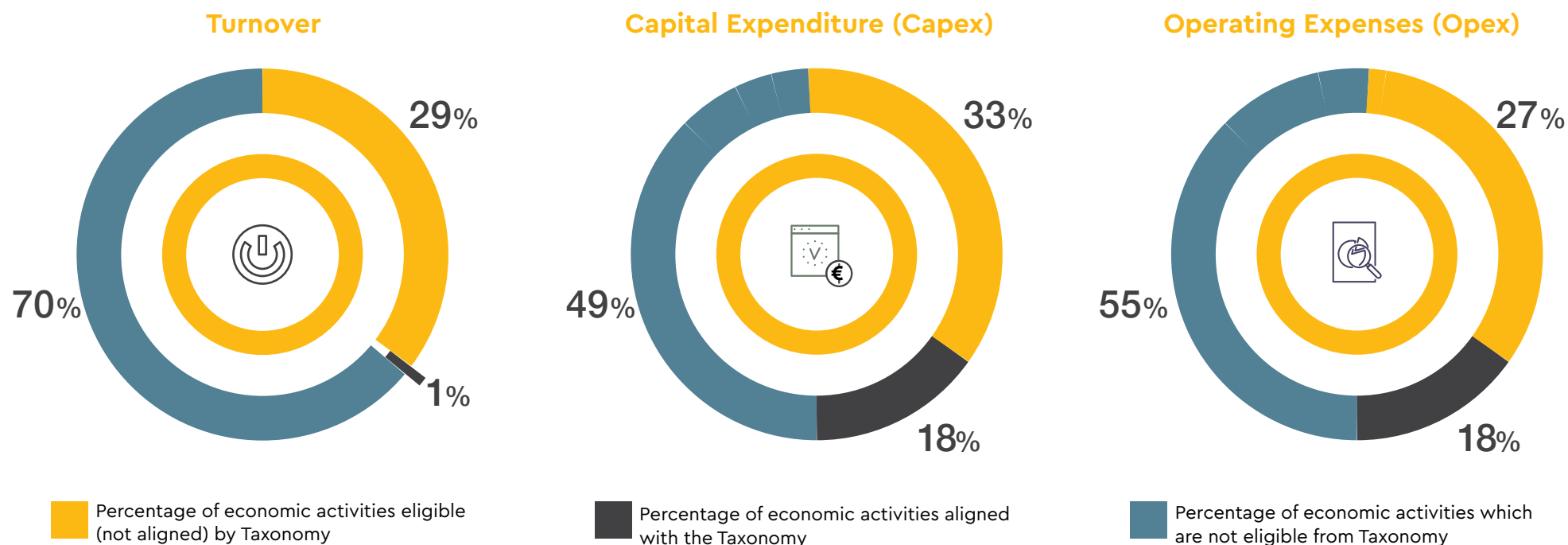
\* Of which € 2.8 million relates to the extraordinary allowance to the employees of the Group.

## Economic activities based on the EU Taxonomy

[ESG A-S1 INDEX]

In order to achieve the European Union's climate and energy objectives by 2030, as well as the European Green Deal objectives, it is necessary to strengthen the investment in more sustainable activities.

To this end, in 2022, the Group reviewed its economic activities in order to determine which of them are aligned to the European Taxonomy, as defined by the European Union Regulation 2020/852 (Article 8), and subsequently publish the relevant financial indicators, such as turnover, capital expenditure (CAPEX) and operating expenses (OPEX) related to these activities.



For more information on the **Group's sustainable economic activities**, please refer to "[Non-Financial Statement 2022](#)".



# CORPORATE GOVERNANCE



# CORPORATE GOVERNANCE

[GRI 2-9, 2-10, 2-11, ESG INDEX C-G1]

The management and operation of the Quest Group are based on strong corporate governance. The corporate governance of Quest Holdings and the Quest Group is in accordance with Greek law and complies with the specific practices for listed companies, as provided for in the Greek Corporate Governance Code.

**The company applies the basic principles of corporate governance and has set the following goals:**

- Transparency in management and corporate responsibility;**
- Informing and involving shareholders in important decisions;**
- Quick decision-making and effective management;**
- Detecting, identifying and minimizing risks;**
- Ensuring a quality working framework.**
- Independence in the exercise of audit;**
- Raising awareness of the company, its subsidiaries and their staff on issues concerning the relationship with the natural and social environment.**





## Organizational structure

[GRI 2-9, 2-11, 2-16, ESG INDEX C-G1]

The highest governing body of the Group/Quest Holdings is the Board of Directors (BoD) which is responsible for the management of the company, the management of its assets and the implementation of its purpose. In cooperation with the management of the subsidiaries, the Board of Directors of Quest Holdings has the ultimate responsibility for the Group's strategy, the establishment of the priorities, the general principles and the Group's policies.

According to the company's **articles** of association, the Board of Directors consists of seven (7) to thirteen (13) members, which are divided into executive, non-executive and independent members. Further information on the organizational structure of Quest Holdings, the corporate governance system and the policies and procedures governing Quest Holdings can be found in **internal regulation of its operation**.

**In 2022, 33% of the members of the Board of Directors were women**

In the **Annex 1**, there is a Table showing the participation and the composition of the Group's management bodies by gender and age. It should be noted that 33% of the members of the Board of Directors in the Group are women (4 women out of 12 members).

For more information on the members of the Board of Directors and the **organization chart**, please refer to **the Group's website**.

In 2022, the Group decided to connect the achievement of three ESG strategic objectives with the variable remuneration of the CEOs (hereinafter "Senior Executives") of Quest Holdings and its subsidiaries. The three objectives for the year 2022 are related to:



**The environment.**



**The training of employees.**



**The evaluation of suppliers with ESG criteria.**

[GRI 2-19, 2-20]

More information on the remuneration policies for Board members and Senior Executives can be found **here**. In addition, the procedure for the design and determination of remuneration/salaries is described in the **Operation Regulation of the Remuneration Committee**.



## Committees

[GRI 2-9, ESG INDEX C-G2, GRI 2-17]

The work of the Board of Directors of Quest Holdings is supported by Committees whose role is to coordinate and advise the Board of Directors. The Committees, the participating members and their operating regulations are presented in detail on our [website](#).

[GRI 2-14]

In particular, the Sustainability Committee provides support to the Board of Directors and management on corporate sustainability issues, in terms of strategy design, company coordination, defining the necessary performance indicators and monitoring progress.

The management of sustainable development issues, as described in the [sustainable development policy](#), is coordinated by executives responsible for Sustainable Development issues and ESG Objectives of the Group. At the same time, the executives offer support to the sustainable development teams of the Group's companies towards the implementation of the ESG strategy. The ESG department is part of the Corporate Communication Division and is reported to the Group's Management. Further information on the Sustainable Development Committee is presented in the [Operation Regulation of the Sustainable Development Committee](#) of the Group.

“ **As a Board of Directors, the Sustainable Development Committee is responsible for the commitment of the Management and the employees of the Group to the implementation of the long-term sustainable development strategy. Our path is clear from the achievement of all the interim objectives of 2022**

*Giannis Paniaras, Chairman of the Sustainability Committee* ”

## Roles and responsibilities

[GRI 2-12, 2-13, 2-14]

The Group has been assigned roles and responsibilities for the corporate governance bodies concerning:

- » the Board of Directors
- » the Chairman
- » the Vice-Chairman
- » the Managing Director and Deputy Managing Director  
the Executive Director(s)
- » their mandated consultants

For information on the roles and responsibilities of the Group's management bodies, please refer [here](#).

The role of the Board of Directors and Senior Executives is crucial in the development of strategies, policies and objectives related to sustainable development, but also in the supervision of due diligence to identify and manage the impact of the organization on the economy, the environment and people. The [internal regulation of operation](#) of Quest Holdings describe in detail the roles and responsibilities of the governing bodies and its organizational units.

**In 2022, 4 members of the Board of Directors were appropriately trained on issues related to the sustainable development of the Group**

## Election of the Board of Directors

[GRI 2-10, 2-18]

The selection, replacement or renewal (or not) of the term of office of the members of the BoD shall be carried out on the basis of a policy on the suitability of the members of the Board of Directors (**Suitability Policy approved by the BoD's members**), aiming at the appropriate and high-quality staffing of the BoD for the effective fulfilment of its tasks in accordance with the business model and the strategy of the Company.

The results of the Board's performance and the organization's impact on the economy, environment and people are described in detail in the Group's **annual financial report**.



## Regulations

**For the proper governance of the Group, the Code of Conduct and Ethical Behaviour and the following operating regulations are followed:**

- » of the Audit Committee.
- » of the Nomination Committee.
- » of the Remuneration Committee.
- » of the Sustainability Committee.
- » Internal Regulation of Operation of Quest Holdings

For more information on the above Regulations, you can refer [here](#).

## Policies and Systems

[GRI 2-9, 2-12, 2-13, 2-14, 2-15, 2-23, 205-3, 206-1, ESG INDEXES C-G2, C-G4, C-G5, SS-G1, SS-G2]

The basis of the correct and optimal corporate governance of the Group is the Policies and the standard, uniform and corporate Procedures. In the Group we have created Group's policies and standard, uniform and corporate procedures.

Moreover, according to par. 7.4 of the Group's Organisation and Operation Manual, there is also the Group's Organisation and Operation Manual, the regulations and responsibilities of the Management Bodies, the job descriptions of Quest Holdings, the Group's Codes, the Regulation of Operation of the parent company and major subsidiaries, systems and system operating regulations, representation systems and approval tables.

### The Group's Policies

- » They provide the guidelines of the Board of Directors, which apply to all subsidiaries (and as specifically defined in the Group's Organisation and Operation Manual), employees and associates.
- » They ensure that the Group complies with the institutional framework.
- » They promote the inclusion of appropriate good practices in its operation.

### The Group's standard and uniform Procedures

- » They describe the precise way of implementing the guidelines that the Group's Board of Directors provides to the subsidiaries through the Policies.

**The corporate Procedures:** They are developed by the companies of the Group, in order to protect them from operational risks and train their employees. They relate to the day-to-day operation of the companies and are directly related to the business object of each company.

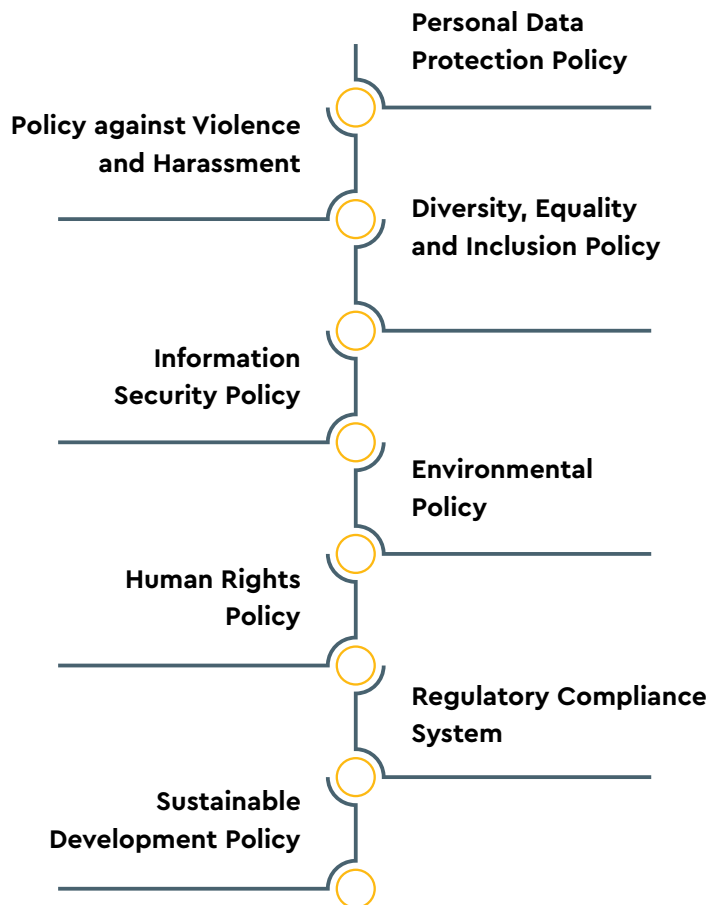
[GRI 2-24]

The principles and rules of the Code of Conduct and Ethical Behaviour, which is a guiding tool for demonstrating good professional behaviour, ethical conduct and integrity, are always taken into account when designing and drawing up the Group's specific policies and procedures. The principles and commitments of the Code are communicated to all the staff of the Group through a regular information campaign.



### Quest Group's Policies

The Group Policies adopted which support the implementation of its sustainability strategy include:



For more information on Quest **Group's Policies**, please refer to the section **Compliance Policies** in our website.



### The Quest Group's Systems

The Group has an **Internal** and **External** Control System, as well as a **Risk Management** and **Regulatory Compliance** System for its full and transparent operation, the management of potential risks, but also the assurance of its operational continuity.





# BUSINESS ETHICS AND TRANSPARENCY





# BUSINESS ETHICS AND TRANSPARENCY



At Quest Group we are committed to pursue transparency, integrity and reliability in every field in which we operate and in line with the Code of Conduct and Ethical Behaviour. We operate with honesty and ethics and in compliance with current legislation, Policies and Procedures of the Group, guided by the responsible business behaviour.

The Code of Conduct and Ethics of the Group contains the principles and values that govern daily activities and business relationships and it is a fundamental tool for the service and support of relationships of all interested parties.

## Business compliance



### Material issues:

- Ensuring business ethics and combating corruption
- Compliance with regulatory principles

[GRI 2-27, 3-3, 205-3, 206-1, 419-1, ΔΕΙΚΤΗΣ ESG A-G2]

We apply a Regulatory Compliance System – as part of the internal control system – which, together with the **Code of Conduct and Ethics**, the Internal Policies and Procedures, contribute actively to the prevention, detection, treatment and monitoring of ethical and regulatory compliance issues.

We apply the Regulatory Compliance System to Quest Holdings and the five (5) major subsidiaries of the Group<sup>1</sup>.

<sup>1</sup> Uni Systems, Info Quest Technologies, ACS, iSquare, Quest Energy

### Key pillars of the Regulatory Compliance System:



**Compliance strategy**



**Management/Assessment of compliance risk**



**Policies and Procedures/Regulatory control areas**



**Configuration of compliance culture**

 <b>Zero</b> confirmed corruption-related incidents	 <b>Zero</b> confirmed incidents in which employees were dismissed or disciplined for corruption
 <b>Zero</b> confirmed incidents in which contracts with business partners were terminated or not renewed	 <b>Zero</b> public legal cases relating to corruption committed against the organization or its employees

In the Group, in addition to fraud/corruption/bribery, we also monitor cases of non-compliance with laws and regulations, Policies and Procedures of the Group and we implement actions to properly address and limit them. For 2022, the Group had 8 new cases of non-compliance (of Group's companies and third parties) with laws and regulations (two of which (2) closed on 31.12.2022), while during the reporting period, 2 administrative penalties/fines of a total amount of 35,000 € were imposed (included in the above 8 cases), in subsidiary company. The Group investigates these cases also through the Regulatory Compliance System and aims to prevent and deal with them effectively.

### Unlawful behaviour reporting procedure

[GRI 2-25, 2-26, ESG INDEX SS-S9, SS-G1]

The **Unlawful behaviour reporting procedure** (Whistleblowing) sets out the basic guidelines for the management of complaints submitted in connection with breaches of policies, regulations or applicable law.

#### Reports and complaints shall be submitted as follows:

- » By e-mail to the address corresponding to each company of the Group.
- » By post to the address of the respective company of the Group, to which the complaint/incident relates, for the attention of the Chief Compliance Officer.

The Chief Compliance Officer is at the disposal of employees and provides advisory support regarding actual or potential incidents/breaches. Complaints may be made by a named person or anonymously. However, it is encouraged to submit complaints by name as they facilitate the conduct of the necessary investigation and take the necessary measures to effectively manage non-compliance incidents.

#### In addition in 2022:

- » An information campaign was carried out on the Code of Conduct and Ethical Behaviour of the Group to all the staff of the Group.
- » A regulatory risk assessment was carried out in Quest Holdings and the five (5) major subsidiaries of the Group
- » Regulatory Compliance Plans were drawn up for the year 2023.

You may find information about the **Group's goals** in the section "Future Goals and Performance".

## Data protection

[GRI 3-3, 418-1, QUEST INDICATOR, ESG INDEXES C-G6, SS-G3, SS-S2, SS-S5]



### Material issues:

- Protection of critical information systems and ensuring operational continuity
- Protection of personal data and customer privacy

Of highest importance for the Group is the protection of information and critical information systems, as well as the confidentiality of the information of all our interested parties.

The protection of information is necessary in order to:



**maintain and strengthen the relationships of trust between the Group and the customers of its companies;**



**ensure compliance of the Group with the legal, institutional and regulatory framework;**



**protect the corporate image and reputation of the Group.**

The Group companies have established a program of compliance with the EU General Data Protection Regulation no. 2016/679, and the national legislation, which is upgraded and updated according to the needs of each company. No fines or other penalties were imposed on the Group's companies in 2022 for breach of this legislation.

Our main objective is to ensure confidentiality, availability and integrity of data and consequently of information. For this reason, we have developed a single information security policy, which forms the basis for the implementation of an integrated information security framework.

It is worth noting that in 2022 there were two mandatory training programs for all employees regarding information security and the protection of personal data in information security.

For more information on policies and procedures for **protection of personal data** of the Quest Group, please refer to our website. Policies are implemented at Group level and procedures at company level.

**During 2022 the Group noted:**

 <p><b>Zero</b> events that cause any form of data leakage or alteration or interruption of long-term ICT systems (over one hour)</p>	 <p>Total availability of systems at the same level as in 2021, at a rate of <b>&gt;99,9%</b></p>	 <p><b>Zero</b> events related to personal data leakage</p>	 <p><b>Zero</b> fines or other penalties for breach of personal data protection legislation</p>
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**In addition, in 2022:**

- **The study for the acquisition of ISO 27001:2013 certification (information security management system) for Info Quest Technologies was launched in 2023.**
- **Penetration tests were carried out in collaboration with external partners, simulating attack scenarios by malicious users.**
- **Employee awareness-raising activities on information security issues as well as Phishing attack simulation exercises were carried out.**
- **122,021 questionnaires were sent by the subsidiary company Quest on Line to customers to evaluate the products they purchased. The questionnaires concerned only the number of products for which the evaluation was requested**

You may find information about the **Group's goals** in the section "**Future Goals and Performance**".



# OUR PEOPLE



# OUR PEOPLE

At Quest Group, we are committed to creating a safe environment in which employees can grow and evolve. We always find new ways to invest in the development of our teams, to encourage collaboration and creativity and to offer competitive benefits.

## Human resources

[GRI 2-6, 2-7, 2-8, 3-3, 401-1, 401-2, ESG INDEX C-S4]

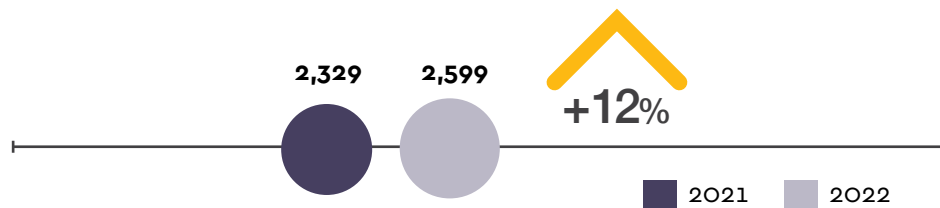
Our human resources are the driving force behind the success of our Group. In 2022, the Group employed a total of 2,599 employees, of which 29% were women. Compared to 2021, the number of employees increased by 12% (2,329 employees in 2021).

The total number of women in the Group in 2022 was 751, showing a 19% increase compared to 2021. In 2022 a new company, G.E. Dimitriou joined the Group and increased the number of employees by 75.

**Women employees increased from 27% in 2021 to 29% in 2022**



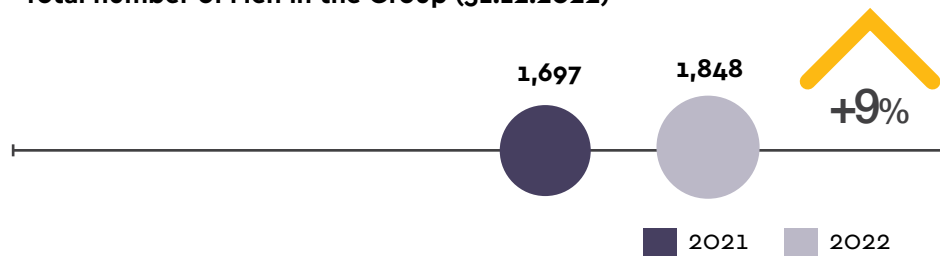
**Total number of employees in the Group (31.12.2022)**



**Total number of women in the Group (31.12.2022)**



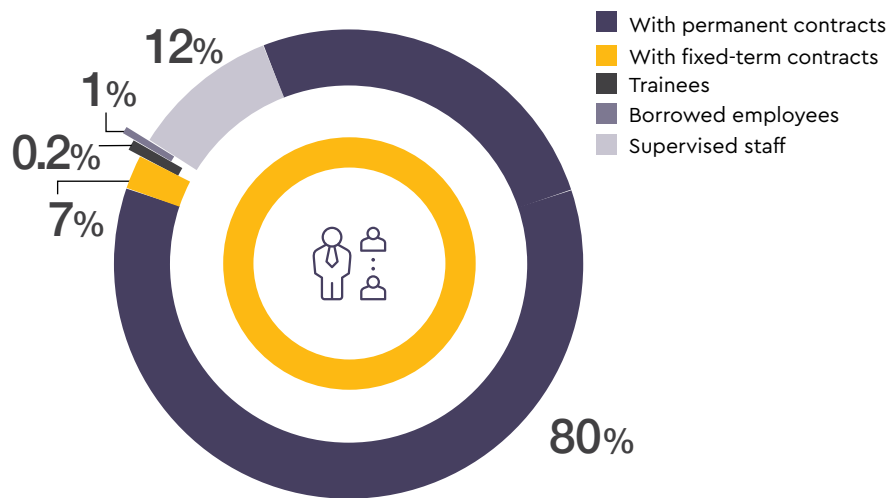
**Total number of Men in the Group (31.12.2022)**





The Group monitors the number of employees per contract and type of work in Attica, the province and abroad. The employment contracts are permanent and fixed-term, contracts of supervised staff and trainees.

### Percentage of employees per employment contract

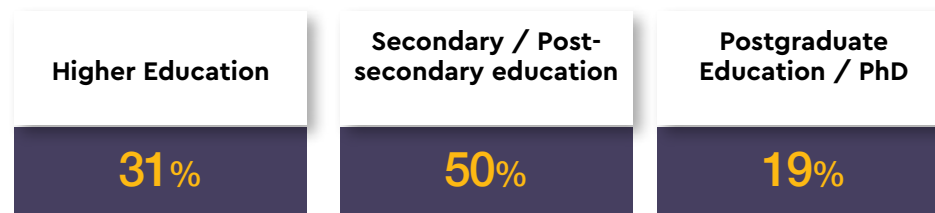


**For 2022, 80% of employees had permanent contracts.**

The participation and composition of the management bodies of the Group by gender and age as well as the composition of the working levels in all the companies of the Group by gender and age, per employment contract, region, type of work and gender are presented in detail in [Annex 1](#).

### Employees' education level

The education level of the human resources is recorded in the Group, as shown below.



In terms of the total number of employees per type of work, in 2022 full-time workers amounted to 2,049, 14.7% more than in 2021, while part-time workers increased by 28% compared to 2021.

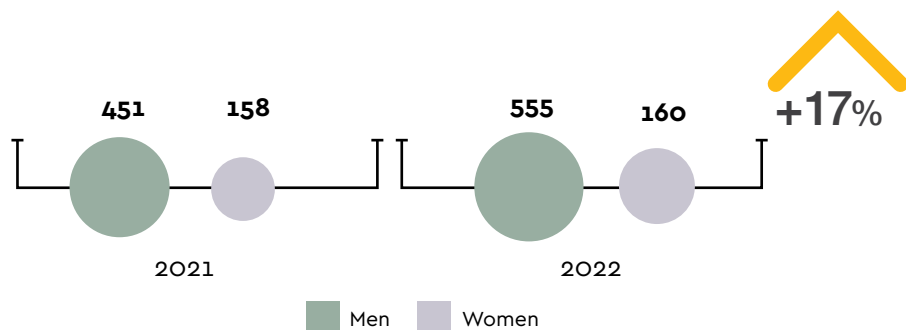
### Total number of employees per type of work



### Recruitment of employees

During 2022, a total of 715 recruitments were made to the Group's companies, with 22% relating to women. Compared to the previous year, recruitment increased by 17%.

#### Total recruitment in the Group



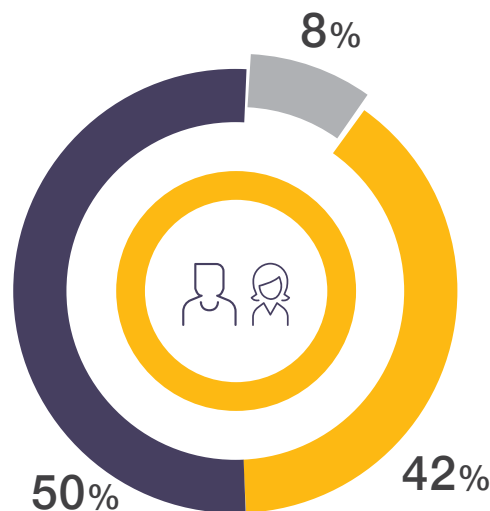
**22% of new recruits in 2022 were women.**

In addition, in 2022, we hired 420 employees with permanent contracts and 295 employees with fixed-term contracts.

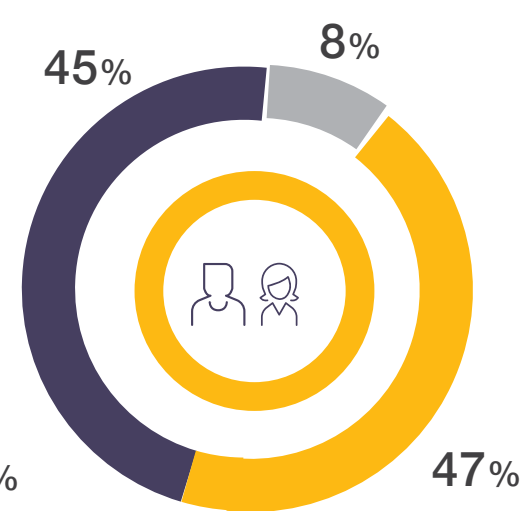
For a detailed record of the number of recruitments per gender/company and per employment relationship/company, please refer to [Annex 1](#).

The Quest Group also monitors the recruitment by region and age of employees for all its companies. In order to give the opportunity to people with new talents to gain work experience and skills through their employment, 334 people, i.e. 47% were under 30 years old, from the total number of employees hired in 2022. For a detailed record of the number of recruitments by region and age, please see [Annex 1](#).

#### Percentage of recruitment by age in 2021



#### Percentage of recruitment by age in 2022



Under 30 years old Between 30 and 50 years old Over 50 years old

**In 2022 we achieved 5% increase in the number of people hired under 30 years old compared to 2021**

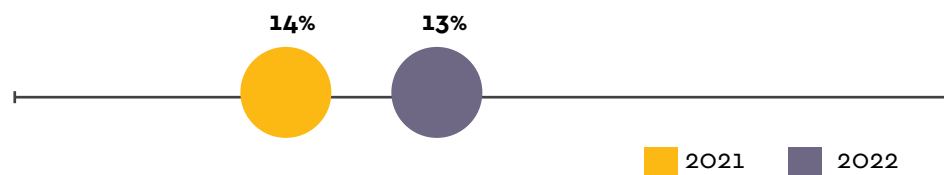
## Employees' departures

The departures (voluntary and non-voluntary) amounted to 299 persons who were either in permanent or fixed-term positions. The mobility of the staff for the Group in 2022 was 13% voluntary and 1.2% non-voluntary, while for 2021 these rates were 13.7% and 1.9% respectively.

For a detailed record of the number of departures per company, please refer to [Annex 1](#).

### Mobility of employees in the Group

#### Voluntary



#### Non-voluntary



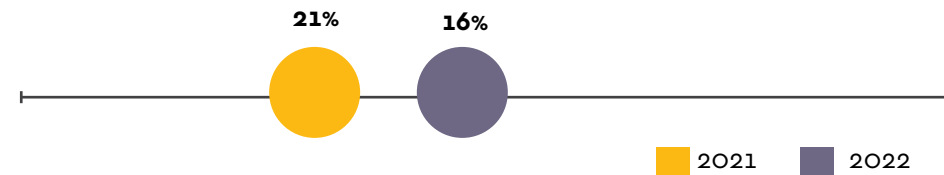
## Employee remuneration

[ESG INDEX A-G4, A-S4]

At the Group we constantly evaluate the remuneration of our employees in order to enhance our competitive advantage in the market, to attract and keep our talented people. All the companies of the Group aim for consistency in the provision of remuneration and a remuneration system has been designed to achieve internal success. This system takes into account the design and evaluation of job positions, fixed remuneration, benefits and variable remuneration.

The chart below shows the percentage of variable remuneration for the Group's companies.

### Variable remuneration



The remuneration of the Managing Director is in the [Remuneration Report of Members of the Board of Directors of Quest Holdings S.A.](#) for the financial year 2021.

## Employee benefits

[GRI 3-3, 401-2]

The employees of the Group with permanent contracts receive the following benefits:



**Provision of a company's car and fuel**  
(based on level and location)



**Group pension program**  
(voluntary program for grade >13, managers and above)



**Corporate mobile connection** (programs depending on the job)



**Bonuses for marriage, childbirth and student's admission to Higher Education Institutes, Technological Education Institutes**



**Medical program**  
(of the staff and their dependants)



**Parking** (based on level and availability of building facilities)



**Check up program**  
(for level by manager and above)



**Loans to staff**

At the same time, the following benefits are provided to employees with both permanent and fixed-term contracts:



**Free drinks**



**Psychological counselling program**



**Discounts on group products and services**



**Gym and fitness programs**

## Collective labour agreements

[GRI 2-30, C-S7]

Individual employment contracts, which exceed the minimum requirements of the collective agreements, are signed in the Group's companies. All companies are bound by the minimum legal salary, while Quest Holdings and Uni Systems Greece are members of the Association of Enterprises and Industries and are bound by the Greek General Collective Labour Agreement and the corresponding collective agreements in force. In 2022 the percentage of collective labour contracts was 100%.

The Operational Collective Labour Agreement, which covers about 25% of all employees of the Group, is also applied to ACS, while the remaining percentage of 75% is covered by an Individual Employment Contract.

You may find information about the **Group's goals** in the section "**Future Goals and Performance**".



## Equality and inclusion

[GRI 2-30, 3-3, 405-1, 406-1, ESG INDEXES A-S3, C-S2, C-S3, C-S6, SS-S4]

In our Group we remain committed to building a work environment without exclusions, aiming at inclusive representation at every level. We promote a culture of equality and ensure fair pay and equal opportunities, and we have a human rights policy based on the 10 Principles of the UN Global Compact.

During 2022, a new group policy for Diversity, Equality and Inclusion (DEI) was introduced and an external advisor was selected to investigate and create a report on gender pay gap, the study which will be completed by the end of 2023.

It is worth noting that in 2022 there was no financial loss caused as a result of legal proceedings related to labour law violations. Furthermore, no incident of discrimination was recorded in the Group.

The table below shows the percentage of women working in the Group, as well as the percentage of women employed in managerial positions calculated on the basis of the requirements of the ESG ATHEX Index.

As regards the gender pay gap, the table below summarizes the variation of the difference compared to 2021 as a weighted average of the percentage of the salary difference between men and women in each working level of the full-time employees of the Group.

**Women Employees\***

The Quest Group (all companies)

2021		2022	
Women Employees	31%	Women Employees	34%
Women employees working in managerial positions	20%	Women employees working in managerial positions	21%

**Gender pay gap\*\***

The Quest Group (all companies)

2021	2022
Difference (%)	Difference (%)
-1.1%	1.9%

**In 2022, Diversity Ambassadors of the Group attended the 8-month UN Global Compact Network’s training program “Target Gender Equality” to promote gender equality in businesses through an analysis of good international practices**

\* The “women employee” is an ATHEX indicator, and has been calculated based on the requirements of the Athens Stock Exchange. Therefore, the percentage of women (34%) is different from the percentage of women in total human resources based on 31.12.2022. Furthermore, the calculation of women in managerial positions was based on the number of women who are in the 10% of employees with the highest total earnings.  
 \*\* This indicator does not include the members of the Board of Directors and summarizes the variation of the difference compared to the previous year of the gender pay gap as a weighted average of the wage difference percentage between men and women in each grade level of the full-time employees of the Group.



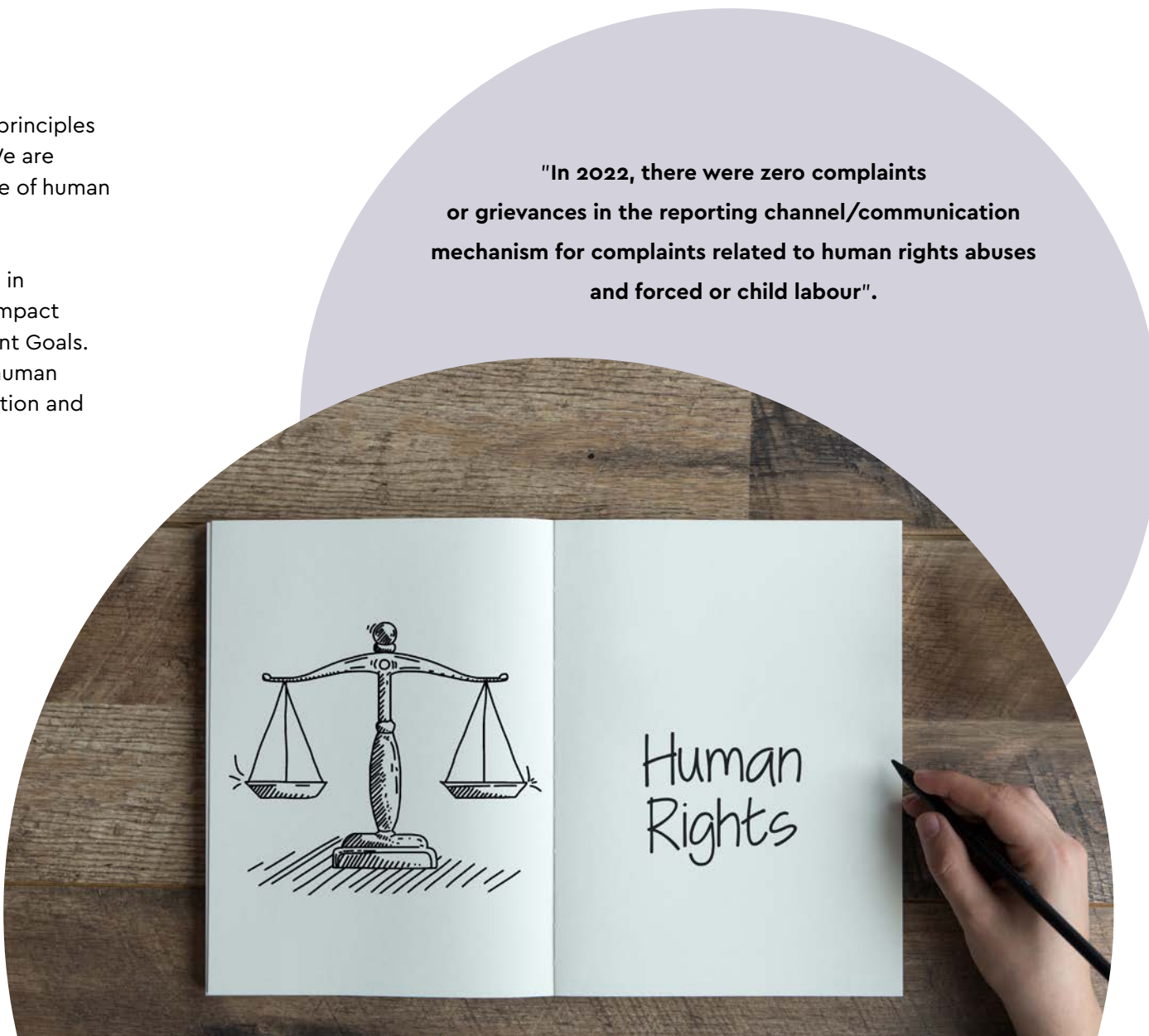
## Human Rights

[GRI 2-23, ESG INDEX C-S6]

Respect for human rights is one of the fundamental principles of the Group as reflected in our Code of Conduct. We are committed to protecting and promoting the defence of human rights within our sphere of influence.

In 2022, the Group renewed its Human Rights Policy in accordance with the principles of the UN Global Compact on Human Rights and the 17 Sustainable Development Goals. Through this policy we strive to ensure respect for human rights throughout the Group and the further information and awareness of our employees.

**"In 2022, there were zero complaints or grievances in the reporting channel/communication mechanism for complaints related to human rights abuses and forced or child labour".**



## Employee Health, safety and well-being

[GRI 3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8]



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

In the Group we apply a system of health and safety management at work and we have established policies in order to ensure that all employees receive the necessary information in order to work by taking into consideration their physical and mental health. In addition, we employ health consultants (occupational physician) and safety consultants (responsible for the technical safety) who assess and evaluate the occupational risks.

We train and raise awareness of our employees and we carry out checks on facilities and job positions with the aim of continuous improvement. For each recognized risk, all actions provided for by law and/or policies and procedures in force shall be followed. 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 contract coverage, free voluntary anti-influenza vaccination is provided for all employees.

**100% of employees participate in the occupational health and safety management system\***

**In 2022 the subsidiary Uni Systems was certified with the ISO 45001:2018 Certification in the Health and Safety Management System**

\* Employees who do not participate in the system are those of the ACS franchisees, for reasons related to the nature of the employment relationship and the management of personal data. Furthermore, supervisors with independent service contracts in the Group's companies do not participate in the system either.

In 2022, there were no deaths due to a work accident, while the total number of work accidents in the Group remained stable at five accidents same as compared to 2021.

With the aim of quantitative monitoring of the health and safety of workers in 2022, the Group counted two indicators. Specifically, the Lost Time Injury Frequency Rate (LTIF) and the Total Recordable Incident Rate (TRIR) were recorded in the Group.

At the same time, long-term employee health and safety ESG objectives for 2025.



**QUEST WELL-BEING – Wellness and quality of life**

The Group carries out initiatives aimed at improving employees' wellness and creating a healthier lifestyle.

In order to strengthen the balance between personal life and work, the companies of the Group continue after the pandemic to provide the possibility of working from home (hybrid working) some days of the week to most of the employees of the Group as well as other possibilities that incorporate the well-being within the way of working, such as the application of flexible working hours and the possibility of early departure during the summer (15 July to 31 August). The average staff employed in teleworking was 50% -60% for job positions that may be employed by teleworking.

At the Group, actions and events are organized throughout the year, with the aim of making all employees feel that they are working in an environment where they can have a balance between professional and personal life. Indicatively, celebrations are held for the family of workers, children are introduced to the work environment ("with children at work"), while gym classes, pilates and presentations on current health, safety and wellness issues are organised.

It is worth noting that during 2022, a well-being survey for the employees was carried out and as a result, in the last quarter of 2022, an extensive well-being program was carried out, as described below.

Specifically, during 2022, the Group, given its corporate culture, carried out a comprehensive plan of actions for employees' well-being, which exceeded 980 participations.







Participation in wellness programs  
**988**

Participation in online wellness discussions  
**450**

**114 hours** in the following actions:

- » Cycling
- » Yoga/Pilates/semi-personal training
- » Treasure hunt
- » Hiking (within and outside Attica)
- » Internet discussions/speeches on well-being
- » Culture and art
- » Workshops on well-being (Happy Lab)



The actions of wellness programs carried out:

The infographic displays eleven wellness programs arranged in a grid-like fashion. Each program is represented by a white circular button with a shadow, accompanied by a yellow circular icon. The programs are:
 

- Health Day**: Icon of a person in a yoga pose.
- Yoga**: Icon of a person in a yoga pose.
- Pilates**: Icon of a person performing a Pilates exercise.
- Training (semi-personal)**: Icon of a person in a dynamic exercise pose.
- Stretching**: Icon of a person in a stretching pose.
- Happy lab workshop**: Icon of a smiling face with a hand pointing to it.
- Cycling**: Icon of a person riding a bicycle.
- Workshops on well-being**: Icon of three faces with different expressions (happy, neutral, sad).
- Treasure hunt**: Icon of a treasure chest overflowing with coins.
- Culture and Art**: Icon of an eye.
- Speech of wellness**: Icon of two speech bubbles.

 In the bottom right corner, there is a logo for 'QUEST by YOU' featuring a colorful, multi-colored ribbon graphic.

### Psychological Support Program

In 2022, the Group renewed its cooperation with EAP HELLAS, and maintains a psychological support program through telephone communication and individual meetings – for the employees of the companies, but also for their family members.

### Employee Satisfaction Survey

In order to measure employees' satisfaction, a survey of human resource satisfaction is conducted every 2 years. The last survey was conducted in November 2021 and will be repeated in 2023. Employees' participation was 60%. The survey showed a very high level of satisfaction with Occupational Safety (93%) and Work (88%). There was an increase in the rates of Meritocracy (75% vs. 62%) and Education (61% vs. 59%) which are important areas for the Group.

### Communication between employees and management

The management of the Group seeks the systematic information of the employees through the following mechanisms:

- » Internal communication and information network (Intranet). From 2022 a new renewed Intranet platform was designed and implemented to strengthen the Group Culture and improve internal communication and information.
- » Microsoft Teams communication platform for continuous interaction and communication with employees.
- » "Orion" - an employee on-line platform for organizing and processing employee issues
- » "Living our Values" program, for the experiential promotion and understanding of the principles and values of the Group and the creation of a unified culture.
- » Systematic meetings are set between management with employees.





## Employee Training and Development

[GRI 3-3, 404-1, 404-3, ESG INDEXES C-S5, A-S2]



### Material issue: Development and training of employees

We follow a holistic approach to human resource development, providing our employees with the tools they need to develop their skills and expand their capabilities.

The objectives of the training and development department of the Group are:

- » The development and empowerment of employees with the values, behaviours and capacities needed to successfully meet the Group's strategic objectives.
- » The use of systems and procedures to continuously enhance a high-performance culture, with an emphasis on meritocracy and cooperation.
- » The planning and implementation of actions that enhance the well-being and communication between the employees of the Group.

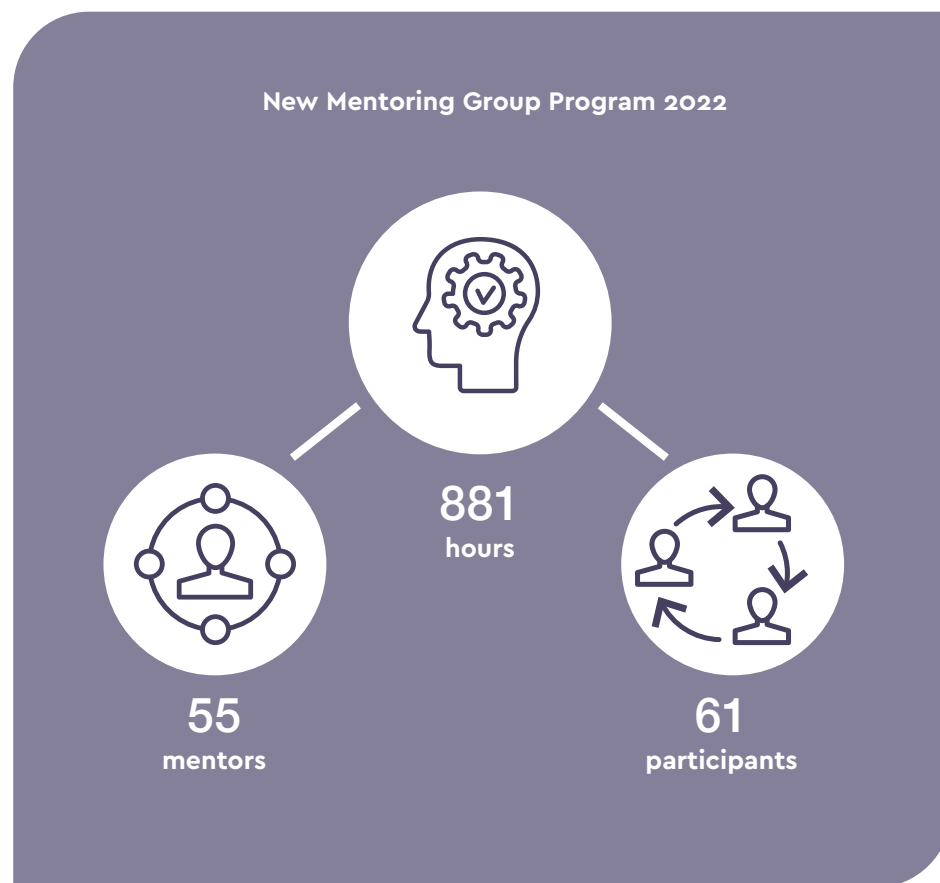
**In 2022, 100% of employees received a performance review.**

Our goal is to optimize the performance of our employees and to cultivate a culture of continuous professional development. To achieve this, we invest in our people through high quality training programs. We have designed training opportunities for our employees covering a wide range, such as:

- » **Development of management skills.**
- » **Technical and vocational training.**
- » **Specialized training and certification programs based on recognized needs.**
- » **Specialized program for selected employees in the Group. The program is a synthesis of actions aimed at developing and/or further enhancing leadership and organizational skills, as well as strategic thinking.**

In particular, in 2022, the fifth Quest Mini MBA took place, in which 37 selected executives from all the companies of the Group participated, while most of the training activities of the second cycle of the Talent Management Program "Moving Forward Together" took place.

Also, for the first time in the Group, an internal Mentoring program was implemented with the support of a specialized platform.



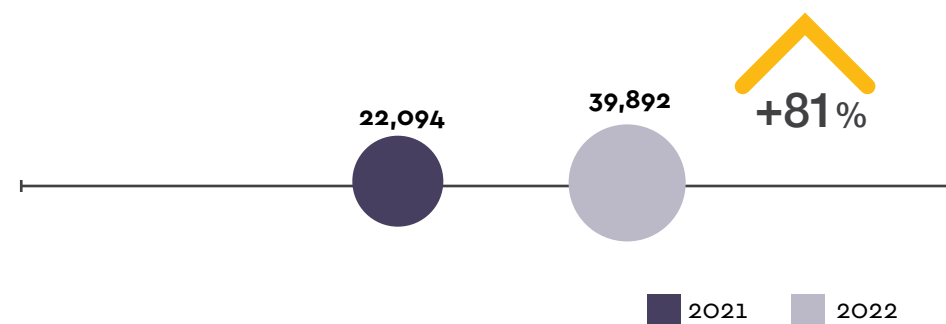
**"In 2022 an enriched training program was implemented for all employees of the Group on important issues of responsible entrepreneurship such as GDPR, cybersecurity and the information campaign of the Code of Conduct and Ethical Behaviour".**

**In 2022, 2,659 employees were trained through the Knowbe4 platform.**

All employees were informed about the new violence and harassment policy through official email communication and at the same time a seminar was held for supervisors, managers and directors. These management teams also received training on ESG issues and corporate governance.

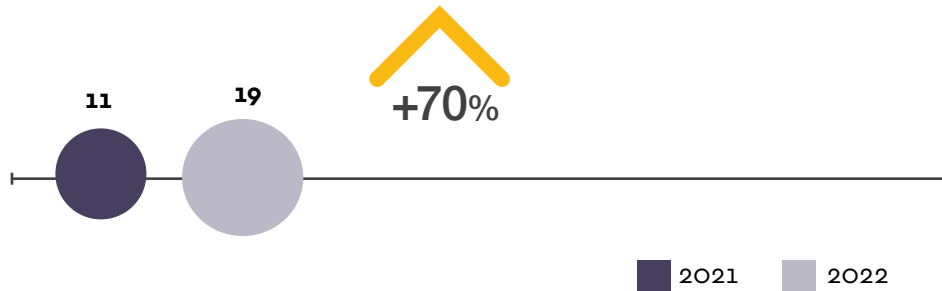
In 2022, we designed a holistic training plan for employees with the aim of developing new skills and improving existing skills through specialized training, thereby increasing the total number of hours of human training by 81% compared to the previous year (39,892 hours in 2022).

**Total hours of training in the Group**

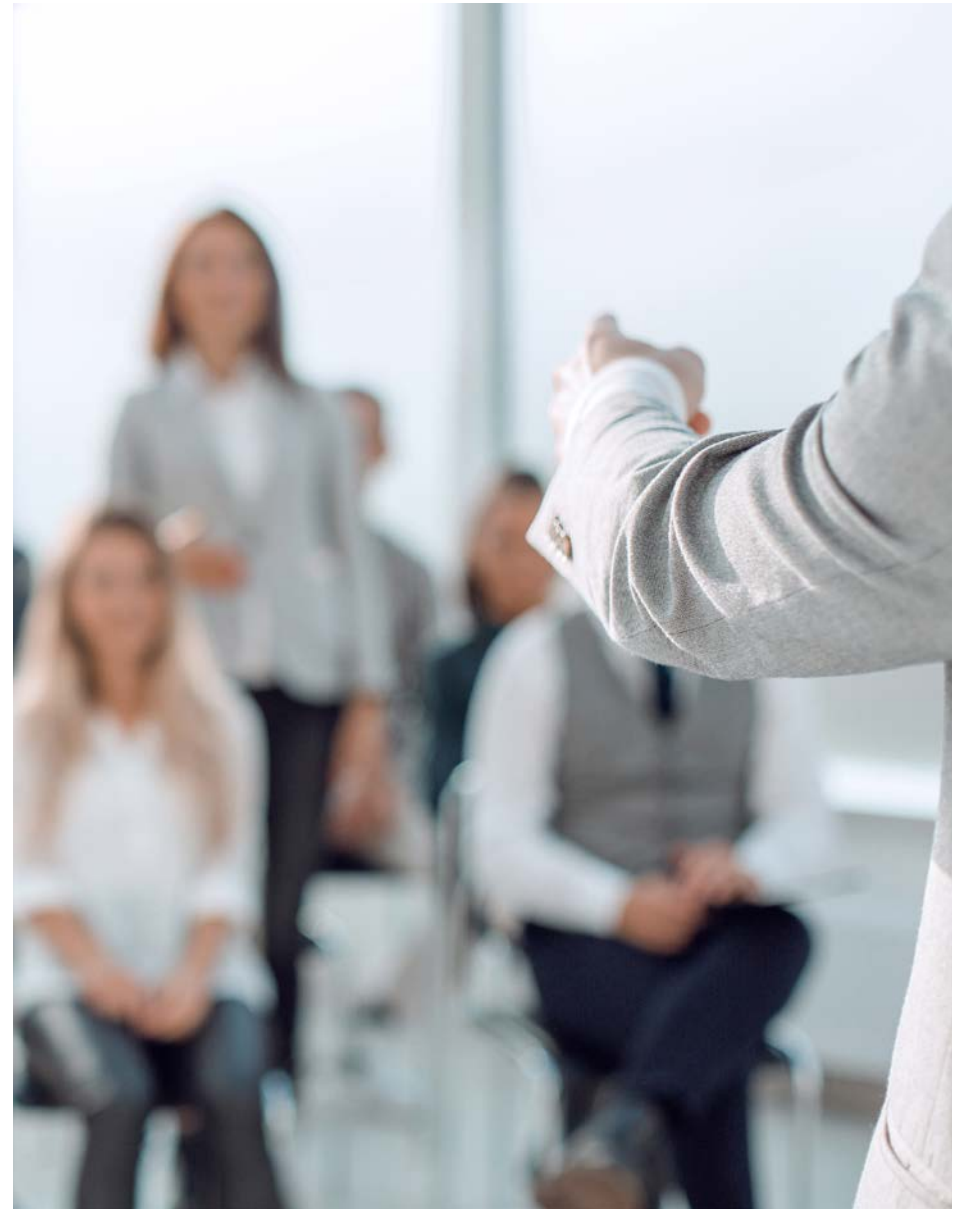
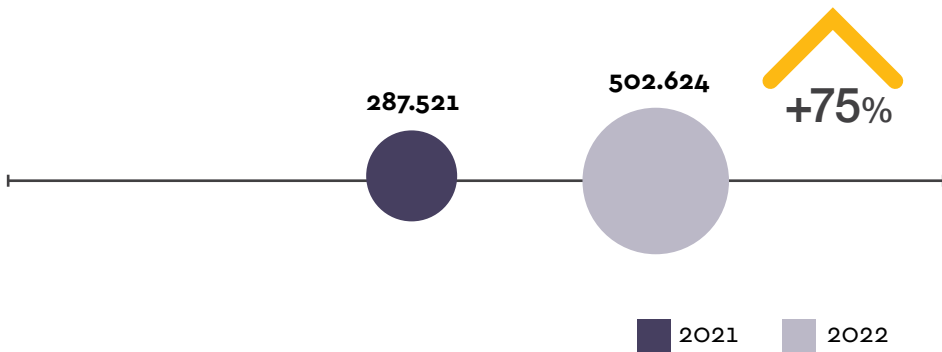


In addition, we increased by 73% the average hours of training per employee (19 hours in 2022) compared to the previous year. Our goal is for employees to gain a competitive advantage in the market, contributing to their professional progress. At the same time, more than € 502,600 was spent on training, certification, online seminars, etc., 75% higher compared to the previous year.





**Average hours of training per employee**



**Total training costs (€)**



The table below shows the training data of the employees of the Quest Group for 2022, by gender and position.

Group Employees' Training Data by Gender and Category (Group's Total, 2022)*						
Total hours of training by gender		27,526				14,166
Number of employees trained by gender		1,393				849
Average hours of training by gender (Total hours of training by gender/ number of workers by gender)		16				20
Average hours of training per category of employees	Management	Supporting Services	Commercial department	Technical department	Operations	
	16	17	21	26	6	
% of employees trained in technical certifications	7%					
Total hours of technical training by gender		4,154				400
Number of employees by gender who received technical training		84				19

\* The GRI 404 training indicators do not include the company G.E. Dimitriou.

Finally, the following table shows the average hours of training of employees compared to their salaries.

Training of Employees compared to their salaries				
	2021		2022	
	Average training hours for 10% of employees with the highest total earnings	Average training hours for 90% of employees with the lowest total earnings	Average training hours for 10% of employees with the highest total earnings	Average training hours for 90% of employees with the lowest total earnings
<b>THE QUEST GROUP (all companies)</b>	<b>19</b>	<b>9</b>	<b>21</b>	<b>15</b>



You may find information about the **Group's goals** in the section "**Future Goals and Performance**".



# SUPPORT TO SOCIETY





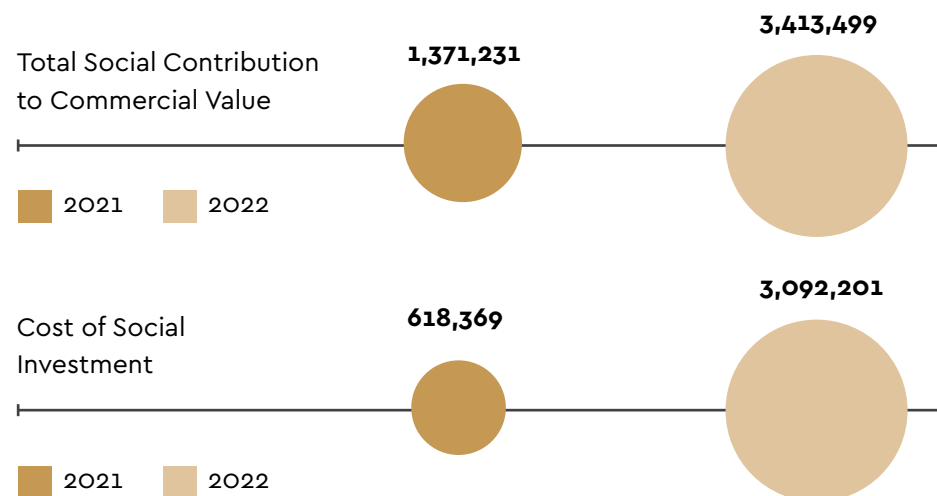
# SUPPORT TO SOCIETY



At Quest Group, we are committed to adding value to society. This means that we support the communities in which we operate with initiatives, investments and donations. Our goal is to combat social inequalities, improve the educational process through the use of digital technology, and address emergencies. Many of the initiatives we are implementing are contributing to the achievement of the UN Sustainable Development Goals.

As mentioned in our economic performance, for 2022, the cost of social investment was over € 3,000,000. At the same time, the total social contribution to commercial value in 2022 was over € 3,400,000, approximately 2.5 times higher than the previous year. For 2022, the amount of € 2.8 million is related to the two extensive allowances to employees.

## Social offer (€)





## Employee support

### Extraordinary allowance to low-paid employees

Following a relevant decision of the Group's management, during 2022 € 2.8 million of the profits were distributed to approximately 1,300 employees who are paid with lower wages.

This exceptional allowance is a practical reward for the employees for their contribution to the Group, but also an additional support in very difficult times, due to the energy crisis and the increases in both energy prices and those of basic necessities.



## Interconnection of technology and education

The main objective of the Group is the interconnection of technology with education. In particular, the "iPad 1-1" program is being implemented to introduce the iPad to school classes, while providing students with opportunities for internships and access to scholarships. In addition, the Group's companies support:



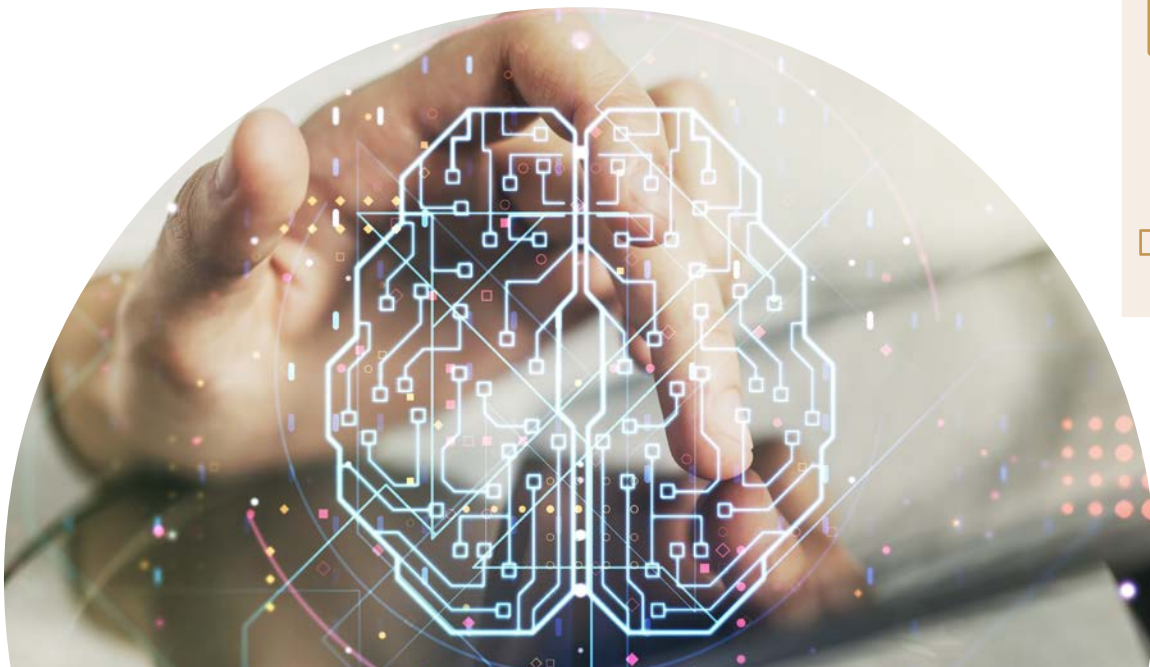
**The "Greek Cybersecurity Team" consisting of young people under 25 years of age.**



**The participation of the national IT team of young people in pan-European events.**



**The established initiative of "Panorama of Entrepreneurship", which connects the labour market with the student community.**





### Upskilling & reskilling – "Mind the <code>" Scholarship Program – third cycle

During 2022, the third cycle of the Group's Scholarship Program "Mind the <code>" was completed. The program aims to provide scholarships to young people for intensive training on java & .NET programming technologies. The program gives the possibility to the attendees to work in the highly dynamic environment of the Quest Group's companies.

More specifically, these 40 scholarships are intended for young graduates of the Schools of Informatics and Exact Mathematical Sciences, as well as junior developers, who want to expand their knowledge in their subject. The selected scholars, divided into two groups of 20 people, can attend one of the two available intensive training programs related to the programming technology they are interested in.



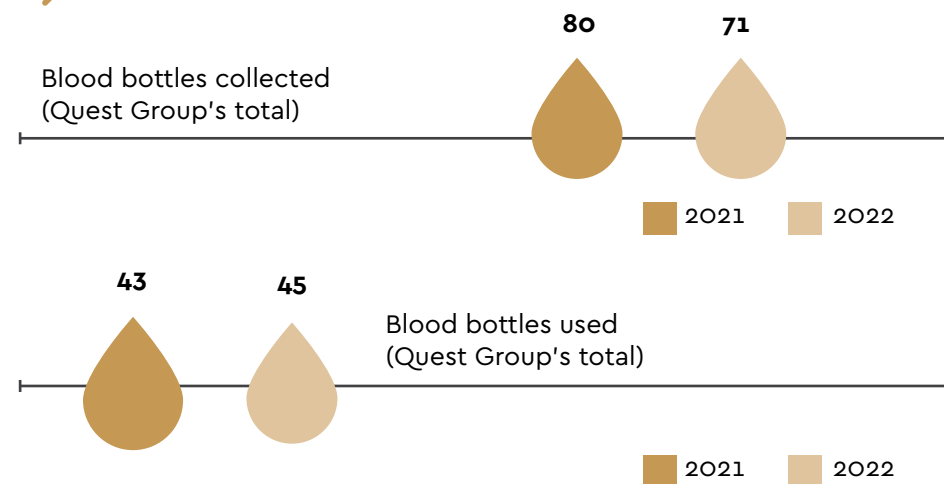
### Actions to empower women in technology

In 2022, the Group implemented a series of actions aimed at empowering women. Particular emphasis was given on technology-specific initiatives such as:

- » Participation in the "Women Hack" program to attract women from the field of technology (Uni Systems).
- » Participation in programs to attract and employ women in the Group, such as ReGeneration with exclusive participation of women ("Women in Data Engineering").



### Volunteering Actions Voluntary Blood Donation of employees





### Athens Classic Marathon Runners Team – donation to the foundation "The Smile of the Child"

The Quest Group's team of runners is growing every year. Every November they make an appointment at the Athens Classic Marathon and run for a good purpose.

In November 2022, the 106 runners of the Quest Group ran on the various routes of the Athens Classic Marathon and the companies of the Group offered a sum of money for each runner to the foundation "The Smile of the Child".



### Social offer actions

The Group and its companies cooperate with a number of Non-Governmental Organizations (NGOs) and social organizations, by actively contributing to their work. It is worth mentioning that the Group supports continuously the foundations "The Smile of the Child" and "Make a Wish", through the donation of equipment and courier services, the City of Athens Reception and Solidarity Centre for homeless people (KYADA), and the provision of free clothing and toys offered by employees and the Group.

In times of emergency, the Group also takes supportive actions, according to its capabilities and specialized know-how, in the field of technology and courier services.

It is also worth mentioning that by using its unique advantages, such as its extensive national network, speed, organization and reliability, the ACS company contributes to the implementation of actions in cooperation with institutions and NGOs. At the same time, ACS responds consistently in cases of emergency and humanitarian crises. Indicatively, only in the context of the cooperation with the NGO "GIVMED" for the distribution of medicines to vulnerable groups, in 2022 there were more than 21,000 beneficiaries.

During 2022, the Quest Group responded to the humanitarian crisis that erupted with the war in Ukraine, both by providing financial assistance through the UNHCR and by collecting and dispatching basic necessities. In particular, the ACS company set up its network of stores for the collection of basic necessities in cooperation with the NGO "Doctors of the World", and dispatched 10 tonnes of humanitarian aid.

**The ACS company set up its network of stores for the collection of basic necessities in cooperation with the NGO "Doctors of the World", and dispatched 10 tonnes of humanitarian aid.**





# ENVIRONMENTAL FOOTPRINT



# ENVIRONMENTAL FOOTPRINT

[ESG SS-E7 INDEX]



The Group is committed to reducing its environmental footprint by setting goals and actions in the areas of greenhouse gas emissions (GHGs), reduction energy management and the promotion of the circular economy, thereby contributing to its decarbonisation activities and the achievement of National and European Objectives to tackle Climate Change. For 2022, we had zero confirmed incidents of non-compliance with environmental laws and regulations.



The Group has:

- » An Environmental policy.
- » A standard recycling process that covers not only legislative compliance issues, but also follows the principles of the Paris Agreement on Climate Change and provides guidelines for companies to manage relevant issues.
- » A Car policy related to the adoption of vehicles with new ecological technologies (hybrid or electric).

With regard to regulatory compliance related to the management, use and storage of chemicals and other hazardous substances, the Group does not market or use chemical or other hazardous substances, subject to national or international prohibitions. In addition, the Group's companies participate in the official recycling systems as defined by national and European legislation.



## Greenhouse gas emissions

[GRI 2-23, 201-1, 305-1, 305-2, ESG INDEXES A-E2, SS-E1, SS-E2, C-E1, CE-2]

The Group's subsidiaries, Info Quest Technologies, Uni Systems and ACS, are certified with the ISO 14001:2015 for the environmental management system. Furthermore, a detailed analysis of climate risks and opportunities is carried out through the risk management process.

Further information on changing risks and opportunities, including corporate governance and strategy for managing those risks and opportunities, can be found in the [Group's 2022 annual financial report 2022](#).

On an annual basis, the Group calculates and evaluates its greenhouse gas emissions, with the aim of continuously reducing them, as defined by the ESG strategic goal of the Group. In 2022, we commissioned an external partner specialised in environmental issues to make a comprehensive measurement of the carbon footprint for all Group activities (Scope 1 and Scope 2) for the year 2022 based on the GHG Protocol in Greece and Abroad. At the same time, the measurements for Greece were made in accordance with the requirements of the National Climate Law\*.

\* The measurement of the Group's carbon footprint for its business activities in Greece for Scope 1 and Scope 2 absolute emissions using the GHG Protocol will be externally assured during 2023 for the purposes of complying with the Greek National Climate Law

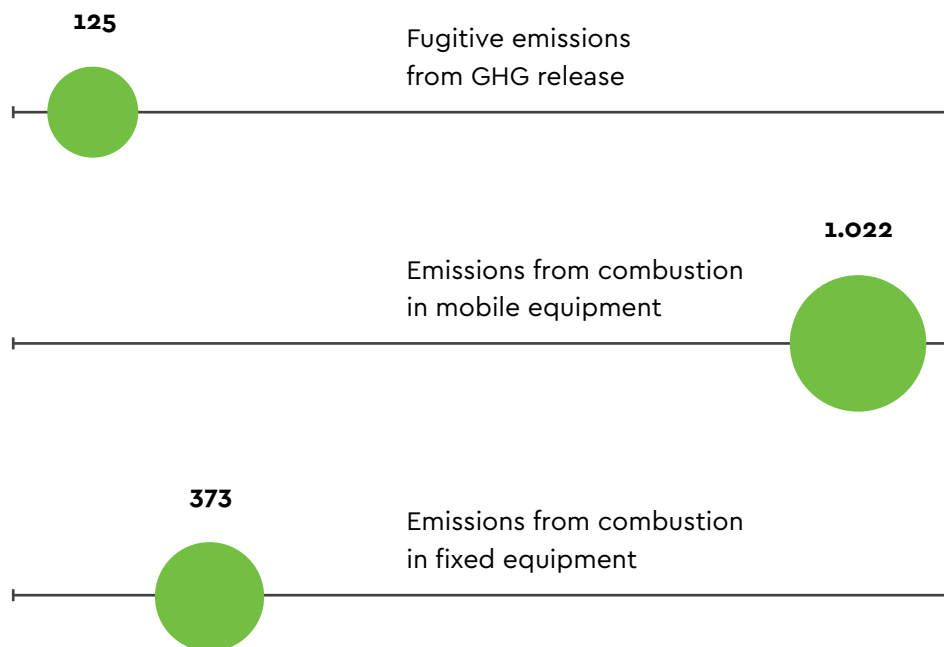
List of emission sources and their categorization based on the GHG Protocol

GHG Protocol	Sources of emissions
<b>Scope 1</b>	<ul style="list-style-type: none"> <li>» Direct emissions from combustion in fixed equipment</li> <li>» Building heating</li> <li>» Combustion of oil</li> <li>» Direct emissions from combustion in mobile equipment</li> <li>» Combustion of fuel in vehicles controlled by the company</li> <li>» Combustion of diesel fuel in service vehicles (privately owned or fully leased)</li> <li>» Combustion of gasoline in service vehicles (privately owned or fully leased)</li> <li>» Combustion of LPG in service vehicles (privately owned or fully leased)</li> <li>» Direct fugitive emissions from the release of Greenhouse Gases (GHG)</li> <li>» Hydrofluorocarbons from air conditioning equipment in office buildings</li> </ul>
<b>Scope 2</b>	<ul style="list-style-type: none"> <li>» Indirect emissions from imported electricity</li> <li>» Electricity consumption in office buildings</li> </ul>

## Direct emissions – Scope 1

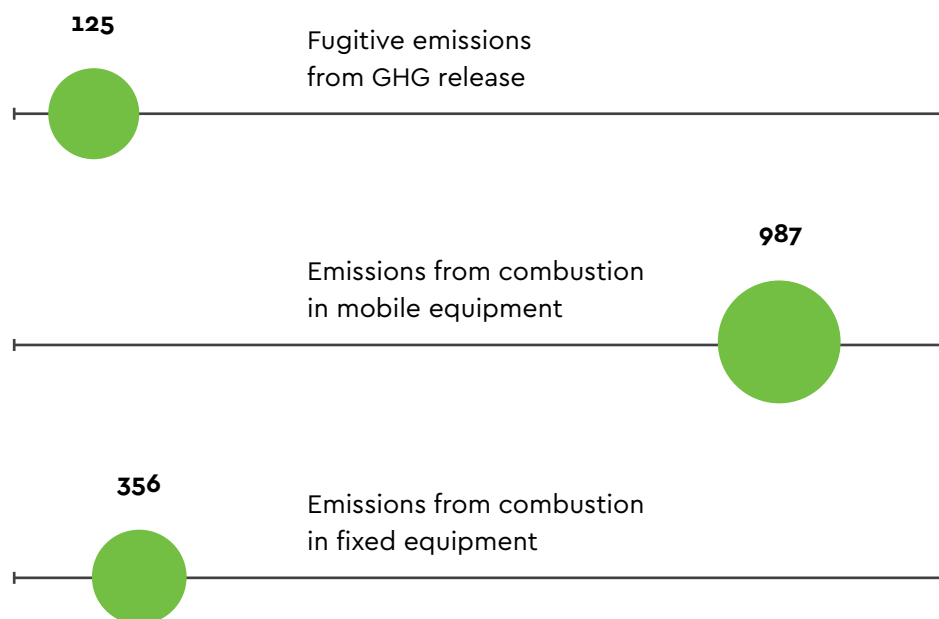
In 2022, the direct greenhouse gas emissions (Scope 1 emissions) of the Group in Greece and abroad were 1,520 tonnes of CO<sub>2</sub> equivalent. It is not comparable to the year 2021 because there were no measurements of the Group's activities abroad and also the fugitive emissions were not included.

### Direct emissions (scope 1, tonnes of CO<sub>2</sub> equivalent) in the Group for the activities in Greece and Abroad



In 2022, the direct greenhouse gas emissions (Scope 1 emissions) in Greece were 1,468 tonnes of CO<sub>2</sub> equivalent.

### Direct emissions (scope 1, tonnes of CO<sub>2</sub> equivalent) in the Group for activities in Greece only



In order to be a direct comparison of 2022 emissions measurements (Scope 1) with those of 2021 we must exclude the fugitive emissions measurements (125 tonnes of CO<sub>2</sub> equivalent) as these had not been included in 2021. In this case the results for Scope 1 in 2022 are a total of 1,343 CO<sub>2</sub> equivalent, a 25% increase from 2021, resulting mainly from return to normal activity after the pandemic.

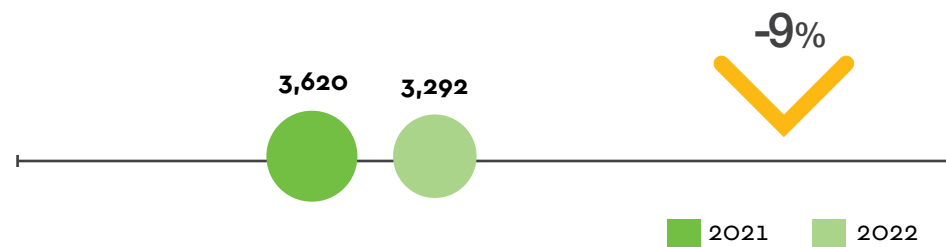
## Indirect emissions – Scope 2

As regards indirect greenhouse gas emissions (Scope 2 emissions), which come from the consumption of purchased electricity, for the whole Group in Greece and abroad, they amounted to 3,383 tonnes of CO<sub>2</sub> equivalent in 2022. It is not comparable to the year 2021 because in the previous year no measurements of the Group's activities were made abroad and also not all the subsidiaries' retail stores were included.

Compared to 2021, in Greece only, the indirect emissions (3,292 tonnes of CO<sub>2</sub> equivalent) recorded a significant decrease of 9% (even though all commercial activities were added to the measurements).

The reduction of the scope 2 emissions is a result of the purchase of green energy from our electricity supplier through purchase of a Guarantee of Green Origin certificate for 1,312 MWh of energy from the Group company Quest Holdings, which corresponds to approximately 15% of the total electricity energy consumption by the Group in Greece. This action was part of an ESG strategic objective to reduce the Group's Scope 2 emissions for 2022.

### Reduction of indirect emissions (scope 2, tonnes of CO<sub>2</sub> equivalent) compared to 2021 in Greece

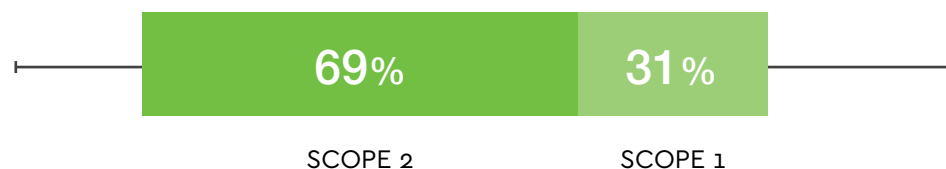


### Table of indirect emissions (Scope 2) for Group's activities related to electricity consumption

Indirect emissions	Unit of Measurement: MWh		CO <sub>2</sub> equivalent (tonnes)	
	2021	2022	2021	2022
Consumption of purchased electricity for the entire Group in Greece	8,398	8,847	3,620	3,292
Consumption of purchased electricity for the entire Group in Greece and Abroad	-	9,001	-	3,383
% Data Centre (relating to consumption by the subsidiary Uni Systems)	-	33.8%	-	-

For 2022, the total greenhouse gas emissions were 4,902 tonnes of CO<sub>2</sub> equivalent, of which 69% of the total emissions concerned indirect emissions.

**Distribution of greenhouse gas emissions for the Group's activities in Greece and abroad.**



In 2022, scope 1 emissions were included for the first year, including fugitive emissions as shown in the table below.

Emissions in the Quest Group (Greece)	Total	CO <sub>2</sub>	CH <sub>4</sub>	N <sub>2</sub> O	HFCs
	GWP (Global Warming Potential)	1	28	265	1.810
<b>Scope 1</b>	<b>1,468</b>	1,330	5	7	125
Corporate buildings	356	354	0,01	0,00	-
Company cars	987	976	0.18	0.02	-
Fugitive emissions	125	0.00	0.00	0,00	0.07
<b>Scope 2</b>	<b>3,292</b>	-	-	-	-
Purchased electricity	3,292	3,292	-	-	-
<b>Total CO<sub>2</sub> emissions</b>	<b>4,760</b>				

In addition, in 2022, scope 1 and 2 emissions were calculated for the Group's activities for Greece and abroad, as shown in the table below.

Emissions in the Quest Group (Greece and Abroad)	Total	CO <sub>2</sub>	CH <sub>4</sub>	N <sub>2</sub> O	HFCs
	GWP (Global Warming Potential)	1	28	265	1,810
<b>Scope 1</b>	<b>1,520</b>	1,382	5	7	125
Corporate buildings	372	372	0.01	0.003	-
Company cars	1022	1010	0.18	0.02	-
Fugitive emissions	125	0.00	0.00	0.00	0.07
<b>Scope 2</b>	<b>3,383</b>	-	-	-	-
Purchased electricity	3,383	3,383	-	-	-
<b>Total CO<sub>2</sub> emissions</b>	<b>4,902</b>				

Table of emissions intensity for 2022 – Greece and Abroad.

Scope 1	
Direct emissions (Scope 1), tCO <sub>2</sub> eq.	1,520
Direct emissions (Scope 1)/€ million of turnover, tCO <sub>2</sub> eq./€ million.	1,47
Direct emissions (Scope 1)/m <sup>2</sup> , tCO <sub>2</sub> eq./m <sup>2</sup>	0.02
Scope 2	
Indirect emissions (Scope 2), tCO <sub>2</sub> eq.	3,383
Indirect emissions (Scope 2)/€ million of turnover, tCO <sub>2</sub> eq./€ million.	3.28
Indirect emissions (Scope 2)/m <sup>2</sup> , tCO <sub>2</sub> eq./m <sup>2</sup>	0.04

## Other Indirect Emissions – Scope 3

Regarding the other indirect greenhouse gas emissions (Scope 3), two companies of the Group calculated them for the year 2022 and it is under consideration to extend this exercise to the other large subsidiaries in the following years.

The ACS subsidiary company has been monitoring them since 2017, for the activities related to fuel and energy, the network's transport and distribution, waste, business travel, end-of-life treatment of sold products and partners. In 2022, Scope 3 emissions for ACS were 22,251 tonnes of CO<sub>2</sub> equivalent. For the year 2022, the emission intensity was calculated at 0.27 kg/CO<sub>2</sub> for the ACS shipments. Compared to 2021, the intensity decreased by 5.3%.

Furthermore, ACS implements continuous vehicle renewal programs, both for the company and its network, with the aim of reducing its footprint. At the same time, it continuously examines and processes new systems and tools in order to measure accurately the environmental footprint and improve its operation, while it invests in photovoltaics on the roof of the building and in new digital applications/services and tools that, in addition to improved customer service, contribute to the reduction of pollutants from the transport of goods. For more information, see the [ACS 2022 Sustainability Report](#).

The Uni Systems subsidiary company proceeded for the first time in 2022 to the measurement of indirect greenhouse gas emissions (Scope 3). In 2022, the indirect emissions of Scope 3 for Uni Systems were 1,780 tonnes of CO<sub>2</sub> equivalent. For more information, see the [Uni Systems 2022 Sustainability Report](#).

## Our actions to reduce our carbon footprint

In summary our actions to reduce our carbon emissions (Scope 1,2,3)

<p style="font-size: 2em; font-weight: bold; margin: 0;">1</p>  <p style="text-align: center; font-weight: bold; margin: 0;">We measure the emissions of scope 1, 2 in all companies and Scope 3 in 2 of the companies.</p>	<p>» The main objective is to <b>measure</b> the greenhouse gas emissions for <b>scope 1,2,3*</b> on an annual basis.</p> <p>» We monitor the emissions and set <b>annual and long-term objectives</b> for limiting and reducing them.</p> <p><small>* Scope 1 &amp; 2 throughout the Group, Scope 3 in two Group's companies (2022)</small></p>
<p style="font-size: 2em; font-weight: bold; margin: 0;">2</p>  <p style="text-align: center; font-weight: bold; margin: 0;">We are taking action to reduce our absolute emissions (Scope 1&amp;2) by 40% by 2030</p>	<p><b>For 2022 we have secured:</b></p> <p>» <b>15%</b> use of green energy (Greece).</p> <p>» <b>35%</b> of our cars are electric/hybrid cars.</p>
<p style="font-size: 2em; font-weight: bold; margin: 0;">3</p>  <p style="text-align: center; font-weight: bold; margin: 0;">We produce renewable energy – Quest energy</p>	<p>» Through Quest Energy, we also <b>invest in increasing green energy production</b> with a vision to create a greener and more sustainable future.</p> <p>» 34.2 MW in 2022 with a 50% increase 2020-2025</p>



## Energy management

[GRI 2-23, 305-2, ESG INDEXES C-E1, QUEST INDEX]

### Actions to reduce energy consumption:



**Installation of a system for measuring electricity consumption.**



**Replacement of lamps with new LED technology.**



**Installation of automatic lighting system in common areas.**



### More specifically, in 2022:

- » The modern warehouse of Info Quest Technologies in Aspropyrgos has been completed, and it ensures the minimum use of lighting through the lights on the roof, by saving energy. The offices of the facility received an Energy Performance of Class A according to the Regulation on Energy Performance of Buildings.
- » The new ACS sorting centre was constructed and it includes electric charging in 100 parking spaces, 1MW photovoltaic installation, and uninterrupted energy infrastructure for 99.9% availability. The offices of the facility received an Energy Performance of Class A according to the Regulation on Energy Performance of Buildings.
- » The new office building, which will house Quest Holdings, G.E. Dimitriou, Clima Quest and Mobility Unit/Xiaomi of Info Quest Technologies, is in the process of completion and it includes the following:
  - 90 parking spaces, all with the possibility to charge electric cars.
  - Geothermal system for reduced power consumption due to air conditioning.
  - Energy Performance of Class A according to the Regulation on Energy Performance of Buildings.
  - BMS system (Building Management System) for optimal energy management.
  - Rainwater management system for irrigation and use of sanitary facilities.

### Production of Green Energy

Quest Energy, a 100% subsidiary of Quest Holdings, is active in the Renewable Energy Sources (RES) sector and in particular in the development, construction and operation of RES power plants. Following substantial new investments of the last two years, the company has more than twenty-five (> 25) photovoltaic power plants with a total capacity of 34.2 MW. At the same time, the Group has installed photovoltaic systems on the roofs of two buildings.

### Group's Energy Consumption for 2022

Total amount of energy consumed (MWh)	13.985
Total amount of electricity consumed (MWh)	9.001
Percentage of electricity consumed in relation to the total amount of energy consumed	64%
Percentage of energy consumed and derived from RES in relation to the total energy consumed	22%

In 2022, 13,895 MWh of energy were consumed in the Group. 64% of the total energy consumed was electricity, and it was equivalent to 2021.

In 2022 the share of energy consumed from Renewable Energy Sources (RES) was 22% in relation to the total energy consumed by the Group which takes into account the purchase of green energy certificates of origin (for 15% of the group electrical energy consumption) and the energy mix of our electricity provider\*.

\* For the calculation, the energy mix of our electricity supplier NRG has been taken into account, which is based on the residual energy mix from RES (in the DAPEEP's annual report) and is lower (23.7%) than in 2021, where the rate was based on the total RES production.  
 \*\* The year 2022 includes all iStorm and Mi Store retailers and Uni Systems International companies that did not exist in previous years.

The energy intensity of the Group per turnover is presented in the following table compared to the previous two years.

Energy intensity of Quest Group			
	2020	2021	2022
Turnover (€ million)	721	946	1.032
Annual energy intensity (kWh/m <sup>2</sup> )	154	141	147
Equivalent to thousands of tonnes of CO <sub>2</sub> (kt CO <sub>2</sub> )	4.4	3.6	4.9
Annual energy intensity (kWh/m <sup>2</sup> ) / € million turnover	0.21	0.15	0.16
Equivalent to thousands of tonnes of CO <sub>2</sub> per year (kt CO <sub>2</sub> ) / € million turnover**	0.006	0.004	0.005

## Circular economy

[GRI 2-23, 306-2, ESG INDEXES A-E3, A-E4, SS-E7]

By strengthening the model of the circular economy, the Group has established programs for the collection and recycling of paper/plastic, batteries and lamps, while at the same time it is informing and encouraging its human resources for active participation.

In 2022, two new initiatives were introduced to create a list of e-waste at Group level and to create a policy of eliminating the use of paper, which is expected to be adopted in 2023. As defined by the environmental policy, through the standard recycling process, materials are collected from the Group's subsidiaries to be distributed to certified recycling companies.

**In 2022, two new initiatives have been introduced concerning the creation of an e-waste list at Group level and the creation of a Paperless Policy.**

## E-Waste Management

Since 2022, the Group has started to process commercial models regarding the promotion of the Circular Economy and in particular for the reduction of e-waste and the repair with the aim of a new product life.

iStorm, a member of the Quest Group, and Pendas, the first Greek "recommerce start-up" for the safe sale and recycling of devices, offer iPhone and iPad users the possibility of return and immediate reward for their device, while contributing to the strengthening of the circular economy. Respectively, Xiaomi stores offer the same service for Xiaomi Smartphones, while the online store you.gr for all Smartphones.

In addition, the retail commercial subsidiaries of the Group such as iStorm, mi Store and You.gr have introduced initiatives which encourage the return of old phone devices from their customers and in 2022 in total over 1.550 devices were returned which correlates to 90 kg of CO<sub>2</sub> emissions saved.\*

\* The CO<sub>2</sub> values were calculated taking into account the carbon footprint of the production and transport of a smartphone.

The table below shows the recyclable materials collected in 2022 compared to the previous two years.

**Recyclable materials collected (Greece)**

	Devices (kg)	Batteries (kg)	Lamps (pcs)	Accumulators (pcs)	Paper and packaging material (kg)	Lubricating oils (Lt)	Unused Tires (pcs)
<b>2020</b>	7,200	77	0	0	277,490	1,100	82
<b>2021</b>	6,682	442	0	396	470,725	850	458
<b>2022</b>	1,217	1,259	0	1	274,015	1,600	1,255

It is worth noting that the Group does not dispose of sewage containing polluting substances, and does not own or lease operating premises in protected and/or high-value biodiversity areas or adjacent to them.

**Rainwater collection system**

In one of the buildings of the Group there is a system for collecting rainwater in order to reduce the consumption of drinking water. 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 Single-use plastics**

Info Quest Technologies, Uni Systems and iSquare companies carry out actions to replace disposable plastics such as glasses, straws, drink mixers with biodegradable/environmentally friendly products. In addition, campaigns are being carried out to raise the awareness of employees on ecological issues.

In 2022 the Group held the first JUST GO ZERO (waste free) corporate event and was certified by the company PolyGreen.

You may find information about the **Group's goals** in the section "**Future Goals and Performance**".





# RESPONSIBLE BUSINESS





# RESPONSIBLE BUSINESS



One of the key objectives of the Quest Group is to promote sustainability in all areas of our business. We invest both in our supply chain and in the supply of responsible products and services.

## Sustainable supply chain

[GRI 2-6, ESG INDEX A-G1, SS-S8]

The collaborations that we have developed over the years throughout our supply chain, allow us to continue to make significant progress in the sustainable development of the Group.

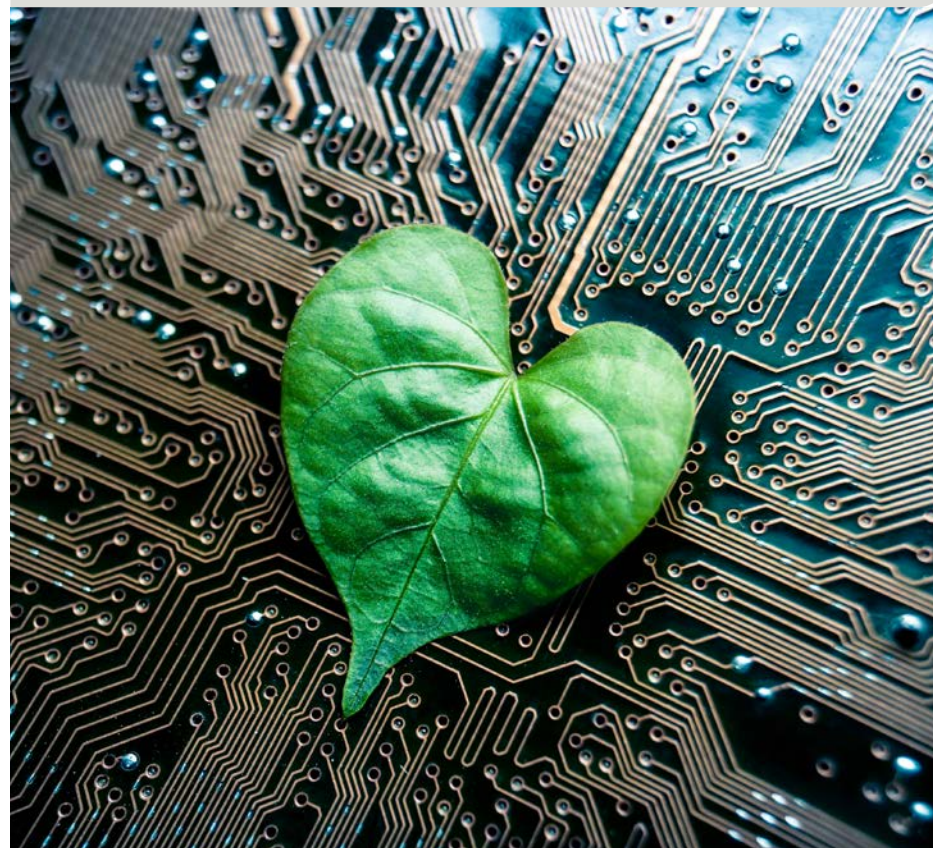
We work closely with our suppliers to uphold the highest standards of health and safety of employees, the protection of human rights and the protection of the environment and natural resources. Indicatively, the largest suppliers of the Group include Microsoft, Apple, Xiaomi, HP, HPE, IBM, Dell and Cisco:



The **Suppliers' Code of Conduct**, as well as the Suppliers' Policy of the Quest Group describe our requirements in the areas of labour and human rights, health and safety, the environment, and ethics. These requirements are in line with the principles of the UN Global Compact and contribute to the achievement of the UN Sustainable Development Goals.

The Group applies an evaluation system for its suppliers annually in accordance with ISO 9001:2015, and since 2017 it has been assessing sustainable development issues and work practices during the evaluation.

**As of 2023, the Group largest subsidiaries will introduce ESG criteria in the assessments of their top 10 largest supplier by cost.**





## Sustainable Products and services

[GRI 3-3, QUEST INDICATOR]



### Material issue:

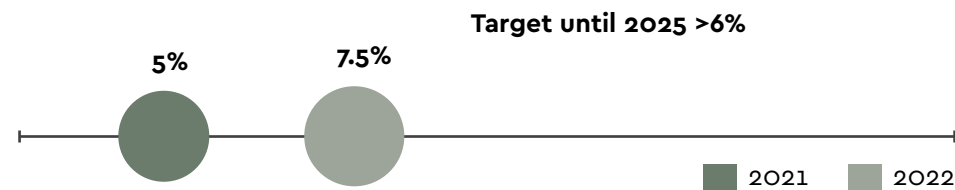
**Supporting digital transformation and modernization through the provision of innovative products and services**

One of the key ESG objectives of the Group is the creation and promotion of sustainable and responsible products and services in all areas of its activity. Responsible products and services are classified on the basis of:

» **Origin**    » **Documentation**    » **Support**

The Group and its subsidiaries, **Info Quest Technologies**, **Uni Systems**, **Quest Energy** and **ACS** have already categorized the sustainable services and products that have a positive impact on the environment and society, in accordance with the European Directive of the International Capital Market Association (ICMA).

Percentage of Group's revenue derived from sustainable products and services:



In addition, Info Quest Technologies has introduced a return procedure for medical equipment in which it is regulated. In 2022 as in previous years there has been no product recall.

You may find information about the **Group's goals** in the section "[Future Goals and Performance](#)"

## Sustainable services by the Group that have a positive impact on the environment and Society

### ACS



**MediExpress service** for receiving medicines from the pharmacies of the National Organization for the Provision of Health Services (EOPPY).



**Smartpoint Locker service** that offers the possibility to receive electronic orders 24 hours a day, 7 days a week.

**For 2022, the percentage of the Group's revenue from sustainable products and services amounts to 7.5% of the Group's turnover, compared to 2021, where this figure was 5.2%.**

### Uni Systems



**Cloud services and solutions**



**Emission Trading Systems** for the control and monitoring of CO<sub>2</sub> emissions by industry and country.



**Digitization of culture and education** (management of digital heritage content, management of library information)



**Digitization of healthcare systems**

### Info Quest Technologies



**Infrastructure and cloud services (modern workplace)**



**Electronic Signature Platform (DocuSign)**



**Teleworking**



**E-mobility (we are in the process of considering partnerships with companies in the field of electric car chargers).**



**Green energy products (such as electric generators (Ecoflow) which are greener than conventional oil-operated ones).**

# Digital innovation

[GRI 3-3, QUEST INDICATOR]



## Material issues:

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



In the Group we recognize that innovation plays a crucial role in fostering sustainable development, as the planet continues to face the challenges of climate change.

iQnovus is the innovation centre of the Quest Group, which is a leader in this field, utilizing the power of open innovation to foster sustainable development and address the demanding challenges that all businesses face.

Through the Innovation Centre, our goal is to lead the digital transition. Our cooperation with start-ups, small and medium-sized companies with specific expertise, large companies, academic institutions, internal and external experts and investors, enables us to co-innovate and develop sustainable solutions for the benefit of the societies in which we operate.

## The mission of iQnovus is:



**Risk management and incubation of innovative ideas.**



**Creating a culture of adaptation and a flexible environment for developing ideas.**



**Creating an open environment and innovation ecosystems.**



**Bridging innovation with the market.**

**iQnovus focus areas:**



**Industry 4.0.**



**Smart cities.**



**Internet of Things (IoT) & Big Data.**



**Electronic health.**



**Culture & Education.**



**Energy & Mobility.**



**Security.**



**Sustainability.**



**Environment & Agriculture.**



**Applied Technologies**  
(Analytics, AI, Blockchain, 5G, IoT, AR, Edge Computing, Drones).

Each Quest Group company has its own assigned executive with the role of "innovation manager" who has the responsibility to interconnect technological solutions directly with business needs.

The Open Innovation Platform is designed to leverage the collective "intelligence of the masses" in terms of talent, new ideas and innovative technologies. Through the platform we offer a two-way strategic approach that allows interested parties on the one hand to face specific challenges and on the other hand to start a project from scratch. The advanced idea and innovation management platform, Bright Idea, supports the collection, sharing, promotion, evaluation, incubation, development, and ultimately, the maturation of new ideas.

The responsibility for the development of iQnovus lies with the Research, Development and Innovation Sector of Uni Systems, whose mission is to promote and facilitate research both in Uni Systems and throughout the Quest Group.





**Examples of innovative actions include:**

- The Museotek digital interactive platform, which connects schools from Greece or abroad (e.g. expatriate schools) with cultural venues such as museums, allowing students to enjoy the remote and real-time guided tour of the Museum's premises and exhibits.
- The Pleiades IoT Innovation Cluster, which created an ecosystem of innovative companies of the Group, with expertise and business interest in the implementation of Internet of Things (IoT) technologies. The Pleiades IoT Innovation Cluster in 2022 was transformed into a Civil Non-Profit Company.
- The use of unmanned aerial vehicles (UAVs) as a revolutionary technology with numerous applications capable of transforming everyday life, and in particular healthcare. At the same time we are studying the impact of UAVs on the three ESG axes: 1) reducing the need for terrestrial transport and thus contributing to lower carbon emissions and lower environmental footprint; 2) serving the community, offering tangible solutions to those in remote or under-served areas; and 3) tackling challenges in infrastructure and logistics, providing real-time monitoring of deliveries.
- The use of blockchain technology in different cases, for example in the real estate sector. At the same time, we follow the exciting new developments brought by the Non-Fungible Tokens (NFTs) to the art world, offering new ways for artists to exploit their digital creations and creating a new market for digital art collectors.
- The creation of energy solutions through a different perspective, such as providing the energy as a service, Energy-as-a-Service (EaaS). The service aims at developing solutions that facilitate the supply of energy from renewable sources as well as other decentralized energy sources, in order to manage energy demand and supply towards the benefit of the consumer.
- The development of the I4byDesign Capacity Centre, which is active in Industry 4.0, coordinated by an internationally renowned research organization, the National Centre for Research and Technological Development. The centre, through its actions and services, provides strategic and operational support to Greek manufacturing companies, especially small and medium-sized enterprises, with the aim of digitally transforming industrial processes (from research to development and from planning to implementation).

You may find information about the **Group's goals** in the section "**Future Goals and Performance**"



## IQbility: Startup companies' support

Aiming at the development of youth entrepreneurship and the promotion of Greek innovation, the Group created in 2013, IQbility, the incubator of new business activities. IQbility supports start-up entrepreneurship in its early stages, providing selected businesses with resources, tools and know-how to facilitate their success in international markets. IQbility has now evolved into a "corporate angel fund" which invests in collaboration with other operators, in 1-3 startups per year, based on specific criteria. Thus, IQbility is the only initiative of a Greek Business Group, which continuously acquires shareholdings in start-ups.

### Creation of added value through IQbility:



**Startup community support and startup culture creation.**



**Creation of Greek added value and contribution to "brain regain".**



**Investments of over € 1 million in startup companies in its 10 years of operation.**



**Creation of more than 200 highly specialized job positions by the companies supported by IQbility.**



**Participation in 30 innovation programs in Greece and Europe.**

## Customer satisfaction

[ESG SS-S8, ESG SS-S9]

Customers of the Quest Group are the cornerstone of its success. As we continue to provide high quality products and services, we remain committed to transparent communication with them. We maintain a quality system and policies through which we monitor specific customer satisfaction performance indicators in order to continuously improve and ensure the best possible experience for our customers.

All the subsidiaries of the Group carry out electronic customer satisfaction surveys and have a complaint management mechanism certified under the ISO 9001 on quality management system. The procedure for receiving complaints is managed through electronic questionnaires, which are posted on the websites of the companies. Complaints are collected by the competent authorities and then communicated to the heads of the quality departments. Finally, the customer service department is responsible for communicating with the customer in order to resolve the complaint.

### Indicatively:

- ▶ Info Quest Technologies monitors indicators such as partner and consumer satisfaction, ease of access to the call centre, customer service time at Service, etc.
- ▶ QuestonLine conducts a continuous online customer satisfaction survey.
- ▶ The iSquare conducts an annual consumer satisfaction survey.
- ▶ At ACS, customer complaints are monitored and an electronic customer satisfaction survey is conducted.
- ▶ Uni Systems conducts annual quality customer research.





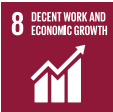
# FUTURE GOALS AND PERFORMANCE





# FUTURE GOALS AND PERFORMANCE

[ESG A-G3 INDEX]




## QUEST GROUP

Sustainable Development Goals (SDGs)	Material issues	Objectives 2022	Performance 2022	Objectives 2023	Long-term ESG Targets 2025+
	<b>Financial Performance:</b> Creation of financial value, performance of a company with corporate responsibility	Achieving the same or higher turnover and the same or slightly lower profitability compared to 2021 by continuing activities.  Ensuring adequate cash liquidity and maintaining positive operating cash flows.  Maintaining/Increasing the numbers of 2021 in the Sales Abroad.  Assessment of development investments for the expansion of the Group's activities and infrastructure.  Expansion of activities with inorganic growth/acquisition of a majority share package in a company (2022-2023).	Achieved.  Achieved.  Increase from 21% to 24%.  Achieved.  Acquisition of G.E. DIMITRIOU Company	A slight increase in consolidated sales and the same or slightly higher profitability compared to 2022 from continuing activities.  Ensuring adequate cash liquidity and maintaining positive operating cash flows.  Maintaining/Increasing the numbers of 2022 in the Sales Abroad.  Assessment of development investments for the expansion of the Group's activities and infrastructure.  Expansion of activities with inorganic growth/acquisition of a majority share package in at least one company (2023-2024).	<b>ESG Objectives – Responsible Business</b> <ul style="list-style-type: none"> <li>• Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG targets by 2025.</li> <li>• Assessment of suppliers based on ESG criteria by 2025.</li> </ul>




QUEST GROUP

Sustainable Development Goals (SDGs)	Material issues	Objectives 2022	Performance 2022	Objectives 2023	Long-term ESG Targets 2025+
 	<p><b>Corporate Governance:</b></p> <ul style="list-style-type: none"> <li>Ensuring business ethics and combating corruption</li> <li>Compliance with laws/regulations/corporate policies and procedures</li> <li>Protection of critical information systems and ensuring operational continuity.</li> <li>Protection of personal data and customer privacy.</li> </ul>	<p>Zero incidents of non-compliance with the current anti-corruption and unfair competition legislation</p> <p>Zero incidents of non-compliance with legislation and regulations at economic and/or social level</p> <p>System Availability &gt; 99.9%.</p> <p>Zero data breach incidents, which can affect the confidentiality and integrity of the data and systems of the Group and the companies and zero financial losses respectively.</p> <p>Zero fines or penalties for breach of the specific legislation (GDPR).</p> <p>Further optimization of procedures and training of employees on personal data, in particular in departments where there is a large interaction with personal data.</p>	<p>Achieved.</p> <p>Achieved.</p> <p>Achieved.</p> <p>Achieved.</p> <p>Achieved.</p> <p>Achieved.</p>	<p>Zero incidents of non-compliance with the current anti-corruption and unfair competition legislation</p> <p>Zero incidents of non-compliance with legislation and regulations at economic and/or social level</p> <p>System Availability &gt; 99.9%.</p> <p>Zero data breach incidents, which could affect the confidentiality and integrity of the data and systems of the Group and the companies and zero financial losses respectively.</p> <p>Zero fines or penalties for breach of the specific legislation (GDPR).</p> <p>Employees' training on cybersecurity issues</p>	<p><b>ESG Objectives – Responsible Business</b></p> <p>Best possible effort to maintain zero data breach by 2025 through:</p> <ul style="list-style-type: none"> <li>Full Compliance with Regulatory Authorities.</li> <li>Assessment of the functions and systems of the Group's companies for their certification with ISO 27001: 2013.</li> </ul>

**QUEST GROUP**


Sustainable Development Goals (SDGs)	Material issues	Objectives 2022	Performance 2022	Objectives 2023	Long-term ESG Targets 2025+
  	<p><b>Human Resources:</b></p> <ul style="list-style-type: none"> <li>• Provision of continuing education, certification and development of employees</li> <li>• Ensuring the health, safety and well-being of workers.</li> </ul>	<p>At least 2.5% increase in training hours per employee per year.</p> <p>100% of employees should continue to receive systematic evaluation.</p> <p>Average of the staff in telework employment should be 50%-60% for the positions that can 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 the Group's employees, a follow up with the new LTIF and TRIR indicators is required.</p> <p>Maintaining the rate of satisfaction in meritocracy through the satisfaction survey over 73%. Maintaining/improving the training rate by 1% unit.</p> <p>Configuration of New Policy of Inclusion and Diversity</p> <p>Renewal of the existing Human Rights and Diversity Policy</p>	<p>70% increase in training hours per employee per year.</p> <p>Achieved.</p> <p>Achieved.</p> <p>The investigation was not carried out until 2022.</p> <p>Achieved.</p> <p>Achieved.</p>	<p>At least 2.5% increase training hours per employee per year.</p> <p>100% of employees should continue to receive systematic evaluation.</p> <p>Average of the staff in telework employment should be 50%-60% for the positions that can 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 the Group's employees, a follow up with the new LTIF and TRIR indicators is required.</p> <p>Continuation of the new Wellness program to 100% of employees</p> <p>Maintaining the rate of satisfaction in meritocracy through the satisfaction survey over 73%. Maintaining/improving the training rate by 1% unit.</p> <p>Conducting with an external partner a Remuneration Study for the Group</p> <p>Commitment to UN Women Empowerment Principles (UN WEP).</p>	<p><b>ESG Objectives – Our People</b></p> <p>10% increase in employees' training hours by 2025</p> <p>For Health and Safety, maintenance of:</p> <ul style="list-style-type: none"> <li>• LTIF indicator below 2.3 and TRIR indicator below 1.2 for Group's employees by 2030.</li> <li>• Creating a culture of inclusion, diversity and equality in order to empower our people by 2025.</li> </ul>

**QUEST GROUP**



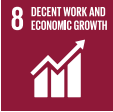



Sustainable Development Goals (SDGs)	Material issues	Objectives 2022	Performance 2022	Objectives 2023	Long-term ESG Targets 2025+
  	<p><b>Environment:</b></p> <ul style="list-style-type: none"> <li>Reduction of energy consumption and greenhouse gas emissions</li> </ul>	<p>Annual energy intensity (kWh/m<sup>2</sup>) / € million turnover &amp; the equivalent of thousands of tonnes of CO<sub>2</sub> per year (kt CO<sub>2</sub>) / € million turnover to remain stable at 2021 level.</p> <p>6% replacement/order of the company vehicles with electric and hybrid vehicles.</p> <p>4% of purchased electrical certified green energy from RES (in Greece)</p> <p>A total of 35MW of installed green energy from Quest Energy.</p>	<p>Achieved.</p> <p>35% of the company vehicles with electric and hybrid vehicles.</p> <p>15% of purchased electrical certified green energy from RES (in Greece).</p> <p>34.2MW of installed green energy from Quest Energy</p>	<p>Annual energy intensity (kWh/m<sup>2</sup>) / € million turnover &amp; the equivalent of thousands of tonnes of CO<sub>2</sub> per year (kt CO<sub>2</sub>) / € million turnover to remain stable at 2022 level.</p> <p>&gt; 35% replacement/order of the company vehicles with electric and hybrid vehicles.</p> <p>&gt; 15% of purchased electrical certified green energy from RES (in Greece)</p> <p>A total of 40MW of installed green energy from Quest Energy.</p>	<p><b>ESG Objectives – Climate Change</b></p> <ul style="list-style-type: none"> <li>Reducing absolute emissions of Scope 1, 2 by 40% by 2030 and climate neutrality by 2050.</li> <li>Promoting the circular economy and eliminating the waste that can be avoided by 2025.</li> <li>&gt; 50% increase in installed MW green energy by 2025.</li> </ul>



**QUEST GROUP**

Sustainable Development Goals (SDGs)	Material issues	Objectives 2022	Performance 2022	Objectives 2023	Long-term ESG Targets 2025+
	<p><b>Responsible Products and Services:</b></p> <ul style="list-style-type: none"> <li>Supporting digital transformation and modernization through the provision of innovative products and services</li> <li>Development of systems, technologies for transformation</li> <li>Digital transformation of the State</li> </ul>	<p>Strategic position of the Quest Group on innovation issues.</p> <p>Continuation and development of an innovation and excellence development centre for Quest Group companies.</p> <p>Sustaining/Growing expenditure and investments related to growth through Research and Development (R&amp;D) and Innovation.</p> <p>At least 4% of revenue should come from sustainable products and services.</p>	<p>Achieved.</p> <p>Launch of IQNovus.</p> <p>Achieved.</p> <p>7.5% of revenue should come from sustainable products and services.</p>	<p>Further development of the innovation and excellence development centre for Quest Group companies.</p> <p>Sustaining and/or growing expenditure and investments related to growth through Research and Development (R&amp;D) and Innovation.</p> <p>&gt; 6% of revenue should come from sustainable products and services.</p>	<p><b>ESG Objectives - Products and Services:</b></p> <ul style="list-style-type: none"> <li>&gt; 6% of revenue should come from sustainable products and services by 2025.</li> </ul>

**QUEST GROUP**

Sustainable Development Goals (SDGs)	Material issues	Objectives 2022	Performance 2022	Objectives 2023	Long-term ESG Targets 2025+
     	<p><b>Society:</b></p> <ul style="list-style-type: none"> <li>Participation in social contribution actions</li> </ul>	<p>Continuation of the same number of social contribution actions.</p>	<p>Increase of actions with extraordinary allowance to employees amounted to € 2.8 million.</p>	<p>Continuation of at least the same number of social contribution actions.</p>	



# ANNEXES

A decorative graphic on the left side of the page. It features a blue circle containing a grid of financial data, including dollar amounts and percentages. The data is arranged in rows and columns, with some values appearing to be part of a larger table. The background of the page is dark grey with a pattern of white squares of varying sizes, some of which are arranged in a grid-like pattern that extends from the blue circle.

87,73	6,20 %	36,18	0,75	2,12	35,43
39,28	9,80 %	87,78	2,11	2,46	85,6
	3,33 %	39,31	0,49	1,26	38,82
20,10	2,16 %	20,13	0,30	1,51	19,62
112,15	11,30 %	112,23	0,77	0,69	111,56
87,73	8,80 %	87,78	2,11	2,46	85,6
39,28	3,33 %	39,31	0,49	1,26	38,82
91,45	1,65 %	91,55	0,20	0,22	91,35
55,41	5,53 %	55,47	2,62	4,96	52,85
<hr/>					
132,10	1,20 %	132,05	3,32	2,58	128,73
83,62	8,75 %	83,68	1,17	1,42	82,51
36,15	3,20 %	36,18	0,75	2,12	35,43
87,73	8,80 %	87,78	2,11	2,46	85,6
39,28	9,33 %	39,31	0,49	1,26	38,82
91,45	1,65 %	91,55	0,20	0,22	91,35
87,73	7,80 %	87,78	2,11	2,46	85,6
39,28	9,33 %	39,31	0,49	1,26	38,82
83,62	3,75 %	83,68	1,17	1,42	82,51

## Annex 1: Quest Group Data 2022

### Quest Group Human Resources Data

The Appendix presents the extensive data on human resources in relation to employment agreements, the work type, recruitment, departures, and the composition of working levels.

The following tables summarize the number of employees per employment contract and per work type for the Group.

Total number of employees per employment contract							
		2021			2022		
		Men	Women	Total	Men	Women	Total
Attica	Employees with permanent contracts	1,057	519	1,576	1,194	624	1,818
	Employees with fixed-term contracts	118	5	123	122	4	126
	Supervised staff	1	1	2	4	1	5
	Trainees	1	-	1	4	-	4
	Borrowed employees	-	-	-	24	9	33
	<b>Total</b>	<b>1,177</b>	<b>525</b>	<b>1,702</b>	<b>1,348</b>	<b>638</b>	<b>1,986</b>
Province	Employees with permanent contracts	79	21	100	105	22	127
	Employees with fixed-term contracts	54	-	54	56	-	56
	<b>Total</b>	<b>133</b>	<b>21</b>	<b>154</b>	<b>161</b>	<b>22</b>	<b>183</b>
Abroad	Employees with permanent contracts	75	48	123	80	49	129
	Employees with fixed-term contracts	-	1	1	-	2	2
	Supervised staff	312	37	349	259	40	299
	<b>Total</b>	<b>387</b>	<b>86</b>	<b>473</b>	<b>339</b>	<b>91</b>	<b>430</b>
TOTAL	Employees with permanent contracts	1,211	588	1,799	1,379	695	2,074
	Employees with fixed-term contracts	172	6	178	178	6	184
	Supervised staff	313	38	351	263	41	304
	Trainees	1	0	1	4	-	4
	Borrowed employees	-	-	-	24	9	33
	<b>Total</b>	<b>1,697</b>	<b>632</b>	<b>2,329</b>	<b>1,848</b>	<b>751</b>	<b>2,599</b>

### Total number of employees per type of work

	2021			2022		
	Men	Women	Total	Men	Women	Total
Employees of full-time employment	1,219	567	1,786	1,374	675	2,049
Employees of part-time employment	165	27	192	211	35	246
Supervised staff	313	38	351	263	41	304
<b>Total</b>	<b>1,697</b>	<b>632</b>	<b>2,329</b>	<b>1,848</b>	<b>751</b>	<b>2,599</b>

### Total number of employees per type of work/region

	2022		
	Men	Women	Total
<b>Attica</b>			
Employees of full-time employment	1,207	609	1,816
Employees of part-time employment	137	28	165
Supervised staff	4	1	5
<b>Total</b>	<b>1,348</b>	<b>638</b>	<b>1,986</b>
<b>Province</b>			
Employees of full-time employment	87	15	102
Employees of part-time employment	74	7	81
<b>Total</b>	<b>161</b>	<b>22</b>	<b>183</b>
<b>Abroad</b>			
Employees of full-time employment	80	51	131
Supervised staff	259	40	299
<b>Total</b>	<b>339</b>	<b>91</b>	<b>430</b>

The following table summarizes the number of recruitments in the Group's companies for 2022.

Recruitment per gender/company*			
2022			
Company	Men	Women	Total
Quest Holdings	-	-	-
Uni Systems Greece	129	71	200
Uni Systems Belgium	-	1	1
Uni Systems Luxemburg	9	4	13
Uni Systems France	-	-	-
Uni Systems Italy	4	1	5
Uni Systems Spain	-	2	2
Uni Systems Romania	-	-	-
Uni Systems Netherlands	-	1	1
IntelliSolutions Greece	16	4	20
IntelliSolutions Serbia	-	-	-
IntelliSolutions Bulgaria	-	-	-
Info Quest Technologies Greece	68	33	101
Info Quest Technologies Cyprus	4	1	5
Quest on Line	-	-	-
Clima Quest	5	-	5
Team Candi	6	-	6
G.E. Dimitriou	6	3	9
iSquare	13	10	23
iStorm Cyprus	13	4	17
iStorm	31	20	51
ACS	249	4	253
Quest Energy	-	-	-
GPS	2	1	3
<b>Group's total number</b>	<b>555</b>	<b>160</b>	<b>715</b>

\* It does not include the staff who are provided with a Receipt for the Provision of Services for their work.



The following table shows the number of recruitments per employment relationship/company for 2022.

Recruitment per employment relationship/company*			
2022			
Company	Employees with permanent contracts	Employees with fixed-term contracts	Total
Quest Holdings	-	-	-
Uni Systems Greece	171	29	200
Uni Systems Belgium	1	-	1
Uni Systems Luxemburg	13	-	13
Uni Systems France	-	-	-
Uni Systems Italy	5	-	5
Uni Systems Spain	2	-	2
Uni Systems Romania	-	-	-
Uni Systems Netherlands	1	-	1
IntelliSolutions Greece	16	4	20
IntelliSolutions Serbia	-	-	-
IntelliSolutions Bulgaria	-	-	-
Info Quest Technologies Greece	88	13	101
Info Quest Technologies Cyprus	3	2	5
Quest on Line	-	-	-
Clima Quest	5	-	5
Team Candi	6	-	6
G.E. Dimitriou	9	-	9
iSquare	22	1	23
iStorm	43	8	51
iStorm Cyprus	13	4	17
ACS	21	232	253
GPS	1	2	3
<b>Group's total number</b>	<b>420</b>	<b>295</b>	<b>715</b>

\* It does not include staff with Receipt for the Provision of Services.

The following table shows the recruitment by region and age of employees for 2022.

Recruitment by region and age*					
2022					
Company	Region	Under 30 years old	Between 30 and 50 years old	Over 50 years old	Total
Quest Holdings	Attica	-	-	-	-
Uni Systems Greece	Attica	64	115	21	200
Uni Systems Belgium	Abroad	-	1	-	1
Uni Systems Luxemburg	Abroad	-	12	1	13
Uni Systems France	Abroad	-	-	-	-
Uni Systems Italy	Abroad	1	4	-	5
Uni Systems Spain	Abroad	-	2	-	2
Uni Systems Romania	Abroad	-	-	-	-
Uni Systems Netherlands	Abroad	-	1	-	1
IntelliSolutions Greece	Attica	4	12	4	20
IntelliSolutions Serbia	Abroad	-	-	-	-
IntelliSolutions Bulgaria	Abroad	-	-	-	-
Info Quest Technologies	Attica	49	45	5	99
	Province	2	-	-	2
Info Quest Technologies Cyprus	Abroad	3	2	-	5
Quest on Line	Attica	-	-	-	-
Clima Quest	Attica	-	2	3	5
Team Candi	Attica	4	2	-	6
G.E. Dimitriou	Attica	3	3	3	9
iSquare	Attica	21	1	1	23
	Attica	20	9	-	29
iStorm	Province	15	7	-	22
	Abroad	16	1	-	17
Quest Energy	-	-	-	-	-
ACS	Attica	83	74	16	173
	Province	46	27	7	80
GPS	Attica	3	-	-	3
<b>Group's total number</b>		<b>334</b>	<b>320</b>	<b>61</b>	<b>715</b>

\* It does not include staff with Receipt for the Provision of Services.

The following tables summarize the departures per company for 2022.

<b>Departures per company (departure of an employee with permanent contract &amp; fixed-term contract, voluntary and non-voluntary departure)*</b>		
<b>Company</b>	<b>Voluntary departures – of permanent contract &amp; fixed-term contract</b>	<b>Non-voluntary departures (complaints) – of permanent contract &amp; fixed-term contract</b>
Quest Holdings	-	-
Uni Systems Greece	93	3
Uni Systems Belgium	3	-
Uni Systems Luxemburg	3	-
Uni Systems France	1	-
Uni Systems Italy	5	-
Uni Systems Spain	1	-
Uni Systems Romania	1	-
Uni Systems Netherlands	-	-
IntelliSolutions	11	4
IntelliSolutions Serbia	-	-
Intelli Solutions Bulgaria	-	-
Info Quest Technologies	42	15
Info Quest Technologies Cyprus	2	-
Quest on Line	-	-
Clima Quest	1	1
Team Candi	2	-
G.E. Dimitriou	1	-
iSquare	10	-
iStorm	23	-
iStorm Cyprus	10	1
ACS	64	1
GPS	1	-
<b>Group's total number</b>	<b>274</b>	<b>25</b>

\* It does not include staff with Receipt for the Provision of Services.

The following tables summarize the voluntary departures per company for 2022.

Voluntary departures of employees with permanent & fixed-term contract per company*			
Company	Men	Women	Total
Uni Systems Greece	69	24	93
Uni Systems Belgium	1	2	3
Uni Systems Luxembourg	3	-	3
Uni Systems Italy	5	-	5
Uni Systems France	-	1	1
Uni Systems Romania	1	-	1
Uni Systems Spain	-	1	1
IntelliSolutions Greece	8	3	11
Info Quest Technologies	25	17	42
Info Quest Technologies Cyprus	2	-	2
Team Candi	-	2	2
Clima Quest	1	-	1
G.E. Dimitriou	1	-	1
iSquare	5	5	10
iStorm	15	8	23
iStorm Cyprus	6	4	10
ACS	63	1	64
GPS	1	-	1
<b>Group's total number</b>	<b>206</b>	<b>68</b>	<b>274</b>

\* It does not include staff with Receipt for the Provision of Services.

### Voluntary departures of employees with permanent & fixed-term contract per company/region/age\*

2022				
	Under 30 years old	Between 30 and 50 years old	Over 50 years old	Total
<b>Attica</b>				
Uni Systems Greece	16	67	9	92
IntelliSolutions Greece	7	3	1	11
Info Quest Technologies	19	21	2	42
Team Candi	-	2	-	2
Clima Quest	-	1	-	1
G.E. Dimitriou	-	1	-	1
iSquare	9	1	-	10
iStorm	9	9	-	18
ACS	23	22	1	46
GPS	1	-	-	1
<b>Province</b>				
iStorm	4	1	-	5
ACS	14	2	2	18
<b>Abroad</b>				
Uni Systems Greece	-	1	-	1
Uni Systems Belgium	-	3	-	3
Uni Systems Luxembourg	-	3	-	3
Uni Systems Italy	-	5	-	5
Uni Systems France	-	1	-	1
Uni Systems Romania	-	1	-	1
Uni Systems Spain	-	1	-	1
Info Quest Technologies Cyprus	1	1	-	2
iStorm Cyprus	9	1	-	10
<b>Group's total number</b>	<b>112</b>	<b>147</b>	<b>15</b>	<b>274</b>

\* It does not include staff with Receipt for the Provision of Services.

The participation and composition of the Group's Management Bodies by gender and age are shown below.

Participation and composition of the Group's Management Bodies										
	2021					2022				
Board of Directors	Men	Women	Under 30 years old	Between 30 and 50 years old	Over 50 years old	Men	Women	Under 30 years old	Between 30 and 50 years old	Over 50 years old
Quest Holdings	75%	25%	-	8.30%	91.70%	66.67%	33.33%	-	17%	83%
Info Quest Technologies	83.30%	16.70%	-	-	100%	83.3%	16.7%	-	-	100%
Uni Systems	80%	20%	-	-	100%	80%	20%	-	-	100%
ACS	83.30%	16.70%	-	-	100%	83.3%	16.7%	-	-	100%
iSquare	83.30%	16.60%	-	20%	80%	83.3%	16.7%	-	20%	80%
Committees of the Board of Directors Quest Holdings	Men	Women	Under 30 years old	Between 30 and 50 years old	Over 50 years old	Men	Women	Under 30 years old	Between 30 and 50 years old	Over 50 years old
Audit Committee	100%	-	-	-	100%	67%	33%	-	33%	67%
Nominations Committee	67%	33%	-	-	100%	67%	33%	-	-	100%
Remuneration Committee	67%	33%	-	33%	67%	67%	33%	-	33%	67%
Committee on CSR & Sustainable Development	33%	67%	-	-	100%	33%	67%	-	33%	67%
Executive Committee	100%	-	-	-	100%	100%	-	-	-	100%



The composition of the working levels for all the Group's companies for 2022 is shown below.

Composition of working levels*					
Companies	Male	Woman	Under 30 years old	Between 30 and 50 years old	Over 50 years old
<b>QUEST HOLDINGS</b>	<b>50%</b>	<b>50%</b>	-	<b>83%</b>	<b>17%</b>
Manager	50%	50%	-	75%	25%
Staff	50%	50%	-	100%	-
<b>Uni Systems Greece</b>	<b>68%</b>	<b>32%</b>	<b>12%</b>	<b>61%</b>	<b>27%</b>
CEO	100%	-	-	-	100%
Director	90%	10%	-	20%	80%
Consultant	100%	-	-	-	100%
Head	100%	-	-	33%	67%
Manager	83%	17%	-	39%	61%
Supervisor	62%	38%	-	50%	50%
Specialist	75%	25%	-	70%	30%
Team Leader	100%	-	-	-	100%
Staff	60%	40%	23%	64%	13%
<b>Uni Systems Belgium</b>	<b>33%</b>	<b>67%</b>	<b>14%</b>	<b>62%</b>	<b>24%</b>
Manager	50%	50%	-	50%	50%
Specialist	33%	67%	-	100%	-
Staff	31%	69%	19%	56%	25%
<b>Uni Systems Luxemburg</b>	<b>78%</b>	<b>22%</b>	<b>3%</b>	<b>66%</b>	<b>31%</b>
Manager	86%	14%	0%	29%	71%
Specialist	85%	15%	0%	77%	23%
Staff	67%	33%	8%	75%	17%

\* It does not include staff with Receipt for the Provision of Services.

### Composition of working levels\*

Companies	Male	Woman	Under 30 years old	Between 30 and 50 years old	Over 50 years old
<b>Uni Systems France</b>	-	100%	50%	50%	-
Specialist	-	100%	-	100%	-
Staff	-	100%	100%	-	-
<b>Uni Systems Italy</b>	78%	22%	9%	74%	17%
Manager	100%	-	-	100%	-
Specialist	78%	22%	-	78%	22%
Staff	77%	23%	15%	69%	15%
<b>Uni Systems Spain</b>	18%	82%	27%	73%	-
Manager	100%	-	-	100%	-
Staff	10%	90%	30%	70%	-
<b>Uni Systems Romania</b>	33%	67%	-	100%	-
Specialist	100%	-	-	100%	-
Staff	-	100%	-	100%	-
<b>Uni Systems Netherlands</b>	-	100%	-	100%	-
Staff	-	100%	-	100%	-
<b>Intelli Solutions Greece</b>	56%	44%	21%	64%	15%
General Manager	100%	-	-	-	100%
Manager	86%	14%	14%	71%	14%
Supervisor	-	100%	-	100%	-
Specialist	100%	-	-	56%	44%
Staff	46%	54%	27%	65%	8%

\* It does not include staff with Receipt for the Provision of Services.

### Composition of working levels\*

Companies	Male	Woman	Under 30 years old	Between 30 and 50 years old	Over 50 years old
<b>IntelliSolutions Serbia</b>	-	100%	-	100%	-
Manager	-	100%	-	100%	-
Supervisor	-	100%	-	100%	-
Staff	-	100%	-	100%	-
<b>IntelliSolutions Bulgaria</b>	-	100%	-	100%	-
Specialist	-	100%	-	100%	-
Staff	-	100%	-	100%	-
<b>INFO QUEST TECHNOLOGIES Greece</b>	<b>68%</b>	<b>32%</b>	<b>25%</b>	<b>60%</b>	<b>15%</b>
CEO	100%	-	-	-	100%
COO	100%	-	-	-	100%
Director	89%	11%	-	33%	67%
Manager	84%	16%	-	84%	16%
Supervisor	70%	30%	4%	70%	26%
Specialist	66%	34%	11%	80%	9%
Team Leader	60%	40%	-	60%	40%
Staff	67%	33%	34%	54%	12%
<b>INFO QUEST TECHNOLOGIES Cyprus</b>	<b>86%</b>	<b>14%</b>	<b>43%</b>	<b>57%</b>	-
Supervisor	100%	-	-	100%	-
Specialist	100%	-	-	100%	-
Staff	80%	20%	60%	40%	-
<b>QUEST OnLine</b>	<b>13%</b>	<b>88%</b>	<b>25%</b>	<b>75%</b>	-
General Manager	100%	-	-	100%	-
Manager	-	100%	-	100%	-
Staff	13%	88%	25%	75%	-

\* It does not include staff with Receipt for the Provision of Services.

### Composition of working levels\*

Companies	Male	Woman	Under 30 years old	Between 30 and 50 years old	Over 50 years old
<b>CLIMA QUEST IMPORT COMPANY</b>	<b>71%</b>	<b>29%</b>	<b>18%</b>	<b>59%</b>	<b>24%</b>
Manager	100%	0%	0%	100%	0%
Supervisor	50%	50%	0%	50%	50%
Specialist	100%	0%	0%	100%	0%
Staff	64%	36%	27%	45%	27%
<b>TEAM CANDI</b>	<b>79%</b>	<b>21%</b>	<b>37%</b>	<b>63%</b>	<b>-</b>
Director	100%	-	-	100%	-
Specialist	76%	24%	41%	59%	-
Staff	79%	21%	37%	63%	-
<b>G.E. DIMITRIOU</b>	<b>53%</b>	<b>47%</b>	<b>5%</b>	<b>48%</b>	<b>47%</b>
Director	100%	-	-	50%	50%
Manager	-	100%	-	100%	-
Supervisor	100%	-	-	-	100%
Specialist	85%	15%	5%	50%	45%
Staff	40%	60%	6%	46%	48%
<b>ISQUARE</b>	<b>48%</b>	<b>52%</b>	<b>42%</b>	<b>42%</b>	<b>16%</b>
BOD	100%	-	-	-	100%
CEO	100%	-	-	100%	-
General Manager	-	100%	-	-	100%
Manager	60%	40%	-	60%	40%
Specialist	46%	54%	50%	41%	9%
Staff	48%	52%	42%	42%	16%

\* It does not include staff with Receipt for the Provision of Services.

### Composition of working levels\*

Companies	Male	Woman	Under 30 years old	Between 30 and 50 years old	Over 50 years old
<b>ISTORM Greece</b>	<b>67%</b>	<b>33%</b>	<b>47%</b>	<b>52%</b>	<b>1%</b>
General Manager	100%	-	-	100%	-
Supervisor	56%	44%	-	100%	-
Staff	68%	32%	53%	46%	1%
<b>ISTORM Cyprus</b>	<b>81%</b>	<b>19%</b>	<b>73%</b>	<b>27%</b>	<b>-</b>
Supervisor	100%	-	-	100%	-
Staff	77%	23%	86%	14%	-
<b>QUEST ENERGY COMPANY</b>	<b>50%</b>	<b>50%</b>	<b>-</b>	<b>50%</b>	<b>50%</b>
Director	100%	-	-	-	100%
Staff	-	100%	-	100%	-
<b>ACS POSTAL SERVICES</b>	<b>80%</b>	<b>20%</b>	<b>16%</b>	<b>43%</b>	<b>40%</b>
BOD	-	100%	-	-	100%
CEO	100%	-	-	-	100%
Director	71%	29%	-	29%	71%
General Manager	100%	-	-	-	100%
Consultant	62%	38%	-	42%	58%
Manager	57%	43%	-	57%	43%
Miscellaneous	79%	21%	-	57%	43%
Supervisor	89%	11%	7%	50%	43%
Specialist	75%	25%	-	-	100%
Team Leader	81%	19%	19%	43%	38%
Staff	80%	20%	16%	43%	40%

\* It does not include staff with Receipt for the Provision of Services.

### Composition of working levels\*

Companies	Male	Woman	Under 30 years old	Between 30 and 50 years old	Over 50 years old
<b>GPS</b>	<b>50%</b>	<b>50%</b>	<b>50%</b>	<b>33%</b>	<b>17%</b>
Manager	-	100%	-	-	100%
Supervisor	100%	-	-	100%	-
Staff	50%	50%	75%	25%	-
<b>Total</b>	<b>69%</b>	<b>31%</b>	<b>19%</b>	<b>55%</b>	<b>26%</b>

\* It does not include staff with Receipt for the Provision of Services.

### Composition of working levels\*

Companies	Male	Woman	Under 30 years old	Between 30 and 50 years old	Over 50 years old
<b>Quest Holdings</b>	<b>50%</b>	<b>50%</b>	<b>-</b>	<b>83%</b>	<b>17%</b>
Support Services	50%	50%	-	83%	17%
<b>Uni Systems Greece</b>	<b>68%</b>	<b>32%</b>	<b>12%</b>	<b>61%</b>	<b>27%</b>
Administration	92%	8%	-	17%	83%
Operations	56%	44%	4%	64%	33%
Commercial Activities	81%	19%	1%	50%	49%
Technical Services	74%	26%	15%	64%	20%
Support Services	34%	66%	12%	56%	32%
<b>Uni Systems Belgium</b>	<b>33%</b>	<b>67%</b>	<b>14%</b>	<b>62%</b>	<b>24%</b>
Operations	33%	67%	-	100%	-
Technical Services	50%	50%	-	50%	50%
Support Services	22%	78%	33%	44%	22%

\* It does not include staff with Receipt for the Provision of Services.



### Composition of working levels\*

Companies	Male	Woman	Under 30 years old	Between 30 and 50 years old	Over 50 years old
<b>Uni Systems Luxemburg</b>	<b>78%</b>	<b>22%</b>	<b>3%</b>	<b>66%</b>	<b>31%</b>
Operations	75%	25%	8%	42%	50%
Commercial Activities	100%	-	-	-	100%
Technical Services	88%	13%	-	88%	13%
Support Services	-	100%	-	100%	-
<b>Uni Systems France</b>	<b>-</b>	<b>100%</b>	<b>50%</b>	<b>50%</b>	<b>-</b>
Technical Services	-	100%	50%	50%	-
<b>Uni Systems Italy</b>	<b>78%</b>	<b>22%</b>	<b>9%</b>	<b>74%</b>	<b>17%</b>
Technical Services	78%	22%	9%	74%	17%
<b>Uni Systems Spain</b>	<b>18%</b>	<b>82%</b>	<b>27%</b>	<b>73%</b>	<b>-</b>
Operations	13%	88%	25%	75%	-
Technical Services	33%	67%	33%	67%	-
<b>Uni Systems Romania</b>	<b>33%</b>	<b>67%</b>	<b>-</b>	<b>100%</b>	<b>-</b>
Commercial Activities	50%	50%	-	100%	-
Support Services	-	100%	-	100%	-
<b>Uni Systems Netherlands</b>	<b>-</b>	<b>100%</b>	<b>-</b>	<b>100%</b>	<b>-</b>
Support Services	-	100%	-	100%	-
<b>Intelli Solutions Greece</b>	<b>56%</b>	<b>44%</b>	<b>21%</b>	<b>64%</b>	<b>15%</b>
Administration	100%	-	-	-	100%
Commercial Activities	100%	-	-	50%	50%
Technical Services	56%	44%	22%	67%	11%
Support Services	-	100%	25%	75%	-
<b>IntelliSolutions Serbia</b>	<b>-</b>	<b>100%</b>	<b>-</b>	<b>100%</b>	<b>-</b>
Technical Services	-	100%	-	100%	-
<b>IntelliSolutions Bulgaria</b>	<b>-</b>	<b>100%</b>	<b>-</b>	<b>100%</b>	<b>-</b>
Technical Services	-	100%	-	100%	-

\* It does not include staff with Receipt for the Provision of Services.

### Composition of working levels\*

Companies	Male	Woman	Under 30 years old	Between 30 and 50 years old	Over 50 years old
<b>INFO QUEST TECHNOLOGIES Greece</b>	<b>68%</b>	<b>32%</b>	<b>25%</b>	<b>60%</b>	<b>15%</b>
Administration	92%	8%	-	38%	62%
Operations	71%	29%	35%	50%	15%
Commercial Activities	72%	28%	23%	72%	5%
Technical Services	70%	30%	12%	88%	-
Support Services	53%	47%	23%	48%	29%
<b>INFO QUEST TECHNOLOGIES Cyprus</b>	<b>86%</b>	<b>14%</b>	<b>43%</b>	<b>57%</b>	<b>-</b>
Commercial Activities	86%	14%	43%	57%	-
<b>QUEST OnLine</b>	<b>13%</b>	<b>88%</b>	<b>25%</b>	<b>75%</b>	<b>-</b>
Administration	100%	-	-	100%	-
Support Services	-	100%	29%	71%	-
<b>CLIMA QUEST IMPORT COMPANY</b>	<b>71%</b>	<b>29%</b>	<b>18%</b>	<b>59%</b>	<b>24%</b>
Commercial Activities	73%	27%	20%	53%	27%
Technical Services	100%	-	-	100%	-
Support Services	-	100%	-	100%	-
<b>TEAM CANDI</b>	<b>79%</b>	<b>21%</b>	<b>37%</b>	<b>63%</b>	<b>-</b>
Administration	100%	-	-	100%	-
Technical Services	82%	18%	41%	59%	-
Support Services	-	100%	-	100%	-
<b>G.E. DIMITRIOU</b>	<b>53%</b>	<b>47%</b>	<b>5%</b>	<b>48%</b>	<b>47%</b>
Operations	50%	50%	-	100%	-
Commercial Activities	48%	52%	7%	48%	45%
Technical Services	100%	-	10%	30%	60%
Support Services	43%	57%	-	52%	48%

\* It does not include staff with Receipt for the Provision of Services.

### Composition of working levels\*

Companies	Male	Woman	Under 30 years old	Between 30 and 50 years old	Over 50 years old
<b>ISQUARE</b>	<b>48%</b>	<b>52%</b>	<b>42%</b>	<b>42%</b>	<b>16%</b>
Administration	67%	33%	-	33%	67%
Commercial Activities	52%	48%	81%	19%	-
Support Services	43%	57%	7%	67%	27%
<b>ISTORM Greece</b>	<b>67%</b>	<b>33%</b>	<b>47%</b>	<b>52%</b>	<b>1%</b>
Administration	100%	-	-	100%	-
Commercial Activities	65%	35%	55%	43%	2%
Technical Services	93%	7%	33%	67%	-
Support Services	40%	60%	20%	80%	-
<b>ISTORM Cyprus</b>	<b>81%</b>	<b>19%</b>	<b>73%</b>	<b>27%</b>	<b>-</b>
Commercial Activities	81%	19%	73%	27%	-
<b>QUEST ENERGY COMPANY</b>	<b>50%</b>	<b>50%</b>	<b>-</b>	<b>50%</b>	<b>50%</b>
Administration	100%	-	-	-	100%
Support Services	-	100%	-	100%	-
<b>ACS POSTAL SERVICES</b>	<b>80%</b>	<b>20%</b>	<b>16%</b>	<b>43%</b>	<b>40%</b>
Administration	70%	30%	-	20%	80%
Operations	93%	7%	21%	42%	37%
Commercial Activities	49%	51%	8%	32%	60%
Technical Services	84%	16%	11%	66%	24%
Support Services	42%	58%	3%	53%	43%
<b>GPS</b>	<b>50%</b>	<b>50%</b>	<b>50%</b>	<b>33%</b>	<b>17%</b>
Operations	50%	50%	50%	33%	17%
<b>Total</b>	<b>69%</b>	<b>31%</b>	<b>19%</b>	<b>55%</b>	<b>26%</b>

\* It does not include staff with Receipt for the Provision of Services.

## Annex 2: GRI table of contents



GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
<b>General Disclosures</b>				
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational Details	• The Quest Group		*
	2-2 Entities included in the organization's sustainability reporting	• About the Report		*
	2-3 Reference period, frequency and contact point	• About the Report		*
	2-4 Re statements of information	• About the Report • Financial performance		*
	2-5 External assurance	• About the Report		*
	2-6 Activities, value chain and other business relationships	• The Quest Group • The subsidiaries • Business model <IR> • Financial performance • Our People • Sustainable supply chain		*
	2-7 Employees	• Our people		*
	2-8 Workers who are not employees	• Our people		*
	2-9 Governance structure and composition	• Our people		*
	2-10 Nomination and selection of the highest governing body	• Corporate governance • Organizational structure • Committees • Policies and systems		*
	2-11 Chair of the highest governing body	• Corporate governance • Organizational structure		*
	2-12 Role of the highest governing body in overseeing the management of impacts	• Roles and responsibilities • Policies and systems		*

## Annex 2: GRI table of contents



GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance	
<b>General Disclosures</b>					
<b>GRI 2: General Disclosures 2021</b>	2-13 Delegation of responsibility for impact management	<ul style="list-style-type: none"> <li>Roles and responsibilities</li> <li>Policies and systems</li> </ul>		*	
	2-14 The role of the highest governing body for sustainability reporting	<ul style="list-style-type: none"> <li>Committees</li> <li>Roles and responsibilities</li> <li>Policies and systems</li> </ul>		*	
	2-15 Conflicts of interest	<ul style="list-style-type: none"> <li>Policies and systems</li> </ul>		*	
	2-16 Communication of critical concerns	<ul style="list-style-type: none"> <li>Organizational structure</li> </ul>		*	
	2-17 Collective knowledge of the highest governing body	<ul style="list-style-type: none"> <li>Committees</li> </ul>		*	
	2-18 Evaluation of the performance of the highest governing body	<ul style="list-style-type: none"> <li>Election of the Board of Directors</li> </ul>		*	
	2-19 Remuneration policies	<ul style="list-style-type: none"> <li>Organizational structure</li> </ul>		*	
	2-20 Process to determine Remuneration	<ul style="list-style-type: none"> <li>Organizational structure</li> </ul>		*	
	2-21 Annual ratio of total compensation	-		The index was not calculated for 2022.	
	2-22 Statement on the Sustainable Development Strategy	<ul style="list-style-type: none"> <li>Messages from the Board of Directors</li> <li>ESG 2022- 2025+ strategy and objectives</li> </ul>		*	
	2-23 Policy commitments	<ul style="list-style-type: none"> <li>Our Vision</li> <li>Our Values</li> <li>Policies and systems</li> <li>Human Rights</li> <li>Environmental footprint</li> </ul>		*	
	2-24 Embedding policy commitments	<ul style="list-style-type: none"> <li>Policies and systems</li> </ul>		*	
2-25 Process to remediate negative impacts	<ul style="list-style-type: none"> <li>Unlawful behaviour reporting procedure</li> </ul>		*		

## Annex 2: GRI table of contents



GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
<b>General Disclosures</b>				
<b>GRI 2: General Disclosures 2021</b>	2-26 Mechanisms for seeking advice and raising concerns	<ul style="list-style-type: none"> <li>Unlawful behaviour reporting procedure</li> </ul>		*
	2-27 Compliance with laws and regulations	<ul style="list-style-type: none"> <li>Business compliance</li> </ul>		*
	2-28 Memberships Associations	<ul style="list-style-type: none"> <li>Memberships and associations</li> </ul>		*
	2-29 Approach to Stakeholder engagement	<ul style="list-style-type: none"> <li>Analysis of Material issues</li> </ul>		*
	2-30 Collective bargaining agreements	<ul style="list-style-type: none"> <li>Human resources</li> </ul>		*
<b>GRI 3: Material topics 2021</b>	3-1 Process to determine material issues	<ul style="list-style-type: none"> <li>Materiality Analysis</li> <li>Impact materiality analysis</li> </ul>		*
	3-2 List of material issues	<ul style="list-style-type: none"> <li>About the Report</li> <li>Material issues</li> <li>Impact materiality analysis</li> </ul>		*
<b>We reinforce an environment of Business ethics and transparency</b>				
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	<ul style="list-style-type: none"> <li>Financial performance</li> <li>Business compliance</li> </ul>		
<b>GRI 205: Anti-Corruption 2016</b>	205-3 Confirmed corruption incidents and actions taken	<ul style="list-style-type: none"> <li>Policies and systems</li> <li>Business compliance</li> </ul>		
<b>GRI 206: Anti-competitive behavior 2016</b>	206-1 Legal actions for anti-competitive behaviour, anti-monopoly and monopolistic practices	<ul style="list-style-type: none"> <li>Policies and systems</li> <li>Business compliance</li> </ul>		
<b>GRI 419: Socioeconomic Compliance 2016</b>	419-1 Non-compliance with socio-economic laws and regulations	<ul style="list-style-type: none"> <li>Business compliance</li> </ul>		



## Annex 2: GRI table of contents



GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
<b>Data protection and systems availability</b>				
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	• Data protection		
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints relating to customer privacy breaches and customer data losses	• Data protection		
<b>Quest Index</b>	Percentage of system availability	• Data protection		
<b>Financial performance with responsible practises</b>				
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	• Financial performance		
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	• Financial performance		
<b>Responsibility for our people</b>				
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	• Our people		
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	• Our people		
	401-2 Benefits provided to full-time employees that are not, provided to temporary or part-time employees	• Our people		
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	• Diversity, equality and inclusion		
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governing bodies and employees	• Diversity, equality and inclusion		

## Annex 2: GRI table of contents



GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
<b>Responsibility for our people</b>				
<b>GRI 406: Non-Discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	• Diversity, equality and inclusion		
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	• Health, safety and well-being		
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational Health and safety management system	• Health, safety and well-being		
	403-2 Risk identification, risk assessment and incident investigation	• Health, safety and well-being		
	403-3 Occupational health services	• Health, safety and well-being		
	403-4 Employee participation, consultation and communication on health and safety issues at work	• Health, safety and well-being		
	403-5 Training of workers on occupational health and safety	• Health, safety and well-being		
	403-6 Promotion of worker's health	• Health, safety and well-being		
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked to business relationships	• Health, safety and well-being		
	403-8 Employees covered by an occupational Health and Safety System	• Health, safety and well-being		

## Annex 2: GRI table of contents



GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
<b>GRI 3:Material topics 2021</b>	3-3 Management of material issues	• Employee Training and Development		
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year and per employee	• Employee Training and Development	For GRI 404- the subsidiary G.E.Dimitriou was not included as it was included in September 2022 in the Group.	
	404-3 Percentage of employees receiving regular performance and career development reviews	• Employee Training and Development		
<b>Our environmental footprint</b>				
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	• Environmental footprint	For GRI 305 & 306- the subsidiary G.E.Dimitriou was not included as it was included in September 2022 in the Group.	The measurement of the Group's carbon footprint for its business activities in Greece for Scope 1 and Scope 2 absolute emissions using the GHG Protocol will be externally assured during 2023 for the purposes of complying with the Greek National Climate Law
<b>GRI 305: Emissions 2016</b>	305-1 Direct greenhouse emissions (Scope 1)	• Greenhouse gas emissions		
	305-2 Indirect greenhouse emissions (Scope 2)	• Greenhouse gas emissions		
<b>GRI 306: Waste 2016</b>	306-2 Management of significant impacts related to waste	• Circular economy		
<b>Quest Index</b>	Annual energy intensity in the Quest Group (kWh/m <sup>2</sup> ) / € million turnover	• Energy management		

## Annex 3: ATHEX ESG 2022 Guide table of contents



ESG Categorization	ID	Index Name	Chapter of the Report
			Quest Group
<b>Core metrics</b>			
Environment	C-E1	Direct emissions (Scope 1)	Greenhouse gas emissions
	C-E2	Indirect emissions (Scope 2)	Greenhouse gas emissions
	C-E3	Energy consumption and production	Energy management
Society	C-S1	Stakeholder Engagement	Stakeholder Engagement
	C-S2	Female Employees	Diversity, equality and inclusion
	C-S3	Female Employees in management positions	Diversity, equality and inclusion
	C-S4	Employee Turnover	Our People
	C-S5	Employee Training	Employees Training and Development
	C-S6	Human rights policy	<ul style="list-style-type: none"> <li>Diversity, equality and inclusion</li> <li>Human Rights</li> </ul>
	C-S7	Collective bargaining agreements	Our People
Corporate Governance	C-G1	Board Composition	Corporate governance
	C-G2	Sustainability Oversight	Corporate Governance
	C-G3	Materiality	Materiality Analysis
	C-G4	Sustainability policy	Corporate Governance
	C-G5	Business ethics policy	Corporate Governance
	C-G6	Data security policy	Data protection

## Annex 3: ATHEX ESG 2022 Guide table of contents



ESG Categorization	ID	Index Name	Chapter of the Report
			Quest Group
<b>Advanced metrics</b>			
Environment	A-E1	Other indirect emissions (Scope 3)	Greenhouse gas emissions
	A-E2	Risks and opportunities from climate change	Greenhouse gas emissions
	A-E3	Waste management	Circular economy
	A-E4	Effluent discharge	Circular economy
Society	A-S1	Sustainable economic activity	Financial performance
	A-S2	Employees' training expenditure	Employees Training and Development
	A-S3	Gender Pay gap	Diversity, equality and inclusion
	A-S4	CEO pay ratio	Our People
Corporate Governance	A-G1	Business model	Sustainable supply chain
	A-G2	Violations of business ethics	Business compliance
	A-G3	ESG targets	Sustainable development
	A-G4	Variable fees	Our People
	A-G5	External Assurance	About the Report

## Annex 3: ATHEX ESG 2022 Guide table of contents



ESG Categorization	ID	Index Name	Chapter of the Report
			Quest Group
<b>Sector metrics</b>			
Environment	SS-E1	Emissions strategy	Greenhouse gas emissions
	SS-E2	Emissions of air pollutants	Greenhouse gas emissions
	SS-E7	Critical materials	Our environmental footprint
Social	SS-S2	Customer Privacy	Data protection
	SS-S4	Violations of labour law	Diversity, equality and inclusion
	SS-S5	Data Security and Privacy fines	Data protection
	SS-S8	Customer satisfaction	<ul style="list-style-type: none"> <li>• Sustainable supply chain</li> <li>• Customer satisfaction</li> </ul>
	SS-S9	Customer grievance mechanism	<ul style="list-style-type: none"> <li>• Business compliance</li> <li>• Customer satisfaction</li> </ul>
Corporate Governance	SS-G1	Whistleblowing policy	<ul style="list-style-type: none"> <li>• Policies and systems</li> <li>• Business compliance</li> </ul>
	SS-G2	Critical risk management	Policies and systems
	SS-G3	Systematic risk management	Data protection



## Annex 4: Application of AccountAbility AA1000 standard



Quest Group and its respective companies follow the principles of AccountAbility AA1000AP (2018) standard for identifying, prioritizing and responding to sustainable development issues. More specifically:

- Participation:** The Group and its respective companies recognize the stakeholders who are affected by their operation or may affect with their decisions their ability to implement their strategy and achieve their objectives. Then, a consultation with them shall follow to identify their needs and expectations and to proceed with the prioritization of the substantive issues of Sustainable Development. The Chapter **"Materiality Analysis"** describes how the Group interacts with stakeholders.
- Materiality:** The Group and the companies respectively recognize and prioritize (through the materiality analysis according to GRI standards) the substantive issues related to their business model. The Chapter **"Materiality Analysis"** describes the analysis and the substantive issues that have arisen for the Group.
- Response:** The Group and the companies respectively manage and respond to the substantive issues and challenges with the participation of all Directions/Departments.
- Effect:** 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 the Greek Sustainability Code



Pillar	Criteria	Report (Report Section/Quest Group)
<b>Strategy</b>	Strategic analysis and action	Sustainable development
	Materiality	Materiality Analysis
	Targeting	Sustainable development
	Value chain management	<ul style="list-style-type: none"> <li>• The Quest Group</li> <li>• Sustainable development</li> <li>• Business model &lt;IR&gt;</li> </ul>
<b>Management process</b>	Responsibility	Corporate Governance
	Rules and procedures	Corporate Governance
	Recording and monitoring	Corporate Governance
	Remuneration Policies and Incentives for Sustainable Development	Corporate Governance
	Dialogue with stakeholders	Materiality Analysis
	Product Responsibility and Innovation	Responsible Business
<b>Environment</b>	Use of natural resources	Environmental footprint
	Management of natural resources	
	Gas Emissions and Climate Change	
<b>Society</b>	Labour rights	Our people
	Equal opportunities	
	Employment	
	Human rights in the supply chain	Responsible Business
	Strengthening Local Communities	Support to Society
	Participation in Initiatives and Political Influence	The Quest Group
	Prevention and Combating Corruption	<ul style="list-style-type: none"> <li>• Corporate governance</li> <li>• Business Ethics and transparency</li> </ul>

## Annex 6: External Assurance Statement



**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 1/1/2022–31/12/2022. **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 2022 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 & G.E.DIMITRIOU**.

The scope of the project consists of the following:

A. The external assurance of the information disclosed in order to confirm that the Sustainability Report of **QUEST Holdings** for 2022 has been prepared **"With Reference"** to the **GRI Universal Standards 2021**.

B. 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: 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-E1, A-E2, A-E3, A-E4, A-S1, A-S2, A-S3, A-S4, A-G1, A-G2, A-G3, A-G4, A-G5, SS-E1, SS-E2, SS-E7, SS-S2, SS-S4, SS-S5, SS-S8, SS-S9, SS-G1, SS-G2, SS-G3.

C. The control of the adherence to the AA1000 AccountAbility Principles (Inclusivity, Materiality, Responsiveness & Impact) against the criteria found in **AA1000AP (2018)**.

The limited external assurance as it is defined by the above project scope, refers to the Sustainability Report of **QUEST Holdings** for 2022 and it was conducted based on the corresponding correlation table of **GRI Standards** Indicators stated by **QUEST Holdings**, in order to confirm that the Sustainability Report has been prepared **"With Reference"** to the **GRI Universal Standards 2021**, as well as the requirements of **AA1000AP (2018)**.

### 2. Project Criteria

The external assurance was based on the evaluation of conformity with the requirements of the following guiding standards:

#### A. GRI Universal Standards 2021

#### B. AA1000AP (2018)

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.

## Annex 6: External Assurance Statement



### 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 coverage of the **"With Reference"** to the GRI Universal Standards 2021 requirements, as they are described within the **GRI 1: Foundation 2021**.
- ▶ 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 Reporting Indicators, based on the **ESG 2022 Reporting Guide of the ATHEX** (referred in paragraph 1, point B) in connection with the findings of the above steps. In addition, the methodologies and practices for extracting the results were reviewed and crosschecks were performed on the reliability and quality of the indicators reported in the report. These checks consist (not restrictively) of the following:
  - Understanding of 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 Provider

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.

## Annex 6: External Assurance Statement



### 6. Conclusions

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. External assurance of the information disclosed in order to confirm that the Sustainability Report of QUEST HOLDINGS for 2022 has been prepared "With Reference" to the GRI Universal Standards 2021.

- During the external assurance project carried out, nothing came to the attention of **TÜV HELLAS**, which would lead to the conclusion that the Report has not been prepared "With Reference" to the requirements of the **GRI Universal Standards 2021**, as reflected on the corresponding correlation GRI content index.

#### B. Control of accuracy of the claims mentioned for the Reporting Indicators that QUEST HOLDINGS reported at the Sustainability Report Chapters, based on the ESG 2022 Reporting Guide of the ATHEX

- 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 disclosures (indicators) of the ESG 2022 Reporting Guide of the ATHEX, referred in paragraph 1, point B of this report.

#### C. 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 major stakeholder groups were excluded from consultation processes, or that **QUEST Holdings** has not implemented the principle of Inclusivity in developing its approach to sustainability.

##### 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 **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 **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.

##### 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**

## Annex 6: External Assurance Statement



**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 12, 2023

For **TÜV HELLAS (TÜV NORD)**

**Nestor Paparoupas**  
Product Manager







**Quest**  
HOLDINGS

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