

OUR COMMITMENT TO SUSTAINABILITY IN 2022



Environment



Our People



Responsible
Business



Sustainable
Products



Quest
HOLDINGS

Today, we are making tomorrow's history, with the vision of an advanced world for all!

Quest Group is €1 billion **dynamically developing & financially sound** Greek group of companies **investing** in sectors critical for the development of the country and the entire society.

IT & Telecom Products | IT Services | Air Conditioning | E-Commerce
Green Energy | Courier & Postal Services

For over 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.

Quest Group is committed to Sustainable Development

We incorporate **ESG criteria** into our operations and development seeking to create **innovative value and a sustainable future** for all our stakeholders and the society.



"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
Quest Holdings



"In 2023 we will continue to incorporate 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."

Eftychia Koutsourelis
Vice Chairwoman of the Board
Quest Holdings

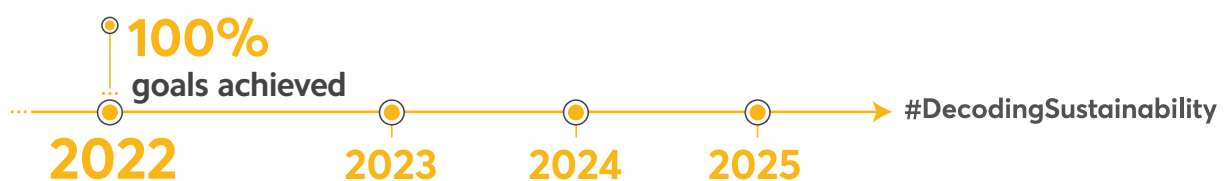
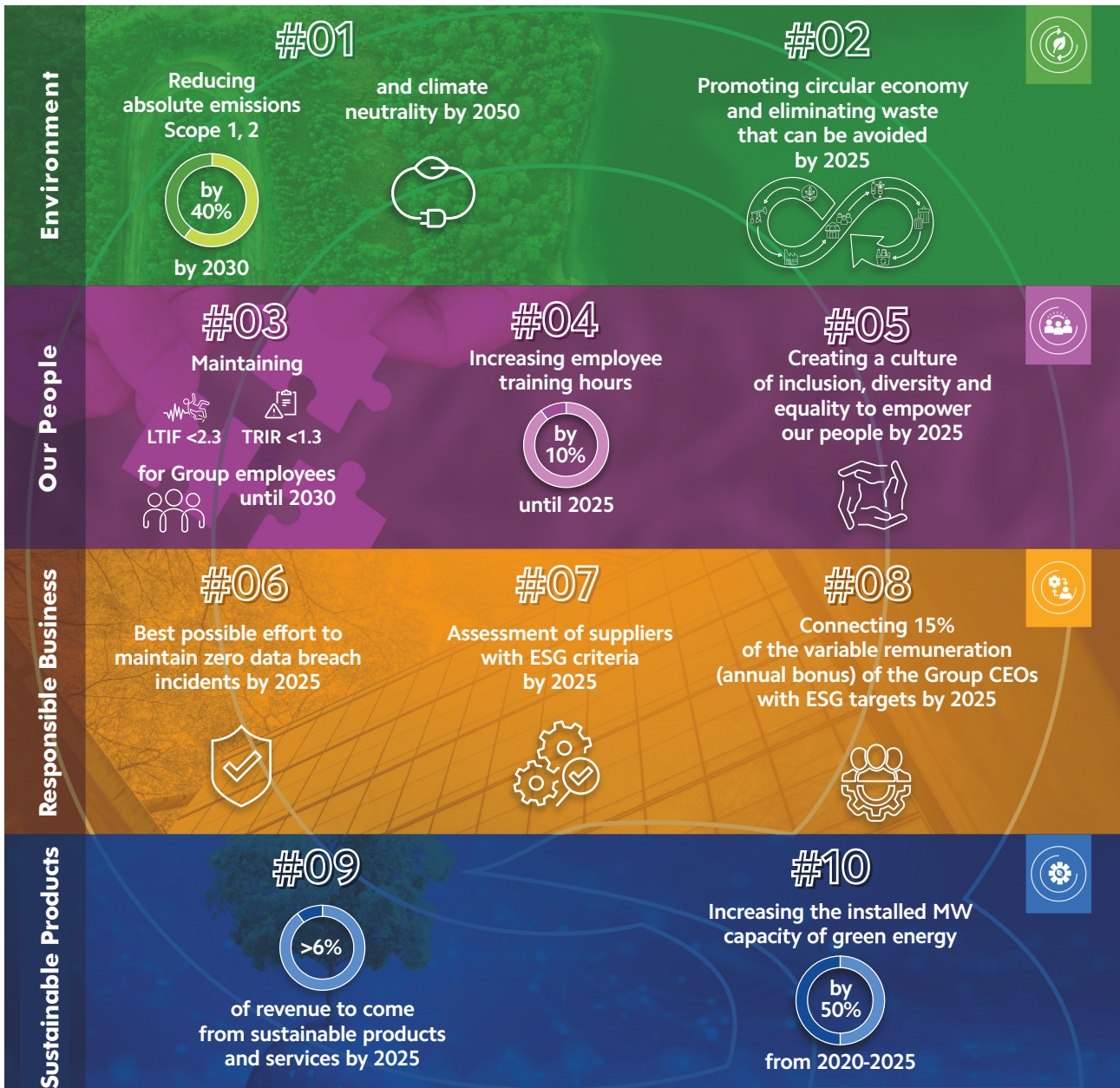


"2022 was the first year of implementation of the Group's ESG Strategy, whose main environmental objective is to reduce Scope 1 and 2 absolute emissions 40% by 2030 and become climate neutral by 2050."

Apostolos Georgantzis
CEO of Quest Holdings

Quest Group ESG Strategy 2022-2025+



















We commit to **10 goals** and we take action to contribute to a more sustainable future for all.



Sustainability Highlights: Our Progress in 2022
















ESG Pillar - Responsible Business













Material Topics	Our Results in 2022	Status of our 2022 Targets	Our Targets for 2023
<p>Creating financial value with responsibility</p>  	<p>>€1B turnover</p> <p>Member of FTSE-25 ATHEX</p> <p>12% increase in employees (2,599 total)</p> <p>€55M earnings before tax (EBT)</p> <p>24% of turnover from international activities in 30 countries</p> <p>€47M CAPEX and new investments</p> <p>New state of the art sorting center (ACS) and logistics center (Info Quest Technologies)</p> <p>€3M for the contribution to society (of which €2.8M extraordinary contribution to employees)</p>	<p>100% achieved</p> 	<p>Group Business Goal: Maintain or improve previous year performance</p> <p>Group ESG Goal: Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG goals by 2025</p>
<p>Creation of a healthy partner eco-system and a responsible supply chain</p>   	<p>Close collaboration with our top calibre partners to uphold the highest business standards</p> <p>Commence process to assess our top suppliers with ESG criteria</p> <p>Updated the Group Human Rights Policy</p> <p>Two Group Companies rated by EcoVadis</p>    	<p>100% achieved</p> 	<p>Group ESG Goal: Assessment of suppliers based on ESG criteria by 2025</p>
<p>Ensuring business ethics and combating corruption and Compliance with regulatory principles</p>  	<p>Group GRC System in place</p> <p>Zero incidents of non-compliance with the applicable legislation on anti-corruption and unfair competition</p> <p>Zero incidents of non-compliance with legislation for economic and social regulations</p> <p>100% employees trained on revised Code of Conducts and Ethics</p> <p>New Grievance Mechanism introduced (Whistleblowing Policy)</p>	<p>100% achieved</p> 	<p>Group Business Goal: Maintain or improve previous year performance</p>
<p>Protection of critical information systems and ensuring operational continuity and Protection of personal data and customer privacy</p>   	<p>>99.9% System Availability</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 GDPR legislation</p> <p>100% employees trained for Cybersecurity</p> <p>Vulnerability tests performed in all critical systems</p> <p>Group companies with ISO 27001:2013 (Uni Systems certified, Info Quest Technologies and ACS preparing in 2023)</p>	<p>100% achieved</p> 	<p>Group ESG Goal: Best possible effort to maintain zero data breach incidents by 2025</p> <p>ISO 27001:2013 by Info Quest Technologies and ACS</p>

ESG Pillar - Our People











Material Topics	Our Results in 2022	Status of our 2022 Targets	Our Targets for 2023
<p>Diversity, Equality and Inclusion</p>   	<p>33% women members of Quest Holdings BoD</p> <p>29% women employees (increase from 27% in 2021)</p> <p>Pay Gap study started with external advisor (to be completed by the end of 2023)</p> <p>No incidents of harassment or discrimination was recorded in the Group</p> <p>Diversity Ambassadors of the Group attended the 8-month UNGC training program "Target Gender Equality"</p> <p>Introduced Diversity, Equality and Inclusion Policy</p>	<p>100% achieved</p> 	<p>Group ESG Goal: Creating a culture of inclusion, diversity and equality in order to empower our people by 2025</p> <p>Complete gender Pay Gap Study</p> <p>Commitment to UN WEPs (Women Empowerment Principles)</p> <p>Employee Satisfaction Survey</p>
<p>Ensuring the health, safety and well-being of employees</p>   	<p>Zero occupational accidents / work related sickness</p> <p>LTIF = 1.38 TRIR = 0.27</p> <p>LTIF = Lost Time Incident Frequency TRIR = Total Recordable Incident Rate</p> <p>New Wellness program and Support helpline available to 100% of employees</p>  <p>100% of contract employees included in the Health and Safety Systems</p> <p>Group companies with ISO 45001:2018 (Uni Systems and ACS)</p>	<p>100% achieved</p> 	<p>Group ESG Goal: Maintenance of the Health and Safety LTIF indicators below 2.3 and TRIR below 1.2 for Group employees by 2030</p> <p>Continuation of the new Wellness program to 100% of employees</p>
<p>Providing continuing education and employee development</p>    	<p>19 average training hours per employee (up 70% from 11 hours in 2021)</p> <p>75% increase in training expenditure (>€500,000)</p> <p>7% of group employees received technical certifications</p> <p>New Group mentoring program with 55 volunteer mentors</p>  <p>Info Quest Technologies was certified as a Great Place to Work</p>	<p>100% achieved</p> 	<p>Group ESG Goal: 10% increase in employees' training hours by 2025 (vs 2020)</p>



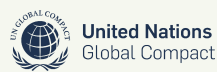
Material Topics	Our Results in 2022	Status of our 2022 Targets	Our Targets for 2023
<p>Supporting digital transformation through innovative product and service offerings</p>   	<p>Contribution and collaboration of all Group companies to supporting digital transformation by enhancing their product and solutions portfolios with latest technological advances</p> <p>Launch of IQnovus - the innovation centre - of Quest Group, utilizing the power of open innovation to foster sustainable development and to lead the digital transition</p> <ul style="list-style-type: none"> • Industry 4.0 • Smart Cities • Internet of Things & Big Data • Electronic Health • Culture and Education • Energy & Mobility • Security • Sustainability • Environment & Agriculture • Applied Technologies (Analytics, AI, Blockchain, 5G, IoT, AR, Edge Computing, Drones)   <p>IQbility - the Quest Group "corporate angel fund" - with investments of over €1 mill in startup companies in its 10 years of operation.</p>	<p>100% achieved</p> 	<p>Group Business Goal: Maintaining growth and leadership in key categories</p>
<p>Sustainable Products and Services with environmental and social impact</p>   	<p>>7% of revenue to come from sustainable products and services (based on ICMA protocol) including from:</p> <ul style="list-style-type: none"> • Cloud Services and Solution • Green IT • IoT Solutions (Smart Home, Smart Building, Smart City Solutions, e-mobility, power stations) E-Commerce • Clima (Heating / Cooling) • Circular Economy Services • Emissions Trading • Digital Health - Digital Education - Digital Culture • Smart Lockers • MediExpress Service 	<p>100% achieved</p> 	<p>Group ESG Goal: > 6% of revenue to come from sustainable products and services by 2025</p>

ESG Pillar - Environment

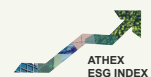


Material Topics	Our Results in 2022	Status of our 2022 Targets	Our Targets for 2023
<p>Climate Change and Reducing Emissions</p>   	<p>35% green fleet (electric or hybrid) together with pre-orders</p> <p>15% green energy - group electric energy consumption from RES sources (certified guarantees of green origin)</p> <p>9% reduction of Scope 2 CO₂e emissions from 2021</p> <p>Scope 3 emissions measured by 2 Group companies (Uni Systems, ACS)</p> <p>34.2 MW of green energy installed production (solar energy) through subsidiary Quest Energy</p> <p>Zero incidents of non-compliance with environmental laws and regulations</p> <p>Group companies with ISO 14001:2015 (Info Quest Technologies, Uni Systems, ACS)</p>	<p>100% achieved</p> 	<p>Group ESG Goal: Reducing absolute Scope 1, 2 emissions by 40% by 2030 and climate neutrality by 2050</p>
<p>Adoption of recycling and Circular Economy Initiatives</p>   	<p>> 1,550 devices were returned in group take-back schemes</p> <p>> 1,000 tonnes paper & packaging recycled in last 3 years</p> <p>E-waste: > 15,000 Kg devices recycled in last 3 years</p> <p>Collaboration with certified Recycling bodies</p> <p>Paperless Policy - promotion of DocuSign (e-signature)</p>	<p>100% achieved</p> 	<p>Group ESG Goal: Promoting the circular economy and eliminating the waste that can be avoided by 2025</p> <p>Evaluation of new Circular Economy Services</p>

Sustainability Frameworks applied



Sustainability Recognition and ESG ratings in 2022





COMMERCIAL ACTIVITIES

INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS



E-COMMERCE



CLIMA



INFORMATION TECHNOLOGY SERVICES



COURIER & POSTAL SERVICES



GREEN ENERGY



More information about Sustainability Strategy and ESG performance can be found in the latest Quest Group Sustainable Development Report 2022 (<https://www.quest.gr/en>).

decoding Sustainability