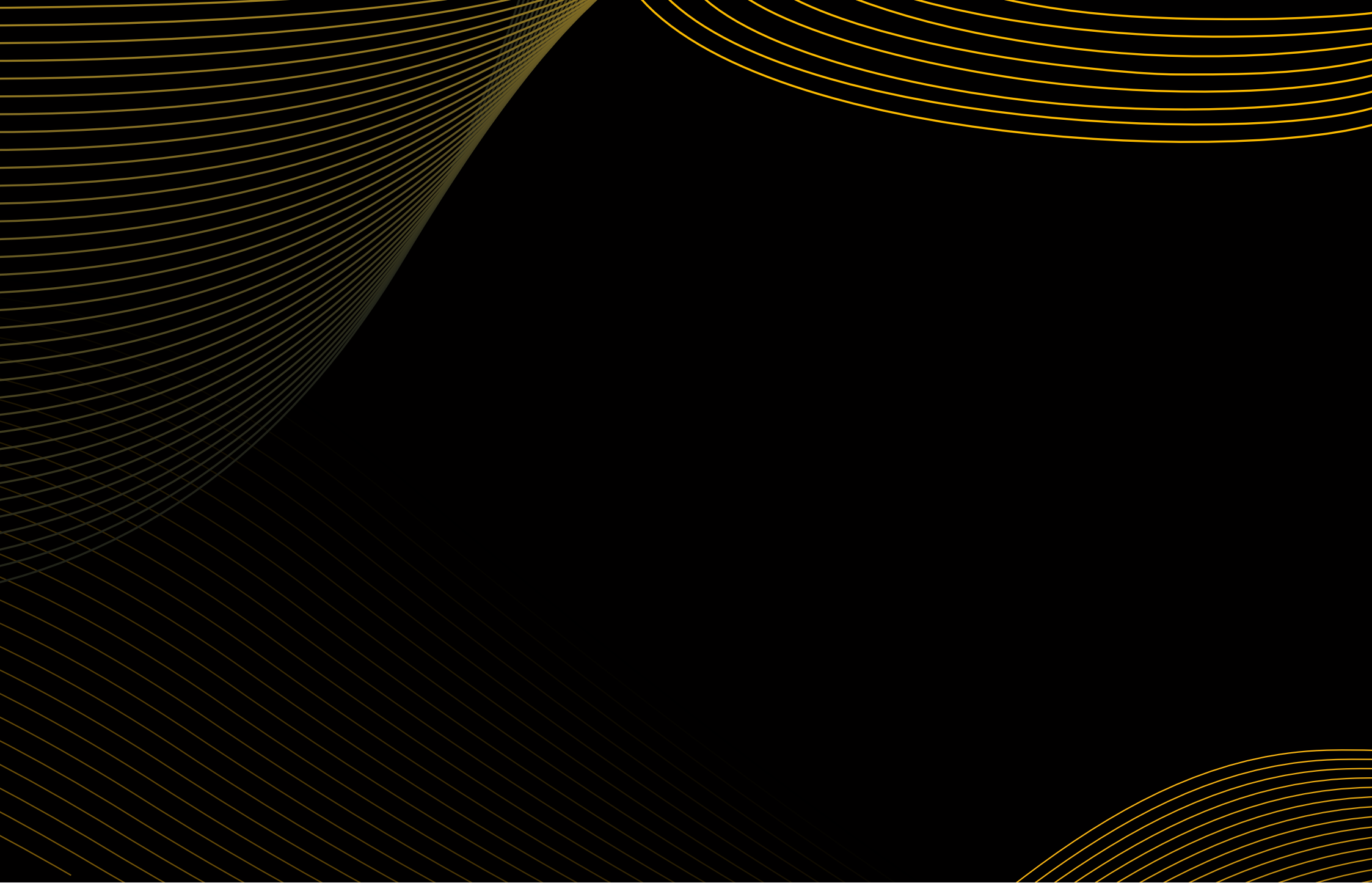


2022

SUSTAINABLE DEVELOPMENT REPORT



Redefining the future.



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Message from the President and CEO

[GRI-22]



At Info Quest Technologies, we share common values, have a passion for technology and pursue excellence, based on the principles of Sustainable Development.

Our commitment is that our company will always be a great organization for anyone to work and prosper, a professional home that offers prospects, opportunities, satisfaction and pride to every employee who wants to create value using technology.

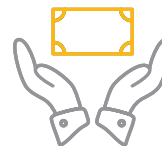
Dimitris Eforakopoulos
President and CEO, Info Quest Technologies

HIGHLIGHTS 2022



CONTINUOUS DEVELOPMENT AND GROWTH

- **€357.7 mn.** in revenue
- **+6.8%** increase in revenue in a declining market
- **3X** increase in turnover in 5 years
- **Maintaining / increasing market** shares in all activities and sectors
- **Achieving all the goals** of our ESG strategy



SIGNIFICANT INVESTMENTS

- Completion of the investment in the new **state-of-the-art Logistics Centre**
- Investments for the implementation **of the new 5-year Strategic Business Plan**
- Investment in **human capital** for placement in new business areas
- Investments for **expansion abroad**



RESPONSIBLE BUSINESS

- Full implementation of Quest Group's **new Corporate Governance System**
- **0 (zero) incidents and complaints on matters** of corruption, unfair competition, anti-competitive behaviour, anti-trust and monopoly practices.
- **Full compliance with laws and regulations** in the social and environmental area
- **Employee training** on Code of Conduct and Ethics, Human Rights and Cyber Security

Note:
Any Comparisons have
been made with the
year 2021

HIGHLIGHTS 2022



RESPONSIBILITY TO OUR EMPLOYEES

- **413** employees, **30** new job positions
- **> 8,300** hours of training
- **31.7%** of our employees are women
- Payment of an extraordinary allowance of **€739,468** employees for financial support (88% of the total employees)
- **Great Work Place Certification** (Dec. 2022) for our work environment
- **4th place in the Best Workplaces list** (assessment completed May 2023) for our work environment



Note: Any Comparisons have been made with the year 2021



RESPONSIBILITY TO THE MARKET

- **Silver certification** from **EcoVadis** for our sustainability performance (top 5% of our sector globally)
- **72%** of our most important suppliers were assessed with environmental criteria
- **73%** of our most important suppliers were assessed with social criteria



RESPONSIBILITY FOR THE ENVIRONMENT

- **12%** reduction of indirect Greenhouse Gas emissions (Scope 2)
- **23%** of our company fleet are hybrid / electric cars
- **Measuring our carbon footprint** based on the GHG Protocol

ABOUT THE REPORT

[GRI 2-2,2-3,2-4,2-5]

Info Quest Technologies is the largest subsidiary of Quest Holdings, parent company of the Quest Group. The 2022 Sustainability Report is the company's 9th published annual Report. The Report was prepared with reference to the Global Reporting Initiative (GRI) 2021 standards, and standard AA1000AP (2018) and refers to the period 1.1.2022 - 31.12.2022. This year's Report, will be published in digital and interactive format on the company's [website](#), where the [Sustainability Report 2021](#) is also available.

The Report presents information about Info Quest Technologies in Greece, while, any information relating to any of its subsidiary companies is clearly stated.

This report of Info Quest Technologies is part of the [Quest Group's Sustainability Report 2022](#), where there are the Group's General Disclosures GRI Standards 2021, while at the same time it includes selected indicators of the ESG Information Disclosure Guide 2022, issued by Athens Stock Exchange (ATEX).

In addition, selected GRI and ATHEX indicators of the Group Report 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.

The [Quest Group's Sustainability Report 2022](#) presents also the results of the ESG strategy for the entire Group and its companies, from which the goals have been integrated into the business model of our company. Next, the performance of the company is presented in terms of the material issues it monitors, the Group's ESG goals and the UN Sustainable Development Goals (SDGs) which it supports.

For more information, contact the Marketing Department: marketing@info.quest.gr, 211 999 4000



Info Quest
TECHNOLOGIES

COMPANY INFORMATION




INFO QUEST TECHNOLOGIES

[GRI 2-1, 2-6]

About us

Since 1981 and for 42+ years, Info Quest Technologies has been a leader in the Greek IT market, contributing to the modernization and digital transformation of businesses and consumers.

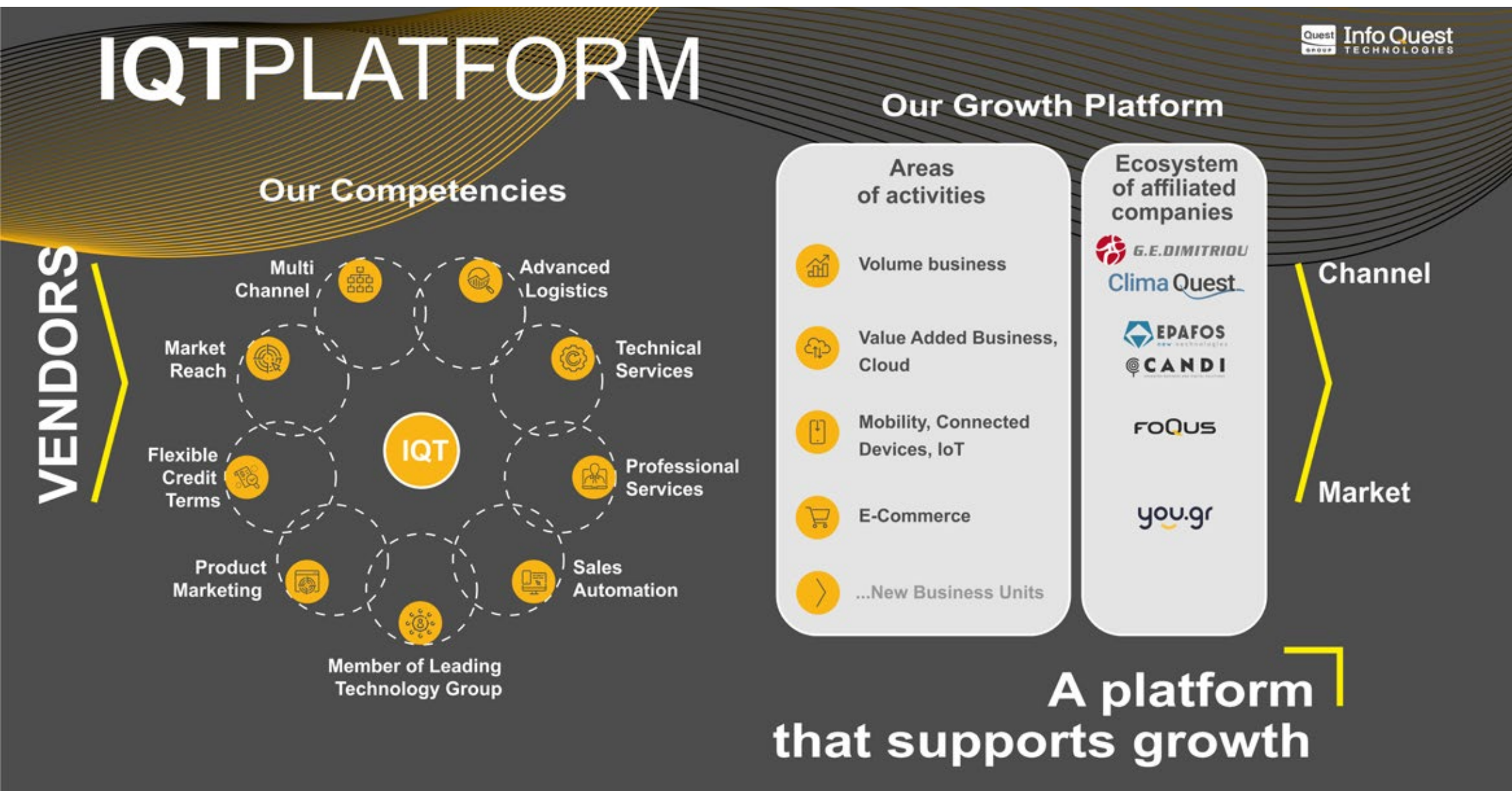
Today the company:

- 
- Is the largest distributor of Information and Communications Technology (ICT) products and collaborates with more than 250 leading digital technology vendors such as Microsoft, Cisco, HP, HPE, IBM, Dell, DocuSign, Red Hat, Dahua and more than 2,000 resellers, expanding systematically its Portfolio and its areas of activity.
 - Invests significantly in Cloud Solutions and is among Microsoft's largest partners in providing Modern Workplace, Process Automation and Secure Infrastructure solutions.
 - Is expanding in e-Commerce by supporting the development of www.you.gr, the online shop of the Quest Group.
 - Innovates in the new environment of connected devices through cooperation with Xiaomi and other leading manufacturers

Info Quest Technologies is at the same time a platform for development, coordination and provision of services to other Group's companies. It coordinates the business development of the companies Quest on Line (you.gr), Clima Quest (exclusive distributor of GREE cooling and heating products), FoQus (exclusive distributor of POCO Smartphones), supports the ERP platform that serves the entire Group and provides Logistics and ICT infrastructure services in selected companies of the Group. During the last quarter of 2022, the integration of the company G.E. Dimitriou to the Quest Group (exclusive distributor of Toyotomi air conditioners, Singer electrical appliances, etc.) was completed, with the company complementing the ecosystem of Info Quest Technologies. In May 2023, the ecosystem was enriched with the company EPAFOS SA, which was acquired by the Group and specializes in providing solutions and services in the field of education.

The company's activities are complemented by the 100% subsidiary company **Team Candi**, which specializes in the development of solutions and applications in a Microsoft environment, while the company through its 100% subsidiary **Info Quest Technologies Cyprus** supports the development of a Xiaomi Store retail store in Cyprus. In Q4/ 2022, the new 100% subsidiary **Info Quest Technologies Romania** was founded, aiming at expanding the company's activities in Romania. The commercial operations started in the first half of 2023.

The headquarters of the company is located in Greece, at 2A Argyroupoleos Street, Kallithea Attica (P.C. 176 76).
The company's activities have expanded to Cyprus and Malta.



New Logistics Center

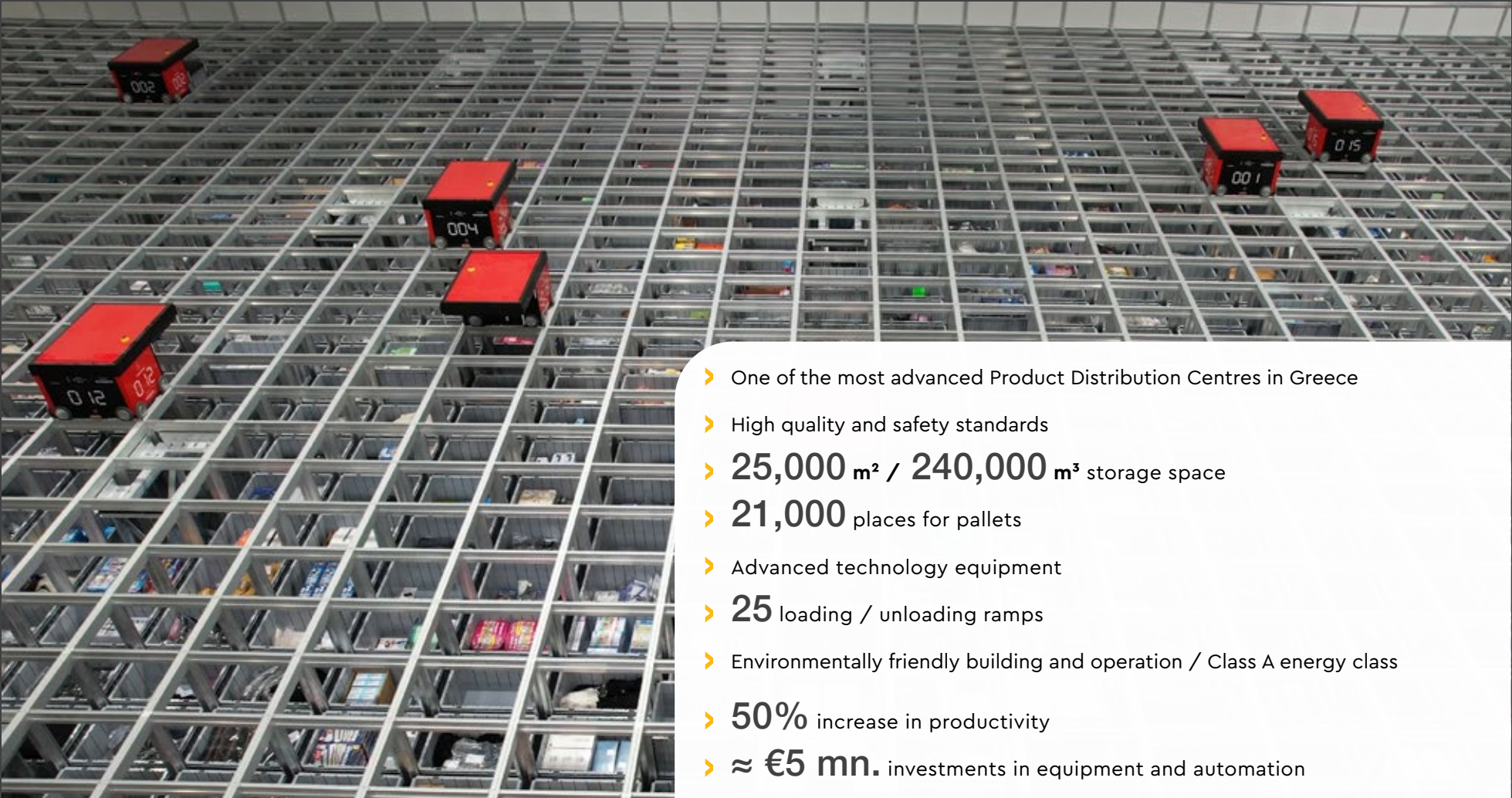
In 2022, the company's new state-of-the-art, automated logistics Centre in Aspropyrgos, Attica (Imeros Topos area), was put into operation – an emblematic investment of €5 m. in equipment & automation. In addition the relocation of the Technical Department to new, more modern, upgraded premises was also completed (199, Kifisos Avenue).

The new distribution Centre with >25,000m² / 240,000m³ available storage space and state-of-the-art automations, contributes significantly to increasing productivity and reducing related costs, helping the company to achieve its goals. The relocation started in June 2022 and was gradually completed by the end of the year. The completion of automations and full operation is planned for Q1/2023.

At the same time, this emblematic investment contributes to the achievement of the high sustainable development goals we have set and the reduction of our environmental footprint, through the optimization of the storage, distribution and recycling processes of materials, the use of renewable energy sources to meet energy requirements, as well as the utilization of automation technologies that will significantly reduce movements within the warehouses.



[Please watch the video of our New logistics Centre](#)



- One of the most advanced Product Distribution Centres in Greece
- High quality and safety standards
- **25,000 m² / 240,000 m³** storage space
- **21,000** places for pallets
- Advanced technology equipment
- **25** loading / unloading ramps
- Environmentally friendly building and operation / Class A energy class
- **50%** increase in productivity
- **≈ €5 mn.** investments in equipment and automation



- First installation of Autostore automation system in Greece (good to person automation)
- 4X productivity in product collection

Our vision and our mission

Info Quest Technologies seeks to continue to lead the advancement of society by harnessing the power of technology.

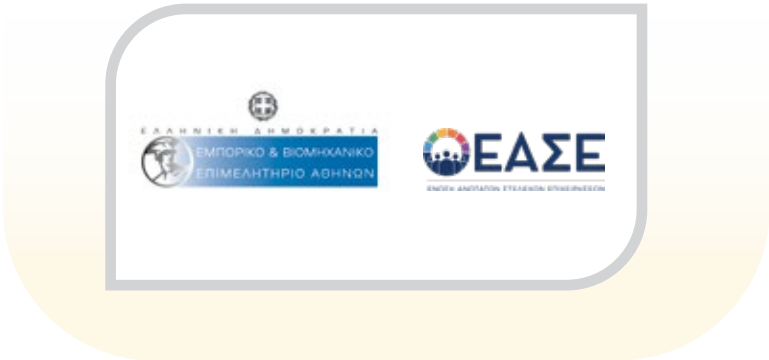


Our mission is to contribute to the development and well-being of people, businesses and organizations, utilizing the possibilities of technology, with a consistent **strategy**, emphasis on **innovation**, offering **quality services** and continuous investment in **know-how**, based on the principles of sustainable development.

Our purpose is to connect people with technology in order to help them achieve their goals.

Memberships and Associations

[GRI 2-8]



AWARDS AND DISTINCTIONS



Awards and Honours 2022 for our services

- > **Dell Partners Award 2022:** Distributor of the year Enterprise Solutions
- > **HP: Distribution Hardware Partner 2022**
- > **CLOUD AWARDS 2022:** Gold Award for the MDR service in the Security category
- > **CLOUD AWARDS 2022:** Silver Award for the IQT40 application in the Workflow Management category
- > **CLOUD AWARDS 2022:** Bronze Award for the CandiSign application in the Best SaaS Product category
- > **BITE Awards 2022:** Gold Award in the Business Transformation Category
- > **BITE Awards 2022:** Silver Award in the Cyber Security Services & Technologies (MDR Services) Category
- > **Greek Business Champion 2022 (Direction)**
- > **ICAP True Leader** - according to ICAP CRIF



AWARDS AND DISTINCTIONS



Awards and Honours 2022 for our Sustainability Performance

- > **Best Work Place & Great Place to Work** - Certification for our work environment.
- > **Diamond "ESG Transparency Index"** - Our company was included in the FORBES "ESG Transparency Index" list in the Diamond category (2nd tier). The list highlights among the largest 100 companies in Greece (based on 2021 turnover according to ICAP Crif), the pioneers of Greek business in terms of the level of transparency in Environmental, Social & Governance (ESG) issues.
- > **EcoVadis** – Silver Award for our Sustainability performance

AWARDS AND DISTINCTIONS 2022



Top 5% of companies
in our sector World-wide



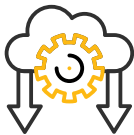
EcoVadis Silver Award

In October 2022, Info Quest Technologies received the **Silver Award from EcoVadis**, the international organization for evaluating performance in Sustainable Development, with a particularly high performance, which ranks it in **the Top 5% of companies in its sector** (Distribution of Digital Technology and Software Products), which is evaluated internationally by the body.

The EcoVadis organization is considered a leader in the evaluation of Sustainable Development performance. It evaluates more than 100,000 companies in 175+ countries, in 200+ industries, examining the policies they adopt, the practices they implement and their results, based on 21 criteria in 4 themes: the Environment, Labour Practices and Human Rights, Corporate Ethics and Sustainable Procurement. Info Quest Technologies achieved high performance in all 4 themes, as a result of its commitment and the holistic approach with which it integrates Sustainable Development issues into its business strategy.

- Top 2% in environmental issues
- Top 8% in Business Ethics
- Top 18% in sustainable procurement
- Top 24% in labour and human rights issues

CERTIFICATIONS 2022



Info Quest Technologies >130 Certifications

- > **Technologies:** Cloud, Security, Modern Workplace, Networking Collaboration
- > **Vendors:** Microsoft, IBM, Dell, Acronis, Red Hat, DocuSign, Unify

Service Centre Technician Certifications: 27 Certifications



Team Candi >45 Certifications

- > **Technologies:** Microsoft Cloud, Azure, Modern Workplace, Low Code, Power Platform, Security, DocuSign Consultants, DocuSign Integrations

STAKEHOLDER ENGAGEMENT & MATERIAL ISSUES



STAKEHOLDER ENGAGEMENT & MATERIAL ISSUES

[GRI 2-29, 3-1,3-2]

Relationships and communication with stakeholder groups is an important factor in the operation of Info Quest Technologies. The relationships we build with the company's stakeholders are a fundamental basis of our sustainable development strategy. Consultation with the stakeholders helps to further understand the impact of our activities.

Stakeholders that affect and/or are significantly affected by our business activities are as follows:

- > Employees
 - > Business Partners / Suppliers
 - > Customers
 - > Business Community
 - > Regulatory or Professional Bodies
 - > Social Bodies or Non-Governmental Organizations (NGOs)
- > Media
 - > Financial Bodies / Investment Community
 - > Local Community
 - > Academic Community

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

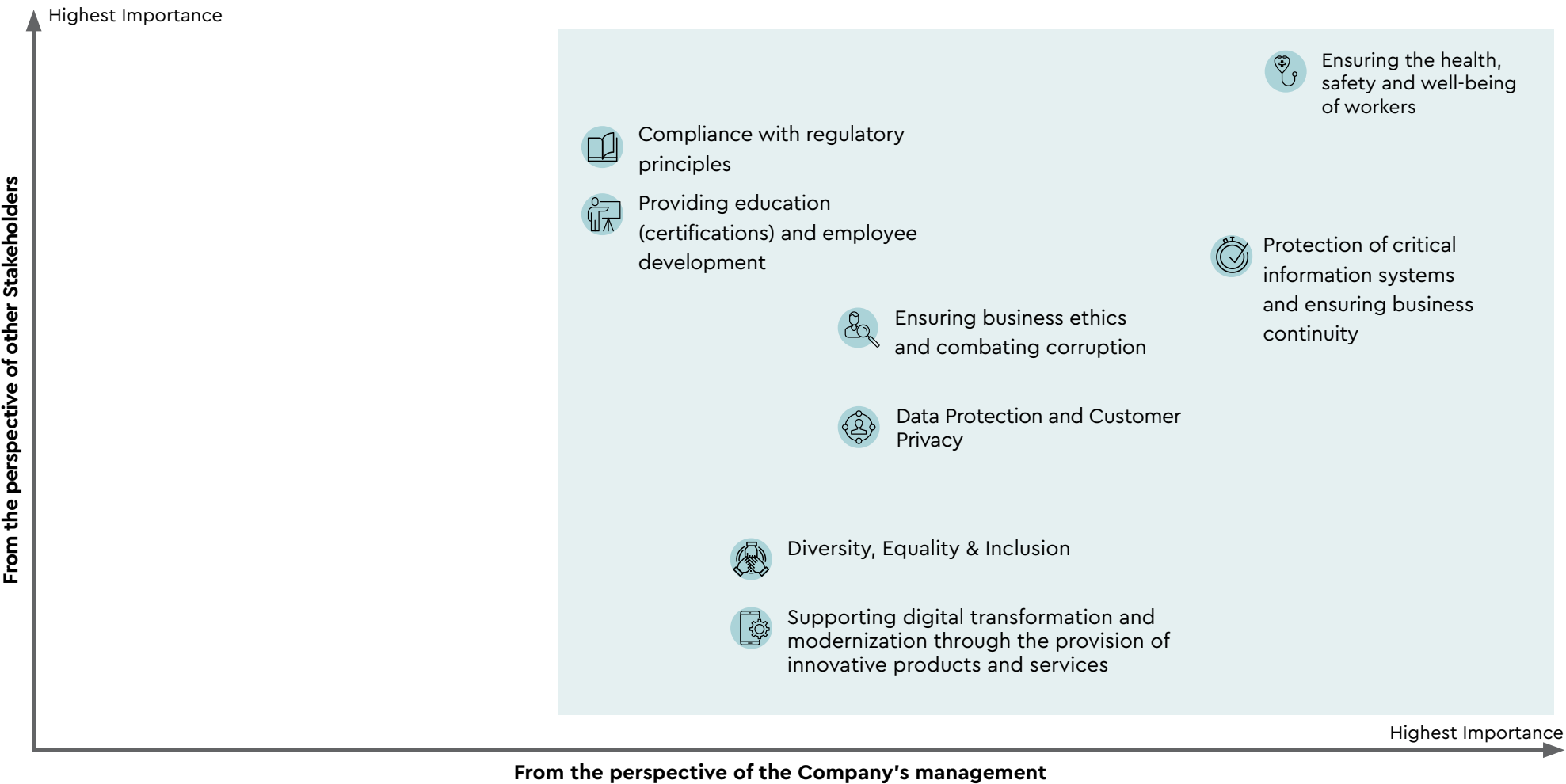
In the context of the drafting of the Sustainable Development Report based on international GRI Standards and taking into account the relevant principle of materiality, completeness, participation of stakeholders and the sustainability framework, we conducted a 2022 materiality analysis to identify and prioritize 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 issues of interest** related to our business operation through which we create economic, social and environmental impacts, we conducted an electronic 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 issues on the sustainable development of Info Quest Technologies.

Table of Material Issues – Info Quest Technologies

The diagram below presents the 8 most material issues that emerged for Info Quest Technologies:



For more information on the methodology followed, the impact thresholds of material issues and their connection to the United Nations Sustainable Development Goals (SDGs), see the [Report on Sustainable Development 2021 of the company, in the relevant Chapter](#).

Materiality Impact analysis

[GRI 3-1, 3-2]

Taking into account the internal and external stakeholders, the substantiality 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 company'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 impacts, the company is in the process of developing a detailed action plan, so that they are reduced and/or eliminated.



The Stakeholders



The society



The markets of our business activity



The environment



SUSTAINABLE DEVELOPMENT STRATEGY



SUSTAINABLE DEVELOPMENT STRATEGY

[GRI 2-22]

ESG 2022-2025+ strategy and goals



[GRI 2-22]

Info Quest Technologies as an important subsidiary of Quest Holdings, participated in the formation of the new Sustainable Development Strategy of Quest Group and committed itself to goals concerning the Environment, Society, Corporate Governance and Sustainable Products that are related to its activity, contributing to the achievement of the Group's goals. The long-term ESG goals have as implementation horizon the year 2025+ (2030/2050 for the environmental goals). The goals have been allocated per year, so that there are systematic monitoring and improvement actions, where required.

In detail, the goals of the ESG Strategy and the performance of the Group in 2022 as well as the goals for the year 2023 are presented in the Group's 2022 Sustainable Development Report [here](#).

Below follow the goals of Info Quest Technologies that result from the ESG for 2022 and company performance.



	Group's Strategic ESG Goals 2022-2025+ ³	2022 Goals for – Info Quest Technologies	2022 Performance for Info Quest Technologies	Progress by the Company
<div>  <div>Environment</div> </div>	1. Reducing absolute Scope 1, 2 emissions by 40% by 2030 and climate neutrality by 2050 ¹	<ul style="list-style-type: none"> • 6% electric/hybrid cars • Carbon Footprint Measurement based on the GHG Protocol (Scope 1,2) 	<ul style="list-style-type: none"> • 23% electric/hybrid cars • Completed measurement for 2022 	<div></div>
	2. Promoting the circular economy and eliminating the waste that can be avoided by 2025.	<ul style="list-style-type: none"> • Creation of a list of electronic waste • Evaluation of recycling partners • Paperless Policy (Group Level) 	<ul style="list-style-type: none"> • An e-waste list has been created • Recycling partners evaluated • Implementation of the Paper Elimination Policy 	<div></div>
<div>  <div>Our people</div> </div>	3. Maintenance of the Health and Safety LTIF indicators below 2.3 and TRIR below 1.2 for Group employees by 2030.	<ul style="list-style-type: none"> • Measurement of indicators and preservation of LTIF < 2.3 and TRIR < 1.2 	<ul style="list-style-type: none"> • LTIF = 0 TRIR = 0 	<div></div>
	4. 10% increase in employees' training hours by 2025	<ul style="list-style-type: none"> • 2.5% increase in employees' training hours per year 	<ul style="list-style-type: none"> • 8% increase in training hours per employee on average 	<div></div>
	5. Creating a culture of inclusion, diversity and equality in order to empower our people by 2025	Group Goals <ul style="list-style-type: none"> • Decision to establish a methodology for calculating the equality of remuneration • Creation of a Diversity Policy 	<ul style="list-style-type: none"> • Assignment of a Pay Gap study to an external consultant (at Group level) • Implementation of the new Diversity, Equality and Inclusion Policy 	<div></div>

Goal achieved



Goal in progress

Goal not achieved

1 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 goal will be revised in 2030.

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

3 The goals have been updated on the basis of long-term strategic goals.

	Group's Strategic ESG Goals 2022–2025+ ³	2022 Goals for – Info Quest Technologies	2022 Performance for Info Quest Technologies	Progress by the Company
<div>  <div>Responsible Company</div> </div>	6. Best possible effort to maintain zero data breach incidents by 2025	<ul style="list-style-type: none"> • Maintaining zero data breach incidents • Information security training • Primary system vulnerability tests • Requirements coverage for the acquisition of ISO 27001:2013 (Information Security Management Systems) 	<ul style="list-style-type: none"> • Zero data breach incidents • 2 compulsory seminars on information security • Primary system vulnerability tests • ISO 27001:2013 project launch 	<div></div>
	7. Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG goals by 2025 ² .	<ul style="list-style-type: none"> • Selection of ESG goals to link to variable remuneration 	<ul style="list-style-type: none"> • Selection of three ESG goals to link to 2022 variable enumeration (environment, training, suppliers) • Application to the variable remuneration of the CEO of the company 	<div></div>
	8. Assessment of suppliers based on ESG criteria by 2025 ²	<ul style="list-style-type: none"> • Assessment/determination of ESG maturity of key suppliers by subsidiary • Renewal of Human Rights Policy 	<ul style="list-style-type: none"> • Setting the threshold of suppliers (top ten suppliers) • Implementation of a renewed Human Rights Policy 	<div></div>
<div>  <div>Sustainable products</div> </div>	9. > 6% of revenue to come from sustainable products and services by 2025	<ul style="list-style-type: none"> • Setting any sustainable products according to ICMA (International Capital Market Association) methodology 	<ul style="list-style-type: none"> • The sustainable products and their evaluation method were defined • 7.26% income from sustainable products. 	<div></div>
	10. 50% increase of installed capacity of green energy (MW) by 2025	<ul style="list-style-type: none"> • Application only to Quest Energy Group company 	<ul style="list-style-type: none"> • Application only to Quest Energy Group company 	<div></div>

Goal achieved

Goal in progress

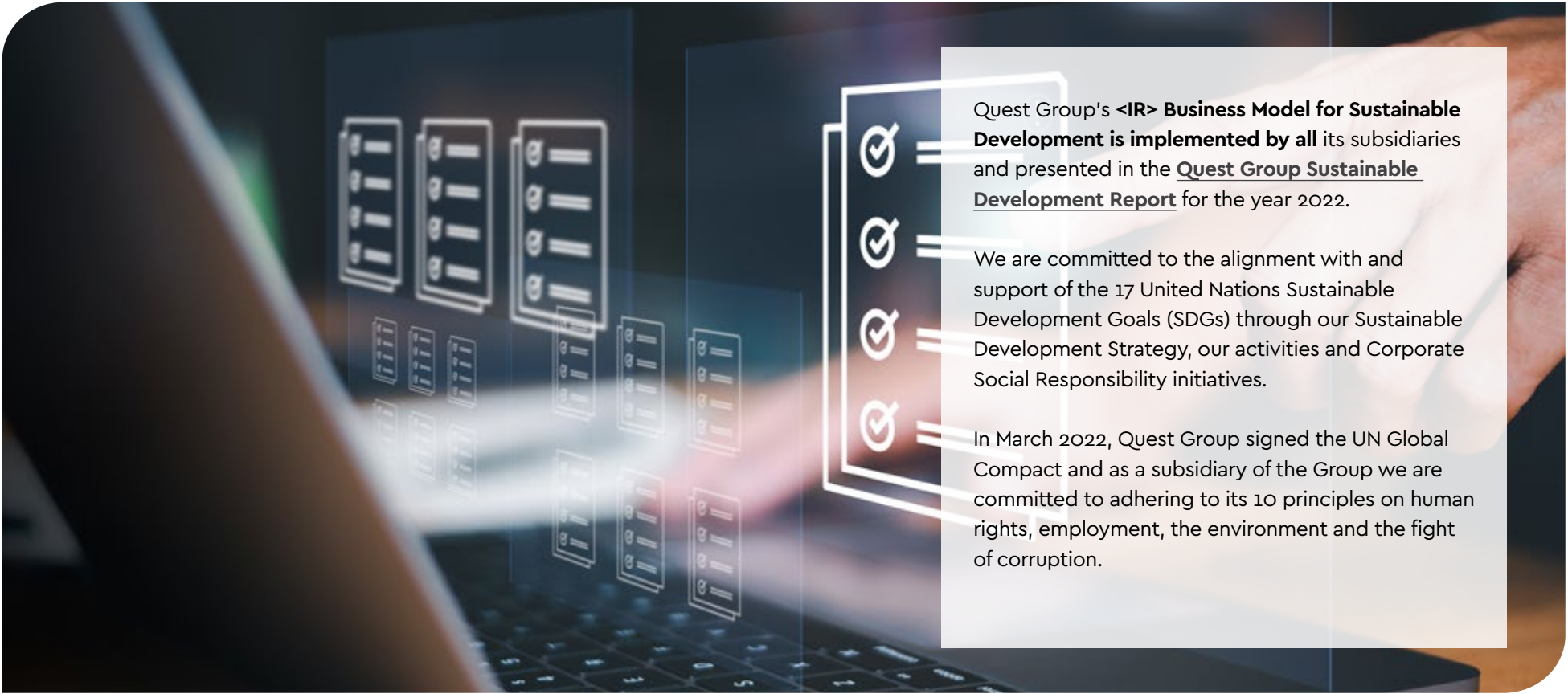
Goal not achieved

1 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 goal will be revised in 2030.

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

3 The goals have been updated on the basis of long-term strategic goals.

VALUE CREATION <IR> - OUR BUSINESS MODEL FOR SUSTAINABLE DEVELOPMENT



Quest Group's <IR> **Business Model for Sustainable Development** is implemented by all its subsidiaries and presented in the Quest Group Sustainable Development Report for the year 2022.

We are committed to the alignment with 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, Quest Group signed the UN Global Compact and as a subsidiary of the Group we are committed to adhering to its 10 principles on human rights, employment, the environment and the fight of corruption.

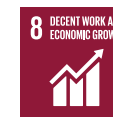


FINANCIAL PERFORMANCE



FINANCIAL PERFORMANCE

[GRI 3-3, 201-1]



In 2022, Info Quest Technologies managed to satisfactorily approach the goals it had set despite the unfavourable environment for society and the economy, achieving an increase in its turnover by +6.8% (vs 2021), in a declining market. The company's profitability at the EBITDA level was slightly reduced by -3.7%, a result of the unfavourable economic climate, the increased costs of transporting products, as well as the extraordinary allowance given to employees.

It is noted that in 2022 the company's revenues do not include the sales of Smartphone POCO, which from the 2nd half of 2021 are carried out by the Group's independent company, FoQus, (sales of €8,760 thousand compared to €11,919 thousand in 2021). Also during the last quarter of the year, the sales of Toyotomi air conditioners (for which the company acted as a sub-distributor), were carried out by G.E. Dimitriou, who joined by 100% to the Quest Group.

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

Net Borrowing and Leverage Ratio of the Group (€ x 1000)			
	2020	2021	2022
Total loan liabilities	19,971	26,749	40,713
Liabilities from leases	4,630	5,065	12,148
Minus:			
Net cash and cash equivalents	(15,630)	(10,323)	(36,311)
Net amount of borrowing / (cash and cash equivalents)	4,341	16,426	4,402
Total equity	25,503	29,500	30,911
Total capital employed	29,844	45,926	35,313
Leverage factor	14,55%	35,55%	12,47%

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

Direct economic value generated and distributed (€ x 1000) ¹				
Economic value produced	Revenue ²	2020	2021	2022
		235,415	334,857	357,698
Economic value distributed	Operating costs ³	220,796	314,048	357,639
	Employees' salaries and allowances ⁴	10,933	13,703	15,442
	Payments to funding bodies	1,040	1,653	2,043
	Payments to government bodies ⁵	17	0	0
	Social investments ⁶	62	45	790

- Notes:
- Also, the amounts have been calculated in accordance with the requirements of GRI 201-1 Publication.
 - 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.
 - It does not include Value Added Tax (VAT), withholding taxes and Uniform Property Ownership Tax (ENFIA).
 - It includes donations and sponsorships and an extraordinary employee allowance of €739,468. The allowance is included in Employee Wages and Benefits.

The company's Social Contribution in commercial value of products, services, as well as in monetary contribution for 2022 amounted to €790,238 (€739,468 employee allowance and €50,944 for other actions), compared to the amount of €65,329 in 2021.

The total payment of taxes and contributions by Info Quest Technologies is shown in the table below:

Payment of Taxes and Contributions (€ x 1000)			
	2020	2021	2022
VAT payment	2,439	184	16
Payment of insurance contributions	2,725	3,181	3,883
Payroll tax payment	1,032	1,117	1,587
Payment of other taxes	17	1,098	3,240
Total	6,212	5,580	8,726

For detailed financial results visit the website of the [company](#) and the parent company [Quest Holdings](#).

Our performance for 2022 and our goals for 2023 regarding all material issues are presented together in the chapter [Future Goals and Performance](#).

OUR CORPORATE GOVERNANCE MODEL



OUR CORPORATE GOVERNANCE MODEL

[GRI 2-9, 2-10, 2-11, 2-12,2-13,2-14, 2-18]



Corporate Governance

Info Quest Technologies, as a 100% subsidiary of Quest Holdings, parent company of the Quest Group, has adopted the principles and values and applies without exception the Corporate Governance Policies and Procedures set by the Quest Group, in accordance with the Operation Regulation of the Group.

Our principles, values and policies, are published on the Quest Group website.



Info Quest Technologies Board of Directors (Dec. 2022):

- Dimitrios Eforakopoulos, President and CEO
- Eftychia Koutsourelis, Vice-President
- Apostolos Georgantzis, Member
- Theodoros Fessas, Member
- Markos Bitsakos, Member
- Theodoros Fragos, Deputy CEO & COO, Member

Our Organization chart is available on our website. There are no significant changes from last year.

Management of Sustainable Development issues

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

Risk Management

The Company is exposed to financial and non-financial risks. It has a risk management officer (Risk Officer) and a Risk Management system, which is coordinated by the parent company and systematically monitors the impact of risks in achieving its goals.

Regulatory Compliance

Quest Group operates a regulatory compliance unit and implements a regulatory compliance management system in the parent company Quest Holdings and its significant subsidiaries. As part of the implementation of the system in the company, a regulatory Compliance Officer has been appointed who, in cooperation with the corresponding executives of the Group, monitors the issues that he is responsible for.

ETHICAL BUSINESS AND REGULATORY COMPLIANCE

[GRI 2-9, 2-12, 2-13, 2-14, 2-15, 2-23, 2-25, 2-26, 2-27, 3-3, 205-3, 206-1, GRI 419-1]



Material issues:

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



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

Our Human Capital is a driving force in our efforts. We systematically inform employees and every new employee who joins our company about the principles and values of the company, about the Code of Conduct and Ethics, which was renewed within 2022, as well as more broadly on issues of business ethics and regulatory compliance. Our Policies and Procedures are easily accessible on the company Intranet, while the Quality Department systematically informs of any changes or additions.

Also through the Supplier Code of Conduct we motivate our suppliers, in order to contribute in a joint effort against any practice of non-compliance with laws, bribery, corruption or unfair competition.

Unlawful Behaviour Reporting Procedure (Whistleblowing)

milisemas@info.quest.gr

The company, based on its **Complaint/ non-compliance Incident management process** allows all interested parties, named or anonymous, to submit concerns or report a possible incident of violation of company Policies, Regulations or applicable legislation. All reports are treated confidentially and employees are encouraged to make the above reports/complaints in good faith and in order to protect the company.

Information, training & awareness campaign

During 2022, an **awareness campaign** and training (through Knowbe4 platform) regarding the principles of the Group's Code of Conduct and Ethics was carried out. The campaign reached out **to all of the company's employees**, while **335 employees** completed the training. Training was also held for the members of the company's Management as well as the Commercial Department on Competition Law.

Zero incidents


In the year 2022, **there was no incident or complaint** about which the Management of the company was informed, regarding issues of corruption or bribery, unfair competition, non-compliance with the provisions of the relevant legislation and regulations at an economic and/or social level. Tin addition, there is no ongoing investigation of a related complaint regarding the above issues from previous years. Full compliance with laws and regulations in the social and environmental area.

Our performance for 2022 and our goals for 2023 regarding all material issues are presented together in the last chapter of the Report. – **Future Goals and Performance**



DATA PROTECTION AND CUSTOMER PRIVACY

[GRI 3-3, GRI 418-1, IQT Index]



Material issues:

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



Personal Data Protection

The protection of critical information systems and personal data is at the heart of our operation. We strictly follow Quest Group's Information Security and Privacy Policy.

Info Quest Technologies fully complies with the relevant legislation and implements a special program that is constantly upgraded and updated, given the operation of online stores and technical service.

The Data Protection Officer and the Information Systems Security Officer (CISO Officer), with systematic audits, training and guidance, monitor the correct application of the Group's specifications and motivate employees to be informed and alert.

Information, training & awareness campaign

During the year, **2 online training programs** on Personal Data Protection & System Security were held, which were addressed to all employees of the company. The Personal Data Protection training program included educational seminars, informative Videos and games for better familiarization with the concepts. **286 employees** completed the seminar.

The second program was focused on security, with useful guidelines for identifying fraud attempts and guidelines for managing Passwords & behaviour on Public Wi-Fi. **323 employees** completed the seminar.

In addition to the trainings, with the main **goal to improve knowledge and raise staff awareness of information security issues, as well as the adoption of a corresponding culture**, the following were carried out:

- Awareness actions on various information security issues
- Phishing attack simulation exercises

Our performance for 2022 and our goals for 2023 regarding all substantive issues are presented together in the chapter **Future Goals and Performance**.

Info Quest
TECHNOLOGIES

OUR PEOPLE



OUR PEOPLE

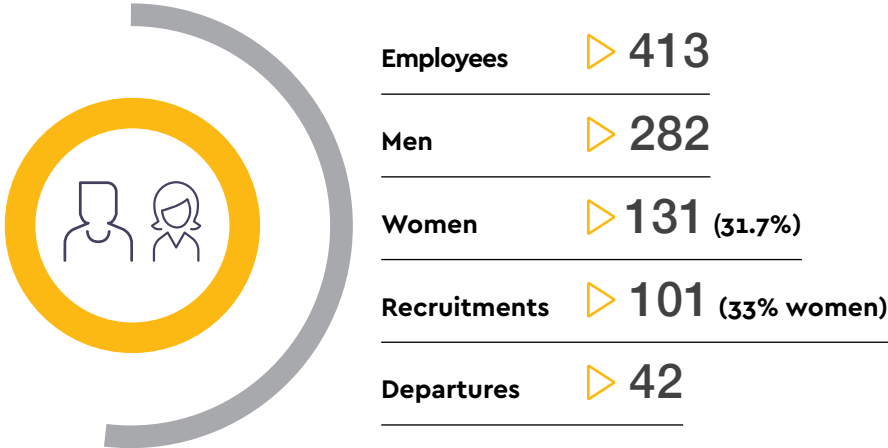
[GRI 3-3, GRI 401-1]

Our people are the most important capital of our company. We enhance employee development, offer equal opportunities by establishing an environment of inclusion, growth, development, transparency and meritocracy and invest in the well-being and safety of our employees.

The company irrevocably applies the Group’s Human Resources Policies, creating an integrated Human Resources management framework. It implements a performance evaluation system and has linked the job positions with salary ranges and benefits according to the remuneration and practices data obtained from market surveys. On an annual basis, after the performance evaluation process, the grading / seniority of the employees is reviewed through predetermined criteria.



Employee Details (December 2022)



Great Place to Work Certification



In December 2022, Info Quest Technologies was certified as a Great Place to Work® by participating in the assessment of its working environment, based on the Great Place to Work® organization's methodology (Certified by Great Place to Work®).

This Certification is primarily based on the direct, anonymous and confidential evaluation carried out by the employees of each company regarding their experience of their work environment. The company's performance and the certifications it received indicate the quality of the work environment and the effort made for continuous improvement and employee satisfaction.

Best Workplaces 2023 certification



In May 2023, the evaluation was completed and Info Quest Technologies was included for the first time in its history in the "Best Workplaces" list, announced by the Great Place to Work® organization, occupying the particularly high **4th place** in the large category (>250 people as staff) businesses. The inclusion in the Best Workplaces™ list is the highest distinction for a company that has obtained the Great Place to Work® Certification and ranks it among the elite of companies in our country, regarding its excellent working environment. During the evaluation, both the results of the employee survey and the policies and practices of the company are taken into account, as reflected in an extensive report (Culture Audit©) that is evaluated with a specific methodology by the Great Place to Work® Hellas Organization, with the academic support of ALBA Graduate Business School, The American College of Greece.

GPTW Employee Survey



- 77% Overall Average Satisfaction
- 92% said "I feel like I make a meaningful contribution here"
- 86% stated that our company is an ideal working environment
- 94% responded to the questionnaire



DIVERSITY AND INCLUSION

[GRI 3-3, GRI 405-1, GRI 406]

Material issue:

- Diversity, Equality & Inclusion



The Company provides equal opportunities to all, employees and candidates. In no case is there any discrimination and the principle of respect and equal treatment of all is fully supported. Women's professional development is encouraged and equal opportunities are provided in terms of pay and promotion.

The new Group Policies on Violence and Harassment, Human Rights and Diversity, are fully implemented, while during the year trainings were conducted for their application to all the company's Directors.

As a subsidiary of Quest Holdings, which has signed the UN Global Compact (UNGC), we are committed to adhering to its 10 principles on human rights, employment, the environment and the fight against corruption. In addition, our goal is to support the provisions of the Women's Empowerment Principles (Equality Means Business), created and notified by the United Nations Entity for Gender Equality and the Empowerment of Women (UN Women).

Info Quest Technologies employs a total of **413 employees**, of which 99% have a contract of indefinite duration (5 men in Attica have fixed-term contract). 31.7% of our employees are women, while working women in managerial positions hold 17% of the total positions (December 2022).

No grievance or complaint related to labour and human rights violations has been recorded in the Company's employee grievance management systems.

Employee ratio by gender 2022



At Info Quest Technologies we create new quality jobs every year. The mobility of our staff amounted to **10.17%**. In 2022, we hired a total of 101 employees, 1/3 of them women (33), while at the same time there were 42 departures.

In more detail, the total recruitments and departures by region and age are shown in the table below:

	Region	Age	2022
Total recruitment	Attica	<30 YEARS OLD	50
	Attica	>30 and <50 YEARS OLD	44
	Attica	>50 YEARS OLD	4
	Province	<30 YEARS OLD	2
	Province	>30 and <50 YEARS OLD	0
	Province	>50 YEARS OLD	0

	Region	Age	2022
Total Departures	Attica	<30 YEARS OLD	24
	Attica	>30 and <50 YEARS OLD	33
	Attica	>50 YEARS OLD	5
	Province	<30 YEARS OLD	0
	Province	>30 and <50 YEARS OLD	0
	Province	>50 YEARS OLD	0

For more information on human resources of Info Quest Technologies see **Appendix 1** in the Quest Group's Sustainable Development 2022 report.

Our performance for 2022 and our goals for 2023 regarding all substantive issues are presented together in the chapter **Future Goals and Performance**.

Extraordinary support allowance for assisting employees on the lower income scale

With empathy and a sense of responsibility, recognizing the financial difficulties faced by our employees due to the ever-increasing cost of living, the Managements of the Quest Group's companies, proposed to their General Meetings the distribution from the profits of 2021 of extraordinary aid to colleagues who work in Greece, with gross monthly earnings of up to €2,000, based on a scale, which was accepted. Also, the above-mentioned employees were given an additional aid of €150 for each child / tax-dependent member.

For Info Quest Technologies, the aid amounted to €739,468. It took place in June & December 2022 and the beneficiaries were 367 employees and 165 supported members.

EMPLOYEE DEVELOPMENT

[GRI 3-3, GRI 404-1]



Material issue

- Providing education (certifications) and employee development

The development and continuous training of employees is at the heart of our operation. Our company's employee training and development goals include:

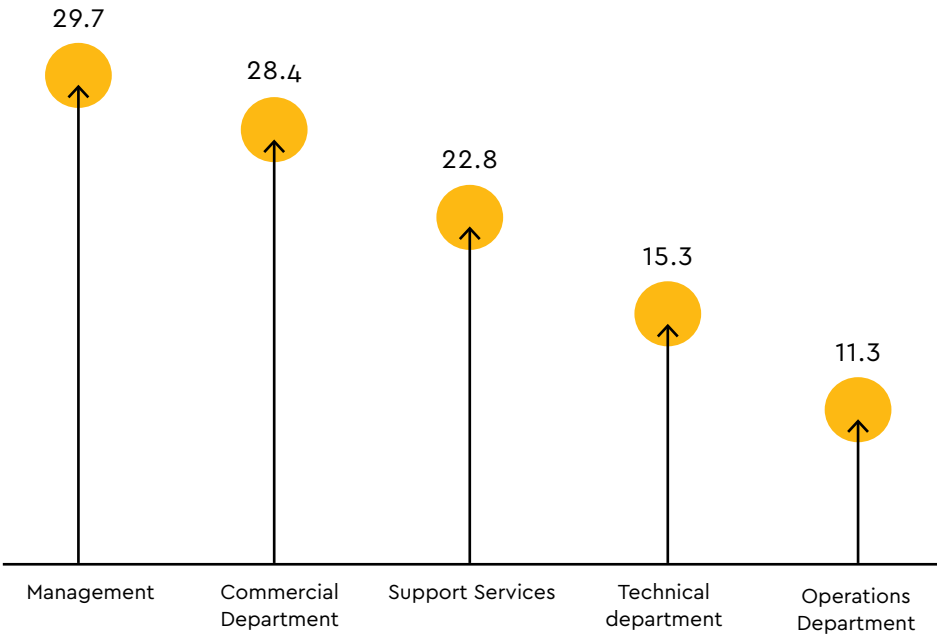
- Development of administrative skills
- Technical and vocational training
- Specialized training and certification programs based on recognized needs
- Specialized program for High Potential (talents) employees.

In 2022, we invested **€80,265** for training programs, in which **93% of employees** took part. We implemented online learning programs extensively and offered our staff 131 (vs 122 in 2021) online education licenses with access to hundreds of programs through the LinkedIn Learning & Pluralsight website. The total man-hours of training amounted to **8,368** with an average of **20.26 man-hours of training per employee**.

Employees' training			
	2020	2021	2022
Total man-hours of training	6,588	6,749	8,368
Average man-hours of training per employee	20	18.76	20.26

It is worth mentioning that especially for the engineers of our company, where the requirements for continuous enhancement of know-how are high, the average hours of training per engineer amounted to **65 hours**.

Average man-hours of training by department (2022)



As part of the continuous education and training of our staff, the following were carried out:

Quest Mini MBA: 10 of our employees participate in the recent round of Quest Mini MBA organized by the Group (completion Q1/2023)

Talent Development Program: 33 of our employees are participating in the ongoing talent development program in the Group.

Mentoring Program: Employees and executives of the company participate in the internal **mentoring** program of the Group (as mentees & mentors), contributing to the dissemination of knowledge within the organization.

Digital & Soft Skills: : We implement an extensive program of digital skills, technical trainings, certifications and soft skills trainings.

Voice portal "HereWeAre" & Orion Application: We utilize the Group's specialized platform for personnel development issues and the management of all parameters related to human resources issues, licenses, evaluations, trainings, etc.

"I stand out" institution: A process to strengthen the corporate culture, where employees can participate and suggest colleagues who they believe deserve to be distinguished, linking their suggestions to the values and principles of the Group.

Management-Employee Communication: We hold an annual employee meeting (Kick off) and meetings with the various departments and the Management team (on a weekly, monthly and quarterly basis). Operation

of an internal online communication system, for continuous information, encouraging employees to freely express opinions and ideas. Two-way communication is systematically pursued and suggestions are carefully considered.

Rating: 100% of employees regardless of position or gender receive an evaluation every year. As part of the evaluation, a self-evaluation of the employee is carried out, and a discussion in which individual goals and areas of improvement are agreed upon.

Specialized trainings in the new Logistics systems:

In 2022, specialized training (reskilling) was carried out in the new automation systems and equipment of the Logistics Centre (Autostore, WMS, Clarks etc.), with the aim of their optimal utilization.

Corporate Governance & Compliance

Training: During the year, trainings were held around the new policies, information security, personal data protection, ESG issues, compliance, governance, violence and harassment, etc., which support the empowerment of employees but also the protection of Organization.

Our performance for 2022 and our goals for 2023 regarding all substantive issues are presented together in the chapter **Future Goals and Performance.**



HEALTH, SAFETY AND WELL-BEING OF EMPLOYEES

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



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

The health, safety and well-being of our employees is a key concern, as we believe that a safe and pleasant working environment makes each of our employees happier, more focused on their work with higher productivity. At Info Quest Technologies, we follow the principles and Policies of the Quest Group and implement the system of continuous management of Health and Safety issues at work that covers 100% of our dependent employees. The system’s goal is the assessment, forecasting and prevention of occupational risk, with the monitoring and recording of accidents and work-related illnesses. Monitoring of the system has been outsourced to an external partner (GEP company).

To ensure health and safety, continuous upgrades of workplaces, trainings, emergency preparedness exercises are carried out, systematic periodic inspections of facilities and workplaces are carried out and improvements are made. Health (Occupational Physician) and safety (Safety Technician) technical advisors are responsible for identifying and assessing occupational risk. Occupational accidents are recorded on a special form and all actions prescribed by the legislation, policies and procedures established are followed.

During the year, no occupational accident leading to sick leave was recorded

New buildings and improved infrastructure:

- > An important upgrade for about 80 of our colleagues was their relocation to the new building of our Logistics Centre in Aspropyrgos, Attica. In the building, modern infrastructures and technologies have been implemented that ensure the health and safety of employees, increased productivity and reduced environmental footprint and above all better working conditions for our employees, in a very high quality, modern and safe environment, which fills them with pride. In addition, we provide subsidized access by means of transport or by private car, while there is coordination for moving 2-4 people together. Available storage spaces and automation make everyday life more relaxing and productive, giving employees the opportunity to upgrade their knowledge of using the new systems. It is noted that the relocation of the workers took place without any job loss.
- > An important upgrade for about 75 of our colleagues was the relocation of the Technical Department to new, modern, renovated workplaces. More space, more modern workbenches and optimization of the work flow were ensured for the convenience of all.
- > A garden was created in the company's main building, with a rest pavilion, so that employees can relax in a pleasant environment.





Balance between Professional and Personal Life

We systematically encourage our employees to maintain a balance between their professional and personal lives and organize various actions for their well-being. We offer employees and their family members a counselling and **psychological support** program in collaboration with EAP HELLAS through telephone communication and individual meetings, both for issues related to the working environment and for family issues, addiction issues, etc. In addition, to strengthen employees' fitness and to promote sports, we give them the possibility to visit the gym in a company building and we offer them online Pilates classes.

We have created the **"Wellness Days"** action where we encourage employees to a healthier lifestyle. Finally, we have established the **"Special Days"** action to make some of our employees' days special.




Our indicative actions are, the provision of a symbolic gift to the children of workers who start in the first grade, the provision of gifts on special occasions such as weddings, a child's entrance to the University, etc. and the establishment of the "Early Friday" initiative for leaving the office, in birthdays and on Fridays during the summer months, earlier than the end of the schedule.


Wellbeing program

In 2022, a well-being survey was carried out for all employees of the Group and as a result, in the last quarter of 2022, an extensive program of Wellbeing actions, which included multiple actions to strengthen positive psychology, stress management, recognition of nutrition in well-being and recognition of giving to others as a means of happiness. The program was enriched by our company with additional actions, such as running team trainings, walks with our pets, craft workshops for a good cause, etc.


Wellness Programs




Cycling




Yoga




Pilates




Hiking
(within and
outside
Attica)




Sports Training
(semi personal)




Treasure
hunt




Culture
and art





Workshops
on well-being
(Happy Lab)



Web sessions
on well-being







Hybrid working

The company continued throughout the year a telework (hybrid) program, for the positions/employees where this is possible and applied flexible hours where required, providing the required flexibility (hybrid working) to the employees.

Teleworking 2022



100%
of employees where their position allows
teleworking

25,000
days of teleworking took place in total.

Benefits to employees:

- Medical and hospital care, through social security and also through an additional private group contract, for the employees and their families
- Check Up Program for Directors & Managers
- Voluntary flu vaccination*
- Access to the Group's Blood Bank
- Free antigen test (Rapid test) to detect the Covid19 virus
- Wellbeing programs (Counselling and psychological support programs*, support for company runners participating in the Quest Running Team (participation, clothing), gym in the company building and online Pilates classes, updates from experts (nutrition, stretching in the office, etc.), free tickets for cultural events, excursions, etc.
- We have special areas, such as restaurants, rest areas, parking with the possibility of charging electric devices for free, a gym and modern fully equipped kitchens / dining rooms

* Salespeople in stores, fixed-term workers and trainees are excluded.

Our performance for 2022 and our goals for 2023 regarding all substantive issues are presented together in the chapter **Future Goals and Performance.**



RESPONSIBLE BUSINESS ACTIVITY

RESPONSIBLE BUSINESS ACTIVITY



Responsible business activity is a driving force in our operation. Business ethics is an inviolable priority and pursuit of the company in every activity, towards the state, employees, society and the environment.

Sustainable supply chain



As an important link in a supply chain that connects manufacturers to the market, we contribute with our principles and values to the evolution of the market towards a more sustainable model.

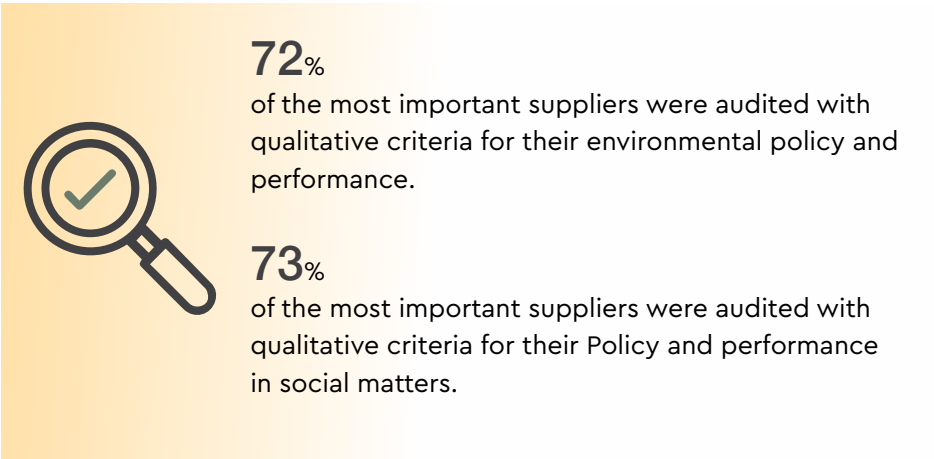
We work with leading international suppliers who implement structured labour practices and operate with environmental responsibility. We adopt the Group Procurement Policy and we have developed relevant procedures accurately defining the relationship with our suppliers and partners. We have developed and use a specialized application, through which an annual evaluation of all the company's suppliers is carried out, with a purchase value > 100K€.

At the same time, we are constantly evolving our own business model, monitoring and setting improvement goals in areas of sustainable development, related to our operation, responding to the demands of our customers.

The **Suppliers Code of Conduct** is posted on the company's website, while reference to the Code of Ethics and Ethical Behaviour is made in the cooperation request form from new customers, in the B2B online store www.Questonline.gr, in the terms of the invoice, etc.

No incidents of non-compliance arising from the activities of our main suppliers, most of whom are industry-leading organizations of international scope, have been recorded in the company's records and have not been noticed.

In 2022:



In 2023, we will proceed with the development of the evaluation model and with quantitative criteria, as prescribed in our ESG strategy.

Our performance for 2022 and our goals for 2023 regarding all substantive issues are presented together in the chapter [Future Goals and Performance](#).

High quality operation

High quality and business excellence is our core principle, part of our culture and our daily priority. From the creation and delivery of products

and services, to the relationships with our customers and partners, we strive for continuous improvement. We cooperate with the leading global vendors with international reputation and top products and provide high-level technical support from our certified repair Centre. A key tool on the path to Total Quality is Quality Management according to the international standard ISO 9001:2015, which regulates and monitors the company's Quality Certification procedures, and the ISO 9004:2009 standard which is a guide for the sustainable achievement of corporate goals. We operate with the aim of providing the best possible customer service and continuous improvement.

Quality Assurance System

Quality assurance is our priority. We monitor a number of indicators and aim to improve and ensure good business results, on a stable and permanent basis.

Info Quest Technologies has been certified with the following:

- > Quality Management System Compliance Certificate EN ISO 9001:2015, TUV HELLAS (TUV NORD) – Registry No. Certificate: 44 100 084665.
- > Environmental Management System Certificate ISO 14001:2015, TUV HELLAS (TUV NORD) – Registry No. Certificate: 042 17 0017.
- > Certification – confirmation that it complies with the requirements of Ministerial Decision DY8/1348/04 regarding the marketing and distribution of medical technology products – TUV HELLAS (TUV NORD) – Registry No. Certificate: 44 100 084665.
- > The company follows the ISO 27001:2013 standard in matters of Information Security and in 2022 the process for certification began.

Info Quest
TECHNOLOGIES

SUSTAINABLE PRODUCTS & DIGITAL INNOVATION



SUSTAINABLE PRODUCTS & DIGITAL INNOVATION



Responsible and innovative products and services

At Info Quest Technologies we taking into account the environmental and social impacts of our products and services. In the context of our **5-year development plan and the goals of the ESG strategy**, we are committed to strengthening our portfolio with sustainable products, solutions and services, which help our customers to enhance their positive footprint on the environment and society.

Provision of environmentally friendly products

In recent years, the products we provide are less energy-intensive, made from more environmentally friendly materials and available in recyclable packaging. They also have a reduced volume and weight, achieving, among other things, a reduction in fuel during transport and energy consumption. We systematically include in our range products and services that contribute to reducing the environmental footprint of our customers. For example, since 2021 we provide in the Greek market the innovative green, portable EcoFlow energy stations, which charge from both electricity and solar panels, providing electric power where needed, replacing noisy oil generators.

Circular Economy Services

We are designing new services according to the principles of the Circular Economy, such as the Xiaomi Smartphone replacement service, that gives a money reduction to the customer for the purchase of a new device.



Provision of Cloud Solutions and Services (Green IT)

Cloud services ensure significant environmental and social benefits, limiting, among other things, the handling of products, the local use of energy-intensive servers, the reduction of paper use. We systematically invest on know-how, partnerships and offered Cloud solutions and services, responding to the needs of both large organizations and SMBs.

At the same time, through our 100% subsidiary Team Candi we invest in digital transformation solutions with an emphasis on Work Transformation, process automation and digitization and secure infrastructures.



Provision of Internet of Things (IoT) products and solutions

With Xiaomi's ecosystem of connected products at the centre of this operation – the largest ecosystem in the world – we are strengthening our presence in the field of "Consumer Internet of Things / Smart Home", improving important aspects of daily life, while empowering consumers, through proper management of interconnected products, to significantly reduce their environmental footprint. In 2022 we enriched our range, launching the igloohome smart locks and reolink smart cameras.

At the same time, we are enhancing our range with products and solutions that help businesses, but also the state to collect and utilize data from interconnected devices, in order to improve the efficiency of critical operations, while simultaneously reducing costs (Smart Building / Smart City). By way of example, in 2022 we introduced in the market chargers for electric vehicle charging, as well as Dahua solutions for Smart Cities.

Electromobility

We invest in e-mobility by proposing an ecological way of moving. Xiaomi's electric scooters are the most popular product in Greece, while Segway's electric, ecological scooters are a very affordable option for consumers. During the year, we enhanced our dealers network for the distribution of Segway e-motorcycles continued, while we introduced the e-shop www.segway-moto.gr.

Clima (Heating / Cooling)

With the aim of serving the market in the selection of more environmentally friendly cooling – heating solutions, we have included in our ecosystem of interconnected companies Clima Quest and G.E. Dimitriou (Quest Group companies), which are the exclusive distributors of Gree products (the largest and most innovative supplier in the world), and Toyotomi products respectively, developing synergies where possible.

e-Commerce

We develop and support online stores of products and services, both for the business (B2B) and consumer markets (B2C). Our pursuit is to offer an upgraded shopping experience to customers.

SUPPORTING DIGITAL TRANSFORMATION

[GRI 3-3, IQT INDICATORS]



Material issue:

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

Given the size and leading position of our Company, we contribute substantially to the digital transformation of the local market, aiming for the best possible response to the new challenges of the digital economy. Creating innovative value for each customer is one of the main ingredients that guarantee the long-term success of our company. With the aim of providing a high level of customer service and meeting current and future needs, we aim for:

- > Continuous investment in the provision of innovative solutions, products and services
- > Business excellence
- > Strict quality control to meet product and service specifications, in terms of customer health and safety
- > Comprehensive and responsible information to customers, through a set of policies, principles, commitments and procedures, based on the ISO 9001:2015 standard and the relevant Quality Policy
- > Taking measures to protect the environment

Customer Satisfaction and Support, Customer Health and Safety

Products of international vendors of high standards and reputation

We collaborate with well-known and renowned suppliers, who provide high-quality products, providing at the same time all the necessary certifications and quality standards, in accordance with EU regulations, contributing to the increased productivity and safety of our customers. We attach particular importance to the responsible consumption and safe use of products, focusing on the following axes:

- > Full compliance with the applicable legislative requirements for safety, ergonomics and low energy consumption
- > Provision of Greek instructions for use and clear warranty terms for each product
- > Operation of a state-of-the-art Repair Centre
- > Provision of Technical Support Services

Regarding software and applications, the provision of accurate solutions to the network of partners and customers is ensured by the annually repeated trainings and certifications of sales, presales and support.

Technical Support

Technical Support is an important advantage and component of the comprehensive support we offer to our customers. In 2022, our Technical Department relocated to new, more ergonomic and modern premises on 119 Kifissou Avenue in Ag. I. Renti. The Technical Support Department operates as an Authorized Repair Centre for major international manufacturers, including Apple, Xiaomi, Canon, Epson and Lenovo, applying strict procedures and specifications. It employs approximately 50 certified technicians, and 10 specialized people to support the POS Production and Warehousing activity.



Evolution and Innovation

We participate in the Innovation Centre (iQnovus) of the Group with the aim of encouraging innovation with the cooperation of the ecosystem of universities and start-ups. With the aim of searching for innovative solutions that will help to optimize the way the company operates, but also the development of new products and services, we participate in a series of research projects, such as:

1. European programs

- > RESillinet and adaptive logistics NETworks program. RESINET's research project aims to design resilient logistics networks and innovative business models that are economically feasible, environmentally friendly, socially acceptable and flexible enough to adapt to unexpected events.

2. National programs

- > National program "Expenditure of scientific and technological research" on Big Data Analytics.
- > In the context of the Action "CENTRES OF COMPETENCIES" of the Operational Program "Competitiveness, Entrepreneurship and Innovation (EPANEK)", Info Quest Technologies has become a shareholder in the first Competence Centre for 5th generation (5G) and next generation communication networks in Greece with an emphasis on strengthening sustainability and vertical value chains (π-NET). π-NET is a collaboration of twenty-two partners representing large companies, small and medium-sized enterprises, public and private institutions of higher and lifelong education, research organizations, consulting companies and entrepreneurship support companies and aims to develop into an international Centre for Research and Innovation (R&D) on emerging Smart Grids and Services to support Vertical Value Chains (Verticals).

Investment in Technical Expertise

We systematically invest in technical know-how, new solutions and services and have a number of **certified engineers and consultants** that help our partners and customers in understanding and applying new technologies. In 2022 the Cloud Presales and Cloud Services team was expanded, while significant expertise was developed in Collaboration platforms and Central File Management applications.



In January 2023, our 100% subsidiary Team Candi, which provides complementary services to our company in a Microsoft environment, became the first company in Greece to receive, the **Microsoft Specialization for Low Code/No Code Application Development** certification as recognition of its expertise in the Microsoft Power Platform. Corresponding certification have been received by 4 companies in the Central and Eastern Europe region and 80 around the world.



In its long history, the company plays an important role in the development of the market. It has developed a dynamic and healthy **nationwide reseller network**, which includes the country's leading retailers, value-added resellers, dealers serving businesses and stores (online and physical) serving consumers. The transfer of know-how is a priority. Informational seminars, technical sales seminars, technical trainings, trainings leading to house certifications, etc. are carried out systematically (physically or online).

Business Development

Committed to our vision of connecting innovative digital technologies to the Greek market in the easiest, most economical and efficient way, we systematically seek, design and introduce new technologies and services that help our clients achieve their goals.

We systematically monitor developments in the field of new technologies and expand our partnerships. At the same time, taking into account the major global challenges, we develop solutions and services in this direction.

During 2022 we strengthened our presence in the Cloud area while with the development of the subsidiary Team Candi we strengthened our presence in the area of Cloud applications and services.

In addition, we strengthened our presence in Cyprus and Malta, achieving the extension of important contracts for the distribution of products and solutions in both countries. Of particular importance is the agreement with Xiaomi to take over the distribution of its products in the Romanian market, an activity that will be developed in 2023, through our 100% subsidiary Info Quest Technologies Romania.

Products / Value Added Distribution

- > New partnerships with Dahua (IT & IoT), Silver Pick (HPE's subsidiary), Reolink (IoT cameras) & iggloohome (smart locks)
- > Extension of Samsung, Dell, HPE, Ecoflow, Dahua contracts for sales in Cyprus
- > Support actions for the digital transformation of the market

Cloud Business

- > New contracts for the provision of digital transformation services in Greece and abroad
- > New Cloud Services portfolio for large organizations (Modern Workplace, Business Process Automation)
- > Capacity building and expansion of activities in Cyber Security
- > Specialized Portfolio of services to support the Digital Tools for SMEs program of the Recovery and Resilience Fund (RRF)
- > #1 M365 Disti in Greece & Fastest Growing Disti for Microsoft
- > Team Candi's new Cloud applications for specialized applications
 - Candi Sign for electronic signatures, HR Request & Site Visits for automating HR & Technical tasks, respectively



GoDigital2.0 – Supporting the SMEs to respond to the Recovery Fund

A particular focus was placed on designing solutions for small and medium-sized enterprises, guiding the market to make the best use of the relevant RRF programs (Program I for SMEs).

An important development of the company in 2022 was the creation of the GoDigital.gr portal (<https://godigital.infoquest.gr/>), to support small and medium-sized businesses in taking advantage of RRF programs for their Digital Transformation. The company aggregated in one place leading solutions and services that meet the requirements of the programs, guiding the beneficiaries in an intelligent way (wizard) in the most suitable choice. The Portal functioned as a point of information and guidance, training, and reference, both for the beneficiaries of the program and for the company's partners / resellers. In the context of the project, a number of training programs were carried out, essentially contributing to the digital maturity of small and medium-sized Greek businesses.

It is noted that the program is ongoing with expected completion in July 2023.

Mobility & IoT

- > Operation of two new Xiaomi Stores in Athens (Kolonaki and River West Shopping Centre). The store in River West was the first in the Central and Eastern Europe region to implement Xiaomi's new "IoT concept", offering an enriched, interactive experience to visitors
- > Strengthening sales in Cyprus and Malta (+2% increase (vs LY) in a declining international market)
- > Expanding the range of Xiaomi ecosystem products for the smart home (cooking appliances, fans, hair dryers, shavers, smart lighting, etc.).
- > Actions to expand the activity in Romania. Support for the creation of a new subsidiary, with the aim of starting operations in 2023 as an official distributor of Xiaomi.

e-Commerce

- > Group's e-shop www.you.gr operation support. New partnerships for fast delivery, new financial tools for instalment purchases without a credit card, development of applications to support / participate in subsidy programs with the use of a coupon, new circular economy programs with device withdrawal.
- > Upgrade the functions of www.mistore-greece.gr and www.mistore-cyprus.cy.
- > Redesign and upgrade of the online store www.questonline.gr that serves the wholesale market.
- > New online store www.segway-moto.gr.

Corporate Digital Transformation

The company implements a digital transformation plan, combining the adoption of cloud technologies, the utilization of BI & AI technologies, with the redesign and automation of both internal operating processes and interaction channels with the external environment (customers, suppliers).

New digital transformation projects 2022

- > New systems and automations in the new Logistics Centre: New Warehouse Management System, new AutoStore product collection automation system, new data network
- > Further strengthening of data security with Network Access Control solutions (in warehouse facilities, head office, Thessaloniki, Xiaomi Stores and in the new subsidiary in Romania – Distributed Denial-of-Service (DDoS), Microsoft Defender for Endpoint & Microsoft Intune
- > Enable Security information and event management (See SIEM Odyssey Solution)
- > Cyber Recovery solution
- > Preparation for ISO 27001 Certification
- > Penetration Testing & Vulnerability Assessment Services across the Corporate Infrastructure
- > Incorporation of a new company G.E. Dimitriou in the Group's systems
- > Expanding the implementation of paperless processes in areas such as the procurement process, supplier payment approvals and re-engineering the digital process of creating a new supplier
- > Significant acceleration of speed on questonline.gr. Implementation of new intelligent search using Cloud, AI and NLP technologies
- > Enrichment of decision support tools (Decision Support Systems) by creating automated reports
- > Installation of AKAMAI WAF+CDN on mistore-cyprus.com.cy and segway-moto.gr
- > Penetration Testing and Vulnerability Assessment on all ecommerce sites.

Indicators for Customer Satisfaction, Customer Health and Safety

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

In addition to the daily monitoring and evaluation by the executives and Directors, in accordance with the Quality Assurance System (QAS) Procedures, the following are carried out:

- > Inspections throughout the year by Internal Audit.
- > Inspections by cooperating manufacturers in the Technical Department, such as e.g. Apple
- > Internal inspection on an annual basis
- > Inspection by an external body on an annual basis

We have a number of KPIs that help us monitor and improve customer satisfaction.

Customer complaints			
	2020	2021	2022
Number of customer complaints based on complaints management system	25	53	43
Response rate Goal: Response in 1 business day and issue resolution within 10 business days for at least 90% of complaints	92.00% Achieved	98.11% Achieved	91.86% Achieved

Wholesale

Wholesale customers' Call Centre			
	2020	2021	2022
Rate of serviced calls Goal >92%	74.65% Deviation	93.91% Deviation	95.28% Deviation

Note: At the beginning of 2023, the company restructured its Sales Department with the aim of better and more personalized customer support. Sales sub-groups were created that also incorporate the function of phone agents, with specific sales goals. Therefore from 2023 onwards this KPI will not be monitored.

Wholesale Customer Satisfaction Survey

The last customer satisfaction survey was conducted in the 1st quarter of 2021. The general picture from the survey results was the overall improvement of our company in all areas of assessment. The findings of the survey were taken into account to improve on the points of relative lag, such as for example the feedback on the wholesale products online store, which led the company to upgrade it within 2022. The new Wholesale Customer Satisfaction survey is planned within the first half of 2023.

Technical department

Technical Support			
	2020	2021	2022
Average Repair Time In House Service	3.62	4.15	4.35
Goal <5.0 working days	Achieved	Achieved	Achieved

Ease of access to the Call Centre of the technical department			
	2020	2021	2022
Rate of serviced calls	92%	92%	96%
Goal >90%	Achieved	Achieved	Achieved

Apple repair services			
	2020	2021	2022
Service re-entry rate – refers to the re-entry rate within a month of the same product – with the same IMEI number – on smartphones under warranty	0.00%	0.00%	1.62%
Goal <3% – Apple Index	Achieved	Achieved	Achieved

Xiaomi Smartphone repair services			
	2020	2021	2022
Service re-entry rate – refers to the re-entry rate within a month of the same product – with the same IMEI number – on smartphones under warranty	3.83%	1.86%	1.38%
Goal <4.5% – Xiaomi Index	Achieved	Achieved	Achieved

End Customers

Given the ever-increasing engagement of the company with consumers – the customers of Xiaomi products, as well as www.you.gr customers, a number of consumer satisfaction indicators are monitored:

Xiaomi Customer Satisfaction Index			
	2020	2021	2022
Customer satisfaction with Xiaomi products and support services. (survey via partner Xiaomi customer service call Centre)	99.10%	90.03%	96.95%
Goal satisfied + neutral > 95%	Achieved	Deviation	Achieved

The data refer to the first 8 months of 2022. From September 2022, according to the vendors new procedures, the index is monitored by Xiaomi Hellas and not by Info Quest Technologies. Therefore it will not be recorded hereafter.

Ease of access to the Xiaomi Service Call Centre			
	2020	2021	2022
Call Handling Rate (Partner Call Centre) Goal: >95% by 2020 – New goal from 2021 > 93%	91.40% Deviation	91.85% Deviation	89.73% Deviation

The significant increase in demand for the Xiaomi brand in the Greek market brought about a huge volume of communications and for this reason we deviated from the revised goal. The 2022 figures refer to the first 8 months. From September 2022, according to the vendor's new procedures, the index is monitored by Xiaomi Hellas and not by Info Qvest Technologies. Therefore it will not be recorded hereafter.

NPS index you.gr			
	2020	2021	2022
NPS measurement (from e-satisfaction tool) Goal >55	60.89 Achieved	61.78 Achieved	70.1 Achieved

The Net Promoter Score (NPS) index is recorded by an external partner (e-satisfaction) who has undertaken the evaluation process by the consumers of the you.gr online store. The index is improving above the company's target.

Ease of access to the you.gr Support Centre			
	2020	2021	2022
Rate of serviced calls Goal >94.5%	74.00% Deviation	95.37% Achieved	97.37% Achieved

The index is improving above the company's target.

Returns you.gr			
	2020	2021	2022
Total value of year returns Goal <4.5%	4.15% Achieved	4.43% Achieved	3.80% Achieved

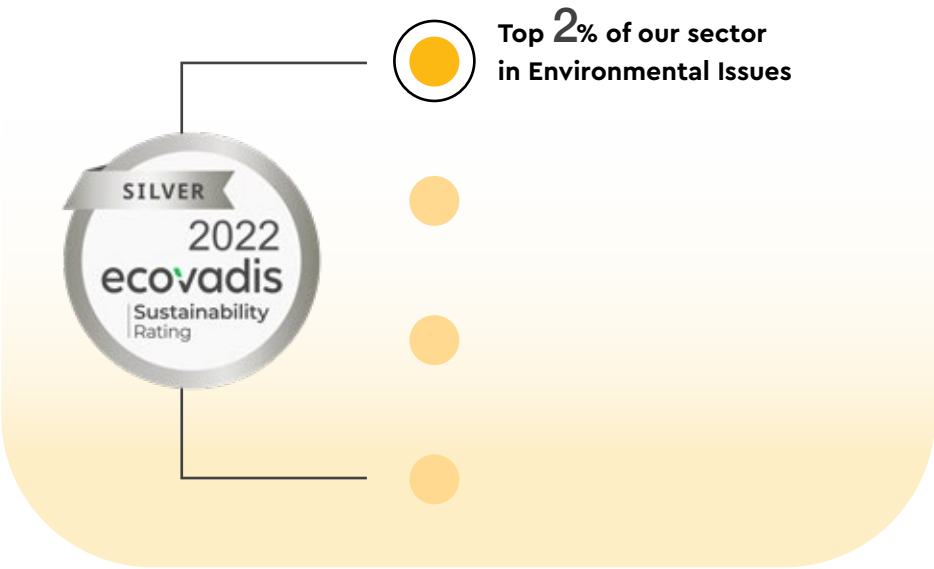
Our performance for 2022 and our goals for 2023 regarding all substantive issues are presented together in the chapter **Future Goals and Performance**

Info Quest
TECHNOLOGIES

ENVIRONMENTAL FOOTPRINT



ENVIRONMENTAL FOOTPRINT



Environmental protection is a compass for our operation. Info Quest Technologies has adopted the new Environmental Policy of the Quest Group, with the aim of operating responsibly in environmental challenges and reducing our environmental footprint. At the same time, it has undertaken specific commitments in order to respond to the new regulatory requirements, such as those of the New National Climate Law, to contribute to the achievement of the Group's ESG goals, to set a good example for the companies in the sector, to respond to the requests of the interested parties for greener operation, but above all to

contribute to the achievement of national goals and to serve its vision and mission of creating a better world for new generations. Reducing our environmental footprint **with the goal of a 40% reduction in direct and indirect emissions (Scope 1 & 2) by 2030 and climate neutrality in 2050** is an important pillar of our ESG strategy. After a study of the impacts of our activity was carried out, specific fields were highlighted, on which the company will focus, proceeding to take actions, following the direction of Measurement – Targeting – Reduction.

Climate change

[GRI 3-3, GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 303-1, GRI 306-2]

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

Greenhouse Gas Emissions

At Info Quest Technologies, monitoring, recording and reducing greenhouse gas emissions is a systematic process. For better management of the issue and more accurate measurement, in 2022 we commissioned **a specialized in the environment external partner** to measure direct and indirect greenhouse gas emissions (Scope 1 & Scope 2).



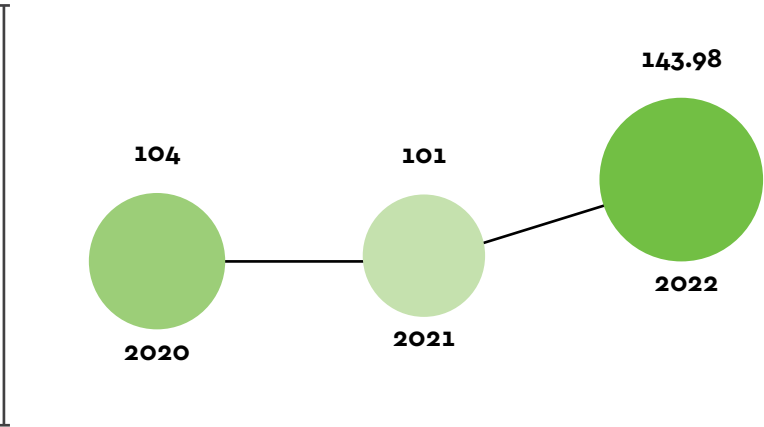
The methodology used in the calculation of the Carbon Footprint was based on the widely recognized GHG Protocol standard and we assigned another external partner, certified by the Ministry of the Environment, to verify the data, in accordance with the requirements of the new national Climate Law. In 2023 we will consider expanding the scope of our measurements and other indirect emissions that are not controlled by our company, but concern our supply chain (Scope 3).

The following differences are noted in relation to the measurements of direct and indirect emissions of the previous year 2021:

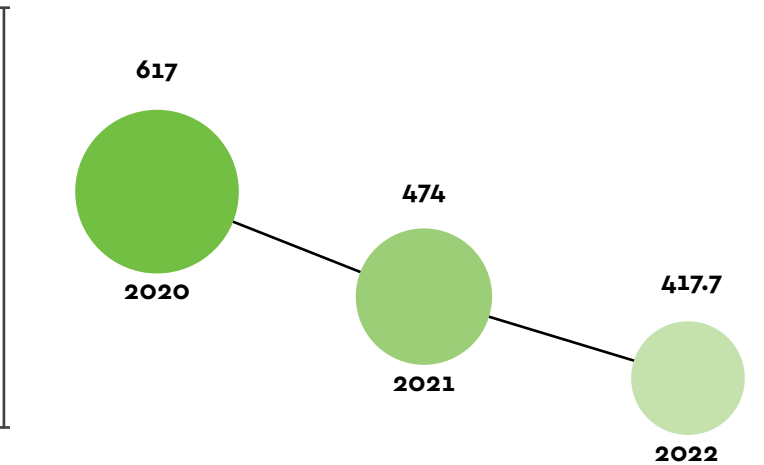
1. Accurate measurement according to the Green House Gas Protocol
2. Metering for all company facilities including 4 retail stores. It is noted that for the 2 stores located in a shopping Centre, the electricity consumption was based on estimations.
3. The company has new storage areas, a warehouse of 20,808 m² in Aspropyrgos, Attica (from June 2022)
4. During the year, the company stopped using the premises at 123 Kifisos Avenue (2,054 m²), 125-127 Kifisos Avenue (7,948 m²), while its Technical Department moved to a part of the building at 119 Kifisos Avenue (10.32% of 6,118 m²)

Therefore, the figures are not fully comparable to 2021 and we will henceforth set 2022 as the base year.

Direct emissions – Scope 1 (t CO₂e)



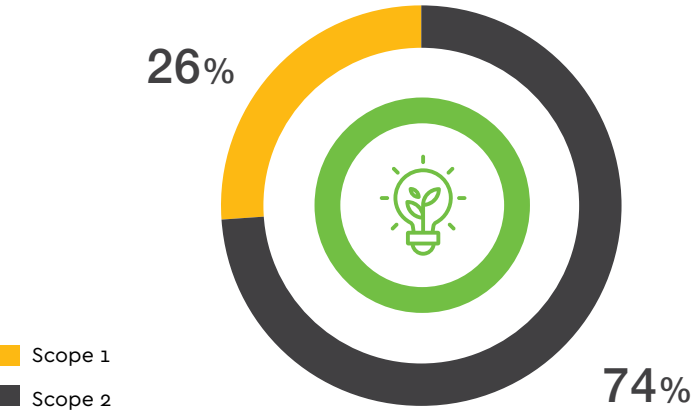
Indirect emissions – Scope 2 (t CO₂e)



In 2022, **a reduction in indirect Greenhouse Gas Emissions** (Scope 2 emissions) was recorded **by 12%** compared to 2021.

The total measurement of Scope 1 and Scope 2 emissions for the year 2022 was 562 t CO₂e of which 74% related to Scope 2.

Allocation of each Scope of emission sources – Scope 1 & Scope 2



Quantification of GHG emissions, Scope 1 and Scope 2, of Info Quest Technologies (Greece)

EMISSIONS INFO QUEST TECHNOLOGIES	TOTAL (tn CO ₂ eq.)	CO ₂	CH ₄	N ₂ O	HFCs
GWP		1	28	265	1776
Scope 1 – 2022	143.98	142.35	0.65	0.99	0
Company facilities	0.00	0.00	0.00	0.00	-
Company vehicles	143.98	142.35	0.02	0.004	-
Fugitive emissions	0.00	-	-	-	0.00
Scope 2 – 2022	417.70	-	-	-	-
Purchased electricity	417.70	417.70	-	-	-
Total tn CO ₂ eq.	561.68				

Energy consumption

Energy consumption (Scope 1 & Scope 2) in the company amounted to 1,831 MWh compared to 1,531 MWh in 2021 (+19%). The increase comes from the increase in Scope 1 emissions, due to the more accurate measurement under the GHG Protocol.

Percentage of electricity consumed in relation to the total amount of energy consumed in 2022 equals to 72.5%, same as 2021.

In 2022 the percentage of energy consumed from RES was 23.7%, i.e. 431.57 MWh, which is not comparable to 2021 because it is based on the residual energy mix of our provider.

In addition, to reduce our footprint, as a Group of companies we source energy from certified green sources (RES), which as part of our ESG Strategy is applied to the overall consumption of Quest Group.

For more details please see the [Quest Group Sustainability Report 2022](#).



Environment Friendly Logistics Centre

In our new Logistics Centre we implemented environmentally friendly practices. Indicatively mentioning: Class A energy class building, natural light in all rooms, LED lamps, electric clarks, reinforced fire safety system. In addition, automation and innovative technologies have been foreseen, which contribute to increasing productivity, while the use of photovoltaics on the roof is also planned.

Our Environmental Indicators for 2022

Info Quest Technologies		
Indicators	Measurement	Metrics
Turnover (€ million)	357,70	
Annual energy intensity (kWh/m²)	53,02	
Equivalent of thousands of tonnes of CO2 (kt CO2)	0,56	
Annual energy intensity (kWh/m²) / € million turnover	0,15	
Equivalent of thousands of tonnes of CO2 per year (kt CO2) / € million of turnover	0,0016	
Direct emissions (Scope 1)	143,98	tCO2 eq.
Direct emissions (Scope 1) / € million of turnover	0,40	tCO2 eq./€ million
Direct emissions – (Scope 1)/m²	0,004	tCO2 eq./m2
Indirect emissions (Scope 2)	417,70	tCO2 eq.
Indirect emissions (Scope 2) / € million of turnover	1,17	tCO2 eq./€ million
Indirect emissions – (Scope 2)/m²	0,012	tCO2 eq./m²
Total amount of energy consumed	1.841,977	MWh
Total amount of electricity consumed	1.328,292	MWh
Percentage of electricity consumed in relation to the total amount of energy consumed	72.11%	%
Percentage of energy consumed and derived from RES in relation to the total energy consumed.*	17.09%	%
Percentage of electric energy consumed and derived from RES in relation to the total electric energy consumed*	23.7%	%

Note *: For the percentage of energy from RES, the conversion factor given by DAPEEP was used for our provider which is NRG. Of NRG's 34.94% RES energy, the available % RES energy mix is 23.7%. (source [DAPEEP ENERGY MIX \(ISSUE 07 2022\)](#))

Fleet of cars

We are implementing the Group Policy for the gradual replacement of our company fleet with hybrid / electric cars. The Policy encourages and incentivizes the shift to hybrid/electric cars, and for greater employee convenience, provide free charging facilities in company parking lots. At the end of 2022 our corporate fleet was:

Company Fleet of cars	CONVENTIONAL Models	PHEV (PLUG-IN HYBRID)	BEV (ELECTRIC)	% EV/Hybrid
62	48	13	1	23%

Our performance for 2022 and our goals for 2023 regarding all substantive issues are presented together in the chapter [Future Goals and Performance](#).

Circular economy

Info Quest Technologies adopts a circular economy model based on reduction, reuse and recycling. In particular, as far as e-waste is concerned, it systematically develops new services and cultivates to its stakeholders the value of material reuse. More specifically:

In the external environment

- > We provide products and services such as electronic signature applications for digitizing business processes, etc. and the smartphone replacement service, based on circular economy principles, which reduce users' environmental footprint.

- > We offer technical services (such as service, upgrading devices, etc.) to extend the lifetime of devices.
- > We operate as an authorized Service Centre, for the withdrawal, upgrade and/or repair of manufacturers' materials.
- > We conduct campaigns to promote circular economy services (Mi Exchange Service, vigilance campaigns for earth time, environment day, etc.).

In the internal environment

- > We fulfil all our obligations regarding the payment of recycling fees arising from our activity.
- > We promote the recycling of materials and have separate collectors for recycling according to the type of waste (paper, batteries, lamps, etc.) in the company's facilities.
- > We have replaced disposable materials in our kitchens with biodegradable and environmentally friendly products.
- > We cooperate with certified bodies for the recycling of materials resulting from our activity.
- > We organize employee awareness campaigns to adopt a more environmentally friendly lifestyle and reduce waste.
- > We have charging stations for electric / hybrid cars in the parking lots of the company's buildings, offering the possibility of free charging for the owners.

Info Quest Technologies manages and disposes of smartphone batteries. We reuse non-hazardous materials as much as possible, while the rest are recycled to certified partners. The increase in battery recycling comes from the work of the technical department, specifically smartphone batteries

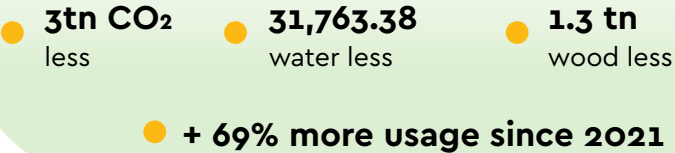
Material recycling (kg)			
	2020	2021	2022
DEVICES	7,200	3,436	4,790
CONSUMER BATTERIES and/or SERVICE BATTERIES	45	363	1,179
PACKAGING MATERIALS	277,490	470,725	274,015

Paperless Office Initiative

Immediate and measurable benefits of implementing DocuSign e-Signature service

The following figures refer to the utilization of the application in 2022. The data is provided by the DocuSign platform and contains assumptions.

Benefits for the environment
(12 months of DocuSign e-Signature application use)



Using the application for 28 months we succeeded



Reduce Single Use Plastics – Biodegradable Initiative

In all the company's buildings, we have replaced single-use plastics in our kitchens with biodegradable materials (straws, glasses, etc.). In 2022, 130,000 biodegradable glasses, 15,000 biodegradable straws and 10,000 wooden stirrers were used.

Our performance for 2022 and our goals for 2023 regarding all substantive issues are presented together in the chapter **Future Goals and Performance**.

Info Quest
TECHNOLOGIES

CONTRIBUTION TO SOCIETY



CONTRIBUTION TO SOCIETY



Info Quest Technologies takes actions to empower the society. In 2022 social investments amounted to **€790,412**.

The main initiative of the year was the financial aid provided towards supporting the lower paid employees to meet the increased cost of living.



€739,468 allowance

367 benefiting colleagues.



165 protected members



During the year, we also supported foundations and Non-Profit Organizations (NGOs) that help children and vulnerable social groups, offering equipment that helps their digital upgrade and financial support. At the same time, we supported actions that promote the interconnection of technology with young people and the development of digital skills by supporting initiatives such as the Youth IT Competitions and the student Economia Competition, we contributed to the availability of products and undertook initiatives to support innovation and human resources (**€ 50,944**).



The main initiatives implemented by the company in 2022 were the following:

Technology & Education

- > Participation in Panorama Youth Entrepreneurship Initiative / Organization of Business Day
- > Sponsorship of EPY / National Girls' Informatics Team – Sole Sponsor of the National participation in the European Girls' Olympiad in Informatics - EGOI 2022
- > Sponsor at Global Azure Bootcamp
- > Donation to the Student Innovation Competition of the Economy Magazine (2nd prize – Quest PC)
- > Participation in the Group's Mind the Code Scholarship program
- > Internship for students

Support of Vulnerable Groups / Agencies / NGOs

- > Support of NGOs "The Smile of the Child", Friends of Care, Make a Wish, KYADA, Amymoni
- > Donation to the Diazoma Association and the Children's Museum

Other Volunteering Actions

- > Voluntary blood donation
- > Participation in the No Finish Line charity race
- > Christmas Charity Bazaar
- > Handicraft Workshops of the Organization "The Smile of a Child"



FUTURE GOALS AND PERFORMANCE



FUTURE GOALS AND PERFORMANCE

Ethical business and regulatory compliance



Material issues:

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

GOAL 2022	2022 RESULTS	2023 GOALS
Zero incidents of corruption, unfair competition, anti-competitive behaviour, antitrust and monopoly practices	Achieved 100%	Zero incidents of corruption, unfair competition, anti-competitive behaviour, antitrust and monopoly practices
Full compliance with laws and regulations in the social and environmental area	Achieved 100%	Full compliance with laws and regulations in the social and environmental area.

FUTURE GOALS AND PERFORMANCE

Data Protection and Customer Privacy



- Material issues:**
- Protection of critical information systems and ensuring operational continuity
 - Protection of personal data and customer privacy

GOAL 2022	2022 RESULTS	2023 GOALS
Zero incidents of non-compliance, zero number of substantiated complaints of breach of personal data of natural persons and zero fines or penalties for violation of the legislation concerning personal data	Achieved 100%	Zero incidents of non-compliance, zero number of substantiated complaints of breach of personal data of natural persons and zero fines or penalties for violation of the legislation concerning personal data
Zero incidents of data loss, which can affect the confidentiality and integrity of them as well as the company's systems	Achieved 100%	Zero incidents of data loss, which can affect the confidentiality and integrity of them as well as the company's systems

FUTURE GOALS AND PERFORMANCE

Data Protection and Customer Privacy



GOAL 2022	2022 RESULTS	2023 GOALS
System availability of at least 99.9%.	Achieved 100% 99.995% availability.	System availability of at least 99.9%.
ESG strategy goals		
Assessment of requirements for ISO 27001:2013	Achieved 100%	Commencement of the ISO certification project
Mandatory training for employees who use computers	Achieved 100%	Continuation of the mandatory training program for employees who use computers
Evaluation of the vulnerability of the main systems	Achieved 100%	Evaluation of the vulnerability of the main systems

FUTURE GOALS AND PERFORMANCE

Our people

Diversity & Inclusion





Material issue:

- Diversity, Equity & Inclusion

GOAL 2022	2022 RESULTS	2023 GOALS
Increase in the employee satisfaction rate provided (according to the results of the satisfaction survey conducted every two years).	Achieved 100% 77% Overall Average Satisfaction In 2022, the goal was covered by the work environment survey carried out as part of our participation in the Great Place to Work & Best Workplace certification. The next employee satisfaction survey will take place in 2023.	Increase in the employee satisfaction rate provided (according to the results of the satisfaction survey conducted every two years).

FUTURE GOALS AND PERFORMANCE

Our people



Employee Training and Development



Material issue:

- Providing education (certifications) and employee development

GOAL 2022	2022 RESULTS	2023 GOALS
Average training > 20 hours / employee	Achieved 100% Average 20.26 hours	Average training > 20 hours / employee
ESG strategy goal 2.5% annual increase in training hours per employee	Achieved 100% 8% increase 20.26 hours from 18.76	ESG strategy goal 2.5% annual increase in training hours per employee
E-learning platforms > 30 % of employees.	Achieved 100% 31.7%	E-learning platforms > 30 % of employees
Evaluation for 100% of employees	Achieved 100%	Evaluation for 100% of employees
Increase in employee satisfaction rate for the training provided (according to the results of the satisfaction survey conducted every two years).	Achieved 100% 61% from 51% that was in the previous survey. New research H1/2023	Increase in employee satisfaction rate for the training provided (according to the results of the satisfaction survey conducted every two years).

FUTURE GOALS AND PERFORMANCE

Our people

Health, safety and well-being of employees



Material issue:

- Ensuring the health, safety and well-being of employees

GOAL 2022	2022 RESULTS	2023 GOALS
100% participation of employees with a dependent labour contract in the Health and Safety management system	Achieved 100%	100% participation of employees with a dependent labour contract in the Health and Safety management system
Zero number of work accidents.	Achieved 100% No occupational accident leading to sick leave was recorded	Zero number of work accidents
ESG strategy goal Maintenance of the accident frequency index: Lost Time Injury Frequency Rate (LTIF), below 2.3 and	Achieved 100% LTIF = 0	ESG strategy goal Maintenance of the accident frequency index: Lost Time Injury Frequency Rate (LTIF), below 2.3 and
Maintaining recordable accident rate: Total Recordable Incident Rate (TRIR), below 1.2	Achieved 100% LRIR = 0	Maintaining recordable accident rate: Total Recordable Incident Rate (TRIR), below 1.2

FUTURE GOALS AND PERFORMANCE

Our people

Health, safety and well-being of employees



GOAL 2022	2022 RESULTS	2023 GOALS
Continuation of training programs in First Aid & dealing with natural disasters	Achieved 100%	Continuation of training programs in First Aid & dealing with natural disasters.
Implementation of a psychological support program in collaboration with EAP HELLAS	Achieved 100%	Continuation of psychological support program in collaboration with EAP HELLAS
Continuation of good employee wellness practices	Achieved 100%	New enriched wellbeing program

Responsible business activity

Sustainable supply chain



GOAL 2022	2022 RESULTS	2023 GOALS
Evaluation of suppliers with >100K€ purchase value	Achieved 100%	Evaluation of suppliers with >100K€ purchase value
1,200 training hours to partners	Achieved 100% 1,280 ICT training hours 400 hours of Mobility & IoT	1,200 training hours

FUTURE GOALS AND PERFORMANCE

Responsible business activity

Sustainable supply chain



GOAL 2022	2022 RESULTS	2023 GOALS
Enable +10% partners in utilizing the QestionCloud.com platform	Achieved 100% 390 partners, up from 339 in 2021	Enable +10% partners in utilizing the QestionCloud.com platform
Update on the new Code of Ethics and Ethical Behaviour	Achieved 100%	Update on the Code of Ethics and Ethical Conduct
ESG Strategy goal Determination of qualitative and quantitative ESG criteria for key suppliers	Achieved 100%	The project is in progress (Group Working Team)

Sustainable products & digital innovation

Responsible and innovative products and services



GOALS FOR 2022	2022 RESULTS	2023 GOALS
INCREASED SALES FROM NEW INNOVATIVE TECHNOLOGY PRODUCTS AND SERVICES, WITH ENVIRONMENTAL AND/OR SOCIAL IMPACTS		
Maintain share in Mobility and increase IoT sales by +5%	<ul style="list-style-type: none"> • Achievement No. 1 Retail & Online, No. 2 Total Market Smartphones (30% market share) • 10.7% reduction in IoT sales in a particularly declining market, maintaining 1st position in key categories (robot vacuum, e-scooters, wearables) • Sales in Cyprus and Malta showed an increase of +2% (vs LY) 	Maintaining leadership in key categories

FUTURE GOALS AND PERFORMANCE

Sustainable products & digital innovation

Responsible and innovative products and services



GOALS FOR 2022	2022 RESULTS	2023 GOALS
INCREASED SALES FROM NEW INNOVATIVE TECHNOLOGY PRODUCTS AND SERVICES, WITH ENVIRONMENTAL AND/OR SOCIAL IMPACTS		
Increase QuestonCloud platform revenue by 50%	Achieved 100% For the 8th consecutive year, achieving a high growth rate (+80%), maintaining the 1st position of new subscriptions and the most expanded network of partners in our area of operation (Greece, Cyprus, Malta)	Maintaining growth rate and leadership position
An increase of 2% greater than the increase of the e-Commerce market	Achieved 100% You.gr presented a turnover reduced by -12.4% (vs LY). According to analysts, the domestic IT retail market, which is the most important sales pillar of You.gr, decreased by approximately 24% in total, with the decrease approaching 30% in electronic markets.	Improved performance in terms of overall industry performance
ESG Strategy goal Increase revenue from sustainable products to help achieve group goal of >6% of revenue by 2025	Achieved 100% 7.26% of our revenue from sustainable products (based on ICMA)	ESG Strategy goal Increase revenue from sustainable products to help achieve group goal of >6% of revenue by 2025
		ESG Strategy goal- Reinforcement of circular economy programs / reduction of e-waste

FUTURE GOALS AND PERFORMANCE

Supporting digital transformation



Material issue:

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

GOALS FOR 2022	ACHIEVED	2023 GOALS
CUSTOMER SATISFACTION AND SERVICE, CUSTOMER HEALTH AND SAFETY		
Achieving the indicators that the company monitors	Achieved 100%	Achieving the indicators that the company monitors
BUSINESS DEVELOPMENT		
Digital distribution / Cloud – Enhancement of services	Achieved 100% <ul style="list-style-type: none">Development of services for SMEs (Recovery Fund)+82% increase in turnover42% Market Share (GR – Microsoft)101% Azure IaaS Growth410 resellers, 120K+ licensesIncrease of turnover from projects and services of PM and Cloud services by 76% (through the entity of Team Candi)Launch of RRF-eligible bundled digital transformation solutionsExpanding cooperation with DocuSign by acquiring ISV Partner's agreement	Enhancement of Cloud services activity
New suppliers in the Cloud area		New suppliers in the Cloud area
Active participation in the Digital Transformation Projects of Greek businesses		Active participation in the Digital Transformation Projects of Greek businesses
		Promotion of digital signature integration solutions in third party systems

FUTURE GOALS AND PERFORMANCE

Supporting digital transformation

GOALS FOR 2022	ACHIEVED	2023 GOALS
BUSINESS DEVELOPMENT - ΣΥΝΕΧΕΙΑ		
Expanding activity in e-Mobility. Ensuring cooperation with Xiaomi (wholesale – retail). Expanding on the Xiaomi Ecosystem, IoT – Smart Home.	Achieved 100% Expansion of distribution network Achieving and expanding cooperation in Romania Achieving with market share retention and new products	Expansion of activity in E-Mobility. Starting operations in Romania Expansion to the Xiaomi Ecosystem, IoT – Smart Home. New Xiaomi Store Retail Stores
PAPERLESS ORGANIZATION		
ESG Strategy Goal Extending Paperless to other areas outside of contracts (such as expense management)	Achieved 100% Achieved for 100% of contracts Optimize automated supplier opening and procurement management	Στόχος ESG Στρατηγικής Expansion of Paperless to other areas (such as domestic / foreign payment approval)
MODERN OFFICE		
Expanding the use of vertical Applications (Analytics)	Achieved 100% Completion of a project to centralize the image of the customer (Customer 360) through the integration of a new Analytics platform and its interconnection with all sources of customer interaction with the company	Utilization of the platform to improve the customer experience through a better reading of their needs and profile
Strengthening the automation of processes through Collaboration tools	Introduction of Paperless in functions of the accounting department	Further utilization of Paperless in other accounting activities
E-CUSTOMER		
100% of products & services to be available for orders in online sales channels (QuestonCloud, QuestOnline, you.gr, Xiaomi store etc.).	Goal achievement for all standardized products.	Enrichment of available categories.

FUTURE GOALS AND PERFORMANCE

Environment

Climate change



GOALS FOR 2022	PERFORMANCE	GOALS 2023
ESG strategy goal		
6% of the company fleet to be electric / hybrid cars	Achieved 100% 23% EV/Hybrid cars	Maintaining good performance. At least >9% of the company fleet to be electric / hybrid cars
ESG strategy goal (Group) 4% of purchased certified green energy electricity is derived from renewable sources (20 MWh)	Achieved 100% The goal concerns the Group as a whole. 15% Certified Green Electricity (consumption of Greece)	The goal concerns the Group as a whole

Circular economy

GOALS FOR 2022	ACHIEVED	GOALS 2023
ESG strategy Goals		
Create an e-waste inventory	Achieved 100%	Strengthening Circular Economy Services
Evaluation of recycling partnerships	Achieved 100%	Inventory of single-use plastics used in the supply chain
Introducing a paperless policy (where possible)	Achieved 100% Joining the Speech Policy	Digitization of more processes (service, financial services)

ANNEX

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GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest Group 2022 Sustainability Report	Omissions
General Disclosures			
GRI 2: General Disclosures 2021	2-1 Organizational Details	Company Information	
	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	- Company Information - 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	- Corporate governance	
	2-10 Nomination and selection of the highest governing body	- Corporate governance - Organizational structure - Committees - Policies and system	
	2-11 Chair of the highest governing body	- Corporate governance - Organizational structure	

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GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest Group 2022 Sustainability Report	Omissions
General Disclosures			
GRI 2: General Disclosures 2021	2-12 Role of the highest governing body in overseeing the management of impacts	- Roles and responsibilities - Policies and systems	
	2-13 Delegation of responsibility for impact management	- Roles and responsibilities - Policies and systems	
	2-14 The role of the highest governing body for sustainability reporting	- Committees - Roles and responsibilities - Policies and systems	
	2-15 Conflicts of interest	- Policies and systems	
	2-16 Communication of critical concerns	Organizational structure	
	2-17 Collective knowledge of the highest governing body	Committees	
	2-18 Evaluation of the performance of the highest governing body	Election of the Board of Directors	
	2-19 Remuneration policies	Organizational structure	
	2-20 Process to determine Remuneration	Organizational structure	
	2-21 Annual ratio of total compensation	-	The index was not calculated for 2022
	2-22 Statement on the Sustainable Development Strategy	- Messages from the Board of Directors - ESG 2022- 2025+ strategy and objectives	
	2-23 Policy commitments	- Our Vision - Our Values - Policies and systems - Human Rights - Environmental footprint	

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GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest Group 2022 Sustainability Report	Omissions
General Disclosures			
GRI 2: General Disclosures 2021	2-24 Embedding policy commitments	Policies and systems	
	2-25 Process to remediate negative impacts	Unlawful behaviour reporting procedure	
	2-26 Mechanisms for seeking advice and raising concerns	Unlawful behaviour reporting procedure	
	2-27 Compliance with laws and regulations	Ethical Business and Regulatory Compliance	
	2-28 Memberships Associations	Memberships and associations	
	2-29 Approach to Stakeholder engagement	Analysis of Material issues	
	2-30 Collective bargaining agreements	Our People	
GRI 3: Material topics 2021	3-1 Process to determine material issues	Materiality Analysis	
	3-2 List of material issues	- About the Report - Material issues	
We reinforce an environment of Business ethics and transparency			
GRI 205: Anti-Corruption 2016	3-3 Management of material issues	- Financial performance - Ethical Business and Regulatory Compliance	
	205-3 Confirmed corruption incidents and actions taken	- Policies and systems - Ethical Business and Regulatory Compliance	
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behaviour, anti-monopoly and monopolistic practices	- Policies and systems - Ethical Business and Regulatory Compliance	
GRI 419: Socioeconomic Compliance 2016	419-1 1 Non-compliance with socio-economic laws and regulations	- Ethical Business and Regulatory Compliance	

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GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest Group 2022 Sustainability Report	Omissions
Data protection and systems availability			
GRI 3: Material topics 2021	3-3 Management of material issues	Data protection and Customer Privacy	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints relating to customer privacy breaches and customer data losses	Data protection and Customer Privacy	
IQT Indicator	Percentage of system availability	Data protection and Customer Privacy	
Financial performance with responsible practises			
GRI 3: Material topics 2021	3-3 Management of material issues	Financial performance	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	- Financial performance - Environmental footprint	
Responsibility for our people			
GRI 3: Material topics 2021	3-3 Management of material issues	Our people	
GRI 401: Employment 2016	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	

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GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest Group 2022 Sustainability Report	Omissions
Responsibility for our people			
GRI 3: Material topics 2021	3-3 Management of material issues	Health, safety and well-being	
GRI 403: Occupational Health and Safety 2018	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	

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GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest Group 2022 Sustainability Report	Omissions
Responsibility for Our People			
GRI 3: Material topics 2021	3-3 Management of material issues	Our people	
GRI 404: Training and Education 2016	404-1 Average hours of training per year and per employee	Our people	
	404-33 Percentage of employees receiving regular performance and career development reviews	Our people	
GRI 3:Material topics 2021	3-3 Management of material issues	Our people	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governing bodies and employees	Diversity, equality and inclusion	
GRI 406: Non Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Diversity, equality and inclusion	

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GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest Group 2022 Sustainability Report	Omissions
Our environmental footprint			
GRI 3: Material topics 2021	3-3 Management of material issues	Environmental footprint	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
GRI 305: Emissions 2016	305-1 Direct greenhouse emissions (Scope 1)	Climate Change	
	305-2 Indirect greenhouse emissions (Scope 2)	Climate Change	
	305-4 Emissions Intensity	Climate Change	
GRI 306: Waste 2016	306-2 Management of significant impacts related to waste	Circular economy	



Info Quest
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