

# ESG TABLE - QUEST GROUP

Indicators based on the ESG 2019 Athens Stock Exchange (ATHEX) Information Disclosure Guide <sup>(1)</sup>

## Environment

ID <sup>(4)</sup>	Metric Title	Metric Description	Units	2019	2020	Comments	Reference in Sustainability Report 2020 (page) <sup>(2)</sup>	External Assurance <sup>(3)</sup>
C-E1	Direct emissions (Scope 1)	Total Amount of Direct Emissions (Scope 1)	Tonnes equivalent CO <sub>2</sub>	760 (only ACS)	867 (Quest Group)	During 2019 this indicator was reported only by the Group company ACS. For 2020, measurements were undertaken for all the Group companies (with the exception of retail stores).	62	✓
C-E2	Indirect emissions (Scope 2)	Total Amount of Indirect Emissions (Scope 2)	Tonnes equivalent CO <sub>2</sub>	1.491 (only ACS)	4.386 (Quest Group)	During 2019 this indicator was reported only by the Group company ACS. For 2020, measurements were undertaken for all the Group companies (with the exception of retail stores).	62	✓
C-E3	Energy consumption within the organization	Total amount of energy consumption	MWh	(-)	11.187		62	✓
		Total amount of energy consumed within the organization	Percentage (%)	(-)	66,8	Electrical energy consumed as percentage of total energy consumed.	62	✓
		% of electrical energy that comes from renewable energy sources	Percentage (%)	(-)	16,5	Renewable energy consumed as percentage of total energy consumed.	62	✓
A-E1	Other emissions (Scope 3)	Total Amount of other indirect Emissions (Scope 3)	Tonnes equivalent CO <sub>2</sub>	18.789 (only ACS)	20.126 (only ACS)	For 2019 and 2020 this indicator was reported only by the Group company ACS.	193	✓
A-E2	Climate Change Risks and Opportunities	Description of the risks and opportunities that are related to climate change and can impact the business operations of the organization.	Qualitative		Disclosure of process for evaluating risks and opportunities relating to climate change.	In the context of the Group Risk Management System and the Policy, the Group companies examine and monitor risks and opportunities, including those related to climate change and that may affect their activities.	61	
SS-E8	Critical Materials	Description of the Management Approach in relation to critical materials used.	Qualitative	(-)	Reported	The Group complies with the legal requirements for the management, use and storage of chemicals and other hazardous substances and does not market or use, chemical or other hazardous substances, subject to national or international regulations.	61	✓
SS-E1	Emissions Strategy	Description of long as well as short term strategies in relation to the management, mitigation and performance targets of its emissions strategy.	Qualitative	(-)	Reported	The Group monitors and undertakes actions to improve overall environmental footprint, with particular emphasis on reducing electricity consumption and reducing transport pollution by the Group company ACS.	61	✓

## Society

ID <sup>(4)</sup>	Metric Title	Metric Description	Units	2019	2020	Comments	Reference in Sustainability Report 2020 (page) <sup>(2)</sup>	External Assurance <sup>(3)</sup>
C-S1	Female Employees	Percentage of female employees	Percentage (%)	31	31		45	✓
C-S2	Female Employees in Management Positions	Percentage of female employees in management positions as percentage of 100% employees in management positions (those in high earning positions)	Percentage (%)	19	21		45	✓
C-S3	Turnover Rates	Full time employee voluntary turnover rate	Percentage (%)	9	7,3		41	✓
		Full time employee involuntary turnover rate	Percentage (%)	1,5	0,9		41	✓
C-S4	Employee Training	Average training hours undertaken by the organization during the reporting period by employee seniority - 10% of highest earning employees	Number of hours	31	17	The decrease in training costs is due to the failure to carry out - due to the COVID-19 pandemic - important programs, such as the Quest Mini MBA, training of executives abroad, the implementation of online trainings, etc.	53	✓
		Average training hours undertaken by the organization during the reporting period by employee seniority -90% of lowest earning employees	Number of hours	14	7	The decrease in training costs is due to the failure to carry out - due to the COVID-19 pandemic - important programs, such as the Quest Mini MBA, training of executives abroad, the implementation of online trainings, etc.	53	✓
C-S5	Human Rights Policy	Description of Human Rights Policy and fundamental principles	Qualitative	Reported	Reported	Human Rights and Diversity Policy.	44	✓
C-S6	Collective Bargaining Agreements	Total number of employees covered by collective bargaining agreements	Percentage (%)	71	76		45	✓

## Society - continued

ID <sup>(4)</sup>	Metric Title	Metric Description	Units	2019	2020	Comments	Reference in Sustainability Report 2020 (page) <sup>(2)</sup>	External Assurance <sup>(3)</sup>
C-S7	Supplier Assessment	Supplier Assessment using ESG criteria	Qualitative	(-)	(-)	Selection and annual assessment of suppliers and partners, in accordance with the standard ISO 9001:2015. When assessing suppliers, the Group monitors issues related to sustainable development and work practices, in accordance with the principles of the UN Global Compact and the Group Supplier Code of Conduct. Within 2021, the Group will investigate the introduction of supplier assessments based on sustainability & ESG criteria.	31	
A-S1	Stakeholder Engagement	Description of the key stakeholder groups identified by the organization and analysis of the methodologies utilised for engaging with them	Qualitative	Reported	Reported		23	✓
A-S2	Employee Training Expenditure	Total expenditure spent for employee training	Euros	423.982	161.093	The decrease in training costs is due to the failure to carry out - due to the COVID-19 pandemic - important programs, such as the Quest Mini MBA, training of executives abroad, the implementation of online trainings, etc.	53	✓
A-S3	Gender Pay gap	Pay difference between male and female employees	Percentage (%)	-27	-15		45	✓
A-S4	CEO - Employee Pay ratio	Ratio of total annual compensation to CEO with average annual employee pay	Ratio	[52:1]	[69:1]		45	✓
A-S5	Sustainable Product revenue	Percentage of revenues from sustainable products and services	Euros	€6,8 million (Quest Energy)	€9,4 million (Quest Energy)	Reported revenues relate only to renewable energy production through the 100% subsidiary Quest Energy.	39	✓
SS-S2	Customer Privacy	Protection of Customer Data/ Number of users whose information is used for secondary purposes	Ratio	(-)	(-)	Reference made by the Group company ACS only - 3.033.380 messages to viber users & 5.684 newsletters to users that have given their consent.	186	✓
SS-S4	Labor Law Violations	Total amount of monetary losses as a result of Labor Law violations	Euros	0	0		45	✓
SS-S5	Data Security and Privacy fines	Total amount of monetary losses as a result of customer data and privacy violations	Euros	0	0		35	✓
SS-S8	Customer Satisfaction	Disclosure of Customer Satisfaction Survey Results	Qualitative	(-)	Reported		31	✓
SS-S9	Customer Greivance Mechanism	Description of key operations and procedures relating to Customer Greivance Mechanism	Qualitative	(-)	Reported		31	✓

## Governance

ID <sup>(4)</sup>	Metric Title	Metric Description	Units	2019	2020	Comments	Reference in Sustainability Report 2020 (page) <sup>(2)</sup>	External Assurance <sup>(3)</sup>
C-G1	Sustainability Oversight	Description of level of Board oversight over Sustainability issues and at what level Sustainability issues are discussed between Management at the BoD Committee meetings	Qualitative	Reported	Reported	The BoD of Quest Holdings is supported by the Committee for Sustainable Development.	30	✓
C-G2	Business Ethics Policy	Description of Policy and fundamental principles of business ethics applied	Qualitative	Reported	Reported	Business Ethics Policy.	32	✓
C-G3	Data Security Policy	Description of Policy and fundamental principles of data security applied	Qualitative	Reported	Reported	Information Security Policy.	33	✓
A-G1	Business Model	Description of the Business Model and the Value Creation Process	Qualitative	Reported	Reported	The Quest Group applies the Business Model for Value Creation <IR> for Sustainability Management.	20	✓
A-G2	Materiality	Description of the Materiality Assessment Process	Qualitative	Reported	Reported	Materiality Assessment was undertaken for the Quest Group and separately for each of its 4 largest companies - Info Quest Technologies, Uni Systems, iSquare & ACS.	26	✓
A-G3	ESG Targets	Disclosure of the short, medium and long term targets made in line with the strategic ESG goals	Qualitative	Reported	Reported	Short-term ESG goals have been set for 2021-2022. The Group is currently setting its medium and long term ESG strategy that will support the Group transformation towards growth and sustainable development.	10, 206	✓
A-G4	Variable Pay	Percentage of senior executives salary variable	Percentage (%)	31	23		49	✓
A-G5	External Assurance	Description of the external assurance undertaken for the ESG data reported	Qualitative	Reported	Reported	External Assurance of the ESG data reported was carried out by an independent external body [TÜV HELLAS (TÜV NORD)] for compliance with the ATHEX Guide for ESG Disclosures.	4, 232	✓
SS-G1	Business Ethics Violations	Total amount of monetary losses as a result of business ethics violations	Euros	0	0		33	✓

### NOTES

1. Guide to ESG Information Disclosure 2019 Athens Stock Exchange, <https://www.athexgroup.gr/el/web/quest/esg-reporting-guide>
2. Quest Group Sustainable Development 2020 Report, <https://www.quest.gr/en/corporate-social-responsibility>
3. QUEST Holdings SA appointed TÜV HELLAS (TÜV NORD) SA with the external audit of the data presented in the ESG Table, based on the ESG 2019 Athens Stock Exchange Information Disclosure Guide, which covers the period from 1/1/2020 to 31/12/2020.
4. C= Core Indicators, A= Advanced Indicators, SS= Sector Specific Indicators.