

Always in the service of Humanity

COMPANY PROFILE

ACS is the largest and most state-of-the-art Greek courier company in Greece. A pioneer in the field of the Greek courier market, during its 40-year course, ACS has associated its name with the development of the sector, and since 2013 it has also entered dynamically in the basic postal services market.


- ACS, which has been part of the Quest Group since 1999, operates in Greece, Cyprus, Albania and Bulgaria with local representatives. The company has the largest courier network in Greece, with more than 600 service points, 3,000 specialized employees, more than 30,000 square meters of operational and storage areas, as well as ISO 9001:2015 and ISO 14001:2015 certifications. Every year ACS manages more than 60 million shipments.

Sustainability Goals 2021-2022

ACS has set out its ESG Goals for the period 2021-2022 and is in the process of formulating its longer term ESG Strategy.

ENVIRONMENT	SOCIAL	GOVERNANCE
<ul style="list-style-type: none"> ■ Reduction of energy consumption - mainly the reduction of electricity consumption (in kWh) by 3% by 2021 ■ Reduction of ACS emissions including: <ol style="list-style-type: none"> 1. The improvement of energy efficiency from company facilities 2. Greener Fleet Management 3. Involvement of the Company's supply chain in managing emissions associated with their operation and in the development of programs for their reduction. 	<ul style="list-style-type: none"> ■ Continuing the actions and maintaining or increasing free shipments for social actions (up to + 5%) ■ Maintaining the social contribution costs to selected pillars ■ Maintaining the participation of 100% of our employees in the company's occupational health and safety management system. ■ Training & Personal Development for Employees ■ Employee health & safety 	<ul style="list-style-type: none"> ■ Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices ■ Full compliance with laws and regulations in the social and environmental area ■ ISO 45001:2018 certification

Sustainability Highlights: Our Progress in 2020

Material Issues for ACS (2019-2020)	How we responded in 2020
Creating Financial Value  	<ul style="list-style-type: none"> +15,8% sales turnover Diamond of the Greek Economy award
Creation of a healthy partner eco-system and a responsible supply chain   	<ul style="list-style-type: none"> Largest autonomous network of 350 courier stores in Greece, Cyprus, Albania and Bulgaria +320 new ACS Smart points
Providing services that contribute to meeting the daily communication and transport needs, with speed, security and reliability, throughout the Greek territory and abroad  	<ul style="list-style-type: none"> €40 million Total Investment in new logistics facilities centre - with a five-times higher sorting capacity - set to be completed in 2021 +31% e-commerce sales
Products and Services with environmental and social impact  	<ul style="list-style-type: none"> Digital Services to address pandemic <ol style="list-style-type: none"> Implementation of real time control of shipments Installation of a new CRM system Increase of e-Commerce shipments
Business Ethics  	<ul style="list-style-type: none"> ZERO incidents of non-compliance with the applicable legislation on anti-corruption and unfair competition Full compliance with laws and regulations in the social and environmental area
Ensuring quality, infrastructure security, data protection and operational continuity   	<ul style="list-style-type: none"> ZERO complaints against delivery transportation infringements NO substantiated reports of breaches of customer privacy and loss of customer data, nor fines or penalties for breaches of this law. Re-inforced data protection measures against online attacks (ransomware, phishing, viruses etc)
Employment and halting Brain Drain  	<ul style="list-style-type: none"> >2500 indirect job created (through ACS operations)
Ensuring the health, safety and well-being of employees  	<ul style="list-style-type: none"> ZERO serious work accidents or work-related deaths 100% of employees participate in Health & Management System Protecting employees during pandemic with Supply of materials - masks, gloves, antiseptics - in the sorting centers and in the daily handling/distribution of shipments and daily disinfection of all production facilities
Providing continuing education, certification and employee development    	<ul style="list-style-type: none"> 6,063 e-learning courses completed (double from 2019) 748 total training hours
Reducing energy consumption and greenhouse gas emissions  	<ul style="list-style-type: none"> ISO 14001:2015 certification Since 2017 monitoring Carbon Footprint through Scope 1, Scope 2 and Scope 3 Carbon emission measurement -25% reduction of emissions (per shipment tonne)
Participation in Community projects with Purpose       	<ul style="list-style-type: none"> €845,435 social contribution (from €514,874 in 2019) 15,264 free deliveries (increase 271%, due to pandemic) 142,695 beneficiaries during pandemic >6,000 people in vulnerable groups reached with free transfer of medical supplies and basic needs products