

We connect People to Technology

COMPANY PROFILE

Info Quest Technologies, a core growth driver of the Quest Group, has been leading the Greek Information Technology market for 40 years, contributing to the modernization and digital transformation of businesses and consumers.

- Collaborates with more than **200 international ICT vendors**, and has a panhellenic network of more than 2800 resellers, being the main gate for the dissemination of new digital technologies in the whole country, while it is expanding into new markets such as air conditioning and electrical appliances.
- Invests heavily in **Cloud technologies**, providing Modern Workplace, Robotic Process Automation and secured infrastructure solutions and services that support companies to their digital transformation.
- Drives the **Mobility & Consumer IoT** market by providing innovative products and solutions and expands to new areas such as electromobility (through partnerships like Xiaomi, Segway).
- **Supports e-Commerce** via its portal www.you.gr.

Sustainability Goals 2021-2022

Info Quest Technologies has set out its Sustainability 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"> ■ Reduce environmental impact through adoption of Digital and Cloud services and operation improvements ■ Compliance with environmental laws ■ Enhancing the use of biodegradable materials ■ Continuation of good practices to reuse of materials 	<p><i>Market</i></p> <ul style="list-style-type: none"> ■ Growth of Cloud Services ■ Growth of Mobility & IoT ■ Growth of e-Commerce ■ Customer Satisfaction ■ Customer Health & Safety ■ Supplier Assessments ■ ICT Education & Skills <p><i>Employees</i></p> <ul style="list-style-type: none"> ■ Wellness Programs ■ Employee Training and Development ■ Health and Safety ■ Inclusion <p><i>Society</i></p> <ul style="list-style-type: none"> ■ Product Innovation & Digital Transformation ■ Support educational institutions and organizations in their effort to adopt digital technologies / skills 	<ul style="list-style-type: none"> ■ Zero incidents of non-compliance with legislation ■ Zero data breach incidents ■ System availability > 99.9% ■ Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices

Sustainability Highlights: Our Progress in 2020

Material Issues for Info Quest Technologies (2019-2020)

How we responded in 2020

Creating financial value/financial performance of the company



- + 24,6% in sales turnover –increase in products and services that support remote access, tele-working / tele -education and secured ICT infrastructure.
- #2 in Smartphone &
- #1 in Wearables & Trackers (through Xiaomi partnership)
- +40% increase you.gr portal sales - >20,000 products, +700 brands

Creation of a healthy partner eco-system and a responsible supply chain



- Largest ICT distributor in Greece
- Collaborating with >200 vendors
- >2800 resellers
- Trained >500 people from its partners' network
- 8 Live and 35 Virtual Partners Trainings

Providing ICT products and solutions that contribute to the enhancement of innovation, the production of know-how and the digital transformation of organizations and consumers



- 68% growth in Cloud services (digital transformation, automation, efficiency and more green operation of its customers)
- Enhancement of digital transformation - remote workers, paperless office, process automation, customer engagement and support.
- Smartphones and IoT devices for home, mobility, fitness

Products and Services with environmental and social impact



- Green IT
- IoT & Mobility
- Cloud Services
- DocuSign / E-signatures
- E-Commerce
- e-Transportation

Business Ethics



- Zero incidents of non-compliance with the applicable legislation on anti-corruption and unfair competition.
- Full Compliance with laws and regulations

Ensuring quality, infrastructure security, data protection and operational continuity



- 99.9% Systems availability
- Zero Data Breach incidents

Ensuring the health, safety and well-being of employees



- Zero occupational accidents / work related sickness
- >80% of the office employees working from home during pandemic
- QUEST EUZHN - Employee Wellness program

Providing continuing education, certification and employee development



- 20 hours average training per employee
- Great Place to Work 2020
- Access to on-line training platforms for all employees



Adoption of recycling and Circular Economy Initiatives



- Working with certified Recycling bodies
- 195,000kg packaging recycled
- 7200kg terminals recycled

Reducing energy consumption



- 63% reduction of energy efficiency per million € of sales turnover
- ISO 14001: 2015 Certified