

Technology, Innovation & Entrepreneurship

COMPANY PROFILE

The Quest Group is one of the largest, most dynamic and financially sound Group of companies in Greece. For over 40 years the Quest Group has been a pioneer in the Information Technology sector and has associated its name with growth of the IT market as well as with innovation and the introduction and development of new digital technologies in Greece. Today, the Group Companies are active in the areas of Information & Communication Technology, e-Commerce, Courier and postal services and Green Energy.

40 years of value creation

- The Quest Group is always setting high quality goals, as it seeks to keep creating social value, with a vision to contribute to an advanced world of progress and prosperity for all.

Quest Group of Companies

The Quest Group companies operate in dynamically developing sectors of the economy and are all leaders in their respective fields*, with offerings in more than 30 countries.



*In May 2021, the Quest Group announced the disinvestment in the company cardlink.

Our Commitment to Sustainable Development

The growth and development of the Group are driven by its values and its people, commencing with the principles of sustainable development. The creation of value through business excellence is at the central core of the Quest Group philosophy and strategy and governs the way in which the Group companies operate and grow.



"2020 was one of the best years in our history, both in terms of our financial results and in terms of our social footprint. We can do a lot more and we are constantly aiming to do better, focused on becoming a **great organization**."

Theodoros Fessas
Chairman of the Board



"Promoting **ESG across the scope of the operation** and the strategy for sustainable development are topics of deep concern and define the long-term objectives of the Group and its companies."

Eftychia Koutsourelli
Vice Chairwoman of the Board
Chairwoman of the BoD Committee for Sustainable Development



"Sustainable Development is a strategic priority of the Group and we will continue taking actions to **better manage our environmental footprint**."

Apostolos Georgantzis
CEO of Quest Holdings

The Quest Group and its companies support the **17 UN Sustainable Development Goals** and actively incorporate this commitment into their Sustainable Development Planning.



Since 2014, the Group publishes an Annual Sustainable Development Report which complies with the GRI Standards (Global Reporting Initiative) and the Greek Sustainability Code. The Group also reports on selected ESG indicators based on the ATHEX ESG Information Disclosure Guide and is part of the **ESG Index** launched by ATHEX in July 2021.



Sustainability Highlights: Our Progress in 2020

| Material Issues for the Group Stakeholders (2019-2020) | How we responded in 2020 |
|---|--|
| <p>Creating financial value and financial performance</p>    | <ul style="list-style-type: none"> +20% growth in sales turnover Net Positive Profits - all Group Companies €26 million investments for new business and infrastructure Acceleration of Innovation initiatives and Digital Transformation projects |
| <p>Employment and halting Brain Drain</p>   | <ul style="list-style-type: none"> +18% employee growth (351 new, 2,256 total) €2 million investment in 8 years to support innovation and start-up ecosystems Addressing digital skills shortage with Mind the <Code> Scholarship's program  |
| <p>Ensuring business ethics and regulatory compliance</p>   | <ul style="list-style-type: none"> Zero incidents of non-compliance with legislation on anti-corruption and unfair competition Zero incidents of non-compliance with laws and regulations |
| <p>Ensuring quality, infrastructure security, data protection and operational continuity</p>    | <ul style="list-style-type: none"> >99.995% Systems availability Zero Data Breach incidents Zero fines or penalties for violation of data privacy |
| <p>Providing timely and competitive remuneration/benefits to employees</p>    | <ul style="list-style-type: none"> High employee satisfaction (87.03%) Competitive Compensation and Variable remuneration system |
| <p>Ensuring the health, safety and well-being of employees</p>    | <ul style="list-style-type: none"> 100% of employees in Group Health and Safety system Teleworking for >1,000 employees during the pandemic period Zero occupational accidents / work related sickness QUEST EUZHN - Employee Wellness program |
| <p>Providing continuing education, certification and employee development</p>     | <ul style="list-style-type: none"> 9 hours average training per employee €183,000 spent on training Talent Management Program for high performers and high potentials |
| <p>Defending human rights at work</p>     | <ul style="list-style-type: none"> 21% of Managers are female Reducing Gender Pay Gap -15% (-27% on 2019) Human Rights and Diversity Policy embracing the 10 Principles of the UN Global Compact |
| <p>Reducing energy consumption and greenhouse gas emissions</p>   | <ul style="list-style-type: none"> -16% of Group energy efficiency per million € of sales turnover Investment in renewable energy sources through our 16 photovoltaic power stations by Quest Energy 16.5% of total energy consumption is from renewable energy sources Recycling and Re-use of materials |

The Quest Group support to Society during COVID-19

- €1,4 million total contribution was made by the Quest Group during 2020 to support the Greek society in addressing the effects of the pandemic.
- The Group's initiatives focused primarily on supporting the education and the health sectors with donations of medical materials and IT equipment.
- The Group company ACS, faithful to its principles to aid vulnerable and special needs groups, offered support services which benefited over 140,000 people.

ESG Goals - Quest Group

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

Quest Group: High Level ESG Strategic directions 2021-2022

| ENVIRONMENT | SOCIAL | GOVERNANCE |
|--|--|---|
| <ul style="list-style-type: none">■ Reduce energy consumption■ Limit operational emissions■ Integrate circular economy practices | <ul style="list-style-type: none"><i>Employees</i><ul style="list-style-type: none">■ Encourage an inclusive and diverse workplace■ Ensure high health and safety standards■ Prioritize Training, Development and Wellness<i>Society</i><ul style="list-style-type: none">■ Create high potential positions of employment■ Support new Entrepreneurship and Innovation■ Facilitate Digital Transformation in Education and Business■ Champion the advancement of Digital Skills■ Aid NGOs and Organizations responding to crisis situations, and increase volunteering<i>Market</i><ul style="list-style-type: none">■ Continuous growth based on Innovation■ Build a Sustainable Partner Ecosystem■ Focus on high Customer Satisfaction | <ul style="list-style-type: none">■ Promote responsible and Ethical Entrepreneurship■ Zero incidents of non-compliance with the legislation■ Zero data breach incidents■ >99.9% System availability |

For more information visit
www.quest.gr/en

