

Sustainable Development Policy



17/07/2021



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1 Introduction

“Sustainable development” means the development policy aimed at meeting the economic, social and environmental needs of society and ensuring short-term and long-term prosperity in the corporate and social environment, while achieving economic development and environmental protection.

Sustainability is an approach that is determined by the impact of a company’s activities on the environment and the community, in general. It is measured on the basis of non-financial indicators relating to environmental, social and governance issues (**hereinafter “ESG”**) and which are economically important (material) for the company and the collective interests of its stakeholders, such as employees, customers, suppliers, local communities and other significant bodies.

The concept of sustainable development is developed in the companies of the Quest Group, promoting their corporate interest and competitiveness, while at the same time aiming to create value, for the benefit of all interested parties.

Quest Holdings Societe Anonyme (hereinafter the **“Company”** or **“Quest”**) and the subsidiaries of the Company (hereinafter **“Group Companies”**) adopt and implement sustainable development policies based on transparency, ethical business and respect for all stakeholders. They focus on issues related to the creation of economic, social and environmental benefits throughout the value chain of the Company and the Group Companies and to all stakeholders.

This text has been translated into English from the Greek language. In any case of ambiguity or doubt, the Greek text prevails.

2 Purpose

Innovative value creation, through business excellence is a key vision of the Company and the Group Companies and is based on the principles of sustainable development. This Sustainable Development Policy (hereinafter the **“Policy”**) reflects the responsibility and commitments of the Company and the Group Companies towards employees, the market, society and the environment with regard to sustainable development issues.

3 Scope

The Sustainable Development Policy concerns the Company and the Group Companies, Managements, the employees, the partners, as well as the other stakeholders.

4 Policy Description

4.1 Commitment of the Company and the Group Companies

Sustainable development is a strategic orientation and commitment of the Company and the Group Companies, which are committed to working on the basis of its principles and having as their driving force their people and the values they incorporate in their culture - ethics, integrity, teamwork, customer satisfaction, knowledge, continuous improvement, innovation.

The Policy is determined by the Management which is committed to:

- developing continuously the Company and the Group Companies, scaling up its business model and creating economic value for its shareholders and stakeholders;
- adopting mechanisms for interaction and understanding of the expectations of stakeholders and monitoring their effectiveness;
- meeting the expectations of stakeholders (employees, suppliers, customers, shareholders, social actors, business community, institutional and financial institutions, etc.);
- respecting the principles and values of the Group;
- ensuring business ethics and regulatory compliance;
- monitoring the implementation of internal regulations, policies, procedures, sustainable development directives at all levels of activity of the Company and the Group Companies;
- providing technology products and services, with due regard to environmental and/or social impacts;
- fostering innovation;
- monitoring systematically the environmental footprint of the Company and the Group Companies;
- establishing and monitoring ESG improvement objectives and the overall positive footprint of the Company and the Group Companies.

In order to achieve the above commitments, the Company and the Group Companies focus on the thematic pillars of sustainable development as described in the following sections.

4.2 Corporate Governance

The Company and the Group Companies have established a system of modern and sound corporate governance, which is fully harmonized with the applicable legislation, the Greek Corporate Governance Code of the Hellenic Corporate Governance Council and international best practices. In this context, the Company and the Group Companies operate on the basis of structures, management bodies, regulations, manuals, codes, policies and procedures that contribute to enhancing transparency and optimal decision-making, taking into account the interests of stakeholders. Specifically, the Company and the Group Companies implement actions aimed at strengthening:

- effective governance;
- risk management;
- regulatory compliance;
- use of state-of-the-art systems;
- optimizing operational performance;
- developing measures that enhance transparency, prevent corruption and highlight the principles and values of the Company and the Group Companies, with a view to safeguarding the interests of shareholders and demonstrating responsibility towards stakeholders and the society.

4.3 Market and Customers

The Company and the Group Companies aim to provide a high level of products and services, driven by innovation, high quality standards and security, which are offered at competitive prices, and fully

guaranteeing personal data protection. The products and services provided contribute to meeting the needs of businesses and consumers throughout Greece and abroad.

The Group Companies aim to develop an integrated supply chain in the light of the values of sustainable development.

The Company and the Group Companies invest in research and development, with the aim of ensuring development, innovation, provision of integrated solutions, products and innovative services, while supporting new entrepreneurship by allocating resources and know-how to such initiatives.

4.4 Human resources

The Company and the Group Companies ensure a safe working environment for all their employees, providing them with all the necessary means and appropriate training to protect them from risks in the workplace. They recognize their responsibility to protect and promote human rights at work, respect for diversity, equal opportunities in employment and they prohibit any form of discrimination. They are fully and consistently committed to the principle of equal treatment of all the employees, irrespective of the gender or other discrimination and the position in the organization chart. Women's professional development is encouraged by providing equal opportunities in terms of pay and promotion opportunities.

In addition, they create a pleasant working environment, depending on the work object of each activity and encourage employees to maintain a balance between their professional and personal life. They constantly reinforce employee development and training programs, both in specialized knowledge and in new skills, talent retention and attraction, and offer a set of benefits to improve quality of life.

The Company and the Group Companies ensure the establishment of a climate of mutual trust and understanding through appropriate channels of communication between Management and employees, allowing the latter to share concerns or views related to their work.

4.5 Environment

The Company and the Group Companies comply with the applicable legislation regarding environmental protection and take the necessary measures to minimize its deterioration. They act responsibly to ensure the protection of the environment and with a view to limiting the environmental footprint, by reducing their energy consumption and greenhouse gas emissions, by adopting systematic recycling and waste management practices and, in particular, by reducing the use of plastics and pollution caused by transport.

4.6 Society

The Company and the Group Companies support local communities and socially sensitive groups. They plan and implement actions aimed at improving the quality of life, improving the technological skills of society as a whole and the transition of the country to the digital age.

They also take action to combat poverty, hunger and social inequality. They collaborate with Non-Governmental Organizations and other public benefit bodies to strengthen the livelihood opportunities of the least favored social groups.

4.7 Relationships with stakeholders

The Company and the Group Companies develop relationships with all internal and external stakeholders driven by trust and honesty. Particularly with regard to suppliers and partners, all cooperation is centered around integrity and respect, with absolute compliance with the Suppliers Code of Ethics.

Overall, the Company and the Group Companies, through the implementation of their policies and procedures, as well as the principles and values that govern them, promote and strengthen transparency and an open and two-way communication with all stakeholders.

The Company and the Group Companies set individual objectives regarding the essential issues of sustainable development, which are evaluated annually in terms of their effectiveness and are updated whenever necessary.

5 Approval and Communication

All activities undertaken in the context of sustainable development are included in the financial statements of the Company and the Group Companies in the context of non-financial information, as well as in the sustainable development report published annually. The aim is to inform all stakeholders in an integrated, transparent and effective manner about the strategy, the objectives and the performance of the Company and the Group Companies in the essential issues of sustainable development.

The ESG of the Group periodically reviews this Policy, in cooperation with the Sustainable Development Groups of the Group Companies, and recommends the necessary modifications to the Sustainable Development Committee.

The Policy and any significant modification thereof is approved by the Board of Directors of Quest Holdings.

The Policy is communicated to all Company personnel and Group Companies and is posted on the intranet of the Company and Group Companies.

6 Implementation Control

The Company retains the responsibility to monitor the loyal implementation of the Policy by the same and all companies of the Group, through its competent executive officers and by using the available control mechanisms and the methodology it has designed.

The overall supervision of the sustainable development framework of the Company and the Group Companies is carried out by the Board of Directors of the Company.

7 File of Changes

Version	Date	Description
2nd	17/07/2021	Replacement of the Corporate Social Responsibility Policy, due to compliance with Law 4706/2020 and the latest good practices.