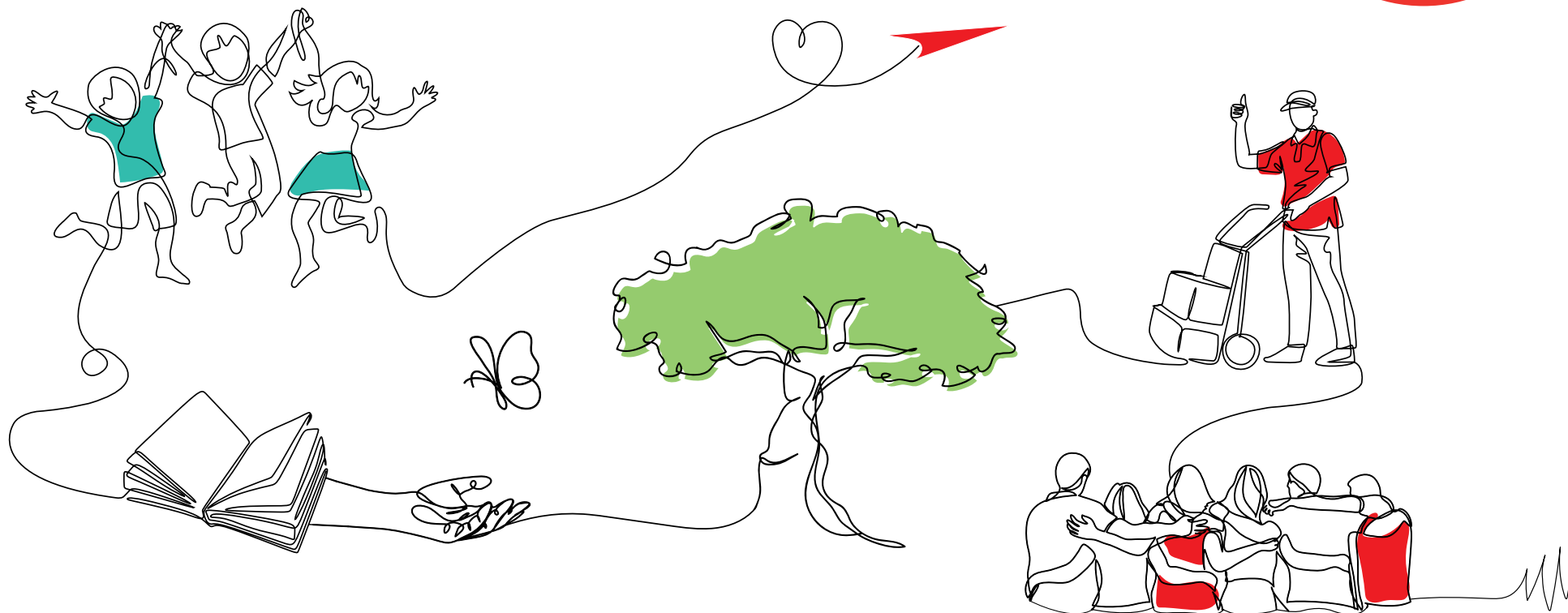


# 2022

SUSTAINABLE  
DEVELOPMENT  
REPORT



# Always in the service of Humanity, always with responsibility



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## Message from the CEO

GRI 2-22

2022 was a milestone year for the Greek and global economy. The energy crisis brought us face to face with new challenges in our daily lives and in the operation of businesses.

Despite the adversities, ACS remained one of the major players in the courier industry, but also in the Greek economy as a whole, proceeding with actions that demonstrate its commitment to the same basic principles that have governed it since the beginning of its operation. The improvement of working conditions for the company's employees, the long-term social contribution and the protection of the environment were some of our fields of action during 2022.

In the 2022 Sustainability Report, the company highlights its achievements, but at the same time looks ahead to 2023 and captures its expectations for it. At ACS, our long-term strategic positioning is inextricably linked to current actions.

Indicatively, in 2022 we achieved the following:

- **Financial data:** Increase in company's turnover by approximately 4%.

- **Environmental protection:** A reduction of approximately 5% in the intensity of greenhouse gas emissions related to the company's shipments.
- **Social contribution:** Implementation of actions of overall social contribution, which is valued at more than €1.3 million.
- **Corporate Governance:** Maintaining, for another year, zero incidents or complaints regarding issues of corruption, unfair competition and antitrust practices.
- **Investments:** Operation of the new sorting centre and the new central facilities of ACS, an investment of more than €45 million, which gives new possibilities and perspectives to the company for its future development.
- **Digital innovation:** The creation of new digital solutions to improve the service of our customers, which further facilitate their daily life and their contact with the company

Looking ahead, ACS remains committed to continuous improvement in all areas of Sustainable Development and achieving ESG Goals. We acknowledge the challenges we face and remain optimistic, convinced that the ACS team of executives, employees and partners can transform challenges into opportunities.

**Apostolos Georgantzis**  
Chief Executive Officer, ACS

# ABOUT THE REPORT

[GRI 2-2, 2-3, 2-4, 2-5]

The Sustainable Development Report of ACS, a subsidiary of Quest Holdings, parent company of the Quest Group, is the company's 9th published annual Report.

The Report was prepared in accordance with the Global Reporting Initiative (GRI) 2021 standards, and standard AA1000AP (2018) and refers to the period 1.1.2022 – 31.12.2022. This year's Report, will be published in digital and interactive format on the company's [website](#) where, there is also the [2021 report](#).

The report presents information and disclosures about ACS in Greece and is part of it [Quest Group Sustainable Development Report 2022](#), where there are the overall publications of the Group's GRI Standards 2021 as well as publications on selected indicators of the ESG Information Disclosure Guide 2022, issued by the Athens Stock Exchange (ATHEX). In addition, the selected GRI and ATHEX indicators of the Group Report are subject to external verification by the independent body TÜV HELLAS (TÜV NORD) S.A. in order to confirm compliance with the above standards. In order to verify compliance with the requirements of AA1000AP (2018), the standards in the guide "AA1000 Assurance Standard" (AA1000AS v3) were followed.

The [Quest Group Sustainability Report 2022](#) presents also the results of the ESG strategy 2022–2025+ for the entire Group and its companies, from which the goals have been integrated into the business model of

our company. Next, the performance of ACS is presented in terms of the essential issues it monitors, the Group's ESG goals and the Sustainable Development Goals (SDGs) it supports.

For more information, contact the **Marketing and Corporate Sustainability Department** of ACS: [marketing@acscourier.gr](mailto:marketing@acscourier.gr), 211 5005 172.



# HIGHLIGHTS 2022



## FINANCIALS DATA & NEW INVESTMENTS

- > **3.8%** increase in turnover.
- > Operation of the new sorting centre and the new central facilities of ACS, an investment of over **€45 million**.



## ENVIRONMENT (E)

- > **>5%** per kg reduction in emissions.
- > **14%** electric / hybrid company vehicles in the company fleet.
- > **100** designated parking spaces for electric cars at the company's headquarters.
- > **ECOVADIS (Bronze)** Sustainability Certification.



## SOCIETY (S)

- > **580** employees.
- > **2,565** human-hours of training and **4,342 hours** of training of ACS.
- > **€1,373,320** for social contribution.
- > **25,000** free shipments to vulnerable social groups, with an initial value of over **€370,000**, transporting materials weighing almost **50 tons**.

**Note:** Comparisons have been made with the year 2021.

# HIGHLIGHTS 2022



## GOVERNANCE (G)

- **Zero incidents**  
and complaints on matters of corruption, unfair competition, anti-competitive behaviour, anti-trust and monopoly practices.
- **Full compliance**  
with laws and regulations in the social and environmental area.



## NEW SERVICES & DIGITAL INNOVATION

- **New digital customer service solutions**  
(ACS Mobile App, ACiStant digital assistant, resolution of pending delivery through tracking on the company site).
- **New digital service**  
of Estimated Time of Arrival of the shipment to the customer-recipient, with live-tracking from mobile phone and redirection option (another day/time of delivery or collection from an ACS point).

**Note:** Comparisons have been made with the year 2021.



# COMPANY INFORMATION





# COMPANY INFORMATION

[GRI 2-1, 2-6]

ACS is a leader in the courier sector in Greece and also provides ordinary postal services.

With more than 40 years of experience, the company operates in Greece, Cyprus, Albania and Bulgaria with local representatives.

ACS has the largest network of courier stores in Greece.



- **100% coverage in Greece and abroad**



- **> 750 service points**



- **3,700 skilled workers**



- **Manages > 50 million shipments per year**



- **Partnerships with international courier networks**

## Creation of a new state-of-the-art ACS parcel sorting centre

**In 2022, the company started operating in the new modern facilities that were implemented** with a total investment in building infrastructure and automation equipment of more than **€45 million, with an area of 36,000 sq.m.** and with the most modern sorting systems in Greece that provide a sorting capacity of **over 50,000 shipments per hour.**

The new building also has:

- photovoltaic installation (up to 1MW)
- 90 truck loading/unloading ramps
- 240 parking spaces, with provisions for 100 electric cars.

The headquarters of the company is located at 36-38 Petrou Ralli Street, Aigaleo, 12241, Attica. More information about ACS can be found on its website [here](#).



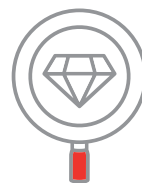
## OUR VISION



!!  
**To remain the leading courier company in Greece and Cyprus.**



## OUR VALUES



- !!
- **Servicing Customers and providing added value.**
- **Ethos and integrity**
- **Respect and trust**
- **Teamwork/Compassion in decision making**
- **Respect for colleagues and partners**



## OUR MISSION

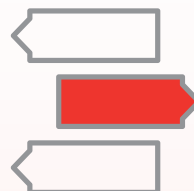


!!  
**To focus on the continuous improvement of the quality of the services provided and the continuous increase of the value of the company. We address the challenges of our times and competition with long-term planning, boldness and creativity.**



## MEMBERSHIPS & ASSOCIATIONS

[GRI 2-8]



Greek-Chinese Economic Council

# AWARDS AND HONOURS FOR THE YEAR 2022



## Diamonds of the Greek Economy –

Award for the most economically sound and fastest growing company in the courier and postal-service market from New Time Publishing.

Under the auspices of the Athens Stock Exchange and the Hellenic Tourism Organization (EOT).

## Leaders of the Greek Economy, "The Protagonists of Sectors", "Courier Services" sector

- Highlighting the leading position of ACS in the market, based on objective economic indicators and criteria, by Direction Business Network. Under the auspices of the Hellenic Ministry of Economy & Development and the Hellenic Federation of Enterprises (SEV).

**Boussias e-volution Awards – Silver award in the "Continuous Growth" category**, for the new version of the ACS Mobile App, which provides new digital service capabilities.

**Boussias e-volution Awards – Silver award in the "Digital Transformation" category**, for the digital transformation actions invested by the company, such as the digital assistant ACiStant and the upgrade of its website, in order to provide the best possible experience to the customer.

**Boussias e-volution Awards – Bronze award in the "Logistics & Last Mile Services" category**, for ACS Smartpoint Lockers, the network of "smart" lockers that serves ACS customers 24/7 in Attica and Thessaloniki, with the unique payment option of cash on delivery with a bank card at Locker's POS terminal.

# CERTIFICATIONS



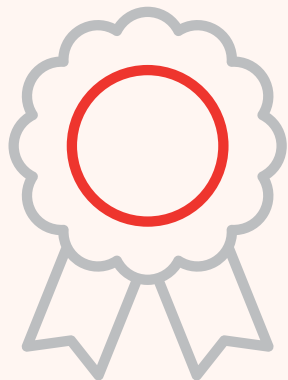
In September 2022, ACS awarded the **EcoVadis certification** for sustainable supply chains with a bronze medal after external assessment by the international body.

ACS is ranked among the best companies assessed by EcoVadis in the postal and courier industry worldwide.

- **In the top 9%** in the category "Labour & Human Rights"
- **In the top 26%** in the category "Ethics"

In addition ACS has the following certifications:

- ACS has Quality (**ISO 9001:2015**) and Environment (**ISO 14001:2015**) certifications.
- In 2022, preparations were made for **ISO 45001:2018** (Occupational Health and Safety) & **ISO 39001:2012** (Road Safety Management) and certification will take place in 2023.





# ENGAGEMENT WITH STAKEHOLDERS & MATERIAL ISSUES



# ENGAGEMENT WITH STAKEHOLDERS & MATERIAL ISSUES

[GRI 2-29, 3-1,3-2]

The communication and relationships we build with the company's stakeholders are a fundamental basis of our sustainable development strategy. Consultation with the stakeholders helps to further understand the impact of our activities.

The categories of ACS stakeholders are:



For the key issues of interest to our stakeholders, but also the frequency and channels of communication with them, you can refer to the [Sustainable Development Report for the year 2021](#) of Quest Group.

In the context of the drafting of the Sustainable Development Report based on international GRI Standards and taking into account the relevant principle of materiality, completeness, participation of stakeholders and the sustainability framework, we conducted a 2022 materiality analysis to identify and prioritize substantive issues.

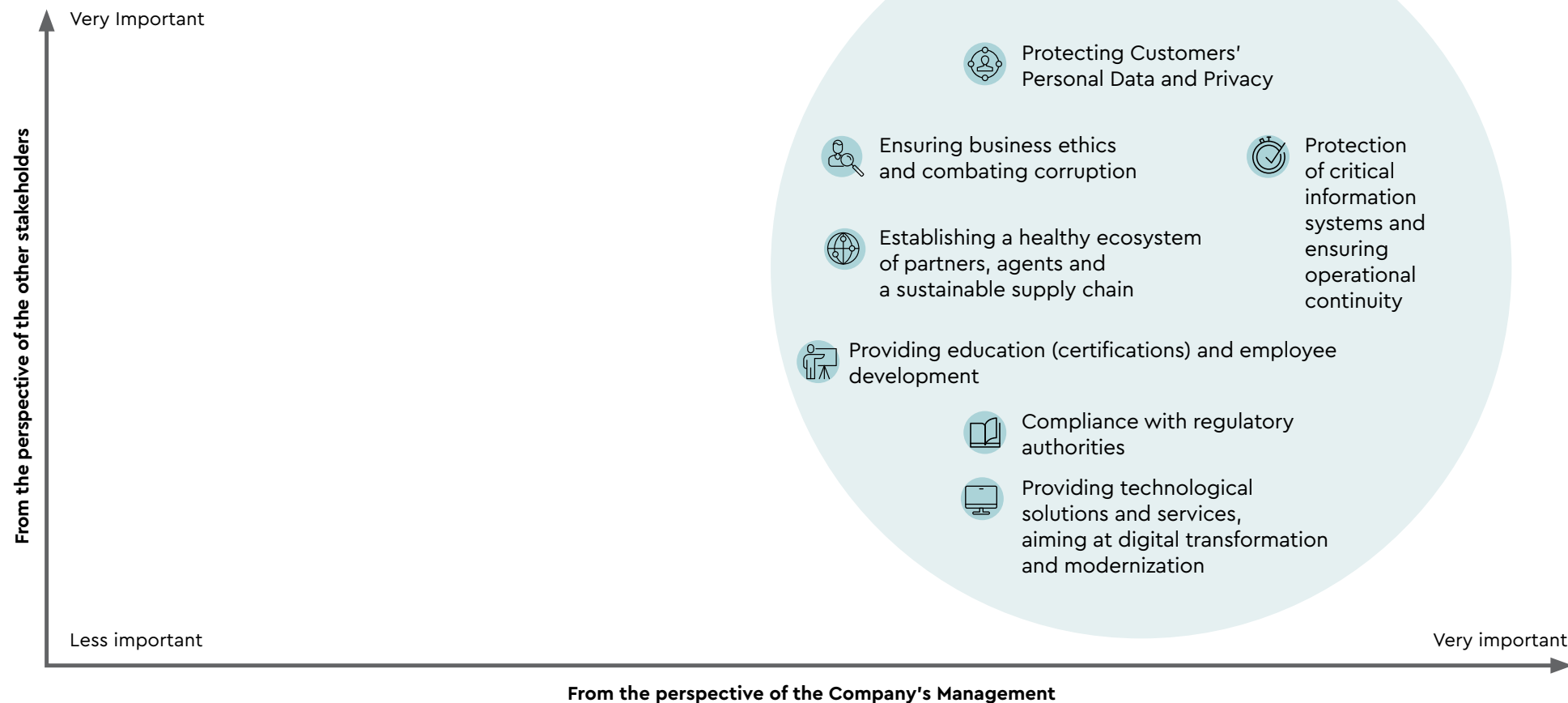
The process of materiality analysis, conducted every two to three years, plays a key role in shaping our strategic priorities, as well as in identifying the risks and opportunities that arise. More specifically, having identified at Group level 24 issues of interest related to our business operation through which we create economic, social and environmental impacts, we conducted an electronic survey for the stakeholders in order to prioritize these issues based on the following criteria:

- The importance of issues for internal and external stakeholders.
- The impact of the issues on the ACS's sustainable development.



## Table of Material issues - ACS

The diagram below presents the 8 material issues of highest importance that emerged for ACS.



For more information on the methodology followed, the impact thresholds of the substantive issues and their connection to the United Nations Sustainable Development Goals (SDGs), see the [Report on Sustainable Development 2021 of the company](#), in the relevant Chapter.



## Impact materiality analysis

[GRI 3-1, 3-2]

Taking into account the internal and external stakeholders, the materiality analysis, the GRI standards and the European Sustainability Reference Standards (ESRS), we recognized our impact. The impact analysis and prioritization process was carried out on the basis of the company's activities, which affect:



**ACS Stakeholders.**



**The society.**



**Our business activities.**



**The environment.**

The main effects identified, both negative and positive, are examined according to the severity and the likelihood of their occurrence. Specifically, as regards the negative effects, the company is in the process of developing a detailed action plan, so that they are reduced and/or eliminated.





# SUSTAINABLE DEVELOPMENT STRATEGY





# SUSTAINABLE DEVELOPMENT STRATEGY

[GRI 2-22]








ACS, as an important subsidiary of Quest Holdings, participated in the formulation of the new Sustainable Development Strategy of the Quest Group and committed itself to objectives concerning the Environment, Society, Corporate Governance and Sustainable Products that are related to its activity, contributing to the achievement of the objectives of the Group.




## ESG 2022-2025+ strategy and objectives

The long-term ESG goals have an implementation horizon the year 2025 and the period 2030/2050 for the environmental goals. The target location has been allocated per year, so that there is systematic monitoring and improvement actions, where required.

In detail, the goals of the ESG Strategy and the performance of the Group in 2022 as well as the goals for the year 2023 are presented in the Group's 2022 Sustainable Development Report [here](#).








Below follow the ACS's 2022 ESG strategy goals and company performance.




	Strategic ESG Objectives for the Group for 2025+	Objectives for 2022 – ACS	Performance for 2022 – ACS	Progress
 Environment	1. Reducing absolute Scope 1, 2 emissions by 40% by 2030 and climate neutrality by 2050 <sup>1</sup>	<ul style="list-style-type: none"> <li>Up to 7% of the fleet consisting of hybrid/electric cars</li> <li>Target for the procurement of 4% of green energy in the Group's total consumption (Group target)</li> </ul>	<ul style="list-style-type: none"> <li>16% of the fleet with hybrid/electric models</li> <li>15% of the group energy supply consumed was certified with green origin</li> </ul>	
	2. Promoting the circular economy and eliminating the waste that can be avoided by 2025	Group Objectives <ul style="list-style-type: none"> <li>Creation of a list of electronic waste.</li> <li>Evaluation of recycling partners</li> <li>Paperless Policy</li> </ul>	<ul style="list-style-type: none"> <li>An e-waste list has been created.</li> <li>Evaluation of recycling partners</li> <li>Implementation of the Paper Elimination Policy.</li> </ul>	
 People	3. Maintenance of the Health and Safety LTIF indicators below 2.3 and TRIR below 1.2 for Group employees by 2030.	<ul style="list-style-type: none"> <li>Measurement of indicators and preservation of LTIF &lt; 2.3 and TRIR &lt; 1.2</li> <li>Preparation for ISO 45001</li> <li>Preparation for ISO 39000</li> </ul>	<ul style="list-style-type: none"> <li>Indicators were measured</li> <li>LTIF = 5 TRIR = 1</li> <li>Achievement of readiness for ISO 45001 and ISO 39000 certification by 2023 (earlier than the target)</li> </ul>	
	4. Increasing the employees' training hours by 10% until 2025.	<ul style="list-style-type: none"> <li>2.5% increase in employee training hours on average per year based on 2020</li> </ul>	<ul style="list-style-type: none"> <li>Overachievement of the target by 2025 with a 138% increase in training hours per employee on average.</li> </ul>	
	5. Creating a culture of inclusion, diversity and equality in order to empower our people by 2025.	Group Objectives <ul style="list-style-type: none"> <li>Decision to establish a methodology for calculating the equality of remuneration.</li> <li>Creation of a Diversity Policy.</li> </ul>	<ul style="list-style-type: none"> <li>Assignment of a Pay Gap study to an external consultant (at Group level)</li> <li>Implementation of the new Diversity, Equality and Inclusion Policy</li> </ul>	

 Objective achieved
  Objective in progress
  Objective not achieved

<sup>1</sup> Reference year 2022 (scenario 1.5°C). Climate neutrality by 2050 refers to Scope 1 and 2 emissions, taking into account the maturity of the technology. The target will be revised in 2030.

\* Objectives have been updated on the basis of long-term strategic objectives.

	Strategic ESG Objectives for the Group for 2025+	Objectives for 2022 – ACS	Performance for 2022 – ACS	Progress
 Responsible Business	6. Best possible effort to maintain zero data breach incidents by 2025.	<ul style="list-style-type: none"> <li>Maintaining zero data breach incidents.</li> <li>Information security training.</li> <li>Primary system vulnerability tests.</li> <li>ISO 27001 certification evaluation.</li> </ul>	<ul style="list-style-type: none"> <li>Zero data breach incidents.</li> <li>2 compulsory seminars on information security.</li> <li>Primary system vulnerability tests.</li> <li>Initial assessment performed. For ISO 27001 certification.</li> </ul>	
	7. Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG targets by 2025.	<ul style="list-style-type: none"> <li>Selection of ESG targets to link to variable remuneration.</li> </ul>	<ul style="list-style-type: none"> <li>Selection of three ESG targets to link to 2022 variable enumeration (environment, training, suppliers).</li> <li>Application to the variable remuneration of the CEO of the company.</li> </ul>	
	8. Assessment of suppliers based on ESG criteria by 2025 <sup>2</sup> .	<ul style="list-style-type: none"> <li>Assessment/determination of ESG maturity of key suppliers by subsidiary.</li> <li>Renewal of Human Rights Policy.</li> </ul>	<ul style="list-style-type: none"> <li>Setting the threshold of suppliers (top ten suppliers).</li> <li>Implementation of a renewed Human Rights Policy.</li> </ul>	
 Sustainable products and services	9. Setting > 6% of revenue to originate from sustainable products and services by 2025.	<ul style="list-style-type: none"> <li>Setting any sustainable products according to ICMA (International Capital Market Association) methodology.</li> </ul>	<ul style="list-style-type: none"> <li>The sustainable products and their evaluation method were defined.</li> <li>1% of 2022 revenue from sustainable products and services.</li> </ul>	
	10. 50% increase of installed MW capacity of green energy by 2025.	<ul style="list-style-type: none"> <li>Application only to a subsidiary of the Group, Quest Energy</li> </ul>	<ul style="list-style-type: none"> <li>Application only to a subsidiary of the Group, Quest Energy</li> </ul>	

 Objective achieved     Objective in progress     Objective not achieved

<sup>2</sup> For suppliers of equal performance, those with higher ESG scores will be preferred.

\* Objectives have been updated on the basis of long-term strategic objectives.

# CREATING VALUE <IR> - OUR BUSINESS MODEL FOR SUSTAINABLE DEVELOPMENT

Quest Group's <IR> **Business Model for Sustainable Development** is implemented by all its subsidiaries and presented in the **Quest Group Sustainable Development Report** for the year 2022.

We are committed to the alignment and support of the 17 United Nations Sustainable Development Goals (SDGs) through our Sustainable Development Strategy, our activities and Corporate Social Responsibility initiatives.

In March 2022, Quest Group signed the UN Global Compact and as a subsidiary of the Group is committed to adhering to its 10 principles on human rights, employment, the environment and the fight against corruption.



United Nations  
Global Compact





# FINANCIAL PERFORMANCE



# FINANCIAL PERFORMANCE

[GRI 201-1]



In 2022, with the gradual recovery of the market from the period of the pandemic, the company returned to expected growth rates, presenting an economic growth of +3.8% in its turnover, while significantly increasing its social contribution by 54.4% in which includes two extraordinary benefits to low-paid employees of the company during the year.

## Direct economic value generated and distributed (€ x 1000)

		2020	2021	2022
<b>Economic value produced</b>	Revenue	127,515	137,472	142,767
	Operating costs	105,361	109,223	106,026
<b>Economic value distributed</b>	Employee salaries and benefits	23,815	26,321	28,350
	Payments to financing bodies	1,004	957	865
	Payments to State bodies	2,643	1,423	2,949
	Social investments	436	158	1,059

## Total Social Contribution of ACS\*

<b>2022</b>	€ 1,373,320
<b>2021</b>	€ 889,302
<b>2020</b>	€ 845,435

\* in commercial value of products, services and financial contribution.

The Annual Financial Report for the Year 2023, which is posted on the parent company's [website](#), contains analytic information on the financial figures of ACS and the rest of the Group's subsidiaries.

For more see the chapter [Future Goals and Performance](#)





# THE CORPORATE GOVERNANCE MODEL



# THE CORPORATE GOVERNANCE MODEL



[GRI 2-9, 2-10, 2-11, 2-12,2-13,2-14, 2-18]

ACS is governed by a coherent, flexible and well-structured Corporate Governance framework. We follow the Greek legislation, strengthening transparency, responsible operation and making important decisions in a collective way. Our goal is the sustainable development of the company while protecting the interests of our stakeholders.

ACS observes the Internal Audit Regulation and the Internal Rules of Operation, in accordance with the requirements of the law.

ACS, as a 100% subsidiary of Quest Holdings, parent company of the Quest Group, has adopted the principles and values and applies without exception the Corporate Governance Policies and Procedures set by the Quest Group, in accordance with the Operation Regulation of the Group.

## Board of Directors

**Apostolos Georgantzis, Chairman and Managing Director**

**Eftychia Koutsourelis, Vice-Chairwoman**

**Konstantinos Menegakis, General Manager, Member**

**Theodoros Fessas, Member**

**Markos Bitsakos, Member**

**Konstantinos Rigas, Member**



## Management of Sustainable Development issues

The Sustainability Team of the company, which is a subordinate of the Managing Director, manages the Sustainable Development and Corporate Social Responsibility issues. The Committee operates on the basis of the strategic guidelines and coordination of the Quest Group Sustainable Development Committee.

## Risk Management

The Company is exposed to financial and non-financial risks. It has a risk management officer (Risk Officer) and a Risk Management system, which is coordinated by the parent company and systematically monitors the impact of risks in achieving its goals.

## Regulatory Compliance

Moreover, regulatory compliance represents a clear commitment in accordance with the principles of integrity, transparency, justice, professionalism and team spirit, which are all principles that govern our operation.

Quest Group operates a regulatory compliance unit and implements a compliance management system in the parent company Quest Holdings and its significant subsidiaries. As part of the implementation of the system in the company, a regulatory compliance officer (local compliance officers) has been appointed who, in cooperation with the corresponding executives of the Group, monitors the issues of his responsibility.

## Organization chart

To view the full organizational chart of ACS, visit the relevant "Organizational Structure" page of its website.

# BUSINESS ETHICS AND REGULATORY COMPLIANCE

[GRI 2-9, 2-12, 2-13, 2-14, 2-15, 2-23, 2-25, 2-26, 2-27, 3-3, 205-3, 206-1, GRI 419-1]



## Material Issues:

- Ensuring business ethics and combating corruption
- Compliance with regulatory authorities

Business ethics and compliance with legislation are absolute values, inextricably linked to our business model, history, reputation and ability to achieve our goals.

Our **Policies** are posted on the Quest Group website along with the **Code of Conduct and Ethical Conduct** renewed within 2022.

Also we commit ourselves through the **Supplier Code of Ethics** to its major suppliers in a joint effort against any practice of non-compliance with laws, bribery, corruption or unfair competition.

We implement the Risk Management Policy, by which we identify and record risks, as well as measures of dealing with any cases of non-compliance regarding anti-corruption and unfair competition.

## Unlawful Behaviour Reporting Procedure

[milisemas@acscourier.gr](mailto:milisemas@acscourier.gr)

The company, based on **Complaint/incident** non-compliance management process allows all interested parties, named or anonymous, to submit concerns or report a possible incident of violation of company Policies, Regulations or applicable legislation. All reports are treated confidentially and employees are encouraged to make the above reports/complaints in good faith and in order to protect the company.

## Information, training & awareness campaign

During 2022, an awareness campaign and training regarding the principles of the Group's Code of Ethics and Ethical Behaviour was carried out for all employees.

For more see the chapter **Future Goals and Performance**

# DATA PROTECTION AND CUSTOMER PRIVACY

[GRI 3-3, GRI 418-1, GRI 418-1]



## Material Issues:

- Protection of critical information systems and ensuring operational continuity
- Protection of personal data and customer privacy

### Personal Data Protection

The Quest Group [Information Security Policy](#) that we have adopted, we apply specific policies and procedures.

These procedures concern:

- transport security
- assurance and protection of postal service confidentiality
- maintaining the security of postal services and ensuring confidentiality
- lifting the confidentiality of communications and assessing information risk
- image management security

### Information, training & awareness campaign

In 2022, an **awareness campaign** and 2 mandatory trainings for all employees on cybersecurity & phishing issues were carried out.

### Our performance on the Privacy Indicators which we monitored

[ACS INDEX]

Number of substantiated complaints of shipment violation during transport		
Year	Total Shipments	Complaints
2022	54.4 millions	0
2021	60.6 millions	0
2020	64.3 millions	0
2019	62.5 millions	1
2018	54.9 millions	0

For more see the chapter [Future Goals and Performance](#)



# OUR PEOPLE



# OUR PEOPLE

[GRI 3-3, GRI 401-1]

The development and training of our employees, the attraction and retention of high performing employees, the provision of equal opportunities, the promotion of diversity and the protection of human rights at work are an integral part of our culture.



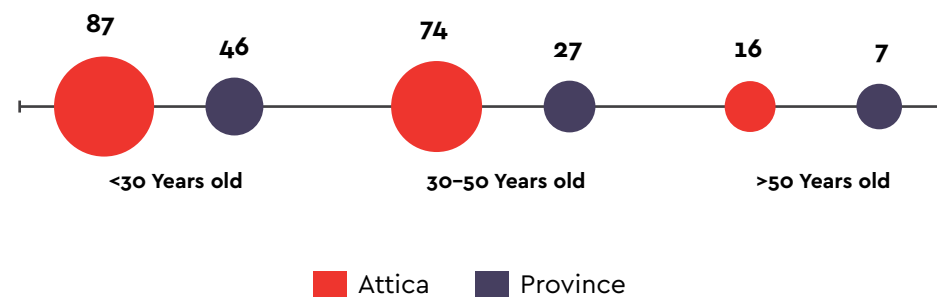
## Diversity and Inclusion

At ACS, we employ a total of 580 employees, of which the largest percentage (72%) holds an indefinite contract. Our workforce consist of 80% men and 20% women.

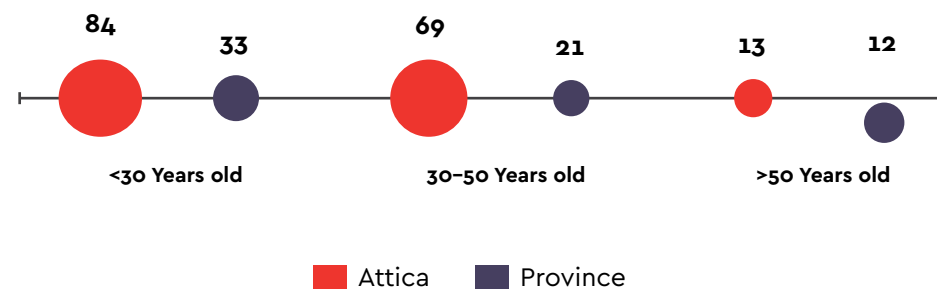
Attracting and retaining employees is of high important to us. We invest in the younger generation of employees and in 2022, out of a total of 257 hires, 50% were under 30 years old. Also, during 2022 we had 232 departures.

**257 new recruits with 50% being under 30 years old**

### New hires 2022



### Departures 2022



For more information on ACS human resources see [Appendix 1](#) in the Quest Group's Sustainable Development 2022 report.

# EMPLOYEE TRAINING AND DEVELOPMENT

[GRI 3-3, GRI 404-1]



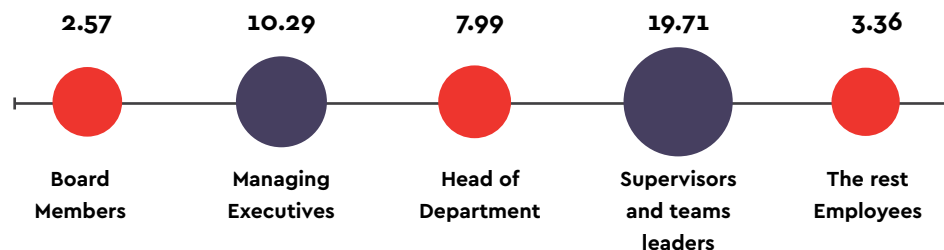
## Material issue:

- Provision of training and development of employees

We promote the growth and development of our employees. In 2022, we invested a total of €44,192 in the development of our employees, recording 2,565 man-hours of training. The average number of man-hours per worker was 4.42 hours (average for men 2.69 and for women 11.1 hours respectively) marking an increase of 138% since 2021.

**In 2022 the average training man-hours increased from 1.9 to 4.4 hours per employee**

### Average hours of training per person per post in the organization



Assessing our employees is an important part of our culture. In 2022, 100% of ACS employees participated in the annual Human Resources performance Assessment process.

ACS created in 2022 a new modern electronic training platform for employees of the entire network of stores and headquarters. The platform is also accessible through the mobile phone of distributors to ensure accessibility to the training of all our employees.

In 2022, 1,331 unique users were trained on this new platform in 5 different training modules related to the operation and services of the company.

**1,331 unique users were trained on a new modern e-learning platform**

For more see the chapter [Future Goals and Performance](#)

# HEALTH, SAFETY AND WELL-BEING OF EMPLOYEES

[GRI 3-3, GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7, 403-8]



## Material issue:

- Ensuring the health, safety and well-being of employees

ACS follows the principles of the Quest Group by implementing a Health and Safety Management System at work. This system is based on the Health and Safety, Physical Security Policies of the Group and operates in full compliance with the requirements of current legislation. The system's goal is the assessment, forecasting and prevention of occupational risk, with the monitoring and recording of accidents and work-related illnesses.

The technical health (Occupational Physician) and safety (Security Technician) consultants, in cooperation with the employees and the executives of the company, identify and assess occupational risk.

We provide our employees with medical and hospital care, through social security and also through an additional private group contract. At the same time, we offer voluntary anti-influenza vaccination for all employees. In addition, a program of specialized psychological support and counselling services is provided either by telephone or by individual sessions for employees and their family members.

## Wellness initiatives for balance between Professional and Personal Life

We systematically encourage employees to maintain a balance between their professional and personal lives by providing facilities and flexibility at work and wellness activities.

In addition, a program of specialized psychological support and counselling services is provided either by telephone or by individual sessions for employees and their family members.

During 2022, a well-being survey for the employees was carried out and as a result, in the last quarter of 2022, an extensive well-being program was carried out addressed to the entire personnel of the Group.

For more see the chapter [Future Goals and Performance](#)



### Wellness Actions

**Cycling**

**Yoga**

**Pilates**

**Hiking (within and outside Attica)**

**Sports training (semi personal)**

**Treasure hunt**

**Culture and art**

**Internet discussions/ sessions on well-being**

**Workshops on well-being (Happy Lab)**

See more details [here](#).



# RESPONSIBLE BUSINESS ACTIVITY



# RESPONSIBLE BUSINESS ACTIVITY



ACS has established over the last 40 years the largest autonomous network of courier stores in Greece, Cyprus, Albania and Bulgaria. The company's ecosystem of representatives consists of a set of partners, people, infrastructure and functions that are inextricably linked to ACS. We operate with respect, creating value for our network of partners as well as for the wider environment in which we operate.

## Sustainable supply chain

[GRI 3-3, ACS Indicators]



### Material issue:

- **Establishing a healthy ecosystem of partners, agents and a sustainable supply chain**

ACS selects well-known and reliable suppliers of products and services that contribute to the further optimization, automation and cost savings, for the better operation of the company. The company implements the common Procurement Policy of the Quest Group, while it has posted the Suppliers Code of Conduct of the Group on its website.

### Procedures and monitoring

ACS develops long-term partnerships with its suppliers and representatives leading to its sustainable operation. We maintain continuous communication for the immediate resolution of traffic, commercial and financial issues, giving appropriate guidance through the relevant departments and the Regional Network Control department.

### Organization and operation of stores

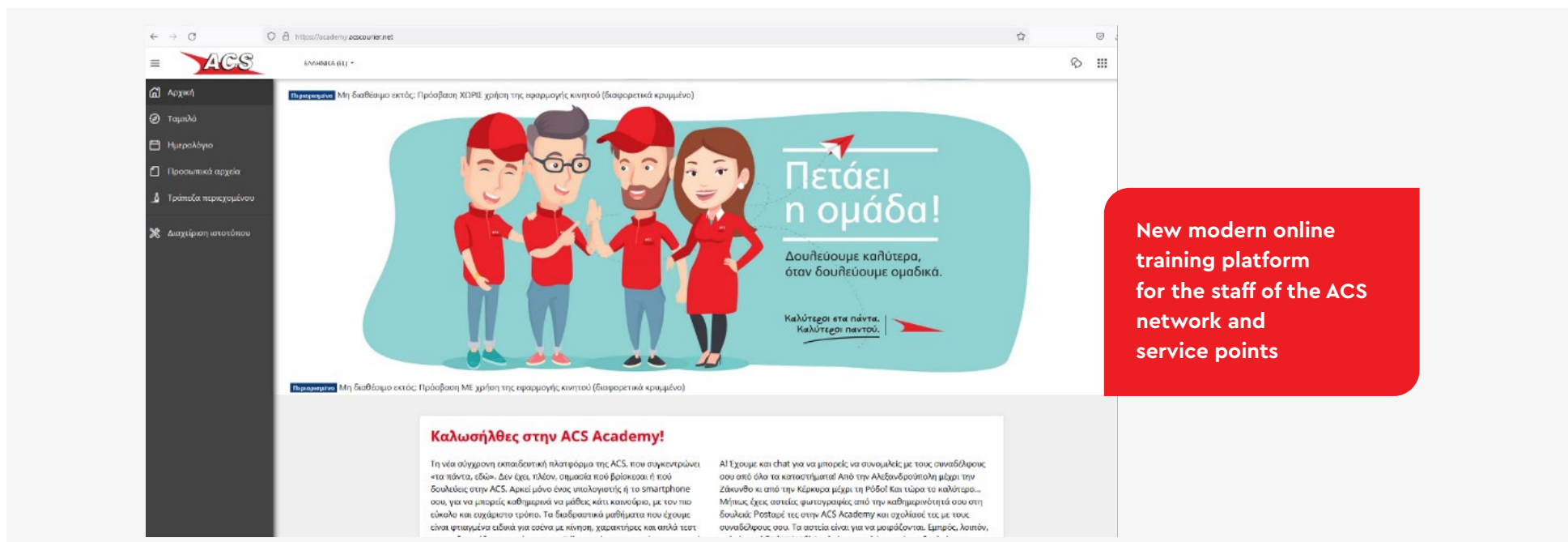
For ensuring proper operation of stores, we have set a framework of specifications for the new stores of our network. Five categories of stores have been established based on the volume of shipments which are determined by the required areas (sq.m.) per store, in order to cope with the increase in the number and volume of e-commerce shipments.

### New electronic shop evaluation platform

As of October 2022 we have created a new platform of applications for the evaluation of the store network, which are used for the daily control of the operation of the stores, through the corresponding key performance indicators (KPIs), with the aim of routing any required improvement actions.

At the same time, the store's corporate image is periodically captured and evaluated in detail at all points of contact with the customer (i.e. service store, transport vehicles and service staff), so that it is always in line with the company's specifications, so that any required corrective actions are initiated.

## Investment Training for the ACS Network training



As of July 2022 the company created a new modern online training platform for the staff of the ACS network and service points, with easy access and via mobile, which offers:

- New updated courses per user status, for all users.
- New behavioural lessons at team level, but also towards customers.
- Two-way communication with users, with suggestions for new courses or feedback to improve the training.
- Integration of course implementation in the control fields of the Network Directorate, with daily reporting and with the possibility of following courses via mobile app.
- For the year 2022, 1,331 unique users have successfully completed courses in 5 different training modules.

### Change in the supply scheme

In response to the continuous increase in e-commerce in Greece, the company proceeded in July 2022 to implement the plan to amend the procurement regime for agents, with the transfer of procurement from receipt to delivery, aiming on the one hand to improving their financial viability and on the one hand better customer service. In addition, in the next two years, additional measures in the same direction are planned, based on the future needs resulting from the growth of e-Commerce.

For more see the chapter [Future Goals and Performance](#)



# DIGITAL INNOVATION & CUSTOMER SERVICE



# DIGITAL INNOVATION & CUSTOMER SERVICE



## Material issue:

- Providing technological solutions and services, aiming at digital transformation and modernization

## Responsible and innovative products and services

[GRI 3-3, ACS INDICATORS]

The development of innovative services and the improvement of existing ones is an integral part of our operation. We are implementing actions to provide new diversified and competitive services, the evolution of existing products and services, the creation or upgrading of new products, processes, services, solutions and applications and the expansion into new markets.

In the context of the dynamic development of e-Commerce in Greece, since 2016 we have moved on to innovations, which improve customer experience and give our cooperating e-shops a great competitive advantage, in a very demanding market. In 2021, we proceeded to order 205 new automatic mailboxes (Automated Postal Lockers), with a view to their gradual installation in major central cities of Greece by 2023, while in 2022 we installed 96 lockers in Athens and Thessaloniki.

**In 2023, we are proceeding with the order of an additional 300 new automatic lockers (Smart Points), with the aim of covering all the central cities of Greece and increasing their presence in the large urban centres of Attica and Thessaloniki.**

At the same time, we implemented the following projects, focusing on the use of technology and the digital transformation of the company and the ultimate goal is to improve the customer experience:

- We developed the contactless delivery service, using a unique code (PIN) sent to the customer's mobile phone, which is now the basis of the customer's communication with the company.
- We developed the new modern website with new features for the customer, so that he can manage his shipment and be informed not only about its course, but also about the general conditions that prevail (PNO strikes, etc.).
- We replaced the fixed POS terminals (point of sale) in the ACS stores, while the replacement of all the PDA terminals of the distributors nationwide, with new modern models, has also started.
- We developed the Estimated Time of Arrival service of the delivery to the customer-recipient has started with internal implementation, with continuous improvements in mapping, with the possibility of live-tracking

of the shipment by the customer through his mobile phone, as well as a selection option (other day / delivery time or receipt from ACS point).

- We redesigned the ACS Mobile App for mobile devices, adding new digital services and service features.
- We implemented the "ACiStant digital assistant" (chatbot), which serves the users of our website electronically and through the ACS Mobile App.
- The implementation of internal applications has begun for the better management and communication of ACS stores nationwide.
- The implementation of a new service for customers, "Delivery to Neighbour", has been launched in order to provide more options for the customer to receive their shipment.

**ACS sustainable services that have a positive impact on the environment and society**



**MediExpresss** service for receiving medicines from the pharmacies of the National Organization for the Provision of Health Services (EOPPY).



**Smartpoint Locker** service that offers the possibility to receive electronic orders 24 hours a day, 7 days a week.

**For 2022, the percentage of its revenue coming from sustainable products and services amounts to 1% of the company's turnover.**

**Our Performance on the Service Indicators we monitored**

Service	Service Goal	2022 Goal	Result for 2022	2023 Goal
<b>Smart Points</b>	e-Commerce recipient/ Improvement of Customer Experience	1%-3%	1.72% of e-commerce shipments (shipments with cash on delivery served via Smart Point)	1%-3%
<b>Web Reporting ABP Post</b>	Customer	>95%	97% availability from ACS to ABP (Post) customers	>95%
<b>Designing Solutions to Collect money via bank cards</b>	Recipient and e-Commerce Customer	20%	20.44% of cash on delivery (collected by bank cards)	20%

**Customer service and satisfaction**

The satisfaction of our customers is one of the main pillars of our operation. We monitor on a monthly and annual basis the qualitative indicators of customer satisfaction and, depending on the results, we proceed with special actions, including conducting phone surveys of recipients to assess the quality of services and customer experience.

## Our Performance on Indicators Measuring usage of new innovative services/solutions by customers we monitored

2022 GOALS	2022 RESULTS	2023 GOALS
<b>1. Deliveries from ACS smart points declared by e-shops (as a way of delivery from the issuer of the voucher): 10% increase.</b>	103,435	10% increase.
<b>2. Total ReDirect Service Percentage: 10% increase.</b>	44.25%	10% increase.
<b>3. Percentage of vouchers from Web Business Tools and Connect: 2-3% increase.</b>	77%	2-3% increase.
<b>4. Annual downloads of Mobile App. 80,000</b>	Annual downloads of Mobile App. 59,794 (Android Downloads 43,687 and IOS Downloads 16,107)	80,000
<b>5. Numerous customer service transactions from Mobile POS. Improvement of the index/number above 10%.</b>	481,732 transactions	Improvement of the index/number above 10%.

For more see the chapter [Future Goals and Performance](#)







# ENVIRONMENTAL FOOTPRINT



# ENVIRONMENTAL FOOTPRINT



At ACS we operate with an awareness of our environmental responsibility. In the context of the Group's Risk Management System, the relevant Policy, but also in accordance with the requirements of ISO14001 concerning environmental management, we recognize the risks and opportunities in environmental matters, and set improvement Goals.

## New infrastructures with responsibility for the environment

In 2022 the headquarters of the company was moved to new premises (Petrou Ralli 36-38, 12241 Egaleo).

We Invest in Green Energy



### The new ACS headquarters building:

It is based on bioclimatic architecture, aiming to ensure thermal comfort, using environmental resources, such as the 1MW solar panels (photovoltaics) on the roof and the light tubes (with natural sunlight) in all the offices.



Uses low energy consumption LED lights where there is electric lighting.



He has received an Energy Performance Certificate (PEA) of energy category A in the office premises.



It has provision for 100 electric vehicle seats, while already in 2022 14% of the company's corporate fleet will be hybrid or electronic cars.

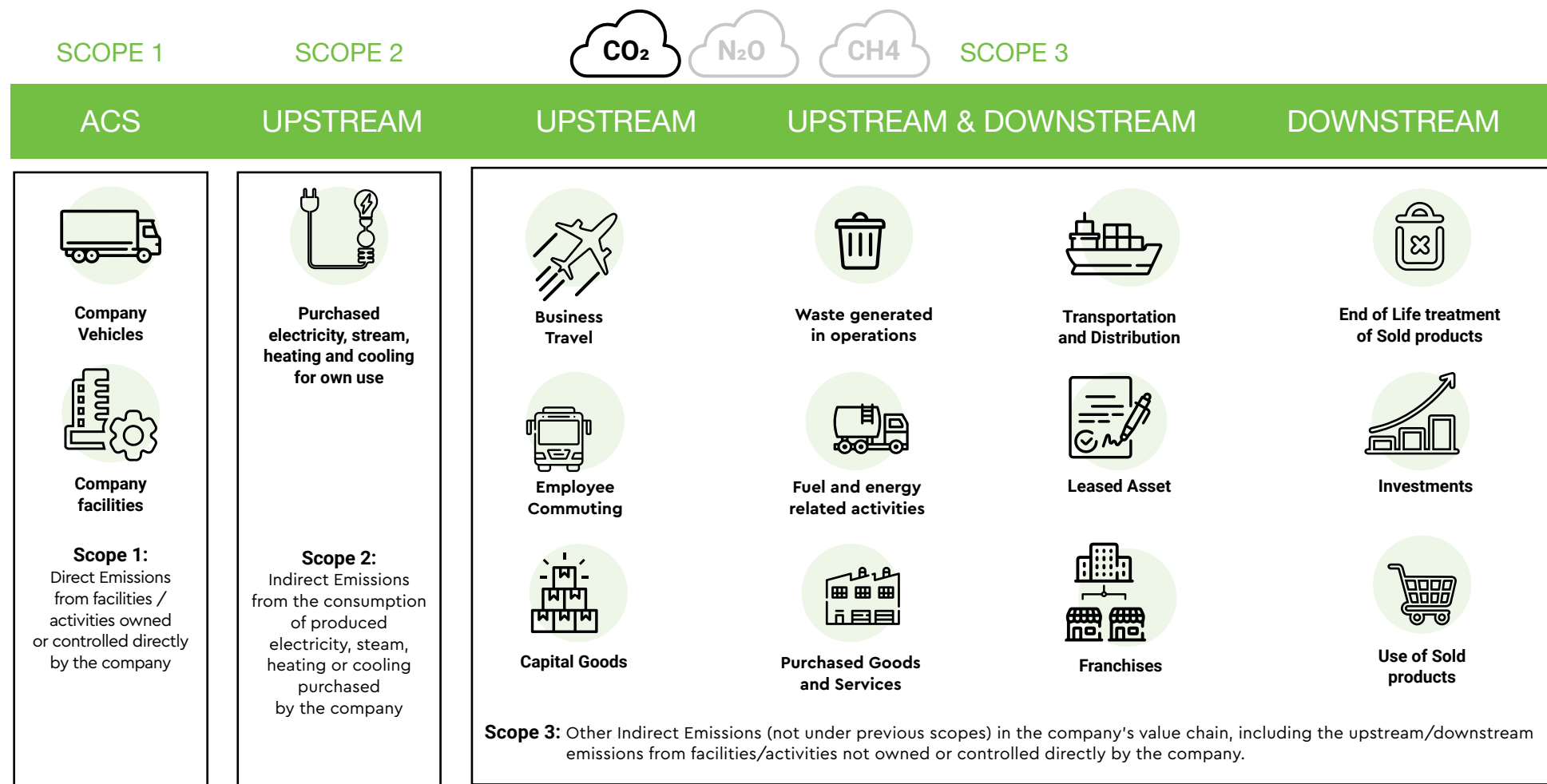


## Climate change

[GRI 3-3, GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 303-1, GRI 306-2]

### Greenhouse gas emissions





ACS continues for the 7th year to monitor its carbon footprint, following the guidelines of Greenhouse Gas Protocol (GHG Protocol) regarding direct and indirect gas emissions (Scope 1, Scope 2, Scope 3).



CO<sub>2</sub> emissions in the ACS value chain (categories in gray are outside the scope of implementation of the assessment for 2021).

## Sources of Greenhouse Gas Emissions

ACS's total greenhouse gas emissions for 2022 were estimated at **24,128 tons of CO<sub>2</sub>e**. According to the different emission categories, the distribution and the change from the previous year are as follows:

Categories of GHG Protocol	Carbon Footprint of ACS for 2022 (in t CO <sub>2</sub> e)	Percentage change compared to 2021
Scope 1 Direct emissions	921	14.11% 
Scope 2 Indirect emissions	957	17.52% 
Scope 3 Other indirect emissions	22,251	5.37% 
<b>Σύνολο</b>	<b>24,128</b>	<b>6.12%</b> 

Allocation of greenhouse gas emissions for the activities of ACS



**Scope 1 » 4%**  
**Scope 2 » 4%**  
**Scope 3 » 92%**



## Overview of the scope of the GHG Protocol

The calculation of the footprint for the year 2022 has been carried out in accordance with emissions from the categories of the international GHG Protocol. The following table presents the activities within and outside the scope in the assessment of ACS's carbon footprint for 2022.

*Categories of the GHG Protocol included in the ACS carbon footprint estimation*

Categories GHG Protocol	Within the Scope	Comments
<b>Scope 1 – Direct Emissions</b>		
1 Company facilities	✓	Includes emissions from fuel consumption for facilities and emissions resulting from consumption of refrigerants gases from the air-conditioning systems (A/C) of the ACS facilities. Compared to 2021, a decrease in heating oil (diesel) consumption was observed, but almost twice the consumption of bio-diesel mixture fuel for the electric power generator was marked, while no refrigerant consumption was observed.
2 Company vehicles	✓	Includes emissions from fuel consumption (gas and LPG) of vans and motorcycles, as well as diesels for the trucks of the private fleet of ACS. In addition, it includes the consumption of the corresponding fuels given as a benefit to employees of the company. In 2022, the fuel consumption of the vehicles (owned and leased) of the company's fleet remained stable with a difference of less than 1%.
<b>Scope 2 – Indirect emissions</b>		
1 Purchased electricity	✓	It includes emissions from electricity supplied by ACS for use in headquarters. Compared to 2021, electricity consumption increased by 31.1% while the emission factor for electricity decreased according to DAPPEP.

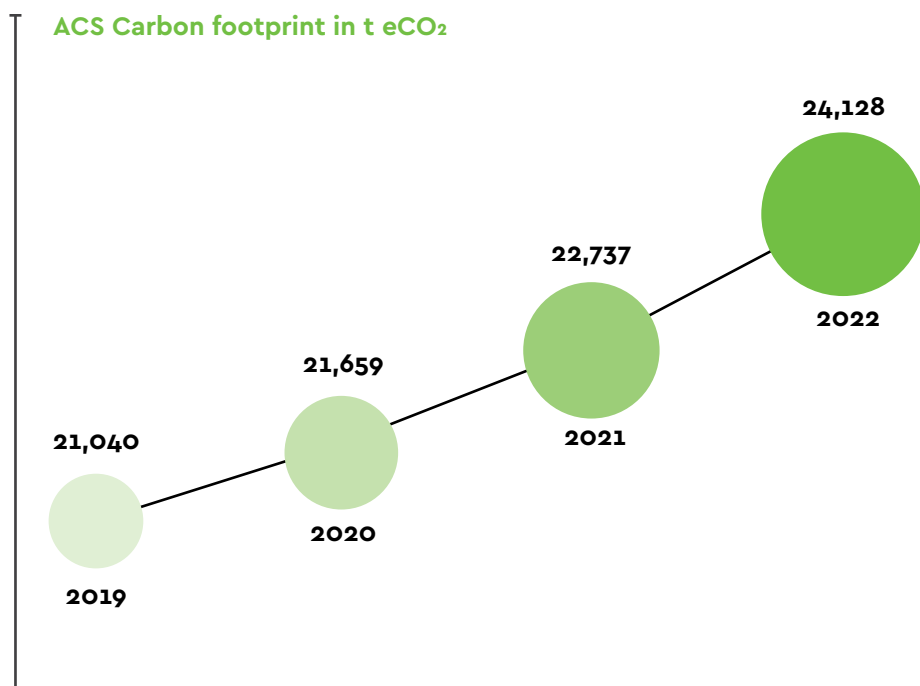
Categories GHG Protocol	Within the Scope	Comments
<b>Scope 3 – Indirect emissions</b>		
1 Purchased goods and services	-	Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis.
2 Capital goods	-	Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis.
3 Fuel- and energy-related activities	✓	Includes emissions from the production (WTT) of fuel consumed by the private fleet of fuels given as a benefit to employees and transmission and distribution losses of electricity consumed by the Company.
4 Upstream transportation and distribution	✓	Includes emissions from the production (WTT) and consumption of fuel of the ACS network. In 2022 the kilometers travelled by the company's network of vehicles (third party network) increased by around 2% and combined with DEFRA's new increased emission factors for 2022 the total emissions increased considerably.
5 Waste generated in operations	✓	It includes emissions from the disposal and treatment (disposal) of waste from ACS facilities for municipal waste and waste for recycling and recovery.
6 Business travel	✓	It includes emissions from road, coastal and air travel as well as for the accommodation of ACS employees who made business trips for the year 2022.
7 Employee commuting	-	Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis.

Categories GHG Protocol		Within the Scope	Comments
8	Upstream leased assets	-	Emissions from the operation of leased assets are already included in Scope 1 and 2.
9	Downstream transportation and distribution	-	All transportation services purchased by the Company are included in category 4.
10	Processing of sold products	-	Excluded due the Company's business model that does not offer intermediate products for further processing.
11	Use of sold products	-	Excluded due the Company's business model as service provider.
12	End-of-life treatment of sold products	✓	Includes emissions from discarding and processing packaging products delivered by ACS to its customers in 2022 and concerns their end-of-life.
13	Downstream leased assets	-	Excluded due the Company's business model.
14	Franchises	✓	Includes greenhouse gas emissions from the operation of the franchise stores of ACS.
15	Investments	-	Excludes emissions of ACS Cyprus due to lack of suitable data.

## Total emissions in the period 2019 – 2022

For ACS and for the period 2019 – 2022, the total emissions show an increase of 14.68%, which reflects the significant increase in the company's activities. This is demonstrated by the significant increase in the weight of the company's shipments for the years 2019–2022 by 70.26% and by the significant increase in kilometers travelled by approximately 48%.

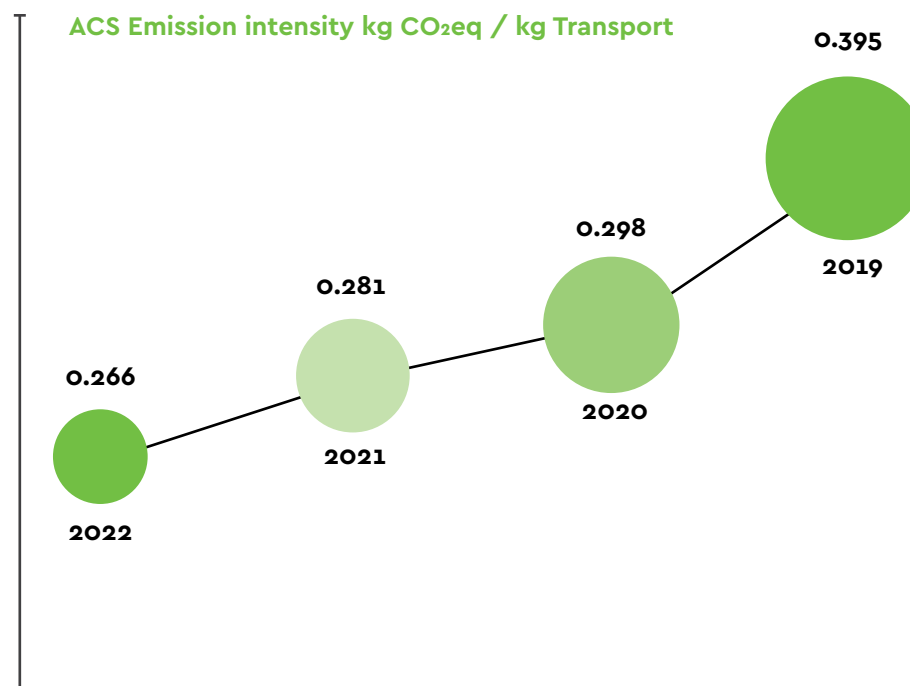
The figures above and the charts below indicate the increase in ACS's environmental performance.



## Emission intensity

For the year 2022 the emission intensity was calculated at 0,266kg CO<sub>2</sub> per kg carried through the ACS missions and reduced since 2021.

**More specifically, for 2022 there is a decrease of the emission intensity by 5.32% from 2021.**





### ACS's performance on environmental indicators we monitor

Indicator	Measurement	Metric
Turnover (€ million)	141.76	
Annual energy intensity (kWh/m <sup>2</sup> )	365.01	
Equivalent of thousands of tonnes of CO <sub>2</sub> (kt CO <sub>2</sub> )	1.88	
Annual energy intensity (kWh/m <sup>2</sup> ) / € million turnover	2.57	
Equivalent of thousands of tonnes of CO <sub>2</sub> per year (kt CO <sub>2</sub> ) / € million of turnover	0.0132	
Direct emissions (Scope 1)	920.55	tCO <sub>2</sub> eq.
Direct emissions (Scope 1) / € million of turnover	6.49	tCO <sub>2</sub> eq./€ million
Direct emissions – Scope 1)/m <sup>2</sup>	0.059	tCO <sub>2</sub> eq./m <sup>2</sup>
Indirect emissions (Scope 2)	957.31	tCO <sub>2</sub> eq.
Indirect emissions (Scope 2) / € million of turnover	6.75	tCO <sub>2</sub> eq./€ million
Indirect emissions – (Scope 2)/m <sup>2</sup>	0.062	tCO <sub>2</sub> eq./m <sup>2</sup>
Indirect emissions – Scope 3	22,251	tCO <sub>2</sub> eq.
Indirect emissions (Scope 3) / € million of turnover	157	tCO <sub>2</sub> eq./€ million
Total Direct and Indirect Emissions (Scop1,2,3)	24,129	tCO <sub>2</sub> eq.
ACS Emission intensity kg CO <sub>2</sub> eq / kg Transport	0.266	tCO <sub>2</sub> eq.kg Transport
Total amount of energy consumed	5,664.248	MWh
Total amount of electricity consumed (MWh)	2,191.142	MWh
Percentage of electricity consumed in relation to the total amount of energy consumed	38.68%	%
Percentage of energy consumed and derived from RES in relation to the total energy consumed.*	9.17%	%
Percentage of solar energy consumed and derived from RES in relation to the total energy consumed	23.7%	%

Note: \*% RES from Residual energy mix of our provider based on [DAPEEP](#)

## Circular economy

[GRI 306-2]

At ACS our fundamental goal is to protect the environment with every effort to collect for recycling the materials produced by our activity.

Quantity	Recycling by type 2022	
 672	Electronic Waste (Devices, PCs)	kgs
 1,600	Lubricants	Lt
 1	Car Batteries	pcs
 1255	Tires	pcs
 38	Furniture and similar items	pcs

## Water consumption and waste disposal

[GRI 303-1]

Total volume of water consumed, distributed according to the following sources of pumping:

Source	Total volume pumped*
Surface water	0 m <sup>3</sup>
Ground water	0 m <sup>3</sup>
Rain water collected by the organization	0 m <sup>3</sup>
Liquid outflows of another organization	0 m <sup>3</sup>
Water supply from water supply companies	1,504.29 m <sup>3</sup>

\*The calculation of the volume of water consumed was done based on the information as presented in the invoices of the Company.

For more see the chapter [Future Goals and Performance](#)



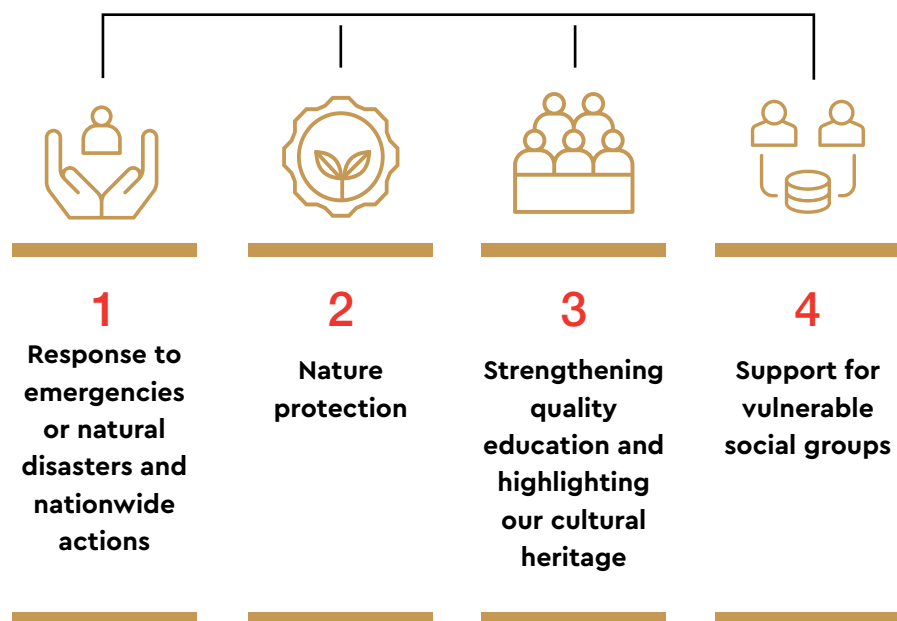
# CONTRIBUTION TO SOCIETY



# CONTRIBUTION TO SOCIETY

Our activities revolve around the well-being of the society in which we participate. We implement targeted social actions, utilizing our business activities, which result in the upgrading of the quality of life of vulnerable groups and the wider society.

The ACS actions focus on the following four pillars:



## Social offer actions

“

**In 2022, ACS carried out a total of more than 25,000 free shipments to vulnerable groups, with an initial value of over €370,000, transporting materials weighing almost 50 tons.**

”

The Group and its companies cooperate with a number of Non-Governmental Organizations (NGOs) and social organizations, by actively contributing to their work. It is worth mentioning that the Group supports continuously the foundations "The Smile of the Child" and "Make a Wish", through the donation of equipment and courier services, the City of Athens Reception and Solidarity Centre for homeless people (KYADA), and the provision of free clothing and toys offered by employees and the Group.

In times of emergency, the Group also takes supportive actions, according to its capabilities and specialized know-how, in the field of technology and courier services.

It is also worth mentioning that by using its unique advantages, such as its extensive national network, speed, organization and reliability, the ACS company contributes to the implementation of actions in cooperation with institutions and NGOs. At the same time, ACS responds consistently in cases of emergency and humanitarian crises.

**Indicatively, only in the context of the cooperation with the NGO "GIVMED" for the distribution of medicines to vulnerable groups, in 2022 there were more than 21,000 beneficiaries.**

During 2022, the Quest Group responded to the humanitarian crisis that erupted with the war in Ukraine, both by providing financial assistance through the UNHCR and by collecting and dispatching basic necessities. In particular, the ACS company set up its network of stores for the collection of basic necessities in cooperation with the NGO "Doctors of the World", and dispatched 10 tons of humanitarian aid.

“ In 2022, ACS set up its network of stores for the collection of basic necessities in cooperation with the NGO "Doctors of the World", and dispatched 10 tons of humanitarian aid to Ukraine. ”

At the same time, during the year approximately 17 tons of medicines and health products worth 718,149 euros were transported for their offer to vulnerable groups, in collaboration with GIVMED. This means that 165 agencies received medicines/health products and 21,089 people gained access to medicines/health products they needed. The above results were contributed by the fact that between October and November 2022, ACS and GIVMED carried out a targeted action for the donation of medicines and health products. In particular, they carried out an information campaign through radio, social media, and their websites, motivating individuals to donate medicines and health products to ACS stores. In November 2022, ACS, through its collaboration with GIVMED, was included among the 20 companies on Fortune Greece's "Change the World" list, which impose new standards of corporate governance, to solve problems through sustainable development strategies.

In addition to the free missions with a public benefit character, the company proceeded in 2022 with a donation of €13,500 to the UN High Commissioner for Refugees in Ukraine, as well as a donation of €3,000 to the Hellenic Society for Environment and Culture to support its aims and actions organization.

For more see the chapter [Future Goals and Performance](#)

**UKRAINE**

**COLLECTION OF HUMANITARIAN AID**

**LONG LASTING FOOD ITEMS**

- Legumes, Rice, Pasta
- Baby Foods and Baby Milks
- Evaporated milk
- Canned food
- Baby Diapers and Personal Hygiene Items

**MEDICAL - MEDICINAL MATERIAL**

- Gauze and Gloves Sterile
- Alcohol
- Saline Solutions
- Painkillers
- Children's Syrups
- Cough syrups
- Betadine

**FREE SHIPPING FROM ACS STORES**

- inside sealed cartons
- up to 5 parcels and 20kg per sender

**DOCTORS OF THE WORLD**




**ACS**  
Our mission, hope.





# FUTURE OBJECTIVES AND PERFORMANCE



# FUTURE OBJECTIVES AND PERFORMANCE



ACS				
SDGs	MATERIAL ISSUES	GOALS FOR 2022	2022 RESULTS	2023 GOALS
	Creating financial value / financial performance of the company	<ul style="list-style-type: none"> <li>Retention of margin &gt; 10%</li> <li>Growth of e-commerce sales by more than 10%</li> <li>Growth of total sales by 10% or more.</li> <li>Maintaining market shares (Courier and Post)</li> </ul>	<ul style="list-style-type: none"> <li>Profit margin: 13.1%</li> <li>Increase of sales from e-Commerce (e-shops): 2.20%</li> <li>Growth of sales: 3.8%</li> <li>Increase in Courier market share and decrease in Post market share (due to e-bill growth across the sector).</li> </ul>	<ul style="list-style-type: none"> <li>Retention of margin &gt; 10%</li> <li>Growth of e-commerce sales by more than 10%</li> <li>Growth of total sales by 9% or more.</li> <li>Maintain or increase of market share in Courier</li> </ul>
	Ensuring business ethics and combating corruption	<ul style="list-style-type: none"> <li>Zero incidents of corruption, unfair competition, anti-competitive behaviour, antitrust and monopoly practices</li> </ul>	Achieved	Same as 2022.
	Compliance with regulatory authorities	<ul style="list-style-type: none"> <li>Full compliance with laws and regulations in the social and environmental area.</li> </ul>	Achieved	Same as 2022.

# FUTURE OBJECTIVES AND PERFORMANCE

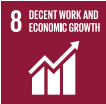

ACS				
SDGs	MATERIAL ISSUES	GOALS FOR 2022	2022 RESULTS	2023 GOALS
	Protection of critical information systems and ensuring operational continuity	<ul style="list-style-type: none"> <li>Maintaining or improving the availability of systems above 99.9%.</li> <li>Zero network/system breaches.</li> <li>ESG Goal – Assessment of requirements for ISO 27001:2013.</li> <li>Use of Disaster Recovery Site for the most critical Information Technology (IT) systems and ISO 22301 certification intention.</li> </ul>	<p>Achieved</p> <p>Achieved</p> <p>Achieved – assessed for ISO 27001 requirements: 2013</p> <p>Achieved</p>	<p>Same as 2022.</p> <p>Same as 2022.</p> <p>Continued preparation for ISO 27001: 2013</p> <p>Same as 2022.</p>
	Protection of personal data and customer privacy.	<ul style="list-style-type: none"> <li>Zero cases of non-compliance with personal data legislation.</li> <li>Zero number of substantiated complaints of personal data breaches involving personal privacy breaches and customer data losses.</li> </ul>	Achieved	Same as 2022.






# FUTURE OBJECTIVES AND PERFORMANCE

ACS				
SDGs	MATERIAL ISSUES	GOALS FOR 2022	2022 RESULTS	2023 GOALS
	Provision of training and development of employees.	<b>ESG Goal</b> - 2.5% increase per employee in training hours	Over-achieved target – more than 138%.	Maintenance or improvement compared to 2022.
	Ensuring the health, safety and well-being of employees.	<ul style="list-style-type: none"> <li>The certification inspection will take place two months after we move to the new building.</li> <li>With our certification with the ISO 45001 standard, there will be certification with the 39001 standard for safe driving and there will be a lot of training related to these two areas involving all staff.</li> <li>Calculation of Health and Safety Indicators</li> </ul>	<ul style="list-style-type: none"> <li>Due to delays related to the relocation to the new building, ISO 45001:2018 certification has been postponed to 2023</li> <li>Due to delays related to the relocation to the new building, ISO 39001:2012 certification has been postponed to 2023</li> <li>Lost Time Injury Frequency Rate (LTIFR) = 5,04 Total Recordable Incident Rate (TRIR) = 1,00</li> </ul>	<ul style="list-style-type: none"> <li>Certification according to ISO 45001:2018 (Health and Safety at Work).</li> <li>Maintaining the participation of 100% of our employees in the company's occupational health and safety management system.</li> <li>Certification according to ISO 39001:2012 (Road Safety Management) within 2023.</li> <li>ESG strategy target until 2030 LTIFR &lt;2.3 and TRIR &lt;1.2</li> </ul>






# FUTURE OBJECTIVES AND PERFORMANCE

ACS				
SDGs	MATERIAL ISSUES	GOALS FOR 2022	2022 RESULTS	2023 GOALS
 	Establishing a healthy ecosystem of partners, agents and a sustainable supply chain.	<p>Gradual transfer of supplies from receipts to deliveries: increase of% of the fraction by +3-5% annually.</p> <p>Infrastructure and organizational actions / store operations</p> <ol style="list-style-type: none"> <li>1. Surface area: increase &gt; 5%</li> <li>2.1 Total means of transport – cars: fixed</li> <li>2.2 Total means of transport two-wheelers: fixed</li> <li>3.1 Total of employees at the reception desk of the store: fixed</li> <li>3.2 Total of employees at the handling department of the store: fixed</li> <li>4. Training costs of employees at stores via e-learning: 5% increase</li> </ol>	<p>52.6% overachievement – *the percentage refers to commissions from courier shipments (not post).</p> <p>Infrastructure and organizational actions / store operations</p> <ol style="list-style-type: none"> <li>1. Total store area: 40,806 m<sup>2</sup></li> <li>2.1 Total Vehicles Cars: 1,066</li> <li>2.2 Total means of transport two-wheelers: 1,075</li> <li>3.1 Total of employees at store reception desk: 563</li> <li>3.2 Total of employees at store handling department: 2,266</li> <li>4. 4,342 training hours of 1,444 store employees through e-learning:</li> </ol>	<p>Gradual transfer of supplies from receipts to deliveries: increase of% of the fraction by +3-5% annually.</p> <p>Infrastructure and organizational actions / store operations</p> <ol style="list-style-type: none"> <li>1. Surface area: increase &gt; 5%</li> <li>2.1 Total means of transport – cars: fixed</li> <li>2.2. Total means of transport two-wheelers: fixed</li> <li>3.1. Total of employees at the reception desk of the store: fixed</li> <li>3.2 Total of employees at the handling department of the store: fixed</li> <li>4. Training costs of employees at stores via e-learning: - 5% increase</li> </ol>

# FUTURE OBJECTIVES AND PERFORMANCE

ACS				
SDGs	MATERIAL ISSUES	GOALS FOR 2022	2022 RESULTS	2023 GOALS
	Providing technological solutions and services, aiming at digital transformation and modernization.	<ul style="list-style-type: none"> <li>• Smart Points – Long-term Reduction of Transport Costs</li> <li>• Web Reporting ABP Post – Retaining / Attracting new customers</li> <li>• Planning Solutions for Collection through bank cards Attracting new customers</li> <li>• Measurement of the use of new innovative services/solutions by customers:</li> </ul>	Achieved	<ul style="list-style-type: none"> <li>• Continue measuring customer service indicators and use of new services as presented in the Digital Innovation chapter</li> </ul>
 	Environment	<ul style="list-style-type: none"> <li>• 4 % of purchased certified green energy electricity is derived from renewable sources</li> <li>• Up to 7% of the company fleet with hybrid or electronic cars</li> <li>• Evaluation of recycling partners</li> <li>• Adoption of a policy to reduce the use of paper</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement with 15% Certified consumption of electricity from green energy (The 2022 target was exceeded and concerns the Group as a whole. consumption in Greece)</li> <li>• 14% of corporate fleet using hybrid or electric cars (2022 target exceeded)</li> <li>• Due to the relocation to a new building, the target for 2023 has been postponed</li> <li>• Joined Quest Group's environmental policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain or increase – The goal concerns the Group as a whole.</li> <li>• Maintain or increase of target (14% of company fleet using hybrid or electric cars)</li> <li>• Evaluation of recycling partners</li> <li>• Record and reduce single-use plastics.</li> </ul>

# FUTURE OBJECTIVES AND PERFORMANCE

ACS				
SDGs	MATERIAL ISSUES	GOALS FOR 2022	2022 RESULTS	2023 GOALS
    	Contribution to Society	<ul style="list-style-type: none"> <li>Continuing the actions and maintaining or increasing free shipments for social actions (up to + 5%).</li> <li>Maintaining the social contribution costs to the selected pillars.</li> </ul>	<ul style="list-style-type: none"> <li>+27% increase in free charity missions.</li> <li>Increase in social contribution costs to €1,373,320 from €889,302 in 2021.</li> </ul>	<ul style="list-style-type: none"> <li>Continuing the actions and maintaining or increasing free shipments for social actions (up to + 5%).</li> <li>Maintaining the social contribution costs to the selected pillars.</li> </ul>



# ANNEX

A circular graphic on the left side of the page, filled with a blue gradient. It contains a grid of financial data, including dollar amounts and percentages, arranged in rows and columns. The data is partially obscured by a dashed white line.

6,20	%	36,18	0,75			
9,80	%	87,78	2,11	2,46		
3,33	%	39,31	0,49	1,26		
20,10		20,13	0,30	1,51	19,73	
112,15	11,30	%	112,23	0,77	0,69	111,73
87,73	8,80	%	87,78	2,11	2,46	85,62
39,28	3,33	%	39,31	0,49	1,26	38,82
91,45	1,65	%	91,55	0,20	0,22	91,35
55,41	5,53	%	55,47	2,62	4,96	52,85
<hr/>						
132,10	1,20	%	132,05	3,32	2,58	128,73
83,62	8,75	%	83,68	1,17	1,42	82,51
36,15	3,20	%	36,18	0,75	2,12	35,43
87,73	8,80	%	87,78	2,11	2,46	85,62
39,28	9,33	%	39,31	0,49	1,26	38,82
91,45	1,65	%	91,55	0,20	0,22	91,35
87,73	7,80	%	87,78	2,11	2,46	85,62
39,28	9,33	%	39,31	0,49	1,26	38,82
83,62	3,75	%	83,68	1,17	1,42	82,51



# ANNEX: GRI TABLE OF CONTENTS

GRI Standard	Disclosure	Chapter of the 2022 Sustainability Report of ACS and/or Quest Group	Omissions
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational Details	The Company	
	2-2 Entities included in the organization's sustainability reporting	About the Report	
	2-3 Reference period, frequency and contact point	About the Report	
	2-4 Re statements of information	About the Report Financial performance	
	2-5 External assurance	About the Report	
	2-6 Activities, value chain and other business relationships	The Company Business model <IR> Financial performance Our People Sustainable supply chain	
	2-7 Employees	Our people	
	2-8 Workers who are not employees	Our people	
	2-9 Governance structure and composition	Corporate governance	
	2-10 Nomination and selection of the highest governing body	Corporate governance Organizational structure Committees Policies and systems	
	2-11 Chair of the highest governing body	Corporate governance Organizational structure	
	2-12 Role of the highest governing body in overseeing the management of impacts	Roles and responsibilities Policies and systems	

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GRI Standard	Disclosure	Chapter of the 2022 Sustainability Report of ACS and/or Quest Group	Omissions
<b>GRI 2: General Disclosures 2021</b>	2-13 Delegation of responsibility for impact management	Roles and responsibilities Policies and systems	
	2-14 The role of the highest governing body for sustainability reporting	Committees Roles and responsibilities Policies and systems	
	2-15 Conflicts of interest	Policies and systems	
	2-16 Communication of critical concerns	Organizational structure	
	2-17 Collective knowledge of the highest governing body	Committees	
	2-18 Evaluation of the performance of the highest governing body	Election of the Board of Directors	
	2-19 Remuneration policies	Organizational structure	
	2-20 Process to determine Remuneration	Organizational structure	
	2-21 Annual ratio of total compensation	-	The index was not calculated for 2022.
	2-22 Statement on the Sustainable Development Strategy	Messages from the Board of Directors ESG 2022- 2025+ strategy and objectives	
2-23 Policy commitments	Our Vision Our Values Policies and systems Human Rights Environmental footprint		
2-24 Embedding policy commitments	Policies and systems		

# ANNEX: GRI TABLE OF CONTENTS



GRI Standard	Disclosure	Chapter of the 2022 Sustainability Report of ACS and/or Quest Group	Omissions
<b>GRI 2: General Disclosures 2021</b>	2-25 Process to remediate negative impacts	Unlawful behaviour reporting procedure	
	2-26 Mechanisms for seeking advice and raising concerns	Unlawful behaviour reporting procedure	
	2-27 Compliance with laws and regulations	Business ethics and regulatory Compliance	
	2-28 Memberships Associations	Memberships and associations	
	2-29 Approach to Stakeholder engagement	Analysis of Material issues	
	2-30 Collective bargaining agreements	Our People	
<b>GRI 3: Material topics 2021</b>	3-1 Process to determine material issues	Materiality Analysis Impact materiality analysis	
	3-2 List of material issues	About the Report Material issues Impact materiality analysis	
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	Financial performance Business ethics and regulatory Compliance	
<b>GRI 205: Anti-Corruption 2016</b>	205-3 Confirmed corruption incidents and actions taken	Policies and systems Business ethics and regulatory Compliance	



# ANNEX: GRI TABLE OF CONTENTS

GRI Standard	Disclosure	Chapter of the 2022 Sustainability Report of ACS and/or Quest Group	Omissions
<b>GRI 206: Anti-competitive behavior 2016</b>	206-1 Legal actions for anti-competitive behaviour, anti-monopoly and	Policies and systems Business ethics and regulatory Compliance	
<b>GRI 419: Socioeconomic Compliance 2016</b>	419-1 Non-compliance with socio-economic laws and regulations	Business ethics and regulatory Compliance	
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	Financial performance	
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints relating to customer privacy breaches and customer data losses	Data protection and Customer privacy	
<b>ACS Index</b>	Percentage of system availability	Data protection and Customer privacy	
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues		
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	Financial performance Environmental footprint	
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	Our people	
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	Our people	

# ANNEX: GRI TABLE OF CONTENTS



GRI Standard	Disclosure	Chapter of the 2022 Sustainability Report of ACS and/or Quest Group	Omissions
<b>GRI 401: Employment 2016</b>	401-2 Benefits provided to full-time employees that are not, provided to temporary or part-time employees	Our people	
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	Health, safety and well-being	
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational Health and safety management system	Health, safety and well-being	
	403-2 Risk identification, risk assessment and incident investigation	Health, safety and well-being	
	403-3 Occupational health services	Health, safety and well-being	
	403-4 Employee participation, consultation and communication on health and safety issues at work	Health, safety and well-being	
<b>GRI 403: Occupational Health and Safety 2018</b>	403-5 Training of workers on occupational health and safety	Health, safety and well-being	
	403-6 Promotion of worker's health	Health, safety and well-being	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked to business relationships	Health, safety and well-being	
	403-8 Employees covered by an occupational Health and Safety System	Health, safety and well-being	

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GRI Standard	Disclosure	Chapter of the 2022 Sustainability Report of ACS and/or Quest Group	Omissions
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	Employee Training and Development	
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year and per employee	Employee Training and Development	
	404-3 Percentage of employees receiving regular performance and career development reviews	Employee Training and Development	
<b>GRI 3: Material topics 2021</b>	3-3 Management of material issues	Environmental footprint	
<b>GRI 303: Water 2016</b>	303-1 Interactions with water as a shared resource	Water consumption and waste disposal	
<b>GRI 305: Emissions 2016</b>	305-1 Direct greenhouse emissions (Scope 1)	Climate Change	
	305-2 Indirect greenhouse emissions (Scope 2)	Climate Change	
	305-3 Other Indirect greenhouse emissions (Scope 3)	Climate Change	
	305-4 GHG Emissions Intensity	Climate Change	
<b>GRI 306: Waste 2016</b>	306-2 Management of significant impacts related to waste	Circular economy	



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