

45 YEARS

Pioneering at the Top
of Courier Services

45 Years After **ACS**'s Founding...

...ACS continues to actively shape the courier services landscape in Greece. From 1981 to today, it has continuously evolved, transforming from an innovative idea into a modern organization with a strong market presence and a defining role in the industry. As a member of the Quest Group, it invests systematically in infrastructure, technology and services, responding to the needs of a changing economy and society.

Digital transformation and the green transition are the key pillars of this evolution. Through innovative solutions such as smart lockers, the operation of the new bioclimatic sorting center, and the gradual strengthening of the fleet with lower-environmental-impact vehicles, ACS is redefining the courier experience. Reaching 45 years is not just a significant milestone, but also a starting point for continuing a journey centered on reliability, innovation and sustainable growth.

[1981-2026] Our Historical Journey



1981

ACS is founded as a limited partnership under the trade name ACS AIR COURIER SERVICES INT'L, beginning the history of courier services in Greece.



1985

ACS operates as a Limited Liability Company (Ltd.) under the same trade name and gradually expands its presence in major Greek cities.



1992

The company is re-established as a societe anonyme, changing its name to ACS – Diethneis Metafores kai Diefkolyseis S.A. (trade name ACS S.A.), and now operates a nationwide network of agents in 57 areas.



1999

ACS becomes a member of the Quest Group, gaining strong support in the IT sector.



2000-2001

ACS's network expands rapidly, surpassing 350 service points nationwide.



2002

Geographic expansion of ACS's activities into Albania and Cyprus, and launch of telephony services with Q-Telecom.



2003

Launch of the Special Projects Department for the transport of biological material (blood samples/plasma).



2004

ACS proceeds with an extensive restructuring of its store network and launches a program to upgrade its organization, structures and processes, aiming at better customer service.



2005

Opening of a new ACS store in Sofia, Bulgaria.



2006

Start of nationwide renovation of ACS stores, electronic connection via ACS Online, and new services: money transfers (MoneyGram), ticket issuance, bill payment, and standard mail.



2007

Expansion of telephony services at ACS stores and launch of the ACS Connect shipment management app.



2008

Expansion of special-projects services for radiopharmaceuticals and insurance documents; launch of ACS Member and ACS Combo Express.



2009

Launch of the first ACS Xpress Points (shop-in-a-shop) and first use of PDA devices for digital signatures.



2010

Use of tablets for digital signatures in ACS stores and start of prepaid card sales.



2011

Installation of an automated parcel sorting system at the Athens Sorting Center.



2012

Significant investments in new IT solutions and modern sorting equipment for mail (standard post).



2013

Launch of the ABP (Advanced Business Post) service for efficient distribution of corporate mail and bills.



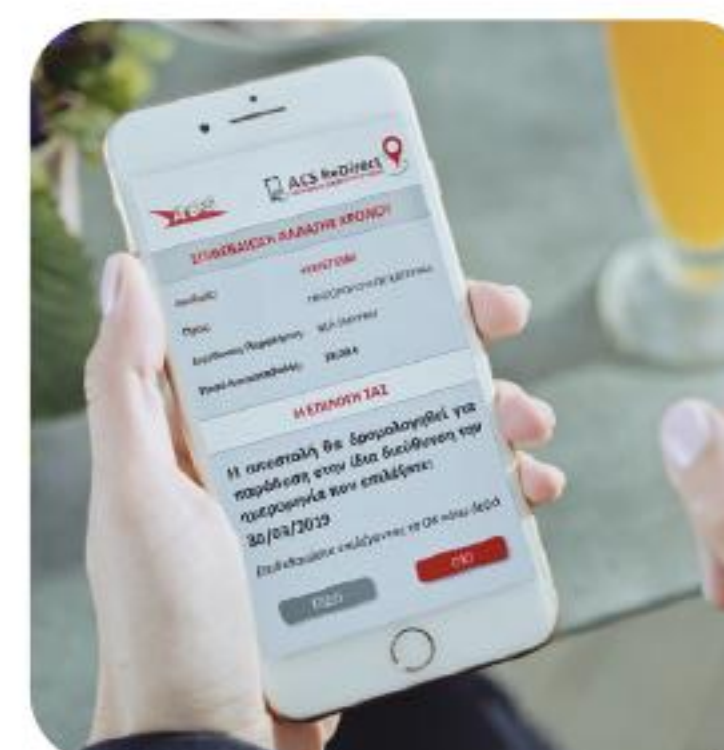
2014

ACS extends its major environmental program ACS ECO, converting its fleet to more eco-friendly options via LPG and new technologies.



2015

ACS transports over 54 tons of essential items to refugee centers on the islands, gathered nationwide at its stores, and launches an extensive CSR program.



2016

Launch of the pioneering ACS ReDirect service (redirect shipments by mobile) and ACS Smart Point self-service pickup points, with Shell stations.



2017

Rollout of new ACS EU & Cyprus Economy financial services, and a partnership with nrg for electricity via ACS stores.



2018

Implementation of the ACS Mobile App for Android and Apple, giving users better control of their shipments.



2019

ACS Card On Delivery is expanded nationwide, enabling card payment upon delivery at the customer's location.



2020

Installation of new automated sorting systems in Athens and Thessaloniki, significantly increasing capacity.



2021

Creation of new bioclimatic facilities in Aigaleo, an investment of over €50M, and launch of a super-modern hub sorting over 50,000 shipments/hour.



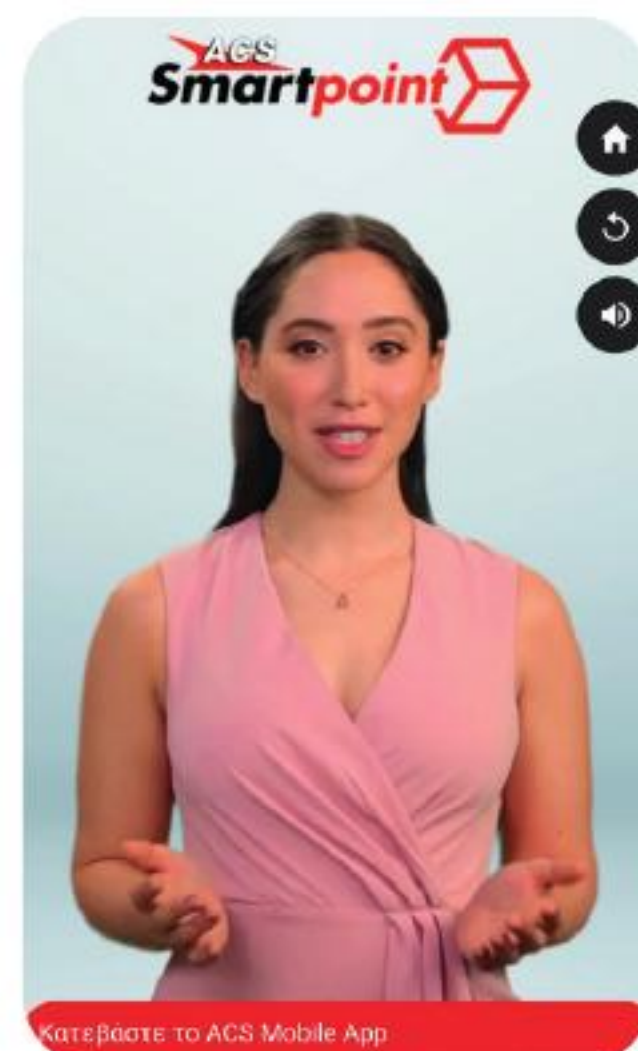
2022

A landmark year: creation of the digital assistant ACiStant, renewal of the ACS Mobile App, expansion of ACS Smartpoint Locker, and integration with partner e-shops via ACS Points Plugin.



2023

First pilot delivery flight of medical material in Greece by unmanned aircraft, from Kos to Psérimos, part of ACS MediExpress, with Uni Systems, Pleiades IoT Innovation Cluster, and PROBOTEK.



2024

For the first time, ACS lets Greek voters send their postal ballot for the European elections, and offers ACS Smartpoint Locker users an AI Video Bot at pickup.



2025

Strengthening environmental awareness with more ACS ECO Power electric vehicles, and digital innovation with the pioneering 'My favourite ACS Locker' service.



2026

ACS S.A. celebrates 45 years of successful operation, also receiving Great Place to Work® Certification following an internal employee evaluation.

2021–2026

ACS Charts the Path to the New Era of Courier Services

The five-year period 2021–2026 marks a period of structural transformation and strategic excellence for ACS. In an environment of global challenges and rapid change, the company is redefining its role in the Greek market, implementing an ambitious vision built on three interconnected pillars: digital transformation, green entrepreneurship, and substantive value creation for society as a whole. This strategy is not merely a response to the needs of the times, but a conscious commitment to creating added value for customers, the environment and society.



Investment in the **Future of Distribution**



As part of its strategy for greater flexibility, faster service and continuous upgrading of its services, ACS has in recent years pursued continuous investment in digital transformation and the development of modern infrastructure.

A central point of this journey is the investment in the ultra-modern sorting hub (Hub) in Aigaleo — a strategically significant investment of over €50 million, with a total area of 33,000 sq.m, which substantially strengthened the company's operational capacity.

With modern automation systems and bioclimatic design, the new facility reflects ACS's commitment to operational efficiency and sustainable growth. At the same time, the building's energy-efficiency features and the gradual strengthening of the fleet with electric vehicles and bicycles with a lower environmental footprint confirm ACS's steady direction toward a more modern and environmentally responsible operating model.

Digital Transformation **Centered on the Customer**

In recent years, the company has consistently pursued a course of digital transformation, investing in solutions that enhance the customer experience and improve the efficiency of its services. At the heart of this evolution is ACiStant, the company's digital assistant, which, leveraging Artificial Intelligence technologies, offers immediate, personalized and effective support in real time.



At the same time, through the ACS Mobile App, the corporate website and the constantly expanding ACS Smartpoint network, ACS has shaped a unified digital ecosystem of services offering greater convenience, speed and control at every stage of a shipment. In this direction, the 'My favourite ACS Locker' service further strengthens the personalized experience, letting users easily select the pickup point that best serves their daily routine, effectively connecting digital and physical customer touchpoints.

Social Responsibility with Measurable Impact

Alongside its operational and digital transformation, ACS continued to invest consistently in the social dimension of its activity, strengthening initiatives with substantive impact for local communities. Putting into practice its message “Everything for people, everywhere, with responsibility,” the company partners with recognized social organizations to support ongoing initiatives of solidarity, health, and support for vulnerable groups, confirming its steady orientation toward a model of responsible entrepreneurship, with real value for society. Make-A-Wish Greece, Humanity Greece, the Fenaret Foundation, Olloi Mazi Boroume, The Smile of the Child, Amber Alert Hellas, GIVMED, Pharmacists of the World, Doctors of the World, the Hatzigiannakis Foundation, the K3 Cancer Support Center, DESMOS and Harise Zoi are indicative of an extensive network of partnerships that the company supports over time, through free shipments of a humanitarian and social nature.



The course of ACS in the field of sustainable development is also reflected in the annual sustainability assessment of the internationally recognized organization EcoVadis, which constitutes another point of reference for the monitoring and evaluation of the company's relevant performance, from which it received the Silver distinction. At the same time, ACS continues to approach sustainable growth as a distinctly human-centered priority, cultivating an environment that promotes inclusion, safety and the continuous development of its people, while integrating social contribution as an organic part of its overall strategy.

Steadily Moving Forward, **with Responsibility and Vision**

With 45 years of experience as its foundation and innovation as its compass, ACS continues to evolve, shaping the future of courier services in Greece. With stability, responsibility and a clear focus on creating value for its customers, partners and workforce, it remains a driving force that looks ahead—with confidence and a clear perspective, always centered on people.

