



2023

**SUSTAINABLE
DEVELOPMENT
REPORT**

Quest
HOLDINGS

Quest
GROUP

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ABOUT THE REPORT

[GRI 2-2, 2-3, 2-4, 2-5, 3-1, 3-2, ESG INDEX A-G5, C-G7]

This Report constitutes the 10th, consecutive, annual Sustainable Development Report of Quest Group. We hereby communicate the strategy, the goals, the performance, but also all the actions of the Group related to Sustainable Development and corporate responsibility, in order to create long-term value for all our stakeholders. The Report focuses on the most important (material) issues that concern the Group's stakeholders, taking into account its effects on the Society and the Environment.

Through quantitative and qualitative data, the Quest Group presents its performance for the period 01/01/2023 to 31/12/2023.

The Sustainable Development Report includes information and data on the Quest Group and its companies, as included in the Group's consolidated financial statements: Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS, iStorm, FoQus, Team Candi, Intelli Solutions, Quest on Line, EPAFOS, Clima Quest, Quest Energy and G.E. DIMITRIOU.

Find the 2023 financial report of Quest Holdings here.

The Sustainable Development Report will be published in digital format on the Group's website, where the 2022 Sustainable Development Report is also available. In addition, the four largest subsidiaries of the Group (with turnover > €100 million), Info Quest Technologies, iSquare, Uni Systems and ACS also publish separate Sustainable Development Reports. **Find all the Group's Sustainable Development Reports here.**

The drafting of the Report was carried out in accordance to the standards 2021 Global Reporting Initiative (GRI), the standard AA1000AP (2018), while at the same time it includes selected, basic, advanced and sectoral indicators of the ESG 2024 Information Publication Guide, which was issued by the Athens Stock Exchange (ATHEX). In addition, selected GRI and ATHEX indicators 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.

In addition, the Group's actions are linked to the 17 United Nations Sustainable Development Goals (SDGs) and has adopted the 10 principles of the United Nations Global Compact (UNGC).

Find more information here.

For comments, feedback or suggestions on the Report, please contact the Quest Group Press Office at (+30) 211 999 4597 or at pr@quest.gr.



* EPAFOS company joined the Group in May 2023 and its contribution to the indicators relates to the time it is part of the Group. It is not taken into account in the quantitative indicators of the Environment Report and the GRI 404 indicators for education

QUESTING THE FUTURE ACHIEVING TOMORROW



MESSAGES FROM THE BOARD OF DIRECTORS

[GRI 2-22, ESG INDEX A-G3]

Message from the Chairman

Once again, based on our values and our people, we succeeded in making 2023 a year better than any previous one. All Group companies improved their performance and this was achieved at a time full of external challenges.

Regarding our financial performance, consolidated sales amounted to approximately € 1.2 billion, increased by 16%, earnings before tax to € 59 million, increased by 7%, while EBITDA was € 83 million, increased by 16 % compared to 2022.

In 2023 we continued to implement our ESG Strategy and we are satisfied that this is now systematically communicated with objective measurements and frequent recognitions, such as the one of EcoVadis, which awarded the Gold medal to two Group companies, Info Quest Technologies and ACS, ranking them among the leading (Top 5%) of all the companies evaluated by the body. Also, Quest Holdings obtained a high score on transparency issues (ESG Transparency Score) such as that of the ATEX ESG Data Portal (score 94%, and first place in its

sector) and also the Forbes ESG Transparency Index (Diamond award).

In addition, the Quest Group was named among the Most Sustainable Companies in Greece for 2024 by the Quality Net Foundation, while ICAF CRIF in the Leading Employers in Greece survey ranked the Group in 24th place on the list of 2,000 Groups with the largest number of employees.

It thus proven that we do not simply follow, but often lead the way in understanding and properly integrating modern concepts of sustainable development throughout our ecosystem.

Even more so, we are proud to be able to offer our 3,000 employees an excellent working environment, where, in addition to very good working conditions, respect and interest prevail, as well as the constant effort for improvement and progress.

2023 was, therefore, a very good year for Quest Group. We became better and offered value to society, our employees and the State.



Let me extend my gratitude to all our people who achieved this with their effort and ethics. We want our Group to continue to develop and be a model of sound and sustainable development. We promise that the effort continues with the same values and the same passion.

Theodoros Fessas
Chairman of the Board of Directors,
Quest Holdings

Message from the Vice-Chairwoman

2023 was characterized by a series of challenges and events that affected, globally, our lives in various areas, causing economic disruption in many countries, increased unemployment and economic insecurity. Escalating geopolitical tensions and conflicts are now the focus of concern, both for the short and medium term, affecting global security and economic stability, while climate change continues to pose a serious threat, with increased frequency and intensity of natural disasters such as floods, fires and hurricanes.

These events and issues reflect the complexity and the multiple challenges facing our country, like the rest of the world, in the context of the national and international agenda for sustainable development.

The 2023 Sustainable Development report is the tenth in a row report published by the Group and covers many economic and business challenges, such as:

- » Adaptation to New Regulatory Requirements related to environmental protection, social responsibility and other aspects of sustainable development.
- » Growing Demand for Sustainable Products and Services.

- » Investments in Innovative Technologies that contribute to reducing the environmental footprint and promoting sustainability.
- » Supply Chain Management to incorporate sustainable practices and ensure compliance with environmental and social standards.
- » Data protection and ensuring Cybersecurity as they are among the major challenges in the age of the digital revolution and the increased use of technology.
- » Human Resources Management and ensuring Competitiveness as the achievement of sustainable development requires the development of specialized actions and structures related to Human Resources management, putting considerable focus on the development of the human factor as the main competitive advantage for the achievement of the Group's goals.

The above challenges represent only some of the many aspects that affect sustainable development and require outreach and cooperation strategies to be addressed.

The task of us all is to ensure a better future through the effort to accelerate sustainable development, each to the extent that we can affect it. This is how



we, in the Group, through the powerful combination of technology, our people and our vision, work intensively for an inclusive future that concerns us all.

This report proves that the timeless shaping of a strong environmental and social awareness, alongside the building of a strong corporate governance, are directions absolutely intertwined with the successful business strategy and dynamic economic growth of the Group, in the last decade.

Eftychia Koutsourelis
BoD Vice-Chairwoman, Quest Holdings

Message from the CEO

2023 was another year of high volatility. Sharply increased interest rates and borrowing costs, high energy costs and high inflation in basic essentials caused difficulties for consumers and the world at large. At the same time, we also had significant impacts from climate change, through unprecedented fires and major floods.

In addition, digital technologies and continuous investments in digital transformation, but especially Artificial Intelligence and its first emerging impacts in every area of activity, create significant expectations for improvement on multiple levels.

In 2023, based on our principles and values, and the intensive and systematic work of our executives, we achieved double-digit growth of our income and operational profitability. At the same time, we significantly increased jobs and continued the good practice of rewarding our executives for the achievement of positive results. During the same period the Group:

- » Achieved revenue record, approximately €1.2 billion and operating profitability EBITDA of €83 million.
- » Expanded its activities in the field of air conditioning and started his commercial activity outside Greece, in Romania, as a distributor of Xiaomi products.
- » Implemented significant development investments in ACS premises, for the acquisition

of EPAFOS company, as well as investments in the development of Quest Energy, amounting to approximately €28 million, which will contribute to the future development of the Group.

- » Distributed to its shareholders profits of approximately € 21 million.
- » Successfully implemented all the annual goals of its ESG strategy.
- » Continued the actions to manage / reduce the CO₂ footprint, resulting in a reduction of direct emissions (Scope 1) by 17% and of absolute emissions by 4 % (Scope 1 and 2) in relation to 2022.
- » Continued its social contribution with actions amounting to €0.9 million.

2024, given the conditions of high inflation and interest rates, appears to be another year of significant challenges. Quest Group's key goals and priorities for 2024 are:

- » The continuation of the organic and sustainable development of its activities and the development of all business areas.
- » The continuation of planned investments to support the further development of its operations in areas that will have greater development in the future, such as e-commerce and trading of products with a higher profit margin, as well as IT services.



- » Seeking further growth through acquisitions. Our Group has a good financial situation and sufficient liquidity that allow it to continue its development investments and its strategic plan for the development of its organic sizes with controlled risk, while the diversification of its activities has so far proved that it gives it development over time and greater resilience in periods of crisis.

This Report presents the Quest Group's efforts for improvement in all material issues in 2023 and the main development plans for 2024, the main concern being the sustainable development of the Group's value for all stakeholders.

Apostolos Georgantzis
CEO of Quest Holdings

ESG HIGHLIGHTS 2023



CORPORATE GOVERNANCE AND RESPONSIBLE BUSINESS



EMPLOYEES AND SOCIETY



Zero fines or other penalties for breach of personal data legislation



100% of employees were trained in Information Security and the Group's new Code of Conduct and Ethical Behaviour



ISO 27001 Certification

(Information Security)
to Info Quest Technologies (in total in 3 companies of the Group)



EcoVadis Gold medals
to Info Quest Technologies and to ACS



2,975 employees (+14.5%)



30% female employees
(+19% of all employees)



375 new jobs created



Commitment to the United Nations **Women's Empowerment Principles** (UN WEPs)



Completion of **Pay Gap**
(study by an external partner)



>500,000€ spent on the training of employees



ISO 45001 Certification (Health and Safety)
to ACS (in total to 2 companies of the Group)



Leading Employers in Greece
(24th place of the ICAP CRIF list for Group Companies)

ESG HIGHLIGHTS 2023



ENVIRONMENT



43% of the Group's vehicle fleet are hybrid or electric models



17% reduction of direct emissions (Scope 1, Greece) and
4% reduction of absolute emissions (Scope 1 and 2, Greece)



Reduction -40% of annual energy intensity (kWh/m2) / € million turnover while the extent of operations within the Group's new premises increased



External certification on the basis of ISO 14064 for greenhouse gas emissions management



39.3 MWh of RESproduction (solar energy)



1 MWh Photovoltaic in a Group building (maximum nominal power)



SUSTAINABLE SERVICES AND INNOVATION



9% of the Group's revenue from sustainable products and solutions



Xiaomi #1 e-scooter brand in Greece distributed by Info Quest Technologies)



Use of UAVs Technology to send medical supplies islands (ACS, Uni Systems and specialized partners)



The Group's Innovation Center (iQnovus) supports Kalamata's efforts to achieve climate neutrality by 2030 through its transformation into a **"smart" and climate-neutral city**

THE QUEST GROUP

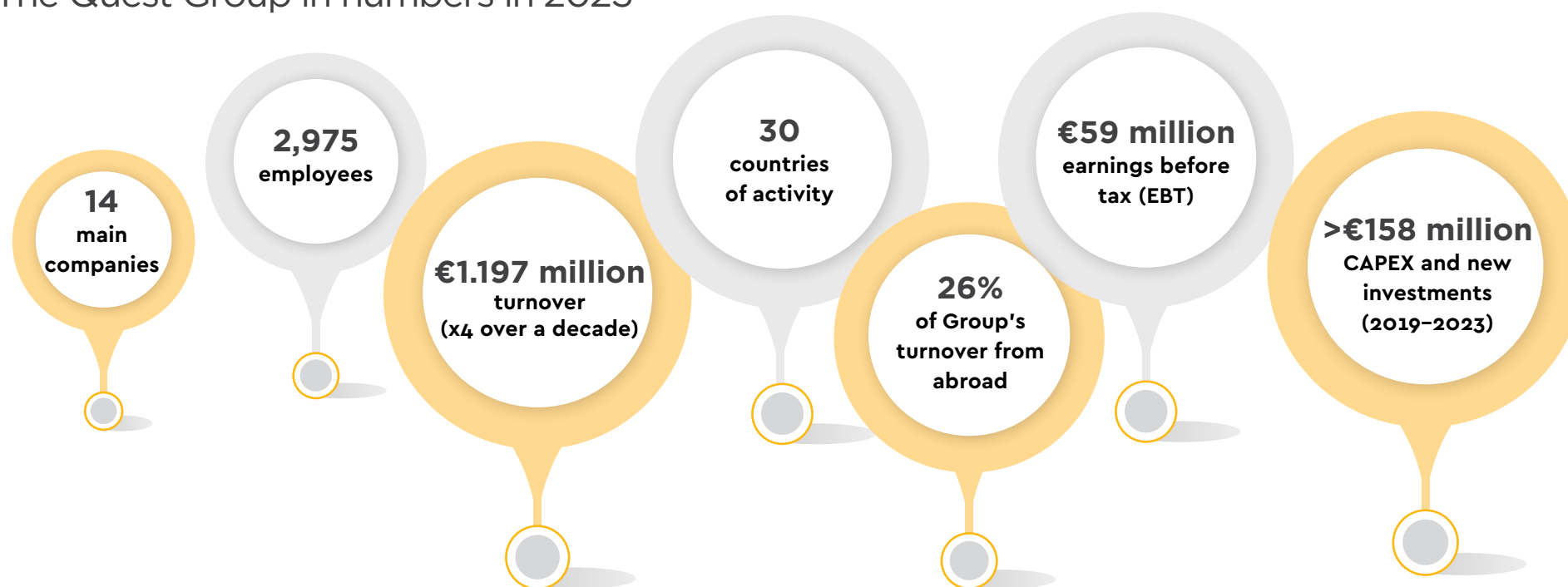
Development, on the basis of the principles of sustainable development and driven by values, people and the threefold "Technology, Innovation, Entrepreneurship", is the central core of Quest Group's philosophy and strategy and governs the way the Group's companies operate and grow.



The Quest Group

[GRI 2-1, 2-6]

The Quest Group in numbers in 2023



The Quest Group is among the largest Greek Groups and has been a pioneer in the field of technology for more than 43 years. It operates mainly in Greece, having gradually expanded its operations in Europe.

The parent company of the Group is Quest Holdings S.A.¹, founded in 1981 as Info-Quest Ltd. It is a member of the Athens Stock Exchange and since 2021 it is included in the ATHEX ESG Index.

The most important historical milestones of the Group can be found [here](#).

¹ Quest Holdings has its registered office in Greece, at 2A Argyroupoleos Street, 11776, Kallithea.

Sustainable development and the constant pursuit of "good business" are the Group's strategic orientation and commitment and are reflected in its vision, mission and business strategy.



Our Vision

[GRI 2-23]

The Group and its Companies to be leaders in innovative value creation through entrepreneurial excellence



Our Mission

The Group and its Companies to play a leading role in the markets in which they operate, based on the principles of sustainable development having as a driving force the people and the values of the Group.

How we differentiate

Provision of high level services to customers.



Dynamic growth within a decade with continued economic and social crises.



Financial strength and flexibility as a whole but also at the level of subsidiaries.



Application of best technocratic and meritocratic practices.



Continuous improvement in all areas, with effective management, good corporate governance and accountability.



Focus on employee growth and well-being by providing a quality work environment.



Concentration on a strong value system and constant search for business opportunities.



Our Values

[GRI 2-23]

QUESTioning
and Accountability
Documentation and Evaluation

As you reQUEST it
Customer Satisfaction

Fair QUEST
Morality and Integrity

QUESTioning
the ordinary
Knowledge, continuous improvement
& innovation

QUEST it together
Teamwork

ConQUEST for the future
Responsible entrepreneurship

Learn more about the Group's Values; click [here](#).

Our subsidiaries

[GRI 2-1, 2-6]

Quest Group contributes to the digital transition and currently operates in dynamically growing sectors of the economy, with specialized companies, most of which are among the leaders in their field in the Greek market.



Commercial activities

» Informatics and telecommunications



Info Quest Technologies: IT and telecommunications products and services



iSquare: Apple Authorized Distributor



iStorm: the only chain of Apple Premium Partner stores in Greece



FoQus: official distributor of POCO (Xiaomi sub-brand) smartphones in Greece



EPAFOS: digital transformation solutions for educational organizations

» E-commerce



Quest on Line (www.you.gr): e-commerce

» Air conditioning



Clima Quest: exclusive representative of Gree cooling – heating products in Greece



G.E. DIMITRIOU: exclusive representative of Toyotomi air conditioners, as well as Singer, Brandt, Kerosun, Faber brands



IT services



Uni Systems: integrated IT solutions



Team Candi: "modern workplace" and "robotic process automation" solutions and services



Intelli Solutions: digital transformation solutions



Courier and postal services



ACS: courier and postal services



Green energy



Quest Energy: Renewable Energy Sources (RES)

Important developments of the year 2023 for Quest Group



» In 2023, the Group's performance in value creation was strengthened through its growing financial size.

The consolidated sales of the Group amounted to € 1,197 million, increased by 16%.

Consolidated earnings before tax amounted to **58.9 million** compared to €54.9 million in 2022.

€ 312 million sales (26%) outside Greece.

Strong capital base with Equity
€ 262 million

The Board of Directors of Quest Holdings S.A., on 23 April 2024, decided to propose to the Ordinary General Meeting of Shareholders the approval of the distribution of a dividend amounting to the gross amount of 0.22 euros per share.



» ACS inaugurated, in October 2023, its new **Distribution and Sorting Center in Aigaleo**, in the presence of Ministers, representatives of business entities, local authorities, the business world, and customers/partners of ACS, as well as the Management of the Quest Group and the company.

Total investment: 50 million euros

Production capacity: 50,000 shipments /hour

Premises: 36,000 m²



From the left: the Minister of Digital Governance, Mr. Dimitris Papastergiou, the Chairman of the Board of Directors of Quest Group, Mr. Theodoros Fessas, the Minister of National Economy and Finance, Mr. Kostis Hatzidakis, the Vice-Chairwoman of the Board of Directors of Quest Group, Ms. Efi Koutsourelis, the Deputy Minister of Digital Governance, Mr. Konstantinos Kyranakis and the CEO of Quest Group and President and CEO of ACS, Mr. Apostolos Georgantzis, at the opening of the Center.



- » **Investment in the provision of Digital Technology solutions and services in the education sector**, with the acquisition of 100% of the share capital of EPAFOS company for a price of €2.47 million



- » **Increase in the installed capacity of power plants from RES** which in total amounts to **39.3MW** after the acquisition of the fixed assets, a photovoltaic power plant with a capacity of 4.48MW, installed in the Industrial Area of Petraia, Municipality of Anthemion, Prefecture of Pella, for a total price of €7.7 million.



- » **iStorm opened its 15th store and the first Apple Premium Partner Store at The Mall Athens!**

It is an innovative store with a renewed design, a sophisticated space and integrated Services, which was created to be the ultimate Apple destination, bringing an integrated shopping experience to the Greek market.



» The **Quest Group** was awarded at the "Hellenic Responsible Business Awards 2023". The Group was awarded a **Gold Award** in the "Emergency response" category for the initiative to distribute €2.7 million of its profits as a special subsidy to its lower paid employees and it was recognized among the Greek companies promoting the values of Responsible Entrepreneurship.

» Start of activity of **Info Quest Romania** and the representation of **Xiaomi** in Romania.

Info Quest
TECHNOLOGIES
Romania



» **Info Quest Technologies** is certified as "Greek Best Workplaces 2023" ranking 4th in the category of large enterprises, as "European Best Work Places 2023" and also ranking 27th as "Greek Technology Best Workplace", ranking 2nd for its excellent working Environment.

» **Uni Systems** in collaboration with Knowledge is creating a **Technology Hub** in Western Greece with the aim of creating opportunities for digital development and employment and the development of specialized solutions that will support the growing needs of modern businesses both in Greece and abroad.

uni.systems | Knowledge
Technology Hub



Participation in initiatives for Sustainable Development



Quest Group and its subsidiaries are committed to aligning and effectively promoting the **17 United Nations Sustainable Development Goals (SDGs)** through our Sustainable Development Strategy, our activities and Corporate Social Responsibility initiatives.

The Group

- » Is a member of the local network **UN Global Compact Network Greece** (UNGCGN) and since 2022 Quest Holdings is a signatory member of the **United Nations Global Compact** (UN Global Compact) and is committed to comply with its 10 principles regarding human rights, employment, the environment and the fight against corruption. In 2023 the Group also submitted the first Communication on Progress (COP) report. For [more details here](#).
- » In 2023, signed its support to the **United Nations Women's Empowerment Principles – UN WEPs**, expressing its commitment and active contribution to the promotion of the principles in the workplace, the market and the society.

- » Is a member of the national body **CSR Hellas** and in 2023 it declared active participation in the initiative of the body **"Hellenic Sustainable Entrepreneurship Pact"** (ESBE) 2023–2025 with the aim of supporting the transformation of the Greek market in the integration of the new European provisions on sustainable development.
- » Participates as an active member in the new **ESG Committee of the Hellenic Federation of Enterprises (SEV)** created in 2023 with the aim of supporting the business world in Greece, in the course of adopting an ESG strategy.
- » Since 2023, it supports the education group of the new educational program of the **National and Kapodistrian University of Athens (NKUA)** with title **"ESG – Environmental, Social and Corporate Governance: Management and strategy development tools"** highlighting the best practices of sustainable development to future business executives.
- » It responds to the criteria of the **Greek Sustainability Code**, which are based on recognized international standards.

Bodies and Associations

[GRI 2-28]

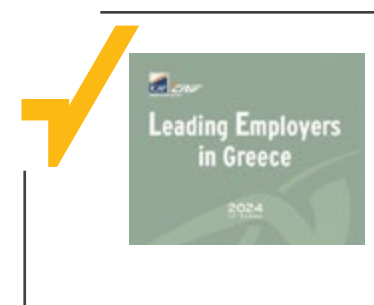
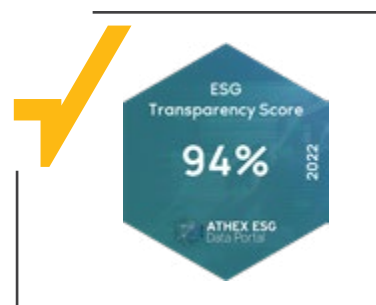
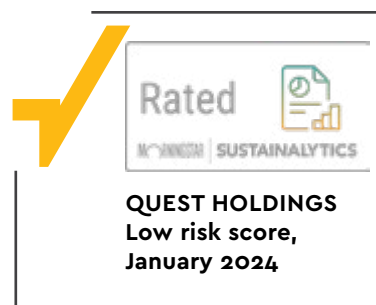
The bodies and associations Quest Holdings has participated in 2023

- » **SEV**
(Hellenic Federation of Enterprises)
- » **ACCI-EBEA**
(Athens Chamber of Commerce & Industry)
- » **American-Hellenic Chamber of Commerce**
- » **German-Hellenic Chamber of Commerce**
- » **CSR Hellas**
- » **ALBA**
- » **IOBE**
- » **GREEK NETWORK OF UN GLOBAL COMPACT**
(UN GLOBAL COMPACT, UNGC HELLAS)
- » **QUALITY NET FOUNDATION**

For the bodies that the Group companies participate in separately, see the separate reports of the companies [here](#).

Participation in ESG Ratings

In the period 2022–2023, Quest Holdings, as a listed company of the Group, was assessed by the following ESG Ratings and Sustainability Index.



Two Quest Group companies, **Info Quest Technologies** (Dec 2023) and **ACS** (April 2024) received the prestigious **GOLD** medal in their most recent assessment by **EcoVadis**, the leading international Sustainable Development performance assessment body. Both companies had a significant improvement from their previous

assessment of 2022 (silver and bronze respectively) and are now ranked in the leading **TOP 5% of all companies** assessed by EcoVadis.

See [here](#) the Awards and Honours received by the Group in 2023.



SUSTAINABLE DEVELOPMENT STRATEGY

With a vision of creating value for all our stakeholders, our society and our people and driven by the principles of Sustainable Development, Quest Group and its companies take action for a more sustainable world.

ESG 2022-2025+ Strategy and goals

[GRI 2-22, ESG INDEX A-G1, ESG INDEX A-G3]

Through its **ESG strategy** (Environment-Social- Governance), Quest Group seeks to link Sustainable Development with the value creation model and ensure a sustainable future for all stakeholders and the wider society.

The Group's ESG strategy is implemented in the period 2022–2025+ (and beyond 2030 for environmental goals), was founded on four **(4) ESG pillars** and is supported by **10** short-term and long-term **goals**.

Achieving the goals will differentiate and add further value to the Group, the society and the environment, fostering sustainable development and the competitive advantage of its companies in the market.

In 2024, the Group will update its ESG strategy and goals, in line with the requirements of the new European Corporate Sustainability Reporting Directive (CRSD) and the results of the Double Materiality study.

Linking Sustainable Development Strategy to the <IR> Business Model

Quest Group has identified areas for improvement in its value chain by linking its Sustainable Development strategy to the <IR> business model. Its approach was based on the conversion of resources (inputs) into produced value (outputs) for the Group, its stakeholders, the society and the environment.

Learn more about the steps taken in the **2022 Sustainable Development Report**.



Watch a [video](#)
for the Group's
ESG Strategy

The Sustainable Development Vision and ESG Strategy 2022-2025+

Vision



The Group and its Companies to be leaders in innovative value creation through entrepreneurial excellence.

Mission



The Group and its Companies to play a leading role in the markets in which they operate, based on the principles of sustainable development having as a driving force the people and the values of the Group.



ESG 2022-2025+ strategic goals

Environment

1. Reducing absolute emissions of Scope 1, 2 and climate neutrality.
2. Promoting the circular economy.

Our people

3. Maintaining the occupational health and safety indicators.
4. Increasing employees' training hours.
5. Creating a culture of inclusion, diversity and equality.

Responsible Business

6. Maintaining zero data breach incidents.
7. Connecting the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG targets.
8. Evaluating the suppliers based on ESG criteria.

Sustainable products

9. Increasing the revenue from sustainable products and services.
10. Increasing the installed green energy.

Areas of business activity

» Commercial activities

- Informatics and telecommunications.
- E-commerce.
- Air conditioning.
- Electric Appliances.

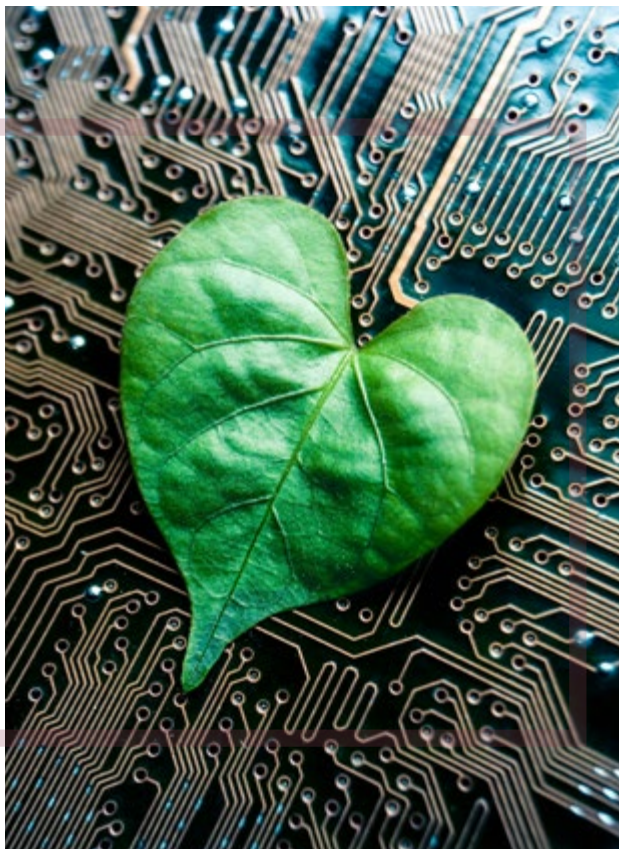
» IT services.

» Courier and postal services.

» Green energy

Material Issues and Stakeholder Engagement

[GRI 2-6, 2-29, 3-1, 3-2, ESG INDEX C-G3, C-S1, A-G1]



The Group has identified the environmental, social and corporate governance issues it recognizes as having the greatest impact on its operation and the greatest level of impact on stakeholders in its value chain.

In order to develop the ESG strategic goals, in 2021 we carried out an extensive analysis of the ESG ecosystem and the relevant regulations and requirements at National and European level. In addition, we conducted a comparative evaluation of competitors and large companies at national level in terms of their actions and their commitments to ESG issues. Finally, we consulted internal and external stakeholders through the stakeholders' survey as to their expectations of the issues Quest Group should focus on.

The results of the above analysis highlighted the **material issues** on which the Group has a greater impact, through its activities and will need to

focus on. The evaluation of these material issues leads the Group to focus on the most important issues and address them through policies, processes and programs.

At the same time, the Group has incorporated annual goals into its operation, in order to improve its footprint in the Sustainable Development issues it monitors, through performance indicators it has set in the ESG Strategy. These goals are aligned with its broader business development strategy and in addition with international recognized indicators and frameworks for the publication of non-financial assets, such as the GRI Standards 2021, the ATEX ESG Index, the SDGs and the 10 principles of the United Nations Global Compact. The performance of these indicators over time is presented in the annual Sustainable Development Report under the progress of the ESG Strategy.



The Group's approach to Materiality Assessment

The process of materiality analysis, conducted every two to three years by the Group, plays a key role in shaping our strategic priorities on Sustainable Development and ESG strategy, as well as in identifying the risks and opportunities that arise.

Materiality Assessment Schedule

2022

The Group completed the most recent comprehensive materiality survey of its internal and external stakeholders, through an online questionnaire that highlighted **10 material issues** that were included in the 2022 Sustainable Development Report, taking into account the relevant principle of materiality, completeness, stakeholder involvement and the sustainability framework, as set out in the GRI Standards 2021.

At the same time, independent Materiality surveys were carried out by the 4 largest subsidiaries of the Group and their own material issues were highlighted, which they presented in their independent Sustainable Development Reports.

See the results of the Materiality assessment, the method of stakeholder consultation, the frequency and channels of communication with them, as well as the table of material issues raised [here](#).

2023

Through internal consultation, benchmarking of companies in the Group's activity sector, as well as an impact materiality assessment, the topics to be included in the 2023 Report were updated. No significant changes occurred in the material issues of the year 2022.

2024

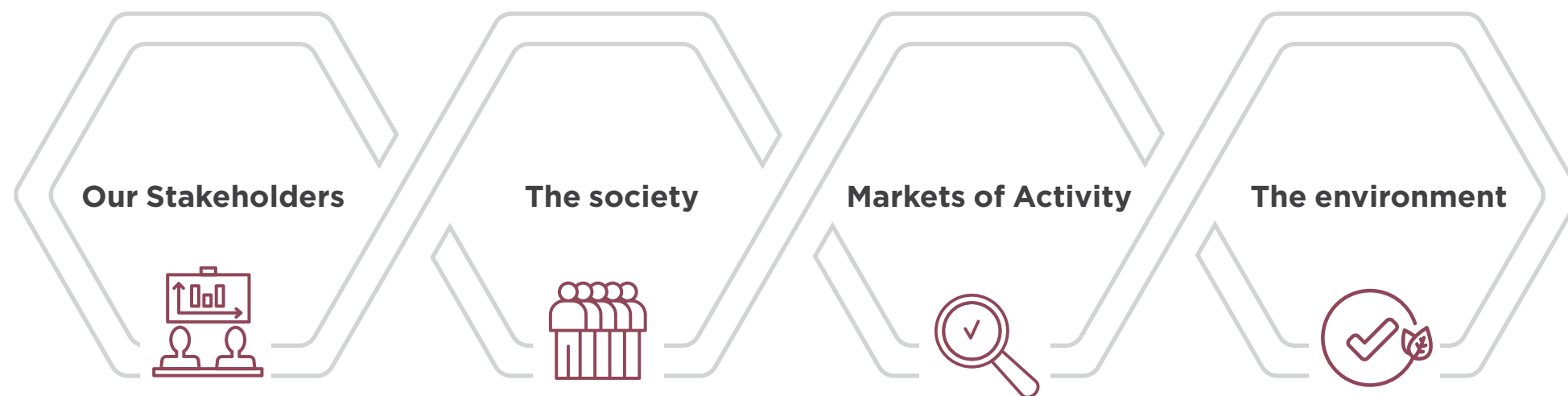
The Group will proceed, in collaboration with an external partner, in a Double Materiality assessment, in the context of the preparation for the agreement on the requirements of the EU Corporate Sustainability Reporting Directive (CSRD), with the aim of highlighting the material issues that will be published in the Group's non-financial statements for the year 2024 in line with the new ESRS European sustainability standards.



Impact Assessment

[GRI 3-1, 3-2]

In the context of the constant improvement of the Group's approach to Sustainable Development issues and in accordance with the GRI Standards 2021, the Group's issues that present the most important existing and potential as well as positive and negative impacts were examined, which affect:



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



ESG PILLAR	MATERIAL ISSUES	POSITIVE EFFECT	NEGATIVE EFFECT	MEASURES TAKEN BY THE GROUP TO MITIGATE RISKS OR IDENTIFY OPPORTUNITIES
Corporate Governance/ Responsible Business	Creation of financial value, performance of a company with corporate responsibility	High	Low	Robust business plan and development plan in dynamic sectors and high level partners/suppliers
	Protection of Personal Data/ Protection of critical information systems	High	Medium	ESG Strategy – Corporate Governance Pillar (Constant system strengthening and employee training)
	Ensuring business ethics and combating corruption/ Compliance with Regulatory Authorities	High	Medium	ESG Strategy – Corporate Governance Pillar (Constant strengthening of the Corporate Governance model and employee training)
	Sustainable Supply Chain	Medium	Low	ESG Strategy – Corporate Governance Pillar / Robust business plan and development plan in dynamic sectors and high level partners / suppliers. Evaluation of major suppliers with ESG criteria
Employees and Society	Health and Safety, Well-being	High	Low	ESG Strategy – Pillar Employees – Measures and Programs
	Training and Development	High	Medium	ESG Strategy – Pillar Employees, Intensive Training Program for all employees
	Diversity, Equality and Inclusion	Medium	Low	ESG Strategy – Pillar Employees – New Policies and Training
Environment	Climate Change	Medium	Low	ESG Strategy – Pillar Environment, Initiatives and Actions
	Energy Management	Medium	Low	
	Circular Economy	Medium	Medium	
Sustainable Products/ Innovation	Digital transformation and Innovation	High	Low	ESG Strategy – Pillar Sustainable Products and Innovation - Continuous enhancement of Portfolio of products and services
	Sustainable products and services	Medium	Low	



Governance for Sustainable Development

[GRI 2-14, ESG INDEX C-G2, C-G4]



The Sustainable Development Policy reflects Quest Group's responsibility and commitments to the employees, the market, the society and the environment in matters of Sustainable Development. In 2023, the Sustainable Development Policy was renewed to include the Group's long-term ESG Strategy and Goals.

The Sustainable Development Committee, provides support to the Board of Directors and the Management on corporate sustainability issues, in terms of strategy design through the identification of the effects of Sustainable Development, the coordination of the

subsidiaries, defining the necessary performance indicators and monitoring progress. In 2023 the **Sustainable Development Committee** consisted of three (3) independent non-executive members. Further information on the Sustainable Development Committee is presented in the **Operating Regulation of the Sustainable Development Committee** of the Group.

The Group's ESG Manager reports to the Group's CEO and works closely with the Sustainable Development Committee. He/She coordinates the management of sustainable development issues as described in the Sustainable

Development Policy as well as the collection and control of non-financial data and the preparation of reports for the Group and the companies, as well as offers support to the Sustainability teams of the Group companies in terms of implementation of the ESG Strategy.

In 2023, 4 members of the Board of Directors were appropriately trained on issues related to the Sustainable Development of the Group

Monitoring the annual ESG performance

[ESG INDEX A-G3]

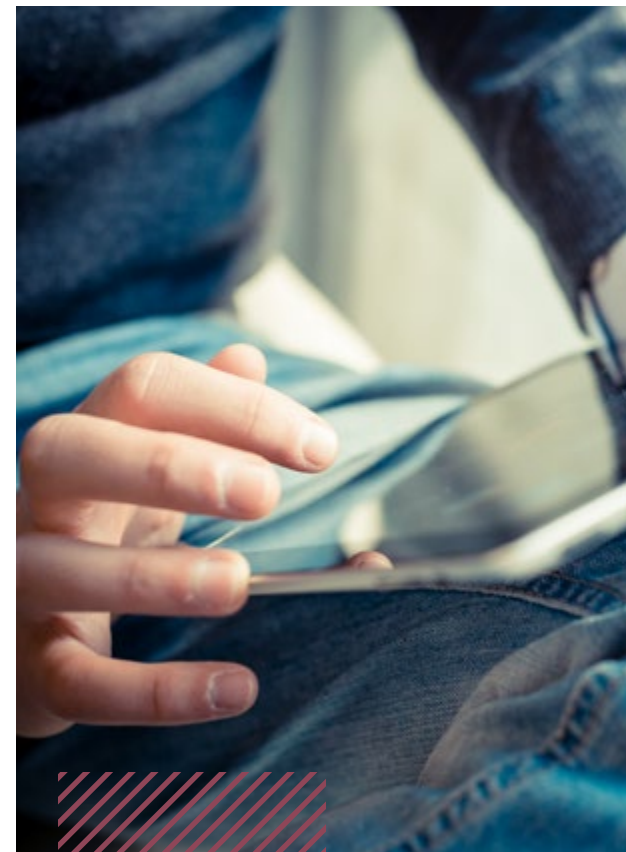
Based on the fulfilment of the stakeholders' priorities and the improvement of its positive impact, the Group systematically monitors quantitative and qualitative indicators and transparently shows its progress. Below are the short-term goals set in 2023, the Group's progress towards their achievement, and the goals set for 2024. The annual goals have been set as individual goals to achieve the long-term ultimate goals as reflected for the years 2025, 2030 and 2050 in the ESG strategy.

The Group continuously seeks for maximum transparency in its reports on its environmental and social initiatives, goals and progress. We set future goals knowing that they may be difficult to fully achieve, but we try to achieve them within the specified time frames.

In 2023, the Group continued to make significant progress in relation to its ESG goal setting by achieving most of the annual goals it had set, surpassing some of them, thus contributing to the effort to create long-term value in the society and the environment but also in all its interested parties.

All of the Group's largest companies have been committed to their own goal setting around the issues that affect them most and they support the successful implementation of the Group's ESG Strategy. There are more details provided in the annual sustainability reports of the Group's companies.

In 2024, the Group will update its ESG strategy and targeting, in line with the requirements of the new European Corporate Sustainability Reporting Directive (CRSD) and the results of the Double Materiality exercise.





The Environment

ESG GOALS 2022-2025+	ESG GOALS 2023	2023 RESULTS	GOAL PROGRESS	ESG GOALS 2024
1. Reduce absolute emissions of Scope 1, 2 by 40% by 2030 and reach climate neutrality by 2050 ⁽¹⁾	Increase in the percentage of company vehicle fleet with hybrid/ electric models to >35%	43% In addition, ACS company acquired five (5) electric vans		Increase in the percentage of hybrid/ electric cars to >43%, and vans up to 4%. The availability of electric motorcycles for professional use will also be examined
	Increase in "green" energy supply percentage >9%	Based on an announcement by DAPEEP, guaranteed green energy at the % of electricity consumption of all electricity providers was 28% ⁽³⁾		Increase in the "green" energy supply percentage to >13% and evaluation of offsetting solutions
	40% Reduction of absolute emissions Scope 1, 2 by 2030	Compared to 2022 reduction of absolute emissions Scope 1 and 2 - 4% in Greece market based and - 3% in Greece and internationally location based		40% Reduction of absolute emissions Scope 1,2 by 2030
2. Promoting the circular economy and eliminating the waste that can be eliminated by 2025	Certified actions for recycling and recovery of electronic waste. Reduction of disposable plastics, where possible	E-waste recycling certification. With the Buy back option service, 4,500 devices were returned All the companies stopped supplying plastic cups/ ACS uses packaging made of recycled material		Actions to reduce single-use plastic -packaging (procurement) and further Paperless Office Actions

Goal achieved
 Goal in progress
 Goal not achieved





Our People

ESG GOALS 2022-2025+	ESG GOALS 2023	2023 RESULTS	GOAL PROGRESS	ESG GOALS 2024
3. Health and Safety Indicators -Maintenance of the LTIFR indicator below 2.3 and TRIR indicator below 1.2 for the Group employees by 2030	LTIFR < 2.3 TRIR < 1.2	LTIFR 2.21 TRIR 0.44		LTIFR < 2.3 TRIR < 1.2
	Acquisition of ISO 45001: 2018 and ISO 39001: 2012 for ACS. Establishment of compulsory health and safety training	Acquisition of ISO 45001: 2018 and ISO 39001: 2012 for ACS		Acquisition of ISO 45001:2018 for Info Quest Technologies
4. 10% increase in employees' training hours by 2025	5% increase in average training per employee in relation to 2021 (11 hours)	average training per employee: 17 (54% increase compared to 2021)		7.5% higher average training per employee in relation to 2021
5. Creating a culture of inclusion, diversity and equality in order to empower our people by 2025	Undertaking of a Pay Gap Study Report	Completion of a Pay Gap Study with an external consultant		Action plan to address any pay discrimination by 2025
	Establishment of programs on inclusion and diversity issues	Leading with Inclusion trainings and DEI Survey for all the women of the Group		Implementation of DEI ("Better Together") action plan
	Adoption of the provisions of the Principles for the Women's Empowerment, "Equality Means Business" of the UN	The Group became a UN WEPs signatory		Implementation of DEI ("Better Together") action plan

Goal achieved

Goal in progress

Goal not achieved



Responsible Business

ESG GOALS 2022-2025+	ESG GOALS 2023	2023 RESULTS	GOAL PROGRESS	ESG GOALS 2024
6. Best possible effort to maintain zero data breach incidents by 2025	Information security training. Primary system vulnerability tests	Mandatory Cybersecurity training for all employees	●	Continued cybersecurity/ phishing trainings
	Working towards the acquisition of ISO 27001:2013 for Info Quest Technologies	Acquisition of ISO 27001:2013 by Info Quest Technologies	●	Preparation of ACS to acquire ISO 27001.
	Best possible effort to maintain zero data breach incidents by 2025	Zero incidents of breach of confidentiality, integrity and availability of systems and information whose consequences were of high/very high severity	●	Best possible effort to maintain zero data breach incidents by 2025
7. Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG targets by 2025	Linking ESG targets to variable remuneration of 2023 (environment, diversity, suppliers)	Linking ESG targets to variable remuneration of 2023 (environment, diversity, suppliers)	●	Linking ESG targets to variable remuneration of 2024 (environment, diversity, suppliers)
8. Assessment of suppliers based on ESG criteria by 2025 ⁽²⁾	Development of ESG scoring and assessment methodology for key suppliers by subsidiary Evaluation of the top ten suppliers of the largest subsidiaries	Evaluation with ESG criteria of the top ten suppliers of the largest subsidiary companies through an online questionnaire	●	Design of of new procedure with supplier scoring. Supplier ESG Evaluation program every 2 years

● Goal achieved ● Goal in progress ● Goal not achieved





Sustainable Products

ESG GOALS 2022-2025+	ESG GOALS 2023	2023 RESULTS	GOAL PROGRESS	ESG GOALS 2024
9. More than 6% of the revenue should come from sustainable products and services by 2025	>6% of the revenue should come from sustainable products and services by 2025	9%		>6% of the revenue should come from sustainable products and services by 2025
10. 50% increase in installed MW green energy by 2025	40 MWh of installed green energy capacity	39.3 MWh		At same levels of 2023

Goal achieved
 Goal in progress
 Goal not achieved

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

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

3 DAPEEP – for the year 2023 the percentage contribution of the gratuitously allocated Guarantees of Origin to the final consumption represented by each Supplier for the year 2023 is expected to be 28% and it was not possible to supply a green certificate for consumption lower than that for the consumption of 2023.



CORPORATE GOVERNANCE AND RESPONSIBLE BUSINESS

Quest Group implements principles and best international Corporate Governance practices aiming at an effective implementation of the Corporate Governance System throughout the Group, its adoption by the entire ecosystem, its monitoring and continuous evaluation and development on the basis of regulatory compliance requirements and good international practices, the responsible operation of the Group, the safeguarding of the interests of the Shareholders and the Stakeholders, the transparency, the strengthening of competitiveness, the long-term sustainability of its companies and the creation of a sustainable value for the Group.



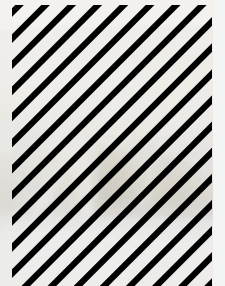
8 DECENT WORK AND
ECONOMIC GROWTH



16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS



17 PARTNERSHIPS
FOR THE GOALS



Composition of Corporate Governance

[GRI 2-9, 2-10, 2-11, ESG INDEX C-G1]

The management and operation of the Quest Group are based on strong corporate governance. The corporate governance of Quest Holdings and the Quest Group and the Corporate Governance System are in accordance with the Greek legislation and the Hellenic Corporate Governance Code (EKED) 2021 of the Hellenic Corporate Governance Council (HCGC-ESED).

The company applies the basic principles of corporate governance and has set the following goals:



**Transparency
in management
and corporate
responsibility.**



**Informing
and involving
shareholders
in important
decisions.**



**Quick decision-
making and
effective
management.**



**Detecting,
identifying and
minimizing risks.**



**Ensuring a
quality working
framework.**



**Independence in
the exercise of
audit.**



**Raising awareness
of the company,
its subsidiaries
and their staff on
issues concerning
the relationship
with the natural
and social
environment.**

For more information about the Group's approach to Corporate Governance ([click here](#))

Organizational structure

[GRI 2-9, 2-11, 2-16, ESG INDEX C-G1, C-G2, C-G3, C-G4, C-G5, C-G6, C-G7, C-G8]

The supreme management body of the Group / Quest Holdings is the Board of Directors (BoD) which is responsible for the company management, the management of its assets and the achievement of its purpose.

In collaboration with the Executive Management of the subsidiaries the BoD of Quest Holdings has

the final responsibility for the Group strategy, the establishment of priorities, the general principles and the policies. According to the company's **Articles of Association** the BoD consists of seven (7) to thirteen (13) members, which are distinguished into executive, non-executive and independent. For more information for the members that constitute the **Board of Directors of Quest Holdings in 2023** as

well as the most recent **Organization Chart** of the company, you may see the **Group website**.

In **Annex 1** of the report there is a Table that shows the participation and the composition the Group's of administrative bodies by gender and age. It should be noted that, in 2023, 4 out of the 12 members of the Board of Directors were women.

In 2023, 33% of the members of the Board of Directors of Quest Holdings were women.



Committees

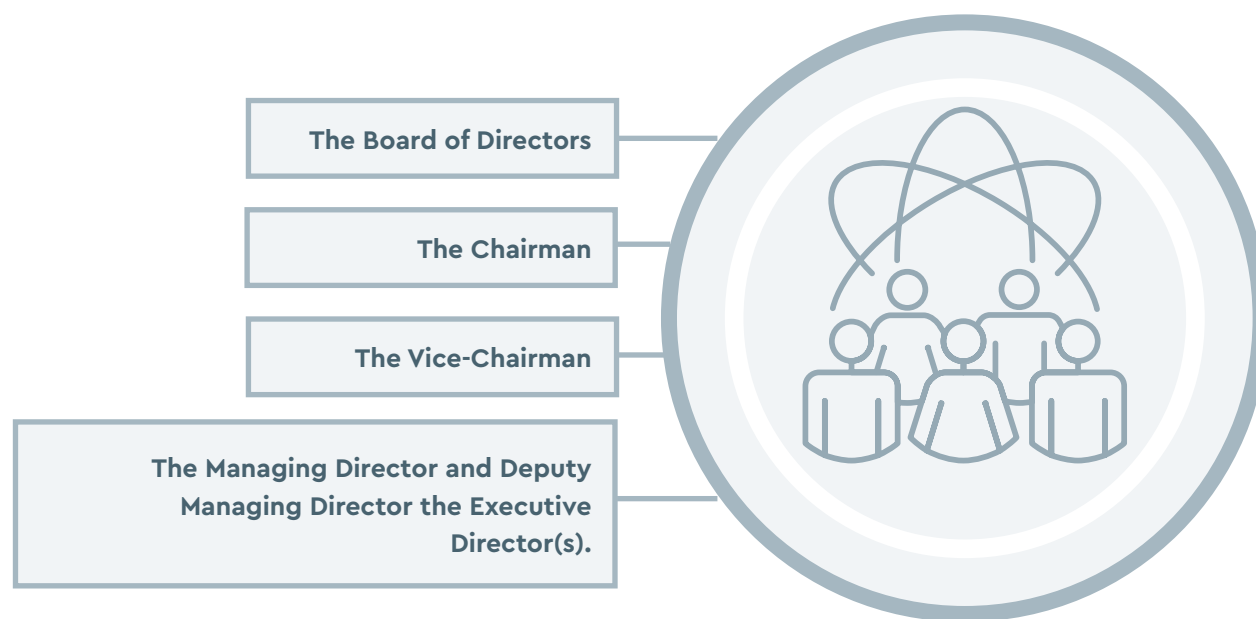
[GRI 2-9, GRI 2-1, ESG INDEX C-G2]

The work of the Board of Directors of Quest Holdings is supported by Committees, whose role is to suggest to and advise the Board of Directors. The Committees, the participating members and their operating regulations are presented in detail on our **website**.

Roles and Responsibilities

[GRI 2-12, 2-13, 2-14]

In the Group, through the Rules of Procedure of the BoD, roles and responsibilities have been set out for the highest corporate body (BoD) and its members regarding:



For information on the roles and responsibilities of the Group's management bodies, please refer [here](#).

The role of the Board of Directors and CEOs (hereinafter "Senior Executives") is crucial in the development of strategies, policies and goals related to sustainable development, but also in the supervision of due diligence to identify and manage the impact of the organization on the economy, the environment and people.

The **internal regulation of operation** of Quest Holdings describe in detail the roles and responsibilities of the governing bodies and its organizational units.

Election of the Board of Directors

[GRI 2-10, 2-18, ESG INDEX A-G7]



Linking Executive Remuneration to ESG performance

[GRI 2-19, 2-20]

Through its ESG Goal setting, the Group decided to connect the achievement of three ESG strategic goals with the variable remuneration of the CEOs of Quest Holdings and its subsidiaries.

The three goals for the year 2023 are related to:



The environment



The evaluation of suppliers
with ESG criteria



Diversity and Inclusion

The selection, replacement or renewal (or not) of the term of office of the members of the BoD shall be carried out on the basis of a policy on the suitability of the members of the Board of Directors (**Suitability Policy approved by the BoD's members**), aiming at the appropriate and high-quality staffing of the BoD for the effective fulfilment of its tasks in accordance with the business model and the strategy of the Company.

The financial and non-financial results are described in detail in the Group's **2023 annual financial report**.

More information on the Remuneration Policy for Board members of Quest Holdings can be found **here**.

In addition, the Remuneration Committee is responsible, among other tasks, for the planning and recommendation to the Board of Directors for the determination of salaries/ remunerations in accordance with **the rules of procedure of the remuneration committee**.

Regulations

For the proper governance of the Group, the Code of **Conduct and Ethical Behaviour** and, indicatively, the following are followed:

- » of the Audit Committee
- » of the Nomination Committee
- » of the Remuneration Committee
- » of the Sustainable Development Committee
- » Internal Regulation of Operation of Quest Holdings

For more information on the above Regulations, you can refer **here**.



Policies and Systems

[GRI 2-9, 2-12, 2-13, 2-14, 2-15, 2-23, 205-3, 206-1, ESG INDICES C-G2, C-G4, C-G5, SS-G1, SS-G2]

Quest Group's Corporate Governance System consists of a set of codes, regulations, policies and procedures, which ensures compliance with current legislation and integration into the Group's culture of best and most effective governance practices that contribute to the functioning and development of the Group.

The basis of the correct and optimal corporate governance of the Group is the Policies and the standard, uniform and corporate Procedures.

Moreover, according to par. 7.4 of the Group's Organisation and Operation Manual, there is also the Group's Organisation and Operation

Manual, the regulations and responsibilities of the Management Bodies, the job descriptions of Quest Holdings, the Group's Codes, the Regulation of Operation of the parent company and major subsidiaries, systems and system operating regulations, representation systems and approval tables.

The Group's Policies

- » They provide the guidelines of the Board of Directors, which apply to all subsidiaries (and as specifically defined in the Group's Organisation and Operation Manual), employees and associates.
- » They ensure that the Group complies with the institutional framework.

The Group's standard and uniform Procedures

- » They describe the precise way of implementing the guidelines that the Group's Board of Directors provides to the subsidiaries through the Policies.

The company Procedures are developed by the companies of the Group, in order to protect them from mainly operational risks and train their employees. They relate to the day-to-day operation of the companies and are directly related to the business object of each company.

Quest Group's Policies

[GRI 2-24]

The policies and procedures cover all critical areas of the companies operation and development, in the areas of governance and compliance, risk management, operations, human resources, personal data protection, infrastructure management and physical security.

The principles and rules of the Code of Conduct and Ethical Behaviour, which is a guiding tool for demonstrating good professional behaviour, ethical conduct and integrity, are always taken into account when designing and drawing up the Group's specific policies and procedures.

The principles and commitments of the Code are communicated to all the staff of the Group through a regular information campaign.

In 2023 the Sustainable Development, Environmental Management, Human Rights and Diversity, Equality and Inclusion Policies were updated.

In 2023, the following policies and procedures, indicatively, were drawn up and updated:



Whistle-blowing
Management
Policy



Anti-Corruption,
Fraud & Bribery
Policy



The Code of
Conduct and
Ethical
Behaviour and
the Regulatory
Compliance
System



Procedure for
the Prevention
and Management
of Situations
of Conflict of
Interest of the
Board Members



Group
Information
Security
Framework.



Communication
Crisis
Management
Procedure



The Remote
Working
-Teleworking
Policy.



Free Competition
Protection
Framework

For more information on Quest Group's Policies, see [here](#).

The Quest Group's Systems

The Group has an **Internal** and **External** Audit System, as well as a **Risk Management** and **Regulatory Compliance System** for its full and transparent operation, the management of potential risks, but also the assurance of its operational continuity.

Risk Management System and integration of ESG issues and Climate Change impacts

[ESG INDEX, A-E2-1, SS-G3-1]

All Group companies systematically manage risks, following the Risk Management System and applying valuation and management procedures, in accordance with the guidelines of the ISO 31000 Risk Management standard and the COSO Enterprise Risk Management (ERM) Integrated Framework. The implementation of the risk management system is coordinated by the Risk Management Committee of Quest Holdings. The system is evaluated by the Audit Committee of the BoD.

In 2023, quarterly and annual reviews of the risks of Quest Holdings and its larger subsidiaries were carried out. The major risks were discussed at the BoD, which approved the risk register.

It also voted for a 2024 risk appetite statement. Corporate goals, which may be potentially threatened by identified risks, include ESG goals, and related risks have been examined. In the year concerned, the organization's attention to possible impacts of climate change was intensified and the assessment of risks from extreme weather events was upgraded.

In the context of the assessment, the Group did not identify critical risks related to accidents and emergencies that could have significant environmental and external effects. The risks - in their vast majority - are controlled by relevant policies/ procedures and mitigated by appropriate actions.



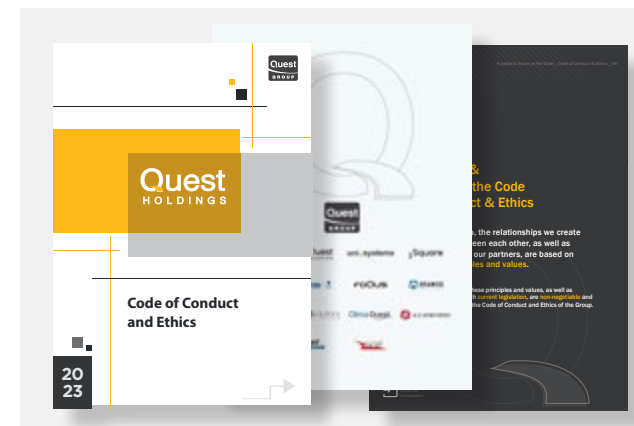
Business Ethics and Transparency

[ESG INDEX C-G5]

At Quest Group we are committed to pursue transparency, integrity and reliability in every field in which we operate and in line with the **Code of Conduct and Ethical Behaviour**. We operate with honesty and ethics and in compliance with current legislation, Policies and Procedures of the Group, guided by the responsible business behaviour. The Code of Conduct and Ethical Behaviour of the Quest Group specifies the commitments and rules of conduct in terms of the principles and

rules that must govern each area of activity of the Group's companies, as well as the relationships between each company, the employees and all stakeholders.

The **Code of Conduct and Ethical Behaviour** of the Group contains the principles and values that govern daily activities and business relationships and it is a fundamental tool for the service and support of relationships of all interested parties.



The Anti-Corruption, Fraud & Bribery Policy

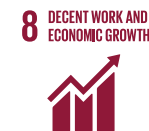
and its framework was updated in 2023. This Policy seeks, above all else, to strengthen the commitment of the Management of Quest Holdings to zero tolerance to fraud, bribery and corruption in general, creating a framework of commitments and guidelines to be used as a tool to prevent and combat them. The non-negotiable adherence to the framework of values and the

compliance with the applicable legislation of Greece and the countries in which the Group operates, is a condition and guarantee of impeccable conduct, in terms of ethics.

The Conflict of Interest Policy aims to ensure that business decisions are taken in the best interest of the Company and not on the basis of personal interests, relationships or benefits.

Employee training on Ethics

The principles of ethical conduct that have been adopted are promoted to all employees and integrated into their daily work and culture. In 2023, a new web communication campaign was carried out for 100% of the Group's staff about the Group's Code of Conduct and Ethical Behaviour, which is posted on the Group's website.



Business Compliance



MATERIAL ISSUES • Ensuring business ethics and combating corruption • Compliance with regulatory authorities

[GRI 2-27, 3-3, 205-3, 206-1, 419-1, ESG INDEX A-G2]

Quest Group applies a **Regulatory Compliance System** - as part of the internal control system - which, together with the Code of Conduct and Ethical Behaviour, the Internal Policies and

Procedures, contribute actively to the prevention, detection, treatment and monitoring of ethical and regulatory compliance issues.

The Regulatory Compliance System is applied at Quest Holdings and the five (5) major subsidiaries of the Group¹.

Key pillars of the Regulatory Compliance System:



Compliance strategy



Management/Assessment of compliance risk



Configuration of compliance culture



Policies and Procedures/Regulatory control areas

The **Procedure for periodic evaluation of the Corporate Governance System** defines the actions to be taken to evaluate the Corporate Governance

System of Quest Holdings and its subsidiaries. In the Group, in addition to fraud/ corruption/ bribery, we also monitor cases of non-compliance

with laws and regulations, Policies and Procedures of the Group and we implement actions to properly address and limit them.

1. Uni Systems, Info Quest Technologies, ACS, iSquare, Quest Energy



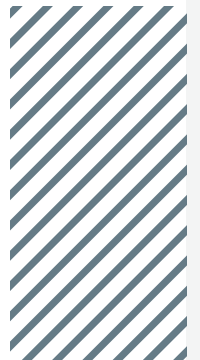
For 2023,

Zero
confirmed business ethics or corruption-related incidents

Zero
confirmed incidents in which employees were dismissed or disciplined for corruption

Zero
confirmed incidents in which contracts with business partners were terminated or not renewed

Zero
public legal cases relating to corruption committed against the organization or its employees



Unlawful Behaviour Reporting Mechanism

[GRI 2-25, 2-26, ESG INDEX SS-S9, SS-G1]

The Whistle-blowing Policy was drawn up in 2023 and sets out the principles and operating framework under which Group companies receive, process and investigate identified and anonymous reports/complaints about irregularities, omissions or other offences that have come to the attention

of the staff or other third parties (e.g. customers, suppliers). More information in the **Whistle-blowing Management Policy**.

The Company and the Group Companies implement a Whistle-blowing Management

Policy, having established complaint management mechanisms and communication channels to manage and investigate incidents of illegal or unethical conduct.



Procedure for Reporting Breach Incidents of the Code of Conduct & Ethical Behaviour

Reports and complaints shall be submitted as follows:

- » Via e-mail to the address corresponding to each company of the Group (milisemas@company.gr)
- » By post to the address of the respective company of the Group, to which the complaint/incident relates, for the attention of the Chief Compliance Officer.
- » Via an online breach incident report form on the website of each Group company.

The Chief Compliance Officer is at the disposal of employees and provides advisory support regarding actual or potential incidents/

breaches. Complaints may be made by a named person or anonymously. However, it is encouraged to submit complaints by name as

they facilitate the conduct of the necessary investigation and take the necessary measures to effectively manage non-compliance incidents.

Indicator Performance and Future Goals

Protection of Data and Information Systems



MATERIAL ISSUES • Protection of critical information systems and ensuring operational continuity
• Protection of personal data and customer privacy

[GRI 3-3, 418-1, QUEST INDEX, ESG INDEX C-G6, SS-G3, SS-S2, SS-S3, SS-S5]



ESG GOAL

The maximum importance for the Group is the protection of information and critical information systems, as well as the confidentiality of the information of all our interested parties.

The protection of information is necessary in order to:



Maintain and strengthen the relationships of trust between the Group and the customers of its companies.

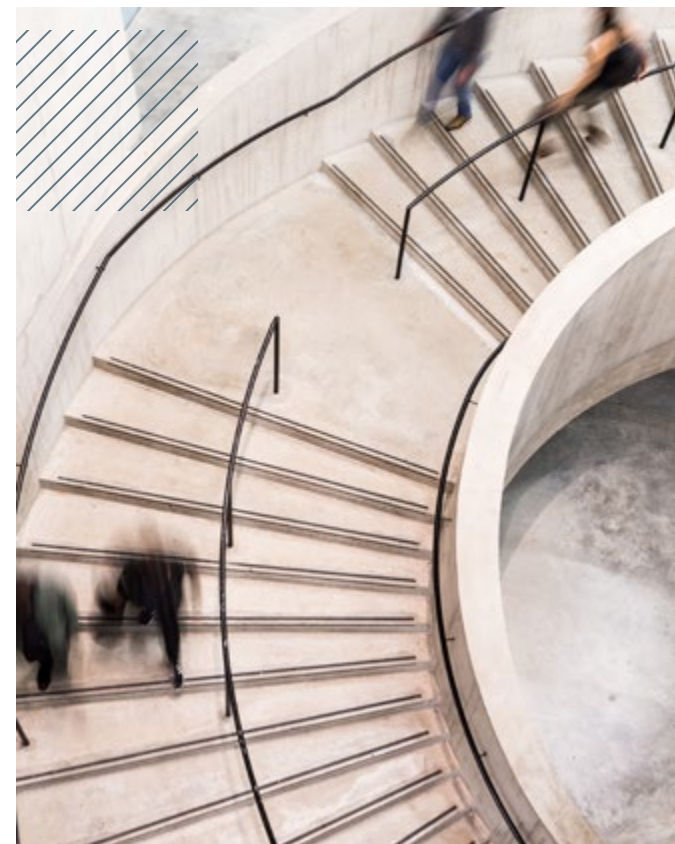


Ensure compliance of the Group with the legal, institutional and regulatory framework



Protect the corporate image and reputation of the Group.

The protection of personal data is achieved through a network of Policies and Procedures concerning the protection of personal data and Information Security.





Management and Policies for the Protection of Personal Data

The Group companies have established a program of compliance with the EU General Data Protection Regulation no. 2016/679, and the national legislation, which is upgraded and updated according to the needs of each company. Policies are implemented at Group level and procedures at company level. At the same time, all companies are implementing employee training and awareness programs on personal data protection issues.

No fines or other penalties were imposed on the Group's companies in 2023 for breach of this legislation.

For more information on Policies and Procedures for **protection of personal data** please refer to the Quest Group website.

Management and Policies for Information Security and Business Continuity

A key factor and an indispensable condition for the development of the companies of Quest Group is a safe working and creation environment. Our main goal is to ensure confidentiality, availability and integrity of data and consequently of information.

The Information Security Framework, fully complies with the relevant legislation, the regulatory framework and incorporates international best practices. It supports and ensures a modern and effective manner of managing the information Security of the Group Companies and ensures the interests of all stakeholders, taking into account the size, nature, scope and complexity of their activities.

The Information Security Policy is the direction for the protection of the data managed by the Group's companies, providing guidance

regarding the organization and processing of the information. The policy consists of a set of rules that specify the way information resources are managed and protected. These rules specify the role, the responsibilities, the competencies and the duties of every stakeholder.

Due to the increasing risks in the internal and external operating environment of the Companies, continuous, systematic and methodical risk analysis has been established. An important factor of performance, but also of increased protection of the Group's information infrastructures is the state-of-the-art, one of the largest in Greece, privately owned in terms of equipment, Data Center of the subsidiary Uni Systems, where the basic information infrastructures of all the Group's companies are housed, either in the form of primary infrastructure or as disaster recovery.

Uni Systems is certified in accordance with the ISO 22301:2019 for Business Continuity, ISO 27001:2013 & ISO 27701:2019 for Information Security and Privacy protection. In 2023, Info Quest Technologies was ISO 27001:2013 certified, while ACS is following suit.

On a broader level and towards further enhancing the level of Information Security, the following actions were carried out, among others, in 2023:

» Continuous monitoring and completion of

corrective actions regarding the mitigation of IT & Security risks that emerged in the context of internal and external audits.

- » Implementation of training programs and awareness raising actions for all employees on Information Security issues as well as Phishing attack simulation exercises at regular intervals.
- » Penetration tests were carried out in collaboration with external partners, simulating attack scenarios by malicious users. The planning and the measures taken by the Group and its companies have paid

off to a great extent, providing a high rate of system availability and data protection.

It is worth noting that during 2023:

- » No company experienced unplanned downtime with a noticeable impact on its services during business days and hours. – There were no incidents with a noticeable impact on the availability of services due to an external attack (denial of service).
- » There were no cyber security incidents whose consequences were of high/ very high severity.

During 2023 the Group noted:

Zero

finances or other penalties for breach of personal data protection legislation.

Continuous Training and awareness raising

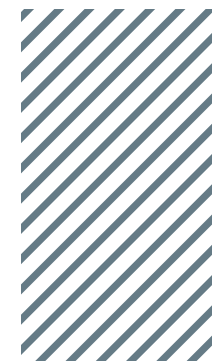
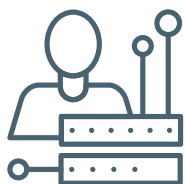
of all employees in matters of Personal Data Protection and Information Security.

Zero

incidents of breach of confidentiality, integrity and availability of systems and information whose consequences were of high/very high severity.

Optimization

of the level of Personal Data protection and Information Security.



Confidentiality of customers

[ESG INDEX SS-S2]

The SS-S2 index requires the company to disclose the total number of users whose information was used for secondary purposes. According to the European Commission, data can only be used for secondary purposes if they have been collected on the basis of legitimate interest, contract or essential interests and it has been checked that the new purpose is compatible with the original purpose.

The company of the ACS Group, which has a large volume of customers, proceeded, in 2023, to subscribers (Members) who have given consent to the following actions:

- ✓ Newsletters were sent to 6,115 customers
- ✓ 14,366,680 viber & push notifications were sent for service assessment
- ✓ 318,033 responses to NPS score questionnaires based on legitimate interest were received from customers and regarding improvement of the company's products or services



Legal requests for user data

[ESG INDEX SS-S3]

A legal request for user data is defined as the action by which government or prosecution authorities request user data from a company.

Group Companies	ACS	Info Quest Technologies	iStorm
The total number of unique requests/ users for user data from government or prosecution authorities, including requests for content of use.	81	7	7
The percentage (%) of requests from government or prosecution authorities that resulted in disclosure of data to the requesting authority, in percentage (%).	61%	29%	29%

For the rest of the Group's companies, we have not received any relevant requests.

Requests to the Technology and IT companies mainly concern searches through IMEI or serial numbers of mobiles and devices distributed by our companies or video material from the cameras of the stores/premises.

The requests in which we provide data mainly concern cases in which the above mobiles have been received for repair or damage. Otherwise we provide device information (country of origin, date of first activation, if available, store of sale information).

Indicator Performance and Future Goals

Financial performance



MATERIAL ISSUE: Creation of financial value, performance of a company with corporate responsibility

[GRI 2-4, 2-6, 3-3, 202-1, INDEX, C, G8, ESG A-S1]

Below are the key elements of our financial performance on the production and distribution of the economic value for the year 2023 compared to the corresponding financial data for the years 2022 and 2021.

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED ⁷				
Consolidated Data (€ x 1000) ¹		2021	2022	2023
Economic value produced	Revenue ²	952,699	1,036,976	1,196,604
Economic value distributed	Operating costs ³ (based on the GRI standard and includes the cost of goods sold)	911,179	870,698	1,038,008
	Employees' salaries and allowances ⁴	94,472	106,026	114,797
	Payments to funding bodies	17,339	67,817	21,270
	Payments to government bodies ⁵	17,116	9,629	9,945
	Social investments ⁶	618	3,092	631

¹ The amounts listed in the table are derived from the consolidated financial statements for the fiscal year 2021 – 2022- 2023 of the Quest Group and they include all companies. Also, the amounts have been calculated in accordance with the requirements of GRI Publication 201-1.

² It includes sales revenue, ancillary activities, dividends, interest, rents, foreign exchange differences and derivatives.

³ It includes sales expenses, administrative expenses, sales costs, capital expenditure. The payroll costs are not included.

⁴ It is not included in the operating costs.

⁵ It does not include VAT, withholding taxes and Uniform Real Estate Property Tax (ENFIA).

⁶ It includes donations, sponsorships and development costs of start-ups (IQbility activity). In 2022, a €2.8 million emergency levy to employees is included.

⁷ It does not include funds for investment impairments or acquisitions of subsidiaries/affiliates.



The Group's net borrowing and leverage ratio are shown in the table below for the last three years.

NET LENDING AND LEVERAGE RATIO OF THE GROUP			
Consolidated Data (€ x 1000)	2021	2022	2023
Total loan liabilities	78,470	139,501	138,129
Liabilities from leases	24,157	29,207	33,020
Minus:			
Net cash and cash equivalents	(163,036)	(168,196)	(121,116)
Net borrowing amount, Lease liabilities (cash, cash equivalents and frozen bank deposits)	-84,566	-28,695	17,013
Total equity	258,898	238,824	262,330
Total capital employed	197,006	239,336	312,365
Leverage factor	-31.4%	0.2%	16.02%



PAYMENT OF QUEST GROUP TAXES AND CONTRIBUTIONS (€ X 10⁰⁰)

	2021	2022	2023
VAT payment	28,781	26,309	48,150
Payment of insurance contributions	27,903	32,932	37,138
Payroll tax payment	8,933	11,209	12,253
Payment of other taxes	13,996	14,086	12,870
Total	79,613	84,536	110,411

The table below shows the social contribution of the Group in terms of the commercial value of the products, services and financial contribution.

Social contribution of Quest Group
(Commercial value of products, services and financial contribution)

2021	2022	2023
€ 1,371,231	€ 3,413,499*	€ 901,994

* In 2022, of which € 2.8 million relates to the extraordinary allowance to the employees of the Group.

For more information see **Group Consolidated Financial Statements 2023** (4th April 2024)

Indicator Performance and Future Goals

Financial Activities based on EU Taxonomy

[ESG INDEX A-S1, A-S2, A-S3, A-S4, A-S5, A-S6, A-G6]

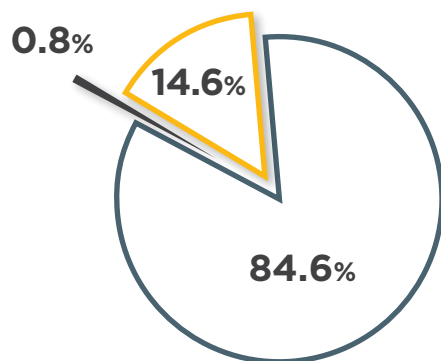
In order to achieve the European Union's climate and energy goals by 2030, as well as the European Green Deal goals, it is necessary to strengthen the investment in more sustainable activities.

In 2023, Quest Holdings assessed the eligibility and alignment of its economic activities in

accordance with the EU Taxonomy Regulation (EU Taxonomy), laid down by the European Union Regulation 2020/852 (Article 8), to create a list of environmentally sustainable activities. These activities were identified through a thorough assessment of those economic activities described in the lists of the six environmental

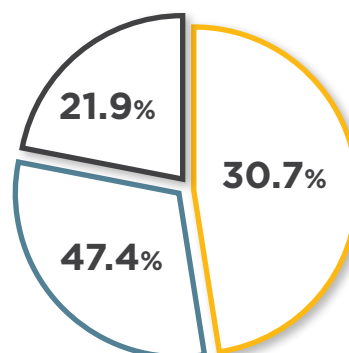
goals, as laid down in the aforementioned delegated acts. According to these assessments, Quest Holdings proceeded for the year 2023 to calculate the turnover, capital expenditure (CAPEX) and operating expenditure (OPEX) corresponding to each of the identified eligible and aligned economic activities.

Turnover



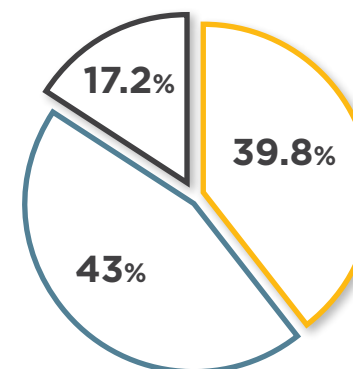
Percentage of economic activities eligible (not aligned) by Taxonomy

Capital Expenditure (Capex)



Percentage of economic activities aligned with the Taxonomy

Operating Expenditure (Opex)



Percentage of economic activities which are not eligible from Taxonomy

For the comprehensive publication regarding the Group's sustainable financial activities and compliance with the European Taxonomy, you can refer to the **"Non-Financial Report 2023"**.

The Group has not issued any ESG Bonds for its sustainable activities.

Sustainable Supply Chain

[GRI 2-6, ESG INDEX A-G1, C-S8]

One of the key goals of the Quest Group is to promote sustainability in all areas of our business. We invest both in our supply chain and in the supply of responsible products and services.

The collaborations that we have developed over the years throughout our supply chain, allow us to continue to make significant progress in the sustainable development of the Group.

We work closely with our suppliers to uphold the highest standards of health and safety of employees, the protection of human rights and the protection of the environment and natural resources.

Indicatively, the largest suppliers of the Group include Microsoft, Apple, Xiaomi, HP, HPE, IBM, Dell, Cisco, GREE and Toyotomi:



The **Suppliers' Code of Conduct**, as well as the Suppliers' Policy of the Quest Group describe our requirements in the areas of employment and human rights, health and safety, the environment, and ethics, as regards our suppliers. These

requirements are in line with the principles of the UN Global Compact and contribute to the achievement of the UN Sustainable Development Goals.

The companies of the Group follow an annual evaluation system for their suppliers according to the ISO 9001:2015 standard. Since 2017, issues of sustainable development and work practices have been recorded during the evaluation.





ESG GOAL

Evaluation of suppliers with ESG criteria

In 2023, following the direction set out by the ESG Strategy, the evaluation of the major suppliers, with specific ESG criteria, started. More specifically, the Group's largest subsidiaries sent a specially designed ESG online questionnaire to their top 10 suppliers that were determined on the basis of the annual cost of supplies.

The ESG criteria evaluated concerned sustainable practices for corporate governance, employees and the environment.

In 2024, the Group will continue the gradual expansion of the ESG evaluation to more of its suppliers and will additionally integrate an ESG scoring system into the evaluation of its new and existing suppliers.



OUR PEOPLE

Part of the long term strategy and culture of the Quest Group is to attract and retain high-level human resources, talents and competent people, whom the Group supports with professional development and continuous training, but also with personal development through care for their wellbeing, as well as the elimination of any risk that may be associated with human rights at work.



3 GOOD HEALTH
AND WELL-BEING



4 QUALITY
EDUCATION



5 GENDER
EQUALITY



8 DECENT WORK AND
ECONOMIC GROWTH



The Human Resources of the Group

[GRI 2-6, 2-7, 2-8, 3-3, 401-1, 401-2, ESG INDEX C-S4, A-S4]

At Quest Group, we are committed to creating a modern, safe and rewarding environment, in which employees can grow and develop. We always find new ways to invest in the development of our teams, to encourage collaboration and creativity and to offer competitive benefits.





Management and Policies for the employees

We faithfully apply the labour legislation and the internationally recognized Human Rights, such as 10 principles of the UN Global Compact.

The Group and its companies are in conformity with Greek Law, which includes, in its requirements, international directives relating to employment issues. The Group has established Policies on Employment Relationships, Recruitment, Remuneration and Benefits, Training

and Development, Performance and Talent Management, Succession planning, Health and Safety as well as an Anti-Violence and Harassment Policy, creating a comprehensive Human Resources management framework that promotes transparency.

In 2023, recognizing the increasing importance of flexible working, the new Remote Working -Teleworking Policy was created.

The Group's employees (where the field of work allows) are given the opportunity to telework, while other possibilities are also offered, with the aim of greater wellbeing, such as the implementation of flexible working hours and the possibility of early departure during the summer (1 day per week, from July 15 to August 31).

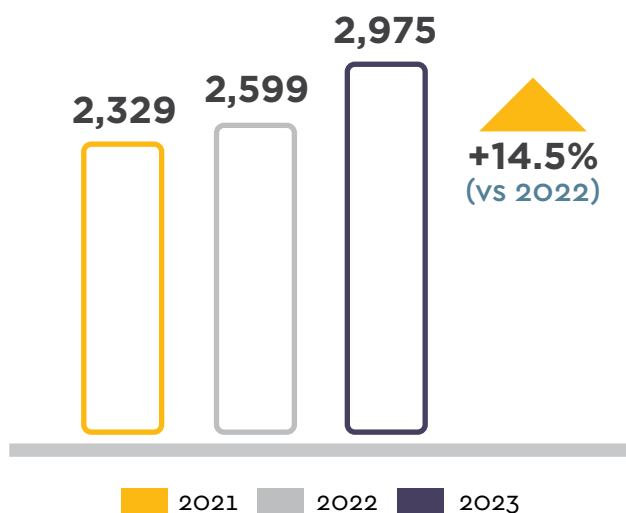
For the Group Policies see [here](#).

Composition of Group Employees

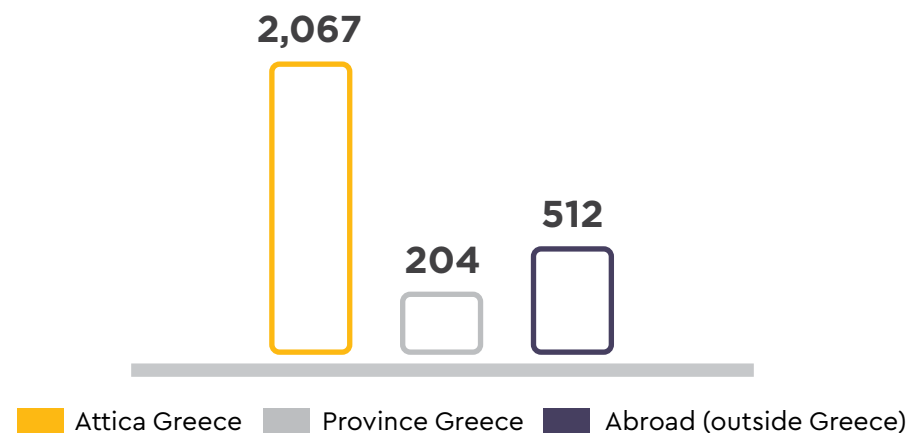
Our human resources are the driving force behind the success of our Group. On 31.12.2023 the Group had a total of 2,975 employees, of which 30% were women. Compared to 2022, the number of women increased by 14.5%.

In 2023, EPAFOS S.A. company joined the Group, and Info Quest Technologies Romania was created, both increasing the number of employees by 75.

**Total number of employees
in the Group 2021-2023**

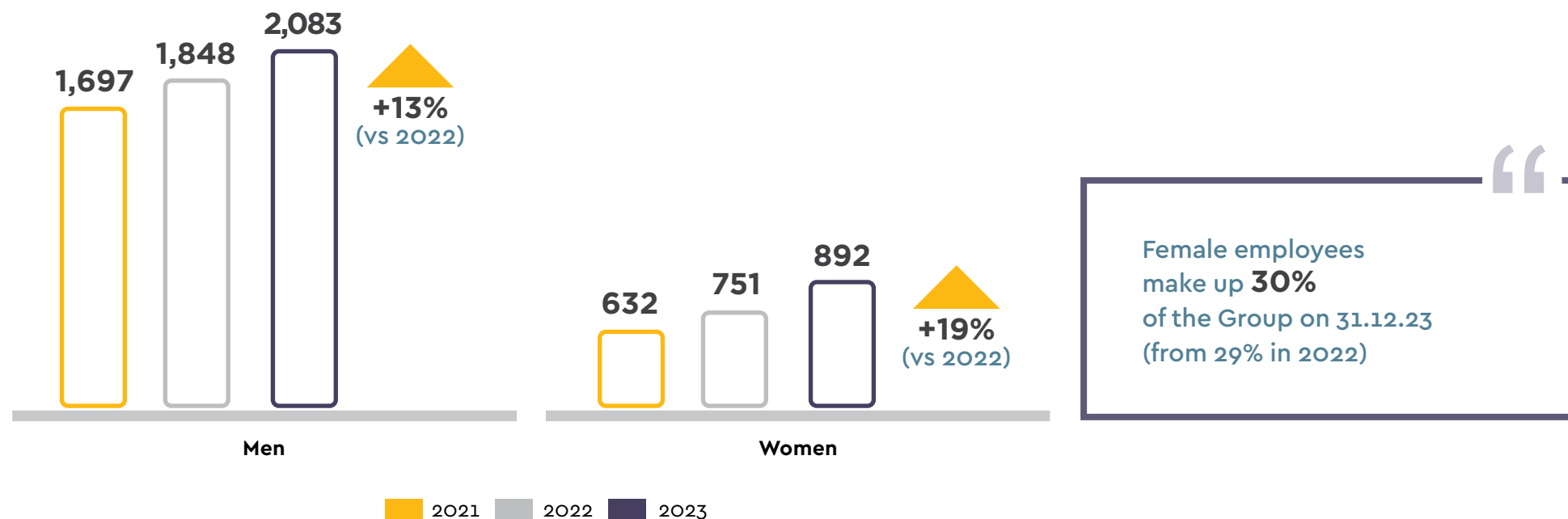


**Group employees
by location 2021-2023**



17% of our employees work outside Greece in 2023

Total human resources in the Group by gender 2021–2023



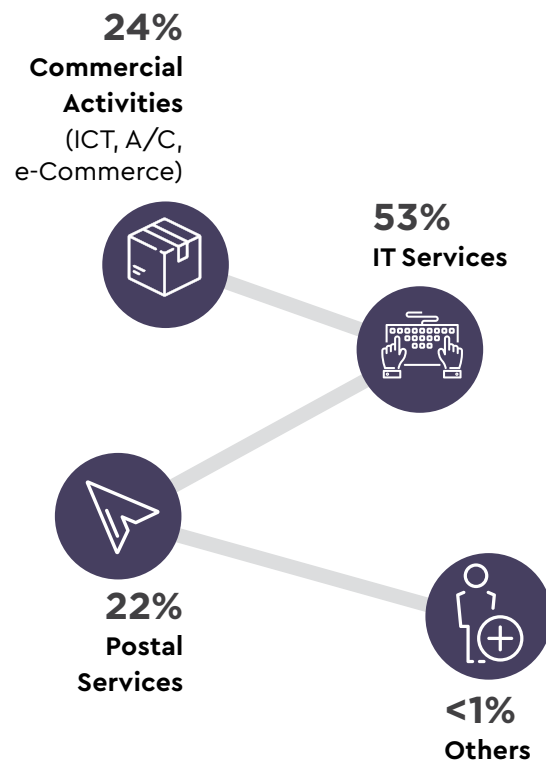
Age Distribution of Employees in the Group 2023



Staff with Receipt for the Provision of Services is not included

The participation and composition of the management bodies of the Group by gender and age as well as the composition of the working levels in all the companies of the Group by gender and age, per employment contract, region, type of work and gender are presented in detail in [Annex 1](#).

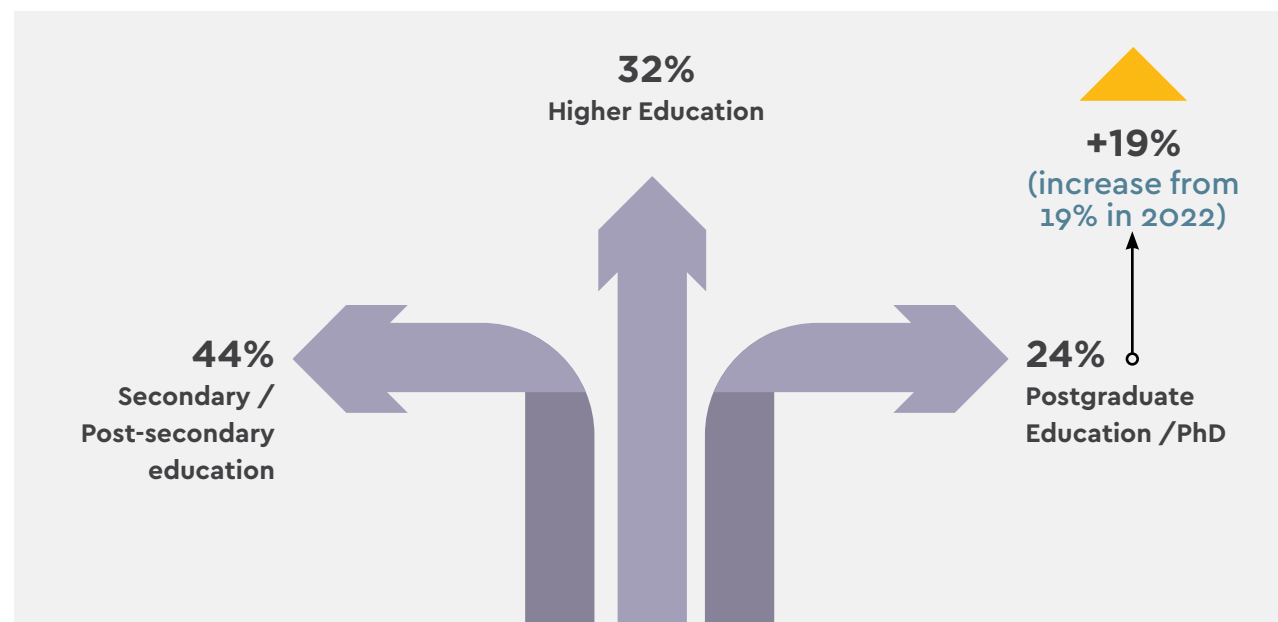
Distribution of employees by Sector of Activity 2023*



* The above figures also include 459 supervised employees working on behalf of Uni Systems abroad.

Employees' training level

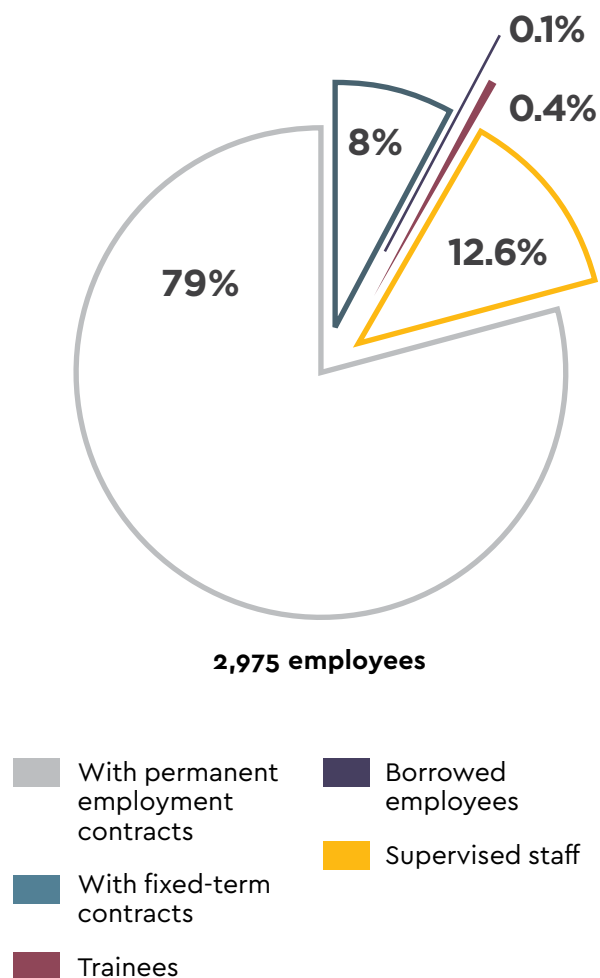
The training level of the human resources is recorded in the Group, as shown below.



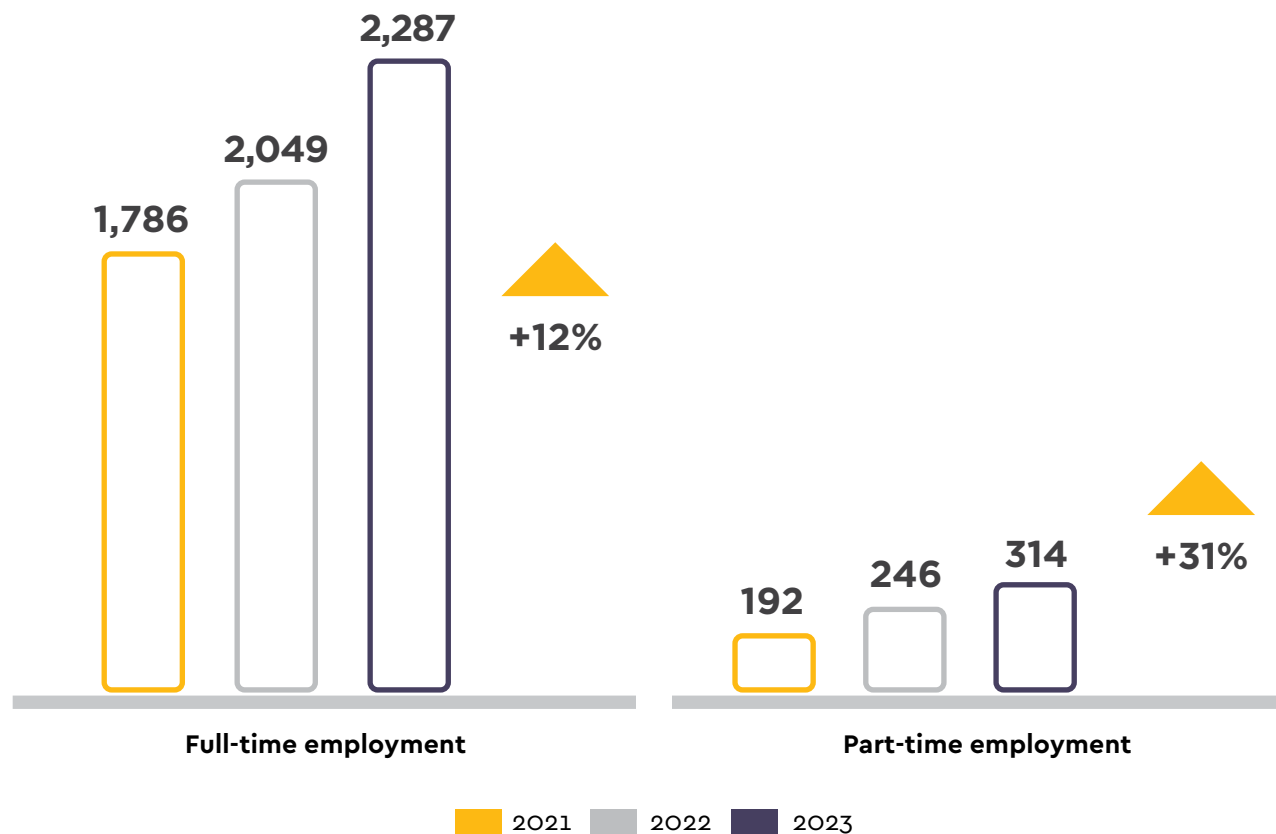
The Group monitors the number of employees per contract and type of work in Attica, the province and abroad. The employment contracts are permanent and fixed-term, contracts of supervised staff and trainees.

For 2023 **79%** of employees had permanent contracts.

Percentage of employees per employment contract 2023



Total number of employees per type of work 2021 - 2023

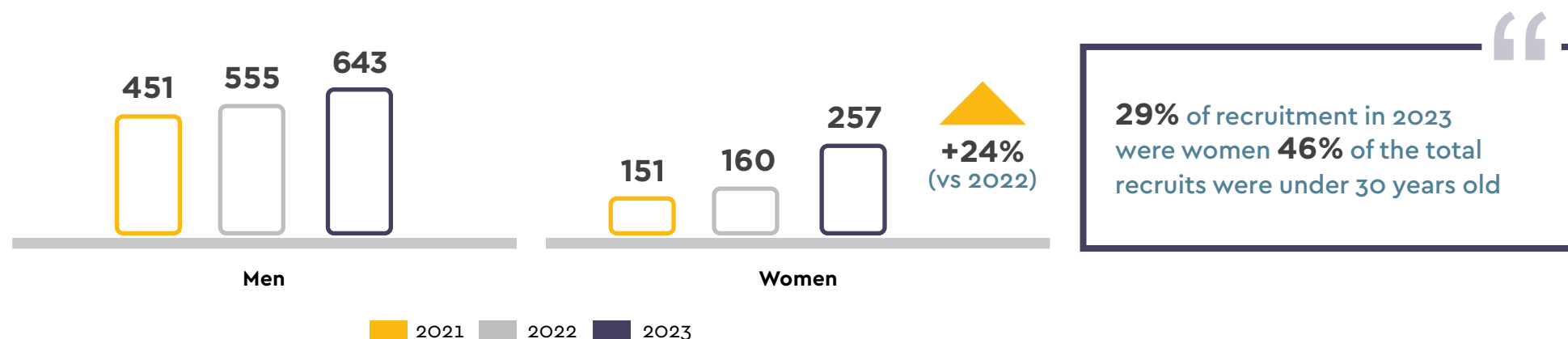


In terms of the total number of employees per type of work, in 2023 full-time workers amounted to 2,287, 11.6% more than in 2022, while part-time workers increased by 31.3% compared to 2022. In 2023, the supervised employees were 374.

Recruitment of employees

During 2023, a total of 900 recruitments were made to the Group's companies, with 29% relating to women. Compared to the previous year 2022, overall recruitment increased by 24%.

Total recruitment in the Group (2023)



In addition, in 2023, we hired 494 employees with permanent contracts and 406 employees with fixed-term contracts.

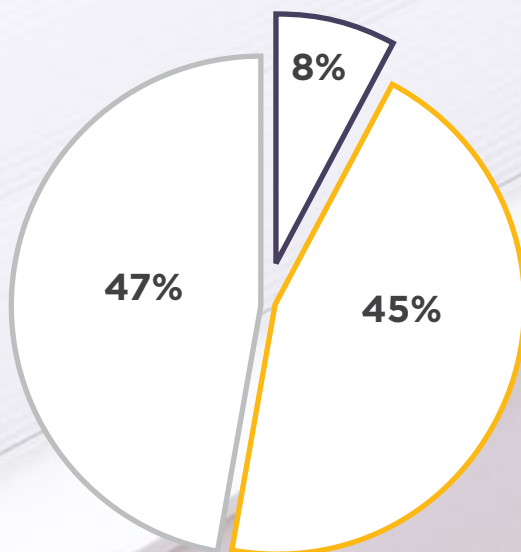
For a detailed record of the number of recruitments

per gender/company and per employment relationship/company, please refer to [Annex 1](#).

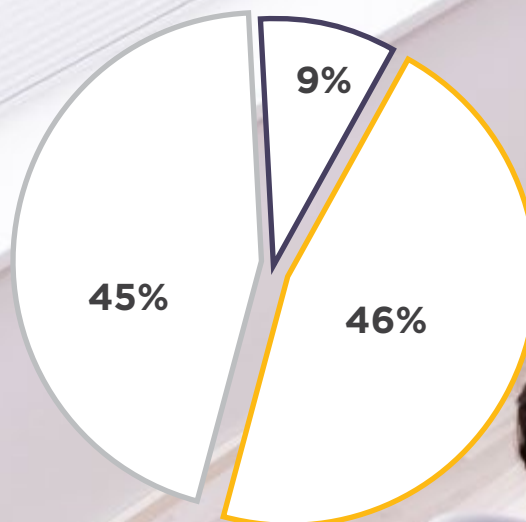
The Quest Group also monitors the recruitment by region and age of employees for all its companies.

In order to give the opportunity to people with new talents to gain work experience and skills through their employment, 411 people, i.e. 46% were under 30 years old, from the total number of employees hired in 2023.

Percentage of recruitment
by age in 2022



Percentage of recruitment
by age in 2023



Under 30 years old

Between 30 and 50 years old

Over 50 years old

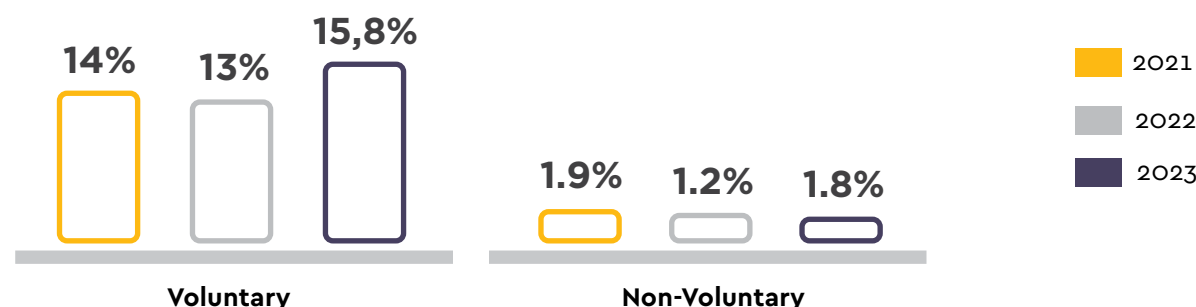
In 2023 we employed **411** young employees
under the age of 30

Employees' departures

[ESG INDEX C-S4]

The departures (voluntary and non-voluntary) amounted to 424 persons who were either in permanent or fixed-term positions. The mobility of the staff for the Group in 2023 was 15,8% voluntary and 1.8% non-voluntary, while for 2022 these rates were 13% and 1.2% respectively.

Mobility of staff in the Group 2021-2023



For a detailed record of the number of departures per company, please refer to **Annex 1**. Total mobility, which includes voluntary departures, terminations, retirements, and employee deaths, was 14.5% in 2022 and 18.1% in 2023.

CEO/Employee Compensation Ratio

[GRI 2-21, ESG INDEX A-S4]



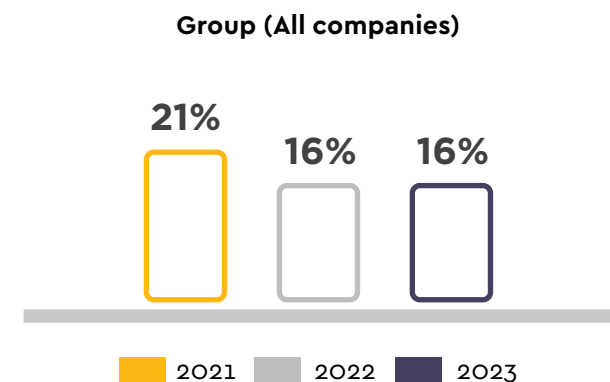
The annual **Remuneration Report 2023 for Members of the Board of Directors of Quest Holdings S.A.** is posted on the Group's website ([here](#)).

Employee's remuneration

[ESG INDEX A-G4]

At the Group we constantly evaluate the remuneration of our employees in order to enhance our competitive advantage in the market, to attract and keep our talented people. All the companies of the Group aim for consistency in the provision of remuneration and a remuneration system has been designed to achieve internal success.

This system takes into account the design and evaluation of job positions, fixed remuneration, benefits and variable remuneration.



Employees' benefits

[GRI 3-3, 401-2]

The employees of the Group with permanent contracts receive the following benefits:



Provision of a company's car and fuel (based on level and location). Based on the relevant Group Policy, employees are given incentives to choose hybrid and electric cars



Group pension program (voluntary program for grade >13, i.e. Managers)



Corporate mobile connection (programs depending on the job)



Bonuses for marriage, childbirth and student's admission to Higher Education Institutes, Technological Education Institutes



Medical program (of the staff and their dependants)



Parking with the possibility of free electric charging (based on the level and availability of parking spaces of premises)



Check up program (for level by manager and above)



Loans to staff

At the same time, the following benefits are provided to employees with both permanent and fixed-term contracts:



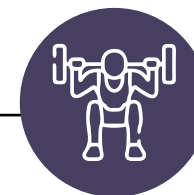
Free beverage drinks



Psychological counselling
program



Discounts on Group products
and services



Wellbeing program &
access to the Group Gym

Collective labour agreements

[GRI 2-30, C-S7]

Individual employment contracts, which exceed the minimum requirements of the collective agreements, are signed in the Group's companies. All companies are bound by the minimum legal salary, while Quest Holdings and Uni Systems Greece are members of the Hellenic Federation of Enterprises and are bound by the Greek General Collective Labour Agreement and the corresponding collective agreements in force.

The Operational Collective Labour Agreement, which covers about 24% of all employees of the Group, is also applied to ACS, while the remaining percentage of 76% is covered by an Individual Employment Contract.



Human Rights

[GRI 2-23, ESG INDEX C-S6]

Respect for human rights is one of the fundamental principles of the Group as reflected in the **Code of Conduct and Ethical Behaviour**.

We are committed to protecting and promoting the defence of human rights within our sphere of influence. The Human Rights Policy of the Group is

in accordance with the principles of the UN Global Compact on human rights and the 17 Sustainable Development Goals. Through this Policy we seek to ensure respect for human rights, throughout the range of operation of the Group, of the stakeholders (employees, customers, suppliers, partners etc.).

In 2023, there were zero (o) complaints or grievances in the reporting channel/ grievance mechanism for complaints related to human rights abuses and forced or child labour.



Equality and Inclusion

[GRI 2-30, 3-3, 405-1, 406-1, ESG INDEX, C-S2, C-S3, A-S3, C-S6, SS-S4]

A goal of our ESG strategy is to **strengthen the culture of Diversity, Equity and Inclusion (DEI)**.

Our Group is committed to building a working environment without exclusions, aiming at inclusive representation at every level. It promotes a culture of equality with fair pay and equal opportunities.

Based on the principles of the **Group Diversity, Equality and Inclusion Policy**, equal opportunities are provided to all, employees and prospective employees. In no case is there any discrimination on any matter, including issues of diversity, or non-equal treatment in employment and work, including age, gender, sexual orientation, religion, etc. The principle of respect is fully supported,

the professional development of women is encouraged and equal opportunities for pay and professional development are provided.

It is worth noting that in 2023 there was zero (o) financial loss caused as a result of legal proceedings related to labour law violations. Furthermore, no discrimination incident was recorded in the Group.



Important initiatives for Women's Empowerment in 2023

In June 2023, Quest Group signed the **United Nations Women's Empowerment Principles (WEPs)**, which form a broader framework for gender equality in the organization, as an expression of will and commitment at the highest level of Management.

A **Women's Empowerment Survey** was carried out for the first time, in which 345 employees of the Group participated. Through the survey, female employees were given the opportunity to develop their expectations and concerns, but also to identify potential obstacles to their professional development. The results of the survey were posted on the Group's intranet.



Management training (309 executives) **"Leading with Inclusion"**, was completed, focusing on issues of inclusion in leadership.



The **Pay Gap Study**, in collaboration with an external partner, where an extensive assessment was carried out to identify unjustified pay gap between same positions and fields, was completed. For any unjustified salary difference detected, a response plan will be shaped by 2025.

Following the survey, a multifaced action plan is being designed under the name **"Better Together"** including group mentoring, learning paths, inspiration talks & skills development and wellbeing actions, which have commenced in 2024.

“
39% of Group female employees participated
in the first Women's Empowerment Survey



In support of

WOMEN'S EMPOWERMENT PRINCIPLES

Established by UN Women and the
UN Global Compact Office

EQUALITY MEANS BUSINESS



In support of

WOMEN'S
EMPOWERMENT
PRINCIPLES

Established by UN Women and the
UN Global Compact Office



Dear Colleagues,

It is with great pleasure that I would like to inform you that Quest Group is a co-signatory, together with leading companies from all over the world, to its support for **the United Nations Women's Empowerment Principles** - (UN WEPs).

With our signature we express our commitment to the WEPs principles and our active contribution to the promotion of gender equality in the workplace, the market and the society.

In our Group, equal treatment without exceptions and exclusions is an inviolable rule in all aspects of our operation. We firmly believe that an inclusive, equal opportunity working environment promotes personal creativity, growth and innovation and is an indispensable component for the sustainability and dynamic development of our Group.

Strengthening the culture of equality, inclusion and diversity is one of the 10 long-term Group Sustainable Development goals we have set and we will all work together to achieve it. Our aim is, in this field too, to be a model and an inspiration for our market.

Apostolos Georgantzis
CEO of Quest Group

Women Employees

[ESG INDEX C-S2-1, C-S3-1]

The table below shows the percentage of women working in the Group, as well as the percentage of women employed in managerial positions calculated on the basis of the requirements of the ESG ATHEX Index. In 2023,

the number of women in managerial positions remained exactly the same as the previous year, but the percentage has decreased because the total number of employees has increased significantly.

FEMALE EMPLOYEES					
Quest Group (all companies)					
2021		2022		2023	
Working women*	Women working in managerial positions**	Working women*	Women working in managerial positions**	Working women*	Women working in managerial positions**
31%	20%	34%	21%	35%	18%

* The "women employees " metric is an ATHEX indicator, and has been calculated based on the requirements of the Athens Stock Exchange. Therefore, the percentage of women is different from the percentage of women in the total human resources, the base being 31.12.2023 (30%).

** The "working employees in managerial positions " metric is an ATHEX indicator, and the calculation was based on the number of women who are in the top 10% of employees with the highest total remuneration.

Gender Pay Gap

ESG INDEX A-S3

The following table shows, based on the requirements of the ATHEX ESG index, the average pay gap between male and female full-time employees in annual salaries as a percentage of men's salaries.

At the same time, in 2023, the Group completed a **Pay Gap Study** for 2022 with an external consultant, the results of which are perfectly aligned with the following publication of the ATHEX index.

PAY GAP MEN - WOMEN		
	2022	2023
Quest Group (full-time employees – Greece and abroad)	22%	25%

Indicator Performance and Future Goals

Health, Safety and Well-being



MATERIAL ISSUE: Ensuring the health, safety and well-being of employees

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

In the Group we apply a health and safety management system and we have established policies in order to ensure that all employees receive the necessary information in order to work by taking into consideration their physical and mental health. In addition, we employ health consultants (occupational physician) and safety consultants (responsible for the technical safety) who assess and evaluate the occupational risks.

We train and raise awareness of our employees and we carry out checks on facilities and job positions

with the aim of continuous improvement. For each recognized risk, all actions provided for by law and/or policies and procedures in force shall be followed.

In order to protect the health of employees, the Group provides medical and hospital care, through social security and also through an additional private group health insurance contract.

In addition to the contract coverage, free voluntary anti-influenza vaccination is provided for all employees.

In 2023 the ACS company was certified with ISO 45001: 2018 (Health and Safety Management System) and ISO 39001 (Road Safety Systems).

100% of employees participate in the occupational health and safety management system*



2 companies, Uni Systems and ACS have been certified with ISO 45001:2018



* Employees who do not participate in the system are those of the exclusive agent stores that relate to ACS, for reasons related to the nature of the employment relationship and the management of personal data. Furthermore, supervisors with independent service contracts in the Group's companies do not participate in the system either.



In 2023, there were no deaths due to a work accident, while the total number of work accidents in the Group counted nine (9) compared to five (5) in 2022 and in 2021.

At the same time, long-term ESG goals have been set by 2030 for Health and Safety issues that include the monitoring of two metrics and their annual progress, as well as the implementation of training on health and safety management issues.

Specifically, the Lost Time Injury Frequency Rate (LTIFR) and the Total Recordable Incident Rate (TRIR) are calculated for the companies of the Group.

QUEST GROUP (ALL COMPANIES)	LTIFR PER MILLION HRS (GOAL < 2.3)	TRIR PER 200K HRS (GOAL <1.2)
2022	1.38	0.27
2023	2.21	0.44



2023 Quest Wellbeing Program

The Group systematically encourages employees to maintain a balance between their professional and personal lives, and plans and implements actions aimed at improving the employees' daily life and wellbeing. In order to actively contribute in this direction, in 2023, ARMONIA, an extensive

wellbeing program was carried out, which included multiple actions to strengthen positive psychology, stress management, recognition of nutrition in wellbeing and recognition of giving to others as a means of happiness. The program received an overwhelming response from the employees,

and it continues in 2024.

Specifically, during 2023, the Group, given its corporate culture, carried out a comprehensive plan of actions for employees' well-being, which exceeded 2500 participations (compared to 980 in 2022).



2,530
Participations in
wellbeing programs:

Wellbeing actions:



Cycling



Yoga/Pilates/ semi-personal
training



Treasure Hunt



Hiking
(within & outside Attica)



Healthy Snack days



Culture and art



Workshops on well-being
(Happy Lab)



Beach Games



Physiotherapy

Psychological Support Program

In 2023, the Group continued its cooperation with EAP HELLAS, and maintains a psychological support program through telephone communication and individual sessions – for the employees of the companies, but also for their family members.

Satisfaction Survey

In order to measure employees' satisfaction, a survey of Employee Satisfaction is conducted every 2 years. The most recent survey was conducted in November 2023. Employees' participation was 60%. The survey showed, compared to 2021, a consistently very high level of satisfaction with Occupational Safety (88% from 93%) and Work (86% from 88%). The survey will be repeated in 2025.

>85% satisfaction
from Group employees
in Occupational Safety
and Work



Communication between Employees and Management

The management of the Group seeks constant communication and feedback the employees through the following mechanisms:

- > In 2023 **QUEST ONE**, a new renewed Intranet platform operated to strengthen the Group culture and improve internal communication and information.
- > **Microsoft Teams** communication platform for continuous interaction and communication with employees.
- > Electronic system for organizing and servicing human resources "**Orion**".
- > **Living our Values**" program, for the experiential promotion and understanding of the principles and values of the Group and the creation of a unified culture.
- > Systematic scheduling of management meetings with employees.

The Group implements a position evaluation system and has linked the positions with salary scales and benefits, according to the remuneration and practices data obtained from market surveys.

On an annual basis, after the Evaluation process, that includes pre-defined criteria, the grading / seniority of the employees is reviewed.

In 2023, 100% of employees
received a systematic
performance assessment

Employee Training



MATERIAL ISSUE: Development and training of employees

[GRI 3-3, 404-1, 404-3, ESG INDEX C-S5, A-S2]



ESG GOAL

The employees' continuous training and development is a top priority and a cornerstone of the high expertise and high level of services offered by the Group's companies.

- » All employees have the opportunity to develop new skills and acquire knowledge, valuable assets for their professional development.
- » The technical services of the companies are oriented and bring together a significant number of certified engineers with the high technological expertise offered by the most important technology companies worldwide, through trainings in Greece and abroad.
- » Employees have the possibility, by meeting specific performance criteria, to participate in the Group's intensive Talent Management program. This program strengthens the strategic and leadership skills of the participants

and effectively contributes to their career management.

- » The culmination of the systematic cultivation in scope, but also of the Group's investments in the qualification of human resources, is the transfer of know-how from abroad to the Greek market and the creation of value for customers, the employees themselves and society as a whole.

Our goal is to optimize the performance of our employees and to cultivate a culture of continuous professional development. To achieve this, we invest in our people through high quality training programs.

We have designed training opportunities for our employees covering a wide range, such as:

- » **Development of administrative skills.**
- » **Technical and vocational training.**

- » **Specialized training and certification programs based on recognized needs.**
- » **Specialized program for selected employees in the Group. The program is a synthesis of actions aimed at developing and/or further enhancing leadership and organizational skills, as well as strategic thinking.**

The ESG Strategy goal for a 10% increase in average training per employee by 2025 (compared to 2021) has already been achieved since 2022 and was maintained in 2023.



Specifically, in 2023 there were the following actions for the implementation of employee and skills development programs:

- » Completion of the second cycle of the Talent Management program "Moving Forward Together", an integrated program for high potential employees that contains collaboration and mentoring platforms.
- » Mind the <Code> 3 School program (Java & .NET) with 40 participants.
- » Leadership Program (SL2) for 120 managers & supervisors.

- » Workshops on Violence and Harassment for 819 employees not in a position of responsibility.
- » Inclusive Leadership Program for 309 executives in CEOs, Directors, Managers, Supervisors & HR roles.
- » 360 Evaluation for all QUEST Group Directors.

In 2024, the sixth-cycle of Quest Mini MBA will run, which in 2022 was attended by 37 selected executives from all Group companies.

Mentoring Program 2023

For the second time in the Group, in 2023, an internal Mentoring program was implemented with the support of a specialized platform. The hours dedicated by employees to the mentoring program increased by 58% from 2022.



1,395 hours

50 participants

55 mentors

Data on Employee Training

[ESG INDEX C-S5]

Our goal is for employees to gain a competitive advantage in the market, contributing to their professional progress.

In 2023, we designed a holistic training plan for employees with the aim of developing new skills and improving existing skills through specialized training, thereby increasing the total number of man hours of training by 18% compared to the previous year 2022.

Total hours of training in the Group 2021–2023

2021
22,094

2022
39,892

2023
47,199

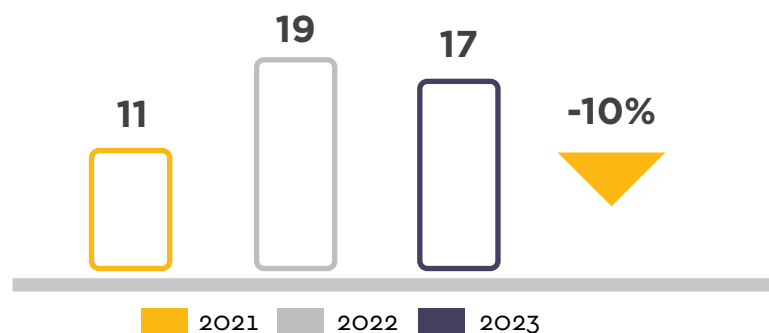
+18%

At the same time, more than € 506,775 was spent on training, certifications, online seminars, etc., at the same level compared to the previous year. The average man hours of training per employee was 17 hours in 2023 (compared to 19 in the previous

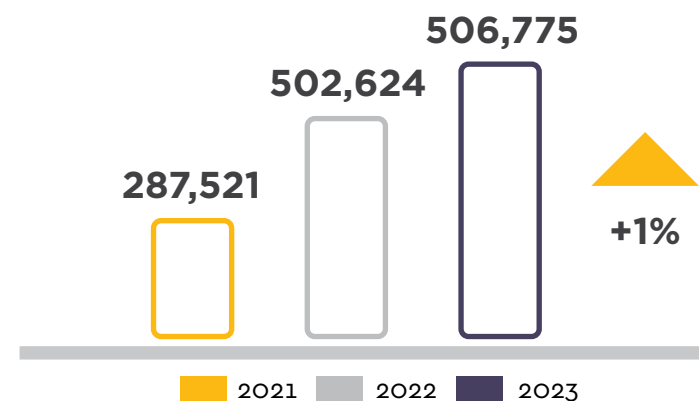
year). The total number of employees receiving training was 2,654, which was increased by 18% (412 employees more compared to 2022) and this contributed to the slight decrease in average man hours of training in 2023.

In 2023, **89%** of the Group's employees received training

Average man-hours of training per average employee 2021–2023



Total training Spending (€)



The table below shows the training data of the employees of the Quest Group for 2023, by gender and position.

GROUP EMPLOYEES TRAINING DATA BY GENDER AND CATEGORY (TOTAL GROUP, 2023)*						
Total hours of training by gender	MEN	30,627		WOMEN	16,573	
Number of employees trained by gender		1,685			879	
Average hours of training by gender (Total hours of training by gender/number of end of year workers by gender)		15			18.5	
Total hours of technical training by gender		6,618			1,683	
Number of employees by gender who received technical training		280			93	
Average hours of training per category of employees	Management	Supporting Services	Commercial department	Technical department	Operations	
	29	14	25	29	4.5	
% of employees trained in technical certifications	4%					

* The GRI 404 training indicators do not include the company EPAFOS

Finally, the following table shows the ESG ATHEX metric of average hours of training of employees in relation to their earnings.

EMPLOYEE TRAINING COMPARED TO THEIR SALARIES			
QUEST GROUP (all companies)	2021	2022	2023
Average training hours for 10% of employees with the highest total earnings	19	21	27
Average training hours for 90% of employees with the lowest total earnings	9	15	15

ENVIRONMENTAL FOOTPRINT

Quest Group is committed to reducing its environmental footprint by setting goals and actions in the areas of greenhouse gas emissions reduction, energy management and promotion of the circular economy, thereby contributing to the effort for the decarbonisation of its activities and the achievement of National and European Goals to tackle Climate Change.



Management of Environmental Issues

[ESG INDEX A-G1, A-E5-1, SSE1, SS-E7]

The Group manages environmental issues through:

Environmental Management Policy



Environmental management system: the Group's subsidiaries, Info Quest Technologies, Uni Systems and ACS, are certified with the ISO 14001:2015.

A standard recycling process that covers not only legislative compliance issues, but also follows the principles of the Paris Agreement on Climate Change and provides guidelines for companies to manage relevant issues. In addition, the Group's companies participate in the official recycling systems as defined by National and European legislation.

Verification of Greenhouse Gas Emissions Based on ISO 14064-3:2019 Standard¹



Car policy related to the use of vehicles with new ecological technologies (hybrid or electric).



Risk management procedure, where an assessment of environmental climate risks linked to the Group's activities is carried out.

¹ In 2022 and 2023 after calculating the direct (Scope 1) and indirect (Scope 2) emissions from electricity, based on the requirements of the ISO Standard 14064-1:2018, the Group has proceeded their verification by the certified body EMICERT.

In 2023, there were **zero confirmed incidents of non-compliance with environmental laws** and regulations for the Group's companies.

» With regard to regulatory compliance related to the management, use and storage of chemicals and other hazardous substances,

the Group shall not market or use chemical or other hazardous substances or critical materials, subject to national or international prohibitions.

» The Group does not own, lease or manage facilities located in or adjacent to protected areas and/or areas of high biodiversity value.

» Furthermore, the Group does not operate in the field of fossil fuels, the production of chemical substances, controversial weapons and the cultivation and production of tobacco.

National Climate Law 4936/2022

In October 2023, the two companies of the Group, Quest Holdings and ACS that fall within the scope of the new Climate Law, submitted in time to the platform of the Ministry of Environment and Energy (YPEN), the measurements of their carbon footprint (Scope 1 and 2) for the year 2022, as well as the relevant Verification Statements issued by EMICERT Ltd.

The Group's actions to reduce its carbon footprint and adapt to Climate Change

1



We measure Scope 1, 2 emissions in all companies and Scope 3 emissions in selected Group companies

» The main goal is to **measure the greenhouse gas emissions** for our activities for Scope 1,2,3* on an annual basis

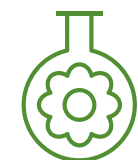
* Scope 1 and 2 throughout the Group and Scope 3 in three subsidiaries (ACS, Uni Systems and for the first time in 2023, Info Quest Technologies).

Achievements in 2023:

» **17% reduction** of direct emissions (Scope 1, Greece)

» **4% reduction** of absolute emissions (Scope 1 and 2, Greece)

2



We implement actions to reduce our absolute emissions Scope 1, 2 by 40% by 2030

» We monitor emissions and have set **annual and long-term ESG goals** to limit and reduce them through the transition to green electricity consumption and a green corporate fleet.

Achievements in 2023:

» **43%** of our fleet are electric /hybrid cars (from 35% in 2022) and we have

» **5** electric VANS (ACS)

3



We produce renewable energy with a goal of 50% increase in installed capacity by 2025

» Through Quest Energy **we invest in increasing green solar energy production** with a vision to contribute to the creation of a greener and more sustainable future.

Achievements in 2023:

» **39.3 MW** (from 34.2 MW in 2022)

4



We operate our premises responsibly

The Group's new buildings and facilities operate with:

- » Responsible collection and recycling to certified bodies.
- » Bioclimatic architecture.
- » Smart energy management.
- » Electric charging stations for company vehicles.
- » Use of Photovoltaics.

Major Development 2023:

» Photovoltaic installation at the new sorting centre of ACS with a maximum nominal power of **1 MWh was put into operation.**

5



We receive external certification for our Environmental management

- » The companies of the Group are certified and have been evaluated with internationally recognized standards for their sustainable operation.
- » The companies Info Quest Technologies, Uni Systems and ACS are certified with **ISO 14001:2015**.
- » Two Quest Group companies, Info Quest Technologies and ACS received the prestigious **GOLD award** in their most recent assessment by **EcoVadis**, the leading international Sustainable Development performance assessment body.

In 2023 we achieved:

» High performance rates (80%) in the Environmental thematic areas at the EcoVadis assessment.

Risks and Opportunity Assessment for the Environment and Climate Change

[ESG INDEX A-E2]

At the Risk management procedure, an assessment of environmental climate risks linked to the Group's activities is carried out. Corporate goals, which may be potentially threatened by identified risks, include ESG goals, and related risks have been examined. In the year concerned, the organization's attention to possible impacts of climate change was intensified and the assessment of risks from effects on the Group from extreme weather events was upgraded. In the context of the assessment, no critical risks were identified, related to accidents and emergencies that could have significant environmental and external effects. The risks -in their vast majority- are

controlled by relevant Policies/ Procedures and mitigated by appropriate actions.

It should also be noted that the awareness regarding the protection of the environment in view of the climate change has boosted the demand for the products of the Group's IT companies in the context of their customers' efforts to reduce their own environmental footprint (digitalization and automation solutions, replacing air conditioners with more environmentally friendly models, etc.), a trend which is expected to be reinforced even more in the near future.

With reference to the financial and non-financial assets of the Group, the Management has assessed that there is no significant exposure to climate-related risks and has therefore come to the conclusion that no adjustment is required to the carrying amounts or to the judgements/assumptions that have been made in the context of the IFRS, as a result of the climate-related risks on 31 December 2023.

Further information on changing risks and opportunities, including corporate governance and strategy for managing those risks and opportunities, can be found in the Group's **Annual Financial Report 2023**.

Greenhouse gas emissions (Scope 1, 2)

(GRI 2-23, 201-1, 305-1, 305-2, ESG INDICES C-E1, CE-2, A-E2, A-E8, SS-E1, SS-E2)



On an annual basis from 2022, the Group calculates and evaluates its greenhouse gas emissions, with the aim of continuously reducing them, as defined by the ESG goal setting. It had been commissioned to a specialized partner to make a comprehensive measurement of the carbon footprint for all Group activities in Greece and Abroad (Scope 1 and Scope 2) for the year 2023, based on the GHG Protocol. In addition, the measurements for Greece were made in accordance with the requirements of the National Climate Law*.

In the 2023 Report we publish the carbon footprint measurements related to the Group's operations in Greece. The comparison with 2022 concerns Greece only. The measurements for the Group's activities abroad, which mostly relate to the Uni Systems subsidiary, will be included in its 2023 Sustainable Development Report.

List of emission sources and their categorization based on the GHG Protocol

GHG Protocol	Sources of emissions
Scope 1	Direct emissions from combustion in fixed equipment
	Fuel combustion for heating and in power generating sets
	Direct emissions from combustion in mobile equipment
	Fuel combustion (diesel, petrol, LPG, CNG) in service vehicles (privately owned or fully leased)
	Direct fugitive emissions from the release of Greenhouse Gases (GHG)
Scope 2	Leakage of Hydrofluorocarbons from air conditioning equipment in office buildings
	Indirect emissions from imported electricity
	Electricity consumption in office buildings

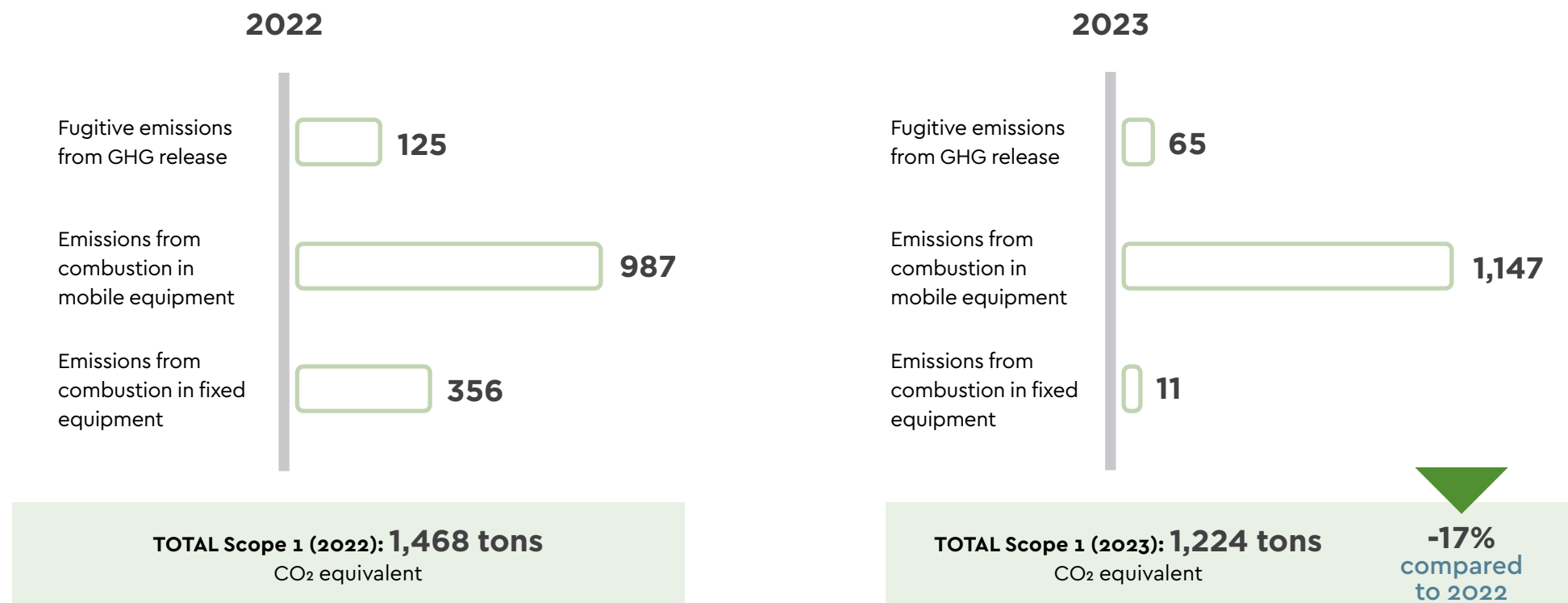
* The calculation of the Group's carbon footprint will receive an external verification in 2024. Any changes to 2022 measurements are due to the external verification of emissions data that occurred during 2023.

Direct emissions Scope 1

Direct emissions (Scope 1, tons of CO₂ equivalent) in the Group (Greece).

Scope 1 emissions - total Greece - tons of CO ₂ equivalent	2022 (Base year)	2023	Difference with base year
	1,468	1,244	244 (-16,6%)

Direct emissions (Scope 1, tons of CO₂ equivalent) – in analysis



* Factors used to calculate emissions are derived from the Annual National Greenhouse Gas (GHG) Inventories for Scope 1 emissions

The reduction of the Group's Scope 1.2 emissions is an ESG goal. The reduction of Scope 1 emissions in 2023 by 17% compared to 2022 is due to the removal of fixed heating equipment at ACS company after the company moved to its new premises.

It is expected that the further increase of the Group's green vehicle fleet (in 2023 43% of the fleet consisted of electric or hybrid models) will contribute even more to the reduction of fuel use and therefore to the reduction of Scope 1 emissions. However, due to the electric charging

of cars and the possibility provided for vehicle charging at company premises, it is expected that there will be an increase in indirect Scope 2 emissions, which will also need to be mitigated by the Group.

Indirect emissions - Scope 2

The Group publishes its Scope 2 indirect emissions market-based measurements with a calculation of the remaining energy mix based only on its electricity supplier.

Indirect emissions (Scope 2, tons of CO₂ equivalent) in the Group (Greece) Scope 2 based on market measurements (Market – based Emissions)

Scope 2 emissions - total Greece - tons of CO ₂ equivalent	2022 (Base year)	2023	Difference with base year
Market-based (Without GOs)	3,879	3,352 (**)	-527 (-14%)
Market-based (With GOs)	3,306	3,352 (***)	46 (1.4%)

* Amended from 3,292 tonnes published in the 2022 Sustainable Development Report after the external verification. It includes reduction of emissions from the supply of a green certificate (GOs- Guarantees of Origin) from the electricity supplier in 2022 by the Group

** The coefficients used to calculate are derived from the annual National Greenhouse Gas Inventories (GHG) for Scope 1 emissions and from the 2022 and 2023 Annual Reports of the Administrator of RES & Guarantees of Origin (DAPEEP) for Scope 2 emissions.

*** In 2023, the percentage of guaranteed green origin announced by DAPEEP (about 28%) was higher than the Group's annual green energy consumption goal, (>15%); therefore no green certificate purchase (GOs- Guarantees of Origin) was carried out.

TOTAL Scope 2 (2023): 3,352 tons of CO₂ equivalent
(market-based emissions) – +1.4 % increase compared to 2022


1.4%
compared to
2022

The ESG goal is to reduce the Group's Scope 1.2 emissions. In 2023 there is no significant increase in indirect emissions (Scope 2, tons of CO₂ equivalent) compared to 2022 even though in 2023 the consumption of the new subsidiary G.E. Dimitriou who joined the Group in 2023.

In addition, there was an increase in the consumption of purchased electricity from ACS, which started operating the new sorting centre in

Aegaleo, and Info Quest Technologies, which put the new Logistics Centre in Aspropyrgos into full operation. Finally, there was also an increase in consumption by UniSystems, which operates the data center of the company and its customers.

At the same time, in the Group's new facilities charging infrastructures have been installed which are also expected to increase the electricity consumption and potential indirect emissions

Scope 2. The 2024 the Group will consider hedging solutions carbon (carbon off-setting) to reduce Scope 2 emissions.

In the 2023 Report, based on requirements of the National Climate Prefecture, the Group publishes Scope 2 metrics additionally location-based, which is calculated with the annual residual energy mix of the country (**).

Scope 2 measurements based on Location (Location-based Emissions)

Scope 2 emissions - total Greece - tons of CO ₂ equivalent	2022 (Base year)	2023	Difference with base year
Location -based	4,743	4,587	-156 (-3%)

In the above measurements for Scope 2, which are derived from the consumption of purchased electricity, the Group includes all the premises it operates in Greece (privately owned, leased and stores).

TOTAL Scope 2 (2023): 4,587 tons of CO₂ equivalent
(location-based emissions) – 3% reduction compared to 2022


-3%
compared to
2022

Total absolute emissions - Scope 1, 2

Scope 1, 2 emissions - total Group - tons of CO ₂ equivalent	2022 (Base Year)	2023	Difference with base year
Greece – Market-based (Without GOs)	5,346	4,577	-769 (-14%)
Greece – Market-based (With GOs)	4,773	4,577	-196 (-4%)
Greece – Location based	6,210	5,812	-398 (-6%)
Greece & International Location-based (*)	6,353	6,161	-192 (-3%)

(*) Includes Unisystems International (Luxembourg, Belgium Serbia), Xiaomi Cyprus, i-Storm Cyprus. Does not include Info Quest Romania.

TOTAL Scope 1, 2 (Market-based emissions 2023): 4,577 tons of CO₂ equivalent

-4%
compared to
2022

Allocation of greenhouse gas emissions for the activities of the Group 2022–2023

Location – based Emissions	Scope 1	Scope 2
2022	24%	76%
2023	21%	79%

Total Absolute CO₂ Equivalent Emissions 2023 (Total tn CO₂ eq.)

QUEST GROUP (Ελλάδα) – Location Based	TOTAL (tn CO ₂ eq.)	CO ₂	CH ₄	N ₂ O	HFCs
	GWP	1	28	265	1790
Scope 1 -2023	1,223.31	1,143.51	7.22	7.26	65.32
Corporate Buildings	10.63	10.60	0.00	0.00	-
Company Cars	1,147.36	1,132.91	0.26	0.03	-
Fugitive emissions	65.32	-	-	-	0.04
Scope 2 -2023	4,587.71	-	-	-	-
Purchased Electricity	4,587.71	4,587.71	0.00	0.00	-
Total tn CO₂ eq.	5,812				

Emission intensity table 2023 (Greece)

		2022	2023
Scope 1	Direct emissions (Scope 1), tCO ₂ eq.	1,467	1,224
	Indirect emissions (Scope 1)/€ million of turnover, tCO ₂ eq./€ million	1.42	1.02
	Direct emissions (Scope 1)/m ² , tCO ₂ eq./m ²	0.020	0.012
Scope 2 - Market based	Indirect emissions (Scope 2), tCO ₂ eq.	3,306	3,352
	Indirect emissions (Scope 2)/€ million of turnover, tCO ₂ eq./€ million	3.2	2.8
	Indirect emissions (Scope 2)/m ² , tCO ₂ eq./m ²	0.046	0.033
Scope 2 - Location based	Indirect emissions (Scope 2), tCO ₂ eq.	4,753	4,587
	Indirect emissions (Scope 2)/€ million of turnover, tCO ₂ eq./€ million	4.6	3.8
	Indirect emissions (Scope 2)/m ² , tCO ₂ eq./m ²	0.066	0.045

Other Indirect Emissions - Scope 3

Regarding the other indirect greenhouse gas emissions (Scope 3), three companies of the Group carried out measurements in 2023.

Info Quest Technologies company is carrying out the measurement for the first time. It is under

consideration to extend the measurements to the other major subsidiaries in the coming years.

The ACS subsidiary company has been monitoring them since 2017, for the activities related to oil and

energy, the network's transport and distribution, waste, business travel, end-of-life treatment of sold products and partners. For the year 2023, emission intensity was reduced by 9.6% compared to 2022 (following a 5.3% reduction from 2021).

ACS - Scope 3	2022	2023
Scope 3 tons of CO₂ equivalent	22,251	21,474 (-3.5%)
Emissions intensity for ACS shipments - CO₂ /kg	0.27	0.24 (-9.6%)
Emissions intensity for Indirect emissions (Scope 3)/€ million turnover	157	142 (-9,5%)

Furthermore, ACS implements continuous vehicle renewal programs, both for the company and its network, with the aim of reducing its footprint. At the same time, it continuously examines and processes new systems and tools in order to measure accurately the environmental footprint

and improve its operation, while it has invested in photovoltaics on the roof of the building of the new sorting center and in new digital applications/services and tools that, in addition to improved customer service, contribute to the reduction of pollutants from the transport

of goods. For more information see the ACS Sustainable Development Report 2023. Subsidiaries Uni Systems and Info Quest Technologies will publish their Scope 3 measurements for the year 2023 in their 2023 Sustainability Reports.

Energy management

[GRI 2-23, 305-2, ESG INDICES C-E3, QUEST INDEX]

Actions to reduce energy consumption in our offices:



Installation of a system for measuring electricity consumption.



Replacement of lamps with new LED technology.



Installation of automatic lighting system in common areas.

» In 2023, the Group's two major new facilities were fully operational, in which measures were taken with a high level of responsibility for their environmental footprint:

The modern Logistics Center of Info Quest Technologies in Aspropyrgos fully operated At Aspropirgos, where the minimum use of lighting through the lights on the roof, by saving energy, is ensured. The facility received an Energy Performance Class A certification according to the Regulation on Energy Performance of Buildings (KENAK).



The new ACS sorting center in Aegaleo was launched

- 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.
- Low energy consumption LED lights are used where there is electric lighting.
- The premises have received an Energy Performance Certificate (EPC) of energy class A at the office premises.
- There is provision for 100 electric vehicle charging points, supporting the adoption of sustainable transport solutions, with 43% of the company's fleet in 2023 being hybrid or electric cars.



A new office building has been completed at Kallithea, which from the beginning of 2024 has been housing Quest Holdings, G.E. Dimitriou, Clima Quest and Mobility Unit/Xiaomi of Info Quest Technologies with:

- Parking spaces, all with the possibility to charge electric cars.
- Geothermal system for reduced power consumption due to air conditioning.
- Energy Performance of Class A according to the Regulation on Energy Performance of Buildings (KENAK)
- BMS system (Building Management System) for optimal energy management.
- Rainwater management system for irrigation and use of sanitary facilities.



Tables of Measurements for Group's activities related to electricity consumption

	Unit of Measurement: kWh	
	2022	2023(*)
Total Consumption of purchased electricity for the entire Group (Greece)	8,895,947	9,198,684 (+3%)
Total Consumption of purchased electricity, for the whole Group (Greece & Abroad) (**)	9,049,224	11,768,469 (+30%)
% consumption by Group Data Center in total consumption	33.6%	32.5%

(*) In 2023, the consumption of electricity by the new company G.E. Dimitriou and the new sorting center of ACS in Petrou Ralli increases

(**) Includes Unisystems International (Luxembourg, Belgium Serbia), Xiaomi Cyprus, i-Storm Cyprus. Does not include Info Quest Romania.

ATHEX Indices – Group Energy Consumption – Greece		
	2022	2023
Total amount of energy consumed (MWh)	13,695	13,556
Total amount of electricity consumed (MWh)	8,895	9,198
Percentage of electricity consumed in relation to the total amount of energy consumed	65%	68%
Percentage of energy consumed and derived from RES in relation to the total energy consumed	21%	25%

The energy intensity of the Group (Greece) per turnover is presented in the following table:

	2022	2023
Turnover (€ million)	1,032	1,197
Annual energy intensity (kWh/m ²) *	190	133
Equivalent of thousands of tonnes of CO ₂ (kt CO ₂) – Market based Emissions Scope 1&2	4.8	4.6
Annual energy intensity (kWh/m²) / € million turnover	0.18	0.11
Equivalent of thousands of tonnes of CO ₂ per year (kt CO ₂) / € million of turnover	0.005	0.004

* In 2023, GED is also included.



-40%% reduction in annual energy intensity (kWh/m²) / € million of turnover while the area of operation within the Group's new facilities increased



Production of Green Energy

Quest Energy, a 100% subsidiary of Quest Holdings, is active in the Renewable Energy Sources (RES) sector and in particular in the development, construction and operation of RES power plants. The Company, after recent, major, new investments, has now in its portfolio



thirty (30) photovoltaic power plants with a total capacity of 39.3MW (January 2024).

2021	30MWh
2022	34.2MWh (ESG goal 35MWh)
2023 (*)	39.3MWh (ESG goal 40MWh)

(*) 100% of energy produced from RES

At the same time, the Group has installed photovoltaic systems on the roofs of one of its buildings with a maximum power of 1MWh (ACS), while a second installation of 250 KWh is planned (Info Quest Technologies).





Circular economy

[GRI 2-23, 306-2, ESG INDICES A-E3, A-E4, A-E5, SS-E7]

The Group, by strengthening the model of the circular economy, has established programs for the collection and recycling of paper/plastic, batteries and lamps, while at the same time it is informing and encouraging its human resources for active participation. In addition, the companies of the Group participate in the official recycling systems, as defined by the National and European legislation and meet all their obligations set by the Law on recycling levies.

As defined by the Environmental Management Policy, through the standard Recycling Process, materials are collected from the Group's subsidiaries to be distributed to certified recycling companies. At the same time, the Policy has been upgraded in 2023 with directions regarding

the management and collection of e-waste, the creation of a policy to eliminate paper use (Paperless Office), the reduction of single-use plastic use and the replacement of plastic in the packaging of commercial companies.

In 2023, the Policy was renewed with directions followed by the companies of the Group for the promotion of the Circular Economy through:

- » the management and collection of e-waste
- » the creation of a policy to eliminate paper use (Paperless Office)
- » the reduction of single-use plastic use and
- » the replacement of plastic material in packaging by commercial companies (recyclable packaging)



In 2023, initiatives related to the certified collection of e-waste and the reduction of single-use plastic use in offices and packaging were implemented.

E-Waste Management

Our companies commercially promote and subsidize the sound recycling of electrical waste through withdrawal services or subsidy of the purchase of old device.

Buy back option - Device replacement

IStorm, in collaboration with Pandas company, the first Greek "recommerce start-up" for the safe sale and recycling of devices, offer iPhone and iPad users the possibility of return and immediate reward for their device, contributing to the

strengthening of the circular economy.

Respectively, Xiaomi stores offer the same service for Xiaomi Smartphones, while the online store you.gr for all Smartphones.

Through the service at the entire Group:

- » About **4,500** devices were returned (versus 1,550 in 2022)
- » A benefit of 315,000 Kg CO₂ was achieved

* CO₂ values were calculated based on this article, taking into account the carbon footprints of production and transport of a smartphone.



Recycle - Change device

The companies of the Group actively participated in State programs, such as "recycle - change device", which referred to the state subsidy for replacement of old energy-consuming devices (air conditioners, refrigerators, freezers) with new ones. The wholesale companies promoted the actions and supported their partners, while the retail companies implemented the whole process. Indicatively:

The online store of the QuestonLine company, you.gr, implemented the action and withdrew more than 1,000 devices of various types, forwarding them to authorized recycling centers, while, in addition, it collected for recycling another 165 large household devices of various types.

The you.gr online store withdrew more than 1,000 devices of various types, forwarding them to authorized recycling centers.

Waste and Recycling Management

The table below shows the recyclable materials collected in 2023 compared to the previous two years.

Recyclable materials collected (Greece)

	Devices (kg)	Batteries (kg)	Lamps (pcs)	Accumulators (pcs)	Paper and Packaging Materials (kg)	Lubricating oils (Lt)	Unused Tires (Pcs)	Toner (pcs)
2021	6,682	442	0	396	470,725	850	458	(-)
2022	6,002	1,259	0	1	424,015 (*)	1,600	1,255	(-)
2023 (**)	9,750	1,167	40	465	415,420	820	88	29

(*) item corrected for 2022.

(**) Batteries and lubricating oils are hazardous waste. Zero (0) Radioactive waste.

Reduction of disposable plastic

Info Quest Technologies, Uni Systems and iSquare companies, and ACS since 2023, carry out actions to replace single-use plastics such as glasses, straws, mixers with biodegradable/environmentally friendly products. In addition, campaigns are being carried out to raise the awareness of employees on ecological issues.

Water Consumption Management

In one of the buildings of the Group there is a system for collecting rainwater in order to reduce the consumption of drinking water. It is noted that due to the nature of the activities of the Group and its companies no intensive water resources are used.

[Indicator Performance and Future Goals](#)

SUSTAINABLE PRODUCTS AND INNOVATION

The Group and its subsidiaries have set goals to increase revenue from sustainable services and products that have a positive impact on the environment and on society, and at the same time considers sustainable solutions through the implementation of innovative practices.



7 AFFORDABLE AND
CLEAN ENERGY



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



13 CLIMATE
ACTION



In the context of its future development, the Group considers expanding into new activities that have been assessed as offering development opportunities or creating opportunities, as well as responding to market demands, and more specifically in the areas of digital transformation,

innovation and green development. The awareness regarding the protection of the environment in view of the climate change has boosted the demand for the products of the Group's IT companies in the context of their customers' efforts to reduce their own

environmental footprint (digitalization and automation solutions, cloud distribution etc.), of the air-conditioning companies (replacing air conditioners with more environmentally friendly models), a trend which is expected to be reinforced even more in the future.



ESG GOAL

Products and Services



MATERIAL ISSUE: Supporting digital transformation and modernization through the provision of innovative products and services

[GRI 3-3, QUEST INDEX]

The main ESG goal of the Group is the creation and promotion of sustainable and responsible products and services in all areas of its activity. Responsible products and services are classified on the basis of:



Origin



Documentation



Support

The Group and its subsidiaries Info Quest Technologies, Uni Systems, Quest Energy, ACS, as well as the air conditioning companies Clima

Quest and G.E. Dimitriou have already categorized the sustainable services and products that have a positive impact on the environment and society, in

accordance with the Green Bond Principles and the Social Bond Principles of the European Directive of the **International Capital Market Association (ICMA)**.

Sustainable Services and Products that have a positive impact on the environment and society

Info Quest Technologies

- » Infrastructure and cloud services (modern workplace).
- » Electronic Signature Platform (DocuSign).
- » Teleworking Solutions.
- » Electrification (ongoing search for partnerships in the area of electric car chargers).
- » Green energy products (such as electric generators (Ecoflow) that also charge from photovoltaic Panels, which are significantly greener than conventional diesel generators).

ACS

- » MEDIEXPRESS 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, reducing movements.
- » Delivery of shipments using electric vehicles.

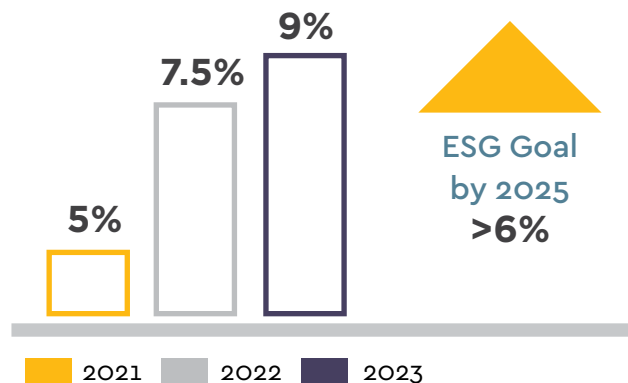
Uni Systems

- » Cloud services and solutions.
- » Emission Trading Systems for the control and monitoring of CO₂ emissions by industry and country.
- » Digitization of culture and education (management of digital heritage content, management of library information).
- » Digitization of healthcare systems.

Air Conditioning Companies (Clima Quest/G.E. Dimitriou)

- » Class A energy air conditioning products / P32 coolant.
- » Class A energy products SDA/ MDA.

Percentage of Group's revenue derived from sustainable products and services



Indicator Performance and Future Goals

Customer Satisfaction

[ESG INDEX ESG SS-S8, ESG SS-S9]

Customers of the Quest Group are the cornerstone of its success. We continue to provide high quality products and services and we remain committed to transparent communication with them. We maintain a quality system and policies through which we monitor specific customer satisfaction performance indicators in order to continuously improve and ensure the best possible experience for our customers.

The subsidiaries of the Group that are certified under the quality management

system ISO 9001, carry out online customer satisfaction surveys and have a complaint management mechanism. The procedure for receiving complaints is managed through electronic questionnaires, which are posted on the websites of the companies. Complaints are collected by the competent authorities and then communicated to the heads of the quality departments.

Finally, the customer service department is responsible for communicating with the customer in order to resolve the complaint.

Indicatively

- » Info Quest Technologies monitors indicators such as partner and consumer satisfaction, ease of access to the call centre, customer service time at Service, etc.
- » QuestonLine conducts a regular online customer satisfaction survey.
- » The iSquare conducts an annual consumer satisfaction survey.
- » At ACS, customer complaints are monitored and an electronic customer satisfaction survey is conducted.
- » Uni Systems conducts annual quality customer research.

Innovation and Digital Transformation



MATERIAL ISSUE: Development of systems, technologies and services for the purpose of transformation and digital transformation of the State

[GRI 3-3, QUEST INDEX]

In the Group we recognize that innovation plays a key role in fostering sustainable development, as the planet continues to face major challenges, such as that of climate change and the use of Artificial Intelligence.

iQnovus - Innovation Centre

In this direction, iQnovus, the innovation centre of Quest Group, which is coordinated and managed by Uni Systems, is taking action. iQnovus utilizes the power of open innovation to foster sustainable development and address the demanding challenges that businesses and societies face today.

Academic and research organizations that are at the forefront of new ideas and a source of new talents



Innovative small enterprises, start-ups or spin-offs that have state-of-the-art solutions, products and services



Consultancy and support/training organizations that can provide the mechanisms to identify strategic needs and facilitate innovation implementation and knowledge transfer



Public organisations, chambers, industry associations and regulatory authorities who provide the framework and political directions for the future of each of our strategic priority areas



Thematic area and technology experts who have a sound knowledge of the latest developments in their respective fields.



iQnovus creates and coordinates a "vibrant" ecosystem of enterprises, research institutions and universities, public organizations and other bodies, aiming to develop innovative technology solutions.

The goals of IQnovus are:

- » Guiding and accelerating innovation and R&D within the Quest Group.
- » Creating of innovation culture.
- » Focusing on specific policies and practices to bring about long-term increase in profits, as well as value creation.
- » The introduction of a framework, tools, procedures and metrics for innovation management.

IQnovus focus areas:



Smart Energy

(Buildings, Hydrogen projects, EV)



Smart Buildings

Smart Energy, Energy Communities, AI, Asset Management)



Smart Cities

(micromobility, net zero cities, Energy Communities)



Drones

(Micro mobility, last mile, surveillance, security)



Center of Excellence AI



Blockchain Applications



FIWARE

(Open Data spaces smart applications participating in such Data Spaces share Digital Twin data in real-time using a common standard API like NGSI-LD and relying on standard data models)

SUPPORT TO SOCIETY

At Quest Group, we are committed to taking action for the creation of a better world for everyone. We support local communities with implementation of technological innovation, with volunteering initiatives, investments and donations. Our goal is to combat social inequalities, with a special focus on children in need, the development of the educational process with the use of digital technology and our contribution, with the means at our disposal, in responding to large-scale emergencies.



4 QUALITY
EDUCATION



5 GENDER
EQUALITY



8 DECENT WORK AND
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



10 REDUCED
INEQUALITIES



17 PARTNERSHIPS
FOR THE GOALS



Quest Group's constant endeavour is to contribute to the development of the country, while returning value to society, with initiatives and actions related to its areas of activity and in accordance with the principles of sustainable development. The Group strategically focuses on actions

that foster innovation and promote start-up entrepreneurship, as well as actions that improve the quality of education and strengthen digital skills. At the same time, it systematically supports vulnerable groups of our fellow human beings, with an emphasis on children, with products

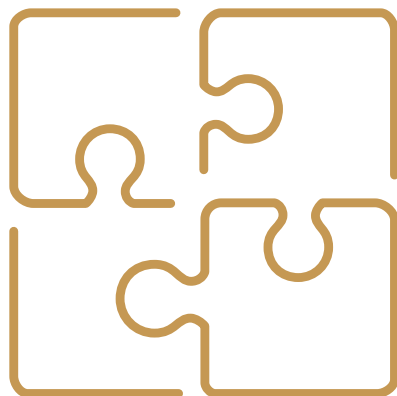
and services, while we actively respond by participating in the collective effort to respond to crises and large-scale emergency disasters. Many of the initiatives we are implementing are contributing to the achievement of the UN Sustainable Development Goals.

In 2023, our total social contribution in commercial value exceeded **€900,000**.

The Group's Social contribution in the period 2021–2023 exceeded 5 million (€)



- For 2022, an amount of €2.8 million relates to the two special allowances to support low-wage employees.
- For 2021, an amount of €362,000 relates to the pro bono provision of services for the transport of 1 ton of basic essentials to those affected by the fire in August 2021



The pillars on which the actions of the Quest Group for Society are developed are:

- strengthening of technological innovation and youth entrepreneurship
- strengthening of quality education with the use of digital tools and digital skills
- combating poverty, hunger and social inequalities, in collaboration with reputable non-profit organizations and social bodies
- responding to addressing large-scale emergencies

Applying in practice Technological Innovation for the common good

iQnovus actions in 2023 with a significant social footprint



Kalamata – Smart and climate-neutral city

iQnovus supports Kalamata's efforts with a series of actions that will enable its transformation into a "smart" and climate-neutral city.

iQnovus supports Kalamata's efforts to achieve climate neutrality by 2030, through a series of actions that will enable its transformation into a "smart" and climate-neutral city. Kalamata is one of the six Greek cities participating, after evaluation, in the Mission "100 Climate Neutral Cities by 2030" of the European Union.

With Kalamata in focus, as a "city to live, produce and create", iQnovus expects, with the co-creation and cooperation of structures of a dynamic environment, that will utilise cutting-edge technologies, to contribute to the transformation of cities into resilient, smart and sustainable. iQnovus will support the effort by strengthening the broader innovation ecosystem. This is a collaboration that represents a significant step towards the green and sustainable future development of the city and the protection of the environment, driven by specific innovation actions to be announced soon.

(Learn more)



Transfer of medical supplies using Drones (through the Pleiades IoT open ecosystem)

Use of UAVs (Unmanned Aerial Vehicle) Technology to send medical supplies from Kos to Pserimos: in September 2023 the Quest Group companies ACS and Uni Systems, with Pleiades IoT Innovation Cluster and PROBOTEK, carried out a pilot flight to send medical supplies from Kos to Pserimos by drone.

1 Improved Access to Health

UAVs enable **immediate** and **efficient** delivery of medical supplies to **remote and inaccessible** areas, including island regions



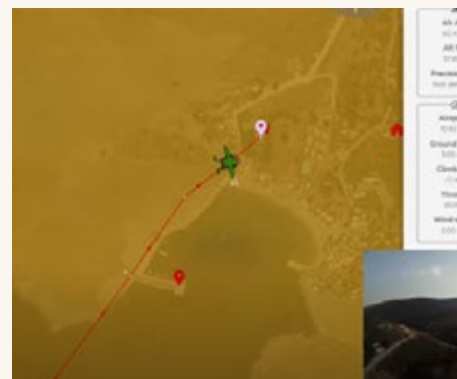
2 Reducing the Environmental Footprint

Drones typically have **lower carbon emissions** compared to aircrafts or ships. By using UAVs, companies can **reduce their ecological footprint**, contributing to environmental sustainability



Community Involvement and Support

The implementation of UAV delivery services for medical purposes shows a **commitment to support local communities**, especially those in remote or underserved areas of island regions



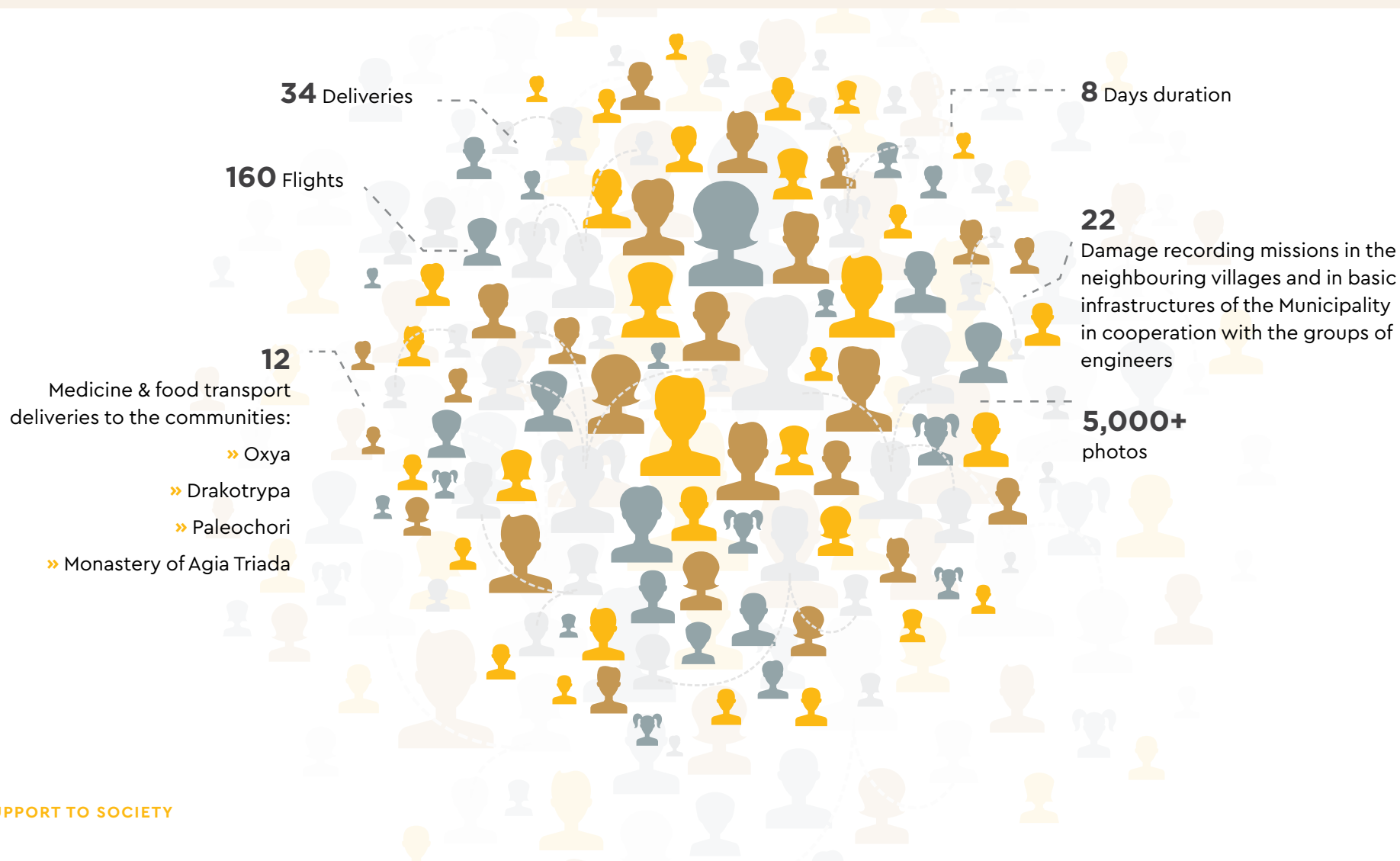
Disaster Preparedness and Resilience

UAVs can play a key role in **disaster preparedness** and **response** to them, facilitating the rapid delivery of medical supplies during emergencies, such as hurricanes, earthquakes or disease outbreaks

Delivery of humanitarian aid by drone to Karditsa during the disastrous flood in Thessaly

Use of UAVs Technology to deliver humanitarian aid to Karditsa: In September 2023, after the disastrous floods in Thessaly, and following a relevant invitation from the Region of Thessaly, PROBOTEK, a member of the Pleiades IoT Innovation Cluster ecosystem, with the support of the Quest Uni Systems Group company, carried out drone operations in affected areas of Karditsa.

The purpose was to provide assistance to **blocked settlements** and villages with deliveries of food, medicine and basic necessities.



Humanitarian Aid and Community Support

Providing humanitarian aid to blocked settlements and villages helps address population need and community recovery after a disaster



Reduced Risk to Human Resources

Sending UAVs **reduced the risk for human staff**, as they undertook demanding and dangerous missions equipped with the appropriate technology



Strengthening community solidarity

The team learned the importance of the **involvement of community members** in planning and executing drone missions



Education and Awareness

Informing citizens and training them in emergency scenarios (school lessons, workshops, etc.) and ways to react and address them. Improving **methods of communication** with citizens

IQbility: Youth entrepreneurship incubator and angel fund

In 2023 IQbility is a direct shareholder in 7 startups (Novoville, Flexfin, AllCanCode, eNios, Simpler, Lastmily, Air.tv) out of 14 where it has invested in total to date. It has disinvested from the rest, for the most part successfully. IQbility also participates in 2 funds: Ellikonos 2 and Apeiron Fund, which invest in SMEs and startups respectively.

Creation of added value through IQbility:

- » Startup community support and startup culture creation.
- » Creation of Greek added value and contribution to "brain regain".
- » Investments of over € 1 million in startup companies in its 10 years of operation.
- » Creation of more than 200 highly specialized job positions by the companies supported by IQbility.
- » Participation in 30 innovation programs in Greece and Europe.





Interconnection of technology and education

The Group implements a set of annual actions for the interconnection of technology and education, while at the same time opportunities are provided by the companies to students for internships and access to scholarships. The Group's companies systematically support:

- The **"Greek Cybersecurity Team"** consisting of young people under 25 years of age.

- The participation of the **national IT team of young people** in pan-European events

- The established initiative **"Panorama of Entrepreneurship"** which connects the labour market with the student community.

- Education institutions that need **donations of equipment**

- Selectively, **robotics/STEM** teams and teams creating innovative services using digital technologies

Upskilling & reskilling - "Mind the <code>" Scholarship Program

The program aims to provide scholarships to young people for intensive training on Java & .NET programming technologies. The program gives the possibility to the attendees to work in the highly dynamic environment of the Quest Group's companies.

More specifically, these 40 scholarships are intended for young graduates of the Schools of Informatics and Exact Mathematical Sciences, as well as junior developers, who want to expand their knowledge in their subject. The program develops and differentiates according to market conditions.

Collaborations with Higher Education

As part of the initiatives to connect Universities with the business world, the Quest Group signed a Memorandum of Cooperation with Athens University of Economics and Business, developing synergies and joint initiatives.



Volunteering Actions

Voluntary Blood Donation of employees

	2021	2022	2023
Blood Vials collected (Quest Group's total)	80	71	98
Blood Vials used (Quest Group's total)	43	45	72



Contribution to people in need



In the Quest Group, actions are implemented that strengthen the culture of volunteering and contribution. For example, we mention the annual voluntary Christmas bazaar, in which employees cook and prepare the food, the proceeds of which are allocated to Mitera Foundation ; the collection of goods for Foundations and our fellow human beings in need, such as the annual action of collecting

goods and basic essentials for KYADA ; the participation of the Quest Running Team in the charity Race for the Cure, but also the participation in the coordinated actions of the Group to respond to emergencies due to natural disasters. The most recent example is the collection of basic essentials by the Group's employees for the flood victims of Thessaly in September 2023.

Athens Classic Marathon Runners Team - donation to the Organization "The Smile of the Child"

The Quest Group's team of runners is growing every year. From 106 runners in 2022 we reached 143 in 2023!

Every November, the runners of the Quest Running Team meet at the Athens Classic Marathon and run for a good cause, which makes us particularly proud, as it is indicative of the commitment of the people of the Group to principles that make up our culture, such as volunteering, the fair play and wellbeing.

The runners of the Quest Group ran on the various routes of the Athens Classic Marathon and the companies of the Group offered a sum of money for each runner to the Organization "The Smile of the Child".



Actions for social support

As an active cell of our society, the Quest Group, with an outstanding sense of responsibility, implements actions to support vulnerable social groups. The Group and its companies cooperate with a number of NGOs and Social bodies, by actively contributing to their work.

It is worth mentioning that the Group continuously supports the organisation "The Smile of the Child" and the body "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.

The Group also proceeds, whenever circumstances so require, (in cases of e.g. refugee crisis, disasters caused by extreme weather phenomena, pandemic, etc.), to emergency action support, according to its potential and specific expertise, in the area of technology and couriers.

It is also worth mentioning that by utilizing 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.

In September 2023, Quest Group responded to the humanitarian crisis that broke out with the devastating floods in Thessaly. With the valuable assistance of the employees and the immediate response of the Management of its companies, it supported our fellow humans flood victims in Thessaly with basic essentials, but also with specialized services, contributing to the coverage of immediate important needs.

In terms of goods, a total of 21 pallets were sent, which contained bottled water (12 pallets), food, clothing and basic necessities (6 pallets), 250 sleeping bags (3 pallets), as well as IT equipment to the Comprehensive Special Vocational Gymnasium-Lyceum of Sofades. It should be noted that the costs of the operations were covered by Uni Systems.

The Quest Group, always with strong reflexes, stands by our fellow-human beings and the state in natural disaster emergencies and has the resources and expertise to create a better world for everyone.




In 2023, our courier company ACS carried out, in collaboration with the NGO GIVMED, 2,012 shipments, containing boxes of medicine and health products, to 175 public benefit purpose entities-donation points in Greece, which offer services to vulnerable groups (refugees, the elderly, the poor, children, mental patients), while over 12,500 people belonging to vulnerable groups received the medicines they needed.

INDICATOR PERFORMANCE AND FUTURE GOALS





Indicator Performance and Future Goals


[ESG INDEX A-G3]

QUEST GROUP					
Sustainable Development Goals (SDGs)	Material Issues	Goals 2023	Performance 2023	Goals 2024	Long-term ESG Goals 2025+
Corporate Governance and Responsible Business					
	Material issue Creation of financial value, performance of a company with corporate responsibility.	A slight increase in consolidated sales and the same or slightly higher profitability compared to 2022 from continuing activities.	Achieved.	A slight increase in consolidated sales and the same or slightly higher profitability compared to 2023 from continuing activities.	ESG Goals – Responsible Business <ul style="list-style-type: none"> • Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG targets by 2025. • Assessment of suppliers based on ESG criteria by 2025.
		Ensuring adequate cash liquidity and maintaining positive operating cash flows.	Achieved.	Ensuring adequate cash liquidity and maintaining positive operating cash flows.	
		Maintaining/Increasing the numbers of 2022 in the Sales Abroad.	Increase from 24% to 26%.	Increasing the numbers of 2023 in the Sales Abroad.	
		Assessment of development investments for the expansion of the Group's activities and infrastructure.	Achieved.	Assessment of development investments for the expansion of the Group's activities and infrastructure.	
		Expansion of activities with inorganic growth/acquisition of a majority share package in at least one company (2023/2024).	Achieved – Acquisition of EPAFOS	The continuation of planned investments to support the further development of its operations in areas that will be of greater interest in the future, such as e-commerce and trading of products with a higher profit margin, as well as IT services. Seeking further growth through acquisitions.	



QUEST GROUP

Sustainable Development Goals (SDGs)	Material Issues	Goals 2023	Performance 2023	Goals 2024	Long-term ESG Goals 2025+
Corporate Governance and Responsible Business					
 	Material issue Ensuring business ethics and combating corruption.	Zero (o) incidents of non-compliance with the current anti-corruption and unfair competition legislation	Achieved	Zero (o) incidents of non-compliance with the current anti-corruption and unfair competition legislation	ESG Goals – Responsible Business <ul style="list-style-type: none"> • Best possible effort to maintain zero data breach by 2025 through: • Full Compliance with Regulatory Authorities. • Assessment of the functions and systems of the Group's companies for their certification with ISO 27001: 2013.
	Material issue Compliance with laws/ regulations/ corporate Policies and Procedures	Zero (o) incidents of non-compliance with legislation and regulations at economic and/or social level.	Achieved	Zero (o) incidents of non-compliance with legislation and regulations at economic and/or social level.	
	ESG Goals 2022–2025+ Material issue Protection of critical information systems and ensuring operational continuity.	Zero (o) data breach incidents, which could affect the confidentiality and integrity of the data and systems of the Group, whose consequences were of high/ very high severity. And the companies and zero financial losses respectively.	Achieved	Zero(o) incidents of breach of confidentiality, integrity and availability of systems and information whose consequences were of high/very high severity.	
		Employees' training on cybersecurity issues	Achieved	Employees' training and awareness raising on cybersecurity issues	
		Assessment of the functions and systems of the Group's companies for their certification with ISO 27001: 2013 (Info Quest Technologies for 2023)	Achieved	Assessment of the functions and systems of the Group's companies for their certification with ISO 27001: 2013 (ACS for 2024)	



QUEST GROUP

Sustainable Development Goals (SDGs)	Material Issues	Goals 2023	Performance 2023	Goals 2024	Long-term ESG Goals 2025+
Corporate Governance and Responsible Business					
	Material issue Protection of personal data and customer privacy.	Zero (o) fines or other penalties for breach of personal data protection legislation.	Achieved.	Zero (o) fines or other penalties for breach of personal data protection legislation. The further improvement of the level of protection of personal data of third parties and the compliance of the new companies that join the Group.	ESG Goals – Responsible Business <ul style="list-style-type: none">• Best possible effort to maintain zero data breach by 2025 through:• Full Compliance with Regulatory Authorities.• Assessment of the functions and systems of the Group's companies for their certification with ISO 27001: 2013.
	ESG Goals 2022-2025+ Linking Variable Remuneration to ESG	Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG targets by 2025.	Achieved.	Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG targets by 2025.	
	ESG Goals 2022-2025+ Sustainable Supply Chain	Assessment of suppliers based on ESG criteria by 2025.	Achieved -Top 10	Assessment of suppliers based on ESG criteria by 2025.	
Our People/Employees					
	ESG Goals 2022-2025+ Material issue Provision of continuing education, certification and development of employees.	Increasing the employees' training hours by 10% until 2025. (compared to 2).	Achieved 55%	Increasing the employees' training hours by 10% by 2025. (compared to 2021) – (It will be revised in 2024).	ESG Goals – Our People <ul style="list-style-type: none">• 0% increase in employees' training hours by 2025.• For Health and Safety, maintenance of• LTIF indicator below 2.3 and TRIR indicator below 1.2 for Group's employees by 2030.• Creating a culture of inclusion, diversity and equality.
		100% of employees should continue to receive systematic evaluation.	Achieved.	100% of employees should continue to receive systematic evaluation.	
				Development of Green skills among the Group's employees.	


QUEST GROUP

Sustainable Development Goals (SDGs)	Material Issues	Goals 2023	Performance 2023	Goals 2024	Long-term ESG Goals 2025+
Our People/Employees					
	ESG Goals 2022-2025+ Material Issue Ensuring the health, safety and well-being of employees.	LTIF indicator below 2.3 and TRIR indicator below 1.2 for Group's employees by 2030.	Achieved.	LTIF indicator below 2.3 and TRIR indicator below 1.2 for Group's employees by 2030.	ESG Goals – Our People <ul style="list-style-type: none"> • 0% increase in employees' training hours by 2025. For Health and Safety, maintenance of <ul style="list-style-type: none"> • LTIF indicator below 2.3 and TRIR indicator below 1.2 for Group's employees by 2030. • Creating a culture of inclusion, diversity and equality.
		Continuation of new Wellness program for 100% of employees.	Achieved.	Continuation of new Wellness program for 100% of employees.	
		Acquisition of ISO 45001:2018 and ISO 39001:2012 by ACS.	Achieved.	Acquisition of ISO 45001:2018 by Info Quest Technologies.	
	ESG Goals 2022-2025+ Creating a culture of inclusion, diversity and equality in order to empower our people by 2025.	Conducting with an external partner a Remuneration Study for the Group.	Achieved.	Plan to address, by 2025, unjustified differences in pay with employees in the same position.	
		Commitment to UN Women Empowerment Principles (UN WEP).	Achieved.	Implementation of the Better Together - Women's Empowerment program.	
		Maintain satisfaction rate in meritocracy through satisfaction survey above 73%. Maintaining/improving the training rate by 1% unit.	Achieved.	The next survey will be carried out in 2025.	

QUEST GROUP








Sustainable Development Goals (SDGs)	Material Issues	Goals 2023	Performance 2023	Goals 2024	Long-term ESG Goals 2025+
Environment					
	ESG Goals 2022-2025+ Reducing absolute emissions of Scope 1, 2 by 40% by 2030 and climate neutrality by 2050.	Annual energy intensity (kWh/ m ²) / € million turnover & the equivalent of thousands of tonnes of CO ₂ per year (kt CO ₂) / € million turnover to remain stable at 2022 level.	Achieved.	Annual energy intensity (kWh/m ²) / € million turnover & the equivalent of thousands of tonnes of CO ₂ per year (kt CO ₂) / € million turnover to remain stable at 2023 level.	ESG Goals – Climate Change and Environment <ul style="list-style-type: none"> • Reduce absolute emissions of Scope 1, 2 by 40% by 2030 and reach climate neutrality by 2050. • Promote circular economy and eliminating the waste that can be avoided by 2025.
		>35% Replacement/Order of the company vehicles with electric and hybrid vehicles.	43%	>43%	
		> 15% of purchased electrical certified green energy from RES (in Greece).	Achieved.	> 28% of purchased electrical certified green energy from RES (in Greece).	
	ESG Goals 2022-2025+ Promote circular economy and eliminating the waste that can be avoided by 2025	Promotion of phasing out plastic, Paperless Office and certified e-waste collection.	Achieved.	Continuation of actions and promotion of recyclable packaging materials.	

QUEST GROUP

Sustainable Development Goals (SDGs)	Material Issues	Goals 2023	Performance 2023	Goals 2024	Long-term ESG Goals 2025+
Sustainable Products and Innovation					
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>Responsible Products and Services:</p> <ul style="list-style-type: none"> Supporting digital transformation and modernization through the provision of innovative products and services Development of systems, technologies for transformation Digital transformation of the State 	<p>Further development of the innovation and excellence development centre for Quest Group companies.</p> <p>Sustaining and growing expenditure and investments related to growth through Research and Development (R&D) and Innovation.</p>	<p>Launch of IQNovus.</p> <p>Achieved.</p>	<p>Further development of the innovation and excellence development centre for Quest Group companies, with the aim of:</p> <ul style="list-style-type: none"> Promoting Innovation and Research Creating and Strengthening an Innovation Ecosystem Supporting the Climate and Sustainable Development: Partnerships and Funding: Fostering Digital Skills and Innovation Management Tools 	<p>ESG Goals – Sustainable Products and Services</p> <ul style="list-style-type: none"> > 6% of revenue should come from sustainable products and services by 2025. 50% increase in installed MW green energy by 2025.



QUEST GROUP

Sustainable Development Goals (SDGs)	Material Issues	Goals 2023	Performance 2023	Goals 2024	Long-term ESG Goals 2025+
Sustainable Products and Innovation					
7 AFFORDABLE AND CLEAN ENERGY 	ESG Goals 2022-2025+ > 6% of revenue should come from sustainable products and services by 2025	>6% of revenue should come from sustainable products and services.	9% of revenue should come from sustainable products and services.	>6% of revenue should come from sustainable products and services.	
	ESG Goals 2022-2025+ >50% increase in installed MW green energy by 2025	A total of 40MW of installed green energy from Quest Energy.	39.3 MW of installed green energy from Quest Energy.	Total same installed base of green energy from Quest Energy as in 2023.	
4 QUALITY EDUCATION  5 GENDER EQUALITY  8 DECENT WORK AND ECONOMIC GROWTH  9 INDUSTRY, INNOVATION AND INFRASTRUCTURE  10 REDUCED INEQUALITIES  17 PARTNERSHIPS FOR THE GOALS 	Society: • Participation in social contribution actions	Continuation of at least the same number of social contribution actions.	Achieved.	Continuation of at least the same number of social contribution actions.	

ANNEX



Annex 1: Disclosures Quest Group 2023

Employee Data – Quest Group

The Appendix presents the detailed data on human resources in relation to employment contracts, the type of work, recruitment, departures, and the composition of job levels.

The following tables summarize the number of employees per employment contract and per type of work for the Group.

Total number of Employees by Type of work contract										
		2021			2022			2023		
		Men	Women	Total	Men	Women	Total	Men	Women	Total
Attica	Permanent contract	1,057	519	1,576	1,194	624	1,818	1,352	715	2,067
	Fixed Contract	118	5	123	122	4	126	2		2
	Supervised	1	1	2	4	1	5	2		2
	Trainees	1	-	1	4	-	4	137	38	175
	On loan	-	-	-	24	9	33	6	7	13
	Total	1,177	525	1,702	1,348	638	1,986	1,499	760	2,259
Province	Permanent contract	79	21	100	105	22	127	111	25	136
	Fixed Contract	54	-	54	56	-	56	68	-	68
	Total	133	21	154	161	22	183	179	25	204
Abroad	Permanent contract	75	48	123	80	49	129	86	54	140
	Fixed Contract	-	1	1	-	2	2	0	0	0
	Supervised	312	37	349	259	40	299	319	53	372
	Total	387	86	473	339	91	430	405	107	512
TOTAL	Permanent contract	1,211	588	1,799	1,379	695	2,074	1,549	794	2,343
	Fixed Contract	172	6	178	178	6	184	205	38	243
	Supervised	313	38	351	263	41	304	312	53	374
	Trainees	1	0	1	4	-	4	2		2
	On loan	-	-	-	24	9	33	6	7	13
	Total	1,697	632	2,329	1,848	751	2,599	2,083	892	2,975

Total Number of Employees by Type of Work

	2021			2022			2023		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Full time	1,219	567	1,786	1,374	675	2,049	267	47	314
Part time	165	27	192	211	35	246	1,495	792	2,287
Supervised	313	38	351	263	41	304	321	53	374
Total	1,697	632	2,329	1,848	751	2,599	2,083	892	2,975

Total Number of Employees by Type of Work

	2023		
	Men	Women	Total
Attica			
Full time	1,321	720	2,041
Part time	176	40	216
Supervised	2		2
Total	1,499	760	2,259
Province			
Full time	91	18	109
Part time	88	7	95
Total	179	25	204
Abroad			
Full time	3	-	3
Part time	83	54	137
Supervised	319	53	372
Total	405	107	512

The following table summarizes the number of Hires in the Group's companies for 2023

Hires by Company and Gender *			
2023			
Company	Men	Women	Total
Quest Holdings	-	1	1
Uni Systems Greece	139	64	203
Uni Systems Belgium	1	4	5
Uni Systems Luxemburg	3	3	6
Uni Systems France	-	-	-
Uni Systems Italy	2	3	5
Uni Systems Romania	1	-	1
Uni Systems Spain	1	1	2
Uni Systems Netherlands	-	-	-
IntelliSolutions Greece	34	64	98
IntelliSolutions Serbia	-	-	-
IntelliSolutions Bulgaria	-	-	-
Info Quest Technologies Greece	52	33	85
Info Quest Technologies Cyprus	-	-	-
Info Quest Technologies Romania	7	3	10
Quest on Line	-	-	-
Clima Quest	1	1	2
Team Candi	8	2	10
EPAFOS	9	10	19
G.E.D	11	8	19
iSquare	15	6	21
iStorm Greece	33	14	47
iStorm Cyprus	9	4	13
ACS	311	34	345
GPS	6	2	8
Quest Energy	-	-	-
Total Group	643	257	900

*Does not include staff who are provided with a Service Provision Certificate (SSP) for their work.

The table below presents the number of hires per employment contract type/company for 2023

Hires by Contract Type /Company*			
2023			
Company	Permanent	Fixed	Total
Quest Holdings	1		1
Uni Systems Greece	174	29	203
Uni Systems Belgium	4	1	5
Uni Systems Luxemburg	6		6
Uni Systems France	-	-	-
Uni Systems Italy	5		5
Uni Systems Romania	1		1
Uni Systems Spain	2		2
Uni Systems Netherlands	-	-	-
IntelliSolutions Greece	78	20	98
IntelliSolutions Serbia	-	-	-
IntelliSolutions Bulgaria	-	-	-
Info Quest Technologies Greece	83	2	85
Info Quest Technologies Cyprus	-	-	-
Info Quest Technologies Romania	10	-	10
Quest on Line	-	-	-
Clima Quest	2	-	2
Team Candi	9	1	10
EPAFOS	17	2	19
G.E.D	16	3	19
iSquare	3	18	21
iStorm Greece	45	2	47
iStorm Cyprus	13		13
ACS	25	320	345
GPS	-	8	8
Quest Energy	-	-	-
Total Group	494	406	900

*Does not include staff who are provided with a Service Provision Certificate (SSP) for their work.

The table below shows the recruitments by region and age of employees for 2023

Hires by Region and Age*					
2023					
Company	Region	Under 30 years	Between 30 -50 years	Above 50 years	Total
Qvest Holdings	Attica			1	1
Uni Systems Greece	Attica	85	102	16	203
Uni Systems Belgium	Abroad	3	2		5
Uni Systems Luxembourg	Abroad		6		6
Uni Systems France	Abroad	-	-	-	-
Uni Systems Italy	Abroad	1	4	-	5
Uni Systems Romania	Abroad		5		5
Uni Systems Spain	Abroad		1		1
Uni Systems Netherlands	Abroad	1	1		2
IntelliSolutions Greece	Attica	38	50	10	98
IntelliSolutions Serbia	Attica	-	-	-	-
IntelliSolutions Bulgaria	Attica	-	-	-	-
Info Quest Technologies	Attica	48	33	4	85
	Province	-	-	-	-
Info Quest Technologies Cyprus	Abroad	-	-	-	-
Info Quest Technologies Romania	Abroad	3	7		10
Qvest on Line	Attica	-	-	-	-
Clima Quest	Attica		2		2
Team Candi	Attica	5	5		10
G.E.D	Attica	4	10	5	19
EPAFOS	Attica	9	9	1	19
iSquare	Attica	17	4		21
iStorm	Attica	27	8		35
	Province	11	1		12
iStorm Cyprus	Abroad	12	1		13
Qvest Energy	-	-	-	-	-
ACS	Attica	101	140	32	273
	Province	41	16	15	72
GPS	Attica	6	2		8
Total Group		411	405	84	900

*Does not include staff who are provided with a Service Provision Certificate (SSP) for their work.

The tables below summarize the departures by company for 2023

Departures by Company (Voluntary and Non-voluntary departures)*		
	2023	
Company	Voluntary departures – fixed and permanent contracts	Non voluntary departures (complaints) – fixed and permanent contracts
Quest Holdings	-	-
Uni Systems Greece	69	4
Uni Systems Belgium	2	-
Uni Systems Luxembourg	3	-
Uni Systems France	-	-
Uni Systems Italy	2	-
Uni Systems Romania	1	-
Uni Systems Spain	-	-
Uni Systems Netherlands	-	-
IntelliSolutions	30	10
IntelliSolutions Serbia	-	-
Intelli Solutions Bulgaria	-	-
Info Quest Technologies	58	10
Info Quest Technologies Romania	1	-
Info Quest Technologies Cyprus	-	-
Quest on Line	-	-
Clima Quest	4	1
Team Candi	9	1
EPAFOS	6	1
G.E.D	10	1
iSquare	18	8
iStorm	28	2
iStorm Cyprus	10	1
ACS	124	5
GPS	5	-
Quest Energy	-	-
Total Group	380	44

*Does not include staff who are provided with a Service Provision Certificate (SSP) for their work.

Voluntary departures permanent and fixed contracts by company *

2023

Company	Men	Women	Total
Uni Systems Greece	49	20	69
Uni Systems Belgium	1	1	2
Uni Systems Luxembourg	2	1	3
Uni Systems Italy	1	1	2
Uni Systems France	-	-	-
Uni Systems Romania	1		1
Uni Systems Spain	-	-	-
IntelliSolutions Greece	12	18	30
Info Quest Technologies	42	16	58
Info Quest Technologies Romania	1		1
Team Candi	6	3	9
EPAFOS	5	1	6
Clima Quest	2	2	4
G.E.D	7	3	10
iSquare	9	9	18
iStorm	19	9	28
iStorm Cyprus	6	4	10
ACS	113	11	124
GPS	5		5
Total Group	281	99	380

* Does not include staff who are provided with a Service Provision Certificate (SSP) for their work.



Voluntary departures permanent and fixed contracts by company/region/age*

2023				
Company	Under 30 years	Between 30 – 50 years	Above 50 years	Total
Attica				
Uni Systems Greece	20	45	4	69
Uni Systems Lux		1		1
IntelliSolutions Greece	16	12	2	30
Info Quest Technologies	26	32		58
Team Candi	5	4		9
EPAFOS	5		1	6
Clima Quest	1	3		4
G.E.D	2	7	1	10
iSquare	14	3	1	18
iStorm	16	2		18
ACS	47	54	5	106
GPS	4	1		5
Province				
iStorm	10			10
ACS	11	5	2	18
Abroad				
Uni Systems Belgium	1		1	2
Uni Systems Luxembourg		2		2
Uni Systems Italy	1	1		2
Uni Systems Romania		1		1
Info Quest Technologies Romania		1		1
iStorm Cyprus	9	1		10
Total Group	188	175	17	380

* Does not include staff who are provided with a Service Provision Certificate (SSP) for their work.

Below is the Composition of the **Board of Directors of Quest Holdings**

	2023
Number of Board Members	12
% Executive Members	33.33% (4)
% Non-executive Members	66.67% (8)
% Non-executive and Independent Memebers	50% (6)

Below is presented the participation and composition of the Group's Management Bodies by gender and age.

Composition of Group's Management Bodies										
	2021					2022 / 2023				
BoD	Men	Women	Under 30 years	Between 30 - 50 years	Above 50 years	Men	Women	Under 30 years	Between 30 - 50 years	Above 50 years
Quest Holdings	75%	25%	-	8.30%	91.70%	66.67%	33.33%	-	17%	83%
Info Quest Technologies	83.30%	16.70%	-	-	100%	83.3%	16.7%	-	-	100%
UniSystems	80%	20%	-	-	100%	80%	20%	-	-	100%
ACS	83.30%	16.70%	-	-	100%	83.3%	16.7%	-	-	100%
iSquare	83.30%	16.60%	-	20%	80%	83.3%	16.7%	-	20%	80%
QH Board Committees	Men	Women	Under 30 years	Between 30 - 50 years	Above 50 years	Men	Women	Under 30 years	Between 30 - 50 years	Above 50 years
Audit Committee	100%	-	-	-	100%	67%	33%	-	33%	67%
Nomination & Corporate Governance Committee	67%	33%	-	-	100%	67%	33%	-	-	100%
Remuneration Committee	67%	33%	-	33%	67%	67%	33%	-	33%	67%
Sustainability Committee	33%	67%	-	-	100%	33%	67%	-	33%	67%
Strategic Planning Committee	100%	-	-	-	100%	100%	-	-	-	100%

Below is the composition of the job grades for all Group companies for 2023

Composition of Job Grades for the Group* 2023					
Company	Men	Women	Under 30 years	Between 30 – 50 years	Above 50 years
QUEST Holdings	43%	57%	0%	71%	29%
Manager	40%	60%	0%	60%	40%
Staff	50%	50%	0%	100%	0%
Uni Systems Greece	68%	32%	14%	60%	26%
CEO 1 st Degree	100%	0%	0%	0%	100%
DEPUTY CEO	100%	0%	0%	0%	100%
Director	90%	10%	0%	10%	90%
Consultant	100%	0%	0%	0%	100%
Head	100%	0%	0%	11%	89%
Manager	81%	19%	0%	46%	54%
Supervisor	65%	35%	0%	56%	44%
Specialist	71%	29%	1%	71%	28%
Team Leader	100%	0%	0%	0%	100%
Staff	62%	38%	28%	60%	12%
Uni Systems Belgium	30%	70%	20%	65%	15%
Manager	50%	50%	0%	100%	0%
Supervisor	50%	50%	0%	100%	0%
Specialist	33%	67%	0%	83%	17%
Staff	20%	80%	40%	40%	20%
Uni Systems Luxembourg	77%	23%	3%	65%	32%
Manager	75%	25%	0%	25%	75%
Supervisor	100%	0%	0%	60%	40%
Specialist	82%	18%	0%	82%	18%
Staff	57%	43%	14%	86%	0%

Table continues on next page

Composition of Job Grades for the Group* 2023

Company	Men	Women	Under 30 years	Between 30 - 50 years	Above 50 years
Uni Systems Italy	75%	25%	0%	79%	21%
Manager	100%	0%	0%	100%	0%
Specialist	75%	25%	0%	75%	25%
Staff	73%	27%	0%	82%	18%
Uni Systems Spain	23%	77%	15%	85%	0%
Manager	100%	0%	0%	100%	0%
Supervisor	0%	100%	0%	100%	0%
Specialist	0%	100%	0%	100%	0%
Staff	20%	80%	20%	80%	0%
Uni Systems Romania	33%	67%	0%	67%	33%
Specialist	100%	0%	0%	0%	100%
Staff	0%	100%	0%	100%	0%
Intelli Solutions Greece	44%	56%	25%	60%	15%
CEO 2 nd Degree	100%	0%	0%	0%	100%
General Manager	100%	0%	0%	0%	100%
Manager	67%	33%	0%	78%	22%
Supervisor	50%	50%	0%	100%	0%
Specialist	100%	0%	0%	33%	67%
Staff	39%	61%	29%	59%	12%
Intelli Solutions Serbia	0%	100%	0%	100%	0%
Manager	0%	100%	0%	100%	0%
Supervisor	0%	100%	0%	100%	0%
Staff	0%	100%	0%	100%	0%
Intelli Solutions Bulgaria	0%	100%	0%	100%	0%
Supervisor	0%	100%	0%	100%	0%
Staff	0%	100%	0%	100%	0%

Table continues on next page

Composition of Job Grades for the Group* 2023

Company	Men	Women	Under 30 years	Between 30 – 50 years	Above 50 years
IQT Greece	66%	34%	23%	61%	17%
CEO 1 st Degree	100%	0%	0%	0%	100%
Director	90%	10%	0%	30%	70%
Consultant	100%	0%	0%	0%	100%
Manager	78%	22%	0%	78%	22%
Supervisor	66%	34%	3%	69%	28%
Specialist	62%	38%	12%	82%	6%
Team Leader	71%	29%	29%	57%	14%
Staff	65%	35%	32%	53%	15%
IQT Cyprus	83%	17%	33%	50%	17%
Supervisor	100%	0%	0%	100%	0%
Specialist	100%	0%	0%	100%	0%
Staff	75%	25%	50%	25%	25%
IQT Romania	60%	40%	40%	60%	0%
Specialist	50%	50%	50%	50%	0%
Staff	75%	25%	25%	75%	0%
QUEST OnLine	13%	88%	25%	75%	0%
CEO 2 nd Degree	100%	0%	0%	100%	0%
Manager	0%	100%	0%	100%	0%
Supervisor	0%	100%	0%	100%	0%
Staff	0%	100%	50%	50%	0%
TEAM CANDI	81%	19%	33%	67%	0%
Director	100%	0%	0%	100%	0%
Supervisor	100%	0%	0%	100%	0%
Team Leader	100%	0%	0%	100%	0%
Staff	75%	25%	44%	56%	0%

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Composition of Job Grades for the Group* 2023

Company	Men	Women	Under 30 years	Between 30 – 50 years	Above 50 years
EPAFOS	54%	46%	29%	65%	6%
CEO 2 nd Degree	100%	0%	0%	0%	100%
Director	75%	25%	0%	100%	0%
Manager	100%	0%	0%	0%	100%
Supervisor	0%	100%	0%	100%	0%
Specialist	47%	53%	20%	73%	7%
Staff	53%	47%	37%	60%	2%
CLIMA QUEST	65%	35%	24%	53%	24%
Manager	100%	0%	0%	100%	0%
Supervisor	33%	67%	0%	33%	67%
Staff	64%	36%	36%	45%	18%
G.E.D	54%	46%	5%	47%	48%
CEO 2 nd Degree	100%	0%	0%	0%	100%
Director	100%	0%	0%	50%	50%
Manager	50%	50%	0%	50%	50%
Supervisor	100%	0%	0%	0%	100%
Specialist	76%	24%	0%	67%	33%
Staff	40%	60%	8%	42%	51%
ISQUARE	57%	43%	29%	53%	18%
BOD	100%	0%	0%	0%	100%
CEO 1 st Degree	100%	0%	0%	100%	0%
General Manager	0%	100%	0%	0%	100%
Manager	60%	40%	0%	60%	40%
Supervisor	100%	0%	0%	100%	0%
Specialist	50%	50%	0%	50%	50%
Staff	55%	45%	38%	53%	10%

Table continues on next page

Composition of Job Grades for the Group* 2023

Company	Men	Women	Under 30 years	Between 30 – 50 years	Above 50 years
ISTORM Greece	67%	33%	50%	50%	1%
General Manager	100%	0%	0%	100%	0%
Manager	50%	50%	0%	100%	0%
Supervisor	70%	30%	10%	90%	0%
Specialist	100%	0%	0%	100%	0%
Staff	66%	34%	57%	41%	1%
ISTORM Cyprus	82%	18%	79%	21%	0%
Supervisor	100%	0%	0%	100%	0%
Staff	79%	21%	92%	8%	0%
QUEST ENERGY	50%	50%	0%	50%	50%
Director	100%	0%	0%	0%	100%
Staff	0%	100%	0%	100%	0%
ACS	79%	21%	13%	44%	42%
BOD	0%	100%	0%	0%	100%
CEO 1 st Degree	100%	0%	0%	0%	100%
General Manager	100%	0%	0%	0%	100%
Director	71%	29%	0%	14%	86%
Manager	64%	36%	0%	29%	71%
Supervisor	81%	19%	0%	31%	69%
Specialist	94%	6%	6%	41%	53%
Team Leader	50%	50%	0%	67%	33%
Staff	80%	20%	15%	46%	39%
GPS	43%	57%	43%	43%	14%
Manager	0%	100%	0%	0%	100%
Supervisor	100%	0%	0%	100%	0%
Staff	40%	60%	60%	40%	0%
Grand Total	68%	32%	18%	55%	26%

* Does not include staff who are provided with a Service Provision Certificate (SSP) for their work.

Annex 2: GRI Index



GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI General Disclosures				
GRI 2: General Disclosures 2021	2-1 Organizational Details	• The Quest Group		*
	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 Quest Group • The subsidiaries • 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 Report	Omissions	External Assurance
GRI General Disclosures				
GRI 2: General Disclosures 2021	2-13 Delegation of responsibility for impact management	<ul style="list-style-type: none"> • Roles and responsibilities • Policies and systems 		*
	2-14 The role of the highest governing body for sustainability reporting	<ul style="list-style-type: none"> • Committees • Roles and responsibilities • Policies and systems 		*
	2-15 Conflicts of interest	<ul style="list-style-type: none"> • Policies and systems 		*
	2-16 Communication of critical concerns	<ul style="list-style-type: none"> • Organizational structure 		*
	2-17 Collective knowledge of the highest governing body	<ul style="list-style-type: none"> • Committees 		*
	2-18 Evaluation of the performance of the highest governing body	<ul style="list-style-type: none"> • Election of the Board of Directors 		*
	2-19 Remuneration policies	<ul style="list-style-type: none"> • Organizational structure 		*
	2-20 Process to determine Remuneration	<ul style="list-style-type: none"> • Organizational structure 		*
	2-21 Annual ratio of total compensation	<ul style="list-style-type: none"> • Our People 		*
	2-22 Statement on the Sustainable Development Strategy	<ul style="list-style-type: none"> • Messages from the Board of Directors • ESG 2022- 2025+ strategy and objectives 		*
	2-23 Policy commitments	<ul style="list-style-type: none"> • Our Vision • Our Values • Policies and systems • Human Rights • Environmental footprint 		*
	2-24 Embedding policy commitments	<ul style="list-style-type: none"> • Policies and systems 		*
	2-25 Process to remediate negative impacts	<ul style="list-style-type: none"> • Unlawful behaviour reporting procedure 		*

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GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI General Disclosures				
GRI 2: General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	• Unlawful behaviour reporting procedure		*
	2-27 Compliance with laws and regulations	• Business 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		*
GRI 3: Material topics 2021	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		
We reinforce an environment of Business ethics and transparency				
GRI 3: Material topics 2021	3-3 Management of material issues	• Financial performance • Business compliance		
GRI 205: Anti-Corruption 2016	205-3 Confirmed corruption incidents and actions taken	• Policies and systems • Business compliance		
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behaviour, anti-monopoly and monopolistic practices	• Policies and systems • Business compliance		
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with socio-economic laws and regulations	• Business compliance		

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GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
Data Protection and Systems Availability				
GRI 3: Material topics 2021	3-3 Management of material issues	• Data protection		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints relating to customer privacy breaches and customer data losses	• Data protection		
Financial Performance with Responsible Practices				
GRI 3: Material topics 2021	3-3 Management of material issues	• Financial performance		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	• Financial performance		
We Invest in Our People				
GRI 3: Material topics 2021	3-3 Management of material issues	• Our people		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	• Our people		
	401-2 Benefits provided to full-time employees that are not, provided to temporary or part-time employees	• Our people		
GRI 3: Material topics 2021	3-3 Management of material issues	• Diversity, equality and inclusion		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governing bodies and employees	• Diversity, equality and inclusion		
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	• Diversity, equality and inclusion		
GRI 3: Material topics 2021	3-3 Management of material issues	• Health, safety and well-being		

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GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
We Invest in Our People				
GRI 403: Occupational Health and Safety 2018	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		
	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		
GRI 3: Material topics 2021	3-3 Management of material issues	• Employee Training and Development		
GRI 404: Training and Education 2016	404-1 Average hours of training per year and per employee	• Employee Training and Development	In GRI 404 – the company EPAFOS joined the Group in May 2023 and has not been included in this disclosure	*
	404-3 Percentage of employees receiving regular performance and career development reviews	• Employee Training and Development		

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GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
Our environmental footprint				
GRI 3: Material topics 2021	3-3 Management of material issues	• Environmental footprint	Within 2024, carbon footprint measurements for Scope 1 and Scope 2 emissions for the Group's activities in Greece will receive external verification by an accredited body based on the requirements of the National Climate Law (L. 4936/2022).	
GRI 305: Emissions 2016	305-1 Direct greenhouse emissions (Scope 1)	• Greenhouse gas emissions		
	305-2 Indirect greenhouse emissions (Scope 2)	• Greenhouse gas emissions		
	305-3 Indirect greenhouse emissions (Scope 3)	• Greenhouse gas emissions		
GRI 306: Waste 2016	306-2 Management of significant impacts related to waste	• Circular economy		
Quest Indicator	Annual energy intensity in the Quest Group (kWh/m ²) / € million turnover	• Energy management		

Annex 3: ATHEX Reporting Guide 2024

ESG Categorization	ID	Index Name	Chapter of the Report
			Quest Group
Core metrics			
Environment	C-E1	Direct emissions (Scope 1)	Greenhouse gas emissions
	C-E2	Indirect emissions (Scope 2)	Greenhouse gas emissions
	C-E3	Energy consumption and production	Energy management
Social	C-S1	Stakeholder Engagement	Stakeholder Engagement
	C-S2	Female Employees	Diversity, equality and inclusion
	C-S3	Female Employees in management positions	Diversity, equality and inclusion
	C-S4	Employee Turnover	Our People
	C-S5	Employee Training	Employees Training and Development
	C-S6	Human rights policy	<ul style="list-style-type: none">• Diversity, equality and inclusion• Human Rights
	C-S7	Collective bargaining agreements	Our People
	C-S8	Value Chain	Responsible Business
Corporate Governance	C-G1	Board Composition	Corporate Governance
	C-G2	Sustainability Oversight	Corporate Governance
	C-G3	Materiality	Materiality Analysis
	C-G4	Sustainability policy	Corporate Governance
	C-G5	Business ethics policy	Corporate Governance
	C-G6	Data security policy	Data protection
	C-G7	Sustainability Reporting	About the Report
	C-G8	Financial Reporting	Financial Performance

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ESG Categorization	ID	Index Name	Chapter of the Report
			Quest Group
Advanced metrics			
Environment	A-E1	Other indirect emissions (Scope 3)	Greenhouse gas emissions
	A-E2	Risks and opportunities from climate change	Greenhouse gas emissions
	A-E3	Waste management	Circular economy
	A-E4	Effluent discharge	Circular economy
	A-E5	Biodiversity sensitive areas	Environmental Foorprint
	A-E6	Climate Change Policy	Sustainable Development Strategy
	A-E7	Removals and Carbon Credits	Greenhouse gas emissions
	A-E8	Total GHG emissions	Greenhouse gas emissions
Social	A-S1	Sustainable economic activity	Financial performance
	A-S2	Employees' training expenditure	Employees Training and Development
	A-S3	Gender Pay gap	Diversity, equality and inclusion
	A-S4	CEO pay ratio	Our People
Corporate Governance	A-G1	Strategy, Business Model and Value	<div>• Sustainable supply chain</div> <div>• Sustainable economic activity</div>
	A-G2	Violations of business ethics	Business compliance
	A-G3	ESG targets	Sustainable development
	A-G4	Variable fees	Our People
	A-G5	External Assurance	About the Report
	A-G6	ESG Bonds	Financial Performance
	A-G7	Integration of ESG-related performance in incentive schemes	Corporate Governance

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





ESG Categorization	ID	Index Name	Chapter of the Report
			Quest Group
Sector metrics			
Environment	SS-E1	Emissions strategy	Greenhouse gas emissions
	SS-E2	Emissions of air pollutants	Greenhouse gas emissions
	SS-E7	Critical materials	Our environmental footprint
Social	SS-S2	Customer privacy	Data Protection
	SS- S3	Legal requests of User Data	Data Protection
	SS-S5	Data Security and privacy Fines	Data Protection
	SS-S8	Customer Satisfaction	<ul style="list-style-type: none">Responsible BusinessCustomer Satisfaction
	SS-S9	Grievance Mechanism	<ul style="list-style-type: none">Corporate GovernanceCustomer Satisfaction
Corporate Governance	SS-G1	Whistleblower Policy	<ul style="list-style-type: none">Policies and SystemsCorporate Governance
	SS-G3	Systematic risk management	Data protection

Annex 4: Commitment to 10 Principles of the UN Global Compact

The Group is a member of the local **UN Global Compact Network Greece (UNGCG)** and since 2022 Quest Participations has signed the United Nations Global Compact (UN Global Compact) and is committed to complying with its 10 principles.



United Nations
Global Compact

 Human Rights	Chapter of the Report	
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	Corporate Governance and Responsible Business	   
Principle 2: make sure that they are not complicit in human rights abuses.	Our People	
 Labour	Chapter of the Report	
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	Our People	   
Principle 4: the elimination of all forms of forced and compulsory labour;		
Principle 5: the effective abolition of child labour; and		
Principle 6: the elimination of discrimination in respect of employment and occupation.		



 Environment	Chapter of the Report	
Principle 7: Businesses should support a precautionary approach to environmental challenges;	Environmental Footprint	<div> <div>7 AFFORDABLE AND CLEAN ENERGY</div>  </div> <div> <div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div>  </div> <div> <div>11 SUSTAINABLE CITIES AND COMMUNITIES</div>  </div> <div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div>  </div>
Principle 8: undertake initiatives to promote greater environmental responsibility; and		
Principle 9: encourage the development and diffusion of environmentally friendly technologies.		
 Anti-Corruption	Chapter of the Report	
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	Corporate Governance and Responsible Business	<div> <div>8 DECENT WORK AND ECONOMIC GROWTH</div>  </div> <div> <div>17 PARTNERSHIPS FOR THE GOALS</div>  </div>

Annex 5: AccountAbility AA1000



Quest Group and its respective companies follow the principles of AccountAbility AA1000AP (2018) standard for identifying, prioritizing and responding to sustainable development issues. More specifically:

- **Participation:** The Group and its respective companies recognize the stakeholders who are affected by their operation or may affect with their decisions their ability to implement their strategy and achieve their objectives. Then, a consultation with them shall follow to identify their needs and expectations and to proceed with the prioritization of the substantive issues of Sustainable Development. The Chapter **"Materiality Analysis"** describes how the Group interacts with stakeholders.
- **Materiality:** The Group and the companies respectively recognize and prioritize (through the materiality analysis according to GRI standards) the substantive issues related to their business model. The Chapter **"Materiality Analysis"** describes the analysis and the substantive issues that have arisen for the Group.
- **Response:** The Group and the companies respectively manage and respond to the substantive issues and challenges with the participation of all Directions/Departments.
- **Effect:** The Group and the respective companies monitor and measure the effects caused by their activity, in order to mitigate the negative ones and increase the positive ones accordingly.

Annex 6: Compliance with the Greek Sustainability Code

Pillar	Criteria	Report (Report Section/Quest Group)
Strategy	Strategic analysis and action	Sustainable development
	Materiality	Materiality Analysis
	Targeting	Sustainable development
	Value chain management	The Quest Group Sustainable development Business model <IR>
Management process	Responsibility	Corporate Governance
	Rules and procedures	Corporate Governance
	Recording and monitoring	Corporate Governance
	Remuneration Policies and Incentives for Sustainable Development	Corporate Governance
	Dialogue with stakeholders	Materiality Analysis
	Product Responsibility and Innovation	Responsible Business
Environment	Use of natural resources	Environmental footprint
	Management of natural resources	
	Gas Emissions and Climate Change	
Society	Labour rights	Our People
	Equal opportunities	
	Employment	
	Human rights in the supply chain	Responsible Business
	Strengthening Local Communities	Support to Society
	Participation in Initiatives and Political Influence	The Quest Group
	Prevention and Combating Corruption	Corporate governance Business Ethics and transparency

Annex 7: Independent External Assurance



To: Management of QUEST Holdings SA

1. Scope of the External Assurance project of the Sustainability Report

QUEST Holdings SA Company (hereinafter referred to as **QUEST Holdings**) has assigned **TÜV HELLAS (TÜV NORD) SA** (hereinafter referred to as **TÜV HELLAS**) the limited external assurance of the Sustainable Development Report, which covers the period 1/1/2023–31/12/2023. **QUEST Holdings**, parent company of the **QUEST Group**, is headquartered in Greece, and has been listed on the Athens Stock Exchange since 1998.

The **QUEST Holdings** Sustainability Report of 2023 contains data for the following companies of the QUEST Group: **Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS, iStorm, FoQus, Team Candi, Intelli Solutions, Quest on Line, EPAFOS, Clima Quest, Quest Energy και G.E. DIMITRIOU.**

The scope of the project consists of the following:

- A.** The external assurance of the information disclosed to confirm that the Sustainability Report of **QUEST Holdings** for 2023 has been prepared "**In Accordance**" with the **GRI Universal Standards 2021**.
- B.** The control of the accuracy of the claims regarding the coverage of specific core, advanced and sector-specific metrics of the **ESG**

2024 Reporting Guide of the ATHEX (Athens Exchange), as follows **C-E1, C-E2, C-E3, A-E1, A-E2, A-E3, A-E4, A-E5, A-E6, A-E7, A-E8, SS-E7, C-S1, C-S2, C-S3, C-S4, C-S5, C-S6, C-S7, C-S8, A-S1, A-S2, A-S3, A-S4, SS-S2, SS-S3, SS-S5, SS-S9, C-G1, C-G2, C-G3, C-G4, C-G5, C-G6, C-G7, C-G8, A-G1, A-G2, A-G3, A-G4, A-G5, A-G6, A-G7, SS-G1, SS-G3**, as well as the **GRI 404-1** indicator.

- C.** The control of the adherence to the AA1000 AccountAbility Principles (Inclusivity, Materiality, Responsiveness & Impact) against the criteria found in **AA1000AP (2018)**.

The limited external assurance as it is defined by the above project scope, refers to the Sustainability Report of **QUEST Holdings** for 2023 and it was conducted based on the corresponding indicators' correlation table stated by **QUEST Holdings**, to confirm that the Sustainability Report has been prepared "**In Accordance**" to the **GRI Universal Standards 2021**, as well as the requirements of **AA1000AP (2018)**.

2. Project Criteria

The external assurance was based on the evaluation of conformity with the requirements of the following guiding standards:

- A. GRI Universal Standards 2021**
- B. GRI Topic Standards**
- C. AA1000AP (2018)**

For the evaluation of conformity to the requirements of **AA1000AP (2018)**, the provisions of the guide AA1000 Assurance Standard (**AA1000AS v3**) were followed. More specifically, the Type 2-Moderate level of external assurance was followed. According to this, the level of conformity to the Accountability Principles, as they are stated within **AA1000AP (2018)**, was checked, while the reliability and quality of sustainability performance information based on basic sampling of limited range, was simultaneously assured.

3. Project methodology

Based on the conformance criteria of paragraph 2 and to draw conclusions, the external assurance team of **TÜV HELLAS** conducted the following (indicative and not restrictive) methodology:

- » Reviewed the coverage of the "**In Accordance**" to the GRI Universal Standards 2021 requirements, as they are described within the **GRI 1: Foundation 2021**.
- » Reviewed the procedures followed by **QUEST Holdings** to identify and determine the material issues in order to include them within the Sustainability Report.
- » Interviews were conducted with selected executives of **QUEST Holdings** having operational role in Sustainability issues to understand the current state of sustainability development

activities and progress achieved during the period under reference.

- » Reviewed the **QUEST Holdings** consultation approach with their stakeholders through interviews with executives responsible for communication with the interested parties at company level and review of selected documents.
- » Reviewed the claims mentioned to the Reporting Indicators, based on the **ESG 2024 Reporting Guide of the ATHEX**, as well as the **GRI 404-1** indicator (referred in paragraph 1, point B) in connection with the findings of the above steps. In addition, the methodologies, and practices for extracting the results were reviewed and crosschecks were performed on the reliability and quality of the indicators reported in the report. These checks consist (not restrictively) of the following:
 - Understanding of the quality management and results collection processes related to the indicators under consideration
 - Review of the design of processes, systems and controls for managing reliability and quality of specified information
 - Sampling of management practices and operation control, as well as evidence gathering in order to sufficiently ensure the completeness and accuracy of the claims

- Maintain of the appropriate documentation for all the aforementioned controls.

4. Review limitations

The range of the review was exclusively limited to the activities of **QUEST Holdings** in Greece. No visits and interviews in stakeholders of the **QUEST Holdings** have been conducted.

In case of any discrepancy in the translation between Greek and English version of the Sustainability Report, the Greek version shall prevail.

5. Responsibilities of the Reporting Organization and Assurance Provider

The team for Sustainability of **QUEST Holdings** carried out the Sustainability Report, thus, is exclusively responsible for the information and statements contained therein.

The external assurance conducted, as it is defined in the project scope (paragraph 1), do not represent **TÜV HELLAS'** opinion related to the quality of the Sustainability Report and its contents.

The responsibility of **TÜV HELLAS** is to express the independent conclusions on the issues as defined in the project scope and in accordance to the relevant contract. The project was conducted in such a way so that **TÜV HELLAS** can quote to **QUEST**

Holdings administration the issues mentioned in this report and for no other purpose.

6. Conclusions

Based on the project scope (paragraph 1) and in the context of the external assurance procedure followed by **TÜV HELLAS**, the conclusions are as follows:

A. External assurance of the information disclosed to confirm that the Sustainability Report of QUEST HOLDINGS for 2023 has been prepared "In Accordance" to the GRI Universal Standards 2021.

- » During the external assurance project carried out, nothing came to the attention of **TÜV HELLAS**, which would lead to the conclusion that the Report has not been prepared "**In Accordance**" with the requirements of the **GRI Universal Standards 2021**, as reflected on the corresponding correlation content index.

B. Control of accuracy of the claims mentioned for the Reporting Indicators that QUEST HOLDINGS reported at the Sustainability Report Chapters, based on the ESG 2024 Reporting Guide of the ATHEX, as well as the GRI 404-1 indicator.

Nothing has come to the attention of **TÜV HELLAS** that would lead to the conclusion of the incorrect

gathering or transferring of data concerning the claims mentioned to the disclosures (indicators) of the **ESG 2024 Reporting Guide of the ATHEX**, as well as the **GRI 404-1** indicator, referred in paragraph 1, point B of this report.

C. Adherence to the AA1000 AccountAbility Principles (Inclusivity, Materiality, Responsiveness & Impact) against the criteria found in AA1000AP (2018)

Inclusivity: Dialogue on Sustainability Issues with the Stakeholders

» We have not realized any matter that causes us to believe that major stakeholder groups were excluded from consultation processes, or that **QUEST Holdings** has not implemented the principle of Inclusivity in developing its approach to sustainability.

Materiality: Focus on the material issues related to sustainability

» We have not realized any matter that causes us to believe that the material issues' definition approach which was followed by **QUEST Holdings** does not provide a comprehensive and balanced understanding of the material issues.

Responsiveness: Addressing the needs and expectations of stakeholders

» We have not realized any issue, which would lead us to believe that **QUEST Holdings** has not responded timely and adequately, through decisions and actions, to the needs and expectations that emerged from the material issues of sustainable development.

Impact: Impact of company's activities to the broader ecosystems

» We have not realized any issue, which would lead us to believe that the **QUEST Holdings** has not understood and managed the direct and indirect impacts that the material aspects create to the broader ecosystems.

TÜV HELLAS did not realize anything that would lead to the conclusion of incorrect collection or transfer of data (qualitative & quantitative) concerning the allegations made regarding the fulfillment of the requirements of the Accountability Principles, as set out in **AA1000AP (2018)**. Additionally, **TÜV HELLAS** did not realize anything that would call into question the reliability and quality of the performance indicators related to the Accountability Principles.

7. Impartiality and independence of the external assurance team

TÜV HELLAS states its impartiality and independence in relation to the project of **QUEST Holdings'** Sustainability Report external assurance. **TÜV HELLAS** has not undertaken work with **QUEST Holdings** and does not have any cooperation with the interested parties that could compromise the independence or impartiality of the findings, conclusions or recommendations.

TÜV HELLAS was not involved in the preparation of the text and data presented in the Sustainability Report of **QUEST Holdings**.

Athens, June 6, 2024

For **TÜV HELLAS (TÜV NORD)**



Nestor Paparoupas
Product Manager



AA1000
Licensed Report
000-209/V3-IYJ20



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