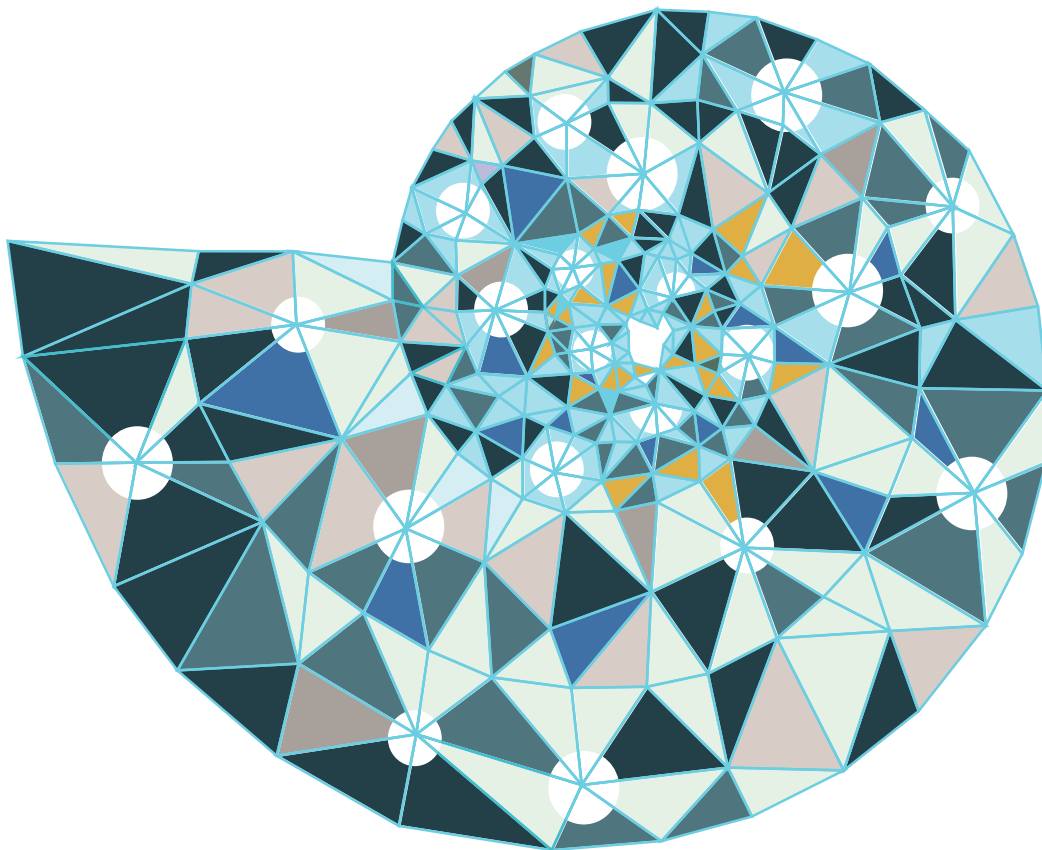
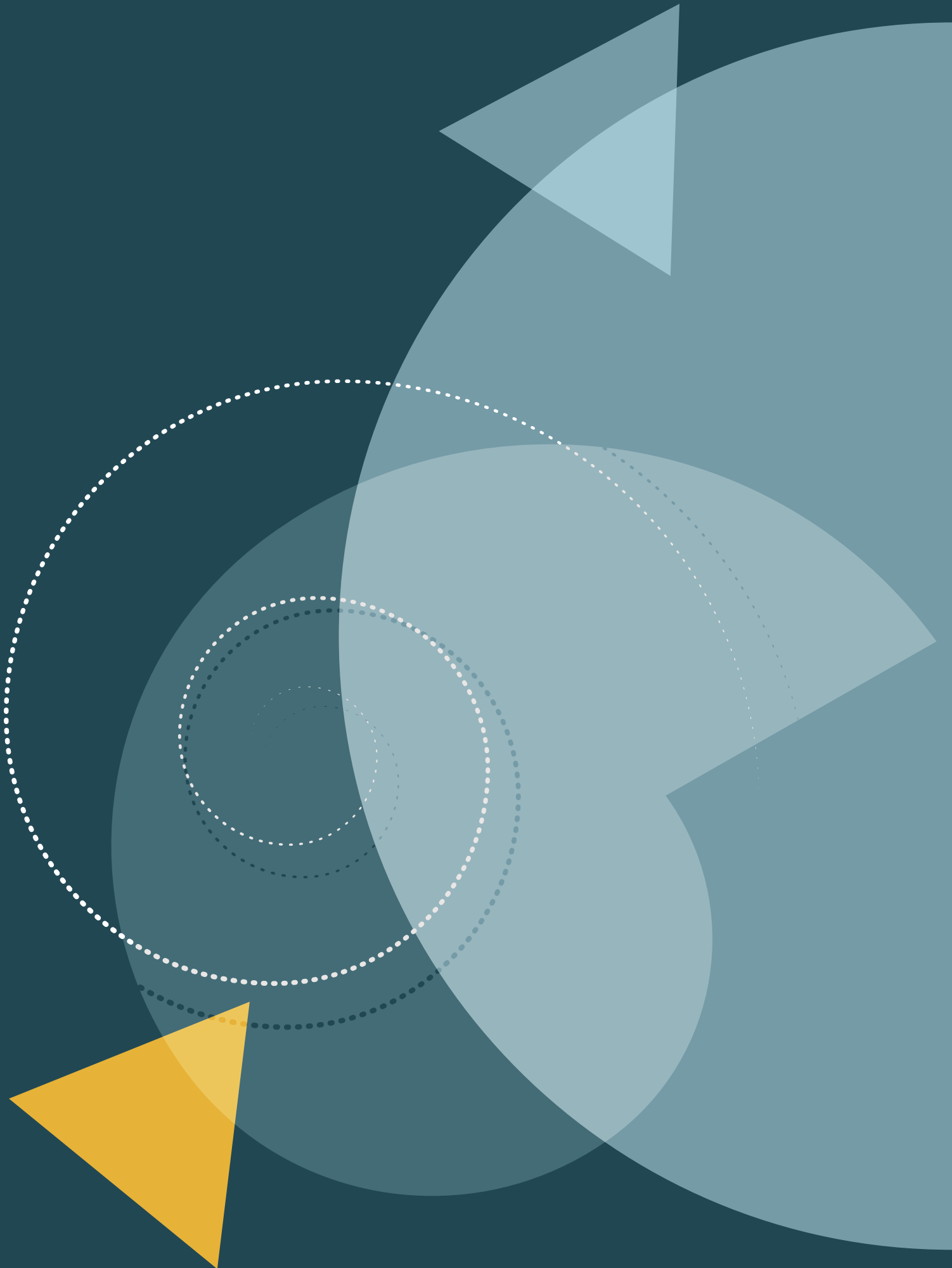




QUEST FOR EXCELLENCE
**SUSTAINABLE DEVELOPMENT
REPORT 2020**







Sustainable Development Report 2020

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

About the Report

[GRI 102-45, GRI 102-48, GRI 102-50, GRI 102-51, GRI 102-52, GRI 102-53, GRI 102-54, GRI 102-56, ESG A-G5 Index]

This Report is the 7th Annual Sustainable Development Report (hereinafter the "Report") of the Quest Group. With its publication, we aim to inform our stakeholders in a transparent manner about our strategy, objectives and performance on the Group's and its companies' material issues of sustainable development for the period 1.1.2020 - 31.12.2020. The previous report of Quest Group was issued in November 2020 and covered the period 1.1.2019 - 31.12.2019. There are no significant changes in this Report compared to the previous period.

The Report was prepared in agreement with the Global Reporting Initiative (GRI) standards, core option*, the standard AA1000AP (2018), while it includes selected core, advanced and sectoral indicators of the ESG 2019 Information Disclosure Guide issued by the Athens Stock Exchange.

External Assurance of the report was carried out by an independent external body [TÜV HELLAS (TÜV NORD)] for compliance with the above standards. In particular, in order to verify compliance with the requirements of AA1000AP (2018), the provisions of the AA1000 Assurance Standard (AA1000AS v3) guide were followed (see Annex 7).

In this Report disclosed information relates to the Quest Group and the 4 largest companies of the Group with a turnover exceeding 95% of the consolidated turnover. As a result of this approach, the Report includes the companies Info Quest Technologies, Uni Systems, iSquare and ACS, excluding the companies Quest on Line, iStorm, Cardlink, Clima Quest and Quest Energy, for which relevant data are included only at Group level as regards the indicators of the ESG 2019 Information Disclosure Guide of the Athens Stock Exchange and selected GRI disclosures.

For any further inquiry on the Sustainable Development Report, please contact the Quest Group Press Office at 211 999 1494 or online at pr@quest.gr.

We would like to thank the Department of Climate Change Services and Sustainable Development of EY Greece for the cooperation and advisory support it provided in the preparation of the Sustainable Development Report 2020.

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* This report has been prepared in accordance with the GRI Standards: Core option.

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Messages from the Board

[GRI 102-14]



Message from the Chairman

In this year's Report we have many reasons to express our pride, but also our gratitude to all participants in the ecosystem of the Quest Group:

- Pride and gratitude for the 40 years of an exciting business journey since April 1981, when Info-Quest Ltd. started with 4 employees (the founding shareholders) and a share capital of GRD 200,000.
- Pride and gratitude for the outstanding financial performance in 2020.
- Pride and gratitude for the responsibility and efficiency with which the huge upheavals caused by the pandemic were dealt with.

For our Group, the first 40 years of its existence were full of challenges and opportunities in the midst of cosmogenic changes in the global, but also in the national, political, economic and technological sphere. Significant geopolitical changes have taken place, new global national (BRICS) and economic actors (FAANG) have emerged and we have experienced two industrial revolutions (the third - IT and the fourth - AI, IoT, etc.). Globalization, the Internet, technology and social media have created a completely different environment, while our country has experienced intense political, economic and social crises, but also successes.

The Quest Group not only managed to survive in this fluid and competitive environment, but also expanded its activities, evolved and was transformed, thus being today one of the most important and growing business groups in Greece.

2020 was one of the best years in our history, both in terms of our financial results and in terms of our social footprint.

The consolidated sales of the Group exceeded € 720 million, increased by 20% compared to 2019, pre-tax profits exceeded € 36 million, increased by 17%, while EBIDTA was approximately € 60 million, increased by 12%. As we committed in our last year's report, in 2020 we did not suspend our investment plans because of the pandemic. Our investments amounted to € 26 million, showing our confidence in the Greek economy, while at the same time we expanded our activities in new sectors.

Our employees, the driving force of the Group, increased by 18% (351 new jobs - the second largest increase of employees among all ATHEX-listed companies), reaching 2,256 people. We continued to be one of the top employers by offering an exemplary workplace.

We responded to the unprecedented challenge of the pandemic by putting the safety of our people and our partners above anything else. During the lockdown, we offered the opportunity to those who were able to do so, to work remotely. We managed to have 61% of our employees to work from home. In addition, in all activities, where teleworking was not possible, we developed an extensive program to prevent the transmission of the virus, with continuous tests, systematic disinfection of the premises and the provision of personal hygiene and precautionary materials.

Also, with discretion and not with the intent to advertise our company, we offered free products and services with a total value of over € 700,000 to the National Health System, the tele-education of students and "Greece 2021".

We sincerely believe that we have done, and continue to do, our duty. With diligence, responsibility, confidence and commitment to accomplish, we kept our people safe, increased our activities and our employees and supported social groups in need. We thus demonstrated adaptability and resilience to the challenges of the pandemic, having achieved results that exceeded our expectations.

Based on the learning and successes of 2020, we will continue our course in another challenging year. We look forward to the gradual restoration of economic and social normality, as well as to the start of the recovery of all national and European resources, which will support the recovery of our economy.

Our Group, acting with vision, prudence and determination, will focus this year on the strategic planning of its growth and development, with its people at the core and with an emphasis on Sustainable Development, Corporate Governance as well as its ESG strategy and objectives.

We can do a lot more and we are constantly aiming to do better, focused on becoming a **great organization**.

Theodoros Fessas
Board Chairman Quest Holdings



Message from the Chairwoman of the BoD Committee for Sustainable Development and Corporate Social Responsibility

[ESG A-G3 Index]

2020 was a turning point in the global market towards a new era. The pandemic suddenly transformed every aspect of our lives and brought a multiple of transformational changes, in such a short period of time, that would under normal circumstances, have taken at least five years to achieve with questionable end results. The pandemic accelerated digital transformation, as ICT technology became a key factor that made it possible to continue the critical functions of society and the markets, both inside and across borders, highlighting our exceptional resistance to transformation and adaptability pressures in the midst of a crisis.

For the Quest Group, 2020 was an important year with outstanding results in all areas, which was marked by the pandemic and created new targets and directional needs for its companies. The pandemic has highlighted new risks as well as opportunities within the market, opening the path to a new, sustainable economy.

This Sustainable Development Report, published for the 7th consecutive year, presents the main activities through the 40-year course completed by the Quest Group in 2021, highlighting the sustainable development philosophy, strategy and activities, alongside the objectives and the performance of the Group in sustainable development, thus reaffirming our commitment and responsibility towards stakeholders and society, in general.

Promoting ESG issues across the scope of the operation and the strategy for sustainable development is one of the issues that concern and define the short-term, medium-term and long-term objectives of the Group companies in order to respond to the ever-increasing economic, social and environmental concerns.

The Quest Group has set the following short-term goals for the next 2 years:

- Configuration of the Group Corporate Governance model based on the “New legislative framework for corporate governance of ATHEX-listed companies and their major subsidiaries”.
- Further investigation of the risks and opportunities arising from climate change.
- Implementation of a long-term ESG strategy that will enhance transformation for the growth and sustainability of the Group’s business model.

We are focused on human rights issues, the steady increase in the available technology solutions that contribute to addressing environmental and social challenges, on zero incidents of serious accidents at work for our people, the steady reduction of our energy consumption and the increase in use of renewable energy sources / green energy production. More generally, we aim to contribute to the creation of a just and resilient society, a prosperous economy and a climate-neutral Europe.

Strategically for the Quest Group, the development of innovative services and cutting-edge technology solutions, as well as the innovative creation of value in new areas of interest, in the light of the e-era, are the main component in our effort to transform the business model of our companies, which will lead to growth and sustainability.

During the past year, the Group has systematically dealt with the following strategic issues that will help it achieve its objectives: development of Human Resources, educational online seminars, attracting new talent, strengthening equality and integration of diversity, emphasis on employee health and safety and psychological support in the midst of the pandemic.

At the same time, the Quest Group with its companies, responded strongly to the social call for help and support by assisting the Ministry of Education and Religious Affairs to strengthen distance learning, while ACS going through the most difficult period of its operation since its establishment, provided, among other things, a dedicated team and means for the transport of medicines and high-quality materials to more than 6,000 people.

In a difficult and transitional period for the entire humanity, we declare that we remain committed to our Principles and our corporate obligations by relying on our people. We look ahead to the future with optimism and look forward to the post-COVID era.

Eftychia Koutsourelis

Vice Chairwoman of the Board of Directors Quest Holdings
Chairwoman of the BoD Committee for Sustainable Development and Corporate Social Responsibility



Message from the Group CEO

Due to the COVID-19 pandemic, 2020 was a notable year for the company, society, the country and the world. Despite all the difficulties we faced due to the pandemic, in 2020 we achieved, for yet another year, positive results, by continuing the successful course taken over the previous years. Based on our principles and values, with good planning and systematic effort, we have achieved a double-digit growth in both our revenues and net profits and we improved the net profit margins. At the same time, we remained committed to our sustainable development strategy, through organic and inorganic development, where we implemented significant new investments, setting the stage for our future growth. At the same time, we increased positions of employment by 18% and carried on our good practice of distributing profits to our shareholders.

The Group proceeded in 2020 to the following actions/achievements in achieving its goals and priorities:

- Achieved an increase of + 20% in sales and + 17% in profitability before tax.
- Implemented significant investments of € 26 million (including net borrowing) mainly related to the development of infrastructure in the postal services sector, but also in renewable energy sources.
- Maintained its good financial standing, closing the year with Net Cash of € 10 million, which facilitates the further implementation of new investments with controlled risk.
- Distributed profits to its shareholders of approximately € 16 million (in cash or € 0.45/share) in which has trebled in comparison to 2019.
- Succeeded in having 6 companies with pre-tax profits of more than € 3 million (the companies Info Quest Technologies, iSquare, Uni Systems, ACS, Cardlink and Quest Energy), thus strengthening the model of diversification of activities and risk sharing.
- Managed to have sales outside Greece > € 135 million (~ 19% of total sales).
- Maintained - to the extent possible due to the pandemic - its actions for employee training and development, through strengthening tele-education.
- Extended the activities for better management and reduction of CO₂ footprint, resulting in a 16% improvement of the indicators monitored in 2020.
- Contributed more than € 1.4 million to society, a significant part of which was used to mitigate the impact of the pandemic.

Our initial estimates due to the outbreak of the pandemic included negative scenarios for 2020. Our strategic priority was to effectively address the effects of the COVID-19 pandemic, both in terms of health and safety of employees and in ensuring the operational continuity of our companies, as well as maintaining, as close as possible, the results of the previous year. The pandemic resulted in a limited impact on our Group, while in several activities it also had a positive effect as the use of technology increased. Our Group finds itself in a good financial condition and has sufficient liquidity and bank credit lines (in total over € 170 million), while the diversification of its activities has so far provided greater resilience in times of crisis.

The main priority for the Group in 2021 is to maintain and further develop the volume of its activities and its organic repeated profitability, as well as its development planning in the coming years. To achieve this, emphasis is placed on increasing revenues, controlling operating cost, managing-limiting risk and achieving positive operating cash flows. Part of our strategy is to further develop our activities through new investments, continuing the Group's ongoing development investments in courier services, but also to expand the commercial product sector into new categories with higher profit margins. It is estimated that this year investments will be doubled or maybe tripled compared to 2020. At the same time, the new strategic development plan of the Group for the five-year period 2022-2026 will be implemented in 2021.

As Sustainable Development is a strategic priority of the Group, we will continue the actions and activities that we have started in recent years regarding the development of human resources and the implementation of programs to attract and develop talent, continuing digital transformation and improving the organization of our processes and operations, as well as actions to better manage our environmental footprint.

Finally, it is our consistent goal to maintain and reinforce the social contribution of our Group. In 2020, we contributed over € 0.7 million by means of actions and donations of medical equipment and computer equipment to address the effects of the pandemic, while our total contribution to society exceeded € 1.4 million.

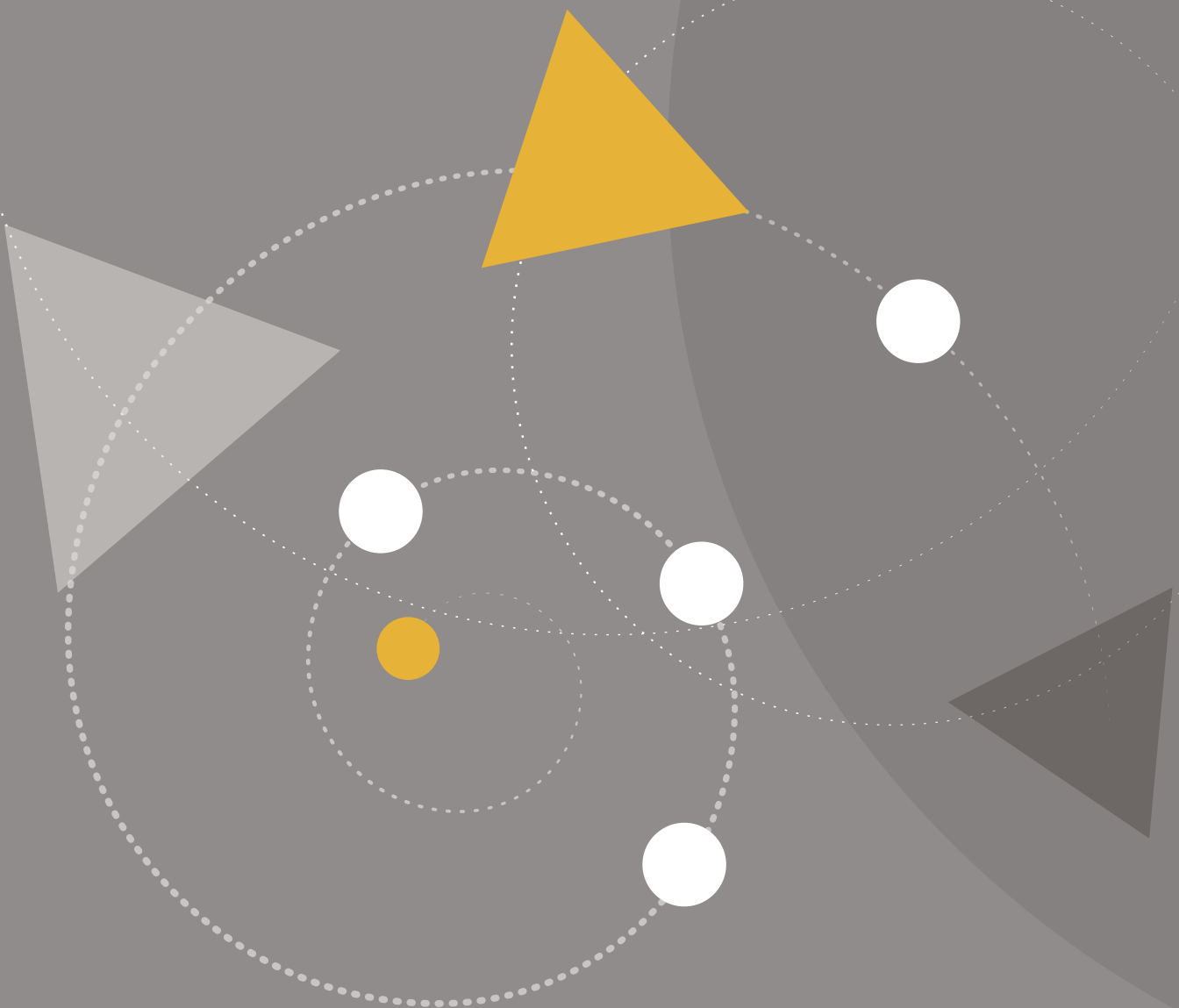
In this Report we present our efforts to improve in all important issues of Sustainable Development for 2020 and the basic developmental plans for 2021. Our main concern is to ensure sustainable development of the Group's value for our shareholders, to provide a safe and decent working environment for our employees and to contribute solid value to society in all important areas.

Apostolos Georgantzis
CEO of Quest Holdings

Quest Group

40 YEARS

Technology, Innovation and Entrepreneurship



VISION FOR AN ADVANCED WORLD

FINANCIAL PERFORMANCE

€721 million
Group turnover

20%
Turnover increase

19%
International Turnover

€76.6 million
Taxes and Social Security Contributions

€35.3 million
Pre-tax profitability (+17%)

€10.2 million
Net Cash Available

MARKETS

- IT and Telecommunications Products
- IT services
- Postal services
- Electronic Payments
- Green Energy

HUMAN RESOURCES

2,256
Employees
/ 18% increase

351
New positions

>2,500
Indirect jobs
(as regards ACS)

17,708
Total training
man-hours

€183,000
Invested in education

>€83 million
employee wages
and insurance contributions

TOTAL NEW INVESTMENTS

€26 million



NEW GROWTH INVESTMENTS

~€21 million
(Growth CAPEX & new investments)

CONTRIBUTION TO SOCIETY

>€1.4* million
Social contribution

ENVIRONMENTAL PROTECTION

16%
Reduction of Group energy efficiency
per million € of turnover



Quest Group

[GRI 102-1, GRI 102-2, GRI 102-3, GRI 102-4, GRI 102-5, GRI 102-6, GRI 102-10]

Quest Group is one of the largest, dynamically developing and financially sound Greek groups of companies. Quest Holdings, (and/or the "Company") the Group's parent company, is a société anonyme, founded in 1981; it has its registered offices in Greece at 2A Argyroupoleos Street, 176 76 Kallithea and has been listed in the Athens Stock Exchange since 1998. Pioneering in the sector of Information Technology over 40 years, the Group has associated its name with the development of the IT market as well as with the introduction and development of new digital technologies in Greece. The major milestones of the Quest Group are described on its website <https://www.quest.gr/el/the-group/timeline>.

40 years of value creation

In its 40-year course, the Quest Group has contributed to the development and progress, with its companies participating from a leading position in the development and modernization of the country. Always setting a high quality goal, its aim is to continuously create value for our society and country, with a vision to contribute to an advanced world of progress and prosperity for all.

Today, the Group operates in dynamically developing sectors of the economy, with specialized businesses among the leading companies, each in its field. More specifically, the Group is active in the following 5 areas:

- distribution of technology products (IT and communications);
- integration of IT solutions and services;
- provision of courier and mail services;
- management of electronic transactions;
- production of electricity from Renewable Energy Sources (RES).

The Group operates in Greece, Cyprus, Belgium, Luxembourg, Italy, Romania and Spain with a local presence, while the Group's services are being used in more than 30 countries, mainly within the European Union.

Our Vision

To become **leaders** in the innovative value creation through entrepreneurial excellence.

Our Mission

To play a leading role in the markets in which we are engaged based on the principles of sustainable development and being driven by our employees and our values.

The mission is accomplished through:

- The provision of High-Quality Services to Customers
- Continuous search for business opportunities
- Continuous improvement in all areas, with effective management, sound corporate governance and accountability
- Attraction, development and utilization of talented people
- Implementation of the best Technocratic and Meritocratic Practices
- Provision of incentives to employees and rewarding them
- Commitment to a strong value system.

Our Values

[GRI 102-16]



As you
reQUEST it

Customer Satisfaction

All the Group's activities aim at total satisfaction and added value to customers. Our continuous pursuit is to build, maintain and strengthen relationships of trust between the Group and the customers.



Fair QUEST

Ethos and integrity

Ethos is the complex set of behaviours that we all employ in everyday life. All actions at the Quest Group are driven by respect for human dignity and are characterized by honesty, consistency and a strong ethical code of conduct.



QUEST
it together

Teamwork

Cooperation between colleagues, teams, departments and companies in order to share knowledge and information and promote maximum results in productivity and development - both personal and professional



QUESTioning
the ordinary

Knowledge - Constant Improvement - Innovation

Promotion of new ideas and implementation of reforms, innovations, novelties that lead to improved services, products and operation, achieving thereby a measurable increase in productivity. We support the constant development of knowledge that contributes to growth, the development of skills and constant improvement.



ConQUEST
of the future

Entrepreneurship

The support and promotion of the value of entrepreneurship and responsible business and its linkage to technology and innovation by encouraging initiatives.



QUESTioning
& Accountability

Documentation and Evaluation

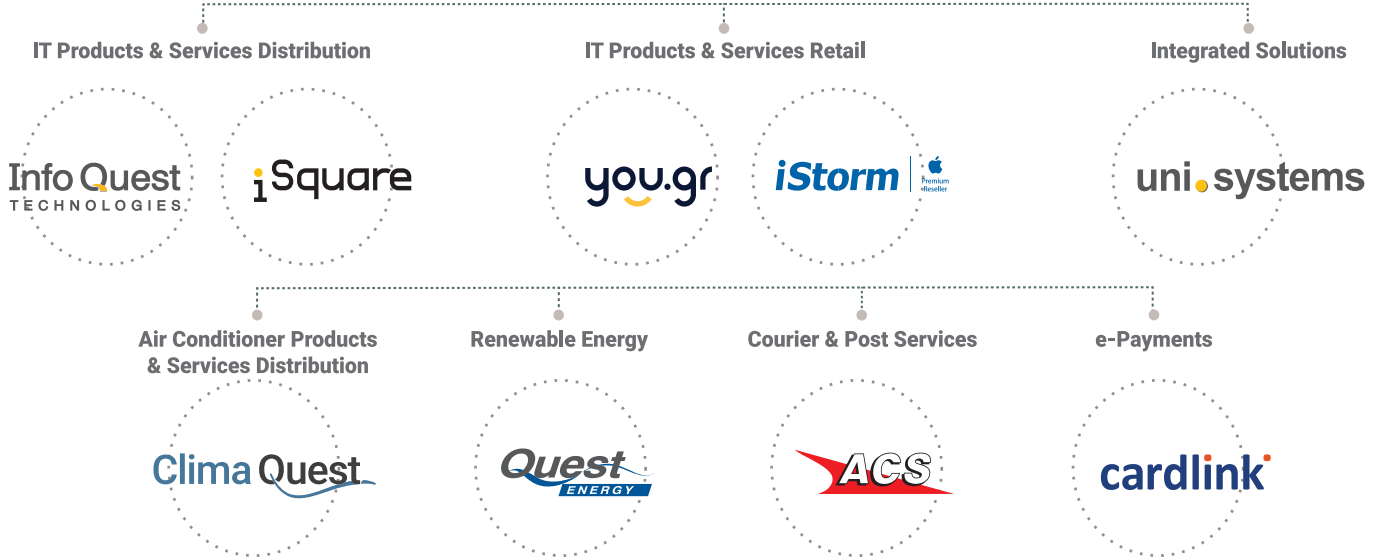
Substantiation of decisions with numerical data, measurable objectives and result-based evaluation.

Quest Group Subsidiaries

[GRI 102-2, GRI 102-6, GRI 102-7]



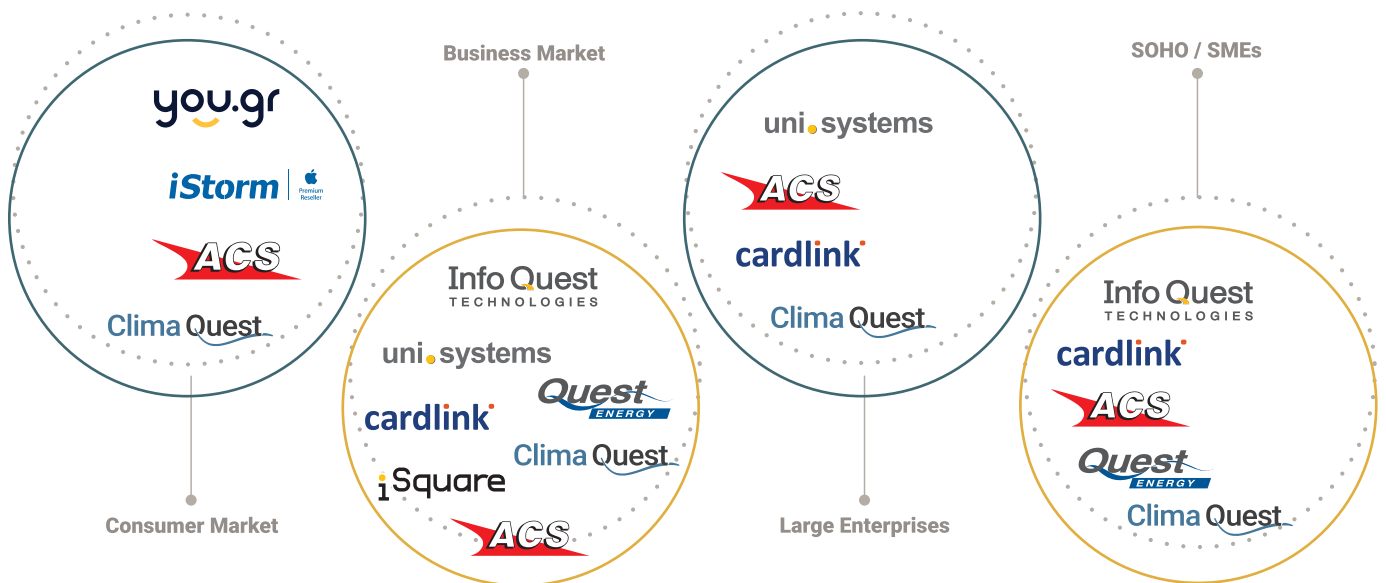
Information Technology



Note:

For the four largest companies of the Group (turnover > € 100 million), a separate detailed study has been carried out regarding the material sustainable development issues of each, which follows in a separate chapter, presented per company.

Market segments



Info Quest TECHNOLOGIES

Info Quest Technologies, Information Technology Products and Services

Info Quest Technologies, a 100% subsidiary of Quest Holdings, was founded in 1981 and is active in the provision of Information Technology and Communications products, solutions and services. For 40 years it has been the main point of introduction of new ICT

technologies to the Greek market (*more information about the company and the essential sustainable development issues, see p. 64*).

uni.systems

Uni Systems, Integrated IT Solutions

Uni Systems, a 100% subsidiary of Quest Holdings, a company providing IT solutions and services, has played a leading role in the Greek market through the design, implementation, support for integrated solutions and services for more than 57 years, while since

2008 it has been operating systematically abroad (*more information about the company and the essential sustainable development issues, see p. 98*).

iSquare

iSquare, Authorized Distributor of Apple products

iSquare, a 100% subsidiary of Quest Holdings, is the official distributor of Apple products in Greece and Cyprus since 2009, and is also active in the design, implementation and delivery of integrated solutions based on Apple's pioneering products and technologies and complements the Apple ecosystem with software and

peripherals by well-known foreign manufacturers (*more information about the company and the essential sustainable development issues, see p. 138*).



ACS, Courier & Postal Services

ACS, a 100% subsidiary of Quest Holdings, has been active in the Greek market since 1981 and is the largest and most modern Greek company in the courier field, while in the last years it has

dynamically entered the field of Postal Services (*more information about the company and the essential sustainable development issues, see p. 166*).

cardlink

Cardlink, The largest payment network in Greece

Cardlink, a 85% subsidiary of Quest Holdings, operates the largest payment network with approximately 290,000 POS, 19,000 e-commerce stores and 400 million transactions a year, serving with quality, security and speed for businesses to carry out their daily transactions.

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

For more info, visit www.cardlink.gr



Quest on Line, E-Commerce

Quest on Line, a 100% subsidiary of Quest Holdings, develops and supports the online store www.you.gr. You.gr has more than 20,000 products from 700 brands, in 500 different categories, with products

for the home, the office, the business, and the family. More information, visit www.you.gr



iStorm, Apple Premium Reseller shop chain

iStorm, a 100% subsidiary of Quest Holdings, is active in the development and operation of model retail stores exclusively for Apple products in Greece and Cyprus, being the only Apple Premium Reseller-APR network of stores for both countries.

Today there are 9 iStorm stores in total, 4 in Athens, 2 in Thessaloniki, 1 in Rhodes and 2 in Nicosia and Limassol in Cyprus. For more info, visit www.istorm.gr

Clima Quest

Clima Quest

Clima Quest SA, a 100% subsidiary of Quest Holdings, was founded in November 2020 with the sole purpose of providing and supporting in Greece all air conditioning domestic and professional products

of Greece, the largest air conditioning manufacturer in the world. For more info, visit www.climaquest.gr



Quest Energy, Renewable Energy Sources

[GRI 102-10]

Quest Energy, 100% subsidiary of Quest Holdings, is active in the sector of Renewable Energy Sources, specifically in the development, construction and operation of Renewable Energy Source electricity

generation stations. In December 2020 the company had an installed capacity of 28MW. For more info, visit www.QuestEnergy.gr

International initiatives

[GRI 102-12]

Quest Holdings endorses the 10 Principles of the UN Global Compact for Human Rights, Labor, Environment and Anti-Corruption, although not a member of the Organization. At the same time, the

Group's Management uses the UN's Sustainable Development Goals (SDGs) as a reference framework, and also complies with the Greek Sustainability Code.

Group participation in Institutions and Associations

[GRI 102-13]

INSTITUTION-ASSOCIATION	PARTICIPATING COMPANY
SEV (Hellenic Federation of Enterprises)	All the companies of the Group
SEPE (Federation of Hellenic Information Technology & Communications Enterprises)	Uni Systems
ACCI (Athens Chamber of Commerce & Industry)	Info Quest Technologies, Uni Systems, iSquare, iStorm, Cardlink, ACS, Quest Energy
Association of Societes Anonymes & Ltd.	Quest Holdings
EEDE (Hellenic Management Association)	Uni Systems, Cardlink
Hellenic-American Chamber of Commerce	Quest Holdings
Hellenic-German Chamber of Commerce	Quest Holdings
EASE (Association of Chief Executive Officers)	Quest Holdings / CFO, Info Quest Technologies / CEO, Uni Systems / CFO, iSquare / CEO
Human Resource Management Association of Greece	Uni Systems
CEO CLUB (The Chief Executive Officers Club)	iSquare/ CEO
CSR Hellas	Quest Holdings
Global Sustain	Quest Holdings
Association of Societes Anonymes & Ltd.	Quest Holdings
Hellenic Association of Entrepreneurs & LTD	ACS
Greece - China Business Council	ACS
GRECA (Greek eCommerce Association)	Cardlink, Quest on Line, ACS
IOBE	Cardlink
Association of Advertised Greece	Cardlink
Hellenic Biotechnology Association	Uni Systems
FFPI (Free & fair Post Initiative) (https://www.freefairpost.com/)	ACS

Distinctions

In 2020, Quest Holdings received the following distinctions:

- Ethos Events and CHRIMA magazine, Chrima Business Awards, 2nd prize in the category Best MID-SMALL CAP - 2020 company.
- Forbes Magazine: Quest Holdings # 29 on the list of the 100 largest companies in Greece in 2019 (Announcement June 2020).
- Fortune Magazine: Quest Holdings # 32 in the list of the 100 largest companies in Greece in 2019 (Announcement June 2020).
- Responsible Business Awards - Silver award in the category "Emergency Response".
- "The Most Sustainable Companies in Greece 2020" - QualityNet Foundation.

Creating Value <IR> [ESG A-G1 INDEX]

OUR BUSINESS MODEL FOR SUSTAINABLE DEVELOPMENT



OUTCOMES

Effects for the company

- Increasing the market share and placement in new markets
- Expanding overseas activities
- Developing innovation
- Improved competitive advantage
- Long-term reduction of operating costs
- Boosting reputation / leadership
- Human capital development
- Achieving operational excellence
- Improving competitive advantage as employer of choice / best workplace
- Enhancing the profile of a responsible employer
- Ensuring social authorization

OUTCOMES

Effects created by the company for its stakeholders

GROUP SHAREHOLDERS

- Maintaining and improving their sound financial position
- Increasing confidence and satisfaction

FINANCIAL INSTITUTIONS / INVESTMENT COMMUNITY

- Maintaining and improving their sound financial position
- Increasing confidence and satisfaction

CUSTOMERS

- Maintaining and improving their sound financial position
- Creating a competitive advantage and enhancing innovation
- Improving services, internal functions and procedures
- Increasing confidence and satisfaction

SUPPLIERS/PARTNERS

- Maintaining and improving their sound financial position
- Creating indirect jobs
- Creating a competitive advantage and enhancing innovation
- Improving the services provided
- Increasing confidence and satisfaction

EMPLOYEES

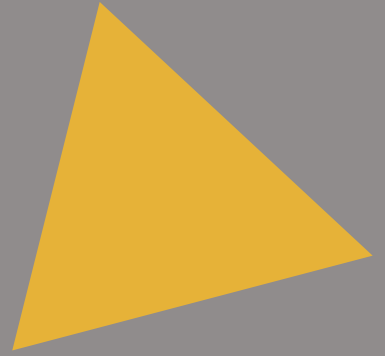
- Improving knowledge and upgrading skills and competencies
- Improving the possibility of internal mobility and outside the Group
- Enhancing the feeling of security and reciprocity
- Improving morale
- Increasing confidence and satisfaction

OUTCOMES

Effects that the company has on the economy, society and the environment



Quest Group



Sustainable Development Management

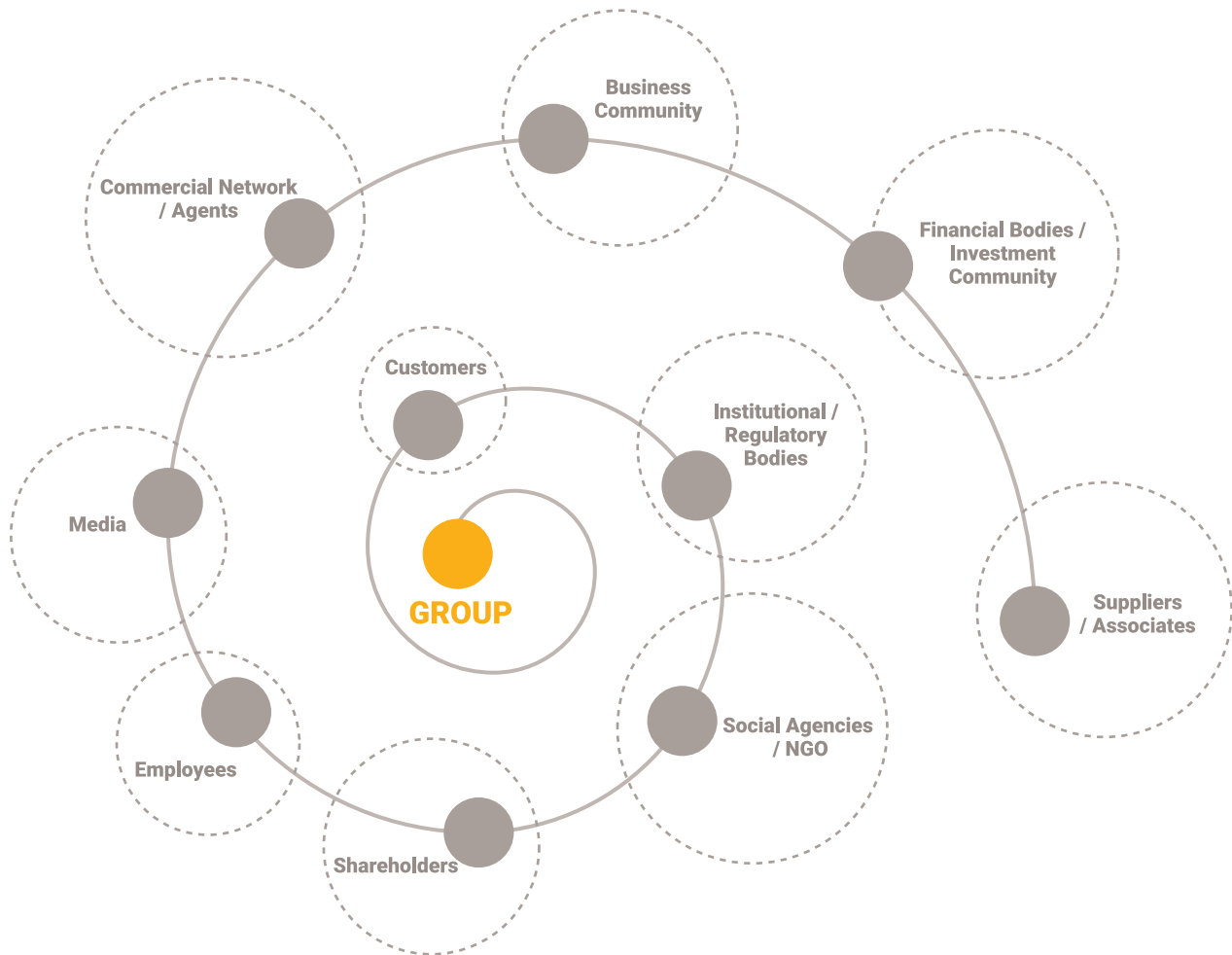


Sustainable Development Management

Stakeholder Engagement

[GRI 102-40, GRI 102-42, GRI 102-43, GRI 102-44, ESG A-S1 Index]

In the context of its activities, the Group communicates, cooperates and interacts with various groups, its Stakeholders.



The main stakeholders of both the Group and its subsidiaries are those that affect us and/or influence us through our business. The way of responding to issues of interest is described in detail in the development of the material issues.

Stakeholders	Material Issues of Interest	Communication Channels	Frequency of Communication
SHAREHOLDERS	<ul style="list-style-type: none"> • Creating financial value/financial performance of a company • Ensuring business ethics and regulatory compliance • Ensuring quality, infrastructure security, data protection and operational continuity • Reducing energy consumption and greenhouse gas emissions 	Communication Body: Quest Holdings	Annual
		<ul style="list-style-type: none"> • Shareholders Support Department • Annual General Meeting • Annual Financial Report & Sustainability Report 	
		<ul style="list-style-type: none"> • Materiality Analysis Survey 	
		<ul style="list-style-type: none"> • ATHEX Announcements • Websites of the Quest group and its Members 	Constant

Stakeholders	Material Issues of Interest	Communication Channels	Frequency of Communication
EMPLOYEES	<ul style="list-style-type: none"> • Creating financial value/financial performance of a company • Ensuring business ethics and regulatory compliance 	Communication Body: Quest Holdings and companies <ul style="list-style-type: none"> • Employee Satisfaction Survey 	Biannual
	<ul style="list-style-type: none"> • Ensuring quality, infrastructure security, data protection and operational continuity 	<ul style="list-style-type: none"> • Materiality Analysis Survey 	Every 2-3 years
	<ul style="list-style-type: none"> • Strengthening employment (e.g. through job creation) and halting brain drain • Providing timely and competitive remuneration/benefits to employees • Ensuring the health, safety and well-being of employees • Providing continuing education, certification and employee development 	<ul style="list-style-type: none"> • Internal meetings of Directors, Managers, Heads of Department • Information Events 	Weekly, Monthly, Quarterly, Half-yearly, Annual
	<ul style="list-style-type: none"> • Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.) • Reducing energy consumption and greenhouse gas emissions 	<ul style="list-style-type: none"> • Meeting of the Managing Directors • Inter-company meetings 	Monthly
CUSTOMERS	<ul style="list-style-type: none"> • Ensuring business ethics and regulatory compliance 	Communication Body: Companies <ul style="list-style-type: none"> • Websites • Press Releases • Advertising • Customer Service Department/Call Centers • Technical Support Help Desk • Complaints Department • e-Contact/Newsletters 	Constant
	<ul style="list-style-type: none"> • Ensuring quality, infrastructure security, data protection and operational continuity • Strengthening employment (e.g. through job creation) and halting brain drain 	<ul style="list-style-type: none"> • Image Surveys • Customer Satisfaction/Support Surveys 	Annual
	<ul style="list-style-type: none"> • Providing timely and competitive remuneration/benefits to employees • Ensuring the health, safety and well-being of employees • Providing continuing education, certification and employee development 	<ul style="list-style-type: none"> • Materiality Analysis Survey 	Every 2-3 years
	<ul style="list-style-type: none"> • Reducing energy consumption and greenhouse gas emissions 	<ul style="list-style-type: none"> • Meetings • Training programs/Events 	On a case-by-case basis
SUPPLIERS / ASSOCIATES	<ul style="list-style-type: none"> • Creating financial value/financial performance of a company • Ensuring business ethics and regulatory compliance 	Communication Body: Companies <ul style="list-style-type: none"> • Meetings/Events • e-Contact • Press Releases • Promotion, Training programs 	Constant/on a case-by-case basis
	<ul style="list-style-type: none"> • Ensuring quality, infrastructure security, data protection and operational continuity 	<ul style="list-style-type: none"> • Materiality Analysis Survey 	Every 2-3 years
	<ul style="list-style-type: none"> • Strengthening employment (e.g. through job creation) and halting brain drain • Providing timely and competitive remuneration/benefits to employees • Ensuring the health, safety and well-being of employees • Providing continuing education, certification and employee development 		
	<ul style="list-style-type: none"> • Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.) • Reducing energy consumption and greenhouse gas emissions 		

Stakeholders	Material Issues of Interest	Communication Channels	Frequency of Communication
DEALER NETWORK/ AGENTS	<ul style="list-style-type: none"> • Creating financial value/financial performance of a company • Ensuring business ethics and regulatory compliance • Ensuring quality, infrastructure security, data protection and operational continuity • Strengthening employment (e.g. through job creation) and halting brain drain • Providing timely and competitive remuneration/ benefits to employees • Ensuring the health, safety and well-being of employees • Providing continuing education, certification and employee development • Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.) • Reducing energy consumption and greenhouse gas emissions 	Communication Body: Companies <ul style="list-style-type: none"> • Meetings with company Representatives • Events/Presentations • Training programs • Press Releases • Dealers' Intranet • e-Contact • Partner/Agent Satisfaction Survey 	Constant/on a case-by-case basis
		<ul style="list-style-type: none"> • Materiality Analysis Survey 	Every 2-3 years
MEDIA	<ul style="list-style-type: none"> • Creating financial value/financial performance of a company 	Communication Body: Quest Holdings and Companies <ul style="list-style-type: none"> • Press and Public Relations office • Press conferences • Announcements/Press Releases/Advertising • Websites of the Quest Group and its Members 	Constant/on a case-by-case basis
		<ul style="list-style-type: none"> • Materiality Analysis Survey 	Every 2-3 years
REGULATORY AND BUSINESS BODIES	<ul style="list-style-type: none"> • Ensuring business ethics and regulatory compliance • Reducing energy consumption and greenhouse gas emissions 	Communication Body: Quest Holdings and Companies <ul style="list-style-type: none"> • Participation in the committees of Bodies and Organizations • Participation in conferences and public consultations • Website of the Quest Group 	Constant/on a case-by-case basis
		<ul style="list-style-type: none"> • Materiality Analysis Survey 	Every 2-3 years
FINANCIAL INSTITUTIONS/ INVESTMENT COMMUNITY	<ul style="list-style-type: none"> • Creating financial value/financial performance of a company • Production of innovative value and growth prospects. • Ensuring business ethics and regulatory compliance • Reducing energy consumption and greenhouse gas emissions 	Communication Body: Quest Holdings <ul style="list-style-type: none"> • Shareholders Support Department • Annual General Meeting • Annual Financial Report & Sustainability Report 	Annual
		<ul style="list-style-type: none"> • Materiality Analysis Survey 	Every 2-3 years
		Communication Body: Quest Holdings Announcements of Financial Results <ul style="list-style-type: none"> • ATHEX Announcements • Websites of the Quest group and its Members • Presentations to Investing Audiences • Risk Management System 	Quarterly, Constant/on a case-by-case basis
BUSINESS COMMUNITY	<ul style="list-style-type: none"> • Creating financial value/financial performance of a company • Ensuring business ethics and regulatory compliance • Providing timely and competitive remuneration/ benefits to employees • Ensuring the health, safety and well-being of employees • Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.) • Reducing energy consumption and greenhouse gas emissions 	Communication Body: Quest Holdings and Companies <ul style="list-style-type: none"> • Websites of the Quest group and its Members • Active participation in Business bodies • Committees and actions. Participation in Conferences 	Constant
		<ul style="list-style-type: none"> • Materiality Analysis Survey 	Every 2-3 years
SOCIAL AGENCIES / NGOs	<ul style="list-style-type: none"> • Creating financial value/financial performance of a company • Reducing energy consumption and greenhouse gas emissions 	Communication Body: Companies coordinated by the Group <ul style="list-style-type: none"> • Press and Public Relations office 	Constant/on a case-by-case basis
		<ul style="list-style-type: none"> • Materiality Analysis Survey 	Every 2-3 years

Identifying the Material Issues

[GRI 102-46, GRI 102-47, GRI 102-49, ESG A-G2 Index]

The process of identifying the material issues was carried out for the Sustainable Development Report 2019 and is described in detail in Annex 1.

The material issues arising from the Materiality Survey, also apply to the year 2020, and are presented in the following Materiality Matrix.

QUEST Group - Materiality Analysis



Materiality

[GRI 102-46, GRI 103-1]

The information shown in the table below, which is based on the requirements of the GRI Standards, presents the material issues that have arisen:

1. Why every issue is material:

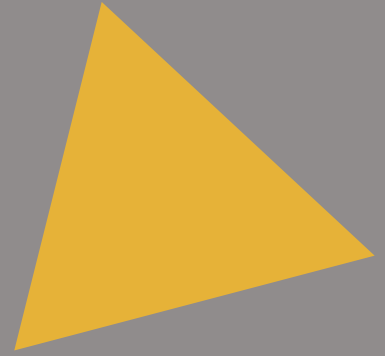
- Which stakeholders are affected by the most material sustainable development issues of the Group (based on the results of the Survey on the materiality of sustainable development issues).
- What are the UN Sustainable Development Goals to which the Group contributes/has an impact (broader economic, social and/or environmental effects).

2. Who causes these effects:

The challenge of each effect may occur at different phases of the Group's value chain. Consequently, some are caused directly by the Group and some indirectly by a third party whose activities are related to the Group (downstream or upstream).

Material issue	Why is the issue material	Boundaries where the effect occurred
	Wider economic, social and/or environmental effects caused by the issue Stakeholders directly affected (financially, socially and/or environmentally) by the issue	Effect impacted by the Group Interested parties outside the Group that may cause or be associated with the effects of the issue
Creating financial value / financial performance of the company	 <ul style="list-style-type: none"> Shareholders Employees Suppliers / Associates 	✓ <ul style="list-style-type: none"> Customers Suppliers / Associates
Ensuring business ethics and regulatory compliance	 <ul style="list-style-type: none"> Employees Customers Suppliers/Partners Shareholders Business Community 	✓ <ul style="list-style-type: none"> Customers Suppliers / Associates Regulatory and business entities
Ensuring quality, infrastructure security, data protection and operational continuity	  <ul style="list-style-type: none"> Employees Customers Suppliers / Associates Shareholders 	✓ <ul style="list-style-type: none"> Suppliers / Associates
Strengthening employment (e.g. by creating new jobs) and stopping the brain drain	 <ul style="list-style-type: none"> Employees Customers Suppliers / Associates 	✓ <ul style="list-style-type: none"> Customers
Providing timely and competitive remuneration/benefits to employees	  <ul style="list-style-type: none"> Employees Customers Suppliers / Associates 	✓ <ul style="list-style-type: none"> Customers
Ensuring the health, safety and well-being of employees	  <ul style="list-style-type: none"> Employees Customers Suppliers / Associates Business Community 	✓ <ul style="list-style-type: none"> Customers Suppliers/ Partners
Providing continuing education, certification and employee development	   <ul style="list-style-type: none"> Employees Customers Suppliers / Associates 	✓ <ul style="list-style-type: none"> Customers
Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.)	   <ul style="list-style-type: none"> Employees Suppliers / Associates Business Community 	✓ <ul style="list-style-type: none"> Customers Suppliers / Associates
Reducing energy consumption and greenhouse gas emissions	 <ul style="list-style-type: none"> Employees Customers Suppliers / Associates Shareholders 	✓ <ul style="list-style-type: none"> Customers Suppliers / Associates Regulatory and business entities

Quest Group



CORPORATE GOVERNANCE

Corporate Governance



CORPORATE GOVERNANCE

CORPORATE GOVERNANCE

Sustainable development and the constant pursuit of “good business” are the strategic direction and commitment of the Group and are eloquently reflected in the vision, mission, as well as in its strategy. The Quest Group applies the Corporate Governance legislation, having created internal structures and incorporating manuals, codes, policies and procedures in its operation, which are aimed at enhancing transparency, accountability and collective decision-making, to all areas aiming at the sustainable development of companies and the safeguarding of the interests of Shareholders and Stakeholders. Quest Holdings and its subsidiaries shall comply with and apply the legislation in force in each country in which they

operate, including the legislation of the Capital Market and the Athens Stock Exchange Regulation.

The Group is in full compliance with the requirements of the articles 1-24 v. 4706/2020 and of the Hellenic Corporate Governance Code and the Hellenic Corporate Governance Council that were introduced in June 2021.

For more information, please refer to <http://www.quest.gr/el/the-group/corporate-governance> and to the Annual Financial Report 2020.



Board of Directors

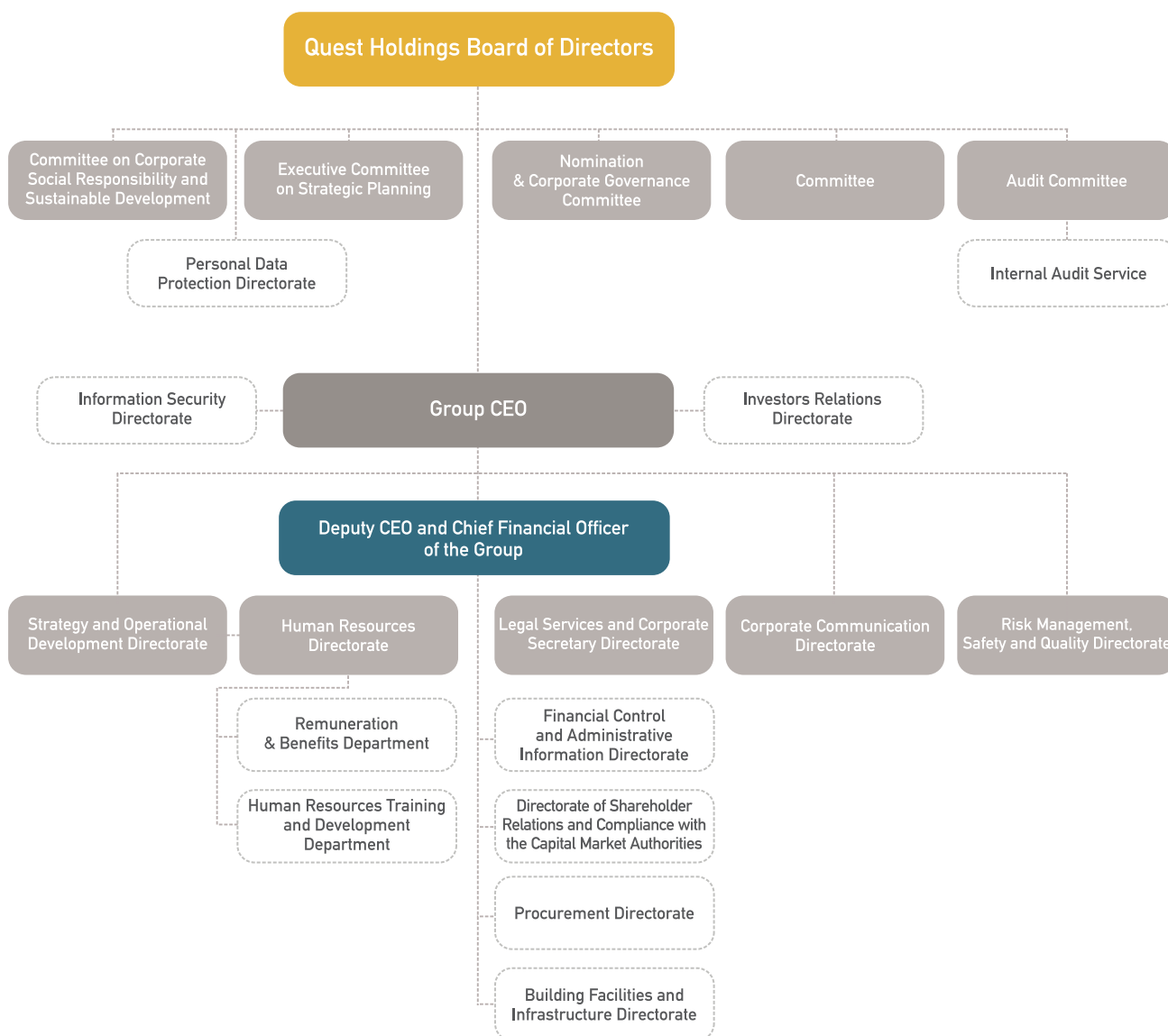
[GRI 102-18]

The Board of Directors is the highest governing body of the Quest Holdings Group. It is responsible for the management of the company, the management of its assets and the realization of its objectives. According to the Company's Articles of Association, it consists of at least seven (7) to thirteen (13) members, the majority of whom must be non-executive, and of whom at least two executive.

The Board of Directors of Quest Holdings is supported in performing its duties by a number of Committees, which deal with material corporate governance issues. They have a coordination and advisory role in relation to the decisions made by the Board of Directors.

Quest Holdings Board of Directors 31/12/2020

Executive Members		Non-Executive and Independent Non-Executive Members	
Theodoros Fessas	Chairman of the Board, Executive Member	Eftychia Koutsourelis	Vice-Chairwoman of the Board, Non-Executive Member
Apostolos Georgantzis	Managing Director, Executive Member	Maria Damanaki	Independent Non-Executive Member
Markos Bitsakos	Deputy Managing Director, Executive Member	Nikolaos Karamouzis	Independent Non-Executive Member
Nikolaos Socratis Lamproukos	Executive Member	Apostolos Papadopoulos	Independent Non-Executive Member
		Apostolos Tamvakakis	Independent Non-Executive Member
		Faidon Tamvakakis	Independent Non-Executive Member
		Pantelis Tzortzakis	Vice Chairman of the Board, Independent Non-Executive Member



Committees

[GRI 102-18, ESG C-G1 Index]

Quest Holdings has the following BoD Committees (for more information, you can refer to the company's website www.quest.gr in the Corporate Governance section, as well as the Annual Financial Report 2020).

- Audit Committee
- Committee on Corporate Social Responsibility and Sustainable Development

- Nomination & Corporate Governance Committee
- Remuneration Committee
- Executive Committee on Strategic Planning

Policies

The basis for the governance of the Group and its subsidiaries are the Group Policies and the Standard/Single Procedures, which constitute the official guidelines of the BoD. The Policies ensure compliance of the Group with the institutional framework, the integration of good practices in its operation and are specified at the level of implementation with the corresponding Standard Procedures.

They cover all the critical areas of operation and development of the companies, in the areas of Governance and Compliance, Sustainable Development, Risk Management, Operations, Human Resources, Personal Data Protection, Infrastructure Management and Physical Security.

Risk Management

The Group and its subsidiaries systematically manage the risks that may occur, following the Risk Management Policy and applying valuation and management procedures, in accordance with the guidelines of the ISO 31000 Risk Management standard. The implementation methodology of Risk Management is coordinated by the Risk Management Committee of Quest Holdings, while it is

supervised by the Audit Committee of the Board of Directors. The 5 major risks in quantitative impact identified at Group level in the last available review of the Group's Enterprise Risk Management system (31/12/2020) are as follows: (1) Information security, (2) Loss of significant customer base, (3) Failure to implement major projects, (4) Non-compliance with applicable law and (5) Credit risk.

Responsible Supply Chain

[GRI 102-9]

The Quest Group members are part of a long supply chain of products and services that connects manufacturers with customers. Therefore, the quality, credibility and support of these products and services, as well as their social and environmental impact, are affected by the suppliers' and/or associates' ability to successfully meet the standards set by the Group. The companies of the Group, given their leading position in the market, select well-known product suppliers, with a good worldwide reputation and strong commitment to good work practices. Quest Group has a Procurement Policy, which is applied by all Group companies. At the same time, it has a Supplier Code of Conduct, which has been posted on all the websites of the companies.

Special procedures have been developed for the selection and annual assessment of suppliers and partners, in accordance with the standard ISO 9001:2015. When assessing suppliers, the Group has been monitoring since 2017 all issues related to sustainable development and work practices, in accordance with the principles of the UN Global Compact and its Suppliers Code of Conduct without evaluating them, however, on the basis of these criteria. Within 2021, the Group will proceed to investigate the possibility of introducing supplier assessments based on sustainability criteria.



Customer Service and Customer Complaints Handling Mechanism

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

The optimal satisfaction of each customer is part of the philosophy and culture of the Group, runs through every employee and every function and is one of its stated values. All companies, based on the policies and the Total Quality system that they implement, set and monitor a number of indicators related to customer satisfaction and systematically improve their performance. At the same time, they regularly carry out customer satisfaction surveys, taking individual parameters into consideration. The companies also have a complaint

handling mechanism in accordance with ISO 9001 quality system procedures. Complaints are collected from online forms available on the websites or by telephone and recorded by the recipient, communicated to the head of the quality department. The Customer Service Department communicates with the Customer to resolve any problem and, if necessary, sends them a written response. In the following chapters, this topic is described in more detail on a per company basis.

Ensuring business ethics and regulatory compliance

Management Approach

[GRI 103-2]

For the Quest Group, responsible business, absolute compliance with the current legislation, as well as policies and procedures applicable, based on relevant decisions of the competent corporate bodies, are absolute values, inextricably linked to the business model, history, reputation and its ability to achieve its objectives. Regulatory compliance also has a wider impact on the sustainable development of markets and countries where the Group is engaged, specifically as to the contribution towards a strong and well-regulated business

environment and the support of strong institutions, which promote progress and development. Any deviation from the principles and moral practices of the Group's companies would jeopardize the good reputation, the credibility and, by extension, the results of both the companies and the parent company, and, as such, is unacceptable.

Quest Holdings (the Group's parent company), being listed on the Athens Exchange, applies the applicable legislation which governs



listed companies and its Internal Operating Regulation, in accordance with the applicable legislation on corporate governance and the Hellenic Corporate Governance Code of Listed Companies. In addition, executives of the Group, with the coordination of the Legal Department, participate in consultations, institutional bodies and agencies, contributing to the adherence and development of the value of Regulatory Compliance.

Compliance with the legislation in force in Greece, in the European Union and in the countries in which the Group is active is a given and non-negotiable. Using the same philosophy and approach, we implement in all activities the methodical application of practices of responsible and fair competition and anti-corruption and anti-bribery measures which are based on transparency, integrity and reliability. The basic principles of Corporate Governance are applied to all Companies of the Group, and based on these, the Quest Group has established its priorities.

The Ethics Policy and the Fraud Prevention Policy provide guidance on the proper handling of donations and sponsorships and the prevention of bribery and corruption issues. The Fraud Prevention Policy defines fraud and the responsibilities per company and provides guidelines for planning prevention measures. It also determines how fraud cases are managed and investigated, as well as the management of complaints and the protection of the complainant.

At the same time, our stated principles and values are governed by the principles of sustainable development. Also, in the framework of the Risk Management Policy, the Risk Assessment process identifies risks, as well as the measures to deal with them, for any cases of non-compliance with the current anti-corruption and unfair competition laws. All companies keep full files on and handle the above issues, while each company operates based on a specific approval process, thus ensuring transparency, information and proper management.

[ESG C-G2 Index]

The Ethical Conduct Policy is approved by the Boards of Directors of the Group's companies. The Policy concerns the rules of conduct on the basis of which all activities of the Companies are designed and operated and are followed by executives and their staff to avoid corruption and bribery. The Policy is forwarded to all staff and is integrated into the daily work and culture of the employees. It is, also, intended to have this Policy implemented by all Group partners, either companies or individual professionals.

Bribery and corruption are concepts incompatible with the principles of the Group and there is zero tolerance to any payment in kind or money, to any person or official to facilitate or expedite the activities of the Companies or to give the impression to state officials suggesting the promise of bribery in any manner, is inconceivable. In addition, the employees may not use any other illegitimate means to ensure any unacceptable business advantage.

The Ethical Conduct Policy provides clear directions on the following matters:

- Offering and accepting gifts of financial value to the personnel.
- Acceptance of invitations to social events or any form of entertainment, excursions, sports or cultural events, travel, etc. by persons with whom the company is doing business.
- Relationship with the Policy.
- Customer and Supplier Relations.
- Sponsorship and Donations.
- Financial Transactions Records.
- Conflict of Interest.

In addition, the risk management policy identifies and records the risks and measures to address them, including, inter alia, any cases of non-compliance with current legislation (such as anti-corruption and unfair competition law).

A control mechanism has been created, whereby employees are required to report any incident, which they believe is contrary to the Ethical Conduct Policy and may involve a corruption case. All reports of such incidences are recorded and kept in a relevant file. The individual lodging the complaint shall be protected against any negative action as a consequence of the complaint. However, the Group members shall reserve the right to take any action they deem appropriate against any executive officer, employee or partner, inasmuch as it is proved that such person has consciously and deliberately discredited the Company or provided false information to the Company or any third party with the purpose of violating of the above.

All complaints shall be investigated by a committee consisting of authorized Managers. The Administration of each Company shall have the possibility to refer to the competent authorities for further investigation or to report to the authorities any criminal offenses.

At the same time, with the support and provision of the appropriate tools by the companies' Management and with the experiential training in relevant programs by the Human Resources department, they are promoted to all staff members and are integrated in the daily work and the culture of the employees.

Our performance - Our goals

[GRI 103-3, GRI 205-3, GRI 206-1, GRI 419-1, ESG SS-G1 Index]

TARGETS 2020	RESULTS 2020	TARGETS 2021
<p>Zero incidents of non-compliance with the applicable legislation on anti-corruption and unfair competition.</p> <p>Zero incidents of non-compliance with laws and regulations at economic and/or social level</p>	<p>There was no information or complaint brought to the attention of the Group's Management or an ongoing investigation of a related complaint concerning corruption or bribery, unfair competition, non-compliance with legislation and regulations at economic and/or social level. Consequently, there was no relevant financial loss.</p>	<p>Zero incidents of non-compliance with the applicable legislation on anti-corruption and unfair competition.</p> <p>Zero incidents of non-compliance with laws and regulations at economic and/or social level</p>

Ensuring quality, infrastructure security, data protection and operational continuity



Management Approach

[GRI 103-2]
Quality Assurance

For the Quest Group, quality is a daily priority and business culture. It permeates all activities, from the production and provision of products & services and procurement, to the relationships with clients and associates, the way of operation, audit and constant improvement. The Management of the largest in sales companies of the Group have adopted the quality assurance approach and the course towards Total Quality Management. A key tool on the path to Total Quality is Quality Management in accordance with

the international standard ISO 9001: 2015, which regulates and monitors the Quality Certification procedures of companies and the ISO9004: 2009 Guidance to achieve sustained success. At the same time, our companies are certified and operate in accordance with additional standards and certificates, according to their activity, and always aiming to offer the best possible service to their customers and to improve constantly.



[ESG C-G3 Index]
Protection of personal data

In all companies, protection of personal data is ensured through the Information Security Policy, which has been successfully applied for more than 10 years, standards and infrastructures, as mentioned in the section "Infrastructure Security and Operational Continuity".

only for the purpose for which they are collected and they meet the specifications of the relevant legislation. At the same time, all companies are implementing staff training and awareness-raising programs in this area.

The companies comply with the EU General Data Protection Regulation (2016/679) and national law and are constantly reviewing the necessary measures, so that the personal data they manage are completely protected, their processing is done

In 2020 an online survey was conducted, inter alia, to capture the level of understanding of staff on this subject, with the aim of conducting further focused training seminars.

Security Infrastructure and Business Continuity

The development of ICT infrastructure is included in the strategic plan of the Companies and the Group. Due to the increasing risks in the internal and external environment of the operation of ICT systems, continuous, systematic and methodical risk analysis has been established and appropriate organizational and technical measures are in place.

The Information Security Policy describes the protection requirements for all ICT infrastructures. The Policy was revised in 2018 and was ratified by the BoD in 2020, incorporating the requirements of the European General Data Protection Regulation (GDPR) and the new risks arising from the relevant risk analysis, and follows the international standard ISO 27001:2013. The Policy follows all the protection measures adopted, including protection of equipment, software, data, telecommunications, information and training of personnel, fair use of equipment and confidential information by users, etc.

An important factor of efficiency and increased protection of ICT infrastructures of the Group is the technologically advanced proprietary Data Center of Uni Systems, which is one of the largest in Greece, in which the core information infrastructures of all the Group's companies co-exist, either in the form of primary infrastructure or in the form of Disaster Recovery. The operational continuity of the companies is ensured through the Cloud services offered by Uni Systems, ensuring speed, full accessibility for authorized employees, reliability and fully controlled and protected environment. Uni Systems

is certified under ISO 27001:2013 for Information Security, while Info Quest Technologies, iSquare and ACS follow this standard. The companies implement a number of actions every year to ensure operational continuity. Furthermore, in order to further strengthen the security level of the Information Systems, the following actions were carried out in 2020:

- Creation and staffing of a Group Information Security Officer position.
- Design of corrective actions with regard to IT risk limitations raised by an external consultant in the framework of an IT Risk Assessment project in 2019.
- Frequent communication and information of users on Information Systems security issues.
- Penetration Tests that will be carried out in 2021 in collaboration with external partners and will simulate attack scenarios by malicious users.

The following actions are planned for the year 2021:

- Review and revision where necessary of the Information Security Framework.
- Further strengthening the technical security measures in information systems based on the needs arising from the Risk Assessment.
- Performance of Penetration Tests in collaboration with specialized external partners.
- Training of users on Information Security.

Our performance / Our goals

[GRI 103-3, GRI 418-1, ESG Index SS-S5, Quest Indicator]

Security Infrastructure and Business Continuity

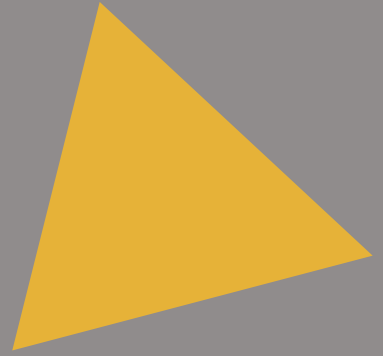
TARGETS 2020	RESULTS 2020	TARGETS 2021
System availability > 99.9%	100% achievement Total availability remained at the same level as in 2019, reaching 99.995%.	System availability >99.9%.
Zero Data breach incidents, which may affect the confidentiality and integrity of Group and Company data and systems and zero financial losses, respectively.	100% achievement	Zero Data breach incidents, which may affect the confidentiality and integrity of Group and Company data and systems and zero financial losses, respectively.

Protection of personal data

TARGETS 2020	RESULTS 2020	TARGETS 2021
Zero fines or penalties for violation of this legislation.	100% achievement	Zero fines or penalties for violation of this legislation.
Further optimization of procedures and training of employees on this subject.	100% achievement	Further optimization of procedures and training of employees on this subject, in particular in the departments where there is significant handling of personal data.

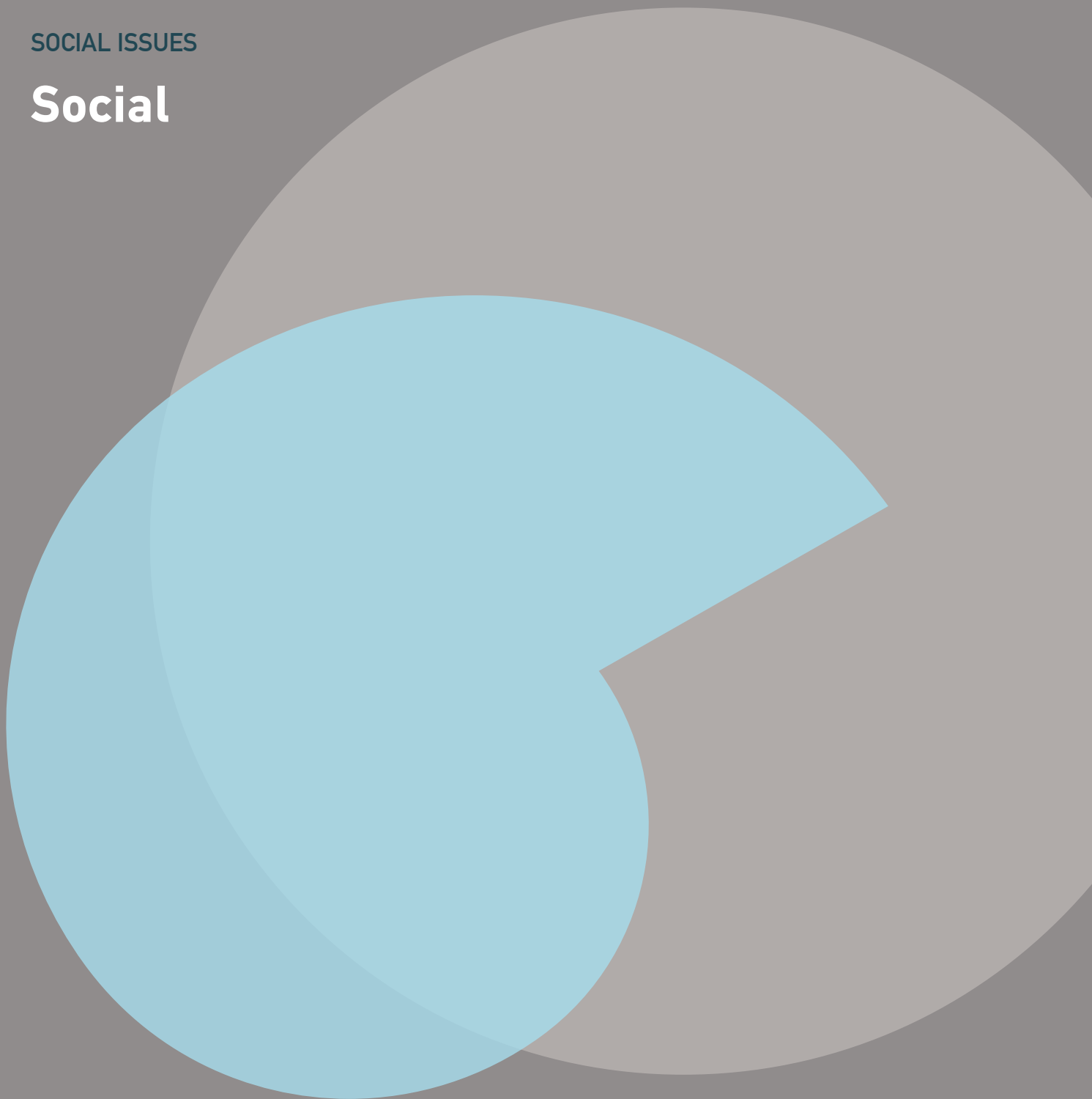


Quest Group



SOCIAL ISSUES

Social



Social Issues

SOCIAL

Creating financial value/financial performance

Management Approach

[GRI 103-2, GRI 102-7]

Continuous development based on the principles of sustainable development has significant effects on the business model, the reputation and the ability of the Group to achieve its goals, and is a major concern of its stakeholders.

The Quest Group strategically aims at strengthening its presence abroad. Under this perspective, all the companies, and Uni Systems in particular, seek to expand their activities overseas. Implementing important, mainly European, projects and the cooperation with other large organizations help to promote the totality of the know-how of the Group and ensure the transfer of added value to the Greek market. The corresponding aim to expand trade overseas - where contracts with suppliers allow it - is a significant boost for the position of the companies vis-à-vis their suppliers and customers. Extroversion is particularly important for the country as well, as it is promoting and exporting Greek know-how, and it is also preventing brain drain.

The Quest Group continues to implement its business plans by setting as its top priority to increase revenue, to restrict/maintain operational cost, to mitigate the credit risk arising out of sales on credit and to produce and steadily improve positive operating cash flows.

Impact of the COVID 19 pandemic on the Group's financial performance

All Group companies in 2020 showed an improvement in their financial figures. All subsidiaries were profitable, all sectors of activity had a significant contribution to EBT profitability and 6 of the subsidiaries presented EBT over € 3 million. In the IT and communications products sector, which has been strengthened due to high demand for products and the growth of eCommerce (lockdown, teleworking, tele-education, acceleration of digitization), the Group companies maintained their leading position, expanding their market share by more than 40%. In the area of Integrated Solutions and IT Services, the share is around 20%. Respectively, in the courier services sector, the Group maintained the leading position with a market share of approximately 24% and in the electronic transactions sector, it maintained the position of the leading POS network management provider, with a share of more than 35% on transactions.

The Group is constantly examining the possibility to face impacts on some of its markets in the future, which may result from the

imposition of lockdown measures, market downturn, changes in the behavior of customers and the impact on its workforce. The pandemic may continue to have a further negative impact on the global economy in 2021, and in the future it is likely to have a negative impact on the Group's activities or reduce demand for its products. Given the dynamic nature of the pandemic, the extent to which it will affect the Group's results will depend on future developments, which remain extremely uncertain.

Development in new markets

The top driver of the Group's development is its dynamic business activity and the transformation of the business model of companies based on new innovative and state-of-the-art activities and services, investing in people, systems and technologies that will enable it to lead and maintain its leading position in the new era.

Innovation

The Group applies Total Quality Management, one of the objective goals of which relates to the increase of the organization's ability to innovate and adapt with flexibility, promoting a culture of constant improvement. The application of Total Quality Management offers the philosophy and vehicle for the transformation of new ideas into advanced products, services, organization and reputation of the companies and is used as a source for the creation of innovative programs.

The Group continued to evaluate an action plan to foster innovation, with an emphasis on sustainable development, although there were delays in the original planning due to the pandemic. It is expected that the relevant procedure and action plan will be accelerated in 2021 in the light of the new opportunities created by the COVID-19 pandemic.

The Group's contribution to the development of innovation at domestic and European level is also important. Through the incubation center IQbility, the Group supports the Greek ecosystem of start ups. In addition, Uni Systems has been investing in innovation for the past two years through its participation in research programs and initiatives focusing on its ecosystem of partners, which includes members of the academic and research community, start-ups and companies with specialized know-how.



RESULTS 2020

8 years of IQbility and support for the Start up Community

- Participation in 30 Innovation Programs in Greece and Europe in 2020 (17 Greek and 13 European)
- Technologies: Analytics, AI, Blockchain, 5G, IoT, AR, Edge Computing, Drones
- Areas: Smart Cities, IoT, e-Health, Culture, Energy, Security, Sustainability, Manufacturing

Digital Transformation

Digital transformation is a continuous pursuit of all the Group companies and is directly linked to their sustainable development. In 2020, due to the pandemic and the new circumstances that emerged, such as the strengthening of teleworking, the companies accelerated their digital transformation plans and actions.

Significant operations/procedures and customer service digitalisation projects were completed in 2020, which allowed

companies to operate under a new remote communication and collaboration framework. With the coordination of the Digital Transformation Working Groups, most of the companies completed the digitization of the authorizations flow for the main expenditure and managing contracts and signatures in 2020.

Our performance - Our goals

[GRI 103-3, GRI 102-7, GRI 201-1, GRI 102-48, ESG A-S5 Index, Quest Indicator]

Quest Group in 2020 had a positive track record and improved its financial performance versus the previous year. Indicatively:

- Consolidated sales: € 721 million vs € 600 million (+ 20%).
- Consolidated earnings before interest, tax, depreciation and investment activities (EBITDA): € 59.9 million vs € 53.4 million (+ 12.2%).
- Consolidated earnings before tax of € 35.3 million vs. € 30.2 million (+ 16.8%).

The Annual Financial Report for the Year 2020, which is posted on the parent company's website (www.quest.gr) presents detailed tables of all subsidiaries and their results.

The net loan liabilities of the Group and the Leverage Rate for the last three years are shown in the table below:

Group Net Loan liabilities & Leverage			
Quest Holdings (Consolidated data) (€ x 1000)	2018	2019	2020
Total loan liabilities	37,441	50,425	86,627
Lease liabilities	-	30,052	24,157
Minus:			
Net cash and cash equivalents	(63,164)	(75,195)	(96,873)
Net lending amount, lease liabilities (cash, cash equivalents and bank deposits)	(25,722)	5,282	13,911
Total equity	140,173	143,204	142,648
Total capital employed	114,450	148,486	156,559
Leverage factor	-22,47%	3,56%	8.89%

Direct economic value generated and distributed ⁷				
		2018	2019	2020
<i>Consolidated Figures (€ x 1000)¹</i>				
Financial value generated	Revenues ²	501.703	603.899	724.629
	Operating costs ³	360.727	498.412	623.593
Financial value distributed	Employee salaries and benefits ⁴	67.506	75.217	83.069
	Payments to financing bodies ⁸	9.453	11.030	22.662
	Payments to statutory bodies ⁵	7.734	5.526	10.327
	Social investments ⁶	630	750	930

1. The amounts listed in the table derive from the Quest Group's consolidated financial statements for the year 2020 and include all companies. Moreover, these amounts have been calculated in accordance with the requirements of the GRI 201-1 index.

2. Revenues from sales, accessory activities, dividends, interest, rent, foreign exchange differences and derivatives are included.

3. Sales expenses, administration expenses, sales costs, capital expenditure are included. Payroll cost is not included.

4. Operating costs are not included.

5. VAT, withholding taxes and Single Property Tax (ENFIA) are not included.

6. Donations, sponsorships and start-up development costs (IQbility activity) are included.

7. Line items for depreciation of investments or the buying out of subsidiaries/associated companies are not included.

8. The figures for the year 2018 regarding "Payments to financing bodies" were adjusted in relation to those published in the Sustainable Development Report 2018, to include the return on capital.

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



[ESG A-S5 Index]

At the same time, the Quest Group has invested in the production of energy from renewable sources, contributing to the achievement of the country's objectives and the overall effort to protect the environment. Through its 100%-owned subsidiary Quest Energy, with systematic investments, at the end of 2020 it owned 16 photovoltaic power stations with a total capacity of 28MW, compared to 15 photovoltaic stations and 26.2MW in 2019. This energy production is channeled to the public network and the revenues from its sale amounted to € 9.4 million in 2020 compared to € 6.8 million in 2019. Photovoltaics with a capacity of 190kW have been installed by the Group on the roofs of two of its buildings, which in 2020 produced

277 000kWh of electricity, representing 21% of the energy consumed by the two buildings.

It is also noted that the Group's technology companies design and implement solutions and services using Cloud technologies (Infrastructure as a Service, Platform as a Service, Software as a Service) that help their customers to have more responsible (sustainable) operations. Based on the EU Taxonomy, as soon as it is made public, the sustainable products and services of the Group and its companies and the corresponding revenues will be accurately determined.

Payment of Taxes and Contributions			
(€ x 1000)	2018	2019	2020
Payment of VAT	24,825	29,271	28,036
Social Security contributions	18,585	20,076	29,433
Payment of payroll tax (FMY)	7,333	8,045	8,629
Payment of other taxes	9,813	6,887	10,568
Total	60,556	64,279	76,666

Percentage of exports and public sector sales in relation to the turnover of each company and the Group as a whole																
($\text{€} \times 1000$)	Info Quest Technologies			Uni Systems			ACS			iSquare			Quest Group Total			
	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	
Total sales	155,781	188,855	235,415	90,205	116,235	134,150	102,591	110,079	127,404	106,545	140,224	173,780	497,680	600,319	721,359	
International sales	6,666	9,663	10,163	37,436	51,153	61,236	4,636	4,252	9,383	28,597	29,789	43,441	82,751	102,094	136,690	
Percentage of International Sales in relation to total sales	4,28%	5,12%	4,32%	41,50%	44,01%	45,65%	4,52%	3,86%	7,37%	26,84%	21,24%	25,00%	16,63%	17,01%	18,95%	
Sales to the public sector	17	12	5	8,452	11,324	15,249	1,917	1,722	1,843	0	0	0	10,386	13,129	26,618	
Percentage of sales to the public sector in relation to total sales	0,01%	0,01%	0,00%	9,37%	9,74%	11,37%	1,87%	1,56%	1,45%	0,00%	0,00%	0,00%	2,09%	2,19%	3,69%	

TARGETS 2020	RESULTS 2020	TARGETS 2021
Maintaining at least 80% of the turnover and 70% of the Group's EBT profitability from ongoing activities in relation to the corresponding figures for 2019 (excl. Capital gains & impairments).	Achieving 120% in turnover and 116% in profitability.	Increasing by at least 5% turnover and operating EBT profitability compared to 2020.
Maintenance of the Group's sales from abroad.	Increase over 33%.	Ensuring adequate cash flow and maintaining positive operating cash flows.
Implementation of development investments for expansion of activities and infrastructure > € 15 million.	Implementation of development investments of € 21 million.	Increase in foreign sales by at least 5% compared to 2020.
Expanding its activities in 1-2 new markets (2020-2021).	Implementation of development investments for expansion of activities and infrastructure > € 25 million.	Expanding non-operating activities growth / acquisition of a majority stake in a company in 2021-2022.
During the two years 2019-2020, the Group implemented major initiatives aimed at strengthening the culture and creation of innovation within the companies. In 2020-2021, the Group will proceed with the planning of new actions and the development of a focused action plan.	Expanding to the air conditioning market with Clima Quest.	Implementing an innovation and excellence development center for Quest Group companies (2021-2022).
	Implementation of a development and innovation center in Uni Systems and participation in a series of innovative research programs.	



Strengthening employment and halting brain drain

Management Approach

[GRI 103-2]

Human Resources are recognized as the key asset for creating value for the Quest Group. Part of the Group's strategy and culture is to create a modern work environment that provides each employee with the tools to create and grow. We have established policies in Human Capital Management, Employment, Recruitment, Education and Development and Performance and Talent Management, Succession, Human Rights and Diversity, including a policy on Remuneration and Benefits, creating an integrated management framework for Human Resources, which promotes development, meritocracy and transparency.

The Group companies provide opportunities for young people, help reduce brain drain, reduce unemployment, and disseminate know-how in the domestic market. The principle of respect for and equal treatment of all workers, irrespective of gender and location in the organization chart, is fully and completely supported, and women's professional development is encouraged by providing equal opportunities in terms of remuneration and professional advancement. Individual contracts go beyond the minimum requirements of their respective collective agreements, and there is no discrimination whatsoever on the merits of candidates or the performance of employees.

It is important for the proper course of the Group to establish a substantial communication channel between the Management and the Employees that will ensure an environment of mutual trust and

understanding. The Group's Management seeks to systematically inform Employees as well as to provide early warning of major changes in areas such as Health and Safety, Organizational and Business Changes, and other large-scale changes. An "Open Doors" policy is adopted, as it guarantees immediacy and gives the employees the opportunity to talk to the Managers and share their concerns and views on issues related to their job.

This topic is managed through the following mechanisms, practices and actions:

- Internal communication and information network (Intranet).
- Microsoft Teams communication platform, for continuous interaction and communication with staff.
- Web Application "HereWeAre", which focuses on personnel development actions.
- Annual personnel assessment for all employees, employee assessment by supervisors, and 360 degree assessment for Managers.
- "Orion" e-system for Human Resources Management and Support.
- Employee Satisfaction Survey (every 2 years).
- The "Living our Values" program, for the experiential emergence and understanding of the Group's principles and values and the creation of the single culture.
- Regular meetings of the Management with the staff.



Our performance / Our goals

[GRI 103-3, GRI 102-7, GRI 102-8, GRI 401-1, ESG C-S3 Index]

The total human resources of the Quest Group reached 2,256 employees on 31/12/20, marking an increase of 18% compared to 2019 (1,905). The percentage of men and women has changed due to the recruitment of mostly temporary staff in ACS to meet the increased needs for transport management due to the pandemic. It is noted that the additional staff at ACS are mainly men due to the nature of the work. This applies to employees with a dependent

employment relationship (indefinite or fixed) with the companies, as well as 261 supervised employees who are mainly active abroad on behalf of Uni Systems, including 6 supervised employees in companies of the Group in Greece. Of particular significance is also the direct employment of more than 2,500 employees in the courier sector, who are employed at the post services network of ACS agents, spread across Greece.

HUMAN RESOURCES	2019		2020	
	Number	Percentage (%)	Number	Percentage (%)
MEN	1,352	71%	1,685	75%
WOMEN	553	29%	571	25%
TOTAL	1,905	100%	2,256	100%

In the tables below, the data **only concern the companies that participate in the Sustainability Report and which employ 2,053 employees**. Note that 1,788 employees are full time employees of the Group's members, whereas 261 supervised employees work

abroad on behalf of the company Uni Systems and 2 supervised employees work in Greece, as well as 2 supervised employees on behalf of ACS.

TOTAL NUMBER OF EMPLOYEES PER EMPLOYMENT CONTRACT	2019			2020			
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	
Attica	Indefinite term	863	402	1,265	906	410	1,316
	Fixed-term	64	7	71	247	11	258
	Supervised	4	1	5	3	1	4
	Trainees	2	0	2	0	0	0
	Total	933	410	1,343	1,156	422	1,578
Other regions	Indefinite term	65	14	79	65	13	78
	Fixed-term	3	0	3	60	1	61
	Supervised	0	0	0	0	0	0
	Trainees	0	0	0	0	0	0
	Total	68	14	82	125	14	139
International	Indefinite term	39	22	61	50	25	75
	Fixed-term	0	0	0	0	0	0
	Supervised	195	36	231	229	32	261
	Trainees	0	0	0	0	0	0
	Total	234	58	292	279	57	336
TOTAL	Indefinite term	967	438	1,405	1,021	448	1,469
	Fixed-term	67	7	74	307	12	319
	Supervised	199	37	236	232	33	265
	Trainees	2	0	2	0	0	0
	Total	1,235	482	1,717	1,560	493	2,053

TOTAL NUMBER OF EMPLOYEES PER TYPE OF EMPLOYMENT	2019			2020		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Full Employment	949	427	1,376	1,105	441	1,546
Partial Employment	87	18	105	223	19	242
Supervised	199	37	236	232	33	265
TOTAL	1,235	482	1,717	1,560	493	2,053

RECRUITMENT BY GENDER / COMPANY	2019			2020		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Quest Holdings	-	-	-	-	-	-
Info Quest Technologies	35	20	55	39	20	59
iSquare	14	16	30	6	4	10
Uni Systems	88	25	113	65	17	82
ACS	110	15	125	335	8	343
TOTAL	247	76	323	445	49	494
TOTAL GROUP	271	96	367	476	63	539

RECRUITMENT BY REGION/AGE (2020)	REGION	2020			TOTAL
		UNDER 30 YEARS OF AGE	30 TO 50 YEARS OF AGE	OVER 50 YEARS OF AGE	
Quest Holdings	-	-	-	-	-
Info Quest Technologies	Attica	38	20	-	58
Info Quest Technologies	Other regions	-	1	-	1
iSquare	Attica	9	1	-	10
Uni Systems Greece	Attica	20	37	5	62
Uni Systems Belgium	Belgium	-	2	-	2
Uni Systems Luxembourg	Luxembourg	-	9	2	11
Uni Systems Italy	Italy	2	4	-	6
Uni Systems Romania	Romania	-	1	-	1
ACS	Attica	140	114	20	274
ACS	Other regions	34	30	5	69
TOTAL		243	219	32	494
TOTAL GROUP		268	237	34	539

STAFF HIRED PER EMPLOYMENT RELATIONSHIP/ COMPANY	2019			2020		
	INDEFINITE TERM	DEFINITE TERM	TOTAL	INDEFINITE TERM	DEFINITE TERM	TOTAL
Quest Holdings	-	-	-	-	-	-
Info Quest Technologies	51	4	55	47	12	59
iSquare	28	2	30	8	2	10
Uni Systems	110	3	113	64	18	82
ACS	9	116	125	16	327	343
TOTAL	198	125	323	135	359	494
TOTAL GROUP	236	131	367	168	371	539

DEPARTURES PER COMPANY (INDEFINITE AND DEFINITE TERM, VOLUNTARY DEPARTURE)	2019		2020	
	INDEFINITE TERM	DEFINITE TERM	INDEFINITE TERM	DEFINITE TERM
Quest Holdings	-	-	-	-
Info Quest Technologies	26	-	26	-
iSquare	6	-	9	-
Uni Systems	64	-	43	-
ACS	21	-	34	-
TOTAL	117	-	112	-
EMPLOYEE TURNOVER	8,5%	-	7,1%	-

MOBILITY OF PERSONNEL	2019		2020	
	Voluntary	Not voluntary	Voluntary	Not voluntary
QUEST GROUP (all companies)	9%	1,5%	7,3%	0,9%

Note: Involves employees employed for an indefinite and definite term and for voluntary departures.

Training

The Group employs highly trained Human Resources, providing opportunities to many young scientists.



Note: Includes full time employees, i.e. 1,788 employees for the companies participating in the Report. The increase in the percentage of Secondary / Post-secondary education employees is due to the recruitment of staff of specific specialties in ACS, which do not require high specialization, in order to address exceptional needs due to the pandemic.

It is worth noting that Info Quest Technologies, Uni Systems, iSquare participating in the Report, employ 60% of employees. 41% of their

employees are graduates of high / higher education, while 27% hold a postgraduate and doctoral degree.

Employee Satisfaction Survey

To measure employee satisfaction, a Human Resource Satisfaction Survey is conducted every two years. The last survey was conducted in May 2019 with high employee participation (78%). The survey showed a very high satisfaction rate in Occupational Safety (89.06%)

and Work (87.03%). The figures are similar to the previous survey with a higher participation rate (78% from 71%). In 2021, the employee satisfaction survey of the Group is scheduled to be conducted again.

Material Issues **Defending human rights at work**

Management Approach

[GRI 103-2]



Gender equality, the elimination of all forms of inequality, discrimination or corruption, absolute transparency and fairness and the creation of quality jobs - capable of evolving, developing knowledge and skills and functioning in an excellent working environment - are a priority and a constant pursuit for Group. To this end, it considers it very important to promote the culture of respect for Human Rights.



[ESG C-S5 Index]

Quest Holdings has established a Human Rights and Diversity Policy and embraces the 10 Principles of the UN Global Compact.

All Group companies systematically assess the needs of Human Resources through day-to-day communications, management and development systems that ensure equality and fairness at Work.

The management of all companies is committed to observing the principles of human rights and labor and in this direction emphasis is given to:

- Communicating the relevant Policies and Procedures to all stakeholders.

- Upgrading workplaces, based on high standards.
- The regular undertaking of Human Resources Satisfaction Surveys.
- The experiential training of employees in the Principles and Values of the Group.

There is no discrimination in the Quest Group in any matter, including issues of diversity or unequal treatment in employment and work, including age, gender, sexual orientation, religion, etc. The principle of respect is fully adhered to, women's development is encouraged, equal opportunities in terms of pay and professional development are provided. In addition, full and effective participation as well as equal opportunities for taking a leading role by women at all decision-making levels is ensured.

In 2017, the Group issued a Supplier Code of Conduct which incorporated the principles of the UN Global Compact, seeking to further clarify its positions on respect for and implementation of human rights in its sphere of influence, and, in particular, to its business partners and suppliers. The Code is posted on all the websites of the Group's companies.

Our performance - Our goals

[GRI 103-3, GRI 102-41, GRI 405-1, GRI 406-1, ESG C-S1, C-S2, A-S3, A-S4, C-S6, SS-S4 Indices]

Equal Opportunities and Non-Discrimination

The Group, on the basis of its Policies, provides equal opportunities to all, both existing employees and prospective employees. There is no discrimination in any matter. We encourage women to pursue professional development by providing equal remuneration and

promotion opportunities. During the year, no financial losses were incurred as a result of legal proceedings related to violations of labor law.

Female Employees*

QUEST GROUP (all companies)	Female employees	Female Employees In Managerial Positions
2019	31%	19%
2020	31%	21%

* This indicator has been calculated based on the methodology of the ATHEX Guide for ESG Data Disclosure 2019.

Pay Gap

QUEST GROUP (all companies)	MEN	WOMEN	DIFFERENCE (%)
2019	€36,667	€28,870	-27%
2020	€30,814	€26,696	-15%

Managing Director-Employees Wage Ratio

QUEST GROUP (all companies)	Managing Director-Employees Wage Ratio
2019	[52:1]
2020	[69:1]

Freedom of Association

In accordance with the principles, Values, Policies and the Rules of Operation of our Group, the right to participate in labor unions is not hindered in any way.

Forced Labor

Our Group companies sign individual employment contracts, which exceed the minimum requirements of collective agreements. No report or complaint related to any of issue of forced labor has been recorded in the Group's Complaints Management systems.

QUEST GROUP (all companies)	Collective bargaining agreements
2019	71%
2020	76%

Individual Employment Contracts are signed in the Group companies, which exceed the minimum requirements of the collective agreements, while in ACS there is also an Operational Collective Labor Agreement (which concerns approximately 32% of the total employees of the Group). Apart from ACS, which operates a Business Contract, the other companies are bound by the minimum legal salary, while the companies Quest Holdings, Uni Systems Greece, Cardlink are members of SEV and are bound by the National General

Collective Labor Agreement (EGSSE) and the respective collective agreements which are in place.

Child Labor

There is no tolerance of any form of child labor in the Group, as well as in the wider environment of its associates and suppliers, and no complaints about child labor have been recorded in the Group's systems.

Balance between Professional and Personal Life

The Group systematically urges employees to maintain a balance between their professional and personal life and in order to actively assist them to achieve such a balance, organizes various actions, provides flexible working hours, leaving work early (where possible) on Fridays (from 15 July to 31 August), etc.

They have not been any incidents recorded by the Group and no perceptible human rights implications derive from the activities or decisions of the Group or its major suppliers.

Management systems

No report or complaint by the Group's employees, related to any of the above issues has been recorded in the Group's Complaints Management (intranet, HR) systems. No instances of impacts

to human rights have been found, as a result of the activities or decisions of the Group or its major suppliers, the majority of which are organizations that are leaders in their field and of international reach. There was no case of discrimination during the reporting period.

The Group systematically monitors and draws data on employees who participate in the Institutions, Committees and Company Management, including the percentage of employees participating in Group Governance by gender, age group and management grade. The Group, in the context of its continuous progress and improvement, aims at a more systematic evaluation in the future regarding the participation and composition of employees, by gender and age, in the governance bodies, as well as in the management and organization levels of the companies.

PARTICIPATION AND COMPOSITION OF THE MANAGEMENT OFFICIALS OF THE GROUP										
	2019					2020				
	MEN	WOMEN	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age	MEN	WOMEN	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age
BOARD OF DIRECTORS										
Quest Holdings	90%	10%	-	-	100%	81,8%	18,2%	-	-	100%
Info Quest Technologies	100%	-	-	-	100%	83,3%	16,7%	-	-	100%
Uni Systems	80%	20%	-	-	100%	80%	20%	-	-	100%
ACS	83%	17%	-	-	100%	83,3%	16,7%	-	-	100%
iSquare	100%	-	-	20%	80%	83,3%	16,6%	-	20%	80%
BOARD COMMITTEES QUEST HOLDINGS										
Audit Committee	100%	-	-	-	100%	100%	-	-	-	100%
Nomination Committee	100%	-	-	-	100%	100%	-	-	-	100%
Remuneration Committee	100%	-	-	-	100%	67%	33%	-	-	100%
CSR and Sustainable Development Committee	33%	67%	-	-	100%	33%	67%	-	-	100%
Executive Committee	80%	20%	-	-	100%	100%	-	-	-	100%

COMPOSITION OF WORK POSITION GRADES					
Companies	Men	Women	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age
Quest Holdings SA	60%	40%	-	100%	-
BOD	81,8%	18,2%	-	-	100%
Manager	67%	33%	-	100%	-
Staff	50%	50%	-	100%	-

COMPOSITION OF WORK POSITION GRADES					
Companies	Men	Women	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age
Info Quest Technologies MAEBE	68%	32%	23%	64%	13%
BOD	83,33%	16,67%	-	-	100%
CEO	100%	-	-	-	100%
COO	100%	-	-	100%	-
Director	83%	13%	-	50%	50%
Manager	82%	18%	-	76%	24%
Supervisor	76%	24%	-	76%	24%
Specialist	61%	39%	2%	85%	12%
Team Leader	-	100%	-	100%	-
Staff	66%	34%	32%	58%	10%
iSquare MAE	50%	50%	35%	47%	18%
BOD	83,33%	16,67%	-	20%	80%
CEO	100%	-	-	100%	-
COO	-	100%	-	-	100%
Director	100%	-	-	50%	50%
Manager	50%	50%	-	50%	50%
Supervisor	100%	-	-	-	100%
Specialist	50%	50%	-	75%	25%
Team Leader	-	-	-	-	-
Staff	47%	53%	45%	45%	10%
UNI SYSTEMS MAE Greece	71%	29%	8%	66%	26%
BOD	80%	20%	-	-	100%
CEO	100%	-	-	-	100%
Director	91%	9%	-	36%	64%
Head	100%	-	-	67%	33%
Manager	85%	15%	-	38%	62%
Supervisor	68%	33%	-	65%	35%
Specialist	80%	20%	1%	71%	28%
Team Leader	100%	-	-	100%	-
Staff	62%	38%	16%	70%	14%
UNI SYSTEMS MAE Belgium	33%	67%	10%	76%	14%
Manager	-	-	-	-	-
Specialist	44%	56%	-	78%	22%
Staff	25%	75%	17%	75%	8%
UNI SYSTEMS MAE Luxemburg	91%	9%	-	78%	22%
Manager	100%	-	-	50%	50%
Specialist	86%	14%	-	79%	21%
Staff	100%	-	-	86%	14%
UNI SYSTEMS MAE Romania	40%	60%	-	100%	-
Specialist	67%	33%	-	100%	-
Staff	-	100%	-	100%	-

PARTICIPATION AND COMPOSITION OF THE MANAGEMENT OFFICIALS OF THE GROUP					
COMPANIES	Men	Women	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age
UNI SYSTEMS MAE Italy	78%	22%	13%	78%	9%
Manager	-	100%	100%	-	-
Specialist	88%	13%	13%	63%	25%
Staff	79%	21%	7%	93%	-
UNI SYSTEMS MAE France	67%	33%	-	100%	-
Specialist	100%	-	-	100%	-
Staff	50%	50%	-	100%	-
ACS POSTAL SERVICES S.A.	83%	17%	29%	43%	28%
BOD	83%	17%	-	-	100%
Consultant	100%	-	-	-	100%
CEO	100%	-	-	-	100%
GD	100%	-	-	-	100%
Director	71%	29%	-	14%	86%
Manager	64%	36%	-	50%	50%
Supervisor	73%	27%	-	60%	40%
Specialist	96%	4%	-	60%	40%
Team Leader	100%	-	-	-	100%
Staff	84%	16%	32%	43%	25%
TOTAL	74%	26%	20%	57%	24%

*Note: The above tables do not include the 10 non-executive members of the Board of Directors.

Material Issues  **Providing timely and competitive remuneration / benefits to employees**

Management Approach

[GRI 103-2]



The Group constantly evaluates the market conditions and offers its employees competitive salaries. All jobs have been assessed and graded on the basis of the relative weight resulting from their assessment factors to ensure internal equality. At the same time, they are compared to the market on the whole, so that the range of their salaries is competitive and enables the Group to attract capable and talented candidates. Each job offers a wide range of benefits and a comprehensive remuneration package, so that the companies are the employer of choice for candidates as well as the employees themselves.

All Group companies ensure that they are consistent in their obligations towards employees and payments are made on specific dates without delay.

We apply remuneration systems which we are linked to market practices, in order to achieve on the one hand internal balance in relation to remuneration and on the other hand competitiveness in relation to the market.

The following have been taken into account for the design of the remuneration system:

A. Designing and Evaluating Jobs

Includes the definition and description of jobs as well as the evaluation of their importance for the organization. In more detail, the system records and evaluates the requirements of the roles, in order to support and guide employees per grade/level, as well as equal treatment and remuneration of employees according to the grading levels. The Willis Tower Watson model is used to evaluate jobs. All jobs are graded (Grading System) based on the model and categorized based on Level and Job Family.

B. Fixed Remuneration

- The Remuneration Policy is defined in order to be competitive with the market.
- Salary Ranges are created for each grade in combination with the Job Family based on market data and limited salary limits.
- Salaries are controlled based on Salary Ranges (Compa - Ratio).

C. Benefits

[GRI 401-2]

In the Quest Group the differentiation in benefits concerns only the type of contract (fixed-term - indefinite) and benefits are offered based on the level and grade.

D. Variable Remuneration

We apply a system of variable remuneration, which is linked to the company's performance and individual performance. Variable wages give additional motivation to employees to achieve corporate and individual goals and operate competitively with the market to retain employees in the Group.

In 2021 the Group will engage a Consultancy to perform an evaluation of the Bonus Scheme and Benchmarking of Executives' fees.

Our performance / Our goals

[GRI 103-3, GRI 401-2, ESG A-G4 Index]

The benefits received by employees with an indefinite term contract, which are not received by those with a fixed-term contract, are the following.

- Medical Program (Personnel and Protected Members)
- Group Pension Program (Voluntary Program for Grade > 13, i.e. Managers)
- Provision of Corporate Car and Fuel Expenses (based on level and job)
- Parking expenses (based on level and availability of building facilities)
- Corporate Mobile (depending on job)
- Loans to Personnel
- Food coupons (on a job basis)

- Medical Check Up Program (For the grade of Manager and above)
- Wedding Gift, Child Birth Gift and Gift for the admission of a child to a university

Indefinite and fixed-term employees receive the following benefits:

- Free Beverages
- Discounts on Group Products and Services
- Wellness programs
- Psychological Support Counseling Program, Gym and Fitness Programs

QUEST GROUP (all companies)	Variable Fees
2019	31%
2020	23%

2020 TARGET	TARGET ACHIEVEMENT	2021 TARGET
Improvement by 3 percentage points (5% increase) of the satisfaction rate in meritocracy through the satisfaction survey.	The survey is conducted every 2 years (to be repeated in 2021).	Improvement by 3 percentage points (5% increase) of the satisfaction rate in meritocracy through the satisfaction survey.

Ensuring the health, safety and well-being of employees

Management Approach

[GRI 103-2, GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7]



In the Quest Group, there is a Health and Safety Management System at work, which is based on the Health and Safety, Physical Security Policies of the Group and operates in full compliance with the requirements of the legislation.



A key component of the Health and Safety Management system is the assessment, forecasting and prevention of occupational risk, along with the monitoring and recording of accidents and work-related illnesses.

The identification and assessment of occupational risk is performed by the technical health (Occupational Physician) and safety (Security Technician) consultants of each facility of the company separately, in cooperation with the employees and the executives of the company. It is recorded in the written Occupational Risk Assessment (ORA), which includes, in addition to a list of risks, accident handling instructions as well as training material for risk prevention. The ORA is updated when there is a change in the facilities or work processes.

As part of the system, safety training, systematic periodic inspections of facilities and jobs are carried out, at a frequency that depends on the number of employees in each facility, and any changes or instructions for the proper performance of work or modification/improvement of equipment are proposed. Work accidents, if any, are recorded in a special form, which includes information for future investigation, assessment and avoidance.

The employees of the Quest Group are properly trained to be able to identify potential risks and report them to the competent bodies of the company, either directly or through their representatives (in the case of companies having a trade union), and they have to stop their work flow if there is a risk to their health and safety.

For each identified risk, all actions provided for by law and/or the policies and procedures established are followed.

All employees are covered for any medical and hospital care needs, through social security and through an additional private group policy. In addition to the policy medical coverage, free voluntary anti-influenza vaccination is provided to all employees.

Furthermore, a program of specialized psychological support and counseling services - telephone communication and individual sessions - is provided to employees and their family members, on issues related to their work environment, family issues, addiction issues, etc.

Especially for 2020, in response to the COVID-19 pandemic, we have implemented a number of actions and measures, which are summarized as follows:

- Continuous information on the evolution of the pandemic via the intranet, corporate social media, online meetings with each department separately, posters and emails.

- Systematic labeling of hygiene measures and procedures.
- Teleworking for about 1,000 employees - 99% of employees who did not need to be physically present at the workplace. The Group has state-of-the-art and secure ICT infrastructures, which made teleworking possible from day one without any problems.
- Provision of additional laptops to employees to enhance teleworking.
- Ongoing support from the Human Resources and IT departments.
- Utilization of infrastructure and operation of customer service centers remotely, in order to limit the movement of employees.
- Supply of materials - masks, gloves, antiseptics - to employees, with special care for employees working in screening centers, logistics and deliveries.
- Continuation of training and development programs and adaptation thereof to an e-learning format. Enhancing training through LinkedIn Learning.
- Improved cleaning, disinfection and provision of antiseptics in all buildings. General disinfection of buildings by specialized workshops every two weekends.
- Mandatory temperature check for all and placement of special carpets at the entrances.
- Configuration of common areas and special marking in order to avoid close contact.
- Continuous psychological support for employees and their families by the specialized agency EAP HELLAS.
- Elaboration of return to work plans, in accordance with State instructions.
- Conduct of preventive tests on employees, both in the buildings of the companies and at more than 15 diagnostic centers.
- Conduct of a survey on teleworking and satisfaction with the operating model (98% of employees said they were satisfied).
- Provision of flexible working hours for those who had to be physically present in the workplace, to protect workers and to restrict movement during peak hours.
- Provision of flexible hours to parents with children in tele-education.
- Change/digitization of internal processes to achieve smooth operation without physical presence. An example is the implementation of digital signatures and the electronic management of traffic certificates and approvals.
- Provision of bonuses to specialized groups of employees who worked under extraordinary circumstances.
- Strengthening human resources, zero income reduction and zero labor contract termination.
- Organizing and motivating employees to participate in voluntary blood donation.
- Reconfiguration of customer visit areas (shops, reception service) with plexi glass protectors and signage at the premises.

QUEST EUZHN / Well-being and quality of life

The Group organizes various actions for the well-being and encouragement of employees towards a healthier lifestyle, namely

celebrations for the family of employees, acquaintance of children with the work environment ("With children at work"), gym and Pilates classes, presentations on current health, safety and well-being issues, etc. In 2020, many actions were not implemented due to the pandemic. The actions will recommence as soon as possible.

Psychological Support Program

Since 2019, in collaboration with EAP HELLAS, a psychological support program is implemented by the Group - telephone communication and individual sessions - addressed to the employees of the companies and their family members.

Our performance / Our goals

[GRI 103-3, GRI 403-8]

Employees participating in the occupational health and safety management system

100% of the employees working in the companies of the group under an indefinite or definite term contract, either part-time or full-time, participate in the occupational health and safety management system.

Employees in the stores of the exclusive agents of ACS do not participate in the system, for reasons related to the nature of the employment relationship and the handling of personal data, neither do supervised employees working in the Group companies as freelancers.

2020 TARGETS	RESULT FOR 2020	2021 TARGETS
Zero occupational accidents / occupational diseases	100% achievement	Zero occupational accidents / occupational diseases
Average 10% of staff who telework (based on requirements of legislation due to the pandemic and object of work)	100% achievement	Average of employees in employment with telework 50% -60% for positions that may be employed by telework (depending on the object of the company) and for as long as required.

Providing continuing education, certification and employee development



Management Approach

[GRI 103-2]

The training and development of the employees is a key priority for the Quest Group and part of our culture. We have a special Employee Training and Development department, which designs and implements a wide training program for all grade levels of employees. Employees are encouraged to participate in these

programs, to improve their knowledge, skills, and work attitude. Our integrated approach to the development of employees - and given the nature of our activities, which to a great extent is labor-intensive and of high quality of Human Capital - contributes substantially to the increase of competitiveness, productivity and



achievement of its objectives. In addition, it ensures the best service and transfer of know-how to customers and the retention of high-potential individuals in the Group. At the same time, it provides workers with knowledge and skills to help them meet the new demands and challenges of work in the modern digital world, and to equip themselves for their future development.



Development and Training Policy

The Development and Training Policy determines the way in which all Group companies approach the training procedure. The Human Resource Development plan is implemented across the Group, covering areas such as the Development of Administrative Skills, the Creation of Corporate Culture and training in specialized Technical & Business Areas. The objectives of the Organization's Education & Development department are to develop and empower the employees of the Group with those values, attitudes and competencies that are required to successfully respond to the strategic objectives of the Organization and to utilize HR systems and procedures for the sustained enhancing of a high-performance culture, with emphasis on meritocracy and cooperation.

The Group's employee training and development program includes the development of administrative skills, technical and vocational training, specialized training and certification programs, based on identified needs and a specialized program for the High Potential employees (talents) in the Group. The program is a synthesis of actions aimed at developing and / or further enhancing leadership, strategic thinking and organizational sensitivity. In 2020, many actions have not been implemented due to the pandemic, and are planned to be implemented as soon as circumstances become more optimal.

Talent Management

A strategic priority for the Quest Group is the implementation of the Talent Management program, with Talent Development as a main focus, to preserve talent and Talent Attraction in the Organization to identify and recruit new talents. In 2020, the implementation of its actions was planned for the first group of talents of the Group. The program involved 97 employees who in 2018 were identified as High Performers and High Potentials through a specific process and constitute the talent pool of the Quest Group.

Talent Management is now a stable process of the organization which is reviewed every 2 years or so when the implementation of planned actions is completed.

MIND THE CODE / Talent attraction program

In September 2019, the Mind the <Code> Scholarship Program was implemented for the first time for the Group, with the aim to provide young people with up-to-date and relevant knowledge about java & .NET programming technologies and at the same time to enable them to work in the companies of the Info Quest Technologies Group, Uni Systems, Cardlink and ACS. If allowed by the outcome of the pandemic, a similar action will take place in 2021.

Continuing Education

Mini MBA

The Mini MBA program takes place every 2 years. It has been designed by ALBA exclusively for the needs of the Group. Selected employees are trained every two years on subjects such as change management, innovation, strategy planning, economics, management, marketing, etc. and gain knowledge that add value to themselves and to the Group.

e-Learning Programs

Due to the COVID-19 pandemic, special emphasis was placed on online trainings during 2020. A number of technical and vocational trainings were conducted online, while the Group's employees attended specialized online training programs, utilizing international e-Learning platforms such as LinkedIn Learning and Pluralsight.

Storytelling and Presentation Skills Training Seminar

In 2020 a storytelling program was designed and implemented for the needs of the Directors and Managers of the Group, which started to be implemented in 2019 and was completed in 2020.

Technical and Professional Training

The technical trainings are carried out in each company according to their respective needs. The HR Training and Development Department of the Group undertakes to plan and coordinate the training and development programs related to soft skills and leadership, and the mini MBA programs. However, for the programs to take place, it is necessary to ensure cooperation with the HR managers of the Group's members. The responsibility for the development of technical and professional skills is borne by the Directors of the departments in cooperation with the HR departments of each company.

Group Culture / Boosting Teamwork

- **Team Building Event:** The established annual action could not take place in 2020 due to the pandemic.
- **Group portal "HereWeAre":** In order to communicate the Group's Values and Principles on a continuous basis, as well as the emergence of individual or corporate initiatives, the strengthening of relationships and the creation of a unified culture, the Group has the specialized Portal "HereWeAre".
- **"Living our Values" Program:** -The Quest Group is particularly interested in spreading and cultivating its Principles and Values. In this context, the "Living Our Values" program is being implemented, in order to reveal the common values of employees working in different Group members and to establish in an experiential way these values as a rule of action in everyday work. In 2021, emphasis will be placed on strengthening confidence and raising awareness of ethics and sexual harassment.

Employee Performance Evaluation

The procedure of human resources performance and appraisal is a fundamental procedure of employee development. It is held once a year when the employees and their supervisors complete a form accompanied by relevant comments and a personal interview is held

to make a review of the year and to agree on the individual goals of each employee for the following year and the areas that can be improved. It should be noted that the evaluation procedure is carried out for 100% of the Group employees, who are informed about their performance and development by their supervisors.

Administration Rating / Bottom up Rating and 360 degrees Rating

The Bottom up survey concerns the evaluation of Managers and Supervisors by their subordinates, while the global 360 degree evaluation concerns Directors and CEOs. The Bottom up survey started in 2020 and will be completed in 2021. The 360 degree assessment of the Senior Management will take place in 2021.

Human Resources Management Systems

The support of the Training and Development Department is implemented with systems that combine employee data with organizational structures and help promote high performance and optimize employee development. In 2019, the Human Resources system "Orion" was further configured to implement more self-service capabilities for basic functions of the human resources department.

Our performance / Our goals

[GRI 103-3, GRI 404-1, GRI 404-3, ESG C-S4, A-S2 Indices]

EMPLOYEE TRAINING DATA	2018	2019	2020
Total training man-hours (Group total)	13,711	28,303	17,708
Average training hours per employee (Group total)	8,57	16,99	8,9
Training Expenditure (Group total)	€350,000	€495,659 (+ 42%)	€182,796 (-63%)
Total training man-hours (companies accounted for)	9,775	24,911	16,292
Average training man-hours per employee (companies accounted for)	6,88	16,82	9,1
Training Expenditure (companies accounted for)	€294,641	€423,982 (+ 44%)	€161,093 (- 62%)

GROUP EMPLOYEE TRAINING DATA BY GENDER AND CATEGORY (GROUP TOTAL, 2020)							
Total training man-hours by gender	M	11,909	W	5,799			
Number of employees trained, by gender	M	516	W	258			
Average training man-hours by gender (Total hours of training by gender / number of employees by gender)	M	8,2	W	10,8			
Average training man-hours by employee category (total hours of training per employee category / total number of employees per category)		Administration	Support Services	Marketing	Technical	Operations	Total
		916	3,359	4,361	1,845	7,227	17,708
		20,8	10,3	13,9	9,7	6,5	8,9

GROUP EMPLOYEE TRAINING DATA BY GENDER AND CATEGORY (GROUP TOTAL, 2020)				
Number of Technical Certifications	138			
% of employees trained	774 entries (39%)			
Total man-hours of technical training	1,793			
Total man-hours of technical training by gender	M	838	W	955
Number of employees technically trained, by gender	M	28	W	11

Employee training based on remuneration

QUEST GROUP (all companies)	Average training hours for 10% of employees with the highest total remuneration	Average training hours for 90% of employees with the lowest total remuneration
2019	31	14
2020	17	7

The decrease in man-hours and, respectively, in training costs is due to the failure to carry out - due to the COVID-19 pandemic - important programs, such as the Quest Mini MBA, the axis of the talent program concerning training of executives abroad, the implementation of online trainings, etc.

- **Annual Performance Review** : 100% of employees, regardless of position or gender, are regularly evaluated every year.
- **e-Learning**: In 2020, 5,803 hours of linkedin e-learning and 2,714

hours of technical e-learning (Pluralsight and Udemy) took place

- **Quest Mini MBA**: The 5th Quest Mini MBA will be held in 2021 if the conditions of the pandemic allow it.
- **Talent Development Program**: In 2020, 320 hours of training were held for the High Potentials.
- **Storytelling & Presentation Skills**: The Program was attended by 114 executives.

2020 TARGETS	RESULT FOR 2020	2021 TARGETS
15% increase in people using electronic platforms.	68% increase.	Maintaining and/or slightly further increasing the rate of on-line training.
- 15% increase in completed courses - completed videos through online platforms.	<ul style="list-style-type: none"> • 98% increase in completed courses. • 134% video completion. 	
15% increase in the average training hours per person on electronic platforms.	<ul style="list-style-type: none"> • 110% increase in hours.. • The participation was much greater as open courses were offered to all employees on teleworking, regardless of whether they had an electronic platform license. The data on the overall attendance cannot be recorded by the system. 	
100% of employees continue to receive systematic evaluation.	100% achievement	
Selection of employees who will participate in the 5th cycle of the Quest Mini MBA that will take place in 2021.	Online training was not opted-in, therefore the whole process has been transferred to 2021.	100% of employees continue to receive systematic evaluation.
		Selection of participants in MiniMBA.

Contribution to the Society

Quest for a Better Society

Quest Group and its Companies, having as a principle, that when a company is prosperous then the society in which it operates is also prosperous. The Group implements focused social actions within Greece aiming at the upgrading of the quality of life and the transition of the country into the digital age. The actions focus on:

- Strengthening young and new entrepreneurship, using the new technologies that drive innovation.
- Enhancing quality education, using modern digital tools.
- Combating poverty, hunger and social inequalities, in cooperation with valid non-profit organizations.

Supporting society in dealing with the COVID-19 pandemic

In 2020, the Quest Group, as an active member of our society and with great empathy, assisted in our collective effort to respond to the effects of the pandemic. The Group's initiatives focused mainly on education and the fundamental priority of continuing the educational process, and the distribution of technological equipment to important bodies, while ACS, faithful to its principles to help society whenever there is a great need, contributed to the support offered to vulnerable groups.

o Distance education - Donation of over €400.000

Donation to the Ministry of Education and Religious Affairs, by means of offering 1,018 4G iPads to meet the needs of primary schools in distance education, along with education and support services for teaching staff, who were invited to use this technology, bringing Public Education into contact with Apple's innovative digital learning program.

o Health Units - Donations of over €100.000

- Provision of 120 laptops and desktops and 15 state-of-the-art all-in-one machines to the National Public Health Organization (EODY) - in order to fulfill its demanding work.
- Provision of 2 high oxygen flow devices (ventilators) to the Attikon Hospital
- Provision of 5 special screens to the "Pammakaristos" hospital, in order to monitor the recovery of patients.

o Society / Vulnerable Groups:

ACS, giving priority to vulnerable population groups, transferred valuable healthcare material to geriatric units and public utilities throughout Greece, with more than 6,000 beneficiaries, and supported the work of NGOs by transporting large quantities of other necessary items free of charge, and the same example was also adopted by its local representatives. More detailed information is given in the section on ACS.

Sponsorship to the "Greece 2021" Commission

In 2020, the Group responded to the request of the "Greece 2021" Commission by supporting the Commission's work with the free disposal of IT equipment worth over € 100,000.

Developing youth entrepreneurship

IQbility - Young Entrepreneurship Incubator

We have set up a new business incubator, IQbility, starting in 2013 having as a goal:

- the development of youth entrepreneurship
- the channeling of Greek Value Added into international markets
- the emergence of new talented people
- the promotion of Greek innovation and competitiveness
- exploiting the experience and potential of the Group's human resources
- the corporate contribution to society and the labor market
- the effort to reduce the leakage of intellectual capital.

IQbility started as an incubator and continued its development by investing directly in companies, as with the development of the start-up ecosystem this strategy added even more value to the market. IQbility has now evolved into a **corporate angel fund** which invests (usually with other professionals or non-investors) selectively in 1-3 startups per year, from € 100,000 to € 300,000.

Its individual nature lies in the fact that it is probably the only subsidiary of a Greek business group, which systematically acquires shareholdings in start-ups, focusing mainly on those that have synergies with the Group's companies in areas such as tech, fintech services, last mile delivery, etc. Particularly important is the work carried out by IQbility as a link between the Group companies and the community of start-ups, contributing to the interaction with innovative people, ideas and applications.

In the lifetime of IQbility we have helped dozens of startups and invested in a total of 12 of them. The total amount of the investment is around € 2m. with 3 exits already.

2 of the 12 companies were shut down. The rest make a turnover of a few hundred thousand to a few million euros, in some cases in collaboration with Group companies. At the same time, executives and external associates have more than 2,200 hours per year for mentoring, while more than 200 specialized jobs were created in the wider Greek market.

Strengthening quality education

Info Quest Technologies: "Assembling the Quest PC" program

An educational program, unique in Greece, that offers to public and private school students tours to the premises of production and distribution of the desktop Quest PC has been implemented systematically by Info Quest Technologies in the last 17 years. The aim of the program is to provide students with a meaningful experience of familiarization with the construction of computers, a presentation of modern trends in the field of technology, but also a first acquaintance with a structured corporate environment and experienced staff to impart their knowledge and encourage innovation. The action "Assembling the Quest Computer" took place only in the first 2 months of 2020 and will be repeated when conditions allow so.





8 years of operation
 12 investment groups
 10 companies carrying out business activity
 €2.000.000 total Group investment
 > 200 jobs

iSquare: “Innovation in Education” Program

The importance of the **digital transformation** of Greek education is more urgent than ever. Direct access to global knowledge, creativity, collaboration, interaction, and new digital skills are essential elements of a modern educational program that prepares the citizens of tomorrow.

The “**Innovation in Education**” program aims at introducing Apple’s leading programs and methodology into the educational process and aims, inter alia, at introducing Digital Technology in teaching, creating and enriching the teaching content and enabling teaching of programming code in schools, while it seeks to work with all educational institutions that wish to **upgrade and enrich education**. The action takes into account the UNESCO directive, according to which the use of mobile computing devices should be encouraged and promoted in a growing number of educational structures, with the view to have their use officially accepted in more and more parts of the world.

iPad 1-1 / UNESCO- digital technology in education

In the last 10 years, iSquare has been implementing the “Pad 1-1” program, with the ultimate goal that every student uses an iPad. All the educational institutions that adopted this model were ready immediately after the closure of schools due to the pandemic to effectively implement distance learning processes. The iPad offers unrivaled productivity and creativity, both to students and teachers. Interactive teaching, thousands of applications and accessibility features best demonstrate how technology can make a decisive contribution to the learning process. Already, before the inclusion of 1,018 iPads in the educational process, more than 47 schools and 7,000 students are already using the Apple ecosystem and iPads in Greece, in their daily teaching.

Digitizing Textbooks (2015-2020)

In order to adapt the international program to the needs of the Greek educational community, iSquare cooperated with ITIE Diofantos of the Ministry of Education and from 2014 proceeded to the digitization and enrichment of the books with interactive content, so that navigation in the educational material be more pleasant and the process of teaching and learning be more friendly and interactive. Pupils, teachers and parents can download for free on their iPad the digitized and approved by the Ministry of Education and Religious Affairs (25 elementary school books and 17 high school books), from the ebookswebsite.edu.gr. The material is constantly enriched and adapted to the respective changes of the Ministry’s program.

EduPad / Using Digital Tools in the School Environment

An additional tool developed and made available to assist distance education is the free educational platform “edupad.gr”. The website is the result of the collaboration of iSquare and a select group of teachers. This is a set of educational applications and digitized books classified by type, level of education and field of knowledge, which are easily accessible to the students, parents and teachers of any education level, from Kindergarten to High School. Its purpose is to help everyone involved in the educational process to use in an efficient way and utilize the educational applications in the best possible way.

Mind the <Code> - Scholarship Program for learning the Code:

The “Mind the <code>” Scholarship Program, which focuses on enhancing digital skills and learning common programming language codes for young people, was not carried out as planned, as online education would significantly reduce its value. It will be implemented again when conditions allow so.

Support of the National Cyber Security Team and of the National Team

The actions of the national teams did not take place in 2020. The Group companies will continue their support over time when the programs are implemented.

Entrepreneurship and Career Panorama:

The companies Info Quest Technologies, Uni Systems, Cardlink and iSquare sponsored the “10th Digital Entrepreneurship and Career Panorama”, contributing to the initiative of connecting the business with the educational community.

Support of IT Pro | Dev Connections 2020:

In 2020 Info Quest Technologies supported IT Pro | Dev Connections 2020, one of the biggest technology events with over 2,000 developers, held digitally, with its executives being among its speakers.

Economia Student Contest/Scholarships

Aiming to encourage students in their learning and critical thinking, Info Quest Technologies was the sponsor of the Student Economia Contest in 2020.

Supporting the educational activities of the “PYRNA” organization:

Since 2013, ACS has been also supporting the award-winning children’s reading program BOOKS ON WHEELS®, which is implemented by the non-profit cultural company PYRNA. More detailed information is given in the section on ACS.

Donations of IT equipment:

In response to requests from primary and secondary schools for the strengthening of IT infrastructures, Info Quest Technologies and Uni Systems offered IT equipment.

Cisco Innovation Center support:

In 2020, Info Quest technologies supported the operation of the Innovation Center created by Cisco in Thessaloniki, providing 17 workstations for the operation of the training room. When circumstances allow so, the Cisco Innovation Center will act as a vehicle for disseminating innovative ideas and initiatives.

Students Internship:

Linking quality education to full-time employment, the Group companies work closely with Higher Education Institutions and offer students the opportunity for practical experience. During 2020, 2 students completed a traineeship at Info Quest Technologies. In addition, 6 students started their internship at Unisystems, of which the program was completed for 2 students, while 4 were suspended due to the pandemic.

Road Safety:

ACS assisted the Hellenic Institute of Research and Training for Road Safety and the Prevention and Reduction of road accidents “Panos Mylonas” in sending printed promotional material for the nationwide “European Night without accidents” initiative. More detailed information is given in the section on ACS.

Protection of Cultural Heritage:

By contributing to the Diazoma Association project, Info Quest Technologies, Uni Systems and iSquare financially supported the organization. In addition, it is worth mentioning the cooperation of the Directorate of Culture and Innovation of Uni Systems with the Agency for the development of important projects in the field. Furthermore, ACS financially supported the Hellenic Society for the Environment and Culture, contributing to its very important work. More detailed information is given in the section on ACS.

Fighting poverty, hunger and inequalities

Organization “The Smile of the Child”

Quest Group companies have long supported the work of “The Smile of the Child”, recognizing its benefits to society and its concerted efforts to promote children’s well-being by addressing the problems that threaten their livelihood.

In 2020, nearly all companies in the Quest Group contributed to the Organization’s work by providing equipment, services and product purchases. Additionally, the online store www.you.gr enabled its customers, when completing their purchase, to offer a donation to the Agency, using their PayPal account automatically.

Sponsorship donation to “The Smile of the Child” organization

- Platinum sponsorship to the organization’s 24-hour Fund Raising Marathon Gaming 2019.
- Provision of automated financial donation for the customers of you.gr
- Gift donation (MI VACUUM cleaner) for the lottery.
- As systematically done by ACS each year, in 2020 it offered the Organization 8,184 shipments of more than 14,5 tons with a favorable pricing policy. More detailed information is given in the section on ACS.

City of Athens Homeless shelter (KYADA)

Due to the conditions and distance working of the majority of employees, the program was not implemented in 2020. It will be rescheduled when conditions permit so.

Donations of IT equipment

Every year Info Quest Technologies supports the Greek Children’s Museum. Respectively, Uni Systems provided more than 16 computer systems and ICT equipment to various organizations (e.g. S.O.Z.O for children, Child Care Unit “Ag. Varvara”, “Mitera” Child Center, NTUA, 2nd Primary School of Gerakas, Ark of the World, etc.).

Strengthening Health Services

Voluntary Blood Donation

Quest Group members organized voluntary blood donation at the central work buildings, facilitating employees who wish to give blood and are entitled to receive blood in case of emergency by the Blood Bank in cooperation with Amalia Fleming Hospital.

	Units of blood collected Total QUEST Group	Units of blood used Total QUEST Group
2018	73	39
2019	105	37
2020	76	41

Mitera Child Protection Center of Attica

Starting with the initiative of Uni Systems employees and the voluntary participation of employees and iSquare, a Charity Bazaar is organized, the employees prepare savory and sweet dishes and donate the income towards the creative employment of children in Institutions. In 2020, Charity Bazaar did not take place due to circumstances.

“Make a Wish” Foundation

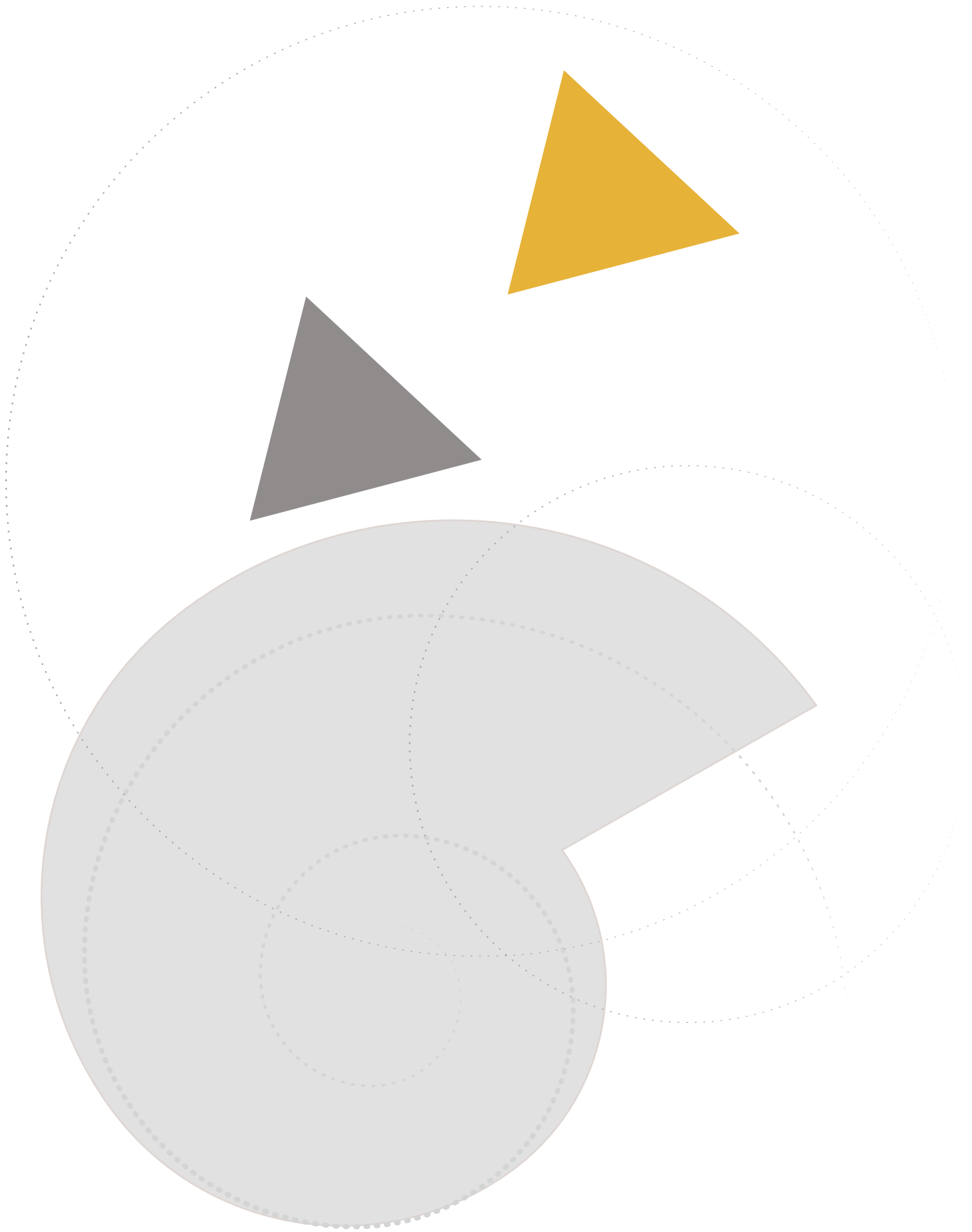
ACS supports the Foundation’s work by offering a discounted pricing policy and courier services to the “Make a Wish” program, while

Info Quest Technologies donated a very powerful workstation and offered a Xiaomi mobile phone, fulfilling a child’s wish.

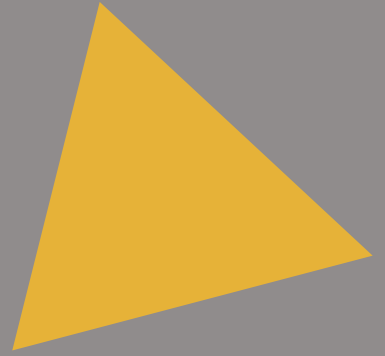
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Detailed information is provided in the section on ACS.

2020 TARGETS	RESULTS 2020	2021 TARGET
<p>Continuation of successful social contribution actions.</p> <p>Participation in social contribution actions to address the impact of the COVID-19 pandemic on the wider society.</p>	<p>The successful actions that the conditions allowed to take place continued.</p> <p>Actions of a nationwide scope were implemented.</p>	<p>Continuation of the same number of social contribution actions.</p> <p>Participation in social contribution actions to address the impact of the COVID-19 pandemic.</p>

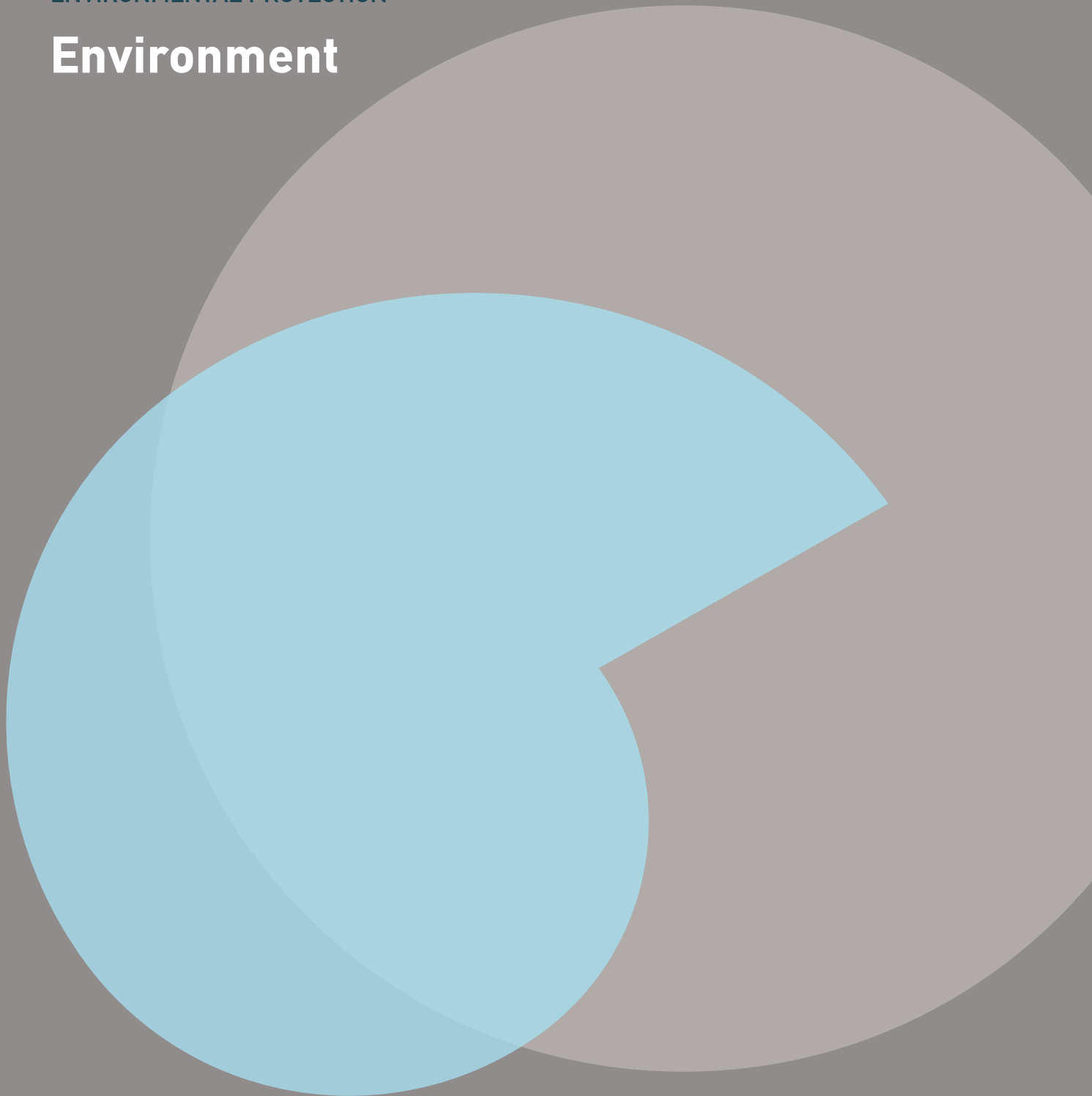


Quest Group



ENVIRONMENTAL PROTECTION

Environment



ENVIRONMENTAL PROTECTION

ENVIRONMENT

[GRI 102-11, ESG SS-E1 Index]

The Quest Group is aware of its environmental responsibility and systematically adapts business practice to environmental and resource conservation needs. At the same time, it plans and implements practices - which are adopted by all its companies - that aim at short-term and long-term correct management of their environmental footprint and consequently the mitigation of emissions from their operation.

The Group has an Environmental Policy, which is the basis of its strategy around the Environment, and which goes beyond the limits of compliance with legislation, as it is based on the principles of the Paris Agreement on Climate Change and gives precise guidance

to companies for the sectors/actions mentioned above. At the same time, Info Quest Technologies, Uni Systems and ACS are implementing an integrated Environmental Management System, which is certified according to ISO 14001:2015, which achieves measurable results related to responsible consumption, climate protection and health improvement. Additionally, the Group's companies aim at the sustainable production and consumption of their products, so as not to threaten public health and the environment.

In 2021 the Group intends to adopt a new Car Policy, relating to the use of vehicles with new ecological technologies (hybrid or electric).



[ESG A-E2 Index]

Risks and opportunities related to climate change

In the context of the Group Risk Management System and the Policy concerned, the Group companies examine and monitor risks and opportunities, including those related to climate change and that may affect their activities. In addition, the companies Info Quest Technologies, Uni Systems and ACS, following the requirements of the ISO 14001 environmental management standard with which they are certified, follow the issue more closely.

In summary, technology companies have identified as significant risks the possible lack of resources and raw materials in technology products, the increase of the environmental footprint from the operation and mainly from the use of the data center for Uni Systems, any problems in the transport of products due to natural phenomena and climate change and political and/or legal risks, such as e.g. any new laws and regulations on climate change.

Opportunities have been identified through developing solutions that help customers reduce their footprint and as well as from circular economy.

ACS respectively monitors risks related to environmental pollution from any unauthorized disposal of materials, increase in emissions of pollutants and noise and reduction of natural reserves. The Group systematically monitors and undertakes actions to improve overall environmental footprint, with particular emphasis on reducing electricity, systematic recycling of materials and reducing transport pollutants for ACS. More information is available in the section on ACS.

[ESG SS-E8 Index]

The Group complies with the legal requirements for the management, use and storage of chemicals and other hazardous substances and does not market or use, chemical or other hazardous substances, subject to national or international prohibitions.

In addition, the Group's companies participate in the official recycling systems as defined by national and European legislation.

Reducing energy consumption and greenhouse gas emissions

[GRI 103-2]

Our commitment to reducing energy consumption extends beyond conformity with any regulation. We systematically implement actions to upgrade and improve the building and technological infrastructure. An example is the continuation of the program for the replacement of lamps with new LED technology and the replacement of old energy-intensive devices.

We have set goals to continuously reduce electricity consumption in all our buildings. In view of the significant increase in turnover and with the aim of optimizing data representation and monitoring, from 2018, the Quest Energy Efficiency Indicators include (kWh/m²) / € million turnover and the equivalent of thousands of tonnes of CO₂ (kt CO₂) / € million turnover and are monitored annually in the Quest Group.



Our performance / Our goals

[GRI 305-2, ESG C-E1, ESG C E2, ESG C E3, Quest Indicator]

Energy consumption ³	2018	2019	2020
Group Turnover (€ million)	497,7	600,3	721,4
Annual energy intensity (kWh/m ²)	148	150	154 ¹
Equivalent to thousands of tonnes of CO ₂ (kt CO ₂)	7,59	7,70	4,39 ²
Annual energy intensity (kWh/m ²) / € million turnover	0,30	0,25	0,21
Equivalent to thousands of tonnes of CO ₂ per year (kt CO ₂) / € million turnover	0,015	0,013	0,006 ²

Remarks:

1. The increase observed in the "Annual energy intensity in the Quest Group (kWh/m²) / € million turnover" is due to the increase in the consumption of the Data Center (119 Kifissou Ave.), due to the increase of servers, as well as to the increase of the activity of ACS.

2. The differentiation of "Equivalent of Thousands of Tons of CO₂ per Year in the Quest Group (kt CO₂)", and therefore the corresponding indicator "Equivalent of Thousands of Tons of CO₂ per Year in the Quest Group (kt CO₂) / € million turnover", is due to the use of a different conversion factor. For the first time this year, DAPEEP published a conversion factor for each provider, taking into account the production of electricity from RES. Data between years are not comparable.

3. The above does not include data from iStorm and Mi Store retail stores.

The Group has also installed **photovoltaics with a capacity of 190kW** on the roofs of two buildings for the production of green energy on a compensatory basis, which in 2020 produced **277 000 kWh** of electricity, a production corresponding to 21% of the energy

consumed by the two buildings. The calculation took account of the relevant company documents and the CO₂ conversion indicators of the international literature.

In the following Tables, indicators have been calculated based on the methodology of the ATHEX Guide for ESG Data Disclosure 2019.

Direct emissions	Tons CO ₂
Greenhouse Gas Emissions from: Production of heating/cooling and transport of products and employees	867,43

Note: The iStorm and Mi-Store Retail store electricity is not included. For the conversion of fuels into CO₂, the conversion factors of DEFRA 2020 (<https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2020>) were used. The company consumes fuel only for the transport of products and employees.

Indirect emissions	MEASUREMENT UNIT: kWh	CO ₂ EQUIVALENT (Tons)
Consumption of purchased electricity, for the whole company	7,468,127.17	4,386.40

Note: The iStorm and Mi-Store Retail store electricity is not included. For conversion to CO₂, the conversion factor given by DAPEEP for our provider NRG was used (0.587 kg CO₂ / KW, source <https://www.dapeep.gr/wp-content/uploads/2020/09/ENEPEEIAKO-MEIGMA-ΠΡΟΜΗΘΕΥΤΩΝ-2019.pdf>).

Energy consumption within the company	
Total amount of energy consumed (MWh)	11,187.97
Percentage of electricity consumed on the total energy consumed	66,8%
Percentage of energy consumed and produced from RES on the total energy consumed	16,5%

Note: For the RES energy rate, the conversion factor given by DAPEEP for our provider NRG was used (source <https://www.dapeep.gr/wp-content/uploads/2020/09/ENEPEEIAKO-MEIGMA-ΠΡΟΜΗΘΕΥΤΩΝ-2019.pdf>).

2020 TARGETS	2020 RESULTS	2021 TARGETS
<p>The annual energy intensity (kWh/m²) / € million turnover and the equivalent of thousands of tonnes of CO₂ per year (kt CO₂) / € million turnover to remain stable at the level of 2019, i.e. 0.25 and 0.013, respectively.</p> <p>Collection and monitoring of further data according to the relevant GRI & ESG indicators.</p>	<p>Achievement for both objectives (120%)</p> <p>100% achievement</p>	<p>The annual energy intensity (kWh/m²) / € million turnover and the equivalent of thousands of tonnes of CO₂ per year (kt CO₂) / € million turnover to remain stable at the level of 2020, i.e. 0.21 and 0.006, respectively.</p> <p>The Group is in the process of revising its strategy on its environmental policy.</p>

Adoption of recycling practices

The Group promotes the systematic cultivation of the idea of respect for the environment and recycling within its employees. One of our efforts to protect environment is to recycle the materials produced by the activity of our companies. The Group operates programs for the collection and recycling of paper, batteries, tires, lubricants and lamps, taking care to inform and encourage its employees to participate actively. The recycling process involves the collection and disposal of the above devices to licensed recycling companies.

In the context of the Group’s Environmental Management Policy, we developed the **Standard Recycling Procedure** in order to coordinate the companies with regard to the way of collection and disposal of recyclables, to improve their performance and to establish a performance documentation and measuring system. According to this procedure, the materials are collected by each company and are transferred to central collection points, from where the recovery companies collect them.

Recyclable materials collected

	Paper (kg)	Devices (kg)	Batteries (kg)	Lamps (pcs)	Accumulators (pcs.)	Lubricating oils (lt)	Scrap Tires (pcs)
2018	48,852	6,513	137	580	1,305	1,994.5	684
2019	120,477	9,003	178	325	175	1,248.0	1,200
2020	252,637	7,200	77	0	0	1,100.0	82

Remarks:

1. The increase in paper recycling is due to the significant increase in packaging materials at the Logistics Center.
2. The Group is exploring ways to recycle the toners it uses, as there are no longer companies in Greece providing this service.

Rainwater Collection System

The operation of the rainwater collection system continued with success in one of the Group’s buildings and its utilization for watering, thus reducing the water consumption needs from the city

network. It is noted that none of the Group’s companies use intensive water resources for their operations.

Reduction of plastic materials

Recognizing the urgent need for initiatives at all levels, Info Quest Technologies, Uni Systems & iSquare, have moved from 2018 to replace disposable plastic products such as glasses, straws, stirrers, with biodegradable / eco friendly products. At the same time, they

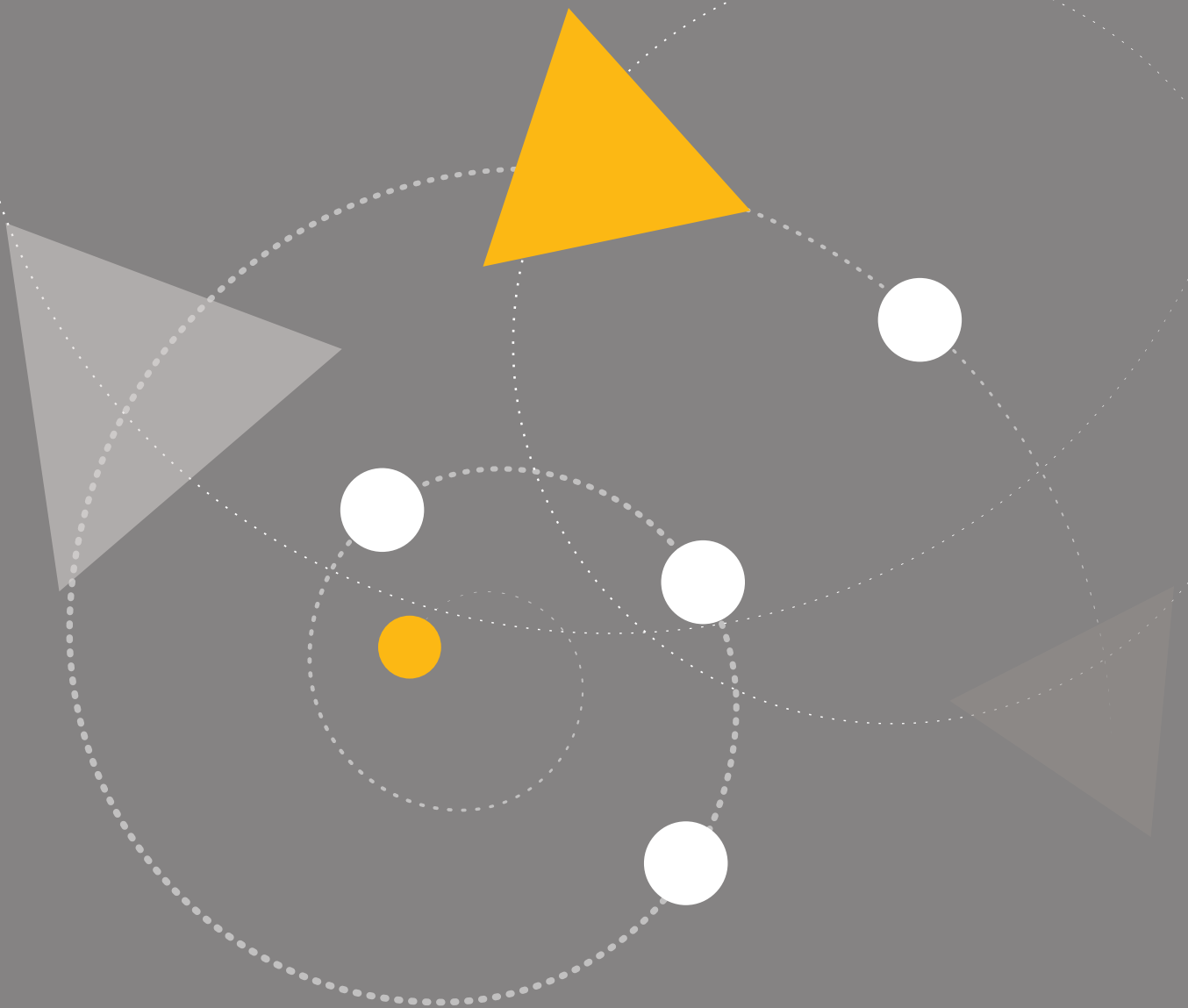
launched an employee alert campaign and mobilization towards a more eco-friendly lifestyle, indicating simple ways and ideas that everyone can apply to their everyday life.

“Mediterranean SOS” Network

Detailed information is provided in the section on ACS.

Info Quest Technologies

**We connect people
to technology**



INFO QUEST TECHNOLOGIES AT A GLANCE

FINANCIAL

PERFORMANCE

40
years
Leader in ICT market

€235.4 million
2020 turnover
(+ 24.6% compared to 2019)

+166%
increase in turnover in 5 years



ICT DISTRIBUTION

>200
Business Partnerships

>2,800
Resellers / B2B Customers

MOBILITY /

INTERNET OF THINGS

- +49% sales compared to 2019
- Smartphones Xiaomi:
2 on the Greek market
- Ecosystem Xiaomi:
1 in Wearables/activity trackers,
robot vacuums, electric scooters,
Bluetooth headsets

CLOUD

SERVICES

- QuestonCloud.com
automated platform
- +68% sales of software
licenses, 2.5x infrastructure use
- 183% (CAGR) annual growth
rate in the last five years

E-COMMERCE

- you.gr e-shop
- 500 categories, 700 brands,
98% Customer satisfaction
- Doubling of sales 2016-2020

HUMAN

RESOURCES

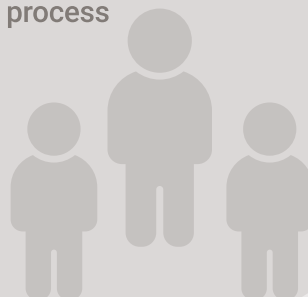
331 employees

- 26 new positions of employment
- 121 new employees in 3 years
| 37% renewal
- 20 hours average training per
employee
- 26% of employees up to
30 years old

CONTRIBUTION

TO SOCIETY*

- Actions to support society in
tackling the pandemic, actions
to make the best use of
technology in the educational
process



ENVIRONMENTAL

PROTECTION*

- Environmental footprint
reduction, material recycling
and reuse programs



*More information is available in section "Contribution to Quest Group Society"

Info Quest Technologies

Info Quest Technologies has been leading the Greek Information Technology market for 40 years, contributing to the modernization and digital transformation of businesses and consumers. It was founded in 1981 and, growing steadily with successful business initiatives, has been the core force of the Quest Group.

- It is the largest distributor of ICT products and collaborates with more than 200 leading companies such as Microsoft, Cisco, Xiaomi, HP, IBM, Dell, DocuSign, Red Hat, and is expanding in new markets such as air conditioning and electrical appliances.
- It invests heavily in Cloud technology and is one of Microsoft's biggest partners in providing Modern Workplace, Process Automation, Workflow Management and Secure Infrastructure solutions (M365 and Azure).
- It invests in e-Commerce via the portal www.you.gr.
- It creates the new platform for interconnected devices, through its collaboration with Xiaomi and other leading manufacturers.

The company is headquartered in Greece, and in 2020 its registered office was transferred to 2A Argyroupoleos Street, 176 76 Kallithea. It maintains branches in Ag. I. Rentis (Logistics Center), Maroussi, Attica (retail store), Thessaloniki (retail store), as well as offices in Thessaloniki. It also operates in Cyprus and Malta, having entered into contracts with business partnerships.

Activities

Info Quest Technologies is the largest portal for the diffusion of digital technologies in the Greek market, combining the availability of a wide range of products and services through multiple alternative sales and service channels, making it the leading choice of any manufacturer that wants to successfully develop its activity in the domestic market. It also has private label products, Quest computers, the Bitmore product line and the QP Zone Cloud ERP, serving specialized needs.

The company invests in the digital distribution and provision of Cloud solutions and services and provides support and development services for digitization and automation solutions, focusing on Modern Workplace, Process Automation and Secure Infrastructure (M365 / Azure) solutions.

In March 2021 it acquired **Team Candi**, one of Microsoft's leading partners in the Modern Workplace and Robotic Process Automation solutions and services. Since November 2020, it has established the subsidiary of the **Clima Quest** Group, which is the exclusive distributor of Gree consumer and professional air conditioners in Greece. At the same time, it operates as an authorized repair center for major manufacturers such as Apple and Xiaomi.

In the field of mobility and smart-interconnected devices, it plays a leading role in the market, being the official distributor of Xiaomi products in Greece and Cyprus. The company also operates 2 Mi Stores, standard retail stores exclusively with Xiaomi products in Athens and Thessaloniki.

In the field of e-commerce, it supports the development of the e-shop you.gr, contributing to the strengthening of the Group's presence in dynamically growing field. you.gr is one of the largest and most reliable dedicated online stores in the country, with more than 20,000 products in 500 categories from 700 brands.

Info Quest Technologies supplies IT and Communications services and products to the entire market spectrum, either directly to selected enterprises or through a network of resellers who address consumers, small enterprises and local markets. The network of partners currently comprises more than 2,500 resellers covering the entire market - Value Added Resellers, Retailers, Dealers, etc. It is worth noting that in 2020 more than 20,000 different materials were handled from the company's warehouses.

Our Vision

To maintain our **leading position** in the ICT sector and to excel in the new interconnected world by **creating value** through providing **innovative** products and services.

Our Mission

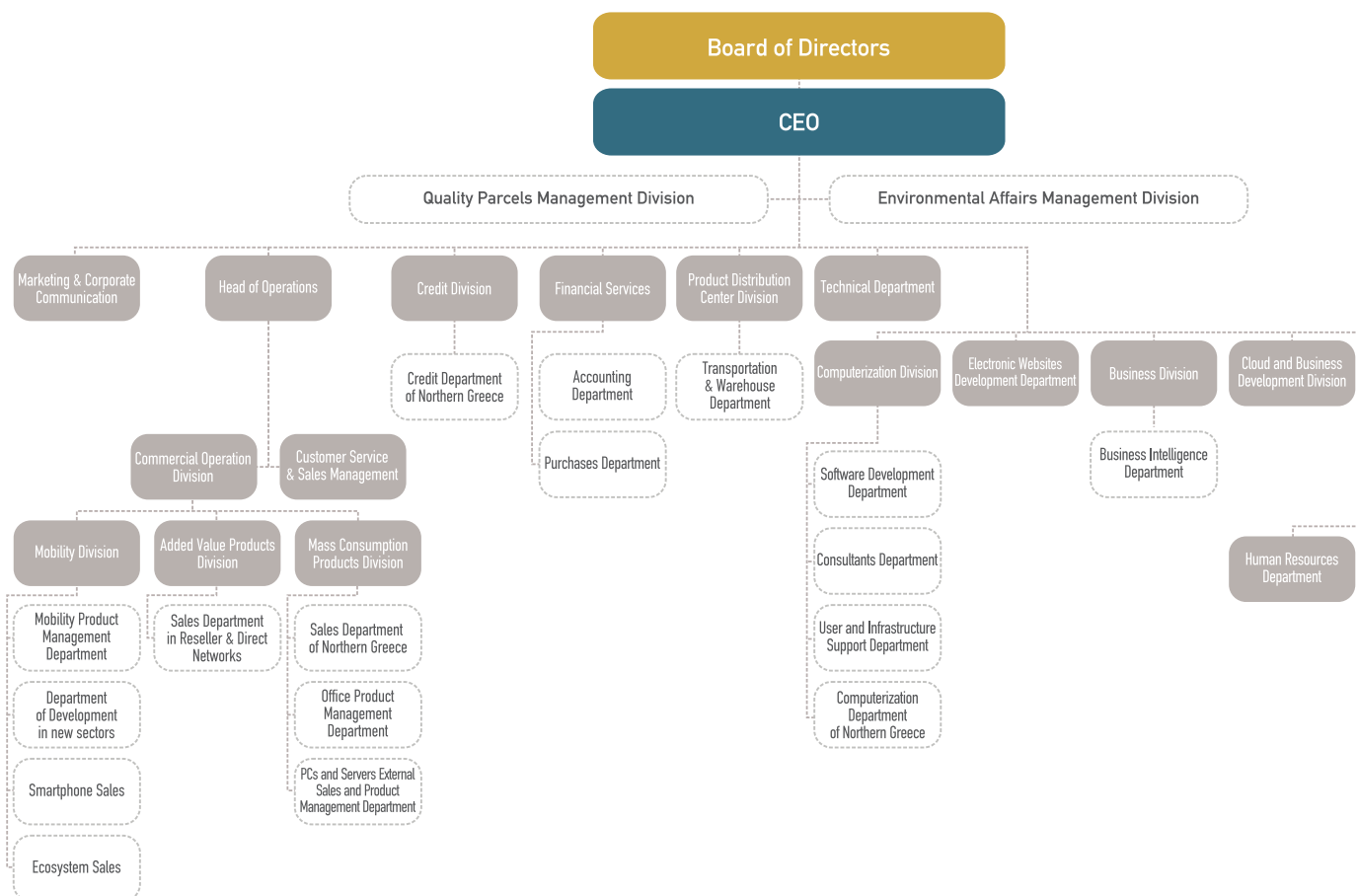
To **accelerate** the path towards **digital transformation**, through our collaborations, our consistent strategy with an emphasis on **innovation**, our continuous investment in **know-how, people** and our **customer-oriented** philosophy.

Corporate Governance

Info Quest Technologies is managed based on the Corporate Governance framework set by the Management of the Quest Group, fully adopting the principles, values, policies and procedures of the Group.

Board of Directors			
Dimitrios Eforakopoulos	Chairman and Managing Director	Theodoros Fessas	Member
Eftychia Koutsourelis	Vice-Chairwoman	Markos Bitsakos	Member
Apostolos Georgantzis	Member	Theodoros Frangos	COO and Member

Organization chart



[ESG C-G1 Index]

The issues of Sustainable Development and Corporate Social Responsibility are co-ordinated by the Sustainable Development Committee of the company, which reports to the CEO and operates on the basis of the strategic guidelines and coordination of the Social Responsibility and Sustainable Development Committee of the Quest Group.

Distinctions

- **Cisco Greece** - Commercial Partner 2020
- **Dell Hellas** - Enterprise Distributor of the Year 2020
- **IT Europa Awards, 2020 finalist** - Supplier- distributor of the year under €500m global sales
- **Business IT Excellence Awards** - Bronze Award in the category "Linking Business & ICT Strategy"
- **Infocom Awards**, Dimitris Eforakopoulos, CEO of the Year
- **Great Place to Work**

For more info, visit www.infoquest.gr.

Creating Value <IR> [ESG A-G1 Index]

OUR BUSINESS MODEL FOR SUSTAINABLE DEVELOPMENT



INPUTS

FINANCIAL CAPITAL

- Equity
- Debt

INDUSTRIAL CAPITAL

- Industrial capital
- Buildings - Infrastructure
- Equipment
- Raw materials for the repair and production of products
- Goods

INTELLECTUAL CAPITAL

- Intellectual Property
- Software and systems
- Procedures, protocols
- Reputation / Trust

HUMAN CAPITAL

- Total human resources
- Knowledge, skills and abilities
- Ethical values
- Trust/loyalty

SOCIAL CAPITAL

- Strategic and long-term partnerships with more than 200 international ICT undertakings
- Relationships with stakeholders

NATURAL CAPITAL

- Energy
- Water
- Raw materials

BUSINESS ACTIVITIES AND PRACTICES

PRIMARY

- Trade and distribution of ICT products (volume and value)
- Mobility/IoT
- Cloud services / Distribution of digital services
- E-commerce
- Production, staging and final product configuration
- After sales / technical support

AUXILIARY

- Financial services / IT / Logistics (to Quest Group)
- Marketing of products, solutions and services / Sales intelligence
- Business Development / Sales intelligence (new products / solutions, new markets, new partnerships)
- Quality, infrastructure security, data protection and operational continuity
- Human Resource Management
- Managing relationships with stakeholders
- Legal Services (Anti-corruption and anti-competitive behavior practices)
- Personal data management
- Application of communication channels - Sales Department, Call Center Service
- Evaluation of partners / suppliers / Supplier Code of Conduct
- Services to the community, corporate volunteerism
- Implementation of the Environmental Management System

OUTPUTS

FINANCIAL CAPITAL

- Creating financial value/financial performance of the company

INDUSTRIAL AND INTELLECTUAL CAPITAL

- Providing ICT products and solutions that contribute to the enhancement of innovation, the production of know-how and the digital transformation of organizations and consumers
- Providing technology products and services, with environmental and/or social impacts
- Ensuring quality, infrastructure security, data protection and operational continuity

HUMAN CAPITAL

- Ensuring the health, safety and well-being of employees
- Providing continuing education, certification and employee development

SOCIAL CAPITAL

- Ensuring business ethics and regulatory compliance
- Establishing a healthy ecosystem of partners and a responsible supply chain

NATURAL CAPITAL

- Adopting recycling and circular economy practices

OUTCOMES

Effects for the company

- Increasing the market share and placement in new markets
- Expanding and developing the portfolio of solutions and services through new partnerships with supply companies
- Developing innovation and improving knowledge through the best use of new technologies
- Improving competitive advantage / Enhancing employer profile
- Long-term improvement of OPEX/ revenue ratio
- Boosting reputation / leadership
- Increasing human capital / creating direct jobs
- Increasing productivity Improving opportunities for internal mobility
- Talent retention
- Improving competitive advantage as employer of choice / best workplace
- Ensuring social authorization

OUTCOMES

Effects created by the company for its stakeholders

GROUP SHAREHOLDERS

- Maintaining and improving the sound financial position
- Increasing confidence and satisfaction

FINANCIAL BODIES / INVESTMENT COMMUNITY

- Maintaining and improving the sound financial position
- Increasing confidence and satisfaction

CUSTOMERS

- Developing innovation and enhancing digital transformation
- Improving services, internal functions and procedures
- Creating competitive advantage
- Improving productivity
- Maintaining and improving their sound financial position
- Increasing confidence and satisfaction

SUPPLIERS/PARTNERS

- Creating indirect jobs
- Developing innovation and improving knowledge through the best use of new technologies
- Improving productivity
- Maintaining and improving their sound financial position
- Increasing confidence and satisfaction

EMPLOYEES

- Improving knowledge and upgrading skills and competencies
- Improving the possibility of internal mobility and outside the Group
- Improving productivity
- Enhancing the feeling of security and reciprocity
- Improving morale
- Increasing confidence and satisfaction

REGULATORY AND BUSINESS BODIES

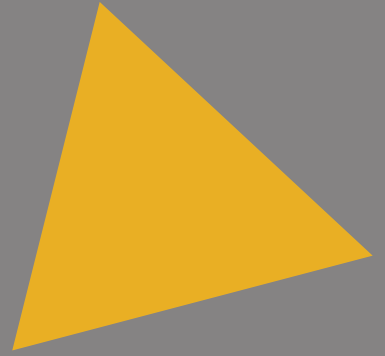
- Developing innovation and improving knowledge through the best use of new technologies
- Increasing confidence and satisfaction

OUTCOMES

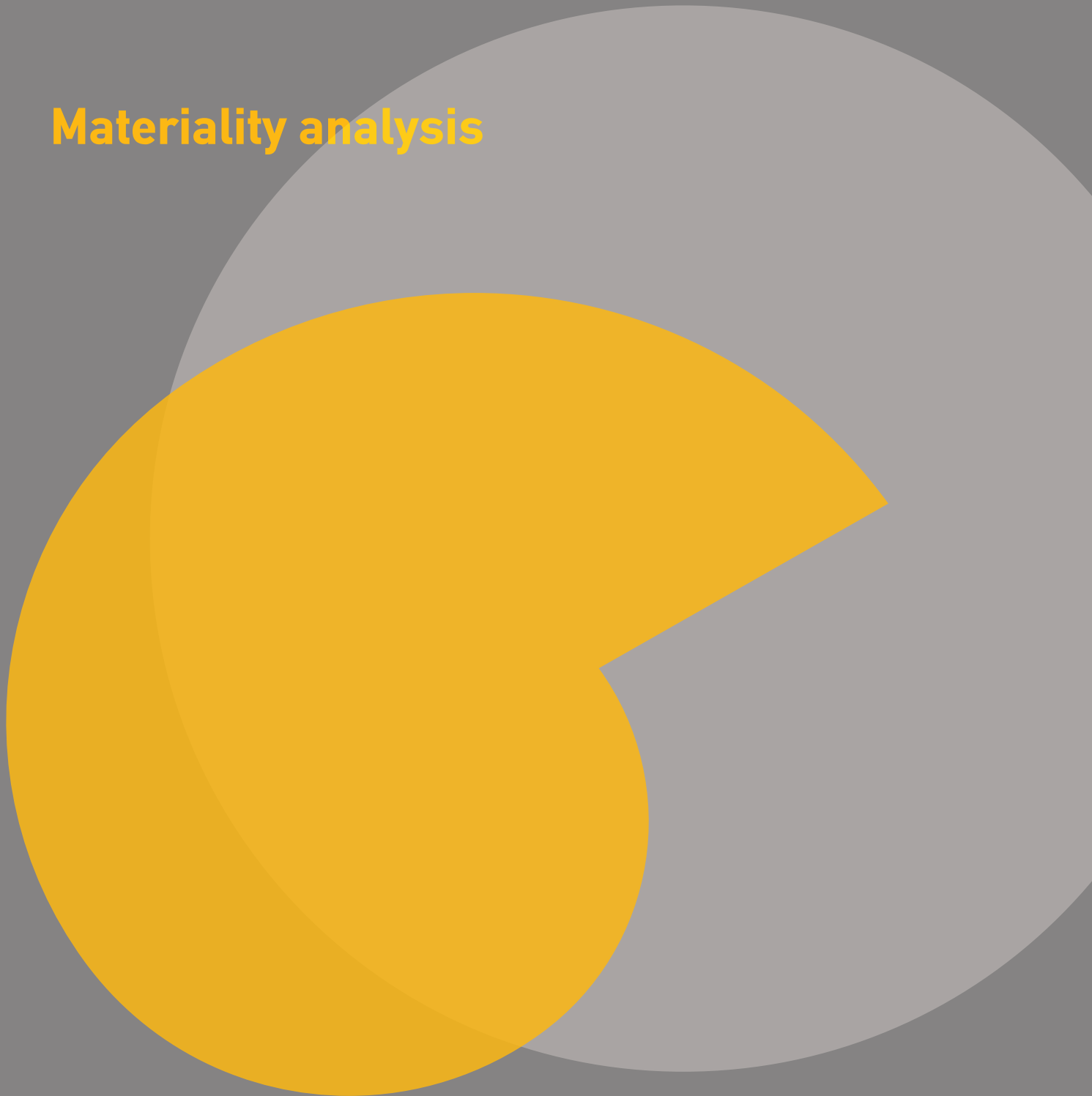
Effects that the company has on the economy, society and the environment



Info Quest Technologies



Materiality analysis



Materiality analysis

[GRI 102-46, GRI 102-47, GRI 103-1, ESG A-S1, A-G2 Indices]

The process of identifying the material issues was carried out for the Sustainable Development Report 2019 and is described in detail in Annex 1. The material issues arising from the Materiality Survey, also

apply to the year 2020, and are presented in the following Materiality Matrix.



The following table shows the material issues based on the requirements of the GRI Standards in relation to their effectiveness and effects.

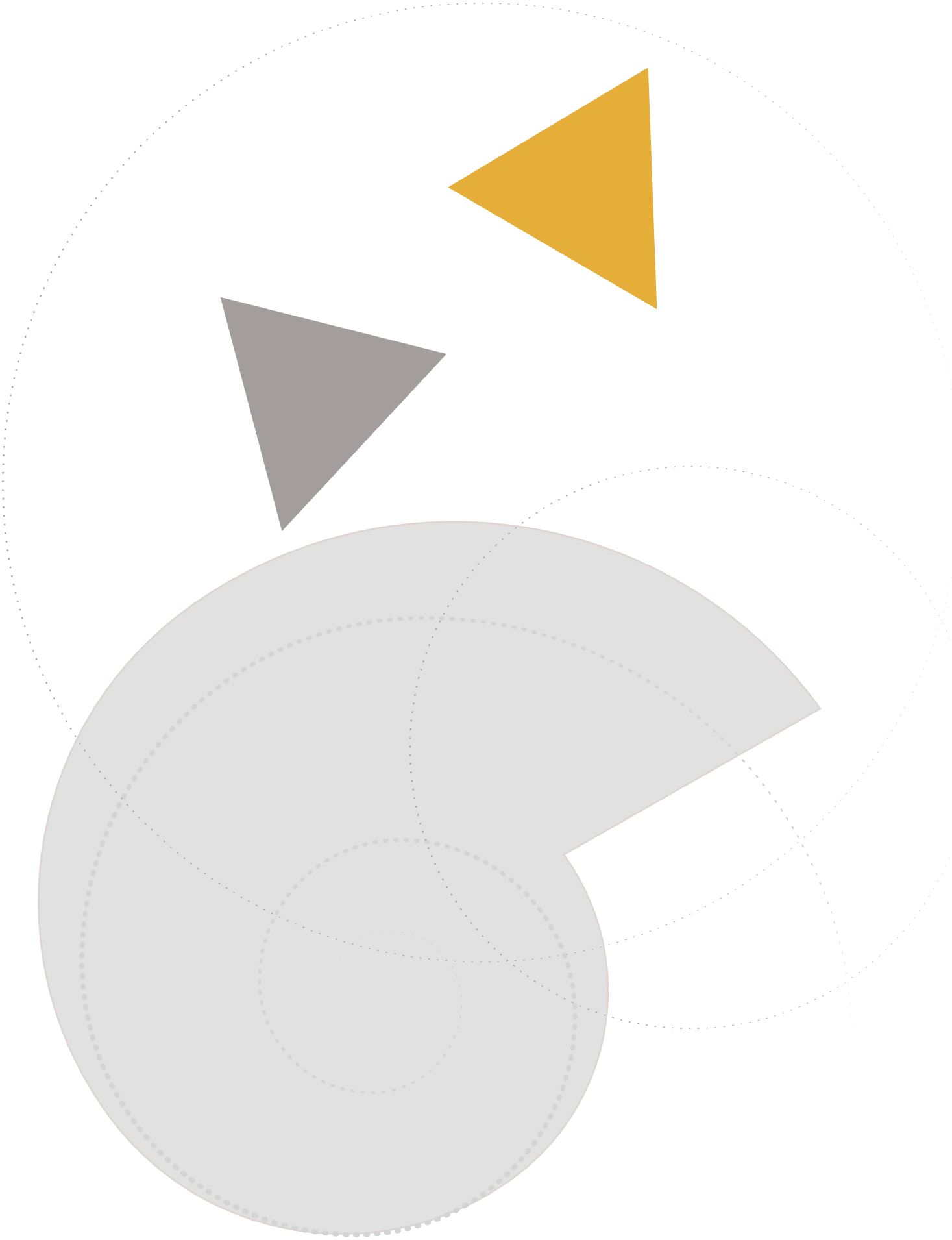
1. Why every issue is material:

- Which stakeholders are affected by the most material sustainable development issues of the company (based on the results of a research on the materiality of sustainable development issues).
- What are the UN Sustainable Development Goals to which the Group contributes (broader economic, social and/or environmental effects).

2. Who causes these effects:

The challenge of each effect may occur at different phases of the company's value chain. Consequently, some are caused directly by the company and some indirectly by a third party whose activities are related to the Group (downstream or upstream).

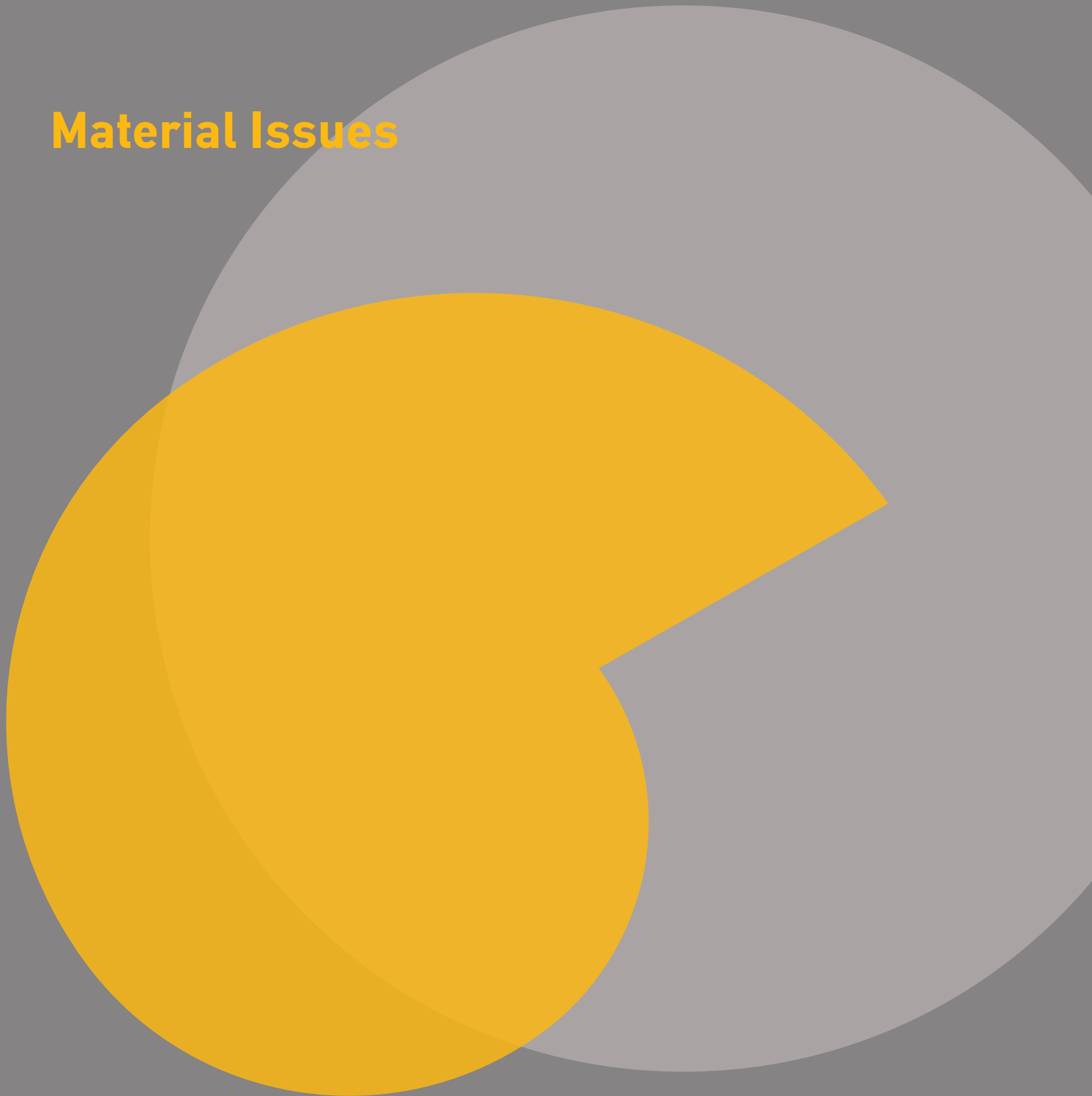
Material issue	Why is the issue material		Boundaries where the effect occurred	
	Wider economic, social and/or environmental effects caused by the issue	Stakeholders directly affected (financially, socially and/or environmentally) by the issue	Effect impacted by the Company	Interested parties outside the Company that may cause or be associated with the effects of the issue
Creating financial value / financial performance of the company		<ul style="list-style-type: none"> Shareholders Customers Suppliers / Associates Employees 	✓	<ul style="list-style-type: none"> Customers Suppliers / Associates
Providing ICT products and solutions that contribute to the enhancement of innovation, the production of know-how and the digital transformation of organizations and consumers	 	<ul style="list-style-type: none"> Customers Suppliers / Associates Employees Business Community 	✓	<ul style="list-style-type: none"> Customers Suppliers / Associates Business Community
Establishing a healthy ecosystem of partners and a responsible supply chain	 	<ul style="list-style-type: none"> Customers Suppliers / Associates Business Community 	✓	<ul style="list-style-type: none"> Suppliers / Associates
Providing technology products and services, with environmental and/or social impacts		<ul style="list-style-type: none"> Customers Suppliers / Associates Employees Business Community 	✓	<ul style="list-style-type: none"> Customers Suppliers / Associates Business Community
Ensuring quality, infrastructure security, data protection and operational continuity	 	<ul style="list-style-type: none"> Employees Customers Suppliers / Associates Shareholders 	✓	<ul style="list-style-type: none"> Suppliers / Associates
Ensuring business ethics and regulatory compliance		<ul style="list-style-type: none"> Employees Customers Suppliers / Associates Shareholders Business Community 	✓	<ul style="list-style-type: none"> Suppliers / Associates Regulatory and business entities
Providing continuing education, certification and employee development	  	<ul style="list-style-type: none"> Employees Customers Suppliers / Associates 	✓	<ul style="list-style-type: none"> Customers
Ensuring the health, safety and well-being of employees	 	<ul style="list-style-type: none"> Employees Customers Suppliers / Associates Business Community 	✓	<ul style="list-style-type: none"> Customers Suppliers / Associates
Adopting recycling and circular economy practices	 	<ul style="list-style-type: none"> Shareholders 	✓	<ul style="list-style-type: none"> Customers Suppliers / Associates Regulatory and business entities



Info Quest Technologies



Material Issues



Material Issues

Creating financial value/financial performance of the company



Management Approach

[GRI 103-2]

Impact of the pandemic on the financial performance of the company

Info Quest Technologies as a member of a large logistics company, utilizing its specialized, extensive human resources, set as main objectives of this period, the health and safety of its employees and customers and its business continuity. In order to better manage the impact and risks, coordination by the Management team was undertaken on a daily basis, with continuous assessment of the given information and the adoption of subsequent decisions.

Business continuity

Digital transformation has been significantly accelerated as ICT technology has emerged as a key pillar that has made it possible to continue the core functions of society, communication, information, education, business and the supply of goods. Info Quest Technologies, recognizing its role and responsibilities, has done its

utmost to achieve the best use of technology across the market, to help students continue their educational activity, employees in teleworking, businesses and organizations in upgrading their infrastructure, and every single citizen in their daily activities.

Particularly important was the appropriate management of the goods, given both the successive lockdowns in China from December 2019 to January 2020, and subsequently the lockdowns in Europe and Greece throughout 2020, but also the particular increased worldwide demand. Respectively, the best management of all financial parameters was taken into account, given the new market conditions. The objective was achieved and product adequacy was ensured for the market. At the same time, new services and applications were developed to serve customers, without the need for them to be mobile, while the company also continued its efforts to strengthen its position in the food services sector, as set out in its operational strategic plan.



Our performance / Our goals

[GRI 103-3, GRI 201-1]

As a result of the above, in 2020 Info Quest Technologies recorded the following results:

- Turnover € 235.4 million (+ 24.6% vs 2019, + 13% vs budget) with budget achievement in all its main areas of activity.
- Gross profitability 11.4% compared to 10.2% in 2019.
- EBT € 3.68 M, showing + 59% compared to 2019.
- Significant increase in sales of products that support teleworking / tele-education and infrastructure security.
- 68% increase in strategic activity in Cloud Technology . Strengthening of services in Microsoft Modern Workplace and Azure, DocuSign technologies, but also integration of new companies in the Portfolio (such as Red Hat, the world's leading open source software manufacturer).
- 49% increase in Mobility / Xiaomi products. In the field of Smartphones, we held the number one position in the local Smartphones market in November 2020 with a market share of 34.3%, the highest to date. Throughout the year Xiaomi occupied:
 - o the 2nd place in smartphone sales, marking an increase of 65% compared to 2019,
 - o the 1st place in Wearables / Activity Trackers,
 - o the 1st place in sales of Robot vacuum cleaners with a share of >50%,
 - o the 1st place in Bluetooth wireless headset sales.

- **E-commerce:** E-commerce is a pillar of our strategic development and the support of the portal you.gr is fully integrated into our operations, although it is performed by a different entity (Quest on Line S.A.). The COVID-19 pandemic has led to an explosive increase in e-markets, accelerating the penetration of e-Commerce in the Greek market. You.gr marked a 40% increase in sales compared to 2019 and a significant increase in all key performance indicators. In the last 4 years you.gr has shown a growth of 153% in the turnover, significantly higher than the market growth.

In 2021, a milestone year for Info Quest Technologies, which marks 40 years of success in the Greek market, the company will continue its development planning in all areas, aiming to maintain its leading position in the market and in the new era of the 4th industrial revolution and digital transition. Looking to the future, it is working on its new 5-year business plan, with a vision and high goals. Fundamental to the development of the company is the large investment in the new state-of-the-art logistics center, which is expected to be completed in 2022, giving new dynamics and levels of efficiency to product management processes.

NET LOAN LIABILITIES & LEVERAGE			
(€ x 1000)	2018	2019	2020
Total loan liabilities	5,730	9,554	19,971
Lease liabilities	-	5,001	4,630
Minus:			
Net cash and cash equivalents	(3,526)	(5,746)	(15,630)
Net loans/(cash and equivalents)	2,205	3,808	4,341
Total equity	23,657	23,832	25,503
Total capital employed	25,861	27,640	29,844
Leverage factor	8.53%	13.78%	14.55%

Note: In the 2018 figures, the amount of Net lending, the total funds employed and the Leverage Factor, which by mistake were not correctly recorded, have been corrected.

DIRECT FINANCIAL VALUE GENERATED AND DISTRIBUTED				
Items (€ x 1000) ¹		2018	2019	2020
Financial value generated	Revenue ²	155,781	188,855	235,415
	Operating costs ³	145,897	176,925	220,796
Financial value distributed	Employee salaries and benefits ⁴	9,004	9,637	10,933
	Payments to financing bodies	934	1,082	1,040
	Payments to statutory bodies ⁵	861	27	17
	Social investments ⁶	12	22	61.9

Remarks:

1. These amounts have been calculated in accordance with the requirements of the GRI 201-1 index.
2. Revenues from sales, accessory activities, dividends, interest, rent, foreign exchange differences and derivatives are included.
3. Sales expenses, administration expenses, sales costs, capital expenditure are included. Payroll cost is not included.
4. Operating costs are not included.
5. VAT, withholding taxes and Single Property Tax (ENFIA) are not included.
6. Donations and sponsorships are included.

The Social Contribution of the company in commercial value of products, services and financial contribution for 2020 amounts to **€ 96,888** compared to € 29,862 in 2019. The significant increase is

due to the participation of the company in the Group's Sponsorships for the fight against the pandemic, the support of the "Greece 2021" Commission and the Sponsorship at the Innovation Center of Cisco.

PAYMENT OF TAXES AND CONTRIBUTIONS (€ x 1,000)			
	2018	2019	2020
Payment of VAT	3,729	3,218	2,439
Social Security contributions	2,783	2,945	2,725
Payment of payroll tax (FMY)	869	948	1,032
Payment of other taxes	862	7	17
Total	8,243	7,118	6,212

2020 TARGETS	RESULT FOR 2020	2021 TARGETS
Increase of market share. Sales growth for the whole business (Info Quest Technologies & Quest on Line / you.gr) is more than 5% of the average market growth (based on EITO survey data).	100% achievement (+25% for Info Quest Technologies and +40% for Quest on Line / you.gr with an expected market rise + 8-10%).	Sales increase by 2%, higher than the market increase.
Return on Capital (EBT / Capital): Due to the COVID-19 pandemic, the indicator is expected to fall by 10%.	+ 18.8% against a target of 12%.	16%.
Increase in Gross Profit Rate compared to 2019.	Achievement of 11.4% compared to 10.2% in 2019.	Achievement over 11.4%.

The Annual Financial Report for the Year 2020, which is posted on the parent company’s website (www.quest.gr) presents detailed tables of all subsidiaries and their results.

Providing ICT products and solutions that contribute to the enhancement of innovation, the production of know-how and the digital transformation of organizations and consumers



Management Approach

[GRI 103-2]

Given our size and leadership position, we contribute substantially to the digital transformation of the domestic market, aiming at the best possible response to the new developments in the digital economy. Creating innovative value for each customer is one of the main components that guarantee the long-term successful course of our company. Aiming at a high level customer service and the highest satisfaction of current and future needs, we seek:

- to continue investing in the provision of innovative solutions, products and services;
- to provide business excellence;
- to ensure strict quality control to meet the specifications of products and services, in terms of health and safety of our customers;
- to provide comprehensive and responsible information to customers, through a set of policies, principles, commitments

and procedures, based on the ISO 9001 standard and the relevant Quality Policy;

- to take environmental protection measures.

Customer satisfaction and service, Customer Health and Safety

High-quality products from international co-operations

We are working with reputable and acclaimed vendors who have high quality and international quality products, while providing all the necessary certifications and quality standards, in accordance with EU regulations, contributing to increased productivity and customer safety. In addition, the design and production of our own-brand products place great importance on responsible consumption and the safe use of the products by consumers, by focusing on the following directions:



- Full compliance with current safety, ergonomic and low energy consumption requirements.
- Providing Greek instructions for use and clear warranty terms on each product.
- Operation of a high-specification repair center.
- Provision of technical support services.

As for the software, the provision of professionally and technically sound solutions to the network of partners and customers is ensured by the repeat of annual trainings and certifications of sales, presales and support. Since a large volume of software is formed based on the needs of each company, the main requirements of its successful distribution are the detailed observance of the flow of orders and the possibility of automating the monthly or annual updates through the Subscription Management platform, an investment that was implemented and is now applied by the company.

Communication Channels

We utilize all modern media and communication channels ensuring the continuous, equal and thorough information and service of our customers. During the teleworking period, electronic communication with our customers was significantly strengthened, making use of Collaboration solutions, such as Microsoft Teams and Cisco Webex. At the same time, we significantly strengthened the B2B online purchases through the online stores of products and services www.Questionline.gr and www.QuestionCloud.com and the electronic communication of Mi Store stores with the final consumers through the e-shop www.mistore-greece.gr. Finally, we develop and support our e-shop you.gr, which is a strategic pillar of our development in e-commerce for the consumer market.

Technical Support

Technical Support is an important advantage and part of the integrated service that we offers to our customers. On our premises at Kifissou Avenue, in Aghios Ioannis Rentis, we own a fully organized Technical Support Department that operates as the Authorized Repair Center for the larger manufacturers - such as Apple, Xiaomi, HP, Canon, Epson and Lenovo. The Technical Service Center employs 50 people who are certified by the leading manufacturers, while it also employs 10 people to support the POS Production & Warehousing operations.

Development and Innovation

Focused on our vision to connect innovative digital technologies with the Greek market in the easiest, most economical and efficient way and to help companies in their digital transformation, we systematically seek, design and introduce new technologies and services to the market, which help our customers to achieve their goals.

Indicatively, the main innovation projects were:

- The shareholding in the Innovation Hub "π-Net", together with research centers, such as the National Centre for Scientific Research "Demokritos", educational institutions, leading System

Integrators and Operators. The purpose of the Hub is to explore the 5G Ecosystem and the business opportunities it creates.

- Participation, together with the Aristotle University of Thessaloniki, in the research project "Smartweed". Its object is the research evaluation of the use of Drones for the identification of weeds in crops and the optimization of the distribution of light, based on the principles of Precise Agriculture.
- Contributing to the implementation of the Cisco International Center for Digital Transformation and Digital Skills in Thessaloniki, through the sponsorship of workstations for the training department of the center. Its purpose is to enhance innovation, accelerate digital transformation, enhance digital skills and promote digital culture.

In order to protect employees from the pandemic, thermal cameras with Artificial Intelligence Interface were placed at the entrances of our buildings, which read temperature, detect the presence of a mask and, based on this, they allow or prevent the entry into the company's premises.

Investing in Know-how

We systematically invest in know-how, new solutions and services and have a number of certified engineers and consultants, who help our partners and customers in understanding and applying new technologies. In 2020, the Pre-sales team of the Commercial Division was expanded, adding to the already developed Networking design capabilities, the Cloud Presales team, staffed by Senior Cloud Architect and Junior Cloud engineer, while significant expertise was developed in Collaboration platforms and Central File Management applications.

Business Development

Cloud Computing

Cloud Distribution: We have made major investments in the fast-growing Cloud market, as it has implemented an integrated solutions ecosystem that includes top global providers, specialized consultants and trained associates. Our goals is to excel in the new era of digital distribution and to become the largest Cloud market hub.

Cloud Solutions: We prioritize investing in the provision of integrated digital readiness solutions, implementing solutions that ensure a fully functional, fully digital mode of operation for our customers. The solutions provided cover the entire range of operation of a company, as they cover both the infrastructure of hosting applications and systems of an organization (Cloud Infrastructure), as well as the possibility of teleworking and secure access to them (Virtual Desktop, Cloud Applications, Cloud Mail, Cloud Telephony).

Cloud Services: Utilizing the above digital readiness solutions, we provide services for the development and utilization of these technologies, in order to ensure the best and most efficient operation through the automation and interoperability of applications and systems (Integration services & Modern Workplace Consulting services).

New ICT Infrastructure Solutions

We are constantly expanding our solutions and services, focusing on the Security area, the Data Center, as well as IP Telephony and M2M interconnected devices. We are investing in Citrix and Microsoft remote access solutions, which are essential for teleworking, while in 2020 we started making available Windows Virtual Desktop Interface solutions, together with Microsoft Think Clients.

New Technology products

Areas of interest include smart white devices and robotics / AI products. In 2020 we incorporated in our solutions Portfolio the electronic contract management platform and electronic signatures DocuSign. We are constantly adding new categories of innovative products, such as Drones, thermal cameras with AI recognition algorithms that are combined with controlled access systems of businesses or other areas of health interest.

Mobility & Internet of Things

Our primary goal is to bring all the Xiaomi interconnected devices to the general public. Xiaomi is now among the most innovative companies and has, beyond popular smartphones, a wide range of interconnected devices for home, mobility, fitness, and more, materializing its vision of "Innovation for Everyone". In 2021, the company is planning its next steps in the field of electromobility.

e-Commerce / You.gr

During 2020, the product range continued to expand to new areas, such as fashion and linen. Investments in systems and infrastructure continued, offering multiple choices to consumers, in a safe, modern and easy e-shopping environment for all. Particularly important in 2020 was the development of new applications and implementations, such as the chat bot for automated customer service, the personalized display of products on the front page of the site, You Club, the new loyalty program, but also the strengthening of communication, both in traditional as well as in digital media.

Digital Transformation

The company approaches digital transformation by combining the adoption of cloud technologies, with the redesign and automation of both internal operating processes and channels of interaction with the external environment (customers, suppliers).

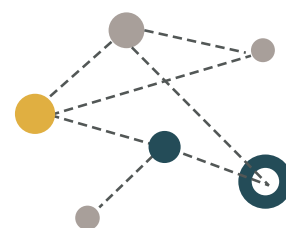
In 2020, a fairly ambitious and comprehensive plan for redesigning and digitizing processes was completed, which resulted in the adoption of new cloud technologies.

How We **Interact**



Digital Transformation Roadmap

How We **Operate**



ACTION	RESULT 2020
<p>Home Office: Ability to telework with remote access to all systems of the company</p>	<p>Reduction of physical presence at the company's premises ensuring uninterrupted operation</p> <ul style="list-style-type: none"> • >200 teleworking employees • >14,000 man-days working from home
<p>Mail Migration: Transfer the Mail Exchange server infrastructure to the Cloud</p>	<ul style="list-style-type: none"> • Significant expansion of users' storage capacity (unlimited storage). • Upgrade applications to support automation through application interoperability.
<p>Paperless Contracts: Adoption of electronic signature - remote approval</p>	<ul style="list-style-type: none"> • Significant reduction of internal approval time without the need for physical presence. • Reduction of time for signing and archiving contracts.
<p>Unified Communication: Call center upgrade</p>	<ul style="list-style-type: none"> • Fixed phones everywhere. • Enriched interoperability capabilities through applications.
<p>Disaster Recovery: Design and implementation of a plan for the restoration and operational preparedness of infrastructure in the event of a disaster</p>	<p>Connecting the company's ERP with Cloud infrastructure and implementing an interface that ensures real-time data synchronization.</p>

Also in 2020:

- The SAP Group completed the Group's ERP to cover the digital transmission of documents on the eBooks myDATA platform of the Independent Authority for Public Revenue. The launch of the digital transmission will take place in 2021 for all Group companies.
- A new pioneering automated data control service for VAT exempt purchases was implemented by beneficiary professionals (AADE 39A) at you.gr.
- The customer reward program was implemented at you.gr (YOU Club).
- An automatic digital assistant was applied to serve customers on a 24-hour basis using AI and Machine Learning technologies on you.gr (YouChatBot).
- You.gr interface has been implemented with third party systems (Masoutis supermarket online store).
- The cooperation with Cardlink was extended to the ecommerce sites Questonline.gr and Mistore-greece.gr and a payment links scenario was implemented on you.gr.
- Upgrade of the Cloud Services supply platform www.QuestionCloud.com.

New digital transformation projects

- Investing in automation to optimize productivity and accuracy in collection processes and warehouse management systems to better manage stocks as part of the creation of the new transit center.
- Investing in Data and Analytics to better understand the customer base for the purpose of providing better and more targeted service.
- Extending the application of paperless procedures to incoming invoices.
- Further enhancing the speed and security of the Ecommerce platform.
- Addition of credit/debit card portfolio on you.gr.
- New Mistore-greece.gr: Significant upgrade of the online store mistore-greece.gr, in infrastructure and in parameters that contribute to the direct communication and better customer service and reward program.
- Upgrade of the Cloud Services supply platform www.QuestionCloud.com.

Our performance / Our goals

[GRI 103-3, IQT Indicators, ESG SS-S8, SS-S9 Indicators]

Customer satisfaction and service, Customer Health and Safety

We have a complaint handling mechanism in accordance with ISO 9001 quality system procedures. Complaints are collected from online forms available on the websites or by telephone and recorded by the recipient, communicated to the head of the quality

department, who undertakes, together with the relevant authorities, the communication with customers and the written response to them.

In addition to the daily monitoring and assessment carried out by the executives and the Heads of Department pursuant to the Procedures of the Quality Management System (QMS), we also carry out:

- Inspections throughout the year, conducted by Internal Audit.
- Inspections of the Technical Department conducted by the collaborating manufacturers, e.g. Apple and HP.

- Internal annual inspection.
- Inspection conducted by an external body on an annual basis.

We have a number of indicators to measure our processes that help us to monitor and improve customer satisfaction.

CUSTOMER COMPLAINTS			
Goal: Responding to one working day and resolving the issue within 1 working days for at least 90% of complaints			
	2018	2019	2020
Number of customer complaints based on complaint management system	22	21	25
Rate of response	86.38%	90.48%	92%
	Deviation	Met	Met

Wholesale

CALL CENTER FOR WHOLESALE CUSTOMERS			
Goal: 92%			
	2018	2019	2020
Percentage of calls answered	86.72%	88.66%	74.65%
	Deviation	Deviation	Deviation

There was a very large increase in the total number of calls during the pandemic, which could not be predicted and resulted in a deviation from the target. The company has taken corrective action

with the installation of a new more advanced call center, as well as the recruitment of additional staff from September 2020, to help improve results.

Wholesale customer satisfaction survey

The wholesale customer satisfaction survey is conducted by electronic means every two years.

The last survey was conducted in the last quarter of 2018, no survey was conducted in 2020 due to the pandemic and the next one is scheduled to be conducted in the first 4 months of 2021.

Technical Department

TECHNICAL SUPPORT FOR ALL CUSTOMERS			
Target: Average repair time at In House Service < 5.0 working days			
	2018	2019	2020
Performance	4.66	3.87	4.33
	Met	Met	Met

EASE OF ACCESS TO THE TECHNICAL CALL CENTER			
Target: Percentage of calls answered >90%			
	2018	2019	2020
Performance	81.25%	86.39% (Last 5 months: 92.93%)	92%
	Deviation	Deviation	Met

QUALITY OF TECHNICIAN WORK FOR APPLE REPAIRS

Objective: <3%

	2018	2019	2020
Performance	0.17%	0.43%	0%
	Met	Met	Met

The target, which is monitored by Apple, concerns the rate of re-import within the month of the same product - with the same IMEI number - in smartphones covered by warranty and is set to be less than 3%.

QUALITY OF TECHNICIAN WORK FOR REPAIRS OF XIAOMI MOBILES

Objective: ≤4.50%

	2019	2020
Performance	2.94%	3.83%
	Met	Met

The target, which is monitored by Xiaomi, concerns the rate of re-import within the month of the same product - with the same IMEI number - into smartphones covered by warranty and is set to be lower than 4.50%.

End Customers

Given the company's ever-increasing contact with the end consumers of Xiaomi products, a number of Customer Satisfaction indices of these customers are monitored, as is respectively for the online store www.you.gr. The following are the main indices:

XIAOMI CUSTOMER SATISFACTION INDEX

Target: >95%

	2018	2019	2020
Performance	98.36%	98.5%	99.1%
	Met	Met	Met

The index measures customer satisfaction with Xiaomi products and support services and is carried out through research conducted through the Xiaomi Customer Service Center and through its daily communication with end customers.

EASE OF ACCESS TO THE CALL CENTER OF XIAOMI

Target 2020: >95%

	2018	2019	2020
Performance	95%	95.4%	91.4%
	Met	Met	Deviation

Due to the COVID-19 pandemic and the measures taken to address it, a very large part of the call center operated remotely and in combination with the greatly increased volume of calls caused by the public switching to online shopping, there were problems in

achieving this. The adaptation of everyone to the new circumstances as well as the improvements made in infrastructure are expected to significantly improve the result. Given the market and the continuation of restrictions, the target for 2021 is set at > 93%.

NPS INDEX YOU.GR

Target: >55

	2018	2019	2020
Performance	58	62	60.89
	Met	Met	Met

The Net Promoter Score (NPS) index is recorded by an external partner (e-satisfaction) who has undertaken the process of evaluation of the e-shop you.gr by consumers. In 2020, the index marked a slight decline, mainly due to the many delivery problems

from the transport and courier companies, which, due to the volume of shipments, had long delays in deliveries.

EASE OF ACCESS TO THE CALL CENTER OF YOU.GR			
Target: >94.5% Percentage of calls answered			
	2018	2019	2020
Performance	87.94%	92.46%	74.70
	Deviation	Deviation	Deviation

There was a very significant increase in electronic sales, but also in the total number of calls during the pandemic, which could not be predicted and resulted in a deviation from the target, but also a significant decrease of the percentage compared to 2019.

Our company has already made corrections since September 2020 with the installation of a new more advanced call center, as well as the recruitment of additional staff to help improve results.

RETURNS you.gr			
Target: <2%			
	2018	2019	2020
Performance	1.82%	1.78%	2.58%
	Met	Met	Deviation

The percentage of returns to an online store is a particularly important indicator as it presents the proper operation of the store and customer satisfaction by receiving the right product at the right time.

In the midst of the pandemic, there has been a large increase in orders across e-commerce, and as a result carriers were unable to cope with delivery times. In addition, there were long delays that led to several refusals (cancellation of orders) upon receipt of orders.

Business Development

TARGETS 2019-2020	RESULTS 2020	2021 TARGETS
Revenue from new solutions aimed at the digital transformation of small and medium enterprises <ul style="list-style-type: none"> • eSignature - DocuSign • eShop solutions for SME • Cloud Enablement Services for Resellers • Cloud Migration and Support services for SME. 	Target achieved. New collaborations were made in the field of Cloud, such as with Vodafone and Epsilon Net. Enlargement in the Xiaomi Ecosystem, IoT - Smart Home. Exclusive cooperation in the distribution of GREE air conditioners (via Clima Quest).	<ul style="list-style-type: none"> • Expansion of activity in E-Mobility. • Cooperation with Xiaomi (wholesale - retail). • Digital distribution / Cloud - Enhancement of services. • New suppliers in the Cloud area.

Digital Transformation

2019-2020 TARGET	RESULTS 2020	2021 TARGET
<p>Paperless Organization</p> <p>50% of the contracts initiated by the company are electronically approved and signed.</p> <p>Modern Office</p> <ul style="list-style-type: none"> 100% of corporate applications and processes were made available for remote work (SAP, O365, Mail, CRM, Application) Increased use of collaboration and remote access tools. <p>eCustomer</p> <p>100% of products and services made available for orders in online sales channels (QuestonCloud, QuestOnline, you.gr, Mistore, corporate site).</p>	<p>Achieved for 100% of contracts.</p> <ul style="list-style-type: none"> 100% (via Remote Desktop). Info Quest Technologies' Productivity Score aligned with global benchmark.* <p>Achieving a target for all standardized products.</p>	<p>100% paperless outgoing documents.</p> <ul style="list-style-type: none"> Maintain at 100%. Productivity Score: > 50%. <p>Enrichment of available categories.</p>

* Productivity Score is defined by Microsoft as the indicator that measures the degree of Digital Transformation of an organization, by evaluating how M365 technologies are utilized and users experience/familiarize themselves with these technologies. The score is comparable to the Global Benchmark having organizations of similar size as reference points. Productivity Score and Global Benchmark are calculated by Microsoft Partner Center ([Microsoft 365 admin center](#)).

Material Issues Establishing a healthy ecosystem of partners and a responsible supply chain

Management Approach

[GRI 103-2]



Healthy and ethical business is an inviolable priority of the shareholders and the company's pursuit in all its transactions with the State, employees, the society and the environment, being an example and reference point for the entire market.



Its executives as well as executives of its subsidiaries have been actively joining Organizations and Associations that express opinions

and influence the institutions in order to establish a modern and sustainable framework of entrepreneurship.

Responsible supply chain

We select renowned suppliers, with a worldwide reputation and strong commitment to good work practices and environmental

responsibility. Respectively, all commercial suppliers are selected based on their good reputation and status.

We apply the Group’s Procurement Policy, and we have put in place relevant procedures to accurately identify the relationship with our suppliers and partners. We have posted on our website the Supplier Code of Conduct of the Group, and following the procedures established by the standard ISO9001:2015, we perform an annual assessment of suppliers and partners, based on product quality standards and services, as well as the reputation and position of the supplier on the corresponding market. We have developed and utilized a specialized application, through which we evaluate - on an annual basis - the suppliers who represent 80% of our turnover (at least 50) using evaluation indicators and criteria, related to commercial issues. Every 3 years an evaluation is carried out on 100% of our suppliers.

Transfer of Expertise

In our long course, we have developed a dynamic and healthy national retailer network. The network includes the country’s top retailers, value-added resellers, dealers serving businesses

and stores (electronical and physical) serving consumers. The Commercial Directorate is in daily contact with the partners, and an overall evaluation of their progress is made every year. We have automated applications that ensure the direct and equal information of each partner on all cooperation issues. Information seminars, technical sales seminars, technical trainings, trainings leading to company certifications, etc. are carried out systematically (physically or online).

We have made a strong contribution in recent years in supporting the market during the transition to cloud services, with continuous investments in infrastructure, know-how and expansion of our portfolio of solutions and services. Respectively important trainings are carried out in both the new field of Cyber Security and the Internet of Things.

In 2020, 8 Live and 35 Virtual Partners Trainings were held in the field of Networking and Cloud Software, where over 500 users from our network of partners were trained. At the same time we started the online training of partners and end customers in the use of the DocuSign platform for the dematerialization of internal and external contracts, through electronic signature and archiving in the Cloud.

Our performance / Our goals

[GRI 103-3, GRI 308-1, GRI 414-1, IQT Indicator]

As part of the annual assessment, a report is made of the ESG information published by suppliers. In the last extended evaluation carried out in 2020, which concerned the 145 largest suppliers, we

identified and recorded information available on the sustainable development policy of 39 among them.

2020 TARGETS	RESULTS 2020	2021 TARGETS
Evaluation of suppliers for 80% of turnover (at least 50 suppliers).	100% achievement	Evaluation of suppliers for 80% of turnover (at least 50 suppliers).
Conducting seminars to associates / transfer of know-how - 1,200 hours per year.	125% achievement	1,200 hours of training.
Activating +10% of partners to build on the QuestonCloud.com platform.	Target achieved. 46 new partners were activated and invoiced (339 in total).	Activating +10% of partners to build on the QuestonCloud.com platform.
		Update of key suppliers to the Supplier Code of Conduct.

Providing technology products and services, with environmental and/or social impacts

Management Approach

[GRI 103-2]

At Info Quest Technologies, when designing our marketing strategy, we also take into account the environmental and social impact of our products and services so that they have the best possible footprint.



Materials Management - Marketing of environmentally friendly products - Green IT

In recent years, due to technological developments, the products of international manufacturers, but also the private label products of Info Quest Technologies, tend to be less energy-intensive, made of more environmentally friendly materials and available in recyclable packaging. It also reduces the volume and weight of the electronic devices that it imports, so that they are more user- and environmentally friendly, aiming, among other things, to reduce fuel requirements during transport and thus reduce pollutants. In particular, the state-of-the-art Quest computers we design and build are smaller in size and weight and are less power consuming. In addition, we strictly adhere to our obligations concerning the payment of recycling fees resulting from our operations.

Availability of Cloud Services

The availability of Cloud services is the new way of utilizing ICT technology, as a service with significant environmental and social benefits. The products are intangible, without the need for physical transport and disposal of packaging, as they are renewed and upgraded electronically without any physical transport of material. The payment model - monthly subscription / OPEX and not a large initial investment / CAPEX, allows smaller companies, without significant size or budget, to take advantage of new technologies. In addition, many applications help reduce paper use, such as the electronic management of contracts and signatures, a function that in addition to environmental benefits, also increases productivity.

Provision of IoT / AI / Robotics Process Automation Solutions / Robotics of Devices

The 4th industrial revolution, 5G and interconnected devices, as well as AI/Machine Learning and Robotics technologies, are constantly evolving and are expected to rapidly change the way many day-to-day processes are performed. In this context, we have a wide range of related products in companies and organizations, which is constantly evolving and enriching. We invest heavily through our subsidiary CANDI in providing Robotics Process Automation solutions, while through our partnership with Xiaomi, we strengthen our presence in the Consumer Internet of Things, improving important aspects of our daily social life, for example through smart home functionalities, including products that promote health and well-being and smart ecological mobility (e-scooters).

e-Commerce

For more than 10 years, we have been investing in e-Commerce, recognizing the advantages of this particular market service model. We have developed and supported online stores of products and services, both for the business market (B2B) and for the SOHO market and consumers, which especially during the pandemic helped businesses and organizations to continue to have access to the products and services they needed. Our goal is to offer customers an upgraded shopping experience, so that they know and use the new model to their advantage, enjoying increased quality, safety, reliability and support where they need it, regardless of where they are.

Our performance / Our goals

[GRI 103-3, IQT Indicator]

2020 TARGETS	RESULTS 2020	2021 TARGETS
<i>Increase sales in new innovative products and technology services, with an environmental and/or social impact</i>		
Mobility and IoT: + 20% Sales on Xiaomi Ecosystem products.	150% achievement.	Mobility & IoT: Growth of sales by 20%, 1st place in Smartphone sales (share in pieces %).
Cloud: Increase of the active jobs in QuestonCloud by 30%.	68% achievement.	Cloud: Increase of the active jobs in QuestonCloud by 50%.

2020 TARGETS	RESULTS 2020	2021 TARGETS
E-Commerce: Increase of market share. The increase in sales of Quest on Line / you.gr be greater than the increase in the e-Commerce market from the average market growth (based on GFK survey data).	In the categories monitored by GFK, the market increased by 21.5%, QOL by 28.6%.	Increase of 2% since the rise of the e-Commerce market.

[ESG A-S5 Index]

Revenue from Cloud services and products in 2020 amounted to € 5.3m (2.26% of turnover). For 2021 an increase of + 51%

(budget € 8m) and a percentage of turnover of 3.1% is estimated.

Ensuring quality, infrastructure security, data protection and operational continuity



Management Approach

[GRI 103-2]

Quality Assurance

The approach to Total Quality is for us at Info Quest Technologies a daily priority and part of our culture, that permeates all activities, from the production and provision of products and services and procurement, to the relationships with clients and business

partners, the way of operation, audit and constant improvement. In this way we aim to ensure good business results, on a stable and permanent basis. The company is certified according to the following certificates:



Quality Management System
 Certification of Conformity EN ISO 9001: 2015, TUV HELLAS (TUV NORD)
 • Reg. No of Certificate: 44 100 084665

Environmental Management System
 Certification of Conformity EN ISO 14001: 2015, TUV HELLAS (TUV NORD)
 • Reg. No of Certificate: 042 17 0017

TUV HELLAS Medical Devices
 Distributor Certification (TUV NORD) -
 Reg. No of Certificate: 44 100 084665

- Design, development, maintenance and provision of IT and Telecommunication solutions and applications
 - Computer Production - Assembly
 - Distribution and Technical Support of computer systems and networks
 - Support of service network of IT and telecommunication systems
 - Trading and movement of medical devices (diagnostic devices for retail use).
- Design, development, maintenance and provision of IT and Telecommunication solutions and applications
 - Assembly and parameterization of Computers and Electronic Devices
 - Distribution and Technical Support of computer systems and networks
 - Support of service network of IT and telecommunication systems

We also comply with **ISO 27001: 2013** on Information Security issues.



[ESG C-G3 Index]

Protection of Personal Data

We take all appropriate measures to protect the personal data collected against any loss, leakage, alteration, transmission or otherwise improper processing and to ensure that their processing is always carried out in accordance with the obligations set by the legal framework, both by the company itself and by third parties who process personal data on our behalf.

We strictly follow the Quest Group's Information Security Policy, while the company's DPO, with systematic audits, training and guidance, is responsible for monitoring and correctly applying the standards set by the Group.

We fully comply with the EU General Data Protection Regulation 2016/679, and the national legislation, implementing a specific program which is constantly upgraded and updated, given the fact that we operate online stores and a technical service.

In 2020, most of the employees were trained through an online platform. Specifically, on a regular basis and through questionnaires and sample checks by the Group's DPO, the understanding and application of legislation by employees was verified.

For more information, please refer to the Quest Group Personal Data Protection section.

Security Infrastructure and Business Continuity

During 2020, we continued the efforts to enhance the measures taken by the IT Directorate to protect the company's infrastructure and systems continued. In the context of the implementation of the European Personal Data Protection Regulation, the company carried out the following actions:

- Prepared a project for the design and implementation of alternative Cloud ICT infrastructures (Microsoft Azure) in order to ensure the immediate availability of the Group's ERP. Ensured high availability of e-mail services by using Microsoft Office 365 Infrastructure Cloud.
- Enhanced remote access security using two factor authentication. Installation of the Cisco Identity Service Engine (ISE) to increase corporate network protection. Developed a plan to strengthen the protection of computer infrastructure and websites against distributed denial of service (DDoS) attacks and cyber attacks in general.
- Designed corrective actions with regard to IT risk limitations raised by an external consultant in the framework of an IT Risk Assessment project in 2019.
- Replaced the existing Back up System with the modern EMC Data Domain and upgraded the basic infrastructures, in order to increase functionality and security (Qlik View to Qlik Sense, Citrix).
- Implemented new infrastructures, which contribute to the increase of productivity, the reduction of operating costs and the reduction of risks (Data Warehouse Management, Unified Communications, Managed Print Services).

Respectively, the e-Commerce Department carried out the following upgrades:

- Upgraded the cloud infrastructure of the site www.you.gr from Azure Classic to Azure Resource Manager (ARM).
- Upgraded the fraud detection mechanism for you.gr.
- Upgraded the speed and security of the e-Commerce platform.
- Extended the use of the Cardlink platform on all e-Commerce sites and implemented new scenarios.
- Installed the Azure Application Proxy in cloud infrastructures.

Our performance / Our goals

[GRI 103-3, GRI 418-1, ESG SS-S5 Index, IQT Indicator]

Personal Data Protection and Infrastructure Security and Operational Continuity

2020 TARGETS	RESULTS 2020	2021 TARGETS
Zero cases of non-compliance, zero number of documented complaints of personal data breaches of natural persons and zero fines or penalties for breach of personal data legislation.	100% achievement.	Zero cases of non-compliance, zero number of documented complaints of personal data breaches of natural persons and zero fines or penalties for breach of legislation.

2020 TARGETS (CONTINUE)	RESULTS 2020	2021 TARGETS
Zero Data breach incidents, which may affect the confidentiality and integrity of the Company's data and systems.	100%. achievement	Zero Data breach incidents, which may affect the confidentiality and integrity of the Company's data and systems.
At least 99.9% availability of Systems.	Target achievement - 99.995% availability.	At least 99.9% availability of Systems.
Design and implementation of IT risk mitigation measures, by conducting a detailed IT audit, with real event simulation techniques.	100%. achievement	Performance of Penetration Tests in collaboration with specialized external partners.
		Training of employees on Information Security.

Ensuring business ethics and regulatory compliance



Management Approach

[GRI 103-2, ESG C-G2 Index]

We have fully adopted the principles and values formulated by the Group and strictly apply all relevant Policies and Procedures. We apply the zero tolerance philosophy to any deviation from non-compliance with current legislation or any deviation from unethical practices.

We seek to systematically inform our human resources of the principles and values of the company, as well as on matters of business ethics and regulatory compliance. In the induction program for new employees, a special section has been designed for the

issues of business ethics and compliance and the Policies and Procedures are posted on the corporate Intranet so that everybody has access to them, employees participate in experiential seminars on the principles and values organized by the Human Resources Directorate, and a relevant reference is made in the corporate meetings of employees. At the same time, as a member of the supply chain, we also commit ourselves through the Supplier Code of Ethics to its major suppliers in a joint effort against any practice of non-compliance with laws, bribery, corruption or unfair competition.



Our performance / Our goals

[GRI 103-3, GRI 419-1, GRI 205-3, GRI 206-1, ESG SS-G1 Index]

No financial losses were incurred in 2020 as a result of breaches of business ethics.

2020 TARGET	RESULTS 2020	2021 TARGETS
<p>Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices</p> <p>Full compliance with laws and regulations in the social and environmental area</p> <p>Strengthening of communication and education on anti-corruption policies and procedures</p>	100% achievement	<p>Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices</p> <p>Full compliance with laws and regulations in the social and environmental area</p>

Human resources

We provide major opportunities for young people to apply their knowledge, to take initiatives, to collaborate with notable professionals and to evolve.

- 331 colleagues (224 men, 107 women) in Athens and Thessaloniki

- 26 new jobs in 2020
- 121 new employees in 3 years | 37% renewal every three years
- 26% of our employees are up to 30 years old
- 10 years is the average length of service in the company
- Average age 38 years
- 52% of our employees have a Higher Education Degree
- 16% of our employees have Postgraduate Studies

[ESG C-S1, C-S2, C-S3, C-S4, C-S5, C-S6, A-S2, A-S3, A-S4, A-G4, SS-S4 Indices]

ID	Index Name	2020
C-S1	Female employees	34%
C-S2	Women employees in managerial jobs	18%
C-S3	Voluntary mobility	8%
	Non-voluntary mobility	1%
C-S4	Average hours of employee training for 10% of those with the highest total earnings	45
	Average training hours for 90% of those with the lowest total earnings	16
C-S5	Human rights policy	The Group Policy is followed. 0 related complaints or grievances.
C-S6	Collective bargaining agreements	0% 0% 0 complaints or grievances relating to forced labor.
A-S2	Employee training costs	€50,356
A-S3	Pay Gap (%)	-26%
	Men	Women
	€22,790	€18,073
A-S4	Managing Director-Employees Wage Ratio	[29]:1
A-G4	Variable Fees	18%
SS-S4	Violations of labor law	0

Note: A possible small difference in relation to the above data, is that the staff of the parent company is also employed in some subsidiaries.

Providing continuing education, certification and employee development

Management Approach

[GRI 103-2]

In today's world, continuous education is vital for development and progress. We fully share this view within Info Quest Technologies, having the development of our employees as a key priority, recognizing that achieving our goals and creating value is inextricably linked to the value and quality of our employees. In particular, as we are active in the field of technology, continuous training around new technologies is a prerequisite for the correct service of our customers, and consequently of our financial well-being. In the company we adopt and implement the Group Employee

Development and Training Policy. The Human Resources Department in collaboration with the Group's specialized department of Personnel Training and Development, adapts the programs of the Group to the needs of the company and designs additional programs on an as needed basis.



Our performance / Our goals

[GRI 103-3, GRI 404-1, GRI 404-3]

Talent Management

Talent Development: The Talent Management Program involves 21 employees of the company, from various departments. In 2020 the program continued with online meetings and trainings on Leadership and Design Thinking.

Continuing Education

Mini MBA

Company executives systematically attend the Quest Mini MBA program. A total of 31 employees have completed the program and 7 employees participated in the 4th cycle. The 5th Quest Mini MBA will be held in 2021.

Online learning platforms

In 2020 the company placed particular emphasis on online training. For the 2nd consecutive year it enabled all employees to take advantage of the LinkedIn Learning platform. At the same time, it created "learning paths" for several roles, which was systematically used by 70 employees, guiding them in the educational process and choices. In addition, 8 specialized executives were given access to the Pluralsight platform.

Technical and Professional Training

Technical training/certification is carried out in collaboration with the partner companies and based on the future goals of the company. The trainings are attended by both employees of the Commercial and Technical Department, as well as employees of IT/eCommerce who support the company's critical infrastructure. In 2020, the company's engineers received 15 new certifications from Microsoft, HPE, Cisco, IBM.

Story Telling & Presentation Skills

The program targeted the Top Management of the company and was attended by its 22 directors.

Applications and Internal Operational Activities

"HereWeAre" Group Portal and Orion Application: All employees have access to the specialized portal of the Group, "HereWeAre", for personnel development issues, as well as to the Orion application for the management of all parameters related to human resources issues, licenses, evaluations, trainings, etc.

Institution "I stand out": A systematic process of strengthening the corporate culture is the institution of the Employee of the last 4 months ("I stand out") where all employees can participate and propose who believe that it is worth being recognized, linking their proposals with the values and principles of the Group.

Communication between Managers - Employees: The annual meeting of the employees (Kick off) took place, while the meetings with the various departments and the Management team took place online (weekly, monthly and quarterly basis). The company has an internal online communication system (yammer), and encourages employees to freely express their opinions and ideas. Two-way communication is systematically pursued and suggestions are carefully considered.

In March 2020, the "Breakfast with the CEO" action took place once, where employees had the opportunity to participate in a relaxed, off-site meeting to exchange views with the CEO. The initiative will be resumed when pandemic conditions allow so.

Employee training

Company Employee Training (hours)	2018	2019	2020
Total Number of employees	288	305	331
Total training hours	2,909	9,386	6,588
Average training hours per employee	10.1	30.8	20

In 2020, 291 employees were trained (88% of the total). The drop in training hours is due to the postponement of several group training programs due to the pandemic (mini MBA, Talent programs, etc.).

The decrease is due to the failure to carry out - due to the COVID-19 pandemic - important programs, such as the Quest Mini MBA, the axis of the talent program concerning training of executives abroad, the implementation of online trainings, etc.

Total expenditure on employee training in 2020 amounted to **€ 50,356** compared to € 74,848 in 2019, reduced by 32.7%.

Training of Company employees by gender (hours)	2018		2019		2020	
	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
Total training hours	2,014	89	7,044	2,342	4,777	1,811
Average training hours per employee	10.3	9.7	34.2	23.7	21.3	17

The difference in the average training between women-men is due to the larger number of men involved in technical/e-commerce services, where the largest volume of e-learning training took place. It is noted

that 87% of women and 89% of male employees participated in the training.

Average training hours by employee category	2018	2019	2020
Administration	44.3	72.8	53.5
Support Services	15.8	42.7	22.5
Marketing	9.2	38.1	27.1
Technical	6.9	27.2	13.8
Operations	6	10.3	10.5

Evaluation of Human Resources

100% of employees, regardless of position or gender, are regularly evaluated every year. It includes employees' self-evaluation and a

discussion on the individual goals and the areas for improvement.

2020 TARGETS	RESULTS 2020	2021 TARGETS
Average training > 20 hours / employee.	100% achievement	Average training > 20 hours / employee.
E-learning platforms > 20% of employees.	22% achievement	E-learning platforms > 20% of employees.
Assessment for 100% of employees.	100% achievement	Assessment for 100% of employees.
Increase in the rate of employee satisfaction for training provided (according to the results of the satisfaction survey conducted every two years).	The survey was not conducted in 2020.	Increase in the rate of employee satisfaction for training provided (according to the results of the satisfaction survey conducted every two years).
Launch of the Group's Project succession plan.	100% achievement	The program is in progress.

Ensuring the health, safety and well-being of employees



Management Approach

[GRI 103-2, GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7]

At Info Quest Technologies, a Continuous Occupational Health and Safety Management System is applied in accordance with the principles of the Quest Group. The system is based on the Health and Safety, Physical Security Policies of the Group and operates in full compliance with the requirements of the legislation.

A key component of the system is the assessment, forecasting and prevention of occupational risk, along with the monitoring and recording of accidents and work-related illnesses.

The identification and assessment of occupational risk is performed by the technical health (Occupational Physician) and safety (Security Technician) consultants of each facility of the company separately, in cooperation with the employees and the executives of the company. It is recorded in the Occupational Risk Assessment (ORA), which includes, in addition to recording the risks, accident management instructions as well as training material for risk prevention. The ORA is updated when there is a change in the facilities or work processes.

As part of the system, safety training, periodic inspections of

facilities and jobs are carried out, at a frequency that depends on the number of employees in each facility, and any changes or instructions for the proper performance of work or modification/improvement of equipment are proposed. Work accidents, if any, are recorded in a special form, which includes information for future investigation, assessment and avoidance.

The employees of Info Quest Technologies are properly trained to be able to identify potential risks and report them to the competent bodies of the company, and their work flow is ended if there is a risk to their health and safety.

For each identified risk, all actions provided for by law and/or the policies and procedures established are followed.

All employees are covered for any medical and hospital care needs, through social security and through an additional private group policy. In addition to the policy coverage, free voluntary anti-influenza vaccination is provided to all employees.

In addition, a program of specialized psychological support and



counseling services - telephone communication and individual sessions - is provided to employees and their family members, on issues related to their work environment, family issues, addiction issues, etc.

Health and Safety - Tackling the COVID-19 pandemic

In 2020, the health and safety of employees was placed at the core of the company's initiatives and the company took immediate measures for their health and safety from the outset. Over 80% of the office employees were working from home, while a complete operational plan was prepared for the services/employees where their presence was necessary for the continuation of our business activity.

The actions that were implemented are reported in detail in the corresponding section of the essential issue of the Group, while the following were implemented by the company:

- A detailed plan was prepared for the organization of shifts and working groups in the departments that required physical presence (logistics center & Service Center).
- Masks and gloves were given to the employees at the logistics center.
- Office spaces were restructured for safe working conditions for those who had to be in the office (financial services, Procurement, etc.).
- Online training was provided on the use of the M365, DocuSign tools and the new digital processes for their understanding and appropriate use.
- Employees using public transport were given flexible hours to avoid overcrowding.
- The potential of the new call center for remote operation was utilized.
- The effort of training and development of human resources continued, with online programs and platforms.

QUEST EUZHN - Well-being and quality of life

Psychological support

The program of providing psychological support to employees and their family members, provided in collaboration with EAP HELLAS, continued in 2020.

Gym

Due to the pandemic, the gym we operate in our main building on Argyroupoleos Street, operated only during the period permitted.

Pilates

Pilates classes are held twice a week in a corporate building. The courses have been held online since March 2020. In 2020, 40 hours of lessons were held with 4 participants on average. Employees in the service department of the company, as a small reward for their performance and great effort, were given annual subscriptions for the use of online wellness and training platform.

Wellness Days

As part of the "wellness days" action in the context of the encouragement for a healthier diet, fruits are offered to all employees, an action that due to the pandemic did not take place in 2020.

Special Days

As part of the "special days" initiative, a number of actions were carried out throughout the year, such as:

- -Symbolic March bracelet to everyone on March 1st.
- -Symbolic gift to the children of employees who start the first grade in school.
- -Gifts to employees for special occasions, such as weddings, admission of a child to the University, etc.
- -"Early Friday" - Early departure from the office on birthdays and Fridays during the summer months.

The following actions were not carried out due to the pandemic

- "Bring my child to work" initiative, where young children visited the parents' workplace and took part in activities.
- Annual Group party.
- Organization and motivation to participate in voluntary initiatives.
- Marathon / Group Team.

Our performance / Our goals

[GRI 103-3, GRI 403-8]

The Health and Safety Management system involves 100% of the employees of the company employed under an indefinite or definite-term employment contract. In 2020 there were no work-related

accidents, illnesses / deaths related to work and consequently no lost working days due to this.

2020 TARGETS	RESULTS 2020	2021 TARGETS
Zero accidents at work.	The management of the COVID-19 pandemic at the level of human resource management is considered successful. There was no dispersion in large groups of employees, teleworking was successful, all the necessary measures were taken in time.	COVID-19 Pandemic Impact Management
Continuation of training programs in First Aid & response to natural disasters.	100% achievement. There were no accidents at work that were serious and resulted in a multi-day sick leave. Also, there have been no reported cases of occupational illnesses.	100% participation of employees with a fixed employment contract in the Health and Safety Management system.
Implementation of a psychological support program in collaboration with EAP HELLAS.	100% achievement	Zero accidents at work.
Continuation of good employee well-being practices.	Achievement of target during a pandemic.	Continuation of training programs in First Aid & response to natural disasters.
		Implementation of a psychological support program in collaboration with EAP HELLAS.
		Continuation of good employee well-being practices.

Risks and opportunities related to climate change

[ESG A-E2 Index]

In the framework of the Group’s Risk Management System, the relevant Policy, but also in accordance with the requirements of the ISO 14001:2015 standard for the Environmental Management System that we apply and for which we carry out relevant certification, we recognize and manage risks related to environmental issues and we set improvement objectives. The most significant risks identified are (a) the likelihood of problems in the transport of products due to natural phenomena and climate change, (b) the

possibility of lack of resources and raw materials on the planet and (c) the imposition of a fine by the authorities due to non-compliance with legislation and regulations. At the same time, we are considering opportunities such as increasing demand for cloud services and virtualization technologies, increasing home office / teleworking, paperless projects with the aim of reducing and/or eliminating the use of paper, withdrawal/reuse programs.

Adopting recycling and circular economy practices

Management Approach

[GRI 103-2]

External environment

- We invest in, develop and implement new digital technologies - which reduce resource consumption and improve productivity.
- We have products and services (e.g. e-scooters, electronic signatures) that reduce the user’s environmental footprint.



- We provide technical services, device upgrade etc. - which help to extend the life of the devices and reduce their disposal.
- We participate in the schemes of withdrawal, upgrade and/or repair of materials of the manufacturers for which we operate as an authorized Service Center.
- We make it easy for our customers and partners to promote products in our repair center.

Internal environment

- We strictly adhere to our obligations concerning the payment of recycling fees resulting from our operation.

- We systematically promote the recycling of materials and we provide collection bins for main recyclable materials (paper, batteries, lamps, etc.) in the facilities of the company.
- We work with certified bodies for the recycling of materials.
- We use electrical appliances and lamps utilizing new technology and low energy consumption in our buildings.
- We systematically develop employee alert and mobilization campaigns towards a more eco-friendly lifestyle, indicating simple ways and ideas that everyone can apply to their everyday life.

Our performance / Our goals

[GRI 103-3, GRI 306-2]

Since 2020, the company, under the new terms of its contracts with manufacturers for which it operates as an Authorized Service Center, manages and disposes of smartphones batteries.

For all non-hazardous materials, a significant effort is made to reuse them, while the rest are recycled in collaboration with certified partners.

RECYCLING OF PACKAGING MATERIALS			
Goal: Kg of materials/number of orders ratio < = 0,45			
	2018	2019	2020
Recycling (Kg)	153,220	115,069	194,867
Number of Orders	342,215	344,053	403,943
Performance	0.448	0.334	0.482
	Met	Met	Deviation

The company has material recycling bins in the office premises. The Logistics Center, disposes packaging materials such as paper, nylon and wood that cannot be reused in dedicated bins. These materials are obtained during the transfer of products from suppliers to the logistics center and are proportional to demand and orders.

A significant effort is made to reuse materials in the supply chain, but they are not recorded, due to the great complexity of multiple reuse.

APPLIANCES RECYCLING			
Goal: Kg of materials/turnover < 42			
	2018	2019	2020
Recycling (Kg)	6,405	3,095	7,200
Group Turnover (€ million)	155.78	188.86	235.42
Performance	41.12	16.39	30.58
	Met	Met	Met

The ratio that is monitored as being more relevant to the nature of the activity and the devices to be recycled is the ratio of the weight of

the devices to be recycled to the company's turnover.

SERVICE BATTERY RECYCLING			
Goal: 100% recycling of batteries allowed by manufacturers			
	2018	2019	2020
Recycling (Kg)	-	-	45

2020 is a reference year in terms of the monitoring objective of discarded batteries as during 2020, Apple and Xiaomi allowed the replacement and discarding of smartphones at local level.

- We installed mask bins in many parts of the buildings for safer disposal during the pandemic.
- We expanded the paperless office program.

Reduction of disposable and paper consumables

- We use 15,000 biodegradable straws and 56,000 biodegradable cups for consumption by employees and visitors.

Energy consumption

[ESG C-E1, C-E2, C-E3 Indices]

The company systematically implements actions to reduce the energy it consumes, upgrading its workplaces and monitoring the indicators and objectives set by the Group, namely the annual

energy intensity (kWh/m²) / € million turnover and the equivalent of thousands of tonnes of CO₂ per year (kt CO₂) / € million turnover.

Energy consumption	2018	2019	2020
Group Turnover (€ million)	155.78	188.86	235.42
Annual energy intensity (kWh/m ²)	88.30	88.98	72.67
Equivalent to thousands of tonnes of CO ₂ (kt CO ₂) ²	1.20	1.21	0.62
Annual energy intensity (kWh/m ²) / € million turnover	0.57	0.47	0.31
Equivalent to thousands of tonnes of CO ₂ per year (kt CO ₂) / € million turnover ^{1,2}	0.008	0.006	0.003

Remarks:

1. The indices of the previous two years were corrected from 0.08 and 0.06 to 0.008 and 0.006 respectively, which were inadvertently filled in incorrectly in the previous year.
2. The differentiation of "Equivalent of thousand of tonnes of CO₂ (kt CO₂)" and therefore the corresponding indicator "Equivalent of thousands of tonnes of CO₂ per year (kt CO₂) / € million turnover", is due to the use of a different conversion factor. For the first time this year, DAPEEP published a conversion factor for each provider, taking into account the production of electricity from RES. Data between years are not comparable.

Direct emissions	CO ₂ EQUIVALENT (tons)
Greenhouse Gas Emissions from: Production of heating/cooling and transport of products and employees	103.95

Note: For the conversion of fuels into CO₂, the conversion factors of DEFRA 2020 (<https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2020>) were used.
The company consumes fuel only for the transport of products and employees.

Indirect emissions	MEASUREMENT UNIT: kWh	CO ₂ EQUIVALENT (tons)
Consumption of purchased electricity, for the whole company	1,050,326.15	616.91

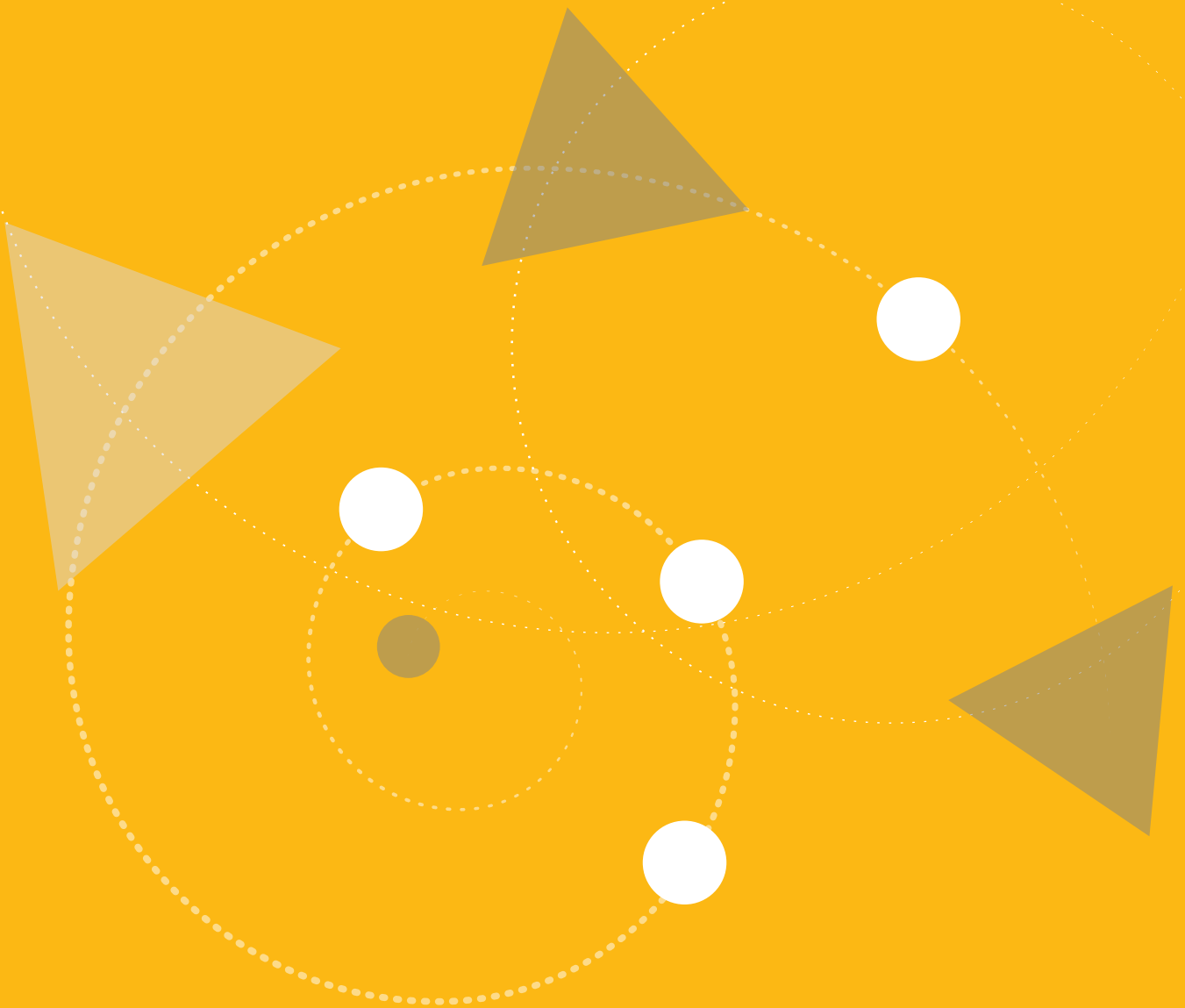
Note: For conversion to CO₂, the conversion factor given by DAPEEP for our provider NRG was used (0.587 kgr CO₂ / KW, source <https://www.dapeep.gr/wp-content/uploads/2020/09/ENEPEΓEIAKO-MEΓΓMA-ΠPOMHΘEYTON-2019.pdf>)

Energy consumption within the company	
Total amount of energy consumed (MWh)	1,499.48
Percentage of electricity consumed on the total energy consumed	70%
Percentage of energy consumed and produced from RES on the total energy consumed	17.32%

Note: For the RES energy rate, the conversion factor given by DAPEEP for our provider NRG was used (source <https://www.dapeep.gr/wp-content/uploads/2020/09/ENEPEΓEIAKO-MEΓΓMA-ΠPOMHΘEYTON-2019.pdf>).

Uni Systems

**IT Landscape Transformation.
Accomplished.**



UNI SYSTEMS AT A GLANCE

FINANCIAL PERFORMANCE

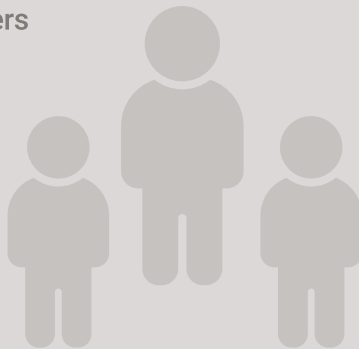
- **€134 million**
Revenue
- **89%**
of revenue from services
- **>25**
Countries of operations
- **15%**
Growth
- **€61 million**
Contribution of international activities
- **300+**
active customers in different sectors and geographical areas
- **20%**
Compound annual growth rate for Cloud services
- **1,200+**
Suppliers and partners

INVESTMENT IN INNOVATION, RESEARCH AND DEVELOPMENT

- **60+**
partners in the ecosystem
- Participation in 5 clusters
- Key funding member in 1

HUMAN RESOURCES

- **39**
New job positions
- **900+**
Professionals and IT consultants
- **38+**
Diverse nationalities



Uni Systems

Uni Systems, has been operating for more than 57 years as a company that designs, implements and supports ICT integrated solutions and services, serving its clients in vertical markets throughout Europe. As one of the largest companies of the sector in Greece*, it has expanded its operations abroad since 2010 and challenges a position among the most reliable ICT companies in Europe through successful implementation of critical projects in the European Union and the SEE European marketplace.

The company is based at 19-23 Alexandrou Pantou Street, Kallithea. Its dynamic portfolio includes solutions ranging from the

infrastructure, to specialized vertical business applications, being implemented through a series of value - added services. In this context, Uni Systems is committed to providing innovative and agile solutions and services aimed at strengthening its customers' positioning in a competitive and ever-changing international environment.

With business entities in Belgium, Luxembourg, Italy and Romania, the company serves more than 300 active customers in over 25 countries.

Our Vision

Already a leader in systems integration in the domestic market, Uni Systems aims to become one of the most reliable solution providers in Europe.

Our Mission

Uni Systems' mission is to stimulate sustainable development and accelerate progress by seamlessly connecting business with technology.

Our Values

Uni Systems' development could not have been possible without a framework of values, which is defined by three core pillars: Respect, Trust and Commitment to Excellence.

Corporate Governance

Uni Systems is governed by the Corporate Governance framework as defined by Quest Group's management, fully adopting the principles, values, policies and procedures of the Group.

Board of Directors

Ioannis Loumakis Chairman and CEO

Apostolos Georgantzis Vice-Chairman

Theodoros Fessas Member

Eftychia Koutsourelis Member

Markos Bitsakos Member

*IDC Greece IT Services Market 2016–2020 Forecast and 2015 Vendor Shares 1st place, IDC Greece IT and Cloud Services Market 2017–2021 Forecast and 2016 Vendor Shares, 2nd place, ICAP 40 Top sectors of the Greek economy 2018 (data 2016), Software Division, 2nd place

Organization chart



[ESG C-G1 Index]

Sustainable Development and Corporate Responsibility issues fall under the responsibility of the Sustainable Development Committee which comes under the CEO and operates based on the guidance and coordination of Quest Group's Corporate Social Responsibility and Sustainable Development Committee.

Distinctions of Uni Systems

- ICAP True Leaders Award for company's performance in 2019.
 - Ranked in the 200 most profitable Groups (2019).
 - One of the 150 Groups with the largest increase in staff (from 2018 to 2019).
 - Ranked in the top positions of its industry in terms of turnover.
 - High ICAP Score.
- Gold award in Business IT Excellence Awards 2020 for the Mind the Code program

Creating Value <IR> [ESG A-G1 Index]

OUR BUSINESS MODEL FOR SUSTAINABLE DEVELOPMENT

INPUTS

FINANCIAL CAPITAL

- Equity
- Debt

INDUSTRIAL CAPITAL

- Buildings
- IT Infrastructure
- Equipment

INTELLECTUAL CAPITAL

- Intellectual property, patents, copyright
- Software and systems
- Procedures, protocols
- Reputation / Reliability
- (57 years of operation)

HUMAN CAPITAL

- Total human resources
- Knowledge, skills and abilities
- Ethical values
- Trust / loyalty

SOCIAL CAPITAL

- Strategic and long-term partnerships with industry-leading high technology vendors, start-ups and innovative businesses.
- Customers (largest companies in Greece / abroad)

NATURAL CAPITAL

- Energy
- Water
- Raw materials

BUSINESS ACTIVITIES AND PRACTICES

PRIMARY

- Design, implementation and support of integrated ICT solutions and services

AUXILIARY

- Business Development (research and collaboration with academic and technological bodies)
- Quality, infrastructure security, data protection and business continuity
- Marketing of services
- Human Resource Management
- Managing relationships with stakeholders
- Legal Services (Anti-corruption and anti-competitive behavior practices)
- Personal data management
- Evaluation of partners / suppliers / Supplier Code of Conduct
- Services to the community, corporate volunteerism
- Environmental management

OUTPUTS

FINANCIAL CAPITAL

- Financial value creation/financial performance

INDUSTRIAL AND INTELLECTUAL CAPITAL

- Provision of ICT solutions that contribute to the development of innovation, the advancement of knowledge, the generation of expertise and the expansion of digital transformation
- Provision of ICT solutions, with an environmental and/or social impact
- Ensuring quality, infrastructure security, data protection and business continuity

HUMAN CAPITAL

- Strengthening employment (e.g. through job creation) and halting brain drain
- Ensuring the health, safety and well-being of employees
- Provision of continuous education, certification and employee development

SOCIAL CAPITAL

- Ensuring business ethics and regulatory compliance
- Establishment of a healthy ecosystem of partners and a responsible supply chain (for innovation development)

NATURAL CAPITAL

- Reduction of energy consumption and greenhouse gas emissions

OUTCOMES

Impact for the company

- Increase of market share.
- Expansion of activities, introduction / export of expertise through foreign markets
- Penetration into research programs
- Expansion and development of solutions and services through new partnerships
- Development of innovation and improvement of knowledge through optimal use of new technologies
- Improved competitive advantage
- Long-term reduction of operating costs
- Exalted reputation / leadership
- Increase of human capital / direct job creation
- Increase of productivity
- Improved opportunities for internal mobility
- Talent retention
- Improvement of competitive advantage as employer of choice / best workplace
- Enhancement of a responsible employer's profile
- Ensuring social license to operate

OUTCOMES

Company impact toward its stakeholders

GROUP SHAREHOLDERS

- Maintaining and improving their sound financial position
- Increase of confidence and satisfaction

FINANCIAL INSTITUTIONS / INVESTMENT COMMUNITY

- Maintenance and improvement of their sound financial position
- Increase of confidence with an emphasis on ESG criteria and satisfaction

CUSTOMERS

- Development of innovation and enhancement of digital transformation
- Improvement of services, internal operations and procedures
- Creation of competitive advantage
- Maintenance and improvement of sound financial position
- Improvement of productivity
- Increase of confidence and satisfaction

SUPPLIERS / PARTNERS

- Indirect job creation
- Innovation development and improvement of knowledge through optimal use of new technologies
- Maintenance and improvement of sound financial position
- Increasing confidence and satisfaction

EMPLOYEES

- Improvement of knowledge and upgrade of skills and competencies
- Improvement of possibility of both internal mobility and off Group
- Productivity boost
- Enhancement of feeling of security and reciprocity
- Improved morale
- Increase of confidence and satisfaction

REGULATORY AND BUSINESS BODIES

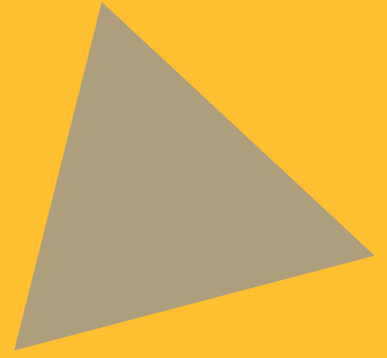
- Innovation development and improvement of knowledge through optimal use of new technologies
- Increase of confidence and satisfaction

OUTCOMES

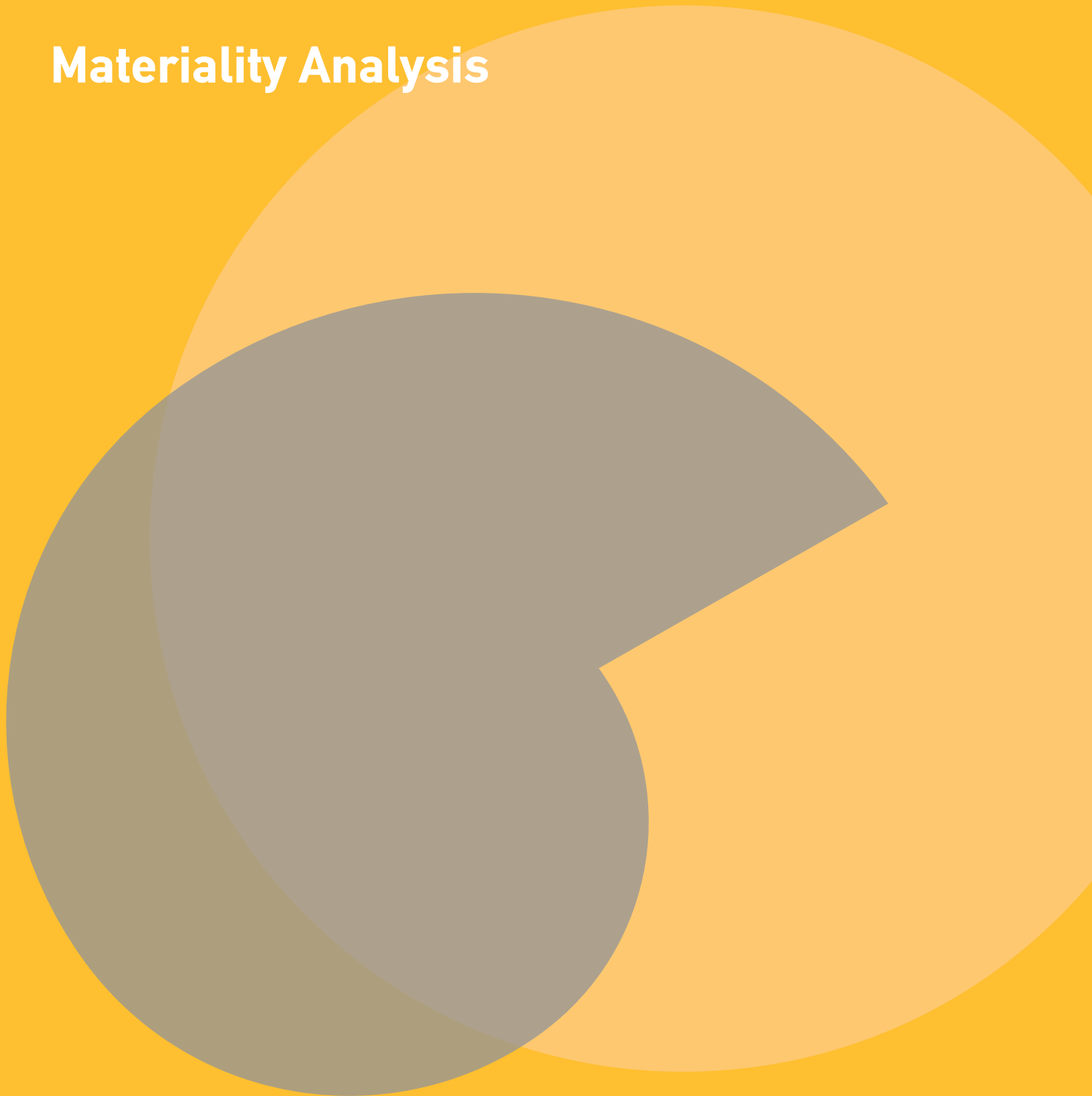
Company impact on the economy, society and the environment



Uni Systems



Materiality Analysis



Materiality Analysis

[GRI 102-46, GRI 102-47, GRI 103-1, ESG A-S1, A-G2 Indices]

The process of identifying the material issues was carried out for the Sustainable Development Report 2019 and is described in detail in Annex 1. The material issues arising from the Materiality Survey, also

apply to the year 2020, and are presented in the following Materiality Matrix.



The following table depicts the material issues based on the requirements of the GRI Standards in relation to their effectiveness and effects.




1. Why every issue is material:

- Which stakeholders are affected by the most material sustainable development issues of the company (based on the results of a research on the materiality of sustainable development issues).
- What are the UN Sustainable Development Goals to which the Group contributes (broader economic, social and/or environmental effects).

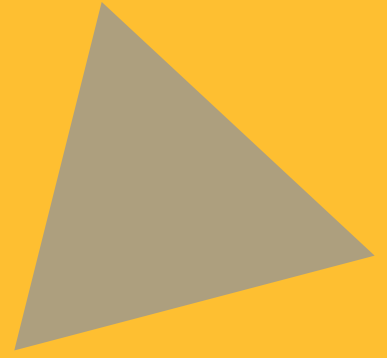
2. Who causes these impacts:

Each impact may occur at a different phase in the company's value chain. Consequently, some impacts are made directly by the Group and some indirectly by a third party whose activities are related to the Group (downstream or upstream).

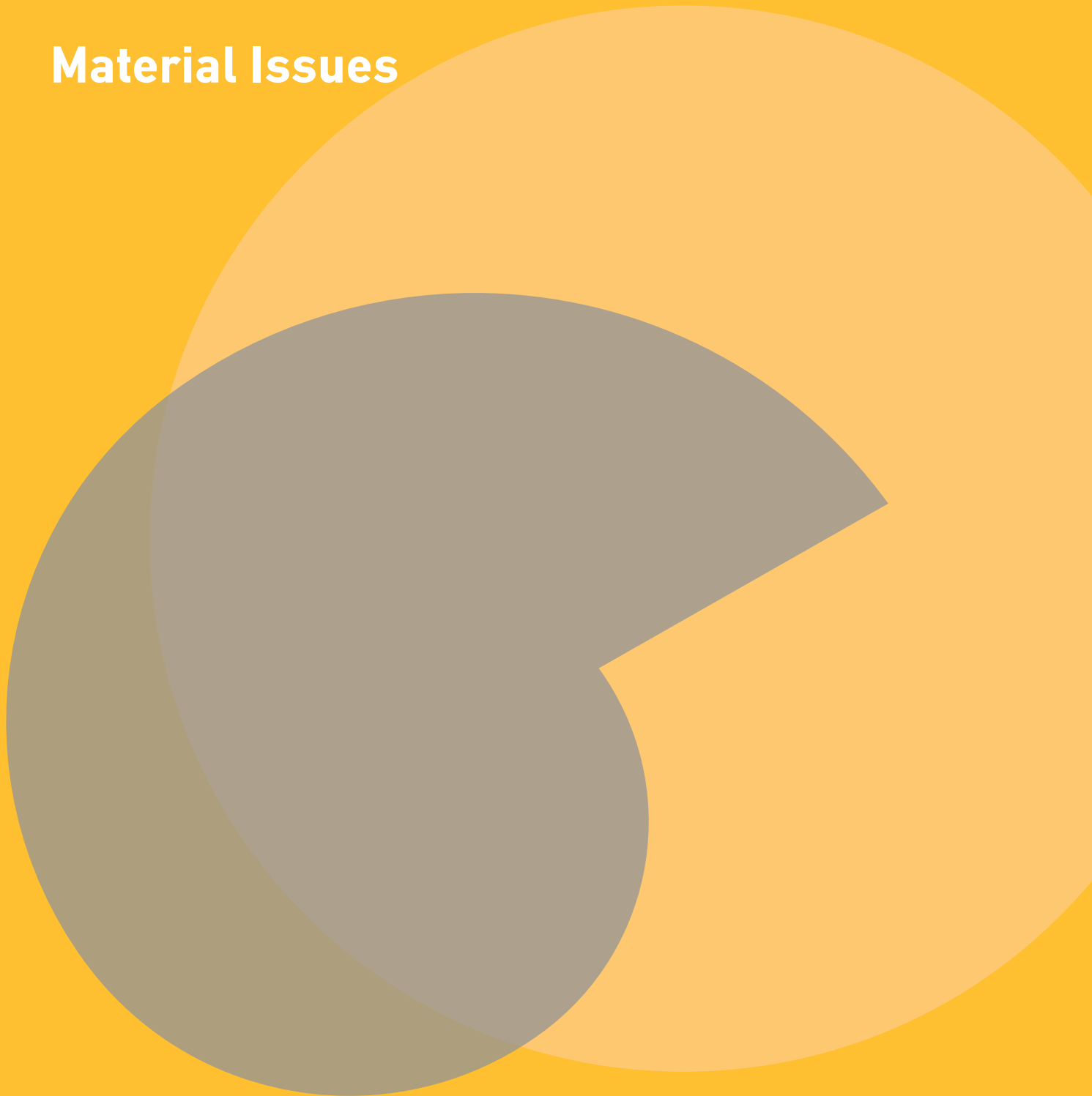
Material issue	Why is the issue material		Boundary where the Impact occurs	
	Wider economic, social and/or environmental effects caused by the issue	Stakeholders directly affected (financially, socially and/or environmentally) by the issue	Impact caused by the Group	Interested parties outside the Company that may cause or be associated with the impacts of the issue
Financial value creation/ financial performance of the company		<ul style="list-style-type: none"> Shareholders Clients Suppliers / Associates Employees 	✓	<ul style="list-style-type: none"> Clients Suppliers / Associates
Provision of ICT solutions that contribute to the development of innovation, the advancement of knowledge, the generation of expertise and the expansion of digital transformation		<ul style="list-style-type: none"> Clients Suppliers / Associates Employees Business Community Financial Bodies / Investment Community 	✓	<ul style="list-style-type: none"> Clients Suppliers / Associates Business Community
Establishment of a healthy partner ecosystem and a responsible supply chain (for innovation development)	 	<ul style="list-style-type: none"> Clients Suppliers / Associates Business Community 	✓	<ul style="list-style-type: none"> Suppliers / Associates Business Community
Provision of ICT solutions with an environmental and/ or social impact		<ul style="list-style-type: none"> Clients Suppliers / Associates Employees Business Community 	✓	<ul style="list-style-type: none"> Clients Suppliers / Associates Business Community
Ensuring quality, infrastructure security, data protection and business continuity	 	<ul style="list-style-type: none"> Employees Clients Suppliers / Associates Shareholders 	✓	<ul style="list-style-type: none"> Suppliers / Associates
Ensuring business ethics and regulatory compliance		<ul style="list-style-type: none"> Employees Clients Suppliers / Associates Shareholders Business Community 	✓	<ul style="list-style-type: none"> Suppliers / Associates Regulatory and business entities
Strengthening of employment (e.g. through job creation) and halting brain drain		<ul style="list-style-type: none"> Employees Clients Suppliers / Associates Business Community 	✓	<ul style="list-style-type: none"> Clients

Material issue	Why is the issue material		Boundary where the Impact occurs	
	Wider economic, social and/or environmental impacts caused by the issue	Stakeholders directly affected (financially, socially and/or environmentally) by the issue	Impact caused by the Group	Interested parties outside the Company that may cause or be associated with the impacts of the issue
Provision of continuous education, certification and employee development	  	<ul style="list-style-type: none"> • Employees • Clients • Suppliers / Associates 	✓	<ul style="list-style-type: none"> • Clients
Ensuring the health, safety and well-being of employees	 	<ul style="list-style-type: none"> • Employees • Clients • Suppliers / Associates • Business Community 	✓	<ul style="list-style-type: none"> • Clients • Suppliers / Associates
Reduction of energy consumption and greenhouse gas emissions		<ul style="list-style-type: none"> • Shareholders 	✓	<ul style="list-style-type: none"> • Clients • Suppliers / Associates • Regulatory and business entities

Uni Systems



Material Issues



Material Issues

Financial value creation/ financial performance of the company

Management Approach

[GRI 103-2]

The financial performance of the Company and the creation of financial value that is produced and distributed affect all stakeholders, since economic growth and stability are the springboard of creation; and serve as a basis for strengthening all sectors, increasing the confidence and satisfaction of shareholders, financial institutions and investment community, while enhancing the sense of safety among employees, partners and suppliers.

The creation of economic value is based on a five-year development plan to which all company's operational units contribute.

Uni Systems has an average annual growth rate of 10.2% over the last 5 years, and at the same time, its international activities'

contribution soared from € 23 million to € 61 million with an average annual growth rate of 21%.

It is evident that the challenging macroeconomic conditions that are being shaped both in Greece and internationally, will significantly affect the overall economic activity. Nevertheless, the broader projections for Uni Systems are considered positive due to the expectations for significant growth of the Greek ICT sector and the company's attributes that make it stand out in its industry. Moreover, the majority of the company's client basis has not been severely affected by the COVID-19 crisis, therefore, its projects and operations at a European level run uninterruptedly and seamlessly.



Our Performance / Our Goals

[GRI 103-3, GRI 201-1]

Despite the adverse conditions caused on the market by the COVID-19 pandemic, our company grew significantly in all sectors in 2020, having recorded total revenues of €134 million and growth of 15% compared to 2019, out of which, a percentage of 13% derived from the Greek and 20% from the international market. EBITDA profits amounted to € 8.1 million (increased by 44% compared to 2019), while, Earnings Before Taxes over doubled by marking a 113.6% compared to 2019.

Based on our market segments, our revenues come from:

- 45% from the international markets, with the main market being the European Union institutions and bodies.
- 31% from the Banking & Finance sector.
- 13% from Telecommunications and Enterprise sector.
- 11% from the Greek public sector. Significant growth was recorded in the specific sector, which increased by 35% in turnover and by 124% in net profits compared to 2019.

DIRECT FINANCIAL VALUE (2020)		
	2020	
Financial value generated: total revenue/sales 2020:	€134,650,115	
Financial value distributed (2020)	Operating costs	€92,514,235
	Employee salaries and benefits	€35,842,109
	Payments to financing bodies	€2,030,000
	Payments to Statutory bodies	€10,964,075
	Social investments	€65,557

PAYMENT OF TAXES AND CONTRIBUTIONS (2020)

	2020
Payment of VAT	€11,659,207
Social Security contributions	€10,379,591
Payment of payroll tax (FMY)	€4,380,424
Payment of other taxes	€497,523
TOTAL	€26,916,745

NET LOAN LIABILITIES & LEVERAGE

(€ x 1000)	2020	2019
Total borrowing (Note 20)	5,000	-
Leased liabilities IFRS 16	4,893	5,588
Minus: Cash and cash equivalents (Note 14)	-19,448	
		-11,745
Net borrowing	-9,555	-6,157
Total equity	26,349	26,473
Total capital employed	16,793	20,316
Leverage factor	-56,90%	-30,31%

Social contribution

The crisis that followed the outbreak of the pandemic and the imperative need to control it, forced us to act by participating in Quest Group's initiative to support the Ministry of Education and Religious Affairs. Moreover, we continued to support the academic community, the Mitera Center for the Protection of the Child of

Attica, as well as schools and other institutions to which we donated technological equipment, since we believe that ICT can and should have a human face. The total expenditure for donations in 2020 was €67,181.

2020 TARGETS	RESULTS 2020	2021 TARGETS
EBITDA revenue increase 8%, EBT more than 5%.	Total growth and revenue growth of 15%, EBITDA increase 39%, EBT increase 51%.	5% revenue increase, 5% EBITDA increase, more than 10% EBT.

The Annual Financial Report 2020, which is posted on the company's website (www.unisystems.com), includes detailed tables and financial reports of all subsidiaries.



Provision of ICT solutions that contribute to the development of innovation, the advancement of knowledge, the generation of expertise and the expansion of digital transformation

Management Approach

[GRI 103-2, ESG SS-S9 Index]

The COVID-19 pandemic has significantly affected all market segments, nevertheless, managed to highlight the dynamics of ICT and its unlimited possibilities at a wider economic, business and social context. Uni Systems, through both legacy and emerging technology solutions, responded swiftly to the rising needs of its customers and successfully managed to support their efforts to remain competitive in such challenging times.

We addressed this material issue by focusing on three main axes:

a) Customer Service and Satisfaction, and provision of solutions that guide our clients' digital transformation, b) Research, Development and Innovation, c) Digital Transformation initiatives within the company.

A) Provision of solutions that lead to our clients' digital transformation and customer satisfaction

Our top priority is to provide effective customer service and to create a comprehensive process that will enable our clients' seamless transition toward a digital and sustainable ICT environment. In this context, we develop solutions and provide services aiming at their digital transformation, and their transition to an environment that fosters innovation development and a sustainable future. At the same time, it is important to us to measure regularly customer satisfaction on the grounds of our applied Quality Assurance procedure, and we, therefore, conduct on an annual basis a customer satisfaction survey among selected groups of our customers in accordance with the provisions of the "Customer

Satisfaction Measurement" Procedure. The customer satisfaction survey is conducted by the Quality Assurance Department, which is responsible to process the results and prepare the relevant reporting to Management.

As regards the customer complaint management methodology, there are 3 main channels through which they are being recorded: a) the Customer Satisfaction Survey, b) the projects' Steering Committees, and c) official communication from the customer. The department responsible to handle complaints and grievances is the Quality Assurance Department, which records and monitors any complaint and takes immediate actions if required.

B) Research, Development and Innovation

Our investment in Research, Development and Innovation is fueled by a long-term development plan that fosters the identification of new solutions and partnerships, our engagement with emerging technologies that evolve the way we approach information technology, and training toward new and open standards of cooperation covering a wide range of areas.

C) Digital transformation within Uni Systems

To support our customers' smooth transition to a digital future, primarily suggests digital transformation of our own company, through a re-evaluation of the usage of technology, processes and people, aiming at the improvement of our business performance.

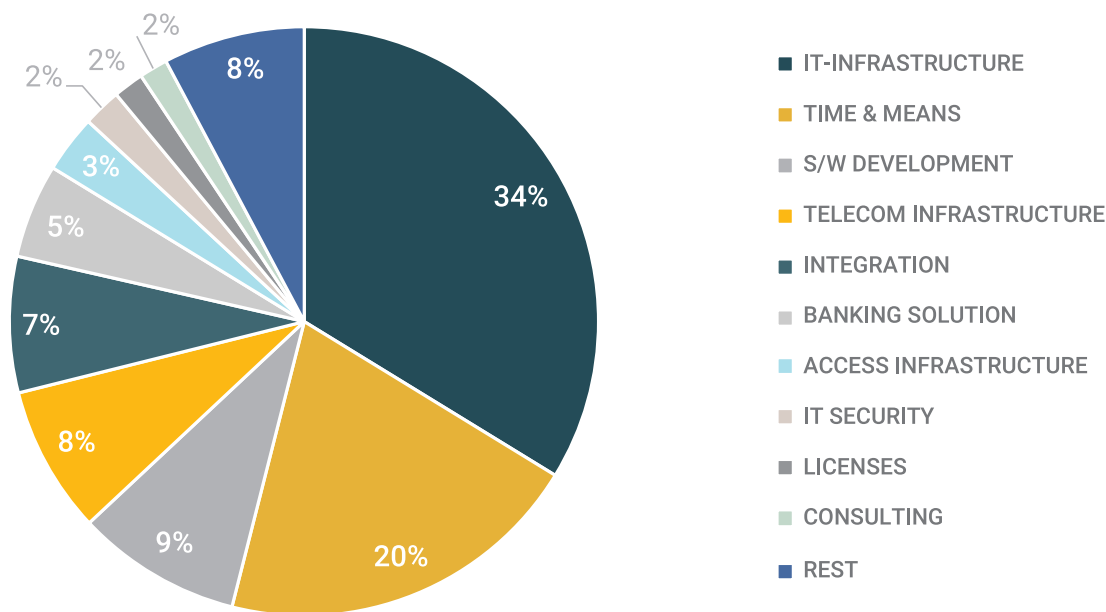


Our Performance / Our Goals

[GRI 103-3, ESG SS-S8 Index, Uni Systems Indicator]

A) Customer Satisfaction and Customer Service and provision of solutions that lead to their digital transformation

- More than 17 new and significant customers joined our customer base.
- Our projects' portfolio in 2020 includes more than 900 major transformation projects, which are being implemented seamlessly across Europe.



Projects per solution

- We invested in bringing to maturity 30 new projects in the cultural sector and undertook 3 new projects in emerging technologies, namely Augmented and Virtual reality, gamification, and mobile applications.
- We continued investment in our own products: the x-Data Retention system was installed in 2 major telecommunications providers in Greece and Romania and AtomoPlus was included in a published Gartner study regarding HCM solutions.

Customer Satisfaction survey

In 2020, a highly targeted customer satisfaction survey was conducted; the results were measured upon 4 distinct areas:

- The customer base –apart from EU Customers-: it included customers of the Telecommunications, Banking, Public, International and the Enterprises sector.
- The customer base –apart from EU Customers-: it included customers of the Telecommunications, Banking, Public, International and the Enterprises sector for the projects in which Uni Systems participates as a member of a consortium.
- EU customers to whom Uni Systems implements services exclusively provided in the Contract.
- EU customers to whom Uni Systems implements services and participates as a member of a consortium.

The questionnaires were sent to representatives of a total of 79 Customers.

PARTICIPATING CUSTOMERS	
Private organizations	11
International organizations	9
Local governments	16
Prefectures	2
Organizations of the wider public sector	10
Telecommunication providers	7
Banking & Financial institutions	24

The aim was to measure the degree of customer satisfaction according to the following criteria:

- Uni Systems' profile overall assessment
- Human Resources' capacity and skills
- Responsiveness to the customers' demands/needs
- Quality of deliverables and services
- Consistency in adhering to schedules
- Provision of solutions of value for the client

RESULTS	
Excellent/more than satisfactory	55%
Satisfactory	15%
Needs improvement / Non-satisfactory	8%
Not Applicable/No Answer	21%

The company's overall Customer Satisfaction Index (CSI) was set at 75% this year, exceeding the goal of 70% set by the Top Management.

The main suggestions for improvement made by the customers concern the following areas:

- Uni Systems' development teams should be able to comprehend better the client's environment and success factors.
- The technical teams should be able to propose new technology solutions, which may not be entailed in the current contracts, yet, they would provide added value to the client.
- The documentation accompanying each software delivery should be more detailed.
- Adherence to delivery schedules without any derogation.

The Quality Assurance department closely monitors the improvement measures in terms of their effectiveness and informs the CEO and Business Unit Directors on a quarterly basis.

B) Research, Development and Innovation

The Innovation, Research and Development Department, with main mission to extend the company's activities in the specific field, supports expansion to new markets and further specialization in innovative technologies and creates a new dynamic framework of development.

- **Proposals/ bids:** In 2020 a total of 68 Research and Innovation proposals were submitted to European funding programs (e.g. Horizon, CEF) and to relevant Greek ones (e.g. Research>Create-Innovate, Innovation Clusters-NSRF).
- **Projects:** The new projects compose an extended Research and Innovation portfolio that includes technology areas, such as cybersecurity, blockchain/DLT, 5G, IoT, eHealth, eGovernment, software defined networks, etc., and partnerships with companies, universities and research centers in the European Union. In total, 15 research projects are currently being implemented, two of which are led by our company.
- Establishment of Business Development teams in both our commercial and technical departments supporting the overall effort of development, specialization and training in emerging technologies.

- Development of the "City2Live" platform, which aims at taking advantage of the numerous data available in the cities and their integrated management with the aim of delivery of optimal and integrated services for the benefit of the citizens.
- Creation and participation in 5 Innovation Clusters funded by the General Secretariat for Research and Technology. Uni Systems is the key funded member of "Pleiades IoT Innovation Cluster" that stands out in the overall effort.
- Investment and equity participation with a percentage of approximately 25% in the start-up company PROBOTEK, which specializes in Internet of Drones technology, with the aim of developing Drone-as-a-Service solutions.

C) Uni Systems' digital transformation

Part of the Strategic Business Plan of Quest Group of companies is the implementation of major digitization projects of both operations and processes, some of which were completed within 2020 and others are planned for 2021.

Systems and applications

- **Uni Approvals Platform:** The digitization of Uni Systems' internal approval mechanism as described in the corporate procedures was initiated during 2020. In particular, a plan was drawn up, the operational analysis took place and a software development team was set up to digitize the approval mechanism for the following procedures:
 - o Request for reimbursement of expenses
 - o Corporate fleet management
 - o Pre-approval of expenses
 - o Purchase of Corporate Equipment
 - o Purchase of Equipment and Services in the context of a project
 - o Corporate travel Process
 - o Customer and Supplier Contract Management
 - o Creation of online Statistical Reports
- **Cooperation platforms:** Their use has been extended to cover all development units with the aim of recording the activities and timely identifying issues that may lead to delays. Access to these platforms have increased productivity in the working groups.

- **Microsoft Teams:** The internal communication and cooperation platform Microsoft Teams was put into productive operation; all of the approved procedures and policies, as well as all the necessary documents to support smooth working conditions, were uploaded by the Quality Assurance Department and the Human Resources department. At the same time, the company's news and announcements are posted on a regular

basis ensuring an open communication with the employees. The Microsoft Teams platform has enriched video conferencing features which makes it a key tool for collaboration and communication between workgroups during the ongoing period of tele-working. The platform is now a single point of contact for employees.

USE OF MICROSOFT TEAMS				
Active users	Messages	Screen sharing time (in minutes)	Cross-channel messages	Internet Meetings
>1,000	>3.8 mn	>5.3 mn.	>33K	>74K

- **Citrix Remote Access:** Right after the announcement of the mandatory teleworking period at the beginning of the COVID-19 pandemic in March, and within a week, all employees were granted access to the company's systems through Citrix Remote Access solution to be able to work seamlessly from anywhere.
- **Exchange Server Transfer:** The internal email server has migrated to Microsoft Azure Cloud and all employees' emails were transferred to the Cloud to ensure direct and unrestricted access without time or other constraints related to file size.
- **Infrastructure upgrade:** The Cloud Data Center, Storage, Servers and Networks infrastructure have been upgraded.
- **Business Continuity – Disaster Recovery:** The Business Continuity Plan was implemented for all infrastructure based on the Business impact analysis.
- **Software development processes:** The support systems and procedures required in the software development processes JIRA Service Desk, were optimized through a collaboration of the ICT Technical Division and the Quality Assurance Department, aiming at a Security by Design approach and Continuous Integration and Continuous Delivery (CI/CD) practice.

There was a significant organizational restructuring among the technical teams:

- A new technical unit consisting of the International Software Projects and Office Automation - Custom Development, as well as Business Support & Testing Management teams was created under International Business Unit, these teams were previously under the Software Technical Division. Aim of this restructuring was to allow our analysts and engineers to focus on specific clients and expand their business knowledge around them while acting as their advisors and collaboration partners.
- An autonomous Managed Services unit was created to incorporate the Application Management and Software Support Services teams and be able to assess new opportunities and further develop the specific area.
- Software Technical Division invested in BlockChain and IoT technologies through POCs / proposals / projects and were engaged in research projects.
- Specialized engineers were employed in the Big Data Analytics team to further strengthen it.
- Creation of new R&D team in the Technical Divisions. The emphasis is placed on the Internet of Things solutions with a dedicated team consisting of infrastructure engineers, network engineers, specialized software engineers on data reception and processing platforms (e.g. Fiware), and application developers. The team is assisted by specialized partners in the field (e.g. Yodiwo). At the same time, the solution development teams involved in Big Data analytics and the technical management and Research Projects implementation teams were further strengthened.
- Working groups were created to implement a new template platform intended to cover the public sector projects and to further improve quality control procedures in the stages of software production.

Organizational Restructuring - Development of know-how

Our Technical Divisions went through a reorganization process in order to be able to respond promptly to the needs of our customers and to better understand their operational needs. The central pillar of the reorganization process is the Quality Assurance Department that participates in the largest projects of the company, in order to identify possible sources of issues, to provide advice and guidance to the teams, to progressively improve the operation of the projects and the processes of dissemination of knowledge and best practices among the company's teams.

2020 TARGETS	RESULTS 2020	2021 TARGETS
<p>CUSTOMER SATISFACTION</p> <ul style="list-style-type: none"> • Satisfaction rate above 70%. • To take into consideration further improvement suggestions/corrective actions, where required. • Broad reorganization of implementation departments for bigger flexibility and adaptation to project's changing requirements. <p>NEW SOLUTIONS AND PROJECTS</p> <ul style="list-style-type: none"> • Promotion of new solutions to customers. • New partnerships and further expansion of the portfolio of solutions with innovative digital solutions. • More projects in the field of emerging technologies. • E-Ticketing and Green Museum solutions for the cultural sector. <p>INNOVATION</p> <ul style="list-style-type: none"> • Continuation of the investment in innovation, more specifically : 1) new collaborations, 2) submission of more proposals / more than 40. <p>INTERNAL TRANSFORMATION</p> <ul style="list-style-type: none"> • Full adoption of Microsoft Teams internal communication platform. • Implementation of Exchange Online, migration to Microsoft Azure: email centralization for seamless access to information. • Main server and applications migration to Cloud for seamless access to information. • Wider adoption of knowledge and information management platform. 	<p>CUSTOMER SATISFACTION</p> <ul style="list-style-type: none"> • Satisfaction rate 75%. • Corrective actions are described above. <p>NEW SOLUTIONS AND PROJECTS</p> <ul style="list-style-type: none"> • Promotion of new solutions. • Distinctions for our products AtomoPlus and xDR. • New & important customers. • Participation in more than 100 public tenders and proposals with a budget of over 2 billion. • New projects in the field of emerging technologies, Big Data, Cloud, Augmented & Virtual Reality, Gamification, mobile applications. <p>INNOVATION</p> <ul style="list-style-type: none"> • Participation in a total of 48 proposals. • New solutions promotion to customers with an emphasis on Smart Cities, IoT and Open Data. • Implementation of 13 research projects in Greece and abroad. <p>INTERNAL TRANSFORMATION</p> <ul style="list-style-type: none"> • Complete adoption of Microsoft Teams internal communication platform. • Implementation of Remote Access solution addressing all employees. • Exchange Server migration to Microsoft Azure. • Upgrade of IT infrastructure in all facilities. • Implementation of a Business Continuity Plan. • Optimization of software development support systems and procedures. • Strengthening the Big Data Analytics team by hiring specialized consultants. • Establishment of R&D teams in the Technical Divisions and support of RDI BU projects with specialized consultants & technical coordination. • Design of a reference platform to meet the needs of public sector projects. • Continuous auditing process for the under implemented projects and plans to address non-compliance findings. 	<p>CUSTOMER SATISFACTION</p> <ul style="list-style-type: none"> • Total satisfaction rate over 70%. • Increase customer satisfaction from international markets by 10%. <p>NEW SOLUTIONS AND PROJECTS</p> <ul style="list-style-type: none"> • Increase percentage of new projects 20%. • Increase percentage of promotion for new innovative solutions to customers - 20% increase. <p>INNOVATION</p> <ul style="list-style-type: none"> • Continuation of the investment in innovation, more specifically: 1) new collaborations, 2) submission of more proposals / more than 40. • Increase of funding for innovation activities by 20%. • Snap4City Smart City POC. <p>INTERNAL TRANSFORMATION</p> <ul style="list-style-type: none"> • Use and adaptation of the JIRA Service Desk/Insight platform for 4 of the 18 services listed in the company services catalogue. • Expansion of the Orion platform to meet the needs of branches and subsidiaries abroad (5 entities). • Uni Approvals flows will cover 80% of all internal approvals.

Establishment of a healthy partner ecosystem and a responsible supply chain (for innovation development)

Management Approach

[GRI 103-2]



One of our core values at Uni Systems is to honor our long-lasting business relationships and partnerships, some of which have been benchmarking our evolution and determining our path. Our trade relations with partners and suppliers support the effort to successfully cover our primary need to provide effective solutions to our clients and, therefore, we work hard toward strengthening our ecosystem for the benefit of all our stakeholders.



Within this context, we ensure that our partner ecosystem is healthy, reliable and fosters innovation.

Innovation

Our innovation ecosystem is based on 3 main pillars: start-ups and technology areas' incubation, internal training and development of innovation solutions.

Against this background:

- We identify and develop new partnerships with small companies and start-ups having specialized know-how.
- We create a broad ecosystem of partners with academic and technologically advanced profiles and take advantage of the knowledge generated through specific initiatives and projects.
- Through these partnerships, we manage to bridge specialization with the needs of the market and cultivate relationships that promote healthy entrepreneurship in the long term.

Partners and suppliers' network

Our database includes more than 1,200 suppliers and partners:

- We maintain long-term trade partnerships governed by a spirit of trust and security.

- We comply with Quest Group's Procurement Policy and choose our partners and suppliers under the Group's Supplier Code of Conduct.
- For each of our new partnerships we conduct a thorough investigation and monitor the candidate company's background while checking for possible infringements contrary to the Suppliers Code of Conduct. At the same time, we examine in depth the reliability, know-how, and performance of the candidate partner.
- We evaluate annually the existing partnerships based on specific procedures, the quality of their work and the level of cooperation.
- Respectively, as regards new suppliers a specific procedure is being followed, which includes auditing and recording of their corporate and financial indicators and data (i.e. publications in the government gazette, balance sheets, etc.).

Clients

- When it comes to new clients, the Credit Control department conducts audits and assessments based on a detailed process, which mainly includes audit in financial indicators using specialized Credit Risk Management services. At the same time, a similar audit is being carried out at regular intervals for existing customers. In case of findings that may jeopardize the position and liquidity of the company and/or of our partners, we take actions to defend our interests. For instance, customers whose financial data were deemed weak were asked to deposit the amount in cash and prior to the provision of the service, or to advance a large part of the amount due.
- As far as our international suppliers and partners are concerned, we take into serious consideration ratings by analyst firms, such as Gartner, Forrester, etc.

Our performance / Our goals

[GRI 103-3, GRI 308-1, GRI 414-1, Uni Systems Indicator]

Partners and suppliers' network

We expanded our network of partners and suppliers, indicatively including the following organizations: Fiware Foundation, Thales, TecEx, Featurespace, Moven, ETFmatic, Colibra, and others.

Supplier Evaluation

The company conducts an annual performance evaluation process based on Uni Systems' Quality Assurance policy and the Suppliers and Subcontractors Evaluation process; it has been recently updated and a new system has been designed to monitor each partner's performance indicators. Our suppliers' evaluation process does not

include social and/or environmental criteria. However, we commit to assessing them should they exist and could be incorporated into existing criteria.

The sample of partners to be evaluated is determined by the company's Management based on the following criteria:

- Their contribution toward value generation as regards Uni Systems end-customers.
- Their current involvement in the projects' implementation process.

- Their rating in the previous evaluation.
- Their engagement in the accomplishment of the company's strategic goals.

Software Technical Division

In February 2020, an evaluation of the Software Technical Division's partners was conducted. The results are summarized below:

Rating of the subject matter knowledge / technical training / competence	75%
Rating of communication / level of cooperation / commitment of the subcontractor	73%
Rating of post-delivery support	73%
Rating of timely delivery of a deliverable product or service	70%
Rating of the quality of a deliverable product or service	68%
Rating of the total performance of a subcontractor	68%
Rating of the quality of accompanying deliverables	66%
Rating of the reliability of a subcontractor	66%
Rating of the quality/price ratio	66%
Rating of the subcontractor's ability to respond to unplanned tasks	66%

Overall, the CSI of this evaluation is 69%.

We noticed that the lowest rates were attributed to questions related to:

- The flexibility of the subcontractor to realize unexpected demand.
- The quality/price ratio.
- The quality of deliverables.
- The reliability of the subcontractor.
- The overall reliability of the subcontractor.

A procedure that will support subcontractor's management was developed to ensure safety checks during project management, thus preventing any subcontractors' failures impact the delivery of the project.

In October 2020, the Committee in charge was convened on the evaluation of the company's suppliers and partners. Hardware, software and service providers were all evaluated based on the above criteria. The Committee, after examining the information presented, had decided that there was no reason to modify the list of the company's accredited suppliers.

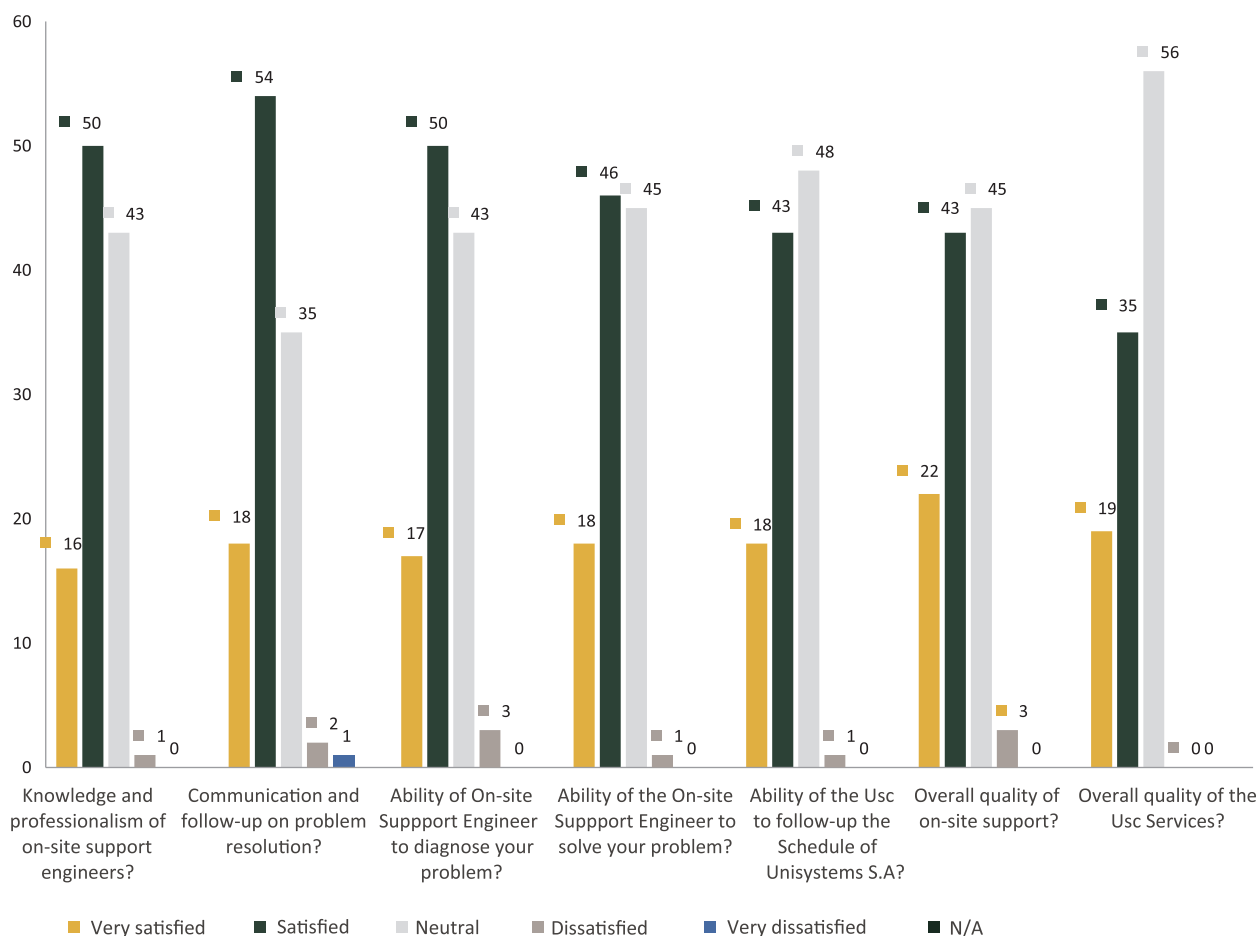
IT and Managed Services Technical Division

In June 2020, the evaluation of the Panhellenic Network of External Partners (Uni Systems Support Center-USC) took place, which resulted in their ranking based on the Help Desk committee's rating conducted with the use of a questionnaire.

The above procedure was completed with the preparation of a record of evaluation and the relevant annexes of "Approved" and "Insufficient" technical partners. The completion of the process indicated the 5 most valuable partners, while 2 were subject to the termination of partnership.

The following tables present the evaluation per criterion and the overall ranking of the 110 external engineers of the USC Network graded from 3-5.

USC 'S EVALUATION PER QUESTION



USC Partner Evaluation Data

2020 TARGETS	RESULTS 2020	2021 TARGETS
<p>Maintaining and expanding the network of partnerships.</p> <p>Strategy to develop and create more innovation clusters.</p> <p>Continuation of investigation in the Research and Innovation Network with an emphasis on foreign bodies.</p> <p>Investigating new partnerships with private and public bodies.</p> <p>Expansion to new markets.</p> <p>Development of new technologies incubation groups.</p>	<p>Maintaining and expanding the network of partnerships in all areas.</p> <p>Funded member in 1 Innovation Cluster and active participation in 5 others.</p> <p>Continuation of investigation in the Research and Innovation Network with an emphasis on foreign bodies.</p> <p>Cooperation with the General Secretariat for Research and Technology and participation in the Working Advisory Groups.</p> <p>Expansion to new markets.</p> <p>Development of new technologies incubation groups.</p>	<ul style="list-style-type: none"> Continuation of evaluations for the partner network. Extension of partnerships in the sectors of banking, big data analytics, cloud, digital signage. Investigation for equity participations or acquisitions in the areas of digital onboarding, SAP services. Wider participation in policy-making working groups in technology areas in Greece and abroad. Expansion with subsidiaries abroad (2 countries), integration of at least 10 new customers. Expansion of partner network with near/off-shore development centers.

Provision of ICT solutions with an environmental and/or social impact



Management Approach

[GRI 103-2]

The COVID-19 pandemic highlighted the fragility of human nature and the need to address emergencies with immediate and effective solutions. The challenges we face are unprecedented. In this multifaceted social and economic context, information technology provides the tools that will redefine business in a world that is changing daily and rapidly, through a digital approach. Therefore, we consider companies' social and environmental footprint as a very important issue that should be addressed by all sectors as such.

With regard to Uni Systems and the impact of its activities on the society and the environment, our aim is to develop solutions that strengthen and positively impact the societies for which they are being implemented, to facilitate citizens' daily life, to propose and provide smart and effective answers to a variety of social and environmental issues. We work toward this direction as underlined by our ISO certifications, such as ISO 14001:2015 that covers the environmental management system.



Our performance / Our goals

[GRI 103-3, A-S5 Indicator, Uni Systems Indicator]

Innovation, Research and Development

Having as a spearhead solutions for the Industry 4.0, Cognitive Computing and Data Analytics, the Internet of Things, New Generation Infrastructure and Applications, collaborative spaces and ways of working, Blockchain, Smart Mobility, Smart City eSolutions, e-Health, Cybersecurity and Cloud solutions, as well as other solutions that serve vertical sectors, in 2020 the following actions have been recorded:

- We participated together with our partner's ecosystem in the #GreeceVsVirus initiative to develop solutions that address the COVID-19 pandemic. We received distinctions for 4 solutions:
 - o Medi-Drone, transport of medical samples, medicines and samples of biological material to remote locations via drones. The solution was chosen for immediate implementation.
 - o Hand Hygiene Monitoring System (2H).
 - o Citizen Crowd Control (CCC).
 - o CovidPass software platform in collaboration with Ubitech
- We founded the Uni FIWARE iHub in order to provide easy access to Open Source technologies with the aim of supporting companies, organizations and independent developers toward innovation and digitization.
- Through our collaboration with FIWARE we developed the Urban Platform City2Live providing integrated and holistic solutions to the complex issues of modern cities based on open standards.

Solutions with environmental and social impact

- We choose to work over Cloud solutions that have a smaller energy footprint. Our clients show a growing preference as well, and this is evident by the compound annual growth rate of our data center and cloud solutions estimated at 20% for the past 5 years. In 2020 in particular, the revenue from Cloud

solutions was increased by 27% compared to the previous year, and it is worth noting that the revenue from the Azure Cloud consumption was increased by 191% over the same period.

- We created more than 15 new Cloud services.
- We developed the "Green Museum" solution that comprises of "smart" and sustainable cultural infrastructure for the development, monitoring and self-management in terms of energy efficiency and quality in the Museums' internal environment.
- Moreover, as regards Cultural sector, in collaboration with Mobix and Tetragon we developed the new online service "Museotek" to pilot "The Museum at School" service, which gives the opportunity to students of all grades and from any region either in Greece or abroad, to visit online some of the most significant Museums located in Athens.
- We implemented the IoT - Environmental Space Occupancy pilot project that aims at improving the environmental conditions at work by utilizing multiple environmental indicators and by monitoring employee occupancy areas. The system utilizes:
 - o Specialized sensors installed throughout certain company's areas to measure local temperature, noise levels, air quality and dioxide levels, light intensity, humidity, etc.
 - o Specialized cameras that detect human movement - without recording the individuals themselves - and measure the occupancy by floor and room.
 - o The data, which are stored in data warehouses over the Cloud and are subject to processing by a specific application which depicts directly and through graphs the above metrics in real time on the floor plans.

Projects with environmental and social impact

- We have supported our customers to rapidly and successfully move more than 10,000 users to teleworking.
- We implemented the first Covid-Free Library at the National and Kapodistrian University of Athens (EKPA) with more than 400,000 books and contactless transactions.
- We support 2 major European Organizations, the European Center for Disease Prevention and Control (ECDC) and the European Medicines Agency (EMA) to meet their increased operational requirements during the pandemic.
- We support the Integrated Information System of the Hellenic Development Bank by contributing to its effort to meet the extremely increased needs created due to the restrictions caused by the COVID-19 pandemic.

- We have completed the migration of the Integrated Health Information System (OPSY) "DILOS", which serves the General Hospital of Syros and the General Hospital - Health Center of Naxos, to G-Cloud; it is the first Regional Electronic Health System that has been migrated to the Government Cloud of the General Secretariat of Information Systems for Public Administration, subordinate to the Ministry of Digital Governance.

In order to be able to further specialize the services we provide to our customers we have separated the activities into distinctive sectors. The most important among these are the sectors of Justice, Institutional and Internal Affairs, and Health.

Clients to which projects with a positive impact are being implemented

Health Sector	Energy Sector	Justice, Institutional and Internal Affairs
European Center for Disease Prevention and Control	European Union Agency for the Cooperation of Energy Regulators	European Union Agency for Law Enforcement Training
European Chemicals Agency	General Directorate of Climate Action	European Asylum Support Office
European Medicines Agency	Department for Business, Energy and Industrial Strategy, Government UK	European Agency for the Operational Management of large-scale IT systems in the area of freedom, security and justice
National Organisation for the Provision of Health Services	Hellenic Petroleum	Publications Office of the European Union Hellenic Republic, Ministry of Interior Hellenic Republic, Council of State Hellenic Republic, Ministry of Justice Legal Council of State
Health District, Regional Health Directorate of Crete	Public Power Corporation (PPC)	
General Hospital of Syros General Hospital of Naxos	Independent Power Transmission Operator (IPTO)	
	Hellenic Electricity Distribution Network Operator (HEDNO)	

2020 TARGETS

Promotion of solutions developed to contain environmental and social impact.

RESULTS 2020

- Creation of "Green Museum" solution and "The Museum at School" program.

2021 TARGETS

- Increase of revenue coming from solutions with a positive environmental and social footprint by 20%.

2020 TARGETS	RESULTS 2020	2021 TARGETS
<p>Emphasis on Cloud solutions.</p> <p>Further investments in Research and Development.</p> <p>Substantial contribution to sustainable development, through the introduction of new ideas in the market, innovative solutions, job creation, productivity and efficient use of available resources.</p>	<ul style="list-style-type: none"> • 20% increase in Cloud revenue - increase in Azure Cloud revenue by 191%. • Creation of more than 15 new Cloud services. • Participation in pandemic response initiative, distinction with 4 solutions. • Establishment of Uni FIWARE iHub. • Creation of City2Live Urban Platform. • Investment in PROBOTEK. • Support of 10,000+ employees to switch to telework. • Implementation of the first COVID-free library. • Support of major clients in Greece and abroad to address the health and social crisis. 	<ul style="list-style-type: none"> • Increase of Cloud solutions revenue by 15%.

Ensuring quality, infrastructure security, data protection and business continuity



Management Approach

[GRI 103-2]

For us at Uni Systems quality assurance, infrastructure security and business continuity are a non-negotiable and fundamental principle on which our company operates. Our commitment to maintain the

Business Continuity at our company and at our clients' environments was further enhanced in 2020 with the certification in accordance with ISO 22301: 2019 for Business Continuity.

Certifications

Quality Management System Certification of Conformity EN ISO 9001: 2015. TUV HELLAS (TUV NORD) - Certificate Reg. No 041 12 0100

- Design and Provision of System Integration Services
- Sales and Support of Systems, Data and Voice Communication Networks
- Software Design, Development and Support
- Data Centre Services
- Training, on the Job Training, and on the Job Support Services
- Digitization, Post-Processing, and Documentation of Material Services



Quality Management System
 Certification of Conformity EN ISO
 9001: 2015 (Romania branch) - IQ Net
 23009/11/R Certificate Reg. No. IT-74881

ISO/IEC 27001 Security Certification:
 2013, TUV HELLAS (TUV NORD) •
 Certificate Reg. No. 048 13 0008

Certificate of Conformity of the IT
 Services System ISO/IEC 20000-1: 2011,
 TUV HELLAS (TUV NORD) • Certificate
 Reg. No. 043 18 0002

Environmental Management System
 Certification of Conformity EN ISO
 14001: 2015, TUV HELLAS (TUV NORD) -
 Certificate Reg. No 042 17 0051

ISO 22301: 2019 Business Continuity System
 Compliance Certificate, TUV HELLAS (TUV /
 NORD) - Certificate Reg. No. 054210001

- Consulting, implementing and maintaining services for integrated IT systems



- Cloud Services including Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS).
- Hosting Services for Information and Communication Technology (ICT) equipment and high-availability office facilities in the Company's Data Centre.
- Professional Services including the design, installation, administration and technical support of ICT.
- Digitization, Post-Processing, and Documentation of Material Services
- S.o.A. issue 2.5, dated 10.02.2021



- The SMS (Service Management System) that supports the Delivery of Application Management, Application Maintenance and Application Support Services



- Design and Provision of System Integration Services
- Sales and Support of Systems, Data and Voice Communication Networks
- Software Design, Development and Support
- Data Centre Services
- Training, on the Job Training, and on the Job Support Services
- Digitization, Post-Processing, and Documentation of Material Services



- Design and Provision of System Integration Services
- Sales and Support of Systems, Data and Voice Communication Networks
- Software Design, Development and Support
- Data Centre Services
- Training, on the Job Training, and on the Job Support Services
- Digitization, Post-Processing, and Documentation of Material Services



Our performance - Our goals

[GRI 103-3, GRI 418-1, ESG C-G3, SS-S5 Indices, Uni Systems Indicator]

COVID-19 Crisis Management Plan

Since March 2020 the company has drawn up and implemented a detailed plan to tackle the COVID-19 pandemic crisis. The main axes of the plan are:

- Employees' protection and health and safety policies.
- Communication policy and travel policy.
- Business continuity plan and teleworking.

- Human Resources and labor legislation.
- Financial issues and business opportunities.

Within this context, only a few incidents emerged and all of the company's activities continued uninterrupted and successfully.

Security Infrastructure and Business Continuity

The company's investment plan, which included business continuity processes, was in full swing when the COVID -19 health crisis emerged, and toward that, further technical and organizational measures were taken to enhance the company's disaster recovery and data security procedures. Eventually, our technical teams' systematic work resulted in the company's certification according to ISO 22301:2019 standard for Business Continuity.

Disaster Recovery Data Center

Significant investments have been made toward the preparation of the Disaster Recovery Data Center infrastructure (at Kallithea, Attica) as part of the company's business continuity plan implementation, aiming at continuous provision of services even in the case of a possible Data Center outage.

The operations of these 2 Data Centers are being covered by a set of strict quality standards in accordance with the above international quality standards to ensure the smooth and continuous operation of the computer and telecommunication equipment, the uninterrupted power supply and cooling, the security of the premises and the continuous upgrade of the provided services. It is important to mention that in these Data Centers are co-located the main infrastructure systems of all Quest Group companies and clients alike.

No incidents were reported during 2020 that would cause any form of data leakage or alteration. Only one incident of a short interruption on client's ICT systems was recorded, which was restored immediately within the time-frame provided by the relevant SLA. Overall, total availability remained at the same level as in 2019, reaching 99.999%.

No incidents of non-availability or limited availability due to external attack (denial of service) were detected.

Protection of Personal Data

From the date of the General Data Protection Regulation (25/5/2018) introduction until today, a systematic investigation and recording of the issues related along with the required registers (Register of Activities, Data Violation, Infrastructure Security and Business Continuity, Subject Requests, etc.) are being maintained. The framework of the implementation is updated at regular intervals in accordance with the instructions issued by the Personal Data Protection Authority. Furthermore, there was no financial loss resulting from legal procedures related to data security and confidentiality breaches.

2020 TARGETS	RESULTS 2020	2021 TARGETS
<p>System availability > 99.999%</p> <p>(a) Migration of centralized applications and systems to a second infrastructure to ensure the business continuity and immediate recovery in the event of disaster. (b) Migration of central applications and systems to Microsoft Azure Cloud.</p> <p>(a) Zero data breach incidents. (b) Zero substantiated complaints of customer personal data misuse.</p>	<p>System availability > 99.999%</p> <p>Implementation of a backup-restore and business continuity solution for development environments with Operational Disaster Recovery at the Rentis Data Center facilities.</p> <p>100% achievement.</p>	<p>System availability > 99.999%</p> <p>Further improvement of Data Center infrastructures: (a) farms isolation architecture for effective access control of specialized groups of projects in the company systems, (b) completion of disaster recovery sites.</p> <p>Security: Sofos antivirus systems installed across company's infrastructure.</p> <p>(a) Zero data breach incidents. (b) Zero substantiated complaints of customer personal data misuse.</p>

2020 TARGETS	RESULTS 2020	2021 TARGETS
Upgrade of Data Center Cloud Services with emphasis on services provided through AtomoPlus, HCMaaS, Cloud Mail and Cloud IaaS.	100% achievement.	Replacement of the Citrix Cloud portal.
Upgrade of file services, exchange, time-sheet and budget applications, and Citrix Access Services.	100% achievement.	
Upgrade of support systems required for the Software Development sector, specifically Jira and other systems that are directly related to the development environment, such as Backup-Restore.	100% achievement. Remote access was granted to all employees.	
	ISO 22301:2019 Business Continuity System Compliance Certification.	

Material Issues  **Ensuring business ethics and regulatory compliance**

Management Approach

[GRI 103-2, ESG C-G2 Index]



Uni Systems’ long-standing history in the ICT would not have been possible without a well-established framework of business ethics and prohibition of corruption acts.

We fully adopt the principles and values as set by Quest Group and strictly apply all relevant Policies and Procedures. We also apply the zero tolerance policy to any deviation from non-compliance issues with current legislation or any unethical practices. Our operation is based on full adaptation to a set of standards and regulations that ensure business ethics and regulatory compliance, such as compliance with Personal Data Protection Regulation, while, as regards financial data, we adopt the International Financial Reporting

Standards, amongst others. All new employees go through specific training to raise awareness on the principles, values and policies that govern the operation of our company and the collaboration with its customers and suppliers.

Regulatory Compliance & Risk Management Office

A Regulatory Compliance and Risk Management Office was established with main mission to ensure the company’s regulatory compliance and systematization of Enterprise Risk Management processes. The risk management framework follows the ISO 31000:2018 standard and is part of a broader relevant process of Quest Group.

At the same time, in all the sectors in which we operate, we support our clients' compliance efforts depending on the market in which

they operate, and assist them in implementing innovative regulatory compliance solutions.

Our performance / Our goals

[GRI 103-3, GRI 419-1, GRI 205-3, GRI 206-1, ESG SS-G1 Index]

No financial losses were recorded in 2020 as a result of business ethics breaches.

2020 TARGETS	RESULTS 2020	2021 TARGETS
Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices	Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices	Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices
Full compliance with laws and regulations in the social and environmental area	Full compliance with laws and regulations in the social and environmental area	Full compliance with laws and regulations in the social and environmental area
Revision of the corporate procedure on business ethics and code of conduct.	Definition of the key axes for the revision of the corporate procedure on business ethics and code of conduct.	Adaptation to the new Law on Corporate Governance (Law 4706/2020).

Strengthening of employment (e.g. through job creation) and halting brain drain

Management Approach

[GRI 103-2]

The brain drain has brought about significant changes in the employment status, particularly in the ICT sector where the demand in human resources has been increasing in the past years. The annual percentages of the people employed in the IT sector are steadily increasing in relation to the overall employment rates across

the EU economic activity (source Eurostat). In this context, the need to recruit and retain human resources increases the level of competition and creates challenges in the smooth implementation of projects. Our main goal is to offer our people a safe environment, compelling working conditions, we want to meet their expectations



and create an environment that will attract the most talented. Key points of our human resources attraction program are:

- Increasing brand awareness through participation in recruitment events in both Greece and abroad.
- Demonstrating the ability to evolve in a dynamic environment that enhances learning and acquisition of experience.

- Implementing performance evaluation policies and procedures to further foster talent.
- Assessment of job roles and matching to specific responsibilities and skills.
- Linking fees and benefits with each position distinctly.
- Linking evaluation system to the remuneration system and employee development.

Our performance / Our goals

[GRI 103-3, GRI 401-2, ESG C-S1, C-S2, C-S3, C-S4, C-S5, C-S6, A-S2, A-S3, A-S4, A-G4, SS-S4 Indices]

As of December 31, 2020, Uni Systems' human resources reached a total of 942 people in Greece, Belgium, Romania, Luxembourg and Italy (including indefinite and fixed-term contracts as well as supervised employees).

	INDEFINITE TERM	DEFINITE TERM	TOTAL STAFF	SUPERVISED PARTNERS	TOTAL 2020	TOTAL 2019	TOTAL 2018	TOTAL 2017
Greece	599	5	604	2	606	593	571	521
Romania	5	0	5	1	6	4	4	3
Italy	23	0	23	1	24	19	5	0
Belgium	21	0	21	191	212	20	20	18
Luxembourg	26	0	26	68	94	18	13	14
TOTAL	674	5	679	263	942	654	613	556

The number of jobs created in 2020 (indefinite and fixed-term contracts) was 25 and the total number of jobs was 52 (including supervised employees).

At the same time, voluntary departures reached 43 people, marking a turnover of 6.2%, lower by 3.8% compared to 2019 (10%).

An important indicator to note is that the average length of time the employees remain in the company is 11,1 years.

It is equally important to mention that through our projects in the international market, employees who wish to work abroad are given the opportunity to do so through mutually beneficial agreements for both the employees and the company.

	2020			2019		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Greece	432	174	606	66	20	86
Belgium	174	38	212	1	2	3
Luxembourg	84	10	94	7	2	9
Italy	18	6	24	14	1	15
Romania	3	3	6	0	0	0
TOTAL	711	231	942	88	25	113

An employee satisfaction survey is conducted every two years. Based on this and the exit interviews undertaken, the axes of the human resources retention program were set as follows:

- Strengthening of training programs.
- Talent management program: its implementation was completed for the first group of talents, which included 41 Uni Systems employees who in 2018 were identified as High Performers and High Potentials through a specific process; these are Quest Group's talent pool. Talent Management is now an ongoing process, reviewed approximately every 2 years when the planned and targeted actions are being completed.
- Management Rating / Bottom up Rating and 360° Rating: The Bottom up survey concerns the Managers and Supervisors' evaluation by their subordinates, while the global 360° rating concerns Directors and CEOs. The Bottom up survey started in 2020 and was completed in 2021. The 360° rating for the CEO will take place in 2021.
- Research on teleworking: 340 people participated, out of which 95% worked exclusively from home. 90% expressed satisfaction with the infrastructure and tools provided to ensure work effectiveness, and 97% said they were as productive as when working from the company's premises.
- We offer medical/hospital care and life insurance programs², a retirement and check-up program for managers, workout programs and a gym at Quest Group premises (interrupted due to the pandemic), a mobile telephony program, meal vouchers.

In addition, new benefit programs were introduced, including:

- Psychological and counseling support program. In 2020, psychological support continued through EAP Hellas program.
- Early Friday: leaving work earlier every Friday during the summer period. This is also in effect during teleworking.
- Early Birthday: leaving work earlier on birthdays.
- Marriage, childbirth gift, and a gift upon children's successful University admissions.

Breakfast with the CEO

The successful "Breakfast with the CEO" program had to be interrupted due to the pandemic. Through it, Uni Systems CEO conducts a monthly meeting with a group of 10 employees, with no specific agenda, having a relaxing morning coffee and chat, outside company's premises, and discuss issues that concern the employees. It will be continued when the circumstances permit so.

Uni Systems systematically encourages employees to maintain a balance between their professional and personal life and organizes various well-being activities, highlighting the importance of the balance between personal and professional life (Lifetime balance), but also encouraging a healthier lifestyle. To this end, benefits such as fitness and Pilates classes, seminars on current health, safety and well-being issues and so on are being offered.

In 2020, due to the circumstances, many activities were not implemented, they will resume when the health situation allows.

Bring Your Own Friend

In order to attract employees of high professional and academic level and maintain a balanced working environment, Bring Your Own Friend program was launched; the program invites employees to nominate acquaintances whose profile they think would match Uni Systems' vacancies, for each successful hiring the employee receives a specific amount as a reward in the form of a technology product's voucher or bonus. The program covers Greece, Belgium and Luxembourg, had initiated in June 2019 and 6 people were hired through it in 2020.

[ESG C-S1, C-S2, C-S3, C-S4, C-S5, C-S6, A-S2, A-S3, A-S4, A-G4, SS-S4 Indicators]

ID	Index Name	2020
C-S1	Female employees	25%
C-S2	Women employees in managerial positions	13%
C-S3	Voluntary mobility	6.20%
	Non-voluntary mobility	1%
C-S4	Average hours of employee training for 10% of those with the highest total earnings	19
	Average training hours for 90% of those with the lowest total earnings	10
C-S5	Human rights policy	The Group Policy is followed. 0 related complaints or grievances.

² Employee benefits vary depending on the business entity under the labor legislation of each country. The medical/hospital care programs, the pension and check-up program as well as the meal coupons involve all full-time employees.

ID	Index Name	2020
C-S6	Collective bargaining agreements	100%
		0 complaints or grievances relating to forced labor.
A-S2	Employee training costs	€80,500
A-S3	Gender pay gap %	-30%
	Men	Women
	€40,150	€30,930
A-S4	Managing Director-Employees Wage Ratio	[18]:1
A-G4	Variable Fees	17%
SS-S4	Violations of labor law	0

2020 TARGETS	RESULTS 2020	2021 TARGETS
Creation of 60 new jobs.	Creation of 25 new job roles.	Creation of 40 new jobs.
Enhancement of internal communication.	Full adoption of Microsoft Teams communication and collaboration platform.	Maintain turnover at the 2020 levels.
Conducting a larger number of internal surveys on human resource issues and satisfaction.	Bottom-up, teleworking survey, onboarding survey.	Maintain and enhance staff recruitment programs.
Reducing turnover from 10% to 8%.	Turnover 6.2% (voluntary departures). Over-targeting - more than 100%.	Development of a mentoring program addressing women in collaboration with Women on Top.
Attracting more women in the IT sector.	Increase of women in the IT sector by 9%.	Onboarding survey.
Maintaining staff recruitment programs.	Maintaining staff recruitment programs. 100% achievement.	Personnel satisfaction survey.

Material Issues  **Provision of continuous education, certification and employee development**

Management Approach

[GRI 103-2]

The rapid evolution of technology and digital transformation of the society and economy have brought about major changes as regards the context and organization of work, they create new roles and lead companies toward new challenges, which suggest newly developed

employee skills that will support them in responding to the conditions of the era.

At Uni Systems, we recognize that our optimal quality of service and

sustainable development can be effectively supported only by well-trained, highly specialized human resources.

Based on the annual human resources evaluation, we aim to strengthen our employees' training and personal development opportunities, through a specific program developed by the Human Resources Department. Employees are given the opportunity to attend a training program of their choice and on their own initiative. At the same time, the Human Resources Department is supported by the horizontal department of Quest Group's Training and Personnel

Development, which designs and puts into effect programs for the executive staff of all companies, as well as for talent management.

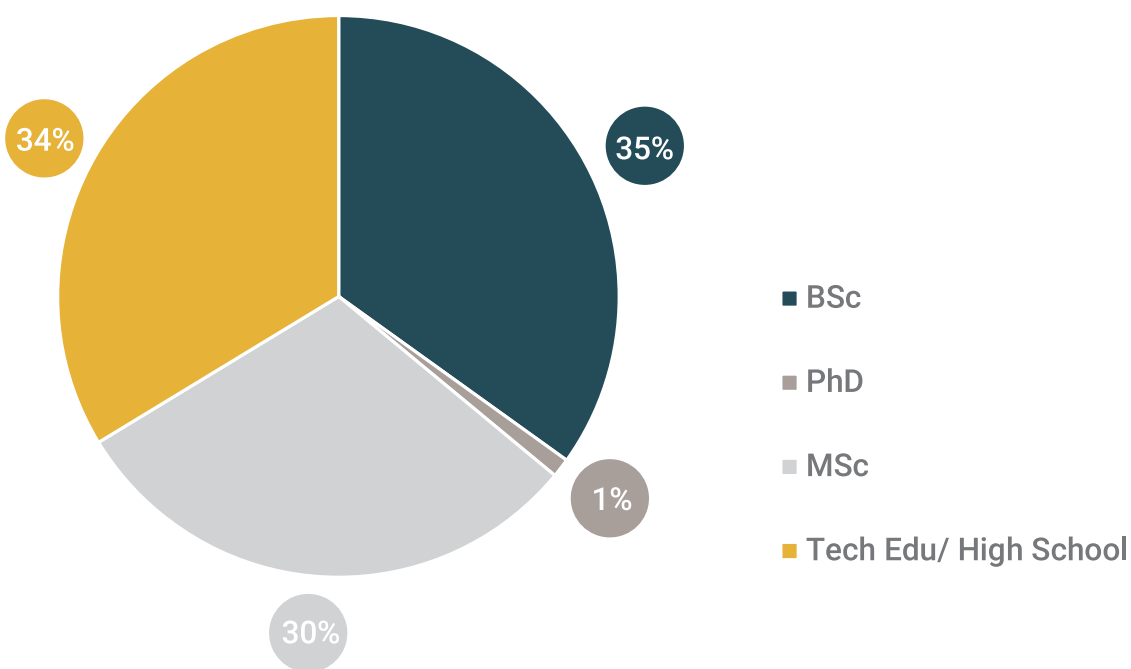
The training and education process covers a range of courses for all levels of employees.

The courses include:

- Technical and specialized training.
- Certifications based on recognized needs.
- Development of soft skills.



ACADEMIC LEVEL OF 2020



Our performance / Our goals

[GRI 103-3, GRI 404-1, GRI 404-3]

Human Resources Evaluation

On an annual basis, a Human Resources evaluation process is being conducted, addressing 100% of our personnel*. During the evaluation, both employees and evaluators are invited to fill in the relevant form and discuss the employees' performance during the previous year, while at the same time setting the goals for the next year, together.

At the same time, on a biennial basis, a Bottom up evaluation takes place so that the evaluated employee has the opportunity to evaluate his/her supervisor accordingly. The process enables internal, interdepartmental communication and reduction of inequalities.

* The evaluation process involves human resources with an indefinite-term employment contract that are employed for more than six months in the company.

Greece	Total number of persons evaluated	Comprehensive assessment**	Percentage
	592	492	83%

Digital Knowledge Database

In 2020, an online database was created (Digital Knowledge Database) to capitalize the skills and professional knowledge of employees. For the needs of the process, all employees were given access to the internal platform, in which they had the opportunity to upload the required supporting documents.

not be carried out due to the pandemic; at the same time activities for the next three years were designed. There was a significant decrease in expenditure compared to 2019 in terms of training courses amounting to €174,547, the training costs for 2020 were €137,839. Among the training courses that were not carried out were important programs such as Quest Mini MBA, the main axis of the Talent program concerning executives' training abroad, participation in seminars, etc.

Training courses

In 2020, the training activities that were planned during the previous two years were completed, with the exception of those that could

	Trainings (€)	Certifications (€)	Online Seminars (€)	TOTAL (€)
2019	218,982	20,460	15,605	255,047
2020	20,430	15,814	44,491	137,839

A presentation skills/storytelling program was designed in 2019 and was completed in 2020; it addressed the Group's Directors and Managers. Particular emphasis was placed on online trainings in which a number of technical and vocational trainings were conducted

online, while the Group's employees attended specialized online training programs through several international e-Learning platforms, such as LinkedIn Learning and Pluralsight.

E-training	Total training hours	Total Number of employees
Online Seminars		
Udemy	1,363	63
LinkedIn	2,223	128
Pluralsight	1,348	47

Technical Training

195 Uni Systems staff members attended 108 training programs in the year 2020. The certifications covered mainly Red Hat, Cisco, HP, Microsoft, Genesys technologies and ISTQB, ITIL, Prince methodologies.

Category of Training	Total	Number of Employees
Conference	6	9
Online Conference	8	31
Class Seminar	10	21
Online Seminar	29	54
Postgraduate Program	2	2
Certification	53	78 (73 admittances)
	108	195

** Due to the health conditions, the evaluation process was not conducted in 2020 in the company's branches abroad.

TOTAL TRAINING HOURS	7,522					
Average training hours per employee	11.08					
Total training man-hours by gender	M	5,563	W	1,959		
Number of employees technical training during the year	M	190	W	82		
Average training man-hours by gender (Total number of training hours per gender/number of employees per gender)	M	11.6	W	9.8		
Average training hours by employee category (total number of training hours per employee category / total number of employees per category)	Administration	Support Services	Marketing	Technical	Operations	Total
	235	336	267	1,274	5,410	7,522
	14.7	5.2	6.7	12.1	11.9	11.1
Number of Technical Certifications	124					
% of employees trained during the year	272 entries (40%)					

Mini MBA

Quest Mini MBA program designed by ALBA exclusively for the needs of the Group provides targeted training to selected executives on change management, innovation, strategy shaping, finance.

In 2020, due to the pandemic, it did not take place, however, it is planned to take place in 2021, if the circumstances permit so.

2020 TARGET	RESULTS 2020	2021 TARGET
<ul style="list-style-type: none"> • Maintain training programs. • Further investments and strengthening of training and development programs. • Register of the trainings by the employees themselves in the central Human Resources management system. • New procedures for the introduction of new employees, career paths and training. 	<ul style="list-style-type: none"> • Maintain training programs, where possible. The reduction in training hours is due to the COVID-19 pandemic. • 48% completion of the Digital Knowledge Database in 2020. • Onboarding and career development, the whole process took place online. 	<ul style="list-style-type: none"> • Maintain training programs, increasing licenses on online training platforms, doubling the number of training licenses in LinkedIn Learning (more than 400 licenses), 50% increase in Pluralsight (more than 70 licenses). • 70% completion of the Digital Knowledge Database.

Ensuring the health, safety and well-being of employees

Management Approach

[GRI 103-2, GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7]



Health and safety issues have been prioritized due to the increased needs emerging by the COVID-19 pandemic. Ensuring the health, safety and well-being of Uni Systems' human resources is of particular importance and a vital part of sound business management.



At Uni Systems, a continuous Occupational Health and Safety Management System is applied in accordance with the principles of the Quest Group. The system is based on the Group's Health and Safety and Physical Security Policies and operates in full compliance with the requirements of the legislation.

Its key component is the evaluation, forecasting and prevention of occupational risk, along with the monitoring and register of accidents and work-related illnesses.

The identification and assessment of occupational risk is performed by the technical health consultant (Occupational Physician) and safety consultant (Security Technician) of each facility separately, in cooperation with the employees and the executives of the company. It is registered in the Occupational Risk Assessment (ORA), which in addition to registering the risks, includes accident management instructions as well as training material for risk prevention. The ORA is updated once a change or a work procedure takes place in the facilities.

Moreover, as part of the system, safety trainings take place and systematic periodic inspections of facilities and job positions are carried out, at a frequency that depends on the number of employees in each facility, and any changes or instructions for the proper performance of work or modification/improvement of equipment are proposed. Work accidents, if any, are registered in a specific form, which includes information needed for future investigation, assessment and avoidance.

Uni Systems' employees are properly trained to be able to identify potential risks and report them to the competent bodies of the company; they know that they have to stop their work flow if there is a risk to their health and safety. For each identified risk, are followed all actions provided by law as well as relevant policies and procedures that have been established.

The company complies with all its obligations regarding the institution of the Occupational Physician and is in full compliance with the requirements of the law. In addition, it is contracted with a specialist Physician, who visits the company's premises in Athens for 2 hours a week and provides services either physically or through a telephone call in case an employee is in teleworking status.

All employees are covered for any medical and hospital care needs, through social security and through an additional private group contract. In addition to the coverage of the contract, a free checkup

is provided to executives from the managers' level and higher, while voluntary anti-influenza vaccination is offered to all employees.

The company carries out a voluntary blood donation initiative on a yearly basis and maintains a blood bank accessible to all employees and their relatives.

In addition, a program of specialized psychological support and counseling services - telephone communication and individual sessions - is provided to employees and their family members, on issues related to their work environment, family issues, addiction issues, etc.

QUEST EUZHN - Well-being and quality of life

Psychological support

The program of providing psychological support to employees and their family members, provided in collaboration with EAP HELLAS continued in 2020.

Gym

Due to the pandemic, the gym that used to operate in our main building on Argyroupoleos Street, operated only during the period allowed.

Circular Training and Pilates

Circular training and Pilates classes are held twice a week in a corporate building. In 2020, 14 hours of classes were held, with the attendance of 10 people over two months. In the remaining period no classes were held due to the pandemic.

Wellness Days

In the context of the "Wellness Days" activities and relevant events for a healthier lifestyle are organized with the participation of nutritionists, trainers and health and wellness experts, an activity that due to the pandemic did not take place in 2020.

Special Days

As part of the "special days" initiative, a number of activities were carried out throughout the year, such as:

- Gifts to employees for special occasions, such as weddings, births, admission of a child to the University, etc.
- New Year's cake -cutting ceremony.
- "Early Friday" - Early departure from the office on birthdays and Fridays during the summer months.

The following actions were not carried out due to the pandemic:

- Women's Day
- Organization and motivation to participate in voluntary initiatives, such as the Charity Bazaar (cooking), to raise money for the "MITERA" Foundation.
- Marathon / Company Group

Our performance / Our goals

[GRI 103-3, GRI 403-8]

In 2020, due to the extraordinary circumstances, many activities were not implemented, most of them were suspended since the 2nd quarter of 2020 and will resume when conditions permit.

Employee Health and Safety Management during the COVID-19 pandemic

In 2020 we faced the pandemic in full compliance with the instructions of the competent authorities. In collaboration with our respective Occupational Physicians, we have taken all necessary measures to protect our employees.

In particular, the measures implemented were as follows:

- Continuous information on the evolution of the pandemic via the intranet, corporate social media, online meetings with each department separately, posters and emails.
- Systematic labeling indicating hygiene measures and procedures.
- Teleworking for more than 700 employees: 80% of all employees.
- Provision of additional laptops to employees to facilitate teleworking.
- Ongoing support from the Human Resources and IT departments.
- Use of remote infrastructure to limit the movement of employees.
- The occupational hazard study included guidelines for the prevention and treatment of the virus.
- Provision of materials - masks, gloves, antiseptics - to employees.
- Advanced cleaning services, disinfection and provision of antiseptics in all buildings. General disinfection of buildings by specialized personnel every two weekends. Installation of mask

and gloves disposal bins on all floors.

- Mandatory temperature check for all employees and placement of special mats at the entrances.
- Installation of special marking in shared spaces to avoid close contact.
- Continuous psychological support for employees and their families by the specialized agency HELLAS EAP.
- Elaboration of return-to-work plans, in accordance with the instructions of each country.
- Preventive COVID-19 tests for employees, both in the company's buildings and at more than 15 diagnostic centers.
- Provision of flexible working hours for those who had to be physically present in the workplace, to protect employees and to restrict movement during peak hours.
- Provision of flexible hours to parents with children in tele-education.
- Digitization of internal processes to achieve smooth operation without physical presence.
- Provision of special working bonuses to specialized groups of employees.
- Strengthening human resources, zero income reduction and zero labor contract termination.
- Organizing and motivating employees to participate in voluntary blood donation.

The Health and Safety Management system addresses 100% of the employees under either an indefinite or fixed-term employment contract. Supervised employees under an independent service contract are excluded.

In 2020 there were no work-related accidents, illnesses / deaths related to work and consequently no lost working days.

2020 TARGET	RESULTS 2020	2021 TARGET
Zero labor accidents, illnesses and work-related deaths.	100% achievement.	Zero occupational accidents / occupational diseases
Strengthening of teleworking program.	100% achievement.	60% teleworking for positions that are able to telework.
Implementation of a program for the frequent disinfection of office spaces.	100% achievement.	

Reduction of energy consumption and greenhouse gas emissions

Management Approach

[GRI 103-2, ESG A-E2 Index]



At Uni Systems we recognize climate change as a high priority issue and in this context we make every effort to reduce the consumption of energy, resources and plastics, by adopting "greener" commercial operation methods always in accordance with the environmental legislation.

All of this is achieved through the integrated Environmental Management System which is certified according to ISO/IEC 14001:2015. At the same time, our international vendors that consist the list of our most important suppliers, create environmentally friendly products, with "green" design, and architecture. We select technologies that optimize consumption and energy supply, save costs and energy and contribute to the environmental protection.

Within the Group Risk Management System we identify risks and opportunities, including those related to climate change and may affect our activities. Therefore, we recognize the impact of our Data Center on the environmental footprint, however, we are committed that any new investment in it, will be implemented on the basis of new and energy-neutral technologies. Ensuring business continuity of the IT environments of both our customers and Quest Group's companies that utilize our Data Center infrastructure and the development of solutions that reduce the energy footprint of our customers is an opportunity for us.

Our performance - Our goals

[GRI 103-3, GRI 302-1, ESG C-E1, C-E2, C-E3 Indices]

ENERGY CONSUMPTION	2019	2020
Turnover (€ million.)	116,20	134,10
Annual Energy Intensity (kWh/m ²)	412,4496885	292,2335639
Equivalent thousands tonnes CO ₂ (kt CO ₂)	2,9	2,08
Annual Energy Intensity (kWh/m ²) / € Turnover millions	0,000411245	0,000292234
Equivalent thousand tonnes per annum (kt CO ₂) / € turnover millions	0,00294575	0,002087156

*Data available for buildings located in Greece.

**The reduction of "Equivalent of Thousands of Tons of CO₂ per Year in the Quest Group (kt CO₂)", and therefore the corresponding indicator "Equivalent of Thousands of Tons of CO₂ per Year in the Quest Group (kt CO₂) / € million turnover", is due to the use of a different conversion factor. For the first time this year, DAPEEP published a conversion factor for each provider, taking into account the production of electricity from RES. Data between years are not comparable.

ENERGY CONSUMPTION - GRI INDEX 302-1 *	2020	2019
Electricity consumption (Mjoules)	12,792,648.17	12,438,063.58
RES energy consumption (Mjoules)	3,163,621.89	—
Fuel consumption of corporate vehicles (Gasoline)	1,359,496.62	—
Fuel consumption of corporate vehicles (Diesel)	1,138,091.14	—
Fuel consumption of corporate vehicles (LPG)	2,783.81	—
Total Energy Consumption in kWh	18,456,641.63	12,438,063.58

*The company does not use non-renewable energy sources other than electricity, fuel is only used for company vehicles. There are no data available for previous years.

DIRECT EMISSIONS	CO ₂ (TONS)
Greenhouse Gas Emissions from: Production of heating/cooling and transport of products and employees	163,45

Note: For the conversion of fuels into CO₂, the conversion factors of DEFRA 2020 (<https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2020>) were used. The company consumes fuel only for the transport of products and employees.

INDIRECT EMISSIONS	UNIT OF MEASUREMENT: kWh	CO ₂ EQUIVALENT (TONS)
Consumption of purchased electricity, for the entire company	3,553,513.38	2,087.16

Note: For conversion to CO₂, the conversion factor given by DAPEEP for our provider NRG was used (0.587 kgr CO₂ / KW, source <https://www.dapeep.gr/wp-content/uploads/2020/09/ENEPEΓEIAKO-MEΓMA-ΠPOMHΘEYTON-2019.pdf>).

ENERGY CONSUMPTION WITHIN THE COMPANY	
Total amount of energy consumed (MWh)	4,248.06
Percentage of electricity consumed on the total energy consumed	83.7%
Percentage of energy consumed and produced from RES on the total energy consumed	20.69%

Note: For the RES energy rate, the conversion factor given by DAPEEP for our provider NRG was used (source <https://www.dapeep.gr/wp-content/uploads/2020/09/ENEPEΓEIAKO-MEΓMA-ΠPOMHΘEYTON-2019.pdf>).

ENERGY CONSUMPTION WITHIN THE COMPANY			
Type of consumption	Unit of Measurement: MWh	Unit of Measurement: Mjoules	Unit of Measurement: Mjoules
Total energy consumption (fuel and electricity)	4,248.06	15,293,019.74	
Electricity generated by the company			
RES energy consumption	878.78	Percentage of RES Electricity, NRG provider	24.73% 3,163,621.89

The total energy consumed in Uni Systems buildings in a total of 12,160 sq.m. was 3,553,513 kWh, out of which 2,605,652 kWh were used for the Data Center. The consumption rate was reduced by 29%, mainly due to the prolonged period of teleworking which led to reduced energy use.

According to a goal set in the previous year, a study for the installation of photovoltaic systems in a location close to the Data Center has been carried out, with the aim of utilizing RES in order to balance the environmental costs arising from the consumption of electricity in the Data Center. The study showed that the investment would be costly, while at the same time, the amount of energy

produced by RES could cover only a very small percentage of the required for the increased operational needs of the Data Center energy. In this context, the company decided not to proceed with this investment.

Managed Print Services

The management of a large volume of prints has been outsourced and in recent years is being provided to Uni Systems as a service. In this way, an integrated system of centralized print management and document scanning is utilized to save time, cost, energy and paper.

	Consumption	Savings in operations and resources	Savings in duplicate printouts	TOTAL SAVINGS
Paper (in sheets)	342,108	12,951	153,364	166,315
Paper (kg)	1,711	65	766	831
Trees	45.27	1.7	20.2	22
Water (l)	8,512	324	3,813	4,137
Energy (KWh)	19,405	739	8,691	9,431
CO2 (kg)	4,964	189	2,223	2,412

2020 TARGET	RESULT FOR 2020	2021 TARGET
Preparation of a study for the installation of photovoltaic systems at a site near the Data Center.	Preparation of a study for the installation of photovoltaic systems.	Any new investment in the Data Center will be implemented on the basis of new and energy-neutral technologies.

Application of recycling practices

All the quantities of materials used in 2020 were significantly reduced due to the prolonged teleworking period.

Electrical and Electronic Equipment

In 2020 2,220 kg of electrical and electronic equipment were delivered to the Company "Recycling Devices SA".

Batteries

In 2020, 32 kg of used batteries were collected by the company AFIS Batteries Recycling. Regarding the large batteries, the quantity collected was not sufficient to be sent out to the recycling company.

Printer consumables

The total of used printer consumables sent for recycling by the company that provides the Managed Printing Service on behalf of Uni Systems, was 40 pieces for 2020.

Paper and Plastic

In all buildings there are green bins to discard paper packaging, paper, plastic and aluminum. For plastic, a replacement program for plastic consumable utensils with ecological or biodegradable utensils is applied. In 2020, 108,000 paper cups, 26,000 wooden beverage stirrers and 7,200 biodegradable straws were consumed by employees and visitors in the buildings.

Digital and electronic signature platform

The Docusign digital and electronic signature platform used for the electronic management of contracts by two of the company's departments, has reduced the environmental footprint on paper.

TOTAL SAVINGS	Kg of wood	Lt of water	Kg of CO ₂	Kg of waste
	>2,300	>47,500	>5,200	360

2020 TARGET	RESULT FOR 2020	2021 TARGET
<ul style="list-style-type: none">• Further reduction of the environmental footprint.• Expanding the use of digital signature.	Reduction of the environmental footprint.	Increased use of recycled materials by 5%.



iSquare

Authorized Distributor of Apple products



iSQUARE AT A GLANCE

FINANCIAL PERFORMANCE



€174 million
Turnover



62
Employees

23.9%
Increase in Turnover

50%-50%
Men-Women

HUMAN RESOURCES

1,360
Total training man-hours

€13 thousand
Investment in education

TECHNOLOGY PRODUCTS WITH SOCIAL IMPACT

Program "iPad.
Innovation in Education"

10,000
students

>47
Schools use the iPad
in education

35
schools in Greece
and Cyprus participate
in the iPad 1:1 program

25
elementary school
&

17
high school books
with digitized
educational material

PARTNER NETWORK SUPPORT

400

- Hours of Network vendor training
- Continuous upgrading of retail outlets with specific Apple zones - 32 Apple Program and 26 Multibrand Program



iSquare

iSquare is the official distributor of all Apple products in Greece and Cyprus since 2009, based in Greece, at 27 Alexandrou Pantou Street, 176 71, Kallithea. It is active in designing, implementing and delivering integrated solutions based on innovative products as well as on Apple technologies. Apple products include the highly popular iPhone, iPads, Mac, Apple Watch, Apple TV, iPod, Beats, as well as accessories and peripheral devices. The company distributes in total about 1,300 different codes every year.

In February 2020, the name changed to iSquare Single-Person IT and Telecommunications SA, and the distinctive title to iSquare SA, based on a previous decision of the Ordinary General Meeting.

Our Vision and Our Mission

To give the Greek and Cypriot consumers the **ultimate Apple experience**, through high level and value-added products and services. To be close to our customers, in every way, every moment through our Authorized reseller network.

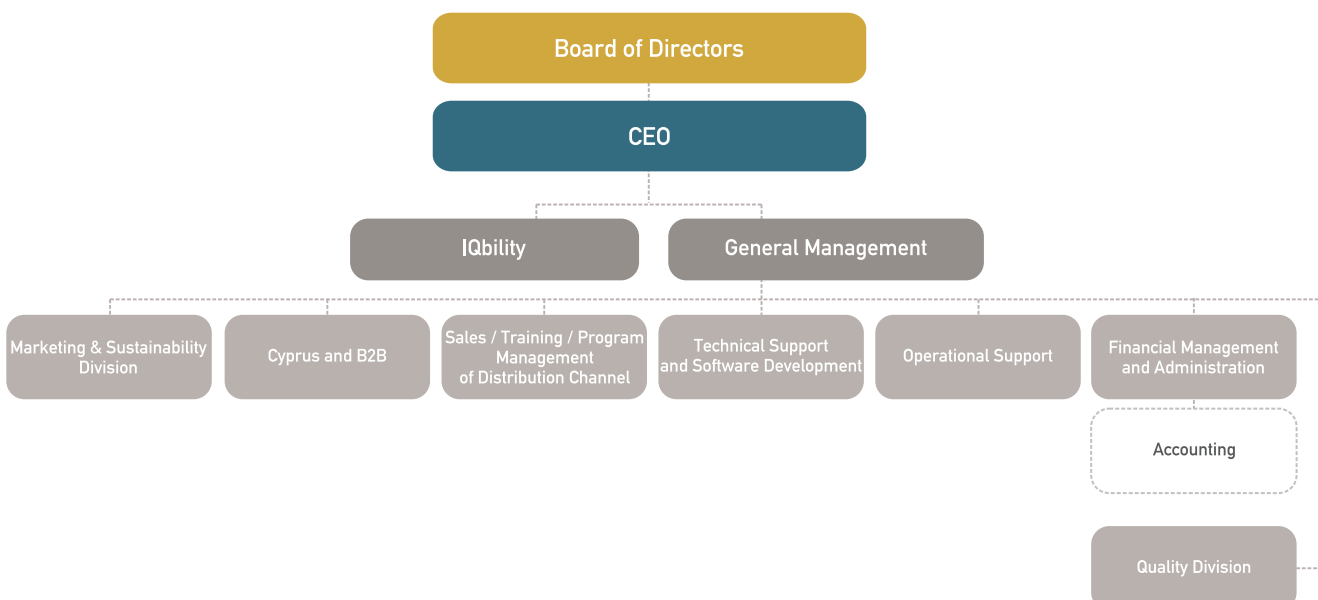
Corporate Governance

The Board of Directors is the supreme governing body of iSquare and is responsible for overseeing and managing the company, formulating its policies and strategies and the ongoing efficiency of

the company. According to the company's articles of association, it consists of 6 members.

Board of Directors			
Konstantinos Stavropoulos	Chairman and Managing Director	Dimitrios Eforakopoulos	Member
Eftychia Koutsourelis	Vice-Chairwoman	Markos Bitsakos	Member
Apostolos Georgantzis	Member	Theodoros Fessas	Member

Organization Chart



[ESG C-G1 Index]

The issues of Sustainable Development and Corporate Social Responsibility are the responsibility of the Sustainable Development Committee of the company, which reports to the CEO and operates

on the basis of the strategic guidelines and coordination of the Corporate Social Responsibility and Sustainable Development Committee of the Quest Group.

iSquare distinctions

- 12th place in Fortune “Most Admired Companies in Greece”.
- 10th place MEPM Sales 2016-2019 at 30 Fortune Fastest Growing Companies.

For more info, go to www.iSquare.gr

Creating Value <IR> [ESG A-G1 Index]

OUR BUSINESS MODEL FOR SUSTAINABLE DEVELOPMENT

INPUTS	BUSINESS ACTIVITIES AND PRACTICES	OUTPUTS
--------	-----------------------------------	---------

FINANCIAL CAPITAL

- Equity
- Debt

INDUSTRIAL CAPITAL

- Buildings
- Equipment
- Stores
- Goods

INTELLECTUAL CAPITAL

- Software and systems
- Procedures, protocols
- Copyright
- Copyright Reputation / Trust

HUMAN CAPITAL

- Total human resources
- Knowledge, skills and abilities
- Ethical values
- Trust/loyalty

SOCIAL CAPITAL

- Relationship/collaboration with Apple
- Relationships with stakeholders

NATURAL CAPITAL

- Energy
- Water
- Raw materials

PRIMARY

- Distribution and marketing of Apple products
- Product Marketing
 - Apple retail program
 - Apple premium reseller
 - iPad 1-1 training program (social)
- IT/Quality
- Logistics/ERP (IQT outsourced)

AUXILIARY

- Quality, infrastructure security, data protection and operational continuity
- Human Resource Management
- Managing relationships with stakeholders
- Legal Services (Anti-corruption and anti-competitive behavior practices)
- Personal data management
- Evaluation of partners / suppliers / Code of Conduct
- Managing relationships with stakeholders
- Services to the community, corporate volunteerism
- Implementation of the Environmental Management System

FINANCIAL CAPITAL

- Creating financial value/financial performance of the company

INDUSTRIAL AND INTELLECTUAL CAPITAL

- Establishing the use and dissemination of the experience of Apple products on the market
- Providing technology products, with an environmental and/or social impact
- Ensuring quality, infrastructure security, data protection and operational continuity

HUMAN CAPITAL

- Strengthening employment (e.g. through job creation) and halting brain drain
- Ensuring the health, safety and well-being of employees
- Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.)

SOCIAL CAPITAL

- Ensuring business ethics and regulatory compliance
- Creating a healthy partner ecosystem

OUTCOMES	OUTCOMES	OUTCOMES
<i>Effects for the company</i>	<i>Effects created by the company for its stakeholders</i>	<i>Effects that the company has on the economy, society and the environment</i>

- Increase of market share.
- Improved competitive advantage
- Long-term reduction of operating costs
- Boosting reputation / leadership
- Increasing human capital / creating direct jobs
- Improving opportunities for internal mobility
- Increasing productivity
- Talent retention
- Improving competitive advantage as employer of choice / best workplace
- Enhancing the profile of a responsible employer
- Ensuring social authorization

GROUP SHAREHOLDERS

- Maintaining and improving their sound financial position
- Increasing confidence and satisfaction

FINANCIAL INSTITUTIONS / INVESTMENT COMMUNITY

- Maintaining and improving their sound financial position
- Increasing confidence by focusing on ESG criteria
- Increasing confidence and satisfaction

CUSTOMERS

- Development of innovation
- Improving services, internal functions and procedures
- Increasing productivity
- Maintaining and improving their sound financial position
- Enhancing reputation
- Increasing confidence and satisfaction

PARTNERS

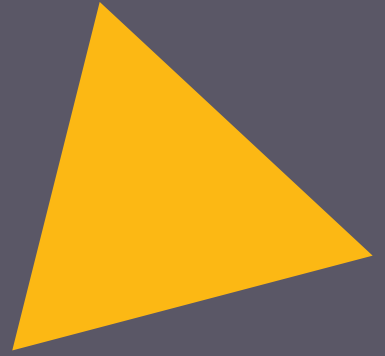
- Creating indirect jobs
- Developing innovation and improving knowledge through the best use of new technologies
- Improving services, internal functions and procedures
- Maintaining and improving their sound financial position
- Enhancing reputation
- Increasing confidence and satisfaction

EMPLOYEES

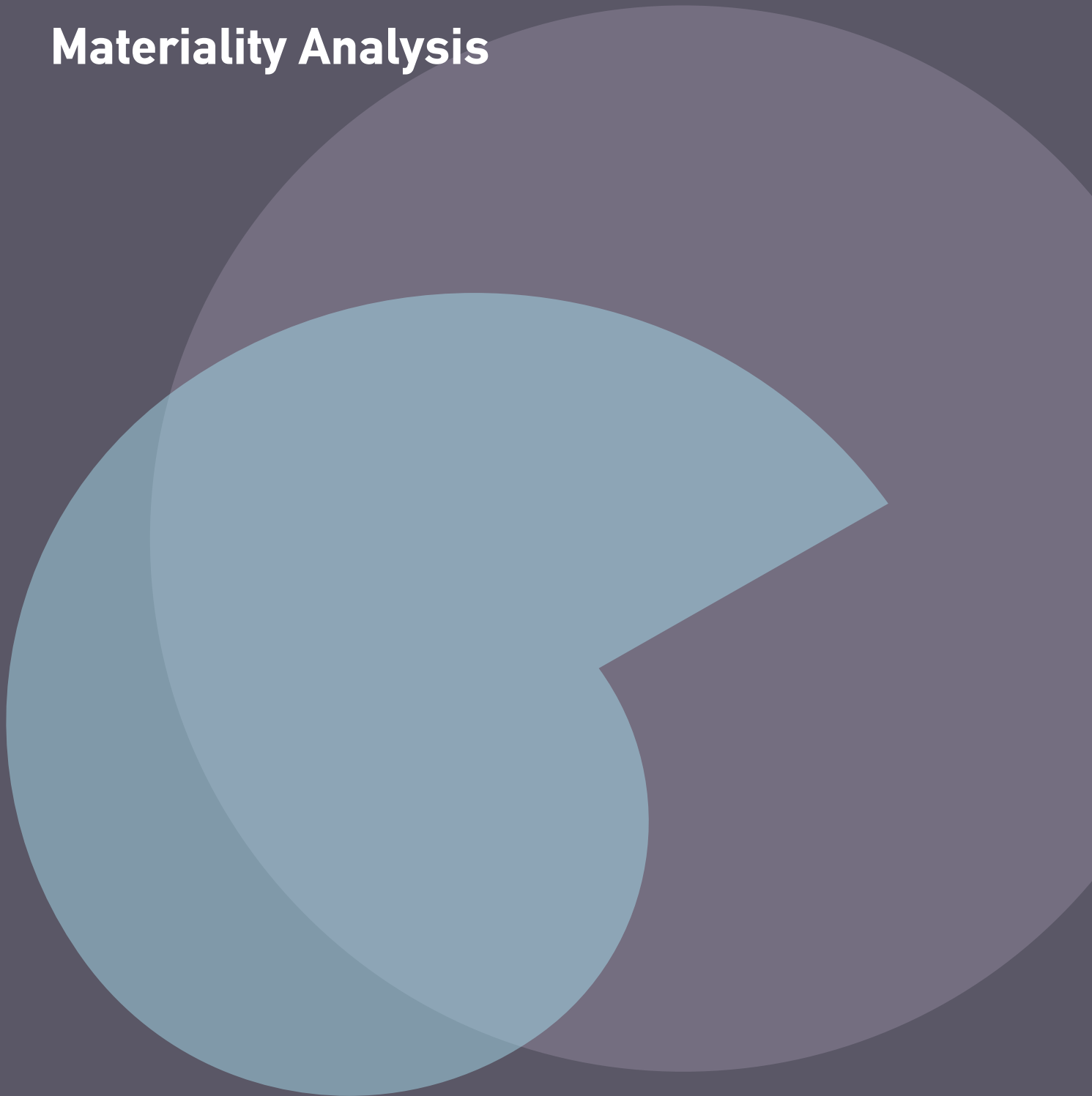
- Improving knowledge and upgrading skills and competencies
- Improving the possibility of internal mobility and outside the Group
- Improving productivity
- Enhancing the feeling of security and reciprocity
- Improving morale
- Increasing confidence and satisfaction



iSquare



Materiality Analysis



Materiality Analysis

[GRI 102-46, GRI 102-47, GRI 103-1, ESG A-S1, A-G2 Indices]

The process of identifying the material issues was carried out for the Sustainable Development Report 2019 and is described in detail in Annex 1.

The material issues arising from the Materiality Survey, also apply to the year 2020, and are presented in the following Materiality Matrix.



The following table shows the essential issues based on the requirements of the GRI Standards in relation to their effectiveness and effects.

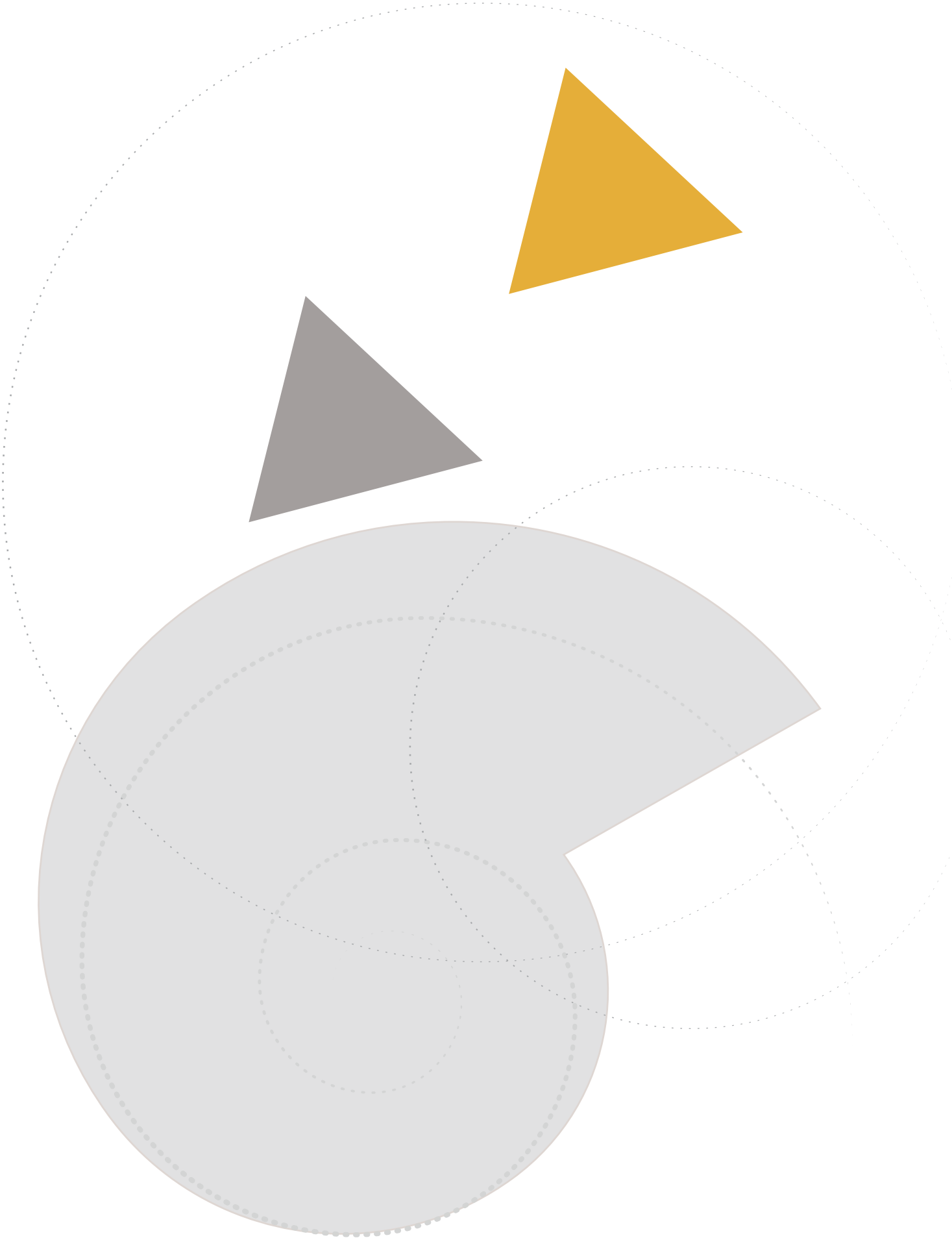
1. Why every issue is material:

- Which stakeholders are affected by the most material sustainable development issues of the company (based on the results of a research on the materiality of sustainable development issues)
- What are the UN Sustainable Development Goals? To which the Group contributes (broader economic, social and/or environmental effects)

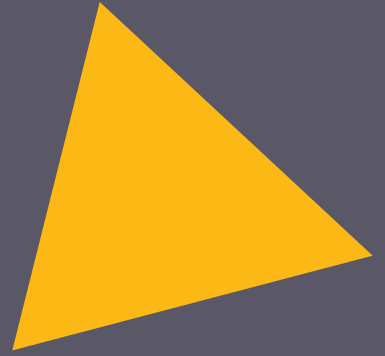
2. Who causes these effects:

The challenge of each effect may occur at different phases of the company's value chain. Consequently, some are caused directly by the company and some indirectly by a third party whose activities are related to the Group (downstream or upstream).

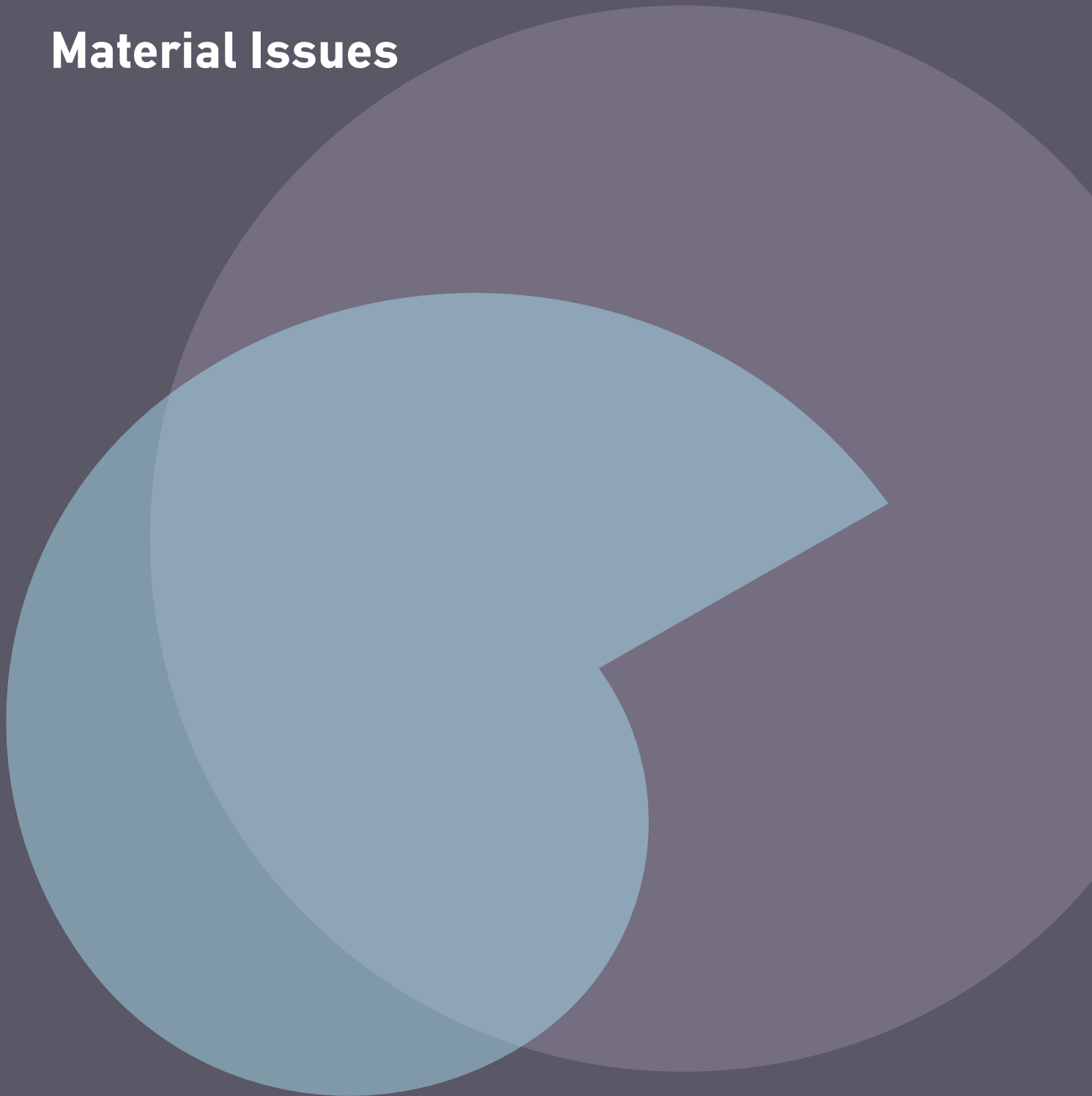
Material issue	Why is the issue material		Boundaries where the effect occurs	
	Wider economic, social and/or environmental effects caused by the issue	Stakeholders directly affected (financially, socially and/or environmentally) by the issue	Effect impacted by the Company	Interested parties outside the Company that may cause or be associated with the effects of the issue
Creating financial value / financial performance of the company		<ul style="list-style-type: none"> Shareholders Customers Suppliers / Associates Employees 	✓	<ul style="list-style-type: none"> Customers Suppliers / Associates
Establishing the use and dissemination of the experience of Apple products on the market		<ul style="list-style-type: none"> Customers Suppliers / Associates Employees Business Community 	✓	<ul style="list-style-type: none"> Customers Suppliers / Associates Business Community
Creating a healthy ecosystem of partners	 	<ul style="list-style-type: none"> Customers Suppliers / Associates Business Community 	✓	<ul style="list-style-type: none"> Suppliers / Associates
Providing technology products, with an environmental and/or social impact		<ul style="list-style-type: none"> Customers Suppliers / Associates Employees Business Community 	✓	<ul style="list-style-type: none"> Customers Suppliers / Associates Business Community
Ensuring quality, infrastructure security, data protection and operational continuity	 	<ul style="list-style-type: none"> Employees Customers Suppliers / Associates Shareholders 	✓	<ul style="list-style-type: none"> Suppliers / Associates
Ensuring business ethics and regulatory compliance		<ul style="list-style-type: none"> Employees Customers Suppliers / Associates Shareholders Business Community 	✓	<ul style="list-style-type: none"> Suppliers / Associates Regulatory and business entities
Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.)	  	<ul style="list-style-type: none"> Customers Suppliers / Associates Employees Business Community Shareholders 	✓	<ul style="list-style-type: none"> Customers Suppliers / Associates Business Community Regulatory and business entities
Strengthening employment (e.g. through job creation) and halting brain drain		<ul style="list-style-type: none"> Employees Customers Suppliers / Associates 	✓	<ul style="list-style-type: none"> Customers
Ensuring the health, safety and well-being of employees	 	<ul style="list-style-type: none"> Employees Customers Suppliers / Associates Business Community 	✓	<ul style="list-style-type: none"> Customers Suppliers / Associates



iSquare



Material Issues



Material Issues

Creating financial value/financial performance of the company



Management Approach

[GRI 103-2]

Market

In the IT market of Greece, there was a relative stagnation in 2020 in all categories except tablets and computers, where there was a double-digit growth due to teleworking and tele-education. In particular, there was stability in smartphones, while the market for wearables was also on the rise. The picture was similar for the market in Cyprus, where the company also operates.

Despite the extremely difficult market conditions and despite the doubts and fears that prevailed, the company, weighing all the available data, its market position and responding to the needs of its partners and customers, implemented as every year a business plan that aims to improve services and bring end-users closer to the Apple ecosystem.

Business Development Strategy

According to the Quest Group's instructions, we have set up a Strategy and Business Development team internally, which aims to study, analyze and develop the company's strategic plan.

Each year it updates the annual Strategic and Operational Plan (SOP) which will be adjusted and redesigned in total in 2021 to draft the new 5-year development plan for the period 2021-2025.

We examined various possible prospects for new activities by iSquare and analyzed 3 different investment plans and ideas which we presented internally to the Management of the company and to the respective Strategic Planning Committee of Quest Holdings.

Always according to the instructions of the Group, we renew our Strategic Plan on an annual basis and decide on the next steps accordingly.



Our performance - Our goals

[GRI 103-3, GRI 201-1]

The turnover of iSquare amounted to € 174 million compared to €140 million, increased by 23.9%.

Earnings before interest, taxes depreciation and amortization (EBITDA) amounted to €5,477 million compared to €5,174 million in the previous year, mainly due to the increase in sales.

Earnings before taxes amounted to €5.15 million compared to €4.76 million in 2019.

Earnings after taxes amounted to €3.84 million compared to €3.49 million in fiscal year 2019.

For 2020, our main objectives were to increase operating profitability and sales, to increase the market share of iPhones and to increase sales of Macs and iPads, which were successfully achieved despite the unstable economic and social climate.

The net loan liabilities of iSquare and the Leverage Rate for the last two years are shown in the table below:

Net Loan liabilities & Leverage Rate of iSquare			
	2018	2019	2020
Total loan liabilities	0	0	5,000,000
Minus:			
Net cash and cash equivalents	(5,032,376)	(8,728,119)	(13,717,978)
Net borrowing amount	(5,032,376)	(8,728,119)	(8,717,978)
Total capital employed	8,423,549	10,924,173	13,270,361
Leverage factor	-148%	-397%	-192%

Direct economic value generated and distributed ⁷				
		2018	2019	2020
Consolidated Data ¹	Revenue ²	106,788,056	140,356,531	174,079,338
Financial value generated				
Financial value distributed	Operating costs ³	101,678,799	132,450,773	165,057,440
	Employee salaries and benefits ⁴	2,140,295	2,854,974	3,354,659
	Payments to financing bodies	250,762	265,379	340,188
	Payments to statutory bodies ⁵	850,803	1,108,672	827,400
	Social investments ⁶	30,622	15,909	25,108

The social contribution of iSquare to the commercial value of products, services and financial contribution for 2020 amounts to € 25,349 compared to € 15,909 for 2019. The increased expenditure comes from the participation of iSquare, as a member of the Quest group, in supporting "Greece 2021" for the preparation of the country in view of the completion of two hundred years by Palingenesis.

1. These amounts have been calculated in accordance with the requirements of the GRI 201-1 index.
2. Revenues from sales, accessory activities, dividends, interest, rent, foreign exchange differences and derivatives are included.
3. Sales expenses, administration expenses, sales costs, capital expenditure are included. Payroll cost is not included.
4. Operating costs are not included.
5. VAT, withholding taxes and Single Property Tax (ENFIA) are not included.
6. Includes donations, sponsorships.
7. Funds for impairments are not included..

Payment of Taxes and Contributions			
	2018	2019	2020
Payment of VAT	543,713	3,405,458	3,879,841
Social Security contributions	339,358	655,112	708,885
Payment of payroll tax (FMY)	6,937	375,597	369,635
Payment of other taxes	3,068,189	8,982	12,536
Total	2,178,181	4,445,131	4,970,897

2020 TARGETS	RESULTS 2020	2021 TARGET
<ul style="list-style-type: none"> • Sales growth by at least 5%. • Increase of the market share of iPhones by at least 0.5 (based on GFK data). • Increase in Mac sales by 5%. • Increase in iPad sales by 5%. 	<ul style="list-style-type: none"> • Target achieved (23.9%). • Target achieved according to GFK 2021 data. • Target achieved (20%). • Target achieved (38.4%). 	<ul style="list-style-type: none"> • Sales growth by at least 10%.

At a time when the health crisis has led to a strong decline in macroeconomic data and uncertainty, iSquare has achieved a net increase in its business operations. This good performance was the result of a competent and bonded team, which even remote from the office had impeccable coordination and acute reflexes, as well as a strategy that responded immediately to the different needs that arose in the midst of the lockdown. For 2021 we aim to further increase our figures and expand our market shares. However, the

rapid developments and impacts on global health and the economy related to the COVID-19 pandemic will continue to have an impact and may affect the company and its course in 2021.

The detailed financial results of the company are available in the Financial Statement of 2020, which is posted on the Group's website at www.quest.gr.

Establishing the use and dissemination of the experience of Apple products on the market

Management Approach

[GRI 103-2, ESG SS-S8, SS-S9 Indices]

Customer satisfaction and service, Customer Health and Safety

iSquare operates on the basis of the Quest Group's Policies and Guidelines, as regards customer service and systematically monitors numerous indicators, aiming to offer its customers the best experience and maximum satisfaction, worthy of the reputation and quality of Apple products.

Customer service is carried out by specialized employees with experience and training in this particular field. Moreover, there are specific procedures in the context of the company's Quality Management System (e.g. complaints handling) concerning customer service, while additional goals and specific indices have been set to achieve a better management of the issue.

Customers can contact the Customer Information and Service Centre (CISC) by email or phone to communicate their complaints. The CISC is able to solve the problem directly (by phone or email). However, there are also cases where it will be necessary to communicate (by email or telephone) with other people involved (partners, Apple service, etc.) in order to gather all the information and take the necessary actions to complete the communication with the customer and to let them know of the resolution of the problem that had arisen. In any case, the entire history and all the communications related to the case from its initiation to its resolution are recorded in a database.

The investments made and the actions taken on regular and ongoing basis in the customer service and satisfaction field, arising out of the Quest Group Quality Policy, have made the employees of every Group member to develop similar culture and consciousness and always act in the aim of providing the best possible customer experience. This is illustrated by the small number of complaints received, the high percentage of customer satisfaction resulting from the relevant surveys as well as by the actions carried out during 2020 to improve the services provided.

In this light, as every year, a customer satisfaction survey was conducted, the results of which have helped the company to improve and provide quality services to its customers. Customer satisfaction measurement provides objective information not only about the quality of the products and services offered by the company but also about its overall image, structure and operation, thereby helping to identify the disadvantages and benefits of policies applied by the company.

Our performance - Our goals

[GRI 103-3, ESG SS-S8 Index, iSquare Index]

In 2020, the research questionnaire was modified to reflect the specific circumstances we experienced worldwide.

It was short and easy to understand for the user, and used a likert scale, where respondents marked the degree to which they agreed or



disagreed with a series of statements on the subject of interest. There were 10 questions in total, concerning the degree of customer satisfaction in relation to the company as a whole, as well as to the Service of Apple products. In particular, the questions were intended to examine whether consumers were satisfied during the pandemic with the relevant management and services provided at all stages of the Apple product market.

In this way, the company has measurable data on how fast its reflexes were, both in their own operations and in the coordination of its partners in order to provide assurance to Greeks.

Additionally, relevant communication was made through the company's social media to a targeted audience who knows the company and its products and consists of active users on the social networking pages of the company.

The overall satisfaction results for 2020 for the public who bought an Apple product or received a service reached 97%, even though the pressure was large under unprecedented conditions. At the same time, it is worth noting that social media respondents tend to be more strict in their responses.

In 2020 the social media recipients of the survey reached 100,000. The response rate was around 4%, a very satisfactory percentage for a research conducted on social networking platforms and in such a large sample, which combined with the high satisfaction rates at all levels, demonstrates the quality and continuous improvement of the company.

As regards the B2B segment, in the unpredictable environment of 2020, it was not possible reach the number of companies it had targeted in 2019. Nevertheless, it managed to double the turnover compared to 2019.

Digital Transformation

Digital transformation is a continuous pursuit of the Group companies and is directly linked to their sustainable development. In 2020, due to the pandemic and the new circumstances that emerged, such as the strengthening of teleworking, the companies accelerated their digital transformation plans and actions.

At iSquare, according to the Group's instructions, we have set up a Digital Transformation analysis and design team internally, which designs, plans, implements and oversees all the company's digital transformation actions. A series of projects were implemented in this direction, which can be summarized below:

- Improving the Customer Experience at Apple points in retail stores, with a fully digital and automated solution (DCOTA) where the content of the devices to be displayed at the points of sale is centrally monitored and updated through the Cloud, so that the end customer has the best possible experience from the use of Apple products.
- Analyzing the internal processes and identify the points where iSquare can perform a complete digitization of the process in order to achieve the best operation, faster processing, transparency and complete digitization, thus avoiding printing, paper, etc. The digitization project for the process of approval of expenditure and their electronic storage and the process of electronic signature of contracts and their electronic storage and archiving in currently in progress.
- Creating a digital promotion and merchandising application, so that, in its fully digital form, it is possible to monitor and record the work performed by iSquare employees during their visit to the retail outlets of its partners and its further analysis by the core team. In this way, the model of the way in which the stores of our partners are monitored with iSquare staff (merchandisers and promoters) is changed and all the data is recorded, monitored, archived and analyzed digitally in order to have a better image, faster access and more efficient result.
- Digital recording and monitoring of marketing actions to better capture their performance, but mainly to improve future design based on specific indicators, to continuously increase performance and results.
- Digital monitoring and recording of the company's training operations. Creating a register of participating vendors per partner, hours of attendance, seminars, trainers, results, etc.

2020 TARGETS	RESULT FOR 2020	2021 TARGETS
<ul style="list-style-type: none"> • Customer satisfaction to be maintained at the same high levels of 2019 with a minimum increase of 98%. • The improvement of the services and the added value that it provides to the Greek market in order to maintain the same, minimum number of complaints with 2019 (up to 3). <p>The B2B division will approach 500 companies in order for the 200 to integrate an Apple product in their operation.</p>	<ul style="list-style-type: none"> • Customer satisfaction was maintained at 97%. • The number of complaints remained stable compared to 2019 (3 complaints). <p>B2B could not reach 500 new companies due to the COVID-19 pandemic.</p>	<ul style="list-style-type: none"> • 98% customer satisfaction. • Reducing complaints (up to 2). <p>Approaching more than 200 companies to integrate the Apple product.</p>

Creating a healthy ecosystem of partners

Management Approach

[GRI 103-2]

Our company's customer portfolio includes the largest electrical and electronic store networks in the Greek market such as Kotsovolos, Public, Media Markt, Plaisio, iStorm and, in the Cypriot market, Public and iStorm.

We are constantly upgrading our retail outlets by setting up special Apple sites (Apple Retail Programs) with the cooperation of Apple itself, we develop the iStorm network of stores and we expand its services, significantly increasing its market shares. In 2020, in collaboration with Apple, specialized Apple stores were created in 26 Kotsovolos stores, thus enabling Kotsovolos customers to experience an integrated Apple shopping experience. Also, in 2021, Kotsovolos launched the opening of 2 new stores on the Cypriot market (Nicosia and Limassol). Overall, in 2021, our goal is to upgrade at least 50 exclusive Apple stores in retail stores.

Quality assurance and end-user satisfaction are critical to iSquare's success in a highly demanding market. The company operates according to the ISO 9001 standard (Certificate of Conformity of Quality Management System EN ISO 9001: 2015, TUV HELLAS (TUV NORD) with certificate number 041 10 0172).

At the same time, training of sales representatives plays a vital role for iSquare and it is divided into 4 pillars:

1. Hardware training
2. Software training
3. Training in Customer Management
4. Ecosystem training

Due to the COVID-19 pandemic, 80% of the training was held remotely. This has led to a change in the training structure so that trainees can assimilate the information. Thus, more trainings were held, but with a shorter duration compared to physical training, lasting 6 to 8 hours.

Apple Excellence Program, a global Apple program that currently has 75,000 vendors from around the world, was made available in June. The program was launched in collaboration with Kotsovolos, from whose network 24 stores were selected. After many hours of training, 37 sales consultants were given the title of Apple Master (they attended a total of 36 hours of training), who through their participation in the program enjoy unique privileges and participation in exclusive events and trainings. Through this program, our goal is for the sellers to maintain close contact with the brand and the products, to know the ecosystem in depth and to be able to offer high-quality services to Apple customers.

Responsible Supply chain

The only main iSquare supplier is Apple. Apple Inc. designs and manufactures innovative products and services, which incorporate cutting-edge technologies while focusing on human beings, offering unparalleled ease of use and the experience of an integrated ecosystem.

Apple sells its products worldwide through online stores, retail stores, direct sales, distributors and resellers.

Apple is a company that places great emphasis on the environment and its main objective is to minimize the environmental impact of its activities and products. Apple pledges that by 2030 its carbon footprint will be neutral. With this in mind, it is committed to making, one day, its products fully recyclable, using clean energy to produce them and using raw materials that are not harmful to humans and the environment. Detailed information is available at www.apple.com.

Innovation

Every year we create small and flexible working groups that look to manage any problem we want to solve in order to think, analyze, evaluate and present proposals for the topic chosen each time. These groups bring innovative ideas, which are often implemented and marketed in the form of products or solutions.

Examples include:

- The integrated iPlus & iSupport insurance product for iPhone, iPad & Mac devices sold through the iStorm store network.
- The open learning and education platform edupad.gr, which is accessible to teachers, students and parents to find the content they look for with search criteria, such as subject, child age, school class, type of content (book or app). This content is evaluated and graded by teachers so that opinions given are by experts only.
- The integrated "Innovation in Education" program, where more than 35 schools and 5,000 students go to school with an iPad and Apple tools.
- Internal applications in the company's operating systems that have dramatically increased the performance of the company and our people.



Our performance - Our goals

[GRI 103-3, iSquare Indicator]

In addition to Apple, which is our only major supplier, the company supplies various products for its daily operation such as printing papers, printers, various consumables, cleaning products, etc.

Our suppliers for the above are the companies:

- Plaisio
- Info Quest Technologies

2020 TARGETS	RESULT FOR 2020	2021 TARGETS
At least 400 hours of training were held.	In 2020, 400 hours of training took place, either remotely or with a physical presence in dedicated areas. Apple Excellence Program, training of 37 sales representatives.	At least 440 hours of training were held. Increasing the number of Apple Masters by 10.



Providing technology products, with an environmental and/or social impact

Management Approach

[GRI 103-2]



At iSquare we strive to offer technology products that can have a positive impact on the wider society in which we are active. In this context and in cooperation with reputable bodies, we utilize the products of Apple by contributing in the field of education.

“Innovation in Education” Program

iSquare implements the “Innovation in Education” action aiming, inter alia, to insert Digital Technology in teaching, to create and enrich the teaching content and to enable teaching of programming code in schools, while it seeks to work with all educational institutions that wish to upgrade and enrich education. The action takes into account the UNESCO directive, according to which the use of mobile computing devices should be encouraged and promoted in a growing number of educational programs, with the view to have their use officially accepted in more and more parts of the world.

EduPad / Using Digital Tools in the School Environment

The www.edupad.gr derived from the cooperation between iSquare and a group of teachers selected for their special knowledge and experience in using digital tools at school. This is a set of educational applications and digitized books classified by type, level of education and field of knowledge, which are easily accessible to the students, parents and teachers of any education level, from Kindergarten to High School. The purpose of www.edupad.gr is to help everyone

involved in the educational process to use in an efficient way and utilize the educational applications in the best possible way. The group of teachers has chosen and evaluated the best and the most appropriate applications for the Greek education system. Edupad transforms learning into a pleasant game, enriches the education process and facilitates the teachers’ work, while content is constantly updated to keep it up to date.

Digitizing Textbooks (2015-2020)

In the context of the Innovation in Education program, iSquare worked with a group of teachers and in 2014 digitized the course material of main courses taught in primary and secondary school to be run specifically by Apple iOS operating system, so that the students can have access to it not only inside but also outside the class. Since then, the content has been updated on an annual basis, according to the improvements and changes made by the Ministry of Education and Religious Affairs. Digitized Textbooks renders navigating to the course material pleasant, as it combines the text with images, sounds, videos and applications through which the teaching and learning process becomes friendly and interactive. Students, teachers and parents can download free to their iPad the course material digitized and approved by the Ministry by visiting ebooks.edu.gr of the CTI Diophantus service of the Ministry and www.edupad.gr.

The digitized educational material, with more than 25 primary school and 17 high school books, is used every day by more than 35 schools all over Greece, through the Apple Ecosystem.

The pandemic has also had an impact on education. The Ministry of Education and Religious Affairs, with a view to ensuring the safety of pupils and students, reacted swiftly and created electronic platforms for modern and asynchronous distance education. In this way all students who had the necessary technology would be able to continue their education safely. As a member of the Quest Group, iSquare participated in the donation of iPads to the Ministry of Education and Religious Affairs, and provided training and support for the implementation of a pioneering teaching program with the Apple system and tools. iPads were donated to 1,000 pupils and their teachers from 48 primary school classes in 17 schools.

The teachers of these classes had to be properly prepared to enter the classroom and teach with a new tool and discover the many new options offered by it. iSquare and the cooperating teachers in coordination with the Educational Policy Institute provided training to the 50+ participating teachers on the optimal use of the iPad in teaching.

Training material has been collected on the use of the iPad for educational purposes and its educational applications. In addition, selected teachers produced valuable course scenarios, which were used by the entire group of teachers to adapt the scenario according to their needs.

[ESG A-S5 Index]

Apple remains committed to its mission to create products that improve the lives of its customers. But it is also committed to acting so in a way that does not deplete the earth's resources. Its goal is to achieve carbon neutrality by 2030, an ambitious and necessary goal. These efforts require innovation at scale, such as the design and implementation of new technologies, the mobilization of funding structures and the rapid development of renewable energy sources. All its actions are led by science and the urgency of tackling climate change.

Apple aims to produce its products and pack them only with recycled or renewable materials. For example, 40% of all materials used in the MacBook Air with Retina display are made of recyclable sources. While 99% of tungsten contained in the iPhone 12 and Apple Watch Series 6 is recycled. At the same time, it is designing high-energy class products as energy efficiency improvement is another key pillar for achieving carbon neutrality. For example, the iPad (8th generation) consumes 66% less energy than as required by the ENERGY STAR, which is partly due to a more efficient charger.

Detailed information is available in Apple's annual report: https://www.apple.com/environment/pdf/Apple_Environmental_Progress_Report_2021.pdf

It is noted that almost 100% of iSquare's turnover comes from the resale of Apple products.

Our performance / Our goals

[GRI 103-3, iSquare Indicator]

2020 TARGETS	RESULTS 2020	2021 TARGETS
<p>Creating additional digital education content for primary schools to support both teachers and students that can be used either in-classroom or distance education.</p> <p>Strengthening edupad.gr by updating the content and adding at least 50 new applications.</p>	<p>Creating additional digital education content for primary schools to support both teachers and students that can be used either in-classroom or distance education.</p> <p>100% achievement</p>	<p>Creating a new iPad Platform in Education for teachers, parents and students of all ages.</p>



Ensuring quality, infrastructure security, data protection and operational continuity

Management Approach

[GRI 103-2]



iSquare operates strictly according to Quest’s Intelligence Security Policy. For the last 3 years the company has been implementing a program of compliance with the EU General Data Protection Regulation 2016/679, with the support of a specialist consultant and the guidance of the Data Protection Officer (DPO) of the Group and proceeded with all necessary actions, according to the provisions of the Regulation (see section Protection of Personal Data in the Group).



At the same time, we have posted on the internal information website of the Group and the company all the policies and procedures concerning the protection of personal data. We have adapted and upgraded the company’s IT infrastructure, so that it is fully compliant with the principles and provisions on personal data compliance.

The software upgrade so that it could communicate with the “Cisco Identity Service Engine” (ISE) as well as the upgrade of desktops and laptops, were completed in 2020. In 2021 the security of infrastructure continues to play a decisive role and therefore a series of actions have been planned to further strengthen it, namely:

- Conducting penetration tests by an independent specialized body in order to objectively check the security conditions of the sites with the highest traffic/exposure.

- Transferring the databases to the internal network with a strong level 3 firewall and level 7 security with full assignment for the web in Cloudflare.
- Submission of all access points to a certificate control mechanism for the external partners of the company.
- 2-factor authentication or certificate study for VPN users, in cases where they need to have remote access, such as in teleworking.
- Implementation of development-testing network separation from corporate network with strict access control.
- Upgrade of all services to TLS 1.2. A necessary change since no other access will be allowed soon.

The redesign of the company’s online store was completed in 2020. Redundant content was removed, replaced with new content, where needed, and in some cases new content was created. It now has a sophisticated and simple look, the process of browsing the site was simplified and user experience was enhanced.

Our performance - Our goals

[GRI 103-3, GRI 418-1, ESG C-G3, SS-S5 Indices, iSquare Indicator]

2020 TARGETS	RESULTS 2020	2021 TARGETS
Zero cases of non-compliance with personal data legislation.	100% achievement.	Zero cases of non-compliance with personal data legislation.
Zero substantiated complaints of customer personal data misuse.	100% achievement.	Zero substantiated complaints of customer personal data misuse.
Zero data leakage or alteration or interruption of ICT systems of short or long duration.	100% achievement.	Zero data leakage or alteration or interruption of ICT systems of short or long duration.
Further optimizing processes and continuous training of employees.	Software upgraded to communicate with ISE. PCs and laptops were upgraded.	Complete internal network shielding with priority on data security. Classification of access rights to resources and systems with simultaneous extension of teleworking.

2020 TARGETS	RESULTS 2020	2021 TARGETS
System availability > 99.9%	No downtime was observed during business days and hours.	System availability > 99.9%
Zero data breach incidents.	100% achievement	Zero data breach incidents.
Redesign of the online store in order to enhance the security of users and their data, as well as their easier navigation in it.	100% achievement	Continuous monitoring of the site so that it is always up to date and functional.

Ensuring business ethics and regulatory compliance



Management Approach

[GRI 103-2, ESG C-G2, SS-G1 Indices]

The concepts of business ethics and corporate governance are particularly important for modern business, as they are directly related to ensuring the sustainable development of each company. In our company, Regulatory Compliance represents a clear commitment in accordance with the principles of integrity, transparency, justice, professionalism, team spirit, which are all principles that govern our operation.

To this end, we apply all the fundamental principles and values included in the Quest Group's Ethics Policy, the implementation of which is mandatory for both our Management and staff and for our external partners or suppliers (for more information see on the material topic "Ensuring business ethics and regulatory compliance").



Our performance / Our goals

[GRI 103-3, GRI 419-1, GRI 205-3, GRI 206-1]

2020 TARGETS	RESULTS 2020	2021 TARGETS
<ul style="list-style-type: none"> Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices 	<ul style="list-style-type: none"> Zero incidents and/or complaints on issues related to: <ul style="list-style-type: none"> o Corruption o Unfair competition o Anti-competitive behavior, anti-trust and monopoly practices 	<ul style="list-style-type: none"> Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices

2020 TARGETS	RESULTS 2020	2021 TARGETS
<ul style="list-style-type: none"> Full compliance with laws and regulations in the social and environmental area 	<ul style="list-style-type: none"> Full compliance with laws and regulations in the social and environmental area 	<ul style="list-style-type: none"> Full compliance with laws and regulations in the social and environmental area

Material Issues  **Defending human rights at work**

Management Approach

[GRI 103-2, ESG C-S5, SS-S4 Indices]



Protection of human rights and the right to diversity is one of the most important issues of global public opinion. For iSquare, respect for these topics is fundamental to the sustainable development of both itself and the societies in which it operates.



In this context, we promote a work environment that respects and protects human rights, equal treatment regardless of gender, nationality, religion, political or other views, as well as issues such as disability, sexual orientation, etc., recognizing that people are the most important factor for the operation and sustainable development of the company. To this end, we have also adopted the Group's Human Rights Policy.



The policy includes the relevant commitments regarding:

- Respect for human rights
- Acceptance of diversity

- Freedom to participate in trade unions and collective bargaining bodies
- Creation of a healthy and safe working environment
- Prohibition of any physical or other harassment in the work environment
- Prohibition of all forms of forced labor
- Prohibition of child labor
- Open and honest communication with employees

At the same time, iSquare implements a job rating system and has linked jobs to salary scales and benefits, depending on the remuneration and practice data derived from market research.

iSquare follows the Group's policy on the setting of salary fees in order to maintain internal balance and at the same time to offer a competitive advantage in terms of competitive fees. Salaries consist of fixed remuneration, benefits, and variable remuneration.

Our performance / Our goals

[GRI 103-3, GRI 406-1]

2020 TARGET	RESULT FOR 2020	2021 TARGET
Zero complaints of human rights violations or work practices or incidents of discrimination.	100% achievement	Zero complaints of human rights violations or work practices or incidents of discrimination.

Strengthening employment and halting the outflow of human resources



Management Approach

[GRI 103-2]

At iSquare our main goal is to provide a healthy and safe environment, which supports the productivity of our employees, helps them evolve through training and retraining programs, special projects undertaken by interdepartmental teams within the company, participation in conferences and seminars of special interest etc.

At the same time, as a distributor of Apple, one of the largest companies in the world, which has been leading the technology market since its inception, it provides an environment that is constantly changing, motivates people through the products and innovations that they have to always be informed of all developments, and it thus inevitably puts them in a different way of thinking and always keeps them awake. As a result, iSquare employees while staying in the company for years still feel that their work is changing and evolving. All this is a significant attraction for new talents from the market who want to work in technology.

We systematically investigate the needs of employees through daily communication, management and development systems, which ensure equality and fairness at work. In this direction, emphasis is placed on communicating the relevant Employment Policies and Procedures to all employees, on upgrading workplaces, based on high standards, on the systematic elaboration of Human Resource Satisfaction Surveys and on the experiential training of employees in the Principles and Values of iSquare.

An important initiative is the connection of the company with selected educational Institutions, such as the American College of Greece (Deree) where opportunities are provided to students for an internship.



Our performance / Our goals

[GRI 103-3, GRI 401-1, ESG C-S1, C-S2, C-S3, C-S4, C-S5, C-S6, A-S2, A-S3, A-S4, A-G4, SS-S4 Indices]

The total iSquare Human Resources amounted to 62 employees on 31/12/2020, showing a decrease of 3% compared to 2019 (64 in total). More specifically, iSquare removed 2 jobs in total during the reporting period, all in the prefecture of Attica and the employee turnover was 15% (employee turnover is calculated as the ratio of voluntary departures to the average number of employees).

Among the voluntary departures, 3 involved men and 6 involved women. The total number of departures concerns part-time employees whose job was to promote the company's products in the retail stores of its customers. In the Group as a whole, 50% are men (31 employees) and 50% women (31 employees).

ID	Index Name	2020
C-S1	Women Employees	47%
C-S2	Women Employees in managerial jobs	20%
C-S3	Voluntary mobility	17%
	Non-voluntary mobility	0 %
C-S4	Average hours of employee training for 10% of those with the highest total earnings	18
	Average training hours for 90% of those with the lowest total earnings	23
C-S5	Human rights policy	The Group Policy is followed 0 related complaints or grievances.
C-S6	Collective bargaining agreements	0% 0 complaints or grievances relating to forced labor.

ID	Index Name	2020
A-S2	Employee training costs	€13,127
A-S3	Pay Gap (%)	-22%
	Men	Women
	38,904	31,765
A-S4	Managing Director-Employees Wage Ratio	[35]:1
A-G4	Variable Fees	37%
SS-S4	Violations of labor law	0

Note: A possible small difference in relation to the above data, is that the staff of the parent company is also employed in some subsidiaries.

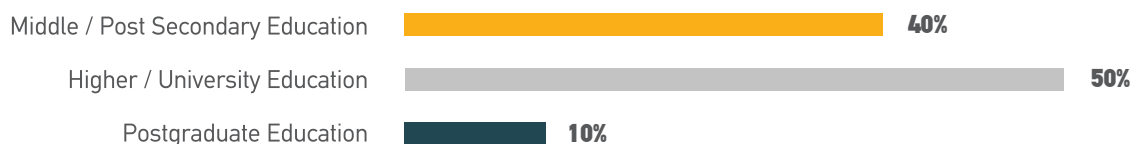
Recruitments 2019					Recruitments 2020		
Region	Age	18-25	26-35	36+	18-25	26-35	36+
Attica	Men	9	3	2	5	0	1
Attica	Women	7	4	5	4	0	0
	TOTAL	16	7	7	9	0	1

Departures 2019					Departures 2020		
Region	Age	18-25	26-35	36+	18-25	26-35	36+
Attica	Men	3	2	0	5	0	0
Attica	Women	1	0	0	4	2	0
	TOTAL	4	2	0	9	2	0

Employees by gender	Number			Percentage (%)		
	2020	2019	2018	2020	2019	2018
Men	31	31	24	50%	48%	55%
Women	31	33	20	50%	52%	45%
TOTAL	62	64	44	100%	100%	100%

Level of Education

iSquare employs highly trained Human Resources, providing opportunities to many young scientists.



Employee Satisfaction Survey

To measure employee satisfaction, a Human Resource Satisfaction Survey is conducted every two years. The last survey was conducted in May 2019 with high employee participation (82.8%). The survey showed a very high satisfaction rate in Occupational Safety (95%),

Job Object (90%) and Internal Communication (90%). The points that show the highest percentage of dissatisfaction are related to wages/benefits (15%) and training (3%). The next employee satisfaction survey is scheduled for 2021.

Training and development of employees

A systematic investment is made in the development of iSquare employees by implementing training programs that improve both

their technical and managerial skills. The educational programs are designed at Group level and are then followed by iSquare.

Talent Management

In the context of implementation of the Talent Management program by iSquare, the program involved 3 employees who in 2018 were identified through a specific process and were characterized as High Performers and High Potentials and constituted the talent pool

of iSquare. At the same time, Quest Group has designed a talent development program with the goal to be repeated every 2 years or so, in which iSquare participates, as well.

Continuing Education

Mini MBA

The procedure for the selection of employees to participate in the 5th cycle of the Program, scheduled for 2020, has been postponed to 2021 due to the COVID-19 pandemic.

allows the collection of a wide range of comments and information on their behavior and performance not only from their superior officer and the colleagues of the same level, but also from their individual feedback and their subordinates.

Presentation Skills

In 2019, the program "Presentation Skills" was designed for Directors, which began to be implemented in 2019 and was completed in 2020 with the participation of 5 people from iSquare.

The outcome result is related to development, as it allows managers to understand what is the impact of their behavior on their subordinates. Bottom Up & 360 degree surveys are conducted on a two-year basis and will be re-conducted in 2021.

Group Culture - Boosting Teamwork

Evaluation of Human Resources

The procedure of evaluating human resources is a fundamental procedure of employee development. The evaluation is carried out once a year when the employees and their supervisors complete a questionnaire accompanied by relevant comments and a personal interview is held; where the individual goal of each employee for the following year and the areas that can be improved are agreed on. The procedure is carried out for 100% of the employees who are informed about their performance and progress by their supervisors.

Human Resources Management Systems

The support of the Training and Development Department is implemented with systems that combine employee data with organizational structures and help promote high performance and optimize employee development.

The Bottom up survey concerns the assessment of Managers and Supervisors by the subordinate employees, while the 360-degree survey includes the assessment of Directors and

The employee survey has shown that iSquare should place more emphasis in the development area of Training. As a result, training hours increased in 2020, and the company aims to maintain approximately the same levels in 2021.

- Total training man-hours: 1,360 (vs 1,160 in 2019).
- Average training man-hours per employee: 22 hours / employee in 2020.
- Talent Development Program - 3 participants.
- Total training costs: € 13 thousand compared to € 41 thousand in 2019.

Note: A possible small difference in relation to the above data, is that the staff of the parent company is also employed in some subsidiaries.

2020 TARGETS	RESULTS 2020	2021 TARGETS
1,000 man-hours of training	1,360 man-hours of training	1,400 man-hours of training (due to COVID-19, they may be reduced)

Ensuring the health, safety and well-being of employees

Management Approach

[GRI 103-2, GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7]



At iSquare, our people are one of the most important assets we have as a company, the driving force behind the successful course of the company and therefore, their health and safety are a top priority for us. Employees are more satisfied and perform to the best of their abilities when working in a dignified, friendly, pleasant and risk-averse environment in which contribution is valued and the continuous development of each employee is supported.

In accordance with the principles of the Quest Group, there is a Health and Safety Management System at work, which is based on the Health and Safety, Physical Security Policies of the Group and operates in full compliance with the requirements of the legislation.

A key component of the system is the assessment, forecasting and prevention of occupational risk, along with the monitoring and recording of accidents and work-related illnesses.

The identification and assessment of occupational risk is performed by the technical health (Occupational Physician) and safety (Security Technician) consultants, in cooperation with the employees and the executives of the company. It is recorded in the written Occupational Risk Assessment (ORA), which includes, in addition to a list of risks, accident handling instructions as well as training material for risk prevention. The ORA is updated when there is a change in the facilities or work processes of the company.

Safety training, systematic periodic inspections of company facilities and jobs are carried out, at a frequency that depends on the number of employees, and any changes or instructions for the proper performance of work or modification/improvement of equipment are proposed. Work accidents, if any, are recorded in a special form, which includes information for future investigation, assessment and avoidance.

The employees of iSquare are properly trained to be able to identify potential risks and report them to the competent bodies of the company, and they have to stop their work flow if there is a risk to their health and safety.

For each identified risk, all actions provided for by law and/or the policies and procedures established are followed.

All employees are covered for any medical and hospital care needs, through social security and through an additional private group policy. In addition to the policy coverage, free voluntary anti-influenza vaccination is provided to all employees.

In addition, a program of specialized psychological support and counseling services - telephone communication and individual sessions - is provided to employees and their family members, on issues related to their work environment, family issues, addiction issues, etc.

Health and Safety - Tackling the COVID-19 pandemic

In 2020, the health and safety of employees was placed at the core of the company's initiatives and the company took immediate measures for their health and safety from the outset. Up to 100% of the office employees were working from home, while a complete operation plan was prepared for the services/employees whose presence was necessary for the continuation of our business activity. The actions that were implemented are reported in detail in the corresponding section of the material issue of the Group, while the following were implemented by the company:

- A detailed organizational plan was drawn up, dividing the employees who were in the offices per week into specific groups in order to prevent many people from falling ill at the same time.
- Masks and gloves were given to the employees in our customers' shops.
- Office spaces have been rearranged, utilizing new areas for safe work for those who should be in the office (Business Support, Sales, Accounting, etc.).
- A weekly COVID test was conducted every Friday for all employees who were in the company any given week and those who would come the following week.
- There was special treatment for those who returned to work - after leave - which necessarily included one week in teleworking and after taking a virus test.
- The effort of training and development of human resources continued, with online programs and platforms.

Well-being and quality of life

We implement actions that enhance collaboration, such as the annual two-day excursion of employees. In 2020, in collaboration with EAP HELLAS, we continued the implementation of a **psychological support program** - telephone communication and individual sessions - addressed to the employees and their family members.

Actions are implemented in order to strengthen volunteering and cooperation between different groups within the companies themselves, as well as in the Group companies. In 2020, due to the pandemic, no relevant actions were implemented.

We strive to enhance the well-being of our employees and organize various actions to this end, such as celebrations for the family of employees, fitness classes, etc. In 2020, due to the pandemic, no such actions were implemented.

The instructions of the Security Technician of the Companies are followed and preventive measures are taken, while the group safety program for employees and their families has been renewed.

The voluntary blood donation program, centrally coordinated, was carried out for the replenishment of the Group's Blood Bank, as well as the greater reinforcement of the importance of voluntary blood donation.

Our performance - Our goals

[GRI 103-3, GRI 403-8]

The Health and Safety Management system involves 100% of the employees of the company employed under an indefinite or definite-term employment contract.

In 2020 there were no work-related accidents, illnesses / deaths related to work and consequently no lost working days due to this.

2020 TARGETS	RESULTS 2020	2021 TARGETS
Zero accidents at work.	The management of the COVID-19 pandemic at the level of human resource management is considered successful. There was no dispersion in large groups of employees, teleworking was successful, all the necessary measures were taken in time. 100% achievement There were no accidents at work that were serious and resulted in a multi-day sick leave. Also, there have been no reported cases of occupational illnesses.	COVID-19 Pandemic Impact Management. 100% participation of employees with a fixed employment contract in the Health and Safety Management system. Zero accidents at work.
Continuation of training programs in First Aid & response to natural disasters.	100% achievement	Continuation of training programs in First Aid & response to natural disasters.
Implementation of a comprehensive psychological support program in collaboration with EAP HELLAS.	100% achievement	Implementation of a comprehensive psychological support program in collaboration with EAP HELLAS.
Continuation of good employee well-being practices.	Achievement of target during a pandemic.	Continuation of good employee well-being practices.

Reducing energy consumption and greenhouse gas emissions

Risks and opportunities related to climate change

[ESG A-E2, C-E1, C-E2, C-E3 Indices)

In the context of the Group Risk Management System and the Environmental Policy concerned, iSquare, as all the Group companies, examines and monitors risks and opportunities, including those related to climate change and may affect their activities.

As energy and greenhouse gases management is an essential issue for the Group and iSquare affects its performance, the results of selected indicators for the company's activity are presented below.

Direct emissions	CO ₂ EQUIVALENT (tonnes)
Greenhouse Gas Emissions from: Production of heating/cooling and transport of products and employees	19.11

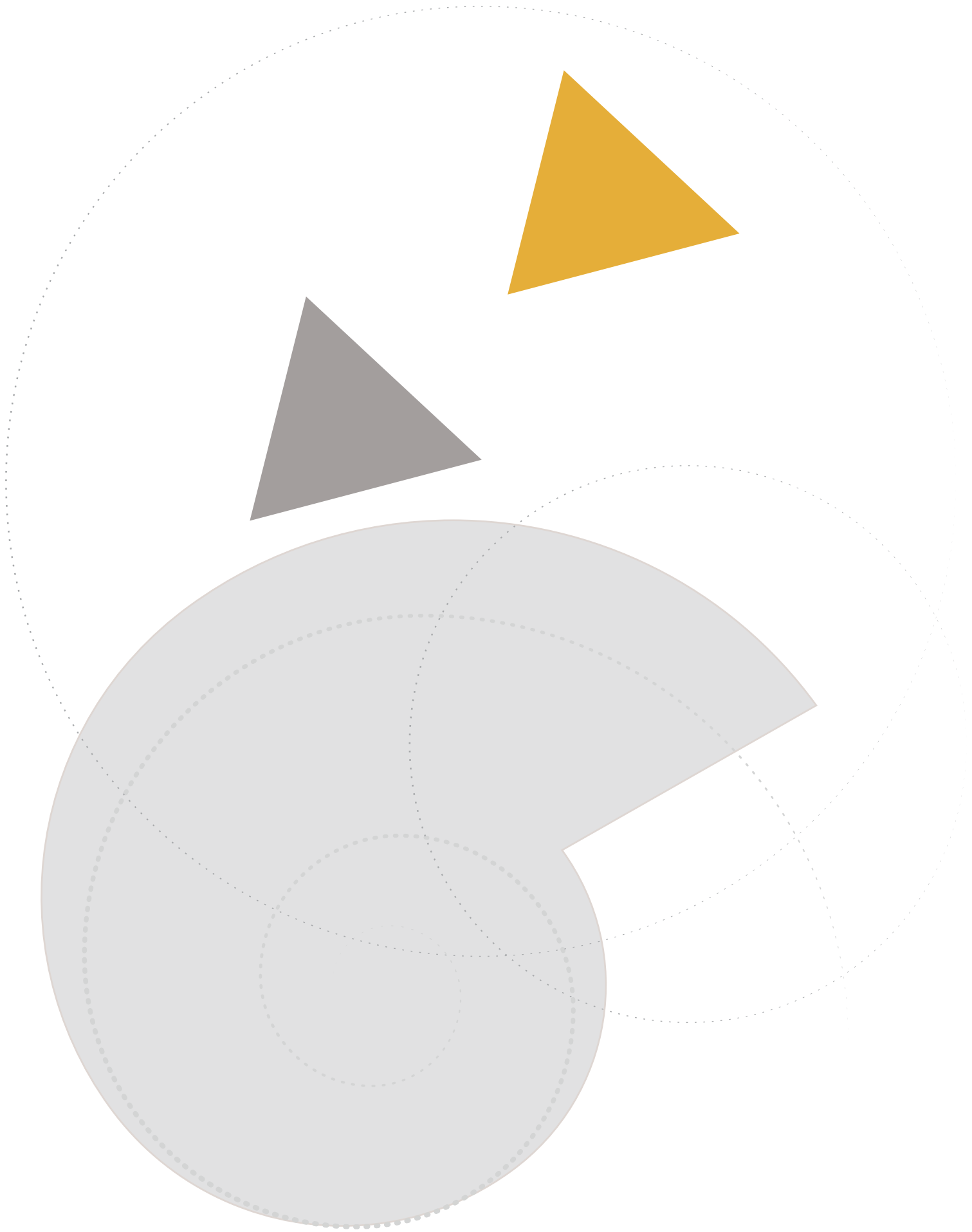
Note: For the conversion of fuels into CO₂ the conversion factors of DEFRA 2020 (<https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2020>) were used. The company consumes fuel only for the transport of products and employees.

Indirect emissions	MEASUREMENT UNIT: kWh	CO ₂ EQUIVALENT (tons)
Consumption of purchased electricity for the whole company	286,836.11	168.47

Note: For conversion to CO₂ the conversion factor given by DAPEEP for our provider NRG was used (0.587 kgr CO₂ / KW, <https://www.dapeep.gr/wp-content/uploads/2020/09/ENEPEEIAKO-MEIGMA-PIPOMHQEYTON-2019.pdf>).

Energy consumption within the company	
Total amount of energy consumed (MWh)	368.13
Percentage of electricity consumed on the total energy consumed	77.9%
Percentage of energy consumed and produced from RES on the total energy consumed	19.27%

Note: For the RES energy rate, the conversion factor given by DAPEEP for our provider NRG was used (source <https://www.dapeep.gr/wp-content/uploads/2020/09/ENEPEEIAKO-MEIGMA-PIPOMHQEYTON-2019.pdf>).



ACS

Our mission is People



ACS AT A GLANCE

FINANCIAL PERFORMANCE

€127.5 million
Turnover



15.8%
Turnover increase

5.4%
Increase in pre-tax profits

€139 million
Earnings before taxes (EBT)



HUMAN RESOURCES

613
employees

748
Total training hours

6,063
Total e-learning courses
offered to partners

CONTRIBUTION TO SOCIETY

€845,435
Social contribution

15,264
Number of free
shipments delivered to
vulnerable groups

142,695
Number of beneficiaries
during the pandemic

ENVIRONMENTAL PROTECTION

25%
Reduction of emissions
(per shipment tonne)



ACS

ACS is the largest and most state-of-the-art Greek courier company in Greece. ACS was founded in 1981 and is headquartered in Greece, at 25 Asklipiou Street, 145 68 Kryoneri, Attica. A pioneer in the field of the Greek courier market, in its 40-year course, ACS has associated its name with the development of the sector, and since 2013 it has also entered dynamically in the basic postal services market. Today, ACS operates within the domestic and international courier services, basic domestic mail and additional services such as remittances, payment of bills and the supply of special standard protective packaging for documents and parcels.

ACS operates in Greece, Cyprus, Albania and Bulgaria with local representatives. The company has the largest courier network in Greece, with more than 600 service points (ACS or ACS Smart Points stores at Shell petrol stations), 3,000 specialized employees, more than 30,000 square meters of operational and storage areas, and ISO 9001:2015 and ISO 14001:2015 certifications. Every year ACS manages more than 60 million shipments and with 100% coverage of Greece with its own national store network, while for overseas shipments it has established collaborations with large international companies.

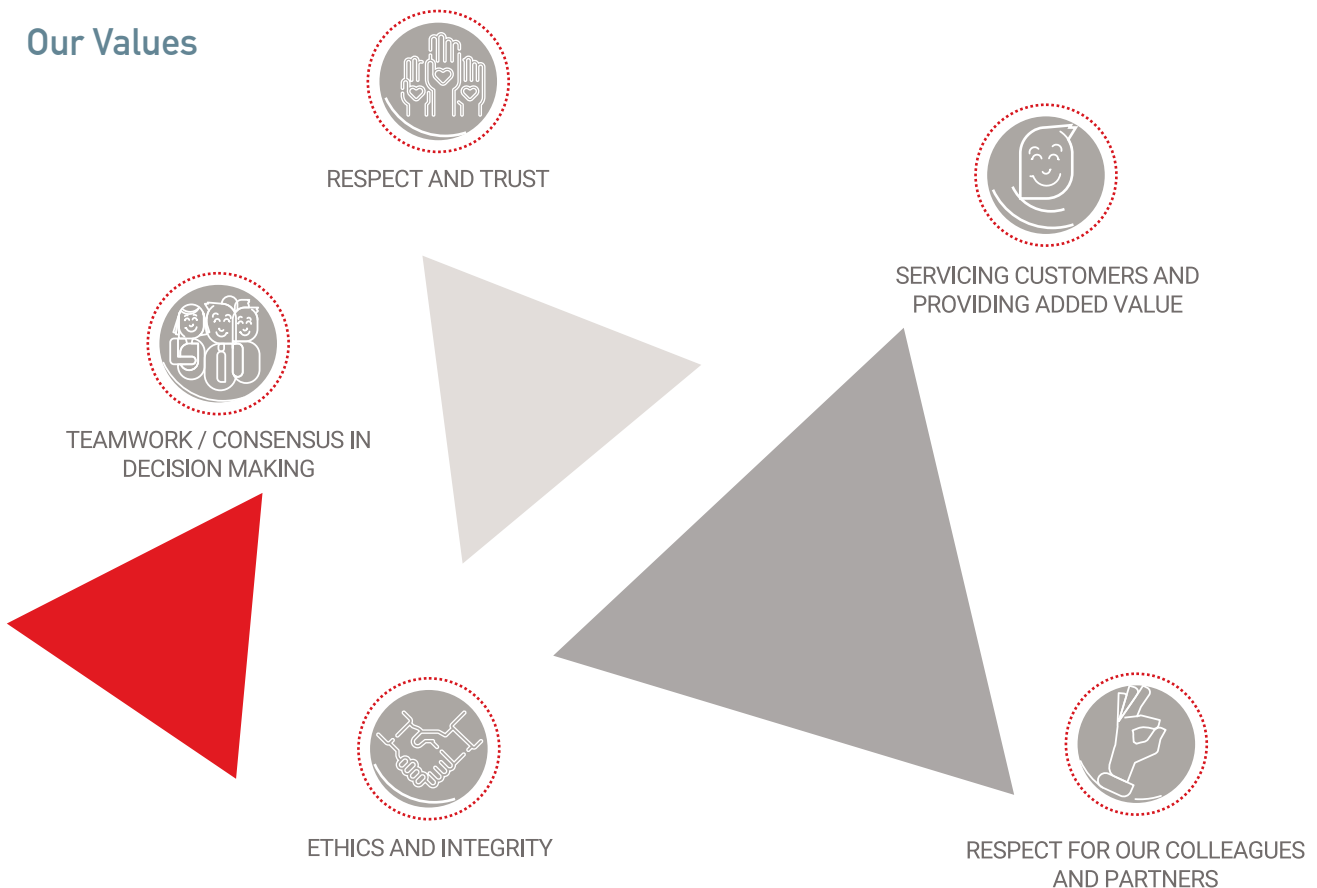
Our Vision

To be the **leading courier** company in Greece and Cyprus, as well as the most reliable new postal service provider, constantly increasing market share, and facing the challenges of new developments and its competition with long-term planning, boldness and creativity.

Our Mission

To keep improving the quality of the provided services and to continue to increase the value of the company for our shareholders, employees, partners and customers.

Our Values



Corporate Governance

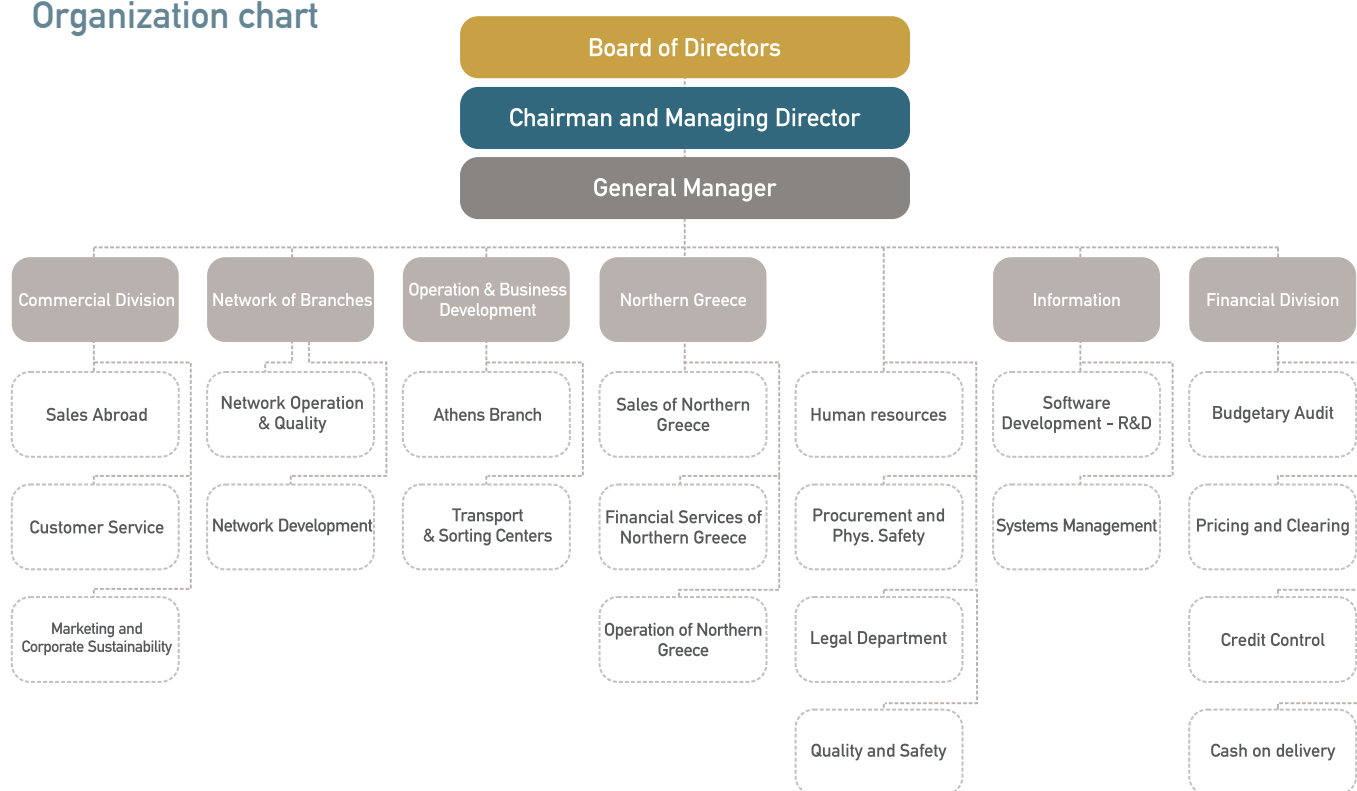
ACS is managed and operated within a coherent, flexible and well-structured Corporate Governance framework, which is in line with Greek legislation. The Corporate Governance of the company reinforces transparency, the responsible operation, the decision

making in a collective manner, ensuring its sustainable growth and protecting the interests of its stakeholders.

ACS applies Internal Rules of Operation in accordance with the requirements of the law, as well as a special Internal Audit Regulation.

Board of Directors			
Apostolos Georgantzis	Chairman and Managing Director	Theodoros Fessas	Member
Eftychia Koutsourelis	Vice-Chairwoman	Markos Bitsakos	Member
Konstantinos Menegakis	General Manager, Member	Konstantinos Rigas	Member

Organization chart



[ESG C-G1 Index]

The issues of Sustainable Development and Corporate Social Responsibility are the responsibility of the Sustainable Development Committee of the company, which reports to the CEO and operates on the basis of the strategic guidelines and coordination of the Corporate Social Responsibility and Sustainable Development Committee of the Quest Group.

ACS distinctions

- **Diamonds of the Greek Economy** - "Diamond of the Greek Economy 2020" Award for ACS as the financially healthiest and fast developing company in courier and basic postal services market by New Time Publishing, under the auspices of the Athens Exchange and EOT.
- **True Leaders of the Greek Economy** - "True Leader" distinction for ACS by ICAP Group, as the leading company in its industry based on the development of its basic economic fundamentals, under the auspices of the Greek Ministry of Economy and Development and the Hellenic Economy & Finance Association.
- **Fortune Greece - Most Admired Companies in Greece** - ACS ranked 18th among the 20 most admired companies in Greece, following an online poll by market executives.

Creating Value <IR> [ESG A-G1 Index]

OUR BUSINESS MODEL FOR SUSTAINABLE DEVELOPMENT

INPUTS	BUSINESS ACTIVITIES AND PRACTICES	OUTPUTS
--------	-----------------------------------	---------

FINANCIAL CAPITAL

- Equity

INDUSTRIAL CAPITAL

- Buildings
- Infrastructure (sorting centers)
- Fleet (transport)
- Computer equipment

INTELLECTUAL CAPITAL

- Software and systems
 - Automatic sorting systems
 - Systems for tracking and locating shipments
- Procedures/training programs, protocols
- Reputation / Trust

HUMAN CAPITAL

- Total human resources
- Knowledge, skills and abilities
- Ethical values
- Trust/loyalty

SOCIAL CAPITAL

- Cooperating with international courier and transport networks to manage shipments
- Relationships with stakeholders

NATURAL CAPITAL

- Action
- Water
- Raw materials and materials

PRIMARY

- Development and provision of postal services

AUXILIARY

- Quality, infrastructure security, data protection and operational continuity
- Marketing services Human resource management
- Management of customer service requests
- Monitoring of quality indicators
- Legal Services (Anti-corruption and anti-competitive behavior practices)
- Personal data management
- Evaluation of agents / partners / Code of Conduct
- Managing relationships with stakeholders
- Services to the community, corporate volunteerism
- Implementation of the Environmental Management System
 - Actions to improve the environmental footprint
 - Use of renewable energy sources (photovoltaics)
 - Actions to reduce greenhouse gas emissions and pollution during transport

FINANCIAL CAPITAL

- Creating financial value / financial performance of the company

INDUSTRIAL AND INTELLECTUAL CAPITAL

- Providing services that contribute to meeting the daily communication and transport needs, with speed, security and reliability, throughout the Greek territory and abroad
- Ensuring quality, infrastructure security, data protection and operational continuity

HUMAN CAPITAL

- Ensuring the health, safety and well-being of employees
- Providing continuing education, certification and employee development

SOCIAL CAPITAL

- Ensuring business ethics and regulatory compliance
- Creating a healthy ecosystem of agents
- Participating in large-scale public benefit activities

NATURAL CAPITAL

- Reducing energy consumption and greenhouse gas emissions

OUTCOMES **OUTCOMES** **OUTCOMES**

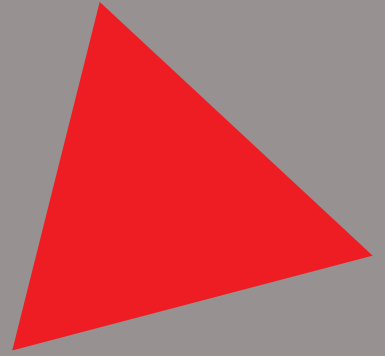
Effects for the company *Effects created by the company for its stakeholders* *Effects that the company has on the economy, society and the environment*

- Increase of market share
- Expanding and developing the portfolio of solutions and services and placing them on new markets
- Exporting know-how
- Developing innovation and improving knowledge through optimal use of new technologies
- Improving continuously the company's operations and internal organization (operational excellence)
- Improving competitiveness
- Improved competitive advantage
- Long-term reduction of operating costs
- Boosting reputation / leadership
- Increasing productivity / improving customer service
- Improving opportunities for internal mobility
- Talent retention
- Improving competitive advantage as employer of choice / best workplace
- Enhancing the profile of a responsible employer
- Ensuring social authorization

- GROUP SHAREHOLDERS**
- Maintaining and improving their sound financial position
 - Increasing confidence and satisfaction
- FINANCIAL INSTITUTIONS / INVESTMENT COMMUNITY**
- Maintaining and improving their sound financial position
 - Increasing confidence by focusing on ESG criteria
 - Increasing confidence and satisfaction
- CUSTOMERS**
- Developing innovation
 - Improving services, internal functions and procedures
 - Creating competitive advantage
 - Improving productivity
 - Maintaining and improving the sound financial position
 - Increasing confidence and satisfaction
- SUPPLIERS/PARTNERS**
- Creating indirect jobs
 - Developing innovation and improving knowledge through the best use of new technologies
 - Improving productivity
 - Maintaining and improving their sound financial position
 - Increasing confidence and satisfaction
- AGENTS**
- Increasing turnover
 - Improving productivity
 - Strengthening employment
 - Improving knowledge and upgrading skills and competencies
 - Enhancing the feeling of security and reciprocity
 - Improving morale
 - Increasing confidence and satisfaction
- EMPLOYEES**
- Improving knowledge and upgrading skills and competencies
 - Improving the possibility of internal mobility and outside the Group
 - Improving productivity
 - Enhancing the feeling of security and reciprocity
 - Improving morale
 - Increasing confidence and satisfaction



ACS



Materiality Analysis



Materiality Analysis

[GRI 102-46, GRI 102-47, GRI 103-1, ESG A-S1, A-G2 Indices]

The process of identifying the material issues was carried out for the Sustainable Development Report 2019 and is described in detail in Annex 1.

The material issues arising from the Materiality Survey, also apply to the year 2020, and are presented in the following Materiality Matrix.



The following table shows the material issues based on the requirements of the GRI Standards in relation to their effectiveness and effects.

1. Why every issue is material:

- Which stakeholders are affected by the most material sustainable development issues of the company (based on the results of a research on the materiality of sustainable development issues)
- What are the UN Sustainable Development Goals? To which the Group contributes (broader economic, social and/or environmental effects).

2. Who causes these effects:

The challenge of each effect may occur at different phases of the company's value chain. Consequently, some are caused directly by the company and some indirectly by a third party whose activities are related to the Group (downstream or upstream).

Material issue	Why is the issue material		Boundaries where the effect occurs	
	Wider economic, social and/or environmental effects caused by the issue	Stakeholders directly affected (financially, socially and/or environmentally) by the issue	Effect impacted by the Company	Interested parties outside the Company that may cause or be associated with the effects of the issue
Creating financial value / financial performance of the company		<ul style="list-style-type: none"> • Shareholders • Customers • Agents • Employees 	✓	<ul style="list-style-type: none"> • Customers • Agents
Providing services that contribute to meeting the daily communication and transport needs, with speed, security and reliability, throughout the Greek territory and abroad		<ul style="list-style-type: none"> • Customers • Agents • Suppliers / Associates • Employees • Business Community 	✓	<ul style="list-style-type: none"> • Customers • Agents • Business Community
Creating a healthy ecosystem of agents	 	<ul style="list-style-type: none"> • Customers • Agents • Suppliers / Associates • Business Community 	✓	<ul style="list-style-type: none"> • Agents
Ensuring business ethics and regulatory compliance		<ul style="list-style-type: none"> • Employees • Customers • Agents • Suppliers / Associates • Shareholders • Business Community 	✓	<ul style="list-style-type: none"> • Agents • Regulatory and business entities
Ensuring quality, infrastructure security, data protection and operational continuity	 	<ul style="list-style-type: none"> • Employees • Customers • Agents • Suppliers / Associates • Shareholders 	✓	<ul style="list-style-type: none"> • Agents
Ensuring the health, safety and well-being of employees	 	<ul style="list-style-type: none"> • Employees • Customers • Agents • Suppliers / Associates • Business Community 	✓	<ul style="list-style-type: none"> • Customers • Agents
Providing continuing education, certification and employee development	  	<ul style="list-style-type: none"> • Customers • Agents • Suppliers / Associates 	✓	<ul style="list-style-type: none"> • Customers
Reducing energy consumption and greenhouse gas emissions		<ul style="list-style-type: none"> • Shareholders 	✓	<ul style="list-style-type: none"> • Customers • Regulatory and business entities

Material issue	Why is the issue material		Boundaries where the effect occurs	
	Wider economic, social and/or environmental effects caused by the issue	Stakeholders directly affected (financially, socially and/or environmentally) by the issue	Effect impacted by the Company	Interested parties outside the Company that may cause or be associated with the effects of the issue

Participating in large-scale public benefit activities

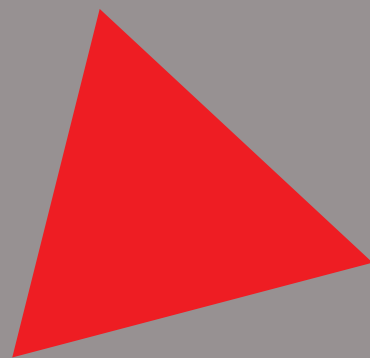


- Employees
- Social Agencies

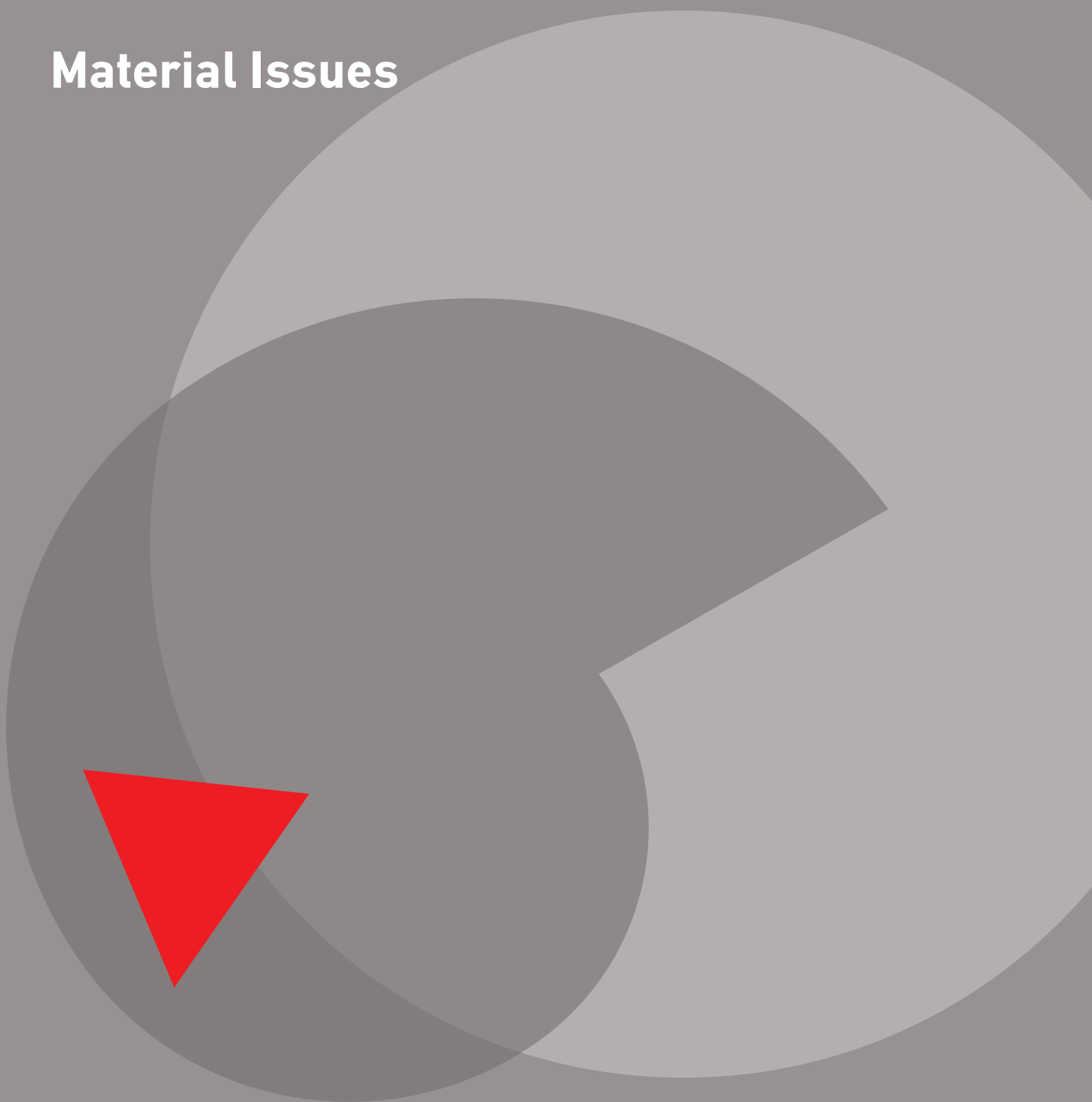


- Customers
- Agents
- Social Agencies

ACS



Material Issues



Material Issues

Creating financial value / financial performance of the company



Management Approach

[GRI 103-2]

In order to create economic value throughout our 40-year history, we consistently follow our strategy, the main directions of which are:

- Diversification and innovation in relation to our competition.
- Provision of reliable and quality services at competitive prices, but also innovative solutions focusing on the growing market in e-Commerce.
- Continuous improvement of operational processes, productivity, efficiency and services provided.
- Expansion to new products, services and markets with a higher profit margin.
- Strengthening the network of our stores inside and outside Greece.
- Continuous improvement in all areas, with effective management, sound corporate governance and accountability.
- Implementation of the best Technocratic and Meritocratic Practices.
- Provision of incentives to employees and rewarding them.

With a focus on our strong value system in 2020, in the midst of the most difficult period the company has experienced in recent years, our response to the COVID-19 pandemic included the following actions:

- In order to respond to the excessively increased demand for e-commerce and home deliveries, we took the necessary actions and expenditure, including security measures to avoid congestion, additional staff, the operation of new additional storage and classification areas for shipments to be delivered, increasing available means of transport, additional supplementary assignment of agents, so that the network of our stores could manage the excessive volume of shipments and the extreme pressures created.

- We focused on effective risk management (which was particularly important because of the increased costs of the pandemic).
- We remained a leader in the courier market, maintaining our competitive lead, while also sustaining our market share of basic postal services, which remains a declining market due to the gradual substitution of correspondence through electronic communications, where a double-digit decrease in volume is expected due to the acceleration of the use of electronic bills (e-bill). ACS's market share is still very small (around 7%) and the company's strategy due to the declining market is mainly defensive.
- We continued to implement the program for the upgrade of the most important retail points in the stores of the company's associates, both in infrastructure and training and certification of employees on the e-learning platform of the company, aiming at a better and more complete sales experience and at the increase of sales in the market.
- We continued the implementation of the upgrade of the sorting facilities in Attica, by creating a modern sorting center with a five-times higher sorting capacity, which is expected to be completed in 2021. The amount of the residual investment, estimated to rise in 2021, is € 18 million (out of the approximately € 40 million of the total investment) and will allow the company, together with other investments, to address the continuously increasing volumes of e-Commerce.



Our performance / Our goals

[GRI 103-3, GRI 201-1]

- Revenue stood at € 127.5 million, an increase of 15.8% compared to 2019. Revenues from courier services in 2020 increased by 21.6% compared to 2019, while revenues from postal services decreased by 21.2% compared to the previous year.
- EBITDA stood at € 16,887 million (an increase of 7.2% since 2019).
- Earnings before taxes (EBT) amounted to € 13.9 million (5.4% higher than in 2019), while earnings after taxes and minority

interests (EAT after NCI) amounted to € 10,637 million (compared to € 9,709 million in 2019).

- Net cash at the end of 2020 amounted to € 24,371 million.
- Net cash flows from operating activities amounted to € 39,279 million.

These results were achieved mainly due to the rapid growth of e-Commerce and the excessive increase of shipments due to the pandemic, while it is anticipated that the company's revenue from courier services will increase over the next years.

DIRECT FINANCIAL VALUE GENERATED AND DISTRIBUTED			
		2020	2019
(€ x 1000)			
Financial value generated	Revenue	127,515	110,156
Financial value distributed	Operating costs	105,361	78,545
	Employee salaries and benefits	23,815	21,350
	Payments to financing bodies	1,004	780
	Payments to State bodies	2,643	3,365
	Social investments	436	173

TOTAL SOCIAL CONTRIBUTION OF ACS*		
	2020	2019
	€845,435	€512,874

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

The main goal for 2021 is to maintain the profitability figures, and if possible, to further improve the performance indices, in alignment with the Company's 5-year Strategic Plan (2018-2022). For 2021, ACS will base its revenue growth mainly on courier services. The market for courier services is estimated to grow due to the growth of e-commerce.

At the same time, the company will continue to significantly upgrade its IT infrastructure and introduce new solutions for its customers, as well as to develop a network of points to better serve the needs of its e-commerce customers, aiming at increasing its market share.

2020 TARGETS	RESULTS 2020	2021 TARGETS
Retention of margin > 10%	Margin for 2020: 10.92%.	Retention of margin > 10%.
Growth of e-commerce sales by more than 10%	Increase of sales from e-Commerce 2020: 31%.	Growth of e-commerce sales by more than 10%
Growth of total sales equal or more than 5%	Growth of sales: 15.8%.	Growth of total sales by 10% or more.
Maintaining or increasing the company's market share (Post and Courier).	Maintaining market shares (Courier and Post).	Maintaining or increasing the company's market share (Post and Courier)

The Annual Financial Report for the Year 2020, which is posted on the parent company's website (www.quest.gr) presents detailed tables of all subsidiaries and their results.



Providing services and solutions that contribute to meeting the daily communication and transport needs, with speed, security and reliability, throughout the Greek territory and abroad

Management Approach

[GRI 103-2]

Development and innovation of services and solutions

In ACS, we have been taking significant steps to develop new services and to improve existing ones. Since 2011 we have established a Business Development Division, which undertakes the research and development of functions, services and applications that contribute to the improvement of the efficiency of company operations (central and network), to the provision of new diversified and competitive services and the design of new applications to be implemented.

Topics that are considered and are the goal of our company in terms of evolution and innovation for each new idea are the development of existing products and services, the creation or upgrading of new products, processes, services, solutions and applications and the expansion and opening to new markets.

Given the dynamic development of e-Commerce in Greece, since 2016 we have moved on to innovations which improve customer experience and give our partner e-shops a great competitive advantage, in a very demanding market. In 2020, we expanded the network of active ACS Smart Points, reaching 320 points nationwide, while we proceeded to an agreement with Mobile Technology for the purchase of 5 new Automated Postal Lockers, which will be installed in the second quarter of 2021 in central roads of Athens. At the same time, we continued the development of the new modern Call Center, through the complete restructuring of the company's communication systems throughout the Pan-Hellenic Customer Service Network, which is scheduled to be completed in 2022, and which includes multiple communication and automated services, using advanced IVR, CTI, NLU systems and integrated communication channels (Omni channel).

The most important actions of the Operational Development Division were **aligned with the extraordinary circumstances (COVID-19) that prevailed in 2020** and mainly concerned the strengthening of the operations of the branches of the company's network.

In this context, **the following applications** - solutions were **completed in 2020**:

1. Implementation of real time control of shipments
2. Application and management of shipments for delivery from the store
3. Application of control and central supervision **of Missing Recipient Notes**
4. Electronic application to **display the company's axes**
5. **Pending shipments display screen** at the network stores
6. Installation of a **new CRM system**.

Customer service and satisfaction

Customer service is an important factor in the courier and postal services sector, not only when it comes to satisfying the needs of the existing customers, but also to attracting new ones. We monitor specific quality indices related to delivery times of shipments, counting and recording of customer requests and assessment of results (after the management). Based on the findings, we proceeded with corrective actions mainly focused on:

- Providing immediate and full information to the customer on the process of their order.
- Improvement of Customer Experience through combined services offered.
- Improving delivery times.
- Introduction of contactless delivery, through a unique PIN code that recipients receive on their mobile phone.
- Improving arrival times of the carried shipments to local stores.
- Improving systems of communication with the customer with a new call center which will support an advanced IVR system, CTI, NLU and integrated communication channels (Omni channel).
- Introduction of a new website, focusing on the easy and detailed information of customers, as well as the possibility of electronic ordering/call of a delivery agent.
- Continuous training of employees and the network of partners.

In 2020, we worked on recording the specifications and architectural design for the creation of a new ticketing system for customer requests. We estimate that the project will be completed (in a pilot phase) in September 2021, to be ready in November 2021 with the first eventual challenge being the Black Friday online discount offers, which always leads to a large volume of shipments and an increase in customer service requests.

Employee training on customer service

In 2017 we started implementing an extensive training program throughout the network of stores with the theme "ACS Customer Experience", creating the "10 Principles of ACS service". The program's goal was to achieve a uniform level of behavior, focused on the ACS Customer, based on specific service values which all stores of the ACS network must adopt and "uphold". In 2020, continuous promotional campaigns were launched to all service employees (in the ACS Online system of office employees and in the PDA terminals of deliver agents), involving the issues of proper management of procedures and customer service, due to the extraordinary circumstances caused by the pandemic.



Market research

i) **Mystery Shopping:** ACS has already conducted 4 **Mystery Shopping** surveys at a selected sample of its stores (in 2015, 2017, 2018 and 2019) and a corresponding sample of its main competitor's stores in order to evaluate the service of the network in a variety of areas (Shop Service, Telephone Service, Distributor Service).

ii) **Telephone e-commerce survey:** A telephone survey was conducted for the first time in 2019, which involved targeted e-commerce stores (from the Company's clientele) as part of its e-Commerce market focus strategy, which will be repeated every year.

iii) **Net Promoter Score survey :** In 2016 we created a new assessment tool by means of an e-questionnaire, which would be easily sent (via Viber or SMS) to the user of the services (the recipient or sender) and in return promptly receive the customer experience reply online. In 2019, an extension of the relevant questionnaire was planned so that customers could evaluate qualitative features of their service, giving more information about the reasons for their positive or negative scores.

During 2020, we worked on **2 new projects related to this score (NPS)** that we receive from our customers:

- The project **"Prediction & Priority"**, which uses algorithms and machine learning to create a model that proposes (through the Handling DASHBOARD) to the destination store how to handle a shipment. The model has been completed and it is expected to be introduced into the Handling DASHBOARD, so that the network of branches can see it.

- The **"Communication"** project, with the aim of either rewording the messages received by customers (sms/viber), or (sometimes) removing them, so as not to create false expectations about the delivery or receipt of a shipment.

Both projects were not completed in 2020 due to the pandemic, and specifically due to the crisis management projects that had to be implemented as a priority by our IT department.

Our goal is to complete them in the next two years 2021-2022.

iv) **Telephone survey for the certification of reasons for non-delivery:** In the context of quality control of its services, **in 2020** we proceeded to **a new telephone survey** to identify the reasons for non-delivery of shipments, **in the case of absence of the recipient**. On the occasion of the results of the survey, a computer communication solution of the central call center with the recipient was developed for the handling of pending deliveries (in the absence of the recipient or inability to locate them), in order to solve these issues, while the shipment is in the process of handling. This solution is expected to increase the successful delivery rates from the first delivery attempt and additionally improve the recipient's experience.

Our performance / Our goals

Development and innovation of services and solutions

[GRI 103-3, ESG SS-S8, SS-S9 Indices, ACS Indicators]

The estimated effect of the new services and solutions within the next three years is illustrated in the following table:

SERVICE	Service Goal	Result 2019	Result 2020	Goal within 3 years (%)	Economic Effect	Description
Smart Points	e-Commerce recipient/Improvement of Customer Experience	0.85% of e-commerce shipments (shipments with cash on delivery served via Smart Point)	0.83% of e-commerce shipments (shipments with cash on delivery served via Smart Point)	1%-3%	Distribution Costs - ACS Network	Long-term Reduction of Transport Costs

SERVICE	Service Goal	Result 2019	Result 2020	Goal within 3 years (%)	Economic Effect	Description
Rescheduling / Redirect	e-Commerce recipient/Improvement of Customer Experience	1.92% (Redirect shipments served via Smart Point)	2.90% (Redirect shipments served via Smart Point)	2%-3%	Distribution Costs - ACS Network	Long-term Reduction of Transport Costs
Web Reporting ABP Post	Customer	97% availability from ACS to ABP (Post) customers	97% availability from ACS to ABP (Post) customers	>95%	ACS (new business)	Maintaining/ Attracting new customers
Designing Solutions to Collect money via bank cards	Recipient and e-Commerce Customer	15.6% of cash on delivery (collected by bank cards)	16.9% of cash on delivery (collected by bank cards)	20%	ACS - Differentiation from competition	Attracting new customers

Customer service and satisfaction

We monitor on a monthly and/or annual basis the qualitative indicators of customer satisfaction and, depending on the results, we proceed with additional actions, including conducting phone surveys

for recipients to assess the quality of the services provided and the customer experience.

TARGETS 2020	RESULTS 2020	2021 TARGETS
Percentage of complaints in a total of ordinary mail shipments (under the responsibility of ACS). Improvement of the index < 0.3%.	0.034%	Retention of the index < 0.3%.
Percentage of complaints to all Courier shipments (under the responsibility of ACS). Improvement of the index by 0.005%.	0.0006%	Improvement of the index by 0.005%.
Rate of refunds for all courier shipments. Improvement of the index to < 4.3%*.	4.08%	Maintaining the index at < 4.3%*.
Average delivery time for all courier shipments. Maintaining the index at < 1.8 days*.	1.87 days	Improvement of the index at < 1.8 days*.
Average delivery time for all Post shipments: Improvement of the index by 3.0%*.	3.72 days	Improvement of the index by 10.0%*.

TARGETS 2020 (continued)	RESULTS 2020	2021 TARGETS
Percentage of shipments with loss or loss/theft statement. Improvement of the index by 3%* (average).	Rate of loss statement = 0.003% and loss/theft = 0.002%	Improvement of the index by 3%* (average).
Measurement of the use of new innovative services/solutions by customers:		
1. Deliveries from ACS smart points declared by e-shops (as a way of delivery from the issuer of the voucher): 10% increase.	1. 111,862	1. 10% increase
2. Total percentage of ReDirect use: 10% increase.	2. 61.02%	2. 10% increase
3. Percentage of vouchers from Web Business Tools and Connect: 4% increase.	3. 55.40%	3. 4% increase
4. Annual downloads of Mobile App. 135,000.	4. 144,429 (116,639 Android και 27,790 iOS)	4. 100,000
Numerous customer service transactions from Mobile POS. Improvement of the index/number above 10%.	249,889 transactions	Improvement of the index/number above 10%.

**Important Note : the COVID-19 pandemic has significantly changed the way shipments are managed and handled. The duration of these conditions will affect the index for 2021 accordingly. These targets in 2021 are for the normal business periods and will be calculated outside the lockdown periods or significant impact on the operation due to the COVID-19 pandemic, as carried out in 2020.*

TARGETS 2021-2022
<ul style="list-style-type: none"> Improving or maintaining the NPS customer satisfaction indicator through the completion of the Prediction and Priority and Communication projects. Developing 2 new technological solutions/innovative services every year with the aim of improving the customer-recipient experience, as well as the overall improvement of the services we provide on the Greek market. Creating a new Customer Experience Division, with the aim of systematically monitoring and improving customer experience.

Market research

i) **Mystery Shopping:** In 2020, the relevant survey was not carried out due to the exceptional circumstances prevailing in the ACS stores due to the pandemic, and in 2021 there may be a respective difficulty in implementing it.

ii) **Telephone e-commerce survey:** In 2020, the relevant survey was not carried out due to the exceptional circumstances prevailing in the e-commerce market due to the pandemic, and in 2021 there may be a respective difficulty in implementing it.

iii) **Net Promoter Score survey:** In 2020, ACS marked a customer satisfaction rate of 36.35% (decreased from 61.6% in 2019 and 57.5% in 2018), based on the service experience they received. This percentage is not directly comparable to previous years, as in April, May and June the questionnaire was not sent to customers, while in the months when it was sent, there were unfavorable conditions on the market due to the pandemic, causing delays and negative reviews from customers. The goal for 2021 is to improve the index compared to 2020.

iv) **Telephone survey for the certification of reasons for non-delivery:** In 2020 we made **23,685 calls to recipients to confirm the correct use of non-delivery cause by the delivery agent** (in the case of absence of the recipient). In a sample of 16% of the total use of the specific cause (absence of recipient) **369** cases were identified where the recipients questioned their stated absence on the specific date/time.

Creating a healthy ecosystem of agents

Management Approach

[GRI 103-2]

ACS bases its operating model on its system of agents, having created for the last 40 years the largest autonomous network of courier stores in Greece, Cyprus, Albania and Bulgaria. This ecosystem, which consists of a set of partners, people, infrastructure and functions, is inextricably linked to ACS, thus any changes in this ecosystem affect the operation and reputation of ACS in various ways.

Procedures and monitoring

We provide our partners with those procedures that will lead them to a sustainable operation, maintaining continuous communication for the immediate resolution of transportation, commercial and financial issues, giving appropriate guidance through the relevant departments and the Regional Network Control department.

For the selection of agents that are part of our network, the network development officer fills in an evaluation form for each candidate, collecting data and conducting a first evaluation of them in order to select the most appropriate ones. The evaluation criteria, on which the final choice of agent will be based, are knowledge of the market, locality, willingness to work personally in the store, favorable or unfavorable financial data, previous service in shipments, academic education, good communication skills, professional behavior and recommendations.

Organization and operation of stores

We have set a framework of specifications for the new stores of our network, in order to ensure their proper operation. Since 2019, 4 categories of stores have been established based on the volume of shipments that determined the required areas (sq.m.) per store, in order to cope with the increase in the number and volume of e-commerce shipments.

At the same time, we proceed with the **financing** of the agents, where it is deemed necessary, for building new stores (the amount of financing depends on the size, the area and the general needs of the store), in order for the respective agent to obtain liquidity and be able to meet the cost of construction, based on the company's specifications.

In 2019, a central agreement was reached with Autohellas Hertz, ensuring more cost-effective market conditions for our partners, enabling them to renew their transport fleet.

Training of ACS Network employees

We offer specialized e-learning courses to the agents' staff, with the aim of strengthening the resourcing of the stores with suitably trained employees, which will ensure the provision of quality services and increase productivity. Distance training is carried out by developing **technical "specialty" e-courses** that relate exclusively to the operation of the company.

Change of procurement status

Due to the continuous growth of e-commerce in Greece and the expected corresponding increase to deliveries to recipients of electronic purchases, we have begun to work out a plan to modify the procurement status of agents, with the aim of gradually improving their financial viability.



Our performance / Our goals

[GRI 103-3, ACS Indices]

ACS sets goals regarding the improvement of the infrastructure and the organization/operation of the stores, so that they can handle in

the long run the ever-increasing needs of managing shipments by e-commerce customers.

2020 TARGETS	RESULTS 2020	2021 TARGETS
Amount of delivery supplies divided by the amount of store receipt supplies. Gradual transfer of supplies from receipts to deliveries: increase of% of the fraction by +3-5% annually.	0.60%	Gradual transfer of supplies from receipts to deliveries: increase of% of the fraction by +3-5% annually.
Infrastructure and operations of organization/operation of stores		
1. Surface area: increase > 5%	1. Total store area: 31,636 m ² .	1. Increase >5%
2. Transport means: 5% increase in two-wheelers and 8% in cars	2. Total means of transport of stores: 1,111 two-wheelers and 933 cars.	2. 5% increase in two-wheelers and 8% in cars
3. Employed staff (reception and store handling): 3% increase	3. Total of employees at store reception desk: 490 persons..	3. 3% increase
4. Employee training hours: 5% increase.	4. Total of employees at store handling department: 2,231 persons.	4. 3% increase
	5. Number of training courses for store employees through e-learning: 6,063 persons.	5. 5% increase

In the next 3 years, a study is scheduled to be carried out in order to take additional measures regarding the viability of ACS branch stores, based on future needs arising from the increase in e-commerce.

Material Issues Ensuring business ethics and regulatory compliance

Management Approach

[GRI 103-2, ESG C-G2 Index]



Full compliance with Laws and Regulations, as well as applicable policies and procedures, are absolute values for the Company, and are inextricably linked to our business model, history, reputation and capability to achieve our goals.

In the framework of the Risk Management Policy, we identify risks, as well as the measures to deal with them, for any cases of non-compliance with the current anti-corruption and unfair competition laws. In addition, we keep full files on and manage the above issues,

while we operate based on a specific approval process, thus ensuring transparency, information and proper management.

Since 2017, we have approved and adopted the Group’s Ethics Policy, aiming at integrating it into the daily work and culture of our employees. Respectively since that year, we follow the Group’s Risk Management Policy, while in 2018 the Risk Assessment Process was updated and completed, which identified and recorded the risks, as well and measures to address them, including, but not limited to, cases of non-compliance with existing legislation (such as anti-corruption and anti-unfair competition law).

A control mechanism has been created, whereby employees are required to report any incident, which they believe is contrary to the Ethical Conduct Policy and may involve a corruption case. All reports of such incidences are recorded and kept in a relevant file. The individual person lodging the complaint shall be protected against any negative action towards them as a consequence of the complaint. However, ACS reserves the right to take any action it deems appropriate against any executive officer, employee or partner, inasmuch as it is proved that such person has consciously and deliberately discredited the Company or any third party or provided false information to the Company or any third party.

All complaints shall be investigated by a committee consisting of authorized Managers. The Administration of the Company has the capacity to refer to the competent authorities for further investigation or to report to the authorities any criminal offenses.

Responsible Supply Chain

ACS selects reputable and reliable suppliers of products and services in equipment and technical infrastructure based on the criteria of quality of products and services, competitive costs, but also their good name and reputation in the respective market, which contribute to the further optimization, automation and cost savings, for the better operation of the company. The Company implements the shared Procurement Policy of the Quest Group, while it has posted the Code of Conduct of the Group’s Suppliers on its website, at the following link: <https://www.acscourier.net/el/plirofories/sxetika-me-tin-ac/etairiki-diakyvernisi/>.

Our performance / Our goals

[GRI 103-3, GRI 419-1, GRI 205-3, GRI 206-1, ESG SS-G1 Index]

TARGETS 2020	RESULTS 2020	2021 TARGETS
<p>1. Zero incidents and/or complaints on issues related to:</p> <ul style="list-style-type: none"> • Corruption • Unfair competition • Anti-competitive behavior, anti-trust and monopoly practices <p>2. Full compliance with laws and regulations in the social and environmental area.</p>	<p>1. Zero incidents and/or complaints on issues related to:</p> <ul style="list-style-type: none"> • Corruption • Unfair competition • Anti-competitive behavior, anti-trust and monopoly practices <p>2. The Company’s goals are zero incidents of non-compliance with applicable legislation. In 2019, all the deficiencies from PD 16/1996 and L. 3850/2010 in ACS were restored, following a relevant audit of the Special Inspectors department of SEPE during the first quarter of the year, while today there is no case pending for ACS.</p>	<p>1. Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices.</p> <p>2. Full compliance with laws and regulations in the social and environmental area.</p>

Ensuring quality, infrastructure security, data protection and operational continuity

Management Approach

[GRI 103-2, ESG C-G3, SS-S2 Indices]



Quality Assurance

The issue of Quality in our company is part of our culture and is a daily priority, permeating all activities, from the creation and provision of services, to customer and partner relationships, to that of operation, audit and continuous improvement. We are certified and operate in full compliance with standards EN ISO 9001 and EN 14001.



Protection of Personal Data

ACS operates strictly according to Quest’s Information Security Policy. Due to the nature of our work, we also implement specific policies and procedures relating to transport safety, ensuring and protecting the security of postal services, security of postal services and ensuring confidentiality, confidentiality removal and assessing information risk and security of images.

We implement a program of compliance with the EU’s General Data Protection Regulation 2016/679, which is continuously upgraded and updated according to our needs. At the same time, employee training programs are being supplied in this area.

In 2020, 3,033,380 messages were sent to viber users to evaluate our services and 5,684 newsletters were sent to users who have given their consent.

Security Infrastructure and Business Continuity

The development of secure ICT infrastructure is included in our strategic plan. Due to the increasing risks in the internal and external

environment of the operation of ICT systems, continuous, systematic and methodical risk analysis has been established and appropriate organizational and technical measures are in place. ACS’ goal for the years 2020-2021 is to develop an IT Security structure/organization, as well as a Disaster Recovery (DR) infrastructure for the most critical IT systems.

Risk Management

Based on the Group’s Sustainable Development Strategy, we analyze opportunities and risks related to our economic, social and environmental impacts and are strategically placed to manage them, through specific actions for which we set specific measurable targets which we monitor on an annual basis, in order to evaluate our performance and take corrective action.

The total number of identified active risks in 2020 was 6. The 2 most significant risks in estimated quantitative impact at ACS level are:

- (1) Possible loss of a large customer.
- (2) Reduction of mail from e-bill actions.

The overall responsibility lies with the Group Risk Officer at Group level, while ACS has been appointed Risk Manager, who coordinates the Risk Management process, with the participation of the Company’s Managers and Management. The risk management implementation methodology is supervised by the Quest Holdings Risk Committee.

Our performance / Our goals

[GRI 103-3, GRI 418-1, ESG Index SS-S5, ACS Indicator]

Protection of Personal Data

Number of substantiated complaints of shipment violation during transport			
	2018	2019	2020
Total Shipments	54.9 m	62.5 m	64.3 m
Complaints	0	1	0

It is noted that all complaints are included (by regulatory authorities etc), where the open file was considered a privacy breach. The number of complaints has been negligible in all years compared to all shipments, and ACS has not been accountable.

In 2020, there have been no substantiated reports of breaches of customer privacy and loss of customer data, nor fines or penalties for breaches of this law.

GOALS FOR 2020-2021

- Zero cases of non-compliance with personal data legislation.
- Zero number of substantiated complaints of personal data breaches involving personal privacy breaches and customer data losses.
- Maintaining or improving the availability of systems above 99.9% (ACS Indicator).
- Zero network/system breaches (ACS Indicator).
- Certification with ISO 27001 (IT Security).
- Implementation of Disaster Recovery Site for the most critical IT systems and intention to obtain ISO 22301 certification.

Security Infrastructure and Business Continuity

The reinforcement of the protection measures was continued in 2020, due to the multifaceted risk of online attacks (ransomware, phishing, viruses etc.), as well as due to the increased needs to protect personal data, within the scope of compliance with the Group's data protection law.

The following measures were implemented:

- 1.Preparation of a project for the design and planning of alternative Cloud ICT infrastructures (Microsoft Azure) whose implementation is expected to be completed in 2021.
- 2.Significant reinforcements in Data Center systems to meet the growing load due to the many new additional features and projects, as well as the projected continued increase in production.
- 3.Further improvement of the perimeter safety by using more powerful firewalls.
- 4.Strengthening the protection of computer infrastructure and websites from distributed denial of service (DDoS) attacks and cyber attacks, in general (AKAMAI Protection).
- 5.Enhancing protection against e-mail fraud.
- 6.Installation of improved antivirus systems with additional functions including ransomware protection on personal computers and laptops that operate outside the corporate network, with mandatory installation in stores.
- 7.Strict domain policy has been updated and new stricter security policies have been applied to peripheral security systems.
- 8.Significant enhancement of remote access infrastructure and equipment to provide teleworking capability to all office staff with security and speed (including VPN and two factor authentication).

As a result of the above actions:

- There were no incidents with a significant impact on the availability of services due to external attacks (denial of service).

- There were no incidents to affect confidentiality and integrity of its data.
- The design and measures taken by ACS have paid off to a great extent, providing a high rate of systems availability and data protection (99.86%).

At the same time we proceeded with the following actions:

- Recruitment of a specialized Group Security Officer also under the responsibility of ACS, an action that significantly improved the management and organization of internal audits, as well as of methods, services and risk identification and mitigation procedures. Design of corrective actions with regard to IT risk limitations raised by an external consultant in the framework of an IT Risk Assessment project in 2019.
- Frequent communication and information of users on Information Systems security issues.
- Penetration Tests that will be carried out in 2021 in collaboration with external partners and which include simulation of attack scenarios by malicious users.

Within 2021, ACS will:

- Proceed to review and update, where necessary, the Information Security Policies and Procedures.
- Implement further risk mitigation measures highlighted by the latest IT Risk Assessment.
- Further enhance the protection of user terminals with regard to data leakage risks.
- Proceed, in collaboration with an external partner, to intrusion testing of its most critical infrastructures.

Further improve an ongoing training program for Cybersecurity awareness personnel, headquarters and stores.

The key objectives of the Business Continuity Plan (BCP) drawn by ACS are to:

1. Eliminate the possibility of penetration of the company's security system and losing data.
2. Eliminate (or limit) the possibility of network and system overloading due to denial of service attack (DoS) resulting in shutdown.
3. Minimize shutdown incidents caused by force majeure, such as natural disasters, strikes or interruption of service.
4. Protection of staff and workplace, as well as provision of alternative equipment and teleworking safety methods to continue operation under the pandemic conditions.

Human resources

[ESG C-S1, C-S2, C-S3, C-S4, C-S5, C-S6, A-S2, A-S3, A-S4, A-G4, SS-S4 Indices]

Part of our company's strategy and culture is the protective care and development and training of its employees, the attraction and maintenance of competent executives, the ensuring of equal

Risk Management

Since 2019, the Quest Group developed, in cooperation with a specialist company, an Enterprise Risk Management (ERM) system, which provides many opportunities for risk assessment and analysis, as well as the organization of their mitigation actions. This ERM system was also used by our company.

opportunities and diversity, as well as the elimination of potential risks that may be associated with human rights at work.

ESG Index	Index Description	Data for 2020
C-S1	Female employees	23%
C-S2	Women employees in managerial jobs	25%
C-S3	Voluntary mobility	7%
	Non-voluntary mobility	1%
C-S4	Average hours of employee training for 10% of those with the highest total earnings	7
	Average training hours for 90% of those with the lowest total earnings	0.4
C-S5	Human rights policy	The Group Policy is followed 0 related complaints or grievances.
C-S6	Collective bargaining agreements	100% (Operational Agreement signed with employees' representatives) 0 complaints or grievances relating to forced labor.
A-S2	Employee training costs	€16,270
A-S3	Pay Gap (%)	
	Men	Women
	21,226	22,941
A-G4	Variable Fees	20%
SS-S4	Violations of labor law	0

Ensuring the health, safety and well-being of employees

Management Approach

[GRI 103-2, GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7]

In ACS, in accordance with the principles of the Quest Group, there is a Health and Safety Management System at work, which is based on the Health and Safety, Physical Security Policies of the Group and operates in full compliance with the requirements of the legislation. A key component of the system is the assessment, forecasting and prevention of occupational risk, along with the monitoring and recording of accidents and work-related illnesses.

The identification and assessment of occupational risk is performed by the technical health (Occupational Physician) and safety (Security Technician) consultants of each facility of the company separately, in cooperation with the employees and the executives of the company. It is recorded in the written Occupational Risk Assessment (ORA), which includes, in addition to a list of risks, accident handling instructions as well as training material for risk prevention. The ORA is updated when there is a change in the facilities or work processes.

As part of the system, safety training, systematic periodic inspections of facilities and jobs are carried out, at a frequency that depends on the number of employees in each facility, and any changes or instructions for the proper performance of work or modification/improvement of equipment are proposed. Work accidents, if any, are recorded in a special form, which includes information for future investigation, assessment and avoidance. The employees of ACS are properly trained to be able to identify potential risks and report them to the competent bodies of the company, either directly or through their representatives (trade union), and they have to end their work flow if there is a risk to their health and safety.

For each identified risk, all actions provided for by law and the policies and procedures established are followed.

All employees are covered for any medical and hospital care needs, through social security and through an additional private group policy. In addition to the policy coverage, free voluntary anti-influenza vaccination is provided to all employees. Furthermore, a program

of specialized psychological support and counseling services - telephone communication and individual sessions - is provided to employees and their family members, on issues related to their work environment, family issues, addiction issues, etc.

In particular, as a response to the COVID-19 pandemic, we have implemented a number of actions and measures, which are summarized as follows:

- The protection of human capital, increasing income and jobs, and no employee departure which is not on voluntary terms .
- Continuous information and training of employees on COVID-19, hygiene procedures and response measures.
- Rearrangement of shared areas and customer and partner visit procedures to avoid congestion. Enhancing the application of the necessary procedures with markings everywhere.
- Mandatory temperature measurements when entering the company buildings.
- Conduct of preventive COVID-19 tests within the company's premises and outside, in cooperation with more than 15 diagnostic centers throughout Greece.
- Implementation of a teleworking system at a rate of more than 60% for all employees who could work remotely by utilizing e-communication systems and providing laptops to meet all the needs that arose.
- Provision of flexibility in the daily and weekly program of parents due to tele-education or the need to care for children (closed schools etc.)
- Supply of materials - masks, gloves, antiseptics - to employees, with special care for the employees in the sorting centers and in the daily handling/distribution of shipments.
- Systematic daily disinfection of all production facilities of the company (sorting centers, handling of shipments, etc.) and systematic disinfection (at least once a week) of office premises.
- Continuous psychological support for employees and their families by the specialized agency EAP Hellas.
- Suspension of physical meetings.



Our Performance / Our Goals

[GRI 103-3, GRI 403-8]

100% of the employees working in the company under an indefinite or definite term contract, either part-time or full-time, participate in the occupational health and safety management system.

Employees in the stores of the exclusive agents do not participate in the system, for reasons related to the nature of the employment relationship and the handling of personal data.

2020 TARGETS	RESULTS 2020	2021 TARGETS
Zero serious labor accidents or work-related deaths	Zero serious labor accidents or work-related deaths	1. ISO 45001:2018 certification. 2. Maintaining the participation of 100% of our employees in the company's occupational health and safety management system.

Material Issues  **Providing continuing education, certification and employee development**

Management Approach

[GRI 103-2]

Through benefiting from our relationship with the Quest Group, we manage the issue of training and development of our employees in a comprehensive way, while using both our own and the Group's systems and procedures that meet our needs and strategic aspirations.



E-Learning programs on the postal network

Utilizing the plethora of available online training programs, we offer specialized e-learning courses also to the employees of the agents that make up our exclusive postal network. We monitor the total number of courses completed annually, as well as their proportion to the active users of ACS's handling and operation e-systems.

Evaluation and feedback

The annual procedure of evaluating human resources is a fundamental process of employee development. The individual objectives of each employee for the following year, as well as the improvement areas, are set up through a personal interview.

The Bottom up survey (evaluation of Managers and Supervisors by their subordinates) and the 360 degree survey of Directors (evaluation by supervisor, colleagues at the same organizational level and by existing ones) are also conducted in parallel.

Our performance / Our goals

[GRI 103-3, GRI 404-1, GRI 404-3, ESG A-S2 Index]

Employee training	MEN	WOMEN	TOTAL
Total hours	547	201	748
Average	1.1	1.7	1.22

Employee training	Board Members	Directors	Managers	Heads and teams leaders	Other employees
Total hours	1	50	61	95	340
Average	<1	10	2.65	5.94	0.60

Note: The above figures do not include the on-the-job training hours for the numerous sorting and packing employees and employees in distribution services. These hours are not monitored systematically.

In 2020:

- The company was greatly affected by the COVID-19 pandemic, so it was not able to carry out live courses and training seminars, which led to a significant reduction in training costs (€ 16,270 from € 51,971 in 2019).
- In 2020, **6,063 e-learning courses were completed, almost twice as many** as in 2019 (3,145).
- Introduction of **4 new courses in the ACS e-learning system.**
- The ratio of the number of e-learning courses per active user was 1.31.

Evaluation of Human Resources and Talent Management

In 2020:

- 100% of ACS employees participated in the annual Human Resources Evaluation process.
- The extraordinary conditions of the pandemic did not allow the conduct of the bottom up and 360 degree surveys, but ACS committed to carry out those surveys in 2021.

2020 TARGETS	RESULTS 2020	2021 TARGETS
Maintaining or increasing the average man-hours of training per employee.	1.22 in 2020 compared to 5.81 in 2019 (decrease due to the pandemic emergency).	Maintaining or increasing e-learning courses.
At least 2 new courses in the ACS e-learning system.	4 new courses in the ACS e-learning system.	At least 2 new courses in the ACS e-learning system.
Maintaining the percentage (100%) that receive regular performance and career development assessments.	Maintaining the percentage (100%) that receive regular performance and career development assessments.	Maintaining the percentage (100%) that receive regular performance and career development assessments.
-	-	Upgrading the e-learning training platform.

Reducing energy consumption and greenhouse gas emissions

Management Approach

[GRI 103-2, ESG C-E3, A-E2, SS-E1 Indices]

In ACS we operate with an awareness of our environmental responsibility, ensuring that the commercial operation of the company impacts the natural environment to the minimum extent possible and that it complies with Greek environmental legislation. In the framework of the Group's Risk Management System, the relevant Policy, but also in accordance with the requirements of ISO14001, we identify and manage risks related to environmental issues and set improvement objectives, while we also identify relevant opportunities. We are implementing an integrated environmental management system, which has been certified according to ISO 14001:2015. This system achieves measurable results in the areas of sustainable development for responsible consumption, climate protection and health improvement.

We systematically monitor and take actions to improve our overall environmental footprint, with particular emphasis on

reducing electricity consumption, systematic recycling of materials and reducing transportation pollutants. At the same time, in order to better manage and reduce its carbon footprint, we proceed on an annual basis from 2017 to its more accurate measurement, following the instructions of the Greenhouse Gas Protocol (GHG Protocol) regarding direct and indirect gas emissions (Scope 1, Scope 2, Scope 3).

In addition, we support on a regular basis organizations and Non-Profit Organizations (such as the Hellenic Society of Environment and Culture) that aim to protect the environment. With all the above actions, we actively support our environmental policy to reduce our environmental footprint.



Greenhouse Gas Emissions and Transportation Pollutant Reduction for ACS

Due to the nature of our work, we attach great importance to the reduction of air pollutants emitted during transport per transported item. We are constantly evaluating our fleet of vehicles and apply programs to optimize their use, aiming at reducing our carbon footprint and the best possible utilization of our fleet. In this context, we choose the most suitable combination of technology, capacity and type of fuel for trucks, while considering the use of innovative products in fuels, in order to reduce pollution and consumption. In addition, we replaced the motorbikes with new, low emission models and in the stores of our network, these partially replaced use of trucks for transport within large cities.

Finally, towards the end of 2021 and the beginning of 2022, the new facilities of the central company (sorting center and staff offices) are expected to be completed, where parking spaces for 100 electric cars will be provided in the basement, and photovoltaics will also be installed on the roof with a capacity of up to 1MW.

Energy Efficiency

Despite the increase in workload, especially in 2020, which as an expected consequence increased electricity consumption, we continue our efforts to reduce energy consumption. Examples include initiatives such as the replacement of light bulbs with new LED ones, the replacement of old energy consuming devices, the installation of an automatic operation system for the lights in common areas, etc.

Goals of continuous reduction of electricity consumption have been set, mainly the **reduction of electricity consumption (in kWh) by 3% by 2021** - given the significant increase in turnover.

Energy Consumption of ACS Buildings

Buildings	Area	ANNUAL TOTAL PER BUILDING			
		Energy consumption per m2 in kWh	Total Energy Consumption in kWh	% of consumption throughout ACS	Total Expenditure in €
P. Ralli 45, Tavros	3,259	229.21	746,988.11	53%	100.287,77 €
Asklipiou 25, Kryoneri	4,000	67.20	268,800.00	19%	52.279,82 €
Thessaloniki ACS	1,200	322.27	386,720.00	28%	59.127,54 €
TOTAL	8,459	618.67	1,402,508.11	100%	211.695,13 €

TYPE OF CONSUMPTION	MEASUREMENT UNIT:
Total energy consumption (fuel and electricity)	3,747.83
Electricity generated by the company	
RES energy consumption	346.84
INDEX RESULTS	
Total amount of energy consumed	3,747.83
Percentage of electricity consumed on the total energy consumed	37.4%
Percentage of energy consumed and produced from RES on the total energy consumed	9.25%

Note: For the RES energy rate, the conversion factor given by DAPEEP for our provider NRG was used (source <https://www.dapeep.gr/wp-content/uploads/2020/09/ENEPEEIAKO-MEIΓMA-ΠΡΟΜΗΘΕΥΤΩΝ-2019.pdf>).

Responsible Production and Consumption

Recycling

ACS promotes the systematic cultivation of the idea of respect for the environment and recycling in its employees. One part of our efforts to protect environment is to recycle the materials produced by our activity.

The company implements programs for the collection and recycling of oil, batteries and tires. The recycling process involves the collection and disposal of the above material to licensed recycling companies. These companies are selected based on strict criteria and they are required:

- To have a license by the state as recycling companies in order to ensure full recovery of the materials and protection of the environment.
- To have gained credibility in the market, with financial data that prove their sustainability. To ascertain the above, the company's competent department carries out relevant research.

ACS cooperates directly with the following recycling companies:

1. Recycling of Electrical and Electronic Devices S.A.
2. PERME HELLAS S.A. Recycling Company.

Regarding the collection and recycling of oils - batteries and tires, the cooperating repair shops (car repair shops - electricians - tire repairers) collect and dispose of the relevant materials to the following recycling and waste management companies, presenting a corresponding receipt and forwarding certificate.

1. ECO elastika S.A. - Ecological tire management.
2. Cytop ELTEPE - Environmental Management of waste - lubricants - oils.
3. S&S Limited - DC applications SA Collection and transport of Batteries and Accumulators.



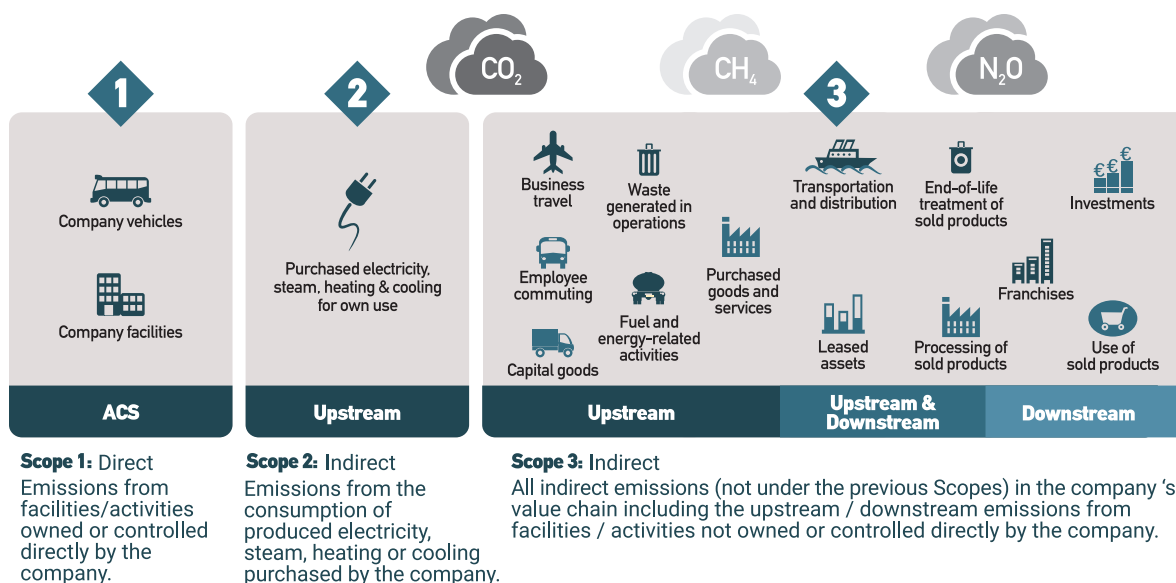
Our performance / Our goals

[GRI 103-3, GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 303-1, GRI 306-2, ESG C-E1, C-E2, C-E3, A-E1 Indices]

2020 ACS Carbon Footprint Assessment

ACS, continuing for the 4th consecutive year to monitor its carbon footprint, commissioned a study under the GHG Protocol guidelines

to the Department of Climate Change and Sustainable Development of the Hellenic Republic.



CO₂e emissions in the ACS value chain (categories in gray are outside the scope of implementation of the assessment for 2019)

Sources of emissions by Scope

The total greenhouse gas emissions of ACS for 2020 were calculated at 21,659 tons of CO₂e. Emissions per category are as follows:

Categories of GHG Protocol	Carbon Footprint of ACS for 2020 (in t CO ₂ e)	Percentage change compared to 2019
Scope 1 - Direct emissions	681	-10.4 ↓
Scope 2 - Indirect emissions	852	-42.8%* ↓
Scope 3 - Other indirect emissions	20,126	+7.1% ↑
TOTAL	21,659	+2.9% ↑

* The decrease observed is mainly due to the change in the emission factor used in the ACS carbon footprint calculation model. The change was made to take account of the most recent rate, as published on the site of DAPPEP for the energy provider of ACS. By using the previous emission factor, there would be an increase of 11.9%.

**Scope 2 calculations include consumption which took place at the central distribution centre at P.Ralli 45, a large storage space used during covid-19 lockdown due to the large volume of distributed goods at P.Ralli 35, the construction site in P.Ralli 36-38 that is being built as a company owned asset to include the central distribution operations, offices as well as storage space.

The 2020 results have been assessed based on the calculation of emissions resulting from the following categories (categories are presented based on the international terminology of the GHG Protocol):

Scope 1

- Company facilities**
 Includes emissions from fuel consumption (diesel) and emissions resulting from consumption of refrigerants (refrigerant gases) of the air conditioning systems of the ACS facilities. Compared to 2019, there was a decrease in heating oil consumption, while refrigerant consumption remained stable.
- Company vehicles**
 It includes emissions from fuel consumption (petrol and LPG) of van and motorcycles in the ACS fleet, as well as from the consumption of gasoline supplied to employees of the company. The gasoline consumption of the vehicles (privately owned and leased) of the company fleet decreased in 2020 while the consumption of LPG increased significantly.

Scope 2

Purchased electricity

Includes emissions from electricity supplied to ACS from its provider and which was consumed in its head offices. Compared to 2019, electricity consumption increased by approximately 12%. A particularly important indicator used in the calculation of the company's carbon footprint is the change in the emission factor used. As the new rate is reduced by approximately 49% compared to the equivalent one used in the 2019 Report, there was a corresponding decrease in ACS Scope 2 emissions. By using the previous factor, there would be an increase of 11.9%.

Scope 3

- Fuel- and energy-related activities**
 Includes emissions from the production (WTT) of fuel consumed by the private fleet of fuels given as a benefit

to employees and transmission and distribution losses of electricity consumed by the Company. Due to the significant differentiation in the fuel consumption of the fleet and the buildings of the company, the emissions of this category also decreased.

- Upstream transportation & distribution**
 Includes emissions from the production (WTT) and consumption of fuel of the ACS network. In 2020 there was an increase of the kilometers of the ACS network by almost one third, and thus an increase in fuel consumption.
- Waste generated in operations**
 Includes emissions from discarding and processing (disposal) of waste of the ACS facilities. In 2020, there was a significant reduction in ACS waste compared to the previous year due to non-consolidation of specific waste categories due to the COVID-19 pandemic.
- Business travel**
 It includes emissions from road, sea and air travel by all ACS employees for business purposes as well as for the duration of their stay at their destination. For 2020 emissions from this category decreased significantly compared to 2019 due to the particular conditions created by the COVID-19 pandemic.
- End-of-life treatment of sold products**
 It includes emissions from discarding and processing packaging products sold by ACS in 2020 at their end-of-life. Compared to 2019, there is a slight decrease in sales of items (plastic envelopes and cardboard boxes).
- Franchises**
 Includes emissions from the operation of the franchise stores of ACS. The decrease in emissions for 2020 is due to a change in the emission factor. The coefficient of the residual energy mix is used for the calculation* of the country by DAPPEP.

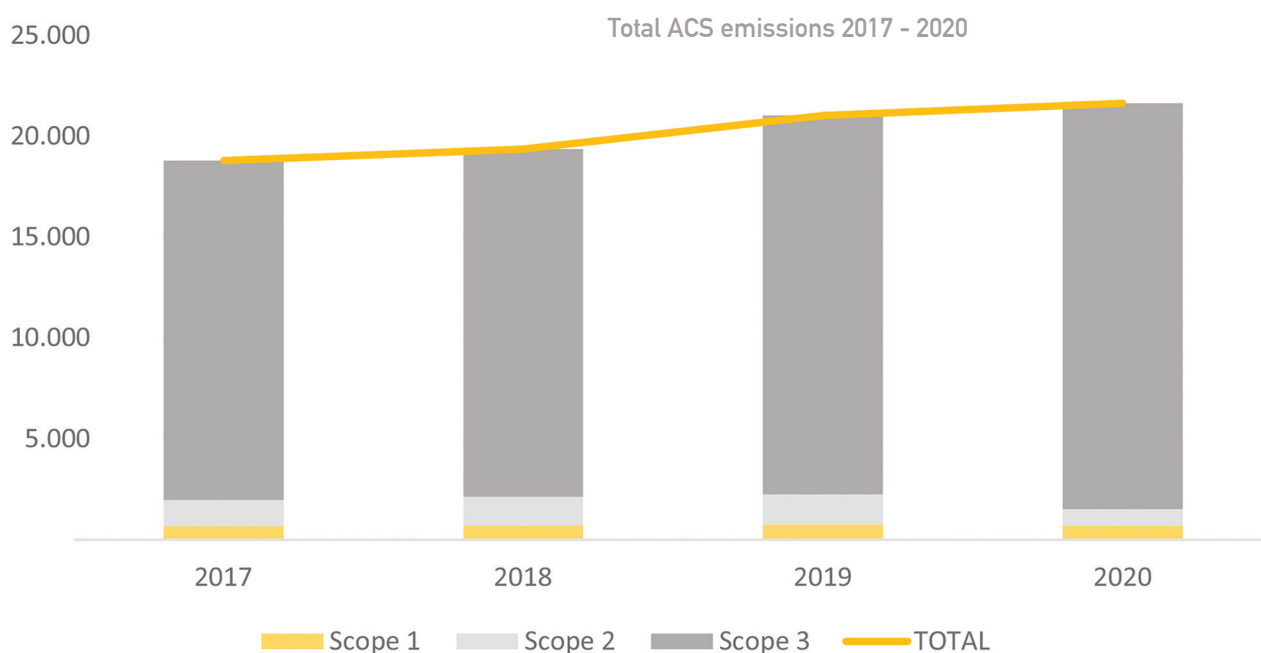
* [DAPPEP (2019) - Residual energy mix]

Total emissions in the period 2017 - 2020

There is an increasing trend in total ACS emissions in the period 2017-2020. However, the annual emissions increases should be considered in the light of the rapid development of the company's operations.

The total emissions of ACS increased in the four years 2017 - 2020 by about 15%, while for the same period the weight of shipments

(courier & post) increased by approximately 64% and the total shipping distances increased by approximately 39%. The above, together with the analysis of the intensity of the emissions that follows, is proof of the continuous improvement of the environmental performance of ACS.



Emission intensity

Compared to 2019, emissions per tonne of shipments in 2020 significantly increased. More specifically, for each tonne of shipments (Courier and Post) we emitted 0.30 t CO₂e taking into account the total value chain of the company. In particular, there is a **reduction of around 25%** which is a result of the change in the fuel mix of ACS vehicles with the individual replacement of petrol with LPG, less business travel and improved emissions from the electricity market due to both the ACS provider as well as the overall improvement of the country's residual energy mix for franchisees.

Water consumption and waste disposal

Water consumption

Aside from using the data for the water consumption at the ACS facilities, to calculate the GHG emissions from water processing (category 5 of Scope 3 emissions), the requirements were met of the Disclosure GRI 303-1: Water withdrawal by source.

The quantity of waste produced by ACS in 2020 was used to calculate the emissions from the processing and disposal of waste (category 5 of Scope 3 emissions), but also to meet the requirements of the Disclosure GRI 306-2: Waste by type and disposal method.

In accordance with the GRI standards the requirements of the disclosure for the above indicators are as follows:

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

Source	Total volume pumped*
Surface water	0 m3
Ground water	0 m3
Rain water collected by the organization	0 m3
Liquid outflows of another organization	0 m3
Water supply from water supply companies	4,223 m3

*The calculation of the volume of water consumed was done based on the information as presented in the invoices sent to the Company. The difference compared to 2019 is due to the more extensive use of infrastructure due to the construction of the new logistics center.

Total weight of hazardous and non-hazardous waste, broken down according to the following methods of disposal, as applicable

Method of disposal	Hazardous (kg)**	Non hazardous (kg)**
Recycling	1,370	820
Landfill	-	75,775

**The volume of waste that was disposed of was calculated on the basis of information of the company's invoices.

Overview of the scope of the GHG Protocol

The following table presents the activities within and outside the scope in the assessment of ACS's carbon footprint for 2020.

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

Categories GHG Protocol	Within the Scope	Comments
Scope 1 • Direct emissions		
Company facilities	✓	• Includes emissions from fuel consumption and emissions resulting from consumption of refrigerants (refrigerant gases) of the air conditioning systems of the ACS facilities
Company vehicles	✓	• Includes emissions from fuel consumption of ACS (private) fleet vehicles, as well as the consumption of petrol given as a supply to ACS employees.
Scope 2 • Indirect emissions		
Purchased electricity	✓	• Includes emissions from consumption of electricity of the ACS offices
Scope 3 • Indirect emissions		
Purchased goods and services	—	• Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis.
Capital goods	—	• Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis.

Categories GHG Protocol	Within the Scope	Comments
Scope 3 • Indirect emissions		
Fuel- and energy-related activities	✓	<ul style="list-style-type: none"> Includes emissions from the production (WTT) of fuel consumed by the private fleet of fuels given as a benefit to employees and transmission and distribution losses of electricity consumed by the Company Excludes emissions resulting from the production of electricity consumed. Their contribution to the final result is not expected to have significant effect
Upstream transportation and distribution	✓	<ul style="list-style-type: none"> Includes emissions from the production (WTT) and consumption of fuel of the ACS network. Excludes distribution emissions due to lack of suitable data, e.g. volume of storage areas. Their contribution to the final result is not expected to have significant effect
Waste generated in operations	✓	<ul style="list-style-type: none"> Includes emissions from discarding and processing (disposal) of waste (water, computers, furniture and other waste) of ACS
Business travel	✓	<ul style="list-style-type: none"> Includes emissions from road, sea and air travel by all ACS employees for business purposes as well as from their stay at their destination
Employee commuting	—	<ul style="list-style-type: none"> Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis.
Upstream leased assets	—	<ul style="list-style-type: none"> Emissions from the operation of leased assets are already included in Scope 1 and 2
Downstream transportation and distribution	—	<ul style="list-style-type: none"> All transportation services purchased by the Company are included in category 4
Processing of sold products	—	<ul style="list-style-type: none"> Excluded due the Company's business model that does not offer intermediate products for further processing
Use of sold products	—	<ul style="list-style-type: none"> Excluded due the Company's business model as service provider
End-of-life treatment of sold products	✓	<ul style="list-style-type: none"> Includes emissions from discarding and processing packaging products sold by ACS in 2020 at their end-of-life
Downstream leased assets	—	<ul style="list-style-type: none"> Excluded due the Company's business model
Franchises	✓	<ul style="list-style-type: none"> Includes emissions from the operation of the franchise stores of ACS.
Investments	—	<ul style="list-style-type: none"> Excludes emissions of ACS Cyprus due to lack of suitable data

CO₂e emissions quantification methodology of ACS

To assess the carbon footprint of ACS the calculation method used was the one set by the GHG Protocol per category of emissions:

$$\text{GHG} = \text{Data of activities} \times \text{Emissions factors}$$

Next Steps

Taking into account the above findings, the Management of ACS has planned in 2021 to prepare a study to establish goals and identify the opportunities and prioritize goals to reduce the Company's emissions. The areas of focus will include the following:

- The study of improving the efficiency of energy consumption of corporate facilities, given the forthcoming relocation of the company to new facilities.

- The study to replace part of the Company fleet and the fleet of its partners with newer model vehicles of reduced polluting technology. Network vehicles will be replaced progressively in the next five years, as in 2020 their replacement was slow due to the pandemic.
- Involvement of the Company's value chain partners in managing emissions associated with their operation and in the development of programs for their reduction.

Material Issues Participating in large-scale public benefit activities

Management Approach

[GRI 103-2]



In ACS, having as a starting point, that a company is prosperous when the society in which it operates is prosperous and taking into account the conditions of the country in the last decade, has implemented focused social actions based on our business actions within Greece, aiming at upgrading the quality of life of vulnerable groups and the wider society.



The company's actions in 2020 focused on 4 pillars, which are analyzed below.



Particularly worth mentioning is the **significant response of ACS during the pandemic**, which, thanks to its advanced infrastructure and operating system, made it possible to directly coordinate its network of partners throughout the territory, in order to carry out the **transport of the necessary sanitary material to those in need**, and this at a time that was particularly challenging for the company in terms of volume of shipments.



1. Response to emergencies or natural disasters and nationwide actions

- We cooperated with the **Social Grocery of the Municipality of Karditsa** for the collection of food with long shelf-life and free shipping to the victims of the catastrophic storm "IANOS" from the ACS stores throughout the country.
- We supported the **Panhellenic Federation of Border Guards (POSYFY)** by sending for free, logistics equipment (night and thermal cameras, lenses, gauzes, special gloves, etc.) from companies/individuals that delivered them to ACS stores, to support the police forces at the borders in the midst of the border crisis.
- In 2020, we also offered courier services with low cost prices to the **Greek Rescue Team**, for 155 shipments of 268kg, helping our fellow human beings who face risks for their lives, under any circumstances.

- In 2020, we assisted once again the **Road Safety Institute (IOAS) "Panos Mylonas"** by offering free shipments as part of the nationwide action "European Night without Accidents", aimed at Road Safety.

2. Nature protection

- We also assisted the **Hellenic Society for the Environment and Culture** in 2020 by offering an annual financial support (€ 3,000) to the organization, with the aim of protecting the nature and architectural heritage of Greece.
- We launched a **program to gradually install charging stations for electric vehicles** (22kw type 2) in ACS stores, with the aim of reducing pollutants, but also to boost the economy by distributing them free of charge to citizens.

3. Strengthening quality education and highlighting our cultural heritage

- We have supported for another year the **PYRNA** and the program "BOOKS ON WHEELS®" with 310 shipments (weight 4,206 kg) of extracurricular books in schools all over Greece at very low cost courier prices, and we also distributed basic necessities free of charge to nurseries, Refugee Hosting Centers or NGOs.
- We cooperated with the **Central Union of Municipalities of Greece (KEDE)** and the Ministry of Education and Religious Affairs for the free distribution of sanitary material (masks, antiseptics) to the Municipalities throughout Greece and through them to schools (for students and teachers).
- We collaborated with the **Public Library of Veria** for the free delivery of books at home to the members of the Public Central Library of Veria, as part of addressing the very important need of people to read books in the midst of lockdowns.
- In 2020, we also supported the important actions of the non-profit company "**COALITION FOR GREECE**" with the aim of

supporting and promoting Culture, Tourism, Sport, Environment and Volunteering, offering free courier services.

- In 2020, we again supported the children's painting exhibition organized by the **Children's Gallery of Greece**, dedicated to the values and ideals of Olympism, in collaboration with the Greek Olympic Committee and the National Olympic Academy, by transporting free of charge the awarded works of art of children to and from Athens.
- We supported the **International Art Festival "Paint The Lyric"** organized by the **School of Fine Arts of Florina** of the University of Western Macedonia under the auspices of the Ministry of Tourism, providing free transportation of the works of art, which were inspired by the Odyssey.

4. Support for vulnerable social groups

- Continuing our systematic annual support to the organization **"The Smile of the Child"**, we offered 14,708 shipments weighing more than 32 tonnes with low cost pricing policy.
- We also supported **SOS Children's Villages in Greece** in 2020, offering low cost pricing policy for 4,237 shipments of 5,879 kg.
- In 2020, we also supported the **"Make a Wish"** Foundation of Greece by offering free shipments for the "The Star of Wish" program, with the aim of raising money from all over Greece and fulfilling the wishes of children with life-threatening diseases.
- We cooperated with **GIVMED** for the collection of medicines by citizens in the ACS stores of Attica, but also by employees of the company, with a view to making them available to vulnerable groups through social pharmacies, and we also offered free transportation of medicinal products to nursing homes throughout Greece.

- We supported the non-profit association **DESMOS** by offering free transportation of all its shipments, thus supporting - in the midst of the pandemic - thousands of beneficiaries belonging to vulnerable groups (such as nursing homes, Child Protection Institutions, Health Services Institutions, organizations offering support to deprived persons, homeless persons, persons with chronic illnesses, persons with special needs and severe disabilities).
- We offered free transportation to the **Diabetes Solidarity Group** of diabetic consumables to those uninsured patients who were in need throughout Greece.
- We supported, in the midst of the pandemic, the **World Pharmacists** by transporting free of charge mail, medicines and sanitary materials (surgical masks, hospital uniforms, antiseptics, medicines, etc.), supporting Institutions, Hospitality Centers, Social Support Services throughout Greece.
- We offered the **AURORA** association free shipments to bone marrow donors to support patients with hematological cancers.
- We assisted the non-profit organization **AELIA** by offering free shipments, with the aim of contributing to the campaign against breast cancer and helping people in their post illness life.
- We undertook, in the midst of the pandemic, the distribution of gift vouchers (vouchers for purchases from supermarkets) to families in need free of charge, in cooperation with the **volunteer group "STIRIXI"**.

Our Performance / Our Goals

[GRI 103-3, ACS Indicator]

Overall, the social contribution of ACS for 2020, in commercial value of products, services and financial contribution, was **€ 845,435**. For 2020 and for the above actions, we offered the following **free shipments to cooperating Community organizations**:

Community Body - project	Number of free shipments	Weight of shipments (kg)	Initial value of shipments (€ with 24% VAT)
Alliance for Greece	208	177	1,820
Road Safety Institute	89	1,666	6,742
Olympiad of Children's Painting	2	39	203
PYRNA (Refugee Centers)	8	414	1,447
AELIA	6	13	71
Aurora	1,068	535	12,225
DESMOS	1,507	9,768	42,188
Sponsorship to POSYFY	37	1,210	3,995
Volunteering Group "Stirixi"	29	15	204

Community Body - project (continue)	Number of free shipments	Weight of shipments (kg)	Initial value of shipments (€ with 24% VAT)
Public Library of Veria	234	255	1,987
Antiseptics to Special Schools through Municipalities	329	2,961	11,836
Diabetes Solidarity Group	190	262	2,296
World Pharmacists	14	229	972
Social Grocery of Karditsa / IANOS flood victims	535	10,711	40,629
School of Fine Arts of Florina - International Art Festival	15	203	587
Pharmaceutical Association of Thessaloniki - Pharmaceutical material	2	1,000	3,453
Distribution of masks to island schools through municipalities	158	2,202	11,081
Givmed	2,909	10,456	50,870
Make a Wish	7,752	7,234	99,757
Other free shipments	172	316	2,904
TOTAL	15,264	49,666	295,267

Of the above free shipments, **approximately 5,000 shipments, of a commercial value of approximately €115,000** were made as part of the actions against the pandemic in 2020, with a total of approximately 140,000 beneficiaries:

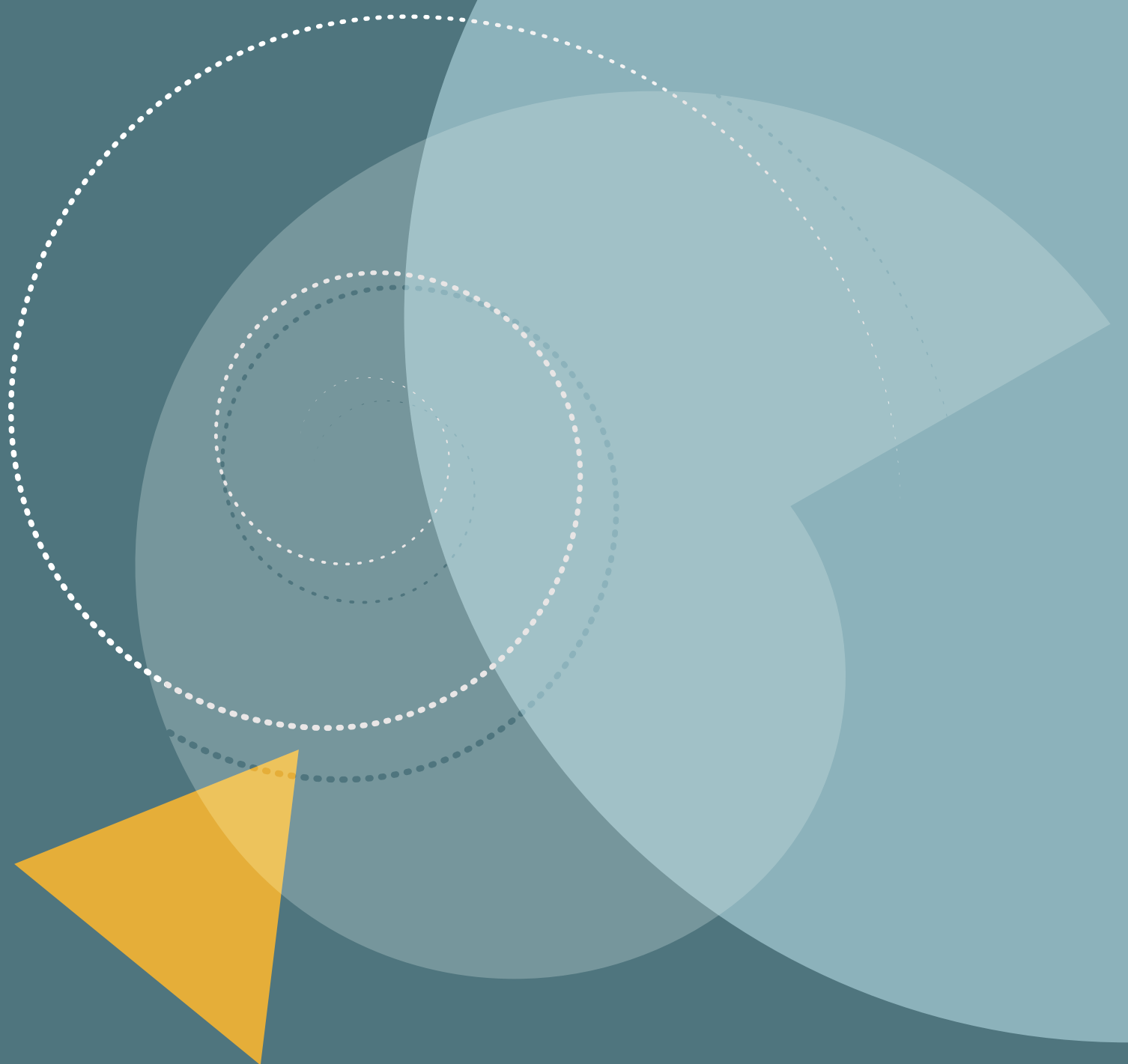
COLLABORATIONS FOR COVID-19 SHIPMENTS (2020)	Number of free shipments	Initial value (€) of shipments with VAT 24%	Description	Number of beneficiaries
Givmed	2,555	46,731	Distribution of sanitary material to 97 public bodies throughout Greece (nursing homes, social pharmacies, NGOs).	47,217
DESMOS	1,506	42,181	Distribution of 2,000,000 certified surgical masks to a total of 193 organizations throughout Greece, donated by the company Thrace Plastics, free checks to the Athens Nursing Home and other sanitary material to social structures and vulnerable groups.	16,500
Volunteering Group "Stirixi"	29	204	Distribution of 29 free checks to families in need.	116
Public Library of Veria	234	1,987	Distribution of 934 books to readers due to closed libraries in the midst of lockdowns.	236
Distribution of antiseptics through KEDE	329	11,836	3,960 antiseptics, donated by the company Papoutsanis, to the Municipalities for their distribution to the special kindergartens and primary schools of the country.	3,960
Distribution of masks through KEDE	158	11,081	141,331 protection masks to the Municipalities for distribution to island schools.	70,666
World Pharmacists	14	972	Distribution of approximately 10,000 pieces of sanitary material to remote islands.	4,000
TOTAL	4,825	114,992		142,695

At the same time, in 2020 we participated in actions planned and implemented by the Quest Group together with other companies of the Group, such as our participation in the **donation of 1,018 4G iPads worth over € 400,000 to the Ministry of Education and Religious Affairs**, as well as the donation of € 100,000 to the

National Agency for Public Health with the delivery of 120 mobiles and PCs and 15 multi-purpose machines, in response to the pandemic. More information is available in section Quest Group's Social Contribution.

2020 TARGETS	RESULTS 2020	2021 TARGETS
Continuing the actions and maintaining or increasing free shipments for social actions (up to + 5%).	15,264 free shipments in 2020, compared to 5,630 in 2019 (an increase of 271.12% due to the pandemic emergency).	Continuing the actions and maintaining or increasing free shipments for social actions (up to + 5%).
Maintaining the social contribution costs to the selected social pillars.	€ 845,435 total social contribution in 2020, compared to € 512,874 in 2019 (an increase of 164.84% due to the exceptional needs).	Maintaining the social contribution costs to the selected pillars.

Annexes



ANNEX 1

Identification Of The Material Sustainability Topics

At Quest Group we focus on issues related to the creation of economic, social and environmental benefits throughout our value chain and to all our stakeholders. In this context, and taking into account the complexity and diversity of the Group companies, in 2019 we proceeded to determine the essential Sustainable Development issues for the subsidiaries, Info Quest Technologies, Uni Systems, iSquare and ACS.

The methodology we followed for the materiality analysis is based on:

- The Sustainable Development Standards GRI and the Content Determination Principles:
 - Inclusivity
 - Sustainability Framework
 - Materiality
 - Completeness
- The Integrated Reporting (<IR>) and specifically the approach of its 6 chapters:
 - Financial capital: It includes funds acquired through financing or generated by other means of production and is the traditional criterion for measuring the performance of a company.
 - Industrial capital: It includes physical infrastructure or related technologies, such as buildings and infrastructure, equipment, etc.
 - Intellectual capital: It includes intangible assets related to a company's reputation and trust, as well as patents, intellectual property, software and systems, and related procedures.
 - Human capital: It includes the knowledge, skills and abilities of a company's human resources, combined with their commitment and motivation - which affect their ability to fulfill their role.
 - Social capital: It includes the relationship between a company and all its stakeholders, such as its customers and suppliers.
 - Natural capital: It includes all renewable and non-renewable, environmental resources such as water, fossil fuels, solar energy, etc. providing goods and services that support the current and future prosperity of a company.

More specifically, the materiality analysis was carried out in the following three phases:

A. Recognition of issues

In the first phase of the analysis, we considered the Stakeholder Participation Principle and the GRI Standards Sustainability

Framework and identified issues related to the business model and the economic, social and environmental impact that each company creates, as well as the needs and expectations of their stakeholders. The issues were revealed through an overview of the following:

- internal documents, such as policies, procedures, action plans, etc. in order to understand the framework of sustainable development and strategy in which both the Group and each subsidiary operate,
- the practices of similar companies at international and national level for the identification of sectoral issues,
- international Sustainable Development standards and guidelines, such as for example the GRI Standards, the special editions of the GRI for the sectors of the Group companies,
- the 17 Sustainable Development Goals of the United Nations,
- the Press publications relevant with the activities of the Group and the companies,
- the substantive issues that emerged during the previous materiality analysis, which, however, concerned the Group as a whole,
- the effects created by the Group and its companies on all their stakeholders, using the approach of the 6 chapters of the <IR>.

The approach of the 6 chapters of the <IR>, in addition to the identification of sustainable development issues, was a separate process aimed at understanding the results (outputs), as well as the effects (outcomes) that each subsidiary creates, both in the context of creating a shared value with its stakeholders, and generally in the economy, society and the environment. The results of this process are listed in the corresponding section for each company.

B. Hierarchy of issues

In the second stage of the analysis, we considered the Principles of Materiality and Stakeholder Inclusiveness of the GRI Standards in order to prioritize the issues identified in the first stage based on the following two criteria:

1st criterion: Giving priority to the identified needs and expectations of the stakeholders of each company regarding its performance in terms of Sustainable Development.

Consultation method: Sending an electronic anonymous questionnaire to a convenience sample of interested parties separately for each company.

2nd criterion: Giving priority to the Sustainable Development Goals (SDGs) taking into account the impact that each company has on its business model.

Consultation method: Sending an electronic questionnaire to senior executives of the Group and the four companies.

C. Validation

In the third stage of the analysis, we considered the Principle of Completeness and Stakeholder Participation of the GRI Standards, for the validation of the results of the second stage by the Management of the Group and the Managements of the companies Info Quest Technologies, Uni Systems, iSquare and ACS.

In relation to the 2018 Report, the changes that have taken place are related to the fact that each company now has its own material issues, which are related to its business activity.

In particular, for the Group, the identified sustainable development issues resulting from the above procedure are as follows:

1. Creating financial value / financial performance of the company
2. Providing products and services that help connect people with technology and in the modernization and digital transformation of businesses and consumers
3. Providing products and services, IT & Communication Technology solutions, with environmental and/or social effects
4. Providing IT and Communication Technology solutions that contribute to the development of innovation, the promotion of knowledge, the production of know-how and the enhancement of digital transformation
5. Establishing the use and dissemination of the experience of Apple products on the market
6. Providing services that contribute to meeting the daily communication and transport needs, with speed, security and reliability, throughout the Greek territory and abroad
7. Ensuring business ethics and regulatory compliance
8. Ensuring quality, infrastructure security, data protection and operational continuity
9. Adopting marketing and communication manager practices
10. Creating a healthy ecosystem of partners, agents and a responsible supply chain
11. Strengthening employment (e.g. through job creation) and halting brain drain
12. Providing timely and competitive remuneration/benefits to employees
13. Ensuring the health, safety and well-being of employees
14. Providing continuing education, certification and employee development
15. Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.)
16. Reducing energy consumption and greenhouse gas emissions
17. Adopting recycling and circular economy practices
18. Reducing water consumption
19. Reducing noise and impact on the traffic problem of urban centers
20. Participating in charitable activities and organizing voluntary actions for employees

For Info Quest Technologies, as follows:

1. Creating financial value / financial performance of the company
2. Providing ICT products and solutions that contribute to innovation, production of know-how and digital transformation of organizations and consumers
3. Providing technology products and services, with environmental and/or social impacts
4. Ensuring business ethics and regulatory compliance
5. Ensuring quality, infrastructure security, data protection and operational continuity
6. Adopting marketing and communication manager practices
7. Establishing a healthy ecosystem of partners and a responsible supply chain
8. Strengthening employment (e.g. through job creation) and halting brain drain
9. Providing timely and competitive remuneration/benefits to employees
10. Ensuring the health, safety and well-being of employees
11. Providing continuing education, certification and employee development
12. Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.)
13. Reducing energy consumption and greenhouse gas emissions
14. Adopting recycling and circular economy practices
15. Reducing water consumption
16. Participating in charitable activities and organizing voluntary actions for employees

For Uni Systems, as follows:

1. Creating financial value/financial performance of the company
2. Providing IT and Communication Technology solutions that contribute to the development of its innovation, the promotion of knowledge, the production of know-how and the enhancement of digital transformation
3. Providing IT and Communication Technology solutions, with an environmental and/or social impact
4. Ensuring business ethics and regulatory compliance
5. Ensuring quality, infrastructure security, data protection and operational continuity
6. Adopting marketing and communication manager practices
7. Establishing a healthy ecosystem of partners and a responsible supply chain
8. Strengthening employment (e.g. through job creation) and halting brain drain
9. Providing timely and competitive remuneration/benefits to employees
10. Ensuring the health, safety and well-being of employees
11. Providing continuing education, certification and employee development

12. Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.)
13. Reducing energy consumption and greenhouse gas emissions
14. Adopting recycling and circular economy practices
15. Reducing water consumption
16. Participating in charitable activities and organizing voluntary actions for employees

For iSquare, as follows:

1. Creating financial value / financial performance of the company
2. Establishing the use and dissemination of the experience of Apple products on the market
3. Providing technology products, with an environmental and/or social impact
4. Ensuring business ethics and regulatory compliance
5. Ensuring quality, infrastructure security, data protection and operational continuity
6. Adopting marketing and communication manager practices
7. Creating a healthy ecosystem of partners
8. Strengthening employment (e.g. through job creation) and halting brain drain
9. Providing timely and competitive remuneration/benefits to employees
10. Ensuring the health, safety and well-being of employees
11. Providing continuing education, certification and employee development
12. Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.)
13. Reducing energy consumption and greenhouse gas emissions
14. Adopting recycling and circular economy practices
15. Reducing water consumption
16. Participating in charitable activities and organizing voluntary actions for employees

For ACS, as follows:

1. Creating financial value / financial performance of the company
2. Providing services that contribute to meeting daily communication and transport needs, with speed, safety and reliability, throughout the Greek territory and abroad
3. Ensuring business ethics and regulatory compliance
4. Ensuring quality, infrastructure security, data protection and operational continuity
5. Adopting marketing and communication manager practices
6. Creating a healthy ecosystem of agents and suppliers/partners
7. Strengthening employment by creating new jobs
8. Providing timely and competitive remuneration/benefits to employees

9. Ensuring the health, safety and well-being of employees
10. Providing continuing education, certification and employee development
11. Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.)
12. Reducing energy consumption and greenhouse gas emissions
13. Adopting recycling and circular economy practices
14. Reducing water consumption
15. Reducing noise and impact on the traffic problem of urban centers
16. Participating in large-scale public benefit activities

ANNEX 2

Future Goals







[ESG A-G3 Index]



QUEST HOLDINGS SA

SDGs	MATERIAL TOPICS	PAGES	GOALS (2021 - 2022)
CORPORATE GOVERNANCE			
  	<p>Ensuring business ethics and regulatory compliance.</p> <p>Ensuring quality, infrastructure security, data protection and operational continuity.</p>	<p>31-33</p> <p>33-35</p>	<ul style="list-style-type: none"> • Zero incidents of non-compliance with the legislation on anti-corruption and unfair competition. • Zero data breach incidents, which may affect the confidentiality and integrity of Group and Company data and systems. • System availability > 99.9%.
SOCIAL			
        	<p><u>Economic Performance</u></p> <ul style="list-style-type: none"> • Creating financial value / financial performance of the company. <p><u>Human Resources / Society</u></p> <ul style="list-style-type: none"> • Strengthening employment and halting the outflow of human resources. • Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.) • Providing timely and competitive remuneration/benefits to employees • Ensuring the health, safety and well-being of employees • Providing continuing education, certification and employee development 	<p>37-40</p> <p>41-44</p> <p>44-48</p> <p>48-49</p> <p>50-51</p> <p>51-54</p>	<ul style="list-style-type: none"> • Increasing by at least 5% turnover and operating EBT profitability compared to 2020 (excl. Capital gains & impairments). • Ensuring adequate cash flow and maintaining positive operating cash flows. • Increasing international sales by at least 5% compared to 2020. • Implementing development investments for expansion of activities and infrastructure > € 25 million. • Expanding non-operating activities growth / acquisition of a majority stake in a company in 2021-2022. • Implementing an innovation and excellence development center for Quest Group companies (2021-2022). • Maintaining and/or further increasing slightly the rate of 15% of employees using electronic platforms. • Maintaining and/or further increasing slightly the rate of 15% in completed courses - completed videos through online platforms. • Maintaining and/or further increasing slightly the rate of 15% of average training hours per employee in the use of electronic platforms. • An average of 10% of staff teleworking after the crisis due to pandemic. • Improvement by 5 percentage points (5% increase) of the satisfaction rate in meritocracy through the satisfaction survey. • Continuation of the same number of social contribution actions. • Participation in social contribution actions to address the impact of the COVID-19 pandemic.
	<p>ENVIRONMENT</p> <ul style="list-style-type: none"> • Reducing energy consumption and greenhouse gas emissions 	<p>61-63</p>	<ul style="list-style-type: none"> • The annual energy intensity (kWh/m²) / € million turnover and the equivalent of thousands of tonnes of CO₂ per year (kt CO₂) / € million turnover to remain stable at the level of 2020, i.e. 0.21 and 0.006, respectively.







Note: For all Group targets, please refer to the relevant sections of this report.

INFO QUEST TECHNOLOGIES

SDGs	MATERIAL TOPICS	PAGES	GOALS (2021 - 2022)
	<ul style="list-style-type: none"> Creating financial value / financial performance of the company 	75-77	<ul style="list-style-type: none"> Increase in sales (+ 2% in terms of market growth). Return on Capital (EBT / Capital): 16%. Increase in Gross Profit Rate (> 11.4%).
 	<ul style="list-style-type: none"> Providing ICT products and solutions that contribute to the enhancement of innovation, the production of know-how and the digital transformation of organizations and consumers 	77-84	<p>Customer satisfaction and service, Customer Health and Safety</p> <ul style="list-style-type: none"> Maintenance / Improvement of the indicators described in the relevant chapter. <p>Development and Innovation of Services and Products</p> <ul style="list-style-type: none"> Further expansion of the services provided, with emphasis on Collaboration / Modern Office, process digitization / Cybersecurity. Strengthening the portfolio of specialized solutions and services. Increasing market share in smartphones, expanding ecosystem products and creating new stores. you.gr: Further improvements for best service. <p>Digital Transformation</p> <ul style="list-style-type: none"> Paperless Organization: 100% of contracts must be electronically approved and signed. <p>Modern Office:</p> <ul style="list-style-type: none"> 100% of corporate applications and processes were made available for remote work. Increased use of collaboration and remote access tools. <p>eCustomer</p> <ul style="list-style-type: none"> Increase of products and services available on online sales channels.
 	<ul style="list-style-type: none"> Establishing a healthy ecosystem of partners and a responsible supply chain 	84-85	<ul style="list-style-type: none"> Evaluation of suppliers for 80% of turnover (at least 50 suppliers). Conducting seminars to associates / transfer of know-how - 1,200 hours. Activating +10% of partners to build on the QuestonCloud.com platform.
	<ul style="list-style-type: none"> Providing technology products and services, with environmental and/or social impacts 	86-87	<ul style="list-style-type: none"> Mobility & IoT: Growth of sales by 20%, 1st place in Smartphone sales (share in pieces %). Cloud: Increase of the active jobs in QuestonCloud by 50%. Increase of + 2% in relation to the rise of the E Commerce market.
 	<ul style="list-style-type: none"> Ensuring quality, infrastructure security, data protection and operational continuity 	87-89	<ul style="list-style-type: none"> Zero cases of non-compliance, zero number of documented complaints of personal data breaches of natural persons and zero fines or penalties for breach of personal data legislation. Zero Data breach incidents, which may affect the confidentiality and integrity of the Company's data and systems. At least 99.9% Availability of Systems. Performance of Penetration Tests in collaboration with specialized external partners. Training of users on Information Security.








SDGs	MATERIAL TOPICS	PAGES	GOALS (2021 - 2022)
	<ul style="list-style-type: none"> Ensuring business ethics and regulatory compliance 	<p>89-90</p>	<ul style="list-style-type: none"> Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices. Full compliance with laws and regulations in the social and environmental area. Update of key suppliers to the Supplier Code of Conduct.
  	<ul style="list-style-type: none"> Providing continuing education, certification and employee development 	<p>91-93</p>	<ul style="list-style-type: none"> Average training > 20 hours / employee. E-learning platforms > 20% of employees. Assessment for 100% of employees. Increase in the rate of employee satisfaction for training provided by the company (according to the results of the satisfaction survey conducted every two years). Progress of the Group's Project succession plan.
 	<ul style="list-style-type: none"> Ensuring the health, safety and well-being of employees 	<p>93-95</p>	<ul style="list-style-type: none"> COVID-19 Pandemic Impact Management. 100% participation of employees with a fixed employment contract in the Health and Safety Management system. Zero accidents at work. Continuation of training programs in First Aid & response to natural disasters. Implementation of a comprehensive psychological support program in collaboration with EAP HELLAS. Continuation of good employee well-being practices.
 	<ul style="list-style-type: none"> Adopting recycling and circular economy practices 	<p>95-97</p>	<ul style="list-style-type: none"> Enhancing the use of biodegradable materials, where possible. Continuation of good practices to reduce use and reuse of materials.

UNI SYSTEMS

SDGs	MATERIAL TOPICS	PAGES	GOALS (2021 - 2022)
	<ul style="list-style-type: none"> Creating financial value/financial performance of a company 	109-110	<ul style="list-style-type: none"> 5% revenue increase, 5% EBITDA increase, more than 10% EBT.
 	<ul style="list-style-type: none"> Providing IT and Communication Technology solutions that contribute to the development of innovation, the promotion of knowledge, the production of know-how and the enhancement of digital transformation 	111-115	<p>CUSTOMER SATISFACTION</p> <ul style="list-style-type: none"> Total satisfaction rate above 70%. Increase customer satisfaction from international markets by 10%. <p>NEW SOLUTIONS AND PROJECTS</p> <ul style="list-style-type: none"> Percentage of new projects - 20% increase. Promoting new innovative solutions to customers - 20% increase. <p>INNOVATION</p> <ul style="list-style-type: none"> Continuation of the investment in innovation, in detail: 1) new collaborations, 2) submission of more proposals / more than 40. Increase in the funding of innovation actions by 20%. POC Smart City Snap4City Platform. <p>INTERNAL TRANSFORMATION</p> <ul style="list-style-type: none"> Use and adaptation of the JIRA Service Desk/Insight platform for 4 of the 18 services listed in the company services catalogue. Expansion of the Orion platform to meet the needs of branches and subsidiaries abroad (5 entities). Uni Approvals flows will cover 80% of all internal approvals.
 	<ul style="list-style-type: none"> Establishing a healthy ecosystem of partners and a responsible supply chain 	116-118	<ul style="list-style-type: none"> Continuation to carry out evaluations for the network of partners. Extension of cooperation in banking, big data analytics, cloud, digital signage. Investigation of participations or acquisitions in digital onboarding, SAP services. Wider participation in policy-making working groups in technological areas in Greece and abroad. Expanding subsidiaries abroad (2 countries), integration of at least 10 new customers abroad. Expanding partners with near/offshore development centers.
	<ul style="list-style-type: none"> Providing IT and Communication Technology solutions, with an environmental and/or social impact 	119-121	<ul style="list-style-type: none"> Increasing revenue from solutions with a positive environmental and social footprint by 20%. Increasing revenue from 15% cloud solutions.

SDGs	MATERIAL TOPICS	PAGES	GOALS (2021 - 2022)
 	<ul style="list-style-type: none"> Ensuring quality, infrastructure security, data protection and operational continuity 	<p>121-124</p>	<ul style="list-style-type: none"> System availability > 99.999%. Further improving the Data Center infrastructures: (a) farms isolation architecture for effective access control of specialized groups of projects in the company systems, (b) completion of disaster recovery sites. Safety: Sofos antivirus systems in the entire infrastructure of the company. Zero data breach incidents. Zero substantiated complaints of customer personal data misuse. Replacement of citrix cloud portal.
	<ul style="list-style-type: none"> Ensuring business ethics and regulatory compliance 	<p>124-125</p>	<ul style="list-style-type: none"> Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices. Full compliance with laws and regulations in the social and environmental area. Adaptation to the new Law on Corporate Governance (Law 4706/2020).
	<ul style="list-style-type: none"> Strengthening employment and halting the outflow of human resources 	<p>125-128</p>	<ul style="list-style-type: none"> Creating 40 new jobs. Maintain turnover at the levels of 2020. Maintaining and enhancing staff recruitment programs. Creating a program to attract women in collaboration with Women on Top. Onboarding survey. Personnel satisfaction survey.
  	<ul style="list-style-type: none"> Providing continuing education, certification and employee development 	<p>128-131</p>	<ul style="list-style-type: none"> Maintaining training programs, increasing licenses on online training platforms, doubling the number of training licenses in LinkedIn Learning (more than 400 licenses), 50% increase in Pluralsight (more than 70 licenses). 70% completion of the Digital Knowledge Database.
 	<ul style="list-style-type: none"> Ensuring the health, safety and well-being of employees 	<p>132-133</p>	<ul style="list-style-type: none"> Zero occupational accidents / occupational diseases. 60% teleworking for positions that are fit for teleworking.
	<ul style="list-style-type: none"> Reducing energy consumption and greenhouse gas emissions 	<p>134-137</p>	<ul style="list-style-type: none"> Any new investment in the Data Center will be implemented on the basis of new and energy-neutral technologies.

iSQUARE				
SDGs	MATERIAL TOPICS	PAGES	GOALS (2021 - 2022)	
	<ul style="list-style-type: none"> Creating financial value / financial performance of the company 	149-151	<ul style="list-style-type: none"> Sales growth by at least 10%. 	
	<ul style="list-style-type: none"> Establishing the use and dissemination of the experience of Apple products on the market 	151-152	<ul style="list-style-type: none"> 98% customer satisfaction. Reducing complaints (up to 2). Approaching more than 200 companies to integrate the Apple product. 	
 	<ul style="list-style-type: none"> Creating a healthy ecosystem of partners 	153-154	<ul style="list-style-type: none"> Scheduling of at least 440 hours of training. Increasing the number of Apple Masters by 10. 	
	<ul style="list-style-type: none"> Providing technology products, with an environmental and/or social impact 	154-155	<ul style="list-style-type: none"> Creating an iPad Platform in Education for teachers, parents and students of all ages. 	
 	<ul style="list-style-type: none"> Ensuring quality, infrastructure security, data protection and operational continuity 	156-157	<ul style="list-style-type: none"> Zero cases of non-compliance with personal data legislation. Zero substantiated complaints of customer personal data misuse. Zero data leakage or alteration or interruption of ICT systems of short or long duration. Complete internal network shielding with priority on data security. Classification of access rights to resources and systems with simultaneous extension of teleworking. Zero data breach incidents. Continuous monitoring of the site so that it is always up to date and functional. 	
	<ul style="list-style-type: none"> Ensuring business ethics and regulatory compliance 	157-158	<ul style="list-style-type: none"> Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices. Full compliance with laws and regulations in the social and environmental area. 	
  	<ul style="list-style-type: none"> Defending human rights at work 	158	<ul style="list-style-type: none"> Zero complaints of human rights violations or work practices or incidents of discrimination. 	
	<ul style="list-style-type: none"> Strengthening employment and halting the outflow of human resources 	159-161	<ul style="list-style-type: none"> 1,400 manhours of training (due to COVID-19, they may be reduced). 	
 	<ul style="list-style-type: none"> Ensuring the health, safety and well-being of employees 	162-164	<ul style="list-style-type: none"> COVID-19. 100% Pandemic Impact Management Participation of employees with a fixed employment contract in the Health and Safety Management System. Zero accidents at work. Continuation of training programs in First Aid & response to natural disasters. Implementation of a comprehensive psychological support program in collaboration with EAP HELLAS. Continuation of good employee well-being practices. 	

ACS				
SDGs	MATERIAL TOPICS	PAGES	GOALS (2021 - 2022)	
	<ul style="list-style-type: none"> • Creating financial value / financial performance of the company 	177-178	<ul style="list-style-type: none"> • Retention of margin > 10. • Growth of e-commerce sales by more than 10%. • Growth of total sales by => 10%. • Maintaining or increasing the company's market share (Post and Courier). 	
	<ul style="list-style-type: none"> • Providing services that contribute to meeting the daily communication and transport needs, with speed, security and reliability, throughout the Greek territory and abroad 	179-183	<ul style="list-style-type: none"> • Improving or maintaining customer satisfaction and service indicators. • Improving or maintaining the NPS customer satisfaction indicator through the completion of the Prediction and Priority and Communication projects. • Developing 2 new technological solutions/innovative services every year with the aim of improving the customer-recipient experience, as well as the overall improvement of the services we provide on the Greek market. • Creating a new Customer Experience Division, with the aim of systematically monitoring and improving customer experience. 	
 	<ul style="list-style-type: none"> • Creating a healthy ecosystem of agents 	183-184	<ul style="list-style-type: none"> • Gradual transfer of supplies from receipts to deliveries: increase of the fraction by +3-5% per annum. • Total store area: 5% increase. • Total means of transport of stores: 5% increase in two-wheelers and 8% in cars. • Total of employees at store reception desk: 3% increase. • Total of employees at store handling department: 3% increase. • Total hours of employee training through e-learning: 5% increase. 	
	<ul style="list-style-type: none"> • Ensuring business ethics and regulatory compliance 	184-185	<ul style="list-style-type: none"> • Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices. • Full compliance with laws and regulations in the social and environmental area. 	
 	<ul style="list-style-type: none"> • Ensuring quality, infrastructure security, data protection and operational continuity 	186-188	<p>1. Personal Data Protection Objectives:</p> <ul style="list-style-type: none"> • Zero cases of non-compliance with personal data legislation. • Zero number of substantiated complaints of personal data breaches involving personal privacy breaches and customer data losses. • Maintaining or improving the availability of systems above 99.9% (ACS Indicator). • Zero network/system breaches (ACS Indicator). • Certification with ISO 27001 (IT Security). • Implementation of Disaster Recovery Site for the most critical IT systems and intention to obtain ISO 22301 certification. <p>2. The key objectives of the Business Continuity Plan (BCP) drawn by ACS are to:</p> <ul style="list-style-type: none"> • Eliminate the possibility of piercing the company's security system and losing data. • Eliminate (or limit) the possibility of network and system overloading due to denial of service attack (DoS) resulting in shutdown. • Minimize shutdown incidents caused by force majeure, such as natural disasters, strikes or interruption of service. • Protection of staff and workplace, as well as provision of alternative equipment and teleworking safety methods to continue operation under the pandemic conditions. 	

SDGs	MATERIAL TOPICS	PAGES	GOALS (2021 - 2022)
 	<ul style="list-style-type: none"> Ensuring the health, safety and well-being of employees 	189-190	<ul style="list-style-type: none"> ISO 45001:2018 certification. Maintaining the participation of 100% of our employees in the company's occupational health and safety management system.
  	<ul style="list-style-type: none"> Providing continuing education, certification and employee development 	190-191	<ul style="list-style-type: none"> Maintaining or increasing e-learning courses. At least 2 new courses in the ACS e-learning system. Maintaining the percentage (100%) that receive regular performance and career development assessments. Upgrading the e-learning training platform.
	<ul style="list-style-type: none"> Reducing energy consumption and greenhouse gas emissions 	191-198	<ul style="list-style-type: none"> Considering how to improve the efficiency of energy consumption of corporate facilities, given the forthcoming relocation of the company to new facilities. Considering the replacement of part of the Company's fleet and the fleet of its partners with vehicles of newer less polluting technology (the network vehicles will be replaced progressively within the five years, as progress in 2020 was very slow due to the pandemic). The constant involvement of the Company's value chain partners in managing emissions associated with their operation and in the development of programs for their reduction.
      	<ul style="list-style-type: none"> Participating in large-scale public benefit activities 	198-201	<ul style="list-style-type: none"> Continuing the actions and maintaining or increasing free shipments for social actions (up to + 5%). Maintaining the social contribution costs to the selected pillars.

ANNEX 3



Compliance with the Greek Sustainability Code

PILLAR	CRITERIA	REPORT REFERENCE - QUEST GROUP
Strategy	Strategic analysis and action	Messages from the Management, the Quest Group, Corporate Governance
	Materiality	Sustainability Management
	Targeting	Total of material issues, Future Quest Group Objectives
	Value chain management	Corporate Governance, Sustainable Development Management
Management process	Responsibility	Messages from the Management, the Quest Group, Corporate Governance
	Rules and procedures	Messages from the Management, the Quest Group, Corporate Governance
	Documentation and monitoring	Messages from the Management, the Quest Group, Corporate Governance, Total Subject, TUV HELLAS External Verification Report (TUV NORD)
	Remuneration policies and incentives for Sustainable Development	Corporate Governance, Providing timely and competitive remuneration/benefits to employees
	Dialogue with stakeholders	Identification of the Material Sustainability Issues, Material Issues
	Product Responsibility and Innovation	Creating financial value/financial performance of the company
	Environment	Use of Natural Resources
Management of natural resources		Environmental protection
Gas Emissions and Climate Change		
Society	Labor Rights	
	Equal opportunities	Strengthening employment and halting brain drain, Protecting human rights at work
	Employment	
	Human rights in the Supply Chain	Responsible supply chain, Protection of human rights at work
	Strengthening Local Communities	Contribution to Society
	Participation in Initiatives and Political Lobbies	International Initiatives, Membership of Associations and Awards
	Preventing and Combating Corruption	Ensuring business ethics and regulatory compliance

ANNEX 4

Application of the AccountAbility AA1000 Standard

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

More specifically:

- **Inclusivity:** The Group and its respective companies identify the stakeholders who are affected by their operation or may influence by their decisions their ability to implement their strategy and achieve their objectives. They then consult with them, to identify their needs and expectations and to proceed with them to prioritize the material Sustainable Development issues.
- **Materiality:** The Group and respectively the companies identify and prioritize (through a materiality analysis according to GRI standards) the material issues related to their business model.
- **Responsiveness:** The Group and the companies respectively manage and respond to the material issues and challenges with the participation of all Divisions/Departments.
- **Impact :** 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.

PRINCIPLES AccountAbility AA1000AP	REPORT REFERENCE
INCLUSIVITY	Stakeholder Engagement
MATERIALITY	Identifying the Material Issues / Materiality Analysis (Group and Companies)
RESPONSIVENESS	Group/ Sustainability Development Management, Corporate Governance, Environmental Protection Material Issues (Info Quest Technologies, Uni Systems, iSquare, ACS)
IMPACT	Material Issues (Info Quest Technologies, Uni Systems, iSquare, ACS)

ANNEX 5

GRI Content Index

[GRI 102-55]

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
GENERAL STANDARD DISCLOSURES ("Core" OPTION)				
GRI 102: General Standard Disclosures 2016	102-1	Name of the organization	Quest Group (page 14)	- ●
	102-2	Activities, brands, products and services	The Quest Group (page 14), Quest Group Subsidiaries (pages 16-18)	- ●
	102-3	Location of headquarters	Quest Group (page 14)	- ●
	102-4	Location of operations	Quest Group (page 14)	- ●
	102-5	Ownership and legal form	Quest Group (page 14)	- ●
	102-6	Markets served	The Quest Group (page 14), Quest Group Subsidiaries (pages 16-18)	- ●
	102-7	Scale of the organization	Quest Group Subsidiaries (page 16), Creating financial value/financial performance of the company (pages 37-38), Strengthening employment and halting brain drain (pages 41-44)	- ●
	102-8	Information on employees and other workers	Strengthening employment and halting the outflow of human resources (pages 41-44)	- ●
	102-9	Supply Chain	Responsible Supply Chain (page 31)	- ●
	102-10	Significant changes to the organization and its supply chain	Quest Group (page 14)	- ●
	102-11	Precautionary Principle	Environmental protection (page 61)	- ●
	102-12	External initiatives	International Initiatives (page 18)	- ●
	102-13	Membership of associations	Membership of Associations and Awards (page 19)	- ●
	102-14	Statement from senior decision-maker	Messages from the Management (page 8-11)	- ●
	102-16	Values, principles, standards, and codes of conduct	Our Values (page 15)	- ●
	102-18	Governance structure	Corporate Governance (pages 29-31)	- ●
	102-40	List of stakeholder groups	Stakeholder Engagement (pages 23-25)	- ●
	102-41	Collective bargaining agreements	Defending human rights at work (page 48)	- ●
	102-42	Identifying and selecting stakeholders	Stakeholder Engagement (pages 23-25)	- ●
	102-43	Approach to stakeholder engagement	Stakeholder Engagement (pages 23-25)	- ●
102-44	Key topics and concerns raised	Stakeholder Engagement (pages 23-25)	- ●	
102-45	Entities included in the consolidated financial statements	About the Report (page 4)	- ●	

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
102-46	Defining report content and topic boundaries	Identification of the Material Sustainability Issues (page 26), Material Issues (pages 26-27)	-	●
102-47	List of material topics	Material Topics (pages 26, 71, 105, 145, 173)(Quest Group and Info Quest Technologies, Uni Systems, iSquare, ACS)	-	●
102-48	Restatements of information	About the Report (page 4), Creating financial value/financial performance of a company (page 38)	-	●
102-49	Changes in reporting	Identification of the Material Sustainability Topics (page 26)	-	●
102-50	Reporting period	About the Report (page 4)	-	●
102-51	Date of most recent report	About the Report (page 4)	-	●
102-52	Reporting cycle	About the Report (page 4)	-	●
102-53	Contact point for questions regarding the report	About the Report (page 4)	-	●
102-54	Claims of reporting in accordance with the GRI standards	About the Report (page 4)	-	●
102-55	GRI Content Index	GRI Content Index (page 216)	-	●
102-56	External assurance	About the Report (page 4), External Data Verification Report TUV HELLAS (TUV NORD) (page 232 - 234)	-	●

MATERIAL ISSUES - QUEST GROUP

Ensuring business ethics and regulatory compliance

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Material Issues (pages 26-27)	-
	103-2	The management approach and its components	Management Approach (pages 31-32)	-
	103-3	Evaluation of the management approach		-
GRI 205: Anti-Corruption 2016	205-3	Confirmed incidents of corruption and actions taken		-
GRI 206: Anti-competitive behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Our performance / Our goals (pages 33)	-
GRI 419: Socioeconomic Compliance 2016	419-1	Non-compliance with socio-economic laws and regulations		-

Ensuring quality, infrastructure security, data protection and operational continuity

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Material Issues (pages 26-27)	-
	103-2	The management approach and its components	Management Approach (page 33)	-
	103-3	Evaluation of the management approach		-
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Our performance / Our goals (pages 34-35)	-
Quest Indicator		System availability rate		-

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
Creating financial value/financial performance of a company				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Material Issues (pages 26-27)	-
	103-2	The management approach and its components	Management Approach (pages 37-38)	-
	103-3	Evaluation of the management approach		-
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Our performance / Our goals (pages 38-39)	-
Quest Indicator		Exports and public sales percentage in relation to the turnover		-
Strengthening employment and halting the outflow of human resources				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Material Issues (pages 26-27)	-
	103-2	The management approach and its components	Management Approach (pages 41)	-
	103-3	Evaluation of the management approach		-
GRI 401: Employment 2016	401-1	Total number of recruitments and mobility index	Our performance / Our goals (pages 41-44)	Distribution information on the departures by sex, age group and by region is not included, as it was not available at the time of the report.
Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.)				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Material Issues (pages 26-27)	-
	103-2	The management approach and its components	Management Approach (page 41)	-
	103-3	Evaluation of the management approach		-
GRI 405: Diversity and Equal Opportunity 2016	405-1	Composition of governing bodies and analysis of employees	Our performance / Our goals (pages 45-48)	-
GRI 406: Non-Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken		-
Providing timely and competitive remuneration/benefits to employees				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Material Issues (pages 26-27)	-
	103-2	The management approach and its components	Management Approach (pages 48-49)	-
	103-3	Evaluation of the management approach		-
GRI 401: Employment 2016	401-2	Benefits offered to full-time employees which are not offered to temporary or part-time employees	Our performance / Our goals (page 49)	-

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
Ensuring the health, safety and well-being of employees				
GRI 103: Management Approach 2016 - 2018	103-1	Explanation of the material topic and its Boundary	Material Issues (pages 26-27)	-
	103-2	The management approach and its components	Management Approach (pages 50-51)	-
	103-3	Evaluation of the management approach		-
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system		-
	403-2	Risk Identification, Risk Assessment and Incident Investigation		-
	403-3	Occupational health services		-
	403-4	Employee participation, consultation and communication on issues related to health and safety at work	Our performance / Our goals (pages 51)	-
	403-5	Training of employees on health and safety at work		-
	403-6	Promoting employee health		-
	403-7	Prevention and mitigation of health and safety effects at work directly linked to business relationships		-
	403-8	Employees covered by the Health and Safety at Work Scheme		-
Providing continuing education, certification and employee development				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Material Issues (pages 26-27)	-
	103-2	The management approach and its components	Management Approach (pages 51-53)	-
	103-3	Evaluation of the management approach		-
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Our performance / Our goals (pages 53-58)	-
	404-3	Percentage of employees receiving regular information on the performance and development of their careers		-
Reducing energy consumption and greenhouse gas emissions				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Material Issues (pages 26-27)	-
	103-2	The management approach and its components	Management Approach (page 61)	-
	103-3	Evaluation of the management approach		-
GRI 305: Emissions 2016	305-2	Indirect greenhouse gas emissions (Scope 2)	Our performance / Our goals (pages 62-63)	-
Quest Indicator		Annual energy intensity in the Quest Group (kWh/m ²) / € million turnover		-

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
MATERIAL ISSUES - INFO QUEST TECHNOLOGIES				
Creating financial value / financial performance of the company				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 71-72)	-
	103-2	The management approach and its components	Management Approach (pages 75)	-
	103-3	Evaluation of the management approach		-
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Our performance / Our goals (pages 75-77)	-
Providing ICT products and solutions that contribute to the enhancement of innovation, the production of know-how and the digital transformation of organizations and consumers				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 71-72)	-
	103-2	The management approach and its components	Management Approach (pages 77-80)	-
	103-3	Evaluation of the management approach		-
IQT Index		Customer satisfaction surveys / complaints	Our performance / Our goals (pages 80-84)	-
IQT Index		Digital Transformation Efficiency Measurements		-
IQT Index		New projects contributing to digital transformation		-
Establishing a healthy ecosystem of partners and a responsible supply chain				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 71-72)	-
	103-2	The management approach and its components	Management Approach (pages 77-80)	-
	103-3	Evaluation of the management approach		-
GRI 308: Supplier Environmental Assessment 2016	308-1	Percentage of new suppliers evaluated based on environmental criteria		-
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers evaluated on the basis of social criteria	Our performance / Our goals (pages 80-84)	-
IQT Index		Annual evaluation of suppliers for 80% of turnover		-
IQT Index		Transfer of know-how to partners		-
Providing technology products and services, with environmental and/or social impacts				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 71-72)	-
	103-2	The management approach and its components	Management Approach (page 86)	-
	103-3	Evaluation of the management approach		-
IQT Index		Increase sales in new innovative products and technology services, with an environmental and/or social impact	Our performance / Our goals (pages 86-87)	-

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
Ensuring quality, infrastructure security, data protection and operational continuity				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 71-72)	-
	103-2	The management approach and its components	Management Approach (page 87)	-
	103-3	Evaluation of the management approach		-
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Our performance / Our goals (pages 88-89)	-
IQT Index		System availability rate		-
Ensuring business ethics and regulatory compliance				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 71-72)	-
	103-2	The management approach and its components	Management Approach (page 89)	-
	103-3	Evaluation of the management approach		-
GRI 205: Anti-Corruption 2016	205-3	Confirmed incidents of corruption and actions taken		-
GRI 206: Anti-competitive behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Our performance / Our goals (pages 89-90)	-
GRI 419: Socioeconomic Compliance 2016	419-1	Non-compliance with socio-economic laws and regulations		-
Providing continuing education, certification and employee development				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 71-72)	-
	103-2	The management approach and its components	Management Approach (pages 91-93)	-
	103-3	Evaluation of the management approach		-
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Our performance / Our goals (pages 91-93)	-
	404-3	Percentage of employees receiving regular information on the performance and development of their careers		-
Ensuring the health, safety and well-being of employees				
GRI 103: Management Approach 2016 - 2018	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 71-72)	-
	103-2	The management approach and its components	Management Approach (pages 93-94)	-
	103-3	Evaluation of the management approach		-
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Our performance / Our goals (pages 94-95)	-
	403-2	Risk Identification, Risk Assessment and Incident Investigation		-

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
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Ensuring the health, safety and well-being of employees

GRI 403: Occupational Health and Safety 2018	403-3	Occupational health services	Our performance / Our goals (pages 94-95)	-
	403-4	Employee participation, consultation and communication on issues related to health and safety at work		-
	403-5	Training of employees on health and safety at work		-
	403-6	Promoting employee health		-
	403-7	Prevention and mitigation of health and safety effects at work directly linked to business relationships		-
	403-8	Employees covered by the Health and Safety at Work Scheme		-

Adopting recycling and circular economy practices

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 71-72)	-
	103-2	The management approach and its components	Management Approach (pages 95-96)	-
	103-3	Evaluation of the management approach		-
GRI 306: Effluents and Waste 2016	306-2	Waste by type and method of disposal	Our performance / Our goals (pages 96-97)	Reuse information is not included, as due to the complexity of the process, the reused kg is not retained.

MATERIAL ISSUES - UNI SYSTEMS

Creating financial value / financial performance of the company

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 105-107)	-
	103-2	The management approach and its components	Management Approach (page 109)	-
	103-3	Evaluation of the management approach		-
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Our performance / Our goals (pages 109-110)	-

Providing IT and Communication Technology solutions that contribute to the development of innovation, the promotion of knowledge, the production of know-how and the enhancement of digital transformation

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 71-72)	-
	103-2	The management approach and its components	Management Approach (pages 111)	-
	103-3	Evaluation of the management approach		-
Uni Systems Index		Customer satisfaction surveys / complaints	Our performance / Our goals (pages 111-115)	-

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
Establishing a healthy ecosystem of partners and a responsible supply chain				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 105-107)	-
	103-2	The management approach and its components	Management Approach (page 116)	-
	103-3	Evaluation of the management approach		-
GRI 308: Supplier Environmental Assessment 2016	308-1	Percentage of new suppliers evaluated based on environmental criteria		-
			Our performance / Our goals (pages 116-118)	-
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers evaluated on the basis of social criteria		-
Uni Systems Index		Annual evaluation of suppliers based on the Quality Policy		-
Providing IT and Communication Technology solutions, with an environmental and/or social impact				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 105-117)	-
	103-2	The management approach and its components	Management Approach (page 119)	-
	103-3	Evaluation of the management approach		-
Uni Systems Index		Projects with environmental and social impact	Our performance / Our goals (pages 119-121)	-
Ensuring quality, infrastructure security, data protection and operational continuity				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 105-107)	-
	103-2	The management approach and its components	Management Approach (pages 121-122)	-
	103-3	Evaluation of the management approach		-
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Our performance / Our goals (pages 122-124)	-
Uni Systems Index		System availability rate		-
Ensuring business ethics and regulatory compliance				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 105-107)	-
	103-2	The management approach and its components	Management Approach (pages 124-125)	-
	103-3	Evaluation of the management approach		-
GRI 205: Anti-Corruption 2016	205-3	Confirmed incidents of corruption and actions taken		-
GRI 206: Anti-competitive behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Our performance / Our goals (page 125)	-
GRI 419: Socioeconomic Compliance 2016	419-1	Non-compliance with socio-economic laws and regulations		-

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
Strengthening employment (e.g. through job creation) and halting brain drain				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 105-107)	-
	103-2	The management approach and its components	Management Approach (pages 125-126)	-
	103-3	Evaluation of the management approach		-
GRI 401: Employment 2016	401-2	Benefits offered to full-time employees which are not offered to temporary or part-time employees	Our performance / Our goals (pages 126-128)	-
Providing continuing education, certification and employee development				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 105-107)	-
	103-2	The management approach and its components	Management Approach (pages 128-129)	-
	103-3	Evaluation of the management approach		-
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Our performance / Our goals (pages 129-131)	-
	404-3	Percentage of employees receiving regular information on the performance and development of their careers		-
Ensuring the health, safety and well-being of employees				
GRI 103: Management Approach 2016 - 2018	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 105-107)	-
	103-2	The management approach and its components	Management Approach (page 132)	-
	103-2	The management approach and its components		-
	103-3	Evaluation of the management approach		-
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system		-
	403-2	Risk Identification, Risk Assessment and Incident Investigation		-
	403-3	Occupational health services		-
	403-4	Employee participation, consultation and communication on issues related to health and safety at work	Our performance / Our goals (page 133)	-
	403-5	Training of employees on health and safety at work		-
	403-6	Promoting employee health		-
	403-7	Prevention and mitigation of health and safety effects at work directly linked to business relationships		-
	403-8	Employees covered by the Health and Safety at Work Scheme		-

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
Reducing energy consumption and greenhouse gas emissions				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 105-107)	-
	103-2	The management approach and its components	Management Approach (pages 134)	-
	103-3	Evaluation of the management approach	Our performance - Our goals (pages 134-137)	-
GRI 302: Energy 2016	302-1	Energy consumption within the organization		The company does not have all the required information, however for 2020 it is in the process of gathering all the required data to fully cover the disclosure.

MATERIAL ISSUES - iSquare

Creating financial value / financial performance of the company

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 145-146)	-
	103-2	The management approach and its components	Management Approach (pages 149)	-
	103-3	Evaluation of the management approach		-
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Our performance / Our goals (pages 149-151)	-

Establishing the use and dissemination of the experience of Apple products on the market

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 145-146)	-
	103-2	The management approach and its components	Management Approach (page 151)	-
	103-3	Evaluation of the management approach		-
iSquare Index		Customer satisfaction surveys / complaints	Our performance / Our goals (pages 151-152)	-

Creating a healthy ecosystem of partners

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 145-146)	-
	103-2	The management approach and its components	Management Approach (page 153)	-
	103-3	Evaluation of the management approach	Our performance / Our goals (pages 154)	-
iSquare Index		Training in Apple Masters		-

Providing technology products, with an environmental and/or social impact

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 145-146)	-
	103-2	The management approach and its components	Management Approach (pages 154-155)	-
	103-3	Evaluation of the management approach		-
iSquare Index		Providing innovative technology products, with an environmental and/or social impact	Our performance / Our goals (page 155)	-

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
Ensuring quality, infrastructure security, data protection and operational continuity				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 145-146)	-
	103-2	The management approach and its components	Management Approach (page 156)	-
	103-3	Evaluation of the management approach		-
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Our performance / Our goals (pages 156-157)	-
ISquare Index		System availability rate		-
Ensuring business ethics and regulatory compliance				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 145-146)	-
	103-2	The management approach and its components	Management Approach (page 157)	-
	103-3	Evaluation of the management approach		-
GRI 205: Anti-Corruption 2016	205-3	Confirmed incidents of corruption and actions taken		-
GRI 206: Anti-competitive behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Our performance / Our goals (pages 157-158)	-
GRI 419: Socioeconomic Compliance 2016	419-1	Non-compliance with socio-economic laws and regulations		-
Protecting human rights at work (e.g. equal opportunities, diversity, elimination of forced labor, etc.)				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 145-146)	-
	103-2	The management approach and its components	Management Approach (page 158)	-
	103-3	Evaluation of the management approach		-
GRI 406: Non-Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	Our performance / Our goals (page 158)	-
Strengthening employment (e.g. through job creation) and halting brain drain				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 145-146)	-
	103-2	The management approach and its components	Management Approach (pages 159)	-
	103-3	Evaluation of the management approach		-
GRI 401: Employment 2016	401-1	Total number of recruitments and mobility index	Our performance / Our goals (pages 159-161)	The age groups used by the company internally to monitor this information are listed below.

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
Ensuring the health, safety and well-being of employees				
GRI 103: Management Approach 2016 - 2018	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 145-146)	-
	103-2	The management approach and its components	Management Approach (pages 162-163)	-
	103-3	Evaluation of the management approach		-
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system		-
	403-2	Risk Identification, Risk Assessment and Incident Investigation		-
	403-3	Occupational health services		-
	403-4	Employee participation, consultation and communication on issues related to health and safety at work	Our performance / Our goals (page 163)	-
	403-5	Training of employees on health and safety at work		-
	403-6	Promoting employee health		-
	403-7	Prevention and mitigation of health and safety effects at work directly linked to business relationships		-
	403-8	Employees covered by the Health and Safety at Work Scheme		-

MATERIAL ISSUES - ACS

Creating financial value / financial performance of the company

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 173-175)	-
	103-2	The management approach and its components	Management Approach (pages 177)	-
	103-3	Evaluation of the management approach		-
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Our performance / Our goals (pages 177-178)	-

Providing services that contribute to meeting the daily communication and transport needs, with speed, security and reliability, throughout the Greek territory and abroad

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 173-175)	-
	103-2	The management approach and its components	Management Approach (pages 179-180)	-
	103-3	Evaluation of the management approach		-
ACS Index		Estimated effect of the new services for ACS within the next three years	Our performance / Our goals (pages 180-183)	-
ACS Index		Customer satisfaction surveys / complaints		-

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
Creating a healthy ecosystem of agents				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 173-175)	-
	103-2	The management approach and its components	Management Approach (page 183)	-
	103-3	Evaluation of the management approach		-
ACS Index		Amount of delivery supplies divided by the amount of store receipt supplies.	Our performance / Our goals (page 184)	-
ACS Index		Infrastructure and operations for the organization/operation of stores		-
Ensuring business ethics and regulatory compliance				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 173-175)	-
	103-2	The management approach and its components	Management Approach (pages 184-185)	-
	103-3	Evaluation of the management approach		-
GRI 205: Anti-Corruption 2016	205-3	Confirmed incidents of corruption and actions taken		-
GRI 206: Anti-competitive behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Our performance / Our goals (page 185)	-
GRI 419: Socioeconomic Compliance 2016	419-1	Non-compliance with socio-economic laws and regulations		-
Ensuring quality, infrastructure security, data protection and operational continuity				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 173-175)	-
	103-2	The management approach and its components	Management Approach (page 186)	-
	103-3	Evaluation of the management approach		-
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Our performance / Our goals (pages 186-188)	-
ACS Index		System availability rate		-
Ensuring the health, safety and well-being of employees				
GRI 103: Management Approach 2016 - 2018	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 173-175)	-
	103-2	The management approach and its components	Management Approach (page 189)	-
	103-3	Evaluation of the management approach		-
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Our performance / Our goals (pages 189-190)	-
	403-2	Risk Identification, Risk Assessment and Incident Investigation		-

GRI STANDARD	DISCLOSURE	SECTION/PAGE OF REPORT	OMISSIONS	EXTERNAL ASSURANCE
Ensuring the health, safety and well-being of employees				
GRI 403: Occupational Health and Safety 2018	403-3	Occupational health services		-
	403-4	Employee participation, consultation and communication on issues related to health and safety at work		-
	403-5	Training of employees on health and safety at work	Our performance / Our goals (pages 189-190)	-
	403-6	Promoting employee health		-
	403-7	Prevention and mitigation of health and safety effects at work directly linked to business relationships		-
	403-8	Employees covered by the Health and Safety at Work Scheme		-
Providing continuing education, certification and employee development				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 173-175)	-
	103-2	The management approach and its components	Management Approach (page 190)	-
	103-3	Evaluation of the management approach		-
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee		-
	404-3	Percentage of employees receiving regular information on the performance and development of their careers	Our performance / Our goals (pages 190-191)	-
Reducing energy consumption and greenhouse gas emissions				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 173-175)	-
	103-2	The management approach and its components	Management Approach (pages 191-193)	-
	103-3	Evaluation of the management approach		-
GRI 305: Emissions 2016	305-1	Direct greenhouse emissions (Scope 1)		-
	305-2	Indirect greenhouse emissions (Scope 2)		-
	305-3	Other indirect greenhouse gas emissions (Scope 3)	Our performance / Our goals (pages 193-198)	-
	305-4	Intensity of greenhouse gas emissions		-
GRI 303: Water 2016	303-1	Water pumping sources		-
GRI 306: Effluents and waste 2016	306-2	Waste by type and method of disposal		-
Participating in large-scale public benefit activities				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materiality Analysis (pages 173-175)	-
	103-2	The management approach and its components	Management Approach (pages 198-199)	-
	103-3	Evaluation of the management approach		-
ACS Index		Number of shipments to social organizations	Our performance / Our goals (pages 199-201)	-

ANNEX 6

ESG 2019 Athens Stock Exchange Information Disclosure Guide

ESG Index Table

External Assurance undertaken for all indicators

ESG categorization	ID	Index Name	Page Report				
			Group	Info Quest Technologies	Uni Systems	iSquare	ACS
CORE METRICS							
Environment	C-E1	Direct emissions (Scope 1)	62	97	134	164	193
	C-E2	Indirect emissions (Scope 2)	62	97	134	164	193
	C-E3	Energy consumption within the organization	62	97	134	164	193
Society	C-S1	Female employees	45	90	126	159	188
	C-S2	Female employees in management positions	45	90	126	159	188
	C-S3	Turnover Rates	41	90	126	159	188
	C-S4	Employee Training	53	90	126	159	188
	C-S5	Human rights policy	44	90	126	158-159	188
	C-S6	Collective bargaining agreements	45	90	126	159	188
Corporate Governance	C-G1	Sustainability Oversight	30	67	101	141	169
	C-G2	Business ethics policy	32	89	124	157	184
	C-G3	Data security policy	33	88	122	156	186
ADVANCED METRICS							
Environment	A-E1	Other indirect emissions (Scope 3)	n/a	n/a	n/a	n/a	193
	A-E2	Risks and opportunities related to climate change	61	95	134	164	191
Society	A-S1	Stakeholder Engagement	23	71	105	145	173
	A-S2	Employee training expenditure	53	90	126	159	190
	A-S3	Gender Pay Gap	45	90	126	159	188
	A-S4	CEO - Employee Pay Ratio	45	90	126	159	188
	A-S5	Sustainable Product Revenue	39	87	119	155	n/a
Corporate Governance	A-G1	Business model	20	68	102	142	170
	A-G2	Materiality	26	71	105	145	173
	A-G3	ESG targets	10, 206	10, 206	10, 206	10, 206	10, 206
	A-G4	Variable Pay	49	90	126	159	188
	A-G5	External assurance	4, 232	4, 232	4, 232	4, 232	4, 232

ESG categorization	ID	Index Name	Page Report				
			Group	Info Quest Technologies	Uni Systems	iSquare	ACS
SECTOR SPECIFIC METRICS							
Environment	SS-E1	Emissions Strategy	61	61	61	61	61, 191
	SS-E8	Critical Materials	61	n/a	n/a	n/a	n/a
Society	SS-S2	Customer Privacy	n/a	n/a	n/a	n/a	186
	SS-S4	Labor Law Violations	45	90	126	158-159	188
	SS-S5	Data Security and Privacy Fines	34	88	122	156	186
	SS-S8	Customer satisfaction	31	80	111	151	180
	SS-S9	Customer Grievance Mechanism	31	80	111	151	180
Corporate Governance	SS-G1	Business ethics violations	33	89	125	157	185
Data Coverage			>95%				

ANNEX 7

[ESG A-G5 Index]

INDEPENDENT EXTERNAL AUDIT REPORT



To: QUEST Holdings SA Management

1. Object of the External Audit of the Sustainable Development Report

QUEST Holdings SA (hereinafter referred to as QUEST Holdings) appointed TUV HELLAS (TÜV NORD) SA (hereinafter referred to as TÜV HELLAS) with the external limited scope audit of the data presented in the Corporate Responsibility and Sustainability Report, which covers the period from 1/1/2020 to 31/12/2020. **QUEST Holdings**, a parent company of the QUEST Group, has its registered offices in Greece, at 2A Argyroupoleos Street, 176 76, Kallithea and has been listed on the Athens Stock Exchange since 1998. In this Report, published data apply to the following companies of the QUEST Group: **Info Quest Technologies, Uni Systems, iSquare** and **ACS**.

The scope of the work consists of the following:

- A. To perform an Application Level Check according to the GRI Sustainability Reporting Standards (**GRI Standards**), regarding the Sustainable Development Report of **QUEST Holdings** for the year 2020, with a view to confirming compliance with the requirements of the «**CORE**» level of application of GRI Standards, as well as checking the accuracy of the claims mentioned in GRI 404-1 «Training».
- B. To check the accuracy of the claims regarding the «Customer Satisfaction» index for **Info Quest Technologies, Uni Systems, iSquare** and **ACS**.
- C. The verification of the accuracy of the claims regarding the coverage of specific basic, advanced and sectoral indicators of the **ATHEX 2019 ESG Information Disclosure Guide**, as follows:

C1. For **QUEST Holdings**, the accuracy of the claims concerning the level of achievement of indicators C-E1, C-E2, C-E3, C-S1, C-S2, C-S3, C-S4, C-S5, C-S6, C-G1, C-G2, C-G3, A-E2, A-S1, A-S2, A-S3, A-S4, A-S5, A-G1, A-G2, A-G3, A-G4, A-G5, SS-E8, SS-S4, SS-S5, SS-S8, SS-S9, SS-G1, SS-E1

C2. For **Info Quest Technologies**, the accuracy of the claims concerning the level of achievement of indicators C-E1, C-E2, C-E3, C-S1, C-S2, C-S3, C-S4, C-S5, C-S6, C-G1, C-G2, C-G3, A-E2, A-S1, A-S2, A-S3, A-S4, A-S5, A-G1, A-G2, A-G3, A-G4, A-G5, SS-E8, SS-S4, SS-S5, SS-S8, SS-S9, SS-G1, SS-E1

C3. For **Uni Systems**, the accuracy of the claims concerning the level of achievement of indicators C-E1, C-E2, C-E3, C-S1, C-S2, C-S3, C-S4, C-S5, C-S6 were verified, C-G1, C-G2, C-G3, A-E2, A-S1, A-S2, A-S3, A-S4, A-S5, A-G1, A-G2, A-G3, A-G4, A-G5, SS-E8, SS-S4, SS-S5, SS-S8, SS-S9, SS-G1, SS-E1

C4. For **iSquare**, the accuracy of the claims concerning the level of achievement of indicators C-E1, C-E2, C-E3, C-S1, C-S2, C-S3, C-S4, C-S5, C-S6, C-G1, C-G2, C-G3, A-E2, A-S1, A-S2, A-S3, A-S4, A-S5, A-G1, A-G2, A-G3, A-G4, A-G5, SS-E8, SS-S4, SS-S5, SS-S8, SS-S9, SS-G1, SS-E1

C5. For **ACS**, the accuracy of the claims concerning the level of achievement of indicators C-E1, C-E2, C-E3, C-S1, C-S2, C-S3, C-S4, C-S5, C-S6, C-G1, C-G2, C-G3, A-E1, A-E2, A-S1, A-S2, A-S3, A-S4, A-G1, A-G2, A-G3, A-G4, A-G5, SS-E8, SS-S2, SS-S4, SS-S5, SS-S8, SS-S9, SS-G1, SS-E1

D. To check the level of coverage of the requirements of the **AA1000AP (2018)** guide on the Responsibility Principles as defined and analyzed in that guide (Inclusivity, Materiality, Responsiveness and Effect). The check was performed based on the provisions of the **AA1000AS v3 (Type 2 Check-Medium Level) Guide**

The limited scope check, as defined by the above object of the work, concerns the Sustainable Development Report of **QUEST Holdings** for the year 2020 and was carried out based on the GRI Standards matching table developed by **QUEST Holdings** in the Sustainable Development Report in order to confirm compliance with the requirements of the «**Core Level**» of the **GRI Standards** and the requirements of **AA1000AP (2018)**.

2. Work Implementation Criteria

The external audit carried out was based on the verification of compliance with the instructions set out in the standards:

A. GRI Standards (Core Level)

B. AA1000AP (2018)

C. ATHEX 2019 Information Disclosure Guide

In order to verify compliance with the requirements of **AA1000AP (2018)**, the provisions of the **AA1000 Assurance Standard (AA1000AS v3)** guide were followed. More specifically, the requirements for the external «medium» type 2 audit were applied, according to which the level of compliance of the Responsibility Authorities was checked, based on the provisions of **AA1000AP (2018)**, while at the same time the reliability and quality of performance information on sustainable development were checked, based on a basic limited scope sampling.

3. Work Implementation Methodology

On the basis of compliance with the criteria of paragraph 2 and in order to reach conclusions, the external audit team of **TÜV HELLAS** followed (indicatively and not restrictively) the following procedures:

- The procedures followed by **QUEST Holdings** to identify and determine the important sustainability issues to be included in the Sustainable Development Report were examined.
- Interviews with selected executive officers of **QUEST Holdings** that are responsible for Sustainable Development issues were conducted in order to comprehend the current situation of Sustainable Development activities and the progress made during the reference period.
- The approach followed by **QUEST Holdings** to interact with stakeholders was examined through interviews with executives responsible for the communication with the stakeholders at company level and by means of reviewing selected documents.
- The data shown in all the indicators of the report were reviewed (referred to in par. 1), in relation to the findings from the aforementioned steps. In addition, the methodologies and practices for obtaining the results were reviewed and a cross-check was carried out on the reliability and quality of the indicators mentioned in the report. These checks consist (among others) of the following:
 - Understanding of the quality management and results collection processes regarding the indicators under consideration
 - Review of the planning of processes, systems and audit concerning the reliability and quality management of information
 - Sampling of administrative practices and operational control, as well as how to collect data to ensure completeness and accuracy of claims.
 - Maintaining the correct documentation for all of the above audits.

Note: interviews with **QUEST Holdings** executives were conducted by teleconferencing due to COVID-19 limitation measures.

4. Restrictions

The scope of the review was limited to the activities of **QUEST**

Holding units in Greece. No visits and interviews took place in respect of the stakeholders of **QUEST Holdings**. In case of any discrepancy between the Greek and the English version of the Sustainable Development Report the Greek Text shall prevail.

5. Company and External Audit Body Responsibilities

The **QUEST Holdings** Sustainable Development Team undertakes the responsibility to collect data and information and statements to be included in the Sustainable Development Report. The audits carried out in the context of the object of the work (paragraph 1) do not represent the opinion of TÜV HELLAS regarding the quality of the Sustainable Development Report and its contents.

TÜV HELLAS undertakes to reach independent conclusions on the issues as defined in the scope of the project and according to the letter of engagement. The work was carried out in such a way so that TÜV HELLAS can present to the QUEST Holdings Managers those issues referred to in this report and for no other purpose.

6. Conclusions-Proposals

Based on the subject-matter of the work (paragraph 1) and in the context of the external audit procedures followed by **TÜV HELLAS** the conclusions are as follows:

A. Accuracy and completeness of the (qualitative and quantitative) data related to the verification of the level of application and accuracy of the claims of all the indicators of the Report related to the GRI Standards.

- No information arising out of the review conducted has come to the attention of **TÜV HELLAS** that would make us reach the conclusion that the Report does not meet the GRI Standards requirements option **“CORE” (In accordance)**, as illustrated in the GRI Standards Table of Contents of the Report.
- There was no issue that came to the attention of **TÜV HELLAS** that would lead to the conclusion of incorrect data collection or transfer regarding the claims made in GRI 404-1 “Training” for **QUEST Holdings**
- There was no issue that came to the attention of **TÜV HELLAS** that would lead to the conclusion of incorrect data collection or transfer regarding the claims made in the Customer Satisfaction Index for **Info Quest Technologies, Uni Systems, iSquare** and **ACS**.
- There was no issue that came to the attention of **TÜV HELLAS** that would lead to the conclusion of incorrect data collection or transfer regarding the claims made in the indicators of ATHEX’s 2019 ESG Information Disclosure Guide referred to in paragraph 1, points C.1., C.2, C.3, C.4, of this report.

B. Compliance with the Responsibility Principles (“Inclusivity”, “Materiality”, “Responsiveness” and “Effect”) compared to the criteria prescribed by AA1000AP (2018).

Inclusivity: Including Stakeholders in the discussion on Sustainability

- No issue was brought to our attention that could lead us to the conclusion that major stakeholder groups were excluded from the consultation processes, or that **QUEST Holdings** has not applied the Inclusivity Principle when developing its approach to sustainable development.



Materiality: Focusing on the material issues related to Sustainability

- No issue was brought to our attention that could lead us to believe that the approach followed by **QUEST Holdings** to determine the material issues does not represent a comprehensive and balanced understanding of the sustainable development issues.

Responsiveness: Responding to the needs and expectations of the stakeholders

- No issue was brought to our attention that could lead us to the conclusion that **QUEST Holdings** has not responded promptly and appropriately, through decisions and actions, to the needs and expectations arising from the material sustainable development issues.

Effects: Effect of the company's activities on the wider ecosystems

- No issue was brought to our attention that could lead us to the conclusion that **QUEST of Holdings** has not understood and handled the direct and indirect effects on the wider ecosystems arising from the material sustainable development issues.

There was no **factor present within TÜV HELLAS** 's understanding that would lead to the conclusion of incorrect (quantitative and qualitative) data collection or transfer regarding the claims made concerning compliance with the Responsibility Principles, as set out in **AA1000AP (2018)**. Moreover, no issue was brought to the attention of **TÜV HELLAS** that could lead to questioning the reliability and quality of performance indicators related to the Responsibility Principles.

During the audit, there were no issues leading to improvement proposals.

7. Declaration of impartiality and independence of the external audit team

TÜV HELLAS declares its impartiality and independence in relation to the external audit of the Sustainable Development Report of **QUEST Holdings**. **TÜV HELLAS** has not performed any project with **QUEST Holdings** and had no cooperation of any kind with the stakeholders that could put in jeopardy the independence or impartiality of the findings, the conclusions or recommendations.

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

Athens, 2 June 2021
For **TÜV HELLAS (TÜV NORD) SA**

Nestor Paparoupas
Sustainability/Corporate Social Responsibility
Product Manager



