QUEST FOR EXCELLENCE

SUSTAINABLE DEVELOPMENT REPORT 2018

Quest GROUP

Quest HOLDINGS

2018
QUEST FOR
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Sustainable
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The growth and development of the Group have as a driving force its values and its people, starting with the principles of sustainable development. The creation of value through business excellence is the central core of the Quest Group's philosophy and strategy and governs the way in which the Group's companies operate and grow.

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About this Report

This Report is the 5th 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 key issues of sustainable development for the period 1.1.2018 - 31.12.2018. The previous report of Quest Group was issued in June 2018 and covered the period 1.1.2017 - 31.12.2017.

The Report has been prepared in accordance with the core option of Global Reporting Initiative (GRI standards), and has received external assurance (see page 106).

In this Report it was chosen to disclose information about Group companies with a total turnover exceeding 10% of the consolidated turnover over the last three years. Accordingly, Info Quest Technologies, Uni Systems, iSquare and ACS are included, while Quest on Line, iStorm, Cardlink and Quest Energy are not included.

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 are very grateful to the Department of Climate Change Services and Sustainable Development of of EY Greece for the cooperation and support it provided in the context of the Sustainable Development Report 2018.

GRI 102-50 GRI 102-51 GRI 102-52 GRI 102-53 GRI 102-54 GRI 102-56

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Chairman's Message

Our efforts to transform the Quest Group into a "great" organization show that our employees embraced them, serving this vision with enthusiasm, consistency and systematic work during 2018.

We have maintained and strengthened our position in almost all of our markets, we have made significant investments, mainly in the energy sector, we have reached € 500 million turnover with a 14% increase compared to 2017, we have improved our net profitability by 59%, we have significantly strengthened our cash reserves and returned to our shareholders 12% higher capital.

In 2018 we welcomed 170 new employees, most of them highly qualified. At the same time, we have intensified our investment in attracting and developing talent, continuing education and modern management methods in a quality work environment. We are proud to have contributed 1,750 "good" jobs to the Greek economy and society and paid employee remuneration and contributions of approximately € 68 million.

The absolute commitment to regulatory compliance, with particular emphasis on data protection issues, the application of modern corporate governance principles, the adoption of sustainable development principles, and their integration into our development strategy, constituted key priorities for 2018.

At the same time, understanding the importance of ambiguity for the successful transformation of modern businesses, we have sought both the continuous enhancement of knowledge and innovation, as well as the improvement of efficiency and the achievement of business excellence.

Our effort to transform from "good" to "great" Organization will continue and intensify. In 2019 we will continue to implement our development strategy with the following main objectives:

- Further strengthening the competitive position of our Group companies as well as entering new activities and markets.
- The implementation of significant investments mainly in the areas of courier services and energy.
- Continuing to attract talent and develop our employees.
- Strengthening innovation and implementing digital transformation.
- Continuing to increase our financial performance as well as improving the Group's KPIs.
- Unconditional compliance with regulatory compliance.
- Strengthening sustainable development actions and adopting good corporate governance practices.

It goes without saying that all of our efforts will continue to be based on the work of the members of the Board of Directors, the executives and the employees of our companies, whom I greatly thank for their dedication to the Group's goals over time. Our Group will continue to make a substantial contribution to the rebuilding of the Greek economy and society and we all commit ourselves to pursuing excellence in all its activities.

Theodoros Fessas
Board Chairman Quest Holdings

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Message from the Chairman of the CSR and Sustainable Development Committee

The Sustainable Development Report for 2018 is the fifth consecutive report on our Group's actions and presents the performance of our sustainable development activities that reaffirm our commitment to stakeholders and society in general.

In the past year, the Group presented significant results in all areas of sustainable development, focusing on the key issues, which are the cornerstone of responsible entrepreneurship for us, cultivating a spirit of optimism and trust in all stakeholders about the course of Our Group's companies. At the heart of our strategy is Sustainable Development and Responsible Entrepreneurship, synonymous concepts that we cultivate in all of our employees and furthermore consult with our stakeholders in order to meet their expectations.

For Quest Group, service and product development and innovation are the main components of the business model for growth. During the past year, the Group has systematically focused on sustainable development with the following strategic issues:

- Boosting innovation with a series of actions and integrating it into the strategy and corporate culture of each company.
- The Digital Transformation of the Group's companies based on the changes that are taking place both at the technological level and at the level of the evolution of the business models.
- Enhancement of Risk Management procedures according to the guidelines of the standard ISO 31000.
- Compliance with the EU General Data Protection Regulation 2016/679, which is continuously upgraded and updated according to the needs of each company.

At the same time Quest Group continues its actions:

- For the workplace, the establishment of assessment procedures, attracting and developing talent, so as to ensure stability and successful performance and succession in the work structures of the Companies.
- For environmental protection, the assessment of the carbon footprint of the activity of ACS, so its operation is even more effective and environmentally friendly.
- For Society as a whole, the continued actions concerning startup entrepreneurship with IQbility and strengthening quality education in our country.

The Group employs more than 1,700 employees, providing advanced infrastructure and systems alongside a healthy and comfortable work environment that enhances and employs employees' knowledge and skills through continuous education, training and orientation towards new systems, activities and ideas.

With the vision for Sustainable Development consisting of "Technology, Innovation, Entrepreneurship" and being firmly established in Greece, we continue our work with optimism, while at the same time we pursue the international orientation of our operations on an even greater scale.

Eftychia Koutsoureli
Vice Chairwoman of the Board of Directors Quest Holdings
Chairman of the Quest Group's CSR and Sustainable Development Committee

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Message of the Chief Executive Officer

In 2018 Quest Group had a positive track record, continuing the good course of recent years. By working as a team, with good planning and systematic effort, we have achieved a double-digit growth in our revenue and our net profits and we improved the profit margins of net profits.

At the same time, in 2018, we have made significant new developmental investments, while creating the conditions for new investments, continuing the good practice of returning equity to our shareholders and increasing the number of jobs.

Our Group in 2018 proceeded to the following actions / achievements in achieving its goals and priorities:

- It achieved + 14% increase in sales, and a significant increase of + 59% in net profit.
- It has achieved a significant improvement in its net cash and liquidity by approximately € 30 million, which will facilitate new investments.
- It has implemented significant investments mainly related to the development of renewable energy operations amounting to € 20 million (including net borrowing).
- It succeeded in eradicating Cardlink by cutting its net debt by € 10 million and renewing its deal with the banks for the 5 years' period 2020-2024.
- It returned to shareholders € 4.5 million (cash or € 0.38 / share) + 12% higher than 2017.
- It overcame the extraordinary negative impact of retroactive copyright charges of € 1.4 million as well as the loss of revenue and earnings of Briq ~ € 0.5m. which in mid-2017 was split by the Group.
- It continued and expanded its actions on training and development of its personnel and executives, alongside their effective targeting and the promotion of their talent.

In 2019, Quest Group will continue to implement its business plans by focusing on the sustainable development of its activities, targeting increase in revenue, controlling operating costs, managing-limiting risks, improving operating cash flows and implementing its Strategic and Business Plans.

Quest Group's main goals and priorities for 2019 are as follows:

- To maintain and increase its financial figures and operational profitability from all activities.
- To achieve greater growth in specific activities, both through operational development as well as by acquiring companies in Greece and abroad.
- The implementation of significant development investments of more than € 20 million in areas the Group is already active and further development is expected
- The gradual de-investment in low performing assets.

In addition, by paying particular attention over time in the development of the Group's Human Resources, the goal for 2019 is the implementation of new programs for attracting and promoting talent.

Finally, it is our constant goal to maintain and reinforce the social contribution of our Group.
In this Report we present our efforts to improve in all important issues of Sustainable Development for 2018 and the basic developmental plans for 2019. 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 people and to become a solid value to the society in all important issues.

Apostolos Georgantzis
CEO of Quest Holdings

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	1981	1982	1983	1987	1992	1993
Technology	Founding of Info-Quest as the first PCs appeared in the International Market	Info-Quest: The first Super Micro computer in Greece. Distributor of the first computer parts firms in the Market	The first Stand Alone Personal Computers I n Greece	Emergence of the first Computer Networks		Launching of Mobile Telephony in Greece
Innovation			Info-Quest: Tulip PC one of the first personal computers with Microsoft DCS software and Intel processor Info-Quest: Introduced the first dot matrix printers by Star Micronics		Info-Quest: Quest PC, the first organized PCs production line in Greece according to international standards	Q-Phone: Developed Mobile Telephony Services as Service Provider Info-Quest: Developed CRM Business Applications for Mobile Telephony
Entrepreneurship			Development of the Commercial Network of Distributors of IT products across Greece Development of Technical Support Department for Services to the IT market	Incorporation of COM-QUEST to represent Compaq Representation of other firms	Cooperation with international software and hardware firms (Microsoft, SCO, SUN)	Incorporation of Q-Phone. Merger with Palmaphone, which in 1998 established Unifon, the largest private Telecommunications provider in Greece

	1995	1996	1997	1998	1999	2000
Technology	The first Internet Services in Greece					B2B and B2C Services Development Telecommunications Liberalization
Innovation	Hellas on Line: Developed Private Internet Network and Services	Info-Quest: The first Greek IT company to have ISO 9001 certification for Order Management, Production and Technical Support	Decision: Business Applications Development		Info-Quest: Completed Applications for the Athens Exchange System central system and the full functioning of Derivatives Exchange	Info Quest: Launched the QoL B2B, the first Integrated B2B Services Network in Greece with fully automated processes and interface with Enterprise Resource Planning Integrated Management System (ERP/SAP) Decision: Development of innovative Business Applications (Web enable CRM/HR)
Entrepreneurship	Takeover of Hellas On Line, which later was transformed into one of the largest ISPs in the Greek market		Acquisition of Decision SA, Software Applications	Listing of Info-Quest AEVE on the Athens Stock Exchange Acquisition of ACS, the leading company in the Courier services market		

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2001	2002	2003	2005	2006	2007
Technology					
	Launching of Fixed Telephony Services by Private Providers	Wireless Access and Telecommunications Virtualization Technologies		Development of e-Commerce	Apple introduced iPhone, the first Smartphone, a combination of telephony and Internet services
Innovation					
	Q Telecom: Developed the First Private Owned Network for Mobile and Fixed Telephony Services	Info-Quest: Provided to the Greek market new pioneering technologies of remote access in Business Applications the Greek market (Application Delivery)	Info-Quest: Developed e-Commerce Services with fully automated processes and ERF/SAP real time connection	Quest Energy: Development of Photovoltaic and Wind-energy Parks	Uni Systems: Acquisition and Creation of the largest Integrated Solutions provider in Greece, which had a new corporate identity after the merger of: Info-Quest Business Unit, Decision and Uni Systems ACS: Implementation of ACS Connect, a new, innovative solution for on-line and real time customer interface
Entrepreneurship					
Incorporation of Q Telecom, the fourth mobile operator in Greece			Sale of Q Telecom, with the subscription being 10% of the market	Founding of Quest Energy for Energy production from Renewable Sources Launching of You.gr and establishing the U stores network all across Greece	Acquisition of Uni Systems, a company founded in 1964 under another legal form

2008	2009	2010	2011	2012	2013
Technology					
		The first Cloud services appeared in the Greek market		Cloud Infrastructure Development in the Greek Market	Liberalization of Postal Services
Innovation					
Uni Systems: Created a Data Center for the provision of hosting services (Hosting) to major customers ACS: Introduced new innovative IT services by using online mobile PDA terminals		Info Quest Technologies: First Cloud services to provide Office Applications by Microsoft in the Greek market Uni Systems. Uni Cloud, Launching of Cloud IaaS, PaaS and SaaS Services	ACS Web Business Tools, innovative web tools for customer interface through the ACS electronic platform Info Quest Technologies: Developed a wide range of private products under the brand name of Bitmore	Info Quest Technologies: Added Value Services in product distribution	ACS: Provided new upgraded ACS-ABP postal services info Quest Technologies: Q Cloud, development of innovative Infrastructure to provide Cloud services in the market
Entrepreneurship					
Uni Systems: Launch in the European Union	Founding of iSquare, Authorized Distributor of Apple products in Greece and Cyprus	iSquare: Developed Apple Premium Reseller (APR) network of stores, solely for Apple products iStorm: The first APR store for Apple products opens in Greece	Quest Holdings SA Conversion into a holding company and transfer of IT activities to Info Quest Technologies		Incorporation Uni Systems Turkey Establishment of IQbility, a startup incubator which assists New Innovative Enterprises iStorm: Became the largest APR retail chain in Greece, with 5 stores

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2014	2015	2016
Digital Disruption Technologies & Applications	Apple Watch marks Internet of Things applications	Marks the need for digital transformation
	Cardlink: Development of e-payment services ACS: Development of Smart Points network	Info Quest Technologies: Cloud Applications Uni Systems: Development of pioneering DevOps applications ACS: Development of Business Tools applications
Acquisition of 20% of Impact, engaged in e-Invoicing	Acquisition of Cardlink, a company that operates within the electronic markets Purchase of ACS building Decision to establish the Real Estate Investment Company SA (REIC) iSquare started distributing iPhone products in Greece and Cyprus	Expansion of iStorm in Cyprus Info Quest Technologies: Expansion of partnerships in the Mobility and IoT sector Uni Systems strengthens its position in the European Market Incorporation of BriQ Properties Real Estate Investment Company (REIC)

2017	2018
First Artificial Intelligence Applications in the market	Artificial Intelligence, Machine Learning & Big Data Applications
Info Quest Technologies: Q-Zone Cloud Retail SW for the small-medium market	Cardlink: Services for the retail market, BI - Cardlink Maitre, Cardlink Pulse ACS: ACS APP: Innovative Mobile App & new international e-Commerce services Uni Systems: Culture Map - Online applications for museums
BriQ Properties is listed on the Athens Exchange New investments by ACS amounting to €25 million	Major Investments in RES of €16m Founding of Uni Systems Italy Info Quest Technologies - Xiaomi expansion in the Cyprus Market Significant development of Info Quest Technologies in digital distribution (QuestonCloud) Second iStorm store in Cyprus

Quest Group
Vision for an Advanced World

Activity

Group Turnover **498.000**th. €
Increase Turnover **14,3**%
Turnover Abroad **16,6**%

Markets

Digital Technology
Postal Services
Green Energy

Human Capital

Employees **1.750**
New job positions **167**
Indirect jobs (concerns ACS) **2.500**
Total training hours **13.700**
Investing in education **350.300**€

Business Development Investments

Business Development and Digital Transformation Investments **4.300**th. €
% of sales **1,02**%

Direct Economic Impact

Employee Remuneration and Contributions **67.500**th. €
Taxes (including VAT) **60.556**th. €

Social Responsibility

Social Contribution **1.060**th. €*

Environmental Responsibility

Group Energy Efficiency Reduction (Turnover) **3,3**%
ACS Emission Reduction (deliveries) **4,8**%

*Commercial value

Dec 2018 Data

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Uni Systems, Integrated IT Solutions

iSquare, Authorized Distributor of Apple products

ACS, Courier & Postal Services

Cardlink, The largest payment network in Greece

Quest on Line, E-Commerce

iStorm, Apple Premium Reseller chain stores

Quest Energy, Renewable Energy Sources

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38YEARS TECHNOLOGY-INNOVATION -ENTREPRENEURSHIP

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Quest Group

Quest Group (or/and the "Group") is one of the largest, dynamically developing and financially sound Greek groups of companies. Quest Holdings, (or/and the "Company") the Group's parent company, is a société anonyme, founded in 1981 as Info-Quest Ltd; 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, during its 38-year course, the Group has associated its name with the development of the IT market as well as with the introduction and development of new technologies in Greece. Always setting high quality goals in place, its operation is based on the principles of sustainable development and driven by its values and people. Today, the Group operates in dynamically developing sectors of the economy, with specialized companies among the top companies, each in its field. More specifically, the Group operates:

- **In information and communications products and support services through the companies Info Quest Technologies SA, iSquare SA, iStorm SA.**
- **In e-commerce, through Quest Online SA.**
- **In the design, implementation and support of integrated IT projects through Uni Systems SA.**
- **In the management of electronic transactions through Cardlink.**
- **In the provision of courier and mail services through ACS SA.**
- **In the production of electricity from Renewable Energy Sources (RES) through Quest Energy SA.**

The Group operates in Greece, Cyprus, Belgium, Luxembourg, Italy and Romania with a local presence while Group services are being used in more than 30 countries of the European Union, including Belgium, Finland, Cyprus, Luxembourg, Romania, UK, Sweden, Germany, Estonia, France and the Netherlands. More specifically, as far as Cyprus is concerned, iSquare has a strong export activity in the country, iStorm maintains retail outlets, Info Quest Technologies is systematically expanding its operations in the country, while ACS is successfully developing both in Cyprus and in the Balkans.
Quest Group aims at constantly expanding its operations to new fields and markets. In 2018, the most significant events for the Group were the following:

- New investments of more than € 16 million (including net borrowing) in the renewable energy sector by the acquisition of photovoltaic plants by the 100% subsidiary "Quest Energeiaki Ktimatiki SA". At the end of 2018 the total power of the photovoltaic stations in operation of "Quest Energeiaki Ktimatiki SA" and its subsidiaries amounted to 12.7 MW.
- Significant expansion of foreign operations, focused on the main axis of Uni Systems, which specializes in IT services, as well as for iSquare and iStorm in Cyprus. More than 16% of the Group's turnover (over € 80 million) comes from its operations abroad.
- Created by Uni Systems a new branch in Milan, Italy.
- Acquisition by Uni Systems of the ACE ERP software business line by ACE Hellas SA, aiming at its further expansion into the public sector and the construction sector of the Greek market.
- Collaboration agreement between Uni Systems and Knowledge Broadband Services SA to create the Remote Development Center in Patras.
- Significant penetration of Info Quest Technologies in Cloud Distribution, as well as Mobility & Internet of Things.

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.

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The mission is accomplished through:

- **The provision of High-Quality Services to Customers**
- **Continuous search for business opportunities**
- **Constant 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**
- **Commit to a strong value system.**

Our Values

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 of behaviors 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.

Corporate Governance

Quest Holdings and the Quest Group as a whole, are governed and operate within a connective, flexible and fully structured framework of Corporate Governance, which is in compliance with Greek legislation.

The Corporate Governance of Quest Group reinforces transparency, the responsible operation of the Group's companies, the taking of important decisions in a collective manner, ensuring their sustainability and protecting the interests of Shareholders and Stakeholders.

Quest Holdings draws the strategy and sets forth the general guidelines, the policies and the principles governing the operation of all the subsidiaries.

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By applying the core principles of Corporate Governance, the company has set the following goals:

- **Transparency in management and responsible entrepreneurship.**
- **Disclosure of information to shareholders and their participation in key decision-making.**
- **Speedy decision-making and efficient administration**
- **Identification, recognition and mitigation of risks.**
- **Ensuring a quality work environment.**
- **Independent audit.**
- **Raising awareness of the human resources of companies on issues related to environmental protection and contribution to society in general.**

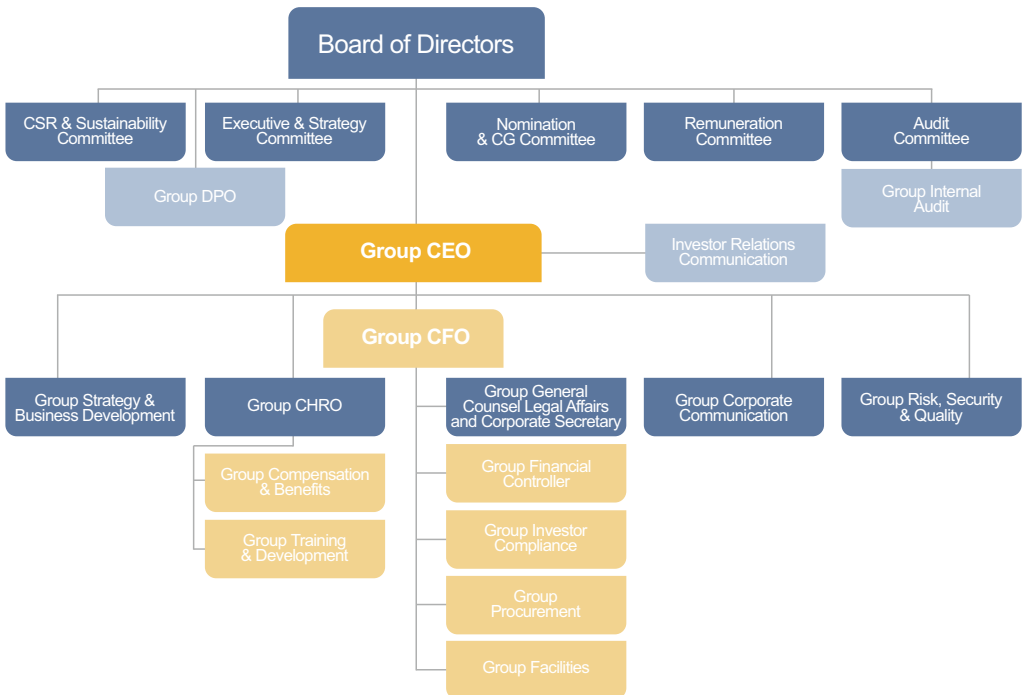
Quest Holdings conforms to the special practices prescribed by the Hellenic Corporate Governance Code (HCGC) for listed companies. Furthermore, it applies Internal Rules of Operation in accordance with the requirements of the law, as well as a special Internal Audit Regulation.
For more information, please refer to http://www.quest.gr/el/the-group/corporate-governance and to the Annual Financial Report 2018.

The Board of Directors is the supreme governing body of the Quest Holdings Group and is responsible for the administration of the company, the management of the company's assets and the achievement of the company's purpose. According to the company's Articles of Association, it consists of five (5) to nine (9) members that can be executive, non-executive and independent.

Quest Holdings Board of Directors 31/12/2018

Executive Members		Independent Non-Executive Members	
Th. Fessas	Chairman	**P. Tzortzakis**	Vice Chairman
E. Koutsoureli	Vice Chairwoman	**A. Tamvakakis**	
A. Georgantzis	CEO	**F. Tamvakakis**	
M. Bitsakos		**A. Papadopoulos**	
N. Lambroukos			

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



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Audit Committee

The main task of the Audit Committee is to provide support to the Board of Directors for the fulfillment of its supervisory responsibility towards the shareholders, the investing public and the stakeholders with the Company for the monitoring of:
- The completeness and correctness of all financial statements.
- The effectiveness and efficiency of internal control systems.
- The compliance with the applicable legal and regulatory regime, as well as with the Code of Conduct.
- The audit function of the internal audit work and the external auditors.
- The adequacy and effectiveness of all security policies, processes and safeguards in relation to the internal control system and risk management.
- The evaluation of the methods of the Group's companies for the identification and management of the most significant risks.

Committee on Corporate Social Responsibility and Sustainable Development

The Corporate Social Responsibility and Sustainable Development Committee is the supreme planning and strategy coordination body for CSR and Sustainable Development in all Group companies. It consists of three members, two Executive members and one Independent member: The Vice-Chairman of the BoD (executive) of Quest Holdings, President of the Committee, the CEO of Quest Holdings and an Independent Member of the Board of Directors. The CSR Committee is charged with the following:
1. Establishing CSR and Sustainable Development principles and integrating them into all Group activities.
2. Developing the Strategy and the Policy for Sustainable Development and submitting for approval to the Board of Directors.
3. Implementing in collaboration with the managers of the Group Companies a Sustainable Development action and budget planning and submitting it for approval to the Board of each company.
4. Defining Sustainable Development KPIs to evaluate results and monitor the effectiveness of Group and Company actions.
5. Participation in institutional bodies and representation of the Group in respect of Sustainable Development issues.
6. Informing the Board of Directors of Quest Holdings on Sustainable Development issues.

In addition, the Group operates a number of inter-company groups that meet regularly, aiming at better communication between the Quest Group Companies, the design and implementation of synergies and the implementation of development programs of common interest.

Quest Group Policies

The governance of the Quest Group and its subsidiaries is based on the Group Policies and the Standard Procedures. Policies express the basic guidelines of the Group's Corporate Governance, which apply to all subsidiaries and all employees and associates of the Group. They ensure that the Group conforms to the legal framework and that it properly incorporates the best practices in its operation and internal homogeneity. The Standard Procedures support the practical implementation of the Policies.
In 2018, 28 Policies were applied. 6 new Policies have been developed, 5 of which concern the Protection of Personal Data and a Collaboration Policy has been developed to improve the cooperation between the Group's companies. With the Collaboration Policy the parent Quest Holdings Company wishes to make the most of the experience and know-how of the companies, to the benefit of the Group as a whole, without however limiting the self-development of each company. For the best possible management of synergies within the Group, the companies' overall commitment to promoting the synergy culture and the use of cooperative practices among companies is required in order to achieve mutually beneficial results.
The main axes of the Policy Cooperatives are: Transfer of know-how and good practices, product and service procurement, exploitation of development opportunities and investments, common infrastructure and use of information. There are currently no policy effectiveness metrics. They are designed for 2019.

Also for 2019, the following policies are planned: Succession Policy, Talent Management Policy and Innovation Policy. Additionally, in 2019, after 3 years of implementation of the Corporate Governance model in the Group, a review is planned to incorporate improvements adapted to the new developments of both the Group's development and the business environment.

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Risk Management

Group companies systematically manage the risks that may arise in order to increase the certainty of achieving their objectives. They follow the Risk Management Policy and apply valuation and management procedures in accordance with the ISO 31000 standard, achieving the methodological investigation, analysis and management of the risks they identify.
The three most significant risks that have emerged at Group level are: Information security, personal data protection (GDPR) and financial risks. Each Group company has been assigned a 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.

In 2018, 193 risks of all categories and significance were recorded by all companies. A Risk Register was created for each and a Group Risk Register with the most significant risks from all companies.
The Risk Registers are approved by the Company's Boards of Directors and the Managements supervise the implementation of the risk mitigation measures that have been decided.
For the most important risks, companies designate Risk Owners, who are responsible for monitoring their containment measures and revisions when required.
The risk management methodology is frequently followed and for large projects or new partnerships undertaken by the Companies.

International Initiatives, Membership of Associations and Awards

Quest Holdings endorses the 10 Principles of the UN Global Compact for Human Rights, Labor, Environment and Anti-Corruption. The Company intends to join the GCNH - Global Compact Network Hellas, once it is established. At the same time, the management of the Group uses the UN's Global Sustainability Goals as a reference framework. Based on the Group's sustainability strategy, subsidiary companies analyze opportunities and risks related to their financial, social and environmental impact and form a strategic opinion on their management with specific actions, monitoring and evaluation.

Institutions and associations that Group joins

Participating in the business and developing affairs of the country is of strategic importance for the Quest Group. Its executives have been actively joining National Organizations and Associations that express opinions and influence the institutions in order to establish a modern and sustainable framework of entrepreneurship.

Institutions and associations that Quest Group joins

INSTITUTION - ASSOCIATION	JOINING COMPANY
SEV (Hellenic Federation of Enterprises)	Quest Holdings, ACS, Cardlink
SEPE (Federation of Hellenic Information Technology & Communications Enterprises)	Uni Systems
ACCI (Athens Chamber of Commerce & Industry)	Info Quest Technologies, Uni Systems, iSquare, iStorm, Cardlink, Quest on Line, ACS
Association of Societes Anonymes & LTD	Quest Holdings
ZEELE (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 (SDADE)	Uni Systems
CEO CLUB (The Chief Executive Officers Club)	iSquare / CEO
CSR Hellas	Quest Holdings
Hellenic Association of Entrepreneurs & LTD	ACS
Greece - China Business Council	ACS
GRECA (Greek eCommerce Association)	Cardlink, Quest on Line
IOBE	Cardlink
Association of Advertised Greece	Cardlink

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Quest Holdings Awards

In 2018, Quest Holdings, the parent company of the Group, received the following awards:

- Ethos Events and CHRIMA magazine: Chrima Business Awards, 1st Best Company Award MID & SMALL CAP.
- Impact BITE Awards 2018: "Life Achievement" Award for the contribution of Ms. Efi Koutsoureli in Information Technology in Greece - Boussias Communications and ELTRUN of the Athens University of Economics and Business.
- BRAVO Sustainable Development Awards 2018: Distinction in the "Bravo in Action" category for the Quest Group's Collaborative Initiative: NGOs for ACS and Educational Bodies for Info Quest Technologies, Uni Systems and iSquare Companies.
- Responsible Business Awards - Gold Award in the "Enhance Entrepreneurship" category for the IQbility initiative.
- Responsible Business Awards - Bronze Award for "Business Ethics - Corporate Governance".

Quest Group Subsidiaries

Quest HOLDINGS
Information Techonology

Info Quest TECHNOLOGIES

Info Quest Technologies, Information Technology Products and Services

Info Quest Technologies has been leading the Greek Information Technology market for 38 years, contributing to the modernization and digital transformation of businesses and consumers. It was founded in 1981 and constantly growing, it evolved to develop the Quest Group of Companies. The company continues its evolutionary path by investing dynamically in digital distribution of products and cloud services, e-commerce and mobility / IoT, creating added value for its partners, customers and suppliers. Info Quest Technologies is the largest gateway for the diffusion of new ICT technologies in the Greek market, combining the availability of a wide range of products and services through multiple alternative sales and service channels. The company collaborates with more than 200 leading international ICT firms, including IBM, HP, Apple, DellEMC, Lenovo, Microsoft, Cisco,

GRI 102-2 GRI 102-4 GRI 102-6 GRI 102-7 GRI 102-45

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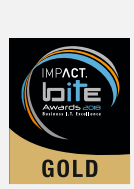
Symantec and Unify, and sells a wide range of private label technology products, Quest computers and the Bitmore product series. At the same time, it operates as an authorized service center of the largest manufacturers, and is amongst others one of the largest authorized service centers for Apple products.
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 e-commerce.
In the field of mobility and smart-connected devices, it is developing important activity, providing many choices to consumers. Since 2016, it distributes and supports in the Greek market Xiaomi products, one of the largest and most innovative manufacturers in the international market. Since 2017, the first Mi Store, a retail store exclusively with Xiaomi products, operates in Athens.
Finally, the Company systematically invests in providing Cloud solutions and services. It has developed the Cloud Services automation and distribution platform www.QuestonCloud.com, it collaborates with a number of cloud vendors, and develops services, being the main driver of market development in the new way of using ICT technology "as a Service".
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. In 2018 more than 28,000 different materials were sold, by 210 different manufacturers / firms.

Product categories:
- Computers & Upgrade Accessories
- Mobile & IoT Devices (Smartphones, Tablets, smart devices)
- Audiovisual Products (televisions, cameras, etc.)
- Peripherals, Accessories & Consumables
- Networking, Security & Storage Products
- Software & Cloud services

For more info, please visit www.infoquest.gr

Info Quest Technologies, in 2018, has received significant distinctions that indicate its attachment in innovation and continuous improvement.

- CISCO Award: Commercial Growth Partner of the Year 2018
- Dell EMC Award: Enterprise Distributor of the Year Partner 2018 Award
- Xiaomi Award: Gold Award in the "Distributor Partner 2018" category
- "Best Value for money Smartphone" for the Xiaomi Mi A1 Smartphone, from Smart Press at the 8th Mobile & Connected World Conference
- Business IT Excellence Awards: Gold Award in the category "ICT Solutions for Professionals / Small and Medium-sized Enterprises" - Boussias Communications and ELTRUN.



uni systems

Uni Systems, Integrated IT Solutions

For more than 55 years, Uni Systems has been active as a design, implementation and support Company for Integrated IT Solutions, a leader in the Greek market through design, implementation, support for integrated solutions and service delivery. It is among the largest companies in the sector in Greece (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 Branches Of the Greek Economy 2018 (data item 2016), Computer Software Division, 2nd place) and from 2010 it has expanded its activities abroad, claiming a position among the most reliable IT companies in Europe, implementing critical projects for both the European Union market and for the private and public sectors of the Central and SE European countries.
Uni Systems's dynamic portfolio includes solutions ranging from enterprise infrastructure (hardware and telecoms) to specialized vertical business applications. It is based on the optimal service of its clients in the Financial, Public, Private and Telecommunication sectors, covering its customer base consisting of large companies and international organizations. In this context, Uni Systems' specialized and trained workforce provides solutions that integrate cutting-edge technology and services that enhance the

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digital transformation of its customers, enabling them to create competitive edge in their industry.
At Uni Systems, a great deal of emphasis is placed on selecting partners: Strategic and long-term partnerships with industry-leading high technology firms and start up and flexible businesses that are innovative. At the same time, an important part of its activity is devoted to the development of software solutions to serve the needs of its customers. It is worth noting, however, that 85% of the company's turnover comes from the provision of services the portfolio of which includes consulting, system evaluation and integration, software development, project management, cloud services, DevOps, infrastructure and managed services, as well as support and quality management services.
With focus on Greece and business entities in Belgium, Luxembourg, Italy and Romania, the company serves more than 600 customers in more than 25 countries.
Uni Systems is growing rapidly, indicating that the annual growth rate in the last five years has grown to 27%, while total turnover from overseas markets reaches 41% of the total.

For more info, please visit www.unisystems.com

In 2018 Uni Systems received the following distinctions:

- Healthcare Business Awards 2018: Silver Award for the Unified Implementation of the Medline Suite for Patient Management and Medical. Sub-System at the Health Units of the Healthcare Region of Crete
- Veeam Award: Best Veeam Cloud & Service Provider Partner 2018.

iSquare, Authorized Distributor of Apple products

iSquare is the authorized distributor of all Apple products in Greece and in Cyprus since 2009. It is active in designing, implementing and delivering integrated solutions based on innovative products as well as on Apple technologies. iSquare leads the way by creating and offering an integrated system of Apple products and services; its strategic aim is to bring Greek consumers closer to Apple's philosophy. Apple products include the highly popular iPhone, iPads, Mac, Apple Watch, Apple TV, iPod, Beats, as well as accessories and peripheral devices. The company moves in total about 1,300 different codes every year. The company focuses specifically on the very important area of Education with the "one iPad for every student" ("iPad 1:1") program. Already more than 30 participating schools lead the way, turning the 'learning journey' into a modern and unique experience.

For more info, please visit www.iSquare.gr

In 2018, iSquare received the following awards:

- Business IT Excellence Awards - Silver Award in the "Corporate Social Responsibility"
- Hellenic Responsible Business Awards 2018, distinction: Excellence in cooperation. Business and Academic Organization (iSquare + CoSy Lab).

iSquare was ranked 9th in Fortune's 30 fastest-growing companies for 2018.

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ACS, Courier & Postal Services

ACS 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. ACS addresses to consumers and enterprises of any size and by Postal Services it addresses to enterprises. The company has the largest courier network in Greece, with more than 600 service points (in Greece, Cyprus, Albania and Bulgaria), 3,000 specialized employees, more than 30,000 square meters of operational and storage areas, and ISO 9001:2015 and ISO 14001:2015 certification. Constantly investing in infrastructure, ACS manages every year more than 50 million of shipments and covers 100% of Greece with its own National store network, while for overseas shipments it has established collaborations with large international companies. In addition, ACS works with international courier and transport networks in order to handle shipments, acting as agent, both in Greece and in Cyprus.
Aiming at the best possible service of its customers, ACS has developed integrated organization and technology in its sector, with modern infrastructure in computer equipment and automated sorting systems and shipment monitoring systems. The company constantly invests in infrastructure and the design of new pioneering services and products, both for the Courier and the Post Service market, aiming at covering the daily communication and transport needs of hundreds of thousands of businesses and individuals, fast, securely and reliably.
For example, within the courier services market, ACS provides a large number of various Domestic and Foreign Courier services addressed to the whole market, while, within the Postal Services market, it provides Upgraded Simple Mail services to large companies and organizations. The integrated services provided in the Courier Services market include the supply of special standard protective packages for documents and parcels. Furthermore, it provides additional third party bill payment and online money transfer services in its stores.

For more info, please visit www.acscourier.gr

In 2018, ACS received the following awards:

- Boussias Communications and Marketing Week, Responsible Business Awards - Gold Award in the "Cooperation with Non-Governmental Organizations in Greece" category to support and relieve vulnerable groups
- New Time Publishing, under the auspices of the Athens Exchange and EOT - Diamonds of the Greek Economy - "Diamond of the Greek Economy 2018" Award for ACS as the financially healthier and fast developing company in courier and simple postal services market.
- Direction Business Network, under the auspices of the Ministry of Economy and Development and SEV - Leaders of the Greek Economy, "The Protagonists of the Sectors", "Courier Services" sector- Distinction for the market leadership of ACS based on objective economic indicators and criteria
- Supply Chain Institute and Boussias Communications, Transport & Logistics Awards 2017 - Supply Chain Awards - Gold Award for the "ACS Card on Delivery" courier service delivered to final recipients of e-Commerce missions so they can pay for their online order with a bank card at the time they receive it
- Smartpress, e-BIZZ Awards 2018 - "Logistic Solution of the Year" for "ACS Card on Delivery"
- Boussias Communications and "ELTRUN" Laboratory of the Athens University of Economics and Business, Mobile Excellence Awards - Silver" GPS-Enabled (Mobile-based) Applications for Transport / Navigation" for the innovative application "ACS Mobile App" and Apple)
- Boussias Communications and ELTRUN e-Commerce Laboratory of the Athens University of Economics and Business, under the auspices of GR.E.CA. - e-volution Awards - Bronze Award for the innovative application "ACS Mobile App" (for Android and Apple mobile devices).
- ICAP Group, under the auspices of the Greek Ministry of Economy and Development and the Hellenic Economy & Finance Association - True Leaders of the Greek Economy - ACL's "True Leader 2017" distinction for ACS, as the leading company in its industry based on the development of its basic economic fundamentals.

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Brief description of the Group companies not included in the Report

Cardlink, The largest payment network in Greece

Cardlink operates the largest payment network with approximately 230,000 POS, 8,500 e-Commerce partnerships and 400 million transactions a year, serving with quality, security and speed for businesses to carry out their daily transactions.
Focusing on the businesses, Cardlink monitors developments in electronic payments and adopts the latest technologies and creates a comprehensive range of products and services that enhance business experience in both the physical and the electronic commerce.

For more info, please visit www.cardlink.gr

Quest on Line, E-Commerce

Quest on Line specializes in e-commerce. It develops and supports www.you.gr, the online store that sells technology and living products. The goal of you.gr is to be established as the first choice of online shopping for the modern consumer and to make e-shopping easier, simpler and more enjoyable than ever. Today it has more 15,000 products of technology, consumer electronics, home appliances, but also everyday care products, hobby, DIY, sports and travel items, and is constantly expanding into new product categories.
To ensure the best possible support of the online shop's customers, the company keeps investing in technological infrastructure, designs innovative services, such as alternative payment and delivery methods - at the point of choice, on the same day within Attica, at selected pick up points - and provides an organized call center for support services, creating thereby a comprehensive, excellent user experience.
Today, you.gr, is among the most popular and reliable Greek e-shops, with more than 98% of customers declaring satisfied / very satisfied with the buying experience.

More information on the site www.you.gr

In 2018, you.gr won:

- Gold Award at the Peak Performance Marketing Awards 2018, in the "Best Performance in Consumer Electronics" category

iStorm, Apple Premium Reseller chain stores

iStorm is active in the development and operation of model retails stores exclusively for Apple products in Greece and Cyprus. It is the only chain of Apple Premium Resellers-APR in Greece and Cyprus and is consistently ranked among the top 10 Apple Premium Resellers Stores in Europe (source Apple).
iStorm stores offer the best experience of Apple's ecosystem, as they offer all Apple products, a wide range of peripherals and accessories, excellent service and technical support, free seminars, and expert personnel.
Furthermore, by using the innovative and pioneering application iStorm App from the App Store, the consumer can better navigate through the stores and discover special offers and

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surprises, while s/he can enjoy many privileges and presents by collecting points. The application has already received special awards for being innovative and offering this unique experience. At the moment, the company has seven (7) iStorm stores, of which four (4) are in Athens, two (2) in Thessaloniki, and two (2) in Nicosia and Limassol, in Cyprus.

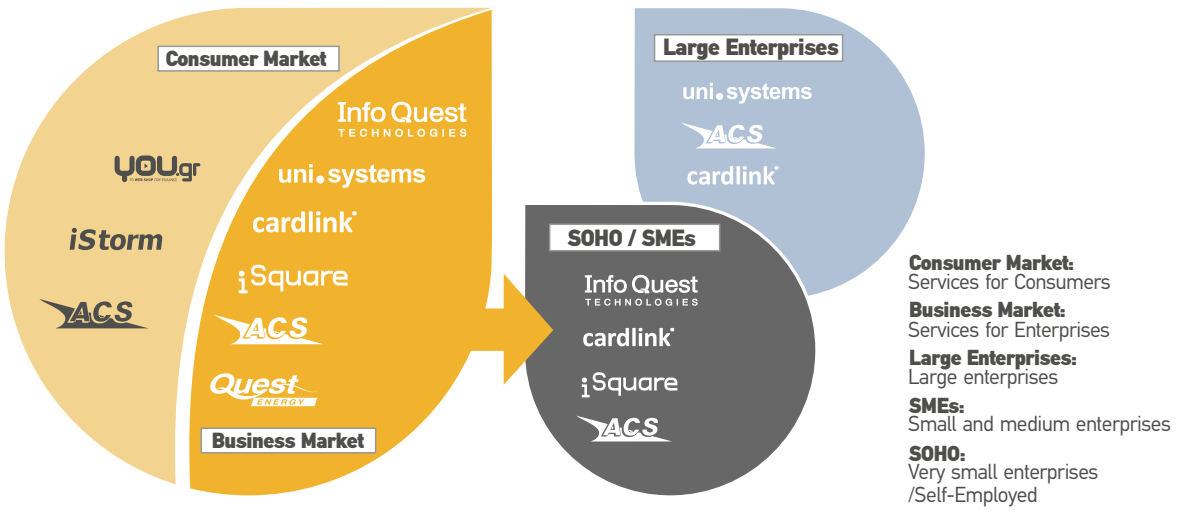
For more info, please visit www.istorm.gr

Quest Energy, Renewable Energy Sources

Quest Energy, 100% subsidiary of Quest Holdings, is active in the sector of Renewable Energy Sources, specifically in the development, construction and operation of solar parks. At the same time, the company utilizes new technologies and markets in the electricity sector, which are gradually evolving and are expected to play an important role in the next 5 years, both in the way electricity is used and in the way it is managed. The company has - at the end of 2018 - after new important investments implemented during the last two years at its disposal thirteen (13) photovoltaic power stations with a total power of 13.2MW and is in a phase of further development and investment.

For more info, please visit www.QuestEnergy.gr

Market areas to which the Quest Group members address



Responsible Procurement to the Quest Group

The Quest Group companies 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 is affected by the suppliers' and/or associates' ability to successfully meet the standards set by the Group.

Procurement practices exert a great deal of influence on the companies of the Quest Group that have many suppliers, such as Info Quest Technologies and Uni Systems; the nature of these companies' activities requires cooperation with a large number of suppliers. iSquare's almost sole supplier is Apple, while ACS

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exclusively offers services. Its suppliers are active in equipment and technical infrastructure, which contribute to further improvement, automation and saving of costs for the operation of the company.

The Group's companies, given their leading position in the market and the fact that they constantly aim to provide products and services at the cutting edge of technology, choose established product suppliers, who enjoy a good reputation globally and who are strongly committed to good labor practices, which apply to both the companies and their suppliers. Microsoft, Apple, HP, IBM, DellEmc, Cisco, and Oracle, to name but a few, are among the biggest suppliers of the Group. Service providers are also selected based on their good reputation and their leading position within the relevant market.

The Quest Group adopts a common Procurement Policy. The policy aims to provide a structured, effective and controlled operating framework, which deals with the procurement of materials and services, and in this context all basic guidelines, principles and rules under which responsible procurements take place are defined.
The Policy is applied by all companies of the Group. At the same time, in 2017 the Group also developed the Supplier Code of Conduct, which has been posted to all websites of the companies and communicated to all main suppliers.

Special procedures for the selection and annual assessment of suppliers and partners, in accordance with the standard ISO 9001:2015 have been developed in order to better safeguard the Group's companies. These procedures include product and service quality criteria, as well as criteria pertaining to the reputation and position of the supplier in the relevant market. The Assessment Procedure also includes the ways of treating cases of low assessment (improve performance or end cooperation). In multi-vendor companies, such as Info Quest Technologies, through an expert implementation, 80% of suppliers are evaluated annually using benchmarking and benchmarking indicators that deal with trade issues.
The Group, recognizing the importance of adopting Sustainable Development and Responsible Entrepreneurship policies, has incorporated - from 2017 - suppliers' assessments, sustainable development issues and work practices, in line with the principles of the UN Global Compact and its Supplier Code of Conduct. In particular, the assessment includes recording the public positions of suppliers with respect to:
- Human rights and labor practices
- Meritocracy
- Safe work conditions, according to the nature and subject matter of the products/services provided
- The elimination of discrimination in employment and occupation
- The elimination of all forms of forced labor or child labor.

The Group intends to activate where it deems appropriate in the coming period a statement of compliance of its main suppliers with the above principles if it is not apparent or compatible with a corresponding supplier's statement on its website.

The Quest Group's Philosophy of Quality

For Quest Group, quality is a daily priority and business culture. It permeates all activities, from the production and provision of products and 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.
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, the Group's companies are certified and operate in accordance with additional standards and certificates (see table), according to their activity, and always aiming to offer the best possible service to their customers and to improve constantly.

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Quest Group Subsidiaries

Info Quest Technologies, Information
Technology Products and Services

Uni Systems, Integrated IT Solutions

iSquare, Authorized Distributor
of Apple products

ACS, Courier & Postal Services

Cardlink, The largest payment
network in Greece

Quest on Line, E-Commerce

iStorm, Apple Premium Reseller
chain stores

Quest Energy, Renewable Energy Sources

Responsible Procurement
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The Quest Group's Philosophy of Quality

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Activities of Quest Group members with certifications

Quest Holdings	**Enterprise Risk Management** - Standard Process Compatible with ISO 31000: 2018
Info Quest Technologies	**Quality Management System Certification of Conformity EN ISO 9001:2015, TÜV HELLAS (TÜV NORD)** - 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 - Sale and distribution of Cardiac and Diagnostic Devices **Environmental Management Certificate ISO 14001: 2015, TÜV HELLAS (TÜV NORD)** - 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 **TÜV HELLAS Medical Devices Distributor Certification (TÜV NORD)**
Uni Systems	**Certificate of Conformity of the Quality Management System EN ISO 9001 = 2015, TÜV HELLAS (TÜV NORD)** - Design and Provision of Systems Integration Services - Sales and Support of IT Systems and Networks - Software Design, Development and Support - Data Center Services - Training and Support at the time of working Services - Digitization, Processing and Material Documentation Services. **Romania branch: Quality Management System Certification of Conformity EN ISO 9001: 2015** - Consulting, implementing and maintaining services for integrated IT systems **Security Certification ISO/IEC 27001: 2013 TÜV HELLAS (TÜV NORD)** - Cloud Computing Services for Infrastructure - Platform and Software as a Service (laaS-PaaS-SaaS) - IT and Telecommunication Hosting Systems and Company Data Center services - Design, installation, management and Support of IT and Telecommunication systems **Certificate of Conformity of the IT Services System ISO/IEC 20000-1:2011, TÜV HELLAS (TÜV NORD)** - Provision of Application Management Services - Applications Maintenance Services and Application Support Services
iSquare	**Quality Management System Certification of Conformity EN ISO 9001:2015, TÜV HELLAS (TÜV NORD)** - Trading of Apple products. Software and Peripherals
ACS	**Quality Management System Certification of Conformity EN ISO 9001:2015, ABS** - Carriage of documents, small parcels and packages within 24 and 48 hours - Carriage of high-security documents - Carriage of Blood Samples and other Biological Substances and radioactive materials **Environmental Management System Certification of Conformity EN 14001:2015, ABS** - Carriage of documents, small parcels and packages within 24 and 48 hours

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Stakeholder Engagement

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

Quest Group Stakeholders

The main groups of stakeholders both of the Group and of the Group's subsidiaries derived from the degree / magnitude of their impact on the operation and viability of the Group and its subsidiaries, as well as the impact of the Group's and its Group's operations to each interested party.

Effect of Quest Group – Stakeholders

Effect of Stakeholders on the Quest Group operation	Effect of the Quest Group operation on Stakeholders			
	Great	Medium	Little or no	Unknown
Great	Main Stakeholders		Stakeholders of high-risk for the Group	
Medium				
Little or no	Stakeholders of High Priority		Stakeholders of Little Priority	
Unknown				

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Requirements and Methods of Communication with Stakeholders

Stakeholders	Key Requirements & Response of the Quest Group	Method of Communication	Frequency of Communication
SHAREHOLDERS	Shareholders are interested in the development and growth of the Quest Group, in the increase of its members' value and profits.Response: Investments, new systems and improvement of organizational structures to audit and protect the companies, as well as to offer growth and profitability opportunities.	- Shareholders Support Department - Annual General Meeting - Annual Financial Report & Sustainability Report - ATHEX Announcements - Websites of the Quest group and its Members	Annual Constant
EMPLOYEES	Employees wish to work in a safe environment, to receive competitive salaries, to be afforded opportunities for development, to receive correct and timely information, and for the Group to be financially strong. Response: Strengthening of training initiatives for the Development of Human Resources, inclusiveness, meritocracy, development of skills, and improvement of the working environment.	- Employee Satisfaction Survey - Internal meetings of Directors, Managers, Heads of Department - Information Events - CEO meetings - Inter-company meetings - Here we are - Website addressed to the employees - Kyros (e-Bulletin Board) - Emails from the Human Resources department - Orion, e-program for Employee Service, Development and Evaluation - Electronic submission of ideas and suggestions	Biennial Annual Monthly Constant
CUSTOMERS	Customers demand innovative products and high-quality services at competitive prices. In addition, they look for respect, quality, credibility and support in all areas. Response: Complaints are systematically monitored and recorded. Customer Satisfaction Surveys. Statistical reports with qualitative and quantitative data to support the efficiency of each company's operation.	- Websites of the Quest group and its members - Press Releases - Advertising - Customer Service Department/Call Centers - Technical Support Help Desk - Complaints Department - e-Contact/Newsletters - Image Surveys - Customer Satisfaction/Support Surveys - Meetings - Training programs/Events	Constant Annual On a case-by-case basis
SUPPLIERS /ASSOCIATES	Suppliers seek an all-round excellent cooperation with the Quest Group. They also expect the creation of new products and services, know-how transfer and leadership, customer support and satisfaction, qualified employees, safe infrastructure and the best possible economic performance from the Group. Response: Consistency and cooperation with Suppliers. Adoption of international practices and systems as regards any profitable cooperation. Systematic supplier assessment.	- Meetings/Events - e-Contact - Press Releases - Promotion, Training program	Constant/on a case-by-case basis
DEALERS' NETWORK /AGENTS	The Dealers' Network of the Quest Group members (Business Associates, Agents), requires constant updating, guidance and support on both commercial and technical issues. The network also requires good financial terms of service, as well as new products and services. Response: Systematic support and training of the Dealers' Network.	- Meetings with company Representatives - Events/Presentations - Training programs - Press Releases - Dealers' Intranet - e-Contact	Constant/on a case-by-case basis

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MEDIA	The media wish to be regularly and credibly informed on the activities, the results of and the actions undertaken by the Quest Group. Response: Systematic interaction and contact with the media. Measurement of the efficiency of using the media for communication.	- Press and Public Relations office - Interviews/events for the Press - Announcements/Press Releases/Advertising - Websites of the Quest Group and its Members	Constant/on a case-by-case basis
STATUTORY/ REGULATORY BODIES	The main goal of the Statutory Bodies is transparency and the compliance of the Quest Group with the laws and regulations in force. Response: Full compliance with the law and regulations.	- Participation in the organs of Bodies and Organizations - Participation in conferences and meetings - Participation in Public Consultations - Website of the Quest Group	Constant/on a case-by-case basis
FINANCIAL INSTITUTIONS /INVESTMENT COMMUNITY COMMUNITY	Financial performance and sustainable development of the Group and its subsidiaries, increase in profits and investments.Response: Investments, acting on opportunities, increase in profitability.	- Shareholders Support Department - Annual General Meeting - Annual Financial Report & Sustainability Report	Annual
		- ATHEX Announcements - Websites of the Quest group and its Members - Presentations to Investing Audiences - Risk Management System	Constant/on a case-by-case basis
BUSINESS COMMUNITY	The business community seeks cooperation, initiatives for the promotion of common goals, the exchange of know-how. Response: - Participation in Business organizations and fora.	- Websites of the Quest group and its Members - Active participation in Business bodies - Committees and actions, Participation in conferences	Constant
SOCIAL AGENCIES /NGOs	Social Agencies and NGOs aim at supporting their programs and initiatives and at fulfilling their operational needs. Response: Corporate Social Responsibility actions and response to requests.	- Press and Public Relations office	Constant/on a case-by-case basis

Identification of the Sustainable Development Material Issues

In 2018, given that there was no significant diversification of the conditions and the environment in which the Group companies operate, no new analysis of the materiality of sustainable development issues was undertaken. Group Management validated the Material Issues that emerged in 2017, as particularly important for 2018, and aims at a new stakeholder consultation cycle in relation to substantive analysis in 2019.
In the last substantive analysis (2017), the following steps were followed:

Identification of Material Issues
Taking into account the complexity and diverse nature of the Group Companies, following internal meetings and ascertainment procedures conducted by external sources, some topics were recorded that are either associated with the impact that the Group and its subsidiaries have on the stakeholders located within and outside the Group, or that have economic, social and environmental impact on the Group's sustainable development and which touch upon the UN's 17 Sustainable Development Goals.
This process was based on the GRI Principles of Stakeholder Inclusiveness and of the Sustainability Context. Through this process, 22 recognized issues were identified, which were prioritized (see below).

Prioritizing and determining the Material Issues
At this stage, the hierarchy of recognized issues was conducted to identify the Material Topics to be included in the Sustainable Development Report. These issues were the pillars of the Group's strategy for the years 2017-2018, according to the evaluations of its Main Stakeholders.
More specifically, the recognized topics were prioritized according to the GRI Principles of Stakeholder Inclusiveness and Materiality against the following criteria:

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- The importance of their impact on the UN's Sustainable Development Goals.
- The significance of their impact on the Quest Group's business model, reputation and ability to achieve its goals.
- The extent to which they exert a significant influence on the stakeholders' judgment and decisions

The top 12 of the assessment and ranking list were selected as the Material Topics to be elaborated on in the Report.

- **Regulatory compliance**
- **Business ethics and anti-corruption**
- **Protection of personal data**
- **Development and innovation of services and products**
- **Economic performance**
- **Employee training and development**
- **Responsible competition practices**
- **Human rights at work**
- **Employee health and safety**
- **Customer satisfaction, health and safety**
- **Employment**
- **Infrastructure security and business continuity**

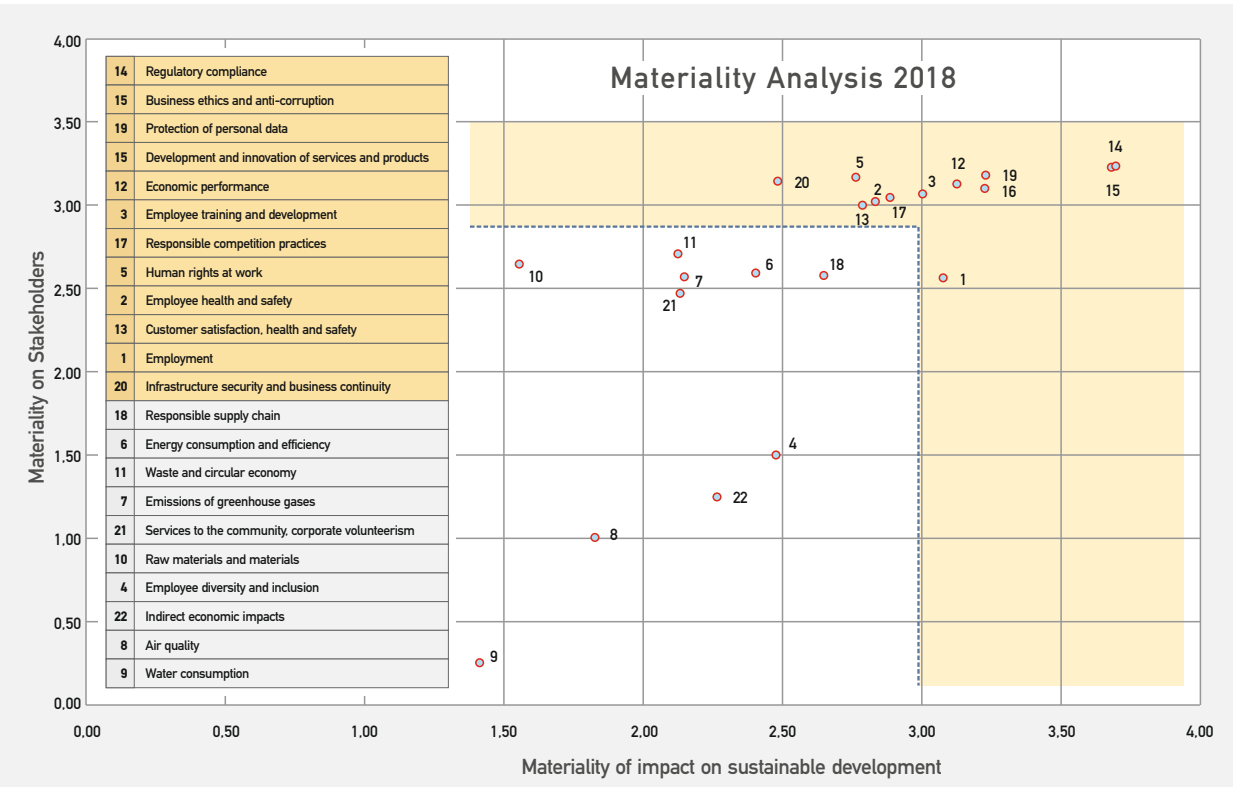
For these issues, the limits of influence have been set, namely who causes the impact on everyone, but also how the Group is involved in these influences.

Validation of Material issues

The Material issues were approved by the Group's Management and the Management of Info Quest Technologies, Uni Systems, iSquare and ACS, aiming at a balanced presentation of the Material Topics and ensuring that both their negative and positive effects will be presented.

Note that during the approval of the Material Topics, the Group's and the Companies' Management chose the following:

- the issues "Business ethics and Anti-corruption" and the "Responsible competition practices" will be presented together under the title "Business Ethics and Anti-corruption and Responsible Competition Practices".
- the issues "Human Rights at work" and "Employment" will be presented together under the title "Human Rights at work and Employment".
- the issue "Customer satisfaction, health and safety" is renamed "Customer satisfaction and service, customer health and safety".



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Sustainable Development Goals

The 17 Sustainable Development Goals of the 2030 Agenda for Sustainable Development, which were adopted by world leaders in September 2015 at a historic UN Summit, came officially into force on 1st January 2016. Through these new Goals, countries will try to eradicate all forms of poverty, combat inequalities, and address climate change, while ensuring that nobody is neglected. We have used these 17 Goals to identify in a more understandable and widespread way the effects of our Group on the sustainable development of the countries in which it operates. The link between Material Topics and the Goals is presented on pages 111-112.

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Security Infrastructure
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Market

This chapter describes the Material topics that relate to the "Market" section. These issues are approached either uniformly for all companies with Group Policies and Initiatives, or by any company with specialized actions.

Quest Group

Economic performance

Material Issue

Quest Group, given the financial situation of the country, strategically aims at the sustainable development of its financial figures and where possible, strengthening its presence in foreign markets. Under this perspective, all the companies, and Uni Systems in particular, seek to expand their activities outside of Greece, with the aim to increase their revenues resulting from foreign markets.
Claiming, undertaking and implementing important, mainly European, projects and the cooperation with other large Organizations help to promote the totality of the know-how of the Groups and its employees 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. The outward of the Group's companies is of particular importance, both for the Greek market, as it shows in the best possible way the abilities and the value of Greek ICT businesses, and for the country in general, as one of the Group's goals is to promote and export Greek know-how. Additionally, it acts as a damper to the phenomenon of brain drain, by utilizing excellent Greek professionals, and transfers and disseminates knowledge to the local market.
Other than the significant impact of Financial Performance on the Group's business model, reputation and ability to achieve its goals, it is of great interest to the stakeholders and a fundamental part of its sustainable development.
Further to this chapter, additional information is provided on how the issue (and, where applicable) with the relevant results is approached, by the Group companies that fall within the scope of this report.

How we handle it

Considering that approximately 84% of the Quest Group revenues came from Greece in the year 2018, it is of no doubt that the economic environment where it operates, significantly affects its results. Given the current situation of the Greek economy, the Quest Group has taken all necessary measures and closely monitors the developments, aiming at protecting capitals, securing goods and financial payment terms with foreign suppliers, and to protect the companies in the terms of sales and collections.
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.

Quest Group's main goals and priorities for 2019 are as follows:

- To maintain and/or increase its financial figures and operational profitability from all activities.
- The compensation / coverage as much as possible of the EBT's profits decrease in the sector of online transactions from improvement in other industries.
- To achieve bigger growth in specific profit-making regions in Greece and abroad.
- The gradual de-investment in low performing assets.
- The realization of significant investments to support further development of its activities.
- The development in similar and / or new activities mainly through acquisitions.
- At the same time, the Group set as a strategic priority the expansion of its activities - especially those of Uni Systems - abroad, aiming to increase the percentage of its revenue from foreign markets.

With regard to the Group's prospects for 2019, the main growth paths of revenue are expected to come from IT services abroad (European Union), e-commerce services, as well as services related with e-commerce and development in new technology products as well as renewable energy sources. Assuming the Greek economy returns to a normal stability, it is expected that in 2019 Group Quest as a whole will show growth in the financial figures and stability in the net profits from the growing concern

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as well as positive operating cash flows.
Each one of the Group's companies, depending on its activity, has developed and has been implementing an action plan, aiming at development and to maintain its leading position in the market.

Leading position in the market

For many consecutive years, Info Quest Technologies has held a leading position in the Greek market of information technology and communications products and services, based on the turnover, the financial indicators, the number of collaborating firms and the added value generated for customers and partners. This results in the Company being one of the most credible choices of leading manufacturers, when they are looking for partnerships in the Greek market as well as being the most reliable supplier for its customers. It has timely invested in new areas such as Cloud Services and expects to star in the new era of "Everything as a Service". At the same time it invests in Mobility and Interconnected Devices sector, driving the market to the new era of digital transformation.
Uni Systems, continuously evolving, is at the top of the Information Technology market in Greece, ranks constantly among the biggest System Integrators of the country, as evidenced by the analyses of a large foreign analysis company. The Company has a large share in the Banking and Financial sector, a customer base in all telecommunications providers of the local market and in private enterprises which rank among the 500 biggest in the Greek market. At the same time, it is steadily growing abroad, with European Union agencies as main market (e.g. the European Securities and Markets Authority, the European Banking Authority, the European Agency for Railways), which now accounts for 41% of its total annual revenue.
ISquare, an official Apple distributor for Greece and Cyprus, is growing constantly, and this year has exceeded the turnover of 100 million euros. The company is constantly upgrading retail branches by setting up Apple Retail Programs with Apple's own partnership, developing its iStorm store network and expanding its services by significantly increasing its market share.
Lastly, ACS is also in 2018 the leader in the courier business market, maintaining its advantage from its competitors. It also maintained its market share in common postal services. Further, in 2018, it continued to implement the upgrade program of the most important retail points in the stores of the company's associates, both in infrastructure and training and certification of employees, aiming at a better and more complete sales experience and at the increase of sales in the market.

Enhancing reputation

The Group is orientated toward enhancing its reputation and corporate image, with the goal of showcasing the value produced and distributed by the Group and its companies. To enhance the reputation and the image of the Group as a whole, Policies and Procedures have been established, according to which common lines are drawn with regard to operation and communication in areas such as the protection and the promotion of the name, the corporate identity and the image of the Group and its companies. Moreover, Quest Holdings operates a Communications Center - Press Office to coordinate and meet the need for communication between the companies and the media. In this context, joint communication programs and Sustainable Development actions aligned with the Group's strategy to enhance innovation, digital education and entrepreneurship are being developed and broader initiatives are taken to highlight the principles of Sustainable Development and Responsible Business, which are also core principles of the Group.

Our Performance

Quest Group in 2018 had a positive track record and improved its financial figures. In particular:

In 2018, in consolidated level, its revenue amounted to € 498 million, an increase of 14% compared to 2017. Earnings before interest, taxes, depreciation and investment results amounted to € 33.9 million (13.6% lower than 2017), the change being mainly due to the renewal of the Cardlink agreement with the banks that had an EBITDA effect of approximately € 13.6 million. Earnings before taxes (EBT) amounted to € 24.1 million (59.6% higher than in 2017), while earnings after taxes and minority interests (EAT after NCI) amounted to € 18.8 million (compared to € 6.3 million in 2017).
Additionally, despite the significant growth in sales and operations of the Group, a significant improvement in the required working capital was achieved by approximately € 24 million. The combination of good organic profitability and improvement in working capital led to a significant improvement of approximately € 30 million in the Group's cash where net cash at end of 2018 was at € 25.7 million against net loan position of € (4,5) million at the end of 2017. Finally, net cash flows from operating activities amounted to € 52.4 million
The Annual Financial Report for the Year 2018, which is posted on the parent company's website (www.quest.gr), includes detailed tables of all subsidiaries and their results for the years 2018 and 2017.

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The following table presents the Group's net loan liabilities and the leverage on 31/12/2018 and 31/12/2017, respectively:

Group Net Loan liabilities & Leverage

Quest Holdings (Consolidated data) (€ x 1,000)	31/12/2017	31/12/2018
Total loan liabilities	52.447	37.441
Minus: Net cash and cash equivalents	(47.937)	(63.164)
Net loans/(cash and equivalents)	**4.510**	**(25.722)**
Total equity	**128.730**	**140.173**
Total capital employed	**133.239**	**114.450**
Leverage factor	**3,38%**	**-22,47%**

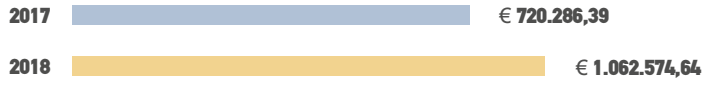
In the Sustainable Development Report 2017, an amount of 4,509 (€ x 1,000) was reported by mistake as the Total Equity, instead of the correct amount of 128,730 (€ x 1,000) which is reported in the current report.

Direct economic value generated and distributed[7]

Consolidated Data (€ x 1,000)[1]		2017	2018
Economic value generated	Revenues[2]	438.606	501.703
Financial value distributed	Operating costs[3]	367.653	360.727
	Employee salaries and benefits[4]	60.580	67.506
	Payments to financing bodies	4.224	4.926
	Payments to statutory bodies[5]	11.470	7.734
	Social investments[6]	572	630

1. The amounts listed in the table derive from the Quest Group's consolidated financial statements for the year 2018 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.

Total Social Contribution of Quest Group



The total of the Quest Group's Social Contribution in commercial value of products, services and cash for 2018 amounts to €**1,062,574.64** compared to €720,286,39 in 2017. The increased cost is due to the significant assistance of all the companies to the Attica fire victims, as well as to the increased needs of the non-profit organizations working with the ACS and to meet the extraordinary needs of the cooperating NGOs in 2018.

Payment of Taxes and Contributions

	2017	2018
Payment of VAT	36.677	24.825
Social Security contributions	17.133	18.585
Payment of payroll tax (FMY)	6.597	7.333
Payment of other taxes	10.673	9.813
Total	71.081	60.556

The reduction in VAT paid is due to the change in legislation on the non-application of VAT to product categories among professionals.

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Percentage of exports and public sector sales in relation to the turnover of each company and the Group as a whole

The amounts listed in the table are expressed in thousands of euros	Info Quest Technologies		Uni Systems		ACS		iSquare		iStorm		Quest Group	Total
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Total sales	124.773	155.781	84.000	90.205	98.934	102.591	84.088	106.545	18.598	19.127	436.449	497.680
Overseas sales	4.183	6.666	33.383	37.436	5.366	4.636	23.611	28.597	3.834	4.363	70.676	82.751
Percentage of Overseas Sales in relation to total sales	3,35%	4,28%	39,74%	41,50%	5,42%	4,52%	28,08%	26,84%	20,61%	22,81%	16,19%	16,63%
Sales to the public sector	13	17	17.078	8.452	2.257	1.917	0	0	0	80	19.348	10.386
Percentage of sales to the public sector in relation to total sales	0,01%	0,01%	20,33%	9,37%	2,28%	1,87%	0,00%	0,00%	0,00%	0,42%	4,43%	2,09%

Group Performance Indicators 2018

For 2018 the goals set by the Group as a whole, concerned the consolidated turnover and the following figures:

• Group ROE >15% (return on equity from continued activity - EBT / Equity ROE - Return on Equity) (excl. Capital gains & impairments).	• The goal was achieved. In 2018, the Group achieved ROE of 17%. It is noted that the Updated Strategic Plan has set a ROE target of about 20% in 2022.
• Maintenance of profitability and Group EBT profit margin from continued activity >5% (excl. Capital gains & impairments).	• The goal was achieved. The Group achieved EBT profit margin from going concerns of 5.03% (excl. Capital gains & impairments).
• Maintenance and/or small increase by 5% of Group sales in new markets (overseas).	• The goal was achieved. The Group achieved an increase in sales from abroad by approximately 17%.

2018 was an excellent year for the Group, with overachievement of the goals in all indices.

Group Goals for 2019

The main goal for 2019 is to maintain the profitability figures and if possible, to further improve the indices, in alignment and with the Group's 5-year Strategic Plan (2018-2022). Within the framework of the above, the Goals for 2019 were as follows:

- Group ROE >16% (return on equity from continued activity - EBT / Equity ROE - Return on Equity) (excl. Capital gains & impairments). It is noted that the Updated Strategic Plan has set a ROE target of about 20% in 2022.
- Maintenance of profitability and Group EBT profit margin from continued activity at 2018 levels (excl. Capital gains & impairments).
- Maintenance and/or small increase by 5% of Group sales in new markets (overseas).

Customer satisfaction and service, Customer Health and Safety

Material Issue

Customer satisfaction is one of the main ingredients that can guarantee the long-term course and success of the Group and the prosperity of its companies. Other than the significant impact of customer satisfaction and service on the Group's business model, reputation and ability to achieve its goals, it is of great interest to its stakeholders and further creates wider impact on the sustainable development of the markets and countries where the Group's subsidiaries are active.

How we handle it

Quest Group and its companies have placed as a top priority the good service and the full satisfaction of their customers. This is reflected in the wording of the Group's Mission, Principles and Values and the Quality Policy applicable to all companies.
The Quality Policy expresses the will of the Management to provide high quality services and innovative, safe and functional products and to certify the critical operations of companies with Quality Assurance Systems.
An important direction of the Group's Quality Policy is also the adoption of the Guide to the Sustainable Achievement of Quality Objectives (ISO 9004: 2018), the guidelines of which are the culture and the daily practice of focusing on customers, active

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participation of employees in improvement actions and innovation, self-assessment and continuous improvement of all company functions.

The expected level of customer satisfaction and service is achieved by constant investment in the provision of innovative solutions, products and services, the digital transformation and the constant improvement of infrastructure that leads to operational excellence, the strict quality control to cover products and services specifications for the health and safety of customers, the measures for the protection of the environment and the provision of full and responsible information to customers. The Group contributes more widely to sustainable development through its impact on digital transformation and the principles of responsible production and consumption.
Quest Group companies systematically invest in improving customer service and satisfaction through a set of policies, principles, commitments and processes that stem from the Group's Quality Policy while implementing a quality assurance system in line with the international standard ISO 9001: 2015.
Further to this chapter, additional information is provided on how the issue (and, where applicable) with the relevant results is approached, by the Group companies that fall within the scope of this report.

Our Performance

The investments made and the actions taken on regular and ongoing basis in the customer service and satisfaction field, 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. By 2018 there were no cases of non-compliance with regulations or voluntary codes that concerned the effects of the Group's products and services on health and safety. The Customer Service and Satisfaction indices are monitored systematically by each Company and are analyzed as follows.

Development and innovation of services and products

Material Issue

Innovation is the main component of the business model for the development, the reputation and the ability of Quest Group to reach its goals. Throughout its course, the Group is characterized by innovative business initiatives as well as by continuous developments in the products and services it offers.
The Group has implemented some of the most innovative and successful Information Technology projects for a large number of Organizations, having thus contributed to the development, modernization and competitiveness of these organizations and of the country, in general. At the same time, it has created significant market innovations with pioneering commercial and operational moves, such as the development of the first organized IT reseller network in the 1980s, the implementation of an automated B2B online shopping system for its partners since 2000, and the platform subscription services www.QuestonCloud.com.
Innovation is the way in which the Group and its companies respond to the challenges and opportunities of the new global digital market, in the best possible way, aiming at decreasing production cost, boosting competitiveness and profitability, improving productivity and the customer service experience, creating jobs, its financial health, and strengthening its position in the market.
As a result of this constant striving for and utilization of innovation, the Organization's customers, the local market and society, in general, are able to enjoy innovative products and services that render them more competitive and innovative in their field of activity. Accordingly, the Group's employees can evolve constantly, in an open environment, with international connections and perspectives, with sufficient resources that promote innovative thought, setting high goals and challenges.
Further to this chapter, additional information is provided on how the issue (and, where applicable) with the relevant results is approached, by the Group companies that fall within the scope of this report.

How we handle it

Quest Group systematically explores market developments, invests in designing new products / services and motivates its employees to submit ideas. Total Quality Management applies that provides philosophy and vehicle to facilitate the transformation of new ideas into upgraded products and services and is used as a source for innovation actions.
At the initiative of Quest Holdings cross-functional teams were in 2018 formed with the participation of executives from all Companies; these teams will examine in detail issues such as Digital Transformation, Agility and Innovation.
In addition, Quest Group Management plans in 2019 to develop Actions referring to the Development of innovation culture and develop an Innovation Policy to define the framework for the design and implementation of further innovation actions by the Group's companies.

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Business Development Strategy

The Strategy and Business Development teams of the companies completed in 2018 the update of Strategic-Business Plans (SEPs) of five year development for the period 2018-2022, thus forming the framework for their evolution, setting targets for that space and setting out the corresponding action plans with appropriate actions to achieve them.
The parent company's New Business Development (NBD) proceeded in 2018 to investigate a significant number of investment opportunities in new growth prospects that were presented to the Quest Holding Committee's Strategic Planning Committee. The goal is to expand the existing investment portfolio and to disperse risk both geographically as well as over a wider range of sectors of the economy.

Digital Transformation

Quest Group, in the context of strengthening the actions to implement the development strategy of its companies, the modern requirements and changes that are taking place both at the technological level and at the level of the transformation of the business models, as well as the radical changes in the behavior of the consumers - customer, set up an intra-corporate project team on the study of the design and implementation of Digital Transformation in the Group's subsidiaries.
The purpose of the project team was initially to record existing digital transformation actions in companies as well as to define the planned actions on the basis of the identified requirements. Besides the exchange of information among the Group's companies, the goal is the promotion and communication of good practices, as well as the definition of an Action Plan for each subsidiary and the prioritization of the Group level.
The analysis was carried out taking into account the basic components of the Digital Transformation concerning a) Customer Experience, b) the Operational Process, c) the Business Model and the required Digital Capabilities.

The process started in February 2018 and included, among other things, the gathering and sending of information material on best practices, the exchange of information and prioritization, discussion - internal evaluation per company and completion of existing and planned actions based on a standard. Finally, a group assessment was carried out on all actions on the basis of materiality, urgency and effort to identify a list of priorities for the proposed Digital Transformation actions to be proposed to the administration for implementation.
In the framework of the digital transformation of the Group's companies, significant operations of processes / operations and customer service digitization are implemented in each company. In addition, the project team set out as a priority the joint work of digitizing the flow of budget approvals and the management of contracts and signatures to all the companies of the Group. The planning was launched in 2018 and the project will be implemented in 2019-2020.

Innovation

With a view to enhancing innovation and focusing on sustainable development, an exploratory / preparatory group at Quest Holdings level was set up to design a related action plan with the following guidelines:
- Incorporating innovation into the strategic / corporate and company development of the Group and the overall culture of the organization.
- Exploring and exploiting wherever funding tools are available to finance R & D and innovation initiatives.
- Utilization of synergies and collaboration with other Group initiatives (g2G, digital transformation, talent management, leadership, etc.).
- Use, as far as possible, existing structures and clusters.
- Networking and working with outside agencies.

The core structure of the research/ preparatory Innovation team at Group level is based on members of existing Groups, such as the Strategic Planning Committee of Quest Holdings and members of Business Development / Digital Transformation.
The objective of the Group is to assess the current situation, to further develop and detail the Group's strategy and innovation framework, to develop initial frameworks for innovation and best practices across the Group and for its subsidiaries. At the same time, the team is invited to coordinate group innovation initiatives, to facilitate the development of the innovation framework in the Group, to identify key areas for future focus and to explore opportunities for funding and co-operation with external stakeholders. Finally, this group will assess the implementation of the whole innovation program to be developed.
In 2019, the Group will also pursue specific actions, such as contacting companies with University Institutes and Laboratories that promote Research in areas relevant to company interests, while for the second semester, new actions will be evaluated and planned.

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Regulatory Compliance

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16 PEACE, JUSTICE AND STRONG INSTITUTIONS

For Quest Group, the strict compliance with applicable legislation and the policies and procedures applicable based on the relevant decisions of the corporate officers, is a non-negotiable value. 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. Moreover, 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.

How we handle it

The Group operates in accordance with the applicable legislation; whereas Quest Holdings (the Group's parent company) as 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.
The total presence and activity of the Group's companies in the market and the social environment in which they are engaged are governed by the framework of the Group's steady principles and values. In that context, the 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.

Our Performance

The Group's goals are zero incidents of non-compliance with applicable legislation. This goal has been achieved for 2018, given in particular that there are no pending cases concerning non-compliance with legislation against the companies of the Group and no fines or other penalties have been imposed for any violations. The same goal has been set for the year 2019.

Business ethics and anti-corruption / Responsible competition practices

Material Issue

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Responsible business practices are non-negotiable for the Quest Group, and they are fully integrated in its business model, its history, reputation and the Group's ability to reach its goals.
In that context, the strict compliance with the legislation in force 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.
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.

How we handle it

The basic principles of Corporate Governance are applied to all Companies of the Group, and based on these the Quest Group has established the following priorities:

- Transparency in management and corporate responsibility.
- Disclosure of information to shareholders and their participation in key decision-making.
- Speed in the adoption of decisions and efficient management, with participation on all levels, without restrictions.
- Identification, recognition and mitigation of risks.
- Ensuring a quality work environment.
- Independent audit.
- Awareness of the employees of issues that pertain to the compliance with laws and regulations, corruption and unfair competition.

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In 2016 the Ethical Conduct Policy was drawn up and 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 Administration of Quest Holdings and the Group Companies shall provide assistance and all appropriate means so as to promote this Ethical Conduct Policy to every employee and to ensure its integration in daily work and in the working culture. It is, also, intended to have this Policy implemented by all Group partners, either companies or individual professionals.

The Ethical Conduct Policy provides directions on the following matters:

- Offering and accepting gifts of financial value to the personnel: The third parties trading with the Company and the Group shall not be allowed to personally provide to the employees or their family members and the latter shall not be allowed to accept as gifts money or high value objects of any kind or they shall not be allowed to derive any personal benefit.
- The employees are required to notify the Company of any gift or other benefit offered to them.
- The only recipient of any gift offered as a result of incentive policy implemented to achieve specific goals shall be the Company, which has agreed with the supplier accordingly.
- Such gifts shall be distributed to the employees by the Company itself based on rules established internally. The employees shall be allowed to personally accept promotional gifts or articles offered to them, provided that their value is not high (up to 100 €) and subject to the fact that the head of their department is aware thereof.
- As regards promotional gifts of greater value, the Administration of the Company shall decide whether or not to accept such a gift or consider the possibility of converting the gift into credit memo.
- No employee shall accept invitations to social events or entertainment, excursions, sports or cultural events, trips etc. of any kind offered by any third party trading with the Company, inasmuch as such invitation is intended for the third party to be given special treatment. Bribery and corruption are incompatible with the Group's principles: 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.
- Policy: It is prohibited of the Companies to become involved in any partisan or ideological activities of any kind.
- Customer and Supplier Relations: These relationships shall be governed by trust, mutual respect and integrity, seeking thereby to establish a long-term partnership and to mutually satisfy the interests of both sides.
- Sponsorship and Donations: Any donation or sponsorship whatsoever shall be fully transparent and in conformity with the principles of legality and morality. To this end, full documentation files shall be kept and a records management system shall be implemented.
- Financial Transactions Records: Detailed and accurate records of any financial transaction made by any company for any reason whatsoever, shall be kept (including, but not limited to gifts, donations, sponsorship, hospitality expenses, etc. along with justification).
- Conflict of Interest: Situations where the personal interests of the Company's employee conflict with his/her obligations to serve the interests of the Company or the Group, shall be avoided and controlled. The Ethical Conduct Policy and its implementation method has been presented to the executives of the Group's Companies and training has been provided on the method and control of its implementation.
- Also, in 2017, the Risk Management Policy was approved by the Boards of Directors of Quest Holdings and the Group's companies, which in 2018 was updated and completed by the Group companies the Risk Assessment process, 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).

Our Performance

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.

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The Group's goals are zero incidents of non-compliance with the applicable legislation on anti-corruption and unfair competition.

This goal has been achieved for 2018, given in particular that there are no pending cases concerning non-compliance with legislation against the companies of the Group and no fines or other penalties have been imposed for any violations of the above legislation. Further, no complaints were made nor was any other action taken regarding these matters, nor are there any cases pending concerning the examination of any complaint.
This achievement is the result of the culture, the organization and the ethical approach of the Group's Management, which has permeated the entire organization. The same goal has been set for the year 2019.

Personal Data Protection

Material Issue

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Further to this chapter, additional information is provided on how the issue (and, where applicable) with the relevant results is approached, by the Group companies that fall within the scope of this report.

The Quest Group has always placed particular attention and priority to the protection of personal data. Any leak or misuse of the personal data of customers, employees or partners would damage to a great extent the credibility and the reputation not only of the company that committed the offense, but also of the Group as a whole, resulting in direct and indirect long-term loss of revenue. Further, it could also have a greater effect on society, causing negative impacts to citizens/companies, with the simultaneous reduction of trust in the technological systems and the organization of the Companies.
The personal data managed by the Group's companies relate to the employees, the customers, the associates and the shareholders of the parent company. The Companies are constantly reviewing the necessary measures to ensure that the personal data that the parties with which they deal and have a relationship entrust to them are protected and their process takes place only for the reason they are collected and they comply with the applicable law provisions.

How we handle it

Group Information Security Policy

In all Group companies, the protection of personal data is guaranteed through the Information Security Policy that includes the personal data protection policies. This Policy, which follows the principles of the international ISO 27001:2013 standard, has been successfully applied for more than 10 years. For the secure application of Information Security Policy, all the Group members use the Data Center infrastructure by Uni Systems, which meets the strictest international standards. Application of the Information Security Policy is ensured with appropriate procedures and the audit mechanism. The Information Security Manager is responsible for the development, implementation and review of the Policy and the respective procedures. The Policies and procedures give the guidelines, the management method for processing personal data and are applied by all employees. Furthermore, the employees who are responsible for the management of personal data receive regular specialized training.

Compliance with the EU General Data Protection Regulation

In 2018, the Group's companies followed a program to comply with the EU's General Data Protection Regulation 2016/679, which is continuously upgraded and updated according to the needs of each company.
The Group's companies are preparing with a detailed schedule and methodology, with the support of a specialist consultant. In cooperation with and under the coordination of the Group's Data Protection Officer (DPO), in each company the respective Data Protection Officer (DPO) undertook monitoring of the project. With the completion, all companies of the Group will have limited to a great extent the risks from non-implementation of the Regulation.

The scope of preparation for compliance with the General Data Protection Regulation includes multiple checks of Networks and IT and Communications Systems, so as to assess whether additional data protection measures are required. Correspondingly, all companies have developed specialized procedures and instructions, which are incorporated into the daily activities, ensuring thereby to the utmost extent the personal data. In addition, they have taken appropriate technical measures to improve them and to ensure the protection of these data.

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In all the Group companies, under the guidance of the Company's DPO, as well as of the Group DPO and in accordance with the provisions of the Regulation:

- Activities involving the processing of personal data have been recorded.
- The necessary actions have been taken for the activities constituting the legal basis for the consent.
- Procedures for providing information to data subjects have been carried out.
- The cases of outsourcing the processing of personal data to third parties have been revised.
- A Group Data Protection Officer has been appointed.
- An awareness and training program for staff is planned
- Impact assessment studies have been evaluated and carried out where they have been identified as necessary due to the nature of the process being carried out.
- Procedures for the exercise of rights of the subjects have been created - a process of assessing and dealing with personal data breaches.
- Procedures have been put in place and implemented to protect data from designing, preserving and destroying files, using the video surveillance system and transmitting personal data to third countries.
- Regular inspections are conducted by the Information Security Manager in order to ensure proper implementation of the Policies and Procedures.
- Periodic risk assessments are organized (security information risk assessment) to look for new risks in every area that may affect personal data.
- Appropriate technical measures are designed and implemented by the IT departments of the companies and the security policy for personal data has been updated, which is ensured by the appropriate procedures and the control mechanism.
- All appropriate organizational measures have been designed and applied, by the coordinator responsible for personal data, by Company, and who works with the DPO. The DPO, in cooperation with the Companies and independent consultants, performs constant inspections of compliance with the Regulation.

The DPO, with systematic audits, training and guidance, is responsible for monitoring and correctly applying the standards set by the Group.

In 2018, there were no substantiated complaints concerning the violation of customer privacy or loss of data for any company.

Goal for 2019

The goal for 2018 as regards the compliance of the Companies with the General Data Protection Regulation of the E.U. was achieved. At the same time, an extensive training program for employees was implemented, aiming at the understanding and application of the new Regulation in day-to-day operation. The educational material, enriched with useful information, standard documents and instructions, was posted to the Intranet of the Group with easy access by all employees.
For the year 2019 the Group has set zero fines or other sanctions for violation of this legislation. At the same time, the aim is to further optimize processes and training of employees.

Security Infrastructure and Business Continuity

Material Issue

The Quest Group's most important infrastructure, boom for productivity, growth and innovation is its ICT infrastructure. The importance of ICT infrastructures for the smooth and continuous operation of the Group's companies highlights the crucial importance of strengthening, reliability and security of these infrastructures, as well as ensuring business continuity.

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How we handle it

The planning of ICT infrastructure development is included in the strategic plan of the Companies and the Group. In every ICT infrastructure design, a basic parameter is the built-in security of each system, according to its specifications.
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.

Information Security Policy

The Information Security Policy, which is followed by all Group companies, describes the protection requirements for all ICT infrastructures. The Policy revised in 2018, incorporates the requirements of the European General Data Protection Regulation (GDPR) and the new risks arising from the relevant risk analysis, follows the international standard ISO 27001: 2013. The Policy covers all the protection measures taken, including protection of equipment, software, data, telecommunications, physical security, staff information and training, policies, procedures, etc.
Uni Systems is certified according to ISO 27001: 2013, while Info Quest Technologies, iSquare and ACS follow this standard without having been certified.
An important factor of efficiency and increased protection of ICT infrastructures 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. Uni Systems has taken on responsibility for the smooth and continuous operation of servers and telecom equipment, uninterrupted power and cooling, space security and upgrading of Data Center services. The companies are responsible for the smooth operation and performance of applications, as well as data protection.
In 2018, Information Security Audit was carried out by a qualified consultant. The audit aimed to investigate all critical information systems of the Group's companies and to highlight weaknesses in design or implementation. The results of the audit were reported to the relevant executives and the Management of the companies. Measures to limit the emerging risks have been adopted and implemented.

Additional protection measures

More protection measures were implemented during 2018. Some examples are:

- **Encryption of corporate notebooks.**
- **Installation of new modern ASA Firewalls in iStorm stores.**
- **Installation of New Web Application Firewalls.**

Our Performance

The plans made and the measures taken by the Group and the Companies have had great results, including high rate of system availability and data protection, as illustrated by the registry of security incidents.
No events were recorded during 2018 to cause any kind of data leakage or alteration, or short-term (5 minutes to one hour) or long-term (more than one hour) ICT short-time interruptions.
Total availability remained at the same level as in 2017, reaching 99.995%.
It is noteworthy that:
- No company experienced unplanned downtime of its services during working days and hours.
- No incidents of non-availability or limited availability due to external attack (denial of service) were detected by the companies' tools.
- There were no incidents to affect confidentiality and integrity of company data.

Actions 2019- 2020
For the years 2019-2020 the following actions are planned:
· The study for the Group Disaster Site (Disaster Recovery Infrastructure) was promoted and progressed. The project concerning critical systems and liabilities of Cardlink due to new contractual obligations of the company has

Actions 2019- 2020

For the years 2019-2020 the following actions are planned:

- The study for the Group Disaster Site (Disaster Recovery Infrastructure) was promoted and progressed. The project concerning critical systems and liabilities of Cardlink due to new contractual obligations of the company has been reprogrammed for 2019.

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- Performance of a comprehensive IT risk assessment on all critical information systems of all Quest Group companies by a qualified consultant. A comprehensive IT audit using state-of-the-art control tools will follow to identify potential security weaknesses in order to take appropriate measures to enhance system and information protection.
- In the context of the digital transformation of the Group's companies, projects are being considered which include actions to increase the protection of ICT infrastructures.

Goals for 2019

System availability> 99.9%

Zero Data bridge incidents, which may affect the confidentiality and integrity of Group and Company data and systems.

Info Quest
TECHNOLOGIES

Economic Performance

Info Quest Technologies as a leading company in the industry continues its course in its traditional IT products business by investing in the development and marketing of innovative products, solutions and services in the areas of Mobility & Internet of Things, Cloud Computing / Digital Distribution & e-Commerce (e-shop you.gr / company Quest on Line). It is noted that e-commerce is a pillar of strategic development of the company and the support of you.gr is fully integrated into the company's operations, although it is performed by a different entity (Quest on Line S.A.). Therefore, many indicators are monitored for the whole activity for both companies. In 2018 Info Quest Technologies recorded a significant increase of + 25% in a stagnant local market, reaching € 155.78 million. Net profitability was affected by the imposition of additional copyright charges in May, with retroactive effect. (Note that retroactivity was abolished with L. 4605/2019). Following its strategic planning, it has continued to invest in the expansion of its activities and its transformation based on a new data driven / agile operating model, aiming at operational excellence, optimization of efficiency and more efficient customer service, achieving:

- Sales growth in all its individual business sectors, expanding activities in new regions and markets.
- Significantly expanding its Mobility / Internet of Things business and placing it among the top three Smartphone markets.
- Optimization of working capital and zero badges.
- Developing human resources through systematic training.
- Further exploitation of new digital tools and applications to optimize performance, make better and faster decision-making and improve customer service.

In 2019, the company will continue focusing on the key axes it has set and its main strategic orientation:

- Expanding its activities in new regions and markets and improving its customer base.
- Strengthening its investment in new focus areas.
- Better exploitation of working capital, minimization of bad debts and improvement of profitability
- Continuous effort to adapt operating costs to ever-changing market conditions.
- Continuation of its digital transformation by further exploiting digital tools and applications and improving its efficiency.
- Further investment in the development of human resources in knowledge and skills.

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In 2018, both Info Quest Technologies' traditional and new focus areas were greatly enhanced, with remarkable achievements in all areas and strong growth bases for 2019. As far as the IT products are concerned, the company has broadened its market share while for 2019 it aims to increase the use of digital tools and automation. In the field of technical services, the number of repairs was increased to 58,000 and serviced customers increased, while for 2019 it expects further growth by optimizing procedures and developing new services. Since 2016 a repair center has been operating in Cyprus, which specializes in the repair of Apple products, and operating as an Apple Authorized Service center.

In the first pillar of development, Mobility, the company in 2018 significantly expanded its presence. It was established in 3rd place in the local Smartphones market with a 15% stake and a significant share in the IoT market, it has also developed remarkable activity in Cyprus, for which it has also undertaken as authorized Xiaomi representative.

In the second pillar of development, Cloud services and digital content (Digital Distribution) in 2018
Info Quest Technologies continued its investment by optimizing the use of the automated platform www.QuestonCloud.com, enhancing the Portfolio of Value Added Services and expanding its partnerships, achieving significant revenue growth as well as a number of authorized partners and active customers. In 2019, given the gradual maturity of the market in the utilization of subscription services, it aims at the further development of specialized solutions and services that respond to the specific needs of the market of small, medium and large Greek companies.

2018 was a crucial year for you.gr, the strategic investment of the company in the e-commerce sector. Major automation projects - such as advanced dynamic search, voice search, etc. - have been implemented. - which contributed to the more personalized service of the customer, as well as to the optimization of the operation of the e-shop, while the range of products offered was greatly expanded. As a result, www.you.gr achieved a 27% increase in sales, significantly higher than the estimated growth rate of e-commerce in Greece (18%), a 20% increase in total users, an e-Conversion Rate of 2.2% on all major indicators. In 2019 you.gr will continue the systematic expansion of the Portfolio as well as investment in tools and automation, such as advanced Digital Marketing techniques, new features and redesign, aiming at upgrading the operation and optimizing the purchasing experience of its customers.

Performance indicators 2018

The company monitors a number of indicators to closely monitor each critical parameter and continually improve it. The most basic indicators for 2018 were the following:

• EBT Index improvement by 10% for the whole activity (Info Quest Technologies & Quest on Line / you.gr).	• The goal was achieved. EBT improved by 18%.
• EBT Capital Index improvement (EBT/Capital) by 10% for the whole activity (Info Quest Technologies & Quest on Line / you.gr).	• Imposing a retroactive royalty fee of up to € 580,000. resulted in the target being missed. Note that retroactivity was abolished with L. 4605 / 2019. The EBT / Uncapped capital ratio rose to 12%.
• Sales growth in new markets and products by 10% (involves new Info Quest Technologies).	• For 2018 as new markets were defined Sales in Mobility / IoT & Cloud products. Given the large market penetration of Xiaomi Smartphones, the wide range of smart interconnected products in the house, and Cloud's biggest penetration, sales in these new business areas showed an increase of 131%.
• The market share of Xiaomi Smartphones (GFK data) is more than 7.5%.	• In 2018, the range of products available, their quality and price, and the expanded sales channel contributed to a market share of 15.2%.

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• DSO index < 80 days	• DSO (Customer Balance Age) is significantly improved than last year (66 days versus 70.92 days in 2017. The DSO is improved compared to last year, but still relatively high, due to the significant increase of the Company's sales to major customers. Errors as% of turnover (provision) are not reported in this report as the Company's receivables from customers are secured.

Goals for 2019

Given the constant evolution and transformation of the market, Info Quest Technologies set the following goals:

1. Increase market share. Sales growth for the whole activity (Info Quest Technologies & Quest on Line / you.gr) to bemore than 5% of the average market growth (based on EITO survey data).

2. Mobility & IoT: Doubling Sales in Xiaomi Eco-System Products.

3. Cloud: Doubling Active Cloud Services and activating + 20% of partners to build on the QuestonCloud.com platform.

4. E-Commerce: Increase market share. Quest on Line / you.gr sales growth to be > 15% of the average market growth (based on GFK survey data).

5. Return on Capital (EBT / Capital): Stable at 2018 levels.

6. DSO goal < 80 days

Customer Satisfaction and Support, Customer Health and Safety

Info Quest Technologies, from its position as the biggest gateway for the introduction of new technologies to Greece, contributes significantly to the digital transformation of the local market. Aiming at the best possible response to the new data of the digital economy and the overall improvement of the customer service and experience.

Responsible consumption and production / Customer Health and Safety

Info Quest Technologies works with reputable and acclaimed vendors with high quality and internationally-tailored products that have all the necessary credentials and functional capabilities in accordance with EU regulations to ensure customer health and safety. In addition, the design and production of own-brand products places great importance on responsible consumption and the safe use of the products by consumers, by focusing on the following axes:

- Full compliance of the products with current safety, ergonomic, low consumption of power and quality specification legislative requirements.
- User guides in Greek and clear warranty terms for each product.
- Operation of a high-specification service center.
- Provision of technical support services

It should be noted that, during the production of the Quest PCs, thorough compatibility and quality tests are carried out along the production line that has the ISO 9001: 2015 certification; the products are certified by companies such as Microsoft for excellent use in the new technological platforms/operating systems. Moreover, the company makes sure that the production, packaging and documentation are environmentally friendly: RoHS free & 80 plus efficient power supply for low power consumption.

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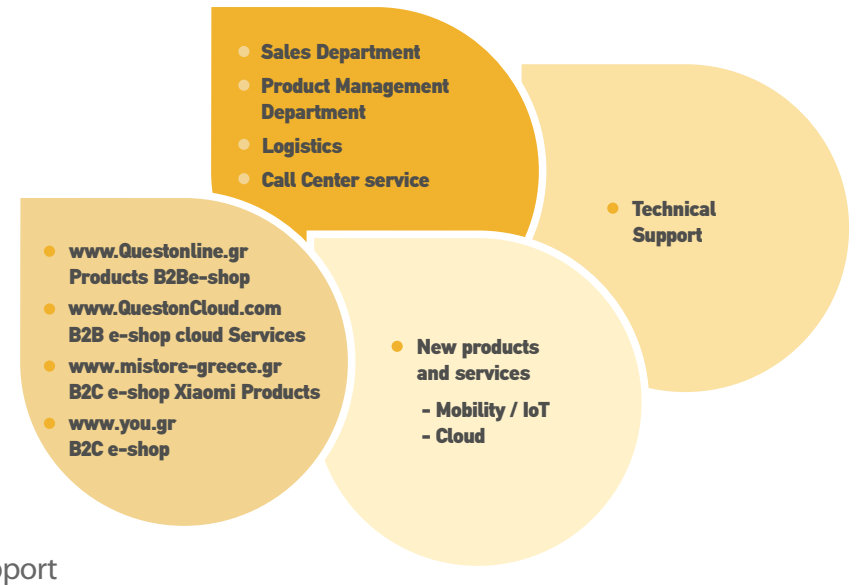
Communication Channels

By enhancing the personalization and the personal element of communication, in 2018 the company utilized modern Business Social solutions, such as Microsoft Yammer and Microsoft Teams; Collaboration solutions, such as Microsoft SharePoint and Skype for Business; and solutions for the dynamic management of relationships, such as Microsoft Dynamics.

At the same time, it has greatly enhanced the communication of the Mi Store with final consumers. Finally, as already mentioned, it develops and supports the e-shop you.gr, which is a strategic pillar of its development in e-commerce for consumers.



Technical Support

Technical Support is an important advantage for Info Quest Technologies and part of the integrated service that it offers to its customers. On its premises at Kifissou Avenue, in Aghios Ioannis Rentis, the company has a fully organized Technical Support Department that operates as the Authorized Repair Center for the larger manufacturers - such as Apple, HP, Canon, Lenovo, Xiaomi and Cubot - while it has a large number of technicians certified by the manufacturers. It also has an additional reception point for products to be repaired in the area of Kallithea, at Al. Pantou street No 25 (next to the Panteion University). In 2018, the Technical Department expanded its operations, carrying out approximately 58,000 product repairs. For the best service of its customers, the company has since 2018 a special Application for service repair monitoring, while for selected products such as Apple provides the Pick Up & Return service.

Our Performance

The company uses indices to measure its processes, so as to monitor and improve customer satisfaction, including:

- Wholesale and retail customer satisfaction survey
- Complaints measurement and analysis.
- Follow-up Call Centers calls.
- Average repair time at In House Service.
- Customer satisfaction surveys concerning the technical support by manufacturers such as Apple
- Xiaomi Customer Satisfaction Monitoring via our specialized call center.
- Adopting Online tool to present BI indices and results interfacing with the ERP (QlikView).
- 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.

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Performance indices for Info Quest Technologies

Customer Complaints

Number of customer complaints based on complaint management system	2017	72
	2018	22
Goal: Response to 90% of complaints within a specific time	2017	92,36%
	2018	86,38%

90%
Goal for 2019

Although the target was not met, the significant reduction in complaints from previous years (22 complaints in 2018 versus 72 in 2017) indicates that there has been a significant improvement in the company's operations, especially in areas where there were more complaints. It is worth noting that only in 4 complaints was the communication with the customer within 24 hours not made possible due to the complexity of the request and the effort to gather all the necessary information and data before the communication.
Please note that, for this particular index, the goal is to respond in one business day and to have resolved the issue within 10 business days for at least 90% of complaints. The same goal has been set for the year 2019.

Indicators related to the Wholesale

Call Center for wholesale customers

2017	73,7%
2018	86,72%

Percentage of calls answered

>92%
Goal for 2019

Although there has been a significant improvement over the previous year and a 25% increase in the number of answered calls, the target has not been reached. The lag is mainly due to the increase of incoming calls (12% overall) and the unexpected decrease of the customer service staff from withdrawals and abnormal absences in the peak season.
As for 2019, the goal is set to >92%.

Wholesale customer satisfaction survey

The wholesale customer satisfaction survey is conducted by electronic means every two years. The latest survey was conducted in the last quarter of 2018.

Given the important transformation of the market and the transition to the new Cloud model, a partial redesign of the questionnaire was made so that the company could gather useful conclusions to better support its partners to the new data. We also diversified the way research was implemented and the surveymonkey.com survey tool key was used. Finally, the sample of the survey was much smaller due to a decrease in the number of recipients due to GDPR. Therefore, comparison with previous years is not feasible. The questionnaire includes 34 questions, with a scale of 1-5 for answers, as well as some open questions for recording intentions and comments. Of all the questions, the following indicators are noted:

Overall satisfaction of working with the company	Establishment of the company to third parties for cooperation
64,85%	60,16%
Probably very much / very much	Probably very much / very much

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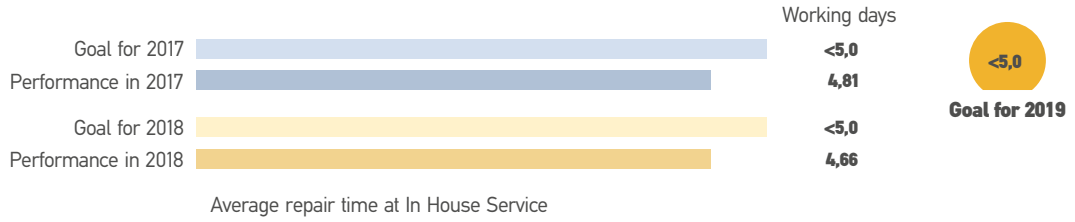
In the survey, high scores gathered the criteria related to staff expertise and service speed, deliveries, product range and company reliability, while lower ratings received criteria related to repair times / spare parts requests, prices and financial instruments / credit, which was expected.
In the near future, full redesign of the research is planned so that the next one responds to the new needs of the company and the new market data.

Indicators related to the Technical Department

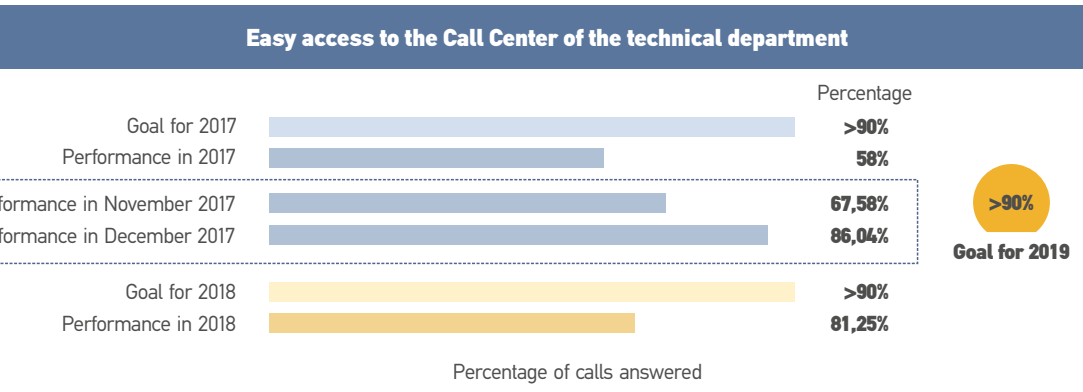
Technical Support for all customers



The target was achieved, with little improvement in the outcome for 2018. The goal will be the same for next year.

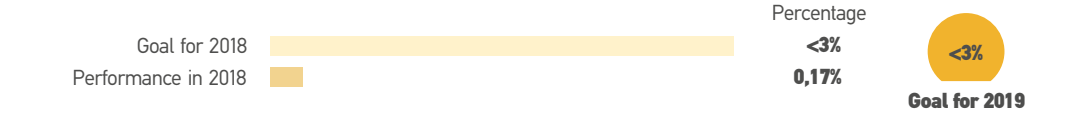
In the direction of continuous improvement, from the second half of 2018, the Technical Service has agreed with Apple, one of the major partner companies and with new equipment and know-how, to undertake local implementation of some new damage repair services, which is expected to further improve performance in the future. Also, the new services available through the above Application, as well as the use of new computerized tools and automated Reports, are expected to contribute in this direction.

Easy access to the Call Center of the technical department



There was a slight lag in reaching the target, although significant improvements were made in the customer service staffing field in 2018, resulting in a 50% increase in calls. The lag is mainly due to extraordinary absences of the staff of the department.
The goal for 2019 remains at >90%.

Quality of technician's work for Apple repairs



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The goal was achieved. The goal was set by Apple and is monitored on a monthly basis. It concerns the percentage of re-inclusion of the same product - with the same serial number - in products under warranty and is set to less than 3%. The same goal of <3% has been set for the year 2019.

The Technical Department of Info Quest Technologies is one of the largest Authorized Apple Product Repair Centers in Greece. The activity is monitored with many indices, both by the manufacturer as well as by the Company itself; with the ultimate goal of constantly upgrading the services offered and the better service of the ecosystem's customers.

End Customer Indicators

Considering the Company's growing contact with Xiaomi end-user consumers, a customer satisfaction monitoring system and the adoption of indicators were designed in 2018. At the same time, the company watches numerous indexes for the online store www.you.gr.
The main indicators are presented below:

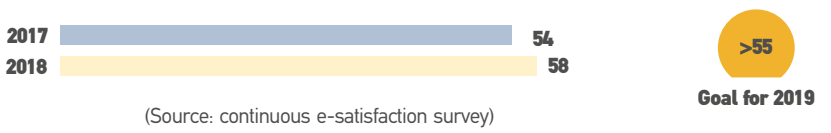
Xiaomi Customer Satisfaction Index

The goal was achieved for 2018. The index measures customer satisfaction with Xiaomi products and support services. The research is being carried out through the Xiaomi Customer Service Call Center, through daily communication with customers.
The goal for 2019 remains at >90%.

Easy access to the Call Center of Xiaomi

The goal was achieved for 2018. It remains the same for 2019.

NPS index you.gr



The goal for 2019 is > 55%.
The Net Promoter Score (NPS) is a methodology to evaluate the relationship developed between a company or a brand and its customers. This indicator extracts the percentage of customers who are willing to suggest the product or services they use to other potential customers and gives very useful conclusions about customer satisfaction.

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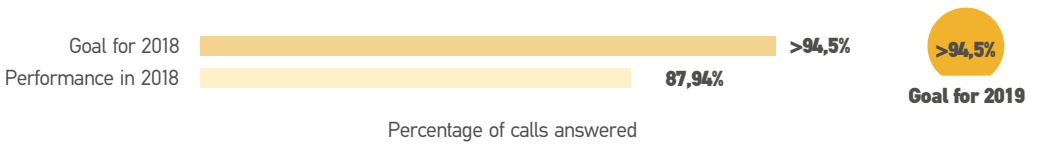
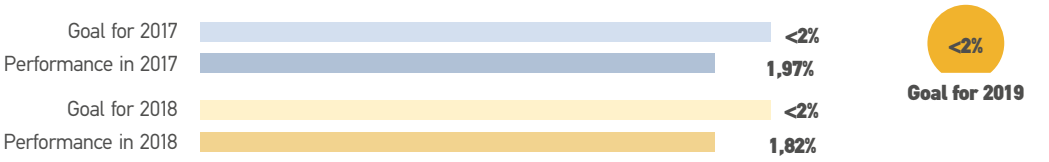
Easy access to the Call Center of you.gr



The goal for 2018was not achieved.
The easy access to the call center is a key factor for the customer's integrated service, which is why it has set a very high target. The big, over-expected increase in peak season sales (Black Friday & Holidays) resulted in a small lag behind the target.
The goal for 2019 remains at >90%.

Return of you.gr



The goal in 2018 was achieved and remains the same for 2019. The percentage of returns to an online store is a particularly important indicator as it indicates the proper operation of the store and customer satisfaction by receiving the right product at the right time. The achievement of you.gr is very satisfactory (compared to the average market of 3-5% depending on the industry), but constant improvement is being made.

Other areas of improvement

For the years 2019-2020, improvements in the following areas have been identified and planned:

- Upgrading of Call Centers. Both technological upgrading and the use of an external partner for expanding and upgrading services are being explored.
- Digital upgrading. New tools and automations that will improve service levels.
- Upgrade of the Cloud Services supply platform www.QuestonCloud.com.

Development and innovation of services and products

Committed to its vision to connect people with technology, to help companies in their digital transformation, and to connect innovative ICT technologies with the Greek market in the easiest, most economic and most efficient way, Info Quest Technologies systematically looks for, designs and introduces to the market new technologies and services that cover the following areas:

Digital Transformation

Added Value in Infrastructure and Operation

Info Quest Technologies' main concern in the direction of Operational Excellence and its digital transformation is the continuous improvement of its infrastructures and the automation of its operations.
The company, following a data driven operation model, utilizes a variety of interconnected systems to better organize, make decisions and serve its customers. In particular, the company utilizes an integrated SAP ERP platform, uses electronic B2B stores for the supply of products (www.questonline.gr) and a service Cloud (www.questoncloud.com), while it utilizes a Decision Support platform through Business Intelligence. The year 2018 significant investment in applications took place, upgrading the level of service. The following were implemented:

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- Further development of the EDI platform, to Customers and Suppliers, aiming at fully automating and digitizing the order and accounting process.
- Further optimization the CRM system to provide a complete view of the customer (360o view).
- Optimization of automatic pricing, inventory and reporting systems.
- Creation of a new rich corporate web site and new App & microsite for the Service for better, more direct and more automated service.
- In 2018, with the aim of completing the end of 2019, the specifications were put forward and the implementation of the "Paperless Project", a very important project that enriches the image of each customer, was digitized and all the documents related to his cooperation with the company were digitized.
- In 2018, specifications were developed to complete the project in 2019 to upgrade www.questoncloud.com, with new functionality, giving its partners more tools and reporting capabilities.

Investing in Know-how

The systematic and continuous investment in know-how plays a key role in the development and competitiveness of any company operating in the field of technology.
Particularly the new cloud transition model requires significant investment in knowledge and expertise. Info Quest Technologies, invests systematically in know-how, new solutions and services and has a number of certified engineers. In 2018 the engineers of Info Quest Technologies received 24 new certifications or renewals of certificates from the firms: IBM, HPE, Dell/EMC, HP inc, Microsoft, Symantec, Veritas, Cisco and Unify. In total, the certificates of the Company's engineers exceed 200. In addition, 90 training hours were completed on the platform www.QuestonCloud.com and 20 training hours on Cisco and IBM applications.
In addition, Info Quest Technologies has a team of specialized engineers, which through the Technical Service Center offers support and repair services for all the products of the manufacturers with whom it cooperates. The Technical Service Center employs 50 people, it is authorized and certified by the largest international manufacturers - Apple, HP, Lenovo, Canon, Xiaomi - while it provides support service for a number of products - peripherals, drives, memories etc. - by a variety of manufacturers. It also employs another 10 individuals for the support of the POS Production & Warehousing.

Business development

Cloud Computing

Info Quest Technologies has made in the last years 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. The company expects to star in the new era of digital distribution and to become the largest Cloud market hub by connecting Cloud solutions and applications with its resellers and customers.
The innovative platform, www.QuestonCloud.com, is Info Quest Technologies' principal vehicle for digital distribution, offering a single, automated cloud-enabling and management environment. Through QuestonCloud, Info Quest Technologies customers have the ability to enable and manage cloud services (SaaS, IaaS, PaaS) of major companies like Microsoft in real-time provisioning and to promote their own solutions to the broad reseller network of the Company.
The year 2018 was a milestone of business upgrading and focusing phase, preparing the next day's steps, with technical extensions and collaborations aimed at operational excellence, after-sales support), as well as customer support in the promotion of their own solutions (go to market).
The above aim is to create and offer solutions that address the needs of small, medium and large businesses across their range of business, and their distribution through Info Quest Technologies distribution channels.
For 2019, the company plans to design and deploy more specialized solutions, enhance the training of its partners and further enhance its portfolio and know-how.

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Cloud Retail Solution

Aiming at introducing Cloud solutions to small and medium-sized enterprises, the Company, via its strategic partnership with an international provider of POS software and ERP Commercial Management, with a large global established base, makes the 100% cloud application Q-Zone available to the Greek market (www.Qzone.gr). This is an application is fully adapted to the requirements and special needs of Greek businesses, leading even the smallest enterprises to easy and fast digitization, better control and instant upgrade of the services they offer to their customers.

Cloud Omni Channel Solution

In the same direction, offering solutions to small and medium-sized businesses, as well as Quest on Cloud-Go Market, Info Quest Technologies promotes a leading e-commerce agency solution for Cloud Retail Online & In Store sales, through an interconnected and integrated commercial management solution, point of sale, e-shop that is offered as a Service, without initial investment requirements.

New ICT Infrastructure Solutions

In a continuous effort to improve the competitiveness of its customers, Info Quest Technologies is constantly expanding the solutions and services it offers in the areas of its specialization, focusing on Security with new solutions by Cisco, Symantec, Veeam and Data Centers with new solutions by IBM, Dell EMC, Lenovo, HPE, IP telephony with solutions by Cisco and Unify and interlinked M2M devices.

Mobility & Internet of Things

The primary objective of the company is to bring to the general public all this set of interconnected devices and the "Internet of Things - IoT". The main axis of development in this direction is the Xiaomi products, which the company represents from December 2016 in Greece and from 2018 and Cyprus. Xiaomi is now among the world's most innovative companies and has, beyond popular smartphones, an extremely wide range of interconnected devices for home, mobility, fitness, and more, materializing its vision of " Innovation for Everyone ". With the aim of educating and improving consumer awareness, the company proceeded in 2017 to implement the first Mi Store in Greece, and intends to expand to other locations in 2019. By 2018, the company has put more than 600,000 smartphones and IoT products in the ecosystem from over 200 different product codes, significantly expanding its sales points, market shares and customer satisfaction base.

You.gr

The goal for you.gr is to be the first choice of consumers for their online shopping. There are constant improvements in the direction of customer service, personalized support and e-shop functionality. As a result of these improvements in 2018, You.gr posted an improvement in conversion rate of 24.5%, 23% bounce rate improvement and more than 20% increase of pageviews & pages per session. Orders increased by 25% and the products sold were from 500+ product categories and 600+ brands, serving more than 150,000 customers.

Innovation

Given the nature of the company's activities, the core priority is the development and deployment of innovative tools and applications to automate and optimize operational excellence and support e-customer (digital marketing / e- commerce). During the year the IT department of the company implemented and operated a pioneering dynamic pricing application for retail prices. The application exploiting data from multiple systems, using advanced algorithms, enables product managers to automate the commercial policy they want for a set of products, monitor in real-time the competitiveness of their products, and make immediate adjustments, improving their sales.
Additionally, from the e-Commerce section of the company that fully supports the group's e-shop you.gr, significant innovative functional improvements have been implemented, in the direction of customer service such as voice search and product display with the interests of each client (personalization).

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Protection of Personal Data

Info Quest Technologies, given the direct communication and transactions with natural persons, both in the Mi Store and the online stores mistore-greece.gr, you.gr, as well as its Technical Department, had always attached great importance in the Protection of Personal Data.
The company operates strictly, according to Quest's Information Security Policy. In 2018, it implemented a program of compliance with the EU's General Data Protection Regulation 2016/679, on the basis of a detailed timetable and methodology, 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).

Our Performance

The DPO, with systematic audits, training and guidance, is responsible for monitoring and correctly applying the standards set by the Group.
In 2018, there were no substantiated complaints concerning the violation of customer privacy or loss of data for any company.

Goals for 2019

For the year 2019 the company, following the Group has set zero fines or other sanctions for violation of this legislation. At the same time, the aim is to further optimize processes and training of employees.

Security Infrastructure and Business Continuity

During the reference year, the efforts to enhance the protection measures taken by Info Quest Technologies' IT Directorate to protect the company's infrastructure and systems continued. It is noted that Info Quest Technologies IT Management is responsible for:
1. The development and support of the SAP ERP system, SAP BW, serving all of the Quest Group companies.
2. The infrastructures LAN, WAN, MPLS, PBXs, Security (Firewalls, Antivirus, Antispam, UTMs, Cameras) Exchange Server, Printing Services, Azure Cloud Services and provides services to the Group companies, Info Quest Technologies and Mi Store (Golden Hall) Quest Holdings, Quest Online, iStorm (six stores in Greece), iStorm Cyprus (Two stores in Limassol and Nicosia), Quest Energy (15 companies).

Info Quest Technologies e-Commerce is responsible for developing and supporting Info Quest Technologies eShops (questonline.gr, questoncloud.gr, qzone.gr, mistore-greece.gr) and QuestOnline (you.gr, cyprus .you.gr.).

Given the necessary optimizations in the context of the implementation of the European Data Protection Regulation (GDPR), the following actions were taken in 2018.

- Encryption of corporate notebooks.
- Installation of new modern ASA Firewalls in iStorm and Xiaomi stores.
- Configuration of a Safer Navigation Environment by Converting Major Sites to https.
- Significant enhancements to the Company's Infrastructure (Servers, Storages, Switches) hosted on the Group's Data Center to meet the growing needs of new additional features.
- Update of all security systems (firewalls, etc.) and all versions of Windows Operating Systems to keep them up-to-date.
- Information Security Audit by a qualified consultant.

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- Encryption of Azure SQL Databases (DBs) - Transparent Data Encryption - for all production and test PAAS Azure SQL DBs (you.gr, cyprus.you.gr, questonline.gr, mistore-greece.gr / xiaomi-greece.gr).
- Upgrading a WAF using AKAMAI Web Protector (WAP) for www.you.gr The Akamai Web Protector (WAP) service includes the following:
  - Protection from Disturbed denial of services (DDOS) attacks and Web L7 attacks in Web applications.
  - Protection against malicious data theft.
  - Protection from attacks on the central infrastructure.
  - Security Operations personnel in the event of an attack.

Our Performance

No events were recorded during 2018 to cause any kind of data leakage or alteration, or short-term (5 minutes to one hour) or long-term (more than one hour) ICT short-time interruptions.

- Total availability remained at the same level as in 2017, reaching 99.995%.
- No incidents of non-availability or limited availability due to external attack (denial of service) were detected by the companies' tools.
- There were no incidents to affect confidentiality and soundness of company data.

The following actions are planned for 2019:

- Upgrading SAP / R3 ERP to a newer version.
- Installing a new Corporate Firewall & IDS / IPS System infrastructure on the company's infrastructure hosted on the Data Center.
- Creating a VPN infrastructure using Two Factor Authentication to securely connect users to the company for Remote Access.
- Installation of a new WIFI network at the Logistic Center.
- Upgrade Exchange Server while upgrading Microsoft Office.
- Updating the business continuity plan so it complies with the international security standards.
- Implementation of a staff training program on IT department issues.

Goals for 2019

The Group's target for System Availability is at least 99.9% and zero data bridge cases, which can affect the confidentiality and integrity of the company's data and systems.

uni.systems

Economic Performance

Uni Systems in 2018 saw sales growth of approximately 7.4% and its revenue amounted to € 90 million compared to € 84 million in 2017. Growth of revenue from foreign markets was high (from €33.4 million in 2017 to €37,4 million in 2018), mainly directed at the Organizations of the European Union. In addition, there was increase of revenue in the Greek market by 4,2% (from €50,6 million to €52,8 million); which came mainly from the sector of Banks and the Civil Sector. One of the cornerstones of the Uni Systems business strategy during the last decade is that it expands its activities and exports the know-how to overseas markets by focusing on institutions, organizations and other bodies of the European

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Union as well as the large Organizations and Enterprises in Southwestern Europe
In 2018, Uni Systems concluded more than 16 new 4-year services contracts with organizations of the European Union, with a total budget of more than €150 million. The company's total revenue from foreign markets represents 41% of the annual total revenue and 50% of service revenue; figures that are expected to grow even more in 2019. More than 40 European agencies, including the European Commission, the European Investment Bank, the European Parliament, etc. are also customers of Uni Systems.

Customer Satisfaction and Support, Customer Health and Safety

We are in the midst of a catalytic period in which the great wave of digital transformation requires evolution and renewal both at the level of mentality and at the level of systems and applications. IT departments are struggling to cope with the technological challenges of the era and, at the same time, the contraction of their budgets that hampers the modernization of their systems and the process of development. In this context and with the immediate priority of serving its clients, Uni Systems creates solutions that support their digital transformation and their transition to an environment that allows the development of innovation.
The Company's operating framework evolves dynamically and includes the following guiding principles:

- Committing the Management to a long-term framework.
- Maintaining and establishing a framework of principles and values that govern the Company - customer relationship and the relations among employees
- Modernizing policies and procedures to ensure that the Company's services are designed and provided in a systematic way.
- Developing strategic partnerships with internationally recognized and creditworthy suppliers.
- Constant adaptation of the company to new technology platforms and solutions.
- Providing the human resources and infrastructure required to implement the Company's strategic goals.
- Developing methods and procedures to measure the efficiency of the processes and identify the actions required to further improve the Company.
- Complying with internationally recognized standards, such as ISO 9001: 2015 and ISO / IEC 20000-1: 2011, certificates relating to the quality assurance system and service management.

Our Performance

Based on the Quality Policy applied, the company regularly monitors the satisfaction of its customers. A key point of this Policy is the annual Customer Satisfaction Survey that the company carries out among selected customer groups, as defined in the "Customer Satisfaction Measurement" Procedure. In 2018 a targeted survey was conducted in a selected group of 47 customers for 23 projects, from all sectors of the market in Greece and abroad. More specifically, 11 private organizations, 14 local authorities, 7 public sector organizations, 9 telecom providers and 6 financial institutions participated. The survey was conducted via an electronic questionnaire.
The questionnaires were sent centrally by the Customer Assurance Quality Assurance Department, which was designated by the Business Divisions to measure customer satisfaction on the following criteria:
-The abilities of the Employees
-Regular Communication and Information
-Meeting the customer's demands/needs
-Cooperation with the Employees

The customer responses concerning the degree of satisfaction with the Company's operations were recorded on the relevant form and evaluated.

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Customer Satisfaction survey		
	Number of Answers	%
Total Excellent	264	31%
Total Above Average	411	49%
Total Average	96	11%
Total Needs Improvement	42	5%
Total Not Satisfactory	31	4%
	844	100%

The Satisfaction Survey demonstrated an 80% response rate in the "Exceptional / Over the Moderate Assessment" response, 11% of which are at the moderate level, while the "Needs improvement / Unsatisfactory" ratio is 9%.
In 2018, Uni Systems received a business client complaint about delays on some delivery dates, as well as project team deviations from the agreed project procedures. Directly, Uni Systems Management recognized the underlying causes of these problems and took corrective action after informing the customer. The Quality Management of the Company closely monitors the implementation of the corrective measures in terms of their effectiveness. The first positive results have already been seen, which was also recognized by the same customer

Customer Complaints

Development and Innovation of Services and Products

In Uni Systems we believe that the changing technological and business environment leaves no room for business to remain static. In order to maintain and consolidate their position on the market, they should follow developments, if not prevent them, and create a dynamic framework that will steadily support their transition to the new era. Uni Systems has been at the top of IT market for over 55 years, and it owes its ability to flexibly, conform to the imperatives of the era, and fully approach the needs of its customers. The company has implemented very important digital transformation projects, such as the Citizen-State communication portal ermis.gov.gr, as well as the European market, such as the projects currently being carried out for the European Securities and Markets Authority (ESMA)), the European Railway Agency (ERA) and the European Banking Authority (EBA) concerning the provision of ICT advisory services to meet the needs of the three organizations based in France, the DIGIT-XM project on a single procedure Covering services through both consulting services and development, implementation, design and support systems for all beneficiaries of the European Commission, as well as in 79 of the EU Agencies in more than 15 Member States of the Union, etc.
It is important to note that in 2018 Uni Systems was certified according to ISO / IEC 20000-1: 2011 for its service management system.

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Business Development

As part of the process of organizational and digital transformation taking place at Uni Systems, the new Business Development division was set up in 2018, which as its core business is to explore and collaborate with academics and technology to produce knowledge about the optimal use of new technologies.
In this context, a broad organizational transformation plan was developed, focusing on the creation of an additional business unit, the Business Development Unit, which is responsible for exploring and expanding the portfolio with emerging technologies solutions analyzed and applied in conjunction with the maturity of the relevant market. At the same time, the new Business Unit is working on developing collaborations with academics and other stakeholders to penetrate research projects as well as research and development programs.
In addition, Uni Systems has not ceased to continuously expand and develop its portfolio of solutions and services by continually assessing new partnerships with supply companies, a key element of its policy that strengthens its position vis-à-vis competition.

Acquisition of ACE ERP

At the beginning of 2018, Uni Systems acquired the ACE ERP software business line from ACE Hellas SA, aiming at further expanding it in the Public Sector and Construction sector of the Greek market. The ACE ERP business line includes the integrated solution for the management and monitoring of public works ACE ERPeCM and ACE ERPPM for an integrated solution for the organization and management of technical projects and companies and the platform includes a range of subsystems covering the whole life cycle of technical works.

Develop eDocuMenta

The Company also developed and marketed eDocuMenta, the new integrated software product for electronic document management and distribution with digital signature support. The design of eDocuMenta was based on the new institutional framework in force in January 2019, which concerns the mandatory implementation of a system for the issuance and circulation of documents using an approved electronic signature for all the public entities to which the new system is addressed.

Banking and Finance

The Core Banking team shapes the framework of services it offers by identifying the market need for the digital bank of the future. For this reason, it has identified four key pillars: modular, open, omni-channel and smart banking that can successfully support the digital strategy of banks. The team develops and implements systems for financial institutions focusing on the four pillars in mind, evolving the solutions and tools it has developed.
At the same time, existing collaborations like Oracle Financial Services for Financial Crime & Compliance and Analytics have developed, and new ones have been created, such as collaboration with PSD2 Consulting on analytics consulting and compliance services for PSD2 API management applications, collaboration with Newgen for Enterprise Content and Business Process Management, and NETinfo that provides digital services and mobile banking.

Culture Sector

In the field of solutions targeted at cultural institutions such as libraries, museums, cultural institutions, Uni Systems has a long experience and considerable know-how in solutions that meet their needs. Two burgeoning partnerships in 2018 were recorded giving the signal for the digital path of culture. The collaboration with Hewlett Packard Enterprise and a new one with Mobile 72 coupled with the know-how and in-depth knowledge of the Uni Systems market have led to the creation of CultureMapp, a new solution promoting culture. The new solution provides multiple audience management capabilities, enriches the visitor experience and optimizes visitor flows by providing valuable data and analytics ready for use by the cultural organization.
In addition, a new collaboration has been created with AllcanCode to provide gamification services to museums, a solution that enhances the learning process and interaction.

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New collaborations

Collaboration with SAP has been established in the areas of Success Factors HCM and Extended Content and now Uni Systems has achieved a Silver Level of Co-operation having obtained the certifications necessary for the implementation of relevant projects, both at a technical and presales level.

Collaboration frameworks were developed in the areas of Physical security with Smart Locks, Network Performance Monitoring, DNS, DHCP and IP Address Management, Intelligent Network Mapping, Automation, Video and Digital Communications, Virtual Technical Support services, CIM solutions, In-Store customer experience, Revenue Intelligence.

Investing in Know-how

Uni Systems is an IT solutions service provider and its know-how derives from more than 300 qualified engineers and technical consultants that work at its Technical Departments and provide high value added services. The Technical Services provided by the company cover all stages, from consulting services and the design of solutions to Customer support after implementation of the project.
During 2018, 4,582 training hours were completed, of which more than 1,684 hours concerned technical training. Uni Systems engineers received 96 new certifications with main areas of focus on Citrix, Microsoft, Cisco, HP, IBM, etc.

Protection of Personal Data

Uni Systems, due to the nature of its activity and its infrastructure and services it provides via its Data Center, has adapted its policies, procedures, guidelines and infrastructures to fully safeguard the customer's personal data and/or that of the users of the applications that it develops on behalf of its clients. In order to ensure the personal data protection of all Companies of the Group, which use the Data Center, the Company uses protection mechanisms, which are certified in accordance with the standard ISO 27001:2013 for a number of critical services. In particular, the scope of certification is as follows:

- Cloud Services: Infrastructure as a Service-IaaS, Platform as a Service-PaaS and Software as a Service-SaaS.
- Hosting Services for IT and Telecommunications Systems and Manned Workplaces with High Availability in the Company Data Center.
- Specialized Services related to Design, Installation, Management and Technical Support of IT and Telecommunications Systems

Security Infrastructure and Business Continuity

Own Data Center

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. Companies operate through Cloud services offered by Uni Systems, ensuring speed, full accessibility for authorized employees, reliability and a fully controlled and protected environment.

The Data Center includes the server rooms, the UPS room and the other auxiliary rooms with strict quality standards in accordance with the international standards (ISO 9001: 2015 and ISO 27001: 2013).
The companies communicate via MPLS telecommunications network, with dual routes and uninterrupted operation.

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Benefits for the Companies and the Group:

- Operating in State of the Art Data Center with SLA 99.99% (ISO 27001: 2013).
- Upgrading the security of both the company equipment and the data of the companies and their customers.
- 24/7/365 control and monitoring, operation, management and support.
- Business Continuity Plan through secure remote access.
- IP Phone Network service capacity.
- UTM (Universal Threat Management) Security Configuration.

Uni Systems has taken on responsibility for the smooth and continuous operation of servers and telecom equipment, uninterrupted power and cooling, space security and upgrading of Data Center services.

iSquare

Economic Performance

iSquare, the official Apple distributor for Greece and Cyprus, has achieved a strong growth in 2018 and has managed to cope with the difficult economic conditions of the market. The company iSquare continued to pursue its main goals of increasing operational profitability and sales, minimizing business and financial risks and improving operational structures. It achieved an increase of 30% in sales, continuing its impressive path of growth. This increase was mainly based on iPad, iPhone, Apple Watch and Apple accessories. At the same time, it further enhanced Apple's complete experience of using Apple's products through the expansion of Apple's White program and Apple Shop at its affiliate network's retail outlets.
For 2019 the company expects further increase of its figures and the expansion of its market share, from the anticipated announcement of new products from Apple, and also from its further penetration in the Cypriot market, upgrading the consumer experience at retail points and enhancing the services and programs provided.

Customer Satisfaction and Support, Customer Health and Safety

iSquare operates on the basis of the Group's General Policies and Guidelines, as regards customer service and systematically monitors numerous items, 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. In this light, during 2018, 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.

Our Performance

The investments made and the actions taken on regular and ongoing basis in the customer service and satisfaction field, arising out of the 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 2018 to improve the services provided.

The customer satisfaction survey is carried out annually by the Marketing Department of the company. 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.
In 2018, the survey questionnaire was modified to be shorter and more easy to the customer, according to recent academic

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findings on satisfaction surveys, while utilizing the Likert scale where respondents are asked to state the degree to which they agree or disagree with a series of suggestions on the subject of interest.
The Likert scale is a scale for assessing opinions or behavior and is a new, practical and fast assessment tool. 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.
Additionally, it was decided to be more open from other years and relevant communication be 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.
Overall satisfaction results for 2018 reached (83%), with a marginal decrease over the previous year (86%), although studies show that social media respondents tend to be more rigorous in their responses, while the target for in 2019 it remains also stable (86%).
In 2018 the recipients of the survey, through social media, reached 80,000. For example, in 2016, the questionnaire was sent to 36,800 recipients with a response rate of 10% (3,766 answers), while in 2018 the response rate ranged at 4,5% (3,636), a rate that was satisfactory for social networking and in such a big sample. It shall be noted that the average response rate for social media surveys is 3%. This, in combination with the high satisfaction at all levels, demonstrates the quality and continuous improvement of the Company.
For 2018, the goal was to further reduce the number of complaints, which was achieved. The company's goal for the year 2019 is to continue to the maximum extent improving the services and the added value provided to the Greek market.

Development and innovation of services and products

iSquare innovates with services provided to end consumers and vertical markets. The strategic focus of the company is the area of education, where it systematically explores truly interactive and meaningful. To this end, in the framework of the "Innovation in Education" program, the "iPad Education Event" was held in 2018 with specially designed workshops by highly qualified speakers and a large participation by teachers, school managers and Ministry executives.

Protection of Personal Data

iSquare, operates strictly, according to Quest's Intelligence Security Policy. In 2018, it implemented a program of compliance with the EU's General Data Protection Regulation 2016/679, on the basis of a detailed timetable and methodology, 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).

Our Performance

The DPO, with systematic audits, training and guidance, is responsible for monitoring and correctly applying the standards set by the Group.

In 2018, there were no substantiated complaints concerning the violation of customer privacy or loss of data for any company.

Goals for 2019

For 2019, the company, following the Group's target, has set zero fines or other sanctions for violation of the specific legislation. At the same time, the aim is to further optimize processes and employee training.

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Security Infrastructure and Business Continuity

During the year, iSquare followed the Policy and procedures set by the Group.

Our Performance

No events were recorded during 2018 to cause any kind of data leakage or alteration, or short-term (5 minutes to one hour) or long-term (more than one hour) ICT short-time interruptions.

Goals for 2019

The Group's target for System Availability is at least 99.9% and zero data bridge cases, which can affect the confidentiality and integrity of the company's data and systems.

ACS

Economic Performance

In 2018, ACS followed a consistent strategy, with an emphasis on increasing sales, restraining expenditure, managing risk efficiently and producing positive financial flows. The company's course was very positive: it developed all its activities, while its total revenue was approximately EUR 103 million; (approximately +3.6% compared to 2017). This was achieved mainly due to the rapid growth of e-Commerce, while it is anticipated that the company's revenue from courier services will increase over the next years.

The company, in order to better serve the market and increase its market share - from the middle of 2017 - implements the 2nd Phase of the upgrading of the sorting facilities in Attica by creating a modern sorting center with much higher capacity and sorting capacity . It also aims to further develop its network of points and to market new innovative solutions and services designed primarily for the e-commerce market.

Customer Satisfaction and Support, Customer Health and Safety

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 customers. The professional handling of customer service requests helps build relationships of trust.

The Company monitors 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, the company proceeds with corrective actions mainly focused on:

- Providing immediate and full information to the customer on the process of his/her order.
- Improving Customer Experience through combined services (change in the date or time of delivery, possibility of payment by credit card, etc.).
- Improving delivery times.
- Improving arrival times of the carried shipments to local stores.
- Improving systems of communication with the customer with the study for a new call center which will support an advanced IVR system, CTI and integrated communication channels (Omni channel).
- Study for the installation of a new CRM for the support of integrated communication with the customer.
- Continuous training of its employees and the network of its partners.

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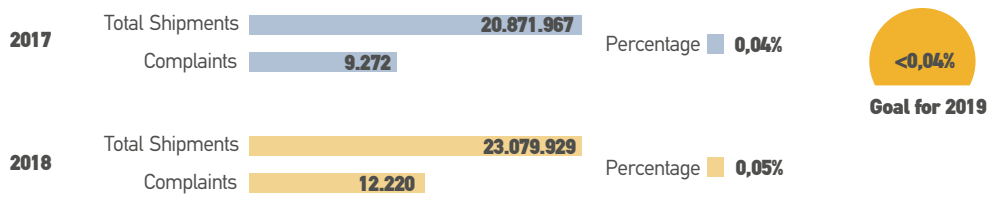
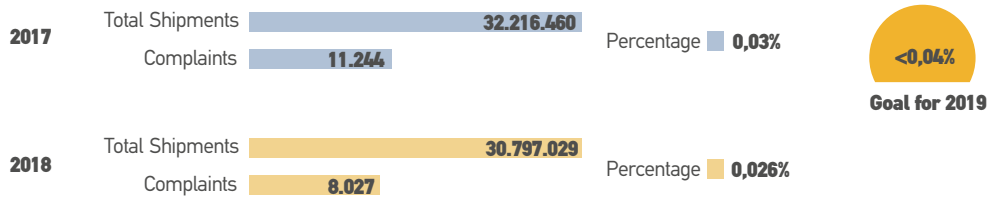
Every month, the company monitors the qualitative indicators of customer satisfaction and, depending on the results, it proceeds with special actions, including conducting phone surveys of recipients to assess the quality of the services provided and the customer experience.
At the same time, it has already conducted 3 Mystery Shopping surveys at a selected sample of its stores (in 2015, 2017 and 2018) 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). In the 2018 survey, the overall rating was 47.8%, showing an improvement compared to 46.3% in 2017 and 43.7% in 2015, while in each survey it held a higher percentage than assessment of its main competitor. In 2018, it was decided not to conduct a general telephone survey on business customers, but to conduct research exclusively for e-shops.
Also, the total number of complaints remains particularly low in both Courier and Post services.

Courier Services customer complaints



The goal for the year 2019 is to achieve a percentage of <0.04% of shipments. For the year 2018, 23,079,929 missions were made and 12,220 complaints were received corresponding to 0,05%. The goal for the year 2019 is to achieve a percentage of <0.04% of shipments.

Post Services customer complaints



For 2018 30,797,029 shipments were made and 8,027 complaints were received, which correspond to 0.026%. The goal for the year 2019 is to maintain a percentage of <0.04% of shipments

Lastly, in the first four months of 2019, ACS has scheduled a new telephone survey in targeted e-commerce stores (from its clientele) as part of its e-Commerce market focus strategy, which will be repeated every year.

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Ongoing consumers online survey

Due to the large number of shipments, in 2016 ACS created a new assessment tool by means of an e-questionnaire, through which it would be able to easily send the questionnaire (via email or SMS) to the user of the services (the recipient or sender) and receive the customer experience online. In 2017 this online customer satisfaction survey was expanded to SMS sent by ACS to customers' cell phones through the Viber application. At the same time, through the special QR code that is scanned by the cell phone, the survey was incorporated in the cash receipts received by all customers, as well as to digital signature tablets that are in all ACS stores.
From the total of replies that ACS received in 2018 from the survey sent to customers, 57% of customers (out of a total of 685,073 questionnaires) were satisfied; these are essentially the customers who would be willing to recommend ACS based on their service experience (promoters).
Finally, in the first quarter of 2019, an extension of the relevant questionnaire was planned so that customers can also evaluate qualitative features of their service, giving more information about the reasons for their positive or negative scores.

Personnel training on customer service

In 2017 ACS designed and launched, in collaboration with a specialized consulting company, the implementation of an extensive training program to all stores across Greece, called "ACS Customer Experience", creating the "The ten commandments 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". The program was launched in June-July 2017 with the training of the human resources who come into contact with the customer (Call Center, Customer Service, Network Service Department, Sales Department, Regional Control, etc.), at the head offices of the Company and continued in October-November 2017 with seminars for employees of the stores of Attica and Thessaloniki. To better assimilate the basic service principles, there are also ongoing promotional campaigns for all service employees.
In 2018 the program expanded to the rest of Greece with local training seminars. At the same time, the program was enhanced by creating courses on the ACS e-learning platform, on Shop Service, Phone Service and Distributor Service. By the end of 2018, these e-Courses had been attended by 1,200 people from service staff, and by 2019 it is expected to have been completed by the remaining ACS staff.
Finally, in 2018, grid rewards competitions were launched, based on the NSP (Net Promoter Score).
The company's goal for 2019 is to continue improving the services provided to the Greek market to the maximum extent.

Development and innovation of services and products

For many years now, ACS has been taking significant steps to develop new services and to improve existing ones. Since 2011, ACS has established separate Business Development Management, so as to achieve the maximum possible benefit. It constantly monitors what is happening in the Greek and the foreign market and carries out a systematic process of assessment of the value and the respective return on investment (ROI) of the development proposals for new services, products and applications to improve the Company's operating procedures.

The issues examined and set as the company's goal for the development and innovation in respect of each new idea are:

- Development of existing products and services.
- Creation of new products/solutions.
- Expansion and opening to new markets.
- Upgrade of the operating method of the company, particularly in automation issues and matters of quality of service and constant upgrade-improvement of computerized applications and internal organization.

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The major products and services developed by the company in 2018 are divided into the following main categories: Commercial and Operational services - Store Network Support services. The company's new proposals - solutions to the courier market are mostly linked to the quality upgrading sought by the company. An example of such services is the new alternative network of ACS Smart Points delivery and collection points. At these points the customer can be easily and quickly served in an extended service schedule and, depending on the point, even on holidays, weekends, 24/7. ACS Smart Points started operations in the first quarter of 2016 at selected Shell stores in Attica and in the third quarter the network expanded both in Attica and Thessaloniki.
Within 2018, the ACS Smart Points network was expanded to almost all owned Shell service stations, so that customer hotspots now account for more than 290, while the expansion of the network to the Aegean Islands, which is expected to be completed in 2019 started, in order to achieve pan-Hellenic coverage.
Given the strong growth of e-Commerce in Greece, ACS proceeded with the relevant actions with the main aim to provide targeted services for e-commerce. Thus, in 2016, the company included in its portfolio the pioneering for Greece services ACS ReDirect (the possibility to redirect deliveries from the mobile phone of the customer-recipient), ACS Smart Point (delivery and collection of deliveries at participating Shell stations) and ACS Card On Delivery (the possibility to pay the value of cash-on-delivery with payment cards). In addition, in 2017 it expanded the ACS Card On Delivery service and deliveries to the customer (via Mobile POS devices), and also launched the "ACS EU & Cyprus Economy" services. Finally, in 2018, the company has implemented the new, innovative mobile application "ACS Mobile App" for Android and Apple mobile devices.

Goals for 2019

For the next two years (2019-2020), the company's main objective is to upgrade the services provided by serving the recipient rather than the billed customer. ACS has also developed innovative solutions based on the specific needs of its customers:

- On-line free computerized solutions for preparing, controlling, managing and monitoring daily business shipments (ACSConnect - ACS Web Business Tools).
- Discount Card for Professionals and Individuals (ACS Member).
- Online solutions for Web and mobile apps (search for a quote, search for a service store, cost calculation).

The estimated effect of the new services within the next three years is illustrated in the following table:

Estimated effect of the new services for ACS within the next three years

Service	Service Goal	Goal within 3 years (%)	Economic Effect	Description
Smart Points (SP)	e-Commerce recipient /Improvement of Customer Experience	3-5% of e-commerce shipments (shipments to be served via SP)	Distribution Costs - ACS Network	Long-term Reduction of Transport Costs
Rescheduling - Redirect	e-Commerce recipient /Improvement of Customer Experience	3-5% (shipments to be served via PPN SP)	Distribution Costs - ACS Network	Long-term Reduction of Transport Costs
Web Reporting ABP Post	Customer	100% (Post)	ACS (new business)	Maintaining/Attracting new customers
Designing Solutions to Collect money via bank cards	Recipient and e-Commerce Customer	10-20% of e-commerce shipments	ACS - Diversifying services from competition	Attracting new customers

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Protection of Personal Data

ACS, due to the nature of its operations, also applies special policies and procedures relating to:

- Security of transports
- Postal service confidentiality assurance and protection
- Security of postal services and confidentiality assurance
- The confidentiality of communications and information risk assessment
- Image management security

Number of substantiated complaints of shipment violation during transport

	Total shipments	Complaints
2015	40,8 million	4
2016	46,8 million	5
2017	54,2 million	1

Complaints to ADAE (Hellenic Authority for Communication Security and Privacy)			Complaints to Hellenic Data Protection Authority		
	Total shipments	Complaints		Total shipments	Complaints
2018	54,9 million	0	2018	54,9 million	0

In 2018 there was no complaint. 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. It has been chosen to better inform stakeholders since 2018 and from then on to present separately the data related to a potential privacy leak associated with the Privacy Act and the possible leakage of personal data related to the DPA (Hellenic Data Protection Authority).

Security Infrastructure and Business Continuity

The objectives of the Business Continuity Plan (BCP) drawn by ACS are to:

1. Eliminate the possibility of penetrating 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 disaster, strike or interruption of service.
4. Protect the personnel and work rooms and make available alternative rooms to continue operation.
5. ACS's design includes the specialized Disaster Recovery Center in the P. Rallis building for the purpose of fully assuring the operation of its branch network.

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The reinforcement of the protection measures was continued in 2018, 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 European General Data Protection Regulation (GDPR - for more information please refer to the Material Topic: Protection of the Group's Personal Data). The following were implemented:

1. 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.
2. Update of all security systems (firewalls, etc.) and all versions of Windows Operating Systems to keep them up-to-date.
3. Install new versions of Antivirus Servers and of new antispam filters.
4. New antivirus systems for ransomware and phishing with special attention to PCs and Laptops that work outside the corporate network, with mandatory installation in stores, with security ratings according to user rights.
5. Strict domain policy has also been updated and new stricter security policies have been applied to peripheral security systems.

Goals for 2019-2020

Due to the increased risks in the Internet environment, these risks will continue to be analyzed and stronger security policies will respectively be developed. ACS is also responsible for the protection and smooth operation of the ICT systems of the expanded network of its representatives across Greece, which increases the complexity of protection, mainly of the network of its partners.
The compliance with the GDPR regulation at ACS, due to the very large number of personal data it processes in its systems, requires many security enhancements as well as changes to procedures to comply with the regulation.

The goals for the two years 2019-2020 are:

1. Updating of the business continuity plan so it complies with the international security standards IT/Business continuity.
2. Completing the actions for compliance with the GDPR regulation.
3. Implementation of a full and ongoing training program for Cybersecurity awareness personnel, headquarters and stores.

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Our Employees

Human Resources have been recognized as the key asset for creating value for the Quest Group. Part of the Group's strategy and culture is the care and development and training of its employees, the attraction and maintenance of competent executives, the ensuring of equal chances and diversity, as well as the elimination of potential risks that may be associated with human rights at work.
The Quest Group companies, with the Human Resources Management Policy that they follow, provide opportunities for young people, help reduce brain drain, reduce unemployment, and disseminate know-how in the domestic market. It is worth noting that most of the executives of the Greek Information Technology market have been employees of the Quest Group companies and evolved inside the Group.
Ensuring equal opportunities for every person, employee or candidate has become a key priority. The Group has established policies concerning employment, recruitment, training and development and performance management, Remuneration and benefit policy and is developing talent management and succession, creating a comprehensive human resources management framework that promotes transparency. A description of these policies and principles can be found in the "Corporate Governance" section. 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. 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.
It is important for the proper course of the Quest 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. Aiming to ensure mutual trust and understanding within the Group, the "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.

The communication between Management and Employees is also achieved through the use of selected mechanisms, practices and actions. Some examples are:

- Intranet, with constant information about the Group and its activities.
- Web Application "HereWeAre", which focuses on human resources development actions.
- Annual Human Resources Assessment for all employees, assessment of supervisors by the employees, and 360° assessment for Managers.
- The "Orion" e-system for Human Resources Management and Support.
- Employee Satisfaction Survey (every two years).
- The "Living our Values" program, for the experiential emergence and understanding of the Group's principles and values.

Human Rights at Work and Employment

Material Issue

Given that Human Resources has been recognized as a core capital for the Group in creating value, these core principles are fundamental, as the Group's evolution and progress are closely linked to the evolution and progress of its human resources. To this end, it considers it very important to promote the culture of respect for Human Rights to all stakeholders.

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.

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The Group embraces the 10 Principles of the UN Global Compact, which include, among others, Human Rights and Labor Principles on topics related to: Health and Safety, Equal Opportunities and Non-Discrimination, Freedom of Association, Forced Labor, Child Labor and work-life balance, and seeks to systematically inform and alert employees to major change issues, while it has incorporated these principles into its Policies. At the same time, with the management of the impacts associated with this material topic it contributes to the UN 5th, 8th and 10th Sustainable Development goals.

How we handle it

Employment

The Group operates mainly in Greece, offering a healthy working environment for its employees, while increasing the number of jobs in the country. Opportunities are provided for young people, especially in the ever-evolving field of technology. In addition, development abroad gives the opportunity to employees to acquire experiences in a more international environment and to work with people from different countries, cultures and areas of skill.
Of particular significance is also the direct employment of approximately 2,500 employees in the courier sector, who are employed at the exclusive franchising network of ACS agents, spread across Greece.
As detailed in the chapter Society, the main pillar of expression of the Corporate Social Responsibility for the Group is the IQbility incubator of start-ups. In the 6 years of its operation, IQbility has created 100 specialized job positions in the country. An important initiative is also the interconnection of companies with selected universities and educational institutions such as the Athens University of Economics and Business and the strengthening of cooperation between the academic and business community. Opportunities are also given to students for internship training, within the scope of their studies.
All Group companies systematically investigate 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 systematic realization of Human Resources Satisfaction Surveys.
-The experiential training of employees in the Principles and Values of the Group.

Equal Opportunities and Avoidance of Discrimination

The Human Resources Department of the Group has adopted multiple actions to ensure equal opportunities and non-discrimination. The cultivation of a culture of equal opportunity and development, through an environment that promotes the active participation of employees is a basic priority. Based on the Human Rights Policy that it has established, the Group ensures gender equality and equal opportunities for all. There is no discrimination 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 respected, 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.
At the same time, the adoption of a Grading system, according to which role requirements are recorded and evaluated to support and guide employees by grade, as well as equal treatment and remunerations of employees according to grade levels, contribute to transparency and fuller understanding of the needs of employees. On an annual basis, after the evaluation process, employees' grading / seniority is reviewed through predefined criteria.
At the same time, it adopts Ethics and Anti-Fraud Policies to address and eliminate all forms of corruption and bribery by developing effective, reliable and transparent procedures at all levels.
In 2017, the Group issued a Supplier Code of Conduct which will incorporate 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.

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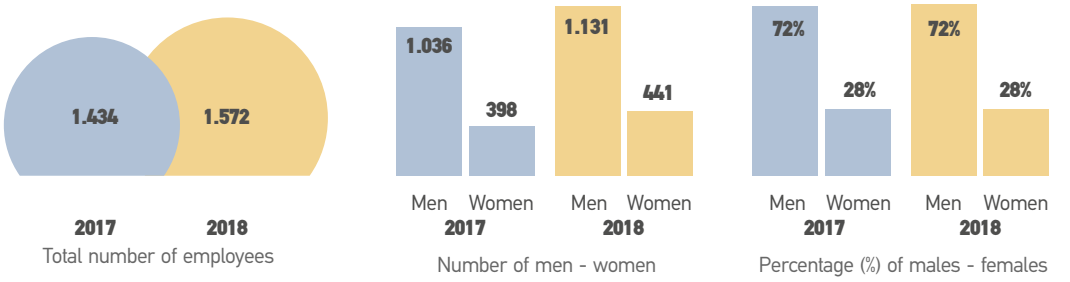
Employment

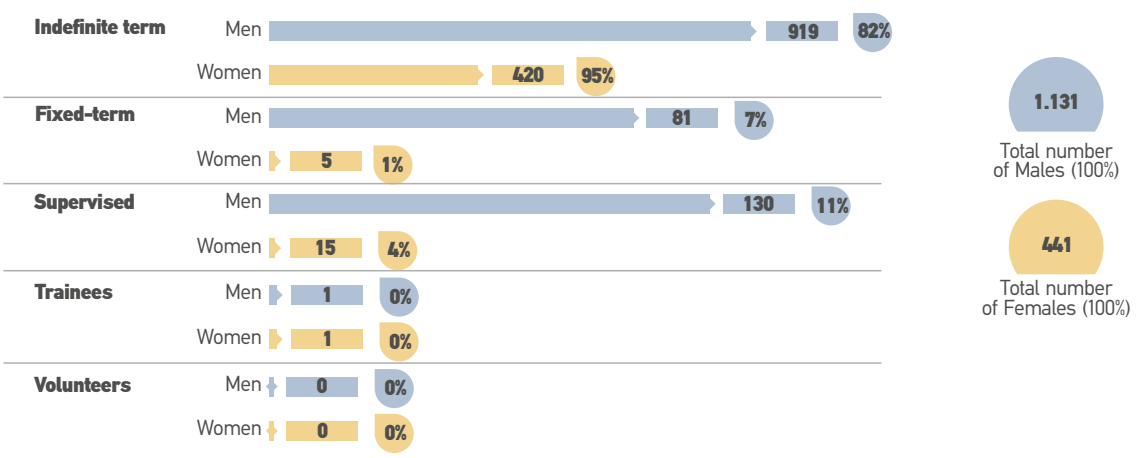
Human Resources Statistics for 2018

In December 2018, the Group's total Human Resources amounted to 1,744 employees against 1,577 in 2017. The Group created 167 new job positions during the review period. The number of new hires for the entire Group in 2018 amounted to 283 employees and the employee turnover was 5,9% (employee turnover is calculated as the ratio of voluntary resignations over the average number of employees). In the Group as a whole, 71% are men (1,244 employees) and 29% women (500 employees)
In the tables below, the data only concern the companies that participate in the Report and which employ 1,572 employees. Note that 1,427 employees are full time employees of the Group's members, whereas 145 supervised employees work abroad on behalf of the company Uni Systems.

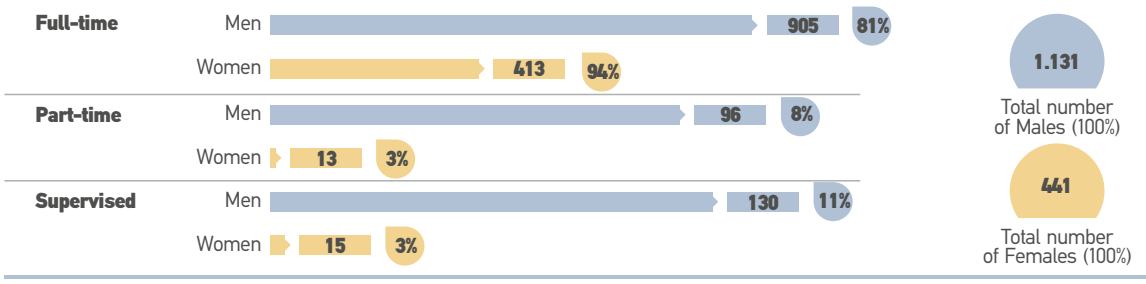
Employees by gender[1]



Employees by agreement and gender[1]



Permanent employees by type of employment and gender[1]



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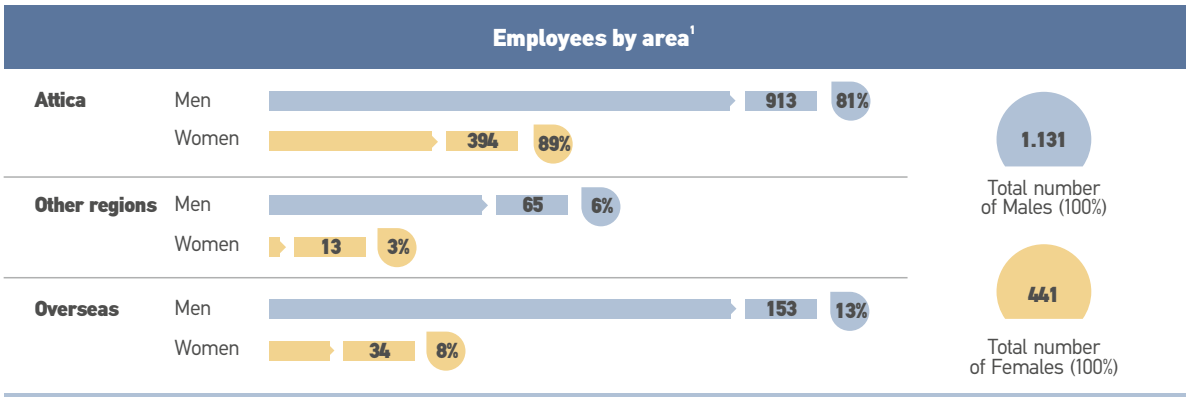
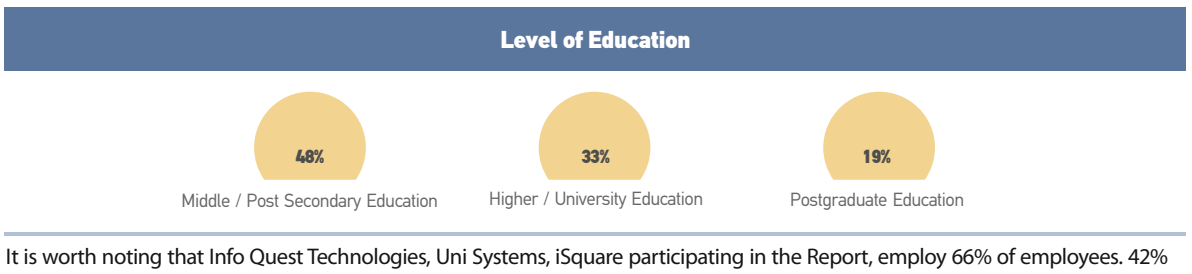


Remarks:
1.The data in the Tables merely concern the Group members that participate in the Report.
2.The data include the 145 supervised employees.
3.No significant difference in the number of employees has been mentioned during the report period.
4.The Quest Group members enter into Individual Employment Agreements with the employees. In addition, a Collective Employment Agreement is in force at ACS.

Level of Education

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



It is worth noting that Info Quest Technologies, Uni Systems, iSquare participating in the Report, employ 66% of employees. 42% of their employees are graduates of high / higher education, while 27% hold a postgraduate degree.

Αξίζει να σημειωθεί ότι οι Εταιρείες Info Quest Technologies, Uni Systems, iSquare που συμμετέχουν στην Έκθεση, απασχολούν το 66% των εργαζομένων. Το 42% των εργαζομένων τους είναι απόφοιτοι ανώτερης/ανώτατης εκπαίδευσης, ενώ το 27% είναι κάτοχοι μεταπτυχιακού τίτλου σπουδών.

Employee Satisfaction Survey

At the Quest Group, every two years, an online Employee Satisfaction Survey is conducted on a variety of topics using the structured questionnaire method. The results of the survey are a source of particularly important knowledge for the Organization and a trigger for further actions of improvement and renewal.
The last survey was conducted late 2016 - early 2017 and the next one is scheduled for early 2019.

Freedom of Association

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

Forced Labor

There is no tolerance of any form of forced labor in the Group, nor has any complaint or report relating to any matter of forced labor been recorded in the Group Complaints Management Systems, both in the Group's members, as well as the suppliers with which the Group cooperates.
The Group companies sign individual employment contracts, which exceed the minimum requirements of collective agreements. As regards ACS, the Collective Labor Agreement also applies (concerning approximately 27% of total Group employees). No report or complaint related to any of issue of forced labor has been recorded in the Group's Complaints Management systems.

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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 workers to maintain a balance between their professional and personal lives, and for this purpose organizes various actions including motivation for sports, such as the Basket team and the team of runners, celebrations for the family of employees, acquaintance with children with the working environment ("With the children at work"), gymnastics classes, etc.
They have not been recorded in the records of 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

Board of Directors	Men	Women	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age
Quest Holdings	89%	11%	-	11%	89%
Info Quest Technologies	100%	-	-	-	100%
Uni Systems	80%	20%	-	20%	80%
ACS	80%	20%	-	20%	80%
iSquare	100%	-	-	40%	60%

Board Committees Quest Holdings	Men	Women	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age
Audit Committee	100%	-	-	-	100%
Nomination Committee	100%	-	-	-	100%
Remuneration Committee	100%	-	-	-	100%
CSR Committee	67%	33%	-	33%	67%
Executive Committee	75%	25%	-	25%	75%

Note that there were no changes since 2017.

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Composition of work grades

Companies	Men	Women	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age
Quest Holdings	78%	22%	-	56%	44%
BOD	89%	11%	-	-	100%
Manager	67%	33%	-	100%	-
Staff	50%	50%	-	100%	-
Info Quest Technologies	68%	32%	20%	69%	11%
CEO	100%	-	-	-	100%
COO	100%	-	-	100%	-
Director	88%	12%	-	50%	50%
Manager	83%	17%	-	78%	22%
Supervisor	81%	19%	-	81%	19%
Specialist	62%	38%	3%	85%	12%
Team Leader	83%	17%	-	50%	50%
Staff	65%	35%	28%	66%	6%
iSquare	55%	45%	32%	59%	9%
CEO	100%	-	-	100	-
Director	50%	50%	-	-	100%
Manager	60%	40%	-	100%	-
Supervisor	-	100%	-	100%	-
Specialist	67%	33%	-	100%	-
Staff	52%	48%	48%	45%	7%
UNISYSTEMS Greece	69%	31%	6%	74%	20%
BOD	100%	-	-	-	100%
CEO	100%	-	-	-	100%
Director	91%	9%	-	36%	64%
Manager	85%	15%	-	44%	56%
Supervisor	74%	26%	-	79%	21%
Specialist	81%	19%	-	75%	25%
Team Leader	100%	-	-	67%	33%
Staff	58%	42%	12%	80%	8%
UNISYSTEMS Belgium	40%	60%	5%	75%	20%
Manager	100%	-	-	100%	-
Specialist	50%	50%	-	80%	20%
Staff	22%	78%	11%	67%	22%
UNISYSTEMS Luxembourg	92%	8%	8%	69%	23%
Manager	100%	-	-	67%	33%
Specialist	75%	25%	-	75%	25%
Staff	100%	-	17%	67%	16%
UNISYSTEMS Romania	25%	75%	-	100%	-
Staff	25%	75%	-	100%	-
UNISYSTEMS Italy	40%	60%	40%	60%	-
Specialist	100%	-	-	100%	-
Staff	25%	75%	50%	50%	-

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Companies	Men	Women	Under 30 years of age	Between 30 and 50 years of age	Over 50 years of age
ACS ΤΑΧΥΔΡΟΜΙΚΕΣ ΥΠΗΡΕΣΙΕΣ	**75%**	**25%**	**8%**	**63%**	**29%**
BOD	**83%**	**17%**	**-**	**-**	**100%**
CONSULTANT	**67%**	**33%**	**-**	**-**	**100%**
CEO	**100%**	**-**	**-**	**-**	**100%**
COO	**100%**	**-**	**-**	**-**	**100%**
Director	**71%**	**29%**	**-**	**29%**	**71%**
Manager	**64%**	**36%**	**-**	**55%**	**45%**
Supervisor	**62%**	**38%**	**-**	**62%**	**38%**
Specialist	**91%**	**9%**	**3%**	**66%**	**31%**
Team Leader	**90%**	**10%**	**-**	**70%**	**30%**
Staff	**74%**	**26%**	**9%**	**65%**	**26%**
Total	**70%**	**30%**	**10%**	**69%**	**21%**

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

Employee Health and Safety

Material Issue

In the Quest Group, the health and safety of workers is a top priority. 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 they can develop their creativity and entrepreneurship. This is also the conviction of the Group's Management and its subsidiary Companies.

At the same time, it is a constant goal to create a working environment that encourages personal improvement and development, which provides prospects for development and promotes overall the pursuit of a better quality of life. Based on the above framework, the Quest Group takes all measures and initiatives necessary to ensure an appropriate working environment that protects the health and quality of life of employees.

The measures and actions taken aim to protect workers from accidents, injuries, occupational diseases, natural or other phenomena, such as earthquakes, terrorist systems, etc., create pleasant and safe workplaces with healthy conditions and encourage actions that improve overall everyday life. The Group, through the management of the material topic Employee Health and Safety, contributes to the 8th Sustainable Development Goal of the United Nations and is in line with the UN Global Compact Principles.

How we handle it

The general guidelines for ensuring the health and safety of the employees are described in detail in the Health and Safety Policy of the Personnel, as well as in the Physical Security Policy, which the Group has set and which is adopted by all its companies.

The will of the Management and the implementation of the Policies and related Procedures by the Human Resources, Safety and Maintenance and Construction Directorates include:

- **Continuous upgrades and maintenance of workplaces.**
- **Suitable working conditions and protective equipment.**
- **Spotless cleanliness.**
- **Suitable lighting and air conditioning in all areas.**
- **Medical follow-up of all employees, applying the institution of the work doctor.**
- **Additional medical and pharmaceutical benefits program for all employees**
- **A check up program for Directors of the Group**
- **Free vaccination for flu.**
- **Protection of facilities from any danger, with guards and protective equipment.**
- **Continuous training and updates of employees on safety and health issues.**
- **Preparedness exercises for dealing with natural disasters or the provision of first aid.**
- **Developing programs such as Voluntary Blood Donation / Blood Bank, sports teams and the creation of special areas such as restaurants, rest areas, fitness, etc.**

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The aesthetic and functional upgrade of the Group's building facilities continued in 2018, so the work is more pleasant and productive.
More specifically, the renovation of the building on 2A Argyroupoleos street in Kallithea continued, with 600m^2 of additional workplaces (offices) completely renovated. Modern materials, more ergonomic work stations, better lighting (better quality of lighting and also with respect to energy consumption-LED) and air conditioning, improved the working environment for a large number of employees.
In addition, a large new dining area with modern equipment for use by the employees was created in the same building.
The training of the fire safety teams in all buildings was repeated for the fire prevention and the safe evacuation of buildings, and preparedness and evacuation exercises were carried out, as is the case every year.
During the last three years, first aid training has been completed, while in 2018 the organization of first aid teams has been extended to a second building complex. The practice within 2019 will be extended to all Group buildings.
Additionally, the Company Safety Officer's instructions are followed in detail and all the precautionary measures indicated are taken, and the group security program has been renewed, providing significant assistance to workers and their families in every relevant case.
The voluntary blood donation program, centrally coordinated, was carried out, like every year, for the replenishment of the Group's Blood Bank, as well as the greater reinforcement of the importance of voluntary blood donation.
Companies have achieved very good results in avoiding accidents with an organized system of rules for the registration and reporting of accidents by type. For the reported period, only 2 incidents of injuries to the ACS were recorded, which were not serious and did not result in lost working days. Also, there have been no reported cases of occupational illnesses.

"QUEST EUZHN" - Well-being and quality of life

The Group systematically urges employees to maintain a balance between their professional and personal lives. During the year, social and sports activities were held for employees, highlighting the importance of balance of personal and professional life (lifetime balance), as well as to urge employees toward a more healthy way of life. As we consistently support employees to have an active lifestyle, the Group members offer opportunities to exercise and let work stress go.

Uni Systems basketball team

The basketball team composed of Uni Systems employees is regularly trained and it takes part in the "Nikos Galis" championship of the Athens Labor Union (EKA). The company encourages its employees to join the team and supports their efforts and undertakes to fully cover the participation fees.

Quest Group Runners Team - Athens Marathon

The employees who love running have every year the opportunity to take part in the Athens Race of 5 km and 10 km and the Marathon Race by joining the Group runners team and ensuring thereby their participation, fees reduction and sport outfit. In addition, companies are morally supporting runners by offering an amount (in services and / or equipment) to each runner in the "Smile of the Child" organization.

Gym on Group Premises

Over the past five years, the Group has provided its employees with a gym in a central building of the Group, so that it is easy for employees to train before or after work.

Exercise and Pilates Programs

In two central buildings of the Group, weekly exercise/dance classes are held by a professional and with free participation of employees.
In 2018, 56 Pilates hours were held in the Al. Pantou st. (Uni Systems & iSquare) building and 30 hours in the building at Argyroupoleos st. (Info Quest Technologies), with an average of 12 participants per class. In November 2018 started at Al. Pantou st. Functional Training coursres (8 hours - 15 people on average).
It is worth noting that the selection of the type of exercise (traditional dance, Zumba, Pilates etc.) is made by the employees by vote.

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Wellness Days

The "wellness days" initiative was implemented in a Group building where helpful tips for managing anxiety and healthy eating were transferred from a professional coacher.
In 2019 the Group aims to enrich the programs, creating an even more friendly, pleasant and creative environment for their employees.

Also, in 2019, a pilot program for psychological support in cooperation with EAP HELLAS is planned to be piloted in all the Group's companies.

Absentee Rate (AR)

2018		Employees		
Company	**Region**	**Men**	**Women**	**Total**
Quest Holdings	GREECE (ATTICA)	0,5%	0,0%	**0,4%**
Info Quest Technologies	GREECE (ATTICA)	0,6%	1,6%	**0,9%**
	GREECE (THESSALONIKI)	0,4%	3,5%	**1,8%**
Uni Systems	GREECE (ATTICA)	0,6%	1,1%	**0,8%**
iSquare	GREECE (ATTICA)	0,9%	0,7%	**0,8%**
ACS POSTAL SERVICES	GREECE (ATTICA)	2,4%	1,0%	**2,0%**
	GREECE (THESSALONIKI)	1,9%	3,2%	**2,0%**

Training and development of employees

Material Issue

The training and development of the employees is a key priority for the Quest Group and part of our culture. The Group has a special Employee Training and Development department, which in a structured and organized way, designs and implements at all companies, a wide training program for all grade levels of employees. Employees are urged to participate in these programs, to improve their knowledge, skills, and work attitude. In addition, the Group also facilitates employees who want to attend a certain training program of their choice and at their own initiative.
The integrated approach of the Group to the development of employees - and given the nature of the Group's activities, which to a great extent is labor-intensive and of high quality of Human Resources - 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 globalized, digital world, and to equip themselves for their future development.

How we handle it

Development and Training Policy

The Group has established the Development and Training Policy in order to determine the way in which the Group Companies approach the training procedure.
The implementation of Policy procedures is part of the Procedures and Policies System of Group members.
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.

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The training and development program of Group employees include:

- **Management skills development**
- **Technical and Professional Training**
- **Specialized training and certification programs based on recognized needs.**
- **Specialized program for High Potential (Talent) employees in the Group. The program is a synthesis of actions aimed at developing and / or further enhancing leadership, strategic thinking and organizational skills.**

Talent Management

Strategic priority for Quest Group is the implementation of Talent Management program. The program was designed in 2017 with Talent Development main focus, to preserve talent (High Performers and High Potentials) and Talent Attraction in the Organization to identify and recruit new talents.
More specifically, in the year 2018, 97 people were identified as High Performers and High Potentials were identified through a specific process and constitute the talent pool of the Quest Group. For talents, a development program has been designed and will be repeated every two years.
Also, in 2018, the Talent Strategy and the relevant program was designed to be implemented in 2019 and include the following development actions:

- **3 Leadership Programs in collaboration with an external partner.**
- **1 Executive Program in collaboration with Business Schools abroad.**
- **Action Learning Teams in collaboration with an external supplier.**
- **Leadership Series in collaboration with Alba.**
- **Mentoring in cooperation with an external partner.**
- **Creating personal development plans.**
- **Learning Paths through the Linkedin platform.**

In 2019, the talent attraction program will be designed and implemented to attract new talented employees to the Organitation.

Succession Plan / replacement Planning

In 2018, the Succession Replacement Planning program was designed and implemented, and successors for all corporate management positions were recorded. In the succession plan, non-administrative positions that are important for the critical operation of each section were also included.

Continuing Education

Mini MBA

The Mini MBA program takes place every two years. It has been designed by ALBA, exclusively for the needs of the Group with the aim of upgrading the quality of the employees by providing them with the necessary knowledge for the new business environment and developing a broader strategic vision. 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 Organization.

In 2018, the Quest Mini MBA program cycle was completed, involving 36 employees instead of about 25 participants in previous years (however in 2017 the largest volume of the program took place).
In 2019, Quest Mini MBA will begin the 4th round. Given the acceptance and value of the program, the goal is to see about 35 employees.

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C-Suite – Executive leadership program

In 2018, a specialized program for Managers and Supervisors (C-level Series) was held, focusing on new business models and agility. More specifically, the program analyzed modern business concepts and prepared the participants for optimal management of future challenges with an important ally of agility and ambidexterity. In the 40-hour program, participated 36 Executives from all the Group's companies.

Managing and Leading Change

In 2018 a development program for Managers of all Group companies was held. The project concerned the development of properties important for the successful management of the Manager role and was implemented in cooperation with the ALBA. The program was implemented in two rounds of 16 hours and was attended by 197 Managers from all Group companies.

Managing and Leading Change

	1st cycle / 16 hours	2nd cycle / 16 hours
Quest Holdings	3	3
Info Quest Technologies	18	18
Uni Systems	39	41
iSquare	4	4
ACS	22	22
Participants	86	88

e-Learning Programs

Utilizing the many available specialized online training programs, in 2018, Uni Systems collaborated with international e-Learning platforms, such as LinkedIn Learning and Lynda, giving the opportunity to employees to take online courses. Given the very good response and utilization of the programs, in 2019 the objective is to be given to the other companies of the Group, to more than 250 employees of the Group.

Technical and Professional Training

Technical training takes place in every company according to their needs. The responsibility for designing and coordinating education and development programs in soft skills, leadership and mini MBA has the Training & Development department. 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

In the autumn of 2018, the "Accept The Challenge" event was held at the Kifissia Athletic Club in order to strengthen team spirit and develop a single culture. The agenda included a tennis tournament, inspirational talk, and a meal. The program lasted 8 hours and 43 participations in Directors and CEOs from all the companies in the Group.

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More specifically:

Group Culture - Boosting Teamwork			
Quest Holdings	9	iSquare	6
Info Quest Technologies	8	ACS	7
Uni Systems	8		
Participants			38

Data only for companies participating in the Report

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 the Principles and Values according to which it operates. Shared values define the operating framework and the relationships and behaviors that lead to common understanding and attitudes, thereby facilitating cooperation, development and mutual benefits. In this context, the Human Resources Development has developed and implemented the "Living Our Values" program 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.
During the years 2014-2018, the "Living Our Values" program has been attended by more than 900 employees, from all the companies of the Group.
The program will be redesigned for re-implementation in the 2020-2022 period.

Evaluation of Human Resources

Evaluation of all employees

The procedure of human resources evaluation 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. It should be noted that the evaluation procedure is carried out for all Group employees (100%), who are informed about their performance and development by their supervisors.

Management Rating / Bottom up Rating and 360° Rating

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 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 themselves and their subordinates. Its nature is related to development, as it allows managers to understand what is the impact of their behavior on their subordinates. Bottom Up & 360° surveys are conducted on a two-year basis and will be re-conducted in 2019.

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 2018, the "Orion" Human Resources system was further parameterized on the training of workers by introducing and gathering per employee of his degrees and certifications. The Group's goal is to further utilize the system by upgrading the user experience and integrating new features. For 2019, more self service capabilities are planned to be deployed for key human resource departments.

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Average training hours per company of the Quest Group

Quest Group (Total Group)*

1.594	13.711	8,6	608	38,14%
Total Number of employees	Total training hours	Average training hours per employee	Number of trainees	% Of the total

Total training man-hours by gender	Men	8.491
	Women	5.220
Average training man-hours by gender	Men	22,11
	Women	23,30
Number of trainees per sheet	Men	608
	Women	384
Percentage of employees per sheet	Men	34,56
	Women	46,38

1.111 Total number of Males (100%)

483 Total number of Females (100%)

*Workers with dependent employment relationship

Quest Holdings

9	160	17,78
Total Number of employees	Total training hours	Average training hours per employee

Total training man-hours by gender	Men	88
	Women	72
Average training man-hours by gender	Men	12,6
	Women	36

Average training hours by employee category

1,6	38
Administration	Support Services

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Info Quest Technologies

288	2.909	10,10
Total Number of employees	Total training hours	Average training hours per employee

Total training man-hours by gender

Men	2.014
Women	895

Average training man-hours by gender

Men	10,3
Women	9,7

Average training hours by employee category

44,3	15,8	9,2	6,9	6
Administration	Support Services	Commercial	Technical	Operations

Uni Systems

614	4.582	7,46
Total Number of employees	Total training hours	Average training hours per employee

Total training man-hours by gender

Men	3.197
Women	1.385

Average training man-hours by gender

Men	7,6
Women	7,1

Average training hours by employee category

10,9	7,7	9,1	9,1	6,6
Administration	Support Services	Commercial	Technical	Operations

Does not include information on Supervised Employees.

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iSquare

44	812	18,45
Total Number of employees	Total training hours	Average training hours per employee

Total training man-hours by gender

Men	332
Women	480

Average training man-hours by gender

Men	13,8
Women	24

Average training hours by employee category

26	21,2	16,4
Administration	Support Services	Commercial

ACS

472	1.312	2,78
Total Number of employees	Total training hours	Average training hours per employee

Total training man-hours by gender

Men	907
Women	405

Average training man-hours by gender

Men	2,6
Women	3,4

Average training hours by employee category

11	3,1	10,9	8	0,7
Administration	Support Services	Commercial	Technical	Operations

In 2018, the Quest Mini MBA program cycle was completed, involving 36 employees instead of about 25 participants in previous years. However, the largest volume of the program took place in 2017, so the training hours were increased.

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Environment

Environmental Care

The Quest Group is concerned of its environmental responsibility and systematically adapts business practice to environmental and resource conservation needs. At the same time, it ensures that the commercial operation of the companies impacts the natural environment to the minimum extent possible and that it complies with Greek environmental legislation. The environmental principles adopted by the Group and its Companies, based on the Paris Climate Change Accord, reflect the commitments it has made to protect the environment in relation to the operation of its Companies.
The Group has an Environmental Policy that gives precise guidance to companies for the above-mentioned areas / actions. Info Quest Technologies, Uni Systems and ACS apply an integrated environmental management system, which was certified in 14001:2015 for the first two companies in accordance with the ISO 14001 standard. This system achieves measurable results in the areas of sustainable development for 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.
The Group systematically monitors and undertakes actions to improve overall environmental footprint, with particular emphasis on reducing electricity consumption, systematic recycling of materials and reducing transport pollutants for ACS.

Greenhouse Gas Emissions and Transport Pollutant Reduction for ACS

ACS, due to its work, attaches great importance to the reduction of air pollutants emitted during transport per transported item. The Company is constantly evaluating its fleet of vehicles and applies programs to optimize their use, aiming at reducing its carbon footprint and the best possible utilization of its fleet.
Within this framework, for its trucks it chooses the best possible combination of technology, capacity and type of fuel. In addition, it replaced the motorbikes with new, low emission ones and in the stores of its network, it replaced part of its trucks used for transport within large cities.
For the best possible management and reduction of its carbon footprint, ACS -since 2017- conducted an accurate measurement of the carbon footprint. Further information on the methodology followed and the final results can be found in the last section of the Chapter.

Energy Efficiency

The Group's commitment to reducing energy consumption extends beyond conformity with any regulation. The Quest Group systematically implements actions to upgrade and improve the building and technological infrastructure. Indicatively, replacing the lamps with new LED technology, replacing old energy-intensive devices, installing a system for automatic operation and switching off lights in public areas, etc. The program of the automatic lighting system continued in 2018 in the building of Argyroupoleos street. There have been set goals of a continuous reduction in the consumption of electricity in all the Group's buildings by 2019, when a revision of the targets will be made. The target for the three-year period 2017-2019 is the reduction of electricity consumption (in Kwh) by 3% -5% per annum, with steady activity. The reduction rate will be falling by 0.5% for every rise in activity by 25%. Given the significant increase in turnover and with the aim of optimizing data representation and monitoring, the annual energy intensity of the Quest Group (kWh / m^2) / € million turnover & equivalent of thousands of tonnes of CO_2 per year in the Quest Group (kt CO_2) / € million turnover will be monitored.

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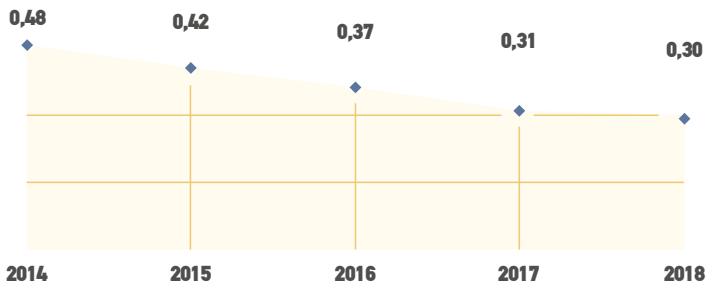
Goals to reduce power consumption (in kWh/m²) per year*

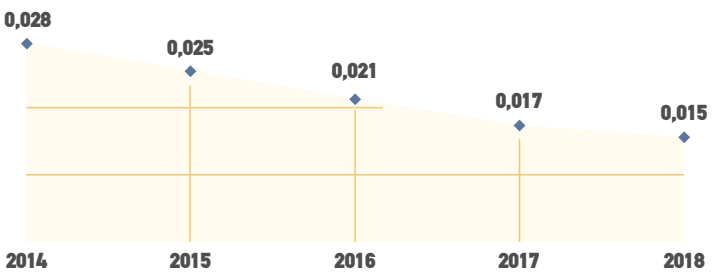
**The reduction rate will fall by 0.5% for every rise in activity by 25%.*

	2014	2015	2016	2017	2018
Group Turnover (€ million)	315	353,4	388,2	436,5	497,7
Annual energy intensity of Quest Group (kWh/m²)	151	150	143	136	148
Equivalent to thousands of tonnes of CO_2 per year in the Quest Group (kt CO_2)	8,86	8,83	8,30	7,62	7,59

Annual energy intensity in the Quest Group (kWh / m²) / € million turnover



Equivalent of thousands of tonnes of CO_2, per year in the Quest Group (kt CO_2) / € million turnover



The goal of reducing consumption in 2018 was achieved. For 2019 the target is that the Group's annual energy intensity (kWh / m²) / € million turnover will remain constant at 2018 levels, i.e. 0.30.

The Group has also installed photovoltaic panels on the roofs of two buildings of 190 kW capacity to produce green energy offsets. Photovoltaic plants in 2018 produced 273,000 kWh of electricity, which accounts for 20% of the energy consumed by the two buildings. It is noted that the reduction in green electricity generated compared to 2017 (293,000 kWh) is due to reduced sunshine compared to last year (8% on average).

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Responsible Production and Consumption

Materials Management - Marketing of environmentally friendly products - Green IT

The companies of the Quest Group are the largest portal of technology in the Greek market, selling and manufacturing a large number of technology products. Products are designed and chosen using strict criteria, which, due to the developments in technology, tend to use less energy, are manufactured with environmentally friendly materials and are sold 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. The Quest Group invests, develops and implements new digital technologies -e-invoicing, electronic payments, Cloud applications, e-commerce, mobile applications etc- which boost sustainable growth, reduce fuel consumption and improve productivity.
In particular, Info Quest Technologies designs and assembles the Quest computers with advanced operating features, are smaller in size and weight and use less energy. In addition, it strictly adheres to its obligations concerning the payment of recycling fees resulting from its operation.
The products and systems used by Uni Systems for the creation of Integrated Solutions are also environmentally friendly, with "green" design, architecture and implementation that allow the exploitation of technologies aimed at a different level of economy, flexibility and performance. Trends such as locating and saving energy in the Data Center through cloud, hosting, consolidation/virtualization, desktop virtualization, integrated intelligent building systems and network systems that optimize power consumption and power supply are on Uni Systems' list of priorities and introduce a new philosophy to the business model of operation and, aside from saving costs, improve competitiveness, and protect the environment.

Managed Print Services by Uni Systems

Uni Systems was early to place the issue of management of printing needs as one of its basic priorities, so as to create and maintain a sustainable and competitive infrastructure, which will be able to support the increasing needs of adapting to the new business environment and uses an integrated system of centralized printing management.
The managed print management service has helped Uni Systems to acquire full control over procedures and expenses concerning printing and scanning of documents, having automated the entire procedure and enhances productivity and safety, but most of all, with the greater benefit of environmental sustainability and cost reduction.
Indicatively, due to controlled prints, in 2018, 315,868 pages of paper, equivalent to 3,480 kg of paper, i.e. 42 trees and 17,906 KWh, were saved.

Recycling

The Group promotes the systematic cultivation of the idea of respect for the environment and recycling in its employees. One of our efforts to protect environment is to recycle the materials produced by the activity of our companies.
The Quest Group has for many years concluded contracts with the licensed device and packaging recycling systems operating in the country.
The Group operates programs for the collection and recycling of paper, batteries and lamps, taking care to inform and encourage its employees to participate actively. The recycling process involves collecting and disposing of the devices via licensed recycling companies for their subsequent reintegration into production. Product packaging is also collected and recycled, significantly reducing the burden on the environment.
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.

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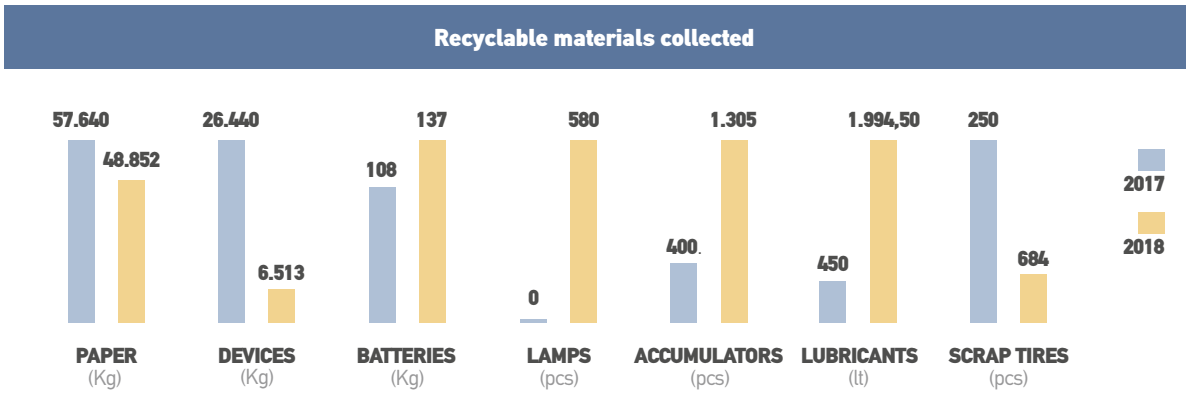
These companies are selected based on strict criteria and they are required:

- 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.

To forward the materials to the recycling plants, we worked with the following companies: Appliances Recycling S.A., Photocycling S.A., Ecoelastica, AFIS, PERME HELLAS SA, Safetykleen, Laskaridis Metal Scrap, Papaemanouil Minerals / Accumulators, Chountasis Mineral Oils.



1. The reduction in paper recycling is due to the effort to reduce its use.
2. The reduction in device recycling is due to the much smaller number of devices recycled by Uni Systems due to a smaller amount of device replacement to customers of the company.
3. The Group is exploring ways to recycle the toners it uses, as there are no longer companies in Greece providing this service.

Other initiatives to protect the environment

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 its operation.

Reduction of plastic in everyday life

Recognizing the urgent need for initiatives at all levels, Info Quest Technologies, Uni Systems & iSquare, has moved from 2018 to replace disposable plastic products such as glasses, straws, shakers, 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 his everyday life.
It is worth mentioning that within 5 months (October 2018 - February 2019) the employees and visitors of Uni Systems used: 30,500 pcs. paper cups (12 and 8 oz), 5,200 pcs. biodegradable straws & 28,000 pcs. wooden agitators. At the same time, as of December 2018, the plastic cups were replaced in Rainbow water coolers with paper and at the same time a supply was made -

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consumption of 18,000 paper cups for all coolers. Similarly, at the same time, Info Quest Technologies employees and visitors consumed approximately 5,000 biodegradable straws and 10,000 biodegradable glasses, replacing plastic glasses with all biodegradable chillers. In addition, the company gave each employee a multi-purpose bamboo glass, cultivating the idea of reuse. For 2019, the goal is the integrated use of biodegradable materials, where it is feasible to systematically alert staff to a more "green" everyday life.

Participating in the "Bike to Work" initiative

The "Bike to Work" cycling campaign aims to highlight the benefits of cycling. It focuses on informing employees who are invited to participate in a game and ride to and from work to record their mileage by calculating the amount of CO_2 saved. The Group promotes action, co-ordinates and motivates employees to take part. The Group's employees - cyclists who participated in the initiative have made the 5th Group in the overall ranking among all the participating companies. At the same time, ACS offered the promotion of the promotional material of the campaign all over Greece.

"Mediterranean SOS" Network

Life in the sea and land - "Collaborations that improve land and sea life "The Environmental Organization of a non-profit organization, "Mediterranean SOS" Network, implements a series of environmental management programs to address the environmental problems of our country and geographic area in which it is located. Its very important work is supported by ACS, offering a favorable pricing policy for the transfer of information material to the volunteers of the organization.

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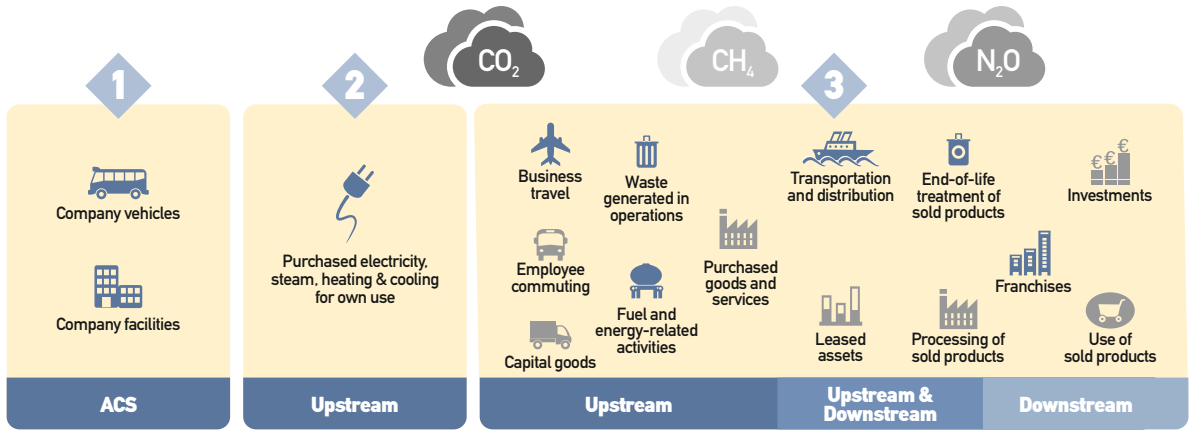
ACS Carbon Footprint Assessment for 2018

ACS, continuing to monitor its carbon footprint, commissioned a new study under the GHG Protocol guidelines for 2018 to the Department of Climate Change and Sustainable Development of the Hellenic Republic.



Scope 1: Direct Emissions from facilities / activities owned or controlled directly by the company.

Scope 2: Indirect Emissions from the consumption of produced electricity, steam, heating or cooling purchased by the company.

Scope 3: Indirect
All indirect emissions (not under the previous Scopes) in the company's value chain, including the upstream / downstream emissions from facilities / activities not owned or controlled directly by the company.

Image 1: CO_2e emissions in the ACS value chain (categories in gray are outside the scope of implementation of the assessment for 2018)
In 2018, another Scope 3 emission class was calculated compared to 2017, that of Business travel.

Sources of emissions by Scope

The total greenhouse gas emissions of ACS for 2018 were calculated at **19,374 tons** of CO_2e. Emissions per category are as follows:

Carbon Footprint of ACS for 2018 (in tCO_2e)

Κατηγορίες GHG Protocol		Percentage change compared to 2017 *
Scope 1 – Direct emissions	698,0	+ 3,7% ↑
Scope 2 – Indirect emissions	1.449,3	+ 11,7% ↑
Scope 3 – Other indirect emissions	17.226,9	+ 2,3% ↑
Total	**19.374,2**	**+ 3,0%** ↑

** Recalculations have been made that have led to changes in relation to the quantities published in the 2017 report.*

The 2018 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 2017, there was an increase in heating oil consumption in the company's buildings 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. Vehicle fuel consumption (privately owned and leased) of the company's fleet increased in 2018.

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Scope 2

- **Purchased electricity**
  Includes emissions from electricity supplied to ACS from its provider and which was consumed in its head offices. Compared to 2017, there was an increase in electricity consumption as well as in the emission factor.

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 increase in fuel and electricity consumption of the company's fleet and buildings, emissions have also increased.

- **Upstream transportation & distribution**
  Includes emissions from the production (WTT) and consumption of fuel of the ACS network. In 2018 there was an increase in the km of ACS's third-party network, which was replaced by DEFRA emission reductions and resulted in a reduction in emissions of the class.

- **Waste generated in operations**
  Includes emissions from discarding and processing (disposal) of waste of the ACS facilities. Fluctuations in the different types of solid and liquid waste of the company lead to a total reduction of the company's emissions.

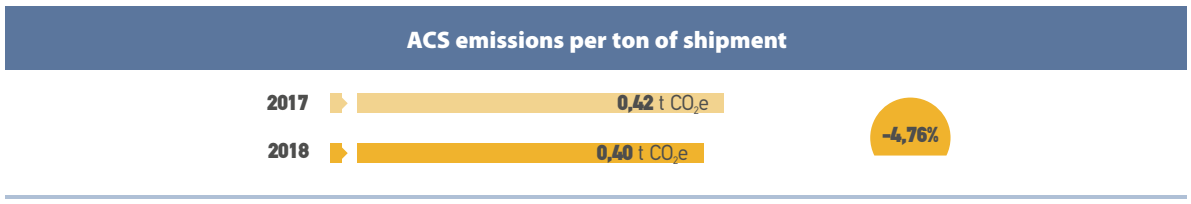
- **Business travel**
  It includes emissions from road, sea and air travel by all ACS employees for business purposes as well as from their stay at their destination. This category accounts for approximately 7% of the company's 20% increase in Scope 3 emissions for 2018.

- **End-of-life treatment of sold products**
  It includes emissions from discarding and processing packaging products sold by ACS in 2018 at their end-of-life. Compared to 2017, there is an increase in sales of items (plastic envelopes and cardboard boxes).

- **Franchises**
  Includes emissions from the operation of the franchise stores of ACS. The increase in emissions in this category is due to increased electricity consumption as well as to the emission factor.

Rating of ACS Impression Performance

Although our total emissions increased by about 3% in 2018, emissions per tonne of shipments decreased. More specifically, for each tonne of shipments (Courier and Post) we emitted 0.40t CO_2e taking into account the total value chain while the corresponding quantity for 2017 was calculated at 0.42t CO_2e. This reduction is largely due to the optimization of mission management, which we have managed to distribute more missions with the same number of routes.



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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". **Water withdrawal by source.**
The amount of waste produced by ACS in 2018, was used to calculate emissions from their treatment and disposal (Category 5 of Scope 3 emissions) but also to meet the requirements of **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:

Surface abrasions	**0** m^3	**Rain water collected by the organization**	**0** m^3
Ground water	**0** m^3	**Liquid outflows of another organization**	**0** m^3
Water supply from water supply companies	**4.837** m^3		

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

Total weight of hazardous and non-hazardous waste by waste method (in Kgr)

Recycling (Kg)		Landfill (Kg)	
Hazardous	Non-hazardous	Hazardous	Non-hazardous
2.794	43.350	-	87.500

The volume of waste that was disposed of was calculated on the basis of information on 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 2018:

Table1- Categories of the GHG Protocol included in the ACS carbon footprint estimation

Categories of GHG Protocol		
Categories of GHG Protocol	**Within the Scope**	**Comments**
Scope 1 - Direct emissions		
1. 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.
2. 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		
1. Purchased electricity	✓	- Includes emissions from consumption of electricity of the ACS offices.
Scope 3 - Indirect emissions		
1. Purchased goods and services	–	- Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis.
2. Capital goods	–	- Excluded due to lack of suitable data and time frame.

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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. - Excludes emissions resulting from the production of electricity consumed. Their contribution to the final result is not expected to have significant effect.
4. Upstream transportation and distribution	✓	- 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.
5. Waste generated in operations	✓	- Includes emissions from discarding and processing (disposal) of waste (water, PC, furniture and other waste) of ACS.
6. Business travel	✓	- It includes emissions from road, sea and air travel by all ACS employees for business purposes as well as from their stay at their destination.
7. Employee commuting	–	- Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis.
8. Upstream leased assets	–	- Emissions from the operation of leased assets are already included in Scope 1 and 2.
9. Downstream transportation and distribution	✓	- All transportation services purchased by the Company are included in category 4.
10. Processing of sold products	–	- Excluded due the Company's business model that does not offer intermediate products for further processing.
11. Use of sold products	–	- Excluded due the Company's business model as service provider.
12. End-of-life treatment of sold products	–	- Includes emissions from discarding and processing packaging products sold by ACS in 2018 at their end-of-life.
13. Downstream leased assets	–	- Excluded due the Company's business model.
14. Franchises	✓	- Includes emissions from the operation of the franchise stores of ACS.
15. Investments	–	- Excludes emissions of ACS Cyprus due to lack of suitable data.

CO_2e emissions quantification methodology of ACS

To assess the carbon footprint of ACS the calculation method used was the one set by the GHG Protocol: GHG = Data of activities x Emissions factors x GWP.

Next Steps

Taking into account the above findings, the Management of ACS has planned in 2019 to prepare a study so as 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 vehicles of less polluting technology. The replacement of network vehicles will be progressive within the five-year period starting in Q3 2019.
- Involvement of the Company's value chain partners in managing emissions associated with their operation and in the development of programs for their reduction.

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Strengthening quality education

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Strengthening health structures

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Society - Quest for a Better Society

Quest Group and its Companies, 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, implement focused social actions within Greece aiming at the upgrading of the quality of life and the transition of the country into the digital age.

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

Strengthening young and new entrepreneurship

IQbility - Start-Up Incubator

Quest Group has 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's task is to support business start-ups in their infancy by providing selected business groups with resources, facilities and the know-how that can assist them in succeeding in the global markets. IQbility also helps with the quick entering in the global markets, by the cooperation with Quest Group companies and associates-consultants and angel investors. Moreover, it covers accounting and legal services, complete office infrastructure, cloud hosting, workstations and various types of technical infrastructure. In constant cooperation with internationally recognized IT companies (Microsoft, Rackspace, HP, IBM - SoftLayer), IQbility offers to start-up companies free service packages to support them in their first steps. The contribution of specialized experienced executive officers and entrepreneurs of the domestic and international environment is also important, as they dedicate some of their time to mentor and coach them.

Besides promoting the entrepreneurial groups, the contribution of the IQbility program is essential not only for Sustainable Development of the Greek market and society, but also for the purpose of promoting Greek know-how and materialized innovation at an international level. In essence, IQbility is the only private initiative taken by a Greek company that, through a systematic process, discovers, selects and participates in the share capital of Greek start-ups.

More than 100 specialized jobs

The companies that have been supported by the IQbility program have created up until now more than 100 highly specialized jobs (see below). Furthermore, it should be mentioned that we work with other institutions of the start-ups ecosystem, including the Innovation Unit of the National Technical University of Athens, with the foundation platform, as well as with other incubators in order to exchange resources and expertise.

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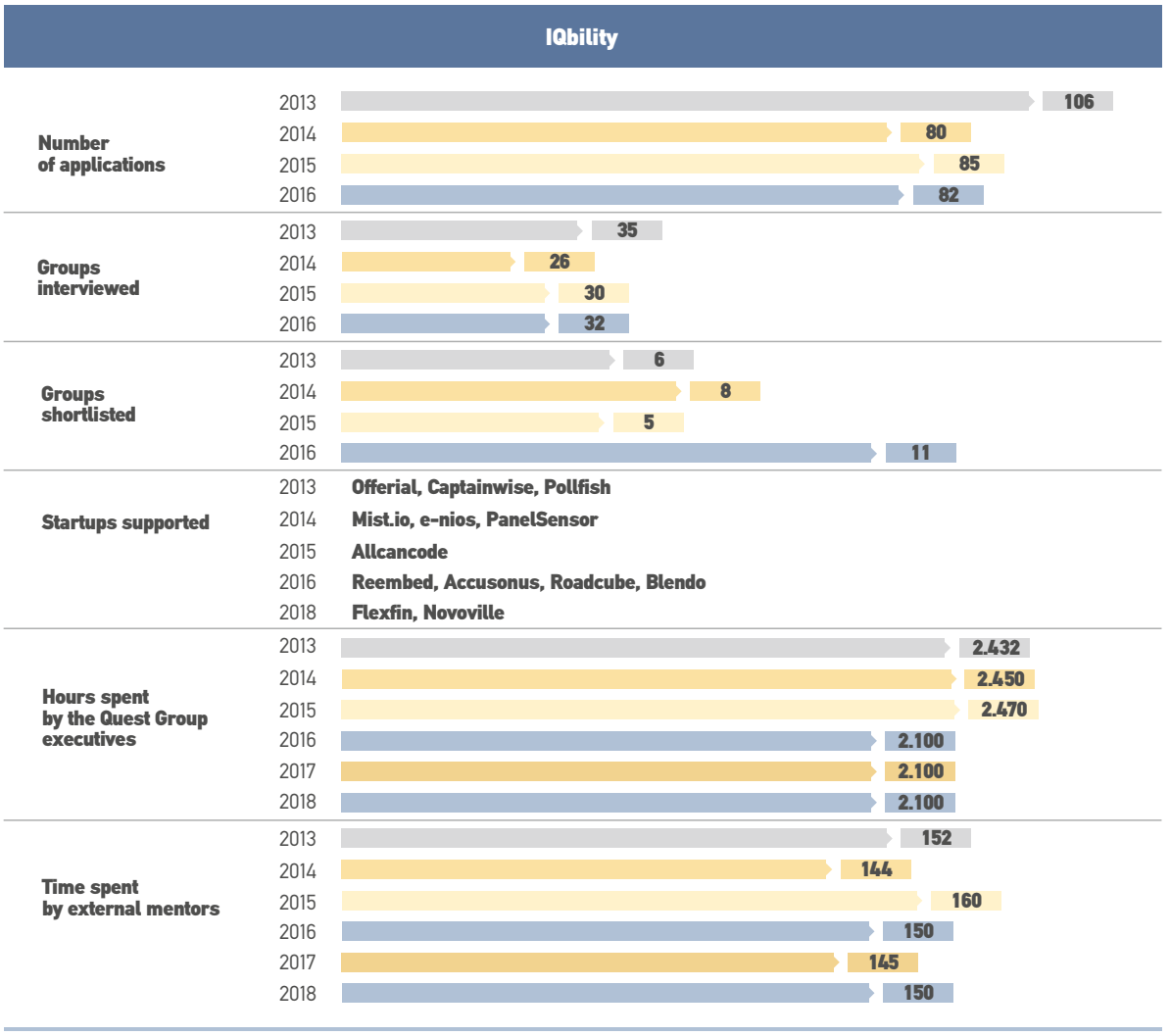

Startups supported

Panelsensor - An ideal application for events organizers that facilitates interaction with the audience and offers a number of statistics and metrics, as well as a modern tool to measure sponsorship ROI.

Mist.io - It assists system administrators and developers in simplifying management and monitoring of their servers, in reducing in a drastic way their response time and increasing the service uptime.

e-Nios - A computing platform that offers automated mass analysis of complex genetic data by using advanced methods of computational intelligence, for the development of new diagnostic tools and individualized therapy.

Pollfish - Online service that offers to anyone the opportunity to carry out in an easy and quick way research in the form of questionnaires, without having to find themselves the people who will answer the research questions.

Allcancode - It develops an educational program based on an e-game of adventure, through which 6-12-year-old children can learn programming.

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reEmbed	**ReEmbed -** Software that enables viewing video content and ads online.
accusonus	**Accusonus -** A company that develops software for the music industry based on artificial intelligence algorithms.
RoadCube	**Roadcube -** An application for the purchase of products and services designed for drivers, which also allows payment by mobile phone
BLENDO	**Blendo -** An application that helps extract, manage and download data from e-shops and websites in the form of Software as a Service.
Flexfin Trade. Finance. Easy.	**Flexfin -** New Generation Electronic Banking Services.
novoville	**Novoville -** Connecting citizens and local authorities through easy-to-use application.

Start-Up Community Events in which IQbility participated:

IQbility organizes and actively participates in actions that promote youth entrepreneurship and innovation. By way of example, in 2018:

- It organized 3 meetups- meetings aimed at in-depth information on community start-up issues such as international sales, growth marketing, fundraising, etc.
- It participated in the 83rd TIF (2018) at the Digital Greece Stand (Presentation and Panel).
- It participated with papers and workshop at the Athens University of Economics and Business startup Lab.
- It attended the Startupnow forum.

Strengthening quality education

The importance of quality education as a springboard for Sustainable Development has been recognized since the start of the Quest Group. With this in mind, the Quest Group implements a set of ongoing qualitative and targeted actions in relation to the Technology and Education interconnection, which upgrades the quality of the educational process in all levels of education.

"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 15 years. The objective of the "Assembling the Quest PC" program is to offer a substantial experience to junior high and senior high school students, in the context of educational visits chosen by each school, by familiarizing them with the production of computers, presenting the modern trends in the technology industry and by introducing them to a structured company environment and to the executive officers with experience and ability to transmit their knowledge and encourage innovation.

One of the main benefits earned by attending the program is that teaching of IT course at school becomes easier. Info Quest Technologies collaborates with the IT teacher, helps to transfer topical and meaningful knowledge to the student, highlighting the value and usefulness of IT. It should be also noted that the "Assembling the Quest PC" program allows to promote to the students the virtues of entrepreneurship, quality of work, adaptability, expertise and commitment, so as to establish the basis for further development of youth entrepreneurship. Within the framework of the program, and in consultation with supervisors, the organization, jobs, knowledge and skills required at each post in the company are presented and ideas of career guidance are transferred to students.

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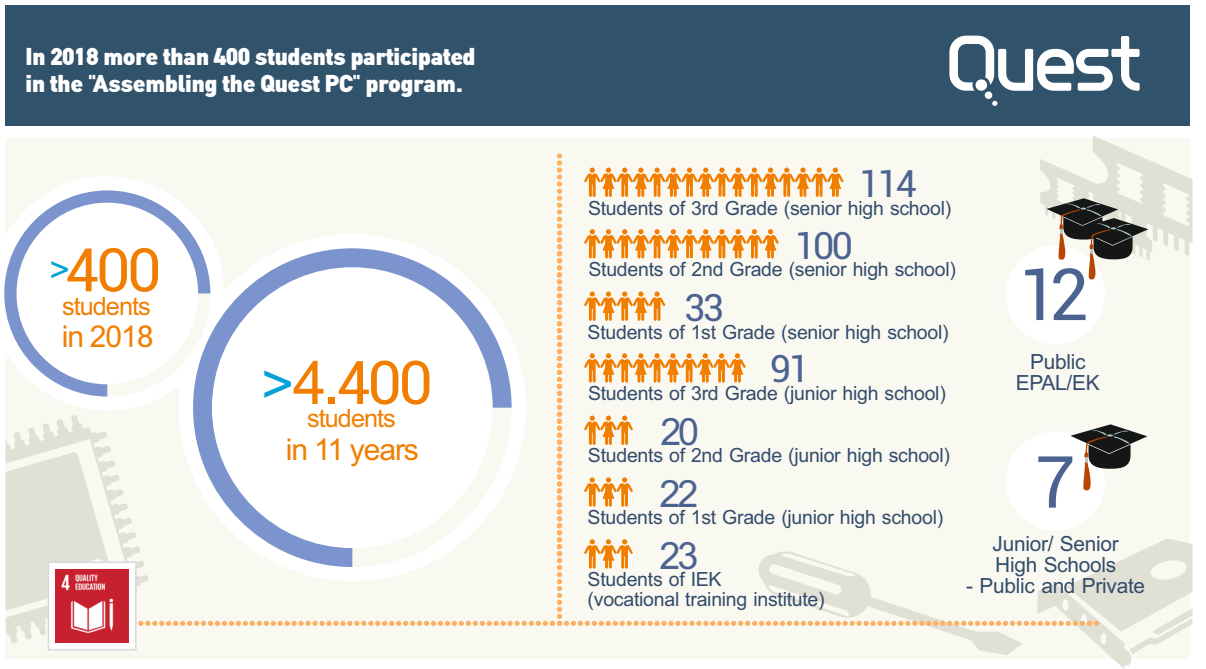

iSquare: "Innovation in Education" Program

Quest Group implements the "Innovation in Education" initiative 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 initiative 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

iSquare, aware of the benefits of using the iPad as an educational tool, has been introducing it to school classes in recent years, with the ultimate goal of one iPad per student, the so-called "Pad 1-1" program. In 2016-2017 it conducted a research study in collaboration with the Computer Supported Learning Engineering Lab (CoSyLLab) of the Digital Systems Department of the University of Piraeus with regard to the results of iPad use by students. The study's conclusions were recorded in the form of a user-friendly guidebook and aim to be a springboard for the fruitful utilization of the iPad in educational reality. A total of 4,500 students from 16 schools in Greece and 4 schools in Cyprus participate in a creative and interactive learning process through iPad 1-1. In 2018 three new schools were added to Cyprus.

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. The specialized website was used by more than 1,600 new users in 2018 and was viewed more than 3,000 times.

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Digitizing Textbooks (2015-2018)

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. 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 of Education by visiting ebooks.edu.gr of the CTI Diophantus service of the Ministry of Education 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.

Seminars for teachers

ISquare in the framework of the "Innovation in Education" program regularly organizes training sessions on the introduction and use of innovative teaching methods and applications utilizing the educational ecosystem of Apple.
In 2018, as every two years in recent years, iSquare has organized a great open meeting for the entire educational community. Speakers from Apple, Greek scientists, as well as teachers, through seminars and workshops, will present the modern trends in utilizing technology in the teaching process as well as the conclusions from their application to date. More specifically, the two-day seminar, attended by more than 170 primary and secondary school teachers from private and public schools, consisted of two main parts:
- The 1st part contained presentations / speeches by distinguished speakers from abroad, certified as "Apple Distinguished Educators", who developed the methods and the multimedia and interactive tools they use as teachers and aim to develop 21st century skills for students.
- The 2nd part contained hands-on workshops using iPad devices and educational apps, divided into 4 sections, 30 minutes each.
For 2019 iSquare intends to continue intensively to transfer know-how to the educational community in Greece and Cyprus through seminars, workshops and presentations.

Support of the National Cyber Security Team

For the second consecutive year, Info Quest Technologies and Uni Systems have supported as sponsors of the mission of the National Cyber Security Team in the final of the major pan-European Cyber Security Challenge 2018 (ECSC '18), covering a part of its shipping costs. The 10-member group is supported by the University of Piraeus and aims to develop know-how and competencies among young people in the highly current cybersecurity field.

Support of National Youth Informatics Team

For another year, Info Quest Technologies, Uni Systems and iSquare supported the mission of the National Youth Informatics Team, covering part of the expense of the mission and making it possible to participate in the European Youth Informatics Olympics held in Innopolis of Russia. During this year's event, the National Team, together with the corresponding Cyprus team, stood out among 20 European teams to actively promote the institution through Social Networks.

The members of the National Youth Informatics Team are selected through the Panhellenic IT Competitions organized by the Hellenic Society of Scientists and Professionals of Informatics under the auspice of the Ministry of Education and they represent our country both in the Informatics Olympiad and in international competitions, having achieved significant distinctions.

Economia Student Contest / Scholarships

Aiming to encourage students in their learning and critical thinking, Info Quest Technologies supported as a sponsor of the Student Economia Contest in 2018.
Also, rewarding entry to Higher Education and dedication to learning, the companies Uni Systems and ACS, provided a scholarship to undergraduate students of the Department of Financial and Banking Administration of the University of Piraeus.

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"Books on Wheels" Program

Aiming at encouraging extra-curricular reading in Primary Education, ACS supported the "BOOKS ON WHEELS®" program - www.vivliaserodes.gr - a pioneering program that brings small, mobile, thematic and lending libraries into the classrooms of public elementary schools, so that children are encouraged to browse, listen and read books at school, but also to recognize their thoughts and feelings. For the purposes of this program, ACS has undertaken to transport the books from school to school with a favorable pricing policy.

Students Traineeship

Linking quality education to full-time employment, the Group companies work closely with Higher Education Institutions and offer students the opportunity to practice. The students can benefit not only by broadening their knowledge, but also by having the opportunity to gradually enter the work market and gain work experience. Sometimes it is likely that the cooperation between the student and the company is extended after the end of the traineeship. During 2018, 2 students completed a traineeship at Info Quest Technologies.

Road Safety

The Greek Institute of Research and Education for Road Safety and the Prevention and Reduction of road accidents "Panos Mylonas" aims at supporting and promoting actions on issues that promote road safety, road safety education, the research, information and education; with the ultimate goal of preventing and reducing traffic accidents.
In line with these goals, ACS offered to the organization carrier services for the shipment of promotional material across Greece concerning the action "European night without accidents".

Protection of Cultural Heritage

The association "Diazoma" was founded with the goal to protect and promote the country's ancient monuments, mainly ancient Greek theatres. Contributing to association's work, the companies Quest Holdings, Uni Systems, iSquare and ACS donated money to the organization.

Fighting poverty, hunger and inequalities

Group employees work with NGOs and other agencies, helping to eliminate social exclusion and inequalities by boosting the livelihoods and welfare opportunities of less favored social groups.

The Quest Group next to the fire victims of the Prefecture of Attica

The devastating and large-scale fires of July 2018 that hit Attica and the extremely unfavorable location of the residents of these areas have sensitized Info Quest Technologies, Uni Systems, iSquare, ACS and Cardlink.
In the spirit of solidarity, those affected by the floods in these regions were supported in the following ways:

- Financial support for fire victims: By participating in the SEV initiative to support fire-stricken families, the Quest Group companies donated € 50,000 to offer home furnishings in homes that have suffered heavy fire damage. The action was organized and implemented in total by SEV.
- Delivery of pharmaceutical material, food and baby products: Uni Systems employees collected and dispatched to the affected 411 pieces of pharmaceutical material, 1,350 food packages and 304 baby items, through the Attica Region to meet immediate needs.
- ACS: Free shipping of solid and liquid foods: Wishing the offer real support to those affected, ACS used its network of stores across Greece to direct a call for free collection and shipment of food items to the residents affected by the fire in Attica. 2,570 shipments were made free, with a total weight of more than 33 tones and worth more than € 120,000 and included bottled water, juices, packed food and non-refrigerated milk.

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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 2018, nearly all companies in the Quest Group contributed to the Organization's work by providing equipment, services and product purchases.

Sponsorship donation to "The Smile of the Child" organization as moral support to the employees - runners of the Quest Group

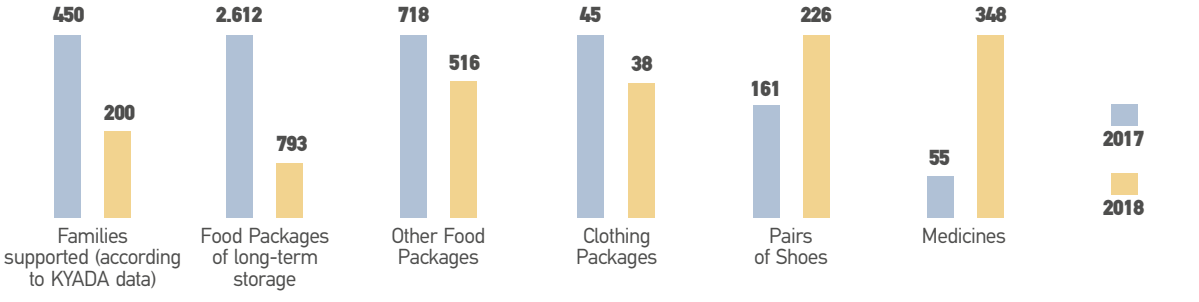
2015	1 Network Equipment D-LINK DNS1560-04	4 Hard Drive WD SATA3 4TB 64MB Red (WD40EFRX)	1 HP Color LaserJet Pro MFP M177fw Printer CZ165A	1 Camera Nikon D3300 Kit with lens 18-55VR
	2 Kingston micro Memory Cards SDHC 32GB CL	4 Wall mounts TV One For All WM2610	1 Webcam Logitech HD C920	4 HDMI cables Konig v1.4 10m
2016	900 invitations were sent for the anniversary event of 21 years of supporting children in Greece			
2017	7,326 Shipments weighing more than 12 tons, to meet annual current needs			
2018	13 Quest Computers for Updating Technological Infrastructures			

As systematically done by ACS each year, in 2018 it offered the Organization 10,912 shipments of more than 23 tons with a favorable pricing policy.

City of Athens Solidarity Center (KYADA)

The City of Athens Solidarity Center (KYADA) offers sustainable solutions to housing, feeding and health problems and rehabilitation issues as regards homeless people that live in the city and also supports families that face serious problems in their everyday life. The programs for the support of vulnerable groups of people are planned and implemented by the Social Service of KYADA. In 2018 and for the 8th consecutive year, employees of the Quest Group companies gathered and offered voluntarily food of a total weight of 900 kg, which corresponds to feeding packages for 200 four-member families, as well as clothing, footwear, toys and baby supplies for those in need. Info Quest Technologies, Uni Systems and iSquare also provided medical equipment to help the center's benefactors.

Contribution to KYADA



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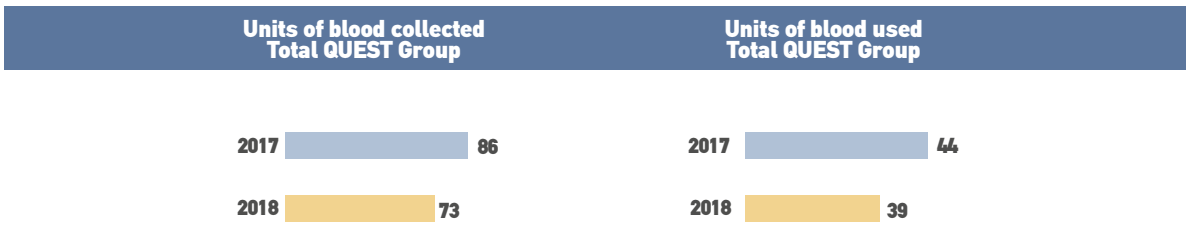
Strengthening health structures

Recognizing the prime importance of health for all, Quest Group companies and their employees foster prosperity and support health structures for the benefit of society.

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.



“Mitera” Child Protection Center of Attica

Starting with the Uni Systems employee initiative and the voluntary participation of employees of iSquare, a Charity Bazaar was organized for the 9th consecutive year, where workers made salty and sweet dishes, which they offered for a symbolic fee, and the revenue was spent on creative childcare in Institutions . In 2018, the Charity Bazaar was also hosted in a second building of the Group, on the voluntary initiative of Info Quest Technologies employees. With more volunteers and more participants in the action, the money raised will be used in 2019 to cover the costs of a social worker and educator who will provide a five-day afternoon job to children aged 0-5 hosted by the Foundation Mitera. The children in this way come out of their rooms, socialize, and de-institutionalize, with the ultimate aim of facilitating access to adoption programs.

SOS Children's Villages Greece

The organization “SOS Children's Villages Greece”, since 1975, has been providing a family environment to children in need and develops programs to prevent child abandonment. ACS, iSquare and Quest Holdings have accelerated the aims of the organization, offering courier services, purchasing Christmas cards and financial donations, respectively.

"Make a Wish" Foundation

By giving strength to children with life-threatening medical conditions, the “Make a Wish” Foundation responds to these children's needs. ACS supports its work with favorable pricing policy and sponsorship missions in the “Star of Wish” program, while Info Quest Technologies offered mobile phones to coordinate communication with the Foundation's volunteers.

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Hellenic Red Cross

The Red Cross and Red Crescent Movement is the largest humanitarian network in the world, with presence and activities in 186 countries. For the needs of the offices of the Hellenic Red Cross in Thessaloniki, Info Quest Technologies offered two state-of-the-art computers.

Givmed

GIVMED, is the first network of over-the-counter drug use, aiming at drug delivery where it is needed. ACS contributed to the organization's work by transferring medications to affiliated geriatric units with favorable pricing policy.

Fainareti

The mission of the FAINARETI Civil Non-Profit Organization is to contribute actively to the improvement of perinatal care in Greece through specialized interventions that concern the qualitative and quantitative upgrading of the level of obstetric care and psychological support. ACS was helping the organization's work by offering a favorable pricing policy.

Aelia

AELIA is a civil nonprofit organization for contributing to the campaign against breast cancer and providing post-disease care. ACS services with a favorable pricing policy supported the work of the organization.

Support for "We Can"

"We Can" is a civil nonprofit organization that aims to reduce food waste and fight malnutrition across Greece.
Uni Systems, strengthening its organization, is officially a member of the Food Rescue and Supply Network. For 2018, more than 370 servings of over-eating meals were offered from events to our fellow citizens who are in financial poverty.

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Goals for 2019

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS	QUEST GROUP'S INTERESTS	PAGE	QUEST GROUP OBJECTIVES (2019)
DECENT WORK & ECONOMIC GROWTH INDUSTRY, INNOVATION & INFRASTRUCTURE	Economic performance	32	Group ROE >16% (return on equity from going concern - EBT / Equity. ROE Z Return on Equity) (excl. Capital gains & impairments). Maintain profitability and EBT Group profit margin from going concern at 2018 levels. Maintenance and/or small increase by 5% of Group sales in new markets (overseas).
INDUSTRY, INNOVATION & INFRASTRUCTURE RESPONSIBLE CONSUMPTION & PRODUCTION	Customer satisfaction and service, Customer Health and Safety	35	Maintaining or improving the results of the Quality KPIs described in the relevant chapter of the report for the reporting period.
DECENT WORK & ECONOMIC GROWTH INDUSTRY, INNOVATION & INFRASTRUCTURE	Development and innovation of services and products	36	Recording and implementation of a methodology for the development of Innovation and Business Development in each company and in the Group.
PEACE, JUSTICE & STRONG INSTITUTIONS	Regulatory compliance	38	Zero cases of non-compliance with the relevant legislation.
PEACE, JUSTICE & STRONG INSTITUTIONS	Business ethics and anti-corruption / Responsible competition practices	38	Zero incidents of non-compliance and unfair competition.
PEACE, JUSTICE & STRONG INSTITUTIONS	Protection of personal data	40	Zero substantiated complaints of customer personal data misuse.
INDUSTRY, INNOVATION & INFRASTRUCTURE	Infrastructure security and business continuity	41	Maintaining system availability at 99.9%, at least.
GOOD HEALTH & WELL-BEING DECENT WORK & ECONOMIC GROWTH	Employee Health and Safety	74	Zero accidents at work.
QUALITY EDUCATION DECENT WORK & ECONOMIC GROWTH	Education and training of employees	76	Increase the employee satisfaction rate for the training provided by the company, according to the results of the Satisfaction Survey (target 2017-2019) conducted every two years. Developing & holding talent attraction program.

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GENDER EQUALITY DECENT WORK & ECONOMIC GROWTH REDUCED INEQUALITIES	Human Rights at Work / Employment	68	Zero complaints / zero complaints about unauthorized work practices.
AFFORDABLE & CLEAN ENERGY RESPONSIBLE CONSUMPTION & PRODUCTION ACTION ON CLIMATE	Environment	83	The annual energy intensity of the Group (kWh / m^2) / € million turnover should remain constant at 0.30.
NO POVERTY ZERO HUNGER QUALITY EDUCATION DECENT WORK & ECONOMIC GROWTH	Society	93	Continuing actions and maintenance of social contribution expenditure of Companies, to the social pillars chosen

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INDEPENDENT EXTERNAL VERIFICATION REPORT

To: Management of **QUEST Holdings SA**

1. Independent Verification Report

The company **QUEST Holdings** SA (hereafter **QUEST Holdings)** has commissioned **TÜV HELLAS (TÜV NORD) SA** (hereafter **TÜV HELLAS**) to provide limited external assurance concerning the Sustainability Report for the period of January 1st of 2018 to December 31st of 2018 (1/1/2018-12/31/2018).

2. Scope of the verification project of the Sustainability Report

Scope of the assurance project is the conduction of the Application Level Check, according to the GRI Sustainability Reporting Standards (**GRI Standards**), referring to the Sustainability Report of **QUEST Holdings** for 2018, as well as the provision of external assurance service about the accuracy of the claims mentioned to the indicator GRI 404-1 "Training & Education", as well as the Quest indicator "Customer Satisfaction".

The Application Level Check as well as the data accuracy verification of the Material aspects was conducted based on the corresponding correlation table of GRI Standards Indicators stated by **QUEST Holdings** in its Sustainability Report, in order to confirm the company's compliance to the requirements of the GRI Standards for the **"In accordance_Core"** Level.

The methodology used to verify the data as above, was based on the requirements of AA1000AS standard (2008). More specifically, the requirements for the provision of "moderate" service level assurance Type 2, based on **AA1000AS,** were followed. This service level means that "the assurance provider achieves moderate assurance where sufficient evidence has been obtained to support their statement, such as the risk of their conclusion being in error is reduced but not reduced to very low or zero".

3. The conclusions of TÜV HELLAS

Based on the scope of the project and as part of the verification procedures followed by TÜV HELLAS, the conclusions are as follows:

A. Adherence to the AA1000 AccountAbility Principles (Inclusivity, Materiality and Responsiveness) against the criteria found in AA1000APS.

Inclusivity: Dialogue on Sustainability Issues with the Stakeholders

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

Materiality: Focus on the Material Issues related to Sustainability

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

Responsiveness: Addressing the needs and expectations of Stakeholders

- We have not realized any issue which would lead us to believe that **QUEST Holdings** has not applied the Principle of Correspondence in the selection of subjects included in the Report.

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B. Accuracy and completeness of data (qualitative and quantitative) related to the Application Level Check and claims accuracy of Material Issues Indicators related to GRI Standards.

- During the assurance project carried out, nothing came to the attention **of TÜV HELLAS** which would lead to the conclusion that the Report does not meet to the requirements of the GRI Standards for the **"In accordance_Core"** Level, as reflected on the corresponding correlation table of GRI Standards Indicators.
- Nothing has come to the attention of **TÜV HELLAS** that would lead to the conclusion of the incorrect gathering or transferring of data concerning the claims mentioned to the indicator GRI 404-1 "Training & Education", as well as the Quest indicator "Customer Satisfaction".

4. Review Limitations

The range of the review was limited to the activities of **QUEST Holdings** in Greece. No visits and interviews in subsidiaries and stakeholders of **QUEST Holdings** has been conducted. In case of any discrepancy in the translation between Greek and English version of the Sustainability Report, the Greek version shall prevail.

5. Review Methodology

In order to draw conclusions, the external assurance team of **TÜV HELLAS** conducted the following (indicative and not restrictive) methodology:

- Reviewed the procedures followed by **QUEST Holdings** to identify and determine the Material issues in order to include them within the Sustainability Report.
- Interviews were conducted with selected executives of **QUEST Holdings** having operational role in Sustainability issues in order to understand the current state of Sustainability activities and progress achieved during the period under reference.
- Reviewed the **QUEST Holdings** consultation approach with its stakeholders through interviews with executives responsible for communication with the stakeholders at company level and review of selected documents.
- Reviewed the claims mentioned to the indicator GRI 404-1 "Training & Education", as well as the Quest indicator "Customer Satisfaction", in connection with the findings of the above steps and suggested improvements in the Sustainability Report where necessary.

6. Responsibilities and Functions

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

The Level Check conducted, as well as the provision of external assurance service about the accuracy of the claims mentioned to the indicator GRI 404-1 "Training & Education", as well as the Quest indicator "Customer Satisfaction", do not represent **TÜV HELLAS'** opinion related to the quality of the Sustainability Report and its contents.

The responsibility of **TÜV HELLAS** is to express the independent conclusions on the issues as defined in the project scope and in accordance to the relevant contract. The project was conducted in such a way so that **TÜV HELLAS** can present to **QUEST Holdings'** administration the issues mentioned in this report and for no other purpose.

7. Impartiality and Independence of the verification team

TÜV HELLAS states its impartiality and independence in relation to the project of assuring the Sustainability Report of **QUEST Holdings. TÜV HELLAS** has not undertaken work with **QUEST Holdings** and did not have any cooperation with the stakeholders that could compromise the independence or impartiality of the findings, conclusions or recommendations. **TÜV HELLAS** was not involved in the preparation of the text and data presented in the Sustainability Report of **QUEST Holdings.**

Athens, May 20, 2019
For **TÜV HELLAS (TÜV NORD) SA**

Nestor Paparoupas
Sustainability Product Manager

AA1000
Licensed Assurance Provider
000-209

TÜV NORD
TÜV HELLAS
CSR VERIFICATION

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Compliance with Greek Sustainability Code

Quest Group embraces the Greek Sustainability Code and complies with it.

Pillar	Criteria	Reference
STRATEGY	Strategic Analysis & Measures	CHAPTER 1: QUEST GROUP
	Materiality	CHAPTER 2: Identification of the Sustainable Development Material Topics CHAPTER 3: MARKET CHAPTER 4: HUMAN RESOURCES ANNEXES: Boundaries and restrictions of Material Topics
	Goals	CHAPTER 7: FUTURE GOALS
	Added Value Chain Stage	CHAPTER 1: Responsible Procurement CHAPTER 3: MARKET CHAPTER 4: HUMAN RESOURCES ANNEXES: Boundaries and restrictions of Material Topics CHAPTER 3: Business ethics and anti-corruption / Responsible competition practices
MANAGEMENT PROCEDURE	Responsibility	CHAPTER 1: Our Vision / Our Mission / Our Values / Corporate Governance CHAPTER 3: Business ethics and anti-corruption / Responsible competition practices
	Rules & Procedures	CHAPTER 1: Corporate Governance ANNEXES: External Assurance CHAPTER 1: Activities of Quest Group members with certifications CHAPTER 3: Protection of personal data
	Audit	CHAPTER 1: Corporate Governance ANNEXES: External Assurance CHAPTER 1: Activities of Quest Group members with certifications CHAPTER 3: Protection of personal data
	Incentive Scheme	Regarding the Report
	Collaboration with Participants	CHAPTER 2: Stakeholder Engagement CHAPTER 2: Identification of the Material Sustainability Topics
	Innovation & Product Management	CHAPTER 3: Development & innovation of services and products
ENVIRONMENT	Use of Natural Resources	CHAPTER 5: ENVIRONMENT
	Resource Management	
	Climate Change - Related emissions of greenhouse gases	
SOCIETY	Labor Rights	CHAPTER 4: HUMAN RESOURCES
	Equal Opportunities	
	Employment	
	Human Rights	CHAPTER 4: HUMAN RESOURCES CHAPTER 1: Responsible Procurement
	Local Community	CHAPTER 3: Economic performance CHAPTER 6: SOCIETY
	Political Influence	CHAPTER 1: International initiatives Participations in Bodies and Distinctions
	Corruption - Proceduresfor the prevention of illegal behaviors	CHAPTER 3: Regulatory Compliance CHAPTER 3: Protection of personal data CHAPTER 3: Business ethics and anti-corruption and responsible competition practices

UN Global Compact

Principle	Description	Section
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights	CHAPTER 1: QUEST GROUP CHAPTER 4: HUMAN RESOURCES
Principle 2	Business should make sure that they are not complicit in human rights abuses	
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	
Principle 4	Businesses should uphold the elimination of all forms of forced and compulsory labor	
Principle 5	Businesses should uphold the effective abolition of child labor	
Principle 6	Businesses should uphold the elimination of discrimination in respect of employment and occupation	
Principle 7	Businesses should support a precautionary approach to environmental challenges	CHAPTER 5: ENVIRONMENT
Principle 8	Businesses should undertake initiatives to promote greater environmental responsibility	
Principle 9	Businesses should encourage the development and diffusion of environmentally friendly technologies	
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	CHAPTER 3: Regulatory compliance Personal Data Business ethics and anti-corruption / Responsible competition practices

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GRI Content Index

GRI Standard	Disclosure		Report Section	External Securing
GENERALIZED STANDARDIZED PUBLICATIONS				
GRI 102: GENERAL STANDARD DISCLOSURES	**102-1**	Name of the organization	Quest Group	●
	102-2	Activities, brands, products and services	The Quest Group, The Group's subsidiaries	●
	102-3	Location of headquarters	Quest Group	●
	102-4	Location of operations	The Quest Group Subsidiary companies	●
	102-5	Ownership and legal form	Quest Group	●
	102-6	Markets served	The Quest Group Subsidiary companies	●
	102-7	Scale of the organization	Subsidiary companies Economic performance Human Resources Statistics (2018)	● ●
	102-8	Information on employees and other workers	Our Employees	●
	102-9	Supply Chain	Responsible Procurement to the Quest Group	●
	102-10	Significant changes to the organization and its supply chain	Quest Group	●
	102-11	Precautionary Principle	Environmental Care	●
	102-12	External initiatives	International Initiatives, Membership of Associations and Awards	●
	102-13	Membership of associations	International initiatives Participation in Organizations and Distinctions	● ●
	102-14	Statement from senior decision-maker	Messages	●
	102-16	Values, principles, standards, and codes of conduct	Our Values	●
	102-18	Governance structure	Corporate Governance	●
	102-40	List of stakeholder groups	Stakeholder Engagement	●
	102-41	Collective bargaining agreements	Our Employees	●
	102-42	Identifying and selecting stakeholders	Stakeholder Engagement	●
	102-43	Approach to stakeholder engagement	Stakeholder Engagement	●
	102-44	Key topics and concerns raised	Stakeholder Engagement Identification of the Sustainable Development Material Topics	●
	102-45	Entities included in the consolidated financial statements	Quest Group Subsidiaries	●
	102-46	Defining report content and topic boundaries	Identification of the Sustainable Development Material Topics	●
	102-47	List of material topics	Identification of the Sustainable Development Material Topics	●
	102-48	Restatements of information	Economic Performance, ACS carbon footprint estimate for 2018	●
	102-49	Changes in reporting	There are no changes to their material topics or limits in relation to the previous report	●
	102-50	Reporting period	Regarding the Report	●
	102-51	Date of most recent report	Regarding the Report	●
	102-52	Reporting cycle	Regarding the Report	●
	102-53	Contact point for questions regarding the report	Regarding the Report	●
	102-54	Allegation of agreement criteria	Regarding the Report	●
	102-55	GRI Content Index	GRI Content Index	●
	102-56	External assurance	Regarding the Report External Data Assurance Report TÜV HELLAS (TÜV NORD)	●
MATERIAL TOPICS				
Economic performance				
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundary	Economic performance Boundaries and restrictions of Material Topics	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 201: ECONOMIC PERFORMANCE	**201-1**	Direct Economic value generated and distributed		
Quest Indicator		Exports and public sales percentage in relation to the turnover		
Customer satisfaction and service, Customer Health and Safety				
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundary	Customer satisfaction and service, Customer Health and Safety Boundaries and restrictions of Material Topics	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 416: CUSTOMER HEALTH AND SAFETY	**416-2**	Incidents of non-compliance concerning the health and safety impacts of products and services		●
Quest Indicator		Customer satisfaction surveys / complaints		
Training and development of employees				
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundary	Employee education and training Boundaries and restrictions of Material Topics	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 404: TRAINING AND EDUCATION	**404-1**	Average hours of training per year per employee		●

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GRI Standard	Disclosure		Report Section	External Securing
Employee Health and Safety				
GRI 103: MANAGEMENT APPROACH	103-1	Explanation of the material topic and its Boundary	Employee Health and Safety Boundaries and restrictions of Material Topics	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 403: OCCUPATIONAL HEALTH AND SAFETY	403-2	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities		
Human Rights at Work and Employment				
GRI 103: MANAGEMENT APPROACH	103-1	Explanation of the material topic and its Boundary	Human Rights at Work and Employment Boundaries and restrictions of Material Topics	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY	405-1	Composition of governance bodies and workers		
GRI 406: NON-DISCRIMINATION	406-1	Confirmed incidents of discrimination and actions taken		
Protection of personal data				
GRI 103: MANAGEMENT APPROACH	103-1	Explanation of the material topic and its Boundary	Protection of personal data Boundaries and restrictions of Material Topics	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 418: CUSTOMER PRIVACY	418-1	Total number of substantiated complaints concerning breaches of customer privacy and losses of customer data		
Regulatory Compliance				
GRI 103: MANAGEMENT APPROACH	103-1	Explanation of the material topic and its Boundary	Regulatory Compliance Boundaries and restrictions of Material Topics	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 419: ANTI-CORRUPTION	418-1	Non-compliance with laws and regulations in the social and economic area		
Business ethics and anti-corruption / Responsible competition practices				
GRI 103: MANAGEMENT APPROACH	103-1	Explanation of the material topic and its Boundary	Business ethics and anti-corruption / Responsible competition practices Boundaries and restrictions of Material Topics	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
GRI 205: ANTI-CORRUPTION	205-3	Confirmed incidents of corruption and actions taken		
GRI 206: ANTI-COMPETITIVE BEHAVIOR	206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices		
Development and innovation of services and products				
GRI 103: MANAGEMENT APPROACH	103-1	Explanation of the material topic and its Boundary	Development and innovation of services and products Boundaries and restrictions of Material Topics	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approachEfficiency measurements		
Quest Indicator		Efficiency measurements		
Infrastructure security and business continuity				
GRI 103: MANAGEMENT APPROACH	103-1	Explanation of the material topic and its Boundary	Infrastructure securityand Business ContinuityBoundaries and restrictionsof material topics	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approachSystem availability rate		
Quest Indicator		System availability rate		

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Boundaries and restrictions of Material Topics

Material Topic	Significant impacts	Boundaries
	To the UN's Sustainable Development Goals	Entities within or outside the Company that could cause or are associated with the impacts
Customer satisfaction and service, Customer Health and Safety		• Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Employees • Customers • Suppliers • Commercial Network / Agents
Economic performance		• Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Shareholder • Employees • Customers • Suppliers / Associates • Commercial Network / Agents • Media • Institutional / Regulatory Bodies • Financial Bodies / Investment Community • Business Community
Regulatory compliance		• Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Shareholder • Employees • Customers • Suppliers / Associates • Commercial Network / Agents • Institutional / Regulatory Bodies
Business ethics and anti-corruption / Responsible competition practices		• Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Shareholders • Employees • Customers • Suppliers / Associates • Commercial Network / Agents • Institutional / Regulatory Bodies
Development and innovation of services and products		• Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Shareholder • Employees • Customers • Suppliers / Associates

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Material Topic	Significant impacts	Boundaries
	To the UN's Sustainable Development Goals	Entities within or outside the Company that could cause or are associated with the impacts
Protection of personal data	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	• Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Employees • Customers • Suppliers / Associates • Commercial Network / Agents • Institutional / Regulatory Bodies
Employee Health and Safety	3 GOOD HEALTH AND WELL-BEING; 8 DECENT WORK AND ECONOMIC GROWTH	• Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Employees • Suppliers / Associates • Commercial Network / Agents • Institutional / Regulatory Bodies
Training and development of employees	4 QUALITY EDUCATION; 8 DECENT WORK AND ECONOMIC GROWTH	• Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Employees • Suppliers / Associates • Commercial Network / Agents • Business Community
Infrastructure security and business continuity	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	• Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Employees • Customers • Suppliers / Associates • Commercial Network / Agents • Social Agencies / NGO • Institutional / Regulatory Bodies • Financial Bodies / Investment Community • Business Community
Human Rights at Work / Employment	5 GENDER EQUALITY; 8 DECENT WORK AND ECONOMIC GROWTH; 10 REDUCED INEQUALITIES	• Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Shareholders • Employees • Suppliers / Associates • Institutional / Regulatory Bodies • Social Agencies / NGO

Quest Group
Vision for an Advanced World

Activity

Group Turnover **498.000**th. €
Increase Turnover **14,3**%
Turnover Abroad **16,6**%

Markets

Digital Technology
Postal Services
Green Energy

Human Capital

Employees **1.750**
New job positions **167**
Indirect jobs (concerns ACS) **2.500**
Total training hours **13.700**
Investing in education **350.300**€

Business Development Investments

Business Development and Digital Transformation Investments **4.300**th. €
% of sales **1,02**%

Direct Economic Impact

Employee remuneration and contributions **67.500**th. €
Taxes (including VAT) **60.556**th. €

Social contribution

Social contribution **1.060**th. €*

Environmental Responsibility

Group Energy Efficiency Reduction (Turnover) **3,3**%
ACS Emission Reduction (deliveries) **4,8**%

*Commercial value
Dec 2018 Data

Quest HOLDINGS

Quest GROUP

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