

The background of the cover is a dark green color. It features a pattern of glowing green circuit lines and several translucent, glowing green leaves. A thick, curved yellow line sweeps across the left side of the image, separating the white text area from the green background.

Sustainability
Report

2024

Info Quest
TECHNOLOGIES

CONTENTS

1

Message from the President and CEO

About the Report

ESG Highlights 2024

About our Company

- Subsidiary companies
- Our vision and mission
- Major Events of 2024
- Key Financial Data
- Awards and Distinctions 2024 for our services and Sustainable Development
- Membership associations
- Business Model and Value Chain

2

Sustainability Strategy

- Our approach
- ESG Strategy 2025-2030+
- Results ESG Goals 2024
- Sustainable Development Governance

3

Double Materiality Assessment and Stakeholders

- Material Issues Info Qvest Technologies 2024

4

Corporate Governance

- Ethical Business Behaviour, Culture and Regulatory Compliance

5

Responsible Business Activity

- Sustainable Supply Chain
- Responsible customer service

6

Our people

- Personal Data Protection & Information Security
- Innovation and Sustainable Products
- Support of society

7

Our Environmental Footprint

- Human Resources Development
- Diversity and Inclusion
- Health, safety and well-being of employees

ANNEX 1

- Double Materiality Assessment

ANNEX 2

- GRI / ESRS Table of Contents

2

SUSTAINABILITY REPORT 2024



Message from the President and CEO

[GRI 2-22]

We are pleased to present Info Quest Technologies' Sustaianbility Report 2024, which is our 11th consecutive publication. Founded in 1981, our company continues to pioneer in the sector of technology and create a positive social and environmental footprint.

2024 was a year full of achievements for our company, both at a social and environmental level. Through our actions, we have been able to improve working and educational conditions for our people, promoting equality and skills development. In addition, we invested in community support programs, providing help to vulnerable groups and strengthening local communities.

At the environmental level, our commitment to sustainable development has paid off. We implemented innovative circular economy and waste management practices and significantly reduce our carbon footprint. Our efforts to protect the environment do not stop here, as we continue

to invest in green technologies and promote sustainable consumption.

In 2024, we also made significant progress in our financial performance, achieving increase in revenue and strengthening our market position. We invested in new technologies and products, expanding our portfolio and improving the quality of our services. Our dedication to innovation and customer service has been instrumental in this success.

This report highlights our performance and our strong commitment to sustainable development and social contribution. We hope to continue to make a positive contribution through our actions and achieve the goals of our updated ESG strategy for the period 2025-2030.

Sincerely,
Dimitris Eforakopoulos
President and CEO



About the Report

[GRI 2-2, 2-3, 2-4, 2-5, 3-1, 3-2], ESRS 1, ESRS 2

Info Quest Technologies was founded in 1981 and was the starting point of the Quest Group. Today it is a 100% subsidiary of Quest Holdings, the parent company of the Group.

The 2024 Sustainability Report is the company's 11th published annual report. The Report was prepared in accordance with the Global Reporting Initiative -GRI Standards 2021. It refers to the period 1.1.2024 - 31.12.2024 and will be published in digital and interactive format on the [company's website](#), where reports of the previous years are also available.

The Report presents information about Info Quest Technologies in Greece, while where data on its subsidiaries Team Candi, Info Quest Technologies Romania & Info Quest Technologies Cyprus are mentioned, it is clearly indicated. It is noted that the data of the subsidiaries are reported in the Group's consolidated Annual Report (HR, carbon footprint, training, etc.).

It is noted that the parent company Quest Holdings, submitted for 2024 a consolidated

sustainability report, which is included in the **Annual Financial Report 2024** pursuant to **Law 5164/2024 - GG Issue I, No 202**, which incorporates into Greek legislation the Directive (EU) 2022/2464 (**CSRD**) of the European Parliament and of the Council of 14 December 2022, amending Regulation (EU) No 537/2014, Directive 2004/109/EC, Directive 2006/43/EC and Directive 2013/34/EU, as regards corporate sustainability reporting (L 322) and Commission Delegated Directive (EU) 2023/2775 of 17 October 2023 amending Directive 2013/34/EU of the European Parliament and of the Council as regards the adjustments to the size criteria for micro, small, medium-sized and large undertakings or groups.

Under the relevant legislation (Article 9 Consolidated Sustainability Report - Article 154 of Law 4548/2018 (GG Issue I, No 104)) on the consolidated non-financial statement, is replaced as follows: A parent undertaking which is a subsidiary undertaking shall be exempted from the obligations set out in paragraphs 1 to 7 (the 'exempt subsidiary undertaking'), if such an

undertaking and its subsidiaries are included in the consolidated management report of another undertaking prepared in accordance with Article 153 and in accordance with this Article); Info Quest Technologies, is exempt from the obligation to publish a Sustainability Report.

This independent Sustainability Report of Info Quest Technologies is also part of the Group's data publication, as the company contributes through its performance and actions to the Group's consolidated publications for the year 2024, as well as, as a major subsidiary, it contributed to the Group's Double Materiality assessments. This report also makes reference to the European Sustainability Reporting Standards (ESRS) where it has influenced the Group's Sustainability Report publications.

It is also noted that for the publications of the **Quest Group Sustainability Report 2024**, a '**Limited Assurance Report**' has been performed and published **in accordance with the International Standard on Assurance Engagements 3000 (Revised), 'Assurance**

Engagements Other Than Audits or Reviews of Historical Financial Information'.

The **Quest Group Sustainability Report 2024** presents in detail the sustainable development issues monitored by the Group (in accordance with the ESRS standards under the CSRD Directive), the results of the ESG strategy for the Group and its companies, from which the goals have been integrated into our company's business model, as well as the updated ESG Strategy 2025 - 2030, with the respective goals taken into account.

Next, the performance of the company is presented in terms of the material issues it monitors - as derived from the new double materiality study conducted at the Group level in 2024, the Group's ESG goals and the Sustainable Development Goals (SDGs) of the UN it supports.

For more information, contact the Marketing Department: marketing@info.quest.gr, +30 211 999 4000.

ESG Highlights 2024

Continuous Development

- €331.2 million. Revenue (+9%)
- 3x increase in turnover in 5 years
- A platform for value creation in the new interconnected world, by developing an ecosystem of interconnected specialized companies
- Maintain first position in the distribution of ICT products and increase market share in all activities and sectors

- Maintain high performance and market share in the Mobility sector (Xiaomi)
- Significant sales increase in Romania through a subsidiary
- **Top 20** Microsoft Indirect Cloud Partner CEMA
- Achieve all annual goals of our ESG strategy

Major Investments

- ➔ Investments to support expansion abroad
- ➔ Coordination of the expansion of the Logistics Center
- ➔ Investments for the implementation of the new 5-year Strategic Business Plan
- ➔ Investment in human resources for business development in new areas
- ➔ Investing in digital transformation

ESG Highlights 2024

Responsible Entrepreneurship

- 0 (zero) incidents of breaches of information security and personal data legislation
- 0 (zero) incidents and complaints about matters of corruption, unfair competition, anti-competitive behaviour, anti-trust and monopoly practices
- Full compliance with laws and regulations in the social and environmental area
- Employee training on matters of Conduct and Ethics, Human Rights and Digital Security

Responsibility to our employees

- 430 employees (16 new jobs)
- > 9,600 hours of training
- 35% of our employees are women (compared to 33.3% in 2022)
- Zero accidents at work

Responsibility to the environment

- 25.33% reduction in direct and indirect emissions (Scope 1 & Scope 2) from the reference year 2022
- 46% hybrid/electric cars in the corporate fleet
- Strengthening recycling initiatives

Responsibility to the market

- Creating value for suppliers and partners
- New partnerships in cybersecurity, intelligent buildings, drones
- Transfer of know-how in AI solutions
- 10.3% revenue from sustainable products

Σημείωση: Οποίες συγκρίσεις έχουν γίνει με το έτος 2022



About our Company

About our Company

[GRI 2-1, 2-6], ESRS 1, ESRS 2

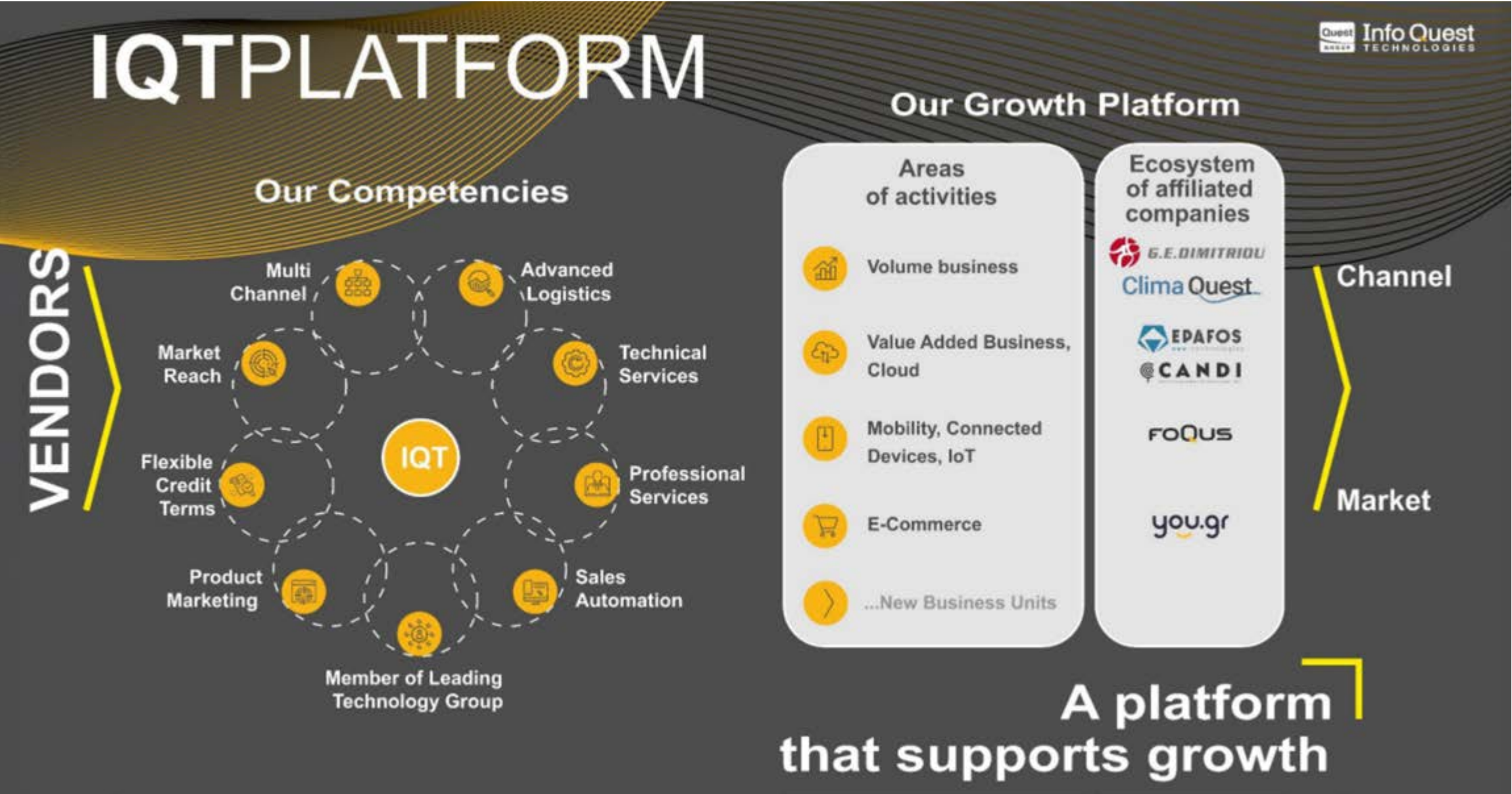
Since 1981, and for more than 44 years, Info Quest Technologies has been a leader in the Greek Information Technology market, contributing to the modernisation and digital transformation of businesses and consumers.

Today, it continues to maintain its leading position in the domestic digital technologies market, having at the same time evolved into a value creation platform in the new interconnected IoT environment, developing, with a holistic approach, a technological ecosystem that interconnects leading international manufacturers, partners and customers, through multiple specialised companies and multiple distribution channels, in Greece and abroad.

- It is the largest distributor of Information and Communications Technology (ICT) products in Greece and work with more than 250 leading digital technology firms such as Microsoft, Cisco, HP, HPE, IBM, Dell, Docusign, Red Hat, Huawei and more than 2,000 resellers, systematically expanding its portfolio and field of action.

- It invests heavily in the Cloud and is one of Microsoft's biggest partners in providing Modern Workplace, Process Automation and Secure Infrastructure solutions, while through its Team Candi subsidiary it provides digital transformation services using AI technologies in a Microsoft and Docusign environment.
- It is expanding into e-Commerce by supporting the development of www.you.gr, the online shop of the Quest Group (Quest onLine company).
- It innovates in the new era of interconnected devices, through its collaboration with Xiaomi and other leading manufacturers.
- It is expanding into new areas of the green economy, such as the energy management sector
- It is developing abroad, both directly and through its subsidiaries Info Quest Technologies Romania and Info Quest Technologies Cyprus.

Through its ecosystem, the company expands its activity in new markets, with proposals that complete the interconnected environment, coordinating the business development of the companies Clima Quest (exclusive distributor



of GREE products), G.E. Dimitriou (exclusive distributor of Toyotomi air conditions, Singer, Brandt electrical appliances, etc.), FoQus (distributor of POCO Smartphones) and EPAFOS (solutions and services in the field of education), which belong to the Group. Finally, the company supports the ERP platform that serves the entire Group and provides logistics services and IT support to selected Group companies.

The headquarters of the company are in Greece, at 2A Argiroupoleos Street, Kallithea Attica (P.C. 176 76). For more information visit www.infoquest.gr.



- **IQT Platform: Value creation ecosystem in the new interconnected environment**
- **9 companies**
- **675 employees**
- **3 countries**
- **4 cities**
- **12 locations**
- **€524 m. (+ 15%)**

Subsidiary companies



Team Candi SA is a 100% subsidiary of Info Quest Technologies. It is one of Microsoft's leading Digital and App Innovation partners and has over 10 years of experience in implementing digital transformation and modernisation solutions for businesses and organisations, using the Microsoft Power Platform.



Info Quest Technologies Romania S.R.L, a 100% subsidiary company, has been the official distributor of Xiaomi in the Romanian market from 2023, a partnership that came as a result of the excellent cooperation and performance of Xiaomi and Info Quest Technologies in Greece. In 2024, the company strengthened its market position, managed to significantly increase its market shares in the key categories and closed a positive financial year (> 54M€). At the same time, it launched the implementation of its strategic growth plan to expand its activities in other sectors. An important development in the first half of 2025 is the partnership with Huawei for the distribution of enterprise storage, networking & optical solutions in the domestic market, while further partnerships are expected.



Info Quest Technologies Cyprus L.T.D, a 100% subsidiary company, supports the operation of Xiaomi Stores in the Cyprus market (physical and online store). At the same time, it is an official distributor of Dell products, with a local warehouse and Service and more than 80 partners / resellers.



Our vision and mission

[GRI 2-23], ESRS 2



Info Quest Technologies seeks to continue to lead the advancement of society by harnessing the power of technology.



Our mission is to contribute to the development and prosperity of people, businesses and organizations, utilizing the possibilities of technology, with a consistent **strategy**, emphasis on **innovation**, offering **quality services** and continuous investment in **know-how**, based on the principles of sustainable development.



Our goal is to connect people to technology and help them achieve their goals.

Major Events of 2024



- ▶ Achieving targets and growth in all commercial divisions (ICT products, Cloud, networking & software, Mobility & IoT).
- ▶ Significant portfolio expansion in the areas of cybersecurity, smart infrastructure buildings, and energy management. New partnerships: **Huawei, VMWare, Commvault, Checkpoint, molex, MC Chargers, Star Charge.**
- ▶ Investing in know-how around the use of AI tools and technologies.
- ▶ In the Mobility sector, the distribution and sale of **DJI Drones** in Greece and Cyprus was significant.
- ▶ Achieved a very high market share (33%) in Xiaomi smartphones and maintained 2nd place in the market.

Major Events of 2024



- ▶ Strengthening our presence abroad. Info Quest Technologies Romania achieved ~80% sales growth and Info Quest Technologies Cyprus achieved ~80% sales growth, with most of the activity being in the Xiaomi physical and online store (Xiaomi Store -<https://www.mistore-cyprus.com.cy/>). During the year, the company acquired new warehouses that serve both Info Quest Technologies and Info Quest Technologies Cyprus, while it cooperates with one of the most distinguished repair centers in Cyprus, IQ Services, significantly strengthening its position.
- ▶ Expansion of the Logistics Center to new additional storage areas in the same park. The company now has 32,280 m² / 320,000 m³ of storage space and state-of-the-art automation
- ▶ Strengthening of ICT infrastructure, especially in terms of security and gradual integration of AI technologies in its operation that increase productivity and efficiency
- ▶ Awarded as Distributor of the Year, Cloud Distributor of the Year, Innovative Distributor of the Year & ESG Strategy of the Year, as part of an institution that the whole market votes/participates in.

Key Financial Data

In 2024, Info Quest Technologies exceeded its revenue targets, both compared to 2023 and Budget, while despite increased financial costs and ongoing international challenges, Profit before Tax showed a slight increase compared to 2023.

In particular, 2024 presented:



Sales of **€331.2m.**, up by 9% (compared to 2023)



EBITDA increased by **6%** compared to the same period last year. In 2024 it amounted to **€10.8m.** compared to **€10.3m.** in 2023.



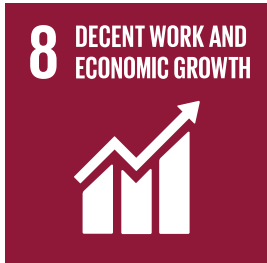
Significant financial charges (Finance and depreciation), **€557K** more than 2023, due to increased borrowing costs, support for new activities and investments.



Slight increase in EBT to **€4.07m.** in 2024 compared to **€4.05m.** in 2023 as a result of the above charges and investments.



The Social Contribution of the company in commercial value of products, services and financial contribution for 2024 amounts to **€30,830** compared to **€58,325** in 2023.



In more detail by sector of activity:

In the Information and Communication Products (Volume Business), sales amounted to **€ ≈120m**. They recorded a marginal decrease of -1% compared to the previous year, despite the absence of subsidy programs and the decrease in the pace of implementation of general consumers and private projects. In this environment we managed to increase our share in public and private projects while at the same time the conditions / partnerships were created for the development of new product lines in areas related to the circular economy, energy management and storage and smart home/ smart city.

In the Mobility sector, with Xiaomi products as the main growth pillar, sales amounted to **€ ≈139 m.**, representing an increase of ~25%, with a parallel increase in share in all categories. Smartphone **sales** had **an increase of 24%** while more than 800,000 units were sold in Greece, Cyprus and Malta. Xiaomi's smart connected ecosystem showed strong growth of 35% with simultaneous share growth in key existing categories (Robot Vacuums, Electric Scooters, Smart Clocks) and entry into new categories, (Smart TV, Stick Vacuums).

The **Xiaomi brand** in Greece maintained very high market shares in all categories in which it operates, such as 2nd place in Smartphones, 1st place in electric scooters, robot vacuum cleaners, headphones, etc., which are the highest in Europe. The sales of **Xiaomi Stores** in Greece and Cyprus recorded a growth of **+70%** for the 3rd consecutive year.

In the **Value Added Distribution & Cloud** segment, sales amounted to **€ 71 m.**, showing an increase of 6.2% (compared to 2023). In particular, the strategic Cloud business showed a significant increase of 22% (compared to 2023) and a high market share in the distribution of Microsoft Cloud Solutions in Greece. Continued co-investment with Microsoft at the **CEMA** (Central Eastern Europe, Middle East, Africa – 104 countries) level gave the organisation access to upgraded services and financial tools and contributed significantly to the development of activities. On the contrary, the Network Solutions sector showed a significant decline of more than 20%, due to the absence of national-scale infrastructure projects. Finally, the Enterprise Software vertical solutions (Citrix, Red Hat, IBM, Veritas, Broadcom, IBM) and new partnerships, with VMware being the most prominent, contributed to the positive annual results of Info Quest Technologies' value-added solutions.

2025 is expected to be another period with special market conditions, many challenges and considerable uncertainty. In this environment, Info Quest Technologies is working intensively to continue its growth in all sectors, to expand its market shares and to achieve the commercial goals it has set for the company and its subsidiaries, creating added value for the Greek society and the wider market.

For detailed financial results visit the website of the company and of the parent company Quest Holdings.

Awards and Distinctions 2024 for our services and Sustainable Development



- **ICAP True Leaders 2024**
- **Infocom World 2024**, AI Award for IBM solutions
- **Tech Channel Partner**, Gold Award in the Distributor of the Year category
- **Tech Channel Partner**, Gold Award in the Cloud Distributor category
- **Tech Channel Partner**, Gold Award in the Most Innovative Distributor category



- **Tech Channel Partner**, Gold Award in the ESG category
- **Tech Channel Partner**, Editor's Choice Award to Marketing Director, Rania Skordili
- **Boussias BITE Awards**, Gold Award in the Expense Management Application for Athenian Brewery (Team Candi)
- **Boussias BITE Awards**, Bronze Award for the implementation of Customer Experience with Azure Gen AI



- **Peak Awards 2024**, Bronze Award for the Best Black Friday Campaign 2023 at Xiaomi Store & Denstsu
- **Boussias Green Award 2024**, Gold Award for Xiaomi Scooter 4 (Green 2wheels product category)
- **Boussias Green Award 2024**, Silver Award for Ecoflow products (Green Electric Device category)



EcoVadis GOLD Award

At the end of 2023 Info Quest Technologies received the **Gold Award** from **EcoVadis**, the global provider of Sustainable Development Performance Ratings. The company showed a significant improvement from the previous year, with a particularly high performance, which ranks it in the **Top 2% of companies in its industry** (Digital Technology and Software Products Distribution), which is evaluated internationally by the organisation and in the **Top 5% of all companies rated by the organisation**. The new evaluation is planned for 2025.

✓ Top 5% of companies

✓ Top 3% in environmental issues

✓ Top 2% in labour and human rights issues

✓ Top 10% in sustainable procurement issues

✓ Top 4% in Ethics and Conduct issues

- **Direction**, Protagonists of the Greek Economy
- **Mobile & Connected Awards 2024**, Dimitris Destes: Mobile Manager of the Year Award
- **Boussias Cloud Awards 2024**, Silver Award for the Expense Management Application for Athenian Brewery (Team Candi)
- **ICT Plus**, Honorary Distinction for our performance in Sustainable Development

- **HP Distributor Hardware of the Year 2023**
- **ICT Plus** / Distinction for our performance in Sustainable Development
- **Green Brand Awards 2024** /Gold Award for the Xiaomi Electric Scooter 4 Ultra
- **Green Brand Awards 2024** / Silver Award for Ecoflow green and smart appliances

Membership associations

[GRI 2-28]



ACCI
(Athens Chamber of
Commerce and Industry)



SELPE
(Association of Retail
Businesses)



EASE
(Association of Chief
Executive Officers)



YOUR DIRECTORS CLUB



The company is also an indirect participant in the associations and organisations to which the Group's parent company is a member on behalf of all its subsidiaries, receiving knowledge, experience and guidance. The Group is a member of the local UN Global Compact Network Greece (UNGCNG) and since 2022 Quest Holdings has signed the UN Global Compact and has committed itself to uphold its 10 principles regarding human rights, labour, environment and anti-corruption. For more information, please refer to the **Sustainability Report 2024** of Quest Group.

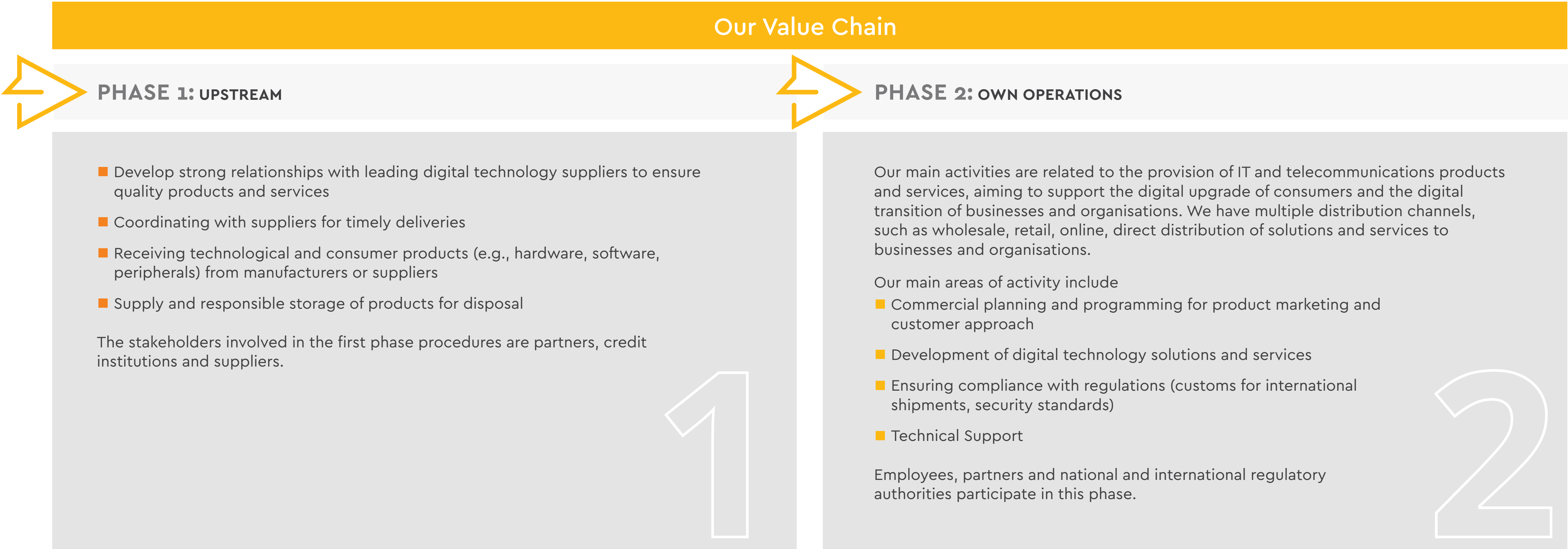


Business Model and Value Chain

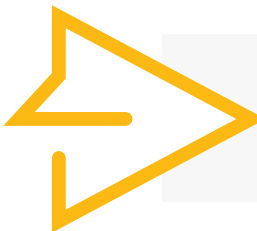
[GRI 2-6], ESRS 2 (SBM 1-3)

Value chain analysis allows us to look at how each phase adds value to our activities, as it is the first step in identifying our impacts. Our ESG strategy was designed based on the identification of areas for improvement in the value chain and our impact on society and the environment.

Our main activity is the Trade of IT products & Telecommunication Products and the provision of related services.



Our Value Chain

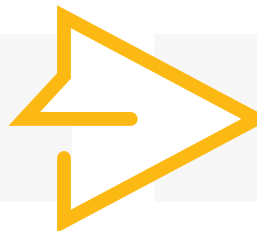


PHASE 3: DOWNSTREAM

- Activities in this phase include the professional and efficient delivery of products and services to our customers and more specifically, it involves:
- Efficient order fulfilment, including packaging, labelling and shipping of technology products to resellers or end customers
 - Real-time monitoring and transparency of the supply chain to ensure timely deliveries
 - Provision and management of integrated digital technology and IT solutions and services
 - Wholesale reseller training

On the stakeholders' side, customers (B2B, B2C) and partners are involved.

3



PHASE 4: CUSTOMER SUPPORT

- The final phase of our value chain relates to services and infrastructure to enhance customer experience and satisfaction. These can be:
- After-Sales support services (technical support, warranties and repairs)
 - Performance monitoring
 - Services to improve customer experience through satisfaction surveys

4

Sustainability Strategy



Our approach

[GRI 2-22, 2-23], ESRS SBM 1-3, MDR-P, ESG 7 (Executive Remuneration)

Info Quest Technologies is managed in accordance with the fundamental values and principles of the Quest Group, in full compliance with the applicable legislation governing its activities, as well as with the corporate governance framework applicable to the Group.

Sustainable growth and the continuous pursuit of “good business” are the Group’s strategic direction and commitment and are reflected in its vision, mission and business strategy. As part of its business model, the key factors affecting sustainable development are systematically monitored, while the relevant risks arising from its activities are evaluated and managed.

Through its ESG (Environmental - Social - Governance) strategy, Quest Group links sustainable development with its value creation model, seeking to shape a sustainable future for both stakeholders and the greater society. The Group’s Management recognises and focuses on key sustainable development issues, using

as a reference framework the new European Corporate Sustainability Reporting Directive (CSRD), international standards such as the United Nations (UN) Sustainable Development Goals (SDGs), as well as national standards and initiatives, such as the ATHEX ESG Index and the Greek Sustainability Code.

Info Quest Technologies, as a major subsidiary of Quest Holdings, participates in the implementation of the long-term Sustainability Strategy of the Quest Group, reflected in the triptych ‘Technology, Innovation, Entrepreneurship’, in close cooperation with the ESG Department and has committed to goals related to its activity, contributing to the achievement of the Group’s goals.

It is noted that the Group has established, and the company has adopted, a set of policies and procedures such as the **Group’s Sustainable Development Policy** which reflect the Management’s guidelines and form the framework for approaching all relevant issues.



ESG Strategy 2025-2030+

The Group’s ESG strategy was established in 2021, with a timeframe extending from 2022 to 2030 (and to 2050 for environmental targets). It is structured around four strategic pillars: Environment, People, Responsible Business Operations, and Sustainable Products.

The Group’s ESG strategy has been revised for the period 2025-2030, including nine annual goals, which enhance sustainability by adding value to the companies. Info Quest Technologies participates in the target setting and contributes with its performance to the achievement of the desired result.

Strategic pillars and Sustainability goals 2025 – 2030 for the entire Quest Group

 Environment	 Our people	 Responsible Entrepreneurship	 Sustainable Products
1. Reduction of absolute Scope 1 and 2 emissions by 40% by 2030 and Climate Neutrality by 2050.*	3. Maintain LTIF below 2.3 and TRIR below 1.2 for Group employees by 2030. ***	6. No incidents of high/very high severity data breaches by 2030.	9. More than 10% of revenue from sustainable products and services by 2030.
2. Promote circular economy and eliminate avoidable waste by 2030.	4. Increase to 15 hours the average hours of training for employees by 2030 with a focus on AI.	7. Linking 15% of variable remuneration (annual bonus) of the Group CEOs and the main subsidiaries to ESG goals by 2030.	
	5. Create an inclusive culture and act as an ambassador for diversity and equality.	8. Supplier evaluation procedure on issues of Sustainable Development and ESG criteria. **	

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

**For suppliers of equal performance, those with higher Sustainable Development scores will be preferred.

***Different industry indicators in the subsidiaries ACS (LTIFR < 8.0 and TRIR < 4.2), and Info Quest Technologies (LTIFR < 2.5 and TRIR < 1.3).

It is noted that the goals are specific to each company. For Info Quest Technologies the 2025 goals are listed below in the following table.

For more information on the ESG Strategy of Quest Group, see the [Group's Sustainability Report 2024](#).

Results ESG Goals 2024

Info Quest Technologies' performance under the ESG strategy for the year 2024, as well as the target for 2025, follows.

The Environment

ESG Goals	Actions	Goals for 2024 Info Quest Technologies	Performance for 2024 Info QuestTechnologies	Progress 2024	Goals for 2025 Info Quest Technologies
1. Climate Change: Reduction of absolute Scope 1 and Scope 2 emissions by 40% by 2030 and climate neutrality by 2050	Increase in the percentage of the company car fleet with hybrid/electric models	>41% (achieved 2023)	Achieved 100% 46%		>51%
	Increase in % of 'green' energy supply (Group's goal for electricity consumption)	>13% (Group goal)	Achieved 100% 14% (through Guarantees of Origin (GOs))		25% (Group goal)
	Reduction of absolute Scope 1, 2 emissions by 2022 and 40% by 2030 (compared to the reference year 2022)	Reduction of absolute Scope 1, 2 emissions and 40% by 2030 (compared to the reference year 2022)	Achieved 100% 25,33% reduction Scope 1 & 2 compared to the reference year 2022 Scope 1 CO ₂ e (tns) 152.17 Scope 2 (market based) CO ₂ e (tns) 387.63		Overall Group goal: 16% reduction in 2025 (compared to 2022)
	Reduction of absolute Scope 1, 2 emissions by 2022 and 40% by 2030 (compared to the reference year 2022)		Achieved 100% The measurement was completed and certification was carried out.		Carbon footprint measurement based on the GHG Protocol (Scope 1, 2) with ISO 14064 certification for 2025
	Scope 3 emissions measurement based on the GHG Protocol	Scope 3 emissions measurement	Achieved 100% The Measurement was carried out (Scope 3 CO ₂ e (tns): 197,861.11). 2024 is the reference year		Scope 3 emissions measurement for 2025 Future evaluation of reduction goals.

 Goal achieved

 Goal in progress

 Goal not achieved

The Environment

ESG Goals	Actions	Goals for 2024 Info Quest Technologies	Performance for 2024 Info QuestTechnologies	Progress 2024	Goals for 2025 Info Quest Technologies
2.Promoting the circular economy and eliminating waste that can be avoided by 2025.	Continuing and strengthening Circular Economy Services.	Inventory of single-use plastics used in the distribution chain	Achieved 100%		Continuing and strengthening Circular Economy Services
		100% e-waste recycling certified	Achieved 100%		100% e-waste recycling certified
		Measures to reduce single-use plastics	Achieved 100%		Continue with new Collection Points
		Paperless office Digitisation of more procedures (Service, financial services) Digitisation of the supplier verification and creation procedure Launch of digitisation projects for HR, Expenses, Service and Financial Services procedures	Achieved 100%		Paperless office Digitisation of more procedures
		Sustainable packaging Packaging from recycled content or recyclable materials/ Introduction of KPIs	Achieved 100% Only paper commercial bags in use		Sustainable packaging
	Introduction of circular economy models	Recycle – Change Device Takeback schemes/Refurbished services	Achieved 100% Take back Schemes Mi Store (66o)		Continuing and strengthening Circular Economy Services

 Goal achieved

 Goal in progress

 Goal not achieved

Our People

ESG Goals	Actions	Goals for 2024 Info Quest Technologies	Performance for 2024 Info QuestTechnologies	Progress 2024	Goals for 2025 Info Quest Technologies
Health and Safety	Maintain LTIFR Health and Safety Indicators below 2.5 and TRIR below 1.3 LTIFR: Accident Frequency Indicator (Lost Time Frequency Rate) TRIR: Recordable accidents indicator: Total Recordable Incident Rate	LTIFR < 2,3 TRIR < 1,2 (Goal 2022-2024)	Achieved 100% LTIFR=0 TRIR = 0		NEW updated goal: Maintain LTIFR Health and Safety Indicators below 2.5 and TRIR below 1.3
	Certification ISO 45001:2018	Preparing for ISO 45001:2018 certification	Achieved 100% Preparing for ISO 45001:2018 certification		Obtain ISO 45001:2018 by 2026
	Wellness Program ARMONIA	Continue	Achieved 100%		Program continuation
	Health and Safety training		Achieved 100%		NEW updated goal: One annual health and safety training for all employees
Training and Development of our Employees	10% increase in employee training hours by 2025 (compared to 2021)	>7.5% increase over the three-year period 2022-2024	Achieved 100% 22 hours average + 20% (compared to 2021)		NEW updated goal: >15 hours of average training per employee (For our company maintain an average of 20 hours of training) Participation of all Managers in mandatory training on AI.

 Goal achieved

 Goal in progress

 Goal not achieved

Our People

ESG Goals	Actions	Goals for 2024 Info Quest Technologies	Performance for 2024 Info QuestTechnologies	Progress 2024	Goals for 2025 Info Quest Technologies
Creating a culture of inclusion, diversity and equality in order to empower our people	Compilation of a Report on the calculation of equal pay. (Group level) and Action plan to address any discrimination in pay by 2025 (Group level)	Completion of a Pay Gap Study with an external consultant. (Group level 2022–2023) and Action plan to address any discrimination in pay by 2025	Achieved 100% Better Together Program with Action Plan for women's empowerment education programs		NEW updated goal: • Pay gap study every 3–5 years (including new subsidiaries). The last study was for 2022 (next study by 2027). • Ensure that the participation rate of women in the Talent Management Program and the Mini MBA program is at least the same as the percentage of all women in the Group
	Establishment of programs on inclusion and diversity issues	Establishment of programs on inclusion and diversity issues	Achieved 100% Implementation of the DEI ('Better Together') action program		NEW updated goal: • At least 3 actions for Women's Empowerment (training, surveys, seminars, etc.) every 2 years starting from 2025–2026 targeting all female employees • Design and implementation of the ALLYSHIP program in 2025–2026

 Goal achieved

 Goal in progress

 Goal not achieved

Responsible Business

ESG Goals	Actions	Goals for 2024 Info Quest Technologies	Performance for 2024 Info QuestTechnologies	Progress 2024	Goals for 2025 Info Quest Technologies
6. No incidents of high/ very high severity data breaches	Annual Vulnerability Assessments on the main systems	Vulnerability Assessments for all main systems Addressing the most important vulnerabilities in all main systems (restoration, mitigation, acceptance).	Achieved 100%		Continue Annual Vulnerability Assessments on the main systems
	Continue mandatory cybersecurity/phishing training for all employees	Continue	Achieved 100%		Continue mandatory cybersecurity/phishing training for all employees
	Retention of ISO 27001:2013 certificate	Retention	Achieved 100%		Retention of ISO 27001:2013 certificate
	No data breach with significant economic impact or data privacy incident	No data breach with significant economic impact or data privacy incident	Achieved 100%		No data breach with significant economic impact or privacy incident
7. Linking variable remuneration (annual bonus) of the Group CEOs and the main subsidiaries to ESG goals	Linking ESG goals to 15% of variable remuneration of the Group CEOs	Linking three (3) ESG goals to variable remuneration of 2024 Severity: 50% Environment/Climate 25% Diveristy 25% Suppliers	Achieved 100%		NEW updated goal: Linking ESG goals to variable remuneration for 2025 Severity: 50% Environment/Climate 20% Health and Saftey 15% Diveristy 15% Employee Training



Goal achieved



Goal in progress



Goal not achieved

Responsible Business

ESG Goals	Actions	Goals for 2024 Info Quest Technologies	Performance for 2024 Info QuestTechnologies	Progress 2024	Goals for 2025 Info Quest Technologies
8. Supplier Evaluation based on ESG criteria	Supplier Evaluation based on ESG criteria (Group Goal)	Development of a methodology to assess the ESG maturity of major suppliers and review of the Procurement Policy Evaluation of major suppliers based on ESG criteria (Extend the evaluation every 2 years to the 10 largest suppliers based on cost of supply.)	Achieved 100% The first supplier evaluation was carried out in 2023, and the next one in 2025		New supplier evaluation based on ESG criteria Completion of Procurement Policy Renewal (Group Policy)
		Participation in the Greek Sustainable Development Pact (ESBE/ CSR Hellas) for the support of the supply chain (Quest Group)	Achieved 100%		Continuation of the initiative

Sustainable Products

ESG Goals	Actions	Goals for 2024 Info Quest Technologies	Performance for 2024 Info QuestTechnologies	Progress 2024	Goals for 2025 Info Quest Technologies
>10% of revenue should come from sustainable products	% of revenue should come from sustainable products and services (based on ICMA protocol)	>6% of revenue should come from sustainable products (Goal 2022–2024)	Achieved 100% 10,3 % (9,1% in 2023)		NEW updated goal: >10% of revenue should come from sustainable products

 Goal achieved

 Goal in progress

 Goal not achieved

Sustainable Development Governance

[GRI 2-14, 2-18, 2-19, 2-20], ESRS 2, GoV 1-5, ESRS E1

Info Quest Technologies has a Sustainability team, the head of which reports to the CEO.

The team manages sustainable development issues, as described in the **Group's Sustainable Development Policy**, which details the Group's responsibility and commitments to employees, the market, society and the environment. This includes implementing, monitoring and reporting on the progress of the ESG strategy and targeting, collecting and monitoring non-financial data and preparing Sustainability Reports.

The team works with the Group's Head of the ESG Department, receiving guidance and updates. The Group's ESG Department is responsible for the central coordination of strategy implementation and control over the collection of non-financial data, providing subsidiaries with the necessary guidance and data collection tools.

It is noted that the Group's Management has established a **Sustainable Development Committee** that operates in accordance with

the guidelines of its **Operating Regulation** and plays a central role in the governance of relevant issues, providing support to the Management on sustainable development issues.

The ESG Strategy targeting is applied at company level and overall, at Group level and large companies such as Info Quest Technologies have committed to their own targeting around the issues that most impact and support the successful implementation of the Group's ESG Strategy. The annual ESG targeting is approved by the Management of the Group company and after consultation with the Sustainable Development Committee, it is also approved by the Board of Directors.

During 2024, targeted trainings and updates were provided to the Sustainability Team and the company's Management in order to update knowledge and skills.

For more information on **Quest Group's Sustainable Development Governance and Management** see the **Sustainability Report 2024**.



Integrating sustainability-related performance into incentive schemes

As part of its ESG Strategy until 2030, the Group has set ESG performance goals, which have been linked to the variable remuneration of the Group's CEOs. In particular, 15% of the variable remuneration (annual bonus) of the CEOs of the Group's main subsidiaries is linked to ESG goals on an annual basis. The three ESG goals that have been linked to variable remuneration for the year 2024 are related to Environment and Climate Change, Equality and Diversity, and the integration of ESG criteria in the evaluation of Suppliers.

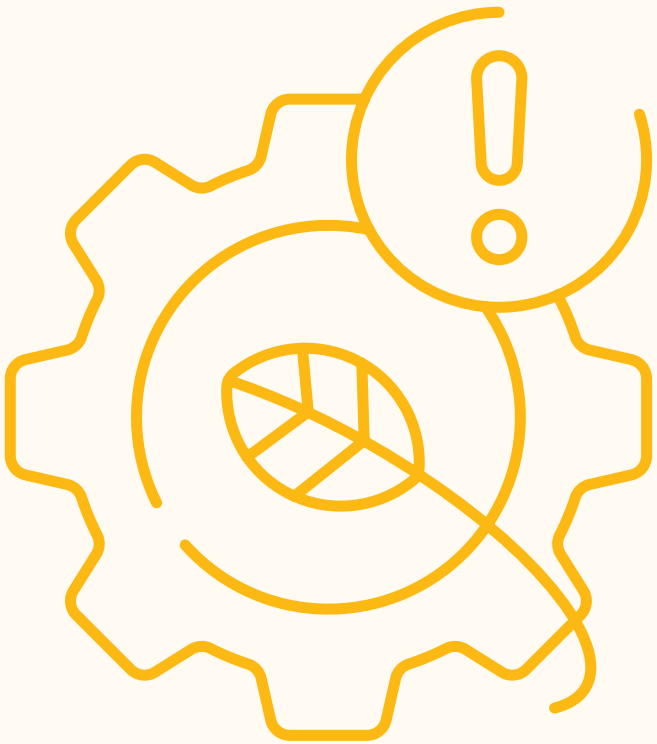
In the area of Environment and Climate Change, the current goals focus on achieving annual goals for the percentage (%) of the corporate fleet transition to hybrid and electric cars and the % of electricity consumption from "clean" energy (guarantees of origin) as well as annual goals for the percentage (%) emission reduction with the ultimate goal of reducing emissions (Scope 1 & 2) by 40% by 2030. In 2024, as part of the review of the ESG strategy, the 2025 - 2030 goals related to the variable remuneration of the CEOs of the Group companies were updated, with the aim of further focusing on issues material to the Group.

For the year 2025 the ESG goals are linked to 15% of variable remuneration and relate to:

➔ **Environment** - 5% reduction of annual CO2 Scope 1 & 2 emissions for the company's activity in Greece (5% reduction vs 2022 reference year, - 25% weight) and increase of Hybrid/EV cars in the company's fleet to 60% (25% weight).

➔ **Employees:** Health and Safety: Maintain low accident rates (LTIFR <2.5 & TRIR <1.3 - 20% weight), Education: Maintain > 15 hours/employee average training per year (15% weight), Diversity & Inclusion: Enhancing programs and ensuring women's participation in talent & Mini MBA programs in percentages commensurate with the percentage of women in the Group (15% weight).

Taking into account the utmost importance for the company's operation of ensuring the security of information systems and data and business continuity, another operational goal was added with a weight of 5% to strengthen the company's infrastructure and to avoid incidents with harmful consequences.



Risk management and ESG integration

Info Quest Technologies, following the Group's guidance and policies, manages risks systematically, following the Risk Management System of the Group and applying assessment and management procedures, in accordance with the guidelines of ISO 31000 Risk Management and the COSO Enterprise Risk Management (ERM) Integrated Framework.

The corporate goals, potentially threatened by identified risks, include ESG goals; related risks were examined. In the year under review, the organisation's attention to the potential impacts of climate change was intensified and the assessment of risks from extreme weather

events was upgraded (particularly regarding floods that may occur at the Group's facilities).

In this context, specific strategies and actions were adopted to mitigate any remaining risks, ensuring the resilience of the procedure. Compliance with national and European legislation, both financial and on issues of transparency and corporate responsibility, is a key pillar of the Group's and its companies' operations and therefore a review of relevant regulations is carried out on an annual basis in order to assess the effectiveness and efficiency of the compliance mechanisms applied.

Double Materiality Assessment and Stakeholders



Double Materiality Assessment and Stakeholders

[GRI 2-29, 3-1, 3-2], ESRS 2- SBM, IRO

The important sustainable development issues monitored by the Group and its companies result from the materiality assessment, the monitoring of peer companies and the long-term goals monitored through the ESG Strategy.

During the reporting year, the Group implemented a Double Materiality assessment, highlighting its updated material issues, in order to align with the requirements of the CSRD Directive and ESRS standards for the disclosure of non-financial information. In this context, the specific issues that Info Quest Technologies will focus on were highlighted, planning and implementing specific actions for their achievement, and setting specific indicators for their monitoring.

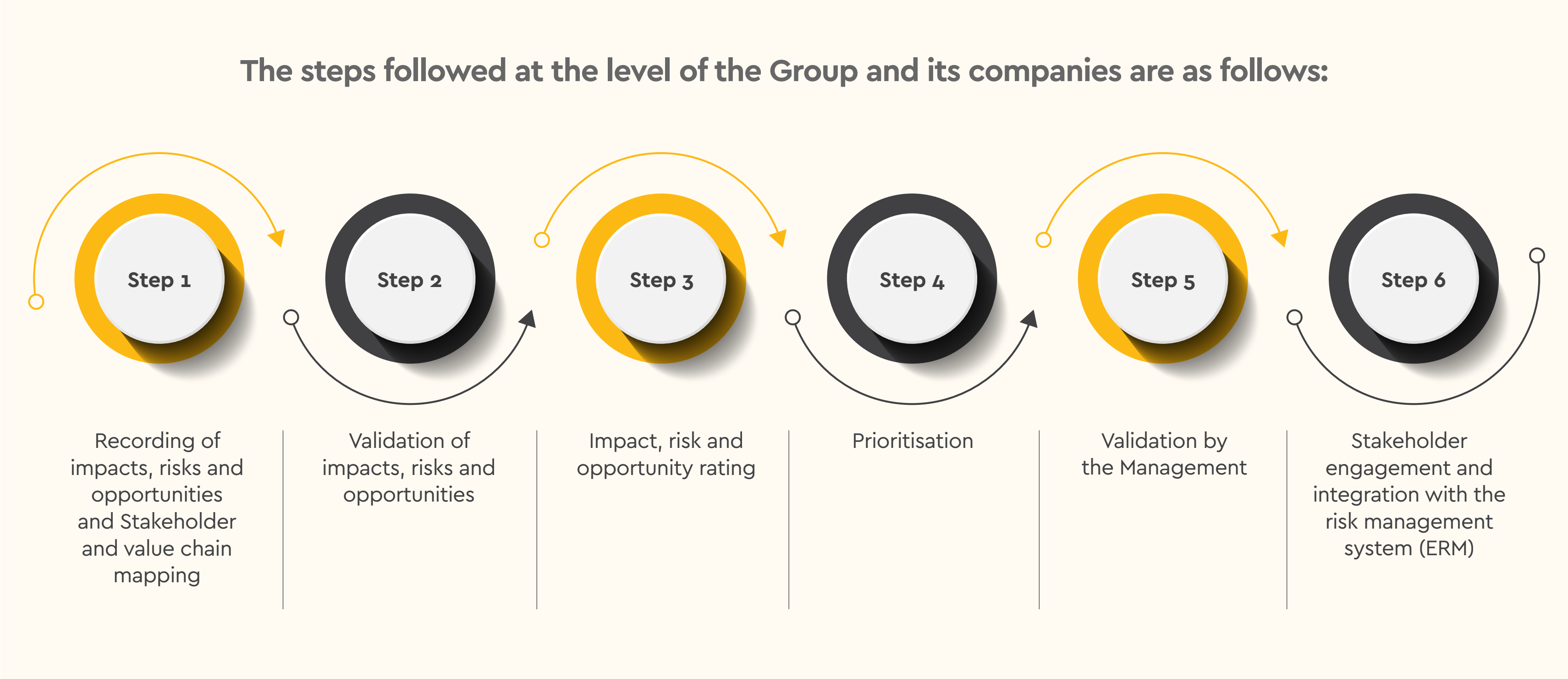
The materiality assessment shall be repeated every two (2) years, based on the requirements of the standards followed. The goals and monitoring indicators are validated by the Group's Management, the Sustainable Development Committee and the Group's Board of Directors.

Methodology we followed for the Double Materiality Assessment

The Double Materiality Assessment refers to the assessment of impacts, risks and sustainability opportunities from two perspectives:

- **Impact materiality**, which reviews the impact of the organisation's activities on society, governance and the environment; and
- **Financial materiality**, which reviews the way in which the external environment and social issues affect the value creation and financial performance of the organisation.

The Group's Double Materiality Assessment is part of a broader effort to anticipate and respond to stakeholder expectations, regulatory changes and sustainability risks and opportunities. This methodology provides the Group with a comprehensive framework for understanding and managing sustainability-related issues that affect both the business and its wider external environment.



For more information on the process and results, visit the [Group's Sustainability Report 2024](#).

Material Topics Info Quest Technologies 2024

			
Corporate Governance	Responsible Business Activity	Our people	Our Environmental Footprint
1. Ethical Business Behaviour, Culture and Regulatory Compliance	2. Sustainable Supply Chain 3. Responsible Customer Service 4. Personal Data Protection and Information Security Customer Data Protection 5. Innovation and Sustainable Products	6. Human Resources Development 7. Diversity and Inclusion 8. Health, Safety and Well-being of employees	9. Climate Change 10. Circular Economy

For these issues, the company analyses opportunities and risks related to their economic, social and environmental impacts, implements specific actions and sets specific measurable goals, which it monitors on an annual basis.

Corporate Governance

Info Quest Technologies, as a 100% subsidiary of Quest Holdings, parent company of the Quest Group, has adopted and applies without exception the principles, values, Codes, Corporate Governance Policies and Procedures set by the Quest Group, in accordance with its Operating Regulation and the Quest Group Organisation and Operations Manual.

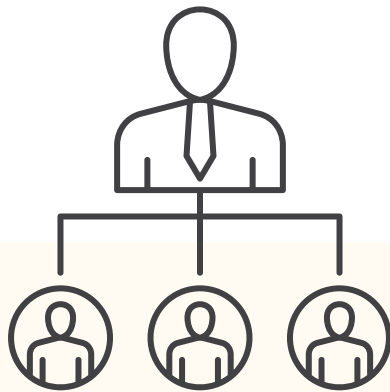
At the same time, it enriches the company's quality system with Corporate Procedures that specialise its individual functions.

Corporate Governance

[GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-16], ESRS 2 (MDR-P, GOV 1-5), ESRS – G1



Our **principles, values** and **Policies** are posted on the **Quest Group** website (<https://www.quest.gr/en/the-group/policies>) and on the Quest One Group intranet.



The Board of Directors of Info Quest Technologies is as follows (Dec. 2024):

Eforakopoulos Dimitrios	President and CEO
Koutsourelis Eftychia	Vice-Chairwoman
Fragos Theodoros	Deputy CEO, Member
Georgantzis Apostolos	Member
Fessas Theodoros	Member
Bitsakos Markos	Member

Our **Organization Chart** is available on **our website**. In 2024, the company's Management team was strengthened by 2 people - one man and one woman - who assumed the roles of New Business Development Director & SAP Unit Director respectively. It has a total of 14 directors, of which 2 are women.





Risk Management

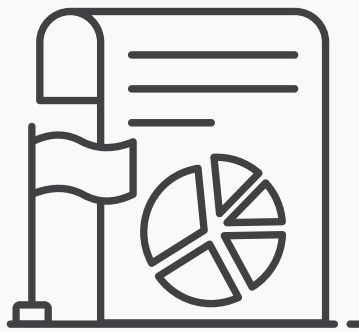
The Company is exposed to financial and non-financial risks. It has a Risk Management Officer (Risk Officer) and a Risk Management System, which is coordinated by the parent company and systematically monitors the impact of risks in achieving its goals. It implements valuation and management procedures in accordance with the guidelines of ISO 31000 Risk Management and the COSO Enterprise Risk Management (ERM) Integrated Framework. It is noted that in 2024 the company's risk register was updated with the ESG risks. In 2024, quarterly and annual reviews of the company's risks were carried out, which - in their vast majority - are controlled by the relevant policies/procedures and mitigated by appropriate actions.



Regulatory Compliance

Quest Group operates a **regulatory compliance unit** and implements a compliance management system in the parent company Quest Holdings and its major subsidiaries. As part of the implementation of this system in our company, a compliance officer has been appointed who, in cooperation with the corresponding executives of the Group, monitors the issues that fall under his responsibility. Complete documentation and management of the above issues is maintained, while a complaint management / non-compliance (whistleblowing) procedure is applied and there is a mechanism for managing complaints and communication channels. Along with a structured system, the risks associated with our operation are monitored.

The company, during the year, proceeded where it was required to review the corporate procedures, while it adopted without any deviation the new Group Policies and Standard Operating Procedures.



Policies / Codes:

- Diversity, Equality and Inclusion Policy
- Anti-Harassment Policy
- Anti-Corruption, Fraud and Bribery Policy
- Code of Conduct and Ethics
- Whistleblowing Policy
- Environmental Policy (Decarbonisation)
- Supplier Code of Conduct
- Policy on Human Rights
- Sustainable Development Policy

For more information on the Policy Review, visit the [Group's Sustainability Report 2024](#).

Ethical Business Behaviour, Culture and Regulatory Compliance

Material topic: [GRI 205]



Top 4% of our industry
in issues of Conduct
and Ethics

At Info Quest Technologies we
apply the philosophy of zero
tolerance to any deviation from
non-compliance with applicable
laws or any deviation from
unethical practices by having
a system of Policies, Codes,
training programs and monitoring
platforms.





Impact, risk and opportunity management

[GRI 205-1]

To address potential material impacts, regulatory risks and opportunities related to fraud/corruption, we conduct regulatory risk assessments based on scenarios tailored to our regulatory and business environment. This assessment currently focuses on critical areas and sectors where anti-corruption measures are implemented through the preparation of an annual Regulatory Compliance Plan. In the above context, areas and sectors evaluated include procurement, gifts and sponsorships/donations.

Promoting Corporate Culture & Strengthening Business Ethics

Human resources are the driving force behind our efforts. We systematically inform our employees and any new employee who joins our company about the company's principles and values, the **Code of Conduct and Ethics**, our company's Operating Regulation, as well as wider business ethics and regulatory compliance issues. Our Policies and Procedures are easily accessible on the corporate Intranet, while the Quality Department systematically informs about any changes or additions.

The company implements a Compliance System which, together with the Code of Conduct and Ethical Behaviour, the Reporting and Complaints Management Policy and other Policies and Procedures, contribute actively to the prevention, identification, response and monitoring of ethical and regulatory compliance issues.

The company also applies an **Anti-Corruption, Fraud and Bribery Policy**, which reflects the Management's commitment to zero tolerance of fraud, bribery and corruption, creating a framework of obligations and guidelines to prevent, deter and combat such phenomena.

Since 2022, the Group has been a member of the United Nations Global Compact (UNGC) and the UN Global Compact Network Hellas, where it has committed to the 10 Principles of the Global Compact on human rights, labour, environment and anti-corruption.

Annually, training is provided on the topics of the Code of Conduct, with Management setting the tone and importance of compliance.

Updated Mechanism for Reporting Breaches of Conduct

GRI 2-25, 2-26

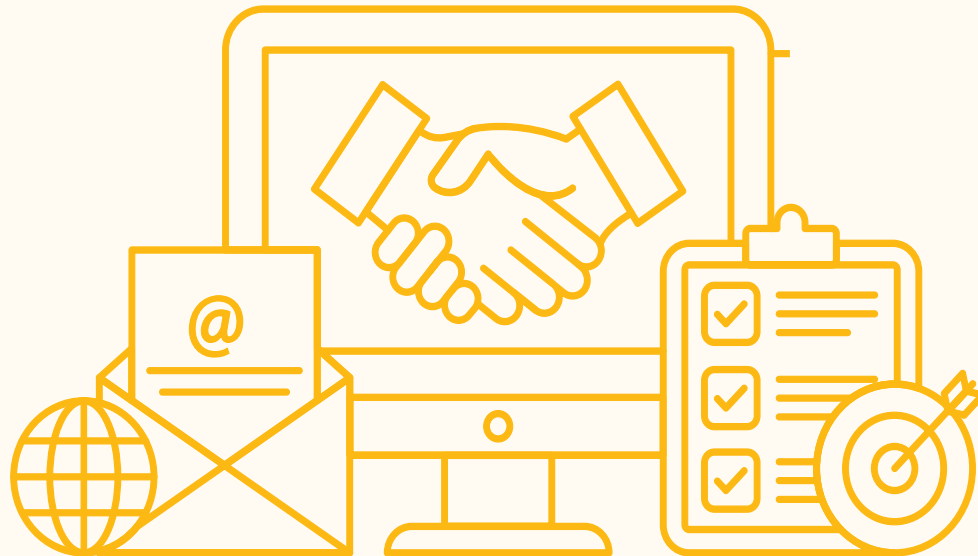
The Company applies the updated **Reporting-Complaint Management Policy of the Group** and has established complaint management mechanisms and communication channels to manage and investigate incidents of illegal or unethical conduct.

Procedure for Reporting Breach Incidents of the Code of Conduct & Ethics

Reports and complaints shall be submitted as follows:

- By e-mail to milisemas@info.quest.gr
- By post to the company's address, to the attention of the compliance officer.
- Electronically, through the **special form** on the company's website.

The Compliance Officer is constantly available to employees and provides support on actual or potential incidents/ violations. Complaints can be official (signed) or anonymous, however, official (signed) complaints are encouraged as they facilitate the necessary investigation and the taking of the necessary measures to effectively manage non-compliance incidents.



Information, Training and Awareness Campaign

GRI 205-2

Our employees attend all training and seminars indicated by the Group (such as training on unfair competition, fraud, cybersecurity, anti-stereotyping, recognition of incidents of violence and harassment in the work environment, etc.), raising their level of understanding and awareness to critical issues of governance.

In 2024, particular emphasis was placed on issues of cybersecurity and data protection, with ongoing programs and updates, inclusion and anti-bias.

In 2024, a new campaign was conducted to inform 100% of the Group's staff electronically about the Group's Code of Conduct and Ethics, which is posted on the Group's website. Training was also carried out for all company employees on anti-corruption and anti-fraud.

Training and information on issues of the Code of Conduct and Ethics was provided to all staff via e-book and video. The information on the Code (e-book and video) was communicated through a training platform to all staff, with a compliance message from the CEO (tone at the top), where it was confirmed that it had been read.

Training and information on the Reporting-Complaints Management Policy was provided to all staff via video. The training material includes detailed examples of understanding incidents of fraud and corruption. It is also noted that, in the context of continuous awareness and sensitisation of staff and for a better understanding of the Reporting - Complaints Policy, relevant FAQs are posted on the Group's Intranet and on the websites of the companies.

Zero incidents

GRI 205-3

In 2024, there was no incident or complaint brought to the attention of the Company's Management or the Group concerning an incident of corruption or bribery, unfair competition, non-compliance with the provisions of the relevant legislation and regulations at an economic and/or social level. There is also no ongoing investigation of a related complaint regarding the above issues. There was also full compliance with legislation and regulations in the social and environmental context.

GOAL FOR 2024	RESULTS FOR 2024	GOALS FOR 2025
Zero incidents of corruption, unfair competition, anti-competitive behaviour, antitrust and monopoly practices	Achieved 100%	1.Zero incidents of corruption, unfair competition, anti-competitive behaviour, antitrust and monopoly practices
Full compliance with laws and regulations in the social and environmental area	Achieved 100%	2.Full compliance with laws and regulations in the social and environmental area.

Responsible Business Activity



Sustainable Supply Chain

Material topic: [GRI 3-3], ESRS G1, ESG Goal 8



Top 10% in sustainable procurement issues



Responsible business activity is the driving force of our operation. Ethical business is an inviolable priority and the company's pursuit in all its dealings with the State, employees, the society and the environment.

As an important link in a supply chain that connects manufacturers to the market, we contribute with our principles and values to the evolution of the market towards a more sustainable model. We work with leading international suppliers who apply structured work practices and operate with environmental responsibility. In December 2023, as part of our assessment by EcoVadis, which ranked us overall at Gold level, we received a high distinction for sustainable procurement issues, which puts

us in the top 10% of companies rated by the organisation.

To ensure the proper management of the supply chain, we have adopted the **Group's Supplier Procurement and Payment Policy**, as well as the **Code of Conduct and Ethics**, which contain requirements in the areas of labour and human rights, health and safety, environment, and ethics in relation to suppliers and are aligned with the principles of the UN Global Compact and contribute to the achievement of the UN Sustainable Development Goals (SDGs).

At the same time, we have developed relevant procedures in accordance with the ISO 9001:2015 standard and we use a specialized application,

through which an annual evaluation of all the company's suppliers with a purchase value >100K€ is carried out. Finally, the Code of Conduct and Ethics and the Supplier Code of Conduct are posted on our company's website and are binding on our suppliers as expressly stated.

As far as our customers are concerned, reference to the Code of Conduct and Ethics is made in the cooperation request form of new customers, in the B2B online store www.Questonline.gr, in the terms of the document, while the relevant procedure for the integration of a new customer in the company includes sections where Unfair Competition, Ethical Legality and Commercial Activity in accordance with international regulations (embargoes, etc.) are specified.

Evaluation of Suppliers 2024

As every year in the framework of our annual evaluation of our suppliers, in accordance with the ISO 9001 standard, the Supplier Code of Conduct and the Procurement and Payment Policy, all our suppliers with a turnover > 100K€ were evaluated.

Following the first online ESG self-assessment questionnaire to our 10 largest suppliers in 2023, we plan to repeat the evaluation in 2025, as defined by Group procedures.

The ESG criteria covered topics such as sustainability strategy, environmental policy, climate action, employee rights, health and safety, ethical business conduct and risk management. The results show that the suppliers examined had a high rate (> 89%) of positive performance. Environmental issues, Health and Safety, Ethical Conduct and Personal Data Protection emerged as those with the highest compliance (100%).

GOALS FOR 2024	ACHIEVED 2024	GOALS FOR 2025
Evaluation of suppliers with >100K€ purchase value	Achieved 100%	Evaluation of suppliers with >100K€ purchase value
		Evaluation with ESG criteria (Group initiative)

No incidents of non-compliance resulting from the activities of our major suppliers, the majority of which are organizations that are leaders in their field and of international reach, have been recorded in the company's records and have not been found.

Responsible customer service

Material topic: [GRI 3-3], ESRS S4

Responsible business activity is the driving force of our operation. Ethical business is an inviolable priority and the company's pursuit in all its dealings with the State, employees, the society and the environment.



Top 10%
in sustainable
procurement issues



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

- To continue investing in the provision of innovative solutions, products and services
- To business excellence
- To ensure strict quality control to meet the specifications of products and services, in terms of health and safety of customers
- To provide comprehensive and responsible information to customers, through a set of policies, principles, commitments and procedures, based on the ISO 9001:2015 standard and the relevant Quality Policy
- To take environmental protection measures

As an important link in a supply chain that connects manufacturers to the market, we

contribute with our principles and values to the evolution of the market towards a more sustainable model.

We work with leading international suppliers who apply structured work practices and operate with environmental responsibility. We adopt the Group's Procurement Policy, which contains requirements in the areas of labour and human rights, health and safety, environment, and ethics in relation to suppliers and are aligned with the principles of the UN Global Compact and contribute to the achievement of the UN Sustainable Development Goals (SDGs).

Through the Supplier Code of Conduct, we motivate our suppliers, in order to contribute in a joint effort against any practice of non-compliance with laws, bribery, corruption or unfair competition.

At the same time, we have developed relevant procedures in accordance with the ISO 9001:2015 standard and we use a specialized application, through which an annual evaluation of all the company's suppliers is carried out in accordance with the new Group's Procurement Policy, with a purchase value > 100K€ (a total of 72 suppliers were evaluated).

As far as our wholesale customers are concerned, reference to the Code of Conduct and Ethics is made in the cooperation request form from new customers, in the B2B online store www.Questonline.gr, in the terms of the document, while in 2023 the relevant procedure

for the integration of a new customer in the company was renewed with new sections where issues of Unfair Competition, Ethical Legality and Commercial Activity in accordance with international regulations (embargoes, etc.) are specified.

No incidents of non-compliance resulting from the activities of our major suppliers, the majority of which are organizations that are leaders in their field and of international reach, have been recorded in the company's records and have not been found.

Business Excellence

High quality and business excellence is a core principle of ours, part of our culture and a daily priority. From the creation and delivery of products and services, to relationships with our customers and partners, we strive for continuous improvement. The main tool on the course to Total

Quality is Quality Management, in accordance to the international standard ISO 9001:2015, which regulates and monitors the company's Quality Certification procedures. We operate with the aim of providing the best possible customer service and continuous improvement.

Quality Assurance System



Quality assurance is our priority. We monitor multiple indicators and aim at improving and ensuring good business results, on a stable and permanent basis. Info Quest Technologies has been certified with the following:



- **Quality Management System Compliance Certificate**
EN ISO 9001:2015, TUV HELLAS (TUV NORD) –
Certificate Reg. No.: 44 100 084665.



- **Environmental Management System Certificate**
ISO 14001:2015, TUV HELLAS (TUV NORD) –
Certificate Reg. No.: 042 17 0017.



- **Information Security Management System Certificate**
ISO 27001:2013, TUV HELLAS (TUV NORD) –
Certificate Reg. No.: 048 23 0025.

In addition, the company has commissioned an external partner certified by the Ministry of Environment to verify its carbon footprint data, in accordance with the requirements of the National Climate Law. The certification is carried out in accordance with the standard **ISO 14064-3:2019** for Scope 1 & 2, meeting the requirements of ISO 14064-1:2018. The last certification was for the year 2023 and will be scheduled every 2 years.

Ongoing Communication with customers

Our company has multiple channels of communication with our customers – wholesale and retail – providing systematic information, both on developments concerning our company and on our products and solutions. Communication takes place on

an ongoing basis through our website, our online stores, press releases, advertisements, our customer service department and telephone support centers, our complaints department, as well as through electronic communication. This interaction ensures

a high level of customer satisfaction and enhances their positive experience. On a bi-annual basis there is communication through a wholesale customer satisfaction survey, while there is continuous evaluation by retail customers through our online stores.



Technical Support

Technical Support is an important advantage and part of the integrated service and accountability that we offer to our customers. The Technical Support Department operates as an Authorised Repair Center of major international manufacturers, including Apple, Xiaomi, Canon and Epson, applying strict procedures and specifications. It employs approximately 50 specialised technical service staff and 16 additional people to support the POS Production and Warehousing activity. The technical department operates in accordance with the strictest international standards and is closely monitored by international partners in terms of service quality and technical competence.

High-quality products of international companies

We only work with reputable and acclaimed vendors who have high quality and international quality products, while providing all the necessary certifications and quality standards, in accordance with EU regulations, contributing to increased productivity and customer safety. We place particular emphasis on responsible consumption and the safe use of the products by consumers, focusing on the following axes:

■ Full compliance with applicable safety, ergonomic and low consumption of power legislative requirements

■ Providing Greek instructions for use and clear warranty terms on each product

■ Operation of a high-specification repair center

■ Provision of technical support services

As for the software, the provision of professionally and technically sound solutions to the network of partners and customers is ensured by the annually repeated trainings and certifications of sales, presales and support.



Investing in Know-how

We systematically invest in know-how, new solutions and services and have a number of certified engineers, Design Architects and consultants, who help our partners and customers in understanding and applying new technologies. In 2024, the Cloud Presales and Cloud Services team was further strengthened, as well as the expertise in Cybersecurity solutions. Since 2023, the company has joined the club of the top 20 Microsoft Indirect Cloud Partners in the wider region of Central and Eastern Europe, Middle East and Africa (104 countries), which gave the organization access to upgraded services and financial tools, while providing new opportunities and competitive advantages for further growth.

The company is investing heavily in developing know-how around **AI solutions**, so that it can guide its customers in the optimal use of the new tools. It conducts numerous trainings and seminars and participates in major market events, seeking to contribute from its position to a faster understanding and implementation of these solutions.

At the same time, our 100% subsidiary Team Candi specializes in Microsoft and DocuSign technologies and has over 10 years of experience in implementing digital transformation and modernization solutions for businesses and organizations, utilizing Microsoft Power Platform, AI tools.



Top 20 Microsoft Cloud Partner CEMA

- **#1 M365 Disti in Greece**
- **>548 active Cloud Partners**
- **>40 Cloud Experts**



Certifications for 2024

More than **123 Certifications**

■ Info Quest Technologies

- **Technologies:** Cloud, Security, Modern Workplace, Networking Collaboration, Azure.
- **Vendors:** Microsoft, IBM, Dell, Acronis, Red Hat, Docusign, Unify, Checkpoint, Huawei, VMware

■ Team Candi:

- **Technologies:** Microsoft Cloud, Azure, Modern Workplace, Low Code, Power Platform, Security, Docusign

Service Center Technician Certifications: **83 Certifications**

Development of a Partner Network

In its long history, the company has played an important role in the development of the market. It has developed a dynamic and healthy **nationwide network of more than 2000 resellers**, which includes the country's leading retailers, value-added resellers and dealers that serve the entire range of the market – organizations, businesses and consumers. Training and transfer of know-how to our partners is our priority, as they are the entities that serve the market to a significant extent. Information seminars, technical sales seminars, technical trainings, trainings leading to company certifications, etc. are carried out systematically (physically or online).



Retail Outlets and Telephone Service

In order to better serve the consumer market, the company is developing the **Xiaomi Store** chain of retail stores, while it also maintains an online store for the Greek and Cypriot markets. These are standard stores, authorized by Xiaomi, which operate in accordance with the firm's specifications. The aim of the stores is to achieve excellent customer service and to guide customers to use the products in the best and safest way.

At the same time, the company supports the Group's online store www.you.gr, ensuring that customers have access to products from official dealerships and enjoy optimal service, guidance in their choices, after-sales support and generally excellent shopping experience.

Finally, it maintains a Call Center for immediate response to any request.

Business Development

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

We are constantly monitoring developments in the new technologies sector, and expanding our partnerships. At the same time, taking into account the major global challenges, we are developing solutions and services in this direction.

In 2024, we significantly strengthened our presence in the Cloud area, showing **+22%** growth compared to the previous year, and strengthened our team of engineers providing services to our customers.

In addition, we further strengthened our presence in Cyprus and Malta, achieving the extension of important contracts for the distribution of products and solutions in both countries.



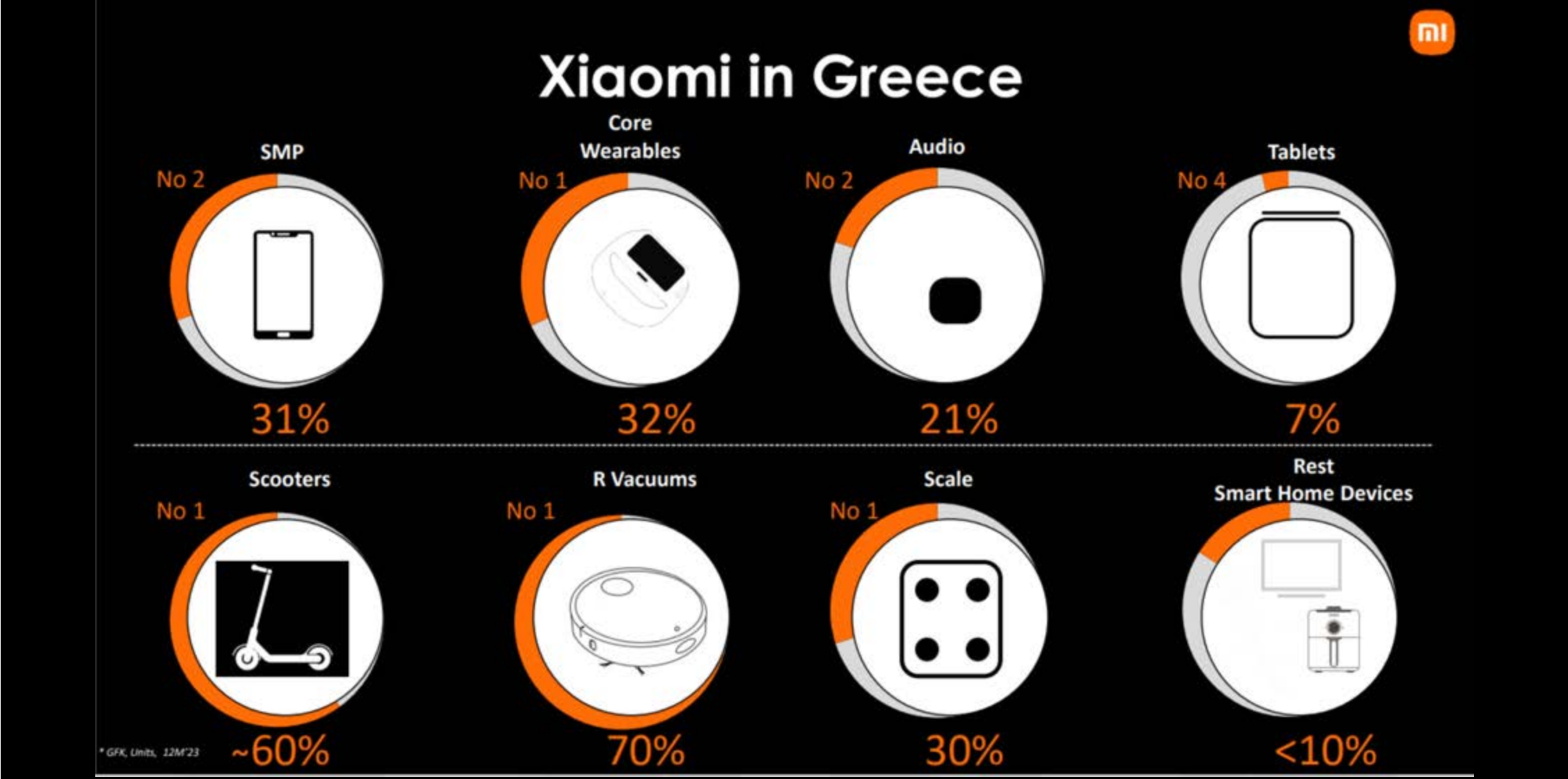
ICT Products • Solutions • Cloud

- Strengthened portfolio in cybersecurity, infrastructure and cloud, with new partnerships such as **Huawei, VMWare, Commvault & Checkpoint**.
- Investing in new smart buildings and smart cities solutions, utilizing platforms such as **Cisco, molex, etc.**
- Investing in products and solutions that contribute to the green transition by creating a specialized Unit and partnerships with new firms such as **MC Chargers, Star Charge**.
- Supporting actions for the digital upgrading of the market.



Mobility & IoT

- Continuous expansion of the Xiaomi range of IOT ecosystem products for the smart home (cooking appliances, fans, personal electrical appliances, smart vacuum cleaners, smart lighting, etc.).
- Maintain 2nd place in the market for Smartphones and 1st place in the market for electric scooters, robot vacuums, headphones, etc., which are also the highest in Europe.
- **+70%** increase in sales of **Xiaomi Stores** in Greece and Cyprus.





Xiaomi@Romania

- **55M € Turnover (+42% vs LY)**
- Partnership with all Retailerss
- Significant market share growth in all categories (SMT 11%, Wearables 13%, Robot vacuums 35%)



e-Commerce

- Supporting the operation of the Group's online store www.you.gr. New partnerships for fast delivery, delivery to lockers, new financial tools for credit card-free installment purchases, development of applications for support/participation in programs such as 'Digital Tools', chatbot upgrades using AI
- Upgrade of www.mistore-greece.gr and www.mistore-cyprus.cy functions



Corporate Digital Transformation

The company is implementing a digital transformation plan to increase productivity, competitiveness and better customer service. The plan combines the adoption of cloud technologies, enhancing security and the use of BI & AI technologies, with the redesign and automation of both internal operating procedures and interaction channels with the external environment (customers, suppliers).

New digital transformation projects 2024

IT Infrastructure

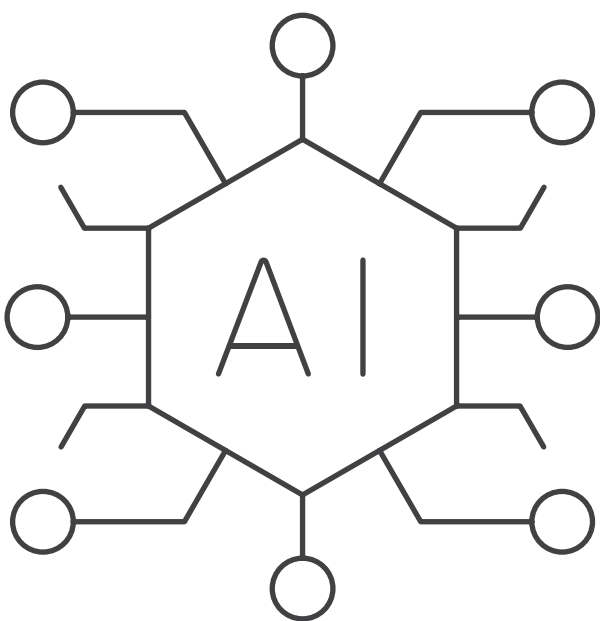
- Continuous infrastructure upgrades / Adaptations in accordance with the requirements of the new ISO/IEC 27001:2013 standard for Information Security Management by TÜV HELLAS (TÜV NORD).
- Further enhancement of security by implementing additional and optimizing existing security measures and mechanisms in the form of successive layers across the company's network and data to protect them from cyber threats, including:
 - Installation of a specialized tool for the replication of backup data, with the implementation of Retention Lock and Encryption policies to enhance the security and integrity of data.
 - Upgrading the network infrastructure, with the aim of enhancing the performance and security of the corporate network.
 - Upgrade of the Oracle database, which supports the commercial SAP R/3 application, in order to improve the performance and stability of business applications.
 - Upgrade of the Domain Controllers and by extension the Domain, which is the core of the company's IT infrastructure.

- Upgrade of the users' operating system, as part of the overall technological upgrade of the company. This action is necessary to enhance performance, improve system security and ensure uninterrupted support from Microsoft.
- In the context of the strategy for digital transformation and the strengthening of business continuity, it is proposed to migrate the network interconnection of the Group's companies to SD-WAN (Software-Defined Wide Area Network) technology.
- Integrated Access Control Policy: Implement a network-level Access Control policy, using technology such as Cisco Identity Services Engine (ISE), to centrally and securely control user and device access to the network.
- Updating Operating Systems: Integrated operating system upgrades to users and servers for increased security, stability and full Microsoft support.

Implementing these actions strengthens the company's technology profile, reduces the risk of cyber threats, improves operational efficiency and ensures long-term sustainability. This strategy puts the company in a stronger position for further growth and innovation, making it more attractive for future investments.

E-commerce Technical

- Continuous optimizations and adaptations to the requirements of ISO 27001
- Redesign of the online store www.you.gr
- Interface with the 'Klarna' payment method in the online stores you.gr and mistore-greece.gr
- Interface with Boxnow as a delivery method on you.gr
- Interface with Wolt at mistore-greece.gr
- Connect you.gr with Skrutz Cyprus
- New Build to Order tool for QUEST PCs
- Azure OpenAI-GEN AI - RAG Model
- Cloud REST API Middleware - Automation of payments in SAP with RF codes, for Quest Group companies and their e-shops - 7 different implemented scenarios in Quest Group companies, including payments in e-shops



→ **A.I. at Info Quest Technologies**

In order to ensure the best and fastest possible utilization of AI technology by our Group, AI working groups have been established in all companies, led by the AI ambassador. Our company operates in an M365 environment, utilizing Microsoft's advanced AI tools. At the same time, our technical teams attend specialised training courses and implement projects.

→ **AI projects**

• **You.gr Live Chat**

Evaluation and improvement of customer service in You.gr Live Chat, using Azure GEN AI. The project is LIVE and continuous improvements are being made.

• **AI driven CX optimization**

Improve customer experience and internal service procedures through the analysis of recorded customer service calls, with the aim of identifying/resolving potential problems in a timely manner and continuously improving their performance. The project was designed and implemented in 2024 - H12025. Production operation is expected within 2025.

• **Copilot AI assistant (A.I. Agent)**

System for smart management and display of company procedures to all employees, with sources from process files in PDF, Word Doc etc. The project was designed and implemented in 2024 - H12025. Production operation is expected within 2025.

• **PM Personal Assistant**

Personal assistant for Product Managers regarding platform maintenance issues
The project is in the final phase of testing.

• **A.I. Powered Contracts Agent**

Description: The project allows commercial teams to create real-time reports using natural language. The project is currently in the design phase.

• **Drone Security Project**

The project involves security surveillance using cameras and drones, as well as real-time analysis of the video from the cameras and drone using A.I. models. The pilot project has been completed for our logistics center. Implementation will start in 2025.

• **Auto Store Storage System**

The automated product delivery system for order fulfillment, utilizes Machine Learning algorithms to optimize the robots' path on Grid to complete the collection of order materials faster. The project is fully operational.

• **Copilot Studio solution for contracts**

Through the use of the solution, users will be able to easily gather information on contracts, their terms, renewal dates, the contract process and data available in SAP as there will be an interface.
The project is in its final phase of implementation.

• **AI Invoice**

Use of AI to identify fields and values from invoices and update the application in an automated way without the user having to enter manually. Automatic entries in SAP. The project is being implemented by the subsidiary Team Candi and is currently under analysis.

• **Analysis of RFP's (Tender/Proposals Platofrm)**

Use of Generative AI, to extract information from documents in order to index competitions and use historical data. The project is being implemented in collaboration with Uni Systems and is currently under analysis.

• **Energy Project**

Description: The project aims to create a model center for smart energy management through photovoltaics, dynamic charging of electric vehicles, energy storage and load balancing. It also includes smart energy management with AI, a digital platform for energy data and the promotion of educational activities. The project is currently under analysis.

Customer Satisfaction and Service, Customer Health and Safety Indicators

We have a complaint management mechanism in accordance with ISO 9001:2015 quality system procedures. Complaints are collected from online forms available on the websites or by telephone and recorded by the recipient, communicated to the head of the quality department, who undertakes, together with the relevant authorities, the communication with customers and the written response to them.

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

- Inspections throughout the year, conducted by Internal Audit.
- Inspections by cooperating manufacturers in the Technical Department, such as e.g. Apple
- Internal inspection on an annual basis
- Inspection by an external body on an annual basis

As mentioned in the previous section, the company under the **Procedure for Reporting Breach Incidents of the Code of Conduct & Ethics**, also provides both its employees and all its customers and partners with specialised communication channels in order to make official (named) or anonymous reports on any matter relating to an offence, misconduct or act, such as incidents involving a violation of company Policies/Procedures as well as applicable legislation (e.g. fraud, corruption, theft, embezzlement, non-compliance with the Quest Group's Code of Conduct and Ethics, data breaches and/or security incidents and in general any act or omission that may cause moral or material damage to the Company. More information on the company's website: <https://www.infoquest.gr/en/etairiki-diakivernisi>

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

Customer Complaints

	2022	2023	2024
Number of customer complaints based on complaint management system	43	39	53
Rate of response	91.86%	92.31%	92.45%
Goal: Responding in 1 working day and resolving the issue within 10 working days for at least 90% of complaints	Achieved	Achieved	Achieved

Wholesale Customer Satisfaction Survey

The Wholesale Customer Satisfaction Survey is conducted every 2 years, with the latest survey having been conducted in the period 2023- October 2023. The overall picture from the survey results was an overall improvement of the company in all areas of assessment and the key findings are reported in the Sustainability Report 2023.

The Wholesale Customer Satisfaction Survey is planned to be conducted again in the second half of 2025.

Technical Department

Technical Support for all customers			
	2022	2023	2024
Average repair time at In House Service	4.35	4.77	4.17
Goal <5.0 working days	Achieved	Achieved	Achieved

Easy access to the Call Center of the technical department			
	2022	2023	2024
Percentage of calls answered	96%	96%	97.35%
Goal >90%	Achieved	Achieved	Achieved

Quality of technician's work for Apple repairs			
	2022	2023	2024
Service re-introduction rate – refers to the re-introduction rate within one month of the same product – with the same IMEI number – on in-warranty smartphones	1.62%	2.00%	0.56%
Goal <3% – Apple Indicator	Achieved	Achieved	Achieved

Quality of technician's work for repairs of Xiaomi mobiles			
	2022	2023	2024
Service re-introduction rate – refers to the re-introduction rate within one month of the same product – with the same IMEI number – on in-warranty smartphones	1.38%	1.37%	1.81%
Goal <4.5% – Xiaomi Index	Achieved	Achieved	Achieved

End Customers

Several end customer satisfaction indicators are also monitored for the online store www.you.gr. The following are the main indices:

NPS index you.gr			
	2022	2023	2024
NPS measurement (from e-satisfaction)	70.1	68.98	71.5
Goal: < 55%	Achieved	Achieved	Achieved

The Net Promoter Score (NPS) index is recorded by an external partner (e-satisfaction) who has undertaken the process of evaluation of the e-shop you.gr by consumers. The index remains consistently above the company's goal.

Easy access to the Call Center of you.gr			
	2022	2023	2024
Percentage of calls answered	97.37%	96.60%	97.32%
Goal >94.5%	Achieved	Achieved	Achieved

The index remains consistently above the company's goal.

Returns you.gr			
	2022	2023	2024
Total value of returns for the year	3.80%	4.09%	4.22%
Goal: < 4.5%	Achieved	Achieved	Achieved



Our goals

GOALS FOR 2023	PERFORMANCE 2023	GOALS FOR 2024	PERFORMANCE 2024	GOALS FOR 2025
Customer Satisfaction and Service, Customer Health and Safety				
Achievement of the indicators monitored by the company	Achieved 100%	Achievement of the indicators monitored by the company	Achieved 100%	Achievement of the indicators monitored by the company
Business Development				
- Strengthening of the Cloud Services activity - New suppliers in the Cloud area - Active participation in the Digital Transformation Projects of Greek companies Promote solutions for integrating digital signatures in third-party systems	Achieved 100% - Development of Cloud solutions for SMEs in the framework of the TAA 50% Microsoft Market Share (GR) 450 Cloud resellers - Promotion of integrated eSignature solutions for the integration of Digital Signature in third party systems - Start of cooperation with Checkpoint for Cloud security - Deploying Acronis Backup solutions for the Microsoft 365 environment	- Continued growth at a rate of 20% - Increased share in Cyprus and Malta - Entering the Business Applications Market	Achieved 100% 22% growth - Slight increase in share (5%) - Entry through the Team Candi subsidiary	- Growth rate >15% (due to the maturity of the activity) - Increased share in Cyprus and Malta (Goal Team Candi)

GOALS FOR 2023	PERFORMANCE 2023	GOALS FOR 2024	PERFORMANCE 2024	GOALS FOR 2025
Business Development				
• Expansion of activity in Mobility. • Start of operations in Romania • Expansion in the Xiaomi Ecosystem, IoT – Smart Home. • New Xiaomi Store Retail Stores	Achieved 100%	• Expansion of activity in Mobility • Enhancing operations in Romania • Expansion in the Xiaomi Ecosystem, IoT – Smart Home. • New Xiaomi Store Retail Stores	Achieved 100% • 25% increase YOY • + 42% turnover increase (vs LY) • + 35% turnover increase (vs LY) • + 70% increase in turnover. Preparation for new Stores	• Maintaining market shares • Strengthening Mobility in Romania and new partnerships • Expansion in the Xiaomi Ecosystem, IoT – Smart Home. • Strengthening Retail • Preparing for e-Mobility
Paperless Organization				
ESG Strategy GOAL Expansion of Paperless to other areas (such as domestic/foreign payment authorisation)	Achieved 100% Digitisation of the supplier verification and creation procedure.	Expansion of Paperless to processes in the Human Resources Department, Financial Services and Operations.	Achieved 100% Digitization of corporate expense and induction process.	Creation of a digital hub with recording and prioritization of processes to be digitized (e.g. creation of a new supplier, HR forms, ticketing tool for implementation teams)

GOALS FOR 2023	PERFORMANCE 2023	GOALS FOR 2024	PERFORMANCE 2024	GOALS FOR 2025
Modern Office				
AI tools	Achieved 100%	Use of AI in everyday applications (Copilot, AI tools, Sharepoint intelligent search)	Achieved 100%	In progress
E-Customer				
100% of products and services made available for orders in online sales channels (QuestonCloud, QuestOnline).	Achieved 100% • Enrichment of available categories.	• Expansion of the availability of services through online distribution channels.	Achieved 100%	• Project completion
Network of Partners				
1,200 hours of training	Achieved 100% • 1,320 ICT & Cloud training hours • 400 hours Mobility & IOT	• 1,200 training hours to partners	Achieved 100%	• >300 hours of training in new technological solutions
Activating +10% of partners in utilizing the QuestonCloud.com platform	Achieved 100% 450 partners, up from 390 in 2022	500 Quest on Cloud partners	Achieved 100% 538 Partners	Retention of Partners. Due to market maturity the goal will be reassessed in 2026

Personal Data Protection and Information Security

Material topic: [GRI 418], ESRS S4, ESG Goal 6

A priority for Info Quest Technologies is the protection of information and critical information systems, as well as the confidentiality of information of all its stakeholders.

The establishment of a comprehensive cybersecurity and threat prevention framework, combined with the introduction of accessibility controls, enhances the security of customers and end-users of the products and services offered by the Group, thus maintaining its reputation and strengthening the trust of its customers in the Group.

The company fully complies with the relevant legislation, strictly adheres to what is defined through the relevant Policies and Procedures Grid

and implements a special compliance program with the requirements of personal data protection that is constantly updated and upgraded, given the operation of online stores and technical service.

The Data Protection Officer and the Chief Information Security Officer (CISO), through systematic audits, training and guidance, monitor the correct implementation of policies and procedures by employees. At the same time, periodic trainings and awareness-raising activities are conducted for staff on the issues of Personal Data Protection and Information Security, as well as phishing attack simulation exercises in order to identify phishing emails and handle the incident in case of interaction with such an action.



In 2024, the company updated its **ISO 27001:2013** certification, which it received in 2023.

ESG Goals	Actions	Goals for 2024 Info Quest Technologies	Performance for 2024 Info QuestTechnologies	Goals for 2025 Info Quest Technologies
No incidents of high/ very high severity data breaches	Annual Vulnerability Assessments on the main systems.	Vulnerability Assessments for all main systems. Addressing the most important vulnerabilities in all main systems (restoration, mitigation, acceptance).	Achieved 100%	Continue Annual Vulnerability Assessments on the main systems.
	Continue mandatory cybersecurity/ phishing training for all employees.	Continue	Achieved 100%	Continue mandatory cybersecurity/ phishing training for all employees.
	Retention of ISO 27001:2013 certificate.	Retention	Achieved 100%	Retention of ISO 27001:2013 certificate.
	No data breach with significant economic impact or data privacy incident.	No data breach with significant economic impact or data privacy incident.	Achieved 100%	No data breach with significant economic impact or privacy incident.

Innovation and Sustainable Products

Material topic: [GRI 3-3], ESRS E1, ESG Goal 9



Evolution and Innovation

We continue our commitment and strategic investments in strengthening innovation by promoting solutions with a positive impact on citizens, businesses and society. This commitment is expressed both through our active participation in the Qvest Group's Innovation Center (iQnovus) and our

participation from 2024 in the Pleiades IoT Innovation Cluster. Joining Pleiades gives us access to a dynamic network of partnerships with startups, universities and other innovative organizations. At the same time, it opens up new horizons for

the development of solutions in the areas of Blue Economy, Smart Energy Building, geospatial data and educational technology (AR/VR/AI in Education). As part of this innovation strategy, in 2024 we participated in a number of research projects and initiatives, both at national and European level:

NSRF Programs

- Digital Innovation **Health Hub**. We continue our participation in the subsidized Health Hub, which aims to create a 'One Stop Shop' for digital innovation. As part of the project, our company has undertaken the provision of new services related to risk analysis, information security and digital infrastructure assessment in the healthcare sector.

National Programs

- Preparation for our participation in the National Program 'Research - Innovate 2024' by submitting proposals for Info Qvest Technologies, Team Candi and EPAFOS. The proposals are in areas such as Smart Retail, Cybersecurity, AI in Logistics and Digital Health.
- In the framework of the 'COMPETENCE CENTERS' action of the Operational Programme 'Competitiveness, Entrepreneurship and Innovation (EPAnEK)', our participation continues in the first Greek Competence Center for 5G (p-NET), with actions related to the strengthening of infrastructure, networks and intelligent applications in logistics, energy and public safety.

Innovative Initiatives & Pilot Projects:

- **A.I. Projects & Ambassador Coordination**
We strengthened the horizontal coordination of **A.I. initiatives** in the Group, by actively participating in projects and developing an AI Act-based AI adoption strategy.
- **Drone-Based Monitoring Pilot**
We implemented an AI-enabled drone security pilot project at our warehouses in Aspropyrgos. The project includes AI video analysis, real-time alerts and monitoring of breaches at remote sites.

Responsible and innovative products and services

At Info Quest Technologies, we take into account the environmental and social impacts of our products and services. As part of our **5-year development plan** and the **goals of the ESG strategy**, we are committed to strengthening our portfolio with sustainable products, solutions and services that help our customers enhance their positive footprint on the environment and society.



* According to the International Capital Market Association (ICMA) protocol guidelines



Sustainable Portfolio of Products and Services

Marketing of environmentally friendly products

In recent years, our products are less energy-consuming, made from more environmentally friendly materials and available in recyclable packaging. They also have reduced volume and weight, achieving, among other things, reduction in fuel during their transport and energy consumption.

We systematically search and include in our range products and services that help to reduce the environmental footprint of our customers. Indicatively, we offer in the Greek market the innovative green, portable EcoFlow workstations for electricity supply, with a range that is systematically supplemented with products that charge from both electricity and solar panels, providing many ecological solutions.

Circular Economy Services

We are designing new services according to the principles of the Circular Economy, such as the Xiaomi Smartphone replacement service with a subsidy on the purchase of a new one.



Marketing of Cloud Solutions
and Services (Green IT)

Cloud services ensure significant environmental and social benefits, limiting, among other things, the handling of products, the local use of energy-intensive servers and the reduction of paper use. We systematically enrich our know-how, our collaborations and our offered Cloud solutions and services, responding to the needs of both large organizations and small and very small businesses. Particular emphasis is placed on Cloud Infrastructure Security, due to its increasing use and associated cyber threats, as well as DocuSign's Contract Management and Electronic Signature solutions.

At the same time, through our 100% subsidiary Team Candi, we invest in digital transformation solutions with a focus on Work Transformation, automation and digitization of procedures and safe infrastructure.

Marketing of Internet of Things
(IoT) products and solutions

Based on the Xiaomi ecosystem of interconnected products - the largest ecosystem in the world - and the new interconnected electrical appliances available from the companies of our ecosystem (Singer, Brandt, Faber, etc.), we are strengthening our presence in the "Consumer Internet of Things / Smart Home" sector, improving important aspects of everyday life while enabling consumers, through the proper management of interconnected products, to significantly reduce their environmental footprint.

Air conditioning

Through the companies of our ecosystem Clima Quest and G.E. Dimitriou, which exclusively distribute Gree and Toyotomi products respectively in the Greek market, we have modern low energy consumption heating and cooling systems with AI features for optimized use and ecological coolant R32, significantly reducing the environmental footprint of each device. At the same time, we provide a 10-year warranty and technical support services (maintenance, service) that extend the life of the products, while we actively participate in the state's programs for the replacement of old energy-intensive units and their withdrawal to authorized recycling centers.

E-Mobility - Micromobility

We invest in e-mobility by proposing an eco-friendly way of mobility with Xiaomi's electric scooters being the most popular product of the e-scooters category in Greece. At the same time, and with Xiaomi's entry into electromobility, we are exploring opportunities in the sector.



Smart Cities / Energy

We are systematically enriching our range with products and solutions that help businesses and the government to collect and use data from connected devices to improve the efficiency of critical operations while reducing costs (Smart Building / Smart City). In 2024 we added car chargers for electric charging, solar panels, and batteries to our range and enriched our expertise in designing and implementing solutions.

In 2024, we added to our solutions the "Cisco Intelligent Building" solution, an integrated management system for commercial and industrial buildings with increased impact on consumption through the use of low-voltage direct current (DC), sensors, AI and analytics as well as Molex sensors.



e-Commerce

We develop and support online stores of products and services, both for the B2B market and the retail market. Our aim is to offer an upgraded shopping experience to our customers.



Our goals

GOALS FOR 2023	A2023	GOALS FOR 2024	A2024	GOALS FOR 2025
ESG Strategy Goal Increase revenues from sustainable products to contribute to achieving the Group goal of >6% of revenues by 2025	Achieved 100% 9,1% (based on ICMA Protocol)	>6% of revenue to come from sustainable products (based on ICMA Protocol)	Achieved 100% 10,3% (based on ICMA Protocol)	New ESG Goal > 10% (based on ICMA Protocol)
Maintain the rate of growth and leading position	Achieved 100% Maintain leading position and increase turnover by 22%.	Maintain the rate of growth and leading position	Achieved 100% Maintain leading position and increase turnover by 9%.	Maintain the rate of growth and leading position
Improved performance in terms of overall ICT industry performance	Achieved 100%	Improved performance in relation to the overall performance of the industry	Achieved 100%	Improved performance in relation to the overall performance of the industry
Maintain leading position in key Mobility categories	Achieved 100% Maintain #2 Smartphone position #1 position in the main products of the ecosystem with expanded market shares	Maintain leading position and market shares	Achieved 100% Maintain #2 Smartphone position #1 position in the main products of the ecosystem with expanded market shares	Maintain leading position and market shares

Support of society

Info Quest Technologies is working to strengthen society. In 2024 social investments amounted to €30,830 compared to €58,325. It should be noted that in 2024 the company was not called upon to support a social emergency, so the amount of the expenditure is lower.

During the year, we supported institutions and non-profit organizations (NGOs) that help children and vulnerable social groups by providing equipment that helps with their digital upgrading and financial support. At the same time, we supported actions that promote the interconnection of young people with technology and the development of digital skills by supporting initiatives such as the Information Science Competition for Young People and the Economia competition for university students, supporting vulnerable citizens and took initiatives to support innovation and human resources.

The main other actions implemented by the company in 2024 were the following:

Technology & Education

- Participation in the Panorama of Youth Entrepreneurship / Organization of Business Day
- Sponsorship of EPY / National Girls' Informatics Team - Exclusive Sponsor of the National Participation in the European Girls' Olympiad in Informatics (EGOI 2024, <https://wiki.ego2024.nl/>) which took place between 21 and 27 July 2024 in Eindhoven, the Netherlands. Sponsorship of a Technology Training Workshop in an Educational Institution
- Microsoft School
- Donation to the Student Innovation Competition of Economy Magazine (2nd prize - Quest PC)
- Practical training to students

Support for Vulnerable Groups • Institutions • NGOs

- Supporting the Spastic Society "Open Door" with new computers to support its operation
- Support with products or financial donation of NGOs, Friends of Merimna, Make a Wish (4 Smartphones), KYADA, Amymoni, POP2SEE
- Donation to the Diazoma Association and the Children's Museum
- Donation of Equipment to the Company of Cassian Fighters

Other Volunteer Actions

- Voluntary Blood Donation
- Participation in the charity races No Finish Line (59 runners) & Race for the Cure
- Participation in the Classic Marathon with a reciprocal Sponsorship to the Smile of the Child
- Christmas Charity Bazaar
- Handicraft Workshops of the Organization 'The Smile of the Child'

Our people





Our people are the most important asset of our company, as they are the ones who shape and support an environment of excellence and high specialization, which always has at the center each customer and its best possible support. Our long-standing goal is to create a modern, safe and rewarding work environment where every employee creates, evolves and thrives.

Our non-negotiable principle is to offer equal opportunities, establishing an environment of inclusion, development, security, transparency and meritocracy.



«We are only as good as our people»

Theodoros Fessas,
Chairman of Quest Group





Management and Policies for Employees

[GRI 2-7, 2-8], ESRS S1

Our company strictly applies the Labour Law and internationally recognized frameworks, such as the 10 principles of the UN Global Compact, and as a whole the **Policies of the Group** concerning Human Resources, creating an integrated framework for the management of Human Resources. These Policies are systematically communicated to employees so that they are aware of their obligations and rights.

The company systematically identifies and monitors issues with a positive or negative impact on its human resources, in order to achieve the best possible result.

An Employee Satisfaction Survey is carried out every two years. Findings are studied and improvements are planned. The survey took place in late 2023 and is scheduled for late 2025. At the same time, ad hoc research on various issues is being carried out, such as the research carried out on female empowerment that led to the implementation of a program that meets the needs of employees.

We implement flexible working / telecommuting by following the Remote Working Policy, position evaluation system and have linked positions to salary scales and benefits according to the remuneration and practices data obtained from market surveys. On an annual basis, after the evaluation process, the grading / seniority of employees is reviewed through predefined criteria.

We systematically improve our workplaces by making upgrades/renovations.

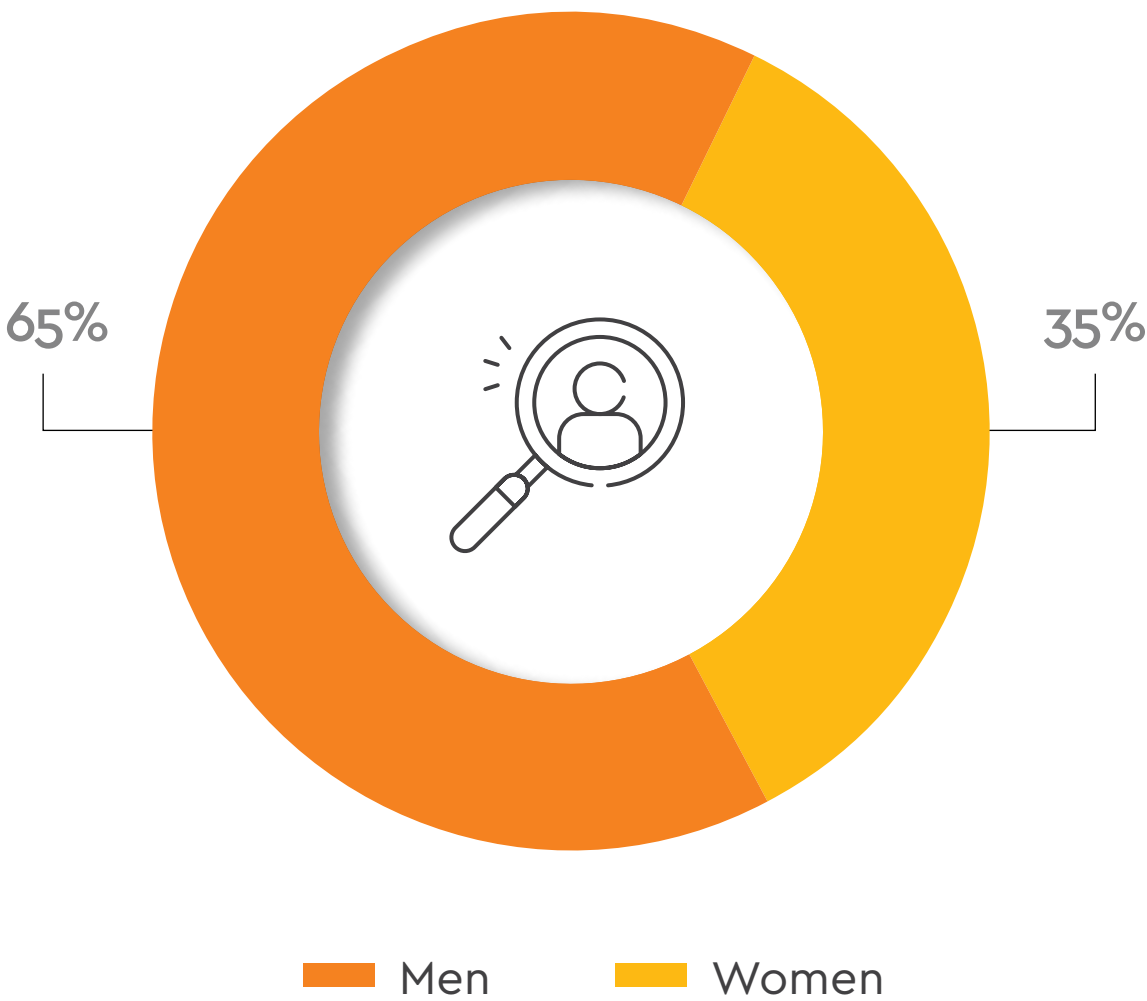
It is worth mentioning that in 2022 - 2023 the company received the Great Place to Work, Best Work Place (#4 over 250 employees), Tech Best Workplace (#2), European Best WorkplacesTM (# 27 out of 50 medium-sized companies).

A new evaluation is planned to take place in 2025 - 2026.

Employee data

	December 2023	December 2024
 Employees	414	430
 Men	276	280
 Women	138 33% (31.7%)	150 (35%)
 Women in managerial positions	19%	17%
 Recruitments	86 (85 new hires and 1 transfer from a Group company) - 39% women	83 individuals - 40% women
 Departures	85 (58 voluntary departures, 15 transfers to other Group companies and 12 involuntary departures)	46 Departures

Employees % by Gender 2024

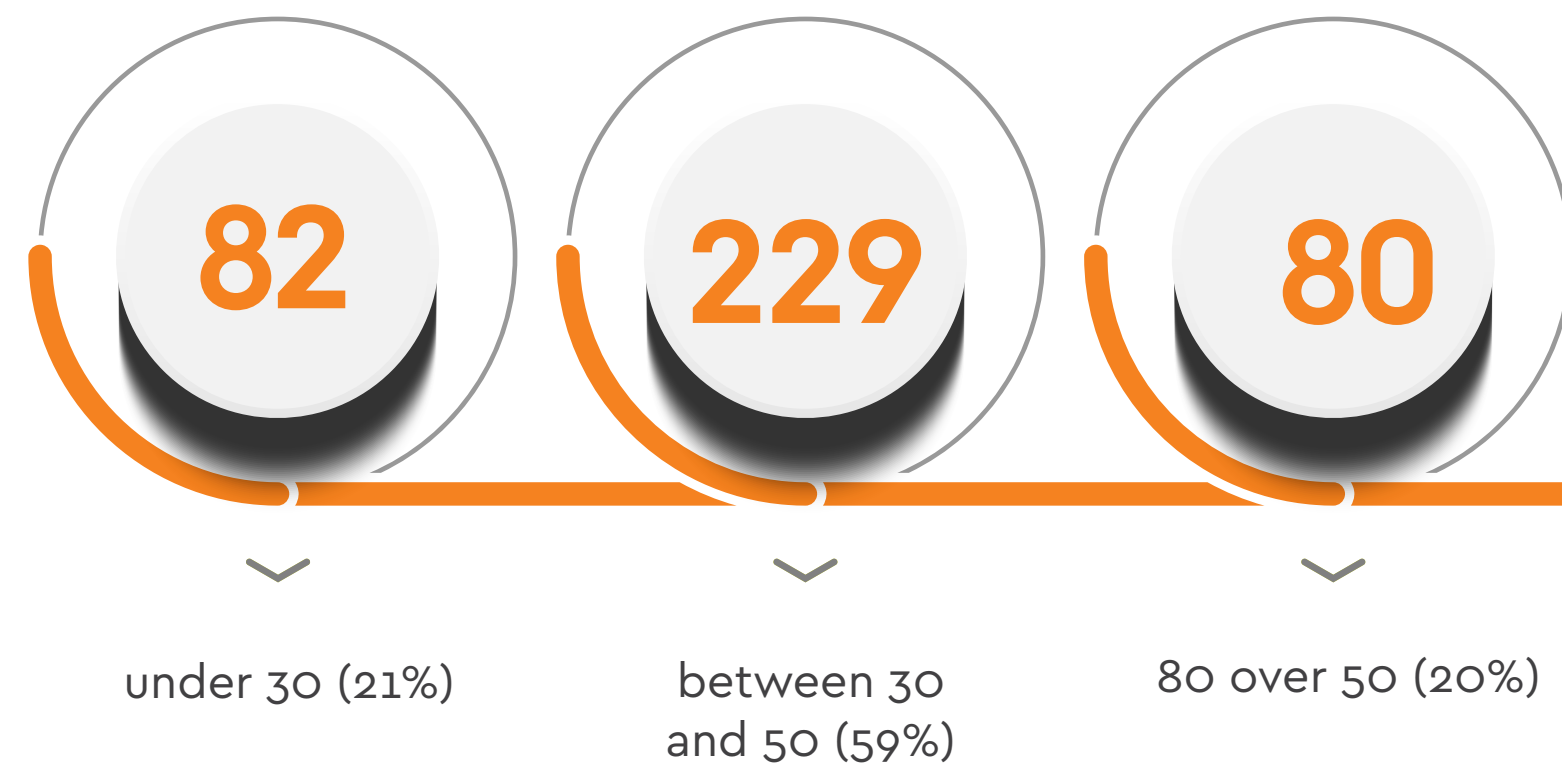


Staff mobility reached **14.10%**, exactly the same as in the previous year, which confirms once again the high level of mobility in our industry in the current period.

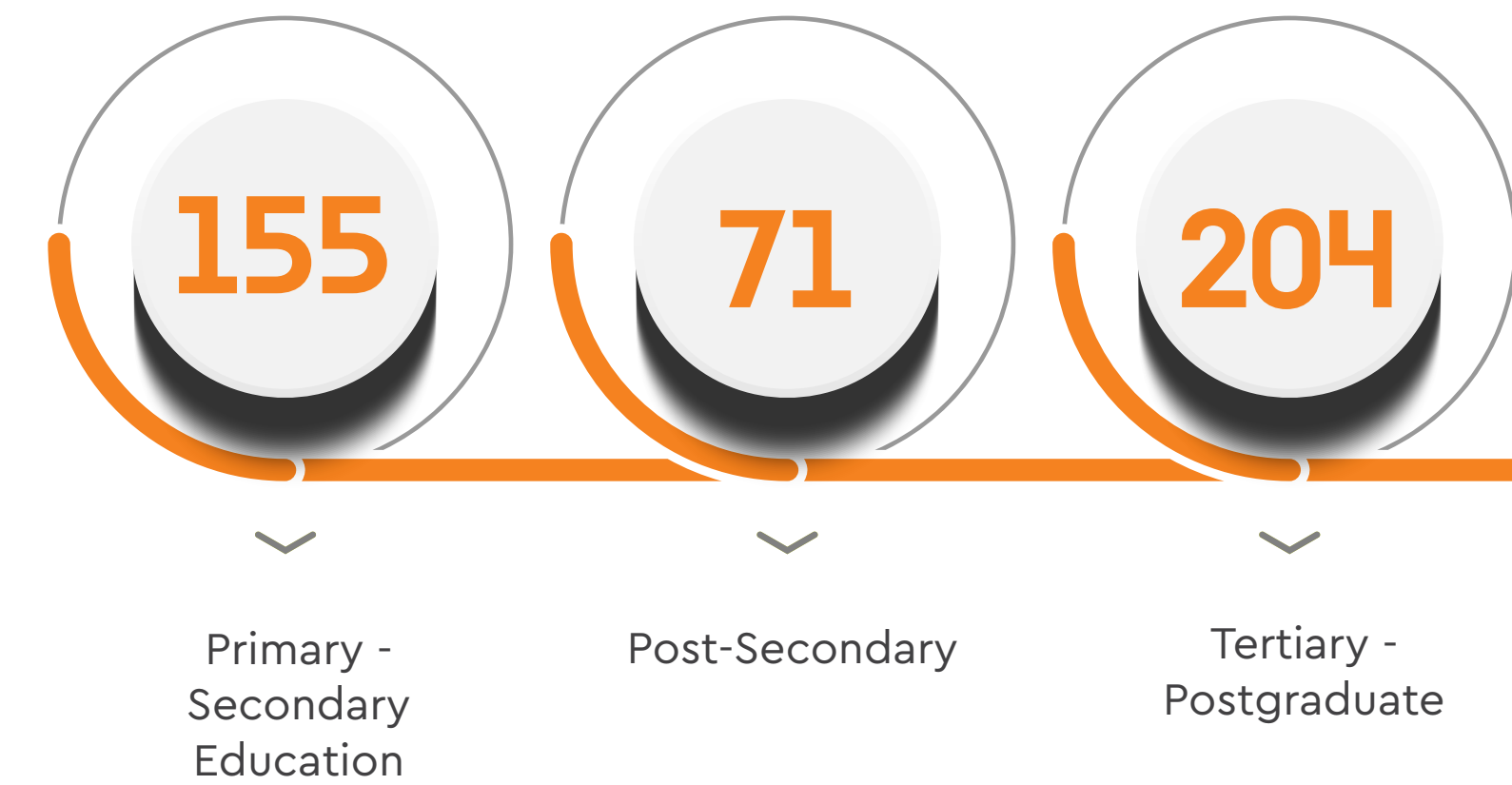
In more detail, total individuals hired and departed by region and age are presented in the table below:

	Region	Age	2022	2023	2024
Total new recruitments 2024 (83)	Attica	<30 years old	50	48	50
	Attica	>30 and <50 years old	44	33	33
	Attica	>50 years old	4	4	0
	Outside of Attica	<30 years old	2	0	0
	Outside of Attica	>30 and <50 years old	0	0	0
	Outside of Attica	>50 years old	0	0	0
Total voluntary departures 2024 (46)	Attica	<30 years old	24	26	24
	Attica	>30 and <50 years old	33	32	21
	Attica	>50 years old	5	0	0
	Outside of Attica	<30 years old	0	0	0
	Outside of Attica	>30 and <50 years old	0	0	1
	Outside of Attica	>50 years old	0	0	0

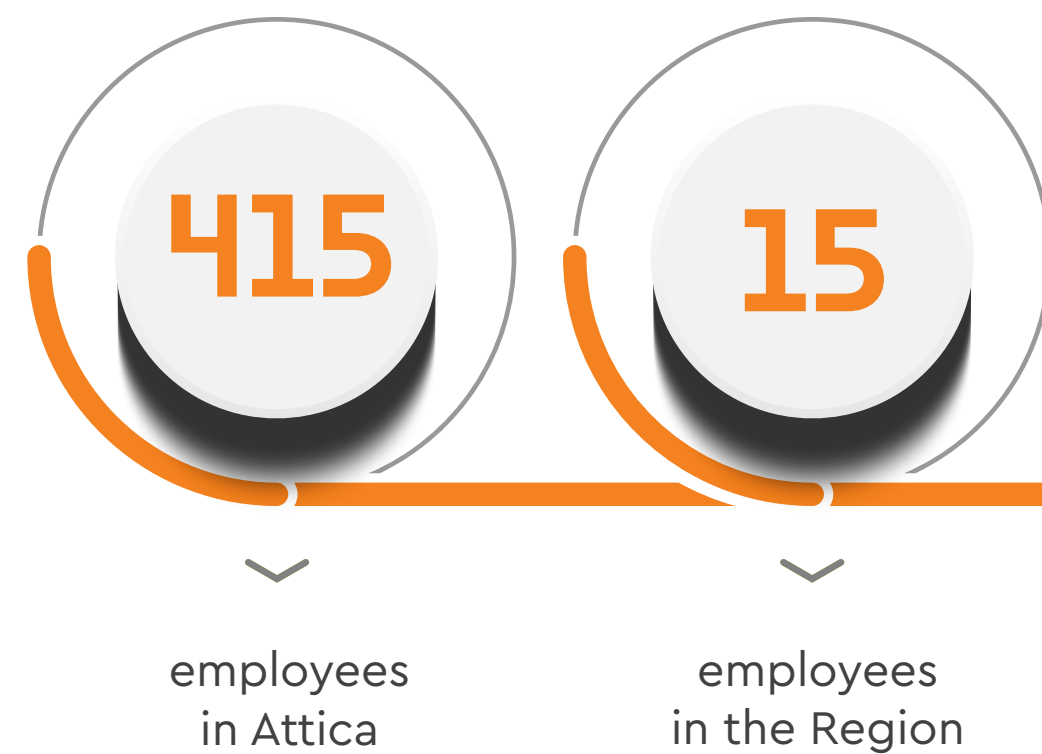
By age



By level of education



By region



By type of work (2024)

	Open-ended employment contract	Fixed-term	Total
 Male	280	0	280
 Female	149	1	150

In 2024 there were no EPA/APY workers.

Human Resources Development

Material topic: [GRI 2-30, 404], ESRS S1, ESG Goal 4



Employee development and continuing education are at the heart of our work. In cooperation with the Group's Central Training & Development Department, we are planning an extensive training program, including:

- Management skills development
- Technical & Professional Training
- Specialised training programmes, based on recognised needs and specific specialisations
- Specialised program for High Potential (talent) employees.

In 2024, we invested **€59,710** compared to **€58,751** in the previous year for training programs, in which almost 100% of our employees (98.8%) participated. We gave all employees the opportunity for another year to receive access to online learning platforms, with access to hundreds of programs.

The total number of human-hours of training was 9,626,4 with an average of **22.4 human-hours of training per employee**.



Employee training	2021	2022	2023	2024
Total training hours	6,749	8,368	8,347	9,626
Average training hours per employee	18.76	20.26	20.16	22.4

Average training hours per department	2022	2023	2024
Administration	29.7	32.42	37.27
Commercial Department	28.4	33.83	35.94
Support Services	22.8	22.08	26.00
Technical Department	15.3	5.61	6.53
Operations Department	11.3	6.36	4.72

Percentage of total number of employees covered by collective labour agreements: 100% of our employees are covered by the National General Collective Labour Agreement (E.G.S.S.E.)

As part of the continuous development and training of our staff, the following are systematically carried out:

Quest Mini MBA:

In 2024, the 6th cycle of the Quest Mini MBA program, designed in collaboration with Alba Graduate Business School exclusively for the needs of the Group, started and is repeated every 2 years. The current cycle involves 9 people from our company, 4 men and 5 women out of a total of 36 people). The cycle will be completed in 2025.

Talent Development Program:

41 employees participated in 2024 in the new Talent Management program cycle (59% men and 41% women).

Mentoring Program and Platform:

Employees and executives of the company participate in the Group's internal mentoring program (as mentees & mentors), contributing to the dissemination of knowledge within the organization.

Digital & Soft Skills:

We are implementing an extensive program of digital skills, technical training, certification and training in soft skills.

AIQT – Specialised program for AI technology:

Launched in 2024, and to be fully deployed in 2025, an extensive program of understanding, familiarisation and utilisation of new AI technologies and tools across the organisation.

Corporate Governance & Compliance training:

During the year, trainings were conducted around new policies, ESG, compliance, governance, violence and harassment, etc., supporting the empowerment of employees and the protection of the Organisation. Particular emphasis was placed on information security and data protection training, using a special platform and specialized topics.

At the same time, the company implements initiatives and utilizes systems that enhance growth, a sense of 'belonging' and a culture of continuous improvement.

Orion Group Application:

We take advantage of the Group's specialized platform for the management of all parameters

related to human resources issues, such as leaves, evaluations, trainings, etc.

Institution "I stand out":

A process of strengthening the corporate culture, in which all employees can participate and nominate co-workers who they believe are worth honoring, linking their proposals with the values and principles of the Group.

IQT Welcome on Board

IQT Platform Welcome on Board:

In order to speed up the integration and inclusion into the culture of new employees in the company, the HR Department designed a new onboarding platform, where useful information, necessary trainings, as well as the integration plan for the first 100 days are gathered. The platform is currently in a pilot phase and will be operational in 2025.

Assessment:

100% of employees, regardless of position or gender, are subjected to an assessment every year. In the context of assessment, an employee self-assessment is performed along

with a discussion in which individual goals and areas for improvement are agreed upon.

Communication between Managers - Employees:

We conduct an annual meeting of employees (Kick off) and meetings with various departments and the Management (on a weekly, monthly and quarterly basis). We have developed an internal online communication system for continuous updates, (Microsoft Teams platform), encouraging employees to freely express opinions and ideas. Two-way communication is systematically pursued and suggestions are carefully considered.

QUESTONE

100% of our employees have access to **QUEST ONE**, the new interactive internal communication portal of Quest Group, which started operating in 2023, aiming to better inform all employees and strengthen the unified Group culture.

Our goals

GOALS FOR 2023	ACHIEVED 2023	GOALS FOR 2024	ACHIEVED 2024	GOALS FOR 2025
Average training > 20 hours / employee	Achieved 100% Average: 20.16 hours	Average training > 20 hours / employee	Achieved 100% Average: 22.4 hours	New Group ESG Strategy Goal: Minimum 15 hours of training average per employee (Maintain Average 20 hours / employee for our company)
ESG Strategy goal Annual increase by 2.5% in training hours per employee	Achieved 100% 7.5% increase from 2021 20.16 hours from 18.76	ESG Strategy goal Annual increase by 2.5% in training hours per employee (10% since 2021)	Achieved 100% 19% increase from 2021 22.4 hours from 18.76	N/A
				Mandatory AI training for all Managers/ Directors
E-learning platforms > 30% of employees	Achieved 100% 41%	E-learning platforms > 30% of employees	Achieved 100% 100% of employees had access to online training platforms	
Assessment for 100% of employees	Achieved 100%	Assessment for 100% of employees	Achieved 100%	Assessment for 100% of employees
Increase in the rate of employee satisfaction for training provided (according to the results of the satisfaction survey conducted every two years).	Achieved 100% 64% from 61% in the previous survey. New survey H1 2025	Increase in the rate of employee satisfaction for training provided (according to the results of the satisfaction survey conducted every two years).	N/A	Increase in the rate of employee satisfaction for training provided (according to the results of the satisfaction survey conducted every two years).

Diversity and Inclusion

Material topic: [GRI 405405, GRI 406], ESRS G1, S1, ESG Goal 5



Top 2% of our industry in issues of Labour and Human Rights



The Company provides equal opportunities to all employees and candidates. In no case is there any discrimination and the principle of respect and equal treatment for all is fully upheld. We encourage women to pursue professional development by providing equal remuneration and promotion opportunities.

The **Code of Conduct and Ethics**, and the Group Policies, which are in line with the principles of the UN Universal Declaration of Human Rights and the 17 Sustainable Development Goals, are fully implemented, and during the year, training sessions were conducted for their implementation throughout the company.

The Diversity, Equality and Inclusion Policy highlights the Group's commitment to respecting diversity,

ensuring equality, and continuously reinforcing an inclusive culture where all employees feel a sense of belonging and participation. The Diversity, Equality and Inclusion Policy also provides the framework within which discrimination management and conscious inclusion programs are designed and implemented. To ensure a culture of equality and equity in the workplace, the Group designs and implements targeted actions aimed at supporting employees and vulnerable groups, such as the pay gap study, ensuring women's participation in leadership programmes, stereotype identification and management programmes, programmes to manage abusive behaviour and strengthen boundaries in the face of incidents of moral and sexual violence, as well as inclusive leadership programmes.

The Violence and Harassment Prevention Policy aims to create and consolidate a working environment in which human dignity and the right of every human being to a world of work free of violence and harassment of any kind is promoted and safeguarded, as well as to raise awareness of stakeholders and to take measures to this end.

United Nations
Global Compact

As a subsidiary of Quest Holdings, a signatory to the United Nations Global Compact (UNGC), we are committed to adhering to its 10 principles on human rights, employment, the environment and the fight against corruption.



No grievance or complaint related to labour and human rights violations has been recorded in the Company's employee grievance management systems.



Actions for Women's Empowerment

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

In 2024, following a survey conducted among women in 2023, a comprehensive women's empowerment program called '**Better Together**' was implemented at all levels, and the results of the survey were posted on the company's Intranet. The program includes group mentoring, learning paths, inspiration talks and development of skills and wellbeing actions. The response has been particularly high and warm and an extension of the programme is planned for 2025.

The Group applies a remuneration system without any gender-based discrimination. Committed to the principle of equality, the Group ensures that there is no discrimination or pay inequality in any of its subsidiaries. In 2023, the Group completed a Pay Gap Study for 2022 with an external consultant, where an extensive assessment was conducted to identify unjustified pay discrepancies between the same positions and subjects. The calculation took into account base and variable employee remuneration data. On the basis of this survey, any unjustified pay discrepancy identified, will be addressed with an appropriate plan by 2025.

The next study is planned for 2027.

Our Goals

GOALS FOR 2023	ACHIEVED 2023	GOALS FOR 2024	ACHIEVED 2024	GOALS FOR 2025
Increase in the rate of employee satisfaction (according to the results of the employee satisfaction survey conducted every two years).	Achieved 100% 3% improvement overall from the respective 2021 survey.	Increase in the rate of employee satisfaction (according to the results of the employee satisfaction survey conducted every two years).	N/A No new survey was carried out	Increase in the rate of employee satisfaction (according to the results of the employee satisfaction survey conducted every two years).
		Continuation of Women's Inclusion and Empowerment Programs	Achieved 100%	ESG Strategy goal Continuation of Women's Inclusion and Empowerment programmes, with at least 3 initiatives every two years.
			42% Mini MBA, 40% Talent (vs 33% Women in the Group)	ESG Strategy goal The % of women participating in the Quest Mini MBA and the Talent Management Program should be at least as high as the % of female employees in the Group.

Health, safety and well-being of employees

Material topic: [GRI 403], ESRS S1, ESG Goal 3

The health, safety and well-being of our employees are our main concern, as we believe that a safe and pleasant working environment makes each of our employees happier, more focused on their work and more effective. At Info Quest Technologies, we strictly comply with the requirements of the legislation, we follow the principles and Policies of Quest Group, and implement the system of continuous management of Health and Safety issues at work that covers 100% of our full-time employees. The



system's pillar is the assessment, forecasting and prevention of occupational risk, along with the monitoring and recording of accidents and work-related illnesses. The monitoring of the system has been outsourced to an external partner (GEP).

To ensure health and safety, continuous workplace upgrades, training, emergency preparedness exercises, systematic periodic inspections of facilities and work positions, and improvements are carried out. The technical consultants for Health (Occupational Physician) and Safety (Safety Technician) are responsible for identifying and assessing occupational risk. Occupational accidents are recorded on a special form and all actions required by the legislation, policies and procedures in place are followed, and a thorough investigation is carried out to determine whether changes in

procedures or additional measures are needed to prevent or mitigate similar incidents in the future. The company has fire safety and first aid teams that are systematically trained, while every week a medical doctor visits us and is available to all employees, while training and awareness-raising campaigns are carried out for all employees.

No accidents
at work
leading to sick
leave were
recorded
during the year

Infrastructure improvements:

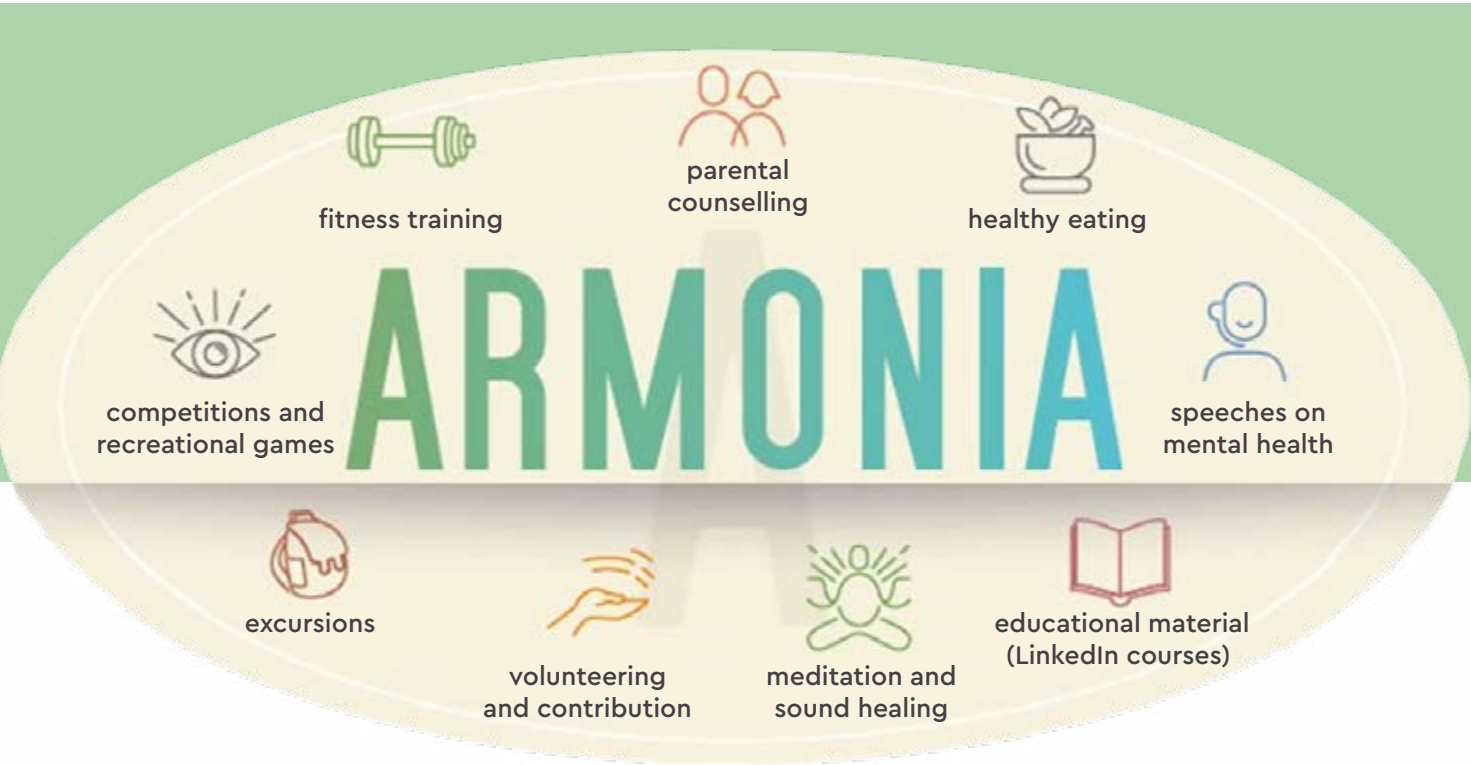
- All the necessary preparations were made and in the first 3 months of 2025, a new warehouse was delivered to the company, adjacent to the existing Logistics Center to meet the growing needs. The space follows the strict construction and operation standards of the previous site, ensuring the safety and health of employees.
- In the building at 199 Kifissou Street, which houses the company's Technical Department, a new fully equipped kitchen was created and renovations were carried out in the sanitary facilities. In addition, the building now has a defibrillator and trained staff to operate it in case of an emergency.
- The construction of the Group's newly built office building, at 1 Kanakidis and Kosmeridis Street, where approximately 40 employees are housed on one floor, was completed. The building meets all modern operating standards, has a kitchen, balconies, garden and spacious areas to ensure a comfortable, safe and beautiful everyday life in the office.
- In the office building at 2A Argyroupoleos Street, continuous upgrades of the premises are being carried out, with the aim of completing the renovations on all 4 floors of the building within 2025. In 2024, a new restaurant was opened on the ground floor of the building for the exclusive use of the employees. In 2024, the building's air conditioners were replaced with new advanced technology units.



Balance between Professional and Personal Life

We systematically encourage our employees to maintain a work-life balance and organise various activities for their well-being. We offer employees and their family members a programme of **counselling and psychological support** in cooperation with specialised companies through telephone communication and individual meetings, both for issues related to the work environment and for family issues, addiction issues, etc. In addition, to enhance employees' physical fitness and promote exercise in everyday life, we give them the opportunity to visit the gym in a company building and offer online Pilates classes.

We have created the **'Wellness Days'** program where we encourage employees to lead a healthier lifestyle. Finally, we have established the **'Special Days'** action to make some of our employees' days special. Our indicative actions are, the provision of a symbolic gift to the children of employees who start in the first grade, the provision of gifts at special occasions such as weddings, children entering university, etc. and the introduction of the 'Early Summer Leave' initiative to leave the office on birthdays and one day a week during the summer months, 2 hours earlier than the end of working hours.



ARMONIA - Wellbeing Program

In 2024, the Group's Wellbeing Program 'Armonia' continued with a large participation of our employees. The actions included in the program were the result of priorities set by employees in a survey conducted and included multiple actions to enhance positive mood, stress management, recognition of nutrition in well-being and recognition of contribution to others as a means of happiness. The program was enriched by our company with additional activities, such as craft workshops for a good cause, etc.

	Cycling		Culture & Art		Health Snack Day
	Yoga/Pilates/ semi personal sports workouts, gym		Online discussions/ talks on well- being, emotional intelligence, communication, etc.		Team Volunteer Work
	Running activities		Workshops on health issues (such as Breast Cancer)		Blood Donation Days



Hybrid Working Model

The company and in accordance with the Group Policy, has established a hybrid working model for those positions/employees where feasible and applies flexible working hours where required, providing the required flexibility (hybrid working) to employees.



Benefits to employees:

- Medical and hospital care, through social security and also through an additional private group plan, to employees and their families
- Check Up program for Directors & Managers
- Voluntary influenza vaccination
- Access to the Group's Blood Bank
- Free antigen test (Rapid test) to detect the COVID-19 virus (in case of outbreak)
- Wellbeing programs, Counselling and psychological support programs, support for runners of the company participating in the Quest Running Team (participation, clothing), gym in the company building and online Pilates classes, information from experts (nutrition, stretching in the office, etc.), free tickets for cultural events, excursions, etc.
- We have special areas such as restaurants, rest areas, parking with free charging of electric vehicles, a gym and modern fully equipped kitchens/dining rooms.
- Volunteer Programs

** Excludes sales people in stores, temporary workers and trainees.*

Our Goals

GOALS FOR 2023	ACHIEVED 2023	GOALS FOR 2024	ACHIEVED 2024	GOALS FOR 2025
100% participation of employees with a fixed employment contract in the Health and Safety Management system	Achieved 100%	100% participation of employees with a fixed employment contract in the Health and Safety Management system	Achieved 100%	100% participation of employees with a fixed employment contract in the Health and Safety Management system
ESG Strategy goal Maintaining the accident frequency rate: Lost Time Injury Frequency Rate (LTIF), below 2.3 and Maintain the recordable accident rate: Total Recordable Incident Rate (TRIR), below 1.2	Achieved 100% LTIF = 0 Achieved 100% TRIR = 0	ESG Strategy goal Maintaining the accident frequency rate: Lost Time Injury Frequency Rate (LTIF), below 2.3 and Maintain the recordable accident rate: Total Recordable Incident Rate (TRIR), below 1.2	Achieved 100% LTIF = 0 Achieved 100% TRIR = 0	ESG Strategy goal Maintaining the accident frequency rate: Lost Time Injury Frequency Rate (LTIFR), below 2.5 and Maintain the recordable accident rate: Total Recordable Incident Rate (TRIR), below 1.3
Continuation of training programs in First Aid & response to natural disasters.	Achieved 100% First Aid programme	Continuation of training programs in First Aid & response to natural disasters	N/A Program redesign in preparation for ISO 45001	ESG Strategy goal Each employee to attend one program within the year.

GOALS FOR 2023	ACHIEVED 2023	GOALS FOR 2024	ACHIEVED 2024	GOALS FOR 2025
Continuation of psychological support program in cooperation with a specialized company	Achieved 100%	Continuation of psychological support program in cooperation with a specialized company	Achieved 100%	Continuation of psychological support program in cooperation with a specialized company
New enriched wellbeing program	Achieved 100%	New enriched wellbeing program	Achieved 100%	ESG Strategy goal New enriched wellbeing program
				ESG Strategy goal Preparation for ISO 45001, with the aim of certification by 2026

Our Environmental Footprint

Climate Change

Material topic: [GRI 305, GRI 302] , ESRS E1, ESG Goal 1



Top 3% of our industry in environmental issues

Environmental protection is a compass for our operation. Our priority is to operate responsibly in the face of environmental challenges and to reduce our environmental footprint. Our operation is certified in accordance with ISO 14001:2015, while we have fully adopted and implemented the relevant Policies and Procedures of the Quest Group (– e.g. Sustainable Development Policy, Environmental Management Policy, Corporate Vehicle Policy, related to the use of vehicles with new technologies (hybrid or electric) and Standard Recycling Procedure). At the same time, we have undertaken specific commitments to meet new regulatory requirements, such as those of the New Climate Law, to contribute to the achievement of the Group's ESG goals, to set a good example for

the companies in the sector, to respond to stakeholders' requests for greener operations, but above all to contribute to the achievement of national goals and to serve the vision and mission of creating a better world for new generations. **The evaluation by EcoVadis on environmental issues and our ranking in the TOP 3% of companies in our industry certifies the effectiveness of our initiatives.**

Reducing our environmental footprint with **the goal of a 40% reduction in direct and indirect emissions (Scope 1 & 2) by 2030 and climate neutrality by 2050**, is an important axis of our Group ESG strategy, with goals for the Environment and Climate Change being linked, among others, to the variable remuneration of

the Group's CEOs. After a study of the effects of our activity was carried out, specific fields were highlighted, on which the company will focus, proceeding to take actions, following the direction of Measurement - Targeting - Reduction.

It is noted that during the review of the ESG strategy for the period 2025-2030, the Group incorporated specific annual Scope 1 & 2 emission reduction targets, using the SBTi (Science-Based Targets Corporate Near- Term Tool) which aligns the emission reduction course with the Paris Agreement. In addition, in 2025, the Group will consider the possibility of certifying the decarbonisation plan through the Science-Based Target - **SBTi** methodology.

Significant impacts, risks and opportunities related to climate

In our Group we have recognised that climate change and the transition to a low-carbon emissions economy bring challenges, but also create new opportunities for growth and innovation. As part of our risk management, an assessment of environmental climate risks related to our activities is carried out and potential risks that may affect our ESG goals are identified.

During the year under review, emphasis was placed by both our company and the company from which it leases most of its properties, BriQ Properties, on the potential impacts of climate change, enhancing the assessment of the risks associated with extreme natural weather events. Risks - the vast majority of them - are controlled by relevant policies or procedures and mitigated by appropriate actions.

At the same time, the impact on the environment from these risks is assessed as low based on the Group's operational risk assessment system, in accordance with the operational risk management (ERM) methodology, indicating that the existing infrastructure is relatively resilient to such natural threats. However, monitoring and upgrading of risk management strategies to ensure the sustainability and safety of the buildings continues.

Although no comprehensive climate change-related risk scenarios have been developed to date, the ERM system has for the first time considered natural risk scenarios, such as floods, with a focus on their impact on employees and business continuity.

Due to the above, the Group started in 2024 and will complete in 2025 two actions:

1

Revision of the Emergency Response Plan (ERP) - Crisis Management Committee (CMC) actions in case of flooding

- The CMC is immediately informed by the Director of Physical Security and the Crisis Management Team (CMT) of each company is activated to manage the incident.
- The CMT has drawn up a detailed action plan in case of flooding at each company's facilities.
- The action plan includes actions to protect workers, protect facilities and ensure the business continuity of each company.
- The preparation of the action plan includes all the actions to be taken before, during and after the phenomenon occurrence.
- The Construction Manager has taken all necessary precautionary measures to deal with the flooding, in cooperation with the CMT of each company.

2

The Group's Facilities Manager will proceed with the upgrading of some buildings with the installation of walls / sand bags to deal with flooding.

Alongside the challenges, the transition to a sustainable business model creates new opportunities for innovation, saving resources and enhancing competitiveness.

Investments and initiatives

We seek to continuously upgrade our workplaces, with the aim of reducing our carbon footprint.

- In 2024, the office building on Argyroupoleos Street was upgraded with air conditioning and cooling systems using more energy efficient models to improve energy efficiency, employee experience and cost-effectiveness.
- In 2025, the installation of additional systems with a total power of 250 KWh is planned at the building in Renti, which houses the technical department of Info Quest Technologies and the Uni Systems Data Center, as well as at our company's facilities in Aspropyrgos and the Argyroupolis offices, with Net Metering
- The Group is committed to increasing the use of clean energy in its facilities and operations. Among other things, it is procuring green energy for the operation of its offices and distribution centers. For Scope 2 emissions related to electricity consumption, the Group has set targets for the percentage (%) of transition to green (renewable) energy through the procurement of green certificates (Guarantees of Origin) from its supplier (with the Group's purchased clean energy constituting 25% of total electricity by 2025, 50% in 2028 and in relation to the supplier's guaranteed clean energy reaching 100% in 2030).
- We implement awareness programs for employees, aiming to encourage good energy-saving practices and a greener daily life.

Greenhouse Gas Emissions

At Info Quest Technologies, monitoring, recording and reducing greenhouse gas emissions is done systematically.

For better management of the issue and more accurate measurement, since 2022 we have outsourced the measurement of direct and indirect greenhouse gas emissions (Scope 1 & Scope 2) to a **specialized external partner**, while in 2023 we proceeded to the measurement of other indirect emissions that are not controlled by our company but they relate to our supply chain (Scope 3). The methodology used to calculate the Carbon Footprint was based on the widely recognised GHG Protocol.

At the same time, we have assigned to another, certified by the Ministry of Environment, external partner, to verify the data, in accordance with the requirements of the new National Climate Law. The certification is in accordance with ISO 14064-3:2019.

List of the Company's emission sources and their categorisation based on the GHG Protocol (2024)

GHG Protocol	Sources of Emissions	Registry
Scope 1	Direct emissions from combustion in stationary equipment	YES
	Heating for buildings	-
	No fuel or natural gas is utilized for heating	
	Combustion in HZ	-
	No fuel is burned in generators	
	Direct emissions from combustion in mobile equipment	YES
	Fuel combustion in company-controlled vehicles	YES
	Diesel combustion in service vehicles (owned or fully leased)	
	Petrol combustion in service vehicles (owned or fully leased)	
	Direct fugitive emissions from the release of GHG	YES
	HFCs from air conditioning equipment in office buildings	
Scope 2	Indirect emissions from imported electricity	YES
	Electricity consumption in office buildings	
Scope 3 Category 1	Indirect emissions from purchased goods and services	YES
	Goods and Services	
Scope 3 Category 2	Indirect emissions from purchased capital goods	YES
	Capital Goods	

GHG Protocol	Sources of Emissions	Registry
Scope 3 Category 2	Indirect emissions from fuel and energy	YES
	Indirect emissions from fuel production and transport	YES
	Production of petrol (including transport)	
	Production of diesel fuel (including transport)	
	Upstream emissions from the production and transport of fuel for electricity generation	
	MV Network Losses	
	LV Network Losses	
Scope 3 Category 4	Emissions from upstream transportation and distribution	YES
	Transportation and distribution of products to the company/ Inbound and Outbound Logistics/ Transportation and distribution of products from third parties	
Scope 3 Category 5	Indirect emissions from waste management	NO
Scope 3 Category 6	Indirect emissions from business travel	NO
Scope 3 Category 7	Emissions from commuting of employees to and from work	YES
	Research	
Scope 3 Category 8	Leased assets	YES
	Due to the 'operational control' option, the consumption of leased assets is included in Fields 1 and 2	
Scope 3 Category 9	Indirect emissions from downstream transportation and distribution	YES
	Transport and distribution of sold products from the company to customers	
Scope 3 Category 10	Indirect emissions from the processing of sold products	N/A

GHG Protocol	Sources of Emissions	Registry
Scope 3 Category 11	Indirect emissions from the use of sold products	YES
	Electricity from the use of electronic devices	
	Indirect emissions from end-of-life treatment of sold products	YES
	Recycling of electrical / electronic devices and products	
	Disposal of electrical and electronic devices and products	
Scope 3 Category 13	Leased assets	N/A
Scope 3 Category 14	Emissions from franchises	N/A
Scope 3 Category 15	Emissions from Investments	NO

Following the collection of the available required data, the following emission values per emission source were calculated in accordance with the **GHG Protocol**. It is noted that the emission categories that were not examined are Categories 5, 6 and 15, which relate to Third Party Waste Management, Business Travel and Investments, as there were no records for these categories for the year 2024 by the Company and they are expected to be examined next year. The Company's activities do not fall within the other categories of Scope 3.

Data Comparison 2024 vs 2023 vs 2022 (base year)

Direct emissions – Scope 1 (tCO₂ eq.)

2022	➔	143.69
2023	➔	144.87
2024	➔	152.16

The increase (+5%) from 2023 identified is due to motor fuel, as the corporate fleet has 3 additional cars.

Indirect emissions – Scope 2 (tCO₂ eq.) – Location Based Emissions

2022	➔	708.28
2023	➔	517.51
2024	➔	525.59

The company's performance is considered particularly satisfactory, given the addition of 2,133 sq.m. in the new building at 1 Kosmeridis Kanakidis that hosts the Mobility Unit, the increase in the number of employees and the increased productivity in the logistics center.

Indirect emissions – Scope 2 (tCO₂ eq.) – Market Based Emissions

2022	➔	579.21
2023	➔	378.16
2024	➔	387.63

Scope 1 & Scope 2 (tCO₂ eq.) – Market Based Emissions

2022	➔	722.90
2023	➔	523.03
2024	➔	539.79

-25.33%
in Scope 1
and Scope 2
emissions
(vs base year
2022)

Indirect Emissions Scope 3

The first Scope 3 measurement was carried out for 2023.

Indirect Emissions Scope 3 (tCO₂ eq.)

'Ετος	→	MWh
2022	→	No measurement
2023	→	80.877,63
2024	→	197,861,11

The significant difference recorded for the 2 years is due to the greater accuracy of the calculations, as explained below. We therefore consider **2024 as the reference year**.

In category 1: the analysis of the primary data was carried out in greater detail, based on another category of materials. This approach led to greater accuracy in the carbon footprint results.

In category 11: the difference compared to last year is that this year a more detailed analysis of the data was applied, using the same methodology as for category 1. As category 11 relates to the lifetime and energy consumption of the products sold, data which were searched in the literature as they were not provided by the company, the analysis was more targeted by 'Material - Hierarchy' in order to make the emissions more representative of the type of electrical/electronic devices.

In category 4 & 9: Data were included for the first year

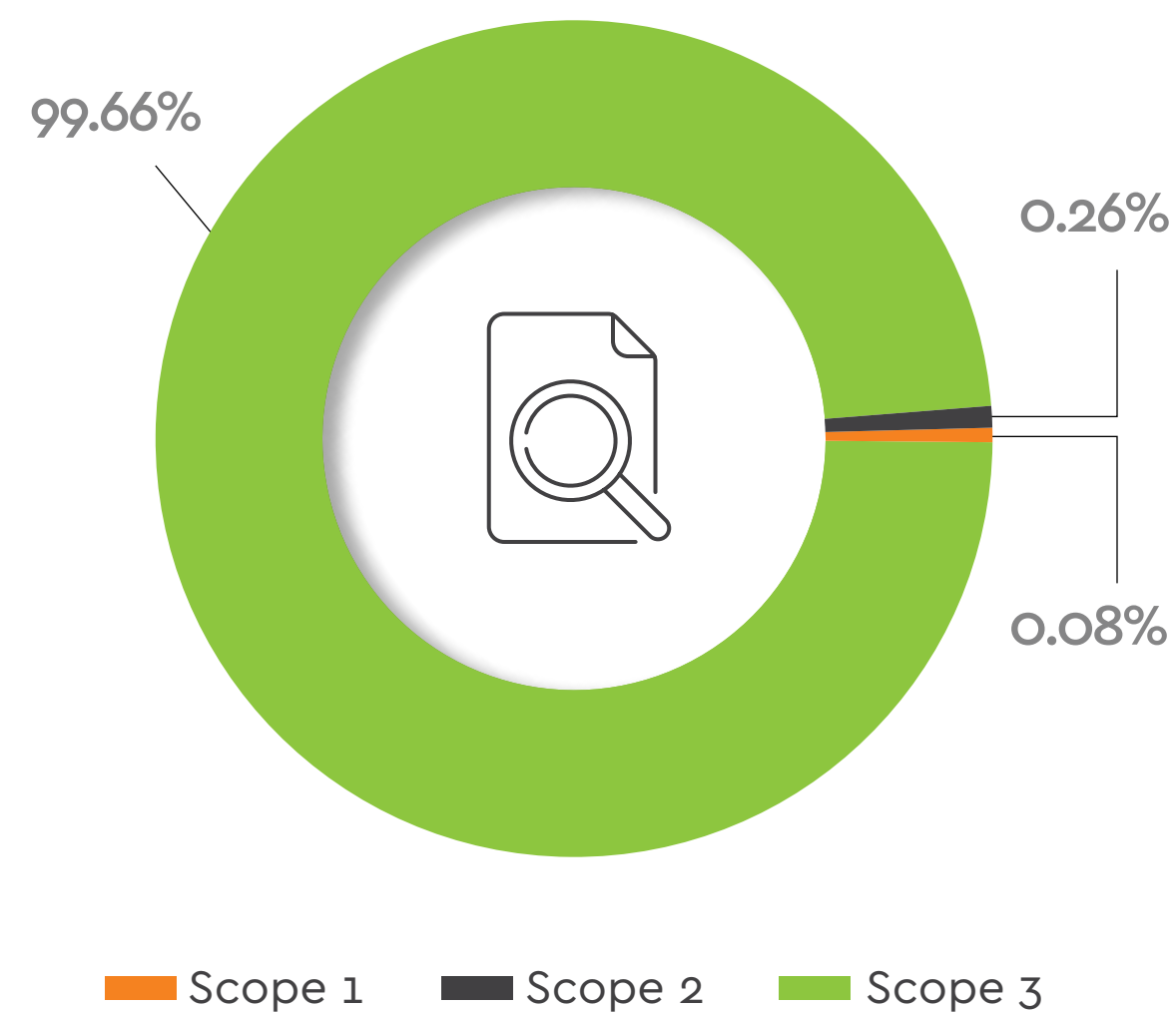
Notes 2024:

- The rates used to calculate emissions are derived from the **annual National Greenhouse Gas Inventories (GHG)** for Scope 1 emissions and from the **annual reports of the RES Operator and Guarantees of Origin (DAPEEP) 2024** for Scope 2 emissions.

Contribution of each Scope emissions to total GHG emissions (Scope 1, 2 & 3) for the reference year 2024

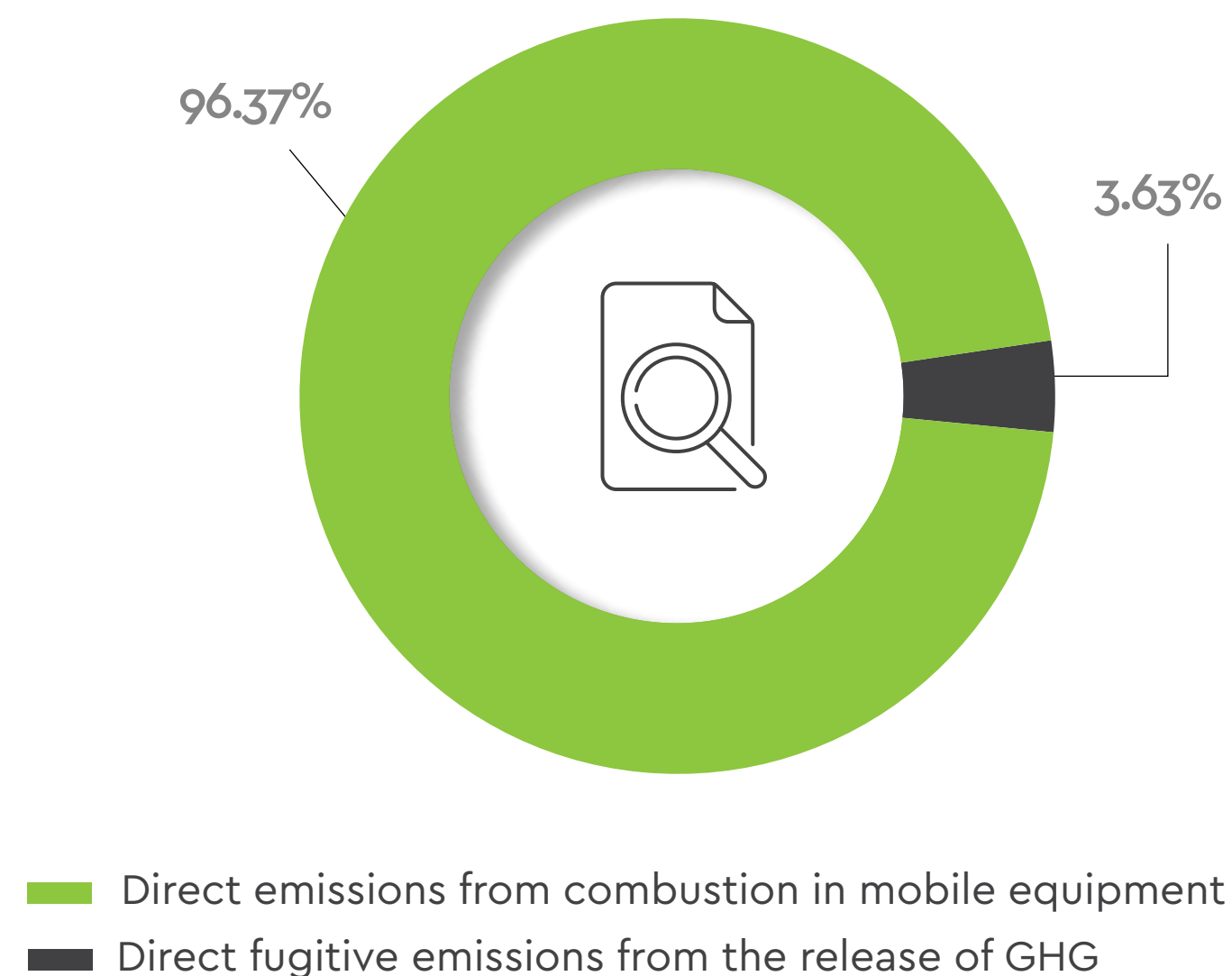
The following diagrams show the distribution of individual emission sources by Scope.

GHG Inventory - 2024

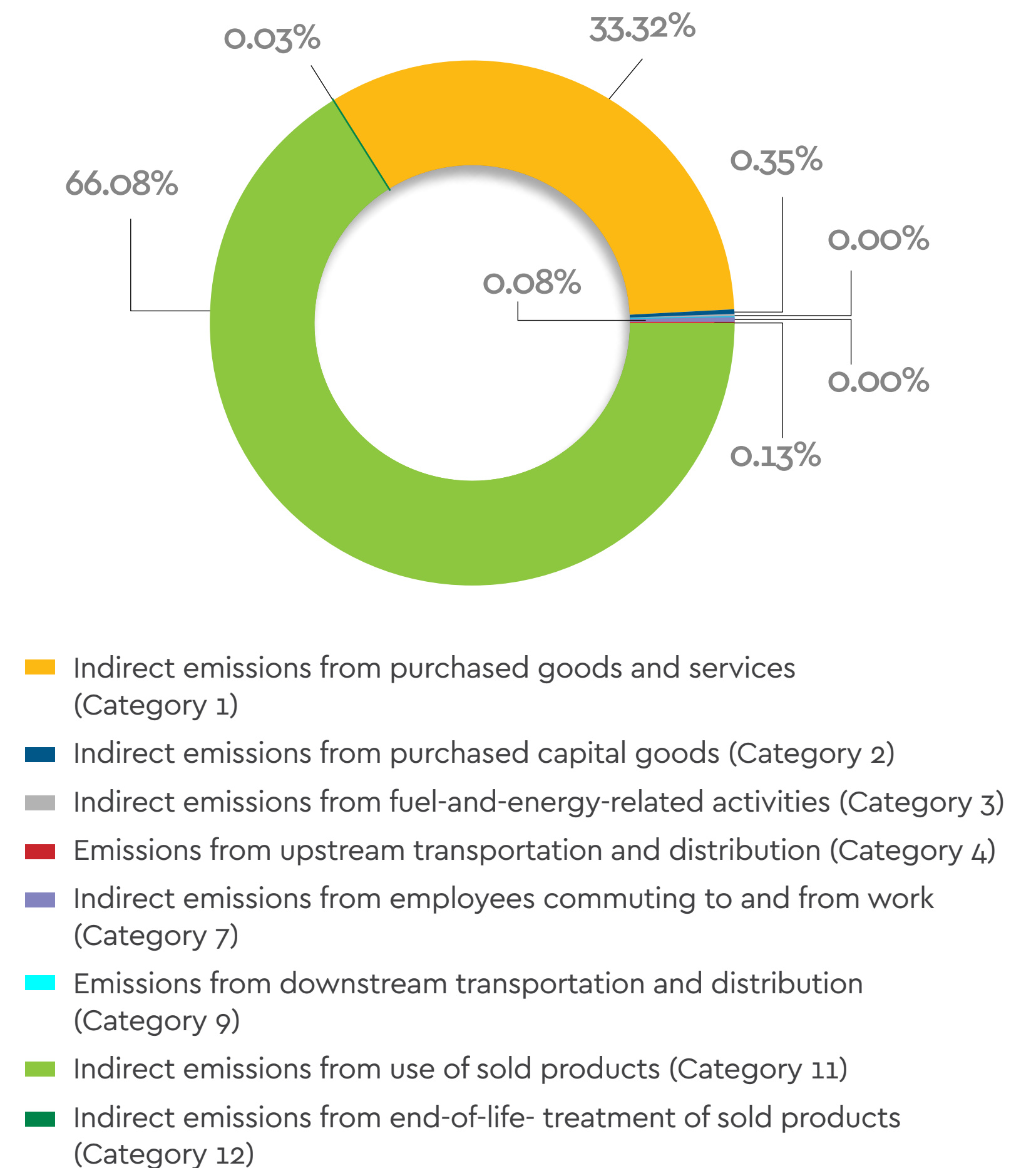


Scope 3 includes the Company's other indirect emissions, making up almost all emissions.

Distribution of Scope 1 Emissions - 2024



Scope 3 Emissions - 2024



Energy consumption (Scope 1 & Scope 2)

'Ετος	→	MWh
2022	→	1,868
2023	→	1,581
2024	→	1,981.10

The percentage of electricity consumed in 2024 of the total energy (Scope 1 & 2) amounted to 72.2% (1,430.15 KWh) compared to 66% (1,037.64 MWh) in 2023.

For Scope 2 emissions related to electricity consumption, the Group has set targets for the percentage (%) of transition to green (renewable) energy through the procurement of green certificates (Guarantees of Origin) from its supplier (with the Group's purchased clean energy constituting 25% of total electricity by 2025, 50% in 2028 and in relation to the supplier's guaranteed clean energy reaching 100% in 2030).

In 2024, the Group purchased green certificates (GOs - Guarantees of Origin) for 1,308MWh from its main supplier NRG, corresponding to **14% of the total electricity** consumed in Greece.

Corporate Fleet

We have implemented the Group's policy to replace the corporate fleet with hybrid/electric cars. The Policy encourages and provides incentives for the shift to hybrid/electric cars, and for the convenience of employees, free charging in the company's parking lots is provided. Our corporate fleet in 2024 is as follows:

Year	Number of cars	CONVENTIONAL + Natural Gas	PHEV (PLUG-IN HYBRID)	BEV (ELECTRIC)	% EV/Hybrid
2022	62	48	13	1	23%
2023	68	40	25	3	41%
2024	71	38	29	4	46%

Total GHG Emissions Report of Info Quest Technologies S.M.S.A., for the year 2024 (location based emissions)

Emission Sources – Info Quest Technologies	TOTAL (t CO ₂ eq)	CO ₂ eq	CO ₂	CH ₄	N ₂ O	HFCs
	GWP	-	1	28	265	1924
Scope 1: Direct emissions	152.16					
Direct emissions from combustion in stationary equipment	0.00	0.00	0.00	0.00	0.00	0.00
Direct emissions from combustion in mobile equipment	146.63	0.00	145.28	0.29	1.06	0.00
Fuel combustion in company-controlled vehicles						
Diesel combustion in service vehicles (owned or fully leased)		0.00	57.98	0.00	0.00	0.00
Petrol combustion in service vehicles (owned or fully leased)		0.00	87.30	0.01	0.00	0.00
Direct fugitive emissions from the release of GHG	5.53	0.00	0.00	0.00	0.00	5.53
HFCs from cooling/air conditioning equipment in building facilities		0.00	0.00	0.00	0.00	0.00
Scope 2: Indirect emissions from imported energy	525.59					
Indirect emissions from imported electricity*	525.59	0.00	525.59	0.00	0.00	0.00
Electricity consumption in office buildings (without GOs)		0.00	360.66	0.00	0.00	0.00
Electricity consumption in DATA CENTER (without GOs)			164.94	0.00	0.00	0.00
Scope 3: Other indirect emissions	197.861.11					
Indirect emissions from purchased goods and services (Category 1)	130,753.38	130,753.38	0.00	0.00	0.00	0.00
Goods and Services		130,753.38	0.00	0.00	0.00	0.00
Indirect emissions from purchased capital goods (Category 2)	683.43	683.43	0.00	0.00	0.00	0.00
Capital Goods		683.43	0.00	0.00	0.00	0.00
Indirect emissions from fuel-and-energy-related activities (Category 3)	157.79	99.83	57.96	0.00	0.00	0.00
Production of petrol (including transport)	22.60	0.00	0.00	0.00	0.00	0.00
Diesel production (including transport)	13.93	0.00	0.00	0.00	0.00	0.00
MV Network Losses	2.57	23.68	0.00	0.00	0.00	0.00
LV Network Losses	3.72	34.28	0.00	0.00	0.00	0.00
Upstream emissions from the production and transport of fuel for electricity generation	57.02	0.00	0.00	0.00	0.00	0.00

Our environmental indicators for 2024

	2022	2023	2024
Electricity – Base (MWh)	1,328.292	1,037.642	1,430.15
Area (m²)	24.736	24.828	26,960.56
Total Energy - (MWh)	1,868.100	1,580.700	1,981.10
Turnover (€ million)	357.7	304.3	331.2
Annual energy intensity (KWh/m2)	75.5	63.7	73.5
Thousands tonnes CO2 equivalent - Scope 1+2 MARKET Emissions (kt CO2)	0.723	0.523	0.540
Annual energy intensity Scope 1+2 [(kWh/m2) / € m. turnover) * 1000]	0.211	0.209	0.222
Thousands tonnes CO2 equivalent per year Scope 1+2 [(kt CO2) / € m. turnover) * 1000]	2.02	1.72	1.60
Direct emissions (Scope 1) (tCO2 eq.)	143.7	144.9	152.17
Direct emissions (Scope 1)/€ m. turnover ((tCO2 eq./€ m.)	0.4	0.5	0.46
Direct emissions (Scope 1)/m2 [tCO2 eq./m2 (* 1000)]	5.81	5.84	5.64
Indirect emissions (Scope 2) - MARKET Emissions (tCO2 eq.)	579.2	378.2	387.63
Indirect emissions (Scope 2)/€ m. turnover (tCO2 eq./€ m.)	1.6	1.2	1.17
Indirect emissions (Scope 2)/ m2 [tCO2 eq./m2 (* 1000)]	23.42	15.23	14.40
Total amount of energy consumed (MWh)	1,868.1	1,580.7	1,981.10
Total amount of electricity consumed (MWh)	1,328.3	1,037.6	1,430.15
Percentage of electricity consumed on the total energy consumed (%)	71	66	72.2%
Percentage of energy consumed and produced from RES on the total electricity consumed * (%) * DAPEEP – Residual Energy Mix from Suppliers	33	36.94	43.76
Percentage of energy consumed and produced from RES on the total energy consumed (%)	23	24	31.5
Indirect emissions – Scope 3 (tCO2 eq.)	N/A	80,877.63	197,861.11
Indirect emissions (Scope 3)/€ m. turnover (tCO2 eq./€ m.)	N/A	265.78	597.41
Total Emissions (Scope 1, 2, 3) – MARKET Emissions (tCO2 eq.)*	N/A	81,400.66	198,400.90

* The corresponding total value presented with the location based method is 198,538.86 tCO2 eq.

Note: The above measurements relate to the company's activity in Greece.

Our goals

GOALS FOR 2022 – ESG Strategy goals	ACHIEVED	GOALS FOR 2023	ACHIEVED 2023	GOALS FOR 2024	ACHIEVED 2024	NEW ESG Goal 2025
Reduction of absolute Scope 1, 2 emissions by 2022 and 40% by 2030 (compared to the reference year 2022)	n/a		Achieved 100%		Achieved 100% 25,3% reduction Scope 1 & 2 compared to the reference year 2022 Scope 1 CO2e (tns) 152.17 Scope 2 CO2e (tns) 387.63	Overall Group target 16% reduction (compared to 2022) for 2025.
6% of the corporate fleet to be electric/hybrid cars	Achieved 100% 23% EV/Hybrid cars	Maintain good performance. At least >9% of the corporate fleet to be electric/hybrid cars	Achieved 100% 41% electric/hybrid cars	>41% electric/hybrid cars	Achieved 100% 46% electric/hybrid cars	51% electric/hybrid cars
Group Goal 4% of purchased certified green electricity from renewable sources	Achieved 100% Achieved 100% The target relates to the Group as a whole. 15% Certified Green Electricity (Greek consumption)	The target relates to the Group as a whole >15%	Achieved 100% > 15%	Increase the percentage of 'green' energy supply to >13%	Achieved 100% 14% Certified Green Energy	New Group Target 25% Certified Green Energy

Circular economy

Material topic: (GRI 306), ESRS E5, ESG Goal 2



Info Quest Technologies, as part of its commitment to responsible use of resources, recognizes the need for continuous improvement in material and waste management practices and adopts a circular economy model based on reduction, reuse and recycling. In particular, with regard to e-waste, it is systematically developing new services and promoting the value of material reuse to its stakeholders.

The company develops actions and monitors their results, taking into account the relevant Quest Group Policies and Procedures (Sustainable Development and Environment), ISO 45001 guidelines and international best practices.

The importance that the Quest Group gives to the issue of good resource management is also demonstrated by the targeting of all its companies in its ESG strategy.

In order to manage resources in the best possible way, we are implementing the following actions:

In the external environment

- We provide products and services such as e-signature applications for the digitisation of business processes, Ecoflow green power stations and the smartphone replacement service, based on the principles of the circular economy, which reduce the environmental footprint of users.

- We promote state-of-the-art products from leading firms that invest heavily in reducing their environmental footprint - smaller and lighter products with lower energy consumption and eco-friendly packaging.
- We offer technical services (such as service, device upgrades, etc.) to extend the life the devices.
- We operate as an authorized Service Center for the withdrawal, upgrade and/ or repair of manufacturer materials, in accordance with strict specifications for materials management.
- Wherever possible we use environmentally friendly packaging materials and we have replaced all our commercial bags with recycled paper bags.
- We run campaigns to promote circular economy services (Exchange Mi Service, awareness campaigns for Earth Hour, Environment Day etc.).Environment Day etc.).

In the internal environment

- We fulfill all our obligations concerning the payment of recycling fees resulting from our activity.
- We are moving towards digitisation and automation of procedures, leading to a significant reduction in paper use in the office.
- We promote the recycling of materials and have separate collectors for recycling according to the type of waste in the company's facilities.
- In our kitchens we have replaced disposable materials with biodegradable and environmentally friendly products.
- In our Logistics Center we reuse packaging / transport materials (pallets, boxes, etc.) wherever possible, reducing waste.
- We work exclusively with certified organisations for the recycling of materials resulting from our activity.
- We organize employee awareness campaigns to adopt a more environmentally friendly lifestyle and reduce waste.
- We have charging stations for electric / hybrid cars in the parking lots of the company's buildings, offering free charging for the owners.

Recycling materials

Info Quest Technologies manages and disposes of the batteries of the devices it manages such as smartphones, tablets, etc. We reuse non-hazardous materials as much as possible, while the rest is recycled at certified partners.

With the aim of intensifying its efforts and better managing the waste resulting from its cooperation, in 2024 the company incorporated new recycling streams, in cooperation with authorized collection and recycling companies. At the same

time, it trained/mobilized its staff on proper disposal.

In 2024, as a result of its activity in the sale of electric bicycles/ Xiaomi e-scooters, the company proceeded in cooperation with a certified company for the recycling of tires.

In 2024, bins were placed in all areas for the collection of toner, lamps and electrical appliances.

Materials Recycling 2024		2022	2023	2024
Appliances Recycling	kg	4,790	5,460	3,540
BATTERIES and/or SERVICE BATTERIES	kg	1,179	1,087	576
PACKAGING MATERIALS	kg	424,015	415,420	361,400
TIRES	τεμ	N/A	N/A	350
TONER	τεμ	N/A	N/A	159

Recycling coffee pods

In 2023, the company proceeded with the recycling of Nespresso coffee pods, in cooperation with the supplier that takes care of the collection and management. In 2024, 6,050 aluminium pods weighing 7g/ pod, about 42 kg, were delivered for recycling.

Paperless Office Action

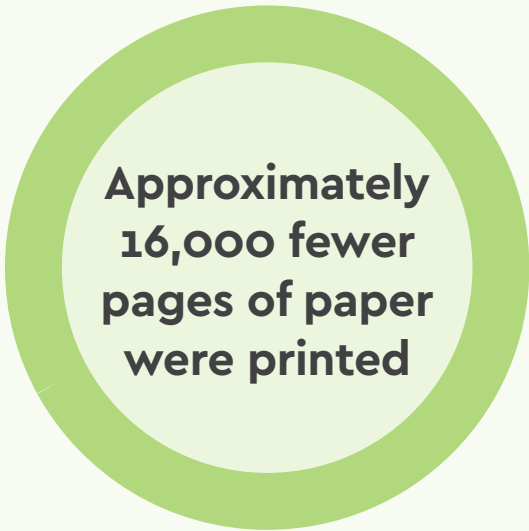
The company pursues the continuous automation and digitisation of procedures, aiming, in addition to the increase in efficiency, in the reduction of paper use. This includes the implementation of electronic invoicing services, electronic cost approval procedure, electronic document management and import procedures, electronic contract management and electronic signatures, electronic communication and information system for employees, electronic expense account management, electronic management of product entries in Service, etc.

Immediate and measurable benefits of implementing DocuSign e-Signatures service

The following data refer to the utilization of the application in 2024. The data are provided by the DocuSign platform and contain assumptions.

Benefits for the environment (12 months of DocuSign e-Signature use)

2.3 tn CO₂e less
24,518lt less water
1tn less wood



Buy Back Service

In collaboration with the specialist company Pandas, 660 Xiaomi phones were collected and forwarded for reuse at Xiaomi Stores through the Exchange Mi service, which corresponds to 46,200 kg less CO₂.

Action Reduce Single-Use Plastics - Biodegradable Materials

In all the company's buildings, we have completely replaced single-use plastics in our kitchens with biodegradable materials (straws, cups, etc.). In 2024, more than 147,750 biodegradable cups, 9,000 biodegradable straws, 9,200 wooden spoons and 14,000 wooden stirrers were used.

At the same time, each new employee receives a water bottle in their welcome kit, in order to avoid the use of plastic bottles in everyday life and at every opportunity the use of multi-purpose utensils is encouraged by employees, with the participation of our restaurant, which accepts personal utensils.

Our goals

ESG Strategy Goal (2024 - 2030)	ACHIEVED 2023	ACHIEVED 2024
Strengthening Circular Economy Services and avoiding waste wherever possible • Continuing Actions • Only certified Recycling Partners • Actions to reduce e-Waste • No Single Use Plastics • Paperless Office / Digitization of Procedures • Environmentally friendly packaging wherever possible	100% Achieved	100% Achieved Maintenance and progress in all programs

ANNEX 1

Results and significant effects of the company from the 2024 Double Materiality Study

ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Operation Company	Downstream	
Q1. Climate change mitigation	The Group aims to reduce its emissions, save resources and promote global climate action by setting climate-related targets in its ESG strategy and establishing a recycling process in line with the principles of the Paris Agreement on Climate Change.	Adopting climate-related targets and aligning the recycling process with the Paris Agreement helps reduce emissions, conserve resources, and promote global climate action.	This ESG strategy enhances the Group's sustainability credentials, potentially attracting investors focused on environmental responsibility and reducing costs associated with waste and resource management.	Real	X	X	X	Opportunity
Q1. Climate change mitigation	The Group is reducing its carbon footprint and mitigating the negative impact on the environment by transitioning its fleet to EV/ hybrid vehicles and the green energy market.	The Group is reducing its carbon footprint and mitigating the adverse impact on the environment by transitioning the fleet to hybrid vehicles and purchasing green energy.	The implementation of these actions can benefit the Group financially by reducing fuel and energy costs, potentially qualifying for sustainability incentives and enhancing its reputation among investors and eco-conscious customers.	Real		X	X	Opportunity
Q1. Climate change mitigation	The Group aims at a comprehensive understanding of the overall carbon footprint, which becomes evident through the measurement of Scope 3 emissions by the Group's three largest subsidiaries (ACS, Unisystems, Info Quest Technologies). The process will be carried out in the future for more subsidiaries.	The measurement of Scope 3 emissions allows for a comprehensive understanding of the Group's overall carbon footprint, including indirect emissions from the value chain.	Aligning with Scope 3 measurement practices can financially benefit Info Quest Technologies, ACS Courier, and Uni Systems by identifying inefficiencies, improving sustainability efforts, and potentially attracting investment from stakeholders who prioritize comprehensive environmental accountability.	Real		X	X	Opportunity
Q1. Energy	The Group reduces energy consumption, greenhouse gas emissions associated with heating, cooling and electricity use, promoting overall environmental sustainability, as the Group's new buildings are designed with a focus on energy efficiency.	In this way, the Group reduces energy consumption, greenhouse gas emissions associated with heating, cooling and electricity use, and promotes overall environmental sustainability.	Incorporating energy-efficient features into new buildings can lead to significant savings for the company through reduced energy costs and potentially lower maintenance expenses, enhancing overall profitability.	Real	X	X	X	Opportunity

ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Operation Company	Downstream	
S1. Training and skills development	Quest supports talent development in order to promote ongoing professional development and enhance the competence of the workforce by offering training to all employees, with each subsidiary conducting specialized training according to their needs.	Monitoring training needs and providing specialized training ensures that employees acquire relevant skills, promoting continuous professional development and enhancing the competencies of the workforce.	Investing in tailored training programs and offering additional days off for professional development enhances employee skills, productivity, and retention, ultimately enhancing organizational efficiency.	Real		X		Opportunity
S1. Training and skills development	The Group encourages knowledge sharing, collaboration, and a sense of community among its employees across its subsidiaries, facilitating mentorship opportunities among affiliates. This not only fosters individual professional growth but also fosters a culture of innovation and resilience.	By facilitating mentorship opportunities among subsidiaries, the Group promotes knowledge sharing, collaboration, and a sense of community among employees across its entities. This not only fosters individual professional growth but also fosters a culture of innovation and resilience.	Offering additional annual leave for training can increase employee satisfaction and retention, improve job performance, and demonstrate the Group's commitment to investing in its human resources.	Real		X		Opportunity
S1. Gender equality and equal pay for work of equal value	Quest boosts employee morale and retention while demonstrating its commitment to diversity and inclusion by promoting long-term financial sustainability by addressing the causes of the gender pay gap through a pay gap survey.	By addressing the root causes of the gender pay gap, such as the limited representation of women in leadership roles, Quest not only boosts employee morale and retention but also demonstrates its commitment to diversity and inclusion, promoting long-term financial sustainability.	Bridging the gender pay gap by addressing underrepresentation in governance roles enhances workforce diversity, promotes talent retention, and enhances corporate reputation, ultimately leading to sustainable growth and increasing business value.	Real		X		Opportunity
S1. Work-life balance	The Group prioritizes not only the physical health, but also the mental well-being of its employees, in order to increase productivity and at the same time mitigate the associated risks. To support this cause, the company has implemented a mental health program, which includes a specialized support center for all employees via a hotline.	Prioritizing mental health alongside physical health through a dedicated program not only enhances employee well-being and productivity but also mitigates risks associated with absenteeism and turnover, while presenting opportunities to foster a supportive and resilient workplace culture.	Prioritizing employee mental health through a special program boosts morale and promotes a supportive workplace culture that leads to increased productivity.	Real			X	Opportunity

ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Operation Company	Downstream	
S1. Work-life balance	The Group prioritizes employee well-being and the strengthening of relationships, as evidenced by the implementation of a wellbeing campaign that enhances the satisfaction, health and safety, participation and overall resilience of the organization.	In this way, the Group contributes to sustainable growth by enhancing employee satisfaction, engagement, and overall organizational resilience.	Prioritizing employee well-being through initiatives like the wellbeing campaign promotes a positive workplace culture, fostering employee engagement and productivity.	Real			X	Opportunity
S1. Health and safety	The Group emphasizes the importance of Health and Safety, adapting training sessions to meet the specific needs of each subsidiary and establishes Health and Safety Systems for each of them.	These certifications and personalized training sessions ensure that each affiliate adheres to high safety standards, reducing workplace hazards and promoting a culture of safety.	The implementation of integrated Health and Safety systems and certifications helps prevent accidents at work, reduces potential obligations and demonstrates the Group's commitment to employee well-being, which can boost morale and productivity.	Real		X	X	Opportunity
S1. Health and safety	In 2023 and 2024, no fatal accidents were reported, yet non-fatal safety incidents were recorded. These safety incidents highlight areas where workplace safety can be improved.	These safety incidents highlight areas where workplace safety can be improved, highlighting the need for enhanced safety protocols and employee training.	Failure to address these security risks can result in increased compensation costs, potential legal liabilities, and damage to the reputation and trust of the Group's employees.	Real		X		Danger
S1. Diversity	Promoting a fair and inclusive work environment, which ensures that all employees are treated with respect and their rights are protected through the implementation of the Diversity, Equality and Inclusion policy.	These policies promote a fair and inclusive work environment, ensuring that all employees are treated with respect and their rights are protected.	Implementing these policies can attract a diverse talent pool, improve employee morale, and enhance the Group's reputation as an ethical and inclusive employer.	Real		X		Opportunity

ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Operation Company	Downstream	
S1. Diversity	The organization promotes gender equality, enhances the well-being of employees and contributes to the long-term resilience of the organization by creating a safe and supportive environment for women (Anti-Harassment Policy, gender surveys).	The absence of reported incidents of discrimination among working women indicates a workplace culture that values inclusion and respects human rights, promoting social sustainability. By creating a safe and supportive environment for women, the organization promotes gender equality, enhances employee well-being, and contributes to long-term organizational resilience.	By proactively addressing potential discrimination through employee surveys and without reporting incidents, the organization reinforces its commitment to diversity, equity, and inclusion, thereby boosting morale and reputation in the workplace.	Real		X		Opportunity
S1. Diversity	The Group promotes gender equality by providing women with specialized skill development, training, mentoring and mentoring, with the aim of enhancing their leadership skills.	The diversity program promotes gender equality by providing women with tailored skill development, training, mentorship, and mentorship to enhance their leadership skills.	The implementation of this program can promote a more inclusive workplace, potentially improving employee retention, increasing productivity, and enhancing the Group's reputation as a supportive employer for women.	Real		X		Opportunity
S1. Diversity	Promoting a fair and inclusive work environment through programs such as "Mind the code" in an effort to train more skilled workers and attract more women to technology.	By actively working to increase the representation of women in the workforce, the Group contributes to a more equitable society and promotes economic sustainability through the utilization of diverse talents. Proactively addressing gender imbalances and promoting diversity can help the organization comply with regulations and mitigate legal risks associated with discrimination or unequal treatment in the workplace.	The success of the "Mind the Code" program in attracting more female employees can enhance business value through improved diversity, innovation, and reputation while reducing turnover costs and mitigating talent shortages.	Real		X		Opportunity
S4. Personal safety of consumers and/or end-users	The Group enhances safety and consumer protection by ensuring that all products comply with EU safety regulations and include safety instructions and manuals to ensure safe use.	Ensuring compliance with EU safety regulations and providing comprehensive safety instructions and manuals not only reduces the risk of accidents and liabilities but also fosters consumer trust and loyalty while creating opportunities to promote sustainable consumer behaviors.	Adhering to EU safety regulations and providing comprehensive safety instructions and manuals ensures compliance and reduces liability risks and enhances customer trust and satisfaction.	Real	X	X	X	Opportunity

ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Operation Company	Downstream	
S4. Personal safety of consumers and/or end-users	The Group enhances safety and consumer protection by ensuring that each product is assigned a serial code for traceability purposes, allowing for tracking throughout its lifecycle.	Implementing serial codes for product traceability enhances supply chain transparency, mitigates risks associated with product recalls or counterfeiting, and creates opportunities for improved resource efficiency and circular economy practices.	This practice enhances product quality control, facilitates recalls if necessary, and fosters consumer confidence in the authenticity and safety of products, ensuring brand reputation.	Real	X	X	X	Opportunity
S4. Information implications for consumers and/or end-users	The Group's ability to proactively prevent and respond to cyber threats, protecting sensitive information and ensuring operational integrity, is evident through the implementation of the Cybersecurity Framework, which includes advanced threat detection mechanisms and strict access controls	By adhering to privacy regulations, implementing robust policies, and addressing breaches promptly, the Group not only ensures consumer trust and compliance but also mitigates risks associated with data breaches while seizing opportunities to enhance data security practices and stakeholder relationships.	Effectively handling minor breaches through established internal processes demonstrates Quest's proactive approach to risk management, fostering organizational resilience and reputation.	Real		X	X	Opportunity
S4. Information implications for consumers and/or end-users	The Group strengthens the security and protection of consumer and user data by obtaining ISO 27001 and 27700 certifications for its subsidiaries. Info Quest Technologies has received the ISO 27001 certification.	In this way, the Group enhances the security and privacy of consumer and user data. These certifications demonstrate a commitment to robust information security management and data protection practices, instilling greater confidence among consumers and users.	Achieving and preparing for these certifications enhances companies' data security postures, reduces the risk of data breaches, and enhances their reputation for protecting sensitive information.	Real		X	X	Opportunity
S4. Information implications for consumers and/or end-users	Quest's commitment to data protection is highlighted by effectively addressing the risks of non-compliance with regulatory requirements and data breaches (Data Protection Policies), while at the same time creating opportunities to enhance customer trust and drive innovation, through the implementation of the EU General Data Protection Regulation.	This demonstrates Quest's commitment to sustainability, mitigating the risks of regulatory non-compliance and data breaches, while also presenting opportunities to enhance customer trust and drive innovation.	This not only enhances data privacy and security but also enhances consumer trust, regulatory compliance, and resilience against data breaches.	Real		x	x	Opportunity

ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Operation Company	Downstream	
G1. Company Culture	The Group enhances the awareness of staff members and promotes a culture of responsibility and ethical decision-making, through the conduct of a campaign on the Group's Code of Ethics and Ethical Conduct.	Running a campaign on the Group's Code of Ethics and Ethical Conduct raises awareness among staff members, promoting a culture of accountability and ethical decision-making, which is crucial for long-term sustainability.	The campaign presents an opportunity to instill a culture of integrity and ethical behavior within the organization, fostering a work environment where sustainability is prioritized and integrated into daily practices.	Real	X	X	X	Opportunity
G1. Corruption and bribery	The Group aims to cultivate a culture of compliance and integrity among its employees, contributing to a more ethically conscious workforce, by ensuring that all employees are informed about the updated Anti-Corruption, Fraud and Bribery Policy.	Sharing the Code of Conduct fosters a culture of responsibility and accountability within the organization and its value chain, promoting values aligned with sustainability and ethical behavior.	The widespread dissemination of the Code of Conduct increases the likelihood of compliance across the organization, reducing the risk of regulatory violations and related penalties, while enhancing the Group's reputation for ethical conduct.	Real	X	X	X	Opportunity
G1. Corruption and bribery	The Group fosters a culture of responsibility and accountability within the organization and its value chain by communicating its Code of Conduct to stakeholders. The Group's Anti-Corruption, Fraud and Bribery Policy is also available.	The update of the Anti-Corruption, Fraud and Bribery Policy and the dissemination of key anti-corruption measures foster a culture of compliance and integrity among employees, contributing to a more ethically conscious workforce.	Demonstrating a commitment to combating bribery through policy updates and training initiatives fosters stakeholder trust and engagement, attracting socially responsible investors and customers who prioritize ethical business conduct.	Real		x		Opportunity
G1. Whistle-blowers Protection	The Group promotes transparency within the organization by providing employees with clear guidelines for reporting unethical behavior or violations through its comprehensive whistleblowing policy.	By developing a thorough whistleblowing policy and creating video tutorials, the Group promotes transparency within the organization, equipping employees with clear guidelines on reporting unethical behavior or misconduct.	By developing a whistleblowing policy, the Group demonstrates a dedication to transparency and accountability, which in turn can enhance stakeholder confidence in its governance practices, ultimately enhancing its reputation and sustainability credentials.	Real	X	X	X	Opportunity

ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Operation Company	Downstream	
G1. Whistle-blowers Protection	The Group promotes sustainable development by fostering a culture of transparency and accountability through anonymous complaint forms available for the Group's main companies, with the aim of extending them to all subsidiaries.	Expanding whistleblowing mechanisms across subsidiaries promotes sustainable development by fostering a culture of transparency and accountability.	Implementing anonymous malfunction complaint forms across all subsidiaries enhances transparency, ethical behavior, and risk mitigation, fostering a culture of accountability and trust that can enhance stakeholder trust, reputation, and ultimately contribute to long-term value creation for the company.	Real	X	X	X	Opportunity
G1. Managing supplier relationships, including payment practices	The Group enhances supply chain sustainability, mitigates risks related to ethical and environmental issues, and creates opportunities to promote responsible business practices and stakeholder engagement through the implementation of a supplier policy that incorporates ESG criteria.	Implementing a procurement policy focused on ESG criteria enhances supply chain sustainability, mitigates risks associated with ethical and environmental concerns, and creates opportunities to promote responsible business practices and engage stakeholders.	Establishing a procurement policy with robust ESG criteria and supplier ratings aligned with the corporate strategy enhances sustainability, risk management, and stakeholder trust, fostering operational resilience.	Real	X	X		Opportunity
G1. Managing supplier relationships, including payment practices	The Group enhances the sustainability of the supply chain, where each subsidiary implements a supplier code of conduct, the lack of explicit recognition from suppliers requires the inclusion of such statements in future contracts to ensure alignment with ethical standards and promote accountability throughout the supply chain. The Group also plans to introduce ESG criteria in the evaluation of new suppliers, as stated in the Group's procurement policy.	Enhancing supplier accountability through clear communication and contractual obligations promotes ethical supply chain practices, mitigates risks of non-compliance, and reputational damage.	By requiring explicit recognition of vendors' adherence to ethical standards in contracts, Quest enhances supply chain transparency, risk management, and compliance.	Real	x	x		Opportunity

ANNEX 2

GRI / ESRS Table of Contents

GRI Standards 2021	Disclosure	Chapter in Report 2024	Omissions	Disclosures and alignment of ESRS standards (Quest Group Sustainability Report 2024)
GRI 2: General Disclosures 2021	2-1 Organizational Details	About Our Company		ESRS 1 ESRS 2
	2-2 Entities included in the organization's sustainability reporting	About the Report		ESRS 1 ESRS 2
	2-3 Reference period, frequency and contact point	About the Report		ESRS 1 ESRS 2
	2-4 Re statements of information	About the Report		ESRS 1 ESRS 2
	2-5 External assurance	About the Report		ESRS 1 ESRS 2
	2-6 Activities, value chain and other business relationships	About Our Company Business Model and Value Chain		ESRS 1 ESRS 2 (SBM 1-3)
	2-7 Employees	Our People		ESRS S1
	2-8 Workers who are not employees	Our People		ESRS S1
	2-9 Governance structure and composition	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-10 Nomination and selection of the highest governing body	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-11 Chair of the highest governing body	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1

GRI Standards 2021	Disclosure	Chapter in Report 2024	Omissions	Disclosures and alignment of ESRS standards (Quest Group Sustainability Report 2024)
GRI 2: General Disclosures 2021	2-12 Role of the highest governing body in overseeing the management of impacts	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-13 Delegation of responsibility for impact management	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-14 The role of the highest governing body for sustainability reporting	Sustainable Development Governance		ESRS 2 GOV 1-5 ESRS E1
	2-15 Conflicts of interest	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-16 Communication of critical concerns	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-17 Collective knowledge of the highest governing body	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-18 Evaluation of the performance of the highest governing body	Sustainable Development Governance		ESRS 2 GOV 1-5 ESRS E1
	2-19 Remuneration policies	Sustainable Development Governance		ESRS 2 GOV 1-5 ESRS E1
	2-20 Process to determine Remuneration	Corporate Governance/ Sustainable Development Governance		ESRS 2 GOV 1-5 ESRS E1
	2-21 Annual ratio of total compensation	Corporate governance		ESRS 2 GOV 1-5
	2-22 Statement on the Sustainable Development Strategy	Message from the Chairman and CEO Sustainable Development Strategy / ESG Goals 2025 -2030+		ESRS 2 (-SBM 1-3, MDR-P)
	2-23 Policy commitments	Our Vision and Mission Sustainable Development Strategy / ESG Goals 2025 -2030+		ESRS 2 (-SBM 1-3, MDR-P)

GRI Standards 2021	Disclosure	Chapter in Report 2024	Omissions	Disclosures and alignment of ESRS standards (Quest Group Sustainability Report 2024)
GRI 2: General Disclosures 2021	2-24 Embedding policy commitments	Corporate governance		ESRS 2 (MDR-P, GOV 1-5) ESRS - G1
	2-25 Process to remediate negative impacts	Corporate governance		ESRS 2 (MDR-P, GOV 1-5) ESRS - G1
	2-26 Mechanisms for seeking advice and raising concerns	Corporate governance		ESRS 2 (MDR-P, GOV 1-5) ESRS - G1
	2-27 Compliance with laws and regulations	Corporate governance		ESRS 2 (MDR-P, GOV 1-5) ESRS - G1
	2-28 Memberships Associations	Bodies and associations		ESRS - G1
	2-29 Approach to Stakeholder engagement	Double Materiality Assessment and Stakeholders		ESRS 2, SBM, IRO
	2-30 Collective bargaining agreements	Human Resources Development		ESRS S1
GRI 3: Material topics 2021	3-1 Process to determine material issues	Double Materiality Assessment and Stakeholders		ESRS 2, SBM, IRO
	3-2 List of material issues	Double Materiality Assessment and Stakeholders		ESRS 2, SBM, IRO
GRI 205: Anti-Corruption 2016	3-3 Management of material issues	Ethical Business Conduct, Culture, and Regulatory Compliance		ESRS G1
	205-1 - Evaluation of functions for corruption-related risks	Ethical Business Conduct, Culture, and Regulatory Compliance		ESRS G1
	205-2 - Communication and education on anti-corruption policies and procedures	Ethical Business Conduct, Culture, and Regulatory Compliance		ESRS G1
	205-3 Confirmed Corruption Incidents and Actions Taken	Ethical Business Conduct, Culture, and Regulatory Compliance		ESRS G1

GRI Standards 2021	Disclosure	Chapter in Report 2024	Omissions	Disclosures and alignment of ESRS standards (Quest Group Sustainability Report 2024)
GRI 305: Emissions 2016	3-3 Management of material issues	Climate change		ESRS E1
	305-1 Direct Greenhouse Emissions (Scope 1)	Climate change		ESRS E1
	305-2 Indirect Greenhouse Emissions (Scope 2)	Climate change		ESRS E1
	305-3 Other indirect (Scope 3) greenhouse gas emissions	Climate change		ESRS E1
	305-4 Greenhouse Gas Emission Intensity	Climate change		ESRS E1
	305-5 Reducing Greenhouse Gas Emissions	Climate change		ESRS E1
	305-6 Emissions of Ozone-Depleting Substances (ODS)	Climate change		ESRS E1
	305-7 Oxides of nitrogen (NOx), oxides of sulphur (SOx) and other important gas emissions	Climate change		ESRS E1
GRI 306: Waste 2016	3-3 Management of material issues	Circular economy		ESRS E5
	306-1 Waste Generation and Significant Waste-Related Impacts	Circular economy		ESRS E5
	306-2 Management of Significant Waste-Related Impacts	Circular economy		ESRS E5
	306-3 Waste generated	Circular economy	Waste is not recorded in its entirety.	ESRS E5
	306-4 Waste diverted from disposal	Circular economy	Only materials that are recycled and certified by recycling bodies are included.	ESRS E5
	306-5 Waste directed to waste disposal	No publication	There is no information. The largest volume is available for recycling.	(-)
GRI 403: Occupational Health and Safety 2018	3-3 Management of material issues	Health, safety and well-being of employees		ESRS S1
	403-1 Occupational Health and Safety Management System	Health, safety and well-being of employees		ESRS S1
	403-2 Hazard Identification, Risk Assessment, and Incident Investigation	Health, safety and well-being of employees		ESRS S1

GRI Standards 2021	Disclosure	Chapter in Report 2024	Omissions	Disclosures and alignment of ESRS standards (Quest Group Sustainability Report 2024)
GRI 403: Occupational Health and Safety 2018	403-3 Occupational health services	Health, safety and well-being of employees		ESRS S1
	403-4 Employee Participation, Consultation and Communication on Occupational Health and Safety Issues	Health, safety and well-being of employees		ESRS S1
	403-5 Training of workers on occupational health and safety	Health, safety and well-being of employees		ESRS S1
	403-6 Promoting Workers' Health	Health, safety and well-being of employees		ESRS S1
	403-7 Prevention and Mitigation of Occupational Health and Safety Impacts Directly Related to Business Relationships	Health, safety and well-being of employees		ESRS S1
	403-8 Employees covered by an Occupational Health and Safety System	Health, safety and well-being of employees		ESRS S1
GRI 404: Training and Education 2016	3-3 Management of material issues	Human Resources Development		ESRS S1
	404-1 Average hours of training per year and per employee	Human Resources Development		ESRS S1
	404-2 Employee Upskilling Programs and Transition Support Programs	Human Resources Development		ESRS S1
	404-3 Percentage of employees who receive regular information on their performance and career development	Human Resources Development		ESRS S1
GRI 405: Diversity and Equal Opportunity 2016	3-3 Management of material issues	Diversity and inclusion		ESRS S1
	405-1 Diversity of Government Bodies and Employees	Corporate governance Diversity and inclusion		ESRS G1 ESRS S1
	405-2 Ratio of Basic Wage and Pay of Women to Men	Diversity and inclusion	Group Disclosure	ESRS S1

GRI Standards 2021	Disclosure	Chapter in Report 2024	Omissions	Disclosures and alignment of ESRS standards (Quest Group Sustainability Report 2024)
GRI 406: Non Discrimination 2016	3-3 Management of material issues	Diversity and inclusion		ESRS S1
	406-1 Incidents of discrimination and corrective actions taken	Diversity and inclusion		ESRS S1
GRI 418: Customer Privacy 2016	3-3 Management of material issues	Personal Data Protection and Information Security		ESRS S4
	418-1 Documented Reports of Customer Privacy Breaches and Customer Data Losses	Personal Data Protection and Information Security		ESRS S4
Non -GRI Material Topic – Sustainable Supply Chain	3-3 Management of material issues	Sustainable Supply Chain		ESRS G1
Non -GRI Material Topic – Responsible Customer Service	3-3 Management of material issues	Responsible Customer Service		ESRS S4
Non -GRI Material Topic – Innovation and Sustainable products	3-3 Management of material issues	Innovation and Sustainable Products		ESRS E1



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