2023

SUSTAINABLE DEVELOPMENT REPORT

Info Quest
TECHNOLOGIES

Quest
GROUP

MESSAGE FROM THE PRESIDENT AND CEO

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MESSAGE FROM THE PRESIDENT AND CEO

[GRI 2-22]

2023 was another year full of challenges at the geopolitical, economic, environmental, social and business levels. At the same time, developments in digital technologies, the new interconnected environment, but especially Artificial Intelligence, are rapidly changing our world, creating significant expectations.

In 2023, our company exceeded its targets in terms of turnover, increased its share in IT and maintained its position in the Mobility and IoT sector, while the rise in interest rates led to slightly lower profits before taxes.

Our performance has resulted in significant distinctions during the year from the cooperating companies, with the distinction of **Xiaomi Legend Partner 2023**, awarded by Xiaomi to just 5 partners worldwide and our participation in the **Top 20 Microsoft Cloud Partners CEMA**.

The year 2023 was a milestone year for our company in terms of expansion abroad. Our new subsidiary in Romania started as a distributor of Xiaomi, while we were expanding our business in Cyprus.

In the new interconnected Internet of Things (IoT) environment, Info Quest Technologies is evolving into a value creation platform, 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. We coordinate 9 companies and expand our activity through our ecosystem in new markets, with proposals that complete the interconnected environment, with air conditioning solutions, energy management, electrical appliances and consumer electronics, but also specialised automation processes and digital transformation services for the education field.

In 2023 we made significant progress in all our ESG targets. As a result of our initiatives, we were distinguished by receiving the **Gold Medal** from **ECOVADIS** with a performance that ranks us in the Top 5% of all the companies evaluated by the organisation, as well as for our work environment, receiving the **Great Place to Work** certification, which ranks us among of the leading companies both in Greece and at European level. At the same time, we were certified in accordance with **ISO27001:2013** for Information Security, further shielding our systems.

We are proud of our achievements, which are the result of the high quality of our people and the commitment of all of us to our common vision to contribute from a leading position to the progress and prosperity of society, using the power of technology.

Dimitris Eforakopoulos
President and CEO

ESG HIGHLIGHTS 2023

CONTINUOUS DEVELOPMENT

€304.37 million Revenue

3x increase in turnover in 5 years

Value creation platform in the new interconnected world, with the development of **an ecosystem of interconnected specialised companies**

Maintaining first position in ICT product distribution and increasing shares in all activities and sectors

Successful **start of operations in Romania** via new subsidiary.

Top 20 Microsoft Cloud Partner CEMA

Achieving all the annual goals of our **ESG strategy**

SIGNIFICANT INVESTMENTS

Investments to **support expansion abroad**

Optimising the operation of the **new state-of-the-art Logistics Center**

Investments for the implementation of the new 5-year **Strategic Business Plan**

Investment in **human resources** for placement in new areas

ESG HIGHLIGHTS 2023

RESPONSIBLE BUSINESS ACTIVITY

Zero (0) incidents of breach of information security and personal data legislation

Zero (0) incidents and complaints on 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

ISO 27001:2013 certification for the Information Security System

Employee training on matters of Conduct and Ethics, Human Rights and Digital Security

RESPONSIBILITY TO OUR EMPLOYEES

414 employees

> 8,300 hours of training

33.3% of our employees are women (compared to 31.7% in 2022)

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ESG HIGHLIGHTS 2023

RESPONSIBILITY TO THE MARKET

Gold Medal from **EcoVadis** for sustainable growth strategy and responsible entrepreneurship (in the top 5% of companies internationally)

Certification for our work environment:
4th place in **Best Workplaces list of Greece**,
2nd place in **Best Workplaces in Tech Greece** and
27th place in **Best Workplaces European list.**

Creating value for suppliers and partners

Evaluation of **10 major suppliers with ESG criteria**

ENVIRONMENTAL RESPONSIBILITY

22% reduction in electricity consumption

28% reduction in direct and indirect emissions (Scope 1 and Scope 2)

41% hybrid / electric cars in the corporate fleet

First **Scope 3** measurement based on **GHG Protocol**

Device **recycling** initiatives

Note: Comparisons have been made with the year 2022

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ABOUT THE REPORT

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

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 2023 Sustainability Report is the company's 10th published annual Report. The Report was prepared «with reference to» the Global Reporting Initiative (GRI) 2021 standards, and standard AA1000AP (2018) and refers to the period 1.1.2023 – 31.12.2023. This year's Report will be published in digital and interactive format on the company's **website**, where **the 2022 Report and the reports of the previous** years are also available.
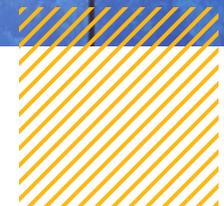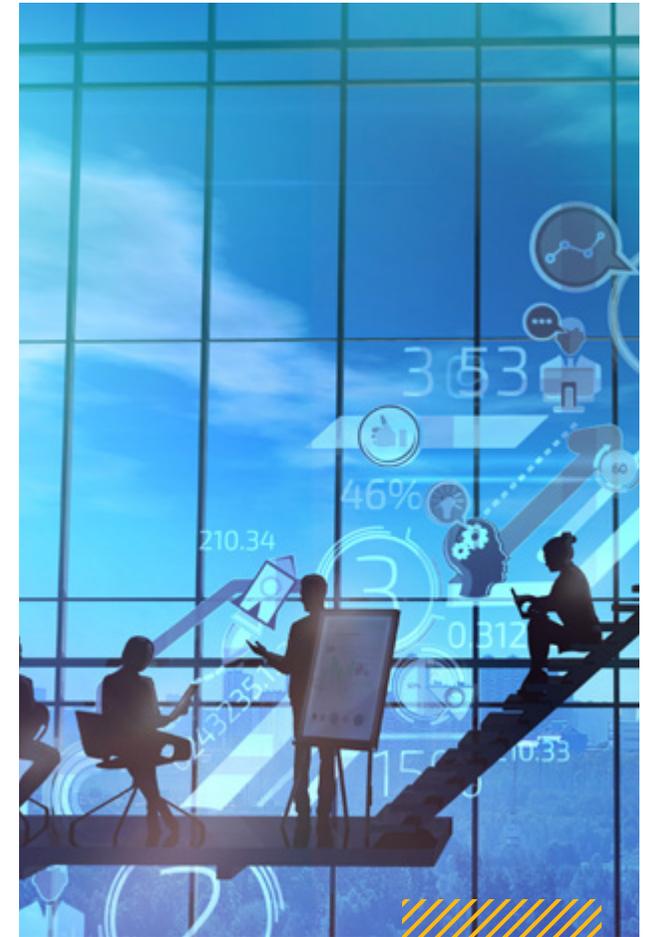
The Report presents information about Info Quest Technologies in Greece, while it is clearly indicated, where information about its subsidiary companies is mentioned.

This report of Info Quest Technologies is part of the **Quest Group's Sustainability Report 2023**, where there are the Group's 2021 General Disclosures GRI Standards (in accordance with), while at the same time it includes selected indicators of the

ESG Information Disclosure Guide 2024, issued by the Athens Stock Exchange (ATHEX). In addition, the selected GRI and ATHEX indicators of the Group's Report are subject to external verification by the independent body TÜV HELLAS (TÜV NORD) S.A., in order to confirm compliance with the above standards. In order to verify compliance with the requirements of AA1000AP (2018), the standards in the guide "AA1000 Assurance Standard" (AA1000AS v3) were followed.

The Quest Group's Sustainability Report 2023 presents the results of the ESG strategy for the entire Group and its companies, from which the goals have been integrated into the business model of our company. Next, the performance of the company is presented in terms of the substantive issues it monitors, 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.

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INFO QUEST TECHNOLOGIES

Who we are

Redefining the future.

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Info Quest Technologies

[GRI 2-1, 2-6]

Who we are

Since 1981 and for 43+ years, Info Quest Technologies has been a leader in the Greek ICT market, contributing to the modernisation and digital transformation of businesses and consumers.

Today it continues to maintain its leading position in the domestic market of digital technologies, having at the same time developed 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.

» **Is the largest distributor of Information and Communications Technology (ICT)** products and works with more than 250 leading digital technology vendors such as Microsoft, Cisco, HP, HPE, IBM, Dell, DocuSign, Red Hat, Dahua and more than 2,000 resellers, expanding systematically its Portfolio and its 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 Microsoft and DocuSign technologies.

» **Expands in e-Commerce** by supporting the development of **www.you.gr**, the online store of the Quest Group (Quest onLine company).

» **Innovates in the new environment of connected devices,** through cooperation with Xiaomi and other leading manufacturers.

» **It is active abroad through its subsidiary Info Quest Technologies Romania,** which has undertaken the distribution of Xiaomi products on the Romanian market and Info Quest Technologies Cyprus, which is active in the distribution of ICT products in Cyprus, as well as in the operation of the Xiaomi Store.

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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 representative of GREE products), G.E. Dimitriou (exclusive representative of Toyotomi air conditioners, Singer, Brandt, etc.) and FoQus (exclusive representative of POCO Smartphones). In May 2023, the ecosystem was enriched with the company EPAFOS SA, which was acquired by the Group and specialises in providing solutions and services in the field of education. Finally, the company supports the ERP platform that serves the entire Group and provides Logistics services and computer support to selected Group companies.

The headquarters of the company is located in Greece, at 2A Argyroupoleos Street, Kallithea Attica (P.C. 176 76).

IQT Platform: Value creation ecosystem in the new interconnected environment

9 companies

630 employees

3 countries

€450million

Logistics Center

In 2023 the investments in the new state-of-the-art logistics center of the company continued in Aspropyrgos, Attica (Imeros Topos Area), which started its operation in 2022 – an emblematic investment of € 5m in equipment and automation.

A project for the reconstruction of new storage areas in an adjacent space, which the company intends to use as soon as they are completed, in order to serve its increased needs, is under development.

Logistics Center
See video here

16:01 / 47:59

>> **One of the most advanced Distribution Centres in Greece**

>> **High standards of quality and safety**

>> **25,000 m² / 240,000 m³ storage space**

>> **21,000 places for pallets**

>> **Advanced technology equipment**

>> **25 loading / unloading ramps**

>> **Environmentally friendly construction and operation / Class A energy class / locations for charging electric vehicles**

>> **First Autostore automation installation in Greece (good to person automation) / 4X productivity in product collection - 50% productivity increase**

>> **€5 m in investments in equipment and automation**

+16% Logistics productivity (vs 2022)

+30% improvement in Logistics costs in relation to the target (vs Target)

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Expansion abroad

In 2023 and according to its strategic plan, the company focused on strengthening its presence abroad. The expansion was achieved both by expanding its cooperation with some of its suppliers and in the market of Cyprus and Malta (Cisco, UNIFY, HPE, DAHUA, Samsung, EcoFlow) and by strengthening its two subsidiaries.

Info Quest TECHNOLOGIES — Romania

Provided the outstanding performance in the Greek market and the added value given to cooperation, in 2022 Xiaomi assigned Info Quest Technologies to officially distribute its products in Romania. 2023 was the first year of operation of the 100% subsidiary Info Quest Technologies Romania. The company managed to enter the market and word partner with the most important Retail organisations and operators. As a result, it managed to increase the market shares of Xiaomi products in the main categories, close a positive financial year (> 32M €) and lay the foundations for significant growth in the coming years.

Info Quest TECHNOLOGIES — Cyprus

An important development for the 100% subsidiary Info Quest Technologies Cyprus was the undertaking within the year of the distribution of Dell products for the Cypriot market, which was accompanied by the creation of a local warehouse and Service, creating very positive prospects for the future. The very good course of Xiaomi Store in Cyprus continued during the year.

Our vision and mission

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 well-being 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 purpose is to connect people with technology to help them achieve their goals.

Membership associations

[GRI 2-28]

ACCI-EBEA
(Athens Chamber of Commerce & Industry)

EASE-ACEO
(Association of Chief Executive Officers)

YOUR DIRECTORS CLUB

The company is also an indirect participant in the associations and organisations in which the parent company of the Group is a member on behalf of all subsidiaries, receiving knowledge, experience and guidance.

For more information see the Quest Group **2023 Sustainability Report**

2023 Awards and Distinctions for our services

>> **Xiaomi: Legend Partner** 2023

>> **Microsoft:** Top 20 Cloud Partners CEMA (109 countries)

>> **HP:** Distributor Hardware of the Year 2023

>> **Lenovo: IDG Distributor** FY23/24

>> **Microsoft:** Low Code Application Development Award to Team Candi

>> **Greek ICT Forum:** Honorable mention to the President and CEO Mr. Dimitris Eforakopoulos for his contribution to the development of the IT market

>> **Greek ICT Forum: ICT Jubilee Award** to Info Quest Technologies for its market progress

>> **FORTUNE** – MOST ADMIRED COMPANIES 2023 / #19

>> **Direction** – protagonists of the Greek Economy

>> **ICAP CRIF:** True Leaders

>> **BITE Awards 2023: Gold Award** for the Investment in a new "green" and state-of-the-art logistics center in Aspropyrgos

>> **Cloud Awards 2023: Silver Award** for the solution SAP ERP Expansions using Microsoft Low Code technology

>> **Cloud Awards 2023: Bronze Award**, for the solution Implementation of an integrated data driven CRM, Loyalty and CX solution at You.gr

>> **Cloud Awards 2023: Bronze Award**, for the Disaster Recovery SAP on Azure solution

>> **Green Brand Awards 2023: Gold Award** for the Xiaomi Electric Scooter 4 Pro

>> **Green Brand Awards 2023: Gold Award** for the solution "EcoFlow: Green energy stations for domestic and professional use

>> **Green Brand Awards 2023: Silver Award** for the solution "CandiSign: Integrated solution of corporate digital signatures contributing to innovation and sustainability"

>> **Boussias Supply Chain Awards: Gold Award** in the category "Automation and Industry 4.0 in the supply chain" for the proposal "Info Quest Technologies – Mantis | Production of x4 collection with Mantis WMS LVS and orchestration of the Autostore / Robotics and intelligent automation systems in warehouses"

>> **Boussias Supply Chain Awards: Platinum Award**, the highest award in the category "Best Logistics Practices in Industry / Retail" – "Info Quest Technologies – Mantis | Production of x4 collection with Mantis WMS LVS and Autostore robotic system orchestration ".

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Awards and Distinctions 2023 for Sustainable Development

- **EcoVadis Gold Medal** 2023
- **Best Workplaces (5/2023):** 4th place (large companies) for our work environment (Great Place to Work organization)
- **Best Workplaces in Tech Hellas** – 2nd place among Greek Technology Companies
- **Best Workplaces Europe** - 27/50 place in medium-sized European Companies
- **ICT Plus** / Recognition of our performance in Sustainability
- **ESG Transparency Index / Diamond:** ESG Transparency Recognition (Forbes Magazine with the support of EVs and Net Analytics)
- **BITE Award 2023 / Gold Award** for ESG Strategy and commitment to 10 goals

EcoVadis GOLD Medal

In September 2023 Info Quest Technologies received the **Gold Medal** 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** (Distribution of Digital Technology and Software Products), which is evaluated internationally by the organisation and in the **Top 5% of all companies rated by the organisation**.

The EcoVadis organisation is considered a leader in the evaluation of Sustainable Development performance. It evaluates more than 130,000 companies in 175+ countries, in 200+ industries, examining the policies they adopt, the practices they implement and their results, based on 21 criteria in 4 areas: the Environment, Labour Practices and Human Rights, Corporate Ethics and Sustainable Procurement. Info Quest Technologies achieved high performance in all 4 areas, as a result of its commitment and the holistic approach with which it integrates Sustainable Development issues into its business strategy.

- 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 issues

Our company has received important recognition for its performance.

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Certifications 2023

More than 136 Certifications

Info Quest Technologies

Technologies:
Cloud, Security, Modern Workplace, Networking Collaboration. Azure, Checkpoint

Vendors:
Microsoft, IBM, Dell, Acronis, Red Hat, DocuSign, Unify, Checkpoint

Team Candi

Technologies:
Microsoft Cloud, Azure, Modern Workplace, Low Code, Power Platform, Security, DocuSign Consultants, DocuSign Integrations

Service Center Technician Certifications

83 Certifications

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[GRI 2-29, 3-1, 3-2]

Info Quest TECHNOLOGIES

Stakeholder Engagement and Material Topics

Info Quest Technologies has identified the environmental, social and corporate governance issues it recognizes as having the greatest impact on its operation and the greatest level of impact on stakeholders in its value chain. The process of materiality analysis, conducted every two to three years, plays a key role in shaping our strategic priorities, as well as in identifying the risks and opportunities that arise.

In the context of the drafting of the Sustainable Development Report based on international GRI Standards and taking into account the relevant principle of materiality, completeness, participation of stakeholders and the sustainability framework, we conducted in 2022 materiality analysis to identify and prioritise material issues. For more information refer to the company's **Sustainable Development Report 2021**, in the relevant Chapter.

In 2023, through internal stakeholder engagement, benchmarking of companies of our industry, as well as an impact materiality assessment, the material topics to be included in the 2023 Report were reviewed. No significant changes occurred in the material topics of the year 2022.

The 8 material topics highlighted during the study and reviewed in 2023, in addition to the 10 overall goals set out in the ESG Group Strategy 2022 – 2025+, constitute the benchmark for the company.

1. **Ensuring the health, safety and well-being of our people**
2. **Compliance with regulatory principles**
3. **Providing education (certifications) and employee development**
4. **Protection of critical information systems and ensuring operational continuity**
5. **Ensuring business ethics and combating corruption**
6. **Protection of Personal Data and Customer Privacy**
7. **Equality, Diversity & Inclusion**
8. **Supporting digital transformation and modernization through the provision of innovative products and services**

In 2024 the Group will proceed, in collaboration with an external partner, in a Double Materiality assessment, in the context of the preparation for the agreement on the requirements of the EU Corporate Sustainability Reporting Directive (CSRD), with the aim of highlighting the material topics that will be published in the Group's non-financial statements for the year 2024 in line with the new European Sustainability Reporting Standards (ESRS). In the context of this study, the new material topics for our company will be highlighted. At the same time, in 2024, the Group will update its ESG strategy and targeting, in line with the results of the Double Materiality study.

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SUSTAINABLE DEVELOPMENT STRATEGY

[GRI 2-6, 2-22]

Info Quest Technologies, as an important subsidiary of Quest Holdings, participates in the implementation of the long-term Sustainable Development Strategy of the Quest Group and has committed itself to the goals that are related to its activity, contributing to the achievement of the goals of the Group.

Info Quest
T E C H N O L O G I E S

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ESG 2022-2025+ strategy and goals

The Group's ESG (Environment- Social- Governance) strategy was based on 4 ESG pillars and is supported by 10 short-term and long-term goals related to the Environment, Society, Corporate Governance and Sustainable Products.

The long-term ESG goals have the year 2025+ (2030/2050 for the environmental goals), as a timeframe for implementation. The allocation of goals per year has been completed, so that there

can be systematic monitoring and improvement actions, where necessary.

Quest Group's **<IR>** Business Model for **Sustainable Development is implemented by** all its subsidiaries and presented in the **Quest Group's Sustainable Development Report for the year 2022.**

It is noted that the company unequivocally adheres to the relevant policies, such as the **Sustainable Development Policy of the Group** and

works closely with the ESG Manager of the Group, receiving direction and guidance.

In detail, the goals of the ESG Strategy and the performance of the Group in 2023 as well as the goals for the year 2024 are presented in the Group's 2023 Sustainable Development Report **here.**

Below follow the goals of Info Quest Technologies that result from the ESG strategy for the year 2023.

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The Environment

ESG GOALS	GOALS FOR 2023 INFO QUEST TECHNOLOGIES	PERFORMANCE FOR 2023 INFO QUEST TECHNOLOGIES	PROGRESS 2023	GOALS 2024 INFO QUEST TECHNOLOGIES
1. Reduce absolute emissions of Scope 1, 2 by 40% by 2030 and reach climate neutrality by 2050 [1]	Increase in the percentage of company vehicle fleet with hybrid/ electric models to >23% (achieved 2022)	Achieved 100% 41% electric/hybrid cars	🟢	>41% electric/hybrid cars
	Increase in "green" energy supply percentage >9% (Group goal)	28% [3]	🟢	Increase in "green" energy supply percentage at >13%
	Reduction of absolute Scope 1, 2 emissions from 2022 and 40% by 2030. Carbon Footprint Measurement based on the GHG Protocol (Scope 1, 2)	0.8% reduction of Scope 1 (vs 2022) 35% reduction of Scope 2 (vs 2022) 28% reduction of Scope 1 & 2 (vs 2022) 16% reduction in energy intensity (kt CO_2 / m² / mil €) (vs 2022) Completed Carbon Footprint measurement based on GHG Protocol (Scope 1, 2 & 3) with ISO 140064 measurement certification for 2023	🟢	Reduction of absolute Scope 1, 2 emissions from 2023 and energy intensity Measurement of carbon footprint based on GHG Protocol (Scope 1, 2) with ISO 140064 measurement certification for 2024
2. Promoting the circular economy and eliminating the waste that can be eliminated by 2025	Strengthening Circular Economy Services	Achieved 100%	🟢	Strengthening Circular Economy Services
	Inventory of single-use plastics used in the supply chain	Achieved 100%	🟢	
	Digitization of more processes (service, financial services)	Achieved 100%	🟢	Digitization of the supplier control and creation procedure. Launch of HR, Service and Financial Services procedures digitization projects

🟢 Goal achieved   🟡 Goal in progress   🔴 Goal not achieved

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Our People

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3. Maintenance of LTIFR Health and Safety Indicators below 2.3 and TRIR below 1.2 until 2030 LTIFR: Accident Frequency Indicator (Lost Time Frequency Rate) TRIR: Recordable accidents indicator: Total Recordable Incident Rate	LTIFR < 2,3 TRIR < 1,2	LTIF = 0 TRIR = 0	🟢	Retention of LTIFR Health and Safety Indicators below 2.3 and TRIR below 1.2
				Acquisition of ISO 45001:2018
4. 10% increase in training hours per employee by 2025 (base year 2021)	5% increase in 2022–2023	Achieve 2-year goal 7.5% increase from 2021 (goal of 5%)	🟢	7.5% increase over the three years 2022–2024
5. Creating a culture of inclusion, diversity and equality in order to empower our people by 2025.	Drafting of a Report for the calculation of the equality of remuneration (Group Level)	Completion of a Pay Gap Study with an external consultant (Group Level)	🟢	Action plan to address any pay discrimination by 2025 (Group Level)
	Establishment of programs on inclusion and diversity issues.	"Leading with Inclusion" and Trainings DEI Research on Group Women (Group Level)	🟢	Implementation of DEI ("Better Together") program
	Adoption of the provisions of Women's Empowerment Principles, "Equality Means Business" of the UN.	The Group became a UN WEPs signatory	🟢	Implementation of the Women's Empowerment Action Program (Better Together)

🟢 Goal achieved   🟡 Goal in progress   🔴 Goal not achieved

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Responsible Business

ESG GOALS	GOALS FOR 2023 INFO QUEST TECHNOLOGIES	PERFORMANCE FOR 2023 INFO QUEST TECHNOLOGIES	PROGRESS 2023	GOALS 2024 INFO QUEST TECHNOLOGIES
6. Best possible effort to maintain zero data breach incidents by 2025.	Information security training. Primary system vulnerability tests.	Mandatory Cybersecurity training for all employees.	🟢	Continue the cybersecurity/ phishing trainings.
	Preparing for the acquisition of ISO 27001:2013	Acquisition of ISO 27001:2013	🟢	Retention of Certificate
	Maintain zero data breach incidents until 2025.	Zero incidents of breach of confidentiality, integrity and availability of systems and information whose consequences were of high/very high severity.	🟢	Maintain zero data breach incidents until 2025.
7. Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG goals by 2025.	Linking ESG goals to variable remuneration of 2023 (environment, diversity, suppliers).	Linking ESG goals to variable remuneration of 2023 (environment, diversity, suppliers).	🟢	Linking ESG goals to variable remuneration of 2024 (environment, diversity, suppliers).
8. Assessment of suppliers based on ESG criteria by 2025[2].	Developing a methodology for assessing the ESG maturity of the main suppliers and revision of the Procurement Policy (Group Level)	Assessment with ESG criteria of our top ten suppliers through an online questionnaire	🟢	Evaluation extension every 2 years.
				Supply Chain Training on ESG issues (e.g. ESVE)

🟢 Goal achieved   🟡 Goal in progress   🔴 Goal not achieved

Sustainable Products

ESG GOALS	GOALS FOR 2023 INFO QUEST TECHNOLOGIES	PERFORMANCE FOR 2023 INFO QUEST TECHNOLOGIES	PROGRESS 2023	GOALS 2024 INFO QUEST TECHNOLOGIES
9. More than 6% of the revenue should come from sustainable products and services by 2025.	More than 6% of revenue should come from sustainable products	9,1%	🟢	More than 6% of revenue should come from sustainable products (based on ICMA Protocol)
10. 50% increase in installed MW green energy by 2025.	Implementation only to the Group's Company, Quest Energy	Implementation only to the Group's Company, Quest Energy		

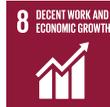🟢 Goal achieved   🟡 Goal in progress   🔴 Goal not achieved

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

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

3 DAPEEP – for the year 2023 the percentage contribution of the gratuitously allocated Guarantees of Origin to the final consumption represented by each Supplier is 28%.

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[GRI 2-6, 2-22]

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8 DECENT WORK AND ECONOMIC GROWTH

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Economic performance

In 2023, Info Quest Technologies exceeded its targets for its turnover despite the unfavorable environment for society, the market and the economy, while the rise in interest rates and the continuing international challenges led to slightly lower profits before taxes. The company increased its shares in IT and maintained its market share and position in the Mobility and IoT sector. More specifically, in 2023 the company presented sales of € 304.4m. decreased by -14.9% (vs 2022), in a declining market. It is noted that the results of the two years are not comparable, since in 2022 the company operated as a sub-distributor of the company G.E. Dimitriou (GED) and included sales and profits from this activity, while since 2023 GED has been operating as an autonomous company. EBITDA increased by 6.8% compared to the same period last year and amounted to € 10.3m. The financial burden was significant (Financial and depreciation), which amounted to € 1.74m. in addition to 2022, due to the increase in lending rates, support for new activities and investments and EBT decreased by 20.9% to € 4.1m. in 2023 compared to € 5.2m. in 2022 as a result of the above charges and investments.

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

Net Borrowing and Leverage Ratio (€ x 1000)			
	2021	**2022**	**2023**
Total loan liabilities	26,749	40,713	34,213
Liabilities from leases	5,065	12,148	12,732
Less: Net cash and cash equivalents	(10,323)	(36,311)	(20,250)
Net amount of borrowing / (cash and cash equivalents)	16,426	4,402	13,963
Total equity	29,500	30,911	32,075
Total capital employed	45,926	35,313	46,038
Leverage factor	35.55%	12.47%	30.33%

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The direct economic value generated and distributed by Info Quest Technologies in the last three years is shown in the table below:

Direct economic value generated and distributed (€ x 1000)[1]				
		2021	**2022**	**2023**
Economic value produced	Revenue[2]	334,857	365,127 [7]	314,890
Economic value distributed	Operating costs [3]	314,048	347,9217 [7]	294,202
	Employees' salaries and allowances [4]	13,703	15,442	14,789
	Payments to funding bodies	1,653	2,043	9,646
	Payments to government bodies [5]	0	3,1277 [7]	411
	Social investments [6]	45	790 [6]	53

Notes:

[1] The amounts have been calculated in accordance with the disclosure requirements of GRI 201-1.

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

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

[4] It is not included in the operating costs.

[5] It does not include Value Added Tax (VAT), withholding taxes and Uniform Property Ownership Tax (ENFIA).

[6] It includes donations and sponsorships and an extraordinary employee allowance of €739,468 in 2022. The allowance is included in Employee Wages and Benefits.

[7] There has been a correction in the amounts that were erroneously reported incorrectly in the 2022 Report.

The Social Contribution of the company in commercial value of products, services, as well as in financial contribution for 2023 amounted to **€ 58,325**. It is noted that the corresponding amount in 2022 was **€ 790,238 and included an extraordinary employee allowance** of € 739,468 and € 50,944 **other social contribution**.

The total payment of taxes and contributions by Info Quest Technologies is shown in the table below:

Payment of Taxes and Contributions (€ x 1000)			
	2021	**2022**	**2023**
VAT payment	184	16	7,984
Payment of insurance contributions	3,181	3,883	3,945
Payroll tax payment	1,117	1,587	1,609
Payment of other taxes	1,098	3,240	2,033
Total	**5,580**	**8,726**	**15,572**

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

Our performance for 2023 and our goals for 2024 regarding all material topics are presented together in the chapter **Future Goals and Performance**.

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[GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-18]

Info Quest TECHNOLOGIES

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Corporate Governance

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

Our **Principles, Values** and **Policies** are posted on the Quest Group website.

The Info Quest Technologies Board of Directors is as follows (Dec. 2023):

Dimitrios Eforakopoulos, President and CEO	**Apostolos Georgantzis** Member
Eftychia Koutsoureli, Vice-Chairwoman	**Theodoros Fessas** Member
Theodoros Fragos, Deputy CEO & COO, Member	**Markos Bitsakos** Member

Our Organization chart is available on our website. The only change from the previous year is the placement of Mr. Fragos in the position of Deputy CEO.

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Management of Sustainable Development issues

The Sustainable Development Team of the company, which is reporting to the Managing Director, manages the Sustainable Development and Corporate Social Responsibility issues. The Team operates on the basis of the strategic guidelines of the Group's **Sustainable Development Policy** and the coordination of the Quest Group Sustainable Development Committee and the Group ESG Department.

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. Implements valuation and management procedures in accordance with the guidelines of ISO 31000 Risk Management and COSO Enterprise Risk Management (ERM) Integrated Framework. In 2023, quarterly and annual reviews of the company's risks were carried out, which – in their vast majority – are controlled by relevant policies / procedures and are limited 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 significant subsidiaries. As part of the implementation of this system in our company, a regulatory compliance officer has been appointed who, in cooperation with the corresponding executives of the Group, monitors the issues that he is responsible for. Complete documentation and management of the above issues is maintained, while a complaint management / non-compliance procedure (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 derogation the new Group Policies and the revised **Code of Conduct and Ethics** of the Quest Group.

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Ethical business behaviour, culture and regulatory compliance

MATERIAL TOPIC:
- **Compliance with regulatory authorities**
- **Ensuring business ethics and combating corruption**

[GRI 2-9, 2-12, 2-13, 2-14, 2-15, 2-23, 2-25, 2-26, 2-27, 3-3, 205-3, 206-1, 419-1]

TOP 4% of our industry in matters of Ethics

At Info Quest Technologies we apply the philosophy of zero tolerance to any deviation from non-compliance with applicable legislation or any deviation from unethical practices.

Human resources are a driving force in our efforts. We systematically inform employees and every new employee who joins our company about the principles and values of the company, about the **Code of Conduct and Ethics**, which was renewed in 2023, as well as more broadly on issues of business ethics and regulatory compliance. Our Policies and Procedures are easily accessible on the company Intranet, while the Quality Department systematically informs of any changes or additions.

Also, 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.

» The company adopted the Group Policy against Corruption, Fraud and Bribery, which was notified to all employees, as well as the Reporting-Complaints Management Policy.

» In 2023, the Customer Credit Control procedure was also amended in order to have control of customers on international databases (official sanctions lists). At the same time, the Consolidated Screening List (CSL) is checked both during the initial review / evaluation and periodically every three months.

Updated Unlawful Behaviour Reporting Mechanism

[GRI 2-25, 2-26]

The Company applies the updated **Whistleblowing Incident Reporting 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 Violation of the Code of Conduct and Ethics

Reports and complaints shall be submitted as follows:

» By e-mail to **milisemas@info.quest.gr**

» By post to the address of the company, to the attention of the regulatory compliance officer.

» Electronically, through the **special form** on the company website.

The Regulatory Compliance Officer is constantly at the disposal of employees and provides advisory support regarding actual or potential incidents/ breaches. Complaints may be made by a named person or anonymously. However, it is encouraged to submit complaints by name as they facilitate the conduct of the necessary investigation and take the necessary measures to effectively manage non-compliance incidents.

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Information, training & awareness campaign

Our employees attend all the trainings and seminars indicated by the Group (such as training on issues of unfair competition, fraud, cybersecurity, combating stereotypes, identification of incidents of violence and harassment in the work environment, etc.), raising the level of understanding and alertness to critical issues of governance.

Particular emphasis was placed on informing about the new policies and procedures of the Group, created in 2023, such as the Anti-Corruption and Bribery Policy, the Whistle-blowing policy, or the updated policies on Sustainable Development, Environmental Management, Human Rights and Diversity, Equality and Inclusion. Also in 2023, a new electronic information campaign was carried out on 100% of the employees of the company regarding the updated Code of Conduct and Ethics of the Group, which is posted on the website of the company and the Group. For more information on Quest Group's Policies, please refer to the website and the field **Compliance Policies**.

» During 2023 there was an **awareness campaign** and training on the principles of the Code of Conduct and Ethics of the Group. The campaign reached out to **all of the company's employees**, while **146 employees** completed the training.

» Training was also conducted in the commercial department on Competition Law.

Zero incidents

In the year 2023, there was no incident or complaint about which the Management of the Company or the Group was informed, regarding 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 a social and environmental context.

Our performance for 2023 and our goals for 2024 regarding all material topics are presented together in the last chapter of the Report: **Future Goals and Performance**.

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Protection of customer privacy and data

MATERIAL TOPICS:

- Protection of personal data and customer privacy
- Protection of critical information systems and ensuring operational continuity

[GRI 3-3, 418-1]

Protection of Personal Data and Information Security

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

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

The company fully complies with the relevant legislation and implements a special compliance program that is constantly upgraded and updated to the personal data protection requirements, given the operation of online stores and technical service.

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

In 2023 the company was certified according to ISO 27001:2013, further strengthening its Information Security System.

Our performance for 2023 and our goals for 2024 regarding all material topics are presented together in the chapter **Future Goals and Performance.**

OUR PEOPLE

[GRI 3-3, 401-1]

Our people are the most important asset of our company. Our long-term goal is to create a modern and rewarding working environment, where every employee creates, evolves and thrives.
Our non-negotiable principle is to offer equal opportunities, creating an environment of inclusion, growth, security, transparency and meritocracy.

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At Info Quest Technologies, we share common values, have a passion for technology and pursue excellence, based on the principles of Sustainable Development.

We are committed that our company will always be a great organization for someone to work and prosper, a professional home that offers prospects, motivation, satisfaction and pride to every employee who wants to create value through technology

Dimitris Eforakopoulos
President and CEO

Management and Policies for the employees

Our company unequivocally applies 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 human resource management framework.

In 2023 we adopted the new Work / Remote Working Policy of the Group, which sets the framework for flexible work in our company, further contributing to the well-being of our employees.

We implement a position evaluation system and

have linked the positions with salary scales and benefits according to the remuneration and practices data obtained from market surveys. On an annual basis, after the evaluation process, the grading / seniority of the employees is reviewed through predetermined criteria.

Employee data (December 2023)

Employees	Men	Women	Recruitments	Departures
414	276	138 33% (vs 31.7%)	86 (85 new hires and 1 transfer from a Group company) 39% women	85 (58 voluntary departures, 15 transfers to other Group companies and 12 non-voluntary departures)
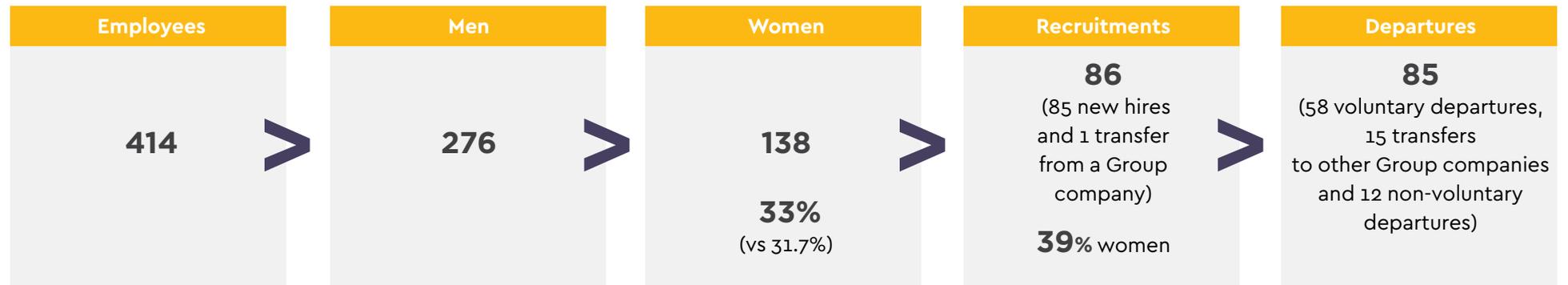
Certifications for our work environment

4th place

Best Workplaces GR (>250 people)

2nd place

Tech Best Workplaces GR

Best Workplaces 2023 GR Certification

Following the company's certification in December 2022 as Great Place to Work®, based on the methodology for assessing the work environment by Great Place to Work®, (Certified by Great Place to Work®), in May 2023 Info Quest Technologies was included for the first time in its history in the "Best Workplaces" list, announced by Great Place to Work®, occupying a particularly high **4th place** in the category of large (> 250 staff) businesses. The inclusion in the Best Workplaces™ list is the highest distinction for a company that has obtained the Great Place to Work® Certification and ranks it among the elite of companies in our country, regarding its excellent working environment. During the evaluation, both the results of the employee survey and the policies and practices of the company are taken into account, as reflected in an extensive report (Culture Audit©) that is evaluated with a specific methodology by the Great Place to Work® Hellas Organization, with the academic support of ALBA Graduate Business School, The American College of Greece.

As part of the same assessment, our company was ranked **2nd in the list Best Workplaces in Tech 2023**.

27ᵗʰ place / 50 Best

Medium Workplaces EU

Best Workplaces 2023 EUROPE Certification

In 2023 our company was included for the first time in the **European Best Workplaces™ 2023** list, which includes the 150 best European companies in terms of their work environment. The list consisted of 25 multinationals, 25 small companies with 10–49 employees, 50 medium-sized companies with 50–499 employees and 50 large companies with more than 500 employees, which stood out from the 3,350 companies that participated in the institution.

Info Quest Technologies is among the **50 medium-sized enterprises, ranking 27th**.

Our distinction as one of the best workplaces in Europe makes us very proud. Of particular value to us is the fact that the distinction is mainly due to the opinion of our colleagues on how they feel about the company and our working environment.

Dimitris Eforakopoulos

President and CEO

Employee Satisfaction Survey 2023

The employee satisfaction survey is conducted every two years and measures the satisfaction of our employees in 9 dimensions. In 2023 the overall satisfaction **rate increased by 3%**, further improving the high levels of satisfaction of our employees. A higher satisfaction rate was recorded in the dimensions Occupational Safety (91%) and Job Satisfaction (89%). The lower satisfaction rate was recorded in the Remuneration – Benefits (31%) and Education – Development (64%) dimensions. The company studies the results and develops an action plan.

Diversity and Inclusion

MATERIAL TOPIC: Equity, Diversity & Inclusion

[GRI 3-3, 405-1, 406]

GOLD 2023 ecovadis Sustainability Rating

TOP 2% of our industry in topics 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 of all is fully supported. Women's professional development is encouraged and equal opportunities are provided in terms of pay and promotion.

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 trainings were conducted for their implementation throughout the company.

As a subsidiary of Quest Holdings, which has signed the UN Global Compact (UNGC), we are committed to adhering to its **10 principles** on human rights, employment, the environment and the fight against

United Nations Global Compact

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

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In support of
WOMEN'S EMPOWERMENT PRINCIPLES
Established by UN Women and the UN Global Compact Office

EQUALITY MEANS BUSINESS

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

Within the year in our company, in the context of a Group project, the **Pay Gap Study** was completed and a timetable was set for the preparation of a plan for addressing any non-positive findings, while the training of the Management on "**Leading with Inclusion**" was completed with a focus in matters of leading with inclusion.

Our female employees participated in the first **Women's Empowerment Survey**, which took place in the Group, through which female employees were given the opportunity to develop their expectations and concerns, as well as to record possible obstacles to their professional development. The results of the survey were posted on the Group's intranet, while the complex program of actions under the name "**Better Together**", which includes group mentoring, learning paths, inspiration talks and skills development and wellbeing actions, which will start in 2024, is expected with great anticipation.

"
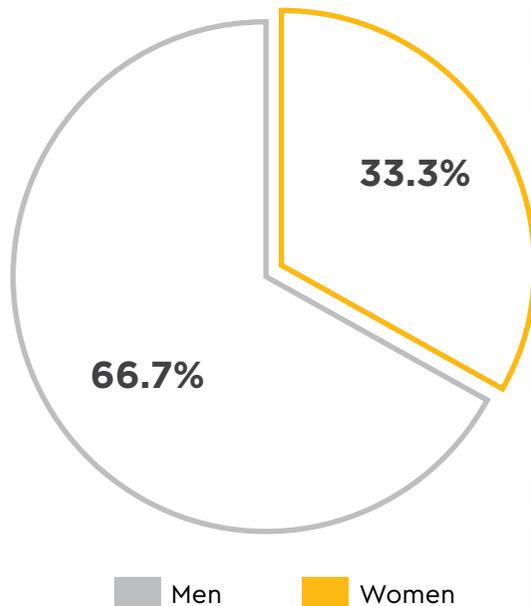We are committed to protecting and promoting the defence of human rights within our sphere of influence.

UN WOMEN

Further information on the Better Together program is available in the **Sustainable Development Report of the Group**.

Working Women

Info Quest Technologies employs a total of **414 employees,** of which 100% have a contract of indefinite duration. 33.3% (vs 31.7% in 2022) of our human resources consists of women (138 vs 131), while working women in management positions hold 19% (December 2023 data).

Human Resources ratio by gender 2023

33.3%

66.7%

☐ Men   ☐ Women

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In 2023 our workforce remained stable (414 employees vs 413). The mobility of staff amounted to **14.10%** compared to 10.17% in the previous year. This difference is due to the general mobility that occurred in our industry in the current period. In 2023, we hired a total of 85 employees, 33 of whom were women (39%), while we covered one (1) position with the transfer of a colleague from another company of the Group. At the same time there were 85 departures, 58 of which were voluntary, 15 colleagues moved to other companies of the Group, while 12 left involuntarily (end of contract, loss due to death, terminations).

In more detail, the total recruitments and departures by region and age are shown in the table below:

	Region	Age	2022	2023
Total new hires (85)	Attica	<30 years old	50	48
	Attica	>30 and <50 years old	44	33
	Attica	>50 years old	4	4
	Province	<30 years old	2	0
	Province	>30 and <50 years old	0	0
	Province	>50 years old	0	0
Total voluntary departures (58)	Attica	>50 years old	24	26
	Attica	<30 years old	33	32
	Attica	>30 and <50 years old	5	0
	Province	>50 years old	0	0
	Province	<30 years old	0	0
	Province	>30 and <50 years old	0	0

For more information on human resources of Info Quest Technologies see Appendix 1 in the Quest Group's **Sustainable Development** 2023 report.
Our performance for 2023 and our goals for 2024 regarding all material topics are presented together in the chapter **Future Goals and Performance**.

# Employee Training and Development

MATERIAL TOPIC: Providing education (certifications) and employee development

[GRI 3-3, 404-1]

The development and continuous training of employees is at the heart of our operation. The training and development objectives include:

• Development of leadership skills

• Technical and vocational training

• Specialized training and certification programs based on recognized needs

• Specialized program for High Potential (talents) employees

In 2023, we invested **€ 58,751** compared to **€ 80,265** in the previous year for training programs, in which **88% of employees** took part. We implemented online learning programs extensively, and offered our staff 168 (vs 131 in 2022) online education licenses with access to hundreds of programs through the LinkedIn Learning & Udemy website. The total man-hours of training amounted to **8,347** with an average of **20.16 man-hours of training per employee**.
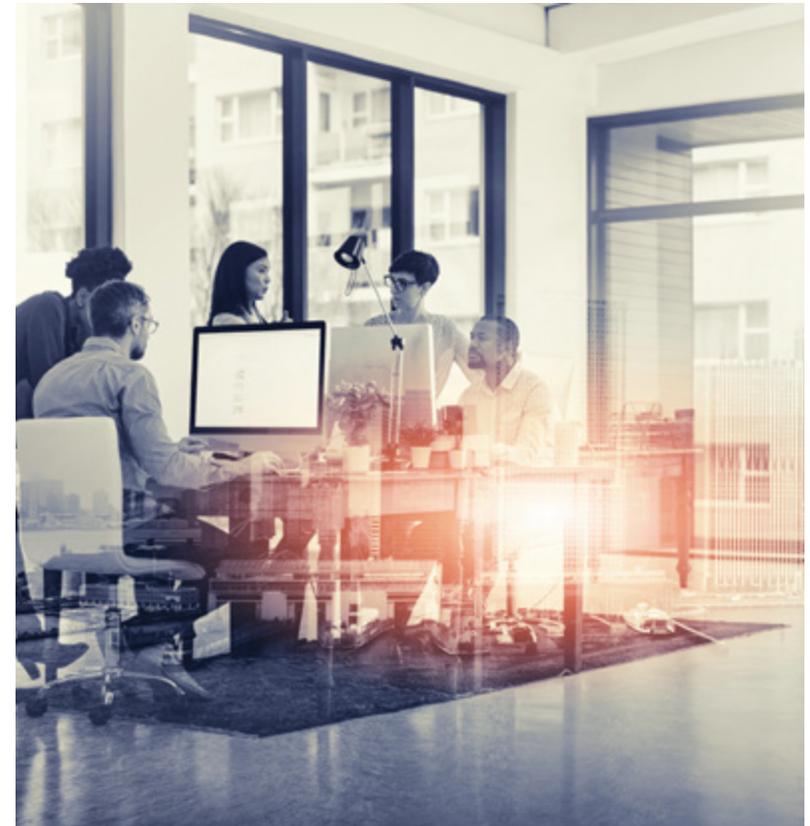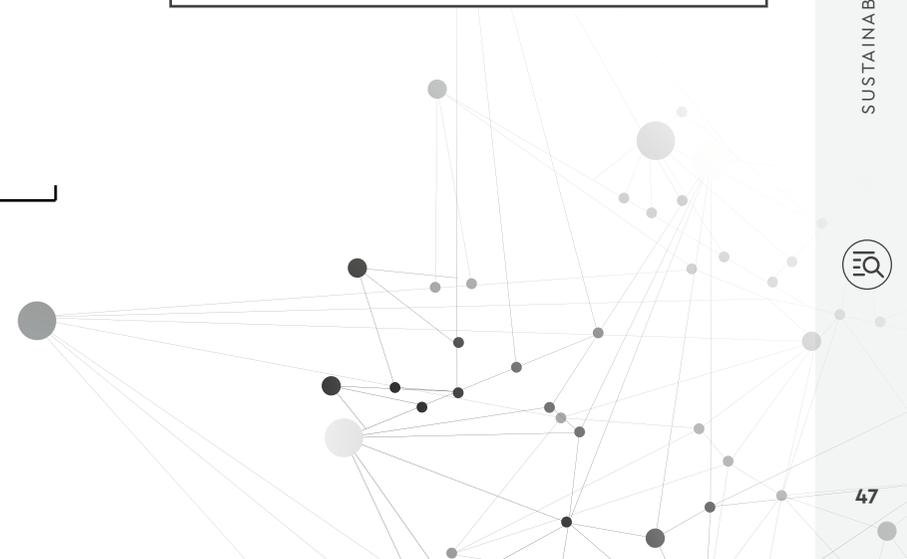
Employee training

	2020	2021	2022	2023
Total man-hours of training	6,588	6,749	8,368	8,347
Average man-hours of training per employee	20	18.76	20.26	20.16
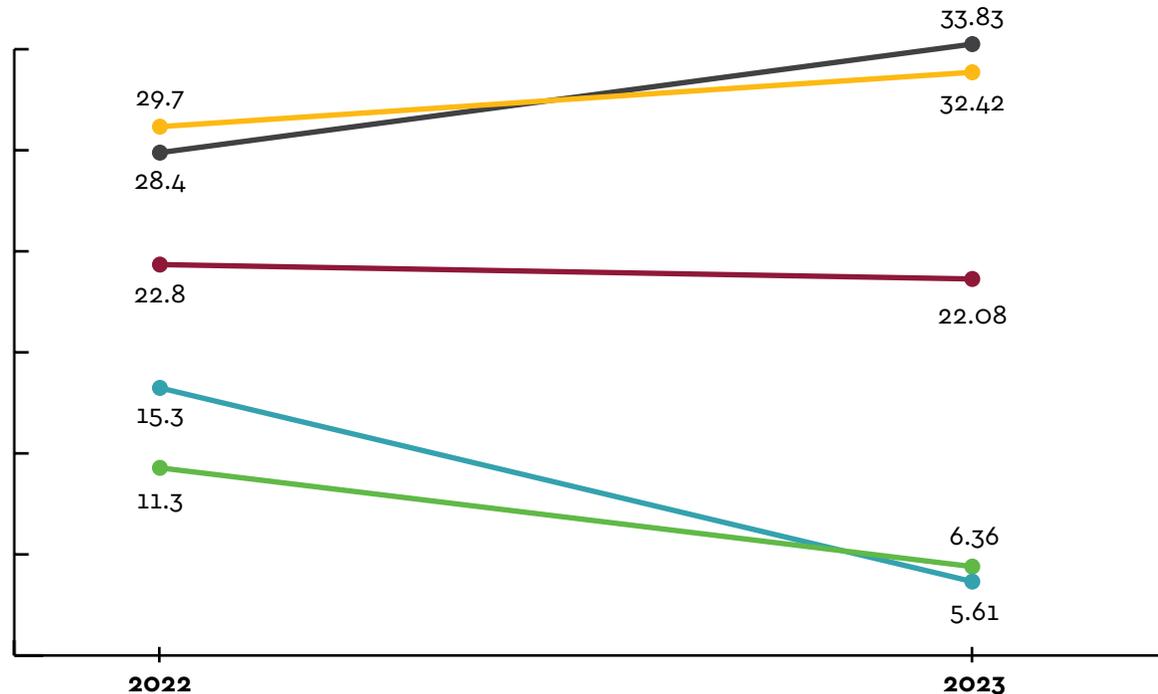
20.16 hours average training per employee

Management

Commercial Department

Supporting Services

Technical department

Operation Department

Management: 29.7 (2022) → 32.42 (2023)
Commercial Department: 28.4 (2022) → 33.83 (2023)
Supporting Services: 22.8 (2022) → 22.08 (2023)
Technical department: 15.3 (2022) → 5.61 (2023)
Operation Department: 11.3 (2022) → 6.36 (2023)

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In the context of the continuous development and training of our staff, the following are systematically carried out:

Quest Mini MBA: 10 of our employees participate in the recent round of Quest Mini MBA organized by the Group (completion Q1/2023)

Talent Development Program: 33 of our employees participated in the Talent Development Program completed in Q1/2023.

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

Digital & Soft Skills: We implement an extensive program of digital skills, technical trainings, certifications and soft skills trainings

Corporate Governance & Compliance Training: During the year, trainings were held around the new policies, information security, personal data protection, ESG issues, compliance, governance, violence and harassment, etc., which support the empowerment of employees but also the protection of the Organization.

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 utilize the Group's specialized platform for the management of all parameters related to human resources issues, such as licenses, evaluations, trainings, etc.

"I stand out" initiative: A process to strengthen the corporate culture, where employees can participate and recommend colleagues who they believe deserve to be distinguished, linking their recommendations to the values and principles of the Group.

Review Performance: 100% of employees regardless of position or gender receive an evaluation every year. As part of the evaluation, a self-evaluation of the employee is carried out, and a discussion in which individual goals and areas of improvement are agreed upon.

Management-Employee Communication: We hold an annual employee meeting (Kick off) and meetings with the various departments and the Management team (on a weekly, monthly and quarterly basis). We have developed an internal system of online communication for continuous information (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 the Quest Group, which started its operation in 2023, with the aim of better informing all employees and strengthening the unified group culture.

Our performance for 2023 and our goals for 2024 regarding all material topics are presented together in the chapter **Future Goals and Performance**.

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Health, safety and well-being of employees

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

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

The health, safety and well-being of our employees is 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 efficient. At Info Quest Technologies, we strictly fulfil the requirements of legislation, we follow the principles and Policies of the 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 goal is the assessment, forecasting and prevention of occupational risk, with the monitoring and recording of accidents and work-related illnesses. Monitoring of the system has been outsourced to an external partner (GEP company).

100% of our employees are covered by the Health and Safety system we apply

To ensure health and safety, continuous upgrades of workplaces, trainings, emergency preparedness exercises are carried out, systematic periodic inspections of facilities and workplaces are carried out and improvements are made.

Health (Occupational Physician) and safety (Safety Technician) technical advisors are responsible for identifying and assessing occupational risk. Occupational accidents are recorded on a special form and all actions prescribed by the legislation, policies and procedures established are followed. The company operates teams for fire safety and first aid, which are systematically trained, while every week a pathologist visits us who is available to all employees.

Training in first aid

During the year, the First Aid teams were updated and specialized **8** hour training was carried out in all the buildings of the company. A total of **55** employees attended the training.

During the year, no occupational accident leading to sick leave was recorded

Improvements in infrastructure:

» The premises of the company's Logistics Center in Aspropyrgos, Attica, where about 80 colleagues work, have been completed. A new storage area will be delivered to the company by the beginning of 2025 to meet the growing needs.

» The changes in the entire building at 199 Kifissou Street have been completed, which now, apart from the Technical Department of the company, also hosts other Group companies. Significant upgrades have been made to the office space and the customer reception area, while in 2024 it is planned to create a fully equipped kitchen and renovate the sanitary areas. In addition, the building now has a defibrillator and trained staff available for its operation in case of emergency.

» Within 2024, part of the Group's office building on 1 Kanakidi and Kosmeridi streets will be delivered to the company. The new offices will house around 30 employees of the company, with the aim of upgrading everyday life in the office.

Balance between Professional and Personal Life
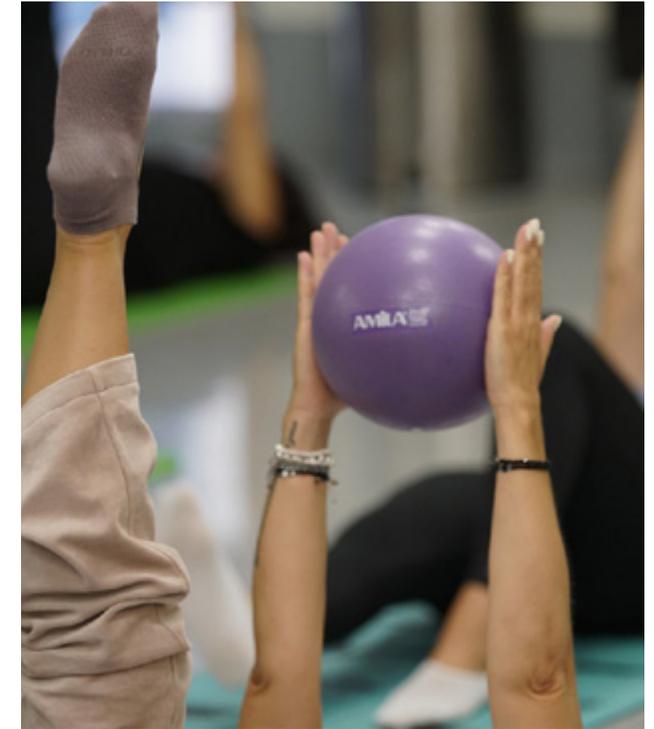
We systematically encourage our employees to maintain a balance between their professional and personal lives and organize various actions for their well-being. We offer employees and their family members a **counselling and psychological support** program in collaboration with specialized companies through telephone communication and individual meetings, both for issues related to the working environment and for family issues,

addiction issues, etc. In addition, to strengthen employees' fitness and to promote sports, we give them the possibility to visit the gym in a company building and we offer them online Pilates classes.

We have created the "**Wellness Days**" program where we encourage employees to 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 on special occasions such as weddings, a child's entrance to the University, etc. and the establishment of the **"Early Summer Leave"** initiative for leaving the office, on birthdays and on one day a week during the summer months, 2 hours before the end of working hours.

ARMONIA - Wellbeing program

During 2023 our employees had a large participation in the "Armonia" Wellbeing Program of the Group. The actions included in the program were the result of the priorities set by the employees in a survey carried out and included multiple actions to reinforce 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 actions, such as craft workshops for a good purpose, etc.

Actions

Cycling

Yoga / Pilates / semi personal sports training, gym

Running activities

Hiking (within and outside Attica)

Physiotherapy for musculoskeletal issues related to sedentary lifestyle

Treasure hunt

Culture and Art

Internet discussions/ speeches on well-being

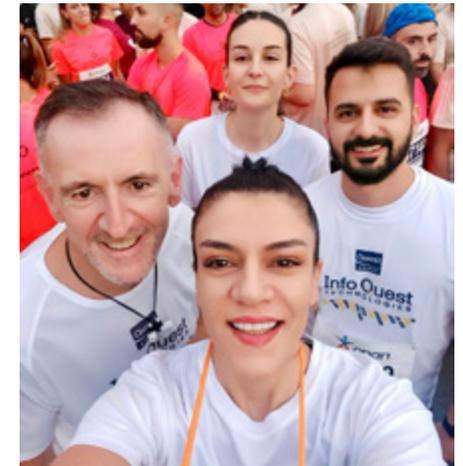Workshops on well-being (Happy Lab)

Health Snack Day

Team Volunteer Work

Blood Donation Days

ARMONIA
2023 Quest Wellbeing Program

QUEST by YOU

Hybrid Working Model

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

Benefits to employees:

≫ Medical and hospital care, through social security and also through an additional private group plan, for the 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 company runners 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 the possibility of charging electric devices for free, a gym and modern fully equipped kitchens / dining rooms

* Salespeople in stores, fixed-term workers and trainees are excluded.

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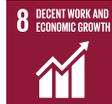
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[GRI 3-3, 401-1]

Responsible business activity is a driving force in our operation.
Business ethics is an inviolable priority and pursuit of the company
in every activity, towards the state, employees, society and the environment.

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Sustainable supply chain

GOLD 2023 ecovadis Sustainability Rating

TOP 10% on sustainable procurement issues

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 implement structured labour practices and operate with environmental responsibility. We are adopting the Group's Procurement Policy, containing requirements in the areas of labour and human rights, health and safety, the environment, and ethics with regard to suppliers and are in line with the principles of the UN Global Compact and contribute to the achievement of the UN Sustainable Development Goals.

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, with a purchase value > 100K€. In the context of this evaluation, the sustainable development practices of suppliers (> 70%) are also checked. Finally, the **Supplier Code of Conduct** is posted on the company's website.

As far as our customers are concerned, reference is made to the Code of Conduct and Ethics in the application form for cooperation from new customers, in the B2B online store **www.Questonline.gr**, in the terms of the document, while in 2023 the relevant process of inclusion of a new customer in the company, was renewed with new sections specifying issues of Unfair Competition, Ethical Legality and Commercial activity in accordance with international regulations (embargo, etc.).

Supplier Evaluation 2023, in accordance with the ESG Strategy

As every year in the context of the annual evaluation of our suppliers, an audit was carried out on their publications on Sustainable Development issues (the percentage amounted to 72%).

In 2023, we started implementing the new Procurement Policy of the Quest Group for the evaluation of suppliers and in terms of ESG criteria starting with our Top 10 suppliers. In order to confirm compliance with our values, we asked our major suppliers to complete a questionnaire (common to all Group companies) on their strategy and performance on important

ESG criteria. The questionnaire included 20 questions divided into five sections.

The ESG criteria covered issues 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. Issues of Environmental Health and Safety, Ethical Conduct and Personal Data Protection were shown to have the highest compliance (100%).

No incidents of non-compliance arising from the activities of our major suppliers, most of whom are industry-leading organizations of international scope, have been recorded in the company's records and have not been noticed.

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Quality and Business Excellence

High quality and business excellence are our core principles, part of our culture and our daily priority. From the creation and delivery of products and services, to the relationships with our customers and partners, we strive for continuous improvement. A key tool on the path to Total Quality is Quality Management according to the international standard ISO 9001:2015, which regulates and monitors the company's Quality Certification procedures, and the ISO 9004:2009 standard which is a guide for the sustainable achievement of corporate goals. 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 a number of indicators and aim to improve and ensure good business results, on a stable and permanent basis.

Info Quest Technologies has been certified with the following:

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

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

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

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Responsible and innovative products and services

At Info Quest Technologies we consider the environmental and social impacts of our products and services. In the context 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, which help our customers to strengthen their positive footprint on the environment and society.

9,1% of our turnover comes from sustainable products and services

Availability of environmentally friendly products

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

We systematically look for and include in our range products and services that contribute to reducing the environmental footprint of our customers. Indicatively, provide to the Greek market the innovative green, portable EcoFlow workstations for the supply of electricity, while since 2023 green portable refrigerators and air conditioners have been added to the range, as well as a lawn mower that charges both by electricity and solar panels, giving many ecological solutions.

Circular Economy Services

We are designing new services according to the principles of the Circular Economy, such as the subsidized Xiaomi Smartphone replacement service when buying a new one.

Availability 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, the reduction of paper use. We systematically enrich our know-how, partnerships and offered Cloud solutions and services, responding to the needs of both large organizations and small and very small businesses. Since 2023, special emphasis has been placed on the security of Cloud infrastructure, due to the expansion of their use and associated cyber threats.

At the same time, through our 100% subsidiary Team Candi we invest in digital transformation solutions with an emphasis on Work Transformation, automation and digitization of business processes and secure infrastructures.

Availability 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 field of "Consumer Internet of Things / Smart Home", improving important aspects of daily life, while enabling consumers,

through the proper management of interconnected products, to significantly reduce their environmental footprint.

At the same time, we are enriching our range with products and solutions that help businesses, but also the state to collect and utilize data from interconnected devices, in order to improve the efficiency of critical operations, while simultaneously reducing costs (Smart Building / Smart City). In 2023 we enriched our range of products with car chargers for electric charging, while we further explored the global market, aiming to strengthen our Portfolio with energy solutions in 2024.

We also evaluate the integration of "Intelligent Building" solutions, an integrated management system for commercial and industrial buildings with an increased impact on consumption through the use of low-voltage DC, sensors, AI and Analytics

E-mobility

We are investing in e-mobility by proposing an ecological way of moving with Xiaomi electric scooters, to be the most popular product of the e-scooters category in Greece. At the same time, on the occasion of Xiaomi's entry into the e-mobility sector, we are exploring opportunities in the field.

Air conditioning

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

e-Commerce

We develop and support online stores of products and services, both for the business (B2B) and consumer markets. Our pursuit is to offer an upgraded shopping experience to customers.

Supporting digital transformation

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

[GRI 3-3, IQT INDICATORS]

Given our size and leading position, we contribute substantially to the digital transformation of the domestic market, aiming for the best possible response to the new data of the digital economy. Innovative value creation for each customer is one of the main competitive advantage that guarantee the long-term success of our company.

With the aim of providing a high level of customer service and meeting current and future needs, we aim for:

» Continuous investment in the provision of innovative solutions, products and services

» Business excellence

» Strict quality control to meet product and service specifications, in terms of customer health and safety

» Comprehensive and responsible information of customers, through a total of policies, principles, commitments and procedures, based on the ISO 9001:2015 standard and the relevant Quality Polic

» Taking measures to protect the environment

Customer Satisfaction and Service, Customer Health and Safety

Top class products from international vendors

We work with well-known and renowned suppliers, who have high-quality and international-standard products, providing at the same time all the necessary certifications and quality standards, in accordance with EU regulations, contributing to the increased productivity and safety of our customers. We give particular importance to the responsible consumption and safe use of products, focusing on the following areas:

» Full compliance with the applicable legislative requirements for safety, ergonomics and low energy consumption

» Provision of Greek instructions for use and clear warranty terms for each product

» Operation of a high-end repair center

» Provision of technical support services

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

Technical support

Technical Support is an important advantage and component of the comprehensive service we offer to our customers. The Technical Support Department operates as an Authorized Repair Centre for major international manufacturers, including Apple, Xiaomi, Canon, Epson and Lenovo, applying strict procedures and specifications. It employs approximately 50 certified technicians, and 15 specialized people to support the POS Production and Warehousing activity.

Evolution and Innovation

We participate in the Innovation Centre (iQnovus) of the Group with the aim of encouraging innovation with the cooperation of the ecosystem of universities and start-ups. With the aim of searching for innovative solutions that will help to optimize the way the company operates, the creation of innovative solutions for consumers, as well as the development of new products and services, we participate in a number of research programs, as described in brief in the following page:

European Programs:

» European **Health Hub** digital innovation hub. The research project to be completed by the Health Hub aims to create a "One Stop Shop" for both public and private health and medicine operators to support them in the process of their digital transformation.

» Horizon program for the sustainable, environmentally friendly transport of products from e-commerce. The research project called **"Oliver"** aims to create customized delivery and return solutions for users / customers and to implement these solutions in a way that promotes awareness, thus leading to the transition to the climate-neutral cities of the Net-Zero mission of the EU by 2030. It includes the design of durable and green transport networks of products from digital stores using innovative models and modes of transport that are economically feasible, environmentally friendly, socially acceptable and flexible enough to adapt to unexpected events, supporting sustainable transport models.
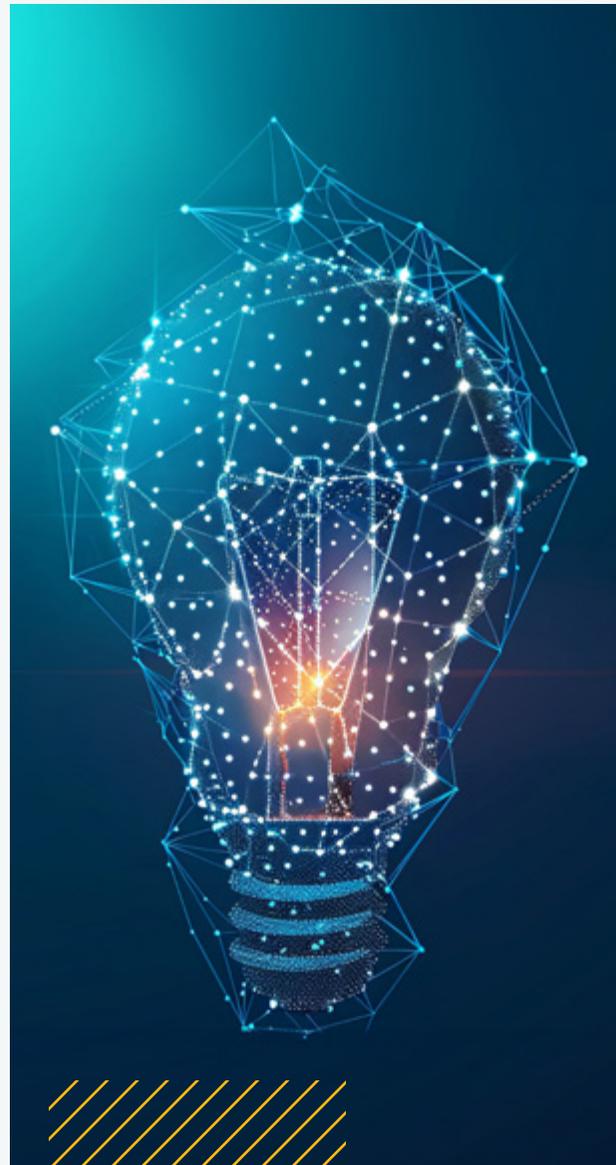
National Programs:

» Preparing for our participation in the National Program "Research Excellence Partnerships" with three proposals, Smart Retail, SecME (Secure for SME) and Brain, aiming to create digital tools for Greek companies.

» Participation in the national program "Expenditure of scientific and technological research" on Big Data Analytics.

» In the context of the Action "CENTRES OF COMPETENCIES" of the Operational Program "Competitiveness, Entrepreneurship and Innovation (EPANEK)", Info Quest Technologies has become a shareholder in the first Competence Centre for 5th generation (5G) and next generation communication networks in Greece with an emphasis on strengthening sustainability and vertical value chains (π-NET). π-NET is a collaboration of twenty-two partners representing large companies, small and medium-sized enterprises, public and private institutions of higher and lifelong education, research organizations, consulting companies and entrepreneurship support companies and aims to develop into an international Centre for Research and Innovation (R&D) on emerging Smart Grids and Services to support Vertical Value Chains (Verticals).

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Investment in Know-how

We systematically invest in know-how, new solutions and services and have a number of **certified engineers, Design Architects, trainers and consultants** that help our partners and customers in understanding and applying new technologies. In 2023 the Cloud Presales and Cloud Services team was expanded, while significant expertise was developed in Cybersecurity on Azure, in the Collaboration platforms and Central File Management applications. For its performance in 2023, the company joined the club of the Top 20 Microsoft Cloud Partners in the wider region of Central and Eastern Europe, the Middle East and Africa (104 countries), which gave the organization access to upgraded services and financial tools, while providing new possibilities and competitive advantages of further development.

In its long history, the company plays an important role in the development of the market. It has developed a dynamic and healthy **nationwide reseller network**, which includes the country's leading retailers, value-added resellers and dealers who fully serve the entire market range – organizations, businesses and consumers. The transfer of know-how is a priority. Informational seminars, technical sales seminars, technical trainings, trainings leading to house certifications, etc. are carried out systematically (physically or online).

Microsoft Solutions Partner
Microsoft Cloud

Top 20 Microsoft Cloud Partner CEMA
#1 M365 Disti in Greece
>360 active Cloud Partners
136 Active Cloud Certificates

CANDI
ADVANCED BUSINESS AND DIGITAL SOLUTIONS

Microsoft Solutions Partner
Digital & App Innovation
Azure

Specialist
Low Code Application Development

In January 2023, our 100% subsidiary Team Candi received, as the first company in Greece, the **Microsoft Specialization for Low Code/No Code Application Development** certification as recognition of its expertise in the platform Microsoft Power Platform.

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Business Development

Committed to our vision of connecting innovative digital technologies to the Greek market in the easiest, most economical and efficient way, we systematically seek, design and introduce new technologies and services that help our clients achieve their goals.

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

During 2023 we significantly strengthened our presence in the Cloud area, showing **+22%** increase compared to the previous year and we 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.

Of particular importance is the first year of operation of our 100% subsidiary Info Quest Technologies Romania, as well as the undertaking of the distribution of Dell in Cyprus by our subsidiary Info Quest Technologies Cyprus.

Products / Distribution of Added Value

» Investment on employees and expansion of activities in Cyber Security, with new collaborations such as CheckPoint, investment in specialized executives of the field.

» Extension of Samsung, Dell, HPE, EcoFlow, Dahua contracts for sales in Cyprus supporting actions to digitally upgrade the market

Supporting actions to digitally upgrade the market. **Cloud Business**

» New contracts for the provision of digital transformation services inside and outside Greece

» New Cloud Services portfolio for large organizations (Modern Workplace, Business Process Automation, Cybersecurity)

Go Digital 2.0

Successful completion (July 2023) of participation in the Development Fund programs to support the digital transformation of SMEs (Program I for SMEs).

Mobility & IoT

Strengthening sales in Cyprus and Malta (+2% increase (vs LY) in a declining international market)

» 3.5% increase in Smartphone sales and maintenance of 2nd place in a declining market

» 1st place in the market in electric scooters, robot vacuums, headphones, etc., which are the highest in Europe

» Expanding the range of Xiaomi ecosystem products for the smart home (cooking appliances, fans, hair dryers, shavers, smart lighting, etc.).

» **+ 75%** increase in sales of **Xiaomi Stores** in Greece and Cyprus

Xiaomi@Romania

» **1st** year of operation

» Collaboration with all Retailers

» **€32 M** turnover

» Significant increase in market share in all categories (SMT 14%, Wearables 9%)

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 purchases in instalments without a credit card, development of applications for support / participation in programs such as "recycle change device", upgrade chatbot using AI

» Upgrade of functions of **www.mistore-greece.gr** και **www.mistore-cyprus.cy**

» Redesign and upgrade of the online store **www.questonline.gr** that serves the wholesale market.
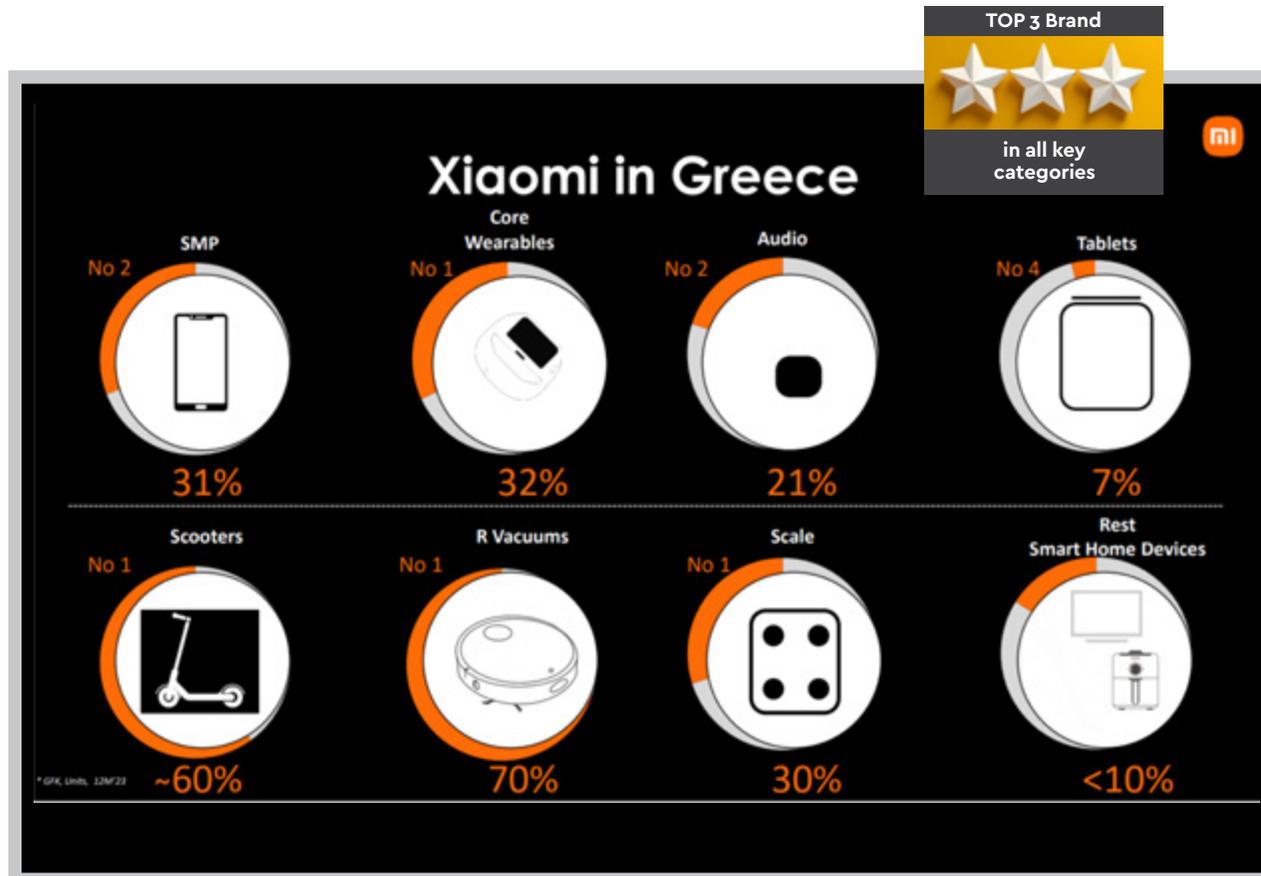
Corporate Digital Transformation

"

> The company implements a digital transformation plan, combining the adoption of cloud technologies, the utilization of BI & AI technologies, with the redesign and automation of both internal operating processes and communication channels with the external environment (customers, suppliers).

New digital transformation projects 2023

IT Infrastructure

» New systems and automation in the new Logistics Centre: New Warehouse Management System, new AutoStore product collection automation system, new data network

» Infrastructure adjustments in accordance with the requirements of the new standard ISO/IEC 27001:2013 for Information Security Management by TÜV HELLAS (TÜV NORD).

» Further strengthening of security by applying additional but also optimizing the existing security measures and mechanisms in the form of successive layers across the network and the data of the company for their protection against cyber threats, indicatively:

- Application of a Network Access Control mechanism enabling authentication on the network.

- Installation of a Security Information and Event Management (SIEM) tool for the correlation of events and the detection of suspicious activity, as well as cooperation with a specialized Security Operations Center (SOC) for the timely detection and management of relevant incidents

- Expansion of installation of an advanced protection mechanism from malware (Endpoint detection and response – EDR)

- Implementation of a mechanism for recording and monitoring IT goods (IT Asset Management).

- Carrying out of Vulnerability Assessment of information systems to determine the adequacy of protection measures, identify deficiencies in security issues and their degree of vulnerability, and conduct Penetration Tests in collaboration with external partners by simulating scenarios of attack from malicious users

- Reinforcement of a mechanism for ensuring operational continuity, in particular for the safeguarding of infrastructure and data

» Data Analytics Solution (See Qliksense)

» Enrichment of decision support tools (Decision Support Systems) by creating automated reports

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Integration of AI/Copilot in CRM Dynamics 365

» Complete interconnection of the Customer Relationship Management application of Microsoft Dynamics 365 (D365) with ERP SAP R/3 in two-way connection, ensuring on line and real time data exchange, with Power BI for 24 x 7 real time reporting, with Azure SQL databases, with Power Automate/Flows and the Kentico e-shop platform.

» Creation of a custom app built into D365 to manage external call center phone calls and two-way real-time CRM<-> ERP interface

» Integrate into D365 through AI applications, all information from all company systems, so as to achieve the objectives set.

- Automation of offers, summary of cards and Automated placing of orders in ERP
- Reporting and Automated Case management in wholesale and retail customers
- Completion of the e-commerce platform B2C and ERP with D365. Create automations and flows with Power BI, using AI.

E-commerce Technical

» Redesign + SEO project for the online store **www.you.gr**

» Integration with Marketplaces for the online store **www.you.gr**

» Creation of Azure GEN AI tool for evaluating communications with **www.you.gr** customers

» AKAMAI Advanced API – Security changes to controllers (API) in e-shops

» ISO 27001 Certification / Use of Sonarqube for Secure Code Review for all e-shops

» Vulnerability Assessment on all e-commerce sites + e-commerce support servers

» AZURE – DIAS REST API SERVICE for B2B Payments

» Microsoft Electronic Software Distribution (ESD) in B2B online store **www.QuestonLine.gr**

» Creation of loyalty system and possibility for multiple discount clubs in the online store **www.mistore-greece.gr**.

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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 electronic 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 the customer and the written response to him.

In addition to the daily monitoring and evaluation by the executives and Directors, in accordance with the Quality Assurance System (QAS) Procedures, the following are carried out:

- Inspections throughout the year by Internal Audit.
- Inspections by cooperating manufacturers in the Technical Department.
- Internal inspection on an annual basis
- Inspection by an external body on an annual basis

We have a number of process metrics that help us monitor and improve customer satisfaction.

Customer complaints			
	2021	**2022**	**2023**
Number of customer complaints based on complaints management system	53	43	39
Response rate	98.11%	91.86%	92.31%
Goal: Response in 1 business day and issue resolution within 10 business days for at least 90% of complaints	**Achieved**	**Achieved**	**Achieved**

Wholesale Customer Satisfaction Survey

In the period May 2023 – October 2023, the two-year wholesale customer satisfaction survey was conducted. The main outputs from the survey results was the overall improvement of our company in all areas of assessment.

Higher satisfaction rates were reported on the reliability of the company (89%), the overall level of cooperation (78%), the quality of our service (84%) and the speed and reliability of our deliveries (79%). Some issues that need improvement, such as the speed and functionality of the wholesale online store, which have already led to further upgrades in 2024, have been highlighted.

The Wholesale Customer Satisfaction survey is scheduled to take place again in the first half of 2025.

Technical department

Technical Support of all customers			
	2021	**2022**	**2023**
Average Repair Time In House Service	4.15	4.35	4.77
Goal <5.0 working days	**Achieved**	**Achieved**	**Achieved**

Ease of access to the Call Centre of the technical department			
	2021	**2022**	**2023**
Rate of serviced calls	92%	96%	96%
Goal >90%	**Achieved**	**Achieved**	**Achieved**

Quality of work of Apple repair technicians			
	2021	**2022**	**2023**
Service re-entry rate – refers to the re-entry rate within a month of the same product – with the same IMEI number – on smartphones under warranty	0.00%	1.62%	2.00%
Goal <3% – Apple KPI	**Achieved**	**Achieved**	**Achieved**

Quality of work of technicians for Xiaomi mobile repairs			
	2021	**2022**	**2023**
Service re-entry rate – refers to the re-entry rate within a month of the same product - with the same IMEI number – on smartphones under warranty	1.86%	1.38%	1.37%
Goal <4.5% – Xiaomi KPI	**Achieved**	**Achieved**	**Achieved**

End Customers

A number of end customer satisfaction indicators are monitored for the online store www.you.gr. Here are the main indicators:

NPS index you.gr			
	2021	**2022**	**2023**
NPS measurement (from e-satisfaction)	61.78	70.1	68.98
Goal >55	**Achieved**	**Achieved**	**Achieved**

The Net Promoter Score (NPS) index is recorded by an external partner (e-satisfaction) who has undertaken the evaluation process by the consumers of **you.gr** online store. The indicator remains firmly above the company's target.

Ease of access to the you.gr service Call Centre			
	2021	**2022**	**2023**
Rate of serviced calls	95.37%	97.37%	96.60%
Goal >94.5%	**Achieved**	**Achieved**	**Achieved**

The indicator remains firmly above the company's target.

Returns you.gr			
	2021	**2022**	**2023**
Total value of returns per year	1.86%	1.38%	1.37%
Goal <4.5%	**Achieved**	**Achieved**	**Achieved**

Our performance for 2023 and our goals for 2024 regarding all material topics are presented together in the chapter **Future Goals and Performance**.

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[GRI 3-3, 305, 306]

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Our Environmental Footprint

GOLD 2023 ecovadis Sustainability Rating

TOP 3% of our industry in environmental issues

> Environmental protection is a compass for our operation. Our priority is the responsible operation in the environmental challenges and the reduction of 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.

At the same time, we have undertaken specific commitments in order to respond to the 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 the requests of the interested parties for greener operation, 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. 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.

Climate change

[GRI 3-3, 305-1, 305-2, 305-3, 305-4, 303-1, 306-2]

We operate based on the Group's Risk Management Systems policy, but also in accordance with the requirements of the ISO 14001:2015 standard for the Environmental Management System. In this context, we identify and manage environmental risks and opportunities for improvement.

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 assigned the measurement of direct and indirect emissions of greenhouse gases (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 for the measurements for the year 2022 was made in accordance with ISO 14064–3:2019 for Scope 1 & 2, meeting the requirements of ISO 14064-1:2018, and within 2024 the certification of the measurements for the year 2023 will be completed.

List of Company's emission sources and their categorisation based on the GHG Protocol (2023)

GHG Protocol Categories	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 of generators	-
	No fuel is burned in generators	
	Direct emissions from combustion in mobile equipment	YES
	Fuel in company-controlled vehicles	YES
	Diesel combustion in company vehicles (owned or fully leased)	✓
	Petrol combustion in company vehicles (owned or fully leased)	✓
	LPG burning in company 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 supplies of goods & services	YES
	Production of supplied materials / consumables / raw materials / services	

GHG Protocol Categories	Sources of Emissions	Registry
Scope 3 Category 2	Indirect emissions from supplies of fixed goods	YES
	Production of supplied fixed goods	
Scope 3 Category 3	Indirect emissions from fuel and energy	YES
	Indirect emissions from fuel production and transport	YES
	Petrol production (including transportation)	
	Diesel Production (including transport)	
	LPG production (including transport)	
	Production and transportation of fuel consumed to produce the Electricity purchased and consumed	
	Indirect emissions from losses in the Distribution & Transmission Network for the Electricity consumed (Scope 2)	YES
	Network Losses	
Scope 3 Category 4	Emissions from "upstream" transmission and distribution	YES
	Transport and distribution of products to the company/ Inbound and Outbound Logistics/ Transport 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 employees moving to and from work	YES
	Employee Survey	

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GHG Protocol Categories	Sources of Emissions	Registry
Scope 3 Category 8	Leased assets	
	Due to the "operational control" option, the consumptions of the leased assets are 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 intermediate and/or final product processing	N/A
Scope 3 Category 11	Indirect emissions from intermediate and/or final product use	N/A
	Use of electrical/electronic equipment	
Scope 3 Category 12	Indirect emissions from end-of-life of intermediate and/or final product	YES
	Recycling of electrical/electronic devices	
Scope 3 Category 13	Leased assets	N/A
Scope 3 Category 14	Emissions from Franchise	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 categories of emissions that were not examined are Categories 5, 6 and 15, which relate to waste management by Third Parties, Business Travel and Investments as for the year 2023 there were no records for these Categories by the Company and it is expected that be considered next year. The Company's activities do not fall under the remaining categories of Scope 3.

Data Comparison 2023 vs 2022

Direct Emissions – Scope 1 (tCO$_2$ eq.)

2022 143.69   **2023** 144.87

The small increase (+0.8%) found is due to motor fuels, as the corporate fleet includes 6 additional cars.

Indirect Emissions – Scope 2 (tCO$_2$ eq.) – Market Based Emissions

2022 579.21   **2023** 378.16

-35% in indirect emissions Scope 2 (market based)

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

2022 708.28   **2023** 517.51

Based on location-based Scope 2 emissions measurements in 2023 indirect showed a 27% reduction.

**Scope 1 & Scope 2 (tCO$_2$ eq.) – Market Based Emissions**

The total measurement of Scope 1 and Scope 2 emissions for the year 2023 (market based) was 523.03.1 t CO$_2$e, against 722.90 t CO$_2$e in 2022, showing a reduction of 27.6%

-28% in emissions **Scope 1** και **Scope 2**

Indirect Emissions Scope 3

The first measurement was carried out for 2023, which is considered a reference year.

Indirect Emissions Scope 3 (tCO$_2$ eq.)

2022 No measurement   **2023** 80,877.63
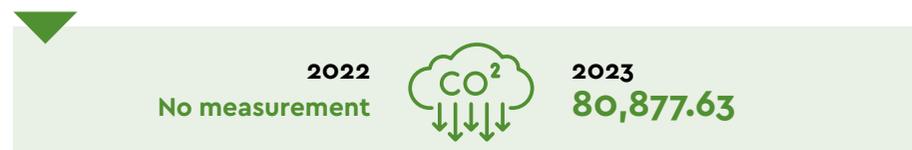
Notes:

- After external verification by an external partner, in 2022 the Scope 1 measurement was corrected to 143.69 against 143.98.
- 2023 Scope 1 and 2 metrics are prior to external verification and may be subject to change.
- The measurement of the year 2022 has been updated with its conversion rates of 2022 which were not available when the report was prepared and used the year 2021. Also for 2022, for comparability reasons, the price was recorded without taking into account the green certificates GOs – Guarantee of Origin, in the measurement of 417.7, which was listed in the 2022 Report, which also concerned the measurement of emissions after purchase of a green certificate by the Group after obtaining GOs.
- The conversion rates used to calculate the emissions are drawn from the annual National Greenhouse Gas Inventories (GHG) for Scope 1 emissions and from the annual Reports of the Administrator of RES & Guarantees of Origin (DAPEEP) 2023 for Scope 2 emissions.
- In 2023, the percentage of guaranteed green origin announced by DAPEEP (28.5%) was greater than the Group's annual green energy consumption target, (>15%) therefore no green certificate purchase (GOs- Guarantees of Origin) took place.

Percentage of GHG 2023 per field of emission sources Scope 1, 2, 3

0.178%

- Scope 1
- Scope 2
- Scope 3

99.188%
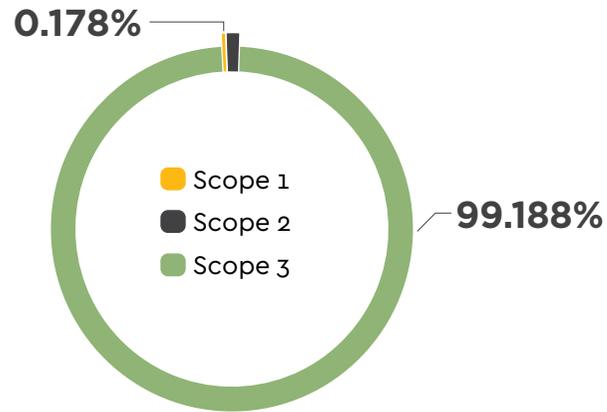
Scope 3 includes the Company's other indirect emissions, making up almost all emissions.

The diagram below shows the percentage contribution of each Scope 3 category to the total emissions of the Field. As is evident, Categories 1 and 11 account for the largest proportion of emissions as the company buys and resells electrical/electronic equipment.

The other categories contribute less than 1.5% to Scope 3.

Distribution of Emissions in Scope 3

	Ποσοστό
Indirect emissions from supplies of goods & services (Category 1)	50.282%
Indirect emissions from supplies of fixed goods (Category 2)	0.447%
Indirect emissions from fuels and energy (Category 3)	0.261%
Emissions from "upstream" transmission and distribution (Category 4)	0.001%
Emissions from employees moving to and from work (Category 7)	0.576%
Indirect emissions from "downstream" transportation and distribution (Category 9)	0.049%
Indirect emissions from intermediate and/or final product use (Category 11)	48.331%
Indirect emissions from end-of-life of intermediate and/or final product (Category 12)	0.055%

Energy Consumption (Scope 1 & Scope 2)

The total energy consumption in the company amounted to 1,581 MWh against 1,868 MWh in 2022, (correction due to assurance from the 1,831 MWh stated - in the report). The percentage of electricity consumed in 2023, on all energy (Scope 1 & 2) amounted to 66% (1,037.64 MWh) against 72.1%, in 2022 (1,328.29 MWh).

-22% reduction in electric energy consumption
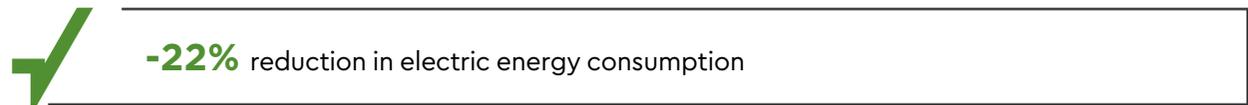
The significant reduction in the electricity consumed is mainly due to the company's new facilities that were built with stricter specifications in terms of energy management. It is noted that the company's new logistics center, which was fully operational in 2023, replacing older buildings, has received Class A energy efficiency certification according to KENAK (Regulation on the Energy Performance of Buildings), while skylights are used on the roof to minimize the use of lighting means, to save energy.

Notes:
- In 2022 and 2023, the sq.m. of retail / Xiaomi stores (Measurements for all the company's facilities, including the 3 retail stores in Greece. It is noted that for the one store located in the Golden Hall shopping center, the electricity consumption was estimated).

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Fleet of Cars

We have introduced a Group Policy for the gradual replacement of our company fleet with hybrid / electric cars. The Policy encourages and incentivizes the shift to hybrid/electric cars, and for greater employee convenience, provide free charging in company parking lots.

Year	Total Fleet	Conventional and Natural Gas	PHEV (PLUG-IN HYBRID)	BEV (ELECTRIC)	% EV/Hybrid
2022	62	48	13	1	23%
2023	68	40	25	3	41%

Our performance for 2023 and our goals for 2024 regarding all material topics are presented together in the chapter **Future Goals and Performance**.

Quantification of GHG emissions, Scope 1, 2 & 3 (Greece, location based emissions, 2023)

Emissions Sources	TOTAL (t CO_2 eq)	CO_2 eq	CO_2	CH_4	N_2O	HFCs
	GWP	-	1	28	265	0
Scope 1: Direct Emissions	**144.87**					
Direct emissions from combustion in mobile equipment	144.87	0.00	143.18	0.72	0.97	0.00
Fuel in company-controlled vehicles						
Diesel combustion in company vehicles (owned or fully leased)		0.00	62.46	0.00	0.00	0.00
Burning petrol in company vehicles (owned or fully leased)		0.00	80.68	0.02	0.00	0.00
LPG burning in company vehicles (owned or fully leased)		0.00	0.04	0.00	0.00	0.00
Scope 2: Indirect emissions from imported energy	**517.51**					
Scope 2: Indirect emissions from imported energy *	517.51	0.00	517.51	0.00	0.00	0.00

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Emissions Sources	TOTAL (t CO$_2$ eq)	CO$_2$ eq	CO$_2$	CH$_4$	N$_2$O	HFCs
GWP	-	1	28	265	0
Scope 3: Other Indirect Emissions	**80,877.63**					
Indirect emissions from supplies of goods & services (Category 1)	40,666.85	40,666.85	0.00	0.00	0.00	0.00
Indirect emissions from supplies of fixed goods (Category 2)	361.18	361.18	0.00	0.00	0.00	0.00
Indirect emissions from fuels and energy (Category 3)	210.82	127.35	83.32	0.03	0.12	0.00
Emissions from "upstream" transmission and distribution (Category 4)	0.94	0.62	0.32	0.00	0.00	0.00
Indirect emissions from waste management (Category 5)	-	-	-	-	-	
Indirect Emissions from Business Travel (Category 6)	-	-	-	-	-	
Indirect Emissions from employees moving to and from work (Category 7)	465.78	465.78	0.00	0.00	0.00	0.00
Upstream leased assets (Category 8)	-	-	-	-	-	
Indirect emissions from "downstream" transportation and distribution (category 9)	39.23	37.50	1.73	0.00	0.00	0.00
Indirect emissions from product processing (Category 10)	-	-	-	-	-	
Indirect emissions from product use (Category 11)	39,088.73	0.00	39,088.73	0.00	0.00	0.00
Indirect emissions from end-of-life of the product (Category 12)	44.09	241.40	0.00	0.00	0.00	0.00
Downstream leased assets (Category 13)	-	-	-	-	-	
Emissions from Franchises (Category 14)	-	-	-	-	-	
Emissions from Investments (Category 15)	-	-	-	-	-	
TOTAL CO$_2$ eq	**81,540.02**					

* The measurement shown refers to emissions from the consumption of electricity with the location-based method.

Calculation of Scope 2 emissions with the market-based method

Market Based	TOTAL (t CO_2 eq)	CO2 eq	CO_2	CH_4	N_2O
	GWP	-	1	28	265
Electricity consumption in office buildings	378.16	0.00	377.26	0.18	0.72

Our Environmental Metrics for 2023

	2022	2023
Electric Energy (Scope 2) – Market Based (MWh)	1,328.3	1,037.6
Area (m²)	24,736	24,828
Total Energy (Scope 1 & 2) – Market Based (MWh)	1,868.1	1,581.7
Turnover (mn €)	357.7	304.3
Annual Energy Intesity (KWh/m²)	75.5	63.7
Thousands Tonnes of CO_2 Equivalent – Scope 1+2 MARKET Emissions (kt CO_2)	0.723	0.523
Annual Energy Intensity Scope 1+2 [(kWh/m2) / € mn turnover) * 1000]	0.211	0.209
Thousands Tonnes of CO_2 Equivalent by year Scope 1+2 [(kt CO_2) / € mn turnover) * 1000]	2.02	1.72
Direct Emissions (Scope 1) (tCO_2 eq.)	143.7	144.9
Direct Emissions (Scope 1)/€ mnl turnover (tCO_2 eq./€ mn)	0.4	0.5
Direct Emissions (Scope 1)/m² [tCO_2 eq./m2 (* 1000)]	5.81	5.84
Indirect Emissions (Scope 2) – MARKET Emissions (tCO_2 eq.)	579.2	378.2

The Table continues on the next page

	2022	2023
Indirect Emissions (Scope 2)/€ mn turnover (tCO$_2$ eq./€ mn)	1.6	1.2
Indirect Emissions (Scope 2)/ m^2 [tCO$_2$ eq./m^2 (* 1000)]	23.42	15.23
Total Energy Consumed (MWh)	1,868.1	1,580.7
Total Electric Energy Consumption (MWh)	1,328.3	1,037.6
Percentage of electric energy within total energy (%)	71	66
Percentage of energy consumed that originates from RES from the total of electric energy consumed * (%)	33	37
Percentage of energy consumed that originates from RES from the total of energy consumed (%)	23	24
Indirect Emissions (Scope 3) (tCO$_2$ eq.)	N/A	80,877.63
Indirect Emissions (Scope 3)/€ mn turnover (tCO$_2$ eq./€ mn)	N/A	265.78
Indirect Emissions (Scope 1, 2, 3) – MARKET Emissions (tCO$_2$ eq.)**	N/A	**81,400.66**

 * Based on DAPEEP Report – Energy Mix of Providers for 2022 and 2023
** The corresponding total value presented with the locaton based method is 81,540.02 tCO$_2$ eq.

Note:

The above measurements refer to the company's activity in Greece.

Circular economy

Info Quest Technologies adopts a circular economy model based on reduction, reuse and recycling. In particular, as far as e-waste is concerned, it systematically develops new services and cultivates to its stakeholders the value of material reuse. More specifically:

In the external environment

○ We provide products and services such as electronic signature applications for digitizing business processes, etc. and the smartphone replacement service, based on circular economy principles, which reduce users' environmental footprint

○ We offer technical services (such as service, upgrading devices, etc.) to extend the lifetime of devices.

○ We operate as an authorized Service Center, for the withdrawal, upgrading and/or repair of manufacturer materials, in accordance with strict specifications for the management of materials.

○ We conduct campaigns to promote circular economy services (Mi Exchange Service, awareness campaigns for Earth Hour, Environment Day, etc.).

In the internal environment

○ We fulfil all our obligations regarding the payment of recycling fees arising from our activity.

○ We promote the recycling of materials and have separate collectors for recycling according to the type of waste (paper, batteries, lamps, etc.) in the company's facilities.

○ In our kitchens we have replaced disposable materials with biodegradable and environmentally friendly products and we have recycling bins for the various streams.

○ We cooperate with certified bodies 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 the possibility of free charging for the owners.

Info Quest Technologies manages and disposes of smartphone batteries. We reuse non-hazardous materials as much as possible, while the rest are recycled to certified partners.

	Appliances (kg)	Batteries and/or batteries service	Packaging materials (kg)
2021	3,436	363	470,725
2022	4,790	1,179	424,015[1]
2023	5,460	1,087	415,420

1. In 2022 the amount for recycling of packaging materials was changed to the correct 424,015 Kg compared to the 274,015 Kg that had been reported inadvertently.

2024 - New Recycling Streams

With the aim of intensifying its efforts and better managing the waste resulting from its cooperation, the company in 2024 incorporated new recycling streams, in cooperation with authorized collection and recycling companies. At the same time, it trained / mobilized its staff on proper disposal.

Recycling of tires

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 May 2024, the company recycled a total of 170 kg of tires, including the activity of previous years.

Recycling of Toner – Lamps – El. Devices (additional)

In 2024 bins were installed in all areas for the collection of toner and lamps. At the same time, bins for collecting small electrical appliances were installed in the office buildings where they did not exist. In April 2024 the company recycled a total of 159 Kg toner, which it had kept in its warehouse for years.

Recycling coffee pods

In 2023, the company proceeded with the recycling of Nespresso coffee pods, in cooperation with the supplier who takes care of the collection and management. In 2023, 5,620 aluminum pods with a total weight of approximately 4,34 Kg were delivered for recycling.
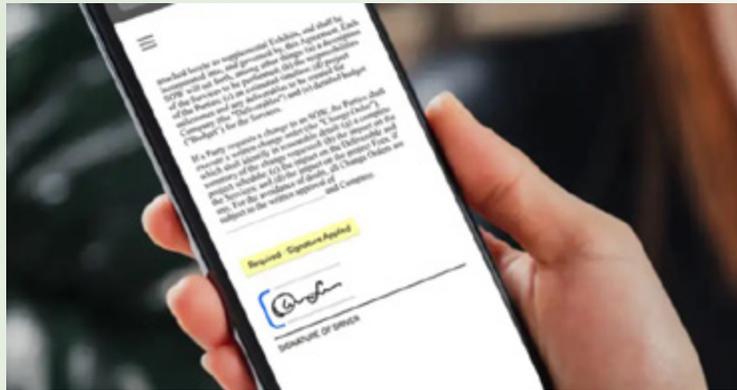
Paperless Office Action

Immediate and measurable benefits of implementing DocuSign e-Signatures service
The following data refer to the utilization of the application in 2023. The data are provided by the DocuSign platform and contain assumptions.

DocuSign®

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

○ **2.2 tn CO₂e less**

○ **22,159 lt less water**

○ **1 tn less wood**

15,962
fewer pages of paper we printed in one year

Using the app for 28 months we succeeded

○ **We saved 35 trees**

○ **We used 97,680 less pages of paper**

Action Reduce Single Use Plastics - Biodegradable

In all the company's buildings, we have replaced single-use plastics in our kitchens with biodegradable materials (straws, cups, etc.). In 2023, more than 100,000 biodegradable cups, 7,700 biodegradable straws and 19,000 wooden stirrers were used.

Our performance for 2022 and our goals for 2023 regarding all material topics are presented together in the chapter **Future Goals and Performance**.

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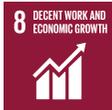
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SUPPORT TO SOCIETY

Info Quest Technologies takes actions to empower the society.
In 2023 social investments amounted to €58,325.

Info Quest
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5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

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Close to the people in Thessaly

Responding to the extraordinary need that arose for thousands of our fellow citizens in Thessaly, after the unprecedented floods (Daniel) our company participated in cooperation with the other companies of the Group in the support of our fellow citizens in Thessaly with the supply of sleeping bags and water (according to the instructions of the State).

Support of NGOs

Over the course of the year, we also supported foundations and Non-Profit Organizations (NGOs) that help children and vulnerable social groups, offering equipment that helps their digital upgrade and financial support.

Support the Youth

At the same time, we supported actions that promote the interconnection of technology with young people and the development of digital skills by supporting initiatives such as the support of the Robotics team, the Youth IT Competitions and the student Economia Competition, we contributed to the availability of products and undertook initiatives to support innovation and human resources.

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The main actions implemented by the company in 2023 were the following:

Technology & Education

- Participation in Youth Entrepreneurship Panorama / Organization of Business Day
- Sponsorship of EPY (Greek Computer Society) / National Girls Informatics Team – Exclusive Sponsor of the National participation in the European Girls' Olympiad in Informatics – EGOI 2023, https://egoi23.se/) which took place with a physical presence between 15 and 21 July 2023 in Lund, Sweden.
- Support of a Robotics team for participation in the 2023 World Robotics Olympiad in Panama.
- Sponsorship of the Global Azure Community Event
- Sponsorship of a Technology Training Day at School – Microsoft School
- Donation to the Student Innovation Competition of the Economy Magazine (2nd prize – Quest PC)
- Support of the Hellenic IT Museum
- Participation in the Group's Mind the Code Scholarship program
- Internship for students

Support of Vulnerable Groups / Organizations / NGOs

- Support of the organization "The Smile of the Child" with equipment (tablets) for their connection to ERGANI and support of the Gaming Marathon
- Support with products or financial donation NGOs such as the Evolution of Life (120 earphones for charity lunch), Friends of Merimna, Make a Wish (3 tablets), KYADA, Amymoni, POP2SEE
- Donation to the Diazoma Association and the Children's Museum

Other Volunteering Actions

- Voluntary blood donation
- Participation in the charity races No Finish Line (46 runners) & Race for the Cure
- Participation in the Classic Marathon with donation of an amount to the organization "The Smile of the Child" for each runner
- Christmas Charity Bazaar
- Craft Workshops of the Organization "The Smile of the Child"

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FUTURE GOALS AND PERFORMANCE

Ethical business behaviour, culture and regulatory compliance

MATERIAL TOPICS:
- Ensuring business ethics and combating corruption
- Compliance with regulatory authorities.

GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
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	**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.	**Achieved 100%**	2. Full compliance with laws and regulations in the social and environmental area.

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Protection of customer privacy and data

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

GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
1. Zero incidents of non-compliance, zero number of substantiated complaints of breach of personal data of natural persons and zero fines or penalties for violation of the legislation concerning personal data	**Achieved 100%**	1. Zero incidents of non-compliance, zero number of substantiated complaints of breach of personal data of natural persons and zero fines or penalties for violation of the legislation concerning personal data	**Achieved 100%** - Zero fines or other penalties for breach of personal data protection legislation. - Zero incidents of breach of confidentiality, integrity and availability of systems and information whose consequences were of high/very high severity.	- Optimization of Policies and Procedures. - Optimization of the level of Personal Data protection and Information Security. - Zero fines or other penalties for breach of personal data protection legislation. - Zero incidents of breach of confidentiality, integrity and availability of systems and information whose consequences were of high/very high severity. - Training and awareness of all employees in matters of Personal Data Protection and Information Security. - Retention of ISO certificate 27001:2013
2. Zero incidents of data loss, which can affect the confidentiality and integrity of them as well as the company's systems	**Achieved 100%**	2. Zero incidents of data loss, which can affect the confidentiality and integrity of them as well as the company's systems		
3. System availability of at least 99.9%.	**Achieved 100%** 99.995% availability.	3. System availability of at least 99.9%.		

The Table continues on the next page

GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
ESG strategy goals				
4. Assessment of requirements for ISO 27001:2013	**Achieved 100%**	4. Start of the certification project		
5. Mandatory training for employees who use computers.	**Achieved 100%**	5. Continuation of the mandatory training program for employees who use computers		
6. Evaluation of the vulnerability of the main systems	**Achieved 100%**	6. Evaluation of the vulnerability of the main systems		

Our people

Diversity & Inclusion

MATERIAL TOPIC: Equity, Diversity & Inclusion

GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
Increase in employee satisfaction rate provided (according to the results of the satisfaction survey conducted every two years).	**Achieved 100%** 77% Overall Average Satisfaction In 2022, the goal was covered by the work environment survey carried out as part of our participation in the Great Place to Work & Best Workplace certification. The next employee satisfaction survey will take place in 2023.	Increase in employee satisfaction rate provided (according to the results of the satisfaction survey conducted every two years).	**Achieved 100%** 3% improvement overall from corresponding survey in 2021	Increase in employee satisfaction rate (according to the results of the satisfaction survey conducted every two years).
				Continuation of Women's Inclusion and Empowerment programs

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Training and Development

MATERIAL TOPIC: Providing education (certifications) and employee development

GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
Average training > 20 hours / employee	**Achieved 100%** Average 20.26 hours	Average training > 20 hours / employee	**Achieved 100%** Averge training 20.26 / employee	Average training > 20 hours / employee
ESG strategy goal 2.5% annual increase in training hours per employee	**Achieved 100%** 8% increase 20.26 hours from 18.76	**ESG strategy goal** 2.5% annual increase in training hours per employee	**Achieved 100%** 7.5% increase from 2021 20.16 hours from 18.76	**ESG strategy goal** 2.5% annual increase in training hours per employee
E-learning platforms > 30 % of employees.	**Achieved 100%** 31.7%	E-learning platforms > 30% of employees	**Achieved 100%** 41%	E-learning platforms > 30 % of employees
Evaluation for 100% of employees	**Achieved 100%**	Evaluation for 100% of employees	**Achieved 100%**	Evaluation for 100% of employees
Increase in employee satisfaction rate for the training provided (according to the results of the satisfaction survey conducted every two years).	**Achieved 100%** 61 % from 51% that was in the previous survey. New research H1/2023	Increase in employee satisfaction rate for the training provided (according to the results of the satisfaction survey conducted every two years).	**Achieved 100%** Achieved 100% 64 % from 61% that was in the previous survey. New survey H1/2025	Increase in employee satisfaction rate for the training provided (according to the results of the satisfaction survey conducted every two years).

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Health, safety and well-being of employees

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

GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
100% participation of employees with a dependent labour contract in the Health and Safety management system	**Achieved 100%**	100% participation of employees with a dependent labour contract in the Health and Safety management system	**Achieved 100%**	100% participation of employees with a dependent labour contract in the Health and Safety management system
Zero number of work accidents	**Achieved 100%** No occupational accident leading to sick leave was recorded	Zero number of work accidents	**Achieved 100%** No occupational accident leading to sick leave was recorded	Zero number of work accidents
ESG strategy goal Maintenance of the accident frequency index: Lost Time Injury Frequency Rate (LTIF), below 2.3 Maintaining recordable accident rate: Total Recordable Incident Rate (TRIR), below 1.2	**Achieved 100%** LTIF = 0 **Achieved 100%** TRIR = 0	**ESG strategy goal** Maintenance of the accident frequency index: Lost Time Injury Frequency Rate (LTIF), below 2.3 and Maintaining recordable accident rate: Total Recordable Incident Rate (TRIR), below 1.2	**Achieved 100%** LTIF = 0 **Achieved 100%** TRIR = 0	**ESG strategy goal** Maintenance of the accident frequency index: Lost Time Injury Frequency Rate (LTIF), below 2.3 and Maintaining recordable accident rate: Total Recordable Incident Rate (TRIR), below 1.2
Continuation of training programs in First Aid & dealing with natural disasters	**Achieved 100%**	Continuation of training programs in First Aid & dealing with natural disasters	**Achieved 100%** First Aid Program	Continuation of training programs in First Aid & dealing with natural disasters

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GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
Implementation of a psychological support program in collaboration with EAP HELLAS	**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
Continuation of employee wellness best practices	**Achieved 100%**	New enriched wellbeing program	**Achieved 100%**	New enriched wellbeing program

Responsible business activity

Sustainable supply chain

GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
Evaluation of suppliers with >100K€ purchase value	**Achieved 100%**	Evaluation of suppliers with >100K€ purchase value	**Achieved 100%**	Evaluation of suppliers with >100K€ purchase value
1,200 training hours to partners	**Achieved 100%** 1,280 ICT training hours 400 hours of Mobility & IoT	1,200 training hours	**Achieved 100%** 1,320 ICT and Cloud training hours 400 hours of Mobility & IoT	1,200 training hours to partners
Enable +10% partners in utilizing the QuestonCloud.com platform	**Achieved 100%** 390 partners, up from 339 in 2021	Enable +10% partners in utilizing the QuestonCloud.com platform	**Achieved 100%** 450 partners, up from 390 in 2022	500 Quest on Cloud partners
Update on the new Code of Conduct and Ethics	**Achieved 100%**	Update on the Code of Conduct and Ethics	**Achieved 100%**	Systematic information of partners
ESG Strategy goals Determination of qualitative and quantitative ESG criteria for key suppliers		The project is in progress (Group Working Team)	**Achieved 100%** Evaluation of 10 largest suppliers	Expansion to more suppliers

Sustainable products & digital innovation

Responsible and innovative products and services

GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
Increased sales from new innovative technology products and services, with environmental and/or social impacts				
Maintain share in Mobility and increase IoT sales by +5%	Achievement No. 1 Retail & Online, No. 2 Total Market Smartphones (30% market share) 10.7% reduction in IoT sales in a particularly declining market, maintaining 1st place in key categories (robot vacuum, e-scooters, wearables) Sales in Cyprus and Malta showed an increase of +2% (vs LY)	Maintain leadership position in key categories	**Achieved 100%** Maintain 2nd place in Smartphones 1st place in the main ecosystem products with expanded market shares	Maintain leadership and market shares
Increase QuestonCloud platform revenue by 50%	**Achieved 100%** For the 8th consecutive year, achieving a high growth rate (+80%), maintaining the 1st place of new subscriptions and the most expanded network of partners in our area of operation (Greece, Cyprus, Malta)	Maintaining growth rate and leadership position	**Achieved 100%** Maintain leadership position and increase in turnover by 22%.	Maintaining growth rate and leadership position

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SUSTAINABLE DEVELOPMENT REPORT 2023 - INFO QUEST TECHNOLOGIES

GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
An increase of 2% greater than the increase of the e-Commerce market	**Achieved 100%** You.gr presented a turnover reduced by -12.4% (vs LY). According to analysts, the domestic IT retail market, which is the most important sales pillar of You.gr, decreased by approximately 24% in total, with the decrease approaching 30% in electronic markets.	Improved performance in terms of overall industry performance	**Achieved 100%**	Improved performance in terms of overall industry performance
ESG Strategy goals Increase revenue from sustainable products to help achieve group goal of >6% of revenue by 2025	**Achieved 100%** 7,26% of our revenues from sustainable products (based on ICMA Protocol).	**ESG Strategy goals** Increase revenue from sustainable products to help achieve group goal of >6% of revenue by 2025	**Achieved 100%** 9,1% (based on ICMA Protocol)	More than 6% of revenue should come from sustainable products (based on ICMA Protocol)
				Reinforcement of circular economy programs / reduction of e-waste

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Supporting digital transformation

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

GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
Customer Satisfaction and Service, Customer Health and Safety				
Achieving the indicators that the company monitors	**Achieved 100%**	Achieving the indicators that the company monitors	**Achieved 100%**	Achieving the indicators that the company monitors
Business Development				
- Digital distribution / Cloud – Enhancement of services - New suppliers in the Cloud area - Active participation in the Digital Transformation Projects of Greek businesses	**Achieved 100%** Development of services for SMEs (Recovery Fund) +82% increase in turnover 42% Market Share (GR – Microsoft) 101% Azure IaaS Growth 410 resellers, 120K+ licenses Increase of turnover from projects and services of DT and Cloud services by 76% (through the entity of Team Candi) - Launch of RRF-eligible bundled digital transition solutions - Expanding cooperation with DocuSign by acquiring (ISV Partner	- Enhancement of Cloud services activity - New suppliers in the Cloud area - Active participation in the Digital Transformation Projects of Greek businesses Promotion of digital signature integration solutions in third party systems	**Achieved 100%** Develop Cloud Solutions for SMEs under the TAA 50% Microsoft Market Share (GR) 450 Cloud resellers Promotion of integrated eSignature solutions for integrating Digital Signature in third party systems Start of cooperation with Checkpoint for Cloud Security Installation of Acronis Backup solutions for the Microsoft 365 environment	Continued growth at 20% Increase of share in Cyprus and Malta Entry into the Market of Business Applications

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GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
-Expanding activity in e-Mobility - Ensuring cooperation with Xiaomi (wholesale – retail). - Expansion in the Xiaomi Ecosystem, IoT – Smart Home	**Achieved 100%** Expansion of distribution network Achieving and expanding cooperation in Romania Achieving with market share retention and new products	- Expansion of activity in E-Mobility. - Starting operations in Romania - Expansion in the Xiaomi Ecosystem, IoT – Smart Home. - New Xiaomi Store Retail Stores	**Achieved 100%**	- Expansion of activity in E-Mobility. - Starting operations in Romania - Expansion in the Xiaomi Ecosystem, IoT – Smart Home. - New Xiaomi Store Retail Stores
Paperless Organization				
ESG Strategy Goal Expanding Paperless to other areas outside of contracts (such as expense management	**Achieved 100%** Achieved for 100% of contracts Optimize automated supplier opening and procurement management	**ESG Strategy Goal** Expansion of Paperless to other areas (such as domestic / foreign payment approval)	**Achieved 100%** Digitization of the supplier control and creation procedure.	Expansion of Paperless to procedures in the Human Resources Department, Financial Services and Operations
Modern Office				
Expanding the use of vertical Applications (Analytics)	**Achieved 100%** Completion of a project to centralize the image of the customer (Customer 360) through the integration of a new Analytics platform and its interconnection with all sources of customer interaction with the company	Utilization of the platform to improve the customer experience through a better reading of their needs and profile	**Achieved 100%** Project completion	
Strengthening the automation of processes through Collaboration tools	**Achieved 100%** Introduction of Paperless in functions of the accounting department	Further utilization of Paperless in other Accounting activities	**Achieved 100%**	Use of Artificial Intelligence in an everyday application environment (Copilot, AI tools, Sharepoint intelligent search)

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GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
E-Customer				
100% of products and services to be available for orders in online sales channels (QuestonCloud, QuestOnline).	**Achieved 100%** Goal achievement for all standardized products	**Achieved 100%** Enrichment of available categories.	Continuous expansion of the available codes in Online sales channels, always for standardized products	Expanding the distribution of services through Online distribution channels.

Environment

Climate change

GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
ESG strategy goals 6% of company fleet is electric/hybrid cars	**Achieved 100%** 23% EV/Hybrid αυτοκίνητα	Maintaining good performance. At least >9% of the company fleet to be electric / hybrid cars	**Achieved 100%** 41% electric/hybrid cars	>41% electric/hybrid cars
Group Goal 4 % of purchased certified green energy electricity is derived from renewable sources	**Achieved 100%** The goal concerns the Group as a whole. 15% Certified Green Electricity (consumption of Greece)	The goal concerns the Group as a whole	**Achieved 100%** 28%	Increase in "green" energy supply percentage at >13%

Circular economy

GOAL 2022	2022 RESULTS	GOALS FOR 2023	RESULTS 2023	GOALS FOR 2024
Create an e-waste inventory	**Achieved 100%**	Strengthening Circular Economy Services	**Achieved 100%**	Strengthening Circular Economy Services
Evaluation of recycling partnerships	**Achieved 100%**	Inventory of single-use plastics used in the supply chain	**Achieved 100%**	
Introducing a paperless policy (where possible)	**Achieved 100%** Inclusion in the Group Policy	Digitization of more processes (service, financial services)	**Achieved 100%**	In progress

Annex: GRI table of contents

GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest group 2023 Sustainability Report	Omissions
GRI 2: General Disclosures 2021	2-1 Organizational Details	Company Information – Who we are	
	2-2 Entities included in the organization's sustainability reporting	About the Report	
	2-3 Reference period, frequency and contact point	About the Report	
	2-4 Re statements of information	About the Report Financial performance	
	2-5 External assurance	About the Report	
	2-6 Activities, value chain and other business relationships	Company Information ESG 2022–2025+ strategy and goals Financial performance Our People Sustainable supply chain	
	2-7 Employees	Our people	
	2-8 Workers who are not employees	Our people	
	2-9 Governance structure and composition	Corporate governance	
	2-10 Nomination and selection of the highest governing body	Corporate governance Organizational structure Committees Policies and systems	
	2-11 Chair of the highest governing body	Corporate governance Organizational structure	

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GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest group 2023 Sustainability Report	Omissions
GRI 2: General Disclosures 2021	2–12 Role of the highest governing body in overseeing the management of impacts	Roles and responsibilities Policies and systems	
	2–13 Delegation of responsibility for impact management	Roles and responsibilities Policies and systems	
	2–14 The role of the highest governing body for sustainability reporting	Committees Roles and responsibilities Policies and systems	
	2–15 Conflicts of interest	Policies and systems	
	2–16 Communication of critical concerns	Organizational structure	
	2–17 Collective knowledge of the highest governing body	Committees	
	2–18 Evaluation of the performance of the highest governing body	Election of the Board of Directors	
	2–19 Remuneration policies	Organizational structure	
	2–20 Process to determine Remuneration	Organizational structure	
	2–21 Annual ratio of total compensation	Our People	
	2–22 Statement on the Sustainable Development Strategy	Messages from the Board of Directors ESG 2022- 2025+ strategy and goals	
	2–23 Policy commitments	Our Vision Our Values Policies and systems Human Rights Environmental footprint	

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GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest group 2023 Sustainability Report	Omissions
GRI 2: General Disclosures 2021	2–24 Embedding policy commitments	Policies and systems	
	2–25 Process to remediate negative impacts	Unlawful behaviour reporting procedure	
	2–26 Mechanisms for seeking advice and raising concerns	Unlawful behaviour reporting procedure	
	2–27 Compliance with laws and regulations	Ethical Business and Regulatory Compliance	
	2–28 Memberships Associations	Memberships and associations	
	2–29 Approach to Stakeholder engagement	Analysis of Material issues	
	2–30 Collective bargaining agreements	Our People	
GRI 3: Material topics 2021	3–1 Process to determine material issues	Materiality Analysis Materiality Impact Assessment	
	3–2 List of material issues	About the Report Material Topics Materiality Impact Assessment	
	3–3 Management of material issues	Financial performance Ethical Business and Regulatory Compliance	
GRI 201: Economic Performance 2016	201–1 Direct economic value generated and distributed	Financial performance	
GRI 205: Anti-Corruption 2016	205–3 Confirmed corruption incidents and actions taken	Policies and systems Ethical Business and Regulatory Compliance	
GRI 206: Anti-competitive behavior 2016	206–1 Legal actions for anti-competitive behaviour, anti-monopoly and monopolistic practices	Policies and systems Ethical Business and Regulatory Compliance	

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| GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest group 2023 Sustainability Report	Omissions
GRI 419: Socioeconomic Compliance 2016	419–1 Non-compliance with socio-economic laws and regulations	Ethical Business and Regulatory Compliance	
GRI 3: Material topics 2021	3–3 Management of material issues	Data protection and Customer Privacy	
GRI 418: Customer Privacy 2016	418–1 Substantiated complaints relating to customer privacy breaches and customer data losses	Data protection and Customer Privacy	
GRI 3: Material topics 2021	3–3 Management of material issues	Our people	
GRI 401: Employment 2016	401–1 New employee hires and employee turnover	Our people	
	401–2 Benefits provided to full-time employees that are not, provided to temporary or part-time employees	Our people	
GRI 3: Material topics 2021	3–3 Management of material issues	Health, safety and well-being	
GRI 403: Occupational Health and Safety 2018	403–1 Occupational Health and safety management system	Health, safety and well-being	
	403–2 Risk identification, risk assessment and incident investigation	Health, safety and well-being	
	403–3 Occupational health services	Health, safety and well-being	
	403–4 Employee participation, consultation and communication on health and safety issues at work	Health, safety and well-being	

GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest group 2023 Sustainability Report	Omissions
GRI 403: Occupational Health and Safety 2018	403–5 Training of workers on occupational health and safety	Health, safety and well-being	
	403–6 Promotion of worker's health	Health, safety and well-being	
	403–7 Prevention and mitigation of occupational health and safety impacts directly linked to business relationships	Health, safety and well-being	
	403–8 Employees covered by an occupational Health and Safety System	Health, safety and well-being	
GRI 3: Material topics 2021	3–3 Management of material issues	Employee Training and Development	
GRI 404: Training and Education 2016	404–1 Average hours of training per year and per employee	Employee Training and Development	
	404–3 Percentage of employees receiving regular performance and career development reviews	Employee Training and Development	
GRI 3: Material topics 2021	3–3 Management of material issues	Employee Training and Development	
GRI 405: Diversity and Equal Opportunity 2016	405–1 Diversity of governing bodies and employees	Equity, Diversity and inclusion	
GRI 406: Non Discrimination 2016	406–1 Incidents of discrimination and corrective actions taken	Equity, Diversity and inclusion	

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GRI Standard	Disclosure	Chapter of the Info Quest Technologies or Quest group 2023 Sustainability Report	Omissions
GRI 3: Material topics 2021	3–3 Management of material issues	Environmental footprint	
GRI 305: Emissions 2016	305–1 Direct greenhouse emissions (Scope 1)	Climate Change	
	305–2, 3 Indirect greenhouse emissions (Scope 2 and 3)	Climate Change	
	305–4 Emissions Intensity	Climate Change	
GRI 306: Waste 2016	306–2 Management of significant impacts related to waste	Circular economy	
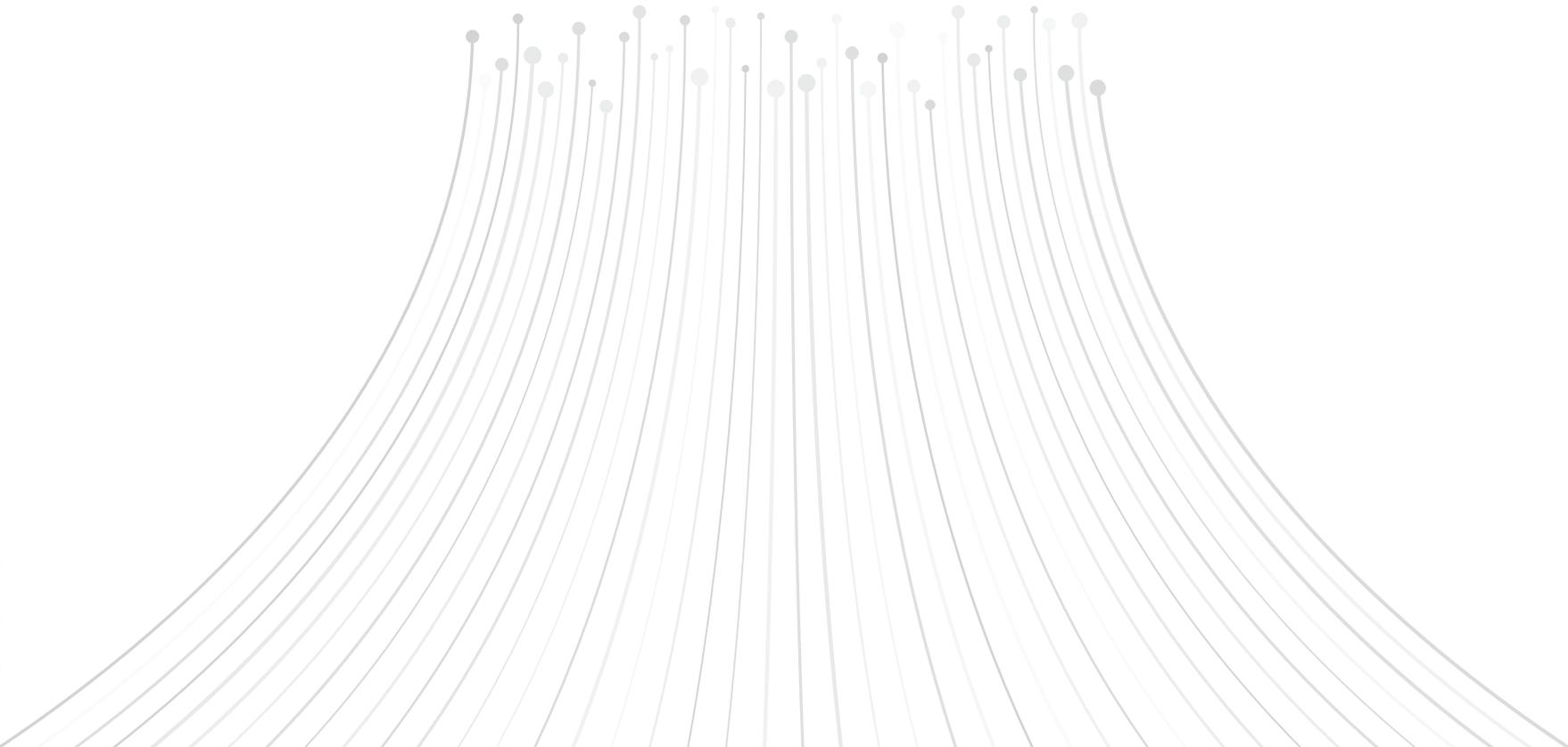
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