

45 YEARS
INFO
QUEST
TECHNOLOGIES

Sustainability
Report

2025

HIGHLIGHTS



Info Quest
TECHNOLOGIES



Message from the Chairman and CEO

[GRI 2-22]



It is with great pleasure that we present the 2025 Sustainable Development Report of Info Quest Technologies, the 12th annual report of our company. This year's edition coincides with an important moment in our history: the completion of 45 years of continuous presence, development and contribution to the Greek technology market.

From 1981 until today, Info Quest Technologies has consistently been at the forefront of digital evolution. Driven by innovation, expertise, responsible entrepreneurship and value creation, we have contributed substantially to the digital transformation of our country. Today, we continue to evolve as a dynamic ecosystem of technologies, partnerships and specialized companies, with a presence in Greece and abroad.

2025 was another year of significant progress. We strengthened our market position, expanded our portfolio in areas such as Cloud, Cybersecurity, AI solutions, Mobility/AIO, smart buildings and energy management solutions, and invested in new partnerships, expertise and digital infrastructure. In an environment of rapid technological change, we seek to leverage technology in a way that enhances productivity, security, innovation and progress. Sustainable development is a constant part of our strategy and our goal is to turn sustainability data into resilience and efficiency decisions. In 2025, we continued to actively contribute to the implementation of Quest Group's ESG strategy, with goals to

reduce our environmental footprint, operate responsibly, secure information and data, and develop sustainable products and services. We conducted the first Climate Resilience Study to better prepare ourselves in identifying and addressing risks and identifying new opportunities arising from climate change. The Silver distinction from EcoVadis, ranked in the Top 15% of companies evaluated internationally by the organization, confirms our systematic progress.

At the heart of our journey are our people. Their knowledge, collaboration, creativity and ethos are our most important strength. We continue to invest in skills development, health and safety, well-being and a culture of inclusion. Looking ahead, we continue with strong foundations, long-term relationships of trust, and a commitment to excellence, to create value for all our stakeholders and contribute to a more sustainable, safe, and inclusive future.

I warmly thank our people, customers, partners, suppliers and all those who trust us and support us on our journey.

Yours sincerely,
Dimitris Eforakopoulos
Chairman and Chief Executive Officer

ESG Highlights 2025

Continuous Development

- ▶ **€374 m.** Revenue (+13%)
- ▶ **3,3x** increase in turnover in 10 years
- ▶ A platform for creating value in the new interconnected world, with the development of an ecosystem of interconnected specialist companies
- ▶ Maintaining the leading position in the distribution of ICT products and increasing market share in all activities and sectors
- ▶ Maintaining High Performance and market share in the Mobility (Xiaomi) Sector
- ▶ Top 20 Microsoft Indirect Cloud Partner CEMA
- ▶ Achievement of annual ESG Targets

Major Investments

- ▶ Investments to support overseas expansion
- ▶ Logistics Center Expansion Coordination
- ▶ Investments for the implementation of the new 5-year Strategic Business Plan
- ▶ Investment in human resources for placement in new areas
- ▶ Investing in digital transformation



Responsible Business

- ▶ **0 (zero)** incidents of violation of information and personal data security legislation
- ▶ **0 (zero)** incidents and complaints on issues of corruption, unfair competition, anti-competitive behavior, anti-monopoly and monopolistic practices.
- ▶ Full compliance with legislation and regulations in a social and environmental context
- ▶ Training of employees on Ethics, Human Rights and Digital Security
- ▶ Silver EcoVadis Certification

ESG Highlights 2025

Responsibility to our employees

- ▶ **412** employees
- ▶ **>10,300** hours of training (+ 7% from 2024)
- ▶ Cultivating AI First Philosophy
- ▶ **32,3%** of our employees are female
- ▶ Zero accidents at work
- ▶ ISO 45001:2018 certification for Health and Safety at Work

Responsibility to the market

- ▶ Creating Value for Suppliers and Partners
- ▶ New partnerships in the fields of cybersecurity, smart cities, energy management
- ▶ Transferring know-how to AI solutions
- ▶ **12,3%** of revenue from sustainable products and services



Responsibility towards the environment

- ▶ **22,5%** reduction in direct and indirect emissions (Scope 1 & Scope 2) from the reference year 2022
- ▶ **44%** hybrid/electric cars in the corporate fleet
- ▶ Strengthening recycling initiatives
- ▶ First Climate Change Resilience Study

1981–2026: 45 years of Info Quest Technologies

- ▶ **45 years at the forefront of digital evolution,** aiming to bring the future to today.
- ▶ **45 years, faithful to one vision:** To contribute, always with people at the center, to the progress and prosperity of society, through the optimal use of digital technologies.
- ▶ **45 years, where our principles and values are non-negotiable:** Commitment to the satisfaction of each of our customers and creation of value for all our stakeholders.
- ▶ **45 years, driven by innovation and evolution:** We have in our DNA the continuous expansion into new areas, bringing the cutting edge of technology throughout Greece – from the first PCs and peripherals, the internet and mobile telephony in their inception, networks and modern, secure ICT Infrastructure, Cloud services and Energy Management solutions, to advanced Smartphones, and interconnected AIoT products, we always show the way for tomorrow.
- ▶ **For 45 years, we have been a trusted partner of leading technology manufacturers,** contributing to their success.



- ▶ **For 45 years, we have been creating long-term, mutually beneficial relationships** with our partners and customers, who trust us and evolve with us, making sure that knowledge and technology reach every consumer and Greek business, so that no one is left behind in the new era.
- ▶ **45 years with an emphasis on healthy and sustainable entrepreneurship:** We hold a leading position in our market. At the same time, we have been the core of the Quest Group, one of the largest Greek Groups, with multifaceted activities in Greece and abroad. Our development is always based on the principles of sustainability, taking care of the environment and society.
- ▶ We are particularly proud as in the last ten years, we have tripled our turnover, At the same time, every year we show significant progress in the **ESG goals** we have committed to, to reduce our environmental footprint, expand our Portfolio with sustainable products and services and strengthen the development and well-being programs of our employees, having received a high Silver distinction from **ECOVADIS** with a performance that ranks us in the Top 15% of all companies evaluated by the organization.
- ▶ **45 years with the best companions: our people,** who with the ideas, passion, ethos and common vision we share are our life-giving force.

The next 45 years

Today, digital technologies, and especially Artificial Intelligence, are more influential than ever and an accelerator of growth, significantly changing everyday life, but also our entire world.

For this great ongoing change we are experiencing, we are very optimistic. Fully aware of our role and responsibility, we participate in the developments and continue with the same passion, the same principles, the same commitment to excellence and the same vision, with the use of technology, to contribute to the modernization of our country and the well-being of all citizens, with the aim of a better, more sustainable and inclusive world for all.

Significant Events 2025

- ▶ Achieved goals and growth across all commercial departments (ICT products, Cloud, networking & software, Mobility & IoT), taking advantage of both technology changes (Windows 10 end of support, AI PCs), and participating in digital transformation projects.
- ▶ Expanding our involvement in AI-Analytics, Cyber Security, Energy Efficiency, Smart Buildings, Home Appliances and Energy Management Solutions.
- ▶ Continued focus on the field of Defense, cooperation with Military Grade ICT manufacturers (Software platforms, Surveillance and Face Recognition Systems) and related Integrators.
- ▶ New partnerships with companies that strengthen our portfolio in the catering sectors: Huawei, Cohesity, Coresight, Cloudflare, Vertiv, Teltonica, Sygenergy
- ▶ Investing in know-how around the utilization of AI tools and technologies
- ▶ Achieving a very high market share (33%) in Xiaomi smartphones and maintaining 2nd place in the market. Expanding the Xiaomi ecosystem into new categories, such as white appliances and air conditioning.
- ▶ Strengthening of ICT infrastructure, mainly in terms of security issues and gradual integration of AI technologies in the company's operation that increase productivity and efficiency
- ▶ Significant distinctions from partner suppliers for our performance, as well as from market participants.
- ▶ Silver certification by the international body EcoVadis for our performance in Sustainable Development
- ▶ ISO 45001 Certification for Occupational Health and Safety
- ▶ 01/01/2026: spin-off of activities and commencement of operation of a subsidiary RetailCo with the aim of developing the Xiaomi store network in Greece.



ESG Target 2025 Results

Presented ahead are the performance of Info Quest Technologies resulting from the ESG strategy for the year 2025, as well as the target setting for 2026.



The Environment

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
1. Climate Change: Reduction of absolute Scope 1, 2 emissions by 40% by 2030 and climate neutrality by 2050	Increase in the percentage of company car fleet with hybrid/electric models	>51%	44% 9 new cars / pool cars of a low-emission province. 2 additional hybrids.	86% Achievement Partial Achievement 	>55%
	Increase in % of "green" energy supply (Group's target for electricity consumption)	25% (Group goal)	Achieve 100% 25% (through Guarantees of Origin (GOs		30% (Group goal)
	Reduction of absolute Scope 1, 2 emissions from 2022 and 40% by 2030 (compared to base year 2022)	Overall Group Objective: 16% decrease in 2025 (compared to 2022)	Achieve 100% 22,5% decrease Scope 1 &2 compared to base year 2022 Scope 1 CO2e (tns) 148.7 vs152.17 Scope 2 (market based) CO2e (tns) 411.45 vs 387.63 Scope 1 & 2 560.15		Overall Group Objective: 21% decrease in 2026 (compared to 2022)
	Carbon Footprint Measurement based on GHG Protocol (Scope 1,2) with ISO 14064 measurement certification	Carbon Footprint Measurement based on GHG Protocol (Scope 1,2) certified by an external measurement body according to ISO 14064 for 2025 (undertaken in 2025)	Achieve 100% The Measurement has been completed. Certification every 2 years - Done in 2024, and the next one in 2026		Carbon Footprint Measurement based on GHG Protocol (Scope 1,2) with ISO 14064 measurement certification for year 2025

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
Climate Change: Reduction of absolute Scope 1, 2 emissions by 40% by 2030 and climate neutrality by 2050	Scope 3 Emissions Measurement Based on GHG Protocol	Scope 3 Emissions Measurement	Achieve 100% The Measurement was carried out (Scope 3 CO2e (tns): 220,536.95 vs 197,861.11). 2024 is the reference year.		Scope 3 Emissions Measurement for 2026 Future assessment of reduction targets.
	Continuation and Strengthening of Circular Economy Services.	Inventory of single-use plastics used in the distribution chain	Achieve 100%		Continuation and Strengthening of Circular Economy Services
Promoting circular economy and eliminating avoidable waste by 2025.		100% e-waste recycling certified	Achieve 100%		100% e-waste recycling certified
		Measures to reduce single-use plastics New Collection Points	Achieve 100%		Continuing and Strengthening Efforts

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
Promoting circular economy and eliminating avoidable waste by 2025.		Paperless office Digitization of more processes (Service, financial Services) Digitize IT Support Requests Digitization of the expense list	Achieve 100%		Paperless office Digitize more processes Integration of processes into a single request management platform - Utilization of AI to reduce the time of service of internal users' requests
		Sustainable packaging Packaging made from recycled content or recyclable materials/ Introduction of KPIs	Achieve 100% Only Commercial Paper Bags in Use		Sustainable packaging
	Introduction of circular economy models	Recycle-Change device Takeback schemes/Refurbished services	Achieve 100% Take back Schemes Take-back Mi Store - 226 returned devices (corresponds to 15,820 kg CO ₂ less)		Continuation and Strengthening of Circular Economy Services

 Goal achieved

 Goal in progress

 Goal not achieved



Our People

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
Health and Safety	Maintaining LTIFR Health and Safety Scores below 2.5 and TRIR below 1.3 LTIFR: Lost Time Frequency Rate TRIR: Total Recordable Incident Rate	LTIFR < 2,5 TRIR < 1,3	Achieve 100% LTIFR=0 TRIR = 0		Maintaining LTIFR Health and Safety Scores below 2.5 and TRIR below 1.3
	Certification ISO 45001:2018	Obtain ISO 45001:2018 until 2026	Achieve 100% Obtaining ISO 45001:2018 in 2025		Maintaining ISO 45001:2018
	Wellness Program "ARMONIA"	Continue	Achieve 100%		Continuation of the Program
	Health and Safety Education	One annual health and safety training for all workers	Achieve 100%		One annual health and safety training for all workers
Training and Development of our Employees	Group Objective: >15 hours of average training per employee with emphasis on AI	For our company average 23 hours of training (+6% vs 2024) Participation of all Managers in compulsory AI training.	Achieve 100% 25.1 hours avg. >3 seminars on AI with mandatory participation of Managers		Average retention of 23 hours of training Continue training in AI tools for all Managers.

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
Creating a culture of inclusion, diversity and equality in order to empower our people	Wage gap study every 3–5 years (including new subsidiaries). Last study was for 2022 (next until 2027). Ensure that the participation rate of women in the Talent Management Program and the Mini MBA program is at least the same percentage of all women in the Group	Better Together Program with Action Plan for the Empowerment of Women Education Programs	Achieve 100% 41% women cumulatively in Mini MBA, and Talent (vs 32.3% women in the company)		Wage gap study every 3–5 years (including new subsidiaries). Last study was for 2022 (next until 2027). Ensure that the participation rate of women in the Talent Management Program and the Mini MBA program is at least the same percentage of all women in the Group
	Establishing programmes on inclusion and diversity issues	• At least 3 actions for Women's Empowerment (training, surveys, seminars, etc.) every 2 years starting from 2025–2026 aimed at all working women • Design and implementation of the ALLYSHIP program in 2025–2026	Achieve 100% • ALLYSHIP Program • BETTER TOGETHER Program		At least 3 actions for Women's Empowerment (training, surveys, seminars, etc.) every 2 years starting from 2025–2026 aimed at all working women

 Goal achieved

 Goal in progress

 Goal not achieved



Responsible Business

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
No high/very high severity data breach incident	Annual Vulnerability Assessments in the main systems	Vulnerability Assessments for all major systems	Achieve 100%		Continuation of Annual Vulnerability Assessments in the main systems
	Continuation of mandatory cybersecurity/ phishing trainings for all employees	Continue	100% Achievement		Continuation of mandatory cybersecurity/phishing trainings for all employees
	Maintain ISO 27001:2022 certificate	Maintain	100% Achievement		Maintain ISO 27001:2022 certificate
	No data breaches with a significant financial impact or data privacy incident	No data breaches with a significant financial impact or data privacy incident	100% Achievement		No data breaches with a significant financial impact or privacy incident

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
Linking the variable remuneration (annual bonus) of Group CEOs and main subsidiaries to ESG objectives	Linking ESG targets to 15% of the Group's CEOs' variable remuneration	Linking ESG targets to variable remuneration 2025 (updated) Gravities: 50% Environment/Climate 20% Health and Safety 15% Diversity 15% Employee Training	100% Achievement		Linking ESG Goals to Variable Pay 2026 Gravities: 50% Environment/Climate 20% Health and Safety 15% Diversity 15% Employee Training
	Evaluation of suppliers with ESG criteria (Group Objective)	Evaluation of suppliers with ESG criteria Completion of Procurement Policy Renewal (Group Policy)	100% Achievement		New evaluation of suppliers with ESG criteria in 2027
Evaluation of suppliers with ESG criteria		Participation in the Hellenic Compact for Sustainable Development (CSR Hellas) to support the supply chain (Quest Group)	100% Achievement		Continuation of the initiative

Sustainable Products

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
>10% of revenue to come from sustainable products	% of revenues coming from sustainable products and services (based on ICMA protocol)	>10% of revenue to come from sustainable products	100% Achievement 12,3% (vs 10,3% to 2024)		>10% of revenue to come from sustainable products

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