

Impact Report 2024

Questing
the Future
achieving
tomorrow



In 2024

We promoted Responsible Entrepreneurship

- **Zero** confirmed incidents/ or fines related to corruption and business ethics issues
- **Zero** fines or other penalties for violating the legislation on the protection of personal data
- **100%** of employees were trained in the Code of Conduct and Ethics and for Cybersecurity and Personal Data Security

We strengthened our people

- The 6th cycle of "**Mini Mba**" has been completed with the participation of over **200 employees** in total
- The 1st cycle of the "**Better Together**" **women's empowerment program** has been completed with the participation of **60 female** employees
- 161 executives **selected** in the **Talent Management program** of the Quest Group

We empowered the market and our customers

- We bring technological expertise and solutions that support digital transformation through the **new generation of AI systems, Cloud Technology and "smart" infrastructures**
- **> 10%** of revenues from Sustainable Services and Products with a positive footprint on society and that enhance the green transition
- The **Pleiades Innovation Cluster** is working on a series of Memoranda of Understanding with municipalities across Greece, with the aim of supporting their sustainable development

We have reduced our environmental footprint

- **22% reduction** in Scope 1 and Scope 2 emissions compared to 2022.
- **57%** green car fleet
- **Significant investments in our facilities** with the Use of Photovoltaics, Smart Energy Management and Electric Charging Stations

We supported the Society

- Our total **social contribution** to commercial value exceeded **€600,000**
- **Double awards at the Hellenic Responsible Business Awards 2024** – Gold award in the category "Impact on Local Communities" and Bronze award in the category "Emergency Response"
- **Quest Holdings** has joined the **FTSE4Good Emerging Markets Index for the first time** in recognition of its commitment to Sustainable Development

Messages from the Board

Chairman Message



2024 is the 12th consecutive year that the companies of the Quest Group have improved their performance.

The Group's consolidated sales exceeded € 1,325 million, EBITDA approached € 92 million, while profit before taxes reached € 65 million.

These financial results, as well as the value creation by the Group's companies, are based on the exceptional effort, inspiration and hard work of our 3,500 employees.

Of course, nothing could be achieved without our strict commitment to the principles and values that have governed our thinking and actions, for 44 years: Customer satisfaction, ethos and integrity, teamwork, knowledge and innovation, are the compass of all our decisions and actions.

It is impossible to predict the future, but our spirit and our intention are "to battle it head on", as we have been doing all these years.

Theodoros Fessas
Chairman of the BoD, Quest Holdings

Message from the Vice Chairwoman



In 2024, in an environment filled with challenges and uncertainties, we accelerated our transition towards a more sustainable, resilient, and socially responsible business model.

By remaining steadfast in the values of sustainable development and innovation, Quest Group has strengthened its investments in digital infrastructure and technologies with a low environmental footprint, strengthening the European goal of Climate Neutrality and contributing, through Uni Systems, to the transformation of the market with advanced services and innovative solutions across the range of our activities.

At the same time, Info Quest Technologies and Team Candi promoted digital transformation, leveraging cloud, automation and cutting-edge technology solutions. Through the Quest Learning Center, we have upgraded the skills of our people and at the same time we empower them by emphasizing policies of equality, diversity and inclusion throughout the Group, with targeted actions.

In 2024 we published a Sustainability Report for the 11th consecutive year and at the same time the 1st

which was prepared in accordance with the Corporate Sustainability Reporting Directive (CSRD) and the new European standards, which confirms our commitment to high ESG performance, responsible governance and long-term value for all stakeholders. Strategically, it focuses on investigating environmental risks and climate change, ensuring an attractive working environment as well as enhancing Cyber Security and Business Continuity for all the services of the Group's companies, and we continue.

Guided by technology, our people and our values, with actions and not just words, we are shaping an inclusive future, with a positive footprint on the environment, society and economy.

We move forward – with responsibility, vision, and action.

Efi Koutsourelis
Vice Chairwoman of the BoD, Quest Holdings

Message from the CEO



The long-term strategic planning and corporate philosophy of our Group focus on the principles of responsibility. Success is measured not only by financial results, but also by the positive impact we have towards society, the environment and our people, as well as by our commitment to responsible business practice.

The commitment to sustainability and responsibility permeates all our activities and is manifested through ecological and innovative practices, enhancing the well-being of our employees, developing constructive partnerships with local communities, supporting charitable and environmental actions, and adopting initiatives that yield measurable positive results.

This Impact Report details our ESG initiatives and performance, highlighting how each action leads to concrete and measurable benefits. Through its pages, the actions, collaborations and projects that express the deeper philosophy of our Group are captured.

Apostolos Georgantzis,
CEO of Quest Group



Quest Group in Numbers 2024

14*
Companies

396
New work positions

3,371
Total employees (x3 2014-2024)

€135 million
Dividends/ Cap Returns (2020-2024)

€1,325 million
Total turnover (x4 2014-2024)

€135 million
EBT (x16 2014-2024)

Outside of Greece:
28%
Total turnover

16% CAGR
total turnover (2020-2024)

17%
Employees

* Does not include the company Benroubi which joined the Group in 2025

Quest Group

Progress, based on the principles of sustainable development and values as a driving force, People and the triptych "Technology, Innovation, Entrepreneurship", is the central core of philosophy and strategy of the Quest Group and governs the overall the way the companies of the Group are active and grow.



A Few words about Quest Group

Dynamic growth and economic robustness over a fifteen-year period of continuous geopolitical and social crises.

Quest Group



One of the largest Greek Group of Companies



It has been operating for more than 44 years and is a pioneer in the field of digital technologies



It operates mainly in Greece and is expanding its activities into Europe



The parent company Quest Holdings has been listed on the Athens Stock Exchange since 1998 and is included in the ATHEX ESG Index

Active in **30** countries and present in:

- ▶ Greece
- ▶ Cyprus
- ▶ Romania
- ▶ Serbia
- ▶ Belgium
- ▶ Luxembourg
- ▶ Spain
- ▶ Italy



See the Group's most important historical milestones [here](#).

Major Awards received by Quest Group for ESG and Responsible Entrepreneurship in 2024



Double award at the Hellenic Responsible Business Awards 2024 - Gold award in the category "Impact on Local Communities" and Bronze award in the category "Emergency Response".



Bravo Sustainability Dialogues & Awards 2024 – PILLAR: BRAVO IN ACTION – Collaboration between ACS and Fainareti for Baby Ban.



Quest Group is once again among the Greek Organizations that are part of the leadership team of "The Most Sustainable Companies in Greece", according to the QualityNet Foundation.



Quest Group won the 2nd Corporate Governance Award at the HRIMA Business Awards for 2024.



Quest Group was listed among the True Leaders Groups in 2024 according to ICAP CRIF.

Participation in ESG Ratings and Sustainability Index 2024



FTSE4Good

Quest Holdings joined the FTSE4Good Emerging Markets index for the first time in 2024 in recognition of its commitment to Sustainable Development, and is among the 15 Greek companies that meet the ESG criteria for inclusion or stay in the index.

The **FTSE4Good Index** was created by FTSE Russell and is leveraged by the financial and investment market to evaluate socially responsible investment opportunities and other business products.



ISS ESG



Two companies of the Quest Group, **Info Quest Technologies** and **ACS** received the important GOLD distinction in their evaluation by **EcoVadis**, the leading Sustainable Development performance evaluation body internationally.



Quest Group Companies

Quest Group contributes to the digital transition and is currently active in dynamically developing sectors of the economy, with specialized companies, most of which are among the leaders in their field in the Greek market.

→ COMMERCIAL ACTIVITIES

Information Technology & Telecommunications

Info Quest
TECHNOLOGIES

Info Quest Technologies

ICT and Mobility/IoT products distribution and Cloud services provision

iSquare |  Authorised
Distributor

iSquare

Authorized Distributor of Apple Products in Greece and Cyprus

iStorm  Premium
Partner

iStorm

Apple Premium Partner retail store chain in Greece and Cyprus

FOQUS

FoQus

Official distributor of POCO Smartphones in Greece

EPAFOS
new technologies

EPAFOS

One stop shop for education

E-commerce

Quest
ONLINE

you.gr

Quest on Line (www.you.gr)
E-commerce

Clima & Home appliance

Clima Quest

Clima Quest

Exclusive Distributor of Gree products in Greece

 **G.E. DIMITRIOU s.a**

G.E. DIMITRIOU

Exclusive distributor of Toyotomi air conditioners


BENRUBI

BENRUBI

Exclusive distributor of IZZY, PYREX and BABYLISS products



Quest Group Companies

→ IT SERVICES

uni.systems Uni Systems
Integrated ICT Solutions

CANDI Team Candi
Modern Workplace and Robotic Process Automation solutions and services

intellisolutions Intelli Solutions
Digital Transformation Consulting Services

→ GREEN ENERGY

Quest ENERGY Quest Energy
Renewable Energy Sources (RES)

→ COURIER AND POSTAL SERVICES

ACS ACS
The largest and most modernized Greek company in the field of Courier Services, dynamically entering the field of Postal Services.



Impact Areas

Questing
the Future
achieving
tomorrow



Our 5 Impact Areas



Quest Group's Business Strategy



Business Excellence and ESG Strategy Integration



Creating value for our shareholders



Responsible Business

The Management and operation of the Quest Group are based on strong corporate governance. We operate honestly, ethically and in compliance with applicable legislation, the Group's Policies and Procedures, and guided by responsible business conduct.



We promote responsible entrepreneurship



Protecting Business Ethics and Transparency



IMPACT

At Quest Group, we are committed to being transparent, integrity-based, and trustworthy in every area we operate.

Quest Group implements a Regulatory Compliance System – as part of its internal control system – which, together with the Code of Ethics and Conduct and internal Policies and Procedures, contributes drastically to the prevention, detection, response and monitoring of ethical and regulatory compliance issues.

The Quest Group's Code of Conduct and Ethical sets out the commitments and rules of conduct as to the principles and rules that should govern

each area of activity of the Group's companies, as well as the relationships between each company, its employees and all stakeholders.

The Anti-Corruption, Fraud & Bribery Policy and its framework seeks, among other things, to strengthen the commitment of the Management of Quest Holdings to zero tolerance for fraud, bribery and corruption.

The Whistleblowing Policy sets out the principles and operating framework under which Group companies receive, process and investigate named and anonymous reports/complaints.

In 2024

- **100%** of the Group's staff received an information campaign on the Group's Code of Ethics and Ethical Conduct, which is posted on the Group's website and internal communication portal.

- **Zero** confirmed incidents/ or fines related to corruption and business ethics issues.

- **Zero** confirmed incidents in which employees were fired or disciplined for corruption.

- **Zero** confirmed incidents in which contracts with business partners were terminated or not renewed.

- **Zero** public legal cases related to corruption brought against the organisation or its employees.

Find out more about [GROUP POLICIES](#).

Protection of critical information systems and personal data



The protection of information and critical information systems, as well as the confidentiality of the information of all our stakeholders, is of utmost importance to the Group.

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

In 2024

→ **100%** of the employees were trained in the issues of Personal Data Protection and Cybersecurity.

→ **Zero** fines or other penalties for violating the legislation on the protection of personal data.

→ **Zero** incidents of violation of the confidentiality, integrity and availability of systems and information, the consequences of which were great/very serious.



ESG **GOAL** 2025-2030+
Find out more [here](#)



Responsible and sustainable supply chain operation



IMPACT

One of the main goals of the Quest Group is to promote sustainability in all areas of our activity. We invest both in our supply chain and in the provision of responsible products and services, being one of the most important technology transfer gateways in the Greek market.

The Group expects long-term partnerships and we seek for the Group's companies to be the first choice of our international partners for the distribution of their products.

We work closely with our suppliers to meet the highest standards, and the Group's largest suppliers include Microsoft, Apple, Xiaomi, HP, HPE, IBM, Dell, Cisco, Lenovo, GREE and Toyotomi:



The Supplier Code of Conduct, as well as the Quest Group Procurement Policy, outline our requirements in the areas of labor and human rights, health and safety, environment, and ethics in the areas of our suppliers.

As of 2023, following the direction set by the ESG Strategy, the assessment with specific ESG criteria of our largest suppliers began.



ESG **GOAL** 2025-2030+
Find out more [here](#)





Empowering our People

The work experience at the Quest Group is a dynamic path, constantly evolving, just like its people. The strategy focuses on fostering an environment where every employee feels safe, active, and valued.

Continuing Education



IMPACT

In the context of continuous development, skills development is an investment with a long-term impact.

- The Quest Mini MBA is an educational program designed in collaboration with Alba Graduate Business School exclusively for the needs of the Group. The program is held every 2 years, and to date 6 cycles have been completed, while a total of more than 200 employees have attended it (36 in 2024).
- In 2024, a new cycle of the Talent Management program "Moving Forward Together" was launched. From the Group Talent Pool, 161 executives from various Group companies (60% men and 40% women) were selected to attend.
- The Group increased its investment in online education by investing in the new Softskills Percipio platform.
- In 2024, the Group invested >€411,000 for the purpose of training its employees.



ESG **GOAL** 2025-2030+
Find out more [here](#)



Empowering
our People



Diversity, Equality and Inclusion



IMPACT

The Group's firm position and foresight is the promotion of diversity, equality and inclusion and has undertaken initiatives such as the signing of the **UN Women Empowerment Principles (UN WEPs)**.

■ In 2023, a Women's Empowerment Survey was conducted for the first time, in which 345 employees of the Group participated. Following the research, a comprehensive program of actions for women's empowerment, "**Better Together**", was designed, which includes group mentoring, learning paths, inspiration talks & skills development and wellbeing actions, as well as the creation of the Lean In Cycle of the "Quest Women Together for

Success" Group, which serves as a point of dialogue and connection

- In 2024, the 1st cycle of "Better Together" was completed with the participation of more than 60 female employees of the Group from different companies and regardless of hierarchy level. The Group has already announced the holding of the 2nd cycle in 2025
- In the same year, the Pay Gap Study was completed, in collaboration with an external partner. For any unjustified pay differences identified, a plan to address them is being formulated.
- For the year 2024, the percentage of female employees of the Group increased to 33.5%, compared to 30% in 2023.



ESG **GOAL** 2025-2030+
Find out more [here](#)



Empowering our People



Care for the Health and Safety of our People



IMPACT

Ensuring the health and safety of our employees as well as cultivating a culture of well-being are the foundations of our corporate policy for the formation of a sustainable and humane organization, with a substantial social footprint.

The Group has set ESG targets for Health and Safety issues, which include the annual monitoring of indicators and their annual progress, as well as the implementation of trainings on health and safety management issues.

- We have an occupational health and safety management system in place and we have put in place policies to ensure that all employees receive the necessary information to work with their physical

and mental health in mind.

- Maintaining LTIFR (Lost Time Injury Frequency Rate) below 2.3 and TRIR (Total Recordable Incident Rate) below 1.2 for Group employees
- 3 companies, Uni Systems, Epafos and ACS have been certified with ISO 45001:2018.

Info Quest Technologies is in the process of certification for the period 2025-2026



ESG **GOAL** 2025-2030+
Find out more [here](#)



Empowering our People





Wellbeing



IMPACT

- The **ARMONIA program** of the Quest Group focuses on enhancing the overall well-being of employees and includes physical, mental and emotional upliftment actions. It provides psychological support structures and tools, personalized sessions, physical activity actions and team building.
- **QUEST ONE**, a new renewed more procedural Internet platform to strengthen the Group culture and improve internal communication and information

In 2024, more than 12 actions were carried out under the ARMONIA program, with the participation of more than 800 employees of the Group.



Empowering our People



"The pillar of our ESG strategy that concerns our People serves as a framework for aligning values and business operation, with our employees at the center of our strategy".

Gerasimos Zournatzis,
Human Resources Director
of Quest Group

Innovation and Market

We strengthen and empower the market and our customers through the provision of innovative technology solutions and sustainable products.



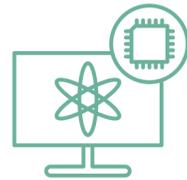


IMPACT

The actions of the Group's companies reflect a coherent, multi-level development model that combines innovation with sustainable and responsible operation, as a key factor in long-term value creation, not only for the Group but for the entire market and its value chain.

We empower the market and our customers

The Group companies introduce solutions to the Greek market that support the digital transformation of businesses and its customers and enhance the green transition such as:



→ the new generation of AI systems



→ Cloud infrastructure and Cybersecurity solutions



→ the digitization and automation of corporate processes



→ Intelligent buildings



→ green-oriented energy management solutions (power stations, electric charging stations, solar panels, etc.),



→ AIoT solutions and Smart Home



TeamCandi invests significantly in the areas of Modern Workplace Development, has a wide range of advanced products, solutions & services of high added value, contributing to the digital transformation of the market.

It is one of Microsoft's top partners in Greece, with many years of experience in process automation and digitization projects and approvals, utilizing Microsoft's Power platform.



EPAFOS covers a wide range of services, from the design of complex IT solutions and the installation of IT equipment to their training, maintenance and support. With well-trained human resources, specialized know-how, it maintains a large installed customer base that exceeds 12,000 businesses and organizations and more than 350 important implemented IT projects in the Private and Public sector.

At the cutting edge of innovation and experiential learning, in 2024 EPAFOS undertakes the supply of the technological equipment and the installation services of the new Interactive Museum of Technology in Trikala – a project that transforms technology into experience.



Evolution through technology and continuous innovation

 We empower the market and our customers

IMPACT

Through an open innovation ecosystem, we invest in research and innovation that supports long-term growth, leveraging new technologies, developing solutions, and establishing partnerships in various sectors:


→ Smart cities & sustainability

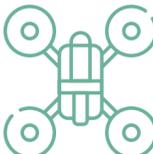

→ eHealth


→ Culture, education and capability building


→ Energy & Smart Buildings


→ Industry 4.0 & 5.0


→ Internet of Things


→ Drones / UAVs


→ Mobility


→ Artificial intelligence


→ Phygital & Metaverse

In 2024

- 21 approved proposals out of 121 submissions
- Approved funding of €4.1 million
- 3 new projects with a coordinating role from Uni Systems

In total, 48 awarded R&D&I projects



IMPACT Innovation in Action



We empower the market and our customers



Non profit Innovation cluster for IoT



Quest Group Innovation Center

The aim of iQnovus is to respond with innovative solutions to the emerging challenges of the Group's subsidiaries. It supports knowledge transfer, monitoring market trends, attracting talent, creating new products and services, using innovative management tools and methods, and attracting finance and investment.



Innovation center of Quest Group supported by Uni Systems

Pleiades Innovation Cluster

Founded in 2022, the Pleiades IoT Innovation Cluster is a non-profit organization that is at the forefront of shaping a dynamic innovation ecosystem. The Pleiades IoT Cluster, together with its members, continues to pioneer initiatives such as Smart Islands, leveraging the CityLab approach, to leverage technology and data-driven

approaches, to create more sustainable, efficient, and resilient models for improved quality of life.

The Pleiades Innovation Cluster is working on a series of Memoranda of Understanding with municipalities across Greece, with the aim of supporting their sustainable development.



IMPACT Companies that define the market in which they operate



We empower the market and our customers

Clima Quest

Clima Quest / – Its goal is to stand out in the Greek air conditioning market, offering high quality products, excellent services and to create an ecosystem of specialized partners throughout Greece with the aim of making Greece's innovation and technological excellence available to everyone.



G.E. DIMITRIOU – The company's vision is to continue to be a leading company in the air conditioning market under the Toyotomi brand but also to increase its business footprint in the market of electrical small appliances and large appliances by developing the product range of its brands.



iSquare, an official distributor of Apple products in Greece and Cyprus, offers devices that combine cutting-edge technology with a commitment to sustainability.

Apple invests in innovative solutions, recyclable materials, and clean energy sources so that every product reduces its environmental footprint without sacrificing performance. From concept to implementation, innovation is at the core of every Apple creation.



The only retail chain exclusively for Apple products – Apple Premium Partner in Greece and Cyprus.

The 18 iStorm stores were created from the beginning with the aim of offering fans and users of the products and the Apple ecosystem an excellent communication, service and purchase experience, worthy of the quality and innovation that characterizes Apple products.

In 2024, 3 new iStorm stores opened in Kifissia, Ioannina and Agia Paraskevi



ACS systematically invests in innovative technologies, with the aim of broader integration of artificial intelligence and automation solutions, to optimize distribution and enhance its customer experience.

It implements a coherent investment plan, which focuses on three main pillars, which concern:

- technological upgrading,
- operational efficiency and
- environmental responsibility.

Initially, in the context of digital transformation, it has made investments and new digital tools such as the ACiStant Digital Assistant in the ACS Mobile App and at www.acscourier.gr and the ever-expanding network of ACS Smartpoint Lockers automatic collection lockers, providing 24/7 service, flexibility and greater savings.

In 2024, ACS installed 385 new Lockers, while we proceeded to order an additional 14,700 new automatic lockers (150 KEVA & 200 Swipbox), in order to cover all the central cities of Greece and to thicken their presence in the major urban centers of Attica and Thessaloniki.

Sustainable Services and Products of the Group's companies that have a positive impact on the environment and society



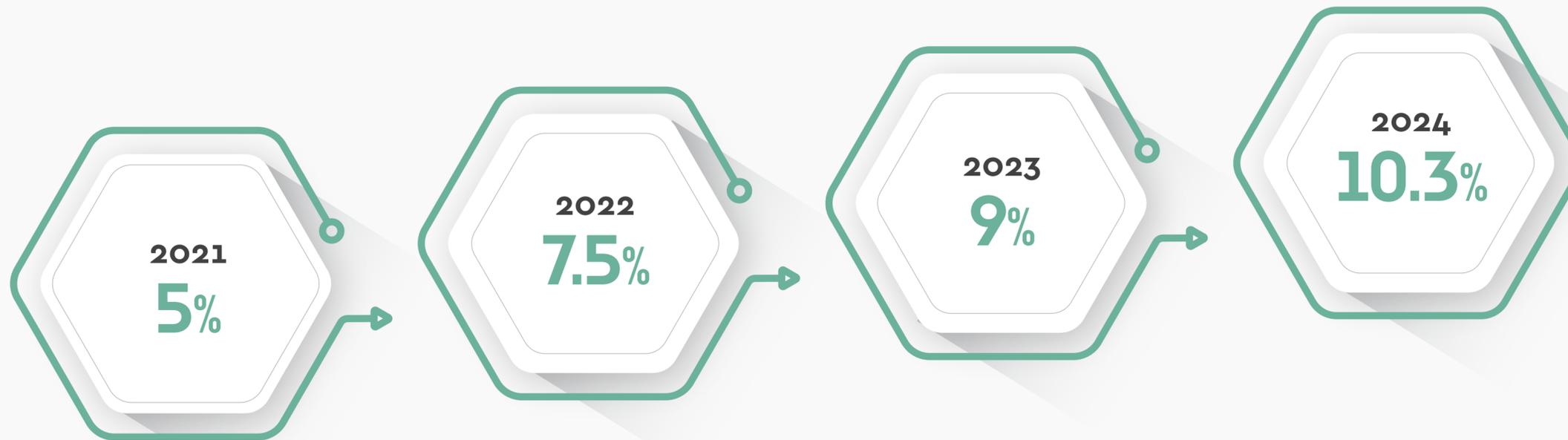
We empower the market and our customers



IMPACT

The goal of the ESG Strategy 2025–2030 is for sustainable products and services to account for more than 10% of the Group's revenues.

% of the Group's revenues from sustainable products and services*



ESG **GOAL** 2025-2030+
Find out more [here](#)

**In accordance with the guidelines of the International Capital Market Association (ICMA) protocol*

Info Quest TECHNOLOGIES

Incorporates products and services that contribute to the reduction of the environmental footprint of its customers

- **Deployment of Cloud Solutions and Services (Green IT).**
- **Electronic signature platform (DocuSign)**
- **Green energy products** (such as electric generators (Ecoflow) that also charge from photovoltaic panels, which are significantly greener than conventional oil generators).
- **Launch of Internet of Things (IoT) products and solutions** - Focusing on Xiaomi ecosystem of connected products – the largest ecosystem in the world – but also on the new interconnected electrical appliances available by the companies in our ecosystem (Singer, Brandt, Faber, etc.), we strengthen our presence in the field of "Consumer Internet of Things / Smart Home".
- **Green Energy** - In 2024 we included in our range car chargers for electric charging, solar panels, and batteries and enriched our know-how in the design and implementation of solutions.
- **Smart Buildings** - In 2024 we included in our solutions the integrated solution "Cisco Intelligent Building", an integrated management system for commercial and industrial buildings with an increased impact on consumption through the use of low-voltage direct current (DC), sensors, AI and Analytics as well as Molex sensors.
- **Electromobility – Micromobility** - We invest in e-mobility by proposing an ecological way of moving with Xiaomi electric scooters, to be the most popular product in the e-scooter category in Greece.
- **Circular Economy Services** - such as the Xiaomi Smartphone replacement service with a subsidy in the purchase of a new one.



We empower
the market and
our customers





Promotes green mobility and deliveries

- Renewal of the fleet with electric vehicles, at the end of 2024, 51% of its fleet were hybrid or electric models and with 10 electric vans.
- It has incorporated eco-friendly packaging materials
- MediExpress service for the receipt of medicines from the pharmacies of the National Organization for the Provision of Health Services (EOPYY).



Clima Quest



Clima Quest / G.E. Demetriou - Air Conditioning Products for Lower Environmental Footprint

Through our ecosystem companies Clima Quest and G.E. Demetriou, which exclusively sell Gree and Toyotomi products respectively in the Greek market, we have modern low-energy heating cooling systems, with AI features for optimized use and ecological refrigerant R32, significantly reducing the footprint of each appliance.



uni.systems

IT solutions and services with a positive environmental and social footprint

- Cloud Solutions
- Emissions Trading Systems for the Control and Monitoring of Carbon Dioxide Emissions by Sector and Country (DG Clima of the European Commission and the UK Department for Energy Security and Net Zero Emissions – GOV.UK)
- Solutions for culture and education
- Systems for disease control, prevention, monitoring and analysis
- Control and approval systems for new chemicals
- Systems for the authorisation of new medicines and monitoring of the EU regulatory framework for the management and control of medicines
- Systems for the implementation of European asylum, border management, migration, cross-border justice policies, international protection and reception conditions for migrants and refugees.
- Justice Systems, Criminal Record Management, State Legal Council, Administrative Courts.



We empower the market and our customers

Support to Society



Support to Society

The Quest Group's constant goal is to contribute to the development of the country, while returning value to society, with initiatives and actions related to its areas of activity and in accordance with the principles of sustainable development.

Many of the initiatives we implement contribute to the achievement of the UN Sustainable Development Goals.

In 2024 our total social contribution in commercial value exceeded **€600,000**

IQbility: Youth entrepreneurship incubator and angel fund



IMPACT - strengthening technological innovation and youth entrepreneurship

In 2024, IQbility is a direct shareholder in 6 startups (Novoville, Flexfin, AllCanCode, eNios, Simpler, Lastmily, Air.tv) from its 14 initial investments, while within the year it also disinvested from the company Simpler. IQbility also participates in 2 funds: Ellikonos 2 and Apeiron Fund, which invest in SMEs and startups respectively.

Creating Added Value Through IQbility:

- Supporting the startup community & creating startup culture.
- Creation of Greek added value and contribution to "brain regain".
- Investments over €1 million in startup companies in its 14 years of operation.
- Creation of more than 200 highly skilled jobs by the companies that IQbility has supported.
- Participation in 30 innovation projects in Greece and Europe.



Implementation in practice of Technological Innovation for the common good



IMPACT - the application of technological innovation in the field to address real needs of society

Technological innovation is a strategic pillar of the Group and is developing with a social sign. Through the iQnovus Innovation Center, the Group implements projects that leverage technological innovation to provide solutions to real needs - such as sending medicines with drones to remote islands, or mapping damage in areas that have suffered natural disasters.

At the same time, through the creation of innovation ecosystems, it offers local communities the tools and mechanisms to address challenges.

Through the Pleiades IoT Innovation Cluster, it has established Innovation Centers in provincial cities and islands of Greece, which aim to provide cities with a framework for developing, testing and scaling solutions that promote sustainability, efficiency and resilience.



Collaborations with Higher Education



IMPACT - the strengthening of the interconnection of Universities with the business world

Quest Group and the Athens University of Economics and Business (AUEB) have signed a Memorandum of Understanding with the aim of continuously strengthening the relationship between academia and entrepreneurship. The five-year cooperation agreement between AUEB and the Quest Group confirms their joint commitment to develop a framework for scientific, research and educational cooperation in order to address the existing and future challenges for entrepreneurship and a sustainable economy.

Social contribution actions



IMPACT - the fight against social inequalities, in cooperation with authoritative non-profit organizations and social actors

As an active cell of our society, the Quest Group, with a high sense of responsibility, implements actions to support vulnerable social groups. The Group and its companies cooperate with a number of NGOs and Social Organizations, actively contributing to their work.

It is worth mentioning the systematic support of the organization "The Smile of the Child" and the organization "Make a Wish", with the donation of equipment and courier services, the Homeless Reception Center of the Municipality of Athens (KYADA), with the provision of free clothing and toys offered by the employees and the Group.

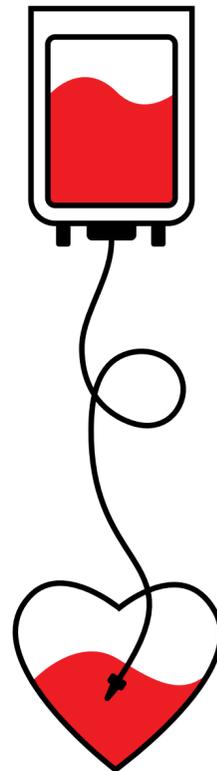


Volunteering Activities



Voluntary Blood Donation of Employees

	2022	2023	2024
Blood Bottles Collected (total Quest Group)	75	98	186
Bottles of blood used (total Quest Group)	45	72	47



Athens Classic Marathon Runners Team – donation to the Smile of the Child Foundation

The Quest Group's team of runners is growing more and more every year. From 143 runners in 2023 we reached 175 in 2024!

Every November, the runners of the Quest Running Team meet at the Athens Classic Marathon and run for a good cause, which makes us particularly proud as it is indicative of the commitment of the people of the Club to principles that make up our culture, such as volunteerism, fair play and well-being. The companies of the Group donated a sum of money for each runner to The Smile of the Child Foundation.



Contributing to people in need and Responding to large-scale emergencies



IMPACT

The Quest Group implements actions that strengthen the spirit of volunteerism and cooperation with employees. The volunteering activities organized by the Club every year are:

- Volunteer Christmas Bazaar
- Collection of goods for Institutions and our fellow human beings in need, such as the annual action of collecting goods and basic necessities for shipment to the Reception and Solidarity Center of the Municipality of Athens (KYADA), as well as the participation in the Group's coordinated actions for response to emergencies due to natural disasters
- Easter Bazaar

The Group also proceeds, whenever conditions require it (in cases of e.g. refugee crisis, disasters caused by extreme weather events, pandemic, etc.), to emergency support actions, according to its capabilities and specialized know-how, in the field of technology and courier services.

Special mention should be made of the company of the ACS Group, which, taking advantage of its unique advantages, such as its extensive nationwide network, speed, organization and reliability, and in cooperation with institutions and NGOs, constantly contributes to the implementation of actions, but at the same time responds steadily in cases of emergency and humanitarian crises.

"In 2024, ACS Postal Services was awarded at the Bravo Sustainability Awards by the Quality Net Organization for its collaboration with the NGO Fainareti. ACS is the exclusive sponsor of transport services of the "Baby Bank" public benefit program. "Baby Bank" is a program for the collection and free distribution of baby items and equipment for children from 0 to 5 years old. Through the reuse and recycling of the items necessary for the smooth development of infants, toddlers and children, the program aims to financially relieve vulnerable young families while contributing to environmental and social sustainability."



Distinctions for the Group's positive social footprint in 2024

Quest Group was distinguished at the 9th edition of the Hellenic Responsible Business Awards, among the Greek companies that promote the values of Responsible Entrepreneurship and invest in Sustainable, Environmental and Social Development.

The Group received a **Gold award** in the category "Impact on Local Communities" for the

action "Quest Group carried out the first pilot flight of medical supplies from Kos to Pserimos with an unmanned aircraft".

Also, the Group received a **Bronze award** in the category "Emergency Response" for the action "Sending humanitarian aid and drone services to Thessaly after the catastrophic floods of September 2023".



We reduce our environmental footprint

Climate change is a defining issue of our time, and tackling it requires rapid, collective action and technological innovation. We are committed to achieving our own goals and take responsibility for our operational footprint.



Reducing our carbon footprint



IMPACT

Quest Group is committed to reducing its environmental footprint by setting targets and actions in the fields of reducing greenhouse gas emissions, energy management and promoting the circular economy, thus contributing to the effort to decarbonize its activities and achieve the National and European Goals for the energy transition and addressing Climate Change.

In 2024 for Quest Group

- Emissions directly from our operation, directly from the use of fuel (Scope 1) and indirectly from the use of electricity (Scope 2) were reduced. Overall, there was a 22% reduction in Scope 1 and 2 absolute emissions compared to the 2022 base year*

- The key de-carbonization mechanisms from our operation are supported by the increase in the percentage of electricity consumption from renewable energy sources and the purchase of certified green electricity consumption (Green Guarantees of Origin) as well as the gradual transition to a green corporate fleet. At the end of 2024, 57% of the Group fleet was in EV or hybrid model categories.
- We estimate that our emissions that come indirectly from our activity through our supply chain (Scope 3) are over 90% of our total emissions and present a significant decommissioning challenge. We measure these emissions annually at our largest subsidiaries in order to identify and develop the additional measures in the future that we will need to reduce them. In 2024, total Scope 3 emissions for our 3 largest subsidiaries Info Quest technologies, Uni Systems and ACS were 239,390 tn CO₂e.



We reduce our environmental footprint

Progress of ESG Goals 2024

 → **22%** reduction in Scope 1 and Scope 2 (Group Total)*

 → **29.5%** reduction in Scope 1 and Scope 2 (Greece only)**

 → **57%** green car fleet (EV or hybrid)

 → **8%** vans are electric

 → **14%** green purchased electricity

* The measurements are based on GHG Protocol and location-based and refer to the Group's activities in Greece and abroad. The comparison is with the base year 2022. The latest conversion factors for the year 2024 have been used.

** The measurements are based on GHG Protocol and market-based and relate to the Group's activities in Greece (96% of Scope 1,2 emissions). The comparison is with the base year 2022. The latest conversion factors for the year 2024 have been used.

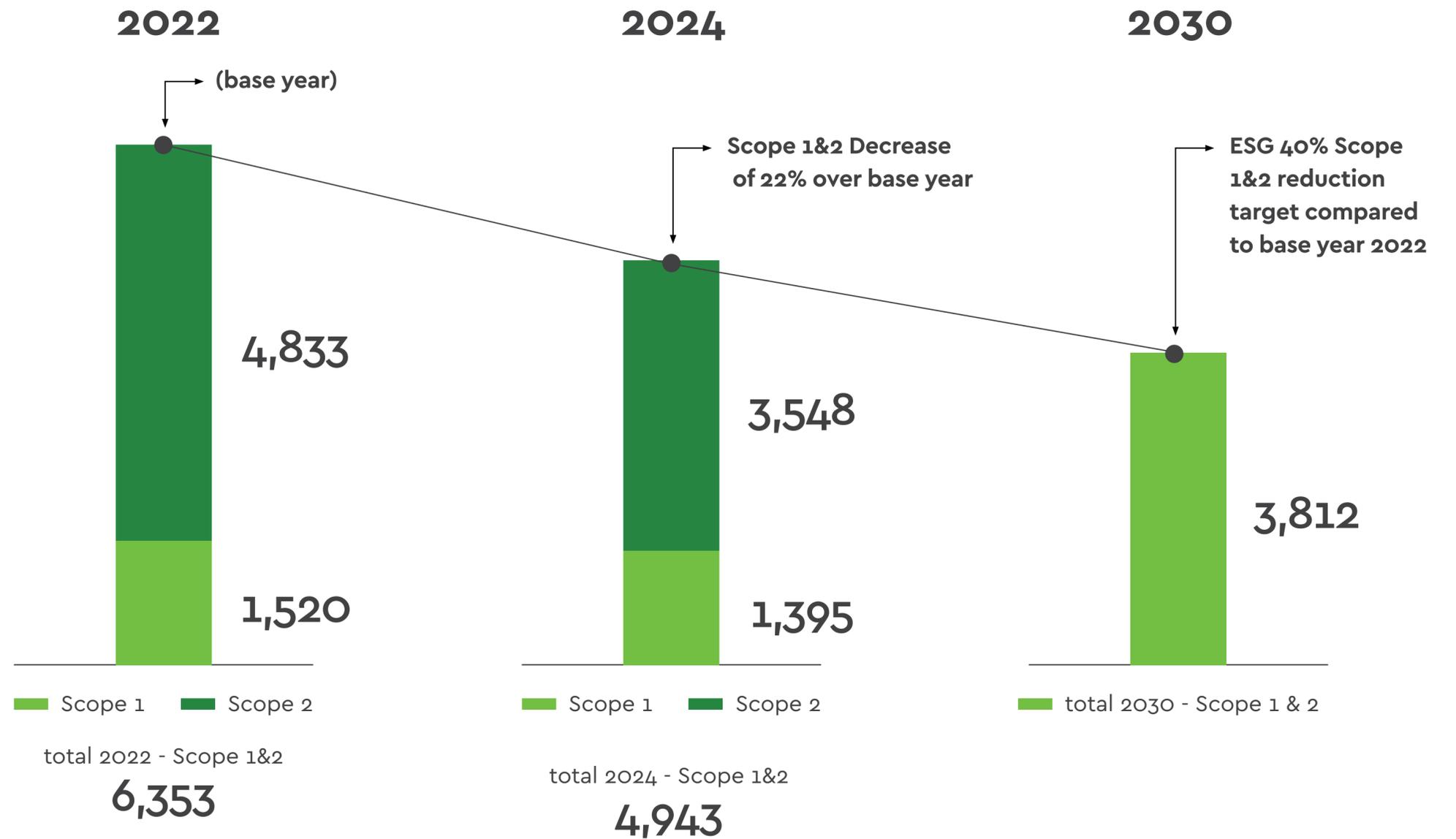


We monitor emissions and have set annual and long-term ESG targets to limit and reduce them in alignment with the Paris Agreement to keep temperature rise below 1.50C degrees Celsius. Measurements are verified by an external certified body every 2 years based on ISO 14064.



ESG **GOAL** 2025-2030+
Find out more [here](#)

Carbon Footprint of Quest Group (Scope 1 & 2, absolute tn CO₂e emissions)



We are making significant investments in our facilities with respect for the environment



IMPACT

The Group's new buildings and facilities operate with:

- Bioclimatic architecture.
- Smart energy management.
- Electric charging stations for company vehicles.
- Use of Photovoltaics - A photovoltaic installation was put into operation at the new distribution center of ACS with a maximum rated energy of 1 MWh.
- In 2025, the installation of additional systems with a total capacity of 250 KWh in the Rentis building, which hosts the technical department of Info Quest Technologies and the Uni Systems Data Center, as well as the facilities of our company in Aspropyrgos and in the Argyroupolis offices, with Net Trading.*
- In 2024 at the office building on Argyroupoleos Street the air conditioning and cooling systems were upgraded with the use of more energy-efficient models to improve the energy efficiency, employee experience and economy.



We reduce our environmental footprint



*The subsidiary, "Quest Energy S.A.", until the end of 2024 had in its portfolio thirty (30) photovoltaic power plants with a total capacity of 39.3MW. In 2025, it signed a binding agreement with an International Energy Producer, not affiliated with the Quest Group, for the sale of part of its portfolio of fully operational PV plants, with a total installed capacity of 36.7 MW.

We take a responsible approach to our facilities and operations and take an increasingly circular approach to material management and waste reduction



We reduce our environmental footprint



IMPACT

- We implement an Environmental Management Policy and System: the Group's subsidiaries, Info Quest Technologies, Uni Systems, Epafos and ACS are ISO 14001:2015 certified.
 - In 2024, there were zero confirmed incidents of non-compliance with environmental laws and regulations for Group companies
 - We proceed with environmental certifications and evaluations by external bodies. Two companies of the Quest Group, Info Quest Technologies and ACS have received the important GOLD distinction in their most recent evaluation by EcoVadis, the leading Sustainable Development performance evaluation body internationally with high performance rates (>80%) in Environmental themes.
 - We responsibly implement the collection and recycling of basic materials to certified bodies with a standard recycling process. The Group's companies participate in the official recycling systems, as defined by National and European legislation.
- Directions followed by the Group's companies for the promotion of the Circular Economy concern:
- the management and collection of electronic waste
 - the creation of a policy to eliminate the use of paper (Paperless Office)
 - the reduction of the use of single-use plastic and
 - the replacement of plastic material in packaging by commercial companies (recyclable and recycled packaging)
 - Info Quest Technologies offers technical services (such as service, device upgrade, etc.) to extend the life of devices. It operates as an authorized Service Center, for the withdrawal, upgrade and/or repair of manufacturers' materials, according to strict specifications for material management.



In 2024, through the Buy back option and Device Replacement services, approx. 7,900 old devices were returned (4,500 in 2023 and 1,550 in 2022)



ESG **GOAL** 2025-2030+
Find out more [here](#)

ESG Strategy and Goals 2025-2030+

The Group's ESG strategy was formulated with an implementation horizon of 2022-2030 (2050 for environmental goals) and is based on four strategic pillars that address the key essential issues on which it has an impact on the environment, employees, responsible business operation and sustainable products.



The Group's ESG strategy was revised in 2024 for the period 2025–2030, including nine annual targets, which enhance sustainability, adding value to companies. The Group's subsidiaries participate in the goal setting and contribute with their performance to the achievement of the desired result.

Strategic pillars of Sustainable Development and ESG goals 2025–2030+ (Quest Group)

 <p>Environment</p>	 <p>Our People</p>	 <p>Responsible Business</p>	 <p>Sustainable Products</p>
<p>1. Reducing absolute Scope 1 and 2 emissions by 40% by 2030 and Climate Neutrality by 2050.*</p>	<p>3. Keeping LTIF below 2.3 and TRIR below 1.2 for Group employees until 2030.***</p>	<p>6. No high/very high severity data breach incidents by 2030.</p>	<p>9. More than 10% of revenues from sustainable products and services by 2030.</p>
<p>2. Promoting the circular economy and eliminating avoidable waste by 2030.</p>	<p>4. Increase to 15 hours of average hours of training of employees by 2030 with a focus on AI.</p>	<p>7. Linking 15% of the variable remuneration (annual bonus) of Group CEOs and main subsidiaries with ESG targets until 2030.</p>	
	<p>5. Create an inclusive culture and acting as an ambassador of diversity and equality</p>	<p>8. Process for the evaluation of suppliers with ESG criteria.**</p>	

* Reference year 2022 (scenario 1.5°C). Climate neutrality by 2050 refers to Scope 1 and 2 emissions, taking into account the maturity of technological developments. The target will be revised in 2030. Scope 3 emissions are measured in the largest subsidiaries and the Reduction Target are under evaluation.

** In case of equitable evaluation, suppliers with higher performance in Sustainable Development issues will be preferred.

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

For more information on Quest Group's ESG Strategy, as well as the communication with stakeholders and the analysis of essential sustainability issues, see the Group's [2024 Sustainability Report](#).

Progress of ESG Goals 2024

The following is the Quest Group's performance resulting from the ESG strategy for the year 2024, as well as the target setting for 2025.



The Environment

ESG Targets	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
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	>43%	57%		>60%
	Increase in % of "green" energy supply (Group's target for electricity consumption)	>13% (Group target)	14% (through Guarantees of Origin /GOs)		25% (Group target)
	Reduction of absolute Scope 1, 2 emissions by 40% until 2030 (compared to base year 2022)	Reduction of absolute Scope 1, 2 emissions by 10% (compared to base year 2022)	Achieved 100% 29,5% reduction Scope 1 & 2 compared to the base year 2022 (Greece only, market-based) 22% reduction Scope 1 & 2 compared to the base year 2022 (Greece & International, location -based)		Overall Group Objective: 16% decrease in 2025 (compared to 2022)
	Scope 3 emissions measurement based on GHG Protocol	Measurement of Scope 3 emissions in the 3 companies ACS, Uni Systems and Info Quest Technologies	The Measurement was carried out (Scope 3 CO ₂ e (tns): 239,390)		Scope 3 emissions measurement for 2025 in 4 companies (ACS, Uni Systems, Info Quest Technologies and iSquare). Future assessment of reduction targets.

Goal achieved Goal in progress Goal not achieved



The Environment

ESG Targets	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
2. Promoting the circular economy and eliminating avoidable waste by 2030.	Continuation and Strengthening of Circular Economy Services.	Inventory of single-use plastics used in the distribution chain	Achieved 100%		Continuation and Strengthening of Circular Economy Services
		100% e-waste recycling certified	Achieved 100%		100% e-waste recycling certified
		Measures to reduce single-use plastics	Achieved 100%		Continue with new Collection Points
		Paperless office Digitalisation of processes	Achieved 100%		Paperless office Digitize more processes
		Sustainable packaging Packaging made from recycled content or recyclable materials/ Introduction of KPIs Paper Commercial Bags in Use	Achieved 100%		Sustainable packaging
	Introduction of circular economy models	Recycle-Change device Takeback schemes/Refurbished services	Achieved 100% Take back Schemes (# devices) 7,900		Continuation and Strengthening of Circular Economy Services

Goal achieved Goal in progress Goal not achieved



Our People

ESG Targets	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
3. 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 < 2,3 TRIR < 1,2 (Target 2022-2024)	Achieved LTIFR=1,97 TRIR = 0,39		NEW updated objective: Maintaining Health and Safety Indicators LTIFR <2.5 and TRIR < 1.3
	Certification ISO 45001:2018	Preparing to obtain ISO 45001:2018 for Info Quest Technologies	Preparing to obtain ISO 45001:2018 for Info Quest Technologies/ Retention in certified subsidiaries		Obtain ISO 45001:2018 until 2026 for Info Quest Technologies/ Retention in Certified Subsidiaries
	Wellness Program ARMONIA	Continuation	Achieved		Continuation of the Program
	Health and Safety Education				NEW updated objective: One annual health and safety training for all workers
4. Training and Development of Our Employees	10% increase in training hours per employee until 2025 (compared to 2021)	>>7.5% increase in the three-year period 2022-2024	Achieved Increase of + 29% (compared to 2021)		NEW updated objective: >15 hours of average training per employee (+6% compared to 2024)

Goal achieved Goal in progress Goal not achieved



Our People

ESG Targets	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
5. Creating a culture of inclusion, diversity and equality in order to empower our people.	Preparation of a Report for the calculation of equal pay (Group level) and Action plan to address any pay discrimination until 2025 (Group level)	Completion of a Pay Gap Study with an external consultant. (Group level 2022-2023) and Action plan to address any pay discrimination until 2025	Implementation of an action plan – Better Together Program with an Action Plan for the empowerment of women education programs		<p>NEW updated objective:</p> <ul style="list-style-type: none"> Study of the salary gap every 3-5 years (including new subsidiaries). The last study was for 2022 (next until 2027). <p>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</p>
	Establishing programmes on inclusion and diversity issues	Establishing programmes on inclusion and diversity issues	Implementation of DEI ('Better Together') action programme		<p>NEW updated objective:</p> <ul style="list-style-type: none"> 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

Goal achieved Goal in progress Goal not achieved



Responsible Business

ESG Targets	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
6. No high/very high severity data breach incident.	Annual Vulnerability Assessments in the main systems	Vulnerability Assessments for all major systems Addressing the most important vulnerabilities in all major systems (remediation, mitigation, acceptance).	Achieved 100%		Continuation Annual Vulnerability Assessments in the main systems
	Continuation of mandatory cybersecurity/ phishing trainings for all employees	Continuation	Achieved 100%		Continuation of mandatory cybersecurity/phishing trainings for all employees
	Maintain ISO 27001:2022 certificate	Retention in certified subsidiaries	Achieved 100%		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	Achieved 100%		No data breaches with a significant financial impact or privacy incident

Goal achieved Goal in progress Goal not achieved

ESG Targets	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
7. 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	<ul style="list-style-type: none"> Linking three (3) ESG goals to 2024 variable remuneration Gravities: 50% Environment/Climate 25% Diversity 25% Suppliers ESG Assessments	Achieved 100%		NEW updated objective: <ul style="list-style-type: none"> Linking ESG Goals to Variable Pay 2025 Gravities: 50% Environment/Climate 20% Health and Safety 15% Diversity 15% Employee Training
8. Evaluation of suppliers with ESG criteria	Evaluation of suppliers with ESG criteria (Group Objective)	Development of a methodology for assessing the ESG maturity of the main suppliers and revision of the Procurement Policy Rating larger vendors with ESG criteria (Evaluation extension every 2 years to the 10 largest suppliers based on procurement costs.)	In progress The first evaluation of suppliers was done in 2023, and the next in 2025		New evaluation of suppliers with ESG criteria Completion of Procurement Policy Renewal (Group Policy)

 **Sustainable Products**

ESG Targets	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
9. More than 10% of revenue to come from sustainable products	% of revenues coming from sustainable products and services (based on ICMA protocol)	>6% of revenue to come from sustainable products	10,3%		NEW updated objective: >10% of revenue to come from sustainable products

 Goal achieved  Goal in progress  Goal not achieved

More information

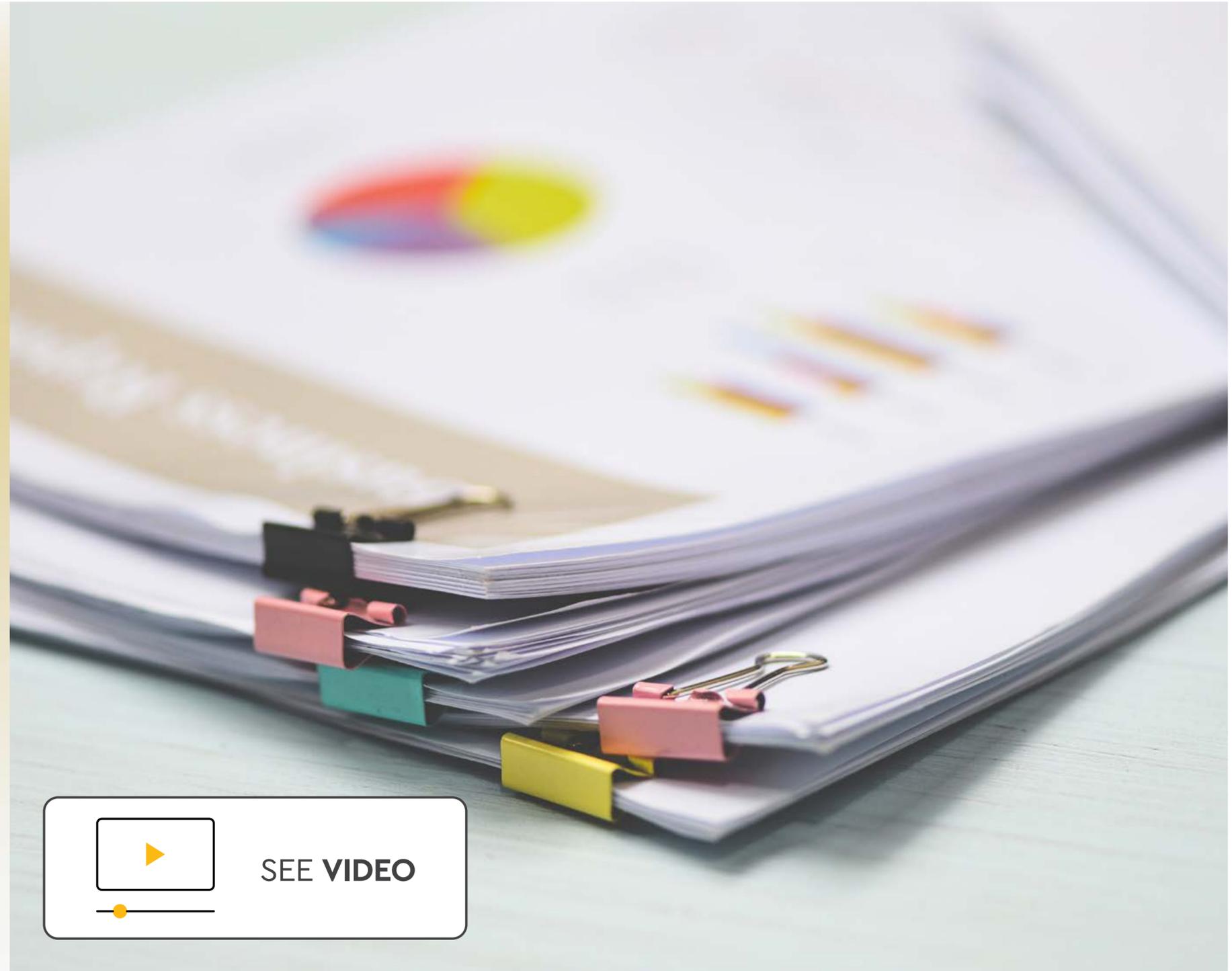
 [Group Sustainability Report 2024](#)
(Based on CSRD/ESRS)

 [Subsidiary Sustainability Reports based on GRI Standards 2021](#)
(Info Quest Technologies, Uni Systems, ACS, iSquare)

 [UNGC Signatory](#)
(Quest Holdings)

 [ATHEX ESG Information Guide 2024](#)

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