



QUEST FOR EXCELLENCE SUSTAINABLE DEVELOPMENT REPORT

Quest
HOLDINGS



SUSTAINABILITY REPORT 2017

The driving force behind the Group's evolution and growth are its values, its people and are based on the principles of sustainable development. The creation of value through business excellence is the central core of the Quest Group's philosophy and strategy and governs the way in which the Group's companies operate and grow.



About the report

This is the 4th Annual Sustainability Report of the Quest Group.

By issuing this report, we aim to provide our stakeholders with comprehensive information on the Group's strategy and the main sustainability issues for the period 1.1.2017 - 31.12.2017. The previous report of Quest Group was issued in December 2017 and covered the period 1.1.2016 - 31.12.2016.

The Annual Sustainability Report 2017 was drafted in accordance with the core selection ("In accordance - Core") of the Global Reporting Initiative (GRI) Standards on Sustainability and has received external assurance as indicated on page 105. It is also pointed out that information that was published in a previous report and which refers to the corresponding issue has been reformulated. Any significant changes in the Scope or the Issue Boundaries in relation to the previous reporting periods, are presented in Chapter 2.

In the 2017 Report, we chose to include companies of the Group with total turnover of more than 10% of the consolidated turnover in the last two years, which also participated in the Reviews of the previous years. Accordingly, Info Quest Technologies, Uni Systems, iSquare and ACS are included, while Quest on Line, iStorm, Cardlink, Quest Energy and BriQ Properties REIC are not included.

For any further inquiry on the Sustainability Report 2017, please contact the Quest Group Press Office at 211 999 1494 or online at pr@quest.gr.

We would like to extend our warmest thanks to Ernst & Young for the cooperation and support during the preparation of the Sustainability Report 2017.



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Chairman's Message Quest Holdings

The year 2017 was not just a financially successful year for the Quest Group of companies, but also a year where the principles and the values of the Group contributed significantly to the achievement of the goals of sustainable development.

Priorities such as a decent and well-paid work, employee training, equal opportunities for both genders, corporate governance and environmental protection are self-evident in our day-to-day operations and contribute steadily to creating value for our employees and our shareholders, but also for society in general.

More specifically, in 2017 the Group:

- Created 71 new employment positions, increasing by 4.7% the number of employees and by 11% the paid remuneration and contributions to €60.58 million, with average cost of remuneration per employee at €38.4 thousand, up by 5.2% compared to 2016.
- Invested more than €350 thousand in education and training of its personnel, with 34 executives attending the program "Leading with Agility" and 36 employees attending the "Quest miniMBA", which was implemented in collaboration with ALBA.
- Developed the methodology for sourcing and retaining talented employees, as well as succession procedure, with an extensive "talent management" program soon to be implemented.
- Expanded its operations abroad, which now amount to 16% of its total turnover, sourcing and transferring technical know-how from and to the global market.
- Returned to its shareholders €4 million in cash and €27.4 million in kind - through the segregation and distribution of shares of the real estate company BriQ Properties REIC.
- Further strengthened its Governance framework by adopting new Risk Management and Procurement Policies.
- Paid total to the State €71 million in taxes, of which €10 million concerned income tax, €23.7 million for FMY and EFKA and €36.7 million for VAT, and €750 thousand in other taxes.
- Reduced energy consumption at its building facilities equating to 900 tons of CO₂, compared to 2016.
- Continued through IQbility to support start-up companies in the sector of technology, digital economy and information technology. At the same time, it continued to implement the program "Innovation in Education" through the Apple ecosystem at all levels of primary and secondary education.

The Quest Group does not rest in what it achieved in 2017, but it is steadily moving on the path of constant, creative development. With strategic initiatives and regular interventions, it looks forward to its transformation from a "good" to a truly "great" Organization!

Theodoros Fessas
Chairman Quest Holdings



Message of the Chairwoman of the CSR Committee and Vice Chairwoman of the Board of Directors Quest Holdings

In recent years, Sustainable Development and Corporate Social Responsibility have acquired even more significance, by helping companies to become oriented and align with the concepts of corporate responsibility, contribution and volunteerism, while also becoming a core of public perception and unified culture in the different groups of employees. This is the direction that we are working towards at Quest Group. We believe that corporate responsibility performance, depending on what corresponds to each of us, as well as how we respond to these obligations, characterizes an organization and affects its sustainability.

In 2017 the upward course of the Group's companies continued dynamically and this propelled us to go even further. Our milestones for this year in the scope of Corporate Governance, as well as in the pillars of Corporate Social Responsibility are summarized as follows:

- The alignment of policies and procedures, in accordance with the legislative and regulative frameworks introduced in our country.
- The strengthening of structures and procedures of the Companies in regions that need more attention for risk mitigation.
- For the workplace, the establishment of assessment procedures, attracting and developing talent, so as to ensure stability and successful performance and succession in the work structures of the Companies.
- For the business market, the separation from the Group of the real estate management company BriQ Properties REIC and its successful listing on the ATHEX.
- For environmental protection, the assessment of the carbon footprint of the activity of ACS, so its operation is even more effective and environmentally friendly.
- And finally for Society as a whole, our continued actions concerning start-ups and strengthening quality education in our country.

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

Eftychia Koutsourelis

Vice Chairwoman of the Board of Directors Quest Holdings
and Chairwoman of the CSR Committee



Message of the Chief Executive Officer of Quest Holdings and Executive Member of the CSR Committee

In 2017 the Quest Group had a positive track record of improvement at all levels, continuing the good course of recent years. By working as a team, with good planning and systematic effort, we achieved a double-digit growth in our earnings and our operating profits and we improved the profit margins from recurring activities. At the same time, in 2017 we have made significant developmental investments, returning significant amounts of share capital to our shareholders and increased employment positions.

Our Group in 2017 proceeded to the following actions / achievements in achieving its goals and priorities:

- Completed the autonomous listing of the company BriQ Properties REIC on the ATHEX.
- Returned to its shareholders €31.4 million (€27.4 million in kind through BriQ Properties and €4 million in cash).
- Achieved the turn around of the losses of 2016 in operational profitability (PBT) for the companies Cardlink and Quest Online.
- It more than covered the loss of revenue and profits of Quest Energy, which at the end of 2016 sold two large photovoltaic parks.
- Made significant investments associated mainly with the development of its activities amounting to €25 million.
- Completed the Strategic and Business development plans of its activities.
- Continued and expanded its actions on training and development of its personnel and executives, alongside their effective targeting.

In 2018, the Quest Group will continue to implement its business plans by focusing on the sustainable development of its activities, targeting increase in revenue, controlling operating costs, managing-limiting risks, improving operating cash flows and implementing its Strategic and Business Plans.

The Quest Group's main goals and priorities for 2018 are as follows:

- To maintain and increase its financial figures and operational profitability from all activities.
- To achieve greater growth in specific activities, both through operational development as well as by acquiring companies in Greece and abroad.
- The gradual de-investment in low performing assets.
- The realization of significant investments in areas with greater growth.

In addition, by placing more importance historically in the Development of the Group's Human Resources; with the goal of designing and implementing new programs for attracting talent.

Finally, it is our constant goal to maintain and reinforce the social contribution of our Group. In this Report we present our efforts to improve in all important issues of Social Responsibility for 2017 and the basic developmental plans for 2018. Our main concern is to ensure sustainability of the Group's value for our shareholders, to provide a safe and decent working environment for our people and to become a solid value to the society in all important issues.

Apostolos Georgantzis

CEO of Quest Holdings and Executive Member of the CSR Committee



1

QUEST
GROUP

37 YEARS
TECHNOLOGY
INNOVATION
ENTREPRENEURSHIP

The Quest Group

The Quest Group is one of the largest, dynamically developing and financially sound Greek groups of companies. Quest Holdings, the Group's parent company, is a société anonyme. It was founded in 1981 as Info-Quest Ltd, has its registered offices in Greece (2A Argyroupoleos Street, 176 76 Kallithea) and has been listed in the Athens Stock Exchange since 1998. Pioneering in the sector of Information Technology, during its 37-year course, the Group has associated its name with the development of the IT market as well as with the introduction and development of new technologies in Greece. Always setting high quality goals in place, its operation is based on the principles of sustainable development and driven by its values and people.

Today, the Quest Group is established and continues to evolve in the sectors of retail and wholesale of Information Technology products, Information Technology services, Electronic Transactions, Courier and Mail services, and the Generation of Energy from Renewable Sources. The Group's companies employ more than 1.600 highly-skilled employees and executives and work with the largest companies on an international level, creating Greek added value. They serve the full range of the market, from large private and public corporations to the final consumer, and have high technical expertise and positive prospects, each in its field.

The Group's activities start in Greece and from there expand to the European Union Market and in the wider Central and Northeastern Europe area. In particular, the Group company Uni Systems has branches and subsidiary companies in Belgium, Romania and Luxemburg, and implements projects for more than 600 customers in more than 30 countries, including Belgium, Finland, Cyprus, Luxemburg, Romania, Great Britain, Sweden, Germany, Estonia, France and the Netherlands. At the same time, iSquare shows strong export activity in Cyprus, while ACS is successfully developing in Cyprus and the Balkan region.

The Quest Group aims at constantly expanding its operations to new fields and markets. In 2017, the most significant events for the Group were the following:

- Separation from the parent company of the activity concerning the management-development of real estate and autonomous listing of the subsidiary company under the name "BriQ Properties Real Estate Investments SA" and the trade name "BriQ Properties REIC", in the Main Market of the Athens Exchange.
- Acquisition of the minority percentage (45%) in the subsidiary company "Quest Energy SA" which operates in the sector of Renewable Energy Sources, for the total price of €2.4 million and acquisition of 100% of its shares. Acquisition of 2 photovoltaic stations 2.0 MW and 3 MW from the subsidiary, for the total price of €4.5 million.
- De-investment of the parent company from its non primary

holdings, such as minority holdings in the companies "IASON SA" and "ACE Hellas SA".

- Implementation of significant investments in the POS network infrastructure amounting to approximately €15 million at "Cardlink SA".
 - Significant expansion of foreign operations, focused on the main axis of Uni Systems, which specializes in IT services, as well as for iSquare and iStorm in Cyprus.
- The Group is active in more than 30 countries, with more than 16% of its turnover coming from abroad.
- Significant penetration of Info Quest Technologies in the sector of Mobility & Internet of Things, with the main focus being the development of innovative Xiaomi products.

Our Vision

To become leaders in the innovative creation of value through entrepreneurial excellence

Our Mission

To play a leading role in the markets in which we are engaged based on the principles of sustainable development and being driven by our employees and our values.

The mission is accomplished through:

- To provide High-Quality Services to Customers
- To continuously search for business opportunities
- Continuous improvement in all areas, with effective management, sound corporate governance and accountability
- To attract, develop and utilize talent
- To apply the best Technocratic and Meritocratic Practices
- To provide incentives to employees and reward them
- To be committed to a strong value system.

Our Values

Quest Group develops on the principles of sustainable development and commitment in a powerful value system that expresses the philosophy of its founders and is the core of its culture and philosophy.



As you
reQUEST it

Customer Satisfaction

All the Quest Group's actions aim to fully satisfy our internal and external Customers and to provide them with added value. Our continuous pursuit is to build, maintain and constantly strengthen relationships of trust between the Group and the customers.



Fair QUEST

Ethos and Integrity

Ethos is the complex of behaviors that we all employ in everyday life. All actions at the Quest Group are driven by respect for human dignity and are characterized by honesty, consistency and a strong ethical code of conduct.



QUEST
it together

Teamwork

Cooperation between colleagues, teams, departments and companies in order to share knowledge and information and promote maximum results in productivity and development - both personal and professional.



QUESTioning
the ordinary

Knowledge - Constant Improvement - Innovation

Promotion of new ideas and implementation of reforms, innovations, novelties that lead to improved services, products and operation, achieving thereby a measurable increase in productivity. We support the constant development of knowledge that contributes to growth, the development of skills and constant improvement.



ConQUEST
of the future

Entrepreneurship

Support and promotion of the value of entrepreneurship and responsible business practices. Connection with technology and innovation, encouraging initiative.



QUESTioning
& Accountability

Substantiation and Evaluation

Substantiation of decisions with data, measurable objectives and result-based evaluation.

Corporate Governance

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

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

the interests of its Shareholders and Stakeholders.

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

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

- **Transparency in management and corporate responsibility**
- **Disclosure of information to shareholders and their participation in key decision-making**
- **Speedy decision-making and efficient administration**
- **Identification, recognition and mitigation of risks**
- **Ensuring a quality work environment**
- **Independence in the exercise of control**
- **Awareness of the Group's personnel on issues related to the relationship with the natural and the social environment**

Quest Holdings conforms to the special practices prescribed by the Hellenic Corporate Governance Code (HCGC) for listed companies. Furthermore, it applies Internal Rules of Operation in accordance with the requirements of the law, as well as a special Internal Audit Regulation.

For more information, please refer to

<http://www.quest.gr/el/the-group/corporate-governance> and to the Annual Financial Report 2017.

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

Quest Holdings Board of Directors 31/12/2017

Executive Members

- **Th. Fessas** Chairman
- **E. Koutsourelis** Vice Chairwoman
- **A. Georgantzis** CEO
- **M. Bitsakos**
- **N. Lambroukos**

Independent Non-Executive Members

- **P. Tzortzakis** Vice Chairman
- **A. Tamvakakis**
- **F. Tamvakakis**
- **A. Papadopoulos**

The Board of Directors of Quest Holdings is assisted in performing its duties by a number of Committees, which deal with key corporate governance issues. They have a coordination

and advisory role in relation to the decisions made by the Board of Directors. These committees are the following:

Executive Committee

Corporate Social Responsibility Committee

Nomination Committee

Remuneration Committee

Internal Audit Committee

In addition, a number of inter-company committees have been established and hold regular meetings in order to improve communication between the Quest Group members and to ensure implementation of the central strategy at all levels. The governance of the Quest Group and its subsidiaries is based on the Group Policies and the Standard Procedures. The Group Policies reflect the broad guidelines stipulated by the Group's Board of Directors, which apply to all the Group subsidiaries, employees and associates and concern issues that

are common between all Companies. They ensure that the Group conforms to the legal framework and that it properly incorporates the best practices in its operation and internal homogeneity. The Standard Procedures support the practical implementation of the Policies.

In 2017, 22 Policies applied to all the Group's companies. Of these, two - Risk Management and Procurement - were developed in 2017.

All 27 of the Group's Policies are planned to be completed in 2018-2019. The new Policies to be developed are as follows:

- **Synergy Policy**
- **Talent Management Policy**
- **Succession Policy**
- **Digital Development Policy**
- **Innovation Policy**

Risk Management

The Group's Companies examine and systematically manage risks which may appear and which may obstruct the achievement of their business objectives. They follow the Risk Management Policy and apply assessment and management procedures, in accordance with the guidelines of the standard ISO 31000. The methodical examination, analysis and management of risks is achieved with their implementation, as determined by each company of the Group.

The goal of risk management is to control them, so as to increase the certainty of the achievement of the objectives set by the Group's Companies.

The risks are classified in four large categories: Strategic, Operational, Financial and Regulatory Compliance.

The risk management methodology followed includes recording and analyzing the risks by all Managers and Directors, as well as by the Management of each Company. In addition, proposals are made and a cost analysis is done concerning measures to limit or transfer major risks. In this manner a risk register is compiled for each Company, which is checked and approved by the Board of Directors. The risks and measures for their limitation are systematically monitored by the Management teams of the companies and revised when the conditions and circumstances may change.

The risk management methodology is frequently followed and for large projects or new partnerships undertaken by the Companies.

International Initiatives, Membership of Associations and Awards

Quest Holdings endorses the 10 Principles of the UN Global Compact for Human Rights, Labor, Environment and Anti-Corruption. The Company intends to join the GCNH - Global Compact Network Hellas, once it is established (within 2018-2019). At the same time, the management of the Quest Group uses the UN's Global Sustainability Goals as a reference point. Based on the Group's sustainability strategy, subsidiary companies analyze opportunities and risks related to their financial, social and environmental impact and form a strategic

opinion on their management with specific actions, monitoring and evaluation.

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



Institutions and associations that Quest Group joins

| INSTITUTION -ASSOCIATION | JOINING COMPANY |
|--|---|
| <ul style="list-style-type: none"> SEV (Hellenic Federation of Enterprises) | Quest Holdings Uni Systems Cardlink, ACS |
| <ul style="list-style-type: none"> ZSEPE (Federation of Hellenic Information Technology & Communications Enterprises) | Uni Systems |
| <ul style="list-style-type: none"> ZEVEA (Athens Chamber of Commerce & Industry) | Info Quest Technologies Uni Systems iSquare, iStorm, ACS |
| <ul style="list-style-type: none"> EEDE (Hellenic Management Association) | Uni Systems iSquare |
| <ul style="list-style-type: none"> Hellenic-American Chamber of Commerce | Quest Holdings |
| <ul style="list-style-type: none"> Hellenic-German Chamber of Commerce | Quest Holdings |
| <ul style="list-style-type: none"> ZEASE (Association of Chief Executive Officers) | Quest Holdings / CFO Info Quest Technologies / CEO Uni Systems / CFO iSquare / CEO |
| <ul style="list-style-type: none"> Association of Listed Companies | Quest Holdings |
| <ul style="list-style-type: none"> CEO CLUB (The Chief Executive Officers Club) | iSquare / CEO |
| <ul style="list-style-type: none"> CSR Hellas | Quest Holdings |
| <ul style="list-style-type: none"> Hellenic Association of Entrepreneurs | ACS |
| <ul style="list-style-type: none"> Greece - Kuwait Business Council | ACS |
| <ul style="list-style-type: none"> Greece - Qatar Business Council | ACS |
| <ul style="list-style-type: none"> Greece - UAE Business Council | ACS |
| <ul style="list-style-type: none"> Greece - Saudi Arabia Business Council | ACS |
| <ul style="list-style-type: none"> Greece - China Business Council | ACS |

Awards received by Quest Holdings / the Quest Group

In 2017, Quest Holdings, the parent company of the Group, received the following awards:

- **Ethos Events and HRIMA magazine**, Hrima Business Awards, 3rd place for high growth rate.
- **Impact BITE Awards 2017** - Silver Award in the category "Job creation - Proposal "IQbilty - Support of Start-up companies and Job creation" - Boussias Communications and the E-Business Research Center (ELTRUN) of the Athens University of Economics and Business.
- **BRAVO Sustainable Development Awards 2017** - Bravo Society Award for the social contribution of the Group, through the development of IQbilty.
- **"Top Sustainable Company 2017"** - Award from the Quality Net Foundation for the holistic approach and strategy developed by the Group on Sustainable Development issues. The company was included in the Sustainability Performance Directory, the Sustainable Development Business Index, developed by the Quality Net Foundation, as member of the SUSTAINABLE GREECE 2020 Initiative.



Milestones in the Quest Group's History

1981 Founding of Info-Quest as the first PCs appeared in the International Market.

1982 Info-Quest: The first Super Micro computer in Greece. Distributor of the first computer parts firms in the Market.

| 1983 | 1987 | 1992 | 1993 | 1995 | 1996 | 1997 |
|--|--|------|---|---------------------------------------|------|------|
| Technology | | | | | | |
| The first Stand Alone Personal Computers in Greece | Emergence of the first Computer Networks | | Launching of Mobile Telephony in Greece | The first Internet Services in Greece | | |

Innovation

| | | | | | | |
|---|--|---|--|---|---|--|
| Info-Quest: Tulip PC one of the first personal computers with Microsoft DCS software and Intel processor | | Info-Quest: Quest PC, the first organized PCs production line in Greece according to international standards | Q-Phone: Developed Mobile Telephony Services as Service Provider Info-Quest: Developed CRM Business Applications for Mobile Telephony | Hellas on Line: Developed Private Internet Network and Services | Info-Quest: The first Greek IT company to have ISO 9001 certification for Order Management, Production and Technical Support | Decision: Business Applications Development |
| Info-Quest: Introduced the first dot matrix printers by Star Micronics | | | | | | |

Entrepreneurship

| | | | | | | |
|---|---|--|--|--|--|---|
| Development of the Commercial Network of Distributors of IT products across Greece Development of Technical Support Department for Services to the IT market | Incorporation of COM-QUEST to represent Compaq Representation of other firms | Cooperation with international software and hardware firms (Microsoft, SCO, SUN) | Incorporation of Q-Phone. Merger with Palmphone, which in 1998 established Unifon, the largest private Telecommunications provider in Greece | Takeover of Hellas On Line, which later was transformed into one of the largest ISPs in the Greek market | | Acquisition of Decision SA, Software Applications |
|---|---|--|--|--|--|---|

| 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|-------------------|---------------------------|---|------|------|---|------|
| Technology | | | | | | |
| | Development of e-Commerce | Apple introduced iPhone, the first Smartphone, a combination of telephony and Internet services | | | The first Cloud services appeared in the Greek market | |

Innovation

| | | | | | | |
|---|--|---|--|--|---|--|
| Info- Quest: Developed e-Commerce Services with fully automated processes and ERF/SAP real time connection | Quest Energy: Development of Photovoltaic and Wind-energy Parks | Uni Systems: Acquisition and Creation of the largest Integrated Solutions provider in Greece, which had a new corporate identity after the merger of: Info-Quest Business Unit, Decision and Uni Systems ACS: Implementation of ACS Connect, a new, innovative solution for on-line and real time customer interface | Uni Systems: Created a Data Center for the provision of hosting services (Hosting) to major customers ACS: Introduced new innovative IT services by using online mobile PDA terminals | | Info Quest Technologies: First Cloud services to provide Office Applications by Microsoft in the Greek market Uni Systems: Uni Cloud, Launching of Cloud IaaS, PaaS and SaaS Services | ACS Web Business Tools, innovative web tools for customer interface through the ACS electronic platform Info Quest Technologies: Developed a wide range of private products under the brand name of Bitmore |
|---|--|---|--|--|---|--|

Entrepreneurship

| | | | | | | |
|--|--|--|--|--|--|---|
| Sale of Q Telecom, with the subscription being 10% of the market | Founding of Quest Energy for Energy production from Renewable Sources Launching of You.gr and establishing the U stores network all across Greece | Acquisition of Uni Systems, a company founded in 1964 under another legal form | Uni Systems: Launch in the European Union | Founding of iSquare, Authorized Distributor of Apple products in Greece and Cyprus | iSquare: Developed Apple Premium Reseller (APR) network of stores, solely for Apple products iStorm: The first APR store for Apple products opens in Greece | Quest Holdings SA Conversion into a holding company and transfer of IT activities to Info Quest Technologies |
|--|--|--|--|--|--|---|

| 1998 | 1999 | 2000 | 2001 | 2002 | 2003 |
|------|------|---|------|--|--|
| | | B2B and B2C Services Development Telecommunications Liberalization | | Launching of Fixed Telephony Services by Private Providers | Wireless Access and Telecommunications Virtualization Technologies |

| | | | | | |
|--|---|--|--|--|--|
| | Info-Quest: Completed Applications for the Athens Exchange System central system and the full functioning of Derivatives Exchange | Info Quest: Launched the QoL B2B, the first Integrated B2B Services Network in Greece with fully automated processes and interface with Enterprise Resource Planning Integrated Management System (ERP/SAP) Decision: Development of innovative Business Applications (Web enable CRM/HR) | | Q Telecom: Developed the First Private Owned Network for Mobile and Fixed Telephony Services | Info-Quest: Provided to the Greek market new pioneering technologies of remote access in Business Applications the Greek market (Application Delivery) |
|--|---|--|--|--|--|

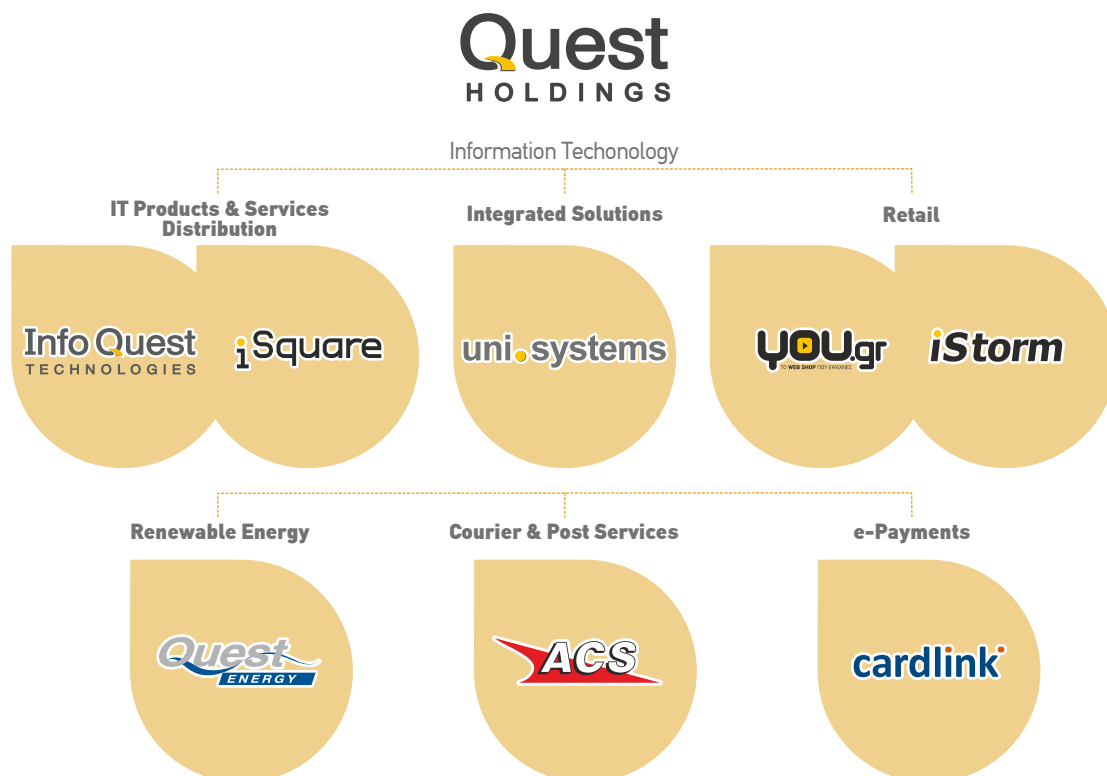
| | | | | | |
|---|--|--|--|--|--|
| Listing of Info-Quest AEVE on the Athens Stock Exchange Acquisition of ACS, the leading company in the Courier services market | | | Incorporation of Q Telecom, the fourth mobile operator in Greece | | |
|---|--|--|--|--|--|

| 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|--|-----------------------------------|--|---|---|--|
| Cloud Infrastructure Development in the Greek Market | Liberalization of Postal Services | Digital Disruption Technologies & Applications | Apple Watch marks Internet of Things applications | Marks the need for digital transformation | First Artificial Intelligence Applications in the market |

| | | | | | |
|---|--|--|---|--|---|
| Info Quest Technologies: Added Value Services in product distribution | ACS: Provided new upgraded ACS-ABP postal services Info Quest Technologies: Q Cloud, development of innovative Infrastructure to provide Cloud services in the market | | Cardlink: Development of e-payment services ACS: Development of Smart Points network | Info Quest Technologies: Cloud Applications Uni Systems: Development of pioneering DevOps applications ACS: Development of Business Tools applications | Info Quest Technologies: Q-Zone Cloud Retail SW for the small-medium market |
|---|--|--|---|--|---|

| | | | | | |
|--|---|--|--|---|---|
| | Incorporation Uni Systems Turkey Establishment of IQbility, a startup incubator which assists New Innovative Enterprises iStorm: Became the largest APR retail chain in Greece, with 5 stores | Acquisition of 20% of Impact, engaged in e-Invoicing | Acquisition of Cardlink, a company that operates within the electronic markets Purchase of ACS building Decision to establish the Real Estate Investment Company SA (REIC) iSquare started distributing iPhone products in Greece and Cyprus | Expansion of iStorm in Cyprus Info Quest Technologies: Expansion of partnerships in the Mobility and IoT sector Uni Systems strengthens its position in the European Market Incorporation of BriQ Properties Real Estate Investment Company (REIC) | BriQ Properties is listed on the Athens Exchange New investments by ACS amounting to €25 million |
|--|---|--|--|---|---|

Quest Group Subsidiaries



Info Quest TECHNOLOGIES

Info Quest Technologies, Information Technology Products and Services

Info Quest Technologies (www.infoquest.gr), is a leader for more than 37 years in the Greek IT and Communications market, contributing to the modernization and digital transformation of businesses and consumers. It was founded in 1981 and constantly growing, it evolved to develop the Quest Group of Companies. Today it is 100% subsidiary of Quest Holdings, the parent company of the Group.

Info Quest Technologies is active in the provision of Information Technology and Communications products, solutions and services, and has been the main point of introduction of new ICT technologies to the Greek market. Keeping pace with the international trends, the technological advancements and the particularities of the Greek market, the company focuses on creating value; developing a multifaceted activity that combines distribution of a wide range of products, solutions and services through multiple and alternative distribution and support channels. The company collaborates with more than 290 leading international ICT firms, including IBM, HP, Apple,

DellEMC, Lenovo, Microsoft, Cisco, Symantec and Unify, and sells a wide range of private label technology products, Quest computers and the Bitmore product series. It is also an authorized repair center for the largest manufacturers, providing quality support services for their products, as well as being the largest authorized repair center for Apple products. In recent years Info Quest Technologies has been making systematic investments in providing Cloud solutions and services, aiming at their more direct and effective development from the entire market range. Through the automated platform www.QuestonCloud.com, it provides a number of Cloud solutions of leading firms and services, such as Microsoft, IBM/SoftLayer and Veeam, as well as the specialized Cloud commercial management solution Q-Zone, which offers unique automation, control and modernization capabilities. Recognizing the significant developments in the market of Mobility and smart - interface devices, Info Quest Technologies is very active in this field, presenting many options to consumers. Since the end of 2016, it has been selling in the



Greek market all Xiaomi products, one of the largest and most innovative manufacturers of the international market. In 2017 more than 130 different Xiaomi products were sold in the market and it opened the first Mi Store in Athens, a model retail store solely with Xiaomi products, one of the first in the European Union.

In 2017 more than 20,000 different materials were sold, by 290 different manufacturers / firms, in 260 sub-categories of materials.

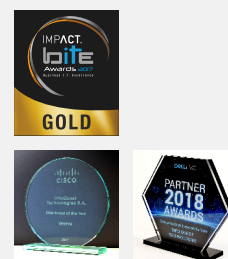
Product Categories

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

For more info, go to www.infoquest.gr

In 2017 Info Quest Technologies received three important awards, indicating its commitment to innovation and constant improvement.

- **Cisco Distributor Partner of the Year 2017.** Award from Cisco Hellas
- **Dell EMC Enterprise Partner of the Year 2017.** Award from Dell EMC
- **Impact BITE Awards 2017** - Gold Award in the category "Value Added Distributor - Proposal "Leading the market to Digital Transformation" from Boussias Communications and the E-Business Research Center (ELTRUN) of the Athens University of Economics and Business.



uni.systems

Uni Systems, Integrated IT Solutions

Uni Systems is among the three largest companies of Design, Implementation and Support of Integrated Information and Communications Solutions in Greece and is steadily evolving into one of the most recognized IT companies in the market of European Union Organizations and Institutions.

The company provides solutions and services for large enterprises engaged in the Financial, Public and Private sector, as well as in the sector of Telecommunications, covering thereby the entire spectrum of modern needs of large companies and organizations in integrated IT and telecommunications solutions and services. Furthermore, it supports a complete Uni | Cloud service portfolio in a privately-owned Data Center. Based in Greece, the company also carries out its activity in Central and Southeastern Europe as well as in the European Union market, with customers in more than 30 countries.

The main business objective of Uni Systems is to implement solutions that incorporate the cutting edge of technology and thereby create the conditions that enhance the digital transformation of its customers by enhancing their potential and creating competitive advantages in their industry. To achieve this objective, Uni Systems develops strategic partnerships with leading high-tech firms. At the same time, it is constantly seeking new partnerships and innovative solutions

in Greece and abroad. It develops internal software and integrated solutions to cover the targeted needs of its customers, through custom-made implementations. The company now has 1.150 authorized suppliers, while the technical department uses the services of more than 120 freelancers.

Uni Systems provides more than 150 integrated solutions, ranging from company infrastructure (hardware and telecommunications) to specialized vertical business applications that cover enterprises and organizations from the entire market spectrum. In addition, it provides network security and IT systems solutions, enterprise and application management, maintenance and support services that complement the portfolio.

In 2017, 4,000 product codes were moved, yet great emphasis is placed on the provision of value added services - almost 85% of the company's turnover originates from the provision of services - the portfolio of which includes consulting services, assessment and system integration, software development, project management services, cloud services, DevOps services, infrastructure and managed services, support and quality management services.

For more info, go to www.unisystems.com



Cardlink, Electronic Transactions

Cardlink is active in the electronic payments sector, specifically in accepting and managing card transactions, in both in-shop and electronic commerce. The company operates the largest network of POS terminals in Greece, with more than 280,000 installed terminals (December 2017), offering secure and speedy services to businesses and consumers in their everyday transactions.

The company provides businesses and freelancers with POS terminals and covers all their payment needs, both in the shop and en route. In addition to the physical POS terminals,

Cardlink operates an electronic payment platform with cards for businesses with e-shops.

Cardlink follows the developments in the e-payment sector and adopts the latest technologies, thereby creating innovative products and services that constantly improve the trading experience both in in-shop trade and e-commerce.

For more info, go www.cardlink.gr



Quest on Line, E-Commerce

Quest on Line specializes in e-commerce. It develops and supports www.you.gr, the online store that sells technology and living products. The goal of you.gr is to be established as the first choice of online shopping for the modern consumer and to make e-shopping easier, simpler and more enjoyable than ever. Today it has more 20,000 products of technology, consumer electronics, home appliances, but also everyday care products, hobby, DIY and travel items, and is constantly expanding into new product categories.

To ensure the best possible support of the online shop's customers, the company keeps investing in technological infrastructure, designs innovative services, such as alternative

payment and delivery methods - at the point of choice, on the same day within Attica, at selected pick up points - and provides an organized call center for support services, creating thereby a comprehensive, excellent user experience.

Today, you.gr is one of the most popular and reliable Greek e-shops; according to the user ratings, as collected by Reevoo, a leading company in rating collection services, 97% of the customers state that they would choose again the e-shop for their purchases.

For more info, go to www.you.gr



iSquare, Επίσημος Διανομέας προϊόντων Apple

iSquare is the authorized distributor of all Apple products in Greece and in Cyprus. It is also active in the design, implementation and provision of integrated solutions based on Apple's pioneering products and technologies, offering high value added services, while it complements the Apple ecosystem with software and peripherals by well-known foreign manufacturers.

iSquare leads the way by creating and offering an integrated system of Apple products and services; its strategic aim is to bring Greek consumers closer to Apple's philosophy. Apple products include the highly popular iPhone, iPads, Mac, Apple

Watch, Apple TV, iPod, Beats, as well as accessories and peripheral devices. The company moves in total about 1,300 different codes every year.

The company focuses specifically on the very important area of Education with the "an iPad for every student" ("iPad 1:1") program. Already more than 25 participating schools lead the way, turning the 'learning journey' into a modern and unique experience with the help of the iPad.

For more info, go to www.iSquare.gr



In 2017, iSquare received the following awards:

- **Award “Best Education Implementation”** for the iPad 1:1 program, at the Mobile & Apps Awards 2017, of Smart Press.
- **Responsible Business Awards 2017** - Bronze award in the category “Business - Academic Institution partnership” from Boussias Communications and the publication Marketing Week.



iStorm, Apple Premium Reseller shop chain

The company iStorm is active in the development and operation of model retails stores exclusively for Apple products in Greece and Cyprus. It is the only chain of Apple Premium Resellers in Greece and Cyprus and is consistently ranked among the top 10 Apple Premium Resellers Stores in Europe. iStorm stores offer the best experience of Apple's ecosystem, as they offer all Apple products, a wide range of peripherals and accessories, excellent service and technical support, free seminars, and expert personnel.

Furthermore, by using the innovative and pioneering application iStorm App from the App Store, the consumer can

better navigate through the stores and discover special offers and surprises, while s/he can enjoy many privileges and presents by collecting points. The application has already received special awards for being innovative and offering this unique experience. At the moment, the company has seven (7) iStorm stores, of which four (4) are in Athens, two (2) in Thessaloniki, and one in the center of Nicosia, in Cyprus. For more info, go to www.istorm.gr



Quest Energies, Renewable Energy Sources

Quest Energies is active in the sector of Renewable Energy Sources, specifically in the development, construction and operation of Renewable Energy Source electricity generation stations. At the same time, the company utilizes new technologies and markets in the electricity sector, which are gradually evolving and are expected to play an important role in the next 5 years, both in the way electricity is used and in the

way it is managed. The Company has (December 2017) - after new major investments that were implemented within the year - three (3) photovoltaic electricity production stations total power 5.7 MW and is preparing for its next steps and investments.

For more info, go to www.QuestEnergy.gr



ACS, Courier & Postal Services

ACS has been active in the Greek market since 1981 and is the largest and most modern Greek company in the courier field, while in the last years it has dynamically entered the field of Postal Services.

The company has the largest courier network in Greece, with more than 600 service points (in Greece, Cyprus, Albania and Bulgaria), 3,000 specialized employees, more than 30,000 square meters of operational and storage areas, and ISO 9001 and ISO 14001 certification. Constantly investing in infrastructure, ACS manages every year more than 50 million of shipments and covers 100% of the country with its own National store network, while for overseas shipments it has established collaborations with large international companies. In addition, ACS works with international courier and transport networks in order to handle shipments, acting as agent, both in Greece and in Cyprus.

Aiming at the best possible service of its customers, ACS has developed integrated organization and technology in its sector, with modern infrastructure in computer equipment and automated sorting systems and shipment monitoring systems.

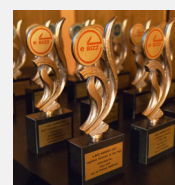
The company constantly invests in infrastructure and the design of new pioneering services and products, both for the Courier and the Post market, aiming at covering the daily communication needs of hundreds of thousands of businesses and individuals, fast, securely and reliably.

For example, within the courier services market, ACS provides a large number of various Domestic and Foreign Courier services addressed to the whole market, while, within the Postal Services market, it provides Upgraded Simple Mail services to large companies and organizations. The integrated services provided in the Courier Services market include the supply of special standard packages for documents and parcels. Furthermore, it provides additional third party bill payment and online money transfer services in its stores.

For more info, go to www.acscourier.gr

In 2017, ACS received the following awards for its innovative services and efficient operation:

- **Boussias Communications and the E-Business Research Center (ELTRUN)** of the Athens University of Economics and Business, Lighthouse E-volution Awards - Customer Service and Satisfaction - Bronze Award for the service "ACS Card On Delivery".
- **Boussias Communications** and the publication Marketing Week, Responsible Business Awards, Gold Award in the category "Business - NGO partnership".
- **Smartpress, e-BIZZ Awards 2017** - "Logistic Solution of the Year" for the online service "ACS ReDirect".
- **Supply Chain Institute and Boussias Communications, Transport & Logistics Awards 2017**- Courier & Small Shipments - Automated Points of Delivery and Shipment Pickup Points "ACS Smart Point" - Gold Award.
- **New Time Publishing**, under the auspices of the Athens Exchange and the EOT - Certificate "Diamond of the Greek Economy 2017" for ACS as the most rapidly growing company in the courier and postal services industry.
- **ICAP Group**, under the auspices of the Ministry of Economy and Development and the Hellenic Federation of Enterprises (SEV) - award "True Leader 2016" of the Greek Economy for ACS as the leading company of its industry.



BriQ, Real Estate Investment Company

BriQ Properties REIC is a Real Estate Investment Company (REIC), whose exclusive objective is the acquisition and management of real estate and investments, as provided for by Article 22 of Law 2778/1999. The company was founded in October 2016 and as at 31.12.2017 it owned nine (9) commercial properties, of which seven (7) were contributed upon its incorporation by the

companies Quest Holdings SA and Uni Systems SA. In July 2017 the separation of the company was completed and its shares were listed on the Athens Exchange; since then it is no longer a member of the Quest Group.

For more info, go to www.briqproperties.gr

In 2017 BriQ Properties REIC received the following award:

- **Ethos Events and HRIMA magazine**, Hrima Business Awards, 3rd place for REIC

Markets served by the Quest Group

Each Quest Group member addresses specific market areas. Together, they cover the entire market spectrum by providing services, products and solutions to consumers and small companies, as well as to large organizations of the private and the public sector. Specifically, the markets addressed by each company are as follows:

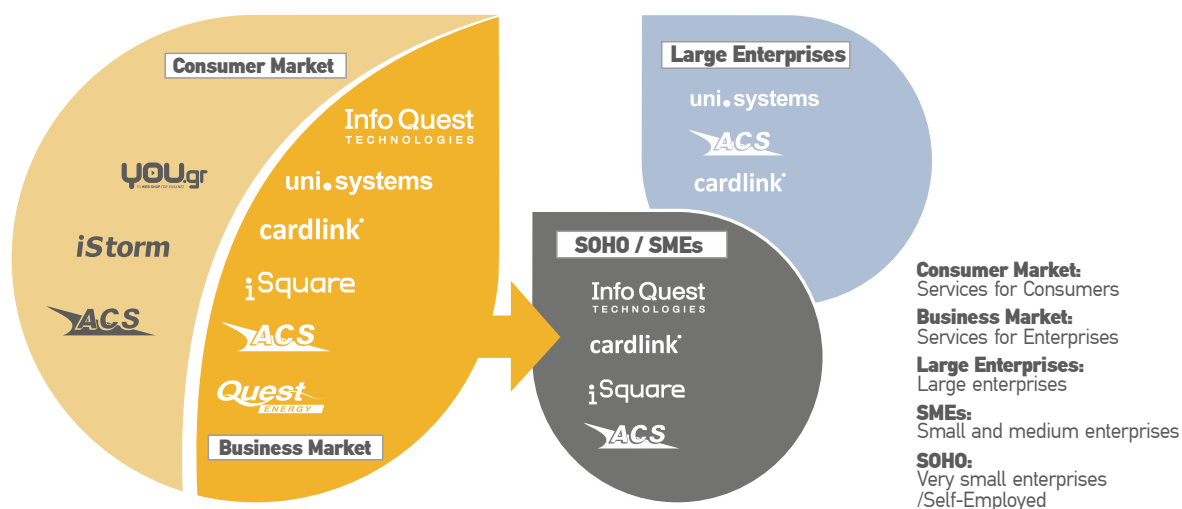
Info Quest Technologies supplies IT and Communications services and products to the entire market spectrum, either directly to selected enterprises or through a network of resellers who address consumers, small enterprises and local markets.

Uni Systems mainly offers solutions and services to large banking companies of the private and public sector in Greece and in Europe by designing and implementing large-scale IT projects.

iSquare is the authorized distributor of all Apple products in the region of Greece and Cyprus and supplies those products and the value added services to stores and large retail store chains.

ACS addresses individuals and enterprises of any size by offering Courier services and enterprises by offering Postal Services.

Market areas to which the Quest Group members address



Responsible Procurement

The Quest Group members are part of a long supply chain of products and services that connects manufacturers with customers. Therefore, the quality, credibility and support of these products and services is affected by the suppliers' and associates' ability to successfully meet the standards set by the Group members.

Procurement practices exert a great deal of influence on the companies of the Quest Group that have many suppliers, such as Info Quest Technologies and Uni Systems; the nature of these companies' activities requires cooperation with a large number of suppliers. iSquare's almost sole supplier is Apple, while ACS exclusively offers services. Its suppliers are active in equipment and technical infrastructure, which contribute to further improvement, automation and saving of costs for the operation of the company.

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

Service providers are also selected based on their good reputation and their leading position within the relevant market.

The Quest Group adopts an integrated Procurement Policy. This Policy aims at providing an effective and controlled operating framework, with respect to the materials and services procurement procedures and within this framework, all basic guidelines, principals and rules are determined and according to which responsible procurements are made. The Policy is applied by all companies of the Group.

In 2017 the Group also developed the Supplier Code of Conduct, which has been posted to all websites of the

companies and communicated to all main suppliers.

Special procedures for the selection and annual assessment of suppliers and partners, in accordance with the standard ISO 9001 have been developed for the Group's companies Quest Holdings, Info Quest Technologies, iSquare, Uni Systems and ACS. These Procedures include product and service quality criteria, as well as criteria pertaining to the reputation and position of the supplier in the relevant market. The Assessment Procedure also includes the ways of treating cases of low assessment (improve performance or end cooperation).

The Group, recognizing the importance of the adoption of Sustainable Development and Responsible Business Principles by its major suppliers, has implemented criteria on sustainable development, human rights and labor practices, during their assessment, in accordance with the principles of the United Nations Global Compact (UN Global Compact). In particular, the assessment includes recording the public positions of suppliers with respect to:

- Human rights and labor practices
- Meritocracy
- Safe work conditions, according to the nature and subject matter of the products/services provided
- The elimination of discrimination in employment and occupation
- The elimination of all forms of forced labor or child labor.

The Quest Group's Philosophy of Quality

For the Quest Group, quality is a daily priority and business culture. It permeates all activities, from the production and provision of products and services and procurement, to the relationships with clients and associates, the way of operation, audit and constant improvement.

The Management of the largest in sales companies of the Group have adopted the quality assurance approach and the course towards Total Quality.

The main tool on the way to Total Quality is Quality Management, in accordance with the international standard ISO 9001, which establishes and monitors companies' Quality

Certification processes and the standard 9004:2009, which places the guidelines toward Total Quality.

At the same time, the Group's companies are certified and operate in accordance with additional standards and certificates, according to their activity, and always aiming to offer the best possible service to their customers and to improve constantly.



Activities of Quest Group members with certifications

- Info Quest Technologies**
Quality Management System Certification of Conformity EN ISO 9001:2015
 - Design, development, maintenance and provision of IT and Telecommunication solutions and applications
 - Computer Production - Assembly
 - Distribution and Technical Support of computer systems and networks
 - Support of service network of IT and telecommunication systems
 - Sale and distribution of Cardiac and Diagnostic Devices

Environmental Management Systems Certification ISO 16001:2004

- Design, development, maintenance and provision of IT and Telecommunication solutions and applications
- Assembly and parameterization of Computers and Electronic Devices
- Distribution and Technical Support of computer systems and networks
- Support of service network of IT and telecommunication systems

- Uni Systems**
Quality Management System Certification of Conformity EN ISO 9001:2008

- Design and Provision of Systems Integration Services
- Sales and Support of IT Systems and Networks
- Planning, Software Development and Support
- Data Center Services
- Training Services and Support at the time of working
- Digitization Services, Processing and Material Documentation

Security Certification ISO/IEC 27001:2005

- Cloud Services, Platform and Software as a Service (IaaS - PaaS - SaaS)
- IT and Telecommunication Hosting Systems and Company Data Center services
- Design, installation, management and Support of IT and Telecommunication systems

Quality Management System Certification of Conformity EN ISO 9001:2008

- Romania branch: Consulting, implementing and maintaining services for integrated IT systems

Environmental Management System Certification of Conformity EN ISO 14001:2004

- Covers the development, implementation, maintenance and improvement of the environmental management system

- iSquare**
Quality Management System Certification of Conformity EN ISO 9001:2008

- Import of Apple products, Software and Peripherals

- ACS**
Quality Management System Certification of Conformity EN ISO 9001:2008

- Carriage of documents, small parcels and packages within 24 and 48 hours
- Carriage of high-security documents
- Carriage of Blood Samples and other Biological Substances and radioactive materials

Environmental Management System Certification of Conformity EN ISO 14001:2004

- Carriage of documents, small parcels and packages within 24 and 48 hours





2

SUSTAINABILITY MANAGEMENT

CONQUEST
OF THE FUTURE

Management of Sustainable Development

Consulting with Stakeholders

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

Ενδιαφερόμενα μέρη Ομίλου Quest



The main Stakeholder groups of the subsidiary companies of the Group arose from the combination of the extent of the effect that the various society groups have on their operation and sustainability and of the effect that the subsidiaries' operation has on each society group.

Group Quest - Stakeholders Effect

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

The Quest Group's Stakeholders, who were characterized as major and participated in the consultation for the drafting of this Sustainability Report, are Shareholders, Employees,

Customers, Suppliers/Associates and the Commercial Network/Agents.

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

| | | | |
|---|--|--|--|
| MEDIA | The media wish to be regularly and credibly informed on the activities, the results of and the actions undertaken by the Quest Group. Response: Systematic interaction and contact with the media. Measurement of the efficiency of using the media for communication. | <ul style="list-style-type: none"> - Press and Public Relations office - Interviews/events for the Press - Announcements/Press Releases/Advertising - Websites of the Quest Group and its Members | Constant/on a case-by-case basis |
| STATUTORY /REGULATORY BODIES | The main goal of the Statutory Bodies is transparency and the compliance of the Quest Group with the laws and regulations in force. Response: Full compliance with the law and regulations. | <ul style="list-style-type: none"> - Participation in the organs of Bodies and Organizations - Participation in conferences and meetings - Participation in Public Consultations - Website of the Quest Group | Constant/on a case-by-case basis |
| FINANCIAL INSTITUTIONS /INVESTMENT COMMUNITY | Financial performance and sustainable development of the Group and its subsidiaries, increase in profits and investments. Response: Investments, acting on opportunities, increase in profitability. | <ul style="list-style-type: none"> - Shareholders Support Department - Annual General Meeting - Annual Financial Report & Sustainability Report - ATHEX Announcements - Websites of the Quest group and its Members - Presentations to Investing Audiences - Risk Management System | Annual Constant/on a case-by-case basis |
| BUSINESS COMMUNITY | The business community seeks cooperation, initiatives for the promotion of common goals, the exchange of know-how. Response: - Participation in Business organizations and fora. | <ul style="list-style-type: none"> - Websites of the Quest group and its Members - Active participation in Business bodies - Committees and actions, Participation in conferences | Constant |
| SOCIAL AGENCIES /NGOs | Social Agencies and NGOs aim at supporting their programs and initiatives and at fulfilling their operational needs. Response: Corporate Social Responsibility actions and response to requests. | <ul style="list-style-type: none"> - Press and Public Relations office | Constant/on a case-by-case basis |

Defining Sustainable Development Material Issues

In 2017, the process of defining and prioritizing the Materiality of Quest's recognized issues, was conducted for the second year in line with the new GRI Standards, based on the UN's 17 UN Global Sustainable Development Goals (SDGs). It took into account the particularities of the socio-political environment and the sectors in which the Group and its subsidiaries operate and their strategic targeting for the next five years.

Through this process, in which the main stakeholders were involved, the key issues emerging, which affect their crises and decisions, as well as those issues that generate significant economic, social and environmental impacts and which require management by the Group's companies, in order to achieve the relevant Sustainable Development Objectives they affect. In detail, as part of the Quest Group's Material Issues definition and prioritization process, the following steps were taken:

Materiality Issues Recognition

Taking into account the complexity and diversity of the Quest Companies, in the context of internal meetings and external recognition processes, the Company has identified issues that are either related to its effects on stakeholders inside and outside the Organization, or have economic, social and environmental impacts on the sustainable development of the Group and more broadly within the framework of the 17 UN Sustainable Development Objectives. This process was based on the GRI Principles of Stakeholder Participation and Sustainability Framework.

Through this process, 22 recognized issues were eventually recorded, which were further analyzed and addressed, and which are referred to in the following Materiality Charter .



Prioritizing and determining the Material Issues

During the second step, the relevant issues were ranked in order of importance so as to ascertain the Material Issues to be included in the Quest Group Sustainability Report. These issues will form the basis of the Group's strategy, according to the assessments of the Major Stakeholders.

More specifically, the recognized issues were prioritized according to the GRI Principles of Stakeholder Inclusiveness and Materiality against the following criteria:

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

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

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

Impact Boundaries were determined for these issues, i.e. where the impact applies, as well as how the Organization is involved with such impact, either at Group or subsidiary level.

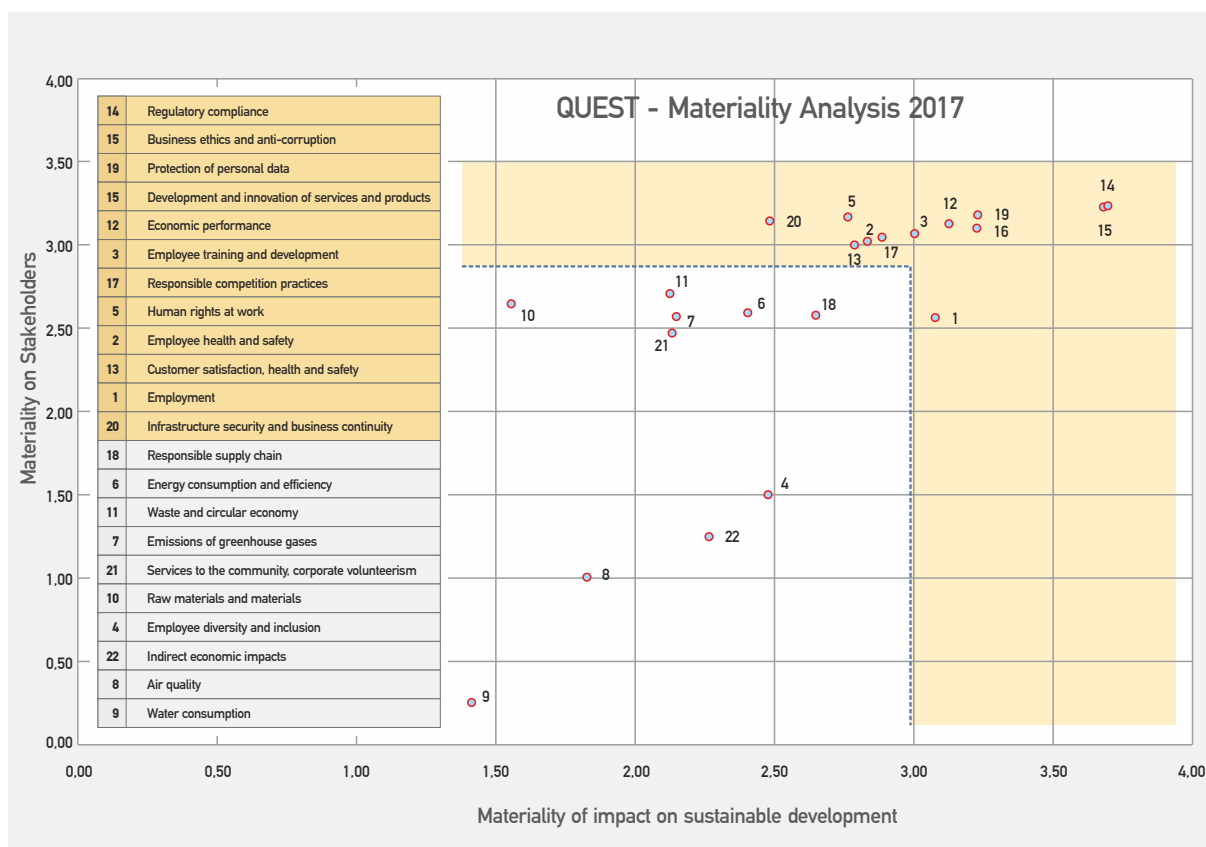
Note that during the approval of the Material issues, the Group's and the Companies' Management chose the following:

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

Approval of Material Issues

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





Sustainable Development Goals

The 17 Sustainable Development Goals of the 2030 Agenda for Sustainability, which were adopted by world leaders in September 2015 at a historic UN Summit, came officially into force on 1st January 2016. Through these new Goals, countries will try to eradicate all forms of poverty, combat inequalities, and address climate change, while ensuring that nobody is neglected. These 17 Goals formed the reference framework for the prioritization of the issues according to their impact on the Group's and its Companies' Sustainable Development.



The background is a solid blue color with a repeating pattern of light blue geometric shapes, specifically circles and squares arranged in a grid. Overlaid on this is a large, stylized, light blue letter 'Q' that is partially transparent. The 'Q' is composed of a thick vertical line and a large circular arc. The overall design is modern and abstract.

3

MARKET

QUESTIONING
THE ORDINARY

Market



Customer satisfaction and service, Customer Health and Safety

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

The expected level of customer satisfaction and service is achieved by constant investment in the provision of innovative solutions, products and services, the constant improvement of infrastructure that leads to operational excellence, the strict quality control to cover products and services specifications for the health and safety of customers, the measures for the protection of the environment and the provision of full and responsible information to customers. The Group contributes more widely to sustainable development through its impact on digital transformation and the principles of responsible

production and consumption.

The Group's companies import and place on the national market high-quality solutions and services, offering Greek consumers, businesses and organizations the possibility to get to know and utilize the top developments of the global market to their advantage, so that the environment, as a whole, may be upgraded and become modern and of high quality and so that quality of life and competition may be improved.

How we manage the issue

The Quest Group members invest in improving customer service and satisfaction through a number of policies, principles, commitments and procedures. These policies and principles originate from the Group's Quality Policy and are described in the section on "Corporate Governance". Each company follows a different approach regarding the issue, depending on the type of the services or products provided, yet the common denominator is always the best possible customer satisfaction. Every company conducts regular inquiries to ascertain the customers' needs and desires by means of everyday contact, complaint management systems and satisfaction surveys. Thus, we can collect and analyze information and thereby redesign products, services and procedures with the aim to offer a better experience of the customer - company relationship. The Governing bodies of the companies commit to the quality of products and services provided as stipulated by the Quality

Policy and they apply a quality assurance system in accordance with ISO 9001. For the quality level of support services to be maintained, it is also very important to take care of the training and development of Human Resources.

Each Group member constantly seeks to upgrade the provided customer support services and systems. To this end, certain actions were carried out in 2017 that are related to:

- The improvement of the relevant procedures
- The regular
- Customer Satisfaction surveys
- The analysis and utilization of customer complaints

Info Quest
TECHNOLOGIES

New solutions and services

Info Quest Technologies, from its position as the biggest gateway for the introduction of new technologies to Greece, contributes significantly to the digital transformation of the local market. By aiming at the best possible response to the new circumstances of the digital economy, the company designs, develops and markets new series of products, solutions and services, focusing on the sectors of Mobility and Internet of Things, and the Cloud.

New retail store - Mi Store

Aiming at the more complete and direct information of the consumer market on the new Mobility trends and interfaced devices, in September 2017 the Company opened the Mi Store in a large commercial center of Athens. This is a model store with all products of the firm Xiaomi, one of the largest international suppliers of the industry, with the vision and goal of making high technology and innovation accessible to

everyone. The new store, which also operates as an exhibition and information venue, a highly trained group presents to the public a wide range of interfaced Xiaomi devices, with extensive functionality and usability, which makes life easier and more enjoyable.

Added Value in Infrastructure and Operation

The main concern of Info Quest Technologies towards Operational Excellence is the constant improvement of its infrastructure.

The company utilizes an integrated SAP ERP platform, uses electronic B2B stores for the supply of products (www.questonline.gr) and a service Cloud (www.questoncloud.com), while it utilizes a Decision Support platform through Business Intelligence. The year 2017 saw significant investment in applications, upgrading the level of service. The following were implemented:

- Enrichment of the functions of www.QuestonCloud.com, aiming at maximizing and simplifying the flow of orders, the interface with new services (APIs), and the monitoring of subscription services and reporting.

- Optimization and enhancement of the CRM system, for the better management of the customer list and a personalized customer service.

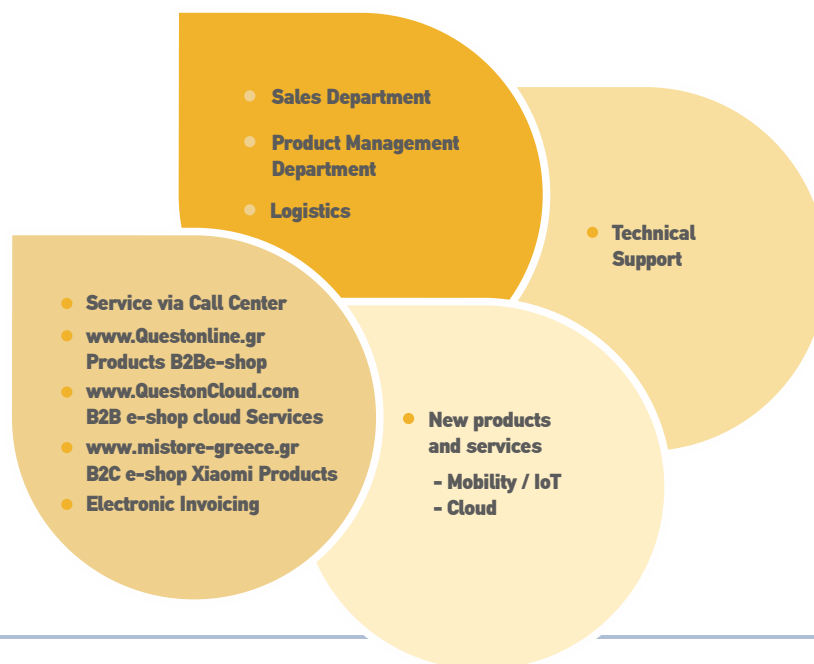
- Further development of the EDI platform, to Customers and Suppliers, aiming at fully automating and digitizing the order and accounting process.

- Interface of corporate systems to the systems of major Mobility customers, aiming at the more direct and accurate information on sales and stock and the optimization of the ordering, sales and reporting procedures. The interface was also implemented for the Mi Store.

New Communication Channels

By enhancing the personalization and the personal element of communication, in 2017 the company utilized modern Business Social solutions, such as Microsoft Yammer and Microsoft Teams; Collaboration solutions, such as Microsoft SharePoint and Skype for Business; and solutions for the dynamic management of relationships, such as Microsoft Dynamics. In

addition, aiming at the better information of customers, it developed its communication through social media channels for products and services addressed to the consumer and the SMB market (Xiaomi Smartphones and IoT ecosystem, Mi-Store, Cubot Smartphones, Q-Zone Retail Cloud Application).



Technical Support

Technical Support is an important advantage for Info Quest Technologies and part of the integrated service that it offers to its customers. On its premises at Kifissou Avenue, in Aghios Ioannis Rentis, the company has a fully organized Technical Support Department that operates as the Authorized Repair Center for the larger manufacturers - such as Apple, HP, Canon,

Lenovo, Xiaomi and Cubot - while it has a large number of technicians certified by the manufacturers. In 2017 the Technical Department expanded its operations, with approximately 50,000 product repairs, remaining for one more year the largest Apple Authorized Service Center in Greece.

Responsible consumption and production / Customer Health and Safety

Info Quest Technologies cooperates with brand name and established suppliers, who provide high-quality products of international specifications, which ensure the health and safety of customers. In addition, the design and production of own-brand products places great importance on responsible consumption and the safe use of the products by consumers, by focusing on the following axes:

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

It should be noted that, during the production of the Quest PCs, thorough compatibility and quality tests are carried out along

the production line that has the ISO 9001: 2015 certification; the products are certified by Microsoft and Intel for excellent use in the new technological platforms/operating systems. Moreover, the company makes sure that the production, packaging and documentation are environmentally friendly: RoHS free & 80 plus efficient power supply for low power consumption. Likewise, as far as the Bitmore products are concerned, a quality control per production is conducted by SGS, an independent organization, and an Inspection Report is issued, regular checks are performed by the qualified personnel of Info Quest Technologies in the production plant and CE Safety Certification for electromagnetic radiation. In 2017 the Company was certified in accordance with the Environmental Management ISO 14001:2004 Certificate for the provision of solutions, the assembly of computers and electronic devices, the distribution and support of the partners network, further optimizing its procedures with respect to the protection of the environment.

uni. systems

For Uni Systems, efficient customer service and satisfaction are a direct priority; this is one of the main reasons for which the Company is famed for its reliability in the markets in which it is active. Through the years, the company has developed and continues to develop a dynamic operation framework, which includes the following objectives:

- Committing the Management to a long-term framework
- Establishing a framework of principles and values that govern the Company - customer relationship and the relations among employees
- Developing policies and procedures to ensure that the Company's services are designed and provided in a systematic way
- Developing strategic partnerships with internationally recognized and creditworthy suppliers.
- Constantly adjusting to new technological platforms and solutions aiming at its customers' digital transformation
- Providing the human resources and infrastructure required to implement the Company's strategic goals
- Developing methods and procedures to measure the efficiency of the processes and identify the actions required to further improve the Company
- Complying with internationally recognized standards, such as ISO 27001: 2013, 9001: 2008 and ISO 14001: 2004



iSquare operates pursuant to the Group's general Policies and guidelines in relation to customer service.

The company regularly monitors a number of data, seeking to offer to its customers the best possible experience and the maximum satisfaction with the products and services provided, which confirm its reputation and the quality that characterizes Apple products. Customer service is carried out by specialized employees with experience and training in this particular field. Moreover, there are specific procedures in the context of the

company's Quality Management System (e.g. complaints handling) concerning customer service, while additional goals and specific indices have been set to achieve a better management of the issue. In this light, during 2017, as every year, a customer satisfaction survey was conducted, the results of which have helped the company to improve and provide quality services to its customers.



Customer service is an important factor in the courier and postal services sector, not only when it comes to satisfying the needs of the existing customers, but also to attracting new customers. The professional handling of customer service requests helps build relationships of trust.

The Company monitors specific quality indices related to delivery times of shipments, counting and recording of customer requests and assessment of results (after the management). Based on the findings, the company proceeds with corrective actions mainly focused on:

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

How we assess our performance

The investments made and the actions taken on regular and ongoing basis in the customer service and satisfaction field, arising out of the Group Quality Policy, have made the employees of every Group member to develop similar culture and consciousness and always act in the aim of providing the best possible customer experience. There are no pending cases

concerning non-compliance with legislation against the companies of the Group and no fines or other penalties have been imposed for any violations. The Customer Service and Satisfaction indices are monitored systematically by each Company and are analyzed as follows.



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

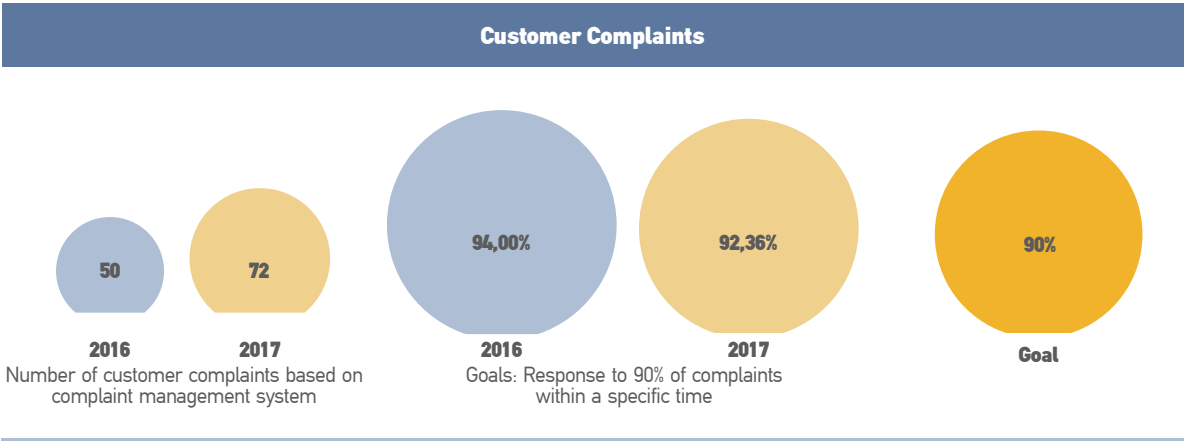
- Complaints measurement and analysis
- Surveys of wholesale customers
- Monitoring total calls handled by Call Centers of Wholesale and Technical Support
- Average repair time at In House Service
- Customer satisfaction surveys concerning the technical support by manufacturers such as Apple
- Adopting Online tool to present indices and results interfacing with the ERP (QlikView)



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

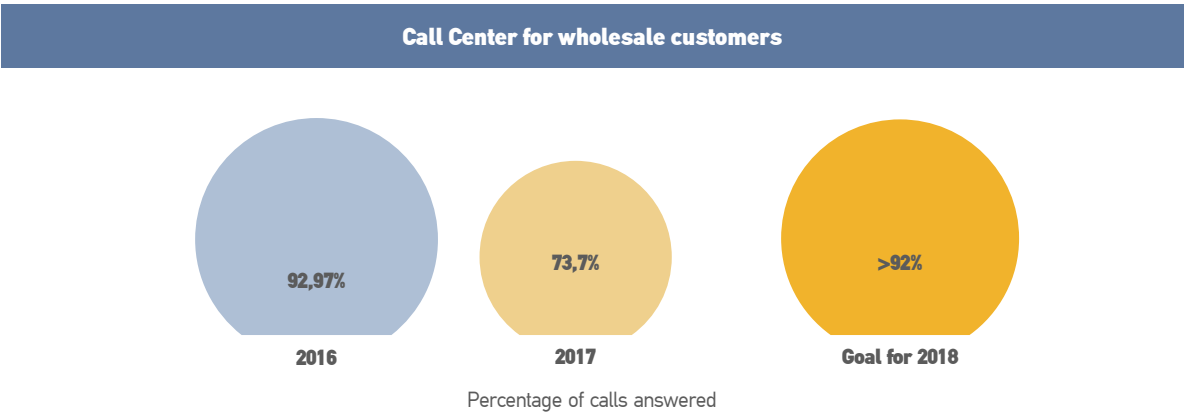
- Inspections throughout the year, conducted by Internal Audit
- Inspections of the Technical Department conducted by the collaborating manufacturers, e.g. Apple and HP
- Internal annual inspection
- Inspection conducted by an external body on an annual basis

Performance indices for Info Quest Technologies



The goal was achieved. Complaints continue to be very few, taking into consideration and the significant expansion of Company activities. It is observed that the number of customer complaints shows an increase, which is identified at the technical department and more specifically, complaints due to delayed supply of parts from a supplier.

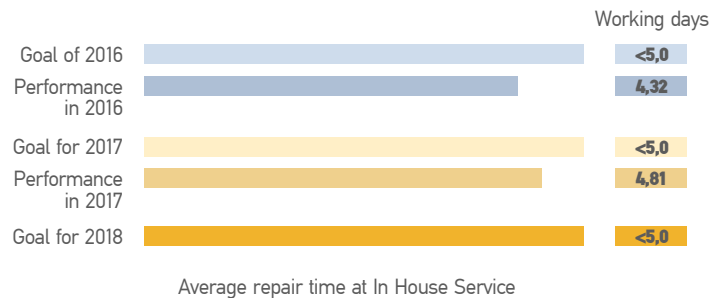
Please note that, for this particular index, the goal is to respond in one business day and to have resolved the issue within 10 business days for at least 90% of complaints. The same goal has been set for the year 2018.



The result is lower than the goal that was set. The basic causes identified were the unexpected increase of calls and the sudden reduction of the customer service staff due to resignation and emergency absences. The issue has been handled with recruitment of staff and computer solutions. As for 2018, the

goal is set to >92%. It should be noted that for reasons of uniformity the index, instead of measuring calls handled, was reversed to percentage of calls handled, without any significant changes.

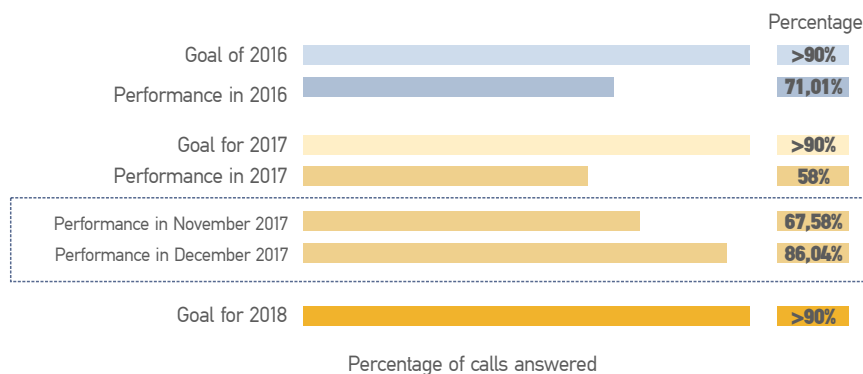
Technical Support for all customers



The goal was achieved. A minor increase of 0.49 working days was observed concerning the average repair time, which is due to certain delays in delivery times of parts by certain suppliers. The goal will be the same for next year.

Aiming at constant improvement, we improved automation with the use of computer tools and automated Reports, aiming to improve productivity without an increase in cost.

Easy access to the Call Center of the technical department



This was significantly lower than the goal. The basic causes identified were the unexpected large increase of incoming call volumes due to programs of Apple, as well as resignations of staff. The issue was handled with recruitment of staff, personnel training and restructuring of the Technical Department. The corrective actions that were taken lead to performance of

67.58% of calls answered in November and 86.04% in December, approaching the desired goal. The above indices do not include the period July - October, during which the restructuring of the department was completed. The goal for 2018 remains at >90%.

Quality of technician's work for Apple repairs



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

customers served, we chose to present and to include this important index in the Sustainability Report. The goal was achieved. The goal was set by Apple and is monitored on a monthly basis. It concerns the percentage of re-inclusion of the same product - with the same serial number - in products under warranty and is set to less than 3%. The same goal of <3% has been set for the year 2018.

Other areas of improvement

For the years 2018-2019, improvements in the following areas have been identified and planned:

- **Upgrading of Call Centers**
- **Expansion of the CRM system**
- **Expansion of the EDI platform**
- **Upgrade of the Cloud Services supply platform www.QuestonCloud.com.**

In addition, given the constantly increasing contact of the Company with end consumers, in 2018 it is planned to adopt additional satisfaction indices especially for retail customers and the mechanism for their monitoring. The indices shall apply to a wide range, with emphasis on the following:

- **The general satisfaction of the Customer with the services of the Company**
- **The recorded complaints of retail customers and the related response times**
- **The ease of communication with the Company and the access to the Call Centers**

uni•systems

Uni Systems is always interested in the best possible satisfaction of its customers and to provide them with high quality materials and services. The goal is the basic characteristic of the Quality Policy that it implements. Within this framework, the Company regularly traces the satisfaction of its customers, conducting surveys with select groups of customers, in accordance with the "Customer Satisfaction Measurement" procedure. In 2017 a targeted survey was conducted in a select group of 28

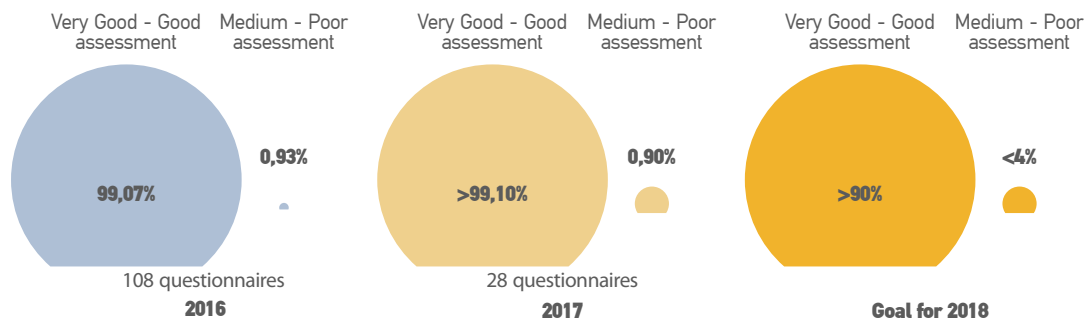
customers, from all sectors of the market. In particular, participating in the survey were 6 Organizations from the Private sector, 7 Organizations from the sector of Financial Services, 3 Organizations from the Telecommunications sector and 12 Organization of the greater Public Sector. The survey was carried out with the use of a questionnaire, with direct communication of the technical Departments and Business Units with the customers' representatives.

The questionnaires were sent by the Business Units in order to measure the degree of customer satisfaction based on the following criteria:

- **Meeting the customer's demands/needs**
- **The abilities of the Employees**
- **Cooperation with the Employees**
- **Regular Communication and Information**

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

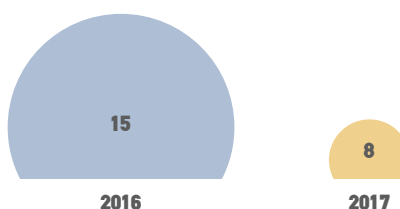
Customer Satisfaction survey



Our aim is to make sure that the number of "Very Good/Good assessment" replies is higher than 90% and the number of "Medium/Poor assessment" replies is lower than 4%. According

to the results the Company's goals for 2017 were achieved (111/112 positive responses, 1/112 negative response for all questionnaires and questions) and remain the same for 2018.

Customer Complaints



In 2017 there were 8 complaints recorded and which concerned the Field Service, Telecom and Application Management departments, and relate mainly to parts replacement and additional services.

In all those cases, the effective cause was examined in respect of every complaint and care was exercised when handling the complaint, so as to restore customers' trust.

iSquare

The investments made and the actions taken on regular and ongoing basis in the customer service and satisfaction field, arising out of the Group Quality Policy, have made the employees of every Group member to develop similar culture and consciousness and always act in the aim of providing the best possible customer experience. This is illustrated by the small number of complaints received, the high percentage of customer satisfaction resulting from the relevant surveys as well as by the actions carried out during 2017 to improve the services provided.

The customer satisfaction survey is carried out annually by the Marketing Department of the company. In 2017 the survey questionnaire was changed according to recent academic findings concerning satisfaction surveys, while also utilizing the Likert scale.

The Likert scale is a scale for assessing opinions or behavior and is a new, practical and fast assessment tool. There were 18 questions in total, concerning the degree of customer satisfaction in relation to the company as a whole, as well as to the Service of Apple products.

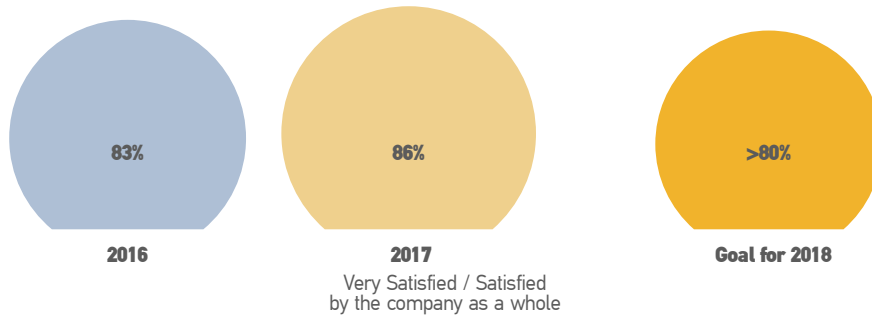
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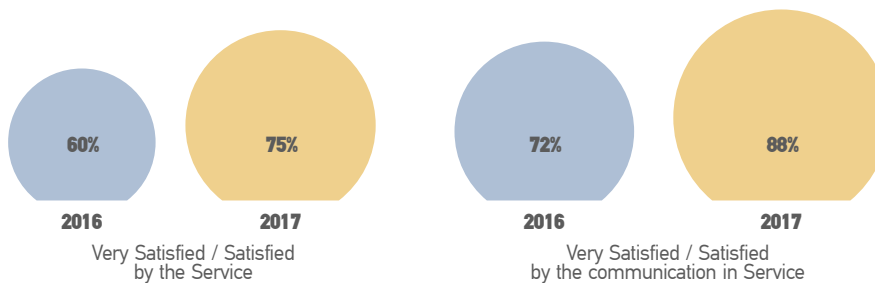
questions in total, concerning the degree of customer satisfaction in relation to the company as a whole, as well as to the Service of Apple products.

Satisfaction for 2017 was at 86% with a marginal increase compared to the previous year (83%) and the target for 2018 shall remain the same (86%).

Customer Satisfaction survey



Customer Satisfaction survey / additional indices



The survey is sent to a large number of recipients, customers and potential customers of the company. In 2017 there were 44,655 survey recipients. In 2016, the questionnaire was sent to 36,800 recipients with a response percentage of 10% (3,766 responses), whereas in 2017 the response percentage increased

to 15%, a percentage particularly high for surveys with such a large sample. This, in combination with the high satisfaction at all levels, demonstrates the quality and continuous improvement of the Company.

Customer Complaints



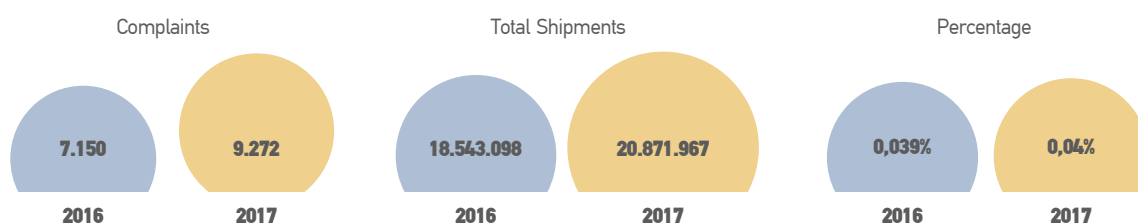
For 2017 the goal was to receive less than 10 complaints. The goal was achieved. The company's goal for the year 2018 is to continue to the maximum extent improving the services and the added value provided to the Greek market.



Every month, the company monitors the qualitative indicators of customer satisfaction and, depending on the results, it proceeds with special actions, including conducting phone surveys of recipients to assess the quality of the services provided and the customer experience.

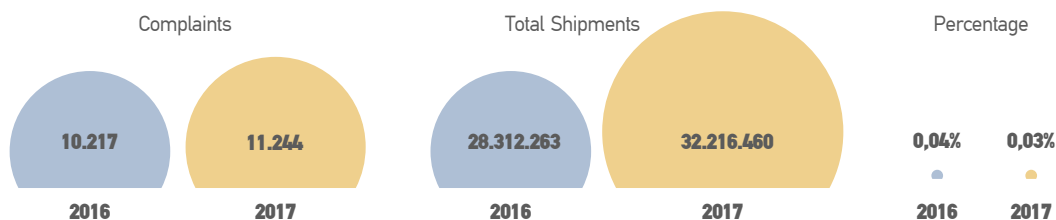
Every two years ACS conducts two telephone surveys for the services it offers to its two customer groups, businesses (B2B services) and individual customers (B2C services). The survey was conducted in 2016 and will be repeated in 2018.

Παράπονα πελατών Courier Services



The goal for the year 2018 is to achieve a percentage of <0.04% of shipments.

Post Services customer complaints



The goal for the year 2018 is to maintain a percentage of <0.04% of shipments.

Both the retail customers and the corporate customers are, to a great extent, satisfied by the company's services. In addition, the total number of complaints follows a downward trend, especially in respect of Post Services. The company's goal for 2018 is to continue improving the services provided to the Greek market to the maximum extent.

Ongoing online survey

Due to the large number of shipments, in 2016 ACS created a new assessment tool by means of an e-questionnaire, through which it would be able to easily send the questionnaire (via email or SMS) to the user of the services (the recipient or sender) and receive the customer experience online. In 2017 this online customer satisfaction survey was expanded to SMS sent by ACS to customers' cell phones through the Viber application. At the same time, through the special QR code that

is scanned by the cell phone, the survey was incorporated in the cash receipts received by all customers, as well as to digital signature tablets that are in all ACS stores.

From the total of replies that ACS received in 2017 from the survey sent to customers, 69% of customers (out of a total of 392,360 questionnaires) were satisfied; these are essentially the customers who would be willing to recommend ACS based on their service experience.

Personnel training on customer service

In 2017 ACS designed and launched, in collaboration with a specialized consulting company, the implementation of an extensive training program to all stores across Greece, called "ACS Customer Experience", creating the "The ten commandments of ACS service". The program's goal was to achieve a uniform level of behavior, focused on the ACS Customer, based on specific service values which all stores of the ACS network must adopt and "uphold". The program was launched in June-July 2017 with the training of the human resources who come into contact with the customer (Call Center, Customer Service, Network Service Department, Sales Department, Regional Control, etc.), at the head offices of the

Company and continued in October-November 2017 with seminars for employees of the stores of Attica and Thessaloniki. To better assimilate the basic service principles, there are also ongoing promotional campaigns for all service employees. In 2018 it is planned to expand the program to the rest of Greece with local training seminars. Also planned is the enhancement of the program with the creation of e-learning courses, for Service at the store, Telephone service and Distributor service. The goal is that by July 2018, the e-courses will be attended by all network service personnel, while also planned is the implementation of award competitions among all stores of the network, with the NPS (Net Promoter Score) criterion.

Financial performance

The constant operational development and the expansion of activities, with strict compliance with the legislation and the principles of healthy entrepreneurship, the maintenance and improvement of financial figures and profitability, through the continuous improvement of business excellence and investments, seeking opportunities for growth through acquisitions, and the continuous improvement in all sectors as well as the digital transformation of companies so they are able to respond to the new demands of the market, are of primary significance to the development of the Quest Group.

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The year 2017 was a year of transition for the Greek economy and enterprises. The macroeconomic and financial environment in Greece shows signs of stabilization; however uncertainty still continues to exist. The capital controls first imposed on the country on 28 June 2015, even though they have partially changed mainly for businesses, continue to apply; affecting negatively all financial figures of the market, and with serious impacts to the business activity, consumption and the job market.

The Quest Group, given the financial situation of the country, strategically aims at the sustainable development of its financial figures and where possible, strengthening its presence in foreign markets.

Under this perspective, all the companies, and Uni Systems in particular, seek to expand their activities outside of Greece, with the aim to increase their revenues resulting from foreign markets. Claiming, undertaking and implementing important, mainly European, projects and the cooperation with other large Organizations help to promote the totality of the know-how of the Groups and its employees and ensure the transfer of added value to the Greek market. The corresponding aim to expand trade overseas - where contracts with suppliers allow it - is a significant boost for the position of the companies vis-à-vis their suppliers and customers. The outward outlook of the Group's companies is of particular importance, both for the Greek market, as it showcases in the best possible way the abilities and the value of Greek ICT businesses, and for the country in general, as one of the country's goals is to promote and export Greek know-how. Additionally, it acts as a damper to the phenomenon of brain drain, by utilizing excellent Greek professionals, and transfers and disseminates knowledge to the local market.

Other than the significant impact of Financial Performance on the Group's business model, reputation and ability to achieve its goals, it is of great interest to the Group's stakeholders and a fundamental part of its sustainable development.

How we manage the issue

Considering that approximately 84% of the Quest Group revenues came from Greece in the year 2017, it is of no doubt that the economic environment where it operates, significantly affects its results. Given the current situation of the Greek economy, the Quest Group has taken all necessary measures

and closely monitors the developments, aiming at protecting capitals, securing goods and financial payment terms with foreign suppliers, and to protect the companies in the terms of sales and collections.



The Quest Group's main goals and priorities for 2018 are as follows:

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

As for the Group prospects for the year 2018, growth is mainly expected to result from IT Services provided abroad (European Union), E-transactions and courier services, as well as development in technology and Mobility products. Assuming the Greek economy returns to a normal condition and subject to the fact that no other adverse macroeconomic issue arises, it is expected that in 2018 Group Quest as a whole will show

growth in the key financial figures and the positive operating cash flows.

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

Info Quest TECHNOLOGIES

In 2017 Info Quest Technologies managed to achieve its profitability target with a 15% increase in its turnover, despite the continued economic crisis and the imposition of restrictions to capital flow; parameters that have a significant impact on the company's activity. In addition, it has continued to implement the strategy drawn in the last years to move away from areas with low Return on Employed Capital and minimize bad debt. At the same time, despite the difficult conditions, by following its strategic planning, it continued its investments aiming at maximizing profitability and expanding its operations. Aiming historically at creating value for its customers, partners, shareholders and employees, systematically keeping an eye on rapid changes but also the prospects from new technologies in the course toward digital transformation and recognizing its role in supporting the market as a leading company in the industry, it systematically continued the development and sale of new innovative products, solutions and services in the

sectors of Mobility & Internet of Things, Cloud Computing & e-Commerce; sectors on which it had strategically focused. Given the company's scope, it shows little activity abroad. The main country that it focuses on is Cyprus, in which mostly sales of Mobility products and Private label products and value added products (VAD) take place, where possible under agreements with the manufacturers. Since 2016 a repair center has been operating in Cyprus, which specializes in the repair of Apple products, and operating as an Apple Authorized Service center. For 2018 the Company continues to focus on the basic pillars it has placed and are its basic strategic direction, aiming, inter alia, at further expanding its share in markets where it operates, at improving its customer service and expanding its activities in new regions and markets. Mainly based on Cloud services and Mobility, the Company is investigating its geographical expansion in other countries, giving priority to Malta.

uni.systems

In 2017 Uni Systems increased its turnover by 2% compared to 2016. Growth of revenue from foreign markets was high (from €22.5 million in 2016 to €33 million in 2017), mainly directed at the Organizations of the European Union. Adversely, there was reduction of revenue in the Greek market by -13% (from €58 million to €51 million); which came mainly from the sector of Banks and the Civil Sector.

The cornerstone of the Uni Systems business strategy is that it exports the know-how to foreign markets by focusing on institutions, organizations and other agencies of the European Union, as well as large Organizations and Enterprises in Southwestern Europe.

In 2017, Uni Systems concluded more than 10 new 4-year services contracts with organizations of the European Union,



with a total budget of more than €35 million. The company's total revenue from foreign markets represents 40% of the annual total revenue and 43% of service revenue; figures that are expected to grow even more in 2018. The European

Investment Bank, the European Commission, the European Parliament, etc. are also customers of Uni Systems.

iSquare

As the authorized Apple distributor in Greece and Cyprus, iSquare achieved a strong growth for 2017 and managed to get through the difficult economic and political conditions in Greece and to make intense efforts to enter the Cypriot market, where the economic situation was clearly improved in 2017 compared to the past.

The company iSquare continued to pursue its main goals of increasing operational profitability and sales, minimizing business and financial risks and improving operational structures. It achieved an increase of 11% in sales, continuing its path of growth. This growth was based mainly on the categories of Mac, Apple Watch & iPhone and primarily by announcing two new iPhone models, one of which is the

anniversary iPhone X. At the same time the company designed and introduced to the market new innovative programs and services, making the experience of using Apple products even more unique; while launching in the Greek and Cypriot market the Apple White program and Apple Shop in retail stores of the network of its partners.

For 2018 the company expects further increase of its figures and the expansion of its market share, from the anticipated announcement of new products from Apple, and also from its further penetration in the Cypriot market, upgrading the consumer experience at retail points and enhancing the services and programs provided.



In 2017, ACS followed a consistent strategy, with an emphasis on increasing sales, restraining expenditure, managing risk efficiently and producing positive financial flows. The company's course was very positive: it developed all its activities, while its total revenue was approximately EUR 99 million; increased by approximately 9.9% compared to 2016. Mainly due to the rapid growth of e-Commerce, it is anticipated that the company's revenue from courier services will increase over the next years.

Since the middle of 2017, the company, to better serve the market and to increase its market share has been implementing Phase 2 of the upgrade of its sorting facilities in Attica, by creating a modern sorting center with much higher capacity and sorting capability, as well as to further develop the network of its points and to introduce to the market new innovative solutions and services designed mainly for the e-commerce market.

Enhancing reputation

The Group is orientated toward enhancing its reputation and corporate image, with the goal of showcasing the value produced and distributed by the Group and its companies. To enhance the reputation and the corporate image of the Group as a whole, Policies and Procedures have been established, according to which common lines are drawn with regard to operation and communication in areas such as the protection and the promotion of the name, the corporate identity and the image of the Group members. Moreover, Quest Holdings operates a Communications Center - Press Office to coordinate

and meet the need for communication between the companies and the media. In this context, joint communication programs and Corporate Social Responsibility actions are established in line with the Group's strategy to enhance innovation, digital education and entrepreneurship. In addition, aiming to upgrade the image, to improve the customer service for those visiting the companies' stores, as well as to improve the employees' daily routine, major upgrades are carried out in the workplaces of the Companies during the year.

Goals for 2017-2018

For 2017 the goals set by the Group as a whole, concerned the consolidated turnover and the following figures:

| | |
|--|---|
| <ul style="list-style-type: none"> Improvement by at least 10% of the Group ROE (return on equity from continued activity - EBT / Equity ROE - Return on Equity) compared to the performance in 2016 (excl. Capital gains & impairments). | <ul style="list-style-type: none"> The goal was more than achieved mainly through the operating growth of the EBT profits and reduction of Capitals mainly as a result of the separation of BriQ Properties. |
| <ul style="list-style-type: none"> Improvement by 10% of profitability & Group EBT profit margin from continued activity by 10% (excl. Capital gains & impairments). | <ul style="list-style-type: none"> Improvement in Group sales from new markets and products/services overseas by 10% in 2017 compared to 2016. |
| <ul style="list-style-type: none"> Development of Group sales that come from new markets and products / services abroad, by 10% in 2017 compared to 2016. | <ul style="list-style-type: none"> The goal of 2017 was more than achieved mainly through the operating growth of foreign sales mainly by Uni Systems in the European Union and iSquare in Cyprus. |

2017 was an excellent year for the Group, with overachievement of the goals in all indices. The main goal for 2018 is to maintain the profitability figures and if possible, to further improve the indices, in alignment and with the Group's 5-year Strategic Plan (2017-2021). Within the framework of the above, the Goals for 2018 were as follows:

Group Goals for 2018

| |
|---|
| Group ROE >15% (return on equity from continued activity - EBT / Equity ROE - Return on Equity) (excl. Capital gains & impairments). Note that the Strategic Plan has set the goal ROE > 20% in 2021. |
| Maintenance of profitability and Group EBT profit margin from continued activity >5% (excl. Capital gains & impairments). |
| Maintenance and/or small increase by 5% of Group sales in new markets (overseas). |

How we assess our performance

The Group constantly assesses its members' performance, mainly in the following ways:

- Through regular daily and monthly reporting, depending on the nature of the work and with respect to the sales and commercial figures and results, which include the profits and key performance indicators (KPI)
- Through monthly detailed Reports, which includes summary and detailed results and a large number of Key Performance Indicators (KPIs) (Commercial, Financial and Operational).
- Through monthly presentations made to the Board of Directors of Quest Holdings, which includes the key figures from the financial results and the balance sheet of the Companies.
- Through monthly presentations made to the Board of Directors of Quest Holdings, with the participation of the Executive Directors of the Companies, and which includes the key figures from the financial results and the balance sheet of the Companies and the most important issues / opportunities.
- With regular detailed presentations of the results every three months to the Management of Quest Holdings and to the Board of Directors of each Company.



Furthermore, the Group monitors whether its members operate in a proper way and whether they conform to the corporate governance rules agreed and the policies and procedures, through audit procedures in the following main ways:

- With audits conducted by the Independent Service of Internal Audit under the supervision of the Audit Committee of the Board of Directors.
- By implementing a risk management procedure.
- By utilizing the audits conducted by Chartered Accountants.

Leading position in the market

The Quest Group members dominate the markets in which they are engaged. In particular, for many consecutive years, Info Quest Technologies has held a leading position in the Greek market of information technology and communications products and services, based on the turnover, the financial indicators, the number of collaborating firms and the added value generated for customers and partners. This results in the Company being one of the most credible and efficient choices of leading manufacturers, when they are looking for partnerships in the Greek market as well as being the most reliable supplier for its customers. In addition, it has placed itself in new areas, such as Cloud services and Mobility / Interfaced Devices, in good time, thus leading the market into the new era of digital transformation.

Uni Systems, continuously evolving, is at the top of the Information Technology market in Greece: it ranks constantly among the three biggest System Integrators of the country, as evidenced by the reports of a large foreign analysis company. The company has a large share in the Banking and Financial sector, a customer base in all telecommunications providers of the local market and in private enterprises which rank among

the 500 biggest in the Greek market. It is also growing steadily in foreign markets, with the primary focus on Organizations of the European Union, from where it now generates 40% of its turnover.

iSquare, the authorized distributor of Apple products in Greece and Cyprus, is constantly growing, having tripled its turnover over the past eight years. In recent years the Company is expanding its operations in the Cypriot market, from where in 2017 it generated 28% of its turnover, upgrading the retail points of sale, developing the iStore network of stores and expanding its services, significantly increasing its market share.

Lastly, ACS is also in 2017 the leader in the courier business market, maintaining its advantage from its competitors. It also achieved an increase of its market share in common postal services. Further, in 2017, it continued to implement the upgrade program of the most important retail points in the stores of the company's associates, both in infrastructure and training and certification of employees, aiming at a better and more complete sales experience and at the increase of sales in the market.

Performance indicators

In 2017, despite the ongoing economic distress in Greece, the Group's consolidated sales amounted to €436 million compared to €388 million in 2016, showing an increase of 12,5%. The consolidated profits before Tax, Interest, Depreciation and Investment activities amounted to €39.3 million, compared to €31.8 million in the previous fiscal year, while the consolidated

profits before Tax amounted to €15.1 million compared to €17.3 million in 2016.

The Annual Financial Report for the Year 2017, which is posted on the parent company's website (www.quest.gr), includes detailed tables of all subsidiaries and their results for the years 2017 and 2016, as well as an analysis of the individual funds.

The following table presents the Group's net loan liabilities and the leverage on 31/12/2017 and 31/12/2016, respectively:

| Group Net Loan liabilities & Leverage | | |
|---|-----------------|---------------|
| Quest Holdings (Consolidated data) (€ x 1,000) | 31/12/2016 | 31/12/2017 |
| Total loan liabilities | 46.073 | 52.447 |
| Less Net cash | (65.931) | (47.937) |
| Net loans/cash | (19.858) | 4.509 |
| Total equity | 165.958 | 8.101 |
| Total capital employed | 146.100 | 12.611 |
| Leverage factor | -13,59% | 35,76% |

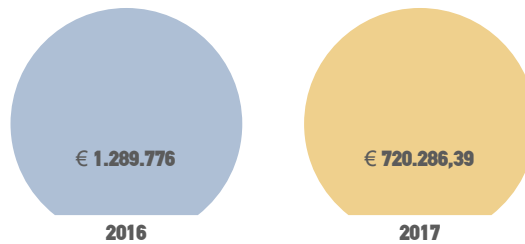
Direct Economic value generated and distributed

| Consolidated Data (€ x 1,000) ¹ | | 2016 | 2017 |
|--|---|---------|---------|
| Economic value generated | Revenues ² | 391.079 | 438.606 |
| Οικονομική αξία που διατίθεται | Operating costs ³ | 329.689 | 367.653 |
| | Employee salaries and benefits ⁴ | 55.157 | 60.580 |
| | Payments to financing bodies | 4.785 | 4.224 |
| | Payments to statutory bodies ⁵ | 8.202 | 11.470 |
| | Social investments ⁶ | 662 | 572 |

1. The amounts listed in the table derive from the Quest Group's consolidated financial statements for the year 2017 and include all companies. Moreover, these amounts have been calculated in accordance with the requirements of the GRI 201-1 index.
 2. Revenues from sales, accessory activities, dividends, interest, rent, foreign exchange differences and derivatives are included.
 3. Sales expenses, administration expenses, sales costs, capital expenditure are included. Payroll cost is not included.

4. Operating costs are not included.
 5. VAT, withholding taxes and Single Property Tax (ENFIA) are not included.
 6. Donations, sponsorships and start-up development costs (IQbility activity) are included.
 7. Line items for depreciation of investments or the buying out of subsidiaries/associated companies are not included.

Total Social Contribution of Quest Group



The total of the Quest Group's Social Contribution in commercial value of products, services and cash for 2017 amounts to €720,286.39 compared to €1,289,776 in 2016. The reduced spending is mainly due to the reduced needs of non-profit organizations collaborating with ACS, and the coverage of extraordinary needs of collaborating NGOs in 2016.

Payment of Taxes and Contributions

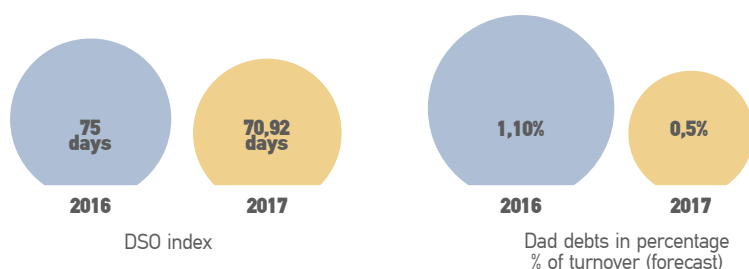
| Consolidated Data (€ x 1,000) | 2016 | 2017 |
|--------------------------------------|---------------|---------------|
| Payment of VAT | 48.872 | 36.677 |
| Social Security contributions | 15.084 | 17.133 |
| Payment of payroll tax (FMY) | 6.091 | 6.597 |
| Payment of other taxes | 7.589 | 10.673 |
| Total | 77.636 | 71.081 |

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

| (€ x 1.000)* | Info Quest Technologies | | Uni Systems | | ACS | | iSquare | | iStorm | | Quest Group as a whole | |
|--|-------------------------|---------|-------------|--------|--------|--------|---------|--------|--------|--------|------------------------|---------|
| | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 |
| Total sales | 108.889 | 124.773 | 81.439 | 84.000 | 89.993 | 98.934 | 75.881 | 84.088 | 15.164 | 18.598 | 388.227 | 436.449 |
| Overseas sales | 1.800 | 4.183 | 23.559 | 33.383 | 4.704 | 5.366 | 20.337 | 23.611 | 1.071 | 3.834 | 53.233 | 70.676 |
| Percentage of Overseas Sales in relation to total sales | 1,65% | 3,35% | 28,93% | 39,74% | 5,23% | 5,42% | 26,80% | 28,08% | 7,07% | 20,61% | 13,71% | 16,19% |
| Sales to the public sector | 39 | 13 | 27.050 | 17.078 | 2.547 | 2.257 | 0 | 0 | | 72 | 29.635 | 19.348 |
| Percentage of sales to the public sector in relation to total sales | 0,04% | 0,01% | 33,22% | 20,33% | 2,83% | 2,28% | 0,00% | 0,00% | 0,00% | 0,39% | 7,63% | 4,43% |

*The amounts listed in the table are expressed in thousands of euros

DSO index and bad debt concerning Info Quest Technologies



These indices are important for the assessment of the Company's progress and for risk management. The DSO is improved compared to last year, but still relatively

high, due to the significant increase of the Company's sales to major customers. These sales are secure to a large extent.

Development and innovation of services and products

Innovation is the main component of the business model for the development, the reputation and the ability of the Quest Group to reach its goals. Throughout its long history, the Group has been characterized by innovation, which is expressed in its business initiatives, the constant evolution of the products and services offered, and in the business operational model that it is implementing.

The Group has implemented some of the most innovative and successful Information Technology projects for a number of Organizations, thus contributing to the development, modernization and competitiveness of these organizations and of the entire country; such as the Citizen - Public Administration communication portal ermis.gov.gr, as well as the European market; such as for instance, the consulting services project for

the development, implementation, maintenance and operation of the operating systems of the European Asylum Support Office, the information technology services project in the sectors of Enterprise Content Management (ECM) and Management Information Systems (MIS) of the European Chemicals Agency (ECHA), the project for the management and upgrade of business applications and technology infrastructure



(Lot 1) and the specialized consulting services (Lot 2) of the Agency for the Cooperation of Energy Regulators (ACER) of the European Union, etc.

In addition, it has created significant innovation in the market with commercial and operational moves based on innovation, such as the implementation of an e-commerce B2B system for its associates, which has been in place since 2000, and the subscription services platform www.QuestonCloud.com. Innovation is the way in which the Group and its companies respond to the challenges and opportunities of the new global digital market, in the best possible way, aiming at decreasing production cost, boosting competitiveness and profitability,

improving productivity and the customer service experience, creating jobs, increasing the market share for each company, its financial health, and strengthening its position in the market. As a result of this constant striving for and utilization of innovation, the Organization's customers, the local market and society, in general, are able to enjoy innovative products and services that render them more competitive and innovative in their field of activity. Accordingly, the Group's employees can evolve constantly, in an open environment, with international connections and perspectives, with sufficient resources that promote innovative thought, setting high goals and challenges.

How we manage the issue

Having set innovation and development of the services and products as a strategic priority, the Quest Group has taken the necessary steps to support and further promote this important issue. In a structured way, the Group uses Strategy and Business Development teams to regularly search the market developments, invest in designing new products/services and provide incentives to the employees to submit ideas. The Group applies Total Quality Management, one of the objective goals of which relates to the increase of the organization's ability to innovate and adapt with flexibility, promoting a culture of constant improvement. The application of Total Quality Management offers the philosophy and vehicle for the transformation of new ideas into upgraded products, services, organization and reputation of the companies and is used as a source for the creation of new innovative actions. Aiming at maintaining and further enhancing Innovation, at the same time recognizing and utilizing opportunities and

constantly developing the companies, the Quest Group's Management is developing an Innovation Policy, and the purpose of which is to determine the framework for the design and the implementation of innovative actions by the Group's companies.

At the initiative of Quest Holdings a cross-functional team was formed with the participation of executives from all Companies; this team will examine in detail issues such as Digital Transformation, Agility and Innovation. Within this framework, information and opinions will be exchanged on the best practices that can be adopted by the companies of the Group, as well as to design actions and initiatives for the development of these areas.

The Group is also examining the involvement of specialized outside consultants aiming at enhancing the innovation actions at the Group.

Business Development

Since the Group's primary purpose is to create sustainable and long-term value and to constantly look for and assess opportunities, a new basis for the operation of the Business Development has been laid by forming teams both within the Group members and the parent company that are responsible for monitoring the action plans and the priorities set, while the Business Development & Investment Policy has been set forth. One of the first tasks of the Strategy and Business Development teams of the Companies was to form the Strategic - Operational Plan (SOP) with a bottom-up approach, with brainstorming sessions and by collecting material on the prospects and expected developments in the markets in which the Group is active.

In 2017, the companies completed the five-year SOP for 2017-2021, thus forming the framework of their evolutionary path and setting the goals for this period, as well as forming the respective action plans with the appropriate actions for their achievement. With the completion of the SOP of the companies, the Strategy team of Quest Holdings composed the 5-year Strategic - Operational Plan at the Group level, with the addition of new areas of development and which was approved by the Board of Directors of Quest Holdings at the end of 2017. In addition, at the Group level, a New Business Development (NBD) team was established, aiming at seeking opportunities in

new areas of activity that show growth potential. The goal is to expand the existing investment portfolio and to disperse risk both geographically as well as over a wider range of sectors of the economy.

Finally, the Board of Directors of Quest Holdings, recognizing the need and the importance of the Strategic Restructuring required at the Group to continue the developmental course of the Group's companies, at the end of 2017 it formed the Strategic Planning Committee that will undertake to examine issues toward this direction.



Investing in Know-how

The galloping rhythms of technological developments, the digital transformation via the timely utilization of new applications and systems, the technological partner, each company's competitiveness and the systematic and constant investment in know-how play a major role in the development of the technology sector. Design and solution implementation teams, as well as the technical departments of the Quest Group companies, in particular those of Uni System and Info Quest Technologies, invest heavily in know-how, new solutions and services, and have at their disposal a large number of certified engineers, who possess the high

technological specialization offered by the biggest technology enterprises around the world, through training in Greece and overseas.

Uni Systems is an IT solutions service provider and its know-how derives from more than 300 qualified engineers and technical consultants that work at its Technical Departments and provide high value added services. The Technical Services provided by the company cover all stages, from consulting services and the design of solutions to Customer support after implementation of the project.

During 2017, 6,870 training hours were completed, of which more than 2,000 hours concerned technical training. Uni Systems' engineers were awarded 102 new certifications, while in total they hold 700 certifications focusing on the technologies: Citrix, Microsoft, Cisco, HP, IBM.

Info Quest Technologies has a team of qualified engineers that provides services of design and implementation of IT solutions services for SMEs. Furthermore, through the Technical Support

Center, it provides support and repair services for all the products of the manufacturers with which it works.

The Technical Service Center employs 39 people, is authorized and certified by the largest international manufacturers - Apple, HP, Lenovo, Canon, Xiaomi - while it provides support service for a number of products - peripherals, drives, memories etc. - by a variety of manufacturers. It also employs another 11 individuals for the support of the POS Production activity.

Info Quest TECHNOLOGIES

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

Cloud Computing

Info Quest Technologies has made major investments in the fast-growing Cloud market, as it has implemented an integrated solutions ecosystem that includes top global providers, specialized consultants and trained associates.

The platform www.QuestonCloud.com is an integrated on-line platform of Cloud services distribution, customization and automated invoicing, offering thereby to its customers a comprehensive, yet simple and effective, way to select, procure,

manage and use the top Cloud solutions of the global market. The company aims to become the largest Cloud solutions hub of the market by connecting Cloud Services and applications providers with resellers and customers. Significant solutions - including Microsoft Azure & Office 365 -

were added to the platform in 2017, and the Company's goals now include their systematic expansion. In addition, in 2018 the Company is planning to design and offer specialized solutions, combining applications and services, thus maximizing the benefits to its customers.

Cloud Retail Solution

Aiming at introducing Cloud solutions to small and medium-sized enterprises, the Company, via its strategic partnership with an international provider of POS software and ERP Commercial Management, with a large global established base, makes Q-Zone available to the Greek market (<http://Qzone.gr>). This is a 100% Cloud application, which includes all the procedures and functionalities of an integrated commercial management and cash registers solution, and is fully adapted to the requirements and special needs of Greek businesses, leading even the smallest enterprises to easy and fast digitization, better control and instant upgrade of the services they offer to their customers. The Q-Zone solution is expected to be very well implemented in its basic version with respect to the small and very small

enterprises, being thereby an ideal solution to replace cash registers and dated systems and giving the entrepreneurs the opportunity to provide better services to their customers and to have at their disposal a valuable insight into their business. At the same time, when fully deployed, the solution can cover the most complex needs of multiple sales points, cash registers and warehouses, even in intensive retail, offering a functional platform that can be fully personalized and expanded. In 2017 the training and certification program of the Company's employees continued; and facilities, mainly in the demanding sector of super markets, were implemented. It should be mentioned that any State initiative to dematerialize tax mechanisms and to introduce online interface with financial services will give a major boost to the project.

Services/POS Production

The company, in 2017, significantly expanded its dynamics and know-how in the production of POS devices, utilizing the Group's investment in the specialized company, Cardlink. Today, given its know-how, it can cope with large volumes, but also claim similar projects. It has Key Injection Facility certified by

VISA, complying with all PCI KIF security requirements and capable of producing more than 500 EFTPOS per day (or 10,000 per month).

New ICT Infrastructure Solutions

In a continuous effort to improve the competitiveness of its customers, Info Quest Technologies is constantly expanding the solutions and services it offers in the areas of its specialization, focusing on Security with new solutions by Cisco, Symantec,

Veeam and Data Centers with new solutions by IBM, Dell EMC, Lenovo, HPE, IP telephony with solutions by Cisco and Unify and interlinked M2M devices.

Mobility & Internet of Things

The primary goal of the Company is to offer to the public the entire range of products frequently referred to as "Connected Home", "Internet of Things - IoT". Toward this direction it is exploring the market for new pioneering manufacturers and solutions and is developing market information actions aiming at consumers becoming familiar with the new technologies, with a view to becoming established in the market. In December 2016, the company started cooperating with Xiaomi, one of the leading international manufacturers of Mobility products, focusing especially on Smartphones and one of the most complete ecosystems of interlinked products. This partnership is expected to give the Company the leading edge in the new era of "smart" interconnected devices, as Xiaomi is utilizing its major comparative advantage over its competitors. This is the sale of a complete ecosystem, consisting of a number of devices, applications and Internet platform. As the exclusive

distributor of Xiaomi products in Greece and Cyprus, Info Quest Technologies has fully implemented the manufacturer's development model, and in 2017 it opened the first Mi Store in Greece; one of the first in Europe, giving consumers the opportunity to acquire a total experience by using the Xiaomi interlinked products.

In addition, the Company has systematically expanded the families of own-brand consumer products - Bitmore and Jelly - in the categories of tablets, wearable devices, accessories and other smart devices; it has expanded the Quest PC range with new series of laptops, such as 2-in-1 detachable [notebooks] and Cloudbooks and is expanding its activities in new sectors, such as the market of drones, e-health devices, smart televisions and the STEM (Science, Technology, Engineering, Mathematics) market.

The constantly changing technological and business environment in which Uni Systems operates is the greatest challenge for a company that aims to be ahead of the developments and to serve its customers through an integrated approach of their needs. Within this framework, Uni Systems is steadily expanding and developing the portfolio of its solutions and services; while also utilizing new partnerships with suppliers so as to maintain its leading position in the Greek and international market and to expand to new or existing sectors.

DevOps services

DevOps services are at the forefront of global system implementation and integration processes, as their main goal is to set a broad framework for collaboration between Developers and Operations. Uni Systems has implemented the DevOps framework first of all for the operation of the Company itself,

aiming at the optimal and quicker service of its customers in Greece and overseas, while at the same time implementing similar projects for its large customers, mainly in the market of organizations of the European Union.

Digital Transformation

Digital transformation is a challenge for companies who must handle digital problems every day. In order to stay competitive they must adopt solutions that will transform existing

traditional infrastructure and applications into flexible systems that will lead them to the new era.

iSquare

iSquare innovates with services provided to end consumers and vertical markets. The company's strategy focuses on the field of education where it systematically looks for and introduces tools, methods and content that render education more interactive and effective. Toward this direction, in 2017 it made a series of actions to broadcast the iPad 1:1 survey to the greater public but also to schools, through publications in Pan-Hellenic newspapers as well as in specially targeted media for training and education. This survey with its positive results renders more popular and encourages the use of iPad devices in education to an even larger number of schools.



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

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

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

The most important products and services developed by the company during the Report period are separated into the following main categories: Commercial and Operational services - Store Network Support services. The company's new proposals - solutions to the courier market are mostly linked to the quality upgrading sought by the company. An example of such services is the new alternative network of ACS Smart Points delivery and collection points. At these points the customer can be easily and quickly served in an extended service schedule and, depending on the point, even on holidays, weekends, 24/7. ACS Smart Points started operating in the first quarter of 2016 at selected Shell stations in Attica. In the third quarter, the network expanded both to Attica and Thessaloniki.

In 2017 the ACS Smart Points network was expanded to almost the entire country, and to almost all privately-run Shell stations; thus there are now 280 active points of service for customers.

The next step is to expand the network to the islands of the Aegean, so as to achieve Pan-Hellenic coverage.

Given the strong growth of e-Commerce in Greece, ACS proceeded with the relevant actions with the main aim to provide targeted services for e-commerce. Thus, in 2016, the

company included in its portfolio the pioneering for Greece services ACS ReDirect (the possibility to redirect deliveries from the mobile phone of the customer-recipient), ACS Smart Point (delivery and collection of deliveries at participating Shell stations) and ACS Card On Delivery (the possibility to pay the value of cash-on-delivery with payment cards). In addition, in 2017 it expanded the ACS Card On Delivery service and deliveries to the customer (via Mobile POS devices), and also launched the "ACS EU & Cyprus Economy" services.

For the next two years (2018-2019), the company's main objective is to upgrade the services provided by serving the recipient rather than the billed customer. In addition, ACS has also developed innovative solutions based on the needs of its customers: free online computerized solutions for the preparation, control, management and monitoring of daily deliveries for business customers (ACSConnect - Web Business Tools), free discount card for Professionals and Private Customers (ACS Member), online solutions for Private Customers with web and mobile applications (search for a delivery, search for a service store, cost calculation).

Particularly for ACS, the estimated effect of the new services within the next three years is illustrated in the following table:

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

How we assess our performance

The purpose of developing innovation is to create value for the companies and the customers. It is therefore important to measure the effectiveness of both the innovation development methodology and the value added. For the Group, the overall assessment mechanisms of new solutions/services are essentially qualitative, namely credibility and successful response to customer needs, while, in the long term, they concern quantitative mechanisms, such as increase in sales. In many cases the customers' interest in new solutions/services is immediate and clear. By constantly investing in the know-how and systematically training the Group employees, we ensure

speedy implementation of new solutions to the benefit of members' customers.

In the context of the Innovation Policy to be elaborated by the Group, a more organized inventory will be attempted and a measurement of innovation, in order to facilitate a better understanding of all employees but also the development of innovation and to bring about a significantly greater number of innovative results. The objective will be to record and implement a methodology for the development of Innovation and Business Development in each company.

Three measurement units are designed to form an integrated picture of innovation performance:

- Resource allocation - Financial resources, Human resources, R & D Expenditure.
- Method effectiveness - Number of ideas, number of new products/services on the market,
- percentage of employees involved.
- Results - Benefits in revenue and profits, ROI of innovative activities, indirect benefits where feasible.

The results of the actions and the evaluation of the objectives will be recorded in order to measure the effectiveness of innovation with the best possible approach and will be communicated to the Board of Directors of each company and the Management of Quest Holdings.



Infrastructure Security and Business Continuity

The Quest Group's most important infrastructure, boom for productivity, growth and innovation is its ICT infrastructure. The systematic utilization of technology has been incorporated in the Group's strategic planning, aiming at the improvement of the members' performance and the service experience of their customers, with new and upgraded services.

Toward this purpose targeted investments are being made in this area, so that the Group's companies are able to acquire a comparative advantage over the competition. The importance of ICT infrastructures for the smooth and continuous operation

of the Group's companies highlights the crucial importance of strengthening, reliability and security of these infrastructures, as well as ensuring business continuity.

How we manage the issue

The procurement, installation, upgrading and maintenance of ICT infrastructure is based on detailed planning, feasibility studies and infrastructure capacity planning. The planning is either central for shared infrastructure or per company for the specialized needs of the Companies. The planning of ICT

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

Policy

The Information Security Policy, which is followed by all Group companies, describes the protection requirements for all ICT infrastructures. The Policy was revised in 2017, taking into consideration the new circumstances and new risks resulting from the relevant risk analysis and follows the international standard ISO 27001:2013, which covers all protection measures taken and which include the protection of equipment, software, data, telecommunications, the training of employees, the

appropriate use of equipment and confidential information by users etc.

Uni Systems is certified pursuant to this standard, while Info Quest Technologies, iSquare and ACS follow this standard without having been certified.

A new implementation control methodology of the Policy and risk assessment has been designed and will be implemented in 2018 (Information Security Audit) by specialized personnel.

Own Data Center

An important factor of efficiency and increased protection of ICT infrastructures is the technologically advanced proprietary Data Center of Uni Systems, which is one of the largest in Greece, in which the core information infrastructures of all the Group's companies co-exist.

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

The Data Center includes the server rooms, the UPS room and the other auxiliary rooms with strict quality standards in accordance with the international standards (ISO 9001 and ISO 27001).

The companies communicate via MPLS telecommunications network, with dual routes and uninterrupted operation.

The new Mi Store of Info Quest Technologies in Maroussi was connected to the Data Center in 2017.

Benefits for the Companies and the Group:

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

Management responsibility

Uni Systems has taken on responsibility for the smooth and continuous operation of servers and telecom equipment, uninterrupted power and cooling, space security and upgrading of Data Center services. The companies are responsible for the smooth operation and performance of applications, as well as data protection.

Goals for 2018-2019

The following actions are planned for 2018-2019:

- The study for the Group's Disaster Site is being developed. Within 2018 the first part of the project will be implemented, concerning the critical systems and obligations of the company Cardlink.
- An integrated digital signature system was launched in 2017, through which all Uni Systems documents are transmitted to civil services. The system's expansion to other activities of the company and the Group's other members will be studied in 2018.
- In addition, within the framework of the digital transformation of the Group's companies, major digitization projects are being studied, which will be decided after feasibility studies and include actions to increase the protection of ICT infrastructures.



ACS, due to its specific needs, has developed, in addition to relevant Group Policies, specific ICT Policies and Procedures for the protection of ICT infrastructures. ACS's Business Continuity Plan (BCP) has been developed taking into account the particular requirements of the Courier and Postal Services environment.

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

1. Eliminate the possibility of penetrating the company's security system and losing data.
2. Eliminate (or limit) the possibility of network and system overloading due to denial of service attack (DoS) resulting in shutdown.
3. Minimize shutdown incidents caused by force majeure, such as natural disaster, strike or interruption of service.
4. Protect the personnel and work rooms and make available alternative rooms to continue operation.
5. ACS's design includes the specialized Disaster Recovery Center in the P. Rallis building for the purpose of fully assuring the operation of its branch network.

The reinforcement of the protection measures was continued in 2017, due to the multifaceted risk of online attacks (ransomware, phishing, viruses etc.), as well as due to the increased needs to protect personal data, within the scope of

compliance with the new European General Data Protection Regulation (GDPR - for more information please refer to the Material Issue: Protection of Personal Data. The following were implemented:

1. Significant reinforcements in Data Center systems to meet the growing load due to the many new additional features and projects, as well as the projected continued increase in production
2. Update of all security systems (firewalls, etc.) and all versions of Windows Operating Systems to keep them up-to-date.
3. Install new versions of Antivirus Servers and of new antispam filters.
4. New antivirus systems for ransomware as well as phishing with special attention to personal computers and laptops that also work outside the corporate network.
5. Strict domain policy has also been updated and new stricter security policies have been applied to peripheral security systems.

ACS Goals for 2018-2019:

Due to the increased risks in the Internet environment, these risks will continue to be analyzed and stronger security policies will respectively be developed. ACS is also responsible for the protection and smooth operation of the ICT systems of the expanded network of its representatives across Greece, which increases the complexity of protection, mainly of the network of its partners.

The compliance with the GDPR regulation at ACS, due to the very large number of personal data it processes in its systems,

requires many security enhancements as well as changes to procedures to comply with the regulation.

The goals for the two years 2018-2019 are:

1. Updating of the business continuity plan so it complies with the international security standards IT/Business continuity.
2. Completing the actions for compliance with the GDPR regulation.

How we assess our performance

The plans made and the measures taken by the Group and the Companies have had great results, including high rate of system availability and data protection, as illustrated by the registry of security incidents.

There were no incidents of medium and high effect in 2017.

Total availability remained at the same level as in 2016, reaching 99.995%.

It is noteworthy that:

- No company experienced unplanned downtime of its services during working days and hours.
- No incidents of non-availability or limited availability due to external attack (denial of service) were detected by the companies' tools.
- There were no incidents to affect confidentiality and integrity of company data.

Protection of Personal Data

The Quest Group has always placed particular attention and priority to the protection of personal data. Any leak or misuse of the personal data of customers, employees or partners would damage to a great extent the credibility and the reputation not only of the company that committed the offense, but also of the Group as a whole, resulting in direct and indirect long-term loss of revenue. Further, it could also have a greater effect on society, causing negative impacts to citizens/companies, with the simultaneous reduction of trust in the technological systems and the organization of the Companies.

The Group's companies monitor and comply with domestic and European legislation and independent authorities and are prepared in a timely and appropriate manner to comply with the requirements of the new Regulation of the European Union. The personal data managed by the Group's companies relates to their employees, their customers, their associates and the

shareholders of the parent company. The Companies are constantly reviewing the necessary measures to ensure that the personal data that the parties with which they deal and have a relationship entrust to them do not leak to third parties and are not used by the employees of the companies except for the purpose for which they are collected.



How we manage the issue

Group Information Security Policy

In all Group members, the protection of personal data is guaranteed through the Information Security Policy that includes the personal data protection policies. This Policy, which follows the principles of the international ISO 27001 standard, has been successfully applied for more than 10 years.

For the secure application of the Information Security Policy, all the Group members use the Data Center infrastructure by Uni Systems, which meets the strictest international standards.

Application of the Information Security Policy is ensured with appropriate procedures and the audit mechanism. The Information Security Manager is responsible for the development, implementation and review of the Policy and the respective procedures. The Policies and procedures give the guidelines, the management method for processing personal data and are applied by all employees. Furthermore, the employees who are responsible for the management of personal data receive regular specialized training. Regular internal inspections are conducted to check compliance with the Policies and the security procedures at company level.

Preparation for the compliance of the Group's companies with the General Data Protection Regulation of the E.U. 2016/679, was started in the last quarter of 2017 and is being completed in May 2018, when the Regulation comes into effect.

The Group's companies are preparing with a detailed schedule and methodology, with the support of a specialist consultant. With the completion of the compliance with the Regulation project, all companies of the Group will have limited to a great extent the risks from non-implementation of the Regulation. The scope of preparation for compliance with the General Data Protection Regulation includes multiple checks of Networks and IT and Communications Systems, so as to assess whether additional data protection measures are required.

In addition to the above, particular mention must be made of the Data Center of Uni Systems, which, due to the nature of its

activity and its infrastructure and services, has adapted its policies, procedures, guidelines and infrastructures to fully safeguard the customer's personal data and/or that of the users of the applications that it develops on behalf of its clients. In order to ensure the personal data protection of all Companies of the Group, which use the Data Center, the Company uses protection mechanisms, which are certified in accordance with the standard ISO 27001:2013.

Correspondingly, because of the nature of its activity, ACS has developed specialized Policies, procedures and instructions, which are incorporated into the daily activities, ensuring thereby to the utmost extent the personal data of the customers and users of its applications. For customer data to be protected, mainly customer lists drawn for carriage and delivery, it has developed and uses the following additional mechanisms.

- Assessment of the risks which may arise to the security of personal data prior to the implementation of every major project, so as to take the appropriate protection measures and conduct prior training of users.

- Using encryption on inbound customer files and on all computers that have access to personal data.

- Adoption of procedures, equipment management and erasure of electronic data, as well as management of incidents of leaks of electronic data.

The following special policies and procedures are also implemented for ACS:

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

Goal for 2018

All Companies of the Group, with the coordination of the Parent Company, are committed to have fully complied with the new Regulation 2016/679, for the protection of personal

data of natural persons, by 25 May 2018, when the Regulation comes into effect.

How we assess our performance

A mechanism that records any incident of personal data infringement is established within each company.

Regular inspections are conducted by the Information Security Manager in order to ensure proper implementation of the Policies and Procedures.

Periodic risk assessments are organized (security information risk assessment) to look for new risks in every area that may affect personal data.

All appropriate organizational measures have been designed and applied, by the coordinator responsible for personal data, by Company, and who works with the Data Protection Officer - DPO. The DPO, in cooperation with the Companies and independent consultants, performs constant inspections of compliance with the Regulation.



Certifications

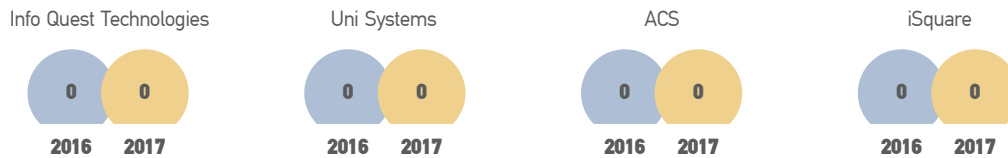
Uni Systems has ISO 27001: 2013 certification for a series of its critical services in terms of security; the scope of the certification, in particular, is as follows:

- Cloud Services: Infrastructure as a Service-IaaS, Platform as a Service-PaaS and Software as a Service-SaaS.
- Hosting Services for IT and Telecommunications Systems and

Manned Workplaces with High Availability in the Company Data Center.

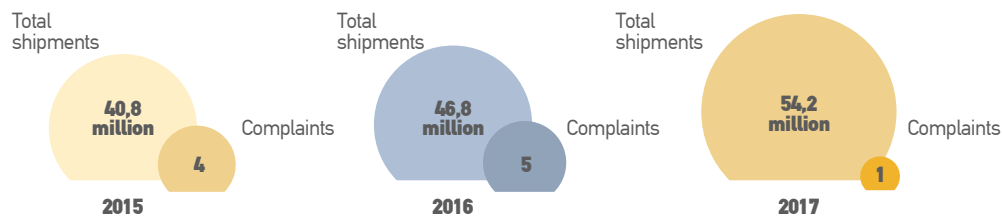
- Specialized Services related to Design, Installation, Management and Technical Support of IT and Telecommunications Systems.

Number of substantiated complaints of customer personal data loss or misuse



All complaints made by regulatory authorities or otherwise are included.

Number of substantiated complaints of shipment violation during transport (only for ACS)



In 2017 there was only one complaint; which is considered negligible compared to the total number of shipments, while ACS has not been found liable for it. It is noted that all complaints are included, either by regulatory authorities or elsewhere, where the open file was considered a privacy breach.

Regulatory Compliance

For the Quest Group, the strict compliance with applicable legislation and the policies and procedures applicable based on the relevant decisions of the corporate officers, is a non-negotiable value. Regulatory Compliance also has a wider impact on the sustainable development of markets and countries where the Group is engaged, specifically as to the contribution towards a strong and well-regulated business environment and the support of strong institutions, which promote progress and development. Any deviation from the principles and moral practices of the Group's companies would jeopardize the good reputation, the credibility and, by extension, the results of both the companies and the parent company, and, as such, is unacceptable.



How we manage the issue

The Group operates in accordance with the applicable legislation; whereas Quest Holdings (the Group's parent company) as listed on the Athens Exchange, applies the applicable legislation which governs listed companies and its Internal Operating Regulation, in accordance with the applicable legislation on corporate governance and the Hellenic Corporate Governance Code of Listed Companies. In addition, executives of the Group, with the coordination of the Legal Department, participate in consultations, institutional bodies

and agencies, contributing to the adherence and development of the value of Regulatory Compliance.

The total presence and activity of the Group's companies in the market and the social environment in which they are engaged are governed by the framework of the Group's steady principles and values. In that context, the compliance with the legislation in force in Greece, in the European Union and in the countries in which the Group is active is a given and non-negotiable.

How we assess our performance

The Group's goals are zero incidents of non-compliance with applicable legislation. This goal has been achieved for 2017, given in particular that there are no pending cases concerning non-compliance with legislation against the companies of the

Group and no fines or other penalties have been imposed for any violations. The same goal has been set for the year 2018.



Business ethics and anti-corruption / Responsible competition practices

Responsible business practices are non-negotiable for the Quest Group, and they are fully integrated in its business model, its history, reputation and the Group's ability to reach its goals.

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

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

In that context, the strict compliance with the legislation in force in the countries in which the Group is active is a given and non-negotiable. Using the same philosophy and approach, we implement in all activities the methodical application of practices of responsible and fair competition and anti-corruption and anti-bribery measures which are based on

transparency, integrity and reliability.

Any deviation from the principles and moral practices of the Group's companies would jeopardize the good reputation, the credibility and, by extension, the results of both the companies and the parent company, and, as such, is unacceptable.

How we manage the issue

In 2016, the Group created and the companies' Boards of Directors approved the Ethical Conduct Policy, which aims at determining the rules of behavior for the avoidance of corruption and bribery which form the basis for designing and carrying out all activities of the companies and which must be followed by the executives and the employees of the companies.

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



The **Ethical Conduct Policy** provides directions on the following matters:

- Offering and accepting gifts of financial value to the personnel: Persons dealing with the Company and the Group are not permitted to offer personally to employees or to members of their family and they are not allowed to accept as gifts, money or any other kind of objects of large value or to gain personal benefits.

The employees are required to notify the Company of any gift or other benefit offered to them.

- The only recipient of any gift offered as a result of incentive policy implemented to achieve specific goals shall be the Company, which has agreed with the supplier accordingly. Such gifts shall be distributed to the employees by the

Company itself based on rules established internally. The employees shall be allowed to personally accept promotional gifts or articles offered to them, provided that their value is not high (up to about 100 €) and subject to the fact that the head of their department is aware thereof.

- As regards promotional gifts of greater value, the Administration of the Company shall decide whether or not to accept such a gift or consider the possibility of converting the gift into credit memo.

- No employee shall accept invitations to social events or entertainment, excursions, sports or cultural events, trips etc. of any kind offered by any third party trading with the Company, inasmuch as such invitation is intended for the third party to be given special treatment.

Bribery and corruption are incompatible with the Group's principles: Any payment in kind or money, to any person or official to facilitate or expedite the activities of the Companies or to give the impression to state officials suggesting the promise of bribery in any manner, is inconceivable. In addition, the employees may not use any other illegitimate means to ensure any unacceptable business advantage.

Policy: It is prohibited of the Companies to become involved in any partisan or ideological activities of any kind.

Customer and Supplier Relations: These relationships shall be governed by trust, mutual respect and integrity, seeking thereby to establish a long-term partnership and to mutually satisfy the interests of both sides.

Sponsorship and Donations: Any donation or sponsorship

whatsoever shall be fully transparent and in conformity with the principles of legality and morality. To this end, full documentation files shall be kept and a records management system shall be implemented.

Financial Transactions Records: Detailed and accurate records of any financial transaction made by any company for any reason whatsoever, shall be kept (including, but not limited to gifts, donations, sponsorship, hospitality expenses, etc. along with justification).

Conflict of Interest: Situations where the personal interests of the Company's employee conflict with his/her obligations to serve the interests of the Company or the Group, shall be avoided and controlled.

The Ethical Conduct Policy and its implementation method has been presented to the executives of the Group's Companies and training has been provided on the method and control of its implementation. In addition, in 2017 the Board of Directors of Quest Holdings approved the Risk Management Policy and it is planned - within 2018 - to perform a systematic Risk Assessment by the Group's members in order to identify and address, among others, and the risks in incidences of non-compliance with the applicable legislation with particular focus on anti-corruption and unfair competition.

How we assess our performance

A control mechanism has been created, whereby employees are required to report any incident, which they believe is contrary to the Ethical Conduct Policy and may involve a corruption case. All reports of such incidences are recorded and kept in a relevant file. The individual lodging the complaint shall be protected against any negative action as a consequence of the complaint. However, the Group members shall reserve the right to take any action they deem appropriate against any executive officer, employee or partner, inasmuch as it is proved that such person has consciously and deliberately discredited the Company or provided false information to the Company or any third party with the purpose of violating of the above. All complaints shall be investigated by a committee consisting of authorized Managers. The Administration of each Company shall have the possibility to refer to the competent authorities for further investigation or to report to the authorities any criminal offenses.

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

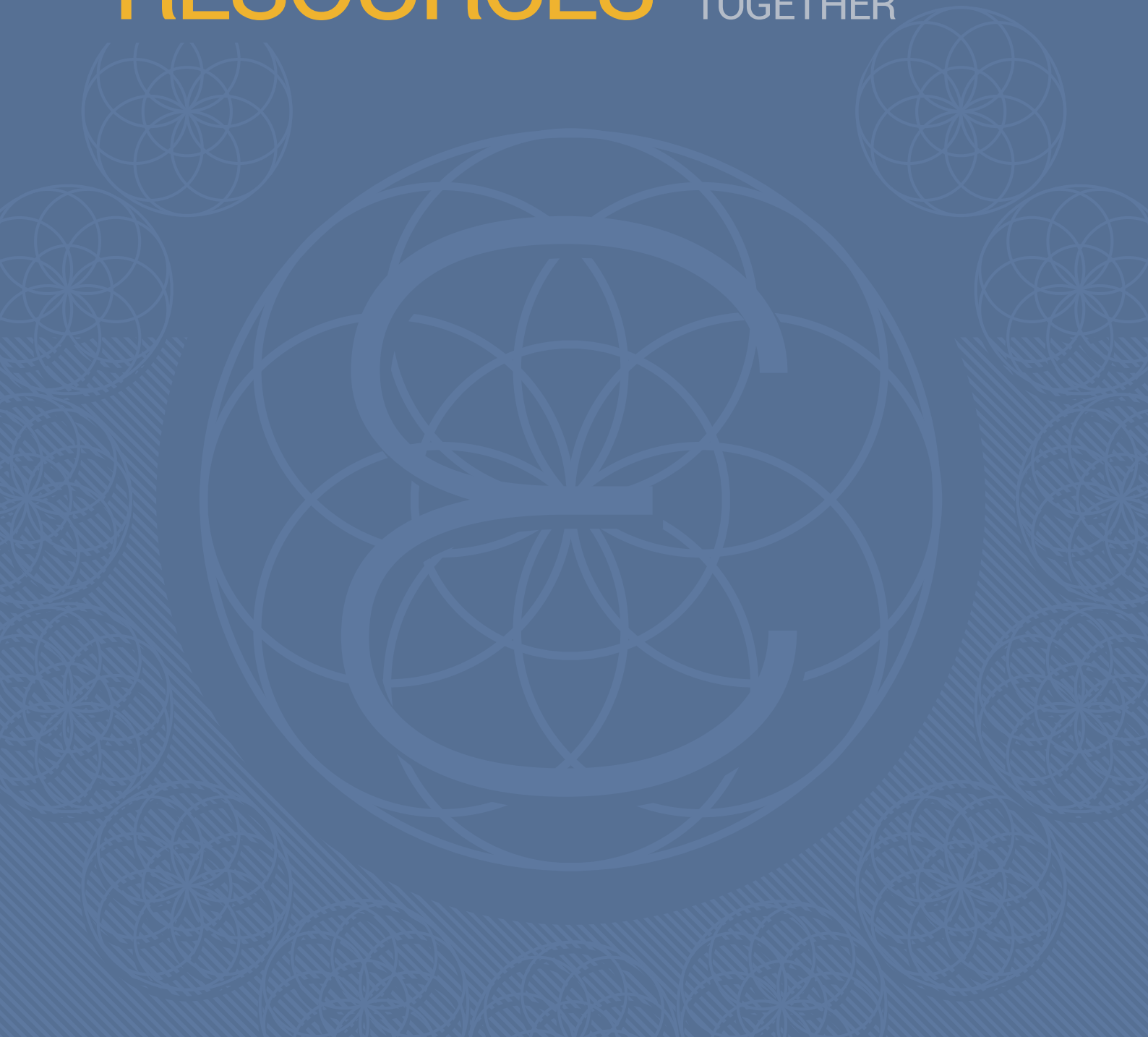
This goal has been achieved for 2017, given in particular that there are no pending cases concerning non-compliance with legislation against the companies of the Group and no fines or other penalties have been imposed for any violations of the above legislation. Further, no complaints were made nor was any other action taken regarding these matters, nor are there any cases pending concerning the examination of any complaint.

We believe that this achievement is the result of the culture, the organization and the ethical approach of the Group's Management, which has permeated the entire organization. The same goal has been set for the year 2018.

4

HUMAN RESOURCES

QUEST IT
TOGETHER



Our Employees

Human Resources have been recognized as the key asset for creating value for the Quest Group. Part of the Group's strategy and culture is to care for and aid the development of its employees, attract and retain competent people through the proper management of Human Resources and to eliminate potential risks that may be associated with Human Rights at Work and Education.



Human Resources have been recognized as the key asset for creating value for the Quest Group. Part of the Group's strategy and culture is to care for and aid the development of its employees, attract and retain competent people through the proper management of Human Resources and to eliminate potential risks that may be associated with Human Rights at Work and Education.

The Quest Group companies, with the Human Resources Management Policy that they follow, provide opportunities for young people, help reduce brain drain, reduce unemployment, and disseminate know-how in the domestic market. It is worth noting that most of the executives of the Greek Information Technology market have been employees of the Quest Group companies and evolved inside the Group.

Ensuring equal opportunities for every person, employee or candidate has become a key priority. The Group has established policies concerning employment, recruitment, training and development and performance management, and is developing talent management, succession, and remuneration and benefit policies, creating a comprehensive human resources management framework that promotes transparency. The individual employment contracts more than meet the minimum requirements stipulated by collective agreements. At the same time, as mentioned below, the Group embraces the 10 Principles of the UN Global Compact, which include, among

others, Principles on Human Rights and Labor on issues pertaining to Health and Safety, Equal Opportunities and Non-Discrimination, Freedom of Association, Forced Labor, Child Labor, Work-life Balance. In no case shall there be any discrimination based on religion, nationality or any other criteria not related to the candidate's skills or the employee's performance in the Quest Group. We are fully and consistently committed to the principle of respect and of equal treatment of all employees, irrespective of the gender and the position in the organization chart. Women's professional development is encouraged by providing equal opportunities in terms of pay and promotion opportunities.

It is important for the proper course of the Quest Group to establish a substantial communication channel between the Management and the Employees that will ensure an environment of mutual trust and understanding. The Group's Management seeks to systematically inform Employees as well as to provide early warning of major changes in areas such as Health and Safety, Organizational and Business Changes, and other large-scale changes. Aiming to ensure mutual trust and understanding within the Group, the "Open Doors" policy is adopted, as it guarantees immediacy and gives the employees the opportunity to talk to the Managers and share their concerns and views on issues related to their job.

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

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



Material Issue



Human Rights at Work and Employment

The Quest Group acts as an active cell of society, supporting sustainable development and respect for man and his rights as a worker, as a citizen and as a member of society. As Human Resources has been recognized as a core capital for the Group in creating value, these core principles are fundamental, as the Group's evolution and progress are closely linked to the evolution and progress of its human resources. To this end, it considers it very important to promote the culture of respect for Human Rights to all stakeholders.

Gender equality, the elimination of any inequality, discrimination or corruption, absolute transparency and fairness and the creation of quality jobs are a priority and a constant pursuit for the Group.

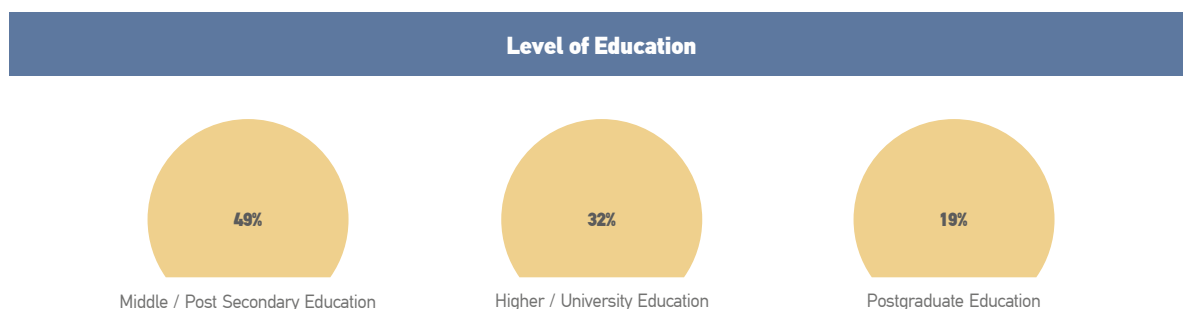
The Group embraces the 10 Principles of the UN Global Compact, which include, among others, Human Rights and Labor Principles on issues related to: Health and Safety, Equal Opportunities and Non-Discrimination, Freedom of Association, Forced Labor, Child Labor and work-life balance, and seeks to systematically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

Employment

As detailed in the previous chapters, the Group operates mainly in Greece, maintaining the employment positions in the country stable and increasing. Opportunities are provided to young people, particularly in the very current and demanding sector of technology. In addition, development abroad gives

the opportunity to employees to acquire experiences in a more international environment and to work with people from different countries, cultures and areas of skill.

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



Includes full time employees (Total 1329 employees for the companies participating in the Report).

It should be noted that for Technology Companies participating in the Report - Info Quest Technologies, Uni Systems, iSquare - which employ 65% of all Group employees, 67% of these are graduates of higher / University education, while 26% have postgraduate degrees.

Of particular significance is also the direct employment of approximately 2,500 employees in the courier sector, and who are employed at the exclusive franchising network of ACS agents, spread across Greece.

As detailed in the chapter Society, the main pillar of expression of the Corporate Social Responsibility for the Group is the IQbility incubator of start-ups. In the five years of its operation, IQbility has created 100 very specialized job positions in the country. Thus, in addition to promoting innovation and entrepreneurship, employment is also significantly reinforced.

Another significant pillar of focus for the Group is the undertaking of actions and initiatives aiming at upgrading the educational procedure, with respect to the utilization of technology and the familiarization of students with digital knowledge and skills (html, code development etc.), which are essential for the modern and future worker.

Another significant initiative is the interconnection of the companies with select Universities and educational institutions, such as the Athens University of Economics and Business and supporting the cooperation between the Academic and Business Community; as well as participation in Career Days, for the guidance of students and interested parties. Opportunities are also given to students for internship training, within the scope of their studies.



How we manage the issue

Part of the Group's strategy and culture is to attract, retain and develop competent employees. This is achieved through the proper management of Human Resources on the basis of a set of relevant Policies and Procedures that ensure the elimination of potential risks that may be related to human rights at work, education, employee development, and employee and management communications. A description of these policies and principles can be found in the "Corporate Governance" section.

All Group companies systematically investigate the needs of Human Resources through day-to-day communications, management and development systems that ensure equality and fairness at Work. The management of all companies is committed to observing the principles of human rights and labor and in this direction emphasis is given to:

- **Communicating the relevant Policies and Procedures to all stakeholders.**
- **Upgrading workplaces, based on high standards.**
- **The systematic realization of Human Resources Satisfaction Surveys.**
- **The experiential training of employees in the Principles and Values of the Group**

Equal Opportunities and Avoidance of Discrimination

Based on the Human Rights Policy that it has established, the Group ensures gender equality and equal opportunities for all. Under no circumstances is there any discrimination; the principle of respect is fully supported, women's professional development is encouraged, providing equal opportunities for pay and promotion. In addition, full and effective participation as well as equal opportunities for taking a leading role by women at all decision-making levels is ensured.

The Group has also developed Employment, Recruitment, Training and Development Policies, Performance Management, and a Benefits Policy, and will implement the Talent and Succession Management Policies in 2017, creating a comprehensive framework that promotes justice for all employees, as well as equality and transparency.

At the same time, it adopts Ethics and Anti-Fraud Policies to address and eliminate all forms of corruption and bribery by developing effective, reliable and transparent procedures at all levels.

In 2017, the Group issued a Supplier Code of Conduct which will incorporate the principles of the UN Global Compact, seeking to further clarify its positions on respect for and implementation of human rights in its sphere of influence, and,

in particular, to its business partners and suppliers. The Code is posted on all websites of the Group's members and has been communicated electronically to major Suppliers.

With a view to sustained and sustainable economic growth, the Group adopts working conditions that enable Human Resources to have high quality jobs, which in turn stimulate the economy. The creation of employment opportunities and high-level working conditions is a priority for the Group, which adopts and applies innovations and technological upgrades, focusing on areas of high added value, based on the Innovation and Business Development policies.

The Human Resources Department of the Group has adopted multiple actions to ensure equal opportunities and non-discrimination. The cultivation of a culture of equal opportunity and development, through an environment that promotes the active participation of employees is a basic priority. At the same time, the adoption of a Grading system, according to which role requirements are recorded and evaluated to support and guide employees by grade, as well as equal treatment of employees according to grade levels, contribute to transparency and fuller understanding of the needs of employees.

How we assess our performance

Freedom of Association

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

Forced Labor

There is no tolerance of any form of forced labor in the Group, nor has any complaint or report relating to any matter of forced labor been recorded in the Group Complaints Management Systems, both in the Group's members, as well as the suppliers with which the Group cooperates.

Child Labor

There is no tolerance of any form of child labor in the Group, as well as in the wider environment of its associates and suppliers, and no complaints about child labor have been recorded in the Group's systems.

Balance between Professional and Personal Life

The Group systematically urges employees to maintain a balance between their professional and personal lives and organizes various actions for this purpose, which include

incentives for sports, such as the Basketball team and the team of runners.

Monitoring Systems

No report or complaint by the Group's employees, related to any of the above issues has been recorded in the Group's Complaints Management (intranet, HR) systems. No instances of serious impacts to human rights have been found, as a result of the activities or decisions of the Group or its major suppliers, the majority of which are organizations that are leaders in their field and of international reach. During the review period no instance of discrimination has been found or reported. The Group systematically monitors and draws data on employees who participate in the Institutions, Committees and

Company Management, including the percentage of employees participating in Group Governance by gender, age group and management grade.

The Group, in the context of its continuous progress and improvement, aims at a more systematic evaluation in the future regarding the participation and composition of employees, by gender and age, in the governance bodies, as well as in the management and organization levels of the companies.

Participation and composition of the Management Officials of the Group

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

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

Composition of work grades

| Companies | Men | Women | Under 30 years of age | Between 30 and 50 years of age | Over 50 years of age |
|--------------------------------|------|-------|-----------------------|--------------------------------|----------------------|
| Quest Holdings | 87% | 13% | 12% | 38% | 50% |
| BOD | 89% | 11% | - | 11% | 89% |
| CEO | 100% | - | - | 100% | - |
| Director | - | - | - | - | - |
| Manager | 100% | - | - | 100% | - |
| Supervisor | - | - | - | - | - |
| Staff | 50% | 50% | 50% | 50% | - |
| Info Quest Technologies | 67% | 33% | 17% | 72% | 11% |
| BOD | 100% | - | - | - | 100% |
| CEO | 100% | - | - | - | 100% |
| Director | 100% | - | - | 33% | 67% |
| Manager | 78% | 22% | - | 70% | 30% |
| Supervisor | 87% | 13% | 4% | 71% | 25% |
| Staff | 63% | 37% | 21% | 73% | 6% |
| Uni Systems | 70% | 30% | 6% | 75% | 19% |
| BOD | 80% | 20% | - | 20% | 80% |
| CEO | 100% | - | - | - | 100% |
| Director | 87% | 13% | - | 25% | 75% |
| Manager | 86% | 14% | - | 48% | 52% |
| Supervisor | 71% | 29% | - | 73% | 27% |
| Staff | 68% | 32% | 7% | 80% | 13% |

Composition of work grades

| Companies | Men | Women | Under 30 years of age | Between 30 and 50 years of age | Over 50 years of age |
|----------------|------------|------------|-----------------------|--------------------------------|----------------------|
| ACS | 74% | 26% | 7% | 67% | 26% |
| BOD | 80% | 20% | - | 20% | 80% |
| CEO | 100% | - | - | 100% | - |
| Director | 75% | 25% | - | 25% | 75% |
| Manager | 64% | 36% | - | 55% | 45% |
| Supervisor | 72% | 28% | - | 67% | 33% |
| Staff | 75% | 25% | 8% | 68% | 24% |
| iSquare | 57% | 43% | 24% | 65% | 11% |
| BOD | 100% | - | - | 40% | 60% |
| CEO | 100% | - | - | 100% | - |
| Director | 50% | 50% | - | - | 100% |
| Manager | 60% | 40% | - | 100% | - |
| Supervisor | - | - | - | - | - |
| Staff | 55% | 45% | 31% | 62% | 7% |
| Total | 71% | 29% | 9% | 71% | 20% |

Composition of work functions

| Companies | Men | Women | Under 30 years of age | Between 30 and 50 years of age | Over 50 years of age |
|--------------------------------|------------|------------|-----------------------|--------------------------------|----------------------|
| Quest Holdings | 87% | 13% | 12% | 38% | 50% |
| MANAGEMENT | 100% | - | - | 20% | 80% |
| TRADE | - | - | - | - | - |
| SUPPORT SERVICES | 67% | 33% | 33% | 67% | - |
| TECHNICAL | - | - | - | - | - |
| OPERATIONS | - | - | - | - | - |
| Info Quest Technologies | 67% | 33% | 17% | 72% | 11% |
| MANAGEMENT | 100% | - | - | 50% | 50% |
| TRADE | 52% | 48% | 24% | 68% | 8% |
| SUPPORT SERVICES | 58% | 42% | 8% | 68% | 24% |
| TECHNICAL | 93% | 7% | 10% | 90% | - |
| OPERATIONS | 76% | 24% | 22% | 73% | 5% |
| Uni Systems | 70% | 30% | 6% | 75% | 19% |
| MANAGEMENT | 91% | 9% | - | 18% | 82% |
| TRADE | 53% | 47% | 13% | 60% | 27% |
| SUPPORT SERVICES | 37% | 63% | 8% | 65% | 27% |
| TECHNICAL | 95% | 5% | - | 81% | 19% |
| OPERATIONS | 67% | 33% | 6% | 79% | 15% |



Composition of work functions

| Companies | Men | Women | Under 30 years of age | Between 30 and 50 years of age | Over 50 years of age |
|------------------|------------|------------|-----------------------|--------------------------------|----------------------|
| ACS | 74% | 26% | 7% | 67% | 26% |
| MANAGEMENT | 75% | 25% | - | 25% | 75% |
| TRADE | 43% | 57% | 5% | 73% | 22% |
| SUPPORT SERVICES | 52% | 48% | 4% | 72% | 24% |
| TECHNICAL | 100% | - | - | 25% | 75% |
| OPERATIONS | 91% | 9% | 10% | 65% | 25% |
| iSquare | 57% | 43% | 24% | 65% | 11% |
| MANAGEMENT | 50% | 50% | - | 50% | 50% |
| TRADE | 53% | 47% | 41% | 59% | - |
| SUPPORT SERVICES | 59% | 41% | 12% | 71% | 18% |
| TECHNICAL | - | - | - | - | - |

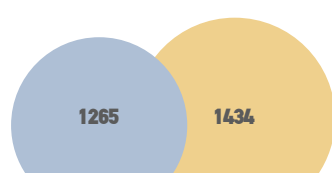
*Note: The above report does not include the 10 non-executive members of the Board of Directors.

Human Resources Statistics (2017)

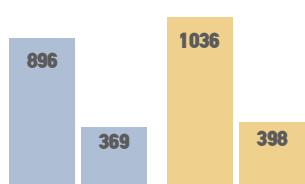
In December 2017, the Group's total Human Resources amounted to 1,577 employees. The Group created 71 new job positions during the review period. The number of new hires for the entire Group in 2017 amounted to 233 employees and the employee turnover was 5% (employee turnover is calculated as the ratio of voluntary resignations over the average number of employees).

In the tables below, the data only concern the companies that participate in the Report and which employ 1,434 employees. Note that 1,329 employees are full time employees of the Group's members, whereas 105 supervised employees work abroad on behalf of the company Uni Systems.

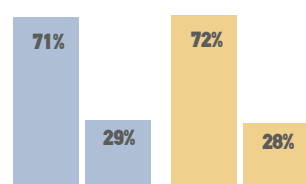
Employees by gender¹



2016 **2017**
Total number of employees

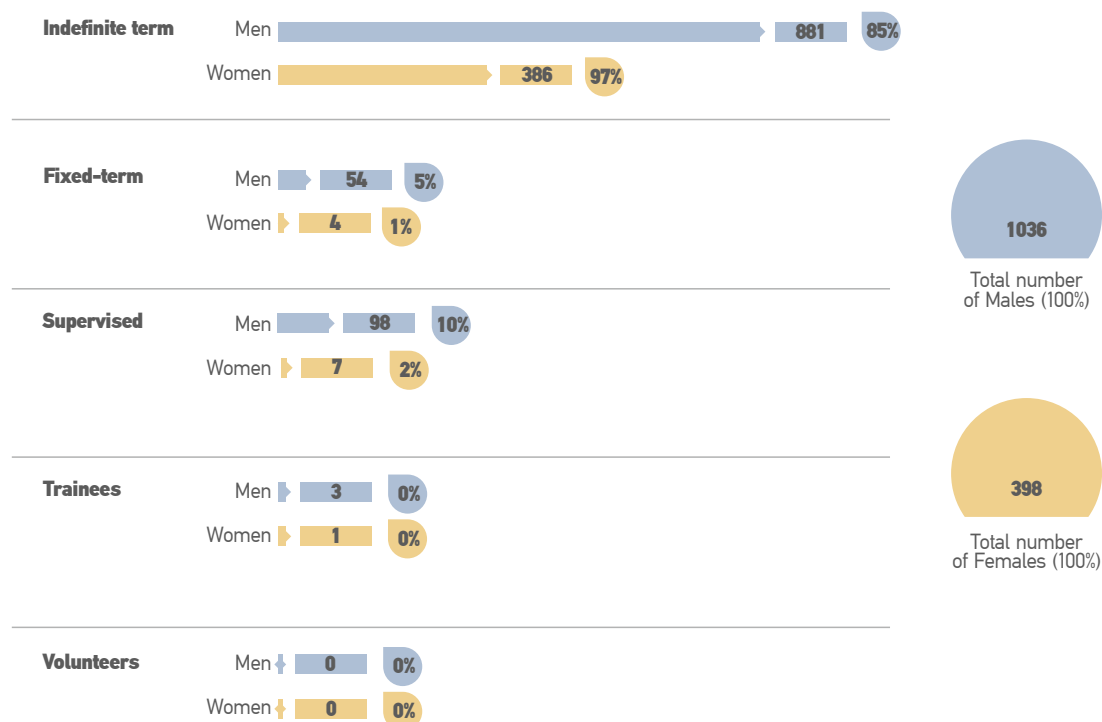


Men Women Men Women
2016 **2017**
Number of males - females

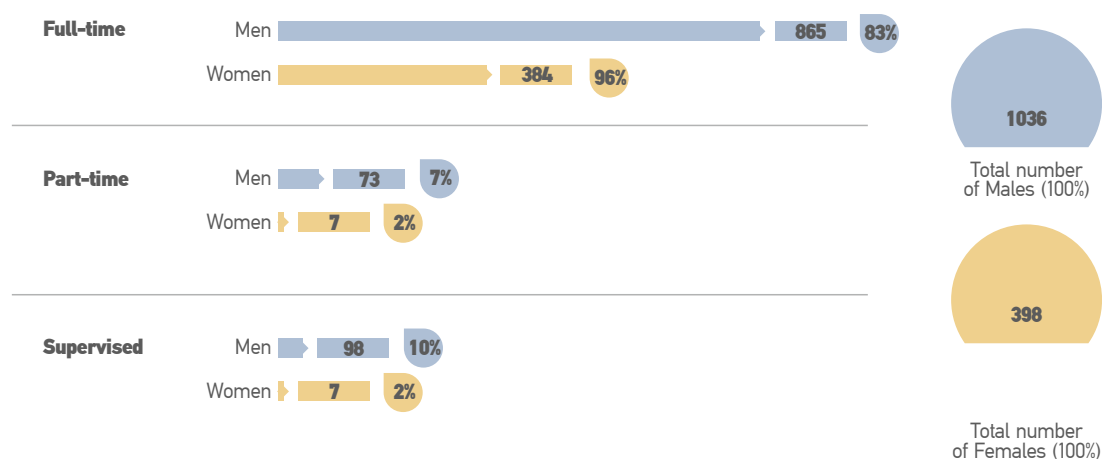


Men Women Men Women
2016 **2017**
Percentage (%) of males - females

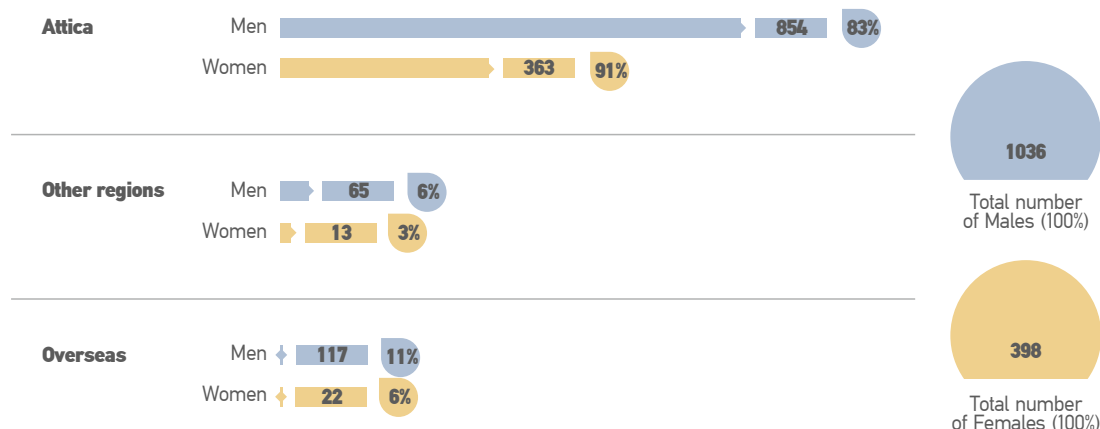
Employees by agreement and gender¹



Permanent employees by type of employment and gender¹



Employees by region¹



Remarks:

- 1.The data in the Tables merely concern the Group members that participate in the Report.
- 2.The data include and 105 supervised employees.
- 3.The data are not fully comparative to the data in last year's report, since in 2016 the data concerning the 81 supervised employees in the activities in Belgium had not been included.
- 4.No significant difference in the number of employees has been mentioned during the report period.
- 5.The Quest Group members enter into Individual Employment Agreements with the employees. In addition, a Collective Employment Agreement is in force at ACS. This Agreement concerns approximately 29% of all Group employees.

Employee Satisfaction Survey

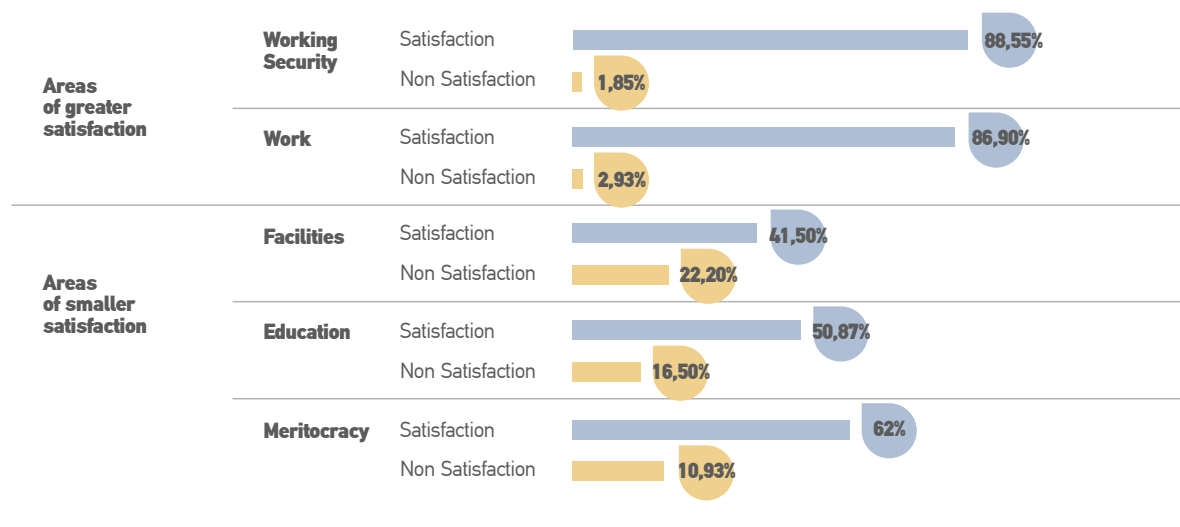
At the Quest Group, every two years, an online Employee Satisfaction Survey is conducted on a variety of issues using the structured questionnaire method. The results of the survey are a source of particularly important knowledge for the Organization and a trigger for further actions of improvement and renewal.

The last survey was conducted at the end of 2016 and its results were evaluated in 2017. 71% of the Group Quest employees participated in the survey which showed a high percentage of

satisfaction and confidence, as well as a high percentage of satisfaction in the issues Job Security / Employment. In addition, the issues of Meritocracy, Administrative Control and Internal Communication were evaluated as very important by Management and actions for their improvement are being further examined.

The Group's goal is the continuous improvement of its performance indicators.

Employee Satisfaction Survey





Material Issue



Employee health and safety

In the Quest Group, the health and safety of workers is a top priority. Employees are more satisfied and perform to the best of their abilities when working in a dignified, friendly, pleasant and risk-averse environment in which they can develop their creativity and entrepreneurship. This is also the conviction of the Group's Management and its subsidiary Companies.

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

The measures and actions taken aim to protect workers from

accidents, injuries, occupational diseases, natural or other phenomena, such as earthquakes, terrorist systems, etc., create pleasant workplaces with healthy conditions and encourage actions that improve overall everyday life.

The Group, through the management of the material issue Employee Health and Safety, contributes to the 8th Sustainable Development Goal of the United Nations and is in line with the UN Global Compact Principles.

How we manage the issue

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

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

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

How we assess our performance

The aesthetic and functional upgrade of the Group's building facilities continued in 2017, so the work is more pleasant and productive.

In particular, renovations continued to the building at 25 Al. Pantou Street in Kallithea, where 800 square meters of additional work space (offices) were fully renovated. Modern materials, more ergonomic work stations, better lighting (better quality of lighting and also with respect to energy

consumption-LED) and air conditioning, improved the working environment for a large number of employees.

The training of the fire safety teams continued at all buildings, for fire prevention and handling and the safe evacuation of the buildings.

Preparedness and evacuation exercises were carried out, as is the case every year.

Over the past three years, First Aid training has been completed



and First Aid teams have been established in one building complex. Starting in 2018 and ending in 2019, this practice will be extended to all the buildings of the Group.

The instructions of the Company Safety Officer are followed with precision and all precautions are taken.

The Workers' Collective Safety Program was renewed, providing significant help to workers and their families whenever they needed it.

The voluntary blood donation program, centrally coordinated, was carried out, like every year, for the replenishment of the

Group's Blood Bank, as well as the greater reinforcement of the importance of voluntary blood donation.

Companies have achieved very good results in accidents with an organized system of rules for registering and reporting accidents by type, recording for the reported period only 6 incidents of injuries, at Info Quest Technologies (Rentis), which were not serious and did not lead to lost working days. Also, there have been no reported cases of occupational illnesses.

Benefits

The Group systematically urges employees to maintain a balance between their professional and personal lives. During the year, social and sports activities were held for employees, highlighting the importance of balance of personal and

professional life, as well as to urge employees toward a more healthy way of life. As we consistently support employees to have an active lifestyle, the Group members offer opportunities to exercise and let work stress go.

Uni Systems basketball team

The basketball team composed of Uni Systems employees is regularly trained and it takes part in the "Nikos Galis" championship of the Athens Labor Union (EKA). In 2017, the

team's victories increased. The company encourages its employees to join the team and supports their efforts and undertakes to fully cover the participation fees.

Quest Group Runners Team - Athens Marathon

The employees who love running had the opportunity to take part in the Athens Race of 5 km and 10 km and the Marathon Race by joining the Group runners team and ensuring thereby their participation, fees reduction and sport outfit. Furthermore,

the companies offered moral support to the runners by offering courier services to the organization "The Smile of the Child" for every athlete participating in the race.

Gym on Group Premises

Over the past four years, the Group has provided its employees with a gym in a central building of the Group, so that it is easy

for employees to train before or after work.

Exercise and Pilates Programs

In another central building of the Group, every year weekly exercise/dance classes are held by a professional and with free participation of employees. It is worth noting that the selection

of the type of exercise (traditional dance, Zumba, Pilates etc.) is made by the employees by vote.

| Lost Day Rate (LDR) | | | | | |
|-------------------------|-------------------------|--|---------|---------|---------|
| Company | Region | | Men | Women | Total |
| ACS | GREECE (ATTICA) | Total number of lost work days during the period in question (Sick Days) | 913 | 306 | 1.219 |
| | | Total working hours during the period in question (Annual Work Days) | 449.745 | 187.506 | 637.251 |
| | | Lost Day Rate (LDR) | 406 | 326 | 383 |
| | GREECE (THESSALONIKI) | Total number of lost work days during the period in question (Sick Days) | 268 | 56 | 324 |
| | | Total working hours during the period in question (Annual Work Days) | 105.184 | 13.036 | 118.220 |
| | | Lost Day Rate (LDR) | 510 | 859 | 548 |
| Info Quest Technologies | GREECE (ATTICA) | Total number of lost work days during the period in question (Sick Days) | 349 | 205 | 554 |
| | | Total working hours during the period in question (Annual Work Days) | 303.126 | 131.082 | 434.208 |
| | | Lost Day Rate (LDR) | 230 | 313 | 255 |
| | GREECE (THESSALONIKI) | Total number of lost work days during the period in question (Sick Days) | 17 | 14 | 31 |
| | | Total working hours during the period in question (Annual Work Days) | 9.120 | 7.464 | 16.584 |
| | | Lost Day Rate (LDR) | 373 | 375 | 374 |
| iSquare | GREECE (ATTICA) | Total number of lost work days during the period in question (Sick Days) | 10 | 22 | 32 |
| | | Total working hours during the period in question (Annual Work Days) | 28.362 | 28.484 | 56.846 |
| | | Lost Day Rate (LDR) | 71 | 154 | 113 |
| Quest Holdings | GREECE (ATTICA) | Total number of lost work days during the period in question (Sick Days) | 0 | 0 | 0 |
| | | Total working hours during the period in question (Annual Work Days) | 12.084 | 2.584 | 14.668 |
| | | Lost Day Rate (LDR) | 0 | 0 | 0 |
| Uni Systems | GREECE (ATTICA) | Total number of lost work days during the period in question (Sick Days) | 801 | 310 | 1.111 |
| | | Total working hours during the period in question (Annual Work Days) | 677.510 | 241.720 | 919.230 |
| | | Lost Day Rate (LDR) | 236 | 256 | 242 |
| | GREECE (THESSALONIKI) | Total number of lost work days during the period in question (Sick Days) | 0 | 0 | 0 |
| | | Total working hours during the period in question (Annual Work Days) | 608 | 0 | 608 |
| | | Lost Day Rate (LDR) | 0 | 0 | 0 |
| | ROMANIA (BUCHAREST) | Total number of lost work days during the period in question (Sick Days) | 0 | 0 | 0 |
| | | Total working hours during the period in question (Annual Work Days) | 1.824 | 2.432 | 4.256 |
| | | Lost Day Rate (LDR) | 0 | 0 | 0 |
| | BELGIUM (BRUSSELS) | Total number of lost work days during the period in question (Sick Days) | 0 | 0 | 0 |
| | | Total working hours during the period in question (Annual Work Days) | 8.512 | 16.264 | 24.776 |
| | | Lost Day Rate (LDR) | 0 | 0 | 0 |
| | LUXEMBOURG (LUXEMBOURG) | Total number of lost work days during the period in question (Sick Days) | 0 | 0 | 0 |
| | | Total working hours during the period in question (Annual Work Days) | 18.088 | 760 | 18.848 |
| | | Lost Day Rate (LDR) | 0 | 0 | 0 |

*Index of Lost Day Rate per 200,000 work hours (LDR)





Training and development of employees

The training and development of the employees is a key priority for the Quest Group and part of our culture. The Group has a special Employee Training and Development department, which in a structured and organized way, designs and implements at all companies, a wide training program for all grade levels of employees. Employees are urged to participate in these programs, to improve their knowledge, skills, and work attitude. In addition, the Group also facilitates employees who want to attend a certain training program of their choice and at their own initiative.

The integrated approach of the Group to the development of employees - and given the nature of the Group's activities, which to a great extent is labor-intensive and of high quality of Human Resources - contributes substantially to the increase of competitiveness, productivity and the achievement of its objectives.

In addition, it ensures the best service and transfer of know-

how to customers and the retention of high-potential individuals in the Group. At the same time, it provides workers with knowledge and skills to help them meet the new demands and challenges of work in the modern globalized, digital world, and to equip themselves for their future development, thereby contributing to the 4th and 8th Sustainable Development Goal of the UN.

How we manage the issue

Development and Training Policy

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

The Human Resource Development plan is implemented across the Group, covering areas such as the Development of Administrative Skills, the Creation of Corporate Culture and

training in specialized Technical & Business Areas. The objectives of the Organization's Education & Development department are to develop and empower the employees of the Group with those values, attitudes and competencies that are required to successfully respond to the strategic objectives of the Organization and to utilize HR systems and procedures for the sustained enhancing of a high-performance culture, with emphasis on meritocracy and cooperation.

Talent Management

In 2017, with the goal of preparing and retaining talent at the Organization (employees with high performance and potential - High Performers and High Potentials) and to identify future management employees and directors (Leadership pipeline), to ensure the constant achievement of strategies and operational objectives, a Talent Management committee was set up to develop the methodology required to identify and retain talent, as well as succession plans.

The implementation of the Talent Management program is a strategic priority of the Quest Group, for 2018. In addition, the creation of a succession plan is also an objective, within the framework of which successors are sought for all management positions of the Group's members. The succession plan shall also include the critical positions that are very important to the smooth operation of each department.

The objectives of training and development of Group employees

Administrative Skills Development & Group Culture Enhancement

"Living our Values" Program

The Quest Group is particularly interested in spreading and cultivating the Principles and Values according to which it operates. Shared values define the operating framework and the relationships and behaviors that lead to common understanding and attitudes, thereby facilitating cooperation, development and mutual benefits. Within this framework the Human Resources Development department is implementing

the "Living Our Values" program, so as to showcase the common values of the employees in the different companies of the Group and, in an experiential way, to be the guideline in daily work.

In the last four years, the "Living Our Values" program has been attended by more than 900 employees, from all the companies of the Group.

Within the framework of the program, in June 2017 the “Quest it together event” was held, a one-day event for team building with the goal of enhancing team work. The program duration was 8 hours and the agenda included survival games, moving

meditation and wine tasting. In total, 48 employees at the level of Director and CEO participated from all companies of the Group.

Development Centers

Development Centers concern employees holding a Manager / Supervisor position and aim at enhancing management skills. It is a valid and reliable procedure by means of which the employees become stronger and the aim of which is to assess and reinforce those behavioral characteristics that are crucial for them to successfully perform their duties and to succeed in their role.

In 2017, the implementation of Development Centers for ACS did not take place, as well as for Managers and Supervisors of new groups, as initially planned, due to placing priority on other more important actions. The Development Centers are to be implemented within 2018.

Leadership Excellence

The program was designed to transmit the Group values, principles and behaviors to Managers, Supervisors and Directors of the Quest Group. The program started in 2015, while in 2016, within the framework of the promotion of meritocracy and employee growth advocated by Leadership Excellence, the concept of the Calibration Meeting was introduced in a pilot phase to the Group companies so as to

enhance the communication of significant achievements of employees to Management, but also objectivity in evaluation. In 2017, the focus on Calibration was greater, covering a large part of the Organization. It should be mentioned that communicating the Group values and principles is a continuous action which is performed by means of the Group portal “HereWeAre”.

Continuous Education

Mini MBA

The Mini MBA program takes place every two years. It was designed by ALBA, exclusively for the needs of the Group with the aim of upgrading the quality of the employees by providing them with the necessary knowledge for the new business environment and developing a broader strategic vision. Selected employees are trained every two years on subjects such as change management, innovation, strategy planning, economics, management, marketing, etc. and gain knowledge that add value to themselves and to the Organization.

Having gained multiple benefits from the program's implementation, the Group is planning to continue organizing this program. In 2016, the process of selecting the participants was completed and the number of employees selected for participation amounted to 36 executives. The program was implemented from February to July 2017, with great success. In 2018 the selection procedure of participants for the 2019 program will once take place.

C-Suite – Executive leadership program

In 2017, in collaboration with ALBA, a 40-hour executive leadership program was designed and implemented for 34 Executives of the Group with the subject “Leading with Agility”, based and on the findings of the 360o Assessment of 2016. With the goal of strengthening Management and Strategic skills, the program examined such issues such as Management, Decision-Making, Innovation and Flexibility in Strategy, in the new digital era.

For 2018, the goal is the implementation of a development program for the Managers of all Group companies. The program will involve the development of skills that are important for the successful fulfillment of the role of Manager and will be implemented in collaboration with an accredited training Organization.

e-Learning Programs

Utilizing the many available specialized online training programs, in 2017, Uni Systems collaborated with international e-Learning platforms, such as LinkedIn Learning and Lynda, giving the opportunity to employees to take online courses.

Given the great response and utilization of the programs, the goal in 2018 is to expand the program and to the other companies of the Group.



Evaluation of Human Resources

The procedure of evaluating human resources is a fundamental procedure of employee development.

The evaluation is carried out once a year when the employees and their supervisors complete a questionnaire accompanied by relevant comments and a personal interview is held; where the individual goal of each employee for the following year and the areas that can be improved are agreed on. It should be noted that the evaluation procedure is carried out for all Group

employees (100%), who are informed about their performance and development by their supervisors.

The new evaluation model that was developed in 2016 was communicated to all Group companies in 2017, concerning the skills and attitudes governing each position, with differentiation depending on the object and level of each position (grade/job families).

Bottom up Evaluation and 360° Evaluation

The Bottom up survey concerns the assessment of Managers and Supervisors by the subordinate employees, while the 360-degree survey includes the assessment of Directors and allows the collection of a wide range of comments and information on their behavior and performance not only from their superior officer and the colleagues of the same level, but also from themselves and their subordinates. Its nature is related to development, as it allows managers to understand what is the

impact of their behavior on their subordinates.

The Bottom Up survey is annual and measures behavioral improvement.

In 2017, the Bottom Up survey was conducted for 126 executives of the Group - Managers and Supervisors - as well as the 360o survey to evaluate the management skills of the Managing Directors.

With respect to the Bottom Up survey, there was significant improvement compared to the previous survey and in particular, the indexes concerning the following:

- In the manner in which the evaluation procedure is handled, with the Managers coming to the evaluation meeting better prepared.
- In the timely update of Managers to their subordinates involving developments concerning their work.
- In the positive climate and good relationships developed by the Managers with the members of their teams.

The HR Training and Development Department of the Group undertakes to plan and coordinate the training and development programs related to soft skills and leadership, and the mini MBA programs. However, for the programs to take place, it is necessary to ensure cooperation with the HR

managers of the Group's members. The responsibility for the development of technical and professional skills is borne by the Directors of the departments in cooperation with the HR departments of each company.

Technical and Professional Training

It takes place in each company in accordance with the needs of each.

Human Resources Management Systems

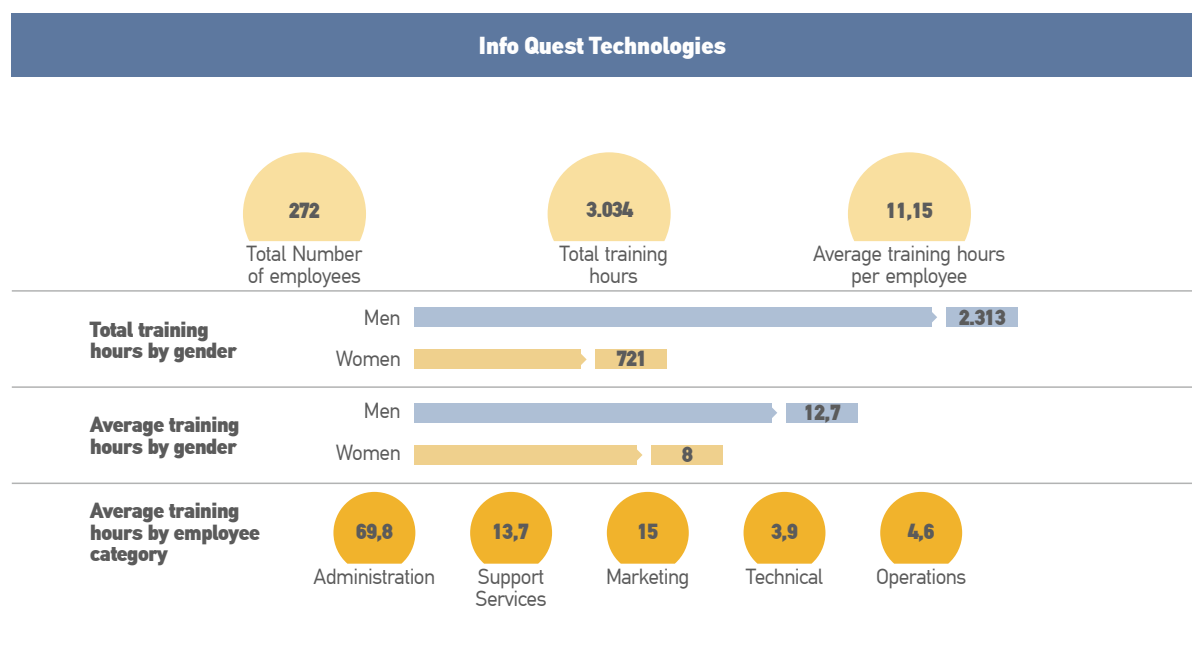
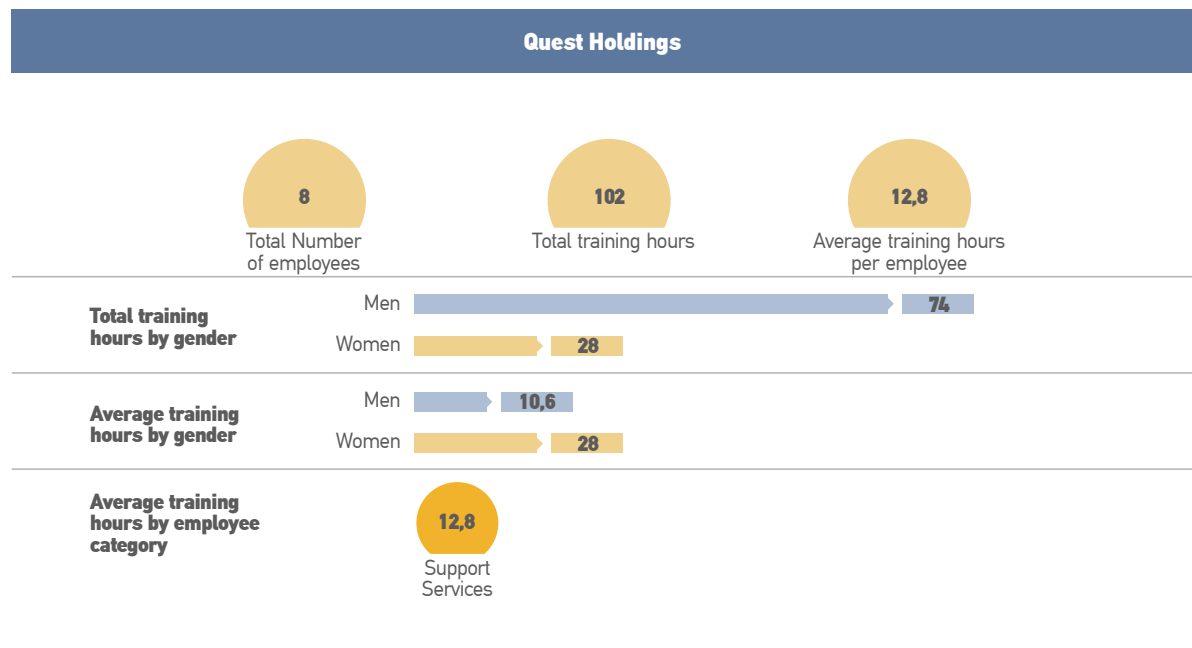
The support of the Training and Development Department is implemented with systems that combine employee data with organizational structures and help promote high performance and optimize employee development.

In 2017, the Model of Properties was communicated to all employees, as well as the redesigned evaluation system

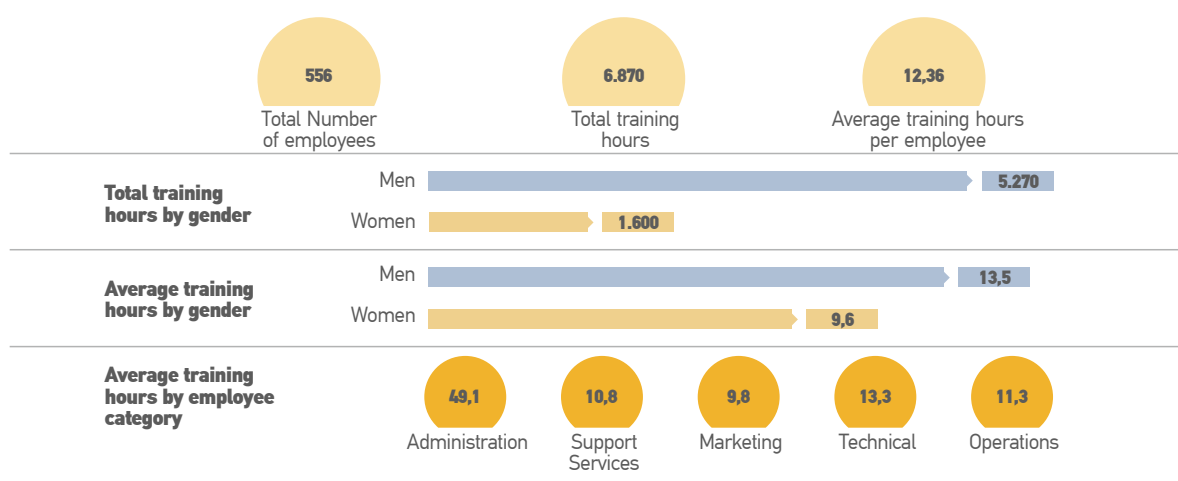
communication, while the further configuration of the Human Resources system "Orion" on employee training is planned for 2018. The Group's goal is to further utilize the system by upgrading the user experience and integrating new features.

How we assess our performance

Average training hours per company of the Quest Group

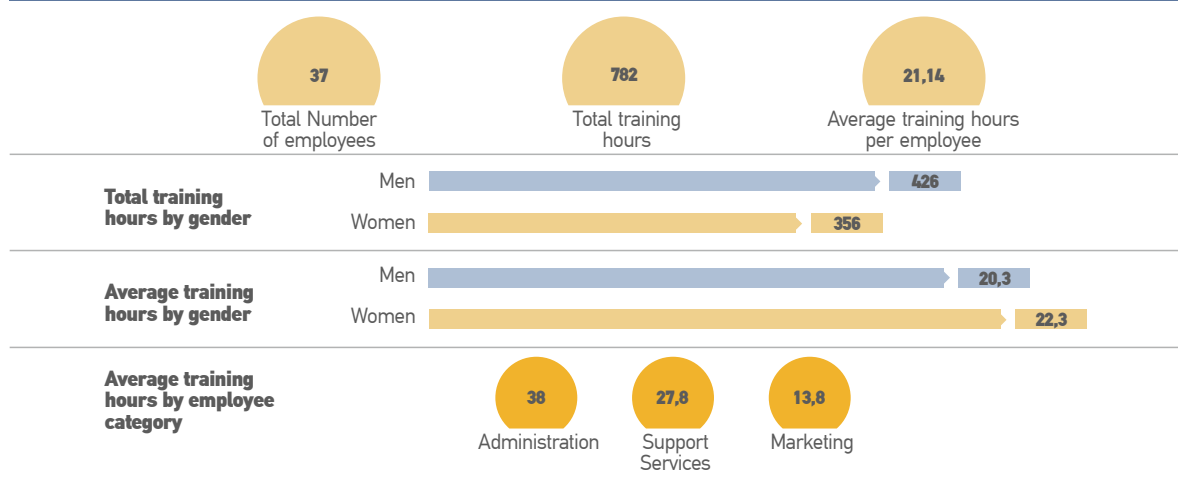


Uni Systems

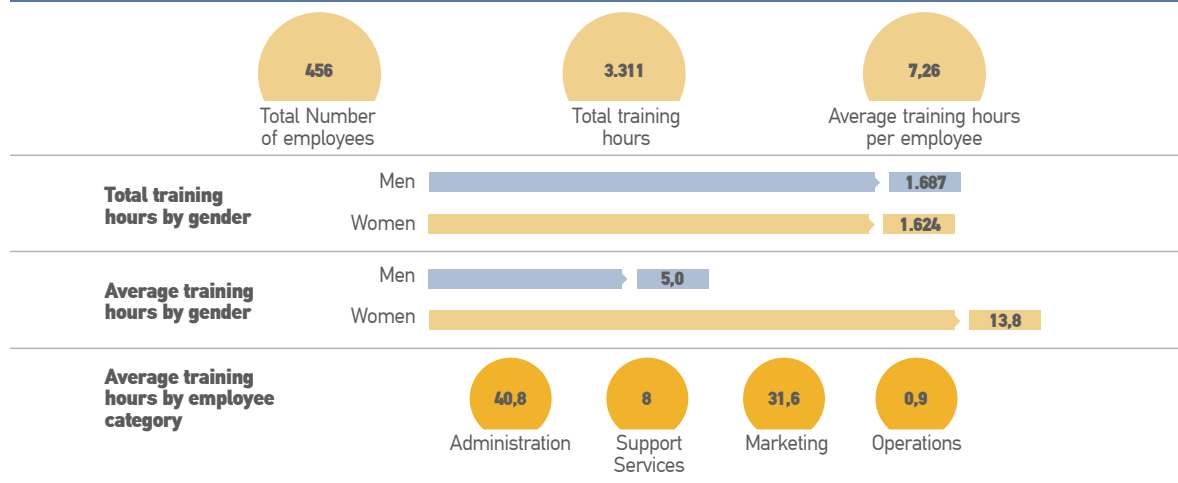


Does not include information on Supervised Employees.

iSquare



ACS



The background is a solid blue color. It features several large, faint, light-blue geometric patterns. In the top left, there is a circular pattern of overlapping circles. In the bottom left and bottom right, there are larger, more complex geometric patterns resembling stylized flowers or mandalas. A large, faint, light-blue number '5' is positioned in the upper left quadrant, partially overlapping the circular pattern. The word 'ENVIRONMENT' is written in a bold, yellow, sans-serif font, centered horizontally and positioned below the number '5'. Below 'ENVIRONMENT', the words 'UN-QUESTIONABLE' and 'SUSTAINABILITY' are written in a smaller, white, sans-serif font, stacked vertically. The overall design is clean and modern, with a focus on geometric shapes and a limited color palette of blue, yellow, and white.

5

ENVIRONMENT

UN-QUESTIONABLE
SUSTAINABILITY

ENVIRONMENT

Environmental Care

The companies of the Quest Group have chosen to design the operation and development of their multifaceted activity with environmental responsibility. All business practices followed take into consideration savings of energy and materials. At the same time, it ensures that the commercial operation of the companies impacts the natural environment to the minimum extent possible and that it complies with Greek environmental legislation. The companies of the Group accept the principles of the UN Global Compact on Climate Change. Additionally, the Group's companies aim at the sustainable production and consumption of their products, so as not to threaten public health and the environment.

Info Quest Technologies, Uni Systems and ACS apply an integrated environmental management system, which was certified in 2017 for the first two companies in accordance with the ISO 14001 standard. This system achieves measurable results in the areas of sustainable development for responsible consumption, climate protection and health improvement. With the methodology followed, the Group companies

systematically reduce the environmental impact of their operations, promote and recommend to users of their products and services actions to better manage, consume and dispose them and take initiatives in partnership with other agencies, contributing to the UN's 3rd, 12th and 13th Sustainable Development Goals.



Greenhouse Gas Emissions and Transport Pollutant Reduction for ACS

ACS, due to its work, attaches great importance to the reduction of air pollutants emitted during transport. The Company is constantly evaluating its fleet of vehicles and applies programs to optimize their use, aiming at reducing its carbon footprint and the best possible utilization of its fleet. Within this framework, for its trucks it chooses the best possible combination of technology, capacity and type of fuel. In addition, it replaced the motorbikes with new, low emission ones and in the stores of its network, it replaced part of its

trucks used for transport within large cities. For the best possible management and reduction of its carbon footprint, ACS conducted an accurate measurement of the carbon footprint. Further information on the methodology followed and the final results can be found in the last section of the Chapter. With these actions, ACS is actively contributing to the reduction of its energy footprint, contributing to the UN's 3rd, 12th and 13th Sustainable Development Goals.

Energy Consumption and Efficiency

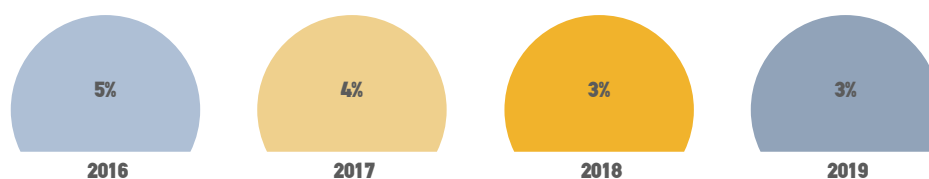
The Group's commitment to reducing energy consumption extends beyond conformity with any regulation. The Quest Group systematically implements actions for the upgrading and improvement of building and technological infrastructure, such as the gradual replacement of lamps with LED lamps, as well as the replacement of old energy-intensive appliances and the installation of an automatic lighting system in public areas. The replacement of the lamps with LED lamps continued in 2017, at the buildings at Al. Pantou Street.

Also, the Group exploits the roofs of two buildings, producing "clean" electricity from photovoltaic installations, contributing to the 7th, 9th and 12th Sustainable Development Goals of the United Nations.



Targets have been set for the continuous reduction of electricity consumption in all Group buildings by 2019, when the targets will be revised.

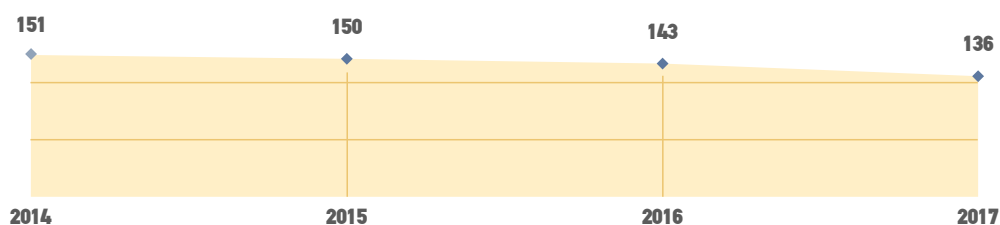
Goals to reduce power consumption (in kWh/m²) per year*



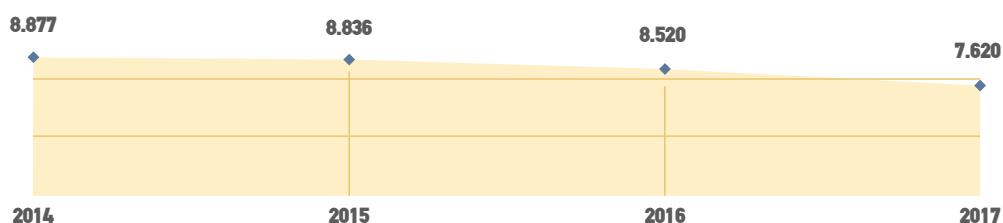
*The reduction rate will fall by 0.5% for every rise in activity by 25%.

The Group annually achieves a reduction in energy consumption and CO₂ equivalents emitted from its activities.

Annual energy intensity of Group Quest (kWh/m²)



CO₂e Tons equivalent per year of Group Quest



The goal of reducing energy consumption by 4% for 2017 was achieved, as there was reduction by 4.9%, despite the fact there was increase in activity (in number of employees and in square meters).

Finally, the photovoltaic systems on the roofs of the buildings produced, during 2017, 293,000 kWh of electricity, corresponding to 21% of the energy consumed by the two buildings in which they were installed.

Responsible Production and Consumption

Materials Management

Marketing of environmentally friendly products - Green IT

The companies of the Quest Group are the largest portal of technology in the Greek market, selling and manufacturing a large number of technology products. Products are designed and chosen using strict criteria, which, due to the developments in technology, tend to use less energy, are manufactured with environmentally friendly materials and are sold in recyclable packaging. It also reduces the volume and weight of the electronic devices that it imports, so that they are more user- and environmentally friendly, aiming, among other things, to reduce fuel requirements during transport and thus reduce pollutants.



The Quest Group invests, develops and implements new digital technologies (e-invoicing, electronic payments, Cloud applications, e-commerce), which boost sustainable growth, reduce fuel consumption and improve productivity.

In particular, Info Quest Technologies designs and assembles the Quest computers with advanced operating features, are smaller in size and weight and use less energy. In addition, it strictly adheres to its obligations concerning the payment of recycling fees resulting from its operation.

The products and systems used by Uni Systems for the creation of Integrated Solutions are also environmentally friendly, with "green" design, architecture and implementation that allow the exploitation of technologies aimed at a different level of

economy, flexibility and performance. Trends such as locating and saving energy in the Data Center through cloud, hosting, consolidation/virtualization, desktop virtualization, integrated intelligent building systems and network systems that optimize power consumption and power supply are on Uni Systems' list of priorities and introduce a new philosophy to the business model of operation and, aside from saving costs, improve competitiveness, and protect the environment.

In total, the Group and its Companies contribute to the UN's 11th and 12th Sustainable Development Goals, and by extension, in creating better quality of life through the responsible use of products and services.

Controlled Printing Services by Uni Systems

Uni Systems was early to place the issue of controlled printing management as one of its basic priorities, so as to create and maintain a sustainable and competitive infrastructure, which will be able to support the increasing needs of adapting to the new business environment.

The printing environment and everything associated with it, such as consumables and their support, as well as the internal procedures concerning users, were implemented since 2012 in a broad centralized printing management system.

The controlled printing management service has helped Uni

Systems to acquire full control over procedures and expenses concerning printing and scanning of documents, having automated the entire procedure and enhances productivity and safety, but most of all, with the greater benefit of environmental sustainability and cost reduction.

The savings due to controlled printing, in 2017, amounted to 322,572 sheets of paper, corresponding to 3,622 kilos of paper, 43.5 trees, 4.8 tons of carbon dioxide and 18,635 KWh; while also saving 7.2 boxes of toner and 25 KWh.

Recycling

The Group promotes the systematic cultivation of the idea of respect for the environment and recycling in its employees. One of the objectives for environmental protection is the recycling of materials produced by the companies' activities with the maximum possible contribution to the UN's 11th and 12th Sustainable Development Goals.

The Quest Group has for many years concluded contracts with the licensed device and packaging recycling systems operating in the country.

In its internal operations, the Group operates programs for the collection and recycling of paper, batteries and lamps, taking

care to inform and encourage its employees to participate actively. The recycling process involves collecting and disposing of the devices via licensed recycling companies for their subsequent reintegration into production. Product packaging is also collected and recycled, significantly reducing the burden on the environment.

In the context of the Group's Environmental Management Policy, we developed the Standard Recycling Procedure in order to coordinate the companies with regard to the way of collection and disposal of recyclables, to improve their performance and to establish a performance documentation

and measuring system.

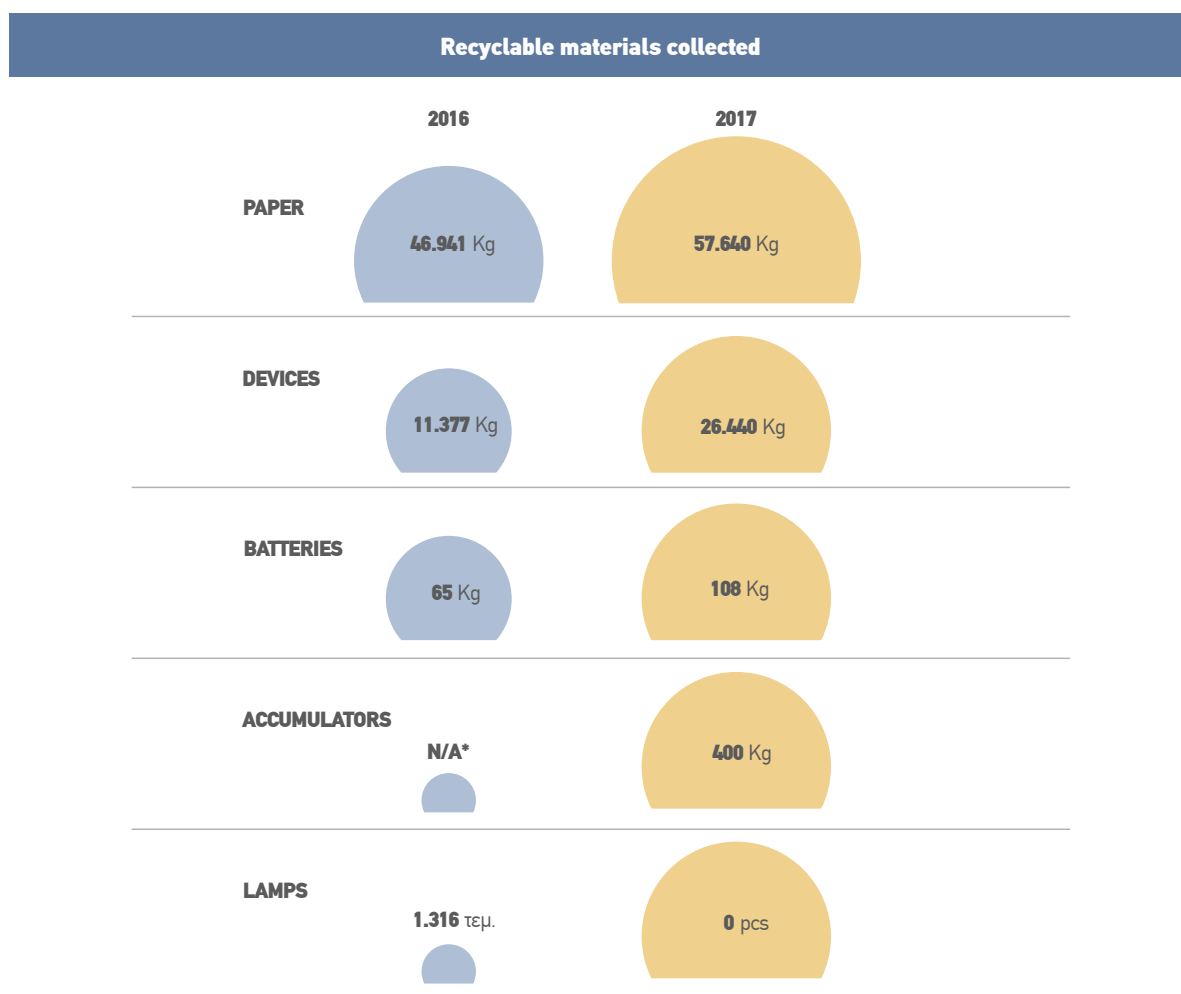
According to this procedure, the materials are collected by each company and are transferred to central collection points, from where the recovery companies collect them.

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

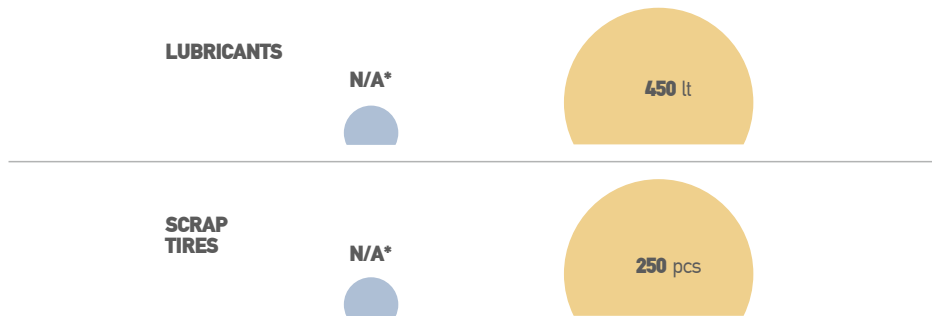
- To have a license by the state as recycling companies in order to ensure full recovery of the materials and protection of the environment.
- To have gained credibility in the market, with financial data that prove their sustainability. To ascertain the above, the company's competent department carries out relevant research.

To forward the materials to the recycling plants, we worked with the following companies:

- | | |
|------------------------------------|--|
| • Appliances Recycling S.A. | • Safetykleen |
| • Fotokyklosi S.A. | • Laskarides Metal Scrap |
| • Ecoelastica | • Papaemmanouil Minerals/Accumulators |
| • AFIS S.A. | • Chountasis Mineral Oils |
| • PERME HELLAS S.A. | |



Recyclable materials collected



*The 2016 data are not comparable, due to the different measurement methodology and as such, are not reported.

In 2017 there was no recycling of toner or printer cartridges as in previous years, due to the inability to support the activity by a plant in Greece. Alternatives are being examined for next year to manage toners and printer cartridges.

Rainwater Collection System

The operation of the rainwater collection system continued with success in one of the Group's buildings and its utilization for watering, thus reducing the water consumption needs from the city network.

The technique of collecting and using rainwater and ground water will now be applied to all the new buildings of the Group, contributing significantly to the protection of water resources for the city.

Life in the sea and on land - "Partnerships that improve life on land and sea"

MEDITERRANEAN SOS Network

Recognizing the protection of marine life for sustainable development, ACS acknowledged the work of the environmental organization MEDITERRANEAN SOS Network and provided a favorable pricing policy for the transport of material destined for volunteers of the "Clean the

Mediterranean" campaign throughout Greece. It is worth noting that, in the framework of the "Clean the Mediterranean" campaign, waste is not only collected but also systematically recorded, which allows for preventive action against the coastal pollution load.



Goulandris Museum

The Goulandris Museum was the first Museum of Natural History to be established in Greece in 1964, and the first to set the foundations of environmental education. Supporting its

many years of work, iSquare provided technology equipment for its facilities.





ACS Carbon Footprint Assessment*

ACS, having set its priorities to reduce its carbon footprint, in 2017 processed new systems and tools for the more accurate measurement of its environmental footprint and to improve its operation.

Following the guidelines of the Greenhouse Gas Protocol (GHG Protocol), the Company's carbon footprint was calculated for the period between 1 January and 31 December 2017.

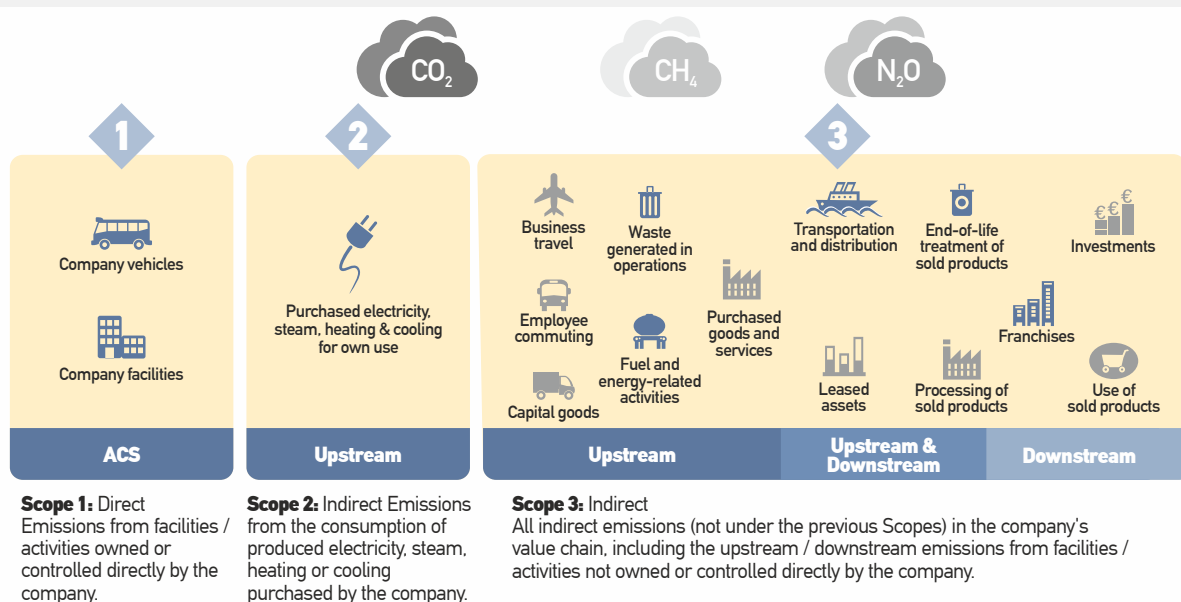
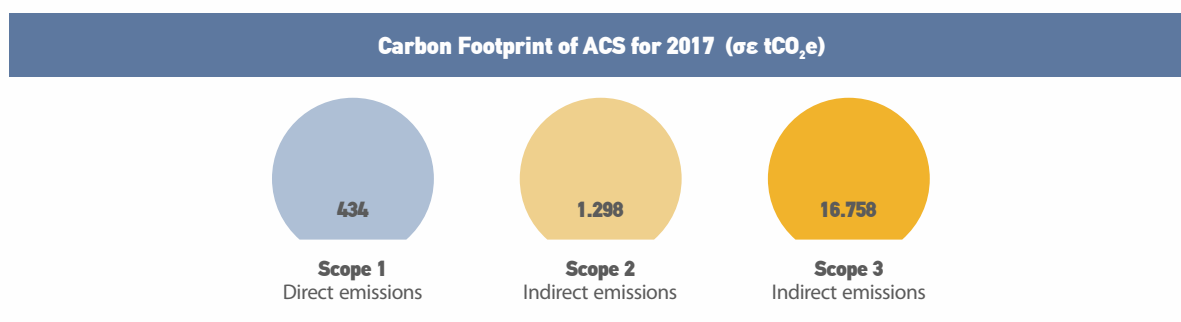


Image 1 - CO₂e emissions in the ACS value chain (categories in gray are outside the scope of implementation of the assessment for 2017)

Sources of emissions by Scope

The total greenhouse gas emissions of ACS for 2017 were calculated at **18,490 tons of CO₂e**. The emissions are separated as follows:



The final results have been assessed based on the calculation of emissions resulting from the following categories (categories are presented based on the international terminology of the GHG Protocol):

Scope 1

- Company facilities**

Includes emissions from fuel consumption (diesel) and emissions resulting from consumption of refrigerants (refrigerant gases) of the air conditioning systems of the ACS facilities.

*The Carbon Footprint Assessment of ACS was undertaken by the Department of Climate Change Services and Sustainable Development of EY Greece.

- **Company vehicles**

Includes emissions from fuel consumption (gas and LPG) of vans and motorcycles of the private fleet of ACS.

Scope 2

- **Purchased electricity**

Includes emissions from electricity supplied to ACS from its provider and which was consumed in its head offices.

Scope 3

- **Fuel- and energy-related activities**

Includes emissions from the production (WTT) of fuel consumed by the private fleet and transmission and distribution losses of electricity consumed by the Company.

- **Waste generated in operations**

Includes emissions from discarding and processing (disposal) of waste of the ACS facilities.

- **End-of-life treatment of sold products**

Includes emissions from discarding and processing packaging products sold by ACS in 2017 at their end-of-life.

- **Franchises**

Includes emissions from the operation of the franchise stores of ACS.

Water consumption and waste disposal

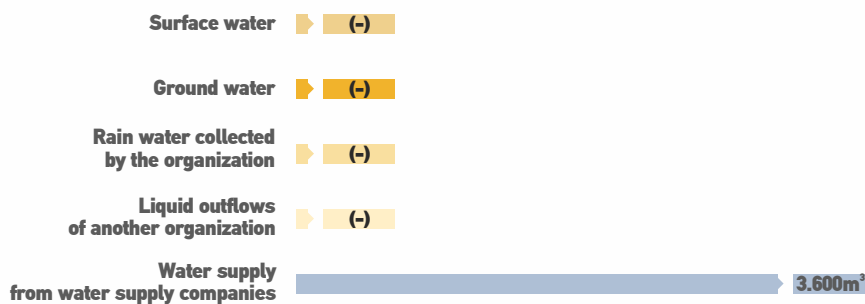
Aside from using the data for the water consumption at the ACS facilities, to calculate the GHG emissions from water processing (category 5 of Scope 3 emissions), the requirements were met of the Disclosure "GRI 303-1 Water withdrawal by source".

The quantity of waste produced by ACS in 2017 was used to

calculate the emissions from the processing and disposal of waste (category 5 of Scope 3 emissions), but also to meet the requirements of the Disclosure GRI 306-2 Waste by type and disposal method.

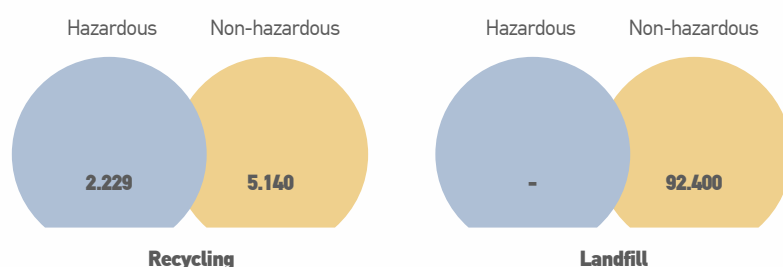
In accordance with the GRI standards the requirements of the disclosure for the above indicators are as follows:

Total volume of water consumed, distributed by water source



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

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



The amount of waste that was disposed of was calculated based on information in the Company's invoices.

Overview of the scope of the GHG Protocol

The following table presents the activities within and outside the scope in the assessment of ACS's carbon footprint for 2017:

| Categories of GHG Protocol | | |
|---|------------------|--|
| Categories of GHG Protocol | Within the Scope | Comments |
| Scope 1 - Direct emissions | | |
| 1. Company facilities | ✓ | - Includes emissions from fuel consumption and emissions resulting from consumption of refrigerants (refrigerant gases) of the air conditioning systems of the ACS facilities |
| 2. Company vehicles | ✓ | - Includes emissions from fuel consumption of vehicles of the private fleet of ACS |
| Scope 2 - Indirect emissions | | |
| 1. Purchased electricity | ✓ | - Includes emissions from consumption of electricity of the ACS offices |
| Scope 3 - Indirect emissions | | |
| 1. Purchased goods and services | - | - Excluded due to lack of suitable data and time frame; will be further examined in the future with possible category analysis |
| 2. Capital goods | - | - Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis |
| 3. Fuel - and energy - related activities | ✓ | - Includes emissions from the production (WTT) of fuel consumed by the private fleet and transmission and distribution losses of electricity consumed by the Company. - Excludes emissions resulting from the production of electricity consumed. Their contribution to the final result is not expected to have significant effect |
| 4. Upstream transportation and distribution | ✓ | - Includes emissions from the production (WTT) and consumption of fuel of the ACS network. - Excludes distribution emissions due to lack of suitable data, e.g. volume of storage areas. Their contribution to the final result is not expected to have significant effect |

Categories of GHG Protocol

| Categories of GHG Protocol | Within the Scope | Comments |
|---|------------------|--|
| 5. Waste generated in operations | ✓ | - Includes emissions from discarding and processing (disposal) of waste (water, computers, furniture and other waste) of ACS |
| 6. Business travel | - | - Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis |
| 7. Employee commuting | - | - Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis |
| 8. Upstream leased assets | - | - Emissions from the operation of leased assets are already included in Scope 1 and 2 |
| 9. Downstream transportation and distribution | ✓ | - All transportation services purchased by the Company are included in category 4 |
| 10. Processing of sold products | - | - Excluded due the Company's business model that does not offer intermediate products for further processing |
| 11. Use of sold products | - | - Excluded due the Company's business model as service provider |
| 12. End-of-life treatment of sold products | - | - Includes emissions from discarding and processing packaging products sold by ACS in 2017 at their end-of-life |
| 13. Downstream leased assets | - | - Excluded due the Company's business model |
| 14. Franchises | ✓ | - Includes emissions from the operation of the franchise stores of ACS |
| 15. Investments | - | - Excludes emissions of ACS Cyprus due to lack of suitable data |

CO₂e emissions quantification methodology of ACS

To assess the carbon footprint of ACS the calculation method used was the one set by the GHG Protocol:

$$\text{GHG} = \text{Data of activities} \times \text{Emissions factors} \times \text{GWP}$$

Next Steps

Taking into account the above findings, the Management of ACS has planned in 2018 to prepare a study so as to establish goals and identify the opportunities and prioritize goals to

reduce the Company's emissions. The areas of focus will include the following:

- The study of improving the efficiency of energy consumption of corporate facilities, given the forthcoming relocation of the company to new facilities.
- The study to replace part of the Company fleet and the fleet of its partners with newer vehicles of less polluting technology.
- Involvement of the Company's value chain partners in managing emissions associated with their operation and in the development of programs for their reduction.

6

SOCIETY

QUEST FOR
A BETTER SOCIETY



Society - Quest for a Better Society

The Group's companies focus their social responsibility actions which they design and implement in Greece. The social actions of the Quest Group companies aim at upgrading the quality of life, upgrading the community and moving the country into the digital age. They focus on enhancing and upgrading the educational model with the use of new technologies, supporting innovation and innovative entrepreneurship. In addition, ACS is developing an extensive program of actions in cooperation with NGOs and state organizations, constantly assisting their work, as well as actively participating in emergencies.



Strengthening youth and new entrepreneurship



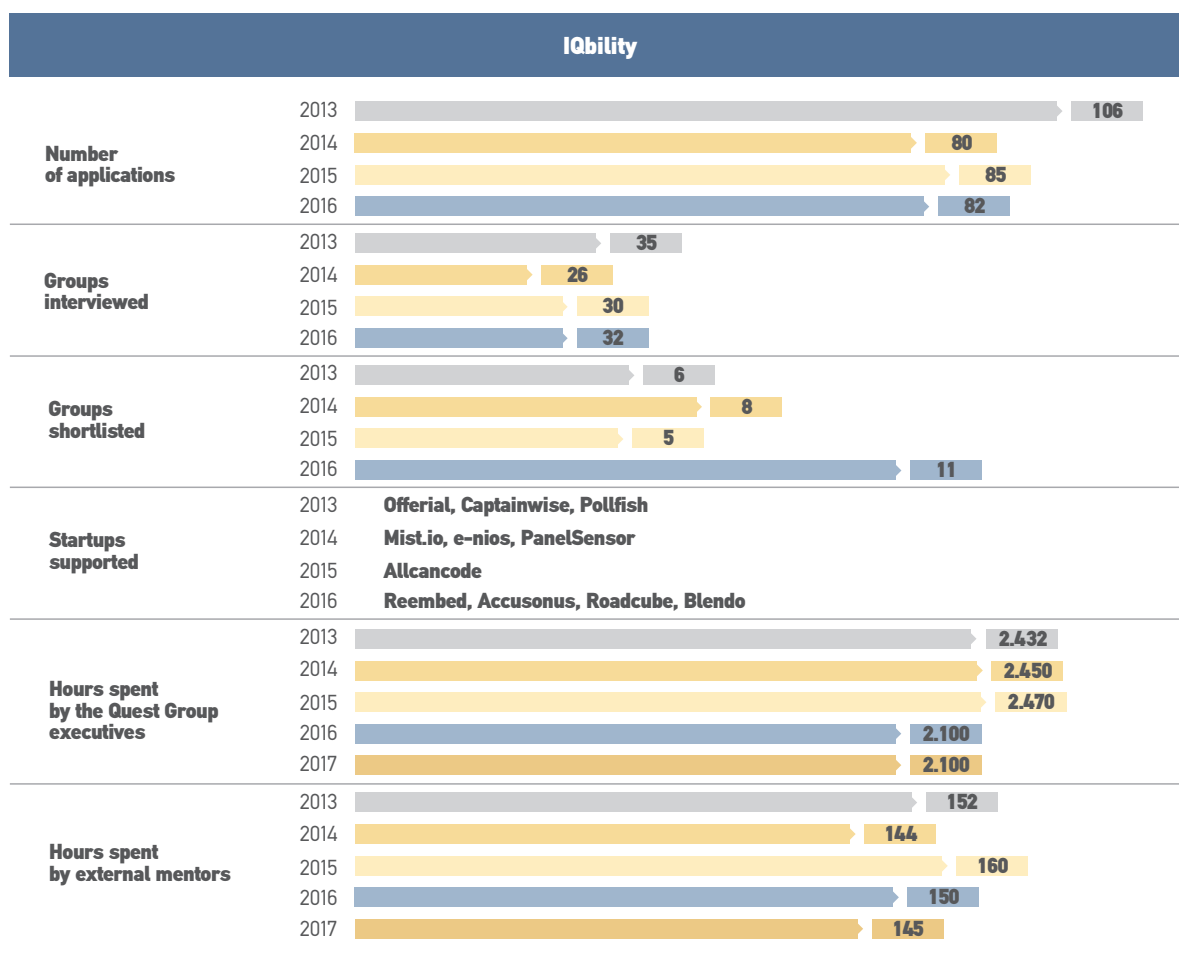
IQbility - Youth Entrepreneurship Incubator

With the aim of developing youth entrepreneurship, channeling Greek Added Value into international markets, raising young talented people and promoting Greek innovation and competitiveness, harnessing the experience and potential of the Group's human resources, corporate contribution to society and the labor market and the effort to reduce brain drain, the Quest Group in 2013 created the new business incubator, IQbility. IQbility's task is to support business start-ups in their infancy by providing selected business groups with resources, facilities and the know-how that can assist them in succeeding in the global markets. To join the incubation program, the entrepreneurial groups should submit their proposal to www.iqbility.com; then they are assessed on the basis of four criteria: a) the people of the group; b) the broad and international perspective of the product; c) whether innovative features are introduced; and d) the first sample of implementation. For the groups that are eventually selected to join the incubation program, it focuses on establishing the company, in case it is not incorporated yet, finalizing the product and taking the first steps in the market. The new products and services quickly enter the global

markets as they are favored by the cooperation with Quest Group companies and associates-consultants and angel investors. Moreover, IQbility covers accounting and legal services, complete office infrastructure, cloud hosting, workstations and various types of technical infrastructure. In constant cooperation with internationally recognized IT companies (Microsoft, Rackspace, HP, IBM - SoftLayer), IQbility offers to start-up companies free service packages to support them in their first steps. The contribution of specialized experienced executive officers and entrepreneurs of the domestic and international environment is also important, as they dedicate some of their time to mentor and coach them. Besides promoting the entrepreneurial groups, the contribution of the IQbility program is essential not only for Sustainable Development of the Greek market and society, but also for the purpose of promoting Greek know-how and materialized innovation at an international level. In essence, IQbility is the only private initiative taken by a Greek company that, through a systematic process, discovers, selects and participates in the share capital of Greek start-ups.

More than 100 specialized jobs

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



Startups supported



Offerial - Application that links hotels and prospective customers and offers personalized hospitality information.



Captainwise - System that proposes packages of hotels and air tickets to various destinations, depending on the user's budget and the dates that s/he wishes to travel.



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



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



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



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



Allcancode - It develops an educational program based on an e-game of adventure, through which 6-12-year-old children can learn how to program computers (2015).



Rembed (2016) - Software that enables viewing video content and ads online.



Accusonus (2016) - A company that develops software for the music industry based on artificial intelligence algorithms.



Roadcube (2016) - An application for the purchase of products and services designed for drivers, which also allows payment by mobile phone.



Blendo (2016) - An application that helps extract, manage and download data from e-shops and websites in the form of Software as a Service.

Youth Entrepreneurship Events in which IQbily participated

- Business Days (co-organized with iSquare)
- Entrepreneurship Panorama by the Athens University of Economics and Business
- Startup Weekends - Volos, Patras
- Innovating for Privacy Conference
- OpenCoffee Patras
- Infocom
- Emea @ public
- "Together at the starting point" action by SEV
- Pitch sessions by Orange Grove
 - Business Angels Forum III - ATLANTIS
 - CONSULTING & Innovation Farm
 - IDEA - Cyprus International Institute of Management

5 YEARS OF OPERATION

11 

Groups supported until now


>2.200 hours/year
Support by employees and outside partners

1.000.000€
QUEST GROUP'S TOTAL INVESTMENT


9 Investments in companies with an international presence

>10.000.000€
TOTAL CAPITAL SOURCED FROM THE MARKET BY IQBILITY COMPANIES

>100
Specialized jobs





Strengthening quality education

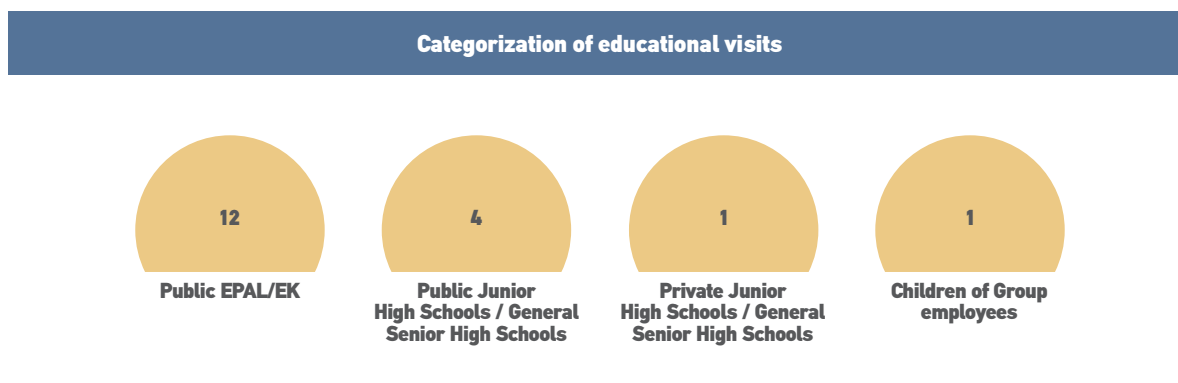
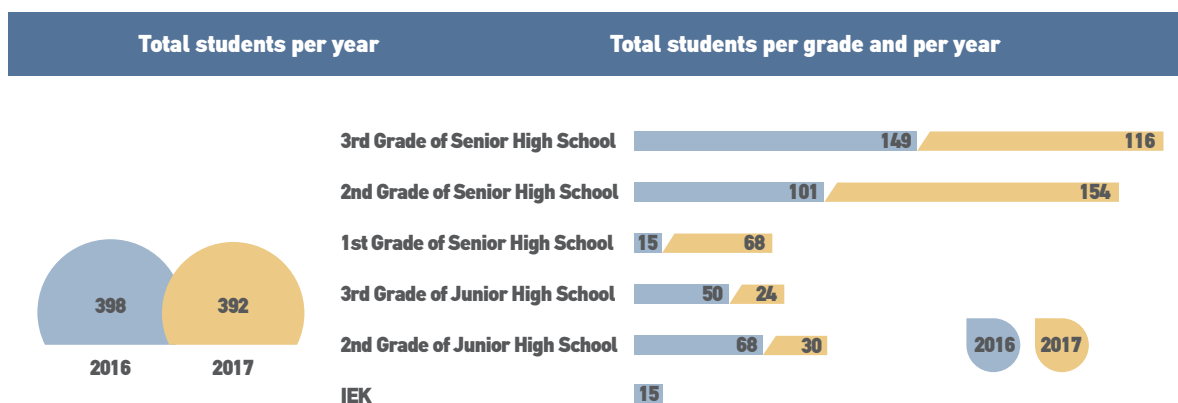
The importance of quality education as a springboard for Sustainable Development has been recognized since the start of the Quest Group. With this in mind, the Quest Group implements a set of ongoing qualitative and targeted actions in relation to the Technology and Education interconnection, which upgrades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

Assembling the Quest PC

An educational program, unique in Greece, that offers to public and private school students tours to the premises of production and distribution of the desktop Quest PC has been implemented systematically by Info Quest Technologies in the last fifteen years. The objective of the "Assembling the Quest PC" program is to offer a substantial experience to junior high and senior high school students, in the context of educational visits chosen by each school, by familiarizing them with the production of computers, presenting the modern trends in the technology industry and by introducing them to a structured company environment and to the executive officers with experience and ability to transmit their knowledge and encourage innovation.

A central benefit of the program is the easier teaching of IT in

the classroom; Info Quest Technologies works together with IT teachers, helps to transmit up-to-date and substantive knowledge to the students and shows the value and the importance of IT. It should be also noted that the "Assembling the Quest PC" program allows to promote to the students the virtues of entrepreneurship, quality of work, adaptability, expertise and commitment, so as to establish the basis for further development of youth entrepreneurship. Within the framework of the program, and in consultation with supervisors, the organization, jobs, knowledge and skills required at each post in the company are presented and ideas of career guidance are transferred to students. In 2017, 392 students participated in the "Assembling the Quest PC" program.



“Innovation in Education” Program

The Quest Group implements the “Innovation in Education” action aiming, inter alia, to insert Digital Technology in teaching, to create and enrich the teaching content and to enable teaching of programming code in schools, while it seeks to work with all educational institutions that wish to upgrade and enrich

education. The action takes into account the UNESCO directive, according to which the use of mobile computing devices should be encouraged and promoted in a growing number of educational structures, with the view to have their use officially accepted in more and more parts of the world.

iPad 1-1 / UNESCO - digital technology in education

The company iSquare, aware of the benefits of using the iPad as an educational tool, has been introducing it to school classes in recent years, with the ultimate goal of one iPad per student, the so-called “Pad 1-1” program. In order to evaluate the changes brought about by the widespread use of the iPad in the learning experience, the company launched a research project in collaboration with the Computer Supported Learning Engineering Lab (CoSyLLab) of the Department of Digital Systems of the University of Piraeus, which was completed in early 2017. The research project focuses on the methods of implementing educational interventions and shows the best practices to spread and encourage the use of iPad devices in education. The study, which is the 3rd largest internationally for iPad use in education, involved: 12 schools with 62 classes of primary and secondary education, 1,172 students, 424 parents and 53 teachers; the results were particularly encouraging,

showing convergence with the findings of other studies. With measurable quantitative and qualitative results and conclusions, schools have the opportunity to redefine the use of the iPad where needed and maximize the benefits of using it. These practices and detailed lesson plans are recorded in the form of a user-friendly guidebook and aim to be a springboard for the fruitful utilization of the iPad in educational reality. The study was presented by the supervising teacher in two events especially for teachers, which took place in May 2016 in Greece and Cyprus, with 200 and 70 participants respectively. In early 2017, the data and study findings were widely communicated by iSquare aiming at the further awareness of the educational community. In addition, the study showed the significant benefits from the cooperation of academic institutions and businesses, for all stakeholders.

EDUPAD - Using Digital Tools in the School Environment

The www.edupad.gr derives from the cooperation between iSquare and a group of teachers selected for their special knowledge and experience in using digital tools at school. This is a set of educational applications and digitized books classified by type, level of education and field of knowledge, which are easily accessible to the students, parents and teachers of any education level, from Kindergarten to High School. The purpose of www.edupad.gr is to help everyone involved in the educational

process to use in an efficient way and utilize the educational applications in the best possible way. The group of teachers has chosen and evaluated the best and the most appropriate applications for the Greek education system. Edupad transforms learning into a pleasant game, enriches the education process and facilitates the teachers' work. The specialized website was used by more than 2,500 new users in 2017 and was viewed more than 5,000 times.

Digitizing Textbooks

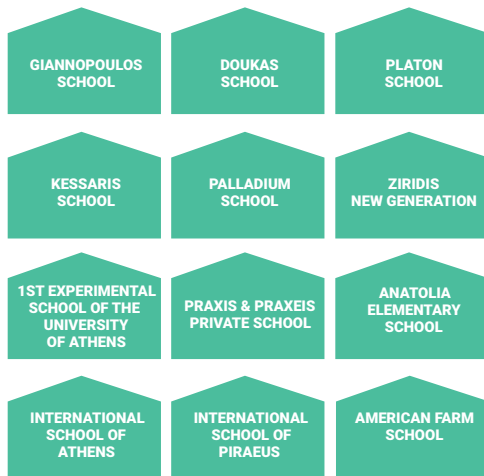
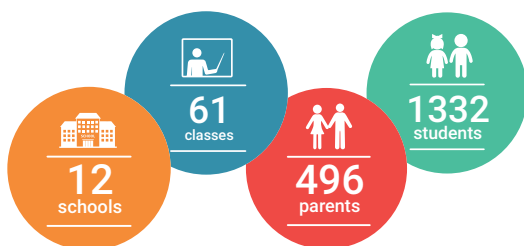
In the context of the Innovation in Education program, iSquare worked with a group of teachers and in 2014 digitized the course material of main courses taught in primary and secondary school to be run specifically by Apple iOS operating system, so that the students can have access to it not only inside but also outside the class. Since then, the content has been updated on an annual basis, according to the improvements and changes made by the Ministry of Education. Digitized Textbooks renders navigating to the course material pleasant, as it combines the text with images, sounds, videos and applications through which the teaching and

learning process becomes friendly and interactive. Students, teachers and parents can download free to their iPad the course material digitized and approved by the Ministry of Education by visiting ebooks.edu.gr of the CTI Diophantus service of the Ministry of Education and www.edupad.gr. In 2017, 4 more schools joined the program. The digitized educational material, with more than 25 primary school and 17 high school books, is used every day by more than 35 schools all over Greece, through the Apple Ecosystem.

1:1 iPad in the classroom - Evaluating the learning experience



Up to our knowledge, this is the third most extensive international survey on the use of "1:1 iPad" approach in terms of the number of schools, students, parents and teachers involved. Participants surveyed include:



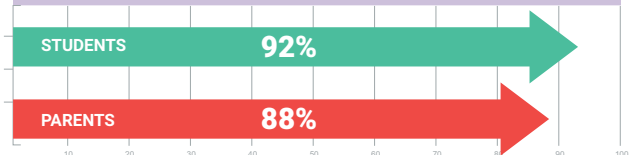
The research methodology followed is founded on the principles of action research, making use of the mixed-method evaluation technique, which involves collecting quantitative and qualitative data, employing questionnaires, interviews, on-site collection of best practices and analysis by means of descriptive and inferential statistics as well as triangulation measurements through qualitative data.



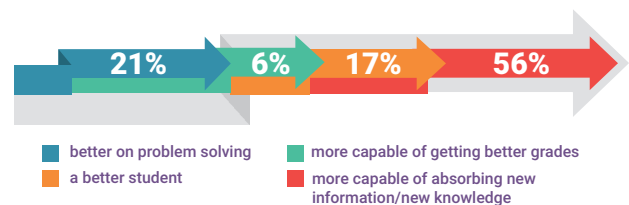
Main Results

The survey results are remarkably encouraging in all areas.

STUDENTS' AND PARENTS' SATISFACTION



Parents think that the use of the iPad helps their child become:



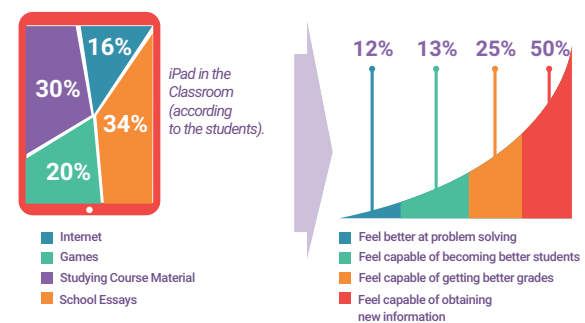
TEACHERS' SATISFACTION

"Students display great enthusiasm when demonstrating their presentations and information they find using the iPad in the classroom". In this way, even weak students become motivated to actively participate in the learning process.



"We used to chase after students to hand in an assignment or it would simply be a copy-paste piece of work. At present, students appear to be able to comprehend and identify the key points of a lesson." Students are quieter and more focused when using the iPad. It offers an interactive and fun way of learning.

iPad in Education



Would you like to use an iPad again throughout the following academic year? (Students)



Seminars for teachers

With the goal of contributing in the best possible way to informing teachers about the potential offered by new technologies in the teaching process, iSquare systematically conducts educational seminars to the public or specialized by educational institution. In 2017, in order to support the cooperating schools to incorporate the iPad and the Apple ecosystem in their teaching process, inform teachers on the new platforms and applications so as to make learning more interactive and interesting to students, 1 one-day seminar and 4 two-day seminars were held (8 hours/14 hours respectively)

that included a wide range of subjects to 5 schools in Greece and Cyprus, and in which more than 100 teachers participated. In 2018, iSquare will continue its efforts to transmit know-how to the educational community. In addition it will organize, as it does every two years, a large open meeting for the entire educational community. Speakers from Apple, Greek scientists, as well as teachers, through seminars and workshops, will present the modern trends in utilizing technology in the teaching process as well as the conclusions from their application to date.

Seminars for teachers in 2017



DES School



Anatolia



Grammar School



GC School



Heritage School

Hellenic Cyber Security Team

The ten-member Hellenic Cyber Security Team, which promotes technical know-how and skills in the field of cyberspace security and which is supported by the University of Piraeus,

participated in the European Cyber Security Challenge 2017 final (ECSC '17). The Team's participation was supported by Info Quest Technologies and Uni Systems as sponsors.

Student Scholarships

Rewarding entry to Tertiary Education and dedication to learning, Uni Systems and ACS granted two scholarships to the undergraduate students of the Department of Banking and

Financial Management of the University of Piraeus, as a reward for having been admitted to study to Higher Education.

Student Scholarships



2016



2017

Institution: Department of Banking and Financial Management of University of Piraeus
Companies - Sponsors: ACS, Uni Systems

Economia Student Contest

Aiming to encourage students in their learning and critical thinking, Info Quest Technologies was the sponsor of the

Student Economia Contest in 2017.

Sikiarideio Foundation

The Sikiarideio Foundation is a training center for young people aged 14-21 with learning disabilities and also supports them with transportation and food services. In addition, it hosts in its own buildings and facilities the 1st Special Public Elementary

School for the Municipality of Maroussi, as well as the Public Special Nursery School for the Municipality of Maroussi. To improve its infrastructure and assist its work, Info Quest Technologies donated computers to the Foundation.

5th IT Festival by "Ziridis New Generation"

For the fifth year, the "Ziridis New Generation" school held an IT Festival with the participation of students from various schools, who presented their work on the Scratch programming

environment, STEM/robotics and other aspects of technology. To support the institution, iSquare provided the gift awards to participants.

"Books on Wheels" Program

Aiming at encouraging extra-curricular reading in Primary Education, ACS supported the "BOOKS ON WHEELS®" program - www.vivliaserodes.gr - a pioneering program that brings small, mobile, thematic and lending libraries into the classrooms of public elementary schools, so that children are encouraged to

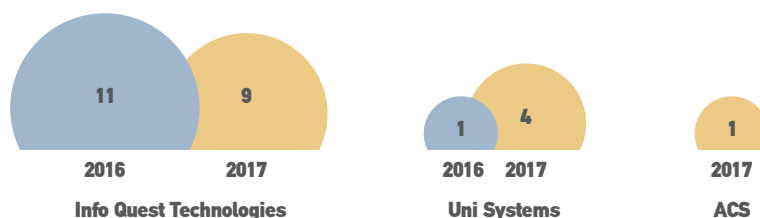
browse, listen and read books at school, but also to recognize their thoughts and feelings. For the purposes of this program, ACS has undertaken to transport the books from school to school with a favorable pricing policy.

Traineeship Opportunities

Linking quality education to full-time employment, Info Quest Technologies and Uni Systems work closely with Higher Education Institutions and offer students the opportunity to practice. The students can benefit not only by broadening their

knowledge, but also by having the opportunity to gradually enter the work market and gain work experience. Sometimes it is likely that the cooperation between the student and the company is extended after the end of the traineeship.

Trainee Students



Fighting poverty, hunger and inequalities

Standing alongside the "Smile of the Child" Organization and the City of Athens' Reception and Solidarity Center, the Quest Group companies and their workers offer work to eliminate social exclusion and inequalities and strengthen the livelihood and welfare opportunities of the least-favored social groups.

The Smile of the Child

Quest Group companies have long supported the work of "The Smile of the Child", recognizing its benefits to society and its concerted efforts to promote children's well-being by addressing the problems that threaten their livelihood. At times, the Group companies involved in Information Technology have

contributed in many ways with know-how and equipment to meet the key needs of the Organization, while ACS, for yet another year, contributed to the Organization's work with a special favorable pricing policy for the regular courier and postal services needs.

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

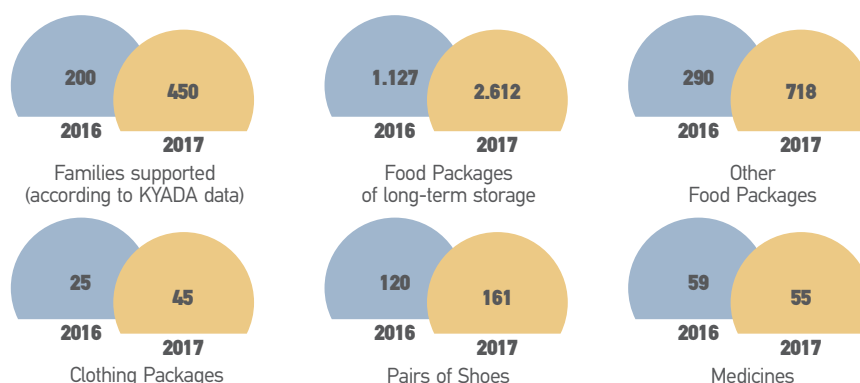
| | | | | |
|------|--|--|--|---|
| 2015 | 1 Network Equipment D-LINK DNS1560-04 | 4 Hard Drive WD SATA3 4TB 64MB Red (WD40EFRX) | 1 HP Color LaserJet Pro MFP M177fw Printer CZ165A | 1 Camera Nikon D3300 Kit with lens 18-55VR |
| | 2 Kingston micro Memory Cards SDHC 32GB CL | 4 Wall mounts TV One For All WM2610 | 1 Webcam Logitech HD C920 | 4 HDMI cables Konig v1.4 10m |
| 2016 | 1 900 invitations were sent for the anniversary event of 21 years of supporting children in Greece | | | |
| 2017 | 1 7326 Shipments weighing more than 12 tons, to meet annual current needs | | | |

City of Athens Homeless Shelter (KYADA)

The City of Athens Homeless Shelter (KYADA) offers sustainable solutions to housing, feeding and health problems and rehabilitation issues as regards homeless people that live in the city and also supports families that face serious problems in their everyday life. The programs for the support of vulnerable groups of people are planned and implemented by the Social Service of

KYADA. For the seventh consecutive year, in 2017, employees of the Quest Group companies gathered and offered food of a total weight of three tonnes, which corresponds to food packages for 450 four-member families for 15-days, as well as more than one tonne of clothing, footwear and medicines for use by those who need them.

Contribution to KYADA





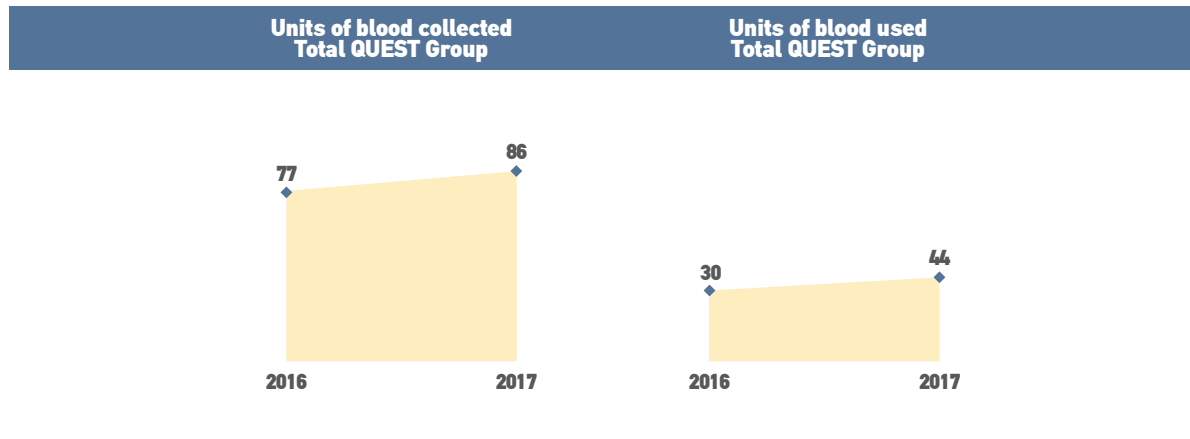
Strengthening health structures

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

Voluntary Blood Donation

Quest Group members organized voluntary blood donation at the central work buildings, facilitating employees who wish to give blood and are entitled to receive blood in case of

emergency by the Blood Bank in cooperation with Amalia Fleming Hospital.



“Mitera” Child Protection Center of Attica

“MITERA” Child Protection Center of Attica is one of the main institutions of the country engaged in child protection. Its infrastructure includes the central reception building for those who are served, the infant reception center, eight infant-toddler hospitality kiosks, a creative activity shelter for children, a hostel for pregnant-postpartum women, service offices and auxiliary rooms. At the initiative of Uni Systems employees, a Charity

Bazaar was organized for the eighth consecutive year, in which workers made savory and sweet dishes, which they offered for a symbolic price; the proceeds were donated to psychotherapy, physical therapy, speech therapy and creative workshops, increasing thereby children's chances to prosper and ultimately to be de-institutionalized.

SOS Children's Villages Greece

The organization “SOS Children's Villages Greece”, since 1975, has been providing a family environment to children in need and develops programs to prevent child abandonment. The

organization's mission was supported by the companies ACS and iSquare, by offering courier services and purchasing Christmas cards, respectively.

“Make a Wish” Foundation

By giving strength to children with life-threatening medical conditions, the “Make a Wish” Foundation responds to these children's needs. ACS supports the Foundation's work by offering a favorable pricing policy and courier services to the

“Make a Wish” program, while Info Quest Technologies gave four computers to update the infrastructure in the Foundation's offices.

“Agia Sofia” Children's Hospital

The Children's Hospital “Agia Sofia” was founded in 1896 and started operating in 1901. It is the largest children's hospital in Greece and one of the largest children's hospitals of Europe,

with seven hundred fifty (750) beds. To contribute to its work, Uni Systems gave one refrigerator for the storage of medicines.

“Jenny Karezi” Foundation

The “Jenny Karezi” Foundation is a non-profit Cancer Pain Relief and Palliative Care organization for patients suffering from cancer and other chronic diseases and is supported by the

Faculty of Medicine of the University of Athens. Uni Systems made a donation to support the Foundation's very important work.

MDA Hellas

MDA Hellas is a non-profit association dedicated to caring for individuals with neuromuscular diseases. To support the

Association's work, iSquare provided products to be included in the lottery, aiming to source revenue.

Developing sustainable cities

The Quest Group stands by the citizens impacted by floods in Western Attica and Symi

The destructive floods of November 2017 that affected Western Attica and Symi and the destruction caused to the residents of these regions, raised the awareness of the Management and the employees of Info Quest Technologies, Uni Systems, iSquare and ACS. In the spirit of solidarity, those affected by the floods in these regions were supported in the following ways:

- Free shipment of food and other first aid items:

Wishing the offer real support to those affected, ACS used its network of stores across Greece to direct a call for free collection and shipment of first aid items to the residents affected by the floods in Western Attica. The collection and transport of packages with bottled water, packaged food and boxed milk, galoshes, blankets, brooms, dustpans and shovels

took place from 27/11/17 to 15/12/17. This amounted to 531 shipments, total weight greater than 6 tonnes.

- Shipment of bottled water: Info Quest Technologies, Uni Systems and iSquare mobilized for the immediate distribution of bottled water, which is a primary human need and provided 5,040 bottles of water to the residents of Western Attica impacted by the floods.

- Shipment of office equipment to the schools of Symi:

Aiming at the classes of the schools of Symi to regain their operation, Uni Systems offered school equipment (bookcases, cupboards, drawers, desks, computers etc.), covering part of the equipment that sustained significant damage.

Road Safety

The Greek Institute of Research and Education for Road Safety and the Prevention and Reduction of road accidents “Panos Mylonas” aims at supporting and promoting actions on issues that promote road safety, road safety education, the research, information and education; with the ultimate goal of

preventing and reducing traffic accidents.

In line with these goals, ACS offered to the organization carrier services for the shipment of promotional material across Greece concerning the action “European night without accidents”.

Protection of Cultural Heritage

The association “Diazoma” was founded with the goal to protect and promote the country's ancient monuments, mainly ancient Greek theatres. Contributing to association's work, the

companies Quest Holdings, Uni Systems and ACS donated money to the organization.


































7

FUTURE GOALS

A QUESTION
OF VISION



| UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS | QUEST GROUP MATTERS OF INTEREST | PAGE | QUEST GROUP SUSTAINABILITY GOALS (2018-2019) |
|--|---|-----------|--|
|  DECENT WORK & ECONOMIC GROWTH | Economic performance | 43 | <p>Group ROE (return on equity from continued activity - EBT / Equity ROE - Return on Equity) >15% (excl. Capital gains & impairments)</p> <p>Maintenance of profitability and Group EBT profit margin from continued activity >5% (excl. Capital gains & impairments)</p> <p>Maintenance and/or small increase by 5% of Group sales in new markets (overseas)</p> |
|  INDUSTRY, INNOVATION & INFRASTRUCTURE | | | |
|  DECENT WORK & ECONOMIC GROWTH | Development and innovation of services and products | 49 | Record and implement a methodology for the development of innovation and Business Development in each company |
|  INDUSTRY, INNOVATION & INFRASTRUCTURE | | | |
|  DECENT WORK & ECONOMIC GROWTH | Employee Health and Safety | 72 | Zero accidents at work |
|  QUALITY EDUCATION | Training and development of employees | 75 | Increase of the satisfaction rate of employees as to the training offered by each company, based on the satisfaction survey that is carried out every two years |
|  DECENT WORK & ECONOMIC GROWTH | | | Attracting and developing talent and design and implementation of employee succession system |
|  GENDER EQUALITY | Human rights at work | 64 | Zero reports / complaints for bad labor practices |
|  DECENT WORK & ECONOMIC GROWTH | | | |
|  REDUCED INEQUALITIES | | | |
|  INDUSTRY, INNOVATION & INFRASTRUCTURE | Infrastructure security and business continuity | 55 | Maintaining system availability at 99.9%, at least |
|  INDUSTRY, INNOVATION & INFRASTRUCTURE | Customer satisfaction and service, Customer Health and Safety | 33 | Maintaining or improving the results of the Quality KPIs described in the relevant chapter of the report for the reporting period |
|  RESPONSIBLE CONSUMPTION & PRODUCTION | | | |
|  PEACE, JUSTICE & STRONG INSTITUTIONS | Regulatory compliance | 59 | Zero incidents of non-compliance |

| UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS | QUEST GROUP MATTERS OF INTEREST | PAGE | QUEST GROUP SUSTAINABILITY GOALS (2018-2019) |
|---|---|------|--|
|  PEACE, JUSTICE & STRONG INSTITUTIONS | Business ethics and anti-corruption / Responsible competition practices | 60 | Zero incidents of non-compliance and unfair competition |
|  PEACE, JUSTICE & STRONG INSTITUTIONS | Protection of personal data | 57 | Zero substantiated complaints of customer personal data misuse |
|  GOOD HEALTH & WELL-BEING  AFFORDABLE & CLEAN ENERGY  INDUSTRY, INNOVATION & INFRASTRUCTURE  SUSTAINABLE CITIES & COMMUNITIES  RESPONSIBLE CONSUMPTION & PRODUCTION  CLIMATE ACTION  LIFE BELOW WATER  LIFE ON LAND | Care for the Environment | 80 | Energy consumption reduced by 4% (the rate will be reduced by 0.5% for every 25% of increase in activity) |
|  NO POVERTY  ZERO HUNGER  GOOD HEALTH & WELL-BEING  QUALITY EDUCATION  DECENT WORK & ECONOMIC GROWTH  INDUSTRY, INNOVATION & INFRASTRUCTURE  SUSTAINABLE CITIES & COMMUNITIES | Care for Society | 90 | Continuing actions and maintain social contribution expenditure of Companies, to the social pillars to be chosen |

8

APPENDIX

Independent External Verification Report



To: Management of **QUEST Holdings SA**

1. Independent Verification Report

The company **QUEST Holdings SA** (hereafter **QUEST Holdings**) has commissioned **TÜV HELLAS (TÜV NORD) S.A.** (hereafter **TÜV HELLAS**) to provide limited external assurance concerning the Sustainability Report for the period of January 1st of 2017 to December 31st of 2017 (1/1/2017-12/31/2017).

2. Scope of the verification project of the Sustainability Report

Scope of the assurance project is the conduction of the Application Level Check, according to the GRI Sustainability Reporting Standards (**GRI Standards**), referring to the Sustainability Report of **QUEST Holdings** for 2017, as well as the provision of external assurance service about the accuracy of the claims mentioned to the indicator GRI 404-1 "Training & Education", as well as the Quest indicator "Customer Satisfaction".

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

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

3. The conclusions of TÜV HELLAS

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

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

► **Inclusivity: Dialogue on Sustainability Issues with the Stakeholders**

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

► **Materiality: Focus on the Material Issues related to Sustainability**

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

► **Responsiveness: Addressing the needs and expectations of Stakeholders**

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

B. Accuracy and completeness of data (qualitative and quantitative) related to the Application Level Check and claims



accuracy of Material Issues Indicators related to GRI Standards.

During the assurance project carried out, nothing came to the attention of **TÜV HELLAS** which would lead to the conclusion that the Report does not meet to the requirements of the GRI Standards for the “**In accordance Core**” Level, as reflected on the corresponding correlation table of GRI Standards Indicators.

Nothing has come to the attention of **TÜV HELLAS** that would lead to the conclusion of the incorrect gathering or transferring of data concerning the claims mentioned to the indicator GRI 404-1 “Training & Education”, as well as the Quest indicator “Customer Satisfaction”.

4. Review Limitations

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

5. Review Methodology

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

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

6. Responsibilities and Functions

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

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

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

7. Impartiality and Independence of the verification team

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

Athens, May 21, 2018

For TÜV HELLAS (TÜV NORD) SA



Nestor Paparoupas

Sustainability Product Manager



AA1000
Licensed Assurance Provider
000-209



Table of Compliance with the Greek Sustainability Code



| Pillar | Criteria | Reference |
|----------------------|---|---|
| STRATEGY | Strategic Analysis & Measures | CHAPTER 01: QUEST GROUP |
| | Materiality | Identification of the Material Sustainability Issues CHAPTER 3: MARKET CHAPTER 4: HUMAN RESOURCES Boundaries and restrictions of Material Issues |
| | Goals | CHAPTER 7: FUTURE GOALS |
| | Stage of Added Value Chain | Responsible Procurement CHAPTER 3: MARKET CHAPTER 4: HUMAN RESOURCES Boundaries and restrictions of Material Issues |
| MANAGEMENT PROCEDURE | Responsibility | Our Vision / Our Mission / Our Values / Corporate Governance Business ethics and anti-corruption / Responsible competition practices |
| | Rules & Procedures | Our Vision / Our Mission / Our Values / Corporate Governance Business ethics and anti-corruption / Responsible competition practices |
| | Audit | Corporate Governance External Assurance Activities of Quest Group members with certifications Personal Data |
| | Incentive Scheme | REGARDING THE REPORT |
| | Cooperation with Stakeholders | Stakeholder Engagement Identification of the Material Sustainability Issues |
| | Innovation & Product Management | Development and innovation of services and products |
| ENVIRONMENT | Use of Natural Resources | CHAPTER 5: ENVIRONMENT |
| | Resource Management | |
| | Climate Change - Related emissions of greenhouse gases | |
| SOCIETY | Labor Rights | CHAPTER 4: HUMAN RESOURCES |
| | Equal Opportunities | |
| | Employment | |
| | Human Rights | CHAPTER 4: HUMAN RESOURCES Responsible Procurement |
| | Local Community | Economic performance CHAPTER 6: SOCIETY |
| | Political Influence | International Initiatives, Membership of Associations and Awards |
| | Corruption - Procedures for the prevention of illegal behaviors | Regulatory compliance Personal Data Business ethics and anti-corruption / Responsible competition practices |

UN Global Compact

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

GRI Content Index

| GRI Standard | Disclosure | Report Section | External Assurance |
|--|--|---|--------------------|
| GENERAL STANDARD DISCLOSURES | | | |
| GRI 102: GENERAL STANDARD DISCLOSURES | 102-1 Name of the organization | The Quest Group | • |
| | 102-2 Activities, brands, products and services | Quest Group Subsidiaries | • |
| | 102-3 Location of headquarters | The Quest Group | • |
| | 102-4 Location of operations | The Quest Group | • |
| | 102-5 Ownership and legal form | The Quest Group | • |
| | 102-6 Markets served | The Quest Group Markets served by Quest Group Market sectors related to companies of the Quest Group | • |
| | 102-7 Scale of the organization | The Quest Group, The Group's subsidiaries | • |
| | 102-8 Information on employees and other workers | Our Employees | • |
| | 102-9 Supply Chain | Procurement Manager | • |
| | 102-10 Significant changes to the organization and its supply chain | The Quest Group | • |
| | 102-11 Precautionary Principle | Environmental Care | • |
| | 102-12 External initiatives | International initiatives | • |
| | 102-13 Membership of associations | Joining institutions | • |
| | 102-14 Statement from senior decision-maker | Messages | • |
| | 102-16 Values, principles, standards, and codes of conduct | Our Vision / Our Mission / Our Values / Corporate Governance | • |
| | 102-18 Governance structure | Corporate Governance | • |
| | 102-40 List of stakeholder groups | Stakeholder Engagement | • |
| | 102-41 Collective bargaining agreements | Our Employees | • |
| | 102-42 Identifying and selecting stakeholders | Stakeholder Engagement | • |
| | 102-43 Approach to stakeholder engagement | Stakeholder Engagement | • |
| | 102-44 Key issues and concerns raised | Stakeholder Engagement Identification of the Sustainable Development Material Issues | • |
| | 102-45 Entities included in the consolidated financial statements | Quest Group Subsidiaries | • |
| | 102-46 Defining report content and issues boundaries | Identification of the Sustainable Development Material Issues | • |
| | 102-47 List of material issues | Identification of the Sustainable Development Material Issues | • |
| | 102-48 Restatements of information | REGARDING THE REPORT | • |
| | 102-49 Changes in reporting | REGARDING THE REPORT Identification of the Sustainable Development Material Issues Boundaries and restrictions of Material Issues | • |
| | 102-50 Reporting period | REGARDING THE REPORT | • |
| | 102-51 Date of most recent report | REGARDING THE REPORT | • |
| | 102-52 Reporting cycle | REGARDING THE REPORT | • |
| | 102-53 Contact point for questions regarding the report | REGARDING THE REPORT | • |
| | 102-54 Claims of reporting in accordance with the GRI standards | REGARDING THE REPORT | • |
| | 102-55 GRI Content Index | GRI Content Index | • |
| | 102-56 External assurance | REGARDING THE REPORT External Assurance report TUV HELLAS (TUV NORD) | • |

ECONOMIC STANDARDS

Economic performance

| | | |
|--------------------------------------|---|--|
| GRI 103: MANAGEMENT APPROACH | 103-1 Explanation of the material issue and its Boundary | Economic performance Boundaries and restrictions of Material Issues |
| | 103-2 The management approach and its components | |
| | 103-3 Evaluation of the management approach | |
| GRI 201: ECONOMIC PERFORMANCE | 201-1 Direct economic value generated and distributed | |
| Quest Indicator | Exports and public sales percentage in relation to the turnover | |

SOCIAL STANDARDS

Employee Health and Safety

| | | |
|--|--|--|
| GRI 103: MANAGEMENT APPROACH | 103-1 Explanation of the material issue and its Boundary | Employee Health and Safety Boundaries and restrictions of Material Issues |
| | 103-2 The management approach and its components | |
| | 103-3 Evaluation of the management approach | |
| GRI 403: OCCUPATIONAL HEALTH AND SAFETY | 403-2* Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities | |

Training and development of employees

| | | |
|--|---|---|
| GRI 103: MANAGEMENT APPROACH | 103-1 Explanation of the material issue and its Boundary | Training and development of employees Boundaries and restrictions of Material Issues |
| | 103-2 The management approach and its components | |
| | 103-3 Evaluation of the management approach | |
| GRI 404: TRAINING AND EDUCATION | 404-1 Average hours of training per year per employee | |



| GRI Standard | Disclosure | Report Section | External Assurance |
|---|---|---|--------------------|
| Human Rights at Work and Employment | | | |
| GRI 103: MANAGEMENT APPROACH | 103-1 Explanation of the material issueand its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach | Human Rights at Work and Employment Boundaries and restrictions of Material Issues | |
| GRI 405: DIVERSITY AND EQUAL OPPORTUNITY | 405-1 Diversity of governance bodies and employees | | |
| GRI 406: NON-DISCRIMINATION | 406-1 Confirmed incidents of discrimination and actions taken | | |
| GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING | 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk | | |
| GRI 408: CHILD LABOR | 408-1 Operations and suppliers identified as having significant risk for incidents of child labor | | |
| GRI 409: FORCED OR COMPULSORY LABOR | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | | |
| Protection of personal data | | | |
| GRI 103: MANAGEMENT APPROACH | 103-1 Explanation of the material issue and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach | Protection of personal data Boundaries and restrictions of Material Issues | |
| GRI 418: CUSTOMER PRIVACY | 418-1 Total number of substantiated complaints concerning breaches of customer privacy and losses of customer data | | |
| Regulatory Compliance | | | |
| GRI 103: MANAGEMENT APPROACH | 103-1 Explanation of the material issue and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach | Regulatory Compliance Boundaries and restrictions of Material Issues | |
| GRI 419: ANTI-CORRUPTION | 419-1 Non-compliance with laws and regulations in the social and economic area | | |
| Business ethics and anti-corruption / Responsible competition practices | | | |
| GRI 103: MANAGEMENT APPROACH | 103-1 Explanation of the material issue and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach | Regulatory Compliance Boundaries and restrictions of Material Issues | |
| GRI 205: ANTI-CORRUPTION | 205-3 Confirmed incidents of corruption and actions taken | | |
| GRI 206: ANTI-COMPETITIVE BEHAVIOR | 206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices | | |
| Customer satisfaction and service, Customer Health and Safety | | | |
| GRI 103: MANAGEMENT APPROACH | 103-1 Explanation of the material issue and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach | Regulatory Compliance Boundaries and restrictions of Material Issues | |
| GRI 416: CUSTOMER HEALTH AND SAFETY | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | | |
| Quest Indicator | Customer satisfaction surveys / complaints | | |
| QUEST GROUP PERFORMANCE INDICATORS | | | |
| Development and innovation of services and products | | | |
| GRI 103: MANAGEMENT APPROACH | 103-1 Explanation of the material issue and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach | Development and innovation of services and products Boundaries and restrictions of Material Issues | |
| Quest Indicator | Efficiency measurements | | |
| Infrastructure security and business continuity | | | |
| GRI 103: MANAGEMENT APPROACH | 103-1 Explanation of the material issue and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach | Customer service and satisfaction Boundaries and restrictions of Material Issues | |
| Quest Indicator | System availability rate | | |

**Omission: The Absenteeism Rate (AR) is not indicated for the specific reporting period, because the information is not available. The Group will examine all the necessary elements and procedures that are needed to present them in the next reporting period.*

Boundaries and restrictions of Material Issues

| Material Issue | Significant impacts | Boundaries |
|---|---|---|
| | To the UN's Sustainable Development Goals | Entities within or outside the Company that could cause or are associated with the impacts |
| Customer satisfaction and service, Customer Health and Safety |   | <ul style="list-style-type: none"> • Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Employees • Customers • Commercial Network / Agents |
| Economic performance |   | <ul style="list-style-type: none"> • Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Shareholder • Employees • Customers • Suppliers / Associates • Commercial Network / Agents • Media • Institutional / Regulatory Bodies • Financial Bodies / Investment Community • Business Community |
| Regulatory compliance |  | <ul style="list-style-type: none"> • Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Shareholder • Employees • Customers • Suppliers / Associates • Commercial Network / Agents • Institutional / Regulatory Bodies |
| Business ethics and anti-corruption / Responsible competition practices |  | <ul style="list-style-type: none"> • Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Shareholders • Employees • Customers • Suppliers / Associates • Commercial Network / Agents • Institutional / Regulatory Bodies |
| Development and innovation of services and products |   | <ul style="list-style-type: none"> • Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Shareholder • Employees • Customers • Suppliers / Associates |

| Material Issue | Significant impacts | Boundaries |
|---|---|--|
| | To the UN's Sustainable Development Goals | Entities within or outside the Company that could cause or are associated with the impacts |
| Protection of personal data |  | <ul style="list-style-type: none"> • Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Employees • Customers • Suppliers / Associates • Commercial Network / Agents • Institutional / Regulatory Bodies |
| Employee Health and Safety |   | <ul style="list-style-type: none"> • Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Employees • Suppliers / Associates • Commercial Network / Agents • Institutional / Regulatory Bodies |
| Training and development of employees |   | <ul style="list-style-type: none"> • Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Employees • Suppliers / Associates • Commercial Network / Agents • Business Community |
| Infrastructure security and business continuity |  | <ul style="list-style-type: none"> • Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Employees • Customers • Suppliers / Associates • Commercial Network / Agents • Social Agencies / NGO • Institutional / Regulatory Bodies • Financial Bodies / Investment Community • Business Community |
| Human Rights at Work / Employment |    | <ul style="list-style-type: none"> • Quest Holdings • Info Quest Technologies • iSquare • Uni Systems • ACS • Shareholders • Employees • Suppliers / Associates • Institutional / Regulatory Bodies • Social Agencies / NGO |

1.577 employees
of the Group

16% of the Group's sales
are overseas

€60,6 million for employee salaries
and benefits

#1 Maintenance of leading
position in all markets we operate

99,995% Total availability
of systems

4,9% reduction of energy
consumption per m²

€720.280 invested
in society*

*Commercial Value