

WE CONNECT PEOPLE TO TECHNOLOGY

Info Quest Technologies, a core growth driver of the Quest Group, has been leading the Greek Information Technology market for more than 40 years, contributing to the modernization and digital transformation of businesses and consumers.

Info Quest Technologies:

- Is positioned as the largest distributor of ICT products and is collaborating with more than 250 leading companies including Microsoft, Cisco, Xiaomi, HP, IBM, Dell, DocuSign, Red Hat, while also expanding into new markets of air conditioning and electrical appliances.
- Is investing dynamically in Cloud and is recognized as one of Microsoft's largest business partners in solutions for Modern Workplace, Process Automation, Workflow Management & Secure Infrastructure (M365 & Azure).
- Is extending activities into e-Commerce supporting the growth of its portal www.you.gr, the Quest Group.
- Is innovating within the new environment of interconnected devices, through its partnership with Xiaomi and other leading manufacturers.

Sustainability Highlights: Our Progress in 2021

Material Topics for Info Quest Technologies

How we responded in 2021



Creating financial value/financial performance of the company



€335m Revenue

x3 revenue growth within last 5 years

+42% vs last year with significant growth in all areas of activity

+66% revenue growth in Cloud Services

#1 M365 Distributor in Greece

100% Acquisition of Team Candi,

#1 Modern Workplace solution provider

+39% revenue growth in Distribution

Expansion to Air Condition and Domestic Appliances Distribution

+79% revenue growth in Mobility / IoT

#2 in Smartphone sales & **#1** in Wearables & Trackers (through Xiaomi partnership)

€5.000.000 investment in advanced and automated new logistics center

International expansion with first Xiaomi store opening in Cyprus



Creation of a healthy partner eco-system and a responsible supply chain



Collaborating with **>250** vendors and **>2.800** resellers

~75% of key suppliers assessed with environmental and / or social criteria

1.200 hours supplier training

Material Topics for Info Quest Technologies

How we responded in 2021



Supporting digital transformation through innovative product and service offerings



New Cloud Partnerships (Acronis, RedHat)

Modern Workplace, Process Automation & ICT Infrastructure Solutions and Services

Digital transformation solutions for SMEs (e-signature, e-shop solutions, cloud services)



Products and Services with environmental and social impact



Cloud Services

DocuSign / E-signatures

IoT Solutions (Smart Home, e-mobility, power stations)

E-Commerce



Business Ethics and Compliance



Zero incidents of non-compliance with the applicable legislation on anti-corruption and unfair competition

Full Compliance with laws and regulations



Ensuring quality, infrastructure security, systems and data protection and operational continuity



99.995% Systems availability

Zero Data Breach incidents

100% employees trained for Information Security



Diversity and Inclusion



+13,5% new working positions

31% female employees

Employee Satisfaction Survey every 2 years (improvement +10% from 2019)

Material Topics for Info Quest Technologies

How we responded in 2021



Ensuring the health, safety and well-being of employees



Zero occupational accidents / work related sickness

>80% of the office employees working from home during pandemic

Wellness program and Support helpline available to **100%** of employees

100% of contract employees included in the Health and Safety Systems



Providing continuing education, certification and employee development



17,3 hours average training per employee

>6.500 training hours

35% of employees on-line training



Adoption of recycling and Circular Economy Initiatives



Collaboration with **certified Recycling** bodies

>470,000Kg packaging recycled

>13,500Kg devices recycled in last 3 years

Launching of new **Circular Economy** Services



Reducing energy consumption



ISO 14001: 2015 Certified

Emissions Reduction **-3% (Scope 1)** and

-23% (Scope 2) from previous year

42% increase in energy consumed from renewable energy

ESG Goals 2022

Info Quest Technologies has set out its Sustainability Goals* for the year 2022 having incorporated the Quest Group's longer term ESG Goals described within its **4 Pillar ESG Strategy**.

ENVIRONMENT	OUR PEOPLE	RESPONSIBLE BUSINESS	SUSTAINABLE PRODUCTS
<p>Climate Change: Reduce emissions by 40% by 2030 and Climate Neutral by 2050 In 2022:</p> <ul style="list-style-type: none"> • Replace up to 6% of fleet with hybrid or electric cars • 4% of purchased electricity from certified green renewable energy sources <p>Introduction of Circular Economy principles and Continuation of good practices to reuse materials</p> <ul style="list-style-type: none"> • Enhancing the use of biodegradable materials • Best effort for Paperless operations • Device take back schemes 	<p>Employee Training and Development</p> <ul style="list-style-type: none"> • Increase employee training hours up to 10% by 2025 • E-learning platforms to be used by >30 % of employees <p>Health and Safety</p> <ul style="list-style-type: none"> • Introduction of new LTIR and TRIR metrics • Zero accidents • Training programs for Health and Safety <p>Diversity & Inclusion</p> <ul style="list-style-type: none"> • Design and Introduce new Diversity programs and policies • Undertake employee satisfaction/wellness survey every 2 years 	<p>Responsible Governance</p> <ul style="list-style-type: none"> • Zero incidents of non-compliance with legislation • Zero data breach incidents • Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices <p>Business Continuity</p> <ul style="list-style-type: none"> • Systems availability >99,9% • Vulnerability assessments for all main systems • Evaluation of ISO 27001:2013 requirements <p>Responsible Supply Chain</p> <ul style="list-style-type: none"> • Assessments of suppliers with 80% of revenues (at least 50 suppliers) • Incorporate ESG criteria into key supplier evaluation • 1.200 hours education to suppliers • Activation of +10% resellers on QuestonCloud.com platform • New Code of Ethics and Conduct 	<p>>6% revenues from Sustainable products by 2025</p> <ul style="list-style-type: none"> • Reduce environmental impact through adoption of Digital and Cloud services and operation improvements • Maintain market share in mobility products and increase IoT sales by +5% • Increase revenues 50% from QuestonCloud platform • Growth in e-commerce sales 2% higher than e-commerce market growth. <p>Product Innovation & Digital Transformation</p> <ul style="list-style-type: none"> • Support educational institutions and organizations in their effort to adopt digital technologies / skills • Modern Office: Investigate vertical Applications (Analytics) • Strengthen process automation of through Collaboration tools • Develop new e-customer categories

(*) Full description of the Info Quest Technologies Sustainability Goals can be found in it the Quest Group Sustainable Development Report 2021.

For more information visit
www.infoquest.gr