# Redefining the Future

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

Info Quest Technologies:

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

- Invests significantly in **Cloud Solutions** and is among **Microsoft's largest partners** in providing Modern Workplace, Process Automation and Secure Infrastructure solutions.

- Is expanding in **e-Commerce** by supporting the development of www.you.gr, the online shop of the Quest Group.

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

- Is expanding to new areas and geographies, maximizing the value creation for its customers.

Info Quest Technologies is a platform for development, coordination and provision of services to other Quest Group companies.
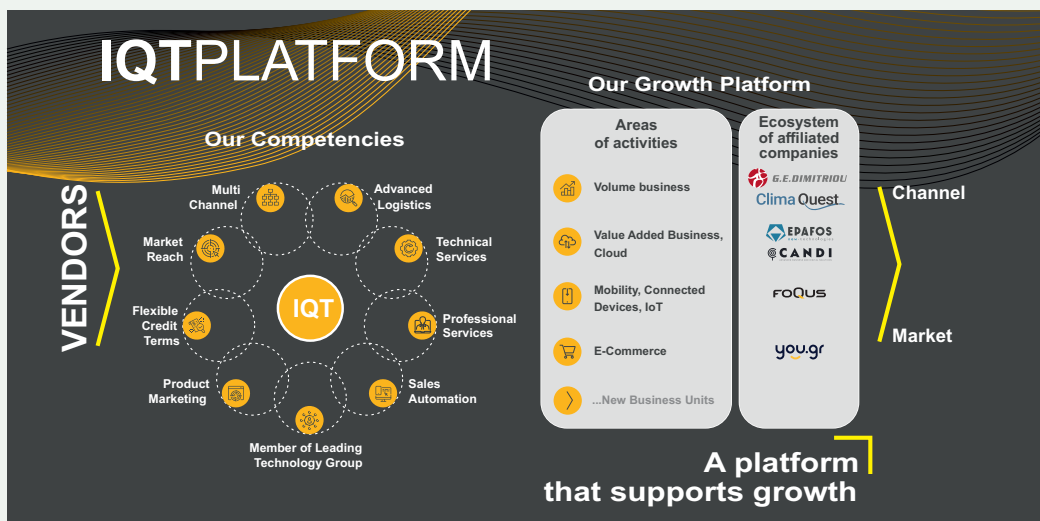
New Logistics Center

> One of the most advanced Product Distribution Center in Greece
> High quality and safety standards
> 25,000 m^2 / 240,000 m^3 storage space
> 21,000 places for pallets
> Advanced technology equipment

> 25 loading / unloading ramps
> Environmentally friendly building and operation / Class A energy class
> 50% increase in productivity
> ≈ €5 m. investments in equipment and automation

Our Sustainability Strategy 2022-2025+

As an important subsidiary of Quest Holdings, parent company of the Quest Group, we participated in the formation of the new Sustainable Development Strategy of the Group and we are committed to the long-term ESG goals of the Group with an implementation horizon of up to 2025+. Our sustainable development strategy is in alignment with and supports the 17 United Nations Sustainable Development Goals (SDGs).

Some key developments during 2022 for our sustainability commitment:

- **Quest Group signed the UN Global Compact** and as a subsidiary we are committed to adhering to its 10 principles on human rights, employment, the environment and the fight of corruption.
- We received **Silver Certification from EcoVadis** for our sustainability performance (top 5% of our sector globally).
- We received **Best Workplaces Certification** for our working Environment.

ESG Highlights: Our Progress in 2022

ESG Pillar - Responsible Business

Material Topics	Our Results in 2022	Status	Our 2023 Targets
Creating financial value with responsibility	**€357.7m.** Revenue **x3** revenue growth within last 5 years **+6.8%** vs last year despite market decline **€5m.** investment and commencement of the new state-of-the-art Logistics Center **Investments** for expansion in Cyprus, Malta, Romania **Social Contribution** including monetary assistance to lower paid employees €739,468 **+82%** revenue growth in Cloud Services **#1 M365** Distributor in Greece **#2** in Smartphone sales & **#1** in Wearables & Trackers (through Xiaomi partnership)	100% achieved ✓	**Maintain or improve previous year performance.** **Group ESG Goal:** Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG goals by 2025
Creation of a healthy partner eco-system and a responsible supply chain	**Collaborating with >250 vendors** and >2000 resellers **~75%** of key suppliers assessed with environmental and / or social criteria **1,280** ICT training hours to partners **400** Mobility & IoT training hours to partners SILVER 2022 ecovadis Sustainability Rating **Top 18% of our sector in Sustainable Procurement**	100% achieved ✓	**Group ESG Goal:** Assessment of suppliers based on ESG criteria by 2025
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 **100% employees** trained on revised Code of Conduct and Ethics SILVER 2022 ecovadis Sustainability Rating **Top 8% of our sector in Ethics and Anti-Corruption**	100% achieved ✓	**Maintain previous year performance**
Ensuring quality, infrastructure security, systems and data protection and operational continuity	**99.995%** Systems availability **Zero** Data Breach incidents **100%** of employees trained for Information Security Assessed Requirements coverage for the acquisition of **ISO 27001: 2013** (Information Security Management Systems)	100% achieved ✓	**Group ESG Goal:** Best possible effort to maintain zero data breach incidents by 2025

ESG Pillar - Sustainable Products

Material Topics	Our Results in 2022	Status	Our 2023 Targets
Supporting digital transformation through innovative product and service offerings	**Expanded Cloud sales and services capabilities** • New Cloud Services portfolio for large organizations (Modern Workplace, Business Process Automation) • Capacity building and expansion of activities in Cyber Security • Specialized Portfolio of services to support the Digital Tools for SMEs program of the Recovery and Resilience Fund (RRF) • #1 M365 Disti in Greece & Fastest Growing Disti for Microsoft • Team Candi's new Cloud applications for specialized needs **New partnerships** with Dahua (IT & IoT), Silver Pick (HPE's subsidiary), Reolink (IoT cameras) & igloohome (smart locks) **CANDI** ADVANCED BUSINESS AND DIGITAL SOLUTIONS First Greek company to receive Microsoft's specialization for Low Code/No Code Application Development	100% achieved	**Maintaining growth and leadership in key categories**
Products and Services with environmental and social impact	**>7%** of revenue to come from sustainable products and services (based on ICMA protocol) Cloud Services Green IT IoT Solutions (Smart Home, Smart Building, Smart City Solutions, e-mobility, power stations) E-Commerce Circular Economy Services	100% achieved	**Group ESG Goal:** > 6% of revenue to come from sustainable products and services by 2025 Reinforcement of circular economy programs / reduction of e-waste

ESG Pillar - Our People

Material Topics	Our Results in 2022	Status	Our 2023 Targets
Diversity and Inclusion	**59** new employees (33% females, >50% were under 30 years old) **32%** of total employees are female New Diversity, Equity and Inclusion Policy introduced **Great Place to work** and 4th place in the Best Workplaces for our work environment • 92% of employees stated they contribute significantly to the company's mission • 86% of employees stated they are in an ideal working environment **Top 24% of our sector in Labor and Human Rights**	100% achieved	**Group ESG Goal:** Creating a culture of inclusion, diversity and equality in order to empower our people by 2025 Complete gender Pay Gap Study Commitment to UN WEPs (Women Empowerment Principles) Improve employee satisfaction in the survey that will take place in 2023
Ensuring the health, safety and well-being of employees	**Zero** occupational accidents/work related sickness, LTIF* =0 TRIR* =0 **New Wellness** program and Support helpline available to 100% of employees **100%** of contract employees included in the Health and Safety Systems *LTIF = Lost Time Incident Frequency *TRIR = Total Recordable Incident Rate	100% achieved	**Group ESG Goal:** Maintenance of the Health and Safety LTIF indicators below 2.3 and TRIR below 1.2 for Group employees by 2030 Enrich wellness program
Providing continuing education and employee development	**20,3 hours** avr. per employee (8% increase in training hours per employee on average) **>8.368** training hours (+24% increase vs LY) **93%** of employees received training **>200** new technical certifications received **New mentoring** program introduced	100% achieved	**Group ESG Goal:** 10% increase in employees' training hours by 2025 (2.5% per year)

ESG Pillar - Environment

Material Topics	Our Results in 2022	Status	Our 2023 Targets
Climate Change and Reducing Emissions	**12%** Reduction in Scope 2 emissions (vs LY) **23%** electric/hybrid cars **Carbon footprint** measurement for 2022 based on the GHG protocol and external assurance **15%** of Group energy consumption certified green energy electricity ISO 14001: 2015 Certified SILVER 2022 ecovadis Sustainability Rating **Top 2% of our sector in Environment**	100% achieved	**Group ESG Goal:** Reducing absolute Scope 1, 2 emissions by 40% by 2030 and climate neutrality by 2050
Adoption of recycling and Circular Economy Initiatives	**>274.000Kg** packaging recycled E-waste: **>15.000Kg** devices recycled in last 3 years New paperless policy: **>80,000 paper** sheets saved due to use of DocuSign (e-signature) Collaboration with certified Recycling bodies	100% achieved	**Group ESG Goal:** Promoting the circular economy and eliminating the waste that can be avoided by 2025 **Evaluation of new Circular Economy Services**

More information about Sustainability Strategy and ESG performance can be found in the Info Quest Technologies Sustainability Report 2022 and the Quest Group 2022 Sustainable Development Report.