



**21**

**SUSTAINABLE  
DEVELOPMENT  
REPORT**

**Info Quest**  
TECHNOLOGIES



# INFO QUEST TECHNOLOGIES

We connect people to technology

## 2021 HIGHLIGHTS

### FINANCIAL RESULTS



**€335 million** revenue  
**42%** increase in revenue  
**3 - fold** increase in turnover in 5 years  
**Growth** in all activities and sectors

### INVESTMENTS



**Investment** in Team Candi, a specialized Cloud-services company  
Launch of a large investment in **new Logistics Center**  
**Investments** for the implementation of the new 5-year Strategic Business Plan  
**Investment in human resources** for placement in new areas

### GOVERNANCE (G)



**0 (zero)** incidents and complaints about matters of corruption, unfair competition, anti-competitive behavior, anti-trust and monopoly practices.  
**Full compliance** with laws and regulations in the social and environmental area

### SOCIETY (S)



**376** employees  
**> 6.500** human-hours of training  
**31%** of our employees are female  
**75%** of our major suppliers were evaluated using environmental criteria  
**74%** of our major suppliers were evaluated using social criteria

### ENVIRONMENT (E)



**23% reduction** in indirect greenhouse gas emissions (Scope 2 emissions)  
**42% increase** in energy consumed from Renewable Energy Sources (RES)

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## About the Report

[GRI 102-1, GRI 102-48, GRI 102-50, GRI 102-51, GRI 102-52, GRI 102-53, GRI 102-54]

The Sustainable Development Report of Info Quest Technologies is the 8th published annual report. The Report was prepared in accordance with the Global Reporting Initiative (GRI), core option and standard AA1000AP (2018) and refers to the period 1.1.2021 - 31.12.2021. The previous reporting period was between 1.1.2020-31.12.2020.

This report by Info Quest Technologies is part of the 2021 Sustainable Development Report of the Quest Group, which includes the completed publications of the GRI indicators as well as selected, basic, advanced and industry indicators of the ESG 2022 Information Publication Guide, issued by the Athens Stock Exchange (<https://www.quest.gr/>).

At the same time, the report of the Quest Group presents the new ESG strategy of the Group and its companies, from which the goals have been incorporated into the business model of the company.

# Info Quest Technologies

## Who we are

[GRI 102-2, 102-3, 102-4, 102-5, 102-6, 102-7]

Since 1981, and for more than 40 years, Info Quest Technologies has been leading the Greek Information Technology market, contributing to the modernization and digital transformation of businesses and consumers.

### Today the company:

- is the largest distributor of Information and Communications Technology (ICT) products and works with more than 250 leading companies such as Microsoft, Cisco, Xiaomi, HP, IBM, Dell, DocuSign, Red Hat, and is expanding in new markets such as air conditioning and electrical appliances;
- invests heavily in the Cloud and is one of Microsoft's biggest partners in providing Modern Workplace, Process Automation, Workflow Management and Secure Infrastructure solutions (M365 and Azure);
- is expanding into e-Commerce by supporting the development of [www.you.gr](http://www.you.gr), the online store of the Quest Group;
- innovates in the new interface of interconnected devices, through its collaboration with Xiaomi and other leading manufacturers.

Info Quest Technologies is at the same time a platform for the development, coordination and provision of services to other Group companies. It coordinates the business development of companies Quest on Line ([you.gr](http://you.gr)), Clima Quest (exclusive representative of GREE heating and cooling products), FoQus (exclusive representative of the brand POCO), supports the ERP platform that serves the entire Group and provides Logistics and ICT Infrastructure services in selected Group companies.

The company is registered at 2A Argiroupoleos Str., 176 76 Kallithea, Greece. Info Quest Technologies has branches in Ag. I. Rentis (Logistics Center), Maroussi, Attica (retail store), Thessaloniki (retail store), as well as offices in Thessaloniki. The company's activities have expanded to Cyprus and Malta.

In 2021 the company started a landmark investment of € 5 million for the implementation of a state-of-the-art, automated logistics center in Aspropirgos, Attica (Area "Imeros Topos"), which will significantly upgrade its operation.

## Our Vision

To enhance society's potential, utilizing the power of technology

## Our Mission

To contribute to the evolution and prosperity of people, businesses, and organizations, by utilizing the potential of technology, with a consistent strategy, emphasis on innovation, offering of advanced services and continuous investment in know-how, based on the principles of sustainable development.

# Awards and Distinctions 2021

## DIRECTION

The Golden Protagonists of the 10-year period 2010 - 2020: Award in the GREEK BUSINESS CHAMPIONS category



## TRUE LEADERS ICAP



## CISCO DISTRIBUTOR OF THE YEAR 2021



## INFOCOM AWARDS 2021

Company of the year



## CISCO MARKETING PARTNER OF THE YEAR 2021



## RED HAT APPRECIATION 2021



## CLOUD AWARDS

1<sup>o</sup> PLACE: Quest on Cloud - Integrated ecosystem of solutions and services to accelerate the digital transformation of the Greek market.



## CLOUD AWARDS

DocuSign, the No. 1 digital signature platform in the world, available to Greek companies by Info Quest Technologies.



## BITE AWARD BRONZE

Introduction of New Innovative Product/ Service to the market. The solution for remote work "NComputing Thin Clients & WVD"



## Certifications 2021

Cloud & Security Consultants Certificates

- Info Quest Technologies: > 120 Certifications
- Team Candi: > 58 Microsoft Competencies / Skills
  - Technologies: Microsoft Cloud, Azure, Modern Workplace, Power Platform, Security, DocuSign Consultants, DocuSign Integrations
  - New Certifications: DocuSign
  - Technical Certifications: 27 Certifications

# Economic Performance

[GRI 103-1, GRI 103-2, GRI 103-3, GRI 201-1]



Info Quest Technologies had a large increase (+ 42%) in its revenue in 2021. The Company's net loan liabilities and leverage rate for the last three years are depicted in the table below:

Net Loan liabilities & Leverage (€ x 1000)			
	2019	2020	2021
Total loan liabilities	9,554	19,971	26,749
Lease liabilities	5,001	4,630	5,065
Minus:			
Net cash and cash equivalents	(5,746)	(15,630)	(10,323)
Net loans/(cash and equivalents)	3,808	4,341	16,426
Total equity	23,832	25,503	29,500
Total capital employed	27,640	29,844	45,926
Leverage factor	13,78%	14,55%	35,55%

The direct financial value produced and distributed by Info Quest Technologies in the last three years is shown in the following table:

Direct economic value generated and distributed (€ x 1000) <sup>1</sup>				
Financial value generated		2019	2020	2021
	Revenues <sup>2</sup>		188,855	235,415
Financial value distributed	Operating costs <sup>3</sup>	176,925	220,796	314,048
	Employee salaries and benefits <sup>4</sup>	9,637	10,933	13,703
	Payments to financing bodies	1,082	1,040	1,653
	Payments to statutory bodies <sup>5</sup>	27	17	0
	Social investments <sup>6</sup>	22	61,9	45

**Notes:**

1. 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. Value-added Tax (VAT), withheld taxes and Single Property Tax (ENFIA) are not included.
6. Donations and sponsorships are included

The Social Contribution of the company in terms of commercial value of products, services, as well as in financial contribution for 2021 amounted to € 65,329, compared to the amount of € 96,888 in 2020, a year that included the participation of the company in large Group Grants to address the pandemic and the support of the "Greece 2021" Committee.

The total payment of taxes and contributions of Info Quest Technologies is listed in the following table:

Payment of Taxes and Contributions (€ x 1000)			
	2019	2020	2021
Payment of VAT	3,218	2,439	184
Social Security contributions	2,945	2,725	3,181
Payment of payroll tax (FMY)	948	1,032	1,117
Payment of other taxes	7	17	1,098
Total	7,118	6,212	5,580

## Our performance - Our goals

2021 TARGETS	RESULT FOR 2021	GOALS FOR 2022
Sales increase by 2%, higher than the market increase	Overachievement with increased sales (42%), in market with single-digit increase	Maintaining a performance which is higher than that of the market (+ 2%)
16% increase in Return on Capital (EBT / Capital)	Overachievement with 24% return	Return on Capital > 16%
Increase in Gross Profit Rate above 11.4%.	Gross profitability 11% as a result of the significant increase in sales	Maintenance of gross profitability at a rate of > 10%

For more information, visit the company's website ([www.infoquest.gr](http://www.infoquest.gr)) and the website of the parent company, Quest Holdings ([www.quest.gr](http://www.quest.gr)).

# Value Creation <IR>

## Our Business Model for Sustainable Development

INPUT	BUSINESS ACTIVITIES AND PRACTICES	OUTPUT
<p><b>FINANCIAL CAPITAL</b></p> <ul style="list-style-type: none"> <li>Equity</li> <li>Debt</li> </ul> <p><b>INDUSTRIAL CAPITAL</b></p> <ul style="list-style-type: none"> <li>Buildings - Infrastructure</li> <li>Equipment</li> <li>Raw materials for the repair and production of product</li> <li>Goods</li> </ul> <p><b>INTELLECTUAL CAPITAL</b></p> <ul style="list-style-type: none"> <li>Intellectual Property</li> <li>Software and systems</li> <li>Procedures, protocols</li> <li>Reputation / Trust</li> </ul> <p><b>HUMAN CAPITAL</b></p> <ul style="list-style-type: none"> <li>Total human resources</li> <li>Knowledge, skills and abilities</li> <li>Ethical values</li> <li>Trust/loyalty</li> </ul> <p><b>SOCIAL CAPITAL</b></p> <ul style="list-style-type: none"> <li>Strategic and long-term partnerships with more than 200 international ICT undertakings</li> <li>Relationships with stakeholders</li> </ul> <p><b>NATURAL CAPITAL</b></p> <ul style="list-style-type: none"> <li>Energy</li> <li>Water</li> <li>Raw materials</li> </ul>	<p><b>PRIMARY</b></p> <ul style="list-style-type: none"> <li>Trade and distribution of ICT products (volume and value)</li> <li>Mobility/IoT</li> <li>Cloud services/Distribution of digital services</li> <li>E-commerce</li> <li>Production, staging and final product configuration</li> <li>Aftersales/technical support</li> </ul> <p><b>AUXILIARY</b></p> <ul style="list-style-type: none"> <li>Financial services / IT / Logistics (to Quest Group)</li> <li>Marketing of products, solutions and services / Sales intelligence</li> <li>Business Development/Sales intelligence (new products / solutions, new markets, new partnerships)</li> <li>Quality, infrastructure security, data protection and operational continuity</li> <li>Human Resource Management</li> <li>Managing relationships with stakeholder</li> <li>Legal Services (Anti-corruption and anticompetitive behavior practices)</li> <li>Personal data management</li> <li>Application of communication channels - Sales Department, Call Center Service</li> <li>Evaluation of partners / suppliers / Supplier Code of Conduct</li> <li>Services to the community, corporate volunteerism</li> <li>Implementation of the Environmental Management</li> </ul>	<p><b>FINANCIAL CAPITAL</b></p> <ul style="list-style-type: none"> <li>Creating financial value/financial performance of the company</li> </ul> <p><b>INDUSTRIAL AND INTELLECTUAL CAPITAL</b></p> <ul style="list-style-type: none"> <li>Providing ICT products and solutions that contribute to the enhancement of innovation, the production of know-how and the digital transformation of organizations and consumers</li> <li>Providing technology products and services, with environmental and/or social impacts</li> <li>Ensuring quality, infrastructure security, data protection and operational continuity</li> </ul> <p><b>HUMAN CAPITAL</b></p> <ul style="list-style-type: none"> <li>Promotion of environment that supports equality and diversity</li> <li>Ensuring the health, safety and well-being of employees</li> <li>Providing continuing education, certification and employee development</li> </ul> <p><b>SOCIAL CAPITAL</b></p> <ul style="list-style-type: none"> <li>Ensuring business ethics and regulatory compliance</li> <li>Establishing a healthy ecosystem of partners and a responsible supply chain</li> <li>Promote Diversity and Equality in the Workplace</li> </ul> <p><b>NATURAL CAPITAL</b></p> <ul style="list-style-type: none"> <li>Adopting recycling and circular economy practices</li> <li>Taking Measures to reduce energy consumption and emissions</li> </ul>

OUTCOMES Impacts for the company	OUTCOMES Impacts created by the company for its stakeholders	OUTCOMES Impacts that the company has on the economy, society and the environment
<ul style="list-style-type: none"> <li>Increasing the market share and placement in new markets</li> <li>Expanding and developing the portfolio of solutions and services through new partnerships with supply companies</li> <li>Developing innovation and improving knowledge through the best use of new technologies</li> <li>Improving competitive advantage / Enhancing employer profile</li> <li>Long-term improvement of OPEX/ revenue ratio</li> <li>Boosting reputation / leadership</li> <li>Increasing human capital / creating direct jobs</li> <li>Increasing productivity</li> <li>Improving opportunities for internal mobility</li> <li>Talent retention</li> <li>Improving competitive advantage as employer of choice / best workplace</li> <li>Ensuring social authorization</li> </ul>	<p><b>GROUP SHAREHOLDERS</b></p> <ul style="list-style-type: none"> <li>Maintaining and improving the sound financial position</li> <li>Increasing confidence and satisfaction</li> </ul> <p><b>FINANCIAL BODIES / INVESTMENT COMMUNITY</b></p> <ul style="list-style-type: none"> <li>Maintaining and improving the sound financial position</li> <li>Increasing confidence and satisfaction</li> </ul> <p><b>CUSTOMERS</b></p> <ul style="list-style-type: none"> <li>Developing innovation and enhancing digital transformation</li> <li>Improving services, internal functions and procedures</li> <li>Creating competitive advantage</li> <li>Improving productivity</li> <li>Maintaining and improving their sound financial position</li> <li>Increasing confidence and satisfaction</li> </ul> <p><b>SUPPLIERS/PARTNERS</b></p> <ul style="list-style-type: none"> <li>Creating indirect jobs</li> <li>Developing innovation and improving knowledge through the best use of new technologies</li> <li>Improving productivity</li> <li>Maintaining and improving their sound financial position</li> <li>Increasing confidence and satisfaction</li> </ul> <p><b>EMPLOYEES</b></p> <ul style="list-style-type: none"> <li>Improving knowledge and upgrading skills and competencies</li> <li>Improving the possibility of internal mobility and outside the Group</li> <li>Improving productivity</li> <li>Enhancing the feeling of security and reciprocity</li> <li>Improving morale</li> <li>Increasing confidence and satisfaction</li> </ul> <p><b>REGULATORY AND BUSINESS BODIES</b></p> <ul style="list-style-type: none"> <li>Developing innovation and improving knowledge through the best use of new technologies</li> <li>Increasing confidence and satisfaction</li> </ul>	



## Engagement with Stakeholders and Material issues

### Engagement with Stakeholders and Material issues

[GRI 102-40, GRI 102-42, GRI 102-43, 102-44]

Relationships and communication with stakeholders is an important factor of the operations of Info Quest Technologies.

The stakeholders that significantly influence and/or are affected by our business activities are:



- Employees
- Business Partners / Suppliers
- Customers
- Business Community
- Regulatory or professional bodies
- Social Institutions or Non-Governmental Organizations (NGOs)
- Media
- Financial Bodies / Investment Community
- Local community
- Academic community

### Recognition of material issues

[GRI 102-46, GRI 102-47, GRI 102-49]

The definition of material issues was made on the basis of the following three stages:

#### » A. Recognition of the relevant issues of Info Quest Technologies

The recognition of material issues was performed in consultation with external and internal stakeholders via an electronic anonymous questionnaire. In the context of the questionnaire, material issues were placed on a hierarchy based on their significance (with the evaluation scale starting from "1-Not at all important" and ending at "5 - Very Important"), while at the same time the expectations and requirements of stakeholders were identified and evaluated

#### » B. Hierarchy of issues

In order to prioritize the issues, we have taken into account the Principles of Materiality and stakeholder Participation, base on the methodology of the GRI Standards.

#### » C. Validation

In the context of the validation of the results of stage B, we have taken into account the Principle of Completeness and Participation of stakeholders based on the methodology of the GRI Standards.

In the following map the material issues of Info Quest Technologies are presented:



1. Ensuring the health, safety and well-being of employees
2. Compliance with regulatory authorities
3. Providing education (certifications) and employee development
4. Protection of critical information systems and ensuring Business Continuity
5. Ensuring business ethics and combating corruption
6. Protection of Customer personal data and privacy
7. Equality, Diversity & Inclusion
8. Supporting digital transformation and modernization through the provision of innovative products and services



**Material Issues**  
[GRI 102-46, GRI 103-1]

The above table presents the material issues arising from the consultation with the stakeholders and their connection with the UN Sustainable Development Goals.

MATERIAL ISSUE	WHY THE ISSUE IS CONSIDERED MATERIAL	BOUNDARY LIMITS	Impact on Info Quest Technologies	Stakeholders outside the Company who may cause or be associated with the impact of the issue
	<b>Connection with UN Sustainable Development Goals</b> 	<b>Stakeholders directly impacted by the issue</b>		<b>Stakeholders outside the Company who may cause or be associated with the impact of the issue</b>
Ensuring the health, safety and well-being of employees		<ul style="list-style-type: none"> <li>Employees</li> </ul>	yes	<ul style="list-style-type: none"> <li>Regulatory or professional bodies</li> </ul>
Protection of Customers personal data and privacy		<ul style="list-style-type: none"> <li>Company Executives</li> <li>Customers</li> </ul>	yes	<ul style="list-style-type: none"> <li>Regulatory or professional bodies</li> <li>Business Partners</li> </ul>
Ensuring business ethics and combating corruption		<ul style="list-style-type: none"> <li>Employees</li> <li>Business Partners</li> <li>Business Community</li> <li>Company Executives</li> </ul>	yes	<ul style="list-style-type: none"> <li>Regulatory or professional bodies</li> <li>Social Agencies / NGOs</li> <li>Media</li> <li>Customers</li> </ul>
Protection of critical information systems and ensuring Business Continuity		<ul style="list-style-type: none"> <li>Employees</li> <li>Company Executives</li> </ul>	yes	<ul style="list-style-type: none"> <li>Regulatory or professional bodies</li> </ul>
Providing education (certifications) and employee development		<ul style="list-style-type: none"> <li>Employees</li> <li>Company Executives</li> </ul>	yes	<ul style="list-style-type: none"> <li>Business Community</li> <li>Regulatory or professional bodies</li> </ul>
Compliance with regulatory authorities		<ul style="list-style-type: none"> <li>Employees</li> <li>Company Executives</li> </ul>	yes	<ul style="list-style-type: none"> <li>Business market</li> <li>Regulatory or professional bodies</li> <li>Customers</li> </ul>
Supporting digital transformation and modernization through the provision of innovative products and services		<ul style="list-style-type: none"> <li>Employees</li> <li>Company Executives</li> </ul>	yes	<ul style="list-style-type: none"> <li>Business Community</li> <li>Customers</li> <li>Local community</li> <li>Regulatory or professional bodies</li> </ul>
Equality, Diversity & Inclusion		<ul style="list-style-type: none"> <li>Employees</li> <li>Company Executives</li> </ul>	yes	<ul style="list-style-type: none"> <li>Business Community</li> <li>Customers</li> <li>Local community</li> <li>Regulatory or professional bodies</li> </ul>

## Corporate Governance model

## Corporate Governance model



[GRI 102-18, GRI 103-1, GRI 103-2, GRI 103-3, GRI 405-1]

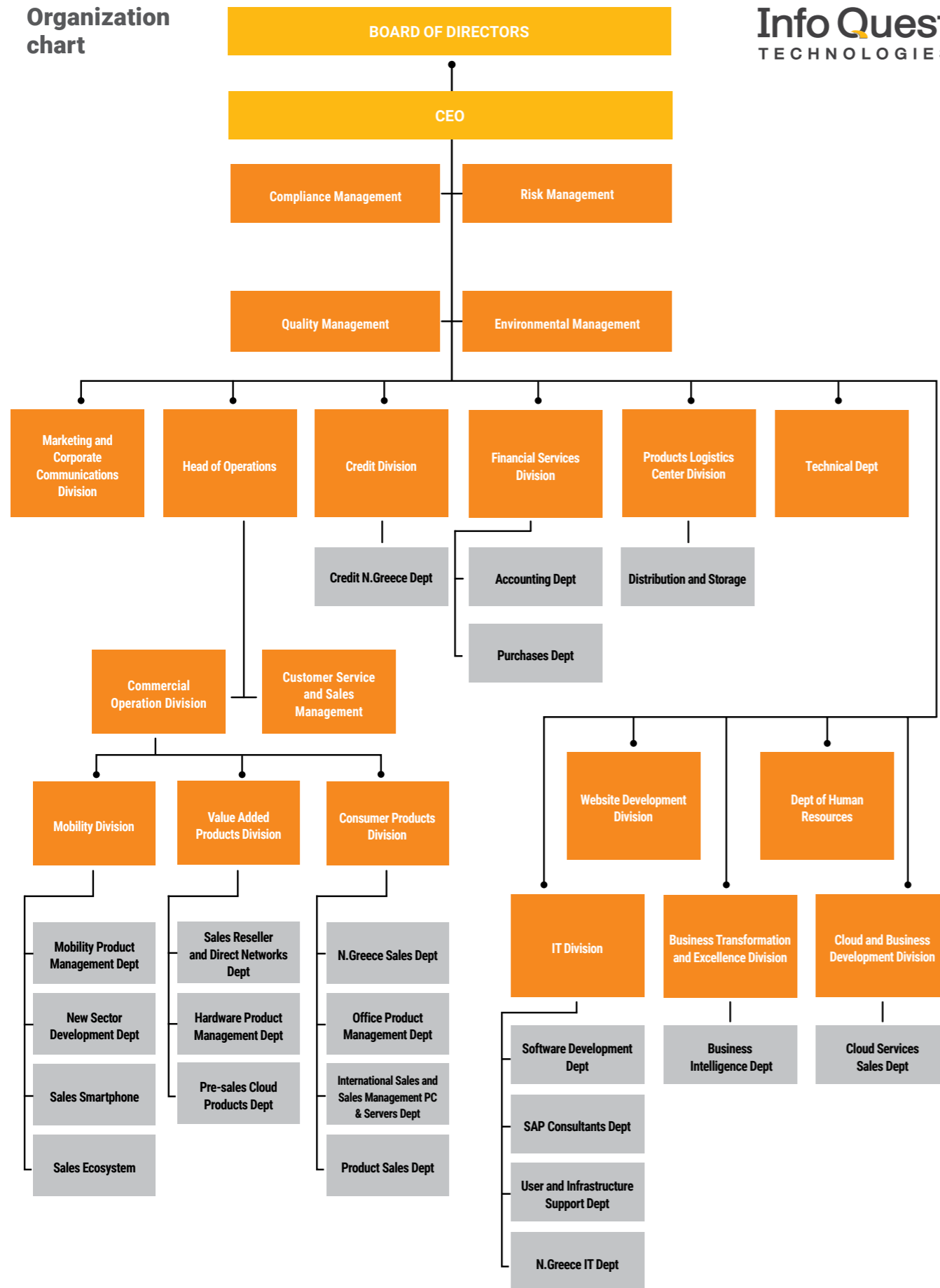
### Corporate Governance

Info Quest Technologies has adopted the principles, values, policies and Corporate Governance Procedures set by the Quest Group.

Board of Directors	
Dimitrios Eforakopoulos	Chairman and Managing Director
Eftychia Koutsourelis	Vice-Chairwoman
Apostolos Georgantzis	Member
Theodoros Fessas	Member
Markos Bitsakos	Member
Theodoros Fragos	COO and Member

The Sustainable Development Team of the company, which is a subordinate of the Managing Director, manages the Sustainable Development and Corporate Social Responsibility issues. The Committee operates on the basis of the strategic guidelines and coordination of the Quest Group Sustainable Development Committee.

**Organization chart**



# Ethical business behavior and culture, and regulatory compliance

[GRI 102-16, GRI 103-2]



**Material issues:**

- » Ensuring business ethics and combating corruption.
- » Compliance with regulatory authorities.

At Info Quest Technologies, we apply the zero tolerance philosophy to any deviation from non-compliance with current legislation or any deviation from unethical practices.

Human resources are the driving force behind our efforts. We systematically inform about the principles and values of the company, as well as the issues of business ethics and regulatory compliance. The process of induction of young workers includes information on business ethics and compliance. At the same time, policies and procedures are easily accessible at the company Intranet. In addition, employees participate in hands-on seminars of principles and values organized by the Human Resources Department. Finally, the relevant reference to Policies and Procedures is made in the corporate meetings of employees.

We also commit through the Supplier Code of Ethics to our major suppliers in a joint effort against any practice of non-compliance with laws, bribery, corruption or unfair competition.

## Our performance - Our goals

[GRI 103-3, GRI 419-1, GRI 205-3, GRI 206-1]

In 2021, there was no incident or complaint brought to the attention of the Company's Board concerning corruption or bribery, unfair competition, non-compliance with the provisions of the relevant legislation and regulations at the economic and/or social level. Furthermore, there is no ongoing investigation of a relevant complaint on the above issues from previous years. Full compliance with laws and regulations in the social and environmental area is performed.

The Company has posted on its website and the internal Intranet (Uranus) the Supplier Code of Conduct and the Code of Conduct and Ethics. The purpose is to inform employees and all stakeholders on the principles and rules governing our operation.

2021 TARGET	RESULTS FOR 2021	GOALS FOR 2022
<ol style="list-style-type: none"> <li>1. Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices</li> <li>2. Full compliance with laws and regulations in the social and environmental area</li> </ol>	100% achievement	<ol style="list-style-type: none"> <li>1. Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices</li> <li>2. Full compliance with laws and regulations in the social and environmental area</li> </ol>

# Protection of customer privacy and data

[GRI 103-2]



## Material issues:

- » Protection of critical information systems and ensuring Business Continuity
- » Protection of Customers personal data and privacy

## Protection of Personal Data

The protection of personal data is at the heart of our operation. We strictly follow the Quest Group's Information Security Policy and the Data Protection Officer, with systematic audits, training and guidance, monitors the proper application of Group specifications.

Info Quest Technologies complies fully with the EU General Data Protection Regulation 2016/679, and the national legislation, implementing a specific program which is constantly upgraded and updated, given the fact that we operate online stores and a technical service.

### In 2021, Info Quest Technologies recorded:

- Zero cases of non-compliance, zero number of documented complaints of personal data breaches of natural persons and zero fines or penalties for breach of personal data legislation.
- Zero data loss incidents.

## Our performance - Our goals

[GRI 103-3, GRI 418-1, IQT Indicator]

### Personal Data Protection and Infrastructure Security and Operational Continuity

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
1. Zero cases of non-compliance, zero number of documented complaints of personal data breaches of natural persons and zero fines or penalties for breach of legislation.	1. 100% achievement	1. Zero cases of non-compliance, zero number of documented complaints of personal data breaches of natural persons and zero fines or penalties for breach of legislation.
2. Zero Data breach incidents, which may affect the confidentiality and integrity of the Company's data and systems.	2. 100% achievement.	2. Zero Data breach incidents, which may affect the confidentiality and integrity of the Company's data and systems.
3. At least 99.9% Availability of Systems	3. Goal achievement - 99.995% availability.	3. At least 99.9% Availability of Systems
4. Performance of Penetration Tests in collaboration with specialized external partners	4. 100% achievement.	<b>ESG Strategy goals</b> 4. Assessment of requirements for ISO 27001:2013.
5. Training of employees on Information Security.	5. 100% achievement	5. Compulsory training to employees using computers 6. Evaluation of the vulnerability of main systems

## Our People



[GRI 102-8, GRI 103-1, GRI 103-2, GRI 103-3, GRI 405-1]

Our people are the most important pillar of our company. We support the development of human resources, offer equal opportunities by establishing an inclusive environment and invest in the well-being and security of our employees.

## Diversity and Inclusion

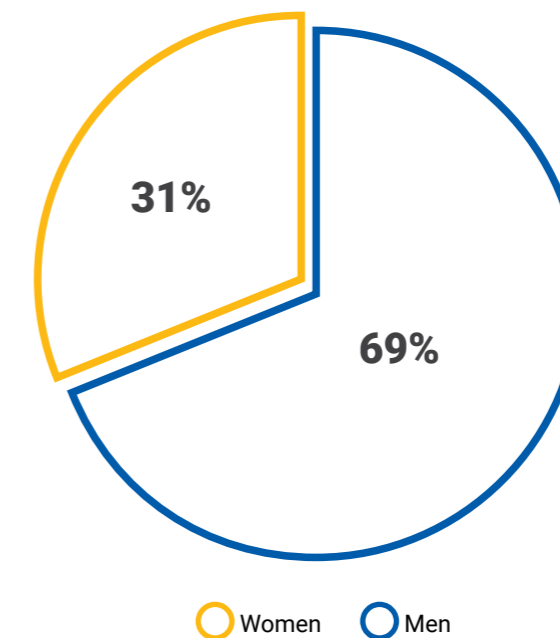
[GRI 103-2, GRI 103-3, GRI 401-1]



**Material issue: » Equality, Diversity & Inclusion**

Info Quest Technologies employs a total of 376 employees, 98% of which are on open-ended employment contracts (5 men and 1 woman in Attica are on fixed-term contracts). 31% of our human resources are women, while women in managerial positions hold 17% of total positions.

Percentage of human resources per Gender 2021



At Info Quest Technologies we are constantly creating new high quality jobs. The mobility of our staff amounted to 8.98%. In 2021, we hired a total of 90 employees, while at the same time there were 42 departures.

## Our People

In more detail, total individuals hired and departed by region and age are presented in the table below.

	Region	Age	2021
<b>Total individuals hired</b>	Attica	<30 YEARS OLD	57
	Attica	>30 and <50 YEARS OLD	27
	Attica	>50 YEARS OLD	4
	Outside of Attica	<30 YEARS OLD	1
	Outside of Attica	>30 and <50 YEARS OLD	1
	Outside of Attica	>50 YEARS OLD	0
<b>Total departures</b>	Attica	<30 YEARS OLD	27
	Attica	>30 and <50 YEARS OLD	14
	Attica	>50 YEARS OLD	0
	Outside of Attica	<30 YEARS OLD	0
	Outside of Attica	>30 and <50 YEARS OLD	0
	Outside of Attica	>50 YEARS OLD	1

## Our performance - Our goals

### GOALS FOR 2022

Increase of the % of employee satisfaction (based on the employee satisfaction survey undertaken every 2 years)

## Employee Development

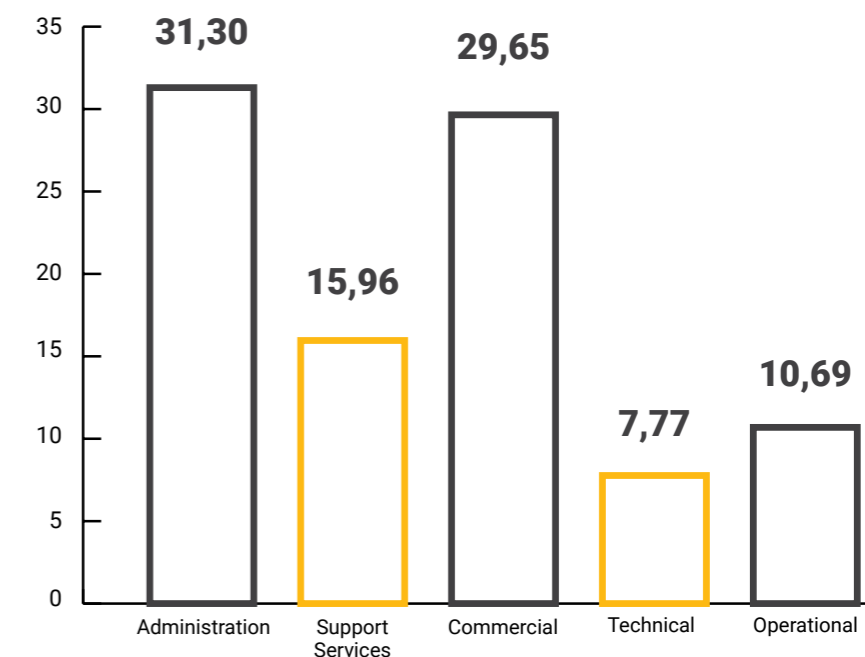
[GRI 103-2, GRI 103-3, GRI 404-1, GRI 404-3]



**Material issue:** » Providing education (certifications) and employee development

### Average training hours per department

Employee development and continuing education are at the epicentre of our work. In 2021, we invested € 49,105 in the training of 316 employees of ours. We offered our human resources 122 licenses for remote education via the LinkedIn website. The total number of human-hours of training was 6,506 with an average of **17.3 human-hours of training per employee.**



### In the context of ongoing training and education of our staff:

- » **Quest Mini MBA:** 10 of our employees participate in the current course of the Quest Mini MBA organized by the Group
- » **Talent Development Program:** 33 of our employees participate in the talent development program currently being conducted in the Group
- » **Digital & Soft Skills:** We are implementing an extensive program of digital skills, technical training, certification and training in soft skills.
- » **HereWeAre" Group Portal and Orion Application:** We take advantage of the Group's specialized platform for personnel development issues and the management of all parameters related to human resources issues, licenses, evaluations, trainings, etc.
- » **Institution "I stand out":** A process of strengthening the corporate culture, in which all employees can participate and nominate co-workers who they believe are worth honoring, linking their proposals with the values and principles of the Group.
- » **Communication between Managers - Employees:** We conduct an annual meeting of employees (Kick off) and meetings with various departments and the Management (on a weekly, monthly and quarterly basis). We use an internal online communication system, which encourages employees to freely express their opinions and ideas. Two-way communication is systematically pursued and suggestions are carefully considered.
- » **Assessment:** 100% of employees, regardless of position or gender, are subjected to a regular assessment every year. In the context of assessment, an employee self-assessment is performed along with a discussion in which individual goals and areas for improvement are agreed upon.

## Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Average training > 20 hours / employee.	Average: 17.3 hours. Not all Group programs were conducted in 2021 due to the pandemic.	Average training > 20 hours / employee. <b>ESG Strategy goal</b> Annual increase by 2.5% in training hours per employee.
E-learning platforms > 20% of employees.	35%	E-learning platforms > 30% of employees.
Assessment for 100% of employees.	100% achievement.	Assessment for 100% of employees.
Increase in the rate of employee satisfaction for training provided (according to the results of the satisfaction survey conducted every two years).	61% from 51% in the previous survey	Increase in the rate of employee satisfaction for training provided (according to the results of the satisfaction survey conducted every two years).

## Employee Health and Safety

[GRI 103-2, GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7]



### Material issue: » Ensuring the health, safety and well-being of employees.

At Info Quest Technologies, we follow the principles of the Quest Group, and we apply the system of continuous management of Health and Safety issues at work. The system's pillar is the assessment, forecasting and prevention of occupational risk, along with the monitoring and recording of accidents and work-related illnesses.

In order to ensure health and safety, training sessions are carried out, systematic periodic checks of facilities and positions are carried out and changes, instructions, modifications and improvements of equipment are proposed.

The technical consultants for Health (Occupational Physician) and Safety (Security Technician) are responsible for identifying and assessing occupational risk. Accidents at work are recorded on a special form all actions provided for by law and/or the policies and procedures established are followed.

In parallel we undertake a series of initiatives for the well-being of our employees. We offer all employees and their families psychological coaching and support services in cooperation with the organization EAP HELLAS through telephone communication or direct personal consultations in relation to both work issues but also personal matters including family and addictions. In addition we support the physical health of our employees through exercise by offering the opportunity to our employees to visit the company gym and taking part in on-line Pilates classes.

In addition we have introduced the initiative «Wellness Days» were employees are encouraged to follow a healthier way of life. Finally, we have also support the initiative «Special Days» were we undertake initiatives through out the year to make some days very special for our employees. Indicative actions are the offering of symbolic gifts to the children of employees when they start first grade in School as well as gifts for wedding, university entrance for employee children etc. The initiative «Early Friday» allows the earlier departure on Friday from the office during the summer months as well other initiatives which allow early departure such as on employee birthdays.

## We provide the following benefits to our employees:

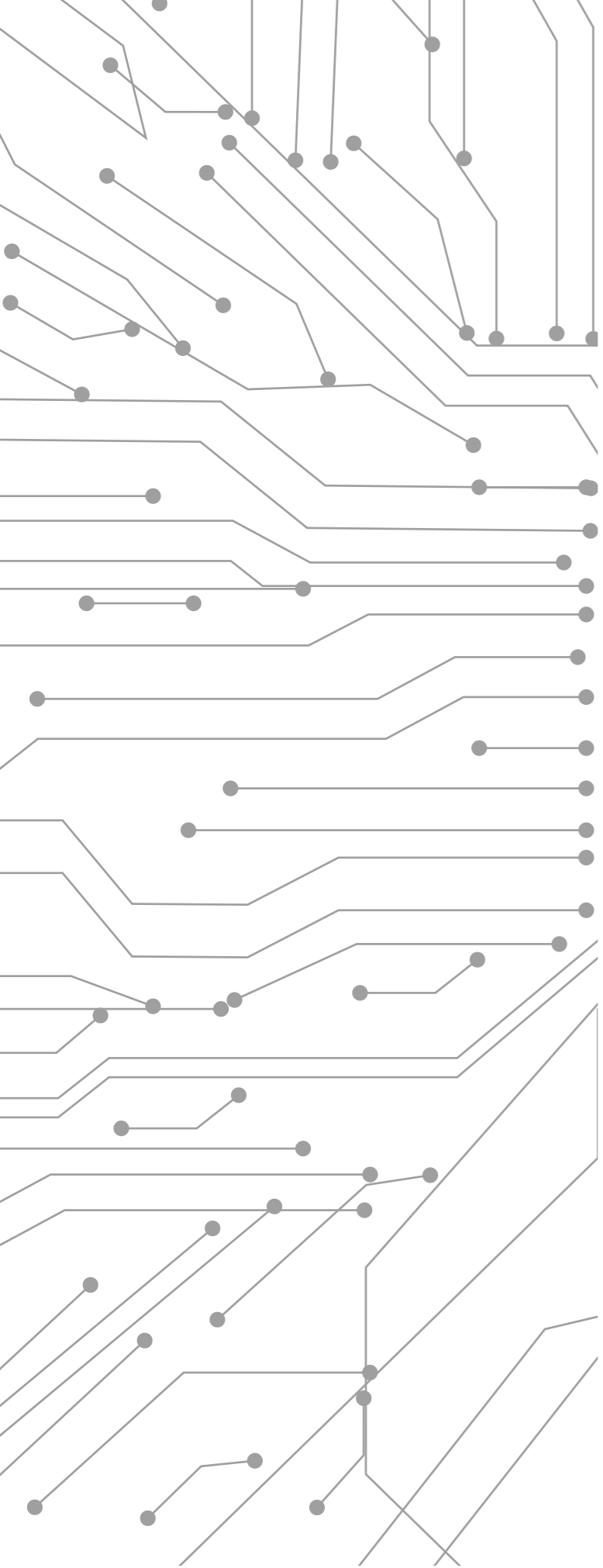
- » medical and hospital care, through social security and also through an additional private group contract;
- » voluntary flu vaccination;
- » specialized counseling and psychological support programs in collaboration with EAP HELLAS for employees and their family members;
- » access to the Blood Bank of the Group;
- » support for company runners participating in the Quest Running Team (participation, clothing);
- » gym in a company building and online Pilates classes;
- » free antigen test (Rapid test) for the detection of the coronavirus causing CoViD-19.
- » the ability to participate in organized events, such as updates by experts (nutrition, stretching in the office, etc.), relaxation outings, free tickets for cultural events, participation in voluntary blood donations, etc.

## Our performance - Our goals

[GRI 103-3, GRI 403-8]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
COVID-19 Pandemic Impact Management	The management of the COVID-19 pandemic at the level of human resource management is considered successful. There was no dispersion in large groups of employees, teleworking was successful, all the necessary measures were taken in time.	
100% participation of employees with a fixed employment contract in the Health and Safety Management system.	100% achievement.	
Zero accidents at work.	100% achievement.	<b>ESG Strategy goal</b> Calculation of Health and Safety Indicators Zero accidents at work.
Continuation of training programs in First Aid & response to natural disasters.	100% achievement.	Continuation of training programs in First Aid & response to natural disasters
Implementation of a psychological support program in collaboration with EAP HELLAS.	100% achievement.	Implementation of a psychological support program in collaboration with EAP HELLAS.
Continuation of good employee well-being practices.	Achievement of target (with restrictions due to the pandemic).	Continuation of good employee well-being practices.





## Responsible business activity

## Responsible business activity



Responsible business is the driving force of our operation. Ethical business is an inviolable priority and the company's pursuit in all its dealings with the State, employees, the society and the environment.

## Sustainable supply chain

[GRI 102-9, GRI 102-10, GRI 103-1, GRI 103-2]

We work with leading international suppliers who apply structured work practices and operate with environmental responsibility. We adopt the Group's Procurement Policy, and we have put in place relevant procedures to accurately identify the relationship with our suppliers and partners.

We have developed and utilized a specialized application, through which we assess annually the suppliers who represent 80% of our turnover (at least 50) using evaluation indicators and criteria, related to commercial issues. Every 3 years an assessment is performed on 100% of our suppliers

2021 >>

**75%**

of our major suppliers was evaluated using environmental criteria.

**74%**

of our major suppliers was evaluated using social criteria.

## Our performance - Our goals

[GRI 103-3, GRI 308-1, GRI 414-1, Indicator IQT]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Evaluation of suppliers for 80% of turnover (at least 50 suppliers).	100% achievement The evaluation for the 50 top Suppliers was completed	Evaluation of suppliers for 80% of turnover (at least 50 suppliers)
1,200 hours of training.	104% achievement	1,200 hours of training
Activating +10% of partners to build on the QuestonCloud.com platform	+15% achievement	Activating +10% of partners to build on the QuestonCloud.com platform
Update of key suppliers to the Supplier Code of Conduct.	Meeting	Updating on the new Code of Conduct and Ethics
		<b>ESG Strategy Goal</b> Determination of qualitative and quantitative ESG criteria for main suppliers

## High-quality products


High quality and business excellence is a core principle of ours, part of our culture and a daily priority. From the creation and delivery of products and services, to relationships with our customers and partners, we strive for continuous improvement.

We cooperate with the leading vendors with international reputation and leading products, and we provide high-level technical support from our Certified Repair Center. A key tool on the path to Total Quality is Quality Management in accordance with the international standard ISO 9001:2015, which regulates and monitors the Quality Certification procedures of the company and the ISO 9004:2009 which is a guide towards sustainable achievement of corporate goals. We operate with the aim of providing the best possible customer service and continuous improvement.

## Quality Assurance

Quality assurance is our priority. All our activities, from the production and provision of products and services and procurement, to the relationships with clients and associates, the way of operation, auditing and constant improvement operate with the purpose of quality assurance. We monitor multiple indicators and aim at improving and ensuring good business results, on a stable and permanent basis.

Info Quest Technologies has been awarded the following certificates:



- Certificate of Conformity of the Quality Management System EN ISO 9001:2015, TUV HELLAS (TUV NORD) – A.M. Certificate: 44 100 084665.
- Certificate of Environmental Management System ISO 14001:2015, TUV HELLAS (TUV NORD) – A.M. Certificate: 042 17 0017
- Certification - verification that it complies with the requirements of Ministerial Decision ΔΥ8/1348/04 regarding the marketing and handling of medical technology products - TUV HELLAS (TUV NORD) - Reg. No. of Certificate: 44 100 084665.
- We also follow guidelines of ISO 27001:2013 in Information Security issues.

## Support to society

Info Quest Technologies is working towards strengthening of the society. In 2021, we offered € 65,329 in social investment: We supported institutions and non-profit organizations (NGOs) that help children and vulnerable social groups by providing equipment that helps with their digital upgrading and financial support.

At the same time, we supported actions that promote the interconnection of young people with technology and the development of digital skills by supporting initiatives such as the Information Science Competition for Young People and the Economia competition for university students, contributed via the distribution of products and took initiatives to support innovation and human resources.

## Sustainable Products & Digital Innovation

## Sustainable Products & Digital Innovation

[GRI 103-1, GRI 103-2]



### Responsible and innovative products and services

At Info Quest Technologies, we take into account the environmental and social impacts of our products and services.

#### Materials Management - Provision of environmentally friendly products - Green Information Technology (IT)

In recent years, our products are less energy-consuming, made from more eco-friendly materials and available in recyclable packaging. They also have reduced volume and weight, resulting in the reduction of fuel during their transportation and energy consumption. We systematically search and include in our range products and services that help to reduce the environmental footprint of our customers. Indicatively, since 2021 we have been distributing in the Greek market the innovative green, portable EcoFlow Power Stations, which charge from both electricity and solar panels, providing electricity where needed and replacing noisy oil generators while also offering consumers the Xiaomi smartphone replacement service with the provision of subsidy for purchasing a new one, in line with the principles of the circular economy.

#### Distribution of Cloud Solutions and Services

Cloud services are the new way of utilizing ICT technology, with significant environmental and social benefits, including restricting the transportation of products, the local use of energy-intensive servers and the reduction of paper usage. We systematically enrich our know-how, our collaborations and our offered Cloud solutions and services, responding to the needs of both large organizations and small and very small businesses. At the same time, through our 100% subsidiary Team Candi, we invest in digital transformation solutions with a focus on Work Transformation, process automation and digitization of processes and secured infrastructure.

#### Distribution of Internet of Things (IoT) products and solutions

Focusing on Xiaomi's interconnected ecosystem - the largest ecosystem in the world - we are strengthening our presence in the "Consumer Internet of Things / Smart Home" sector, improving important aspects of everyday social life while enabling consumers, via the proper management of interconnected products, to significantly reduce their environmental footprint

#### E-mobility

We invest in e-mobility by proposing an ecological way of moving around the city. Xiaomi electric skates are the most popular product of the e-scooters category in Greece while, since 2021, we have been distributing Segway electric, eco-friendly motorbikes.

#### Air conditioning

With the aim of serving the market in choosing more environmentally friendly cooling and heating solutions, we invested, through Clima Quest, in the exclusive distribution and support of Gree products, the largest and most innovative and eco-friendly supplier in the world. To this day, we offer for the consumer and the professional market a wide range of solutions of higher-energy class, with environmentally friendly cooling liquid

## e-Commerce

We develop and support online stores of products and services, both for the B2B market and the retail market. Our aim is to offer an upgraded market experience to our customers.

### Our performance - Our goals

[GRI 103-3, IQT Indicator]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Increase sales in new innovative products and technology services, with an environmental and/or social impact		
Mobility & IoT: Growth of sales by 20%, 1st place in Smartphone sales (share in pieces %).	Sales Increase +79%. 1st place in Retail and Online and 2nd Place PoTotal market	Retaining a share in Mobility and an increase in IoT sales by + 5%
Cloud: Increase of the active jobs in QuestonCloud by 50%.	102% achievement. (51% new jobs)	Increase in revenue from the QuestonCloud platform by 50%
Increase of 2% since the rise of the e-Commerce market.	In the categories monitored by GFK, the market increased by 51.4%, QOL by 55%.	Increase of 2% compared to the e-Commerce market total increase.

## Supporting the digital transformation

[GRI 103-1, GRI 103-2]



### Material issue: » Supporting digital transformation and modernization through the provision of innovative products and services

Given our size and leadership position, we contribute substantially to the digital transformation of the domestic market, aiming at the best possible response to the new data of the digital economy. Creating innovative value for each customer is one of the main components that guarantee the long-term successful course of our company.

Aiming at a high level customer service and satisfaction of current and future needs, we seek:

- » to continue investing in the provision of innovative solutions, products and services
- » business excellence
- » to ensure strict quality control to meet the specifications of products and services, in terms of health and safety of customers
- » to provide comprehensive and responsible information to customers, through a set of policies, principles, commitments and procedures, based on the ISO 9001:2015 standard and the relevant Quality Policy
- » to take environmental protection measures

### Customer satisfaction and support, Customer Health and Safety

#### » High-quality products of international companies

We are working with reputable and acclaimed vendors who have high quality and international quality products, while providing all the necessary certifications and quality standards, in accordance with EU regulations, contributing to increased productivity and customer safety. We give particular emphasis on responsible consumption and the safe use of the products by consumers, focusing on the following axes:

- » Full compliance with current safety, ergonomic and low consumption of power legislative requirements.
- » Providing Greek instructions for use and clear warranty terms on each product.
- » Operation of a high-specification repair center.
- » Provision of technical support services.

As for the software, the provision of professionally and technically sound solutions to the network of partners and customers is ensured by the annually repeated trainings and certifications of sales, presales and support.

#### » Technical Support

Technical Support is an important advantage and part of the integrated service that we offers to our customers. On our premises at Kifissou Avenue, in Aghios Ioannis Rentis, we own a fully organized Technical Support Department that operates as the Authorized Repair Center for the larger manufacturers - such as Apple, Xiaomi, HP, Canon, Epson and Lenovo. The Technical Service Center employs 50 people who are certified by the leading manufacturers, while it also employs 10 people to support the POS Production & Warehousing operations

## Evolution and Innovation

Realizing the constant changes in the market and the constant need for development, we participate in the standard innovation center (iQnovus) of the Group with the aim of encouraging innovation with the cooperation of the universities and start-ups ecosystem. Having established many different programs designed and implemented by and towards our people, we manage to implement actions that reinforce the birth of innovative ideas, based on specific challenges that we are called upon to face in our daily work life, always guided by the positive experience of people and our customers. With the aim of finding innovative solutions that will help optimize the way the company operates, as well as the development of new products and services, we participate in a number of research projects.

○ In the context of the Action "SKILLS CENTERS" of the Operational Program "Competitiveness, Entrepreneurship and Innovation" (EPANEK), Info Quest Technologies has become a participant in the first Skills Center for 5G and subsequent generations in Greece with an emphasis on boosting sustainability and vertical value chains.

○ Info Quest Technologies is also participating in the joint initiative of healthcare companies titled "Health-Hub", having submitted a proposal for the selection of European Digital Innovation Hubs in Greece, in the context of the "Digital Europe 2021-2027" program. The purpose of Health-Hub is to support the digital transformation of businesses and public bodies engaging in the Healthcare and Pharmaceutical sector.

## Investing in Know-how

We systematically invest in know-how, new solutions and services and have a number of certified engineers and consultants, who help our partners and customers in understanding and applying new technologies. In 2021, the Cloud Presales and Cloud Services team was expanded, while significant know-how was developed in the Collaboration platforms and the Central File Management applications.

## Business Development

Focused on our vision to connect innovative digital technologies with the Greek market in the

easiest, most economical and efficient way, we systematically seek, design and introduce new technologies and services to the market, which help our customers to achieve their goals.

We systematically monitor international trends and developments in the new technology sector, and we systematically expand our partnerships. At the same time, taking into account the great challenges we face worldwide, we develop solutions and services in this direction. The aforementioned circular economy services and the ecological/ e-mobility and energy storage solutions are in this direction.

In 2021, the acquisition of Team Candi signaled the significant targeting and strengthening of our presence in the Cloud Solutions & Services sector.

At the same time, we enriched our Portfolio with new partnerships and extensions to new product categories. In addition, we have strengthened our presence in Cyprus and Malta and are exploring further development abroad (based on our contracts):

### » Products / Distribution of Value Added

- » New partnerships with ARUBA and Silver-Peak (HPE Subsidiaries) houses
- » Launch of Distribution of Red Hat, for Greece and Cyprus, a global protagonist in Enterprise Linux and OpenShift Architecture with a significant presence among leading Greek Companies
- » Launch of Distribution of Acronis for Greece, Cyprus and Malta, a very important Backup and Security Solutions Provider with an emphasis on Cloud infrastructure.
- » New collaboration with EcoFlow (Portable Power Stations)
- » Extension of distribution activity to air conditioners, white appliances and electrical appliances (small and large), in cooperation with the company of the Clima Quest Group (exclusive distributor of Gree) and as a sub-distributor of the company Dimitriou (Toyotomi, Singer, Izola, etc.)

### » Cloud Business

- » 100% acquisition of Team Candi, a company specialized in providing Modern Workplace & Process Automation solutions (Microsoft Gold Partner) (#1 Share Point Development & Modern Workplace Partner in Greece for Microsoft)

- » New Cloud Services portfolio
- » #1 M365 Distributor in Greece & Fastest Growing Distributor for Microsoft
- » Official distributor of DocuSign (electronic signatures)

### » Mobility & IoT

- » New Xiaomi Store in Cyprus
- » Enhancement of sales from online store [mistore-greece.gr](http://mistore-greece.gr)
- » Support for the operation of a new Group company, which undertook the distribution of the POCO brand (Xiaomi sub-brand in Greece and Cyprus) starting from July 2021
- » Expansion of IOT portfolio
- » Segway E-motorcycles

### » e-Commerce

- » Support for the operation of the Group e-shop [www.you.gr](http://www.you.gr). Support for consumer market in lockdown periods, with products and services. New partnerships for fast delivery. Application development for support/participation in voucher subsidy programs
- » Redesign of [www.mistore-greece.gr](http://www.mistore-greece.gr), the Xiaomi Store in Greece
- » New online store of Xiaomi Store Cyprus, [www.mistore-cyprus.com.cy](http://www.mistore-cyprus.com.cy)
- » Installation of AKAMA WAF + CDN in [questonline.gr](http://questonline.gr) and [mistore-greece.gr](http://mistore-greece.gr)
- » Penetration Testing and Vulnerability Assessment Services on all ecommerce sites

### » New Logistics Center

In the context of our development strategy and focus on providing optimal services to our partners, suppliers and customers, in 2021, Info Quest Technologies developed a new state-of-the-art logistics center > 20,000 m<sup>2</sup> in Aspropirgos, Attica. The new Logistics Center will significantly optimize the operational part of the organization and its effectiveness. At the same time, this landmark investment will contribute to the achievement of the difficult goals of sustainable development we have set and the reduction of our environmental footprint, by optimizing the storage, distribution and recycling of materials, the use of renewable energy sources to meet the energy requirements, as well as the use of automation technologies that will significantly reduce movements within storage spaces.

## Digital Transformation

The company approaches digital transformation by combining the adoption of cloud technologies, with the redesign and automation of both internal operating processes and channels of interaction with the external environment (customers, suppliers).

### In 2021 we continued our digital transformation plan, with the following being main points:

- » Creation of a productive hybrid environment for everyone
- » Universal use of electronic contract management and extensive use of electronic signatures
- » Automation and digitization of accounting procedures (supplier payments approvals)
- » Redesigning and digitization of the process of creating new suppliers
- » Further development of the BI system
- » Use of AI technologies in e-commerce sites

## Our performance - Our goals

[GRI 103-3, IQT Indicators]

### Customer satisfaction and support, Customer Health and Safe

We have a complaint-handling mechanism in accordance with ISO 9001:2015 quality system procedures. Complaints are collected from online forms available on the websites or by telephone and recorded by the recipient, communicated to the head of the quality department, who undertakes, together with the relevant authorities, the communication with customers and the written response to them.

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.

We have a number of indicators to measure our processes that help us to monitor and improve customer satisfaction.

#### Customer Complaints

**Goal: Responding to 1 working day and resolving the issue within 10 working days for at least 90% of complaints**

	2019	2020	2021
Number of customer complaints based on complaint management system	21	25	53
Rate of response	90,48%	92,00%	98,11%
	Achieved	Achieved	<b>Achieved</b>

### Wholesale

#### Call Center for wholesale customers

**Goal: 92%**

	2019	2020	2021
Percentage of calls answered	88,66%	74,65%	93,91%
	Deviation	Deviation	<b>Achieved</b>

Following the huge amount of calls during the initial period of the Pandemic, the company proceeded to corrective actions with the installation of a new, more advanced call center as well as the hiring of additional staff that contributed to the improvement of the result and the achievement of the goal from 2021.

### Wholesale customer satisfaction survey

In the 1st quarter of 2021, the three-year Customer Satisfaction Survey was conducted, in which the main elements were: an increase of 12 percentage points in the overall satisfaction rate (77% from 65% in the previous measurement) and an increase of 13 percentage points in the company's degree of reliability (which reached 85% from 72% in 2018). The overall picture of the survey results is the overall improvement of our company in all areas of evaluation.

### Technical Department

#### Technical Support for all customers

**Target: Average repair time at In House Service < 5.0 working days**

	2019	2020	2021
Performance	3,87	3,62	4,15
	Achieved	Achieved	<b>Achieved</b>

#### Easy access to the Call Center of the technical department

**Target: Percentage of calls answered >90%**

	2019	2020	2021
Performance	86,39% (Last 5 months: 92,93%)	92%	92%
	Achieved	Achieved	<b>Achieved</b>

#### Quality of technician's work for Apple repairs

**Goal: <3%**

	2019	2020	2021
Performance	0,43%	0,00%	0,00%
	Achieved	Achieved	<b>Achieved</b>

The target, which is monitored by Apple, concerns the rate of re-import within the month of the same product - with the same IMEI number - in smartphones covered by warranty and is set to be less than 3%.

### Quality of technician's work for repairs of Xiaomi mobiles

Goal: ≤4,50%

	2019	2020	2021
Performance	2,94%	3,83%	1,86%
	Meeting	Meeting	<b>Meeting</b>

The target, which is monitored by Xiaomi, concerns the rate of re-import within the month of the same product - with the same IMEI number - into smartphones covered by warranty and is set to be lower than 4.50%.

## End Customers

Given the company's ever-increasing interaction with the consumers of Xiaomi products, a number of indices of satisfaction of these customers are monitored, as respectively for the online store www.you.gr. The following are the main indices:

### Xiaomi Customer Satisfaction Index

Target: >95%

	2019	2020	2021
Performance	98,50%	99,10%	90,03%
	Meeting	Meeting	<b>Deviation</b>

The index measures customer satisfaction with Xiaomi products and support services and is carried out through research conducted through the Xiaomi Customer Support Center and through its daily communication with end-customers. The huge increase in some of Xiaomi products in the Greek market has led to an increase in customers who state they are not satisfied resulting in us not meeting the goal.

### Easy access to Xiaomi Service Call Center

Goal: >95% by 2 2020 - New goal from 2021 = 93%

	2019	2020	2021
Performance	95,40%	91,40%	91,85%
	Meeting	Deviation	<b>Deviation</b>

The significant increase in the demand of the Xiaomi brand in the Greek market brought about a huge volume of communications and for this reason we had a small deviation from the revised goal from 2021

### NPS index you.gr

Target: >55

	2019	2020	2021
Performance	62	60,89	61,78
	Meeting	Meeting	<b>Meeting</b>

The Net Promoter Score (NPS) index is recorded by an external partner (e-satisfaction) who has undertaken the process of evaluation of the e-shop you.gr by consumers. The index remains substantially stable and above the company's goal.

### Easy access to the Call Center of you.gr

Target: >94,5% Percentage of calls answered

	2019	2020	2021
Performance	92,46%	74,00%	95,37%
	Deviation	Deviation	<b>Meeting</b>

Following the huge amount of calls during the initial period of the Pandemic, the company proceeded to corrective actions with the installation of a new, more advanced call center as well as the hiring of additional staff that contributed to the improvement of the result and the achievement of the goal from 2021.

### Returns you.gr

Revised Goal: <4,5%

	2019	2020	2021
Revised Goal	4,14%	4,15%	4,43%
	Meeting	Meeting	<b>Meeting</b>

The product-returns index of the online store and its goal were revised to include all cases of product returns and all sale channels that were not included in the previous method in order to make the results more accurate and respond to the total activity.

## Business Development

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
<ul style="list-style-type: none"> <li>Revenue from new solutions aimed at the digital transformation of small and medium enterprises</li> <li>eSignature - DocuSign</li> <li>eShop solutions for SME</li> <li>Cloud Enablement Services for Resellers</li> <li>Cloud Migration and Support services for SME</li> </ul>	<ul style="list-style-type: none"> <li>Target achieved.</li> <li>New collaborations were made in the field of Cloud, such as with Vodafone and Epsilon Net.</li> <li>New services were developed</li> <li>Exclusive cooperation in the distribution of GREE air conditioners (via Clima Quest).</li> </ul>	<ul style="list-style-type: none"> <li>Digital distribution / Cloud - Enhancement of services.</li> <li>New suppliers in the Cloud area.</li> </ul>
<ul style="list-style-type: none"> <li>Expansion of activity in e-Mobility.</li> <li>Ensuring Cooperation with Xiaomi (wholesale - retail).</li> </ul>	<ul style="list-style-type: none"> <li>Further Expansion of the Xiaomi ecosystem, IoT/Smart Home</li> <li>Entry in the e-Mobility sector via Segway</li> </ul>	<ul style="list-style-type: none"> <li>Assessment of further e-mobility activity</li> <li>Strengthen cooperation with Xiaomi (wholesale -retail)</li> </ul>
<ul style="list-style-type: none"> <li>Digital distribution / Cloud - Enhancement of services.</li> <li>New suppliers in the Cloud area.</li> </ul>	<ul style="list-style-type: none"> <li>Creation and publication of packaged Cloud solutions</li> <li>Launch Red Hat &amp; Acronis Distribution</li> </ul>	<ul style="list-style-type: none"> <li>Strengthening of Cloud services</li> <li>Active participation in the Digital Transformation Projects of Greek companies</li> </ul>

## Paperless Organization

100% paperless outgoing documents.	Achieved for 100% of contracts.	<b>ESG Strategy GOAL</b> Extending Paperless to other non-contract areas (such as cost management)
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## Modern Office

100% of corporate applications and processes were made available for remote work (SAP, O365, Mail, CRM, Application)	100% (via Remote Desktop).	Expanding the use of vertical Applications (Analytics)
Increased use of collaboration and remote access tools. Productivity Score: > 50%.	Info Quest Technologies Productivity Score aligned with global benchmark	Enhancing the automation of processes through Collaboration tools

## E-Customer

100% of products and services made available for orders in online sales channels (QuestonCloud, QuestOnline, you.gr, Mistore, corporate site).	Achieving a target for all standardized products.	Enrichment of available categories.
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## Direct and measurable benefits from implementing DocuSign e-Signatures

The following figures concern an implementation for utilizing the application over a period of 12 months:

- » Significant increase in productivity: Reduction of the management time of approval flows and the signing of contracts by 330 human-days (more than 2,400 contracts)
- » Significant increase in efficiency: 85% of the approval flows were signed in less than 24 hours
- » Significant cost reduction: Reduction of management (collection, approval, signature, archiving) costs by € 14,000
- » Reducing environmental Impact : Important reduction in the use of paper by 40.000 pages (80 packs of 500 pages) with the use of 100% paperless solutions.

## New digital transformation projects

- » Investing in automation to optimize productivity and accuracy in collection processes and warehouse management systems to better manage stocks as part of the creation of the new transit center.
- » Investing in Data and Analytics to better understand the customer base for the purpose of providing better and more targeted service.
- » Extending the application of paperless procedures to incoming invoices.
- » Further enhancement of the speed and security of the E-commerce platform.
- » Addition of credit/debit card portfolio on you.gr.
- » New Mistore-greece.gr: Significant upgrade of the online store mistore-greece.gr, in infrastructure and in parameters that contribute to the direct communication and better customer service and reward program.
- » Upgrade of the Cloud Services supply platform www.QuestonCloud.com.
- » Preparatory work for transferring the ERP to Cloud Infrastructure
- » Enrichment of Decision Support Systems by creating automated Reports.



## Environment



Protecting the environment is a compass for our operations. Info Quest Technologies has adopted the Quest Group Environmental Policy, with the purpose of operating responsibly regarding environmental challenges and reducing our environmental footprint.

### Climate change

[GRI 305-1, GRI 305-2]

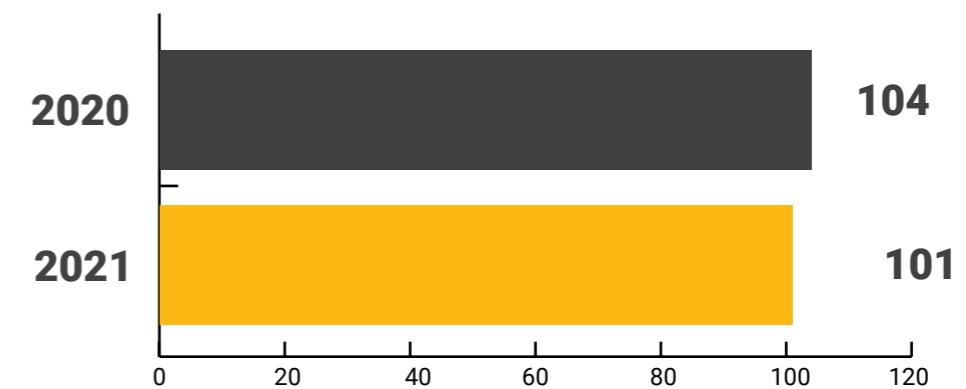
We operate on the basis of the Group's policy on Risk Management Systems but also in accordance with the requirements of the ISO 14001:2015 standard for the Environmental Management System. In this context, we recognize and manage environmental risks and opportunities for improvement.

#### Emissions of greenhouse gases

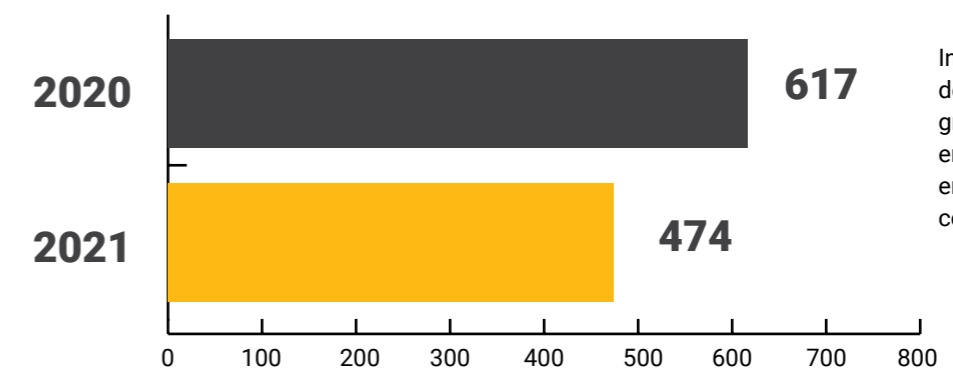
In Info Quest Technologies, the monitoring, recording and reduction of greenhouse gas emissions is systematically monitored. In 2021, the direct greenhouse gas emissions (Scope 1 emissions) were 101 tons of CO<sub>2</sub>, marking a 3% decrease compared to 2020.

## Environment

Direct emissions - Scope 1 (t CO<sub>2</sub>)



Indirect emissions - Scope 2 (t CO<sub>2</sub>)

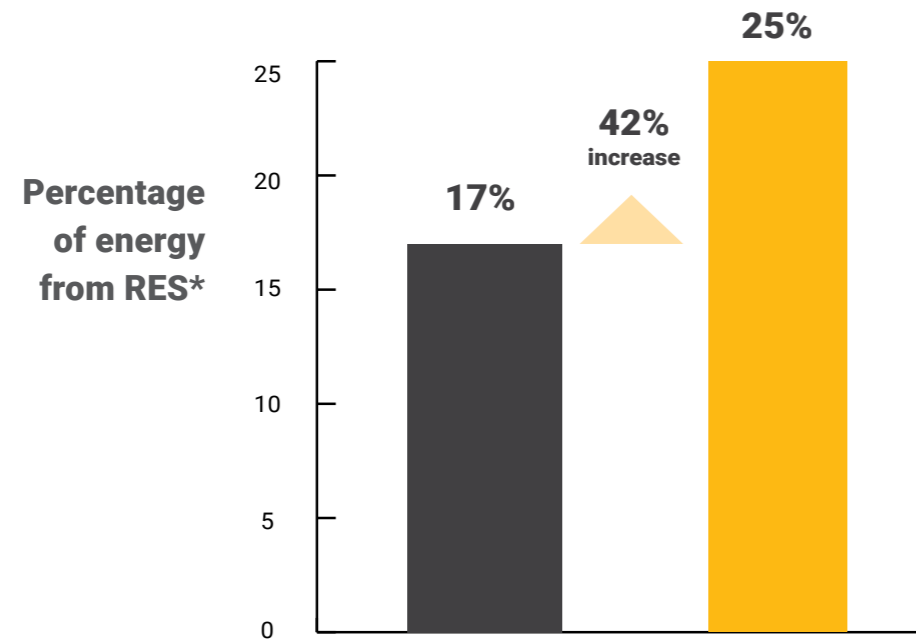


In 2021, there was a decrease in indirect greenhouse gas emissions (Scope 2 emissions) by 23% compared to 2020.

## Energy consumption

Electricity consumption at Info Quest Technologies amounted to 1,531 MWh. Moreover, the percentage of electricity consumed on the total energy consumed in 2021 amounts to 72%. In order for us to reduce our footprint, we are also supplied with energy generated by renewable energy sources (RESs). In 2021, the share of energy consumed by RESs was 25%, an increase of 42% compared to 2020.

The new logistics center that we are completing in Aspropirgos, Attica has automations which reduce energy consumption and photovoltaic panels estimated to fully meet the electricity needs of the building in full operation.



Note\*: For the % of energy consumption from renewable energy we have used the data of our energy provider NRG provided by DAPEEP.

## Our performance - Our goals

2022 GOALS - ESG strategy goals
Replacing 6% of the fleet with hybrid cars
4% of purchased electricity green certified from renewable sources (20 MWh)

## Circular economy

Info Quest Technologies has adopted a circular economy model which is based on reduction, reuse and recycling. More specifically:

### Externally

- » We provide products and services such as electronic signatures and smartphone replacement services, based on the principles of the circular economy, which reduce the user's environmental footprint.
- » We offer technical services (such as service, device upgrades, etc.) to extend the life the devices
- » We operate as an authorized Service Center for the withdrawal, upgrading and/or repair of manufacturer materials
- » We promote our repair center to customers and partners.

### Internally

- » We fulfill all our obligations concerning the payment of recycling fees resulting from our operation.
- » We promote the recycling of materials and have separate collectors for recycling depending on the type of waste (paper, batteries, lamps, etc.) at the company premises.
- » We have replaced disposable materials in our kitchens with biodegradable and environmentally friendly products.
- » We work with certified bodies for the recycling of materials.
- » We organize employee awareness campaigns to adopt a more environmentally friendly lifestyle and reduce waste.
- » We have implemented the Group's policy to replace the corporate fleet with hybrid/electric cars.
- » We have created charging places for electric/hybrid cars in the parking lot of the main building - Free charging for owners.

Info Quest Technologies manages and discharges smartphone batteries. We re-use non-hazardous materials as much as possible while the rest are recycled via certified partners. In 2021, we increased the recycling of packaging materials by 70%, while a rapid increase was also recorded in battery recycling.



Recycling of materials (kg)			
	2019	2020	2021
DEVICES	3,095	7,200	3,436
BATTERIES and/or SERVICE BATTERIES	(-)	45	363
PACKAGING MATERIALS	162,670	277,490	470,725

In addition, in order to reduce disposable materials and paper consumption, we apply the following actions:

- » Ban of Single Use Plastics (straws, glasses, etc.) in our offices. In 2021, there were used 70,000 biodegradable glasses, 16,000 biodegradable straws and 800 wooden stirrers.
- » Installation of mask disposal bins inside the buildings.
- » Establishment of the "Paperless office" culture.

2022 GOALS - ESG strategy goal
Creation of an electronic waste inventory
Evaluation of recycling partnerships
Introduction of paperless policy (where possible)

## Future Targets







## Future Targets

INFO QUEST TECHNOLOGIES		
(SDGS)	MATERIAL TOPICS	GOALS FOR 2022
	<b>Economic Performance</b>	<ul style="list-style-type: none"> <li>• Maintaining a performance which is higher than that of the market (+ 2%)</li> <li>• Return on Capital &gt; 16%</li> <li>• Maintenance of gross profitability at a rate of &gt; 10%</li> </ul>
	<b>Ensuring Business ethics and combating Corruption</b>	<ul style="list-style-type: none"> <li>• Zero incidents of corruption, unfair competition, anti-competitive behavior, antitrust and monopoly practices</li> </ul>
	<b>Compliance with Regulatory Authorities</b>	<ul style="list-style-type: none"> <li>• Full compliance with laws and regulations in the social and environmental area</li> </ul>
	<b>Protection of Customer Personal Data and Privacy and Protection of critical information systems and ensuring Business Continuity</b>	<ul style="list-style-type: none"> <li>• Zero cases of non-compliance, zero number of documented complaints of personal data breaches of natural persons and zero fines or penalties for breach of legislation.</li> <li>• Zero Data bridge incidents, which may affect the confidentiality and integrity of the Company's data and systems.</li> <li>• At least 99.9% Availability of Systems.</li> </ul> <p><b>ESG Strategy goals</b></p> <ul style="list-style-type: none"> <li>• Assessment of requirements for ISO 27001:2013.</li> <li>• Compulsory training to employees using computers.</li> <li>• Evaluation of the vulnerability of main systems</li> </ul>

# INFO QUEST TECHNOLOGIES

(SDGS)	MATERIAL TOPICS	GOALS FOR 2022
  	<b>Equality, Diversity and Inclusion</b>	<ul style="list-style-type: none"> <li>Increase in the rate of employee satisfaction provided (according to the results of the satisfaction survey conducted every two years).</li> </ul>
	<b>Employee Development</b>	<ul style="list-style-type: none"> <li>Average training &gt; 20 hours / employee.</li> </ul> <p><b>ESG Strategy goal</b></p> <ul style="list-style-type: none"> <li>Annual increase by 2.5% in training hours per employee.</li> <li>E-learning platforms &gt; 30% of employees.</li> <li>Assessment for 100% of employees.</li> <li>Increase in employee satisfaction in training issued (based on the employee satisfaction survey every 2 years)</li> </ul>
	<b>Ensuring the Health, safety and well-being of employees</b>	<p><b>ESG Strategy goal</b></p> <ul style="list-style-type: none"> <li>Calculation of Health and Safety Indicators</li> <li>Zero accidents at work.</li> <li>Continuation of training programs in First Aid &amp; response to natural disasters.</li> <li>Implementation of a psychological support program in collaboration with EAP HELLAS.</li> <li>Continuation of good employee well-being practices</li> </ul>
 	<b>Responsible Innovative Products and Services</b>	<ul style="list-style-type: none"> <li>Increase sales in new innovative products and technology services, with an environmental and/or social impact</li> <li>Retaining a share in Mobility and an increase in IoT sales by + 5%</li> <li>Increase in revenue from the QestionCloud platform by 50%</li> <li>Increase of 2% compared to the e-Commerce market total increase.</li> </ul>

# INFO QUEST TECHNOLOGIES

(SDGS)	MATERIAL TOPICS	GOALS FOR 2022
 	<b>Supporting digital transformation and modernization through the provision of innovative products and services</b>	<ul style="list-style-type: none"> <li>Retention of Indicators for Customer Service, Health and Customer Security</li> <li>Expansion of activity in E-Mobility.</li> <li>Cooperation with Xiaomi (wholesale - retail).</li> <li>Digital distribution / Cloud - Enhancement of services.</li> <li>New suppliers in the Cloud area.</li> <li>Strengthening of the Cloud Services activity</li> <li>Active participation in the Digital Transformation Projects of Greek companies</li> <li><b>Paperless Organization</b> - Extending Paperless to other non-contract areas (such as cost management)</li> <li><b>Modern Office</b> - Enhancing the use of vertical Applications (Analytics)</li> <li>Enhancing the automation of processes through Collaboration tools</li> <li><b>E-customer</b> - Enrichment of available categories.</li> </ul>
 	<b>Responsible Business</b>	<ul style="list-style-type: none"> <li>Evaluation of suppliers for 80% of turnover (at least 50 suppliers).</li> <li>1,200 hours of training.</li> <li>Updating on the new Code of Conduct and Ethics</li> </ul> <p><b>ESG Strategy Goal</b></p> <ul style="list-style-type: none"> <li>Determination of qualitative and quantitative ESG criteria for main suppliers</li> </ul>
 	<b>Environment</b>	<p><b>ESG Strategy goals</b></p> <ul style="list-style-type: none"> <li>Replacing 6% of the fleet with hybrid cars</li> <li>4% of purchased electricity green certified from renewable sources (20 MWh)</li> <li>Creation of an electronic waste inventory</li> <li>Evaluation of recycling partnerships</li> <li>Introduction of paperless policy (where possible)</li> </ul>

## Annex: GRI Content

## Annex: GRI Content - Info Quest Technologies

[GRI 102-55]

This report by Info Quest Technologies is part of the Quest 2021 Group Sustainable Development Report, which contains the completed publications of GRI indexes (<https://www.quest.gr/>).

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
<b>General standard publications ("Core" option)</b>				
<b>GRI 102: General Standard Disclosures 2016</b>	102-1 Name of the organization	About the Report	-	*
	102-2 Activities, brands, products and services	Who we are	-	*
	102-3 Location of headquarters	Who we are	-	*
	102-4 Location of operations	Who we are	-	*
	102-5 Ownership and legal form	Who we are	-	*
	102-6 Markets served	Who we are	-	*
	102-7 Scale of the organization	Who we are	-	*
	102-8 Information on employees and other workers	Our People	-	*
	102-9 Supply Chain	Sustainable supply chain	-	*
	102-10 Significant changes to the organization and its supply chain	Sustainable supply chain	-	*
	102-16 Values, principles, standards, and codes of conduct	Ethical Business Behaviour, Culture and Compliance	-	*
	102-18 Governance structure	Our Corporate Governance model	-	*
	102-40 List of stakeholder groups	Engagement with Stakeholders and Material issues	-	*
	102-42 Identifying and selecting stakeholders	Engagement with Stakeholders and Material issues	-	*
	102-43 Approach to stakeholder engagement	Engagement with Stakeholders and Material issues	-	*
102-44 Key topics and concerns raised	Engagement with Stakeholders and Material issues	-	*	
102-46 Defining report content and topic boundaries	Engagement with Stakeholders and Material issues	-	*	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
<b>GRI 102: General Standard Disclosures 2016</b>	102-47 List of material topics	Engagement with Stakeholders and Material issues	-	*
	102-48 Restatements of information	About the Report	-	*
	102-49 Changes in reporting	Recognition of Material Issues	-	*
	102-50 Reporting period	About the Report	-	*
	102-51 Date of most recent report	About the Report	-	*
	102-52 Reporting cycle	About the Report	-	*
	102-53 Contact point for questions regarding the report	About the Report	-	*
	102-54 Claims of reporting in accordance with the GRI standards	About the Report	-	*
	102-55 GRI Content Index	GRI Table	-	*
<b>Material Topics</b>				
<b>The Corporate Governance model</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Ethical business behavior, culture and regulatory compliance	-	
	103-3 Evaluation of the management approach		-	
<b>GRI 205: Anti-Corruption 2016</b>	205-3 Confirmed incidents of corruption and actions taken	Ethical business behavior, culture and regulatory compliance	-	
<b>GRI 206: Anticompetitive behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices		-	
<b>GRI 419: Socioeconomic Compliance 2016</b>	419-1 Non-compliance with socio-economic laws and regulations		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Protection of Customer Privacy and Data	-	
	103-3 Evaluation of the management approach		-	
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protection of Customer Privacy and Data	-	
<b>IQT Indicator</b>	System availability rate		-	
<b>Economic performance</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Economic performance	-	
	103-3 Evaluation of the management approach		-	
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	Economic performance	-	
<b>Our people</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Diversity and Inclusion	-	
	103-3 Evaluation of the management approach		-	
<b>GRI 401: Employment 2016</b>	401-1 Total number of people hired and mobility index	Diversity and Inclusion	-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Corporate Governance Model, our People	-	
	103-3 Evaluation of the management approach		-	
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Composition of governing bodies and analysis of employees	Corporate Governance Model, Our People, Diversity and Inclusion	-	
<b>GRI 406: Non-Discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken		-	
<b>GRI 103: Management Approach 2016-2018</b>	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Employee Health and Safety	-	
	103-3 Evaluation of the management approach		-	
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	Employee Health and Safety	-	
	403-2 Risk Identification, Risk Assessment and Incident Investigation		-	
	403-3 Occupational health services		-	
	403-4 Employee participation, consultation and communication on issues related to health and safety at work		-	
	403-5 Training of employees on health and safety at work		-	
	403-6 Promoting employee health		-	
	403-7 Prevention and mitigation of health and safety effects at work directly linked to business relationships		-	
	403-8 Workers covered by an occupational health and safety management system.		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Employee Development	-	
	103-3 Evaluation of the management approach		-	
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	Employee Development	-	*
	404-3 Percentage of employees receiving regular updates on their performance and development		-	*
<b>Environment</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Climate Change	-	
	103-3 Evaluation of the management approach		-	
<b>GRI 305: Emissions 2016</b>	305-1 Direct greenhouse gas emissions (Scope 1)	Climate Change	-	
	305-2 Indirect greenhouse gas emissions (Scope 2)		-	
<b>Sustainable Supply Chain</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Sustainable Supply Chain	-	
	103-3 Evaluation of the management approach		-	
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria	Sustainable Supply Chain	-	
<b>GRI 414: Supplier Social Assessment 2016</b>	414 – 1 New suppliers that were screened using social criteria		-	
<b>IQT Indicator</b>	Annual Supplier Evaluation for 80% of revenues		-	
<b>IQT Indicator</b>	Know-How transfer to Partners		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
<b>Sustainable Products and Digital Innovation</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Responsible Business and Digital Innovation	-	
	103-3 Evaluation of the management approach	Responsible Business and Digital Innovation	-	
<b>IQT Indicator</b>	Increase in sales from new innovative products and services with social and environmental impact		-	
<b>Supporting Digital Transformation</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Responsible Business and Digital Innovation	-	
	103-3 Evaluation of the management approach	Supporting the Digital Innovation	-	
<b>IQT Indicator</b>	Customer satisfaction /Complaints		-	*
<b>IQT Indicator</b>	Measurements for Digital Transformation efficiency		-	
<b>IQT Indicator</b>	New projects that support digital Transformation		-	





**Info Quest**  
TECHNOLOGIES

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