2023
SUSTAINABLE DEVELOPMENT REPORT
Highlights
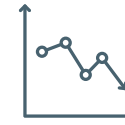
Info Quest
TECHNOLOGIES

Quest GROUP

ESG HIGHLIGHTS 2023

CONTINUOUS DEVELOPMENT

€304.37 million Revenue

3x increase in turnover in 5 years

Value creation platform in the new interconnected world, with the development of **an ecosystem of interconnected specialised companies**

Maintaining first position in ICT product distribution and increasing shares in all activities and sectors

Successful **start of operations in Romania** via new subsidiary.

Top 20 Microsoft Cloud Partner CEMA

Achieving all the annual goals of our **ESG strategy**

SIGNIFICANT INVESTMENTS

Investments to **support expansion abroad**

Optimising the operation of the **new state-of-the-art Logistics Center**

Investments for the implementation of the new 5-year **Strategic Business Plan**

Investment in **human resources** for placement in new areas

ESG HIGHLIGHTS 2023

RESPONSIBLE BUSINESS ACTIVITY

Zero (0) incidents of breach of information security and personal data legislation

Zero (0) incidents and complaints on matters of corruption, unfair competition, anti-competitive behaviour, anti-trust and monopoly practices

Full compliance with laws and regulations in the social and environmental area

ISO 27001:2013 certification for the Information Security System

Employee training on matters of Conduct and Ethics, Human Rights and Digital Security

RESPONSIBILITY TO OUR EMPLOYEES

414 employees

> 8,300 hours of training

33.3% of our employees are women (compared to 31.7% in 2022)

ESG HIGHLIGHTS 2023

RESPONSIBILITY TO THE MARKET

Gold Medal from **EcoVadis** for sustainable growth strategy and responsible entrepreneurship (in the top 5% of companies internationally)

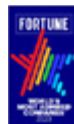Certification for our work environment:
4th place in **Best Workplaces list of Greece,**
2nd place in **Best Workplaces in Tech Greece** and
27th place in **Best Workplaces European list.**

Creating value for suppliers and partners

Evaluation of **10 major suppliers with ESG criteria**

ENVIRONMENTAL RESPONSIBILITY

22% reduction in electricity consumption

28% reduction in direct and indirect emissions (Scope 1 and Scope 2)

41% hybrid / electric cars in the corporate fleet

First **Scope 3** measurement based on **GHG Protocol**

Device **recycling** initiatives

Note: Comparisons have been made with the year 2022

2023 Awards and Distinctions for our services

>> **Xiaomi: Legend Partner** 2023

>> **Microsoft:** Top 20 Cloud Partners CEMA (109 countries)

>> **HP:** Distributor Hardware of the Year 2023

>> **Lenovo: IDG Distributor** FY23/24

>> **Microsoft:** Low Code Application Development Award to Team Candi

>> **Greek ICT Forum:** Honorable mention to the President and CEO Mr. Dimitris Eforakopoulos for his contribution to the development of the IT market

>> **Greek ICT Forum: ICT Jubilee Award** to Info Quest Technologies for its market progress

>> FORTUNE – MOST ADMIRED COMPANIES 2023 / #19

>> **Direction** – protagonists of the Greek Economy

>> **ICAP CRIF:** True Leaders

>> **BITE Awards 2023: Gold Award** for the Investment in a new "green" and state-of-the-art logistics center in Aspropyrgos

>> **Cloud Awards 2023: Silver Award** for the solution SAP ERP Expansions using Microsoft Low Code technology

>> **Cloud Awards 2023: Bronze Award**, for the solution Implementation of an integrated data driven CRM, Loyalty and CX solution at You.gr

>> **Cloud Awards 2023: Bronze Award**, for the Disaster Recovery SAP on Azure solution

>> **Green Brand Awards 2023: Gold Award** for the Xiaomi Electric Scooter 4 Pro

>> **Green Brand Awards 2023: Gold Award** for the solution "EcoFlow: Green energy stations for domestic and professional use

>> **Green Brand Awards 2023: Silver Award** for the solution "CandiSign: Integrated solution of corporate digital signatures contributing to innovation and sustainability"

>> **Boussias Supply Chain Awards: Gold Award** in the category "Automation and Industry 4.0 in the supply chain" for the proposal "Info Quest Technologies – Mantis | Production of x4 collection with Mantis WMS LVS and orchestration of the Autostore / Robotics and intelligent automation systems in warehouses"

>> **Boussias Supply Chain Awards: Platinum Award**, the highest award in the category "Best Logistics Practices in Industry / Retail" – "Info Quest Technologies – Mantis | Production of x4 collection with Mantis WMS LVS and Autostore robotic system orchestration ".

Awards and Distinctions 2023 for Sustainable Development

- **EcoVadis Gold Medal** 2023

- **Best Workplaces (5/2023):** 4th place (large companies) for our work environment (Great Place to Work organization)

- **Best Workplaces in Tech Hellas** – 2nd place among Greek Technology Companies

- **Best Workplaces Europe** - 27/50 place in medium-sized European Companies

- **ICT Plus** / Recognition of our performance in Sustainability

- **ESG Transparency Index / Diamond:** ESG Transparency Recognition (Forbes Magazine with the support of EVs and Net Analytics)

- **BITE Award 2023 / Gold Award** for ESG Strategy and commitment to 10 goals

EcoVadis GOLD Medal

In September 2023 Info Quest Technologies received the **Gold Medal** from **EcoVadis**, the global provider of Sustainable Development Performance Ratings.

The company showed a significant improvement from the previous year, with a particularly high performance, which ranks it in the **Top 2% of companies in its industry** (Distribution of Digital Technology and Software Products), which is evaluated internationally by the organisation and in the **Top 5% of all companies rated by the organisation**.

The EcoVadis organisation is considered a leader in the evaluation of Sustainable Development performance. It evaluates more than 130,000 companies in 175+ countries, in 200+ industries, examining the policies they adopt, the practices they implement and their results, based on 21 criteria in 4 areas: the Environment, Labour Practices and Human Rights, Corporate Ethics and Sustainable Procurement. Info Quest Technologies achieved high performance in all 4 areas, as a result of its commitment and the holistic approach with which it integrates Sustainable Development issues into its business strategy.

Top **5%** of companies

Top **3%** in environmental issues

Top **2%** in labour and human rights issues

Top **10%** in sustainable procurement issues

Top **4%** in Ethics issues

OUR PROGRESS IN 2023

The Environment

ESG GOALS	GOALS FOR 2023 INFO QUEST TECHNOLOGIES	PERFORMANCE FOR 2023 INFO QUEST TECHNOLOGIES	PROGRESS 2023	GOALS 2024 INFO QUEST TECHNOLOGIES
1. Reduce absolute emissions of Scope 1, 2 by 40% by 2030 and reach climate neutrality by 2050 [1]	Increase in the percentage of company vehicle fleet with hybrid/ electric models to >23% (achieved 2022)	Achieved 100% 41% electric/hybrid cars	🟢	>41% electric/hybrid cars
	Increase in "green" energy supply percentage >9% (Group goal)	28% [3]	🟢	Increase in "green" energy supply percentage at >13%
	Reduction of absolute Scope 1, 2 emissions from 2022 and 40% by 2030. Carbon Footprint Measurement based on the GHG Protocol (Scope 1, 2)	0.8% reduction of Scope 1 (vs 2022) 35% reduction of Scope 2 (vs 2022) 28% reduction of Scope 1 & 2 (vs 2022) 16% reduction in energy intensity (kt CO_2 / m^2 / mil €) (vs 2022) Completed Carbon Footprint measurement based on GHG Protocol (Scope 1, 2 & 3) with ISO 140064 measurement certification for 2023	🟢	Reduction of absolute Scope 1, 2 emissions from 2023 and energy intensity Measurement of carbon footprint based on GHG Protocol (Scope 1, 2) with ISO 140064 measurement certification for 2024
2. Promoting the circular economy and eliminating the waste that can be eliminated by 2025	Strengthening Circular Economy Services	Achieved 100%	🟢	Strengthening Circular Economy Services
	Inventory of single-use plastics used in the supply chain	Achieved 100%	🟢	
	Digitization of more processes (service, financial services)	Achieved 100%	🟢	Digitization of the supplier control and creation procedure. Launch of HR, Service and Financial Services procedures digitization projects

🟢 Goal achieved   🟡 Goal in progress   🔴 Goal not achieved

Our People

ESG GOALS	GOALS FOR 2023 INFO QUEST TECHNOLOGIES	PERFORMANCE FOR 2023 INFO QUEST TECHNOLOGIES	PROGRESS 2023	GOALS 2024 INFO QUEST TECHNOLOGIES
3. Maintenance of LTIFR Health and Safety Indicators below 2.3 and TRIR below 1.2 until 2030 **LTIFR: Accident Frequency Indicator (Lost Time Frequency Rate)** **TRIR: Recordable accidents indicator: Total Recordable Incident Rate**	LTIFR < 2,3￼ TRIR < 1,2	LTIF = 0￼ TRIR = 0	🟢	Retention of LTIFR Health and Safety Indicators below 2.3 and TRIR below 1.2￼ Acquisition of ISO 45001:2018
4. 10% increase in training hours per employee by 2025 (base year 2021)	5% increase in 2022–2023	Achieve 2-year goal￼ 7.5% increase from 2021 (goal of 5%)	🟢	7.5% increase over the three years 2022–2024
5. Creating a culture of inclusion, diversity and equality in order to empower our people by 2025.	Drafting of a Report for the calculation of the equality of remuneration (Group Level)	Completion of a Pay Gap Study with an external consultant (Group Level)	🟢	Action plan to address any pay discrimination by 2025 (Group Level)
	Establishment of programs on inclusion and diversity issues.	"Leading with Inclusion" and Trainings DEI Research on Group Women (Group Level)	🟢	Implementation of DEI ("Better Together") program
	Adoption of the provisions of Women's Empowerment Principles, "Equality Means Business" of the UN.	The Group became a UN WEPs signatory	🟢	Implementation of the Women's Empowerment Action Program (Better Together)

🟢 Goal achieved   🟡 Goal in progress   🔴 Goal not achieved

Responsible Business

ESG GOALS	GOALS FOR 2023 INFO QUEST TECHNOLOGIES	PERFORMANCE FOR 2023 INFO QUEST TECHNOLOGIES	PROGRESS 2023	GOALS 2024 INFO QUEST TECHNOLOGIES
6. Best possible effort to maintain zero data breach incidents by 2025.	Information security training. Primary system vulnerability tests.	Mandatory Cybersecurity training for all employees.	🟢	Continue the cybersecurity/ phishing trainings.
	Preparing for the acquisition of ISO 27001:2013	Acquisition of ISO 27001:2013	🟢	Retention of Certificate
	Maintain zero data breach incidents until 2025.	Zero incidents of breach of confidentiality, integrity and availability of systems and information whose consequences were of high/very high severity.	🟢	Maintain zero data breach incidents until 2025.
7. Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG goals by 2025.	Linking ESG goals to variable remuneration of 2023 (environment, diversity, suppliers).	Linking ESG goals to variable remuneration of 2023 (environment, diversity, suppliers).	🟢	Linking ESG goals to variable remuneration of 2024 (environment, diversity, suppliers).
8. Assessment of suppliers based on ESG criteria by 2025[2].	Developing a methodology for assessing the ESG maturity of the main suppliers and revision of the Procurement Policy (Group Level)	Assessment with ESG criteria of our top ten suppliers through an online questionnaire	🟢	Evaluation extension every 2 years.
				Supply Chain Training on ESG issues (e.g. ESVE)

🟢 Goal achieved 🟡 Goal in progress 🔴 Goal not achieved

Sustainable Products

ESG GOALS	GOALS FOR 2023 INFO QUEST TECHNOLOGIES	PERFORMANCE FOR 2023 INFO QUEST TECHNOLOGIES	PROGRESS 2023	GOALS 2024 INFO QUEST TECHNOLOGIES
9. More than 6% of the revenue should come from sustainable products and services by 2025.	More than 6% of revenue should come from sustainable products	9,1%	🟢	More than 6% of revenue should come from sustainable products (based on ICMA Protocol)
10. 50% increase in installed MW green energy by 2025.	Implementation only to the Group's Company, Quest Energy	Implementation only to the Group's Company, Quest Energy		

🟢 Goal achieved   🟡 Goal in progress   🔴 Goal not achieved

[1] Reference year is 2022 (scenario of 1.5°C). Climate neutrality by 2050 refers to emissions of Scope 1 and 2, taking into account the maturity of technology. The goal will be revised in 2030.

2 For suppliers of equal performance, those with higher ESG scores will be preferred.

3 DAPEEP – for the year 2023 the percentage contribution of the gratuitously allocated Guarantees of Origin to the final consumption represented by each Supplier is 28%.

INFO QUEST TECHNOLOGIES SMSA

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