







## Quest Group @ a Glance (12M 2017)



Value Creation Diversified Business Enabler



## **Segment Description**

## IT Products (Wholesale/ Retail)



- Largest distributor of H/W and S/W products in Greece
- Certified Greek partner of major international vendors
- Own Brand assembler & distributor
- Apple's Value Added Distributor for Greece & Cyprus
- 120 service centers for Technical Support
- Advanced e-commerce platform
- Personnel: 366

#### #1 system integrator in

domestic market

30+ countries of

operations

- 600+ customers across industries & geographies
- 80% of revenues from services
- 50+ years in ICT business
- 40+ years experience in finance & telecoms
- Personnel: 667 specialized it/tech professionals

#### Courier & Postal

- Largest Local Courier Operator in SE Europe
- Leading Alternative Postal Operator in Greece
- 46m shipments/year (courier & Post)
- 500+ Service Points
- 36 years experience
- 30.000m2 facilities
- Personnel: 462

## Financial Transactions

- Leading POS network operator in Greece
- ~280K POS
- ~50% market share
- >290m transactions
- Serves all major banks
- Personnel: 76

# Energy & Other

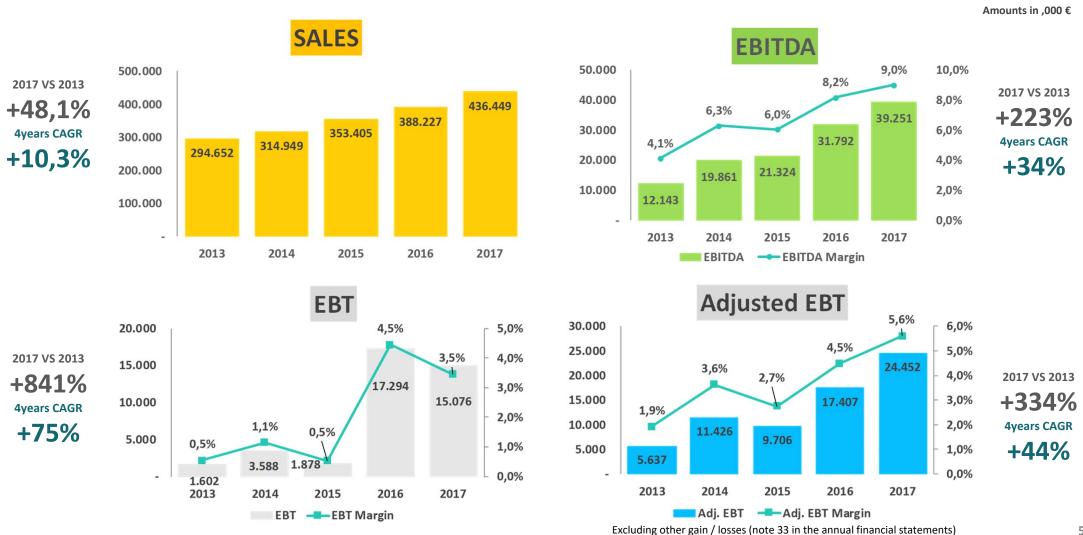


- Owns & operates 3 photovoltaic parks of 5,7MW power
- REIC with NAV of €27,4m (carve out at 31<sup>st</sup> July 2017)
- Personnel: 6

<b>12M 2017</b> (€ × 1.000)	IT Products	IT Services	Courier & Postal	Financial Transactions	Renewable Energy	Unallocated	Total of cont. operations
Total gross segment sales	241.821	84.000	99.139	38.508	859	1.100	465.427
Inter-segment sales	(25.503)	(936)	(1.487)	(93)	(25)	(935)	(28.978)
Net sales	216.318	83.064	97.652	38.415	834	165	436.449
EBITDA	5.770	2.811	12.386	17.251	190	843	39.251
% sales	2,7%	3,4%	12,7%	44,9%	22,8%	-	9,0%
Profit/ (Loss) before income tax	3.500	159	11.231	(645)	797	34	15.076
% sales	1,6%	0,2%	11,5%	-1,7%	96%	20,5%	3,5%
Profit/ (Loss) after tax for the period	1.730	(1.053)	7.763	(3.018)	709	(219)	5.912



#### P&L (12M 2017)





#### P&L (12M 2017)

#### **Group Consolidated Results**

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Amounts in ,000 €		2017	YoY %	2016
Sales		436.449	12,4%	388.227
EBITDA		39.251	23,5%	31.792
	% sales	9,0%		8,2%
EBIT		27.979	31,2%	21.324
	% sales	6,4%		5,5%
Adjusted EBT		24.452	40,5%	17.406
	% sales	5,6%		4,5%
EBT		15.076	-12,8%	17.294
	% sales	3,5%		4,5%
EAT		5.912	-5,9%	6.283
EAT & Minority in	terest	6.365	165%	2.399
Adjustments		-9.376		-112
Depreciations & Amortizations	5	11.272	7,7%	10.468
CAPEX & New Invesments		25.038	46,7%	17.064

#### **Results From Continuing Operations**

Amounts in ,000 €		2017	YoY %	2016
Sales		436.449	14%	381.512
EBITDA		39.251	47%	26.643
	% Sales	9,0%		7,0%
EBT		15.076	465%	2.667
	% Sales	3,5%		0,7%
EBTD		26.348	101%	11.755

Adjustments: Refer to "Other Profits / (losses)" that are related to investing activities – as per Note 33 of Financial Statements.

- 12M2017 EBT adjustments include a -€7,7m provision for Cardlink's earn out liability (2020), a one off +€1,1m effect from Q.Energy and a -€1,7m real estate assets provisions
- 12M2016 EBT adjustments include a +€13,5m capital gains from Q.Energy and FX, real estate assets impairments of -€8,7m and a -€4,9m provision for Cardlink's earn out



## Balance sheet (12M 2017)

Amounts in ,000 €

Group Balance Sheet	2017	2016
Tangible & intangible assets	75.523	63.040
Goodwill	27.225	25.537
Other	31.288	28.457
Non-current assets	134.036	117.034
Inventories	26.997	17.080
Trade & other receivables	109.886	106.941
Cash and cash equivalents	47.937	65.931
Held for sale financial assets	-	27.796
Other	7.752	3.480
Current assets	192.572	221.228
Total assets	326.609	338.263
Total assets Total equity	326.609 128.730	338.263 165.956
Total equity	128.730	165.956
Total equity  Borrowings-Long Term	<b>128.730</b> 17.878	<b>165.956</b> 23.236
Total equity  Borrowings-Long Term  Other	<b>128.730</b> 17.878 43.970	<b>165.956</b> 23.236 16.496
Total equity  Borrowings-Long Term  Other  Non-current liabilities	128.730 17.878 43.970 61.847	165.956 23.236 16.496 39.732
Total equity  Borrowings-Long Term Other  Non-current liabilities  Borrowings-Short Term	128.730 17.878 43.970 61.847 34.569	165.956 23.236 16.496 39.732 22.837
Total equity  Borrowings-Long Term Other  Non-current liabilities  Borrowings-Short Term Trade & other payables	128.730 17.878 43.970 61.847 34.569 97.887	165.956 23.236 16.496 39.732 22.837 101.385
Total equity  Borrowings-Long Term Other  Non-current liabilities  Borrowings-Short Term Trade & other payables Other	128.730 17.878 43.970 61.847 34.569 97.887 3.575	165.956  23.236  16.496  39.732  22.837  101.385  8.351

**€327m**Total Assets

**€129m** Total Equity

€48m Cash **€64m**Tangible
Assets

Group's €24,4 mil change in Net Debt (debt + leasing-cash and cash equivalents) was mainly due to:

- New investments of ~€25 mil.
- WoC & cash capital returns of ~€25 mil



# Cash Flow (12M 2017)

Amounts in ,000 €  Group Cash Flow	12M 2017	12M 2016	
EBITDA	39.251	31.792	
Depretiation/Amortizations	-11.274	-10.467	
Financial cost/(income)	-3.525	-3.918	
Capex(tangible assets)	-15.384	-14.686	
FCF(ops)	20.342	13.188	
Receivables		-2.811	-11.433
Inventories	-9.918	1.062	
Income Tax paid	-11.470	-8.202	
Debt-Banks	1.497	-12.664	
Capital Return	-12.610	-6.446	
Other Liabilities (Trade & other payables)	10.304	19.724	
Other	-12.351	17.392	
	Operation	20.624	27.070
Total Cash Movements for the year	Investment	-26.511	5.007
	Financial	-11.130	-19.456
Total Change	-17.017	12.621	
Cash & Equivalent at beginning of year	64.954	53.311	
Cash & Equivalent at end of the year	47.939	65.931	



## **2017 Highlights**

Organic (recurring) profitability growth

**Turnaround** (organic EBT) of loss making activities (Qonl /Cardlink)

BriQ REIC carve out and listing on ASE - Return in Kind of €27,4m

Recover of 2016 Quest Energy discontinued results (Sales €7m, EBITDA €5m, EBT €2m)

Reactivation of Quest Energy Business - following the buyout

Significant increase in growth capex & new investments ~ €23m (out of total €25m)

- €15m Cardlink POS network >280k POS
- €4,5m 2 New Solar Parks (5,7MW)
- €2,4m QE 45% Minority Buyout (in Combination with a Capital Return to QE Minorities of €8,4m)

**Continue the good Dividend/CR practice** - **Cash Cap. Return €4m** (€0,34/share)



## Focus / Outlook by Sector

#### IT Products (Wholesale/ Retail)

- Sales to grow by expansion of the product line, the Mobility sector and iStorm retail network
- Focus on Cost Optimization Improving Profitability and margins and contain WoC
- Sales estimated to grow in 2018

**IT Services** 

- Focus on Growth in EU Services division
- Medium term target to improve project ops processes and delivery and optimize cost structure
- Expecting some new Public Work projects gradually to start during 2019
- o Sales estimated to be stable in 2018 with negative effects on profitability due to project delays

Courier & Postal

- Estimated growth in courier revenue driven by e-commerce / maintain revenue in Post
- Focus on Retaining and improving 2017 Profitability
- Investments in advanced Infrastructure (new automated sorting hub) to improve capacity and better explore future E-commerce Growth to be shifted late 2018-2019 due to licensing delays
- Sales are overall estimated to grow in 2018

Financial Transactions

- o Focus on Retaining 2017 organic profitability
- Further future growth to be driven mainly by transactions and new services
- Focus to reduce fin leverage and achieve future agreements with major clients

Ren. Energy
Other

- Quest Energy Expected to grow in 2018 due to new solar parks acquired in 2017,
  - Further Explore opportunities for acquiring new PV parks with decent valuations
- Aiming to divest from low performing assets
- Actively looking for new investments in core /other areas with adequate return



#### **Current Activities Main Growth Focus Areas**















Further Investments in Renewable Energy & New Business Development

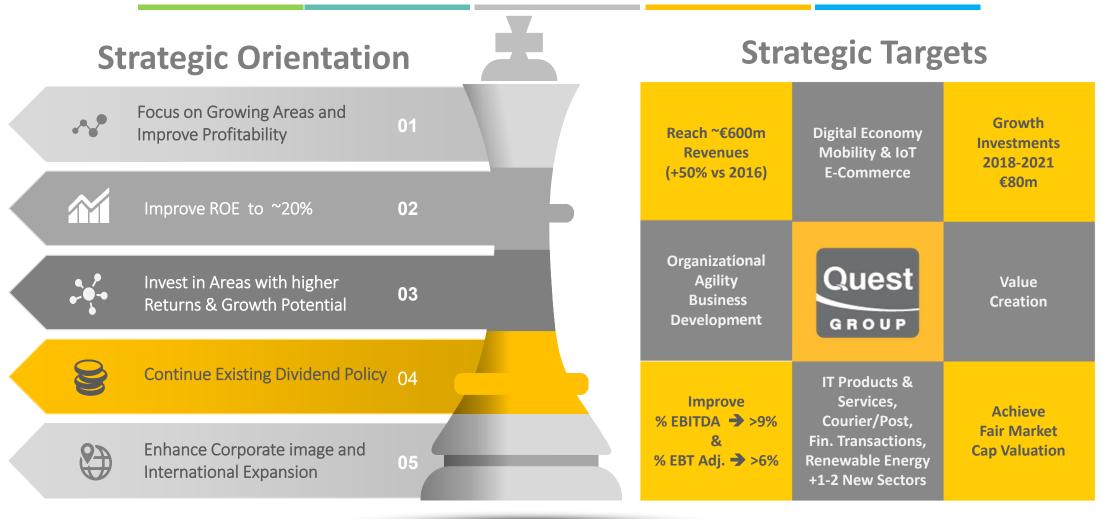


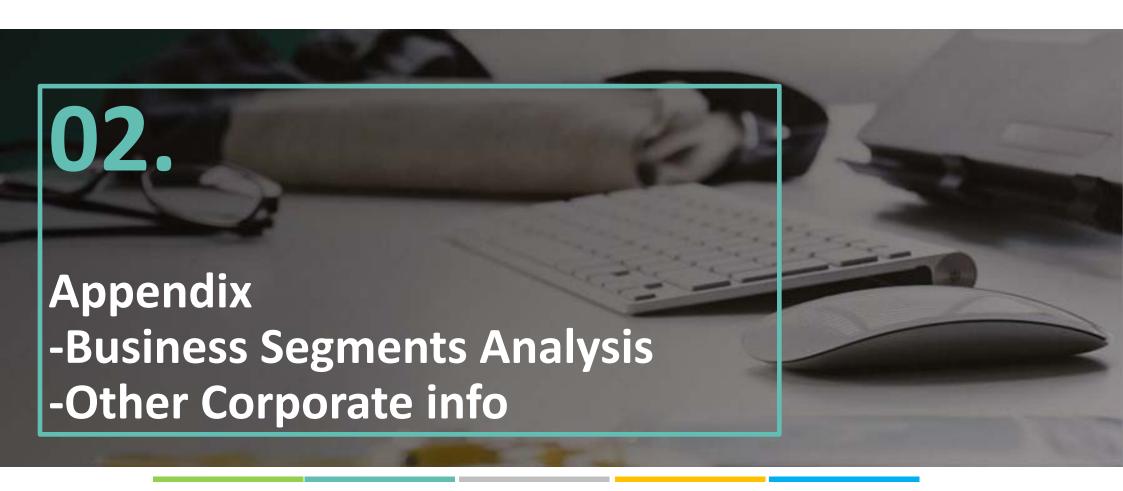
## **Strategic Focus Areas**





#### **Quest's 2021 Strategy**

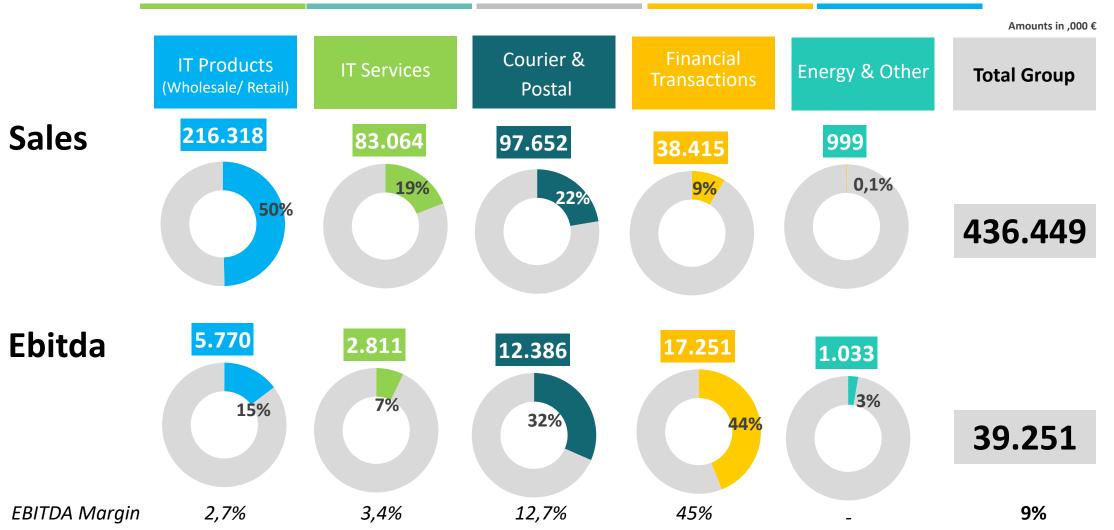








## **Segment P&L (12M 2017)**





# Segment Analysis 12M 2017

<b>12M 2017</b> (€ x 1.000)	IT Products	IT Services	Courier & Postal	Financial Transactions	Renewable Energy	Unallocated	Total of cont. operations	Discontinued operations	Total
Total gross segment sales	241.821	84.000	99.139	38.508	859	1.100	465.427		465.427
Inter-segment sales	(25.503)	(936)	(1.487)	(93)	(25)	(935)	(28.978)		(28.978)
Net sales	216.318	83.064	97.652	38.415	834	165	436.449		436.449
EBITDA	5.770	2.811	12.386	17.251	190	843	39.251		39.251
% sales	2,7%	3,4%	12,7%	44,9%	22,8%		9,0%		9,0%
Profit/ (Loss) before income tax	3.500	<b>159</b>	11.231	(645)	<u>797</u>	34	15.076		15.076
% sales	1,6%	0,2%	11,5%	-1,7%	96%	20,5%	3,5%		3,5%
Profit/ (Loss) after tax for the period	1.730	(1.053)	7.763	(3.018)	709	(219)	5.912		5.912
Profit/ (Loss) after tax & MI for the period									6.365
Capex & New Investments	468	1.087	977	15.737	4.500	2.269	25.038		25.038
Net cash/(debt)	(19.334)	6.442	19.564	(18.980)	763	7.036	(4.509)		(4.509)
<b>12M 2016</b> (€ x 1.000)	IT Products	IT Services	Courier & Postal	Financial Transactions	Renewable Energy	Unallocated	Total of cont.	Discontinued operations	Total
Total gross segment sales	211.539	82.534	90.197	21.295	494	392	406.450	6.715	413.165
Inter-segment sales	(21.902)	(1.274)	(1.106)	(66)	(168)	(423)	(24.938)	-	(24.938)
Net sales	189.637	81.261	89.091	21.229	326	(31)	381.512	6.715	388.227
EBITDA	4.310	3.789	11.697	6.692	(596)	751	26.643	5.149	31.792
% sales	2,3%	4,7%	13,1%	31,5%	-182,8%	-2405,0%	7,0%	76,7%	8,2%
Profit/ (Loss) before income tax	2.239	<u> 157</u>	10.800	(6.098)	858	(5.290)	2.667	14.627	17.294
% sales	1,2%	0,2%	12,1%	-28,7%			0,7%		4,5%
Profit/ (Loss) after tax for the period	1.195	(1.803)	7.811	(5.966)	(3.035)	(5.578)	(7.377)	13.659	6.283
Profit/ (Loss) after tax & MI for the period									2.399
Capex & New Investments	822	821	826	14.105		491	17.064		17.064
Net cash/(debt)	(7.671)	10.969	20.700	(30.114)	23.011	2.964	19.858		19.858
Diff 2017/2016 %	IT Products	IT Services	Courier & Postal	Financial Transactions	Renewable Energy	Unallocated	Total of cont.	Discontinued operations	Total
Total sales	14,1%	2,2%	9,6%	81,0%	155,9%	-	14,4%		12,4%
EBITDA	33,9%	-25,8%	5,9%	158%	132%	12,3%	47,3%		23,5%
Profit/ (Loss) before income tax	56,3%	1,3%	4,0%	89,4%	-7,1%	100,6%	-		-12,8%
Profit/ (Loss) after tax for the period	44,8%	41,6%	-0,6%	49,4%	123,3%	96,1%	180,1%		-5,9%
Profit/ (Loss) after tax & MI for the period									165,3%



## IT Products (Wholesale/Retail) 12M 2017

Amounts in ,000 € Info Quest iStorm Other cons. **i**Square entries technology & living **Total** 216.318 +14% 2017 124.773 Sales 14.362 84.088 18.598 (25.503)108.889 11.605 75.881 189.637 2016 15.164 (21.902)2017 2.476 420 2.391 515 (32)5.770 **EBITDA** 2016 1.647 (110)2.286 384 103 4.310 2017 1.430 303 2.002 79 (314)**EBT** 2016 102 632 (207)1.682 30 2.239



## IT Services (12M 2017)

2016

377

Amounts in ,000 € uni.systems Other Total 2017 (936)Sales 84.000 83.064 +2% 2016 82.534 (1.274)81.261 2017 2.811 2.811 **EBITDA** -26% 2016 3.789 3.789 2017 (301)460 **159** +1% **EBT** 

(219)

**157** 



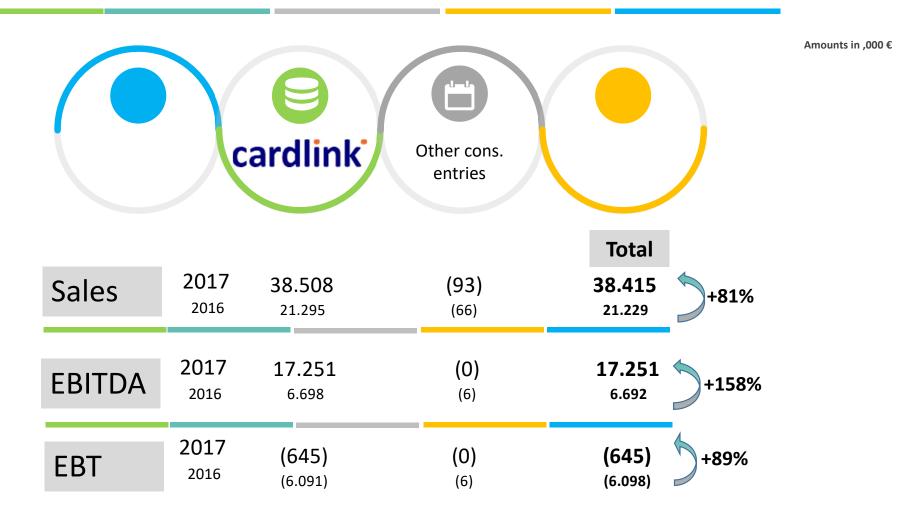
## Courier & Post (12M 2017)

ACS Other cons. entries Total 2017 98.934 (1.281)97.652 Sales +10% 2016 (902)89.091 89.993 2017 12.355 30 12.386 **EBITDA** +6% 2016 11.652 46 11.697 2017 11.201 11.231 30 +4% **EBT** 2016 10.754 10.800 46

Amounts in ,000 €



# Financial Transactions (12M 2017)





## Energy & Other Activities (12M 2017)

Amounts in ,000 € uest Other cons. **BriQ** entries HOLDINGS **Total** 2017 Sales 1.100 (5.440)999 4.480 859 -86% 6.467 7.208 7.010 (6.666)2016 2017 1.033 3.277 190 568 (3.002)**EBITDA** -81% 2016 3.896 5.352 (3.944)5.304 831 2.157 797 597 (2.720)-92% 2017 **EBT** 10.195 (1.575)15.485 (3.714)2016



## **Corporate Governance**

- The management and operation of the Quest Group is based on a modern, dynamic and flexible Corporate Governance model.
- Group Corporate Governance:
  - ✓ Is in line with Greek law
  - ✓ Complies with the Hellenic Code of Corporate Governance (HCGC) with some discrepancies mentioned in the Annual Financial Report
- Corporate Governance aims at the:
  - ✓ responsible operation of the Group
  - √ the viability of its companies and
  - to safeguard the interests of the Shareholders and Stakeholders.
- BoD is the highest governing body of Quest Holdings
   Group
- BoD consist of 9 members 4 non executive / independent
- Quest Holdings Board of Directors 5 Board Committees
- Quest Group Organizational and Operational Manual (based on HCGC)
- 27 Group Policies

#### Goals

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

- transparency in management and corporate responsibility
- disclosure of information to shareholders and their participation in key decision-making
- Speed decision-making and efficient administration
- identification, recognition and mitigation of risks
- ensuring a quality work environment
- independence in the exercise of control and finally
- awareness of the company and its personnel on issues related to the relationship with the natural and the social environment.
- 36 Standard Procedures (valid for all companies)
- Decision Making Procedure and Tables (approved by the Company BoD)
- Representation Table for every Company (approved by the Company BoD)



## **CSR & Sustainability**

- CSR and Sustainable Development is a strategic focus for Quest Group.
- The Group endorses the 10 Principles of the UN Global Compact, the 17 UN Sustainable Development Goals and complies with the Greek Sustainability Code.
- The Group publishes Annual Sustainable Development Report according to the GRI Standards (Global Reporting Initiative), which includes all companies with total turnover of more than 5% of the consolidated turnover.

#### Strategic CSR Focus

- Market: Responsible and Ethical Entrepreneurship,
   Regulatory Compliance, Continuous Growth, Expansion to new Areas, Total Customer Satisfaction
- Human Capital: Training and Development Initiatives,
   Increase Employee Satisfaction
- Environment: Increase Recycling Activities, Reduce Power Consumption, Reduce emissions from ACS Transportations
- Society: support Entrepreneurship and Innovation through IQbility Incubation Center, Support Digital Transformation in Education by implementing various actions, increase volunteering































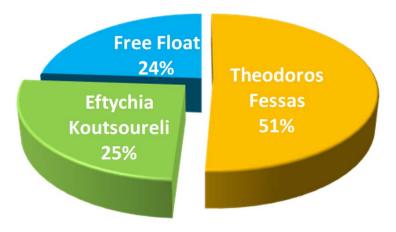








#### Share & Shareholders Structure (31/12/2017)



€ 150m \*
Capitalization

Total Capital Return to the Shareholders (2007-2017)

€ 84,5m\*\*



<sup>\*</sup>On 31/3/2018

<sup>\*\*</sup>Included amount 27.420k (€2,3 per share) refers to share capital decrease and return to shareholders, shares of BriQ Properties REIC



#### Disclaimer

- This document might contain estimations and forward-looking statements relating to the Group's future business, development and economic performance. It also includes statements from sources that have not been independently verified by the Company.
- Such statements may be subject to a number of risks, uncertainties and other important factors, such as but not limited to:
  - Competitive pressures
  - Legislative and regulatory developments
  - Global and local macroeconomic and political trends
  - Fluctuations in currency exchange rates and general financial market conditions
  - Delay or inability in obtaining approvals from authorities
  - Technical development
  - Litigation
  - Adverse publicity and news coverage, which would cause actual development and results to differ materially from the statements made in this document
- Quest Holdings assumes no obligation to update or alter such statements whether as a result of new information, future events or otherwise.

