GROUP

## Corporate IR Presentation

Based on H1 2020 Financial Results


1. H1 2020 Results

Overview
Financial Performance Highlights / Outlook


## Quest Group at a Glance (H1 2020)

| $\mathcal{P}$ | €154m <br> Total Equity | $\mathbb{M}$ | € 304 m <br> Revenues |
| :---: | :---: | :---: | :---: |
| ( | >39years <br> successful track record (est. in 1981) |  | Diversified <br> Business operations applying active management principles |
|  | $1.964$ <br> Headcount |  | Strategy Building Blocks <br> - Customer Driven <br> - Operational Excellence |
| $\mapsto$ | >30 Countries <br> International Activity ( $\sim 16 \%$ of revenue) |  | - Human Capital \& Values <br> - Innovation / Technology Orientation <br> - International Expansion |$\xrightarrow[6]{a}$

Active in :
Revenues

- ICT Products*
€ 163m
- IT Services
€ 63m
- Courier/Post
€ 57 m
- Electronic Payments
€ 16 m
- Ren. Energy / Other
€ 5m

Value Creation - Track Record

- 2016-2020 Revenue CAGR
- 2016-2020 Ebitda CAGR 104\%
- 2016-2020 EBT CAGR 89\%
- Growth Investments 2016-2020 ~100m


## Value Creation Diversifited Business Enabler

## Explanations/Clarifications:

- Sales growth was driven by most of the sectors.
- 6M2019 results include extraordinary positive effects from reversal of past negative provisions of $\sim+€ 1,4 m$ which were taxed in 2018.
- 6M2020 include one-off negative effect of €0,5m regarding covid related donations.
- Excluding these extraordinary / one-off effects organic earnings are even better.
- Capex \& new Investments include growth investments of $€ 0,8 \mathrm{~m}$ in photovoltaic parks and ~ €4m in infrastructure for ACS new hub.

|  | 6M 2020 | Yoy\% | 6M 2019 |
| :---: | :---: | :---: | :---: |
| Sales | 303.927 | 17,7\% | 258.178 |
| EBITDA | 27.146 | 5,9\% | 25.645 |
|  | 8,9\% |  | 9,9\% |
| EBIT | 18.340 | 7,0\% | 17.141 |
|  | 6,0\% |  | 6,6\% |
| EBTD | 24.461 | 3,3\% | 23.674 |
|  | 8,0\% |  | 9,2\% |
| EBT | 15.655 | 3,2\% | 15.170 |
|  | 5,2\% |  | 5,9\% |
| EAT | 11.514 | 8,5\% | 10.611 |
|  | 3,8\% |  | 4,1\% |
| EAT \& NCI | 11.369 | 10\% | 10.330 |
| Depreciation \& Amortization | -8.806 | 3,6\% | -8.504 |
| Financial results | -2.492 | 21,7\% | -2.048 |
| CAPEX \& New Invesments | 6.853 | 154,7\% | 2.690 |

## P\&L (H1 2020)



## Quarterly results

|  | Q1 2020 | Yoy\% | Q1 2019 | Q2 2020 | Yoy\% | Q2 2019 | 6M 2020 | Yoy\% | 6M 2019 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Sales | 147.748 | 18,2\% | 124.996 | 156.179 | 17,3\% | 133.182 | 303.927 | 17,7\% | 258.178 |
| EBITDA | 12.559 | 6,0\% | 11.845 | 14.588 | 5,7\% | 13.800 | 27.146 | 5,9\% | 25.645 |
| \% sales | 8,5\% |  | 9,5\% | 9,3\% |  | 10,4\% | 8,9\% |  | 9,9\% |
| EBIT | 8.137 | 7,1\% | 7.596 | 10.203 | 6,9\% | 9.546 | 18.340 | 7,0\% | 17.141 |
| \% sales | 5,5\% |  | 6,1\% | 6,5\% |  | 7,2\% | 6,0\% |  | 6,6\% |
| EBTD | 11.176 | 3,2\% | 10.829 | 13.285 | 3,4\% | 12.845 | 24.461 | 3,3\% | 23.674 |
| \% sales | 7,6\% |  | 8,7\% | 8,5\% |  | 9,6\% | 8,0\% |  | 9,2\% |
| EBT | 6.755 | 2,7\% | 6.579 | 8.900 | 3,6\% | 8.591 | 15.655 | 3,2\% | 15.170 |
| \% sales | 4,6\% |  | 5,3\% | 5,7\% |  | 6,5\% | 5,2\% |  | 5,9\% |
| EAT | 4.448 | $-2,0 \%$ | 4.537 | 7.066 | 16,3\% | 6.074 | 11.514 | 8,5\% | 10.611 |
| \% sales | 3,0\% |  | 3,6\% | 4,5\% |  | 4,6\% | 3,8\% |  | 4,1\% |
| EAT \& NCI | 4.355 | -1\% | 4.412 | 7.014 | 19\% | 5.919 | 11.369 | 10\% | 10.330 |
| Depreciation \& Amortization | -4.422 | 4,0\% | -4.249 | -4.385 | 3,1\% | -4.254 | $-8.806$ | 3,6\% | -8.504 |
| Financial results | -1.519 | 33,5\% | -1.138 | -973 | 6,9\% | -910 | -2.492 | 21,7\% | -2.048 |
| CAPEX \& New Invesments | 2.969 | 79,2\% | 1.657 | 3.884 | 275,9\% | 1.033 | 6.853 | 154,7\% | 2.690 |

## Balance sheet (H1 2020)

Amounts in ,000 €

| Group Balance Sheet | 6M 2020 | 12M 2019 |  |  |
| :---: | :---: | :---: | :---: | :---: |
| Tangible \& intangible assets | 91.486 | 89.493 |  |  |
| Right-of-use assets | 23.730 | 26.033 | $E 433 m$ |  |
| Goodwill | 31.997 | 31.398 |  | €154m |
| Other | 24.029 | 22.449 |  |  |
| Non-current assets | 171.242 | 169.373 |  |  |
| Inventories | 30.796 | 31.495 |  |  |
| Trade \& other receivables | 149.992 | 140.079 | Total Assets | Otal Eouitv |
| Cash and cash equivalents | 72.600 | 75.195 |  |  |
| Other | 8.695 | 7.186 |  |  |
| Current assets | 262.082 | 253.955 |  |  |
| Total assets | 433.324 | 423.327 | €73m Cash |  |
| Total equity | 154.275 | 143.203 |  |  |
| Borrowings-Long Term | 17.313 | 8.105 |  | €71m |
| Lease liability | 20.266 | 22.052 |  | Tancible |
| Other | 45.835 | 35.230 |  |  |
| Non-current liabilities | 83.414 | 65.386 |  | Assets |
| Borrowings-Short Term | 36.909 | 42.320 |  |  |
| Trade \& other payables | 142.720 | 162.813 |  |  |
| Lease liability | 7.517 | 8.000 |  |  |
| Other | 8.488 | 1.606 |  |  |
| Current liabilities | 195.635 | 214.739 |  |  |
| Total Liabilites \& equity | 433.324 | 423.327 |  |  |
| Net Debt/(cash) | (18.377) | (24.770) |  |  |

## Cash Flow (H1 2020)

| Group Cash Flow | 6M 2020 | 6M 2019 |
| :---: | :---: | :---: |
| EBT | 15.655 | 15.170 |
| Depreciation/Amortization | 8.807 | 8.505 |
| Interests Expense / (income) | 2.492 | 2.049 |
| WoC (Change in Inventories, Receivables, Payables) | (19.453) | (48.058) |
| Tax paid | (349) | (560) |
| Other operating activities | (3.299) | (2.528) |
| Cash flows from operating activities | 3.853 | (25.422) |
| Capex | (6.005) | (1.507) |
| Other investment activities | 291 | 853 |
| Cash flows from investing activities | (5.715) | (654) |
| Proceeds from borrowings/Repayments of borrowings | 3.797 | 22.636 |
| Others | (310) | - |
| Repayment of lease liabilities | (4.220) | (1.702) |
| Cash flows from financing activities | (733) | 20.934 |
| Total Change | (2.595) | (5.142) |
| Cash \& Equivalent at beginning of year | 75.195 | 63.164 |
| Cash and cash equivalents of acquired Subsidiaries |  | (410) |
| Cash \& Equivalent at end of the period | 72.600 | 58.431 |

## H1 2020 Highlights / Group Outlook

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## H1 2020 Highlights

- Not significantly affected by COVID 19 (April's lockdown effect reversed after a steep May \& June rebound)
- Double Digit Growth in revenues ( $+17,7 \%$ ), fueled by double digit growth in most of the sectors
- Absorbed the extraordinary costs during the covid lockdown, managed to improve all profitability lines (Ebitda, EBT and EAT)
- Managed to outweight the 6M2019 extraordinary positive effects ( $\sim € 1,4 \mathrm{~m}$ ), the Covid-19 donations ( $\sim+€ 0,5 \mathrm{~m}$ ) and the decrease in the el. transactions sector.
- Continued its dividend policy with a dividend of $€ 0,15 /$ share (+7\% vs 2019), paid in July 2020.


## Outlook

- During Q3 Quest Holdings proceeded in a capital increase through capitalization of non previously taxed reserves resulting to one off tax effect of $€ 11,2 \mathrm{~m}$. This move improves QH's capital structure and facilitates future profits distribution to its shareholders. At the same time it will equally affect the EAT of the company and its net cash position during H 2 , while it will not affect the recurring operating profitability of the company nor its dividend policy.
- Assuming no further Covid-19 impact (i.e. $2^{\text {nd }}$ lockdown, larger than estimated fall in consumer demand, e.t.c.) H2 2020 operating profitability is estimated to be similar to that of H 12020.
- Group's financial position ( $\sim 180 \mathrm{~m}$ cash in cash and credit lines) is solid enough to endure further hardships as well as to support planned growth investments
- $€ 30 \mathrm{~m}$ infrastructure investment for the new automated sorting hub for Courier Sector (to be ready in 2021) still on track.
- Actively pursuing new growth investments (new solar parks, other M\&A's)


## 02. Appendix

Business Segments Analysis Other Corporate info Outlook - Strategy 2021


## Info/Overview

- Largest distributor of H/W and S/W products in Greece
- €337m revenue in 2019
- 40\%+ of ICT distribution Market in Greece
- Certified Greek partner of major international vendors
- Own Brand assembler \& distributor
- Apple's Value Added Distributor Greece \& Cyprus
- 9 Apple retail stores, 2 Xiaomi retail Stores
- 120 service centers for Technical Support
- Advanced e-commerce platform
- Personnel: 445


## Outlook

- Technology products sectors seem to be favored by covid effect
- H2 2020 results are estimated to be similar to H1 (given the present conditions and a steady consumption outlook ).

6M Financial Results

| Amount in,000E | 6M 2020 | Yor \% | 6M 2019 |  |
| :--- | ---: | ---: | ---: | ---: |
| Sales | $\mathbf{1 6 2 . 5 5 1}$ | 23\% | $\mathbf{1 3 2 . 6 8 1}$ |  |
| EBITDA |  | $\mathbf{5 . 6 2 1}$ | $13 \%$ | $\mathbf{4 . 9 7 4}$ |
|  | \% sales | $3,5 \%$ |  | $3,7 \%$ |
| EBT |  | $\mathbf{3 . 2 1 3}$ | $16 \%$ | $\mathbf{2 . 7 6 0}$ |
|  | \% sales | $2,0 \%$ |  | $2,1 \%$ |
| EAT |  | $\mathbf{2 . 4 1 3}$ | $19 \%$ | $\mathbf{2 . 0 2 0}$ |
| Net cash/(debt) | $\mathbf{4 . 8 5 2}$ | $141 \%$ | $\mathbf{- 1 1 . 9 3 0}$ |  |

- +23\% sales growth in 6M 2020, driven mainly by market share/e-commerce and retail expansion
- EAT +19\% YoY. Adjusted by $€ 1,4 m$ extraordinary profit in Q1 2019, 6M 2020 organic profitability significantly improved by >x2


## Info/Overview

- Leading IT integrator in domestic market ~ 20\% Market Share
- €115m revenue in 2019
- 30+ countries of operations
- ~40\% International revenues
- 600+ customers across industries \& geographies
- $80 \%$ of revenues from services activities
- 50+ years experience in banking \& telecom sectors
- Specialized it/tech professionals
- Personnel:884


## Outlook

- Covid19 is estimated to not affect results in the short/midterm
- Unisystems gradually improves all profitability lines improving also its margins

6M Financial Results

| Amount in ,000¢ | 6M 2020 | Yor\% | 6M 2019 |
| :---: | :---: | :---: | :---: |
| Sales | 62.745 | 15\% | 54.735 |
| EBITDA | 3.174 | 12\% | 2.828 |
| \% sales | 5,1\% |  | 5,2\% |
| EBT | 2.147 | 27\% | 1.694 |
| \% sales | 3,4\% |  | 3,1\% |
| EAT | 969 | 15\% | 844 |
| Net cash/(debt) | 12.673 | 314\% | -5.917 |

- $+15 \%$ Sales growth, $27 \%$ EBT growth in 6M 2020
- Focus on improving project delivery operations and optimize cost structure and margins
- Greece IT Services market expected to recover
- >€260m backlog in future projects


## Info/Overview

- Largest Local Courier Operator in SE Europe (~ 24\% M. Share)
- €109m revenue in 2019
- Leading Alternative Postal Operator in Greece (~7\% M. Share)
- 50+m shipments/year ( 20 m courier/30m Post)
- 500+ Service Points
- 39 years experience
- 30.000 m$^{2}$ facilities
- Personnel: 513


## Outlook

- Covid19 boosted demand for courier services which resulted in higher revenues. Extraordinary expenses to address the the surge of B2C volumes hit profitability during April and May. Profitability recovers as the company adapts to the elevated demand levels
- New automated state of the art sorting hub (to be ready in 2021), ~ €25m capex in next 24 months

6M Financial Results

| Amount in , 000€ | 6M 2020 | YoY \% | 6M 2019 |
| :---: | :---: | :---: | :---: |
| Sales | 57.443 | 11\% | 51.974 |
| EBITDA | 8.033 | -3\% | 8.295 |
| \% sales | 14,0\% |  | 16,0\% |
| EBT | 6.450 | -6\% | 6.887 |
| \% sales | 11,2\% |  | 13,3\% |
| EAT | 5.023 | 3\% | 4.897 |
| Net cash/(debt) | 35.108 | 23\% | 28.620 |

- Revenue growth driven mainly by e-commerce courier shipments
- Courier (accounts for $87 \%$ of sales) grew by $15 \%$ while Post (accounts for $10 \%$ of sales) decreased by $-17 \%$.
- Margins decreased as a result of extraordinary expenses related to Covid19 lockdown period


## Electronic Payments

cardlink

## Info/Overview

- Leading POS network operator in Greece
- €33m revenue in 2019
- ~230K installed POS in merchants
- ~40\% Market Share in POS
- >400m transactions/yr
- Serves all major banks
- Significant growth investments ~€40m during 2015-2018
- Personnel: 115


## Outlook

- Covid19 lockdown, affected revenues however volumes quickly recovered during May
- Transactions are estimated to be affected by weak tourism during 2020
- Long term outlook is positive since the post Covid19 habits seem to favor the use of cards


## 6M Financial Results

| Amount in ,000€ | 6M 2020 | Yoy\% | 6M 2019 |
| :---: | :---: | :---: | :---: |
| Sales | 16.346 | -1\% | 16.468 |
| EBITDA | 5.747 | -21\% | 7.234 |
| \% sales | 35,2\% |  | 43,9\% |
| EBT | 1.156 | -58\% | 2.749 |
| \% sales | 7,1\% |  | 16,7\% |
| EAT | 962 | -49\% | 1.870 |
| Net cash/(debt) | -8.200 | 24\% | -10.769 |

- The new agreement with banks includes revenue discounts for the years 2018-2020 and lower prices during 2020-2024
- Sales and Profitability were affected:
- by lower prices due to new contract
- increased opex for development of new products
- by covid19
*2020 Net cash/(debt) does not include $€ 3,4 m$ lease liabilities due to the changes in IFRS 16.


## Info/Overview

- €6,6m revenue in 2019
- Quest Energy owns 15 photovoltaic parks of 26,2MW power
- Quest Holdings(QH): Parent Company, operates as a holding company with a lean as possible corp. structure
- Personnel: 7


## Outlook

- There is no covid19 effect since production, distribution and cash inflow run smoothly.
- H2 results are estimated to be similar to H1


## 6M Financial Results

| Amount in, 000¢ | 6M 2020 | YoY\% | 6M 2019 |
| :---: | :---: | :---: | :---: |
| Sales | 4.841 | 109\% | 2.320 |
| EBITDA | 4.570 | 98\% | 2.313 |
| \% sales | 94,4\% |  | 99,7\% |
| EBT | 2.688 | 149\% | 1.080 |
| \% sales | 55,5\% |  | 46,6\% |
| EAT | 2.146 | 119\% | 980 |
| Net cash/(debt) | -26.056 | -992\% | -2.386 |

- Quest Energy over doubled in 6M 2020 due to the acquisition of 13,4 MW in 2019
- Actively pursuing new growth investments in core/other areas (M\&As)


## Segment Contribution in Sales \& Ebitda (H1 2020)


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| 6M 2020 ( $¢ \times 1.000$ ) | $1 T$ Products | IT Services | Courier \& Postal | Electronic Payments | Renewable Energy | Unallocated | Total | Amounts in ,000 € |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total gross segment sales | 182.508 | 63.691 | 58.253 | 16.376 | 4.753 | 263 | 325.843 |  |
| Inter-segment sales | (19.956) | (946) | (810) | (29) | (166) | (8) | (21.916) |  |
| Net sales | 162.551 | 62.745 | 57.443 | 16.346 | 4.587 | 255 | 303.927 |  |
| EBITDA | 5.621 | 3.174 | 8.033 | 5.747 | 3.813 | 757 | 27.146 |  |
| \% sales | 3,5\% | 5,1\% | 14,0\% | 35,2\% | 83,1\% |  | 8,9\% |  |
| Profit/ (Loss) before income tax | 3.213 | 2.147 | 6.450 | 1.156 | 2.008 | 680 | 15.655 |  |
| \% sales | 2,0\% | 3,4\% | 11,2\% | 7,1\% | 44\% |  | 5,2\% |  |
| Profit/ (Loss) after tax | 2.413 | 969 | 5.023 | 962 | 1.566 | 581 | 11.514 |  |
| Profit/ (Loss) after tax \& NCI |  |  |  |  |  |  | 11.369 |  |
| Capex \& New Investments | 479 | 518 | 4.133 | 870 | 848 | 5 | 6.853 |  |
| Cash | 12.871 | 12.690 | 35.108 | 2.469 | 7.825 | 1.637 | 72.600 |  |
| Borrowings (non current) |  |  |  | 10.001 | 7.313 |  | 17.313 |  |
| Borrowings (current) | 8.019 | 17 |  | 668 | 28.205 |  | 36.909 |  |
| Net cash/(debt) | 4.852 | 12.673 | 35.108 | (8.200) | (27.693) | 1.637 | 18.377 |  |
| 6M 2019 (€ x 1.000) | IT Products | IT Services | Courier \& Postal | Electronic Payments | Renewable Energy | Unallocated | Total |  |
| Total gross segment sales | 148.617 | 55.364 | 52.713 | 16.557 | 2.405 |  | 275.656 |  |
| Inter-segment sales | (15.937) | (629) | (739) | (89) | (84) | (1) | (17.478) |  |
| Net sales | 132.681 | 54.735 | 51.974 | 16.468 | 2.321 | (1) | 258.178 |  |
| EBITDA | 4.974 | 2.828 | 8.295 | 7.234 | 1.842 | 471 | 25.645 |  |
| \% sales | 3,7\% | 5,2\% | 16,0\% | 43,9\% | 79,4\% |  | 9,9\% |  |
| Profit/ (Loss) before income tax | 2.760 | 1.694 | 6.887 | 2.749 | 644 | 436 | 15.170 |  |
| \% sales | 2,1\% | 3,1\% | 13,3\% | 16,7\% | 28\% |  | 5,9\% |  |
| Profit/ (Loss) after tax | 2.020 | 844 | 4.897 | 1.870 | 532 | 447 | 10.610 |  |
| Profit/ (Loss) after tax \& NCI |  |  |  |  |  |  | 10.330 |  |
| Capex \& New Investments | 274 | 199 | 486 | 544 | 1.183 | 5 | 2.690 |  |
| Cash | 4.204 | 9.094 | 28.620 | 2.297 | 9.923 | 4.294 | 58.430 |  |
| Borrowings (non current) |  |  |  | 3.337 | 1.222 |  | 4.559 |  |
| Borrowings (current) | 16.133 | 15.011 |  | 9.729 | 15.382 |  | 56.255 |  |
| Net cash/(debt) | (11.930) | (5.917) | 28.620 | (10.769) | (6.681) | 4.294 | (2.383) |  |
| Diff 2020/2019 \% | 17 Products | IT Services | Courier \& Postal | ectronic Payments | Renewable Energy | Unallocated | Total |  |
| Total sales | 22,5\% | 14,6\% | 10,5\% | -0,7\% | 97,6\% | - | 17,7\% |  |
| EBITDA | 13,0\% | 12,2\% | -3,2\% | -21\% | 107\% | 60,9\% | 5,9\% |  |
| Profit/ (Loss) before income tax | 16,4\% | 26,8\% | -6,3\% | -57,9\% | 211,9\% | 55,7\% | 3,2\% |  |
| Profit/ (Loss) after tax | 19,4\% | 14,9\% | 2,6\% | -48,6\% | 194,2\% | 30,0\% | 8,5\% |  |
| Profit/ (Loss) after tax \& NCI |  |  |  |  |  |  | 10,1\% | 17 |

## Quest Group at a Glance (12M 2019)

€143m

Total Equity $\quad$\begin{tabular}{l}
$>38$ years <br>
successful track record <br>
(est. in 1981)

$\quad$

1.905 <br>
Headcount <br>
$>30$ Countries <br>
International Activity <br>
( $>16 \%$ of revenue)
\end{tabular}

## €600m <br> Revenues

## Diversified

Business operations applying active management principles

## Strategy Building Blocks

- Customer Driven
- Operational Excellence
- Human Capital \& Values
- Innovation / Technology Orientation
- International Expansion

| Active in: | Revenues |
| :--- | :--- |
| - ICT Products* | $€ 337 \mathrm{~m}$ |
| - IT Services | $€ 115 \mathrm{~m}$ |
| - Courier/Post | $€ 109 \mathrm{~m}$ |
| - Electronic Payments | $€ 33 \mathrm{~m}$ |
| - | Ren. Energy / Other |
|  | € 7 m |

## Value Creation - Track Record

- 2015-2019 Revenue CAGR14\%
- 2015-2019 Ebitda CAGR ..... 26\%
- 2015-2019 EBT CAGR ..... 100\%- Growth Investments 2015-2019 ~100m


## Value Creation Diversifiled Business Enabler

| 12M 2019 ( $£ \times 1.000$ ) | IT Products | IT Services | Courier \& Postal | Electronic Payments | Renewable Energy | Unallocated | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total gross segment sales | 379.439 | 116.235 | 110.305 | 33.104 | 6.758 | 76 | 645.917 |
| Inter-segment sales | (42.150) | (1.556) | (1.571) | (121) | (182) | (18) | (45.598) |
| Net sales | 337.289 | 114.679 | 108.734 | 32.983 | 6.576 | 59 | 600.319 |
| EBITDA | 13.052 | 5.644 | 15.821 | 13.623 | 4.855 | 398 | 53.393 |
| \% sales | 3,9\% | 4,9\% | 14,6\% | 41,3\% | 73,8\% |  | 8,9\% |
| Profit/ (Loss) before income tax | 8.148 | 2.094 | 13.226 | 4.254 | 2.193 | 261 | 30.176 |
| \% sales | 2,4\% | 1,8\% | 12,2\% | 12,9\% | 33\% |  | 5,0\% |
| Profit/ (Loss) after tax for the year | 6.162 | 665 | 9.728 | 2.659 | 1.652 | (12.573) | 8.294 |
| Profit/ (Loss) after tax \& NCl for the year |  |  |  |  |  |  | 7.892 |
| Capex \& New Investments | 952 | 708 | 3.512 | 1.502 | 27.341 | 17 | 34.033 |
| Cash | 18.600 | 11.745 | 32.242 | 2.322 | 7.462 | 2.823 | 75.195 |
| Borrowings (non current) |  |  |  |  | 8.105 |  | 8.105 |
| Borrowings (current) | 9.554 |  |  | 3.282 | 29.485 |  | 42.320 |
| Net cash/(debt) | 9.046 | 11.745 | 32.242 | (959) | (30.128) | 2.823 | 24.770 |
| 12M 2018 ( $¢ \times 1.000$ ) | IT Products | IT Services | Courier \& Postal | Electronic Payments | Renewable Energy | Unallocated | Total |
| Total gross segment sales | 302.263 | 90.205 | 102.795 | 33.777 | 2.278 |  | 531.319 |
| Inter-segment sales | (30.479) | (1.525) | (1.436) | (22) | (134) | (43) | (33.639) |
| Net sales | 271.784 | 88.680 | 101.359 | 33.756 | 2.144 | (43) | 497.680 |
| EBITDA | 6.425 | 2.672 | 14.035 | 4.652 | 1.457 | 4.660 | 33.901 |
| \% sales | 2,4\% | 3,0\% | 13,8\% | 13,8\% | 68,0\% |  | 6,8\% |
| Profit/ (Loss) before income tax | 3.838 | 241 | 12.516 | 7.453 | 612 | (654) | 24.006 |
| \% sales | 1,4\% | 0,3\% | 12,3\% | 22,1\% | 29\% |  | 4,8\% |
| Profit/ (Loss) after tax for the year | 2.827 | (311) | 9.001 | 8.426 | 487 | (442) | 19.988 |
| Profit/ (Loss) after tax \& NCl for the year |  |  |  |  |  |  | 18.723 |
| Capex \& New Investments | 1.096 | 317 | 1.005 | 2.074 | 4.322 | 18 | 8.832 |
| Cash | 10.317 | 7.797 | 28.016 | 7.293 | 6.131 | 3.611 | 63.164 |
| Borrowings (non current) |  |  |  | 7.505 | 1.722 |  | 9.227 |
| Borrowings (current) | 5.730 | 12 |  | 8.003 | 14.468 |  | 28.214 |
| Net cash/(debt) | 4.587 | 7.785 | 28.016 | (8.215) | (10.060) | 3.611 | 25.722 |
| Diff 2019/2018 \% | IT Products | IT Services | Courier \& Postal | Electronic Payments | Renewable Energy | Unallocated | Total |
| Total sales | 24,1\% | 29,3\% | 7,3\% | -2,3\% | 206,7\% | 237,2\% | 20,6\% |
| EBITDA | 103,2\% | 111,2\% | 12,7\% | 193\% | 233\% | -91,5\% | 57,5\% |
| Profit/ (Loss) before income tax | 112,3\% | 770,4\% | 5,7\% | -42,9\% | 258,1\% | 139,9\% | 25,7\% |
| Profit/ (Loss) after tax for the year | 118,0\% | 314,1\% | 8,1\% | -68,4\% | 239,4\% |  | -58,5\% |
| Profit/ (Loss) after tax \& NCl for the year |  |  |  |  |  |  | -57,8\% |

## Current Activities Main Growth Focus Areas




## Quest's 2021 Strategy - On good track / several targets achieved in advance

## Strategic Orientation

Focus on Growing Areas and Improve Profitability

Improve ROE* to ~20\%

Invest in Areas with higher
Returns \& Growth Potential

Continue Existing Dividend Policy
04

Enhance Corporate image and International Expansion

## Strategic Targets

| Reach ~€ ${ }^{\text {6 }} 00 \mathrm{~m}$ Revenues (+50\% vs 2016) | Digital Economy Mobility \& IoT E-Commerce | Growth Investments 2018-2021 ~€80m |
| :---: | :---: | :---: |
| Organizational <br> Agility <br> Business <br> Development | $\begin{aligned} & \text { Quest } \\ & \text { GRoup } \end{aligned}$ | Value Creation |
|  | IT Products \& Services, Courier/Post, Electronic Payments, <br> Renewable Energy +1-2 New Sectors | Achieve Fair Market Cap Valuation |

- 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


## 1 moner





## 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


## Corporate Governance

- The management and operation of the Quest Group is based on a modern, dynamic and flexible Corporate Governance model.
- Group Corporate Governance:
$\checkmark$ Is in line with Greek law
$\checkmark$ Complies with the Hellenic Code of Corporate Governance (HCGC) with some discrepancies mentioned in the Annual Financial Report
- Corporate Governance aims at the:
$\checkmark$ Responsible operation of the Group
$\checkmark$ The viability of its companies and
$\checkmark$ To safeguard the interests of the Shareholders and Stakeholders
- BoD is the highest governing body of Quest Holdings Group
- BoD consist of 11 members - 6 being non executive / independent
- Quest Holdings Board of Directors - 5 Board Committees
- Quest Group Organizational and Operational Manual (based on HCGC)
- 27 Group Policies
- 36 Standard Procedures (valid for all companies)


## 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
- Decision Making Procedure and Tables (approved by the Company BoD)
- Representation Table for every Company (approved by the Company BoD)
- Enterprise Risk Management System


## Shareholders Structure/Share History

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## Total Capital Return to the Shareholders (2009-2020) € 80m**


*On 31/08/2020
**Included the amount of $27,4 \mathrm{~m}$ ( $€ 2,3$ per share) regarded 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.

Thank you


