

# IT Landscape Transformation. Accomplished.

## COMPANY PROFILE

Uni Systems, a member of Quest Group with roots in 1964, is a long-standing strategic ICT partner to financial institutions, public organizations, telecom operators, enterprises and institutions in the European region, providing integrated solutions and value added services.

## Sustainability Goals 2021-2022

Uni Systems has set out its ESG Goals for the period 2021-2022 and is in the process of formulating its longer term ESG Strategy.

ENVIRONMENT	SOCIAL	GOVERNANCE
<ul style="list-style-type: none"><li>■ Increase of Cloud solutions revenue by 15%</li><li>■ All new investment in Data Center will be implemented on the basis of new and energy-neutral technologies</li></ul>	<ul style="list-style-type: none"><li>■ Creation of 40 new job positions</li><li>■ Continuous investment in Innovation: increase of funding for relevant activities by 20%</li><li>■ More job opportunities for women</li></ul>	<ul style="list-style-type: none"><li>■ Wider participation in working groups to develop innovation</li><li>■ Systems Availability &gt;99,999%</li><li>■ Zero incidents of Data breach</li></ul>

# Sustainability Highlights: Our Progress in 2020

## Material Issues for Uni Systems (2019-2020)

## How we responded in 2020

### Creating Financial Value



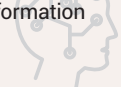
- +15% sales turnover
- 45% of revenues from international projects
- >900 large digital transformation projects on a pan - European level

### Creation of a healthy partner eco-system and a responsible supply chain



- 25+ countries
- 300+ customers
- 1200+ business partners

### Provision of ICT solutions that contribute to the development of innovation, the advancement of knowledge, the generation of expertise and the expansion of digital transformation



- +20% revenues from Cloud Services
- New projects in emerging technologies, Big Data, Cloud, Augmented & Virtual Reality, Gamification, mobile applications
- 68 Research and Innovation proposals were submitted to European funding programs
- Supporting Innovation through 60+ partner start-ups
- Supporting 10,000+ customers switching to telework

### Products and Services with environmental and social impact



- First Covid-Free Library at EKPA with more than 400,000 books and contactless transactions.
- Creation of "Green Museum" solution and "The Museum at School" program
- Participation in pandemic response initiative, distinction with 4 solutions
- Supported 2 major European Organizations, the European Center for Disease Prevention and Control (ECDC) & the European Medicines Agency (EMA) to meet their increased operational requirements during the pandemic.

### Business Ethics



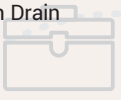
- Zero incidents of non-compliance with the legislation on anti-corruption and unfair competition.

### Ensuring quality, infrastructure security, data protection and operational continuity



- ISO 22301: 2019 for Business continuity management
- >99.99% Systems availability
- Zero Data Breach incidents

### Employment and halting Brain Drain



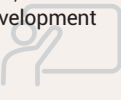
- 52 new employees, total of 900+
- Gold award in Business IT Excellence Awards 2020

### Ensuring the health, safety and well-being of employees



- Zero occupational accidents / work related deaths
- >80% of the office employees teleworking during pandemic
- QUEST EUZHN - Employee Wellness program

### Providing continuing education, certification and employee development



- 108 training programs
- Talent Management program for 41 employees identified as High Performers and High Potentials

### Reducing energy consumption and greenhouse gas emissions



- Energy consumption rate was reduced by -29%, (due to teleworking)
- 24,73% renewable energy from total energy consumption
- The Docusign digital and electronic signature platform, reduced the environmental footprint on paper
- ISO 14001: 2015 certification