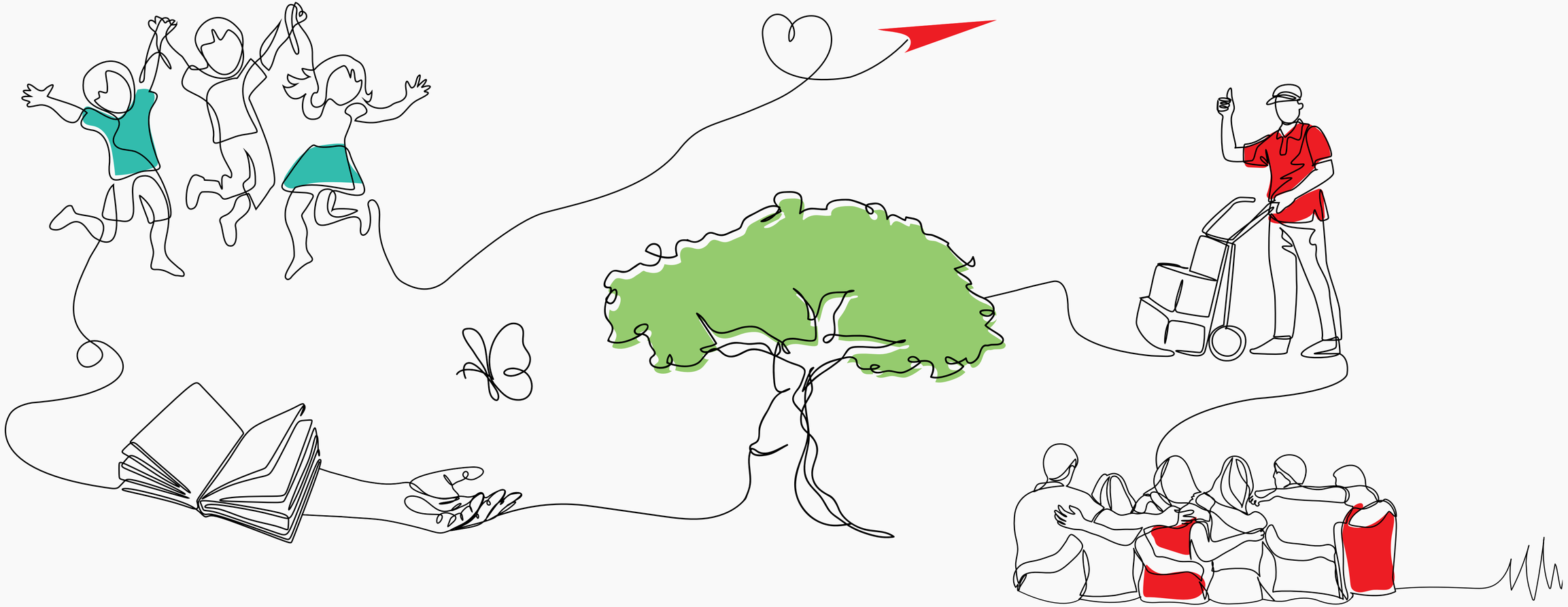
Sustainability Report 2024

ACS

Always in the service of Humanity, always with responsibility



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Message from the CEO

GRI 2-22

2024 was undoubtedly a year marked by significant challenges at international and national level, but also by new opportunities shaped by technological developments, increasing consumer demands and the continuous transition to more sustainable business models. In this dynamic environment with rapid developments, ACS, faithful to its strategic planning and values, has steadily continued its growth course, investing in the future and strengthening its contribution in all areas of Sustainable Development.

As a leading courier company in Greece, and a member of the Quest Group, we have remained dedicated to implementing projects that elevate the customer experience, enhance the efficiency of our operations, and reduce our environmental footprint. In this 2024 Sustainability Report, we present our performance, which confirms our string will for steady progress and full transparency.

In summary, during 2024 we achieved:

Financial Growth and New Investments: 4.9% increase in turnover and implementation of significant development investments in the central facilities of Athens and Thessaloniki, with the total investment plan for the year exceeding €7 million, while adding up the last 5 years the investments exceed €57 million.

Protection for the Environment: 27% reduction in emission intensity per kilogram compared to 2019, 51% of company fleet is electric and hybrid models, gold distinction for our performance in the annual sustainability assessment by EcoVadis, as well as a certification of Greenhouse Emission Measurement according to ISO 14064-3:2019.

Social Presence & Contribution: Enhancement of our large team, with 676 employees, a significant increase of 19.18% in man-hours of training and at the same time implementation of social contribution actions for vulnerable groups, which is valued at approximately €350,000.

Corporate Governance: We achieved zero incidents of corruption, unfair competition, antitrust or monopolistic practices, kept in full compliance with the legal and regulatory frameworks, as well as achieving a new ISO 27001:2022 certification for our Information Security Management System.

New Services and Digital Innovation: The creation of the new digital assistant ACiStant on the website and app, which served 1.38 million users through 6.5 million conversations, and at the same time the steady expansion of the ACS Smartpoint Lockers network, with 385 new points and a total of 23,000 lockers throughout Greece by the end of the year.

These indicative achievements reflect our commitment to steady progress, but also our desire to set higher goals. With consistency and vision, ACS continues to evolve in every area of its activity, contributing to Sustainable Development and the creation of value for the economy, society and the environment.

At ACS, every shipment carries more than just a parcel. It conveys values responsibly.

Apostolos Georgantzis
CEO

About the Report

[GRI 2-2, 2-3, 2-4, 2-5, 3-1, 3-2, ESRS 1, ESRS 2]

The Sustainability Report of ACS, a subsidiary of Quest Holdings, the parent company of the Quest Group, is the company's 11th published annual Report.

Prepared in accordance with the Global Reporting Initiative -GRI Standards 2021 ("in accordance with"). It refers to the period 1.1.2024 – 31.12.2024 and will be published in digital and interactive format, on the company's **website**, where the reports of previous years are available.

It is noted that the parent company Quest Holdings submitted for 2024 a consolidated sustainability report, which is included in the **Annual Financial Report 2024** subject to **Law 5164/2024 – Government Gazette A 202**, which incorporates Directive (EU) 2022/2464 (**CSRD** into Greek legislation)) of the European Parliament and of the Council of 14 December 2022 amending Regulation (EU) 537/2014, Directive 2004/109/EC, Directive 2006/43/EC and Directive 2013/34/EU as regards corporate sustainability reporting (L 322) and Commission Delegated Directive (EU) 2023/2775 of 17 October 2023 amending Directive 2013/34/EU of the European Parliament and of the Council as regards the adjustments of the criteria micro, small, medium and large enterprises or groups.

Based on the relevant legislation (Article 9 Consolidated Sustainability Report – Article 154 of Law 4548/2018 (A' 104), on consolidated non-financial statement, is replaced by the following: A parent company which is a subsidiary is exempt from the obligations set out in par. 1 to 7 (the 'exempted subsidiary'), if such an undertaking and its subsidiaries are included in the consolidated management report of another undertaking, prepared in accordance with Article 153 and in accordance with this Article), ACS shall be exempt from the obligation to disclose a Sustainability Report.

This independent ACS Sustainability Report is also part of the Group's data release, as the company contributes through its performance and actions to the Group's consolidated publications for the year 2024, as well as a major subsidiary contributed to the Group's Double Materiality analysis. This report also refers to the European Sustainability Standards (ESRS) where it has influenced them in the publications of the Group's Sustainability Report.

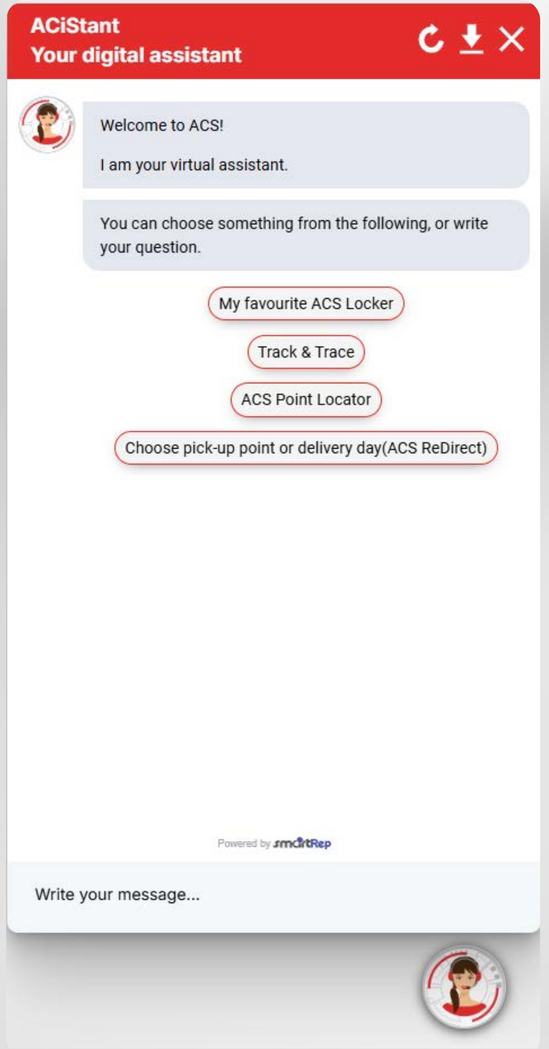
It is also noted that for the disclosures of the **2024 Sustainability Report of the Quest Group**, a "Certified Public Accountant Limited Assurance Report" has been carried out and published in accordance with the International Assurance Assignment Standard 3000 (Revised), "Assurance Projects Beyond Audit or Review of Historical Financial Information".

The **2024 Sustainability Report of the Quest Group** presents in detail the sustainable development issues monitored by the Group (in accordance with ESRS standards under the CSRD Directive), the results of the ESG strategy for the entire Group and its companies, from which the objectives have been integrated into our company's business model, as well as the updated ESG strategy 2025 – 2030, with the respective objectives taken into account.

The following is the company's performance in terms of the material issues it monitors – as they emerged from the new double materiality study prepared at group level in 2024, the Group's ESG goals, and the UN Sustainable Development Goals (SDGs) that it supports.

For more information, please contact **ACS** Marketing and Corporate Sustainability Division: **echarari@acscourier.g**r, +30 211 5005 172.

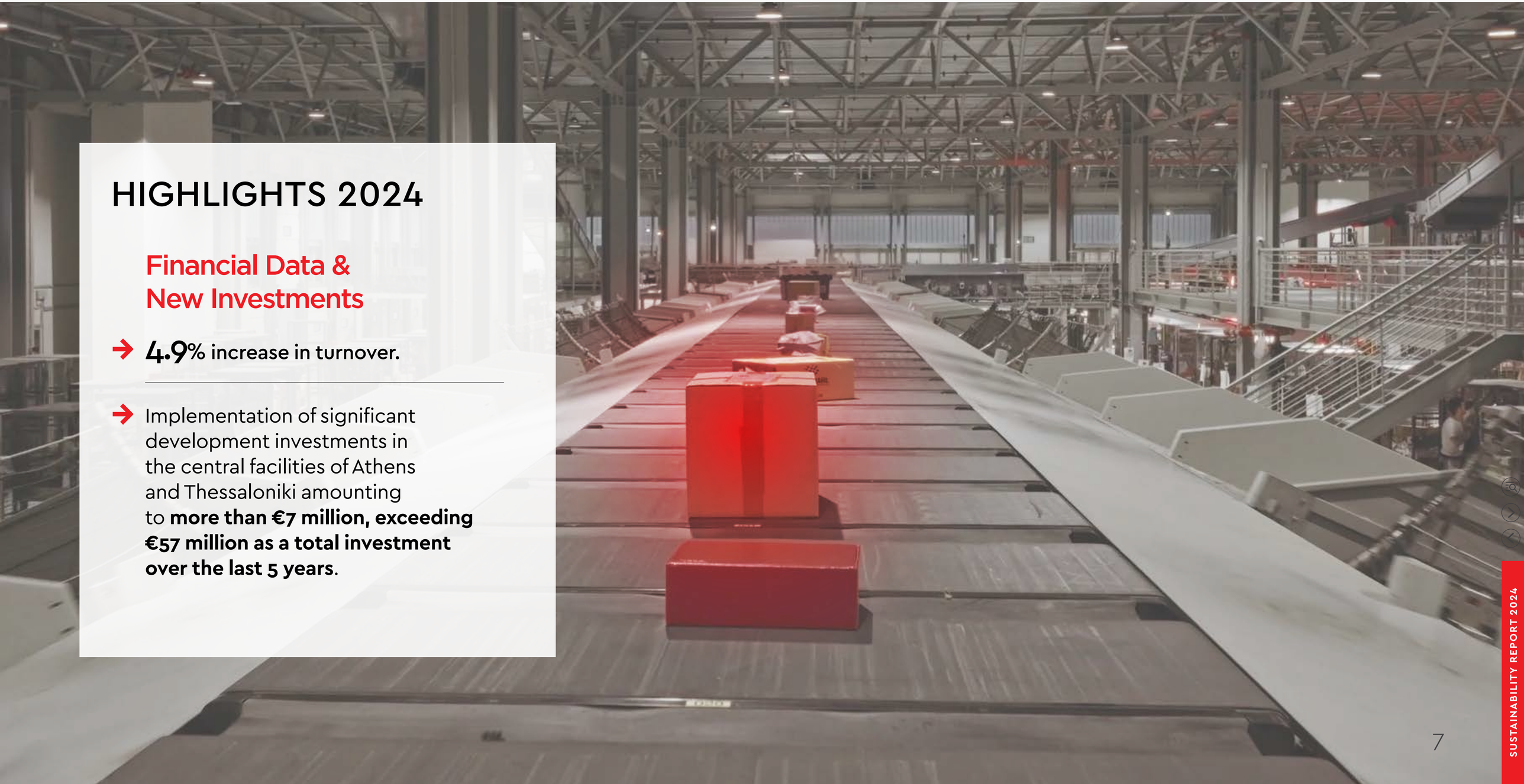
HIGHLIGHTS 2024



Digital Innovation

- New digital assistant «ACiStant» (in acscourier.gr and ACS Mobile App), which served **1,376,884** users, through **6,546,602** conversations.

- Expansion of the ACS Smartpoint Lockers network to **385** new points for the automatic receipt of shipments from **23,000** lockers throughout Greece.



HIGHLIGHTS 2024

Financial Data & New Investments

- **4.9%** increase in turnover.

- Implementation of significant development investments in the central facilities of Athens and Thessaloniki amounting to **more than €7 million, exceeding €57 million as a total investment over the last 5 years**.

ESG HIGHLIGHTS 2024

Environment (E)

- **27%** reduction in emission intensity per kilogram compared to 2019.
- **51%** electric/hybrid company vehicles in the corporate fleet.
- **100** planned parking spaces for electric cars at the company's headquarters.
- **Gold** distinction in sustainability assessment by EcoVadis.
- Greenhouse Emissions Measurement Certificate (based on **ISO 14064-3:2019**).

Society (S)

- **676** employees.
- **3,373** man-hours of training (19.18% increase*).
- **350,000€** contribution to social causes.
- **21,602** free shipments to vulnerable groups, with an initial value of more than €330,000, transporting materials weighing more than 49 tons.

Governance (G)

- **Zero** incidents and complaints on issues of corruption, unfair competition, anti-competitive behavior, anti-monopoly and monopolistic practices.
- **Full compliance** with legislation and regulations in a social and environmental context.
- **Certification ISO 27001:2022** (Information Security Management System).

*Note: Compared to the year 2023

The Company

The Company

[GRI 2-1, 2-6, ESRS 1, ESRS 2]

ACS is a leader in the field of courier services in Greece and also provides postal services of simple mail.

With over 44 years of experience, the company operates in Greece, Cyprus, Albania and Bulgaria with local representatives.

ACS has the largest network of courier stores in Greece.

- **100%** coverage in Greece and abroad
- **>600** physical service points
- **>23,000** automatic collection desks throughout Greece
- **3,700** skilled workers
- **>50 million shipments** handled per year
- **Partnerships** with international courier networks.

State-of-the-art Shipment Sorting Center

The company's sorting center has been operating since 2023 in its new facilities, with bioclimatic architecture and the most modern infrastructure, utilizing state-of-the-art automatic sorting systems.

- Total investment: **€50 million**
- Production capacity: **50,000 shipments/hour**
- Building facilities: **36,000m²**

The new building also has:

- photovoltaic installation (up to **1MW**)
- **90** truck loading and unloading ramps
- **240** parking spaces, with provision for 100 charging places for electric and hybrid vehicles.

The company's headquarters are located at 36–38 Petrou Ralli Street, Egaleo, 12241, Attica. More information about ACS can be found on its website **here**.

GRI 2-23, ESRS 2

OUR VISION

To remain the leading courier company in Greece and Cyprus.

OUR MISSION

To focus on the continuous improvement of the quality of the services provided and the continuous increase of the value of the company. We face the challenges of the times and the competition with long-term planning, boldness and creativity.

OUR VALUES

- Customer Service and Added Value Provision
- Ethics and integrity
- Respect and trust
- Teamwork / Compassion in decision-making
- Respect for colleagues and partners

Bodies and Associations

[GRI 2-28, SDG 17]

SEV
(Hellenic Federation of Enterprises)

ACCI
(Athens Chamber of Commerce and Industry)

Hellenic Association of Entrepreneurs

(Hellenic E-Commerce Association) – GR. EC.A.

Greek-Chinese Economic Council

The company is also an indirect participant in the associations and bodies that the parent company of the Group, Quest Holdings, is a member on behalf of all subsidiaries, receiving knowledge, experience and guidance. The Group is a member of the local UN Global Compact Network Greece (UNGCNG) and since 2022 Quest Holdings has signed the UN Global Compact and is committed to upholding its 10 principles regarding human rights, labor, the environment and the fight against corruption. For more information, see **Website** of the Quest Group.

Awards and Distinctions for the year 2024

Protagonists of the Greek Economy

"The Protagonists of the Sectors", "Courier Services" sector – Promotion of ACS's leading position in its market, based on objective economic indicators and criteria, such as turnover, earnings before taxes and cash reserves, by Direction Business Network. Under the auspices of the Ministry of Development and the Ministry of National Economy and Finance.

Hellenic Responsible Business Awards

Gold award in the category "Impact on Local Communities" and Bronze award in the category "Emergency Response", in collaboration with the Innovation Center of the Quest iQnovus Group, Drops Smart Hubs, PROBOTEK (member of the Pleiades IoT Innovation Cluster) and Uni Systems, for the shipment of medical supplies and humanitarian aid to remote and inaccessible areas through autonomous BVLOS flights (with non- manned aircraft).

Bravo Sustainability Dialogue & Awards

Award of the "Baby Bank" program in the "Bravo In Action" category for the cooperation of ACS with the Civil Non-Profit Company "Fainareti", with the aim of collecting and distributing baby and children's items and equipment free of charge to vulnerable families, for their financial relief, while contributing to environmental and social sustainability.

e-volution Awards

GRAND WINNER Award in the category "E-Business Services & Infrastructure", GOLD in the category "Logistics & Last Mile Services", GOLD in the category "Most Innovative New Services in eCommerce" and SILVER in the category "E-Business Innovation", for the new digital assistant ACiStant on the ACS website and Mobile App.

Awards and Distinctions for the year 2024

True Leaders by ICAP

Distinction of ACS among the top 100 companies in Greece and the top of its industry, based on financial growth, staff growth and the company's high ICAP CRIF Credit Score. Under the auspices of the Ministry of National Economy and Finance, the Ministry of Labor and Social Security, the Ministry of Development and the Hellenic Federation of Enterprises (SEV).

Diamonds of the Greek Economy

Maximum distinction of 4 carats (4C) of ACS in the DIAMONDS CLASSIC category as the financially healthiest and fastest growing company in the courier and mail market, by the newspaper "NAFTEMPORIKI". Under the auspices of the General Secretariat for International Economic Relations and Openness of the Ministry of Foreign Affairs, the Hellenic Association of Entrepreneurs and the Panhellenic Exporters Association.

Credentials

ACS has certifications:

- **Quality (ISO 9001:2015)**
- **Environment Systems (ISO 14001:2015)**
- **Greenhouse Emissions Management (ISO 14064-1:2018)**
- **Health & Safety at Work (ISO 45001:2018)**
- **Road Safety Management (ISO 39001:2012).**
- **Risk Management (ISO 31000:2018).**
- **Information Security System (ISO/IEC 27001:2022).**

Ecovadis Sustainability Rating

In 2024, ACS received the EcoVadis gold medal for Sustainable Supply Chains and is now ranked among the 5% of the total companies in its sector evaluated by the body globally, achieving very high-performance rates in the topics of Environment (80%) and Ethics (80%).

Financial Performance

8 DECENT WORK AND ECONOMIC GROWTH

In 2024, the company showed financial growth of +4.9% in its turnover. At the same time, it implemented significant development investments in the central facilities of Athens and Thessaloniki, with the total investment plan for the year exceeding €7 million, while adding up the last 5 years the investments exceed €57 million.

Direct Economic value generated and distributed (€ x 1000)

		2022	2023	2024
Economic value generated	Income	142,767	150,802	158,356
Economic value distributed	Operating costs	106,853	111,315	116,944
	Employee salaries and allowances	28,350	27,313	28,271
	Payments to funding agencies	865	920	1,013
	Payments to government agencies	2,949	4,363	5,863
	Social investment	1,059**	129	46

Total Social Contribution ACS*

2022	2023	2024
€1,373,320**	€ 394,265	€ 349,595

In the **Annual Financial Report for the year 2024**, which is posted on the parent company's website, there is detailed information on the financial figures of ACS.

* in commercial value of products, services and financial contribution.
** The extraordinary allowance for the company's employees is also included.

Business Model and Value Chain

[GRI 2-6, ESRS 2, SBM 1-3]

The value chain allows us to consider how each phase can add value to our operations, as it is the first step in recognising our impacts. Our ESG strategy was designed based on the recognition of areas of improvement in the value chain and the impact we have on society and the environment.

Our main activity is courier and post services.

Our Value Chain

Phase 1

Upstream

- Developing strong relationships with suppliers, with the aim of ensuring quality products and services
- Coordinating with ACS Dealers for On-Time Deliveries
- Coordination with customers (e.g. e-commerce companies, resellers, companies, organizations, or end customers)
- Supply and responsible storage of parcels for shipping.

Phase 2

Own Operations

- Commercial planning and programming for marketing services and customer outreach
- Development of digital technology solutions and services
- Sorting center management
- Transport fleet management
- Ensuring compliance with regulations (customs, customs for international shipments, security standards.

Phase 3

Downstream

- Efficient order fulfillment, including packaging, labeling, and shipping to end customers
- Real-time monitoring and transparency of the supply chain and partners to ensure timely deliveries
- Provision and management of integrated digital technology solutions and services
- Training of representatives and staff of the ACS store network.

Phase 4

Customer Support Functions

The final phase of our value chain is about services and infrastructure to enhance customer experience and satisfaction. These can be:

- After-sales support services for B2B customers
- Maintaining customer satisfaction through ongoing engagement to serve them and feedback mechanisms
- Monitor the performance of the store network
- Actions aimed at improving the customer-recipient experience through satisfaction surveys and evaluation of services by digital means
- Providing 24/7 customer support and digital communication channels
- Major customer relationship services.

Sustainable Development Strategy

Sustainable Development Strategy

[GRI 2-22, 2-23, ESRS SBM 1-3, MDR-P, ESG 7 (Executive Renumeration)]

Our Approach

ACS is managed in accordance with the fundamental values and principles of the Quest Group, in full compliance with the applicable legislation governing its activities, as well as with the corporate governance framework applicable to the Group.

Sustainable development and the constant pursuit of "good business" are a strategic orientation and a non-negotiable commitment of the Group, reflecting its vision, mission and business strategy. As part of its business model, the key factors affecting sustainable development are systematically monitored, while the relevant risks arising from its activities are assessed and managed.

Through its ESG (Environmental – Social – Governance) strategy, the Quest Group connects sustainable development with the value creation model, seeking to shape a sustainable future for both stakeholders and the wider society.

ACS, as an important subsidiary of Quest Holdings, participates in the implementation of the long-term Sustainable Development Strategy of the Quest Group, which is reflected in the triptych "Technology, Innovation, Entrepreneurship", and has committed to goals related to its activity, contributing to the achievement of the Group's goals.

It is noted that the Group has established and the company has adopted a set of policies and procedures, such as the **Group's Sustainable Development Policy**, which reflect the directions of the Management and form the framework for approaching all relevant issues.

ESG Strategy 2025-2030+

The Group's ESG strategy was formulated in 2021 with an implementation horizon of 2022-2030 (2050 for environmental goals) and is based on four strategic pillars related to the environment, employees, responsible business operation and sustainable products.

The Group's ESG strategy was revised in 2024 for the period 2025-2030, including nine annual targets, which enhance sustainability, adding value to companies. ACS participates in the goal setting and contributes with its performance to the achievement of the desired result.

It is noted that the objectives are specified per company. For ACS, the 2025 targets are set out below in the table.

For more information on **Quest Group's ESG Strategy, see the Group's 2024 Sustainability Report**.

ESG Goals 2024 Results

Here are ACS's performance stemming from its ESG strategy for the year 2024, as well as the target for 2025.

The Environment

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 Goals
1. Climate Change: Reduction of absolute Scope 1, 2 emissions by 40% by 2030 and climate neutrality by 2050	Increase in the percentage of company car fleet with hybrid/electric models	>43%	**Achieved** 51%		54%
	Increase in % of "green" energy supply (Group's target for electricity consumption)	>13% (Group target)	**Achieved** 14% (μέσα από Guarantees of Origin (GOs)		25% (Group goal)
	40% reduction in absolute Scope 1 & 2 emissions by 2030 (compared to base year 2022)	40% reduction in absolute Scope 1 & 2 emissions by 2030 (compared to base year 2022)	**Achieved** **33% reduction** Scope 1 &2 (location-based) compared to base year 2022		Overall Group Objective: 16% decrease in 2025 (compared to 2022)
	Carbon Footprint Measurement based on GHG Protocol (Scope 1,2)	Measurement & certification according to ISO 14064 for 2024	**Achieved** The Measurement has been completed and the external verification has been carried out		Carbon Footprint Measurement based on GHG Protocol (Scope 1,2) with ISO 14064 measurement certification for 2025
	Scope 3 Emissions Measurement Based on GHG Protocol	Scope 3 Emissions Measurement	**Achieved** The Measurement was carried out Scope 3 CO2e (tns): 28.006		Scope 3 Emissions Measurement for 2025 Future assessment of reduction targets

Goal achieved Goal in progress Goal not achieved

The Environment

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 Goals
2. Promoting the circular economy and eliminating avoidable waste by 2025	Continuation and Strengthening of Circular Economy Services	Inventory of single-use plastics used in the distribution chain	**Achieved**		Continuation and Strengthening of Circular Economy Services
		100% e-waste recycling certified	**Achieved**		100% e-waste recycling certified
		Measures to reduce single-use plastics	**Achieved**		Continue with new Collection Points
		Paperless office Digitization of more processes (Service, financial Services) Digitization of the process of control and creation of suppliers Launch of projects for the digitization of HR processes, expense lists, Service and Financial Services	**Achieved**		Paperless office Digitize more processes
		Sustainable packaging Packaging made from recycled content or recyclable materials/ Introduction of KPIs	**In progress** Only Commercial Paper Bags in Use		Sustainable packaging
	Introduction of circular economy models	ACS cooperates with Appliances Recycling S.A. for the receipt and recycling of electrical appliances	**Achieved**		Continuation and Strengthening of Circular Economy Services

Goal achieved Goal in progress Goal not achieved

Our People

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 Goals
3. Health and Safety	Maintaining LTIFR Health and Safety Scores below 8.0 and TRIR below 4.2 LTIFR: Lost Time Frequency Rate TRIR: Total Recordable Incident Rate	LTIFR < 2.3 TRIR < 1.2	**No Achievement** LTIFR=6.6 TRIR =1.3		**NEW updated target for courier industry 2025–2030:** Maintaining Health and Safety Scores LTIFR < 8.0 and TRIR < 4.2
	Certification ISO 45001:2018	Maintaining ISO 45001:2018	**Achieved**		Maintaining ISO 45001:2018
	Wellness Program ARMONIA	Continuation	**Achieved**		Continuation of the Program
	Health and Safety Education	N/A	N/A		**NEW target 2025–2030:** One annual health and safety training for all workers
4. Training and Development of our Employees	10% increase in training hours per employee (compared to 2021)	>7.5% increase in the three-year period 2022–2024	**Achieved** 5.1 hours average + 170% (compared to 2021)		**NEW target 2025–2030:** >15 hours of average training per group employee (For ACS retention by 5.4 average hours of training) Participation of all Managers in compulsory AI training.

Goal achieved Goal in progress Goal not achieved

Our People

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 Goals
5. Creating a culture of inclusion, diversity and equality in order to empower our people	Preparation of a Report for the calculation of equal pay. (Group level) and Action plan to address any pay discrimination until 2025 (Group level)	Completion of a Pay Gap Study with an external consultant. (Group level 2022–2023) and Action plan to address any pay discrimination by 2025	**Achieved** Completion of the Pay Gap Study (2023) and action plan to address any pay discrimination until 2025		**NEW target 2025–2030:** • Wage gap study every 3–5 years (including new subsidiaries). Last study was for 2022 (next until 2027). • Ensure that the participation rate of women in the Talent Management Program and the Mini MBA program is at least the same percentage of all women in the Group
	Establishing programmes on inclusion and diversity issues	Establishing programmes on inclusion and diversity issues	**Achieved** "Better Together" Program with Action Plan for the Empowerment of Women Education Programs		**NEW target 2025–2030:** • At least 3 actions for Women's Empowerment (training, surveys, seminars, etc.) every 2 years starting from 2025–2026 aimed at all working women • Design and implementation of the ALLYSHIP program in 2025–2026

Goal achieved Goal in progress Goal not achieved

Responsible Business

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 Goals
6. No high/very high severity data breach incidents	Annual Vulnerability Assessments in the main systems	Vulnerability Assessments for all major systems Addressing the most important vulnerabilities in all major systems (remediation, mitigation, acceptance)	**Achieved**		Continuation of Annual Vulnerability Assessments in the main systems
	Continuation of mandatory cybersecurity/ phishing trainings for all employees	Continuation	**Achieved**		Continuation of mandatory cybersecurity/phishing trainings for all employees
	Maintain ISO 27001:2022 certificate	Maintain	**Achieved**		Maintain ISO 27001:2022 certificate
	No data breaches with a significant financial impact or data privacy incident	No data breaches with a significant financial impact or data privacy incident	**Achieved**		No data breaches with a significant financial impact or privacy incident
7. Linking the variable remuneration (annual bonus) of Group CEOs and main subsidiaries to ESG objectives	Linking ESG targets to 15% of the Group's CEOs' variable remuneration	Linking three (3) ESG goals to 2024 variable remuneration Weights: 50% Environment/Climate 25% Diversity 25% Suppliers	**Achieved**		**NEW target 2025–2030:** Linking ESG Goals to Variable Pay 2025 Weights: 50% Environment/Climate 20% Health and Safety 15% Diversity 15% Employee Training

Goal achieved Goal in progress Goal not achieved

Responsible Business

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 Goals
8. Avaluation of suppliers with ESG criteria	Evaluation of suppliers with ESG criteria (Group Objective)	Development of a methodology for assessing the ESG maturity of the main suppliers and revision of the Procurement Policy Rating larger vendors with ESG criteria (Evaluation extension every 2 years to the 10 largest suppliers based on procurement costs.)	**Achieved** The first evaluation of suppliers was done in 2023, and the next in 2025		New evaluation of suppliers with ESG criteria Completion of Procurement Policy Renewal (Group Policy)

Sustainable Services

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 Goals
9. >10% of revenue to come from sustainable products and Services	% of revenues coming from sustainable products and services (based on ICMA protocol)	>6% of revenue to come from sustainable products (Target 2022–2024)	**No Achievement** 3%		**NEW target 2025-2030:** >6 % of revenue to come from sustainable products (6% ACS, 10% Group)

Goal achieved Goal in progress Goal not achieved

Sustainable Development Governance

[GRI 2-14, 2-18, 2-19, 2-20, ESRS 2, GOV 1-5, ESRS E1]

ACS has a Sustainability team, the head of which reports to the General Manager.

"At ACS, as across the Quest Group, we ensure that sustainability is embedded in every aspect of our operations. With strong corporate governance, a clear ESG strategy and rigorous compliance, we guide our teams to create lasting value for employees, the market, society and the environment."

Kostas Menegakis
General Manager

The team manages sustainable development issues, as described in the Group's **Sustainable Development Policy**, which details the Group's responsibility and commitments to employees, the market, society and the environment. This includes implementing, monitoring and reporting on the progress of the implementation of the ESG strategy and targeting, collecting and reviewing non-financial data, and preparing Sustainable Development Reports.

The team works with the Head of the Group's ESG Department, receiving guidance and briefing. The Group's ESG Department has the central coordination of the implementation of the strategy and the control for the collection of non-financial data, providing subsidiaries with the necessary guidelines and data collection tools.

It is noted that the Group's Management has established a **Sustainable Development Committee** that operates in accordance with the instructions of its **Regulation of Operation** and plays a central role in the governance of the relevant issues, providing support to the Management on sustainable development issues.

The annual ESG target setting is approved by the Management of the Group company and after consultation with the Sustainable Development Committee, it is also approved by the Board of Directors.

During 2024, targeted trainings and updates were carried out to the Sustainability Team and the company's Management in order to update the relevant knowledge and skills.

For more information on **Quest Group's Sustainability Governance and Management**, see the **2024 Sustainability Report**.

Integrating sustainability-related performance into the incentive system

The Group, as part of its ESG Strategy until 2030, has set ESG performance targets, which have been linked to the variable remuneration of the Group's CEOs. Specifically, 15% of the variable remuneration (annual bonus) of the CEOs of the Group's main subsidiaries is linked to ESG objectives on an annual basis. The three ESG targets that have been linked to the variable remuneration for the year 2024 are related to the Environment and Climate Change, Equality and Diversity, and the integration of ESG criteria in the evaluation of Suppliers.

Risk Management and ESG Integration

ACS, following the Group's instructions and Policies, systematically manages risks, following the Group's Risk Management System and applying valuation and management procedures, in accordance with the instructions of the ISO 31000 Risk Management standard and the COSO Enterprise Risk Management (ERM) Integrated Framework.

Corporate objectives, which may be potentially threatened by identified risks, include ESG objectives and related risks were examined. In the year under review, the organization's attention to the potential effects of climate change was intensified and the risk assessment of extreme weather events (especially floods that may threaten the Group's facilities) was upgraded.

In this context, specific strategies and actions were adopted to mitigate the remaining risks, ensuring the resilience of the process. Compliance with national and European legislation, both in terms of financial and transparency and corporate responsibility, is a key axis of the operation of the Group and its companies and therefore a review of relevant regulations is carried out on an annual basis, in order to evaluate the effectiveness and efficiency of the compliance mechanisms applied.

Double Materiality Study and Stakeholders

[GRI 2-29, GR1 3-1, 3-2, ESRS 2- SBM, IRO]

The important sustainable development issues monitored by the Group and its companies result from the materiality assessment, the monitoring of similar companies and the long-term goals it monitors through the ESG Strategy.

During the reporting year, the Group implemented a Double Materiality assessment, highlighting its updated material issues, in order to align with the requirements of the Community CSRD Directive and the ESRS standards for the disclosure of non-financial data. In this context, the individual issues that ACS will focus on were highlighted, planning and implementing specific actions to achieve them, and setting specific indicators to monitor them.

The materiality assessment is repeated every two (2) years, based on the requirements of the standards followed. The targets and monitoring indicators are validated by the Group's Management, the Sustainable Development Committee and the Group's Board of Directors.

Methodology we followed for Double Materiality

The Dual Significance assessment refers to the assessment of impacts, risks and sustainability opportunities from two perspectives:

- Impact materiality, which examines the impact of the organization's activities on society, governance, and the environment, and
- Financial materiality, which examines how the external environment and social issues affect the value creation and financial performance of the organization.

The Group's Double Materiality assessment is part of a broader effort to anticipate and respond to stakeholder expectations, regulatory changes and sustainability risks and opportunities. This methodology provides the Group with a comprehensive framework for understanding and managing sustainability-related issues that affect both the business and its wider external environment.

For more information on the process and results, please visit the Group's **2024 Sustainability Report**.

Interests and views of Stakeholders

The relationships we build with the company's stakeholder groups are building blocks of our strategy for sustainable development. Stakeholder consultation helps to further understand the impact of our activities. Our stakeholder network includes both internal and external natural or legal persons, whose support is important to our long-term success. The Company received the views of its stakeholders through an online survey that ran in early 2025, focusing on their view on the impact of Group companies on key Sustainable Development topics. The stakeholders who participated in the ACS Materiality Survey are the following:

Employees
Board of Directors and Management
Regulatory or professional bodies
Suppliers
Business partners
ACS Franchises
Customers
Financial Institutions
Social bodies / NGOs (including local communities and areas adjacent to the company)
Media
Institutions, associations and academic bodies

The results of the consultation confirmed the material topocs on which the company has the greatest impact through its activities and on which it should focus. The evaluation of these issues guides the company's strategic approach and is integrated into the development of relevant policies, procedures and programs, with the aim of managing them effectively.

ACS Material Topics 2024

Corporate Governance

1. Ensuring business ethics and combating corruption

Our People

7. Providing training (certifications) and employee development

8. Diversity and inclusion

9. Ensuring the health, safety and well-being of employees.

Responsible Business Activity

2. Responsible customer service

3. Creating a healthy partner/agent ecosystem and a responsible and sustainable supply chain

4. Protection of personal data and privacy of customers

5. Protecting critical information systems and ensuring business continuity

6. Providing innovative solutions and services, aiming at digital transformation and modernization.

Our Environmental Footprint

10. Climate change

For these issues, the company analyzes opportunities and risks related to their economic, social and environmental impacts, implements specific actions and sets specific measurable goals, which it monitors on an annual basis.

The Corporate Governance Model

Corporate Governance

[GRI 2-9,2-10, 2-11, 2-12,2-13, 2-16, ESRS 2 (MDR-P, GOV 1-5), ESRS G1]

ACS is governed by a coherent, flexible and well-structured Corporate Governance framework. We follow Greek law, enhancing transparency, responsible operation, and making important decisions in a collective manner. Our goal is the sustainable development of the company, while protecting the interests of our stakeholders.

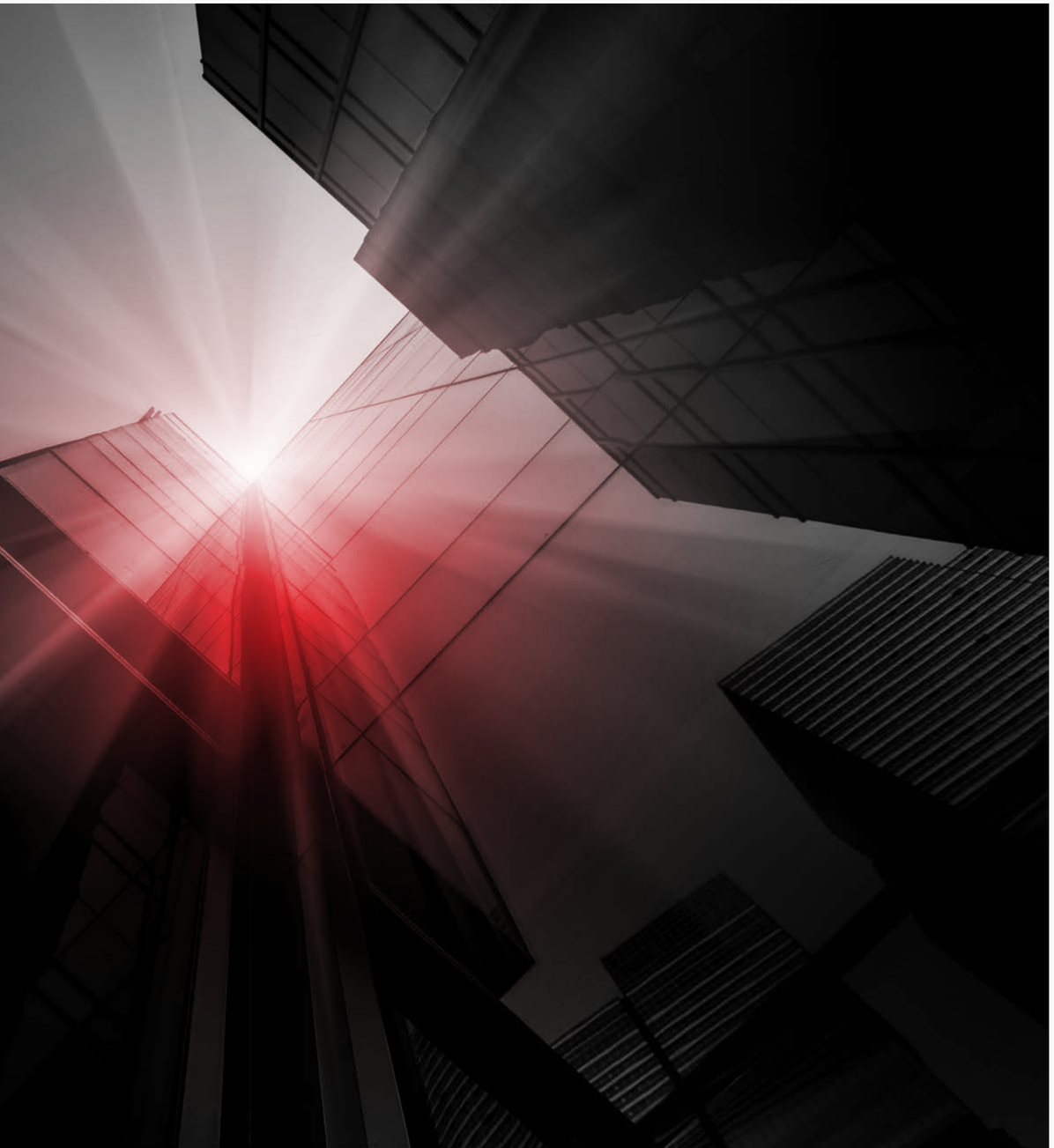
ACS adheres to an Internal Audit Regulation and an Internal Operating Regulation, in accordance with the requirements of the law.

ACS, as a 100% subsidiary of Quest Holdings, the parent company of the Quest Group, has adopted its principles and values and applies without exception the Corporate Governance Policies and Procedures set by the Quest Group, in accordance with the Group' s Rules of Procedure.

On 22 October 2024, Quest Holdings signed an agreement for the entry of the strategic investor General Logistics Systems B.V. (GLS) into the share capital of ACS, with a 20% stake. GLS has been a key partner of ACS for years and is one of the largest parcel, logistics and express services companies in the world, while it is a subsidiary of the IDS group (International Distribution Services – formerly Royal Mail – UK).

Board of Directors

Georgantzis Apostolos	President and CEO of ACS
Bitsakos Markos	Quest Holdings Deputy CEO, Vice Chairman
Menegakis Konstantinos	General Manager of ACS, Member
Fessas Theodoros	Quest Group Chairman, Member
Al-Soudani Saadi	IDS Group Chief International Officer, Member
Cookson James	GLS M&A and Investments Director, Member



Risk management

The Company is exposed to financial and non-financial risks. It has a Risk Officer and a Risk Management system, which is coordinated by the parent company and systematically monitors the **impact of risks** on the achievement of its objectives.

Regulatory Compliance Management System

In addition, **regulatory compliance** represents a clear commitment to the principles of integrity, transparency, fairness, professionalism and team spirit, which govern our operation.

The Quest Group operates a compliance unit and implements a compliance management system in its parent company Quest Holdings and its significant subsidiaries. In the context of the implementation of the system, a local compliance officer has been appointed in the company who, in cooperation with the relevant executives of the Group, monitors the issues of his responsibility.

Organisation chart

To see the full organizational chart of ACS, visit the relevant **"Organizational Structure"** webpage of its website.

Ethical Business Conduct and Regulatory Compliance

MATERIAL TOPIC

• Ensuring business ethics and combating corruption.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

[GRI 2-9, 2-12, 2-13, 2-14, 2-15, 2-23, 2-25, 2-26, 2-27, 3-3, 205 206, 419-1]

Business ethics and compliance with the law are absolute values, inextricably intertwined with our business model, history, reputation and ability to achieve our goals.

We follow our **Group Policies**, posted on the Quest Group website, along with our **Code of Ethics and Ethical Conduct**.

Through the **Supplier Code of Conduct**, we mobilize our suppliers to contribute to a joint effort against any practice of non-compliance with the law, bribery, corruption or unfair competition.

We implement the Risk Management Policy by which risks are identified and recorded, as well as the measures to deal with any incidents of non-compliance regarding corruption and unfair competition. At the same time, we apply Policies for each certification standard (ISO), which are posted on the company's internal portal, where all ACS staff have access.

Grievance Mechanism Procedure

[GRI 2-25, 2-26]

milisemas@acs.gr

The company, following the **Quest Group's Procedure for handling complaints/incidents** of non-compliance, enables all interested parties, named or anonymous, to submit concerns or report a potential incident of violation of company Policies, Regulations or applicable legislation. All reports are treated confidentially and employees are encouraged to make such reports/complaints with good faith and aiming to protect the company.

Since 2023, it has been added to the ACS website for the **Corporate Governance** the online Reporting Form for Violations of the Code of Ethics and Ethical Conduct, the Summary of the Group's Report-Complaint Management Policy, as well as the answers to Frequently Asked Questions about the Policy.

Future Goals and Performance

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
Evaluation of suppliers with ESG criteria	Evaluation of suppliers with ESG criteria (Group Objective)	Development of a methodology for assessing the ESG maturity of the main suppliers and revision of the Procurement Policy Rating larger vendors with ESG criteria (Evaluation extension every 2 years to the 10 largest suppliers based on procurement costs.)	**Achieved** The first evaluation of suppliers was done in 2023, and the next in 2025		New evaluation of suppliers with ESG criteria Completion of Procurement Policy Renewal (Group Policy)

Additional ACS Targets

Material Topic	Goals 2024	2024 results	2025 targets
Ensuring business ethics and fighting corruption	• Zero incidents of corruption, unfair competition, anti-competitive behaviour, anti-monopoly and monopolistic practices	**Achieved**	Same as 2024.
	• Full compliance with legislation and regulations in a social and environmental context.	**Achieved**	Same as 2024.

Goal achieved Goal in progress Goal not achieved

Protecting our customer data and privacy

MATERIAL TOPICS

- Protection of critical information systems and ensuring business continuity.
- Protection of personal data and privacy of customers.

[GRI 418, ESRS S4, ESG Goal 6]

Personal Data Protection

The Quest Group **Information Security Policy** that we have adopted, we have specific policies and procedures in place. These procedures concern:

- transport safety;
- ensuring and protecting the confidentiality of postal services;
- the security of postal services and the safeguarding of confidentiality;
- the lifting of the confidentiality of communications and the assessment of information risk;
- image management security.

> In 2024, ACS was certified with ISO 27001:2022 (Information Security Management System)

Information, Training & Awareness Campaign

In 2024, an awareness campaign and mandatory trainings were carried out for all employees on cybersecurity & phishing issues (Information Security & Privacy Training Program (GDPR)).

Future Goals and Performance

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
No high/very high severity data breach incidents	Annual Vulnerability Assessments in the main systems	Vulnerability Assessments for all major systems Addressing the most important vulnerabilities in all major systems (remediation, mitigation, acceptance).	**Achieved**		Continuation of Annual Vulnerability Assessments in the main systems
	Continuation of mandatory cybersecurity/ phishing trainings for all employees	Continuation	**Achieved**		Continuation of mandatory cybersecurity/phishing trainings for all employees
	Maintain ISO 27001:2022 certificate	Maintain	**Achieved**		Maintain ISO 27001:2022 certificate
	No data breaches with a significant financial impact or data privacy incident	No data breaches with a significant financial impact or data privacy incident	**Achieved**		No data breaches with a significant financial impact or privacy incident

Goal achieved Goal in progress Goal not achieved

Additional ACS Targets

The performance in the Personal Data Protection indicators we monitor.

[ACS Metric]

Number of documented shipment infringement complaints in transit

Year	Total Shipments	Complaints
2024	57.6 mil.	0
2023	56.9 mil.	0
2022	54.4 mil.	0

Our People

Our People

GRI 2-7, 2-8, ESRS S1

The development and training of employees, the attraction and retention of competent executives, the assurance of equal opportunities, the promotion of diversity and the protection of human rights at work are an integral pillar of their cultures.

"Investing in our people is a priority for us, strengthening inclusion, skills development and a health and safety culture. This way we ensure that every employee in our team of develops and contributes substantially to the company's progress."

Nassos Bellos
Human Resources Director

MATERIAL TOPIC

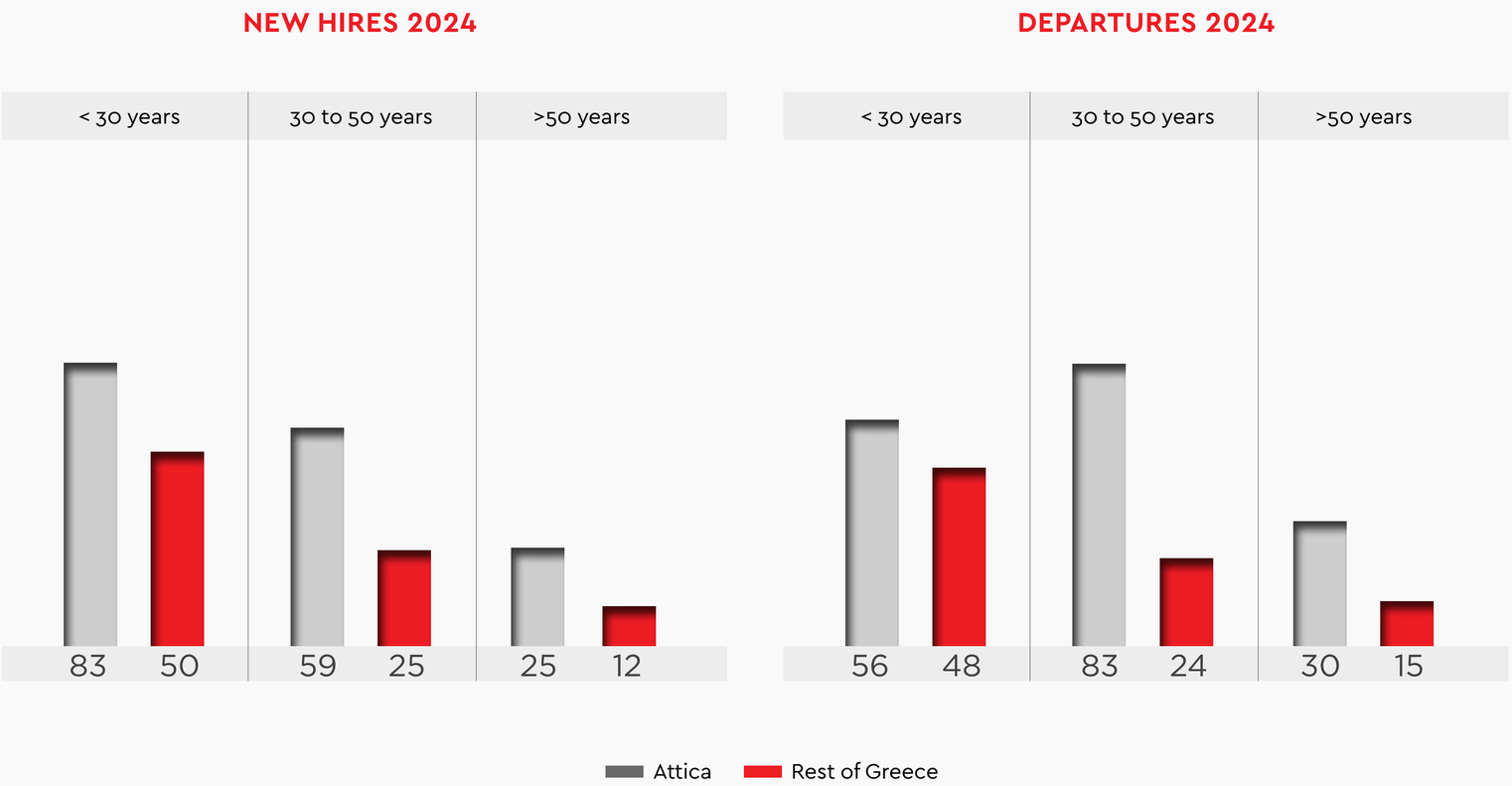
• Diversity and inclusion.

[GRI 405, 406, ESRS G1, S1, ESG Goal 5]

At ACS, we employ a total of 676 employees, of which the largest percentage (68%) hold a permanent contract. Our employees are made up of 79% men and 21% women. In 2024, ACS employed 4 people with an EPA (Temporary Employment Company) contract and 1 person with an APY (Proof of Service Provision).

Attracting and retaining employees is particularly important to us and the average length of service of our employees in the company is 12.5 years. We are investing in the new generation and in 2024, out of a total of 254 hires, 52% were under 30 years old. In 2024 we also had 256 departures.

> 254 recruitments with 52% being under 30 years old



Future Goals and Performance

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
Creating a culture of inclusion, diversity and equality in order to empower people in the	Compilation of a Report for the calculation of equal pay. (Group level) and Action plan to address any pay discrimination until 2025 (Group level)	Completion of a Pay Gap Study with an external consultant. (Group level 2022-2023) and Action plan to address any pay discrimination by 2025	**Achieved** Completion of the Pay Gap Study (2023) and action plan to address any pay discrimination until 2025		**NEW target 2025–2030:** • Wage gap study every 3–5 years (including new subsidiaries). Last study was for 2022 (next until 2027). • Ensure that the participation rate of women in the Talent Management Program and the Mini MBA program is at least the same percentage of all women in the Group
	Establishing programmes on inclusion and diversity issues	Establishing programmes on inclusion and diversity issues	**Achieved** "Better Together" Program with Action Plan for the Empowerment of Women Education Programs		**NEW target 2025–2030:** • At least 3 actions for Women's Empowerment (training, surveys, seminars, etc.) every 2 years starting from 2025–2026 aimed at working women • Design and implementation of the ALLYSHIP program in 2025–2026

Goal achieved Goal in progress Goal not achieved

Employee Development

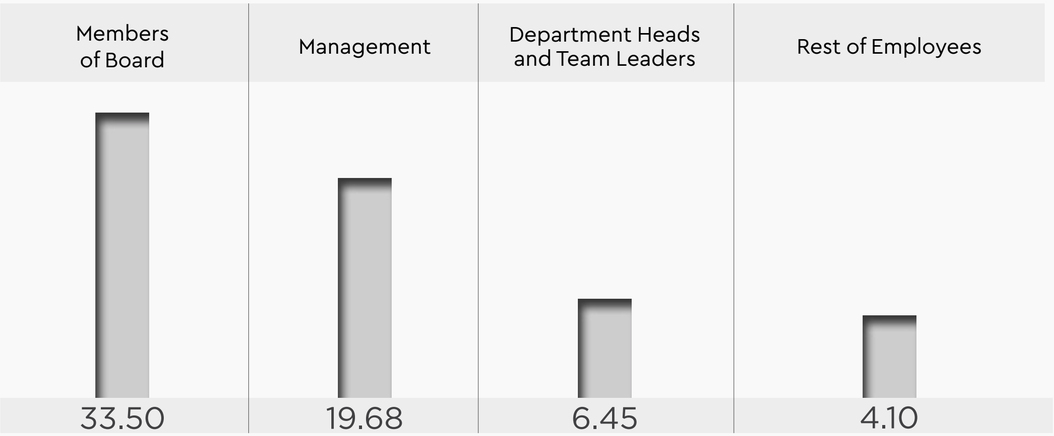
MATERIAL TOPIC

Provision of training and development of employees.

[GRI 2-30, 404, ESRS S1, ESG Goal 4]

We promote the growth and development of our employees. In 2024, we invested a total of €36,915 in employee growth, recording 3,373 man-hours of training, an increase of 19.18% compared to the man-hours of training in the previous year (2,830). The average man-hours per employee amounted to 5 hours (average of men 3.0 and women 12.6 man-hours respectively).

Average hours Employees Training by Position Type



> In 2024, the average man-hours of training amounted to 5 hours per employee

Employee evaluation is an important part of their culture. In 2024, 100% of ACS employees participated in the company's annual Human Resources evaluation process.

ACS continued in 2024 the development of a modern online training platform for employees of the entire branch network and headquarters. The platform is also accessible through the mobile phone of the distributors, in order to ensure accessibility to the training of all employees in them.

In 2024, 349 unique users were trained on this new platform in 11 different training modules related to the company's operation and services.

> 349 unique users were trained on a new modern online training platform

Future Goals and Performance

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
Training and Development of Employees in	10% increase in training hours per employee (compared to 2021)	>7.5% increase in the three-year period 2022-2024	**Achieved** 5.1 hours avg. + 170% (compared to 2021)		**NEW target 2025–2030:** >15 hours of average training per group employee (For ACS retention by average 5.4 hours of training) Participation of all Managers in compulsory AI training.

Goal achieved Goal in progress Goal not achieved

Health, safety and well-being of workers

MATERIAL TOPIC

• Ensuring the health, safety and well-being of employees.

[GRI 403, ESRS S1, ESG Goal 3]

ACS follows the principles of the Quest Group by implementing an Occupational Health and Safety management system. This system is based on the Group's Health and Safety and Physical Safety Policies and operates in full compliance with the requirements of existing legislation. The purpose of the system is to assess, predict and prevent occupational risk, by monitoring and recording potential accidents and illnesses related to the work.

The technical health consultants (Occupational Physician) and safety (Safety Technician) in collaboration with the employees and executives of the company identify and assess the occupational risk.

We provide our employees with medical and hospital care, through social security and through an additional private group contract. At the same time, we offer voluntary flu vaccination for all employees, as well as in-house pathologist services (2 times a month). They are provided with a program of specialized psychological support and counseling services either by telephone or by individual sessions for employees and family members.

Wellness Actions and Work-Life Balance

We systematically urge employees to maintain a work-life balance by providing facilitation and flexibility at work and wellness activities.

They are provided with a program of specialized psychological support and counseling services either by telephone or by individual sessions for employees and family members.

At the same time, pathologist services are provided twice a month, within the company in the clinic, with free examination and the possibility of prescribing.

During 2024, the extensive wellness program aimed at all staff at ACS took place, as part of joint actions with the other companies of the Quest group.

Wellness Actions

- **Cycling**
- **Hiking (inside & outside Attica)**
- **Wellness Workshops (Happy Lab)**
- **Yoga/Pilates/ sports training (semi personal)**
- **Online Wellness Discussions/Talks**
- **Healthy Snack Days**
- **Music Therapy Sessions**
- **Culture and art**

Finally, in the context of ensuring the health, safety and well-being of their employees, a comprehensive, experiential training program was held on "First Aid: Level II Trauma Support", following the 2023 training sessions on the topic: "First Aid: Basic Life Support". In them, an asynchronous interactive e-learning program was held on the subject: "Health & Safety at Work" and training was carried out by the Safety Technician on "Training on H&S issues in the workplace".

These programs have strengthened the training of each employee, as well as the company's culture in the field of health and safety, making them feel better prepared to manage critical emergencies and to be able to act with more confidence and determination at a potential critical moment.

Future Goals and Performance

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
Health and Safety	Maintaining LTIFR Health and Safety Scores below 8.0 and TRIR below 4.2 LTIFR: Lost Time Frequency Rate TRIR: Total Recordable Incident Rate	LTIFR < 2.3 TRIR < 1.2	**No Achievement** LTIFR=6.6 TRIR =1.3		**NEW updated target for courier industry 2025–2030:** Maintaining Health and Safety Scores LTIFR < 8.0 and TRIR < 4.2
	Certification ISO 45001:2018	Maintaining ISO 45001:2018	**Achieved**		Maintaining ISO 45001:2018
	Wellness Program ARMONIA	Continuation	**Achieved**		Continuation of the Program
	Health and Safety Education	N/A	N/A		**NEW target 2025–2030:** An annual health and safety training for all employees

Goal achieved Goal in progress Goal not achieved

Responsible business

Responsible business

In the last 44 years, ACS has created the largest autonomous network of courier stores in Greece, Cyprus, Albania and Bulgaria.

The company's ecosystem of representatives consists of a set of partners, people, infrastructure and operations that are inextricably linked to ACS. We operate with respect, creating value for our network of partners as well as for the wider environment in which we operate.

Sustainable supply chain

MATERIAL TOPIC

• Creating a healthy ecosystem of partners, agents, and a responsible and sustainable supply chain.

[GRI 3-3, ACS Indicators, ESG GOAL 8]

ACS selects renowned and reliable suppliers of products and services that contribute to further optimization, automation and cost savings, for the best operation of the company. The company implements the common Procurement Policy of the Quest Group, while it has posted on its website the Group's Code of **Conduct for Suppliers**.

Procedures and Monitoring

ACS develops long-term partnerships with its suppliers and dealers, which lead to sustainable operation in them. We maintain constant communication for the immediate resolution of trafficking, commercial and financial issues, giving the appropriate guidance through the competent directorates and the Regional Network Control department.

Organization and operation of stores

To ensure the proper operation of the stores, we have set a framework of specifications for the new stores of the network in them. Five categories of stores were created based on the volume of shipments determined by the required spaces (sq.m.) per store, in order to cope with the increase in the number and volume of e-commerce shipments.

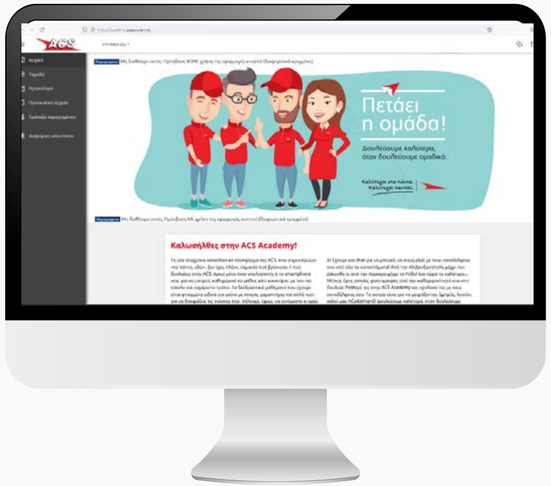
ACS continued in 2024 to upgrade the network's stores in them, creating continuously larger customer reception areas, but mainly distribution areas, to cover the increase in the volume of shipments handled daily.

In the context of the new store specifications, in 2024 the categorization of the stores in the network was updated with the required square meters of space, based on the number of shipments handled by each store. In the 2-year period 2023-24 we had a total of 34 new stores based on the new specifications.

New online store evaluation platform

Since October 2022, we have created a new platform of applications for the evaluation of the store network, which are used for the daily control of store operations, through the corresponding performance indicators (KPIs), in order to initiate any required improvement actions.

At the same time, the corporate image of the store is periodically captured and evaluated in detail at all points of contact with the customer (i.e. service store, transport vehicles and service staff), so that it is always in accordance with the company's specifications, so that any required corrective actions can be launched.



Through the electronic platform, ACS continued in 2024 the evaluation of the network of stores in the two important areas of control, the operation and the corporate image of the stores, creating:

- **1,365** store visit forms
- **332** Corporate Look Review Forms
- **259** actions were implemented to improve the operation and corporate image of the stores, of which about 210 were completed during the year.

Investing in ACS Network training

ACS continued in 2024 the development of an online training platform for employees of the ACS network and service points, with easy access via mobile, which offers:

- New updated courses per user dimension, for all users.
- Courses that inform users regarding the management of irritated customers (Soft skills).
- Courses that inform users regarding the operation and control of the store call center.
- Courses that inform users in the capacity of "Receptionist" regarding the operation of a store and the management of shipments.
- Start creating the new store operation manual.

- Two-way communication with users, with suggestions for new courses or comments on improvement in training.
- Implementation of courses in the control fields of the Network Directorate, with daily reporting.
- For the year 2024, 349 unique users successfully completed courses in 11 different training modules.

ACS Academy:
The modern online training platform for ACS network and service point staff

Change in the procurement regime

In response to the continuous growth of e-Commerce in Greece, the company has proceeded since July 2022 with the implementation of the plan to modify the procurement regime to agents, with the transfer of supply from receipt to delivery, with the aim of improving financial sustainability and better customer service on the other.

In January 2023, as well as in January 2024, the company again amended the procurement regime to agents, with an additional increase in the transfer of supply from pick-up to delivery, with the aim of further improving the financial viability of the stores.

In addition, it is constantly reviewing the data for additional measures in the same direction, if necessary, based on the needs arising from the increase in e-Commerce.

Future Goals and Performance

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
Evaluation of suppliers with ESG criteria	Evaluation of suppliers with ESG criteria (Group Objective)	Development of a methodology for assessing the ESG maturity of the main suppliers and revision of the Procurement Policies Rating larger vendors with ESG criteria (Evaluation extension every 2 years to the 10 largest suppliers based on procurement costs.)	**Achieved** The first evaluation of suppliers was done in 2023, and the next in 2025		New evaluation of suppliers with ESG criteria Completion of Procurement Policy Renewal (Group Policy)

Additional ACS Targets

Material Topic	Goals 2024	2024 Goals	2025 targets
Creating a healthy ecosystem of partners, agents, and a responsible and sustainable supply chain	Gradual transfer of supplies from receipts to deliveries. Infrastructure and organizational actions /Shop Operation: 1. Area area: increase >5% 2. Total means of transport - Cars & Motorcycles: Fixed 3. Total employees in reception and handling Shop: Fixed 4. Total trainee workers via e-learning (ACS Academy): an increase of 5%	**Achieved**	Same as 2024.

Goal achieved Goal in progress Goal not achieved

Digital Innovation & Customer Service

Responsible and innovative products and services

MATERIAL TOPICS

- Provision of technological solutions and services, aiming at digital transformation and modernization.
- Responsible Customer Service.

[GRI 3-3, ACS Indicators, ESG GOAL 9]

The development of new innovative services and the modernization of existing ones is a strategic priority of the company. We implement actions to provide new differentiated and competitive services, the evolution of existing products and services, the creation or upgrading of new products, processes, services, solutions and applications and the expansion into new markets.

In the context of the dynamic development of e-Commerce in Greece, since 2016 and in particular the impetus it received during the Covid-19 era, we have proceeded with innovations that enhance the customer experience, as they give value to their own needs, while at the same time they are a competitive advantage for the e-shops cooperating with us in a particularly demanding market.

Since 2021, we have started the creation of the ACS Smartpoint Locker network (automated postal lockers), in order to enhance the company's digital transformation focusing on customer-recipient service. In 2021 we placed 205 lockers, in 2022 we installed 96 lockers in Attica and Thessaloniki, while in 2023 we installed 104 ACS Smartpoint Lockers in Attica, Thessaloniki and major island destinations.

During 2024, we installed 385 ACS Smartpoint Lockers in Attica, Thessaloniki and major cities in Greece, now enabling the automatic receipt of shipments from 23,000 lockers nationwide.

At the same time, we proceeded with the order of an additional 14,700 automatic lockers, in order to increase their presence in large urban centers and in all central cities of the country.

At the same time, we proceeded with the implementation of projects that have as their main goal the improvement of the customer experience, through the implementation of innovative technological solutions, based on the company's digital transformation strategy:

- We have developed the contactless shipment receipt service in the new ACS Smartpoint Lockers, which until recently operated exclusively via mobile app or link. By installing pin pads in all new type lockers, we have also enabled pickup through a unique 6-digit PIN sent to the customer's mobile phone, significantly reducing the pickup time and further upgrading the customer's experience.
- We have evolved ACS's modern website by incorporating a new system of important alerts, which appear both at the top of the page and through a special banner on whichever page the user is on. In this way, we ensure that all customers are immediately informed about critical issues, such as an outbreak of scam messages or active contests.
- We have upgraded the functions of the new, modern technological PDA terminals of distributors nationwide, facilitating their daily tasks and saving valuable time to process more shipments with greater speed and accuracy.
- We continued the development of internal implementations for the Estimated Time of Arrival service of the shipment to the customer-recipient, with improved mapping, with the possibility of live-tracking of the shipment by the customer through his mobile phone, as well as the option of redirection (another day of delivery to the customer's place or pick-up from another point/ACS locker).
- We have completed the implementation of the new upgraded Ai "digital assistant ACiStant" (chatbot), which serves users electronically through our website (www.acscourier.gr) and through the ACS Mobile App.
- We started tracking the new Customer Experience Index, Customer Effort Score (CES), in our new AI digital assistant, through which customers assess how easily they were served by their interaction with the service.
- We have completed the implementation of a new messaging platform, which upgrades communication with customers at more touchpoints of their mission with ACS, significantly enhancing their satisfaction.
- We have made significant improvements to the ACS Mobile App, which concerns the service of customers from their mobile device, through our new AI digital assistant, ACiStant.

- We implemented the possibility for the customer to choose any locker that serves them, within the prefectures of Attica and Thessaloniki, through our digital assistant ACiStant, either through the ACS site or the ACS Mobile App.
- We have simplified our new "Delivery to Neighbor" service, where the customer-recipient can choose a neighbor to pick up their shipment in case of their absence, so that the customer can easily select it at any time through our new Ai digital assistant, ACiStant.
- We have launched the implementation of a new platform for managing customer feedback on Google, aiming for centralized monitoring and prompt response to reviews, enhancing the customer experience with consistent and timely communication.
- We have started the implementation of a new Ticketing platform, which will operate in all our points nationwide, ensuring more efficient and organized management of customer requests. In this way, a faster response is achieved, better monitoring of the progress of each request and greater transparency, enhancing the experience and trust of our customers.

Digital Innovation Programs for Sustainable Cities

In the context of the Innovation Department, the company participates in Greek and European programs for the study and evaluation of new technologies and services, in particular in Last Mile solutions, as well as other business needs (blockchain, drones, autonomous vehicles, clusters). More specifically:

- As part of the DISCO project, the ACS White Tower store was relocated from Tsimiski Street to Angelaki Street. The relocation improved efficiency and customer service, while also contributing to the decongestion of the highly congested area of the center of Thessaloniki.
- In the URBANE project, an algorithm was developed to identify optimal locker placement points in the city of Thessaloniki. The methodology leverages delivery data and socio-economic indicators, supporting a more targeted and sustainable network development.
- At the same time, in the same project, a dynamic routing system was created, which incorporates real traffic data of the city. This tool enables more efficient distributions, helping to reduce delays and CO_2 emissions.

Sustainable ACS services that have a positive impact on the environment and society

MediExpresss service for the receipt of medicines from the pharmacies of the National Organization for the Provision of Health Services (EOPYY).

Smartpoint Locker service that offers the possibility of immediate receipt of online orders 24 hours a day, 7 days a week.

Delivery of shipments using electric vehicles (ACS ECO Power).

For 2024, the percentage of the company's revenue derived from sustainable products and services amounts to 3% of its turnover.

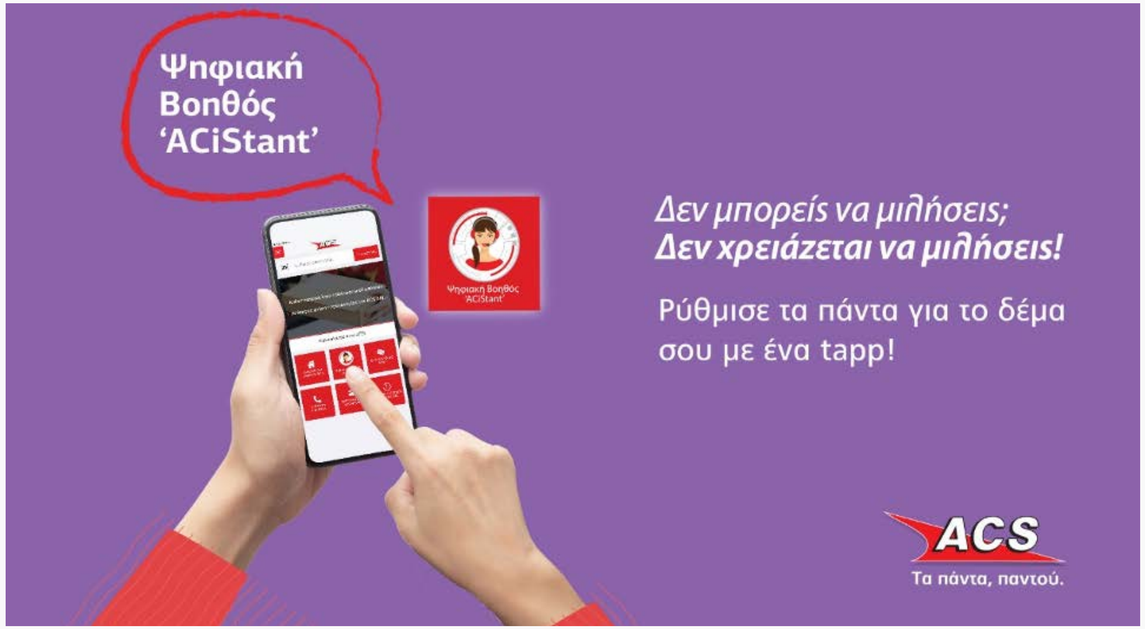
Our strategic goal is to continuously increase the percentage of revenues derived from sustainable products and services, through the development of solutions that meet modern environmental and social needs.

Customer Experience and Satisfaction

The positive experiences of our customers and, by extension, their satisfaction, are one of the main pillars of our operation and are inextricably linked to the company's growth strategy. Our commitment is not limited to providing reliable and expeditious service but extends to cultivating trusting relationships, ensuring transparency, and enhancing the overall customer experience at every touchpoint with ACS.

We monitor on a daily, weekly, monthly and yearly basis the quality indicators related to customer experience, with a focus on critical indicators such as the Net Promoter Score (NPS), the Customer Effort Score (CES) and the evaluation of service through Google Reviews. Through the analysis of this data, we identify any failures in a timely manner and proceed with immediate corrective actions, in order to continuously enhance the quality of our services.

The evaluation of the quality of our services is extremely important to us and, in this direction, we send daily electronic qualitative survey questionnaires to our customers. The results are analyzed in real-time and feed into both service teams and Management, ensuring that the voice of the customer (VoC) is always at the heart of our decisions. In addition, we invest in technological solutions and sentiment analysis tools that allow us to understand in depth the needs and expectations of our customers.



In the same context, our digital assistant **ACiStant** is now an integral part of the customer experience, offering immediate and personalized service 24/7 through our **website acscourier.gr** and the **ACS Mobile App**.

On 15/04/2024, the fully upgraded version of ACiStant started operating and during 2024 it served a total of 1,376,884 users, answering 6,546,602 of their questions, while a significant percentage of conversations (20.77%) took place outside working hours, mostly from their mobile phone (62.7%).

ACiStant Digital Service Modules

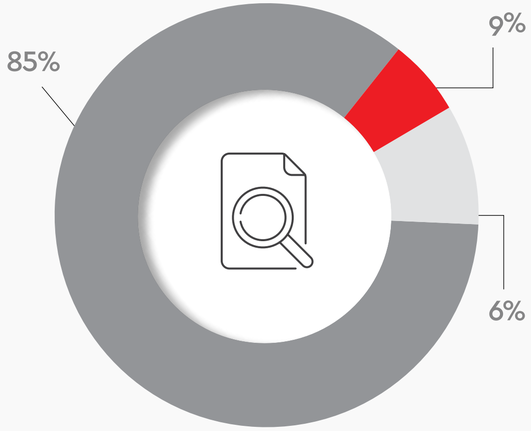
1,376,884
Total User Conversations

6,546,602
Total User Questions

20.77%
Conversations outside of working hours

62.7%
Mobile usage

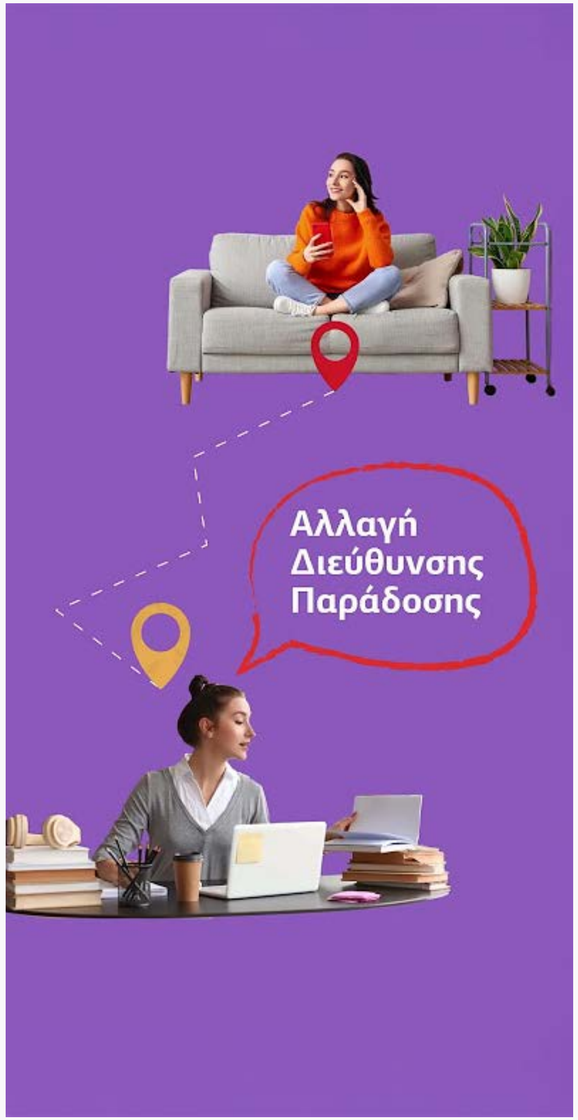
ACiStant Digital Service Modules



- Search Shipment
- Change of pick-up location or day
- Store Search

This data proves that our customers appreciate the ability to be served quickly and easily by digital channels, while the company acquires valuable data for the continuous improvement of its processes.

In this way, the customer experience is transformed into a driver of innovation and sustainable development, shaping the framework within which we evolve our services and enhance our positive social impact.



Future Goals and Performance

Group ESG Goal	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
>10% of revenue to come from sustainable products	% of revenues coming from sustainable products and services (based on ICMA protocol)	>6% of revenue to come from sustainable products (Target 2022-2024)	**No Achievement** 3 %		**NEW target 2025-2030:** >6% of revenues to come from sustainable products (6% ACS, 10% Group)

Additional ACS Targets

Material Topic	Goals 2024	Performance 2024	2025 targets
Providing innovative solutions and services, aiming at digital transformation and modernization	• Smart Points - Long-Term Reduction of Transportation Costs • Web Reporting ABP Post - Retaining / Attracting new customers • Design of Solutions for Collection through Bank Cards Attracting new customers • Measuring the use of new innovative services/solutions by customers	**Achieved**	Continue measuring customer service indicators and use of new services as presented in the chapter Digital Innovation

Goal achieved Goal in progress Goal not achieved

Environmental Footprint

Environmental Footprint

[GRI 302, 305, ESRS E1]

At ACS, we operate with a sense of our environmental responsibility. In the context of the Group's Risk Management System, the relevant Environmental Policy, but also in accordance with the requirements of the ISO14001 regarding environmental management, we recognize the risks and opportunities in environmental issues, and set improvement targets.

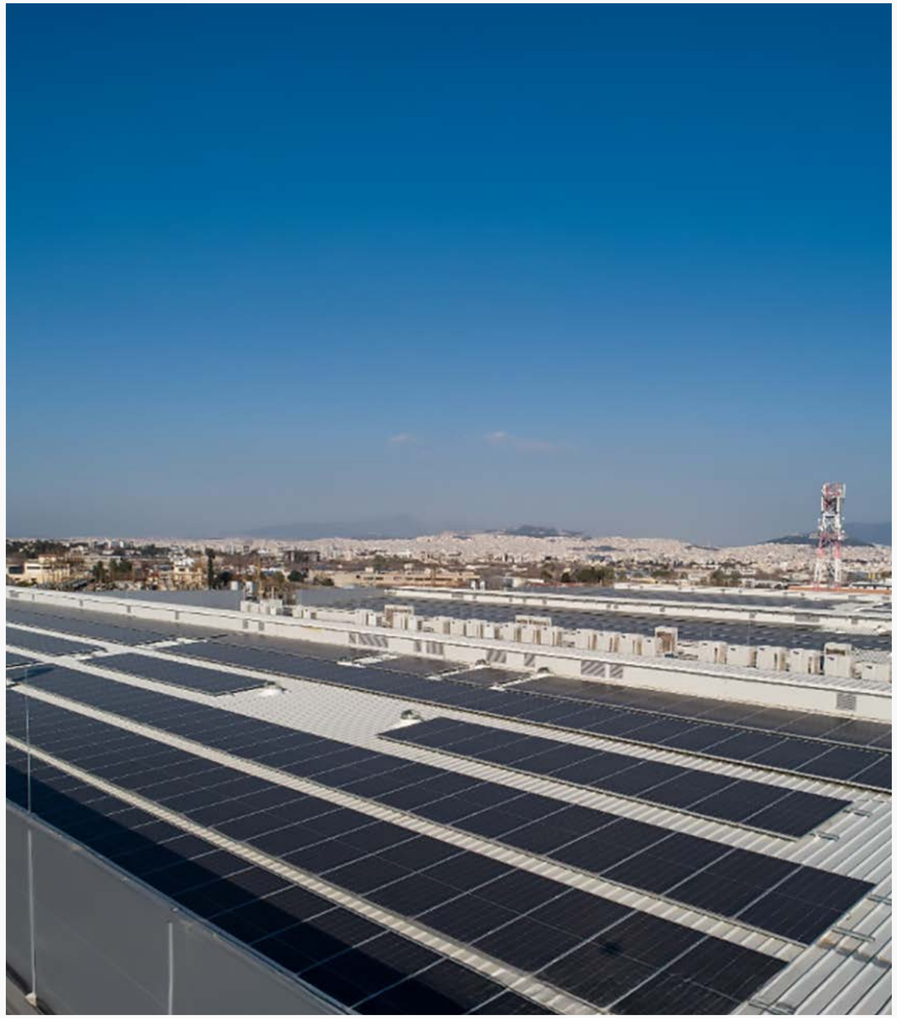
Infrastructure with responsibility for the environment and climate change

Thanks to the use of photovoltaics in the building, which began in October 2023, the maximum rated energy of our real-time installations amounts to 1 MWh, with a maximum power of 650 KW. Also, the monthly energy production amounts to over 60 MWh, with total energy savings corresponding to carbon dioxide reduction of over 128 tons and carbon savings of over 52 tons. This savings equates to more than 6,955 equivalent trees planted per month.

At the same time, with low energy consumption LED lights and a Class A Energy Efficiency certificate, we ensure the reduction of energy consumption and the protection of the environment.

Finally, with a provision for 100 electric vehicle charging stations, we support the adoption of sustainable transport solutions, helping to reduce emissions and create cleaner air for all of us.

In 2022, the company's headquarters were moved to new facilities (36–38 Petrou Ralli Street, 12241 Egaleo).



The new ACS headquarters building:

It is based on bioclimatic architecture, aiming to ensure thermal comfort, using environmental resources, such as 1MW solar panels (photovoltaics) on the roof and phototubes (with natural sunlight) in all offices.

Uses low-energy LED lights where there is electric lighting.

Has received an Energy Performance Certificate (EPC) of energy class A on the premises of the offices.

It has a provision for 100 electric vehicle charging locations, while already in 2024 51% of the company's corporate fleet was hybrid or electronic cars.

Climate change

MATERIAL TOPIC

- Climate change.

[GRI 305, GRI 302, ESRS E1, ESG GOAL 1]

Greenhouse gas emissions

ACS continues for the 8th year the monitoring of its carbon footprint, following the instructions of the Greenhouse Gas Protocol (GHG Protocol) regarding direct and indirect gas emissions (Scope 1, Scope 2, Scope 3).

National Climate Law 4936/2022
In October 2024, the company ACS, which falls under the new Climate Law, submitted on time to the platform of the Ministry of Environment and Energy (MEEN) its carbon footprint measurements (Scope 1 and 2) for the year 2023, as well as the relevant Verification Statements issued by EMICERT Ltd. The verification of Greenhouse Gas emissions was based on the **ISO 14064-3:2019.**

CO2e emissions in the ACS value chain

Greenhouse Gas Emissions
ACS continues for the 8th year to monitor its carbon footprint, following the Greenhouse Gas Protocol (GHG Protocol) guidelines regarding direct and indirect gas emissions (Scope 1, Scope 2, Scope 3).

CO_2 N_2O CH_4

SCOPE 1	SCOPE 2	SCOPE 3			
ACS	ACS	UPSTREAM	UPSTREAM & DOWNSTREAM		DOWNSTREAM
Corporate fleet	**Production of purchased electricity, heating and cooling consumed by the company.**	Corporate travel	Waste generated from operations	Transport and distribution	End-of-life treatment of products sold
Corporate facilities		Movement of employees	Activities using fuel and electricity	Leased assets	Investments
Scope 1: Direct emissions from facilities / activities owned or controlled directly by the company.	**Scope 2:** Indirect emissions from the consumption of produced electricity, steam, heating or cooling purchased by the company	Capital equipment	Purchased goods and services	Franchising	Use of purchased goods

Scope 3: All indirect emissions (not under the previous Scopes) in the company's value chain, including the upstream / downstream emissions from facilities / activities not owned or controlled directly by the company.

Sources of Greenhouse Gas Emissions

ACS's total greenhouse gas emissions for 2024 were estimated at **29,396 tons of CO2e**. According to the different emission categories, the distribution and at the same time the change from the previous year are as follows:

ACS Carbon Footprint

GHG Protocol Categories – location based	2022 (in t CO2e)	2023 (in t CO2e)	2024 (in t CO2e)	Percentage change in YoY	Percentage change compared to base year - 2022
Scope 1 – Direct emissions	921	586	679	+ 15.81%	-26%
Scope 2 – Location-based indirect emissions	957	1,281	711	-44.46%	-39%
Total Scope 1 & 2	1,878	1,867	1,390	-26%	-33%
Scope 3 – Other indirect emissions	22,251	21,748	28,006	+28.77%	+25.86%
Total	**24,129**	**23,615**	**29,396**	+24.48%	+21.82%

- The conversion factors used to calculate emissions are derived from the annual National Greenhouse Gas Inventories (GHG) for Scope 1 emissions and from the annual Reports of the RES & Guarantees of Origin Operator (DAPEEP) 2024 for Scope 2 emissions.

GHG Protocol Categories – Market based	2022 (in t CO2e)	2023 (in t CO2e)	2024 (in t CO2e)	Percentoage change YoY	Percentage change compared to base year - 2022
Scope 2 – Market-based indirect emissions*	955.47	935.91	524.58	-44%	-45%

The Group's ESG goal is to reduce Scope 1, 2 emissions. The increase in Scope 1 emissions in 2024 by 16% compared to 2023 is due to the increase in transport due to e-commerce purchases. It is expected that the further increase of the Group's green car fleet (in 2024 51% of the fleet consisted of electric or hybrid models) with the aim of reaching 75% by 2030, where it will contribute to the reduction of fuel use and therefore to the reduction of Scope 1 emissions. On the contrary, due to the electric charging of cars and the possibility provided for charging vehicles at the company's premises, there is expected to be an increase in indirect Scope 2 emissions, which will also need to be mitigated at our facilities.

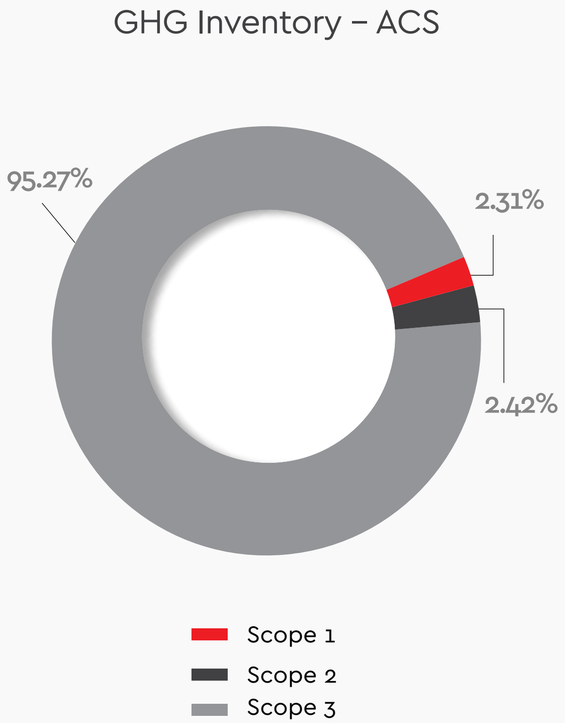
Inventory Report of Emissions of ACS for the year 2024

Emission Sources – ACS (2024)	TOTAL (t CO_2 eq)	CO_2 eq	CO_2	CH_4	N_2O	HFCs
	GWP	-	1	28	265	-
Scope 1: Direct Emissions	**678.76**					
Direct emissions from combustion in stationary equipment	18.18	0.00	18.12	0.02	0.04	-
Generator						
Oil Combustion Power Generation		0.00	18.12	0.00	0.00	0.00
Building heating						
Petrol Oil burning		0.00	0.00	0.00	0.00	0.00
Fuel Combustion in Company-Controlled Vehicles	660.58	0.00	654.56	1.70	4.31	-
Fuel Combustion in Company-Controlled Vehicles						
Diesel combustion in official vehicles (owned or fully leased)		0.00	176.43	0.00	0.01	0.00
Gasoline combustion in official vehicles (privately owned or fully leased)		0.00	441.87	0.05	0.01	0.00
Combustion of LPG in official vehicles (privately owned or fully leased)		0.00	34.59	0.00	0.00	0.00
Combustion of natural gas in official vehicles (privately owned or fully leased)		0.00	1.68	0.00	0.00	0.00
Direct fugitive emissions released	0.00	0.00	0.00	0.00	0.00	0.00
HFCs from refrigeration/air-conditioning equipment in building installations		0.00	0.00	0.00	0.00	0.00
Scope 2: Indirect emissions from imported energy	**711.29**					
Indirect emissions from imported electricity*	711.29	0.00	711.29	0.00	0.00	-
Electricity consumption in building facilities (without GOs)		0.00	711.29	0.00	0.00	0.00
Scope 3: Other indirect emissions	**28.006.18**					
Indirect emissions from fuels and energy (Category 3)	325.99	254.60	71.39	0.00	0.00	-
Indirect emissions from fuel production and transport						
Gasoline production (including transportation)		114.40	0.00	0.00	0.00	0.00
Diesel production (including transportation)		42.37	0.00	0.00	0.00	0.00
LPG production (including transportation)		8.67	0.00	0.00	0.00	0.00
Natural gas production (including transportation)		0.13	0.00	0.00	0.00	0.00
Production of Electricity Production (including transportation)		4.12	0.00	0.00	0.00	0.00

Emission Sources – ACS (2024)	TOTAL (t CO_2 eq)	CO_2 eq	CO_2	CH_4	N_2O	HFCs
	GWP	-	1	28	265	-
Indirect emissions from losses in the Distribution and Transmission Network for the Electricity consumed (Scope 2)						
Network Losses		7.74	71.39	0.00	0.00	0.00
Indirect emissions from the production and transport of fuels consumed for the Electricity recorded in Scope 2						
Production and transport of fuels consumed for the production of Electricity purchased and consumed by ACS		77.17	0.00	0.00	0.00	0.00
Emissions from upstream transportation and distribution (category 4)	26,840.74	26,840.736	0.00	0.00	0.00	-
Transportation by Motorcycle		1,472.16	0.00	0.00	0.00	0.00
Transportation by Mini van		11,524.97	0.00	0.00	0.00	0.00
Transport by Public Transport – Axis		8,366.70	0.00	0.00	0.00	0.00
Transportation by Air		1,615.85	0.00	0.00	0.00	0.00
Ferry Transport		3,861.06	0.00	0.00	0.00	0.00
Indirect emissions from waste management (Category 5)	61.39	61.395	0.00	0.00	0.00	-
Management of hazardous and non-hazardous office waste by certified companies		6.87	0.00	0.00	0.00	0.00
Company waste to be recycled and disposed of (non-hazardous)		54.52	0.00	0.00	0.00	0.00
Indirect emissions from business travel (Category 6)	12.78	3.54	9.24	0.00	0.00	-
Airoplane Transport		0.00	9.24	0.00	0.00	0.00
Ferry Transport		0.52	0.00	0.00	0.00	0.00
Hotel Accomodation		3.02	0.00	0.00	0.00	0.00
Indirect end-of-life emissions (category 12)	6.03	6.03	0.00	0.00	0.00	-
Parcel Packaging		6.03	0.00	0.00	0.00	0.00
Franchise (Category 14)	759.25	0.00	759.25	0.00	0.00	-
Electricity consumption in Franchises		0.00	759.25	0.00	0.00	0.00
Fuel consumption in Franchises		0.00	0.00	0.00	0.00	0.00
TOTAL EMISSIONS in tonnes CO2 eq	**29,396.23**					

* The values presented refer to emissions from electricity consumption using the location-based method, as defined in the GHG Protocol

Distribution of greenhouse gas emissions for ACS activities in 2024



Overview of the Scope of GHG Protocol Measurement

The calculation of the footprint for the year 2024 has been carried out according to the emissions coming from with the categories of the international GHG Protocol.

The table below shows the activities within and outside the scope of the ACS carbon footprint assessment for 2024:

Categories GHG Protocol	Within scope	Comments
Scope 1 – Direct emissions		
1. Company facilities	✓	• It includes emissions from the consumption of fuel for electricity generation in the company's buildings and the leakage of A/C refrigerant gas systems of ACS facilities.
2. Company vehicles	✓	• It includes the emissions from the fuel consumption of the vehicles of the (owned) ACS fleet, as well as from the consumption of gasoline given as a benefit to ACS employees.
Scope 2 – Indirect emissions		
1. Purchased electricity	✓	• It includes the emissions from the electricity consumption of ACS offices.
Scope 3 – Indirect emissions		
1. Purchased goods and services	-	• It is excluded due to lack of proper data and time frame. The accusation could be further examined in a later analysis.
2. Capital goods	-	• It is excluded due to lack of proper data and time frame. The accusation could be further examined in a later analysis.
3. Fuel- and energy-related activities	✓	• It includes the emissions from production (WTT) of the fuel consumed by the privately owned fleet, the fuel given as a supply to the employees, the fuel consumed for the production of electricity at the company's offices, as well as the transmission and distribution losses of the electricity consumed by the company. • Emissions resulting from the production of electricity consumed are excluded. Their contribution to the final result is not expected to have a significant effect.

Categories GHG Protocol	Within scope	Comments
4. Upstream transportation and distribution	✓	• It includes emissions from production (WTT) and fuel consumption of the ACS network • Distribution emissions due to lack of adequate data, e.g. storage volume, are excluded. Their contribution to the final result is not expected to have a significant effect.
5. Waste generated in operations	✓	• It includes the emissions from the disposal and treatment (disposal) of waste (water, computers, furniture and other waste) of ACS.
6. Business travel	✓	• It includes the emissions from the ferry and air journeys made by all ACS employees for business purposes as well as from their stay at their respective destination.
7. Employee commuting	-	• It is excluded due to lack of proper data and time frame. The accusation could be further examined in a later analysis.
8. Upstream leased assets	-	• Emissions from operating leased assets are already included in Scope 1 and 2.
9. Downstream transportation and distribution	-	• All transport services purchased by the company are included in category 4.
10. Processing of sold products	-	• It is excluded due to the company's business model that does not offer intermediate products for further processing.
11. Use of sold products	-	• It is exempt due to the company's business model as a service provider.
12. End-of-life treatment of sold products	✓	• This includes emissions from the disposal and treatment of packaging products sold by ACS in 2023 at their end-of-life.
13. Downstream leased assets	-	• It is exempt due to the company's business model.
14. Franchises	✓	• It includes the emissions from the operation of ACS franchise stores.
15. Investments	-	• ACS Cyprus emissions are excluded due to lack of appropriate data.

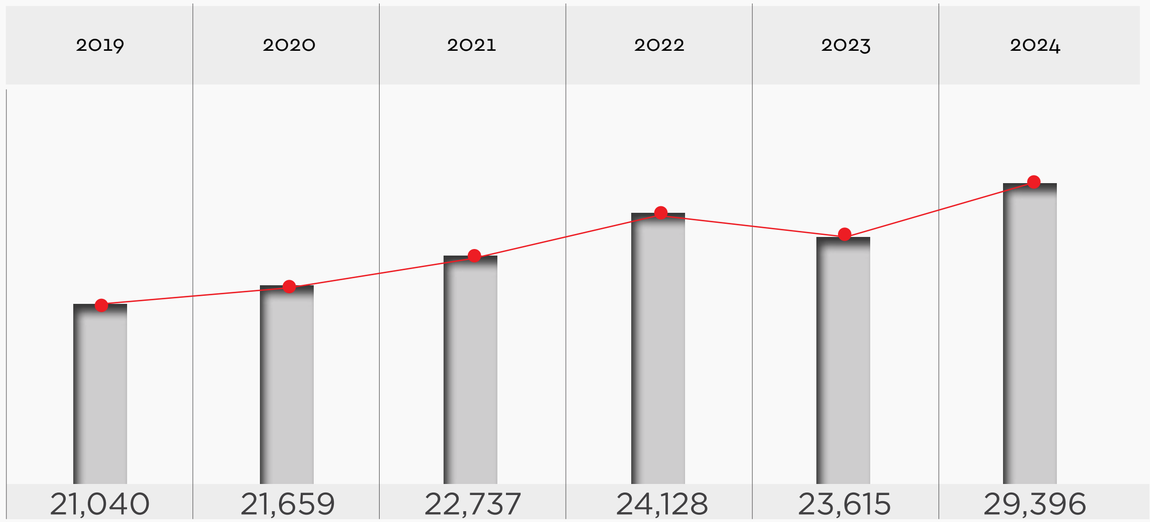
Total emissions in the period 2022 – 2024

For ACS, the base year is considered to be 2022, which is the base year of the Quest Group for the ESG Strategy and the transition to its new facilities.

Total emissions 2022–2024 show an increase of 21.8%, but this reflects the significant increase in the company's activities. This is evident from the company's significant increase in the weight of shipments – by 13.8% compared to 2023 (and by 94% compared to 2019).

The above data and the following diagrams indicate the change in the environmental performance of ACS.

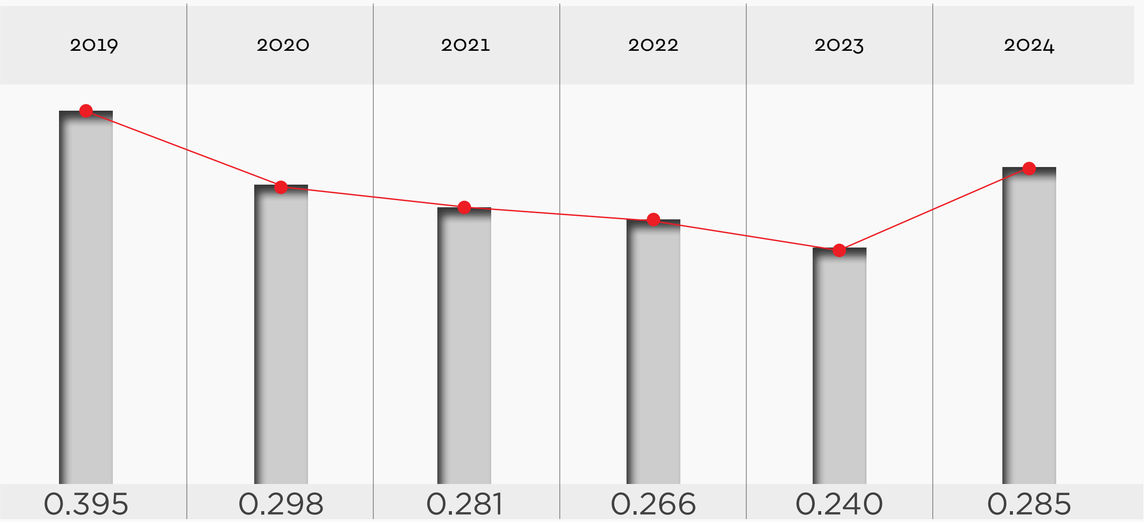
Carbon Footprint for ACS, t Co2e



Emission intensity

For the year 2024, the intensity of emissions was estimated at 0.285kg of CO2 per kilogram transported through ACS shipments and compared to 2023 it increased by 19.9%.
Compared to 2019, there is a significant drop in emissions intensity by 27%.

Emission intensity ACS, Co2e/kg transported



ACS's performance in its environmental indicators it monitors for climate change

		2022	2023	2024	Difference with Base Year (2022)
Turnover (€ million)	million €	141.8	150.5	157.9	11%
Annual energy intensity (MWh/m²)	MWh/m²	365.0	113.0	106.7	-6%
Equivalent of thousands of tons of CO_2 (kt CO_2) - Location based Emissions Scope 1&2	kt CO_2	1.9	1.9	1.4	-25%
Annual energy intensity (MWh/m²) / € million Turnover	(MWh/m²) / million €	2.6	0.8	0.4	-47%
Equivalent of thousands of tons of CO_2 per year (kt CO_2) / € million Turnover	(kt CO_2) / € million turnover	0.013	0.012	0.009	-29%
Direct emissions (Scope 1)	tCO_2 eq.	920.6	582.0	678.8	17%
Direct emissions (Scope 1)/€ million Turnover	tCO_2 eq./€ million	6.5	3.9	4.3	11%
Direct emissions (Scope 1)/m²	tCO_2 eq./m²	0.06	0.01	0.02	45%
Indirect emissions (Scope 2) - Location based	tCO_2 eq.	955.5	1280.8	711.3	-44%
Indirect emissions (Scope 2)/€ million Turnover	tCO_2 eq./€ million	6.7	8.5	4.5	-47%
Indirect emissions (Scope 2)/m²	tCO_2 eq./m²	0.06	0.03	0.02	-34%
Indirect emissions (Scope 3)	tCO_2 eq.	22251	21474	28009	30%
Indirect emissions (Scope 3)/€ million Turnover	tCO_2 eq./€ million	157.0	142.7	177.4	24%
Total amount of energy consumed	MWh	5664.2	4766.4	4504.0	-6%
Total amount of electricity consumed	MWh	2191.1	2568.0	1935.4	-25%
Percentage of electricity consumed, out of total energy consumed	%	39%	54%	43%	-20%
Percentage of energy consumed and derived from RES, out of total electricity consumed *	%	33%	37%	43.8%	18%
Percentage of energy consumed and derived from RES, out of total energy consumed *	%	13%	20%	19%	-6%

Note: (*) To calculate the result for 2024, the final energy mix of the provider for 2024 has been used, which includes the guaranteed green energy in its energy mix.

Future Goals and Performance

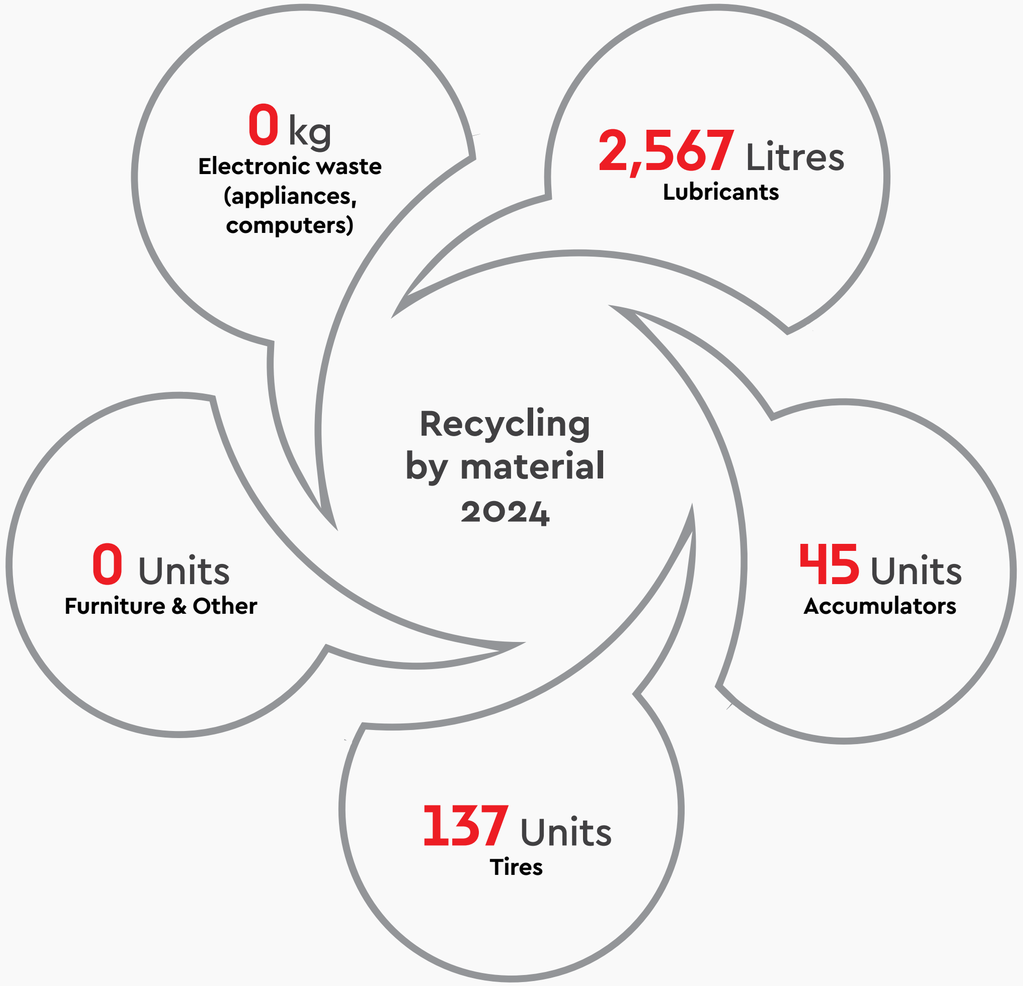
Group ESG Goal	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
1. Climate Change: Reduction of absolute Scope 1, 2 emissions by 40% by 2030 and climate neutrality by 2050	Increase in the percentage of company car fleet with hybrid/electric models	>43%	**Achieved** 51%		54%
	Increase in % of "green" energy supply (Group's target for electricity consumption)	>13% (Group target)	**Achieved** 14% (through Guarantees of Origin (GOs)		25% (Group goal)
	40% reduction in absolute Scope 1.2 emissions by 2030 (compared to base year 2022)	40% reduction in absolute Scope 1.2 emissions by 2030 (compared to base year 2022)	**Achieved** **33% reduction** Scope 1 &2 (location-based) compared to base year 2022		Overall Group Objective: 16% decrease in 2025 (compared to 2022)
	Carbon Footprint Measurement based on GHG Protocol (Scope 1,2)	Measurement & certification according to ISO 14064 for 2024	**Achieved** The Measurement has been completed and the external verification has been carried out		Carbon Footprint Measurement based on GHG Protocol (Scope 1,2) with ISO 14064 measurement certification for 2025
	Scope 3 Emissions Measurement Based on GHG Protocol	Scope 3 Emissions Measurement	**Achieved** The Measurement was carried out Scope 3 CO2e (tns): 28.006		Scope 3 Emissions Measurement for 2025 Future assessment of reduction targets.

Goal achieved Goal in progress Goal not achieved

Circular Economy

[ESRS E5, ESG GOAL 2]

At ACS, our fundamental goal is to protect the environment with every effort to collect for recycling the materials produced by our activity.



Actions to promote the circular economy

Since June 2023, ACS has started its cooperation with the **APPLIANCE RECYCLING S.A.**, for the **collection of household and electrical small appliances** by interested parties, both in the special bins it has placed in its stores, and through their receipt from their premises, by electronically calling the ACS distributor at **https://www.electrocycle.gr/recycle-it-with-a-click/**

During 2024, the company promoted **14,395 kg of small appliances for recycling** from all its stores and continues in the same direction, proving in practice its firm commitment to continuous improvement in all areas of Sustainable Development and the achievement of ESG Goals.

Future Goals and Performance

Group ESG Goals	Actions	Goals 2024	Performance 2024	Progress 2024	2025 targets
Promoting the circular economy and eliminating avoidable waste by 2025	Continuation and Strengthening of Circular Economy Services.	Inventory of single-use plastics used in the distribution chain	**Achieved**		**Continuation and Strengthening of Circular Economy Services**
		100% e-waste recycling certified	**Achieved**		100% e-waste recycling certified
		Measures to reduce single-use plastics	**Achieved**		Continue with new Collection Points
		Paperless office Digitization of more processes (Service, financial Services) Digitization of the process of control and creation of suppliers. Launch of projects for the digitization of HR processes, expense lists, Service and Financial Services	**Achieved**		Paperless office Digitize more processes
		Sustainable packaging Packaging made from recycled content or recyclable materials/ Introduction of KPIs	**In progress** Only Commercial Paper Bags in Use		Sustainable packaging
	Introduction of circular economy models	ACS cooperates with Appliances Recycling S.A. for the receipt and recycling of electrical appliances	**Achieved**		Continuation and Strengthening of Circular Economy Services

Goal achieved Goal in progress Goal not achieved

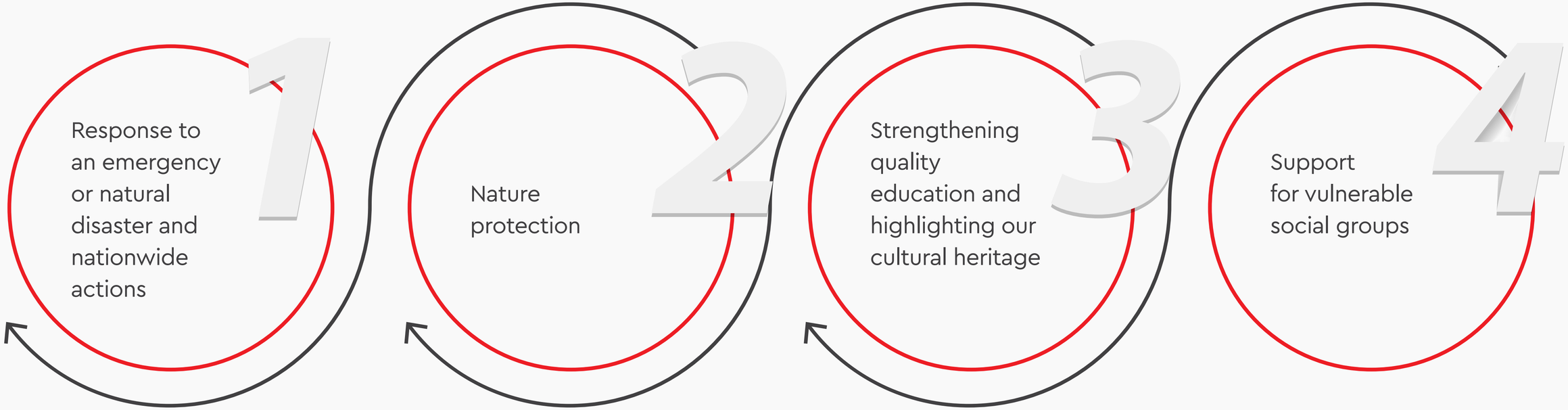
Contribution to Society

Contribution to Society

Our activities revolve around the well-being of the society we participate in. We implement targeted social actions, utilizing our business activity, which result in the upgrading of the quality of life of vulnerable groups and the wider society.

Our activities revolve around the well-being of the society we participate in.

ACS actions focus on the following four pillars:



Social contribution actions

"We utilize the dynamics and the nationwide network of ACS to support social organizations, vulnerable groups, environmental protection actions and emergencies from natural disasters. With actions and partnerships of substantial contribution, we transform our services into a tangible social and environmental impact, demonstrating in practice our strategic direction: "Everything for people, everywhere with responsibility."

Elia Charari
Marketing and Corporate Sustainability Manager

In 2024, ACS made a total of 21,602 free shipments to vulnerable groups, with an initial value of €332,044 transporting materials weighing more than 49 tons

The Group and its companies cooperate with a number of Non-Governmental Organizations (NGOs) and social bodies, actively contributing to their work. It is worth mentioning the systematic support of the organization "The Smile of the Child" and the organization "Make a Wish", through the donation of equipment and courier services, the Homeless Reception Center of the Municipality of Athens (KYADA), with the provision of free clothing and toys offered by the employees and the Group.

In times of emergency, the Group also proceeds with supporting actions, according to its capabilities and specialized know-how, in the field of technology and courier services.

Special mention should be made of ACS, which, utilizing its unique advantages, such as its extensive nationwide network, speed, organization and reliability, and in cooperation with agencies and NGOs, consistently contributes to the implementation of actions, but at the same time responds consistently in cases of emergency and humanitarian crises.

It is worth noting that in 2024, **63,681 boxes of medicines and health products, with a total value of €1,047,404, were transported free of charge, in 4,061 ACS shipments, weighing more than 20 tons**, which **GIVMED managed to collect**, for organizations throughout Greece, which support on a monthly basis **over 31,477 beneficiaries in vulnerable groups**.

In addition, thanks to our joint initiative in October 2024, the public donated 352 boxes of medicines and health products to ACS stores nationwide, worth €3,621, which were sent to the Social Pharmacy of Poros. Since 2018, when our cooperation began, we have ensured for GIVMED the free transport of 204,590 medicines and health products, worth €3,182,925.

ACS x GIVMED

Ένας ακόμα χρόνος προσφοράς.
Μία προσπάθεια για την υγεία όλων.

Finally, important actions for nature protection include the continuation of cooperation with the **APPLIANCE RECYCLING S.A.**, for the **collection of household and electrical small appliances** by interested parties, both in the special bins placed by ACS in its stores, and through their collection from their premises, by electronically calling the ACS distributor at the **https://www.electrocycle.gr/recycle-it-with-a-click/**. By the end of the year, the company promoted from all of its stores **14,395 kg of small appliances for recycling** and continues in the same direction, proving in practice its firm commitment to continuous improvement in all areas of Sustainable Development and the achievement of ESG Goals.

Future Goals and Performance

Sustainable Development Strategy	Goals 2024	2024 Results	Goals 2025
Contribution to Society	• Continuation of actions and the maintenance or increase of free shipments for social actions (up to +5%). • Maintain social contribution expenditure in the pillars selected.	**Achieved**	• Continuation of actions and maintenance or increase of free shipments for social actions (up to +5%). • Maintain social contribution expenditure in the pillars selected.

ANNEX

ANNEX

GRI / ESRS Index Table

GRI Standard	Disclosure	Chapter ACS Report 2024	Omissions	Publication and alignment of ESRS standards (Quest Group Sustainable Development Report 2024)
GRI 2: General Disclosures 2021	2-1 Details about the organization	About Our Company		ESRS 1 ESRS 2
	2-2 Entities included in the organization's sustainability report	About the Report		ESRS 1 ESRS 2
	2-3 Reference period, frequency and communication	About the Report		ESRS 1 ESRS 2
	2-4 Restatements of information	About the Report		ESRS 1 ESRS 2
	2-5 External Assurance	About the Report		ESRS 1 ESRS 2
	2-6 Activities, value chain and other business relationships	About Our Company Business Model and Value Chain		ESRS 1 ESRS 2 (SBM 1-3)
	2-7 Employees	Our People		ESRS S1
	2-8 Non-salaried employees	Our People		ESRS S1
	2-9 Governance structure and composition	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-10 Appointment and selection of the supreme governing body	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-11 President of the highest administrative body	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1

GRI Standard	Disclosure	Chapter ACS Report 2024	Omissions	Publication and alignment of ESRS standards (Quest Group Sustainable Development Report 2024)
GRI 2: General Disclosures 2021	2-12 Role of the supreme governance body in overseeing impact management	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-13 Delegation of responsibility for impact management	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-14 The role of the supreme governance body for sustainability reporting	Sustainable Development Governance		ESRS 2 GOV 1-5 ESRS E1
	2-15 Conflict of interest	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-16 Communicating Critical Concerns	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-17 Collective knowledge of the supreme governing body	Corporate governance		ESRS 2 (MDR-P, GOV 1-5), ESRS - G1
	2-18 Evaluation of the performance of the supreme governance body	Sustainable Development Governance		ESRS 2 GOV 1-5 ESRS E1
	2-19 Remuneration Policies	Sustainable Development Governance		ESRS 2 GOV 1-5 ESRS E1
	2-20 Procedure for determining remuneration	Corporate Governance/ Sustainable Development Governance		ESRS 2 GOV 1-5 ESRS E1
	2-21 Annual ratio of total compensation	Corporate governance		ESRS 2 GOV 1-5
	2-22 Statement on the Sustainable Development Strategy	Message from the Chairman and CEO Sustainable Development Strategy / ESG Goals 2025+		ESRS 2 (-SBM 1-3, MDR-P)
	2-23 Policy commitments	Our Vision and Mission Sustainable Development Strategy / ESG Goals 2025+		ESRS 2 (-SBM 1-3, MDR-P)

GRI Standard	Disclosure	Chapter ACS Report 2024	Omissions	Publication and alignment of ESRS standards (Quest Group Sustainable Development Report 2024)
GRI 2: General Disclosures 2021	2-24 Integration of policy commitments	Corporate governance		ESRS 2 (MDR-P, GOV 1-5) ESRS - G1
	2-25 Procedures for remedying the negative effects	Corporate governance		ESRS 2 (MDR-P, GOV 1-5) ESRS - G1
	2-26 Mechanisms for seeking advice and raising concerns	Corporate governance		ESRS 2 (MDR-P, GOV 1-5) ESRS - G1
	2-27 Compliance with laws and regulations	Corporate governance		ESRS 2 (MDR-P, GOV 1-5) ESRS - G1
	2-28 Membership in Associations and Associations	Bodies and associations		ESRS - G1
	2-29 Stakeholder consultation approach	Double Materiality Study and Stakeholders		ESRS 2, SBM, IRO
	2-30 Collective agreements	Employee Development		ESRS S1
GRI 3: Material topics 2021	3-1 Procedure for selecting material topics	Double Materiality Study and Stakeholders		ESRS 2, SBM, IRO
	3-2 List of material topics	Double Materiality Study and Stakeholders		ESRS 2, SBM, IRO
GRI 205: Anti-Corruption 2016	3-3 Managing Material Topics	Ethical Business Conduct, Culture, and Regulatory Compliance		ESRS G1
	205-1 Evaluation of functions for corruption-related risks	Ethical Business Conduct, Culture, and Regulatory Compliance		ESRS G1
	205-2 Communication and education on anti-corruption policies and procedures	Ethical Business Conduct, Culture, and Regulatory Compliance		ESRS G1
	205-3 Confirmed Corruption Incidents and Actions Taken	Ethical Business Conduct, Culture, and Regulatory Compliance		ESRS G1

GRI Standard	Disclosure	Chapter ACS Report 2024	Omissions	Publication and alignment of ESRS standards (Quest Group Sustainable Development Report 2024)
GRI 305: Emissions 2016	3-3 Managing Material Topics	Climate change		ESRS E1
	305-1 Direct Greenhouse Emissions (Scope 1)	Climate change		ESRS E1
	305-2 Indirect Greenhouse Emissions (Scope 2)	Climate change		ESRS E1
	305-3 Other indirect (Scope 3) greenhouse gas emissions	Climate change		ESRS E1
	305-4 Greenhouse Gas Emission Intensity	Climate change		ESRS E1
	305-5 Reducing Greenhouse Gas Emissions	Climate change		ESRS E1
	305-6 Emissions of Ozone-Depleting Substances (ODS)	Climate change		ESRS E1
	305-7 Oxides of nitrogen (NOx), oxides of sulphur (SOx) and other important gas emissions	Climate change		ESRS E1
GRI 403: Occupational Health and Safety 2018	3-3 Managing Material Topics	Health, safety and well-being of workers		ESRS S1
	403-1 Occupational Health and Safety Management System	Health, safety and well-being of workers		ESRS S1
	403-2 Hazard Identification, Risk Assessment, and Incident Investigation	Health, safety and well-being of workers		ESRS S1
	403-3 Occupational health services	Health, safety and well-being of workers		ESRS S1
	403-4 Employee Participation, Consultation and Communication on Occupational Health and Safety Issues	Health, safety and well-being of workers		ESRS S1
	403-5 Training of workers on occupational health and safety	Health, safety and well-being of workers		ESRS S1
	403-6 Promoting Workers' Health	Health, safety and well-being of workers		ESRS S1
	403-7 Prevention and Mitigation of Occupational Health and Safety Impacts Directly Related to Business Relationships	Health, safety and well-being of workers		ESRS S1
	403-8 Employees covered by an Occupational Health and Safety System	Health, safety and well-being of workers		ESRS S1

GRI Standard	Disclosure	Chapter ACS Report 2024	Omissions	Publication and alignment of ESRS standards (Quest Group Sustainable Development Report 2024)
GRI 404: Training and Education 2016	3-3 Managing Material Topics	Employee Development		ESRS S1
	404-1 Average hours of training per year and per employee	Employee Development		ESRS S1
	404-2 Employee Upskilling Programs and Transition Support Programs	Employee Development		ESRS S1
	404-3 Percentage of employees who receive regular information on their performance and career development	Employee Development		ESRS S1
GRI 405: Diversity and Equal Opportunity 2016	3-3 Managing Material Topics	Diversity and inclusion		ESRS S1
	405-1 Diversity of Government Bodies and Employees	Corporate governance Diversity and inclusion		ESRS G1 ESRS S1
	405-2 Ratio of Basic Wage and Pay of Women to Men	Diversity and inclusion	Group Disclosure	ESRS S1
GRI 406: Non Discrimination 2016	3-3 Managing Material Topics	Diversity and inclusion		ESRS S1
	406-1 Incidents of discrimination and corrective actions taken	Diversity and Inclusion		ESRS S1
GRI 418: Customer Privacy 2016	3-3 Managing Material Topics	Privacy and Information Security		ESRS S4
	418-1 Documented Reports of Customer Privacy Breaches and Customer Data Losses	Privacy and Information Security		ESRS S4
Non - GRI Material Topic – Sustainable Supply Chain	3-3 Managing Material Topics	Sustainable Supply Chain		ESRS G1
Non - GRI Material Topic – Responsible Customer Service	3-3 Managing Material Topics	Responsible Customer Service		ESRS S4
Non - GRI Material Topic – Innovation and Sustainable products	3-3 Managing Material Topics	Innovation and Sustainable Products		ESRS E1

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