



Sustainable Development and Climate Change Policy



26/03/2026



1 Introduction

"Sustainable Development" is defined as development that meets the needs of today, without depriving future generations of the opportunity to meet their own needs. It aims to ensure short-term and long-term prosperity in the corporate and social environment, while achieving economic growth and protection of the natural environment and the climate.

For a business, Sustainable Development is a growth strategy that takes into account the principles of sustainability and focuses on a long-term approach, on the one hand to identify and reduce the negative impacts that its operation brings to the planet and to society as a whole, and on the other hand to create a positive footprint and impact through the creation of value for all stakeholders through the identification and exploitation of new opportunities.

Quest Group focuses on issues related to the creation of economic, social and environmental benefit throughout the value chain of the Company and the Group Companies and to all stakeholders.

The impact and impact of a company's activities on the environment and society (citizens) in general, highlights the material issues of sustainable development that concern it. At the same time, the identification of risks and opportunities related to these issues links sustainable development with business strategy and financial planning and affects the distribution of capital and the future resilience of the organization.

Material sustainable development issues are monitored through non-financial indicators, related to the environment, social responsibility and corporate governance (Environmental, Social, Governance and hereinafter "**ESG**"), which are important (material) for the company and the interests of key stakeholders, such as employees, customers, suppliers, partners, local communities, shareholders and other significant actors.

Quest Holdings S.A. (hereinafter referred to as the "**Company**") and its subsidiaries (see section Scope), based on their long-term involvement in Sustainable Development and Corporate Responsibility issues, have adopted and implement policies and procedures for the way companies operate and develop, based on transparency, business ethics and respect for all stakeholders. At the same time, they have developed an **ESG Strategy** as a consequence of the objectives pursued in the substantive issues and their improvement, with the aim of transformation, development and sustainability.

The Group's commitment to the values of sustainable development is reflected in the Group's Code of Conduct and Ethical Behavior, the observance of which is expected by all stakeholders, such as employees, partners, suppliers, etc.

2 Purpose

Innovative value creation, through business excellence, summarizes the vision of the Company and the Group's Companies and is based on the principles of Sustainable Development.

This Policy (hereinafter referred to as the "**Policy**") reflects the responsibility and commitments of the Company and the Group Companies on Sustainable Development and Climate Change issues to employees, the market and society. It sets the pillars for the design, implementation and monitoring of the ESG Strategy of the Company and the Group Companies, based on recognized international standards, frameworks and best practices and ensures the framework for full compliance with national and EU legislation on Sustainable Development, and the disclosure of non-financial information.

At the same time, the Policy supports the commitment of the Company and the Group Companies to the 10 Principles of the Global Compact on Human Rights, Labour, the Environment and the fight against corruption.

3 Sustainable Development Strategy and ESG Goals

The Sustainable Development Strategy sets medium and long-term goals (ESG Goals) on material issues related to the environment, society, corporate governance, and sustainable products. Through the ESG strategy, the Company and the Group's Companies seek to connect Sustainable Development with the value creation model and ensure a sustainable future for all stakeholders and the wider society.

The Sustainable Development Strategy and the ESG strategic objectives result from the double materiality study of the material issues that affect and are affected by the Group and its Companies, the identification and management of risks and opportunities for the immediate and long-term future in sustainability issues, the requirements of the regulatory/legislative framework in force, and international sustainability standards as well as through benchmarking of other companies in the same sectors in which the Group Companies operate.

The implementation of the ESG Strategy concerns the Company and the Group Companies (as defined in the "Scope" section) and the objectives are agreed and adopted by them. The proposed ESG Strategy is approved by the Company's Board of Directors.

The targets are reviewed at least every 3 years and any adjustments are also approved by the Company's Board of Directors, taking into account the course of the Company and the Group Companies, as well as the evolution of geopolitical, economic and social conditions.

The existing ESG Strategy for the period 2022 - 2030+ is based on four (4) strategic pillars supported by annual targets monitored by the Company.

Environment and Climate Change – The targets concern :

1. The mitigation of climate change addressed through the reduction of the Group's absolute greenhouse gas emissions (CO₂e) with the aim of achieving climate neutrality by 2050*.
More specifically, the main directions of the Group Companies and the Climate Change mitigation targets concern the reduction of absolute emissions through
 - a. The transition to a green corporate fleet, with the adoption of electric and hybrid vehicle models
 - b. The increase in the use of renewable electricity sources in total consumption (through the supply of energy with a green certificate and/or from green investments in the Group's facilities)
 - c. The annual measurement of the carbon footprint and the management of the reduction of the total Scope 1, 2 and 3 emissions of the Group companies

*Reference year 2022 (scenario 1.5°C). Climate neutrality by 2050 refers to Scope 1 & 2 emissions, taking into account the maturity of technology. The target will be revised in 2030 as well as the potential for Scope 3 emission reduction targets will be assessed.

2. Promoting the circular economy and eliminating waste where it can be avoided.

Our People (Employees) – The targets concern :

3. The monitoring of health and safety indicators, such as Loss Time Incident Frequency Rate (LTIFR) and Total Recordable Incident Rate (TRIR).

4. Monitoring the growth and development of employees through training hours and training programs.
5. The creation of a culture of inclusion, diversity and equality, with the aim of empowering employees (through the study of equal pay and the implementation of new programs and actions for women's empowerment, equality and inclusion).

Responsible Business- – The targets concern:

6. In the best possible effort to maintain zero incidents of personal data breaches, without much financial impact.
7. Linking the variable remuneration (annual bonus) of Group CEOs and main subsidiaries to ESG objectives.
8. The evaluation of suppliers with ESG criteria.

Sustainable Products - The targets concern

9. On the % of subsidiaries' revenues derived from sustainable products and services to support the green transition of the market.

The Group, based on the above ESG pillars and goals it has set, aims to successfully implement its transformation and green transition, its organization and development/improvement in order to contribute to a more sustainable future.

4 Range of Application

This Policy governs Quest Holdings and its subsidiaries in which it has a 50% or greater stake and/or control over them, as well as the subsidiaries of Quest Holdings' subsidiaries.

It applies to all members of the Board of Directors, Managements, employees, partners, as well as other interested parties.

5 Policy Description

5.1 Commitment of the Company and Group Companies

Sustainable Development is a strategic orientation and commitment of the Company and the Group's Companies, which are committed to operating based on its principles and driven by their people and the values they incorporate into their culture - ethos, integrity, teamwork, customer satisfaction, knowledge, continuous improvement, innovation.

The Policy is determined by the Management which is committed to:

- for the continuous development of the Company and the Group Companies, the evolution of the business model and the creation of financial value for shareholders and stakeholders,
- to adopt mechanisms for interaction and understanding of stakeholder expectations and to monitor their effectiveness;
- to meet the expectations of interested members (employees, suppliers, customers, shareholders, social bodies, business community, institutional and financial bodies, etc.),
- to adhere to the principles and values of the Group;
- to ensure business ethics and regulatory compliance;
- to monitor the implementation of internal regulations, policies, procedures, compliance with sustainable development directives at all levels of activity of the Company and the Group Companies,

- for the provision of products and services, with regard to environmental and/or social impacts;
- to boost innovation;
- for the systematic monitoring of the environmental footprint of the Company and the Group Companies,
- for the establishment and systematic implementation of an ESG Strategy and measurable long-term goals as well as the monitoring of improvement indicators
- based on the Quest Group's business model, to monitor the main sectors that affect its sustainable development and examine the risks from the effects of its activities.
- for the evaluation of the negative and positive footprint of the Company and the Group Companies on environmental and social issues.

In order to achieve the above commitments, the Company and the Group Companies focus on the thematic pillars of sustainable development, as described in the following sections.

5.2 Corporate Governance

The Company and the Group Companies have developed a corporate governance system fully harmonized with the applicable legislation, with the Greek Corporate Governance Code of the Hellenic Corporate Governance Council as well as with international best practices. In this context, the Company and the Group Companies operate on the basis of structures, management bodies, regulations, manuals, codes, policies and procedures that contribute to enhancing transparency and optimal decision-making taking into account the interests of stakeholders. In particular, the Company and the Group Companies implement practices that aim to enhance:

- effective governance;
- the risk management and resilience of the Group Companies
- regulatory compliance;
- the use of modern systems in terms of information and data security,
- optimising operational efficiency and business continuity
- the development of measures that enhance transparency, exclude corruption and highlight the principles and values of the Company and the Group Companies, with a view to safeguarding the interests of shareholders and demonstrating responsibility to stakeholders and society.

5.3 Market and Customers

The Company and the Group Companies aim to provide high quality products and services, characterized by innovation, high quality standards, ensure the safety of their customers and are provided at competitive prices, with full assurance of personal data protection. The products and services provided contribute to meeting the needs of businesses and consumers throughout the Greek territory and abroad. The Group Companies evaluate products and services for the impact they have on society and the environment in order to promote those that leave the most positive footprint.

The Company and the Group Companies invest in research and development with Sustainable Development criteria, with the aim of development, innovation, the provision of integrated solutions, products and innovative services, while at the same time supporting new entrepreneurship by allocating resources and know-how for this purpose.

At the same time, they aim to create an integrated supply chain, in the light of the values of sustainable development.

5.4 Human Resources

The Company and the Group Companies ensure a safe working environment for all their employees, providing them with all the necessary means and appropriate training to protect them from workplace hazards.

They recognize their responsibility to protect and promote human rights at work, respect for diversity, equal opportunities in employment and prohibit any form of discrimination. They fully and consistently support the principle of equal treatment, with full respect, of all employees, regardless of gender or other discrimination or position in the organization chart. Particular emphasis is placed on the professional development and empowerment of women, by providing equal opportunities in terms of remuneration and professional development.

In addition, they create a pleasant work environment, depending on the scope of work of each activity and encourage employees to maintain a work-life balance. For their part, they ensure the working conditions so that this is possible. They are constantly strengthening the development and training programs of employees, both in specialized knowledge and new skills, as well as in the cultivation of personality. They also support talent retention and attraction programs and offer a set of benefits to improve the quality of life.

The Company and the Group Companies ensure the formation of a climate of mutual trust and understanding between the Management and the employees, through multiple, unhindered communication channels, encouraging the latter to express concerns, proposals or opinions related to operational or strategic issues of the Company, with guaranteed freedom of speech.

5.5 Environment and Climate Change

The Company is committed to reducing its environmental footprint by setting targets and actions, thus contributing to the effort to decarbonize its activities and its future resilience as well as to the achievement of the National and European Goals for the green energy transition and the mitigation of Climate Change.

The Group Companies comply with the applicable legislation regarding the protection of the environment. Through Double Materiality analysis, they identify the environmental issues they affect and the key risks they face. As a result, they take the necessary measures to minimize their burden on the environment and act with a responsibility to protect the environment.

The Group Companies act with the aim of reducing the environmental footprint and greenhouse gas emissions released through the reduction of pollutants from transport, the management of energy and the reduction of the energy they consume, the increase of energy consumption from renewable sources, the promotion of the circular economy and the adoption of systematic recycling and waste management practices and in particular, reducing the use of paper and plastics, increasing the use of recyclable materials and promoting e-waste recycling.

At the same time, Group Companies also recognize the opportunities presented through tackling climate change, such as the green and digital transition of the market through new innovative technologies, services and products, which are evaluated and guide the development and commercial strategy of the Group Companies.

5.6 Society

Through the Corporate Responsibility (CSR) programs, the Company and the Group Companies support local communities and socially vulnerable groups. They plan and implement actions aimed at upgrading the quality of life, meeting needs, improving the technological skills of society as a whole and the country's transition to the digital age.

They cooperate with public structures, Non-Governmental Organizations and other public benefit bodies to empower the less favored social groups.

They encourage and reward the spirit of volunteerism among employees.

They participate in actions to relieve those affected in cases of crisis (earthquake victims, flood victims, refugees, etc.).

5.7 Stakeholder Relations

The Company and the Group Companies communicate regularly and develop relationships with all internal and external stakeholders. Especially with regard to suppliers and partners, a basic condition for cooperation is the conduct of the above with the degree of integrity and respect shown by them, in full compliance with the [Group's Code of Conduct and Ethical Behavior](#) and the Supplier Code of Conduct.

Overall, the Company and the Group Companies, through the implementation of their Policies and Procedures, as well as the principles and values that govern them, promote and enhance transparency and open and two-way communication with all stakeholders.

Through frequent communication and interaction with stakeholders, the Company and the Group Companies implement a materiality analysis and set individual goals regarding the material issues of sustainable development, which are evaluated annually for their effectiveness and updated whenever necessary.

6 Responsible for the reporting and performance measurement and action plans of the Sustainable Development and ESG Strategy

Roles - Monitoring Responsibility

The Sustainability Committee provides support to the Board of Directors on Sustainable Development issues, in particular with regard to the design of the strategy, the definition of the necessary performance indicators and its monitoring.

The management of Sustainable Development issues as described in this Policy, monitoring and reporting on the progress of the implementation of the ESG strategy and targeting, the collection and control of non-financial data and the preparation of Sustainability Reports of the Company and the Group Companies, is coordinated by the Group's ESG Department. The ESG Department supports the Sustainability Teams of the Group Companies in the implementation of the ESG Strategy and collaborates with the involved Group Units. The Group's ESG Department reports to its Management and has a close cooperation and regularly informs the Sustainable Development Committee. The Sustainable Development teams of the Group Companies report to the Management of each Company.

The Company's Board of Directors approves the proposed ESG Strategy. The targets are reviewed at least every 3 years and any adjustments are approved by the Company's Board of Directors, taking into account the course of the Company and the Group Companies, as well as the evolution of geopolitical, economic and social conditions.

Annual Disclosure of Non-Financial Data

The Company fully complies with the requirements for listed companies regarding the publication of an annual Sustainable Development Report and environmental/climate measurements under applicable legislation, the requirements for the publication of non-financial (ESG) data based on the European Sustainability Standards (ESRS), the needs of the Athens Stock Exchange, and ESG ratings.

The Group's subsidiaries, as decided from time to time, present a separate corporate annual Sustainability Report where they disclose their non-financial data through indicators based on internationally recognized sustainability standards (such as GRI Standards, UN Sustainable Goals, UN Global Compact) and fully comply with the obligations of regulatory compliance, legislation and regulatory frameworks in force. or external evaluation requirements by Banks and Financial Institutions, major suppliers and customers.

7 Approval and Communication

All actions undertaken in the context of sustainable development and the ESG Strategy are included in the financial statements of the Company and the Group Companies in the context of non-financial reporting, as well as in the Sustainable Development Report published annually. The aim is to inform stakeholders in a comprehensive, transparent and effective manner about the strategy, objectives and performance of the Company and the Group Companies on essential sustainable development issues.

All publications of non-financial data and reports of Group companies are posted on the Group's website.

The Group's ESG Department, in collaboration with the Sustainability teams of the Group Companies, periodically reviews this Policy and recommends to the Sustainability Committee the necessary amendments.

The Policy and any material modifications thereof are approved by the Board of Directors of Quest Holdings.

The Policy is communicated to all the employees of the Company and the Group Companies and is posted on the intranet of the Company and the Group Companies.

8 Application control

The Company retains the responsibility of monitoring the faithful implementation of the Policy by itself and the Group Companies, through its competent executives, with the contribution and participation of the control mechanisms at its disposal and with the methodology it has designed.

The overall supervision of the Sustainable Development framework of the Company and the Group Companies is carried out by the Board of Directors of the Company.

9 Changelog

| Version | Date | Description |
|---------|------------|---|
| 1st | 17/07/2021 | Replacement of the Corporate Social Responsibility Policy, due to compliance with Law 4706/2020 and modern good practices. |
| 2nd | 26/09/2023 | Update of the Policy in compliance with the new ESG Strategy of the Group and its Governance Model |
| 3rd | 26/03/2026 | Updating the Policy in compliance with the Group's new ESG Strategy, the legislation on National Climate Law 4936/2022 and the regulatory requirements for sustainable development reporting, mainly the CSRD (Corporate Sustainability Reporting Directive) and its incorporation into national law (e.g. Law 5164). |