

45 YEARS
INFO
QUEST
TECHNOLOGIES

Sustainability
Report

2025



Info Quest
TECHNOLOGIES



Message from the Chairman and CEO

[GRI 2-22]



It is with great pleasure that we present the 2025 Sustainable Development Report of Info Quest Technologies, the 12th annual report of our company. This year's edition coincides with an important moment in our history: the completion of 45 years of continuous presence, development and contribution to the Greek technology market.

From 1981 until today, Info Quest Technologies has consistently been at the forefront of digital evolution. Driven by innovation, expertise, responsible entrepreneurship and value creation, we have contributed substantially to the digital transformation of our country. Today, we continue to evolve as a dynamic ecosystem of technologies, partnerships and specialized companies, with a presence in Greece and abroad.

2025 was another year of significant progress. We strengthened our market position, expanded our portfolio in areas such as Cloud, Cybersecurity, AI solutions, Mobility/AIO, smart buildings and energy management solutions, and invested in new partnerships, expertise and digital infrastructure. In an environment of rapid technological change, we seek to leverage technology in a way that enhances productivity, security, innovation and progress. Sustainable development is a constant part of our strategy and our goal is to turn sustainability data into resilience and efficiency decisions. In 2025, we continued to actively contribute to the implementation of Quest Group's ESG strategy, with goals to

reduce our environmental footprint, operate responsibly, secure information and data, and develop sustainable products and services. We conducted the first Climate Resilience Study to better prepare ourselves in identifying and addressing risks and identifying new opportunities arising from climate change. The Silver distinction from EcoVadis, ranked in the Top 15% of companies evaluated internationally by the organization, confirms our systematic progress.

At the heart of our journey are our people. Their knowledge, collaboration, creativity and ethos are our most important strength. We continue to invest in skills development, health and safety, well-being and a culture of inclusion. Looking ahead, we continue with strong foundations, long-term relationships of trust, and a commitment to excellence, to create value for all our stakeholders and contribute to a more sustainable, safe, and inclusive future.

I warmly thank our people, customers, partners, suppliers and all those who trust us and support us on our journey.

Yours sincerely,
Dimitris Eforakopoulos
Chairman and Chief Executive Officer

About the report

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

Info Quest Technologies was founded in 1981 and was the starting point of Quest Group. Today it is a 100% subsidiary of Quest Holdings, the parent company of the Group.

The 2025 Sustainability Report is the 12th published annual Report of the company. It was prepared in accordance with the Global Reporting Initiative -GRI Standards 2021 ("in accordance with"). It refers to the period 1.1.2025 - 31.12.2025 and will be published in digital and interactive form, on the company's website, where the reports of the previous years are also available.

The Report presents data on Info Quest Technologies in Greece, while where data on its subsidiaries Team Candi, Info Quest Technologies Romania, Info Quest Technologies Cyprus and RetailCo are mentioned, it is clearly highlighted. It is noted that the data of the subsidiaries refer to the consolidated Annual Financial Report of the Group (HR, carbon footprint, training, etc.).

It is noted that the parent company, Quest Holdings, submitted for 2025 for the second year a consolidated sustainability report, which is included in the **Annual Financial Report 2025** under Law 5164/2024 - Government Gazette A 202, which incorporates Directive (EU) 2022/2464 (CSRD) of the European Parliament and of the Council into Greek legislation.

In accordance with the relevant legislation on the consolidated sustainability report, and in particular Article 9 of Law 5164/2024, which replaces Article 154 of Law 4548/2018 on consolidated non-financial statement, the following are provided:

A parent company which is a subsidiary is exempt from the obligations set out in par. 1 to 7 (the "exempt subsidiary"), if such an enterprise and its subsidiaries are included in the consolidated management report of another enterprise, prepared in accordance with article 153 and in accordance with this article), Info Quest Technologies, is exempt from the obligation to disclose a Sustainability Report.

This independent Sustainability Report by Info Quest Technologies is also part of the Group's data disclosure, as the company contributes through its performance and actions to the Group's consolidated reporting for the year 2025, as well as contributing as a major subsidiary to the Group's Double Materiality analysis. This report also refers to the European Sustainability Standards (ESRS) where the company has contributed to the disclosures of the Group's Sustainability Report.

It is also noted that for the disclosures of the **2025 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 **Quest Group's 2025 Sustainability Report** 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 goals have been integrated into our company's business model, as well as the updated ESG strategy 2025 – 2030+, with the corresponding targets being taken into account.

Following in this report, is the company's performance in terms of the material issues it monitors – as they emerged from the double materiality study conducted at group level during 2024, the Group's ESG goals and the UN Sustainable Development Goals (SDGs) it supports. It is noted that the double materiality assessment will be conducted every 2 years, in order to ensure continuous alignment with evolving regulations and with any changes both in the internal and external environment of the Organization, but also to continuously assess and address the most material sustainability issues.

For more information, please contact the Sustainability Team: marketing@info.quest.gr, +30 211 999 4000.

ESG Highlights 2025

Continuous Development

- ▶ **€374 m.** Revenue (+13%)
- ▶ **3,3x** increase in turnover in 10 years
- ▶ A platform for creating value in the new interconnected world, with the development of an ecosystem of interconnected specialist companies
- ▶ Maintaining the leading position in the distribution of ICT products and increasing market share in all activities and sectors
- ▶ Maintaining High Performance and market share in the Mobility (Xiaomi) Sector
- ▶ Top 20 Microsoft Indirect Cloud Partner CEMA
- ▶ Achievement of annual ESG Targets

Major Investments

- ▶ Investments to support overseas expansion
- ▶ Logistics Center Expansion Coordination
- ▶ Investments for the implementation of the new 5-year Strategic Business Plan
- ▶ Investment in human resources for placement in new areas
- ▶ Investing in digital transformation



Responsible Business

- ▶ **0 (zero)** incidents of violation of information and personal data security legislation
- ▶ **0 (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
- ▶ Training of employees on Ethics, Human Rights and Digital Security
- ▶ Silver EcoVadis Certification



ESG Highlights 2025

Responsibility to our employees

- ▶ **412** employees
- ▶ **>10,300** hours of training (+ 7% from 2024)
- ▶ Cultivating AI First Philosophy
- ▶ **32,3%** of our employees are female
- ▶ Zero accidents at work
- ▶ ISO 45001:2018 certification for Health and Safety at Work

Responsibility to the market

- ▶ Creating Value for Suppliers and Partners
- ▶ New partnerships in the fields of cybersecurity, smart cities, energy management
- ▶ Transferring know-how to AI solutions
- ▶ **12,3%** of revenue from sustainable products and services



Responsibility towards the environment

- ▶ **22,5%** reduction in direct and indirect emissions (Scope 1 & Scope 2) from the reference year 2022
- ▶ **44%** hybrid/electric cars in the corporate fleet
- ▶ Strengthening recycling initiatives
- ▶ First Climate Change Resilience Study





About Our Company



About Our Company

GRI 2-1, 2-6, ESRS 1, ESRS 2

Since 1981 and for 45+ years, Info Quest Technologies has held a leading position in the Greek IT market, contributing to the modernization and digital transformation of businesses and consumers.

Today it continues to maintain its leading position in the domestic market of digital technologies, having at the same time evolved into a platform for creating value in the new interconnected IoT environment, developing, with a holistic approach, a technological ecosystem that connects leading international manufacturers, partners and customers, through multiple specialized companies and multiple distribution channels, in Greece and abroad.

- It is the largest distributor of Information and Communications Technology (ICT) products and collaborates with more than 250 leading digital technology companies, such as Microsoft, Cisco, HP, HPE, IBM, Dell, Docusign, Red Hat, Huawei and over 2,000 resellers, systematically expanding its Portfolio and field of action.
- It invests dynamically in the Cloud and is among Microsoft's largest partners in the provision of Modern Workplace, Process Automation and Secure Infrastructure solutions, while through its subsidiary Team Candi, it provides digital transformation services that leverage

- AI technologies, in Microsoft and Docusign environments.
- It innovates in the new environment of interconnected devices, through cooperation with Xiaomi and other pioneering manufacturers.
 - It is expanding into new sectors of the green economy, such as the energy management sector
 - It is developing in retail through Xiaomi specialized stores and Xiaomi online stores (from 2026 the activity is carried out by a 100% subsidiary).
 - It is developing abroad, both directly and through its subsidiaries Info Quest Technologies Romania and Info Quest Technologies Cyprus.

Through its ecosystem, the company expands its activity into new markets, with proposals that complete the interconnected environment, coordinating the business development of its subsidiaries as well as the companies of the FoQus Group (distributor of POCO Smartphones) and EPAFOS (solutions and services in the field of education and organizations).

Finally, the company supports the ERP platform that serves the entire Group and provides Logistics services as well as IT support to selected companies of the Group.



It is noted that as of the end of 2025, following the restructuring of the Group, the air conditioning companies G.E. DIMITRIOU SA and CLIMA QUEST S.A., as well as the e-commerce company Quest Online SAE (You.gr) now form part of the Group's central organization and are not coordinated by Info Quest Technologies.

The company's headquarters are located in Greece, at 2A Argyroupoleos Street, in Kallithea, Attica (P.C. 176 76).

More information at www.infoquest.gr

- **IQT Platform 2026:** Ecosystem of value creation in the new interconnected environment
- **7** companies
- **580** employees
- **3** countries
- **5** cities
- **14** points
- **7** retail stores in Q3/2026
- **€452 m** in 2025

1981–2026: 45 years of Info Quest Technologies

- ▶ **45 years at the forefront of digital evolution,** aiming to bring the future to today.
- ▶ **45 years, faithful to one vision:** To contribute, always with people at the center, to the progress and prosperity of society, through the optimal use of digital technologies.
- ▶ **45 years, where our principles and values are non-negotiable:** Commitment to the satisfaction of each of our customers and creation of value for all our stakeholders.
- ▶ **45 years, driven by innovation and evolution:** We have in our DNA the continuous expansion into new areas, bringing the cutting edge of technology throughout Greece – from the first PCs and peripherals, the internet and mobile telephony in their inception, networks and modern, secure ICT Infrastructure, Cloud services and Energy Management solutions, to advanced Smartphones, and interconnected AIoT products, we always show the way for tomorrow.
- ▶ **For 45 years, we have been a trusted partner of leading technology manufacturers,** contributing to their success.



- ▶ **For 45 years, we have been creating long-term, mutually beneficial relationships** with our partners and customers, who trust us and evolve with us, making sure that knowledge and technology reach every consumer and Greek business, so that no one is left behind in the new era.
- ▶ **45 years with an emphasis on healthy and sustainable entrepreneurship:** We hold a leading position in our market. At the same time, we have been the core of the Quest Group, one of the largest Greek Groups, with multifaceted activities in Greece and abroad. Our development is always based on the principles of sustainability, taking care of the environment and society.
- ▶ We are particularly proud as in the last ten years, we have tripled our turnover, At the same time, every year we show significant progress in the **ESG goals** we have committed to, to reduce our environmental footprint, expand our Portfolio with sustainable products and services and strengthen the development and well-being programs of our employees, having received a high Silver distinction from **ECOVADIS** with a performance that ranks us in the Top 15% of all companies evaluated by the organization.
- ▶ **45 years with the best companions: our people,** who with the ideas, passion, ethos and common vision we share are our life-giving force.

The next 45 years

Today, digital technologies, and especially Artificial Intelligence, are more influential than ever and an accelerator of growth, significantly changing everyday life, but also our entire world.

For this great ongoing change we are experiencing, we are very optimistic. Fully aware of our role and responsibility, we participate in the developments and continue with the same passion, the same principles, the same commitment to excellence and the same vision, with the use of technology, to contribute to the modernization of our country and the well-being of all citizens, with the aim of a better, more sustainable and inclusive world for all.

Our Subsidiaries



Team Candi MAE, is a 100% subsidiary of Info Quest Technologies. It is one of Microsoft's top partners in the development of automation and digital transformation solutions and applications and holds the Intelligent Automation Specialization. It specializes in the design and implementation of BPA/RPA AI-Ready solutions, DMS, Data & AI, AI Agents through Copilot Studio & Azure AI Foundry, being the leading Modern Workplace partner of Microsoft and a specialized partner of Docusign in Greece.



An important change for our company is the launch of the 100% subsidiary **RetailCo Hellenic M.A.E.** in 2026. The company was founded in 2023 and started its operational activity on 1.1.2026, following the absorption of the Xiaomi retail sector (physical stores in Greece and online store), which was spun off from the company "Info Quest Technologies MAEVE". The company operates in the Greek market as a Xiaomi Authorized Reseller, developing the Xiaomi store network.

Today the network has 5 physical stores in Greece – 3 in Athens and 2 in Thessaloniki – as well as the e-shop www.mistore-greece.gr. The stores are a reference point for Xiaomi Fans, featuring the full range of Xiaomi products, trained staff who can guide the choices and present to each customer their products and functions, as well as a set of services that make the shopping experience even more complete



Info Quest Technologies Romania S.R.L., a wholly-owned subsidiary, has served as Xiaomi's official distributor in the Romanian market since 2023—a partnership stemming from the excellent collaboration and performance of the Xiaomi and Info Quest Technologies partnership in Greece. The company is now undergoing restructuring—necessitated by changes in Xiaomi's policy and go-to-market strategy for the local market—which entails limiting its scope of operations.



Info Quest Technologies Cyprus L.T.D, a 100% subsidiary, supports the operation of Xiaomi Stores in the Cypriot market (physical and online store). At the same time, it is also an official distributor of Dell products, having a local warehouse and Service and more than 80 partners / resellers.



Our Vision and Mission

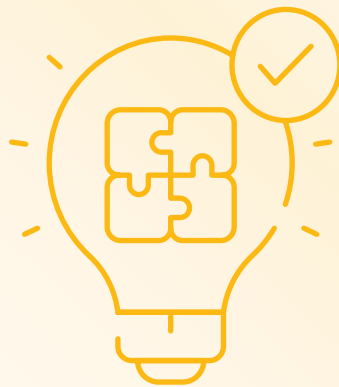
GRI 2-23, ESRS 2



Info Quest Technologies seeks to continue to play a leading role in society's advancement, harnessing the power of technology.



Our mission is to contribute to the development and well-being of people, businesses and organizations, utilizing the potential of technology, with a consistent **strategy**, emphasis on **innovation**, offering **quality services** and continuous investment in **know-how**, based on the principles of sustainable development.



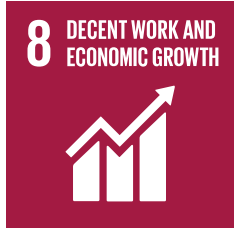
Our purpose is to connect people with technology to help them achieve their goals.



Significant Events 2025

- ▶ Achieved goals and growth across all commercial departments (ICT products, Cloud, networking & software, Mobility & IoT), taking advantage of both technology changes (Windows 10 end of support, AI PCs), and participating in digital transformation projects.
- ▶ Expanding our involvement in AI-Analytics, Cyber Security, Energy Efficiency, Smart Buildings, Home Appliances and Energy Management Solutions.
- ▶ Continued focus on the field of Defense, cooperation with Military Grade ICT manufacturers (Software platforms, Surveillance and Face Recognition Systems) and related Integrators.
- ▶ New partnerships with companies that strengthen our portfolio in the catering sectors: Huawei, Cohesity, Coresight, Cloudflare, Vertiv, Teltonica, Sygenergy
- ▶ Investing in know-how around the utilization of AI tools and technologies
- ▶ Achieving a very high market share (33%) in Xiaomi smartphones and maintaining 2nd place in the market. Expanding the Xiaomi ecosystem into new categories, such as white appliances and air conditioning.
- ▶ Strengthening of ICT infrastructure, mainly in terms of security issues and gradual integration of AI technologies in the company's operation that increase productivity and efficiency
- ▶ Significant distinctions from partner suppliers for our performance, as well as from market participants.
- ▶ Silver certification by the international body EcoVadis for our performance in Sustainable Development
- ▶ ISO 45001 Certification for Occupational Health and Safety
- ▶ 01/01/2026: spin-off of activities and commencement of operation of a subsidiary RetailCo with the aim of developing the Xiaomi store network in Greece.





Key Financial Data



In 2025, Info Quest Technologies exceeded the turnover targets it had set, both compared to 2024 and its budget.

Specifically, in 2025 it achieved:

- ▶ **Sales of €374 m**, up 13% (vs 2024)
- ▶ EBITDA remained at 2025 levels, specifically at **€10.74m**, while EBT, at **€3.7m**, showed a decrease of **-9%** compared to 2024, mainly affected by significantly increased depreciation, as well as by rising shipping costs.
- ▶ The company's Social Contribution in commercial value of products, services, as well as in financial contribution for 2025 amounted to **€117,081**, significantly higher than **€ 30,830** in 2024, due to an important innovative project implemented in the field of education (see relevant chapter).

In more detail by sector of activity:

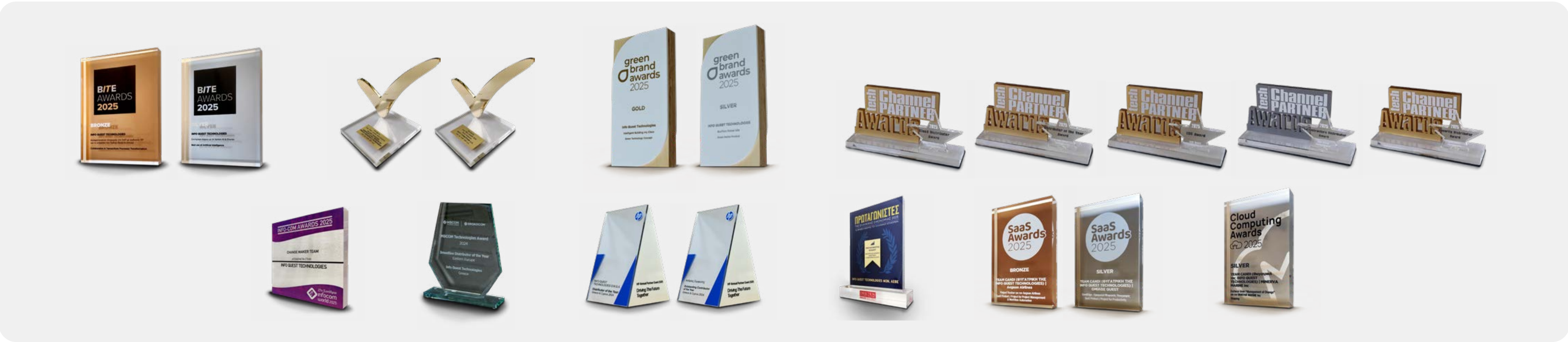
- ▶ In the **IT and Communications Products (Volume Business)** Division, sales increased **+9%** compared to the previous year, showing significant growth in all 3 sales channels - B2C (Business-to-Consumer), B2B (Business-to-Business) and Tenders - strengthening the company's position in terms of market shares vis-à-vis companies and partners.
- ▶ The **Mobility** Division recorded a strong performance in 2025, with **revenues of +8% YoY**. Despite the decline in the Smartphone market, the Xiaomi ecosystem was a key driver of growth, as a result of the expansion of the range (white devices, air conditioning, etc.), but also the maintenance of the leading position in key categories. The network of Xiaomi Stores contributed substantially to profitability, while the relaunch of DJI further strengthened the results, with revenues of €11.4m and a significant improvement in the brand's presence in the market.

- ▶ In the **Value Added Distribution & Cloud** Division, sales showed a significant **increase of +28.2%** (vs LY). In particular, the strategic Cloud activity showed a significant increase **of +23%** (vs LY) and a high market share in the distribution of Microsoft Cloud Solutions in Greece. The ongoing co-investment with Microsoft at CEMA level (Central Eastern Europe, Middle East, Africa - 104 countries) gave the organization access to in upgraded services and financial tools and contributed significantly to the development of activities. A significant contribution to growth was Cisco's strong presence in the implementation of large projects, with growth exceeding **+44% YoY**. Finally, vertical Business Software solutions (Citrix, Red Hat, IBM, Veritas, Broadcom) and new partnerships, with VMWare and Huawei being prominent, helped in the positive sign of the annual results of Info Quest Technologies' value-added solutions.

2026 is expected to be another period with special market conditions, many challenges and significant uncertainty. Macroeconomic instability, geopolitical uncertainty, the rapid increase in the needs of artificial intelligence are sure to cause significant problems in the supply chain, with successive increases in product prices and increased costs. In this environment, Info Quest Technologies is working intensively to continue its growth path in all sectors, to expand its market shares and to achieve the commercial goals it has set for the company and its subsidiaries, creating added value for the entire Greek society and the wider market.

For **detailed financial results**, please visit the website **of the company** and parent company Quest Holdings.

Awards and Distinctions 2025 for our services and Sustainable Development



- HP - Distributor of the year Hardware Greece & Cyprus
 - HP – Sales Director Andreas Serfiotis - Outstanding Contributor of the Year
 - XIAOMI - Special Contributor Award
 - Broadcom_Broadline Distributor of the Year 2024_eastern Europe
 - Boussias Cloud Award - Silver Award for Minerva Marine Solution - Management of Change (Team Candi)
 - Boussias Cloud Award - Silver Award for the Quest Group CandiSign solution (Team Candi)
 - Boussias Cloud Award - Bronze Award for Aegean Airlines - Project Tracker (Team Candi)
- BITE AWARDS - Silver Award for the project Space Surveillance using AI & Drones.
 - BITE AWARDS - Bronze Award for the project Automation of payments in SAP with RF codes for the companies of the Quest & eshops Group.
 - Boussias Green Brand Award – Gold Award for Cisco Intelligent Building Solution
 - Boussias Green Brand Award – Silver Award for EcoFlow Power Kits for Green Marine
 - Responsible Business Awards - Silver Award in the category Impact on local communities for its action "Responsible Surveillance with AI & Drones: Technology in the service of security / pilot program at the Logistics Center of Info Quest Technologies in Aspropyrgos"
- Infocom Award 2025 - IQT Growth Maker
 - Tech Channel Partner | Cloud Distributor Award-> Gold Award
 - Tech Channel Partner | Security Distributor-> Gold Award
 - Tech Channel Partner | ESG Award-> Gold Award
 - Tech Channel Partner | Distributor of the Year Award-> Gold Award
 - Tech Channel Partner | Infrastructure Distributor -> Silver
 - ICAP CRIF - True Leaders 2024
 - Direction – Protagonists of the Greek Economy

Awards and Distinctions 2025 for our services and Sustainable Development



EcoVadis SILVER Award

Info Quest Technologies received the **particularly high** Silver certification, from **EcoVadis**, the international evaluation body in Sustainable Development, with a performance that ranks it in the **Top 15%** of all companies evaluated internationally by the body and the top 12% of similar companies.

Info Quest Technologies achieved high performance in all 4 themes - Environment, Labor Practices and Human Rights, Corporate Ethics and Sustainable Procurement - marking a significant improvement from the previous evaluation, as a result of its commitment and holistic approach with which it integrates Sustainable Development issues into its business strategy.

Bodies and Associations

GRI 2-28, SDG 17



ACCI
(Athens Chamber of Commerce and Industry)



SELPE
(Association of Retail Businesses)



ACEO
(Association of Chief Executive Officers)

The company is also an indirect participant in the associations and bodies of which the parent company of the Group is a member on behalf of all subsidiaries, receiving knowledge, experience and guidance. The Group is a member of the national sustainability agency CSR Hellas and the local network UN Global Compact Network Greece (UNGCNG) and since

2022 Quest Holdings has signed the United Nations Global Compact and has committed to adhere to its 10 principles regarding human rights, labor, the environment and the fight against corruption and the principles for the empowerment of women (WEPs). For more information, please refer to **Quest Group Sustainability Report 2025**.



United Nations
Global Compact



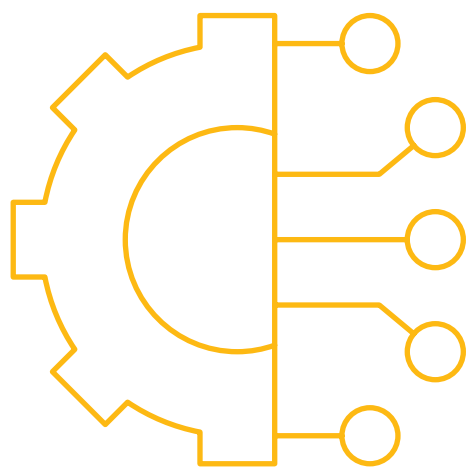
CSR
HELLAS

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 the distribution of Information Technology & Telecommunications products and the provision of related services. We are systematically expanding our activity in related areas in order to meet market demands, but also to support products and solutions in the convergence of technologies.



Our Value Chain activities

Phase 1:

Upstream

- Develop strong relationships with leading digital technology suppliers to ensure quality products and services
- Coordinating with suppliers for on-time deliveries
- Receipt of technological and consumer products (e.g. hardware, software, peripherals, white devices) from manufacturers or suppliers
- Sourcing and responsible storage of products for disposal

The stakeholders involved in the first phase processes are suppliers, credit institutions and partners.

Phase 2:

Own operations

Our main activities concern the provision of IT and telecommunications products and services, with the aim of supporting the digital upgrading of consumers and the digital transition of businesses and organizations. We have multiple distribution channels, such as wholesale, retail, online sales, direct distribution of solutions and services to businesses and organizations.

Our key areas of activity include

- Commercial planning and programming for product marketing and customer outreach
- Development of digital technology solutions and services
- Ensuring compliance with regulations (customs for international shipments, security standards)
- Technical Support

This phase involves employees, partners and national and international regulators.

Phase 3:

Downstream

The activities at this stage include the professional and efficient delivery of products and services to our customers and more specifically, it concerns:

- Efficient order fulfillment, including packaging, labeling, and shipping technology products to resellers or end customers
- Real-time tracking and supply chain transparency to ensure timely deliveries
- Provision and management of integrated solutions and Digital Technology and Information Technology Services
- Wholesale Reseller Training
- Waste management and materials for recycling/circular economy

On the stakeholder side, customers (B2B, B2C) and partners are involved.

Phase 4:

Customer Support Functions

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

- After-Sales support services (technical support, warranties and repairs)
- Performance monitoring
- Actions to improve customer experience through satisfaction surveys





Sustainable Development Strategy



Our Approach

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

Info Quest Technologies 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 continuous 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 that affect sustainable development are systematically monitored, while the relevant risks arising from its activities are assessed and managed.

Through its ESG (Environmental-Social-Governance) strategy, Quest Group connects sustainable development with the value creation model, focusing on issues related to the creation of economic, social and environmental benefit throughout the value chain and to all stakeholders. The Group's Management recognizes and focuses on key sustainable development issues,

using as a reference framework the new European Corporate Sustainability Reporting Directive (CSRD), international standards such as the GRI Standards, the Sustainable Development Goals (SDGs) of the United Nations (UN), as well as national standards and initiatives, such as the ATHEX ESG Index and the Greek Sustainability Code.

Info Quest Technologies, 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", in close cooperation with the ESG Department 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 and Climate Change Policy**, which reflect the directions of the Management and form the framework for approaching all relevant issues.



ESG Strategy 2025-2030+

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



Strategic pillars and Sustainable Development goals of the Group 2025 - 2030



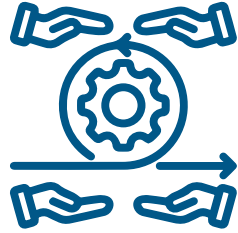
Environment

- 1. Reducing absolute Scope 1 and 2 emissions by 40% by 2030 and Climate Neutrality by 2050*.
- 2. Promoting the circular economy and eliminating avoidable waste by 2030.



Our People

- 3. Keeping LTIF below 2.3 and TRIR below 1.2 for Group employees until 2030. ***
- 4. Increase to 15 hours of average hours of training of employees by 2030 with a focus on AI.
- 5. Create a inclusive culture and acting as an ambassador of diversity, inclusion and equality.



Responsible Business

- 6. No high/very high severity data breach incidents by 2030.
- 7. Linking 15% of the variable remuneration (annual bonus) of Group CEOs and main subsidiaries with ESG targets until 2030.
- 8. Process for the evaluation of suppliers on Sustainable Development issues and ESG criteria **.



Sustainable Products

- 9. More than 10% of revenues from sustainable products and services by 2030.

* Reference year 2022 (scenario 1.5°C). Climate neutrality by 2050 refers to Scope 1 and 2 emissions, taking into account the maturity of technological developments. The target will be revised in 2030. Scope 3 emissions are measured in the largest subsidiaries and future reduction targets are under assessment.

** In case of equitable evaluation, suppliers with higher performance in Sustainable Development issues will be preferred.

*** Different sectoral indicators in the subsidiaries ACS (LTIFR < 8.0 and TRIR < 4.2), and Info Quest Technologies (LTIFR < 2.5 and TRIR < 1.3)

It is noted that the targets are specified per company. For Info Quest Technologies, the targets for 2025 are listed below in the scoreboard.

For more information on Quest Group's ESG Strategy, see [Quest Group's 2025 Sustainability Report](#).

ESG Target 2025 Results

Presented ahead are the performance of Info Quest Technologies resulting from the ESG strategy for the year 2025, as well as the target setting for 2026.



The Environment

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
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	>51%	44% 9 new cars / pool cars of a low-emission province. 2 additional hybrids.	86% Achievement Partial Achievement 	>55%
	Increase in % of "green" energy supply (Group's target for electricity consumption)	25% (Group goal)	Achieve 100% 25% (through Guarantees of Origin (GOs		30% (Group goal)
	Reduction of absolute Scope 1, 2 emissions from 2022 and 40% by 2030 (compared to base year 2022)	Overall Group Objective: 16% decrease in 2025 (compared to 2022)	Achieve 100% 22,5% decrease Scope 1 &2 compared to base year 2022 Scope 1 CO2e (tns) 148.7 vs152.17 Scope 2 (market based) CO2e (tns) 411.45 vs 387.63 Scope 1 & 2 560.15		Overall Group Objective: 21% decrease in 2026 (compared to 2022)
	Carbon Footprint Measurement based on GHG Protocol (Scope 1,2) with ISO 14064 measurement certification	Carbon Footprint Measurement based on GHG Protocol (Scope 1,2) certified by an external measurement body according to ISO 14064 for 2025 (undertaken in 2025)	Achieve 100% The Measurement has been completed. Certification every 2 years - Done in 2024, and the next one in 2026		Carbon Footprint Measurement based on GHG Protocol (Scope 1,2) with ISO 14064 measurement certification for year 2025

 Goal achieved

 Goal in progress

 Goal not achieved

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
Climate Change: Reduction of absolute Scope 1, 2 emissions by 40% by 2030 and climate neutrality by 2050	Scope 3 Emissions Measurement Based on GHG Protocol	Scope 3 Emissions Measurement	Achieve 100% The Measurement was carried out (Scope 3 CO2e (tns): 220,536.95 vs 197,861.11). 2024 is the reference year.		Scope 3 Emissions Measurement for 2026 Future assessment of reduction targets.
	Continuation and Strengthening of Circular Economy Services.	Inventory of single-use plastics used in the distribution chain	Achieve 100%		Continuation and Strengthening of Circular Economy Services
Promoting circular economy and eliminating avoidable waste by 2025.		100% e-waste recycling certified	Achieve 100%		100% e-waste recycling certified
		Measures to reduce single-use plastics New Collection Points	Achieve 100%		Continuing and Strengthening Efforts

 Goal achieved

 Goal in progress

 Goal not achieved

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
Promoting circular economy and eliminating avoidable waste by 2025.		Paperless office Digitization of more processes (Service, financial Services) Digitize IT Support Requests Digitization of the expense list	Achieve 100%		Paperless office Digitize more processes Integration of processes into a single request management platform - Utilization of AI to reduce the time of service of internal users' requests
		Sustainable packaging Packaging made from recycled content or recyclable materials/ Introduction of KPIs	Achieve 100% Only Commercial Paper Bags in Use		Sustainable packaging
	Introduction of circular economy models	Recycle-Change device Takeback schemes/Refurbished services	Achieve 100% Take back Schemes Take-back Mi Store - 226 returned devices (corresponds to 15,820 kg CO ₂ less)		Continuation and Strengthening of Circular Economy Services

 Goal achieved

 Goal in progress

 Goal not achieved

Our People

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
Health and Safety	Maintaining LTIFR Health and Safety Scores below 2.5 and TRIR below 1.3 LTIFR: Lost Time Frequency Rate TRIR: Total Recordable Incident Rate	LTIFR < 2,5 TRIR < 1,3	Achieve 100% LTIFR=0 TRIR = 0		Maintaining LTIFR Health and Safety Scores below 2.5 and TRIR below 1.3
	Certification ISO 45001:2018	Obtain ISO 45001:2018 until 2026	Achieve 100% Obtaining ISO 45001:2018 in 2025		Maintaining ISO 45001:2018
	Wellness Program "ARMONIA"	Continue	Achieve 100%		Continuation of the Program
	Health and Safety Education	One annual health and safety training for all workers	Achieve 100%		One annual health and safety training for all workers
Training and Development of our Employees	Group Objective: >15 hours of average training per employee with emphasis on AI	For our company average 23 hours of training (+6% vs 2024) Participation of all Managers in compulsory AI training.	Achieve 100% 25.1 hours avg. >3 seminars on AI with mandatory participation of Managers		Average retention of 23 hours of training Continue training in AI tools for all Managers.

Goal achieved

Goal in progress

Goal not achieved

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
Creating a culture of inclusion, diversity and equality in order to empower our people	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	Better Together Program with Action Plan for the Empowerment of Women Education Programs	Achieve 100% 41% women cumulatively in Mini MBA, and Talent (vs 32.3% women in the company)		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	- 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	Achieve 100% - ALLYSHIP Program - BETTER TOGETHER Program		At least 3 actions for Women's Empowerment (training, surveys, seminars, etc.) every 2 years starting from 2025–2026 aimed at all working women

 Goal achieved Goal in progress Goal not achieved



Responsible Business

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
No high/very high severity data breach incident	Annual Vulnerability Assessments in the main systems	Vulnerability Assessments for all major systems	Achieve 100%		Continuation of Annual Vulnerability Assessments in the main systems
	Continuation of mandatory cybersecurity/ phishing trainings for all employees	Continue	100% Achievement		Continuation of mandatory cybersecurity/phishing trainings for all employees
	Maintain ISO 27001:2022 certificate	Maintain	100% Achievement		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	100% Achievement		No data breaches with a significant financial impact or privacy incident

Goal achieved Goal in progress Goal not achieved

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
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 ESG targets to variable remuneration 2025 (updated) Gravities: 50% Environment/Climate 20% Health and Safety 15% Diversity 15% Employee Training	100% Achievement		Linking ESG Goals to Variable Pay 2026 Gravities: 50% Environment/Climate 20% Health and Safety 15% Diversity 15% Employee Training
	Evaluation of suppliers with ESG criteria (Group Objective)	Evaluation of suppliers with ESG criteria Completion of Procurement Policy Renewal (Group Policy)	100% Achievement		New evaluation of suppliers with ESG criteria in 2027
Evaluation of suppliers with ESG criteria		Participation in the Hellenic Compact for Sustainable Development (CSR Hellas) to support the supply chain (Quest Group)	100% Achievement		Continuation of the initiative



Sustainable Products

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	Progress 2025	2026 targets Info Quest Technologies
>10% of revenue to come from sustainable products	% of revenues coming from sustainable products and services (based on ICMA protocol)	>10% of revenue to come from sustainable products	100% Achievement 12,3% (vs 10,3% to 2024)		>10% of revenue to come from sustainable products

 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

Info Quest Technologies has a Sustainability team, the head of which reports to the CEO.

The team manages sustainable development issues, as described in the Group's **Sustainable Development and Climate Change 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 target, collecting and auditing 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 strategy implementation and 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 Operating Regulation** and plays a central role in the governance of the relevant issues, providing support to the Management on sustainable development issues.

The ESG Strategy's targeting is applied at the company level and at the Group level as a whole, and large companies, such as Info Quest Technologies, are committed to their own targeting of the issues that most affect and support the successful implementation of the Group's ESG Strategy. The annual ESG target setting is approved by the Group's Management and after consultation with the Sustainability Committee, it is also approved by the Board of Directors.

During 2025, targeted trainings and updates were carried out to the Sustainability Team and the company's Management in order to update the knowledge and skills, especially in the context of the Climate Resilience Study launched in 2025 for the Group.

For more information on **Quest Group's Sustainability Governance and Management**, see the **Quest Group's 2025 Sustainability Report**.

Integrating sustainability-related performance into the incentive system

The Group, in the context of its ESG Strategy until 2030, has set ESG performance targets, which have been linked to the variable remuneration of the Group's CEOs, the achievement of which is a prerequisite for the payment of 15% of variable remuneration. The ESG targets were renewed in 2025 and for the reference year now concern 4 (four) topics of the Group's ESG Strategy and are related to the corporate objectives for:

Environment: 5% reduction per year of annual Scope 1 & 2 CO2 absolute emissions for the company's activity in Greece (Reduction of 16% vs 2022 base time: weighting 25%) and increase of Hybrid/EV cars of the corporate fleet to 60% (weighting 25%)

Employees: Health and Safety: Maintaining low accident rates (LTIFR <2.5 & TRIR <1.3: weighting 20%),

Employees: Education: Retention > 15 hours / employee average training per year (weighting 15%),

Employees: Diversity & Inclusion: Strengthening programs and ensuring the participation of women in the talent & Mini MBA programs in percentages proportional to the percentage of women in the Group (weighting 15%).



Double Materiality Study and Stakeholders



Double Materiality Study and Stakeholders

GRI 2-29, GRI 3-1, 3-2, ESRS 2- SBM, IRO

The important sustainable development topics monitored by the Group and its companies result from the Materiality assessment, the monitoring of similar companies and the long-term objectives monitored in the context of the ESG Strategy. The Group implemented a Double Materiality assessment in 2024, highlighting its updated material issues, in order to align with the requirements of the European CSRD Directive and the ESRS standards for the disclosure of non-financial data. In this context, the individual topics that Info Quest Technologies focuses on were highlighted, planning and implementing specific actions to achieve them, and setting specific indicators for their monitoring.

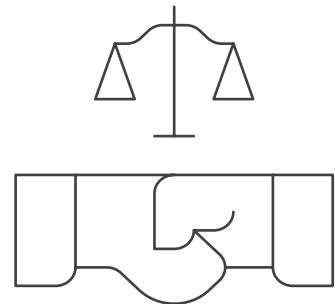
At the beginning of 2025, the Group conducted the most recent

Stakeholder Survey to its stakeholders and received their views through the sending of an electronic questionnaire, focusing on their view on the impact of the Group's companies on key Sustainable Development issues. In 2025, no new double materiality analysis was performed. Any changes in the business model were assessed and reviewed, but no significant findings emerged. Therefore, the company will also examine for 2025 the material topics as they emerged from the 2024 dual materiality study. The materiality assessment will be repeated again in 2026 (every 2 years), based on the requirements of the standards followed.

For more information on the methodology followed for the Dual Materiality Study, see [Annex 1](#).

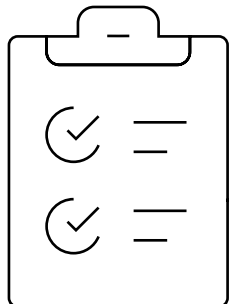


Material Topics Info Quest Technologies 2024 - 2025



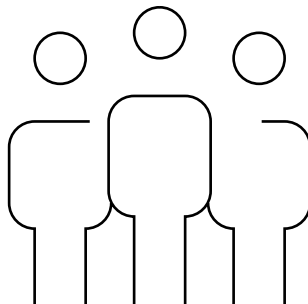
Corporate Governance

- 1. Ethical Business Conduct, Culture, and Regulatory Compliance



Responsible Business Activity

- 2. Sustainable Supply Chain
- 3. Responsible Customer Service
- 4. Personal Data Protection and Information Security Customer Data Protection
- 5. Innovation and Sustainable Products



Our People

- 6. Employee Development
- 7. Diversity, Equality and Inclusion
- 8. Health, Safety and Wellbeing of Employees



Our Environmental Footprint

- 9. Climate Change
- 10. Circular Economy

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.



Corporate Governance



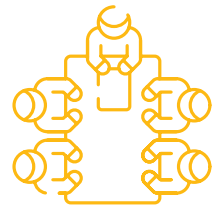
Corporate Governance

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

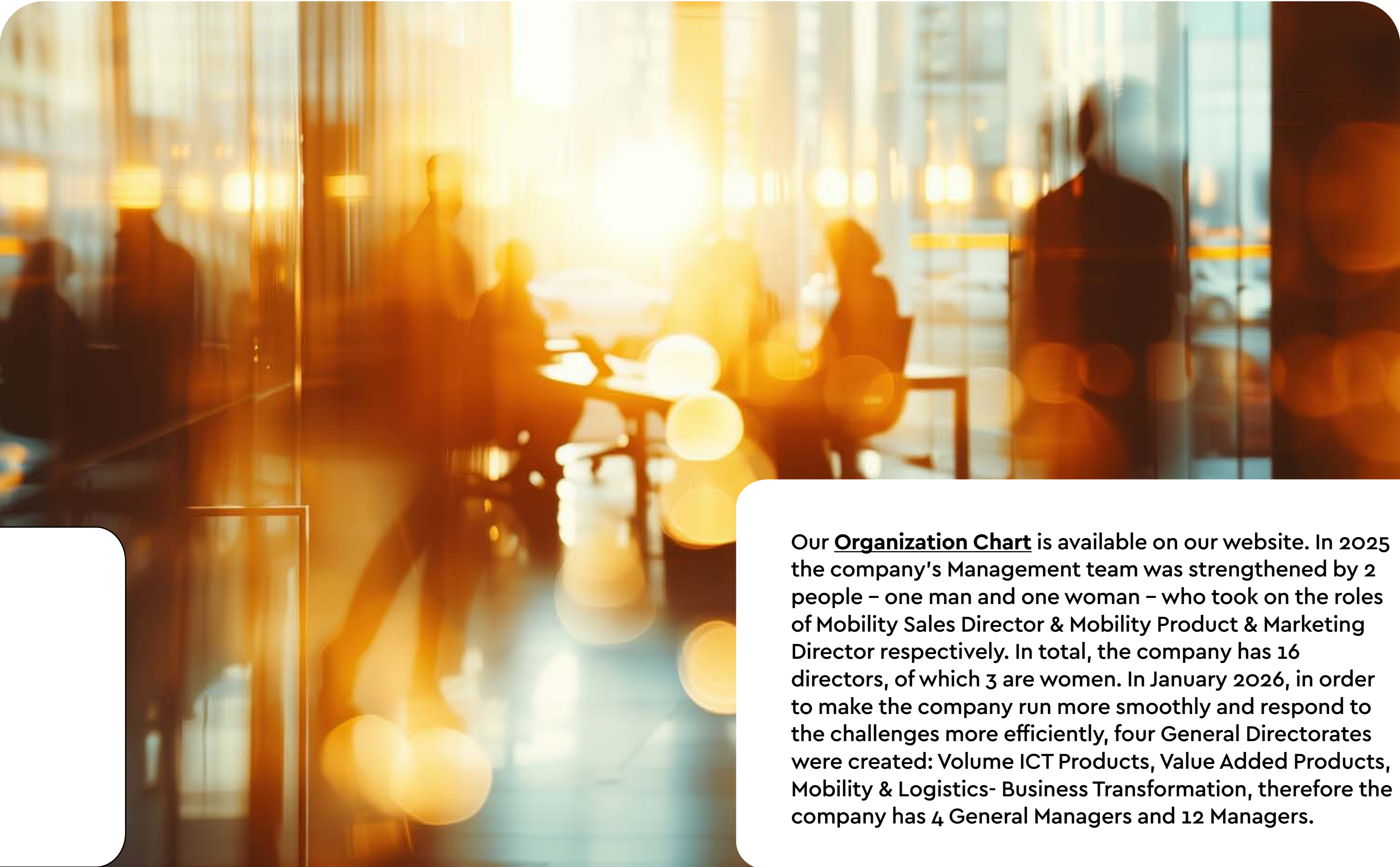
Info Quest Technologies, as a 100% subsidiary of Quest Holdings, the parent company of the Quest Group, adopts and implements without exception the Principles, Values, Codes, Policies and Corporate Governance Procedures set by the Quest Group, in accordance with its **Internal Regulation of Operation** and the Organization and Operation Manual of the Quest Group. At the same time, it systematically enriches the company's quality system with Corporate Procedures that specify its individual functions.

Our **Principles and Values** and **Policies** are posted on the **website of the Quest Group** and on the Group intranet "QUEST ONE".

The Board of Directors of Info Quest Technologies is as follows (Dec. 2025):



- Dimitrios Eforakopoulos, Chairman and CEO
- Eftychia Koutsourelis, Vice President
- Theodoros Frangos, Deputy Chief Executive Officer, Member
- Apostolos Georgantzis, Member
- Theodoros Fessas, Member
- Markos Bitsakos, Member



Our **Organization Chart** is available on our website. In 2025 the company's Management team was strengthened by 2 people – one man and one woman – who took on the roles of Mobility Sales Director & Mobility Product & Marketing Director respectively. In total, the company has 16 directors, of which 3 are women. In January 2026, in order to make the company run more smoothly and respond to the challenges more efficiently, four General Directorates were created: Volume ICT Products, Value Added Products, Mobility & Logistics- Business Transformation, therefore the company has 4 General Managers and 12 Managers.

Risk Management and ESG Integration

Info Quest Technologies 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. It implements valuation and management procedures, in accordance with the guidelines of the ISO 31000 Risk Management standard and the COSO Enterprise Risk Management (ERM) Integrated Framework.

In accordance with the Group's sustainable development strategy, which is reflected in the triptych "technology, innovation, entrepreneurship", the subsidiaries analyze opportunities and risks related to their economic, social and environmental impacts. In addition, companies strategically position themselves for risk management, through specific actions for which the Group sets measurable targets, which it monitors on an annual basis, in order to evaluate its performance and take corrective actions.

In 2025, quarterly and annual reviews of the company's risks were carried out, the vast majority of which are controlled by relevant policies/procedures and limited by appropriate actions.

The 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 assessment of risks from extreme weather events (mainly heatwaves, heat stress and floods that may threaten the Group's facilities) was upgraded.

At the same time, in 2025, the Group ran a Climate Resilience Analysis/ Climate Sensitivity Study, in collaboration with an external consultant for the parent company and its major subsidiaries, including Info Quest Technologies, which has identified the assets and activities that are most sensitive to the physical and transitional risk scenarios of climate change, as well as highlighted the growth opportunities they present through the green transition and the global response to climate change. The company's risk file, which from 2024 also includes ESG risks, will be updated in 2026, following the Climate Resilience Analysis, Climate Risks and Opportunities and Climate Sensitivity Study.

The results of this study are presented in the Section **"Environment"**.

Regulatory Compliance

Quest Group operates a regulatory compliance unit and implements a Compliance Management System in the parent company Quest Holdings and its major subsidiaries. In the context of the implementation of this system in our company, a **Compliance Officer** has been appointed, who, in collaboration with the relevant executives of the Group, monitors the issues of their responsibility. Complete documentation and management records of the above issues are kept, while a whistleblowing procedure is applied and a complaint management mechanism and communication channels are in place. Along with a structured system, the risks associated with our operation are monitored.

During the year, the company proceeded where necessary to a review of the corporate procedures, while adopting without any deviation the new Policies and Standard Procedures of the Group.

Policies/Codes:

- Diversity, Equality and Inclusion Policy
- Anti-violence and harassment policy
- Anti-Corruption, Fraud and Bribery Policy
- Code of Ethics and Ethical Conduct
- Whistleblowing Policy
- Supplier Code of Conduct
- Human Rights Policy
- Sustainable Development and Climate Change Policy

For more information on the Policies overview, please see the **Group's 2025 Sustainability Report**.

Ethical Business Conduct, Culture, and Regulatory Compliance

Material Topic: (GRI 205)

At Info Quest Technologies we apply the philosophy of zero tolerance to any deviation from non-compliance with the applicable legislation or any deviation from unethical practices, having a system of Policies, Codes, educational programs and monitoring platforms.

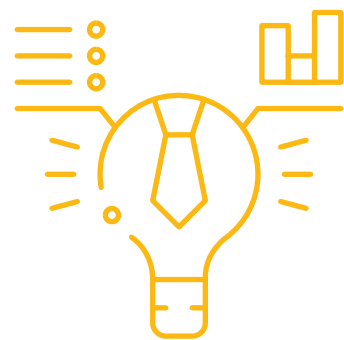


Managing impacts, risks, and opportunities

{GRI 205-1}

To address potential significant impacts, regulatory risks, and fraud/corruption-related opportunities, we conduct a regulatory risk assessment, based on scenarios tailored to our regulatory and operational environment. This assessment currently focuses on critical areas and areas where the implementation of anti-corruption measures is carried out through the preparation of an annual Compliance Plan.

In the above context, the areas assessed include procurement, gifts and sponsorships/donations.



Promoting Corporate Culture & Enhancing Business Ethics

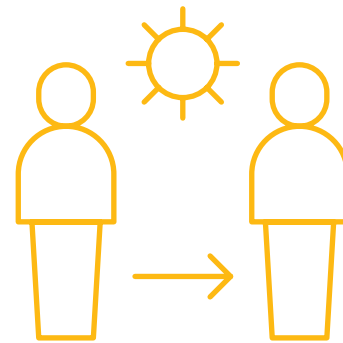
Our human resources are a key driving force in our effort. We systematically inform employees and every new employee who joins our company about the company's principles and values, the **Code of Ethics and Ethical Conduct**, our company's Rules of Procedure, as well as more broadly on issues of business ethics and regulatory compliance. Our Policies and Procedures are easily accessible on the corporate Intranet, while the Quality Department systematically communicates any changes or modifications.

The company implements a Regulatory Compliance System which, together with the Code of Ethics and Ethical Conduct, the Report-Complaint Management Policy and other Policies and Procedures, contribute drastically to the prevention, detection, response and monitoring of ethical and regulatory compliance issues.

The company also implements **an Anti-Corruption, Fraud & Bribery Policy**, which reflects the Management's commitment to zero tolerance for fraud, bribery and corruption, creating a framework of obligations and guidelines for the prevention, deterrence and combating of such phenomena.

Since 2022, the Group has been a member of the United Nations Global Compact (UNGC) and the UN Global Compact Network Hellas, committed to the 10 Principles of the Global Compact concerning human rights, labor, the environment and the fight against corruption.

Training is held annually on the topics of the Code of Conduct and Regulatory Compliance with the Management setting the tone and importance of compliance.



Updated Mechanism for reporting Grievances

GRI 2-25, 2-26

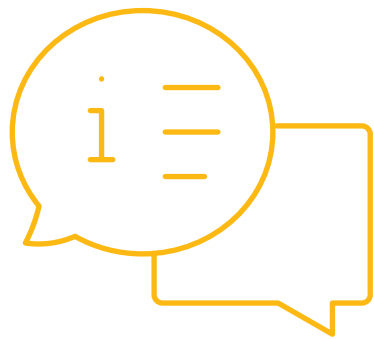
The Company implements the Group's updated **Whistle Blowing-Incident Policy** and has established complaint management mechanisms and communication channels for the management and investigation of incidents of illegal or unethical behavior.

Procedure for Reporting Incidents of Violation of the Code of Ethics & Ethical Conduct

The paths of reporting are as **follows**:

- ▶ By e-mail to **milisemas@info.quest.gr**
- ▶ By post to the company's address, to the attention of the Compliance Officer.
- ▶ Electronically, through the **special form** on the company's website.

The Compliance Officer is always available to employees and provides advisory support regarding actual or potential incidents/violations. Complaints can be named or anonymous, however, the submission of named complaints is encouraged as they facilitate the conduct of the necessary investigation and the adoption of the required measures for the effective management of non-compliance incidents.



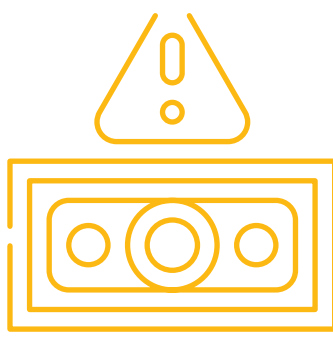
Information, Training and Awareness Campaign

GRI 205-2

Our employees attend all the trainings and seminars indicated by the Group (such as training on issues of unfair competition, fraud, cybersecurity, combating stereotypes, recognizing incidents of violence and harassment in the work environment, etc.) upgrading the level of understanding and alertness to critical governance issues. Several employees have also attended voluntary programs of relevant interest, while similar topics have enriched the Talent & Mini MBA programs implemented by the Group (see chapter on training).

In 2025, the focus of training on cybersecurity and personal data protection continued with several running programs and updates throughout the year.

In 2025, the annual compulsory training of all employees on issues related to the Code of Conduct, the fight against corruption and fraud was also carried out through the training platform. The training includes informative videos, detailed examples of understanding fraud and corruption cases and quizzes testing their understanding. It is also noted that, in the context of the continuous vigilance and awareness of the employees and for a better understanding of the Whistle blowing -Incident Reporting Policy, relevant frequently asked questions and answers are posted on the Group's Intranet and on the companies' websites.



Zero incidents

GRI 205-3

During the year 2025, there was no incident or complaint for which the Management of the Company or the Group was informed regarding incidents of corruption or bribery, unfair competition, non-compliance with the provisions of the relevant legislation and regulations at an economic and/or social level. There is also no ongoing investigation of a relevant complaint on the above issues. There was also compliance with legislation and regulations in a social and environmental context.

GOALS 2025	2025 RESULTS	GOALS 2026
Zero incidents of corruption, unfair competition, anti-competitive behaviour, anti-monopoly and monopolistic practices	Achieve 100%	Zero incidents of corruption, unfair competition, anti-competitive behaviour, anti-monopoly and monopolistic practices
Full compliance with legislation and regulations in a social and environmental context	Achieve 100%	Full compliance with laws and regulations in a social and environmental context.



Responsible Business Activity



Sustainable Supply Chain

Material Topic: (GRI 3-3, ESRS G1, ESG GOAL 8)



Responsible business activity is a driving force in our operation. Ethical business is an inviolable priority and pursuit of the company in all its activities, towards the state, employees, society and the environment.

As an important link in a supply chain that connects manufacturers to the market, we contribute with our principles and values to the evolution of the market towards a more sustainable model. We work with the leading international suppliers who apply structured working practices and operate with environmental responsibility.

- In 2025
 - ▶ **2,852** Invoiced Partners
 - ▶ **20** new vendors
 - ▶ **>200** vendors
 - ▶ **>200,000** invoices / deliveries

In December 2025, as part of our evaluation by EcoVadis, which ranked us overall at the Silver level, we received a high distinction for sustainable procurement issues, which puts us in the top 15% of the companies evaluated by the body and in the 12% of the companies in our industry.

In order to ensure the proper management of the supply chain, we adopt the **Group's Supplier Procurement and Payment Policy**, as well as the **Code of Ethics and Ethical Conduct**. which contain requirements in the areas of labor and human rights, health and safety, environment, and ethics, in terms of suppliers and are in line with the principles of the UN Global Compact and contribute to the achievement of the UN Sustainable Development Goals.

At the same time, we have developed relevant procedures, in accordance with the ISO 9001:2015 standard and we use a specialized application, through which an annual evaluation of all the company's suppliers is carried out, with a purchase value of >100K€. Finally, the Code of Ethics and Ethical Conduct and the **Code of Conduct for Suppliers** are posted on our company's website and are binding, as explicitly stated, for our suppliers.

As far as our customers are concerned, reference to the Code of Ethics and Ethical Behavior is made in the application form for cooperation from new customers, in the B2B online store www.Questonline.gr, in the terms of the document, while the relevant procedure for the inclusion of a new customer in the company includes sections where issues of Unfair Competition, Ethical Legality and Commercial activity are specified in accordance with international regulations (embargo, etc.).

Supplier Evaluation 2025

As every year in the context of the annual evaluation of our suppliers, in accordance with the ISO 9001 standard, the Supplier Code of Conduct and the Procurement and Payment Policy, all our suppliers with a turnover of > 100K€ were evaluated .

The average score ranged at high levels with a reach of 3.91 (with a maximum of 5) in the commercial suppliers, while in the non-commercial suppliers it reached 4.67.

In 2025, the ESG assessment for our 10 largest suppliers was repeated, as defined by the Group's processes. The survey covers topics such as sustainability strategy, environmental policy, climate action, workers' rights, health and safety, ethical business conduct and risk management. Participation was limited, so we do not consider the findings representative. This will be taken into account in the design of the next survey in 2027.

It is worth mentioning, however, that all 10 of our largest suppliers are among the leading companies in the sector, which are leading the way, setting high standards in sustainable development issues, with full reference on their websites to the initiatives they take, their results and their high goals.

There has been no record by the company systems of any non-compliance incident arising from the activities of our main suppliers, the majority of which are leading organizations in their field and international scope

GOALS 2025	ACHIEVEMENT 2025	GOALS 2026
Evaluation of suppliers with >100K purchase value	Achieve 100%	Evaluation of suppliers with >100K purchase value
Evaluation with ESG criteria (Group Initiative)	Achieve 100%	The research is bi annual old and will be repeated in 2027.



Responsible customer service

Material Topic: (GRI 3-3, ESRS S4)

Responsible business activity is a driving force in our operation. Ethical business is an inviolable priority and pursuit of the company in all its activities, towards the state, employees, society and the environment.

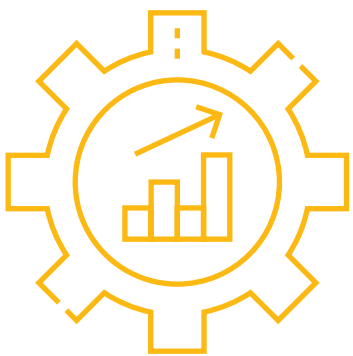
Given our size and leading position, we consider it our responsibility and obligation to contribute substantially to the digital transformation of the domestic market, aiming at the best possible response to the new data of the digital economy.

The creation of innovative value for each customer is one of the main components that guarantee the long-term success of our

company. With the aim of providing a high level of customer service and satisfying current and future needs, we seek to:

- The continuous investment in the provision of innovative solutions, products and services and the expansion of our activities, bringing new solutions to the market, for the benefit of our customers
- Operational excellence
- Strict quality control to meet product and service specifications, in terms of customer health and safety
- The comprehensive and responsible information of customers, through a set of policies, principles, commitments and procedures, based on the ISO 9001:2015 standard and the relevant Quality Policy
- Taking measures to protect the environment

As an important link in a supply chain that connects manufacturers to the market, we contribute with our principles and values to the evolution of the market towards a more sustainable model. As far as our wholesale customers are concerned, reference to the Code of Ethics and Ethical Behavior is made in the application form for cooperation from new customers, in the B2B online store www.Questonline.gr, in the terms of our document, while the relevant process of integrating a new customer into the company includes a section where issues of Unfair Competition, Ethical Legality and Commercial activity are specified in accordance with international regulations (embargo, etc.).



Operational Excellence

High quality and business excellence are our basic principles, part of our culture and our daily priority. From the creation and provision of products and services, to the relationships with our customers and partners, we seek continuous improvement. A key tool on the path to Total Quality is that Quality Management is performed according to the international standard ISO 9001:2015, which regulates and monitors the company's Quality Certification procedures. We operate with the aim of providing the best possible customer service and continuous improvement.

Quality Assurance System

Quality assurance is our priority. We monitor a number of indicators and aim to improve and ensure good business results, on a stable and permanent basis.

Info Quest Technologies is certified with the following:

- Quality Management System Conformity Certificate **ISO 9001:2015**, TUV HELLAS (TUV NORD) – A.M. Certificate: 44 100 084665.
- Environmental Management System Certificate **ISO 14001:2015**, TUV HELLAS (TUV NORD) – A.M. Certificate: 042 17 0017.
- Information Security Management System Certificate **ISO 27001:2022**, TUV HELLAS (TUV NORD) – A.M. Certificate: 048 23 0025.
- **ISO 45001:2018** Certificate for the Occupational Health and Safety System, TUV NORD – A.M. Certificate: 047 25 0039.



In addition, the company has commissioned an external partner certified by the Ministry of Environment to verify its carbon footprint data, in accordance with the requirements of the National Climate Law. The certification is carried out in accordance with the **ISO 14064-3:2019** standard for Scope 1 & 2, meeting the requirements of ISO 14064-1:2018, every two years, i.e. for 2025.



Continuous Communication with Customers

Our Company has multiple communication channels with our customers – wholesale and retail – providing systematic information, both on the developments concerning the Company and regarding our products and solutions. Communication is done on an ongoing basis through our website, our Social Media channels, our online stores, press releases, advertisements, the customer service department and telephone support centers, the complaints department, but also through electronic communication. This interaction ensures a high customer satisfaction rate and enhances their positive experience. On a two-year basis, there is communication through a wholesale customer satisfaction survey, while there is continuous evaluation by retail customers, through our online stores.

The last wholesale customer satisfaction survey was conducted in the period April – June 2026 and its results will be reported in the 2026 Report.

Products of international companies of high standards

We work exclusively with well-known and renowned suppliers, who have high quality and international standard products, operate based on the principles of sustainable development, have all the necessary certifications and quality standards, in accordance with EU regulations, contributing to the increased productivity and safety of our customers. We pay particular attention to responsible consumption and safe use of products, focusing on the following axes:

- Full compliance with applicable legislative requirements for safety, ergonomics, low energy consumption and eco-friendly packaging
- Provision of Greek instructions for use and clear warranty terms for each product
- Operation of a high-end repair center
- Provision of technical support services

As far as the software is concerned, the provision of professionally correct and technically sound solutions to the network of partners and customers is ensured by the annually repeated trainings and certifications of sales, presales and support.



Technical Support

Technical Support is an important advantage and component of the integrated service and responsibility towards our customers. The Technical Support Department operates as an Authorized Repair Center of major international manufacturers, including Apple, Xiaomi, Canon and Epson, applying strict procedures and specifications. It employs 53 specialized technical service executives and 15 additional people to support the POS Production and Warehousing activity. The technical department operates in accordance with the strictest international standards and is meticulously monitored by international partners in terms of the quality of service provided and technical competence.

Investing in Expertise

We systematically invest in know-how, new solutions and services and have a number of certified engineers, Design Architects and consultants who help our partners and customers understand and implement new technologies. In 2025, the Cloud Presales and Cloud Services team was further strengthened, as well as the know-how in Cybersecurity solutions. Since 2023, the company has joined the club of the top 20 Microsoft Indirect Cloud Partners in the wider region of Central and Eastern Europe, the Middle East and Africa (104 countries), which has given the organization access to upgraded services and financial tools, while providing new capabilities and competitive advantages for further growth.

The company invests significantly in the development of know-how around **AI solutions**, so that it can guide its customers to the optimal use of new tools. It conducts a number of trainings and seminars and participates in important market events, seeking to contribute from its position to the faster understanding and implementation of these solutions.

At the same time, our 100% subsidiary Team Candi specializes in Microsoft technologies in the design and implementation of BPA/RPA AI-Ready solutions, DMS, Data & AI, AI Agents through Copilot Studio & Azure AI Foundry, being the leading Modern Workplace partner of Microsoft and a specialized partner of Docusign in Greece.



Microsoft
Solutions Partner

Microsoft Cloud

Top 20 Microsoft Cloud Partner CEMA

#1 M365 Disti in Greece

>350 active Cloud Partners

>40 Cloud Experts



2025 Certifications

More than 150 Certifications

Info Quest Technologies

- Technologies: Cloud, Security, Modern Work, Networking Collaboration, Microsoft Azure.
- Partners: Microsoft, IBM, Dell, Acronis, Red Hat, Docusign, Unify, Checkpoint, Huawei, VMware

Team Candi:

- Technologies: Microsoft Cloud, Azure, Security, Digital & App Innovation, Data & AI, Intelligent Automation, Modern Work, Low Code, Power Platform, Docusign

Service Center Technician Certifications:

83 Certifications

Development of Partner Network

In its long history, the company plays an important role in the development of the market. It has developed a dynamic and healthy **nationwide network of resellers of over 2000 partners**, which includes the country's leading retailers, value-added resellers and dealers, who serve the entire range of the market - organizations, businesses and consumers.

Through the development and restructuring of the product mix, we achieved a 16% increase in turnover in the IT departments, focusing on high-margin solutions (IoT, Smart Buildings, Cybersecurity, Cloud Infrastructure and AI Readiness), an impressive percentage for the market leader, which already holds a share of around 50%. At the same time, we expanded the network of active resellers to 2,852 (compared

to 2,814 in 2024), building relationships of trust through loyalty programs and constant support. Although the percentage increase seems small, it is remarkable, as large partners grow more and small ones are under pressure; The very active development of small and medium-sized customers was crucial. The culmination was the personal award of the Sales Manager with the Outstanding Contributor of the Year award from one of the largest manufacturers of ICT equipment.

Training and transfer of know-how to our partners is our priority, as they are the institutions that serve the market to a significant extent. Systematic (physical or online) informative seminars, technical sales seminars, technical trainings, trainings leading to house certifications, etc. are carried out.

▶ 2,852

active resellers

▶ >60

partners' sales & technical trainings



Retail Stores and Telephone Service

In order to better serve the consumer market, the company develops the Xiaomi Store retail chain and maintains an online store for the Greek and Cypriot markets. These are standard stores, authorized by Xiaomi, which operate according to the company's specifications. The aim of the stores is to achieve excellent customer service and their proper guidance to use the products in the best and safest way.

It is noted that in Cyprus the development of the network is carried out by the 100% subsidiary Info Quest Technologies Cyprus, while from January 2026 the activity in Greece was transferred to the 100% subsidiary RetailCo.

At the same time, the company supports the Group's www.you.gr online store of technology and everyday items,

ensuring that customers have access to products from an official dealership and enjoy optimal service, guidance in their choices, after-sales support and generally an excellent purchase experience.

Business Development

Committed to our vision to connect innovative digital technologies with the Greek market in the easiest, most economical and most efficient way, we systematically seek, design and introduce new technologies and services, which help our customers achieve their goals.

We are constantly monitoring the developments in the field of new technologies, and we are expanding our partnerships. At the same time, taking into account the major global challenges, we are developing solutions and services in this direction.

In 2025, we significantly strengthened our presence in the Cloud region, showing a **+23%** increase compared to the previous year, and strengthened our team of engineers who provide services to our customers.

In addition, we further strengthened our presence in Cyprus and Malta, achieving the expansion of important contracts for the distribution of products and solutions in the two countries.

► **ICT Products / Solutions / Cloud**

- Strengthening of portfolio in the fields of cybersecurity, infrastructure, and cloud, with new partnerships such as **Cohesity, Coresight, Cloudflare, Vertiv, Teltonica**
- Continued investment in new smart building and smart city solutions
- Support of projects for the digital upgrade of the market by participating in the country's major digital transformation projects.

► **Energy Management**

- Investment in the field of **Energy Management**, with the creation of a specialized Unit and partnerships with new companies such as **DAA Solar, JA Solar & Sygenergy**



► **Mobility & IoT**

- Continuous expansion of the IoT range of Xiaomi ecosystem products for the smart home by expanding the range into two important categories, that of air conditioning and white appliances.
- Maintaining 2nd place in the Smartphone market and 1st place in the market in electric scooters, robotic vacuum cleaners, headphones, etc., which are the highest in Europe.
- **+ 25%** increase in sales of **Xiaomi Stores** in Greece and Cyprus in preparation for the expansion of the network with new stores.

► **e-Commerce**

- Support for the operation of the Group's online store www.you.gr. New partnerships for fast delivery, delivery in lockers, new financial tools for purchases with installments without a credit card, development of applications to support / participate in programs such as "Digital Tools", upgrade of chatbots using AI
- Upgrade www.mistore-greece.gr and www.mistore-cyprus.cy features.

Corporate Digital Transformation

The company is implementing a digital transformation plan, with the aim of increasing productivity, competitiveness and better customer service. The plan combines the adoption of AI Applications and tools and the enhancement of security for the redesign and automation of both internal operation processes and channels of interaction with the external environment (customers, suppliers).

In 2025, the study is underway - led by company executives and working with external consultants / experts for the transition of the Quest Group to the new version of ERP SAP/4Hana. This is an important investment that will further support the growth of the Group.



New digital transformation projects 2025

IT Infrastructure

- Continuous upgrades / Infrastructure adaptations in accordance with the requirements of the new ISO/IEC 27001:2022 standard for Information Security Management by TÜV HELLAS (TÜV NORD).
- Further strengthening of security by implementing additional and optimizing existing security measures and mechanisms in the form of successive layers across the network and the company's data to protect them from cyber threats, indicatively:
 - > Installation of a specialized tool for the replication of backup data, with the application of Retention Lock and Encryption policies, to enhance the security and integrity of the data.
 - > Upgrade of network infrastructure, with the aim of enhancing the performance and security of the corporate network.
 - > Upgrade the Oracle database, which supports the commercial SAP R/3 application, to improve the performance and stability of business applications.
 - > Upgrade of the Domain Controllers and by extension the Domain, which is the core of the company's IT infrastructure.
 - > Upgrading the users' operating system, as part of the company's overall technological upgrade. This action is considered necessary to enhance performance, improve system security and ensure seamless support from Microsoft.
 - > In the context of the strategy for digital transformation and the enhancement of business continuity, it is proposed to transition the network interconnection of the Group's companies to SD-WAN (Software-Defined Wide Area Network) technology.

- > Unified Access Control Policy: Implement an Access Control policy at the network level, using technology such as Cisco Identity Services Engine (ISE), to centrally and securely control access of users and devices to the network.
- > Operating Systems Update: Unified upgrade of operating systems across users and servers for increased security, stability, and full support from Microsoft.
- > Support and prepare the transition of the commercial SAP R/3 application to the new SAP S/4HANA platform, through the upgrade and adaptation of the infrastructure and technological systems required for the smooth implementation of the project.
- > Continuous strengthening and expansion of the information and network infrastructure to support the development of the Xiaomi store network. The increase in the number of stores is accompanied by the implementation of new connections, security systems, telecommunications services and central management mechanisms, ensuring the seamless operation and homogeneity of technological services throughout the network.

Implementing these actions enhances the company's technological profile, reduces the risk of cyber threats, improves operational efficiency, and ensures long-term sustainability. This strategy positions the company in a stronger position for further growth and innovation, making it more attractive for future investments.

E-commerce Technical

- Continuous optimizations and adjustments to ISO27001/2022 requirements
- Redesign of online stores www.you.gr, www.mistore-greece.gr, www.mistore-cyprus.com.cy
- Interface www.you.gr with Findbar.io
- Implementations of EU REGULATION FOR CHARGERS and Regulation 2023/1669 (Energy Label)
- Implementation 39A VAT exemption with documents in www.you.gr
- Technical changes in integration www.you.gr integration with SAP
- SEO project www.you.gr
- Penetration Tests in all eshops
- Switching from Cardlink to Nexi for www.mistore-greece.gr and from DIAS IRIS to Nexi IRIS
- Changes in www.mistore-greece.gr due to the transition to RetailCo.
- Transfer Servers from On-premises to Azure
- Add Google Pay and Apple Pay to www.you.gr
- Implementing Interfaces with AppXite for QuestOncloud
- Adding a Boxnow payment method to www.mistore-greece.gr
- Reduce cloud infrastructure costs in Azure through operations optimization processes
- Implementations for "Digital Tools for SMEs B'" in www.you.gr and www.questonline.gr
- www.you.gr Passwordless Login (OTP)
- New Cloud Subscription Platform

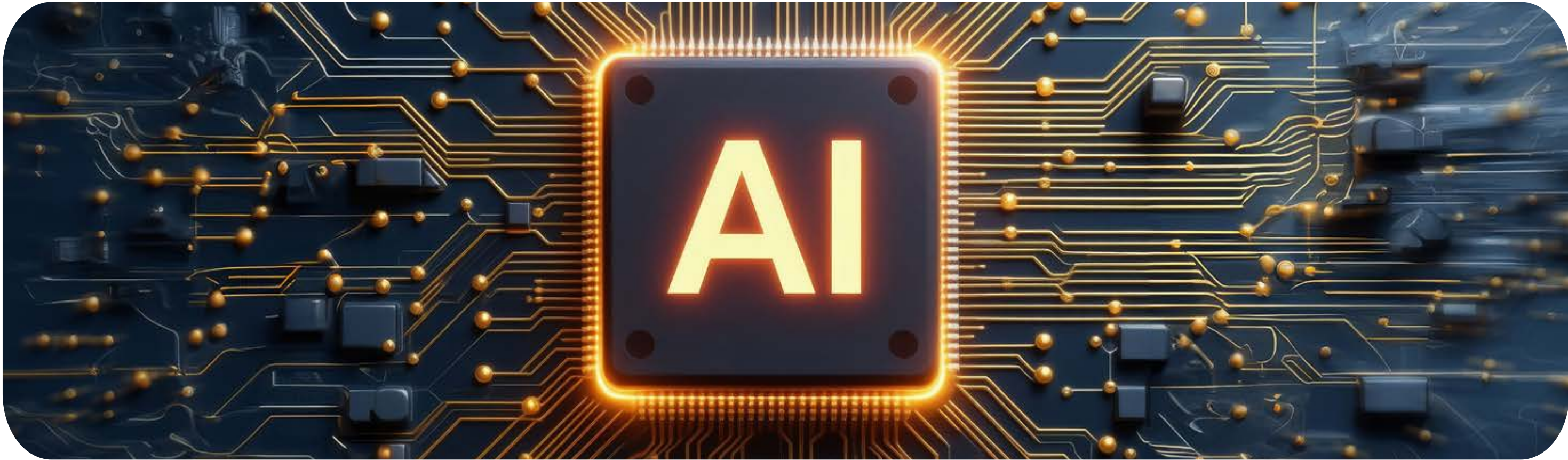


AI at Info Quest Technologies

With the aim of the best and fastest possible use of AI technology by our Group, AI working groups have been created in all companies, with the AI ambassador as the leader.

In 2025, the governance and empowerment framework for AI at Group level was further strengthened, with the development of an internal AI platform (QAI Center), containing training material, instructions and good practices, accessible to all employees and the operation of an AI ambassadors network in the Group's companies. At the same time, we laid the foundations for our strategic plan for Artificial Intelligence (AI Action Plan), which will be presented in 2026.

Our company operates in an M365 environment, utilizing Microsoft's advanced AI tools. At the same time, our technical teams attend specialized trainings and implement in projects.



AI Initiatives

- **You.gr Live Chat**
Evaluate and improve customer service in You.gr Live Chat using Azure GEN AI. The project is LIVE and continuous improvements are being made.
- **AI driven CX optimization**
This project concerns the improvement of the customer experience and internal service processes, through the analysis of recorded calls of the customer service department, with the aim of early identification / resolution of potential problems and the continuous improvement of their performance. In 2025, the implementation of the project continued, which went into the stage of piloting and testing real recorded calls, with the aim of its full production operation within 2026.
- **Copilot AI assistant (AI Agent)**
Smart management system and display of the company's processes to all employees, with sources from the process files in PDF, Word Doc etc. In 2025, the development of the project continued, which went into the pilot implementation and testing stage, with the aim of its full operation within 2026.
- **PM Personal Assistant**
Personal assistant for Product Managers regarding platform maintenance issues. In 2025, the project completed the testing phase and entered the pilot phase.
- **AI Powered Contracts Agent:** The project allows commercial teams to generate real-time reports using natural language. The project is in the design phase.

AI Initiatives

- **Drone Security Project**
The project concerns security surveillance using cameras and drones, as well as the analysis of video from the cameras and the drone in real time using A.I. models. In 2025 an important part of the implementation of the pilot tests and the adjustment of the parameters was completed, so that next year all stages of the pilot control will be completed.
- **Auto Store Storage System**
The automated product transfer system for order servicing uses Machine Learning algorithms to optimize the course of robots on a Grid in order to complete the collection of order materials faster. The project is fully operational.
- **Copilot Studio solution for contracts**
Through the utilization of the solution, users will be able to easily gather information about contracts, their terms, renewal dates, the contract process as well as data that exist in SAP as there will be an interface. In 2025, the project proceeded to the pilot operation and testing stage, with the aim of its full operation within 2026.

- **AI Invoice**
Use of AI to identify fields and values from invoices and update the application in an automated way without the need for the user to enter manually. Automatic entries in SAP. The project is implemented by the subsidiary Team Candi and is in the analysis phase.
- **Analysis of RFP's (Tender/Proposals Platform)**
Use of Generative AI, to extract information through documents with the aim of indexing competitions and utilizing historical data. The project is being implemented in collaboration with Uni Systems and is in the analysis phase.
- **Energy Project:** The project aims to create a model center for smart energy management through photovoltaics, dynamic electric vehicle charging, energy storage, and load balancing. It also includes intelligent energy management with AI, a digital platform for energy data, and the promotion of educational activities. The project is in the analysis phase.



Our goals

- Integration of processes into a single request management platform
- Utilization of AI to reduce the time of service of internal users' requests
- Utilization of personal AI assistants (>200 Copilot & Claude users)
- Expanding the use of AI personal assistants



Customer Satisfaction & Service, Customer Health & Safety

We have a complaint management mechanism, in accordance with the procedures of the ISO 9001:2015 quality system. Complaints are collected from electronic forms available on the websites or by telephone and are recorded by the recipient, they are communicated to the head of the quality department, who undertakes, together with the respective competent persons, the communication with the customer and the written response to him.

In addition to the daily monitoring and evaluation by the executives and the Directors, in accordance with the Quality Assurance System (QA) Procedures, the following are carried out:

- Inspections throughout the year by the Internal Audit.
- Inspections by partner manufacturers in the Technical Department, such as e.g. Apple
- Internal audit on an annual basis
- External inspection on an annual basis

As mentioned in a previous section, the company, based on the Procedure **for Reporting Incidents of Violation of the Code of Ethics & Ethical Conduct**, additionally provides both its employees and all its customers and partners with specialized communication channels, in order to make an anonymous or named report on any issue related to an offense, delinquent behavior or act, such as incidents related to violation of the corporate Policies/Procedures as well as the applicable legislation (e.g. fraud, corruption, theft, embezzlement,

non-compliance with the Code of Conduct and Ethical Conduct of the Quest Group, incidents of data breaches and/or information security incidents and in general any act or omission that may cause moral or material damage to the Company. More information on the company's website: <https://www.infoquest.gr/en/etairiki-diakivernisi>

Customer Complaints	2023	2024	2025
Number of customer complaints based on a complaint management system	39	53	19
Response rate	92.31%	92.45%	92.11%
Goal: Respond in 1 business day and resolve the issue within 10 business days for at least 90% of complaints	Achieving	Achieving	Achieving



Wholesale Customer Satisfaction Survey

The Wholesale Customer Satisfaction survey is conducted every 2-3 years, with the last survey having been conducted in October 2023. The overall picture from the survey results was the overall improvement of our company in all evaluation areas and the main findings are reported in the Sustainable Development Report 2023.

The new survey was conducted in the second half of 2026, with the first review showing

further improvement in our key indicators.

However, it is worth mentioning that our company, at the TCP Awards 2025, the only awards in our market that everyone votes for (>1000 participants and not only one committee), was distinguished for the second year in a row, receiving important distinctions, which confirms the relationship it has developed with all its partners and the high quality of service it offers.



Tech Channel Partner Awards 2025

- Distributor of the Year
- Cloud Distributor
- Security Distributor
- ESG
- Infrastructure Distributor
- > Gold Award
- > Gold Award
- > Gold Award
- > Gold Award
- > Silver Award

Technical Department

Total Customer Technical Support	2023	2024	2025
Average In House Service Repair Time	4.77	4.17	4.09
Target <5.0 business days	Achieving	Achieving	Achieving

Ease of access to the Call Center of the technical department	2023	2024	2025
Percentage of Served Calls	96%	97.35%	97.35%
Target >90%	Achieving	Achieving	Achieving

Quality of work of technicians for Apple repairs	2023	2024	2025
Re-entry rate in service - refers to the rate of re-entry within one month of the same product - with the same IMEI number - on in-warranty smartphones	2.00%	0.56%	0.57%
Target <3% – Apple Index	Achieving	Achieving	Achieving

Quality of work of technicians for repairs of Xiaomi mobiles	2023	2024	2025
Re-entry rate in service - refers to the rate of re-entry within one month of the same product - with the same IMEI number - on in-warranty smartphones	1.37%	1.81%	1.27%
Target <4.5% – Xiaomi Index	Achieving	Achieving	Achieving

It is noted that given the change in the structure of the Group, the you.gr indicators will not longer be included in our Report.

Privacy and Information Security

Essential Topic: (GRI 418, ESRS S4, ESG GOAL 6)

A priority for Info Quest Technologies is the protection of information and critical information systems, as well as the confidentiality of the information of all its stakeholders.

The establishment of an integrated cybersecurity and threat prevention framework, combined with the introduction of accessibility controls, enhance the security of customers and end users of the products and services offered by the Group, thus maintaining its prestige and enhancing customer trust in the Group.

The company fully complies with the relevant legislation, strictly adheres to what is defined through the relevant Framework of Policies and Procedures and implements a special compliance program with the requirements of personal data protection that is constantly upgraded and updated, given the operation of online stores and technical service.

The Data Protection Officer (Data Protection Officer) and the Chief Information Security Officer (CISO), with systematic controls, training and guidance, monitor the proper implementation of policies and procedures by employees. At the same time, periodic trainings and awareness-raising actions are carried out by staff on Personal Data Protection and Information Security issues, as well as phishing attack simulation exercises in order to identify phishing emails and handle the incident in case there is an interaction with such an action.



In 2025, the company updated the ISO 27001:2022 certification it received in 2023.

Our Goals

ESG Goals	Actions	2025 targets Info Quest Technologies	Performance 2025 Info Quest Technologies	2026 targets Info Quest Technologies
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).	Achieve 100%	Continuation of Annual Vulnerability Assessments in the main systems
	Continuation of mandatory cybersecurity/phishing trainings for all employees	Continue	Achieve 100%	Continuation of mandatory cybersecurity/phishing trainings for all employees
	Maintain ISO 27001:2022 certificate	Maintain	Achieve 100%	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	Achieve 100%	No data breaches with a significant financial impact or privacy incident





Innovation and Sustainable Products

Material Topic: (GRI 3-3, ESG GOAL 9, ESRS E1)

Evolution and Innovation

We continue our commitment and strategic investments in enhancing innovation by promoting solutions with a positive footprint on the citizen, businesses and society.

This commitment is expressed both through our active participation in the Innovation Center (iQnovus) of the Quest Group, and through our participation from 2024 in the Pleiades IoT Innovation Cluster. Our inclusion in the Pleiades gives us access to a dynamic network of partnerships with startups, universities and other innovative bodies. At the same time, it opens up new horizons for us to develop solutions in the fields of Blue Economy, Smart Energy Building, geospatial data and educational technology (AR/VR/AI in Education). Furthermore, we are actively exploring innovative areas such as robotics, Drones, AI, Face Recognition and energy optimization of buildings and infrastructure using edge technologies and smart algorithms and sensors. As part of this innovation strategy, in 2025 we participated in a number of research projects and initiatives, both at national and European level:

NSRF Programs

- Health Hub Digital Innovation Hub. Our participation in the subsidized Health Hub continues, which aims to create a "One Stop Shop" of digital innovation. Within the framework of the project, our company has undertaken the provision of new services related to risk analysis, information security and evaluation of digital infrastructure in the health sector.

National Programs

- As part of the National Program "Research – Innovate 2024", we had submitted proposals for the companies Info Quest Technologies, Team Candi and EPAFOS. The proposals concern areas such as Smart Retail, Cybersecurity, AI in Logistics and Digital Health. At the end of 2025, we received positive responses to the proposals we submitted to Intervention A, while we expect positive results for the rest.
- In the framework of the Action "COMPETENCE CENTERS" of the Operational Program "Competitiveness, Entrepreneurship and Innovation (EPAnEK)", our participation in the first Greek Competence Center for 5G (p-NET), with actions related to the strengthening of infrastructure, networks and intelligent logistics, energy and public safety applications.



Innovative Initiatives & Pilot Projects:

A.I. Projects & Ambassador Coordination

We strengthened the horizontal coordination of **A.I. initiatives** in the Group, with active participation in projects and development of an AI adoption strategy based on the AI Act, while in 2025 we started the pilot implementation of the QAI Center, the Group's internal Artificial Intelligence governance and empowerment platform, with the aim of completing it within 2026.



Drone-Based Monitoring Pilot

We implemented an AI-enabled drone security pilot project at IQT's warehouses in Aspropyrgos. The project includes AI video analysis, real-time alerts, and breach monitoring in remote locations

Smart Class – IoT smart lighting pilot project (Doukas Schools)

In 2025, we implemented an IoT (PoE) smart lighting pilot project at Doukas Schools, achieving a significant reduction in lighting energy consumption (of 72%) through LED technology, smart sensors and reduction of standby consumption.

ESG Platform Platform (Group collaborative project)

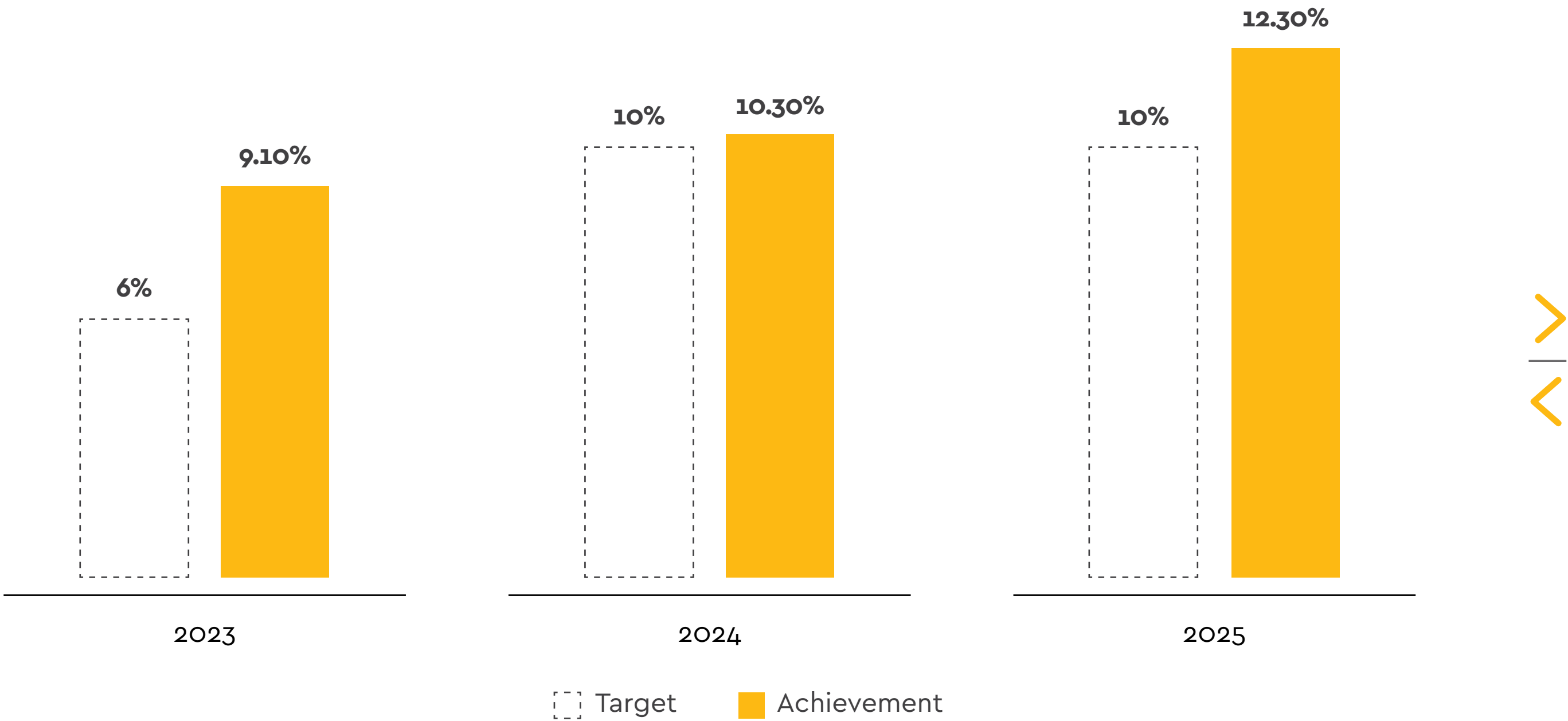
We actively participate in a collaborative project of the Group for the development of a single ESG platform, which is implemented on behalf of the Group in collaboration with the innovation center of Uni Systems. Our Innovation Manager is actively involved in the implementation of the project, which aims to collect, manage and exploit the sustainability (ESG) data of the Group's companies, supporting the monitoring of relevant indicators and regulatory compliance (CSRD/ESRS).



Responsible and innovative products and services

At Info Quest Technologies, we take into account the environmental and social impacts of our products and services. As part of our **5-year growth plan** and **ESG strategy goals**, we are committed to strengthening our portfolio with sustainable products, solutions and services that help our customers enhance their positive footprint on the environment and society.

12.3% of our turnover comes from sustainable products and services



**In accordance with the guidelines of the International Capital Market Association (ICMA) protocol

Sustainable Portfolio of Products and Services

► Disposal of eco-friendly products

In recent years, the products we have are less energy-intensive, are made from more environmentally friendly materials and are available in recyclable packaging. They also have a reduced volume and weight, achieving, among other things, a reduction in fuel during transport and energy consumption.

We systematically seek and include in our range products and services that contribute to the reduction of our customers' environmental footprint. Indicatively, we offer in the Greek market the innovative green, portable EcoFlow energy stations, as well as energy management products, such as vehicle chargers, solar panels and storage batteries.

► Circular Economy Services

We are designing new services in line with the principles of the Circular Economy, such as the Xiaomi Smartphone replacement service with a subsidy in the purchase of a new one.

► Deployment of Cloud Solutions and Services (Green IT)

We systematically enrich our know-how, partnerships and offered Cloud solutions and services, responding to the needs of both large organizations and small and micro businesses. Particular emphasis is placed on the Security of Cloud infrastructures, due to the expansion of their use and related cyber threats, as well as on DocuSign's Contract Management and Electronic Signature solutions.

At the same time, through our 100% subsidiary Team Candi, we invest in digital transformation solutions with an emphasis on Work Transformation, process automation and digitization, and secure infrastructure.

► Launch of Internet of Things (AIoT) products and solutions – Smart Home

Focusing on Xiaomi's ecosystem of interconnected products

– the largest ecosystem in the world, we are strengthening our presence in the field of "Consumer Internet of Things / Smart Home", improving important aspects of everyday life, while enabling consumers, through the proper management of interconnected products, to significantly reduce their environmental footprint.

► Electromobility - Micromobility

We are investing in e-mobility by proposing an ecological way of moving with Xiaomi electric scooters, to be the most popular product in the e-scooter category in Greece. At the same time and on the occasion of Xiaomi's entry into electric mobility, we are exploring opportunities in the sector.

► e-Commerce

We develop and support online stores of products and services, both for the business (B2B) market and for the consumer market. Our goal is to offer an upgraded shopping experience to customers.

▶ Smart Cities

We are systematically enriching our range with products and solutions that help businesses, as well as the state to collect and utilize data from interconnected devices, in order to improve the efficiency of critical functions, while reducing costs (Smart Building / Smart City). As of 2024, we have included in our solutions the integrated solution "Cisco Intelligent Building", an integrated management system for professional and industrial buildings with an increased impact on consumption through the use of low-voltage direct current (DC), sensors, AI and Analytics as well as Molex sensors.



Our goals

GOALS 2025	A2025	GOALS 2026
ESG Strategy Goal > 10% sustainable product revenues (based on ICMA Protocol)	Achieve 100% 12,3% (based on ICMA Protocol)	> 10% sustainable product revenues (based on ICMA Protocol)
Maintaining growth rate and leadership	Achieve 100% Maintaining the leading position and increasing turnover by 13%.	Maintaining growth rate and leadership
Improved performance in terms of overall industry performance	Achieve 100%	Improved performance in terms of overall industry performance
Maintaining a leading position in key Mobility categories	Achieve 100% Maintaining #2 Smartphone Position #1 position in the main products of the ecosystem with expanded market shares	Maintaining Leadership and Market Shares in Key Mobility Categories



Support to the Society



At our company, we strongly believe that technology can help improve our society and the well-being of all citizens, contributing to a better world for all, without restrictions and exclusions.

Especially now that challenges such as the proper use of artificial intelligence and tackling climate change are particularly urgent issues and with a universal impact on education, work, resilience and social cohesion, we have resources and know-how to help groups in need.

During the year, we supported foundations and Non-Profit Organizations (NGOs) that help children and vulnerable social groups, offering equipment that helps their digital upgrading and financial support. At the same time, we supported actions that promote the interconnection of technology with young people and the development of digital skills by supporting initiatives such as the Youth Information Technology Competitions, empowered our vulnerable fellow citizens and took initiatives to support innovation and human resources. We made a significant investment in 2025 in the development of a pilot project in the field of education with environmental and social dimensions.

In 2025, our social investments amounted to **€117,081**, compared to €30,830 in 2024, a difference due to the aforementioned project.



The main other actions implemented by the company in 2025 were the following:



Technology & Education

- Participation in the Youth Entrepreneurship Panorama / Organization of Business Day to connect young scientists / students with the business community.
- Sponsorship EPY / National Girls' Informatics Team – Exclusive Sponsor of the National participation in the European Girls' Olympiad in Informatics (EGOI 2025), which took place in person between 14 and 20 July 2025 in Bonn, Germany. It is worth noting that the team won 2 bronze medals, for the first time.
- Donation to the Student Innovation Competition of Economy Magazine (2nd prize – Quest PC)
- Internship for students



Support of Vulnerable Groups / Institutions / NGOs

- Support of the Spastic Body company "Open Door" with new computers to support its operation
- Support with products or financial Donation of NGOs, Merimna KYADA, Amymoni,
- Donation to the Diazoma Association and the Children's Museum
- Donation of equipment to the Herakleidon Museum to support the educational process (tablets)
- Desks and equipment available at Make a Wish
- Donation of Equipment to the NGO ESTIA - partial renewal of equipment to the Computer Science Laboratory



Other Volunteering Activities

- Voluntary Blood Donation
- Participation in the No Finish Line charity races (95 runners vs. 59 runners in 2024) & Race for the Cure
- Participation in the Classic Marathon with a reciprocal Sponsorship to the Smile of the Child
- Christmas Charity Bazaar
- Handicraft Workshops of the Organization "The Smile of the Child"

Smart Classroom: Technology Meets Education

In collaboration with our supplier Cisco Hellas, our partner Smart NS and the specialized company EPAFOS, we implemented as Main Sponsor and coordinator in an educational organization (Doukas schools), the first smart classroom, with the aim of this project to be a pilot for the transformation of educational spaces into future, smart, sustainable and safe environments.

It is an innovative smart infrastructure project that enhances learning, well-being, energy efficiency and environmental responsibility.

As part of the project, the school's STEM laboratories were transformed (3 classrooms - Dark Room/Quest Lab, Physics Lab, Robotics Lab).

- Created high-performance Cisco Network Infrastructure & Wireless Connectivity with seamless indoor/outdoor coverage and support for IoT devices and smart sensors)
- MOLEX IoT sensors were used, for wireless switches, while smart LED lighting was created via the Internet, with an intensity that changes half the room, low lighting, bright light) and is adjusted according to the number of attendees in the room and the available natural light.
- Installed Environmental Data Collection Sensors: Through Internet (PoE) is done, data collection on environmental indicators, such as temperature, Air Quality / CO₂, volatile gases, humidity, etc. Real-time monitoring and data collection. Notification when any of the sensors exceeds the preset indicators.

- A software platform was used where all measurements are recorded and can be used for experimentation by the students (real data), and on the other hand to give a signal in case an environmental parameter exceeds the permissible limits.

Benefits for Students & Teachers:

- Healthier indoor air quality for better concentration, customized lighting and temperature for comfort and focus
- Hands-on exposure to real-world smart technologies
- Fostering interest in STEM and environmental awareness
- Promoting collaborative and data-driven learning Low-voltage safety of PoE for electrical environments for children

Environmental Benefits:

- Reducing energy consumption through low-voltage DC infrastructure
- Automatic lighting and HVAC settings based on occupancy and daylight
- Real-time monitoring of air quality and humidity levels
- Eliminating energy loss from traditional AC systems
- Safety





Our People



Our People

(GRI 2-7, 2-8,), ESRS S1

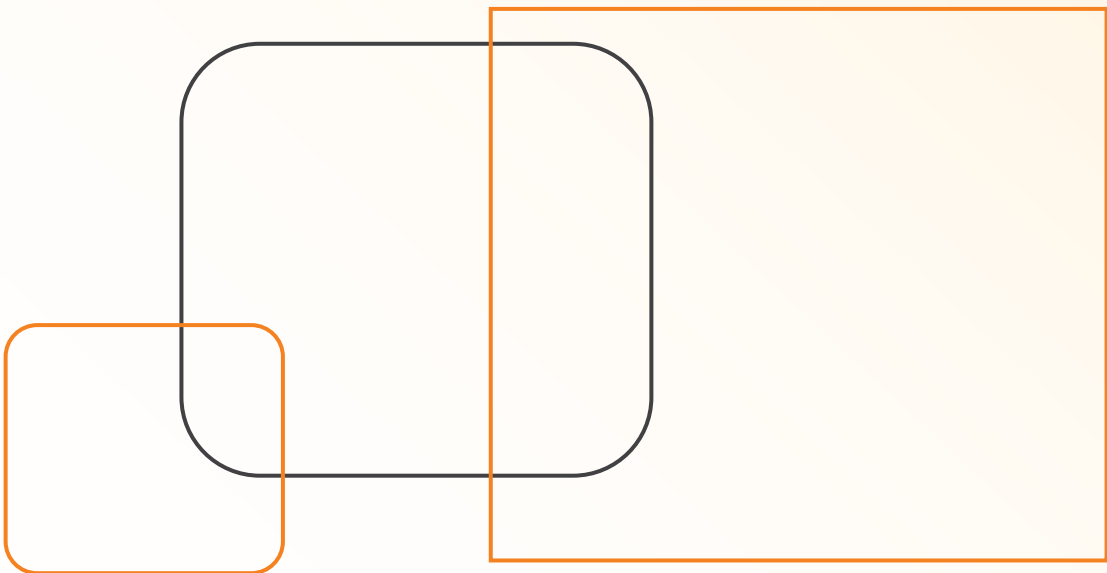


Our people are the most important capital of our company, as they are the ones who shape and support an environment of excellence, of high specialization, which always has at the center of each customer and the best possible service. Our long-term goal is to create a modern, safe and rewarding work environment, where every employee creates, evolves and prospers. We make sure to offer equal opportunities, establishing an environment of inclusion, development, safety, transparency and meritocracy.



“ We are only as good, as our people ”

Theodoros Fessas,
President of Quest Group



Employee Management and Policies

Our company strictly implements the Labor Legislation and internationally recognized frameworks, such as the 10 principles of the UN Global Compact, as well as the Group’s Policies concerning Human Resources, creating an integrated framework for the management of Human Resources. These Policies are regularly communicated to employees, so that they are aware of their obligations and rights.

The company systematically identifies and monitors issues with a positive or negative impact on its human resources, so that the best result is always achieved.

Every two to three years, an Employee Satisfaction Survey is conducted. The findings are studied and improvements are planned. The survey was conducted at the end of 2023 and is scheduled for Q3 2026. At the same time, ad hoc surveys are being carried out on various topics, such as the male audience survey on inclusion, health and safety research, equality and diversity surveys, etc., and improvements are being implemented based on the findings.

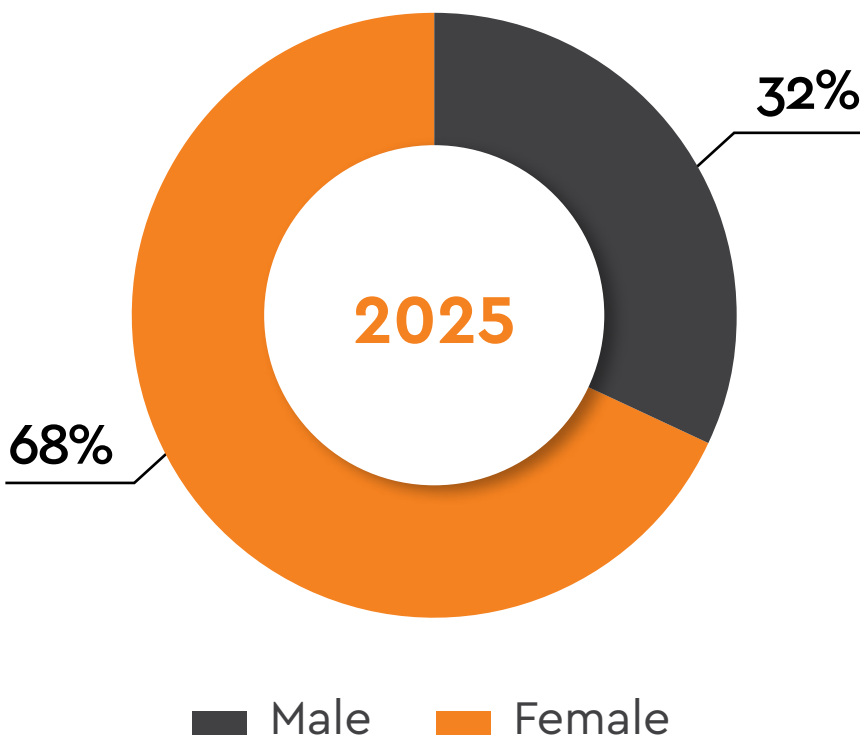
We implement flexible work / teleworking following the Remote Work Policy, a job position evaluation system and we have linked the positions to salary scales and benefits depending on the remuneration and practices data resulting from market research. On an annual basis, after the employee evaluation process, the grading / seniority of employees is reviewed through predefined criteria.

We systematically improve workplaces, proceeding with upgrades / renovations.

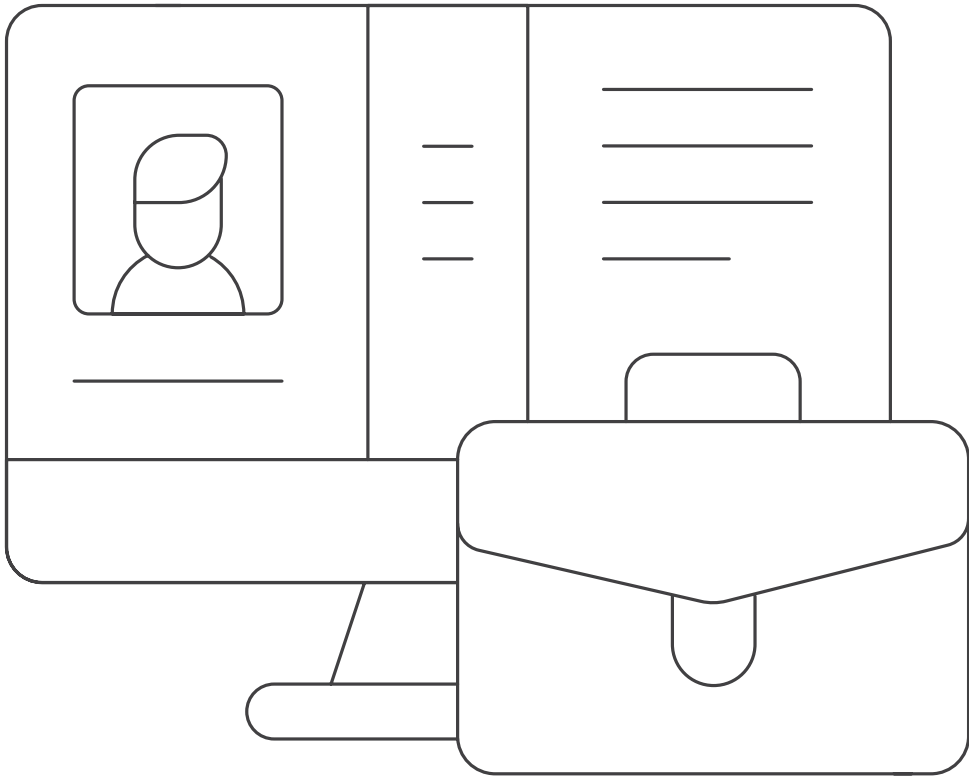
Employee Facts	December 2024	December 2025
Employees	391	412
Men	265	279
Women	126 (32%)	133 (32%)
Women in management positions	14%	18%
Recruitment	81 new recruits (40% women)	79 new recruits (39% women)
Turnover	46 Voluntary Departures	49 Voluntary Departures

Some corrective changes were made to the 2024 data, due to organizational peculiarities in order to compare similar data.

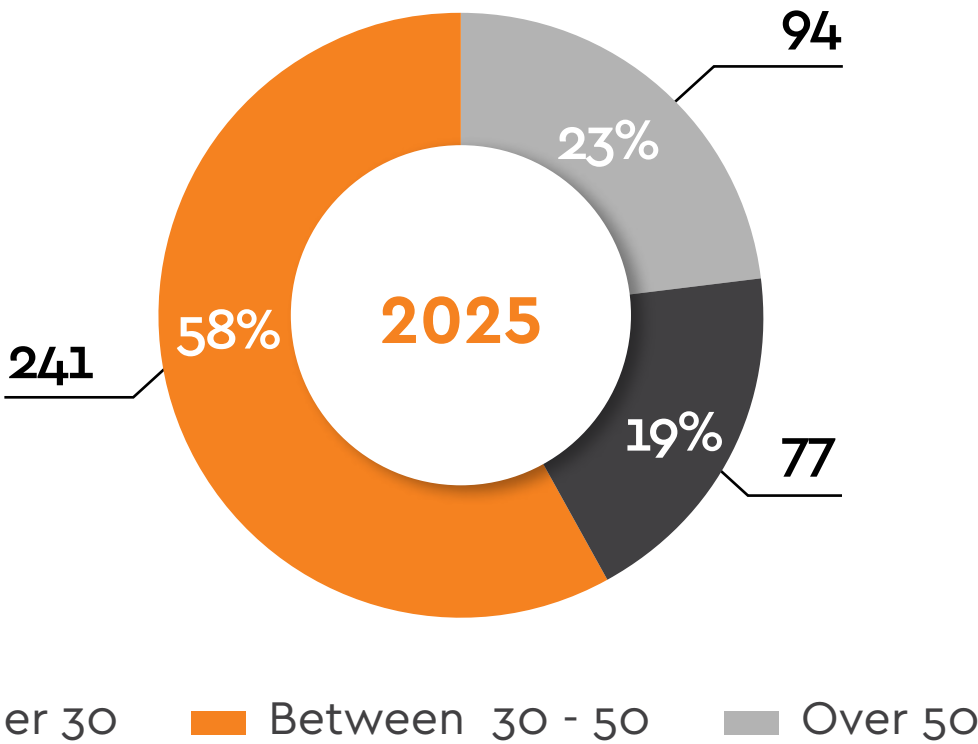
Percentage of employees by gender



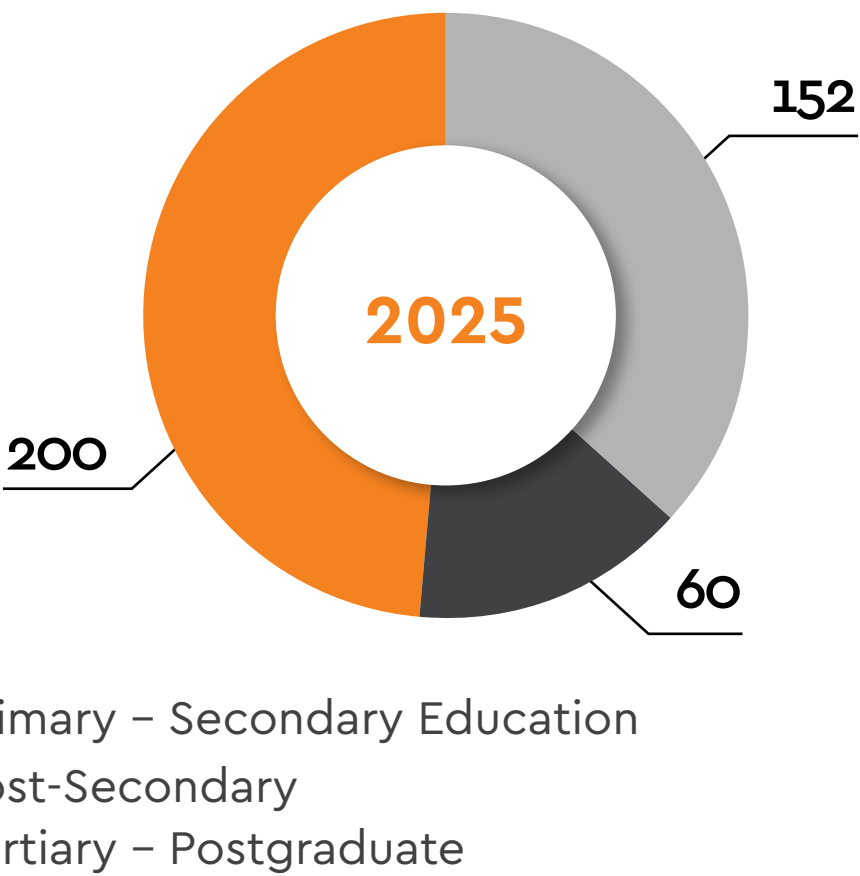
Employee mobility amounted to **13%** (from **14.10%** in 2024) which confirms for another year the high mobility that occurs in our industry in the current period.



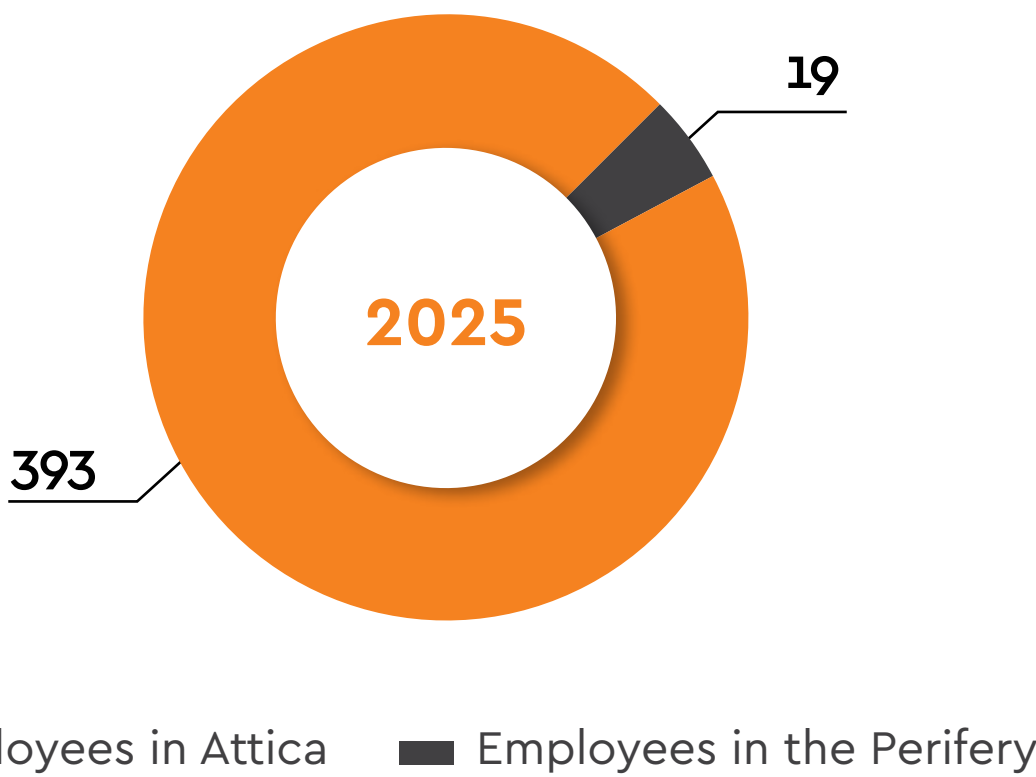
By age



By level of education



By region



By type of Employment Contract (2025)

	Permanent	Temporary	Interns	Total
Male	279	0	0	279
Woman	132	0	1	133

Human Resources Development

Material Topic: (GRI 2-30, 404), ESRS S1, ESG GOAL 4

The development and continuous training of our employees is at the heart of our operation, as we have recognized how important the high training and satisfaction of our employees is to achieve our corporate goals. In collaboration with the Group's Training & Development Division, we are designing an extensive training program, which includes:

- Development of administrative skills
- Technical & Professional Training
- Specialized training programs, based on recognized needs and specific specialties
- Continuous training on governance, cybersecurity, personal data, human rights, etc.
- Specialized program for High Potential employees.

In 2025, we invested **€94,180** compared to €59,710 the previous year for training programs, in which almost 100% of our employees took part (99.6%). We gave for another year the opportunity to all employees to take leave on online learning platforms, with access to hundreds of programs.

Also as part of our "AI First" strategy, we conducted intensive trainings on AI tools, both to managers and technical teams.

The total man-hours of training amounted to **10,343** with an average of **25.10 man-hours of training per employee**.

Employee training	2022	2023	2024	2025
Total man-hours of training	8,368	8,347	9,626	10,343
Average man-hours of training per employee	20.16	22.4	20.16	25.1

	Total Training Hours	Number of Employees	Average man-hours of training	25.1 hours of average training per employee + 14% vs LY
Men	5,250	279	18.82	
Women	5,093	133	38.29	

Average man-hours of training per Division	2022	2023	2024	2025
Administration	29.7	32.42	37.27	42.17
Commercial Department	28.4	33.83	35.94	40.41
Support Services	22.8	22.08	26.00	17.15
Technical Department	15.3	5.61	6.53	6.48
Operation Department	11.3	6.36	4.72	4.82

Percentage of the total number of employees covered by collective labor agreements: 100% of our employees are covered by the National General Collective Labor Agreement (E.G.S.S.E.)

In the context of the continuous development and training of our employees, the following are systematically carried out:

Quest Mini MBA: In 2025, the 6th Cycle of the Quest Mini MBA program was completed, which has been designed in collaboration with Alba Graduate Business School exclusively for the needs of the Group and is repeated every 2 years. The current cycle involved 9 people from our company, 4 men and 5 women (out of a total of 36 people). The next cycle will start in 2026.

Talent Development Program: employees participated in the 2024 – 2025 cycle of the Talent Management program (62% men and 38% women).

Mentoring Program and Platform: Employees and executives of the company participate in the Group's internal mentoring program (as mentees & mentors), contributing to the dissemination of knowledge within the organization.

Digital & Soft Skills: We implement an extensive program of digital skills, technical trainings, certifications and trainings in soft skills.

New training programs in Artificial Intelligence: As part of the new "AI First" Group strategy, all executives in a managerial position attended specialized programs in 2025. In 2026, the training will be extended to the rest of the employees.

Training on Corporate Governance & Compliance: During the year, trainings were held to support the empowerment of employees and the protection of the Organization. Particular emphasis was placed on training on information security and personal data protection, using a special platform and specialized topics.

Health and Safety Trainings: In the context of ISO 45001 certification, first aid, evacuation of buildings, health and well-being trainings were carried out, etc.

At the same time, the company implements initiatives and utilizes systems that enhance growth, a sense of "belonging" and a culture of continuous improvement.

Orion Group Application: We utilize the Group's specialized platform to manage all parameters related to human resources issues, such as leaves, evaluations, trainings, etc.

"Stand Out" Institution: A process of strengthening the corporate culture, where employees can participate and nominate colleagues who they believe deserve to be distinguished, linking their proposals to the values and principles of the Group.

IQT Welcome on Board

IQT Welcome on Board Platform: With the aim of faster integration and integration into the culture of new employees in the company, the HR Department has been operating a new onboarding platform since 2025, where useful information, necessary trainings, as well as the integration plan of the first 100 days are collected.

Evaluation: 100% of employees regardless of position or gender receive an evaluation every year. In the context of the evaluation, the employee is self-evaluated, and a discussion is held in which individual goals and areas for improvement are agreed.

Management-Employee Communication: We hold an annual employee meeting (Kick off) where, in addition to the information, employees can address questions to the Management through an electronic platform. Meetings are held with the various departments and the Management team (on a weekly, monthly and quarterly basis). We have developed an internal online communication system for continuous updating (Microsoft Teams platform), urging employees to freely express opinions and ideas. Two-way communication is systematically pursued and suggestions are carefully examined.



100% of our company's employees have access to **QUEST ONE**, the new interactive internal communication portal of the Quest Group, which started its operation in 2023, with the aim of better informing all employees and strengthening the unified Group culture.

In 2025, the new Intranet of the company "Uranus" is redesigned and will be available in 2026, with useful information about life in the company.

Our goals

GOALS 2025	ACHIEVEMENT 2025	GOALS 2026
New ESG Strategy Goal for Quest Group: Minimum 15 hours of MO training per employee (Average Maintenance >20 hours / employee for our company)	Achieve 100% Average 25.1 hours	Average Retention >20 hours / employee
Mandatory training for all Managers/Directors on AI issues	Achieve 100%	Continuation of AI training for all staff
Evaluation for 100% of employees	Achieve 100%	Evaluation for 100% of employees
Increase in employee satisfaction with training (according to the results of the biennial satisfaction survey).	S/A New research to be carried out in 2026	Increase in employee satisfaction with training (according to the results of the biennial satisfaction survey).



Diversity and inclusion

Material Topic: (GRI 405, GRI 406), ESRS G1, S1, ESG GOAL 5

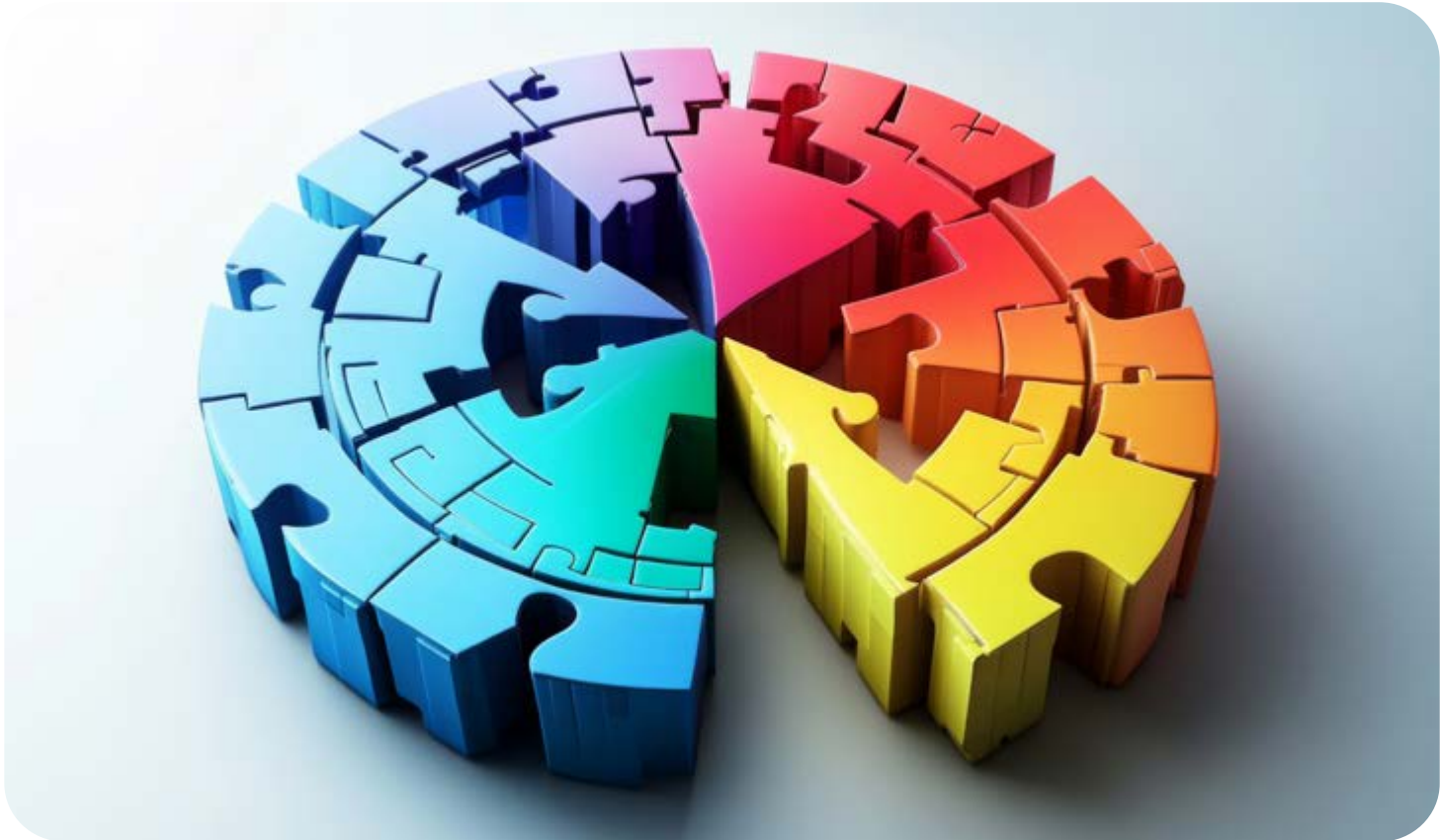
The Company provides equal opportunities to all, employees and candidates. Under no circumstances is there any discrimination and the principle of respect and equal treatment for all is fully supported. The professional development of women is encouraged and equal opportunities are provided in matters of remuneration and promotion.

The Code of Ethics and Ethical Conduct, and the Group Policies, which are in line with the principles of the UN Global Compact on Human Rights and the 17 Sustainable Development Goals, are fully implemented, while during the year, trainings were conducted on their implementation throughout the company.

The **Diversity, Equality and Inclusion Policy** highlights the Group's commitment to respecting diversity, ensuring equality, and continuously strengthening a culture of inclusion, in which all employees feel that they belong and participate.

At the same time, the Policy forms the framework according to which programs for the management of prejudice and the empowerment of conscious inclusion are designed and implemented. With a culture of equality and equity in the workplace, the Group designs and implements targeted actions aimed at supporting employees and vulnerable groups, such as studying wage gaps, ensuring women's participation in leadership programs, stereotype recognition and management programs, abusive behavior management and demarcation programs against incidents of moral and sexual violence, as well as inclusive leadership programs.

This **Anti-Violence and Harassment Policy** aims to create and consolidate a working environment in which there is respect for human beings, human dignity and the right of every human being to a world of work without violence and any kind of harassment are promoted and ensured, as well as to raise awareness among the parties involved and take measures towards it.



As a subsidiary of Quest Holdings, a signatory to the United Nations Global Compact (UNGC), we are committed to upholding its 10 principles on human rights, labour, the environment and the fight against corruption.

Diversity and Inclusion - ALLYSHIP Program



In 2025, the Group will start implementing an ALLYSHIP Program, the first phase of which will run within the period 2025-2026 as part of the ongoing commitment to promote a work environment that promotes inclusion and acceptance of diversity.

The development of the ALLYSHIP program will be based on the results of a comprehensive survey that ran in 2025 among male employees with 470 participants. This will ensure that the program meets the needs, perceptions and knowledge of the workforce.

In addition, feedback from employees participating in the Group's Talent Program was taken into account in the design of the ALLYSHIP program, ensuring that it aligns with broader organizational goals of inclusion and professional development. As a result, the Group's new DEI and Ally Champions program was designed and launched at the end of 2025, a voluntary initiative, participations from across the hierarchy, with the aim of collectively striving to foster a culture of inclusion and collaboration among employees.

7 people from our company participate in the program.

No complaint related to labor and human rights violations has been recorded in the Company's employee complaint management systems.



Actions for women's empowerment

In June 2023, Quest Group signed the **United Nations Women's Empowerment Principles (WEPs)**, which form a broader framework for gender equality in the organization, as an expression of will and commitment at the highest level of Management.

Better Together" program

In 2024, following a survey conducted among women in 2023, a comprehensive women's empowerment program called **"Better Together" was designed and launched**. The program included group mentoring, learning paths, inspiration talks & skills development and wellbeing activities, and was completed enriched in 2025 with attendance by 60 women. The second cycle of the program will start in 2026.

Gender Pay Gap Study

The Group implements a remuneration system without any discrimination based on gender. In 2023, the Group completed a Pay Gap Study with an external consultant, where an extensive assessment was carried out to identify an unjustified pay gap between own positions and items. The calculation took into account data on basic and variable remuneration of employees.



Based on this research, an appropriate response plan was formulated until 2025. A study on equal pay will be scheduled every 3-5 years based on the Group's ESG Strategy. The next study is scheduled for 2027.

Quest Lean cycle in "Quest Women Together for Success"
Initiatives that strengthen cooperation and act as a point of dialogue and interconnection.

Our Goals

GOALS 2025	ACHIEVEMENT 2025	GOALS 2026
Increase in employee satisfaction rate (according to the results of the biennial satisfaction survey).	N/A New research to be carried out in 2026	Increase in employee satisfaction rate (according to the results of the biennial satisfaction survey).
ESG Strategy Objective Continuation of Women's Inclusion and Empowerment programs - at least 3 initiatives every two years	100% Achievement ALLYSHIP Program BETTER TOGETHER Program	ESG Strategy Objective Continuation of Women's Inclusion and Empowerment programs, with at least 3 initiatives every two years
ESG Strategy Objective The % of women participating in the Quest Mini MBA and the Talent Management Program should be at least as % of the female employees in the Group.	41% cumulatively in Mini MBA and Talent (vs 33% Women in the Group)	ESG Strategy Objective The % of women participating in the Quest Mini MBA and the Talent Management Program should be at least as % of the female employees in the Group
		ESG Strategy Objective Participation in the Gender Pay Gap Group Study that takes place every 3-5 years (new study in 2027)



Health, safety and well-being of workers

Material Topic: (GRI 403), ESRS S1, ESG GOAL 3

The health, safety and well-being of our employees is our main concern, as we believe that a safe and pleasant working environment makes each of our employees happier, more focused on their work and more efficient. At Info Quest Technologies, we meet the requirements of the legislation without exceptions, we follow the principles and Policies of the Quest Group and we implement the system of continuous management of Health and Safety issues at work that covers 100% of our employees with a dependent employment relationship. The axis of the system is the assessment, prediction and prevention of occupational risk, along with the monitoring and recording of possible accidents and illnesses related to work.

The monitoring of the system has been outsourced to an external partner (GEP company).

100% of our employees are covered by the Health and Safety system we apply

To ensure health and safety, continuous upgrades of workplaces, trainings, preparedness exercises to deal with emergencies are carried out, systematic periodic inspections of facilities and workplaces are carried out and improvements are made. Technical health (Occupational Physician) and safety consultants (Safety Technician) are responsible for identifying and assessing

occupational risk. Accidents at work are recorded in a special form and all actions provided for by legislation, policies and procedures established are followed, while. A thorough investigation is carried out to determine whether changes in procedures or additional measures are required to prevent or mitigate similar incidents in the future.

The company operates fire safety and first aid teams that are systematically trained, while every week we are visited by a medical pathologist who is at the disposal of all employees, while trainings and awareness campaigns are carried out for all employees.



In 2025, our company was certified according to ISO 45001:2018 for Occupational Health and Safety, which highlights the high level of operation in these matters, but also our will for continuous improvement.

As part of the preparation for the ISO 45001 certification, but also the reduction of risks related to health and safety issues, as discussed in the double materiality study, the company consulted

with employees on health and safety issues at work and the findings consisted of the planning of new procedures and a series of corrective actions e.g. the update of the HR Manager on OHS issues, Creation of a Department on OHS issues, adoption of new OHS programs and updates and a plan for the evaluation of performance on OHS issues. New procedures for Consultation and employee participation in the management of OHS were included.

At the same time, the company designed and implemented a variety of training programs for employees, including evacuation, fire safety and first aid exercises. These actions aimed to enhance the readiness and ability of staff to respond effectively to emergencies. The level of knowledge and responsiveness of staff is considered satisfactory, with a high participation rate and satisfactory compliance. There is significant room for improvement, especially in the use of PPE.

During the year, no accidents at work leading to sick leave were recorded.



Work-life balance

We systematically urge our employees to maintain a balance between their professional and personal lives and organize various actions for their well-being. We offer employees and their family members a **counseling and psychological support program** in collaboration with specialized companies through telephone communication and individual meetings, both for issues related to the work environment and for family issues, addiction issues, etc. In addition, in order to enhance the

physical condition of employees and promote exercise in everyday life, we give them the opportunity to visit the gym in a building of our company and offer them online Pilates classes.

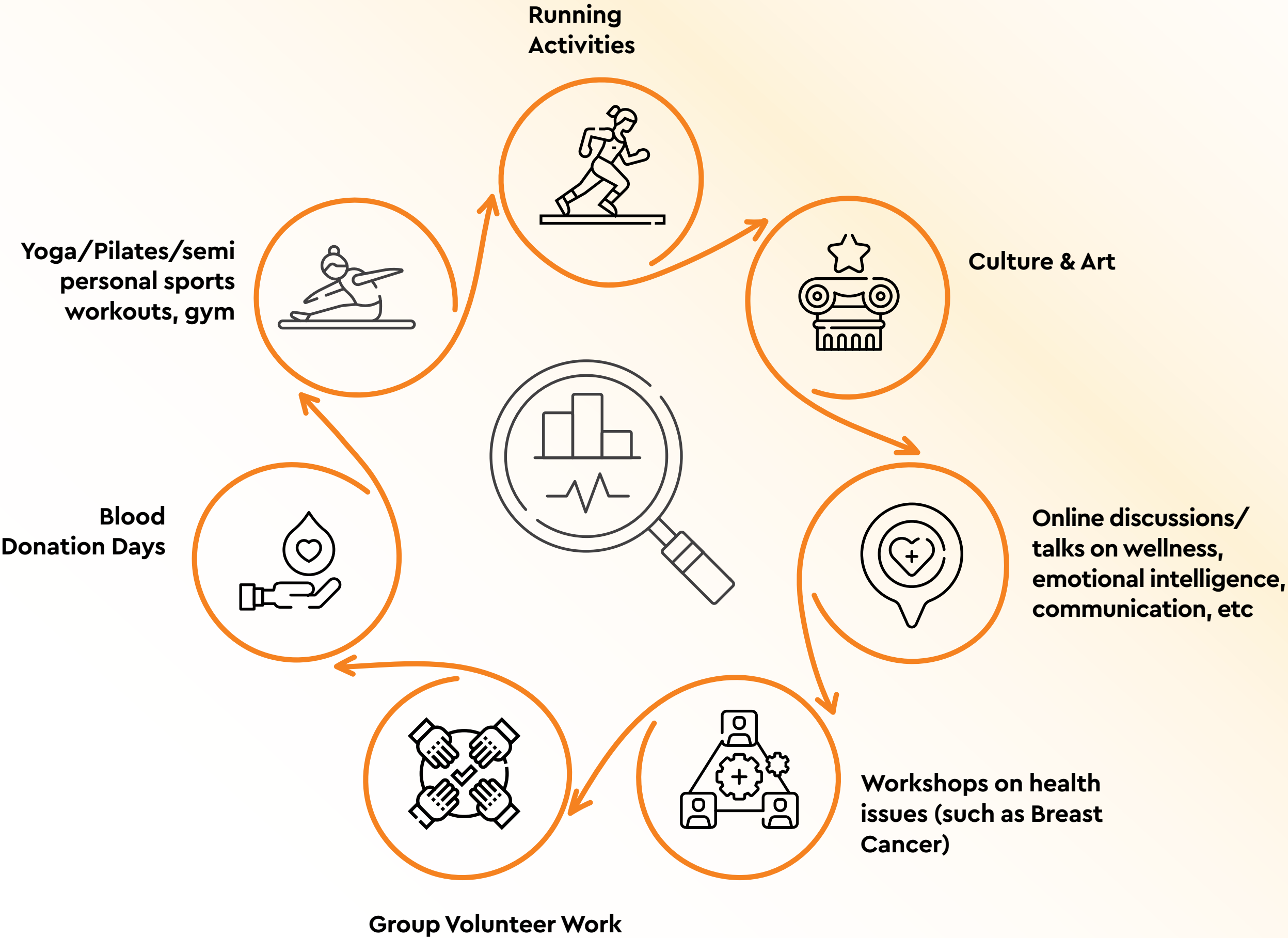
We have created the **"Wellness Days"** program where we encourage employees to lead a healthier lifestyle. Finally, we have established the **"Special Days"** action to make some

days of our employees special. Indicative actions are the provision of a symbolic gift to the children of employees starting in the first grade, the provision of gifts at special moments such as weddings, the entry of a child to the University, etc. and the establishment of the "Early Summer leave" initiative for leaving the office, on birthdays and one day a week during the summer months, 2 hours before the end of the working hours.



ARMONIA - Wellbeing Program

During 2025, the Wellbeing Program of the "Armonia" Group continued with a large participation of our employees. The actions included in the program were the result of the priorities set by the employees in a survey carried out and included multiple actions to enhance positive psychology, stress management, recognition of nutrition in well-being and recognition of giving to others as a means of happiness. The program was enriched by our company with additional actions, such as handicraft workshops for a good cause, etc.



In 2025, a survey was conducted among the Group's employees on employee welfare issues (in collaboration with Wellics).

Main Conclusions

- **Well-established culture:** Quest Group has managed to create a work environment based on trust, respect and psychological safety. These values, although demanding, are the most valuable core of a healthy culture and are clear strengths of the organization.
- **Inadequate Integration into Daily Practice:** Despite the positive climate, employees do not consistently experience well-being and personal happiness in their daily work. While values and intentions are clear, they do not always translate into everyday practices that make them meaningfully visible and sustainable.

Although wellbeing programs are available to the organization, they are not considered by all employees to be easily accessible or essentially connected to their daily lives, resulting in limited effectiveness in their implementation.



Hybrid Work Model
The company, in accordance with the Group's Policy, has established a hybrid working model for the positions / employees where this is possible and applies flexible working hours where required, providing the required flexibility (hybrid working) to employees.

- Employee benefits:**
- Medical and hospital care through social security but also through an additional private group contract*, for employees and their families
 - Directors & Managers Check Up Program
Voluntary influenza vaccination
 - Access to the Group's Blood Bank
 - Free antigen test (Rapid test) to detect the Covid19 virus (in cases of outbreak)
 - Wellbeing programs, Counseling and psychological support programs, support for company runners participating in the Quest Running Team (participation, clothing), gym in the company's building and online Pilates classes, updates from experts (nutrition, stretching in the office, etc.), free tickets for cultural events, excursions, etc.
 - We have special areas, such as restaurants, rest areas, parking with the possibility of free charging of electric vehicles, gym and modern fully equipped kitchens / dining rooms
 - Volunteer Programs

* Salespeople in stores, fixed-term employees and those who do internships are excluded.



Our Goals

GOALS 2025	ACHIEVEMENT 2025	<u>2026 TARGETS</u>
100% participation of employees with an employment contract in the Health and Safety management system	Achieve 100%	100% participation of employees with an employment contract in the Health and Safety management system
ESG Strategy Objective Maintaining the accident frequency index: Lost Time Injury Frequency Rate (LTIF), below 2.5 and Maintaining the Recordable Accident Rate: Total Recordable Incident Rate (TRIR), below 1.3	Achieve 100% LTIF = 0 Achieve 100% TRIR = 0	ESG Strategy Objective Maintaining the accident frequency index: Lost Time Injury Frequency Rate (LTIFR), below 2.5 and Maintaining the Recordable Accident Rate: Total Recordable Incident Rate (TRIR), below 1.3
ESG Strategy Objective Each employee should attend a First Aid & Natural Disaster Response program within the year.	Achieve 100%	ESG Strategy Objective Each employee to attend a program within the year.
Continuation of a psychological support program in collaboration with a specialized company	Achieve 100%	Continuation of a psychological support program in collaboration with a specialized company
ESG Strategy Objective New enriched wellbeing program	Achieve 100%	ESG Strategy Objective New enriched wellbeing program
ESG Strategy Objective Preparation for ISO 45001, with the aim of certification by 2026	Achieve 100% Certification in 2025	Maintain Certification





Our Environmental Footprint



Climate Change

Essential Topic: (GRI 305, GRI 302), ESRS E1, ESG GOAL 1

Environmental protection is a compass for our operation. We prioritize responsible operation in the face of environmental challenges and the reduction of our environmental footprint. Our operation is certified according to ISO 14001:2015, while we have fully adopted and implement the relevant Policies and Procedures of the Quest Group (– e.g. **Sustainable Development and Climate Change Policy**, Environmental Management Policy, Car Policy, related to the use of vehicles with new technologies (hybrid or electric) and Standard Recycling Process). At the same time, we have made specific commitments to meet the new regulatory requirements, such as those of the New Climate Law, to contribute to the achievement of the Group's ESG goals, to set a good example for companies in the sector, to respond to the demands of stakeholders for greener operation, but above all to contribute to the achievement of national goals and to serve the vision and mission to create a better world for the new generations.

The evaluation by ECOVADIS on environmental issues and our overall ranking in the TOP 15% of companies certifies the effectiveness of our initiatives.

The reduction of our environmental footprint **with the aim of reducing direct and indirect absolute emissions (Scope 1 & 2) by 40% by 2030 and climate neutrality by 2050**, is an important pillar of our Group's ESG strategy, with Environment and Climate change targets linked, among other things, to the variable remuneration of the Group's CEOs. After conducting an impact study from our activity, specific areas were highlighted, on which the company is focusing, proceeding to take actions, following the direction of Measurement – Target – Reduction.

It is noted that during the revision of the ESG strategy for the period 2025-2030, the Group incorporated specific annual targets for the reduction of Scope 1 & 2 emissions, using the SBTi tool (Science-Based Targets Corporate Near-Term Tool) which aligns the emission reduction path with the Paris Agreement. In addition, within the year 2026 it will examine the possibility of validating the Decarbonization plan through the methodology of the Science-Based Targets - SBTi.



Significant climate impacts, risks and opportunities

At our Group, we have recognized that climate change and the transition to a low-carbon economy bring challenges, but at the same time create new opportunities for growth and innovation. In the context of risk management, an assessment of the environmental climates associated with our activity is carried out. The vast majority of risks are controlled by relevant policies or procedures and mitigated by appropriate actions. In 2025:

- 1 The revision of the Emergency Response Plan (SAEP) - Actions of the Crisis Management Committee (EDK) in flood phenomena has been completed.
- 2 Actions to upgrade the buildings continued

Climate Change Resilience Analysis

In 2025, the first Climate Change Resilience Analysis study was carried out in collaboration with an external consultant for the entire Group, as well as the major subsidiaries, including Info Quest Technologies.

See here more information about the [Results of the Resilience Study](#) and the [Methodology followed](#).

- In the context of the study:
- Transitional risks for the company as it transitions to a carbon-neutral economy were recognized
 - Physical hazards due to climatic conditions recognised
 - A financial risk assessment was carried out for the above risks
 - The opportunities arising as a result of transitional risks were identified and financially assessed.

In summary, the main findings of the study are as follows:

Transition vs. Physical Risks	Transition risks are assessed as more material for the company, as they affect energy costs, supplies, availability, and product portfolio, as well as compliance requirements with a particular challenge of managing Scope 3 emissions on a diversified base of 200+ suppliers of different climate maturity. Physical risks, while judged to be non-material, are considered due to privately owned facilities, distribution centers, and electronic equipment inventories.
Opportunities	The material opportunities mainly concern the transition to energy-efficient technologies, digital solutions (Energy Management / Intelligent Buildings / IoT), products with a lower environmental footprint and lower emission operating models as well as circular economy services (repair/refurbishment) through the Service Center, both with a 2030 and 2050 horizon.
Evolution over time (until 2050)	Physical risks and related impacts increase over time, mainly in 2°C and 3+°C scenarios. Transitional risks may be more pronounced in the short or medium term, in particular in fast-transition scenarios, due to increased compliance requirements, energy costs and market changes.
Top Transitional Risks	1. Costs of switching to lower-emission technologies and operating models 2. Increase in energy costs, emissions and reporting/compliance obligations with a focus on the company's Scope 3 from product distribution. 3. Increased procurement costs of products and equipment due to changes in the supply chain and market
Top Transitional Opportunities	Technological upgrades, collaboration and innovation, cost-effectiveness. Portfolio expansion with energy management/ smart building solutions, new revenues from circular economy (refurbishment through Service Center), technological upgrades, collaboration and innovation, and improvement of operational efficiency.
Worst Physical Threats	Heat waves and heat stress of facilities, warehouses, stored products, technical equipment and information infrastructure, and human resources.
Top Physical Effects	Increase in operating costs, increased cooling, maintenance and restoration needs, possible wear and tear of electronic equipment inventory as well as possible temporary interruption or limitation of operation of facilities due to extreme temperatures, fires or floods.



Main Conclusions on Physical Risks

- 1. Main natural climate risk: Heat waves and heat stress** are emerging as the most important natural threats for the company.
- 2. Asset report:** In all temperature increase scenarios (1.5°C, 2°C and 3°C), it is estimated **that more than 75% of assets** will be affected by heat wave and heat stress, on average in the years examined. In the 2°C scenario in 2030, in fact, 100% of assets are projected to be affected.
- 3. Most vulnerable asset:** The Service Center at 119 Kifissos Avenue has the highest exposure, with an average vulnerability of around 70%. However, the existing protection measures significantly reduce operational risk.
- 4. Asset Controls:** Measures are strongest right where vulnerability is highest, in the Service Center the effectiveness reaches 95% in heat and fire and 90% in cold/flood, which is why operational risk is limited despite high exposure.
- 5. More severe operational impacts:** Increase in operating costs (OPEX), Decrease in productivity, Acceleration of depreciation of equipment/infrastructure.
- 6. Executive takeaway:** Overall manageable physical risk, with measures correctly placed on the main risks (heatwave/heat stress).

Main conclusions on Transition risks:

- 1. Transition risks remain high until the long term (2050), especially in the 1.5°C and 2°C scenarios, due to faster regulatory and market adjustment.
- 2. The most important risks come mainly from:
 - a. Costs of transition to lower-emission technologies and lower-emission operating models (upgrading of installations and information systems)
 - b. Increase in greenhouse gas emission costs, with possible pass-through of carbon costs from the broad supplier portfolio and third-party transport providers (Scope 3).
 - c. Increased procurement costs of ICT products, affecting inventory costs, selling prices and profit margins
- 3. In the 2°C and 3°C scenarios, the risks are lower than 1.5°C (Net Zero) in the short and medium term.
- 4. Until 2050, specific risks remain high, which requires long-term resilience planning. It should be noted that a mitigation/transition plan has not been taken into account in the period under review (2025).
- 5. **Executive takeaway:** Prioritize the management of technological, operational, as well as supply chain risks, which affect costs, product availability, and company competitiveness.

Opportunities from transition risks:

- 1. Most opportunities **appear consistently across all time horizons in the 1.5oC** and 2oC scenarios, which shows the potential for value creation **from timely adaptation to the conditions of the Climate Crisis.**
- 2. Key opportunities relate to:
 - a. Technological upgrade
 - b. Market growth due to increased demand for sustainable products and revenue generation
 - c. Collaboration and innovation by adopting lower emission solutions
- 3. The opportunities remain strong until 2050
- 4. **Executive takeaway:** accelerating investments to transform climate change from a risk to a business opportunity.
- 5. **Dual focus required:** Management must balance between risk mitigation and seizing opportunities.



Investments and initiatives

Resilience is the key to sustainability. Given the results of the study, the risk register and the measures required to strengthen resilience will be updated. At the same time, the opportunities that emerged will be evaluated more intensively.

At the same time, we will continue to upgrade our workplaces, with the aim of reducing our carbon footprint.

- In 2025, the upgrade of the office building on Argyroupoleos Street continued – 2 additional floors were completed, with the installation of modern materials, air conditioners, shading films on the windows, etc.
- In 2025, photovoltaics with a total capacity of 250 KWh were installed in the Rentis building, which hosts the technical department of Info Quest Technologies and the Data Center of Uni Systems, and in the Argyroupolis offices, with Net Metering, while implementation is in progress at our company's facilities in Aspropyrgos Production will start within 2026.
- The Group is committed to increasing the use of clean energy in its facilities and operations. Among other things, it is proceeding with the supply of green energy. For Scope 2 emissions related to electricity consumption, the Group has set targets for the percentage (%) of transition to green (renewable sources) energy through the procurement of green certificates (Guarantees of Origin) from its supplier (with the Group's purchased clean energy accounting for 25% of total electricity in 2025, 30% in 2026, 50% in 2028 and depending on the supplier's guaranteed clean energy to reach 100% in 2030).
- We implement awareness programs for employees, with the aim of encouraging good energy saving practices and a more ecological everyday life.



Greenhouse gas emissions

At Info Quest Technologies, the monitoring, recording and reduction of greenhouse gas emissions is done systematically.

For better management and more accurate measurement, we have assigned to a specialized external partner the measurement of direct and indirect greenhouse gas emissions (Scope 1 & Scope 2), as well as other indirect emissions that are not controlled by our company, but

relate to our supply chain (Scope 3). The methodology used during the calculation of the Carbon Footprint was based on the widely recognized GHG Protocol standard.

At the same time, we have assigned to another external partner, certified by the Ministry of Environment, the verification of the data, in accordance with the requirements of the new National Climate Law. The certification is done in accordance with the ISO 14064-3:2019 standard.

Directory of Company emission sources and categorization of them based on GHG Protocol (2025)

GHG Protocol	Emission sources	Recording
Scope 1	Direct emissions from combustion in stationary equipment	YES
	Building heating	-
	No oil or gas is burned for heating	
	Combustion in HZ	-
	No fuel burning in generators	
	Direct emissions from combustion in mobile equipment	YES
	Fuel Combustion in Company-Controlled Vehicles	YES
	Diesel combustion in official vehicles (owned or fully leased)	
	Gasoline combustion in official vehicles (privately owned or fully leased)	
	Direct fugitive emissions from the release of ATT	YES
	HFCs from air conditioning equipment in office buildings	
Scope 2	Indirect emissions from imported electricity	YES
	Electricity consumption in office buildings	
Scope 3 – Category 1	Indirect emissions from supplies of goods and services	YES
	Goods and Services	
Scope 3 – Category 2	Indirect emissions from supplies of fixed assets	YES
	Fixed Assets	
Scope 3 – Category 3	Indirect emissions from fuels and energy	YES
	Indirect emissions from fuel production and transport	YES
	Gasoline production (including transportation)	
	Diesel production (including transportation)	
	Upstream emissions from the production and transmission of fuels for electricity generation	
	Losses in the MV Network	
	Losses in the LV Network	

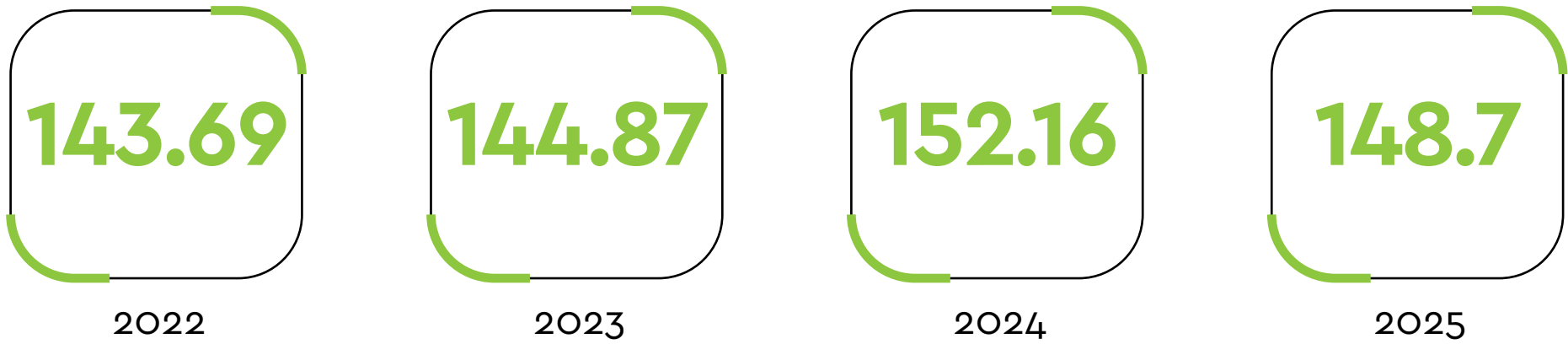


GHG Protocol	Emission sources	Recording
Scope 3 – Category 4	Emissions from "upstream" transmission and distribution	YES
	Transportation and distribution of products to the company/ Inbound and Outbound Logistics/ Transportation and Distribution of products by Third Parties	
Scope 3 – Category 5	Indirect emissions from waste management	YES
Scope 3 – Category 6	Indirect broadcasts from business trips	YES
Scope 3 – Category 7	Emissions from commuting employees to and from work	YES
	Research	
Scope 3 – Category 8	Leased assets	NO
	Due to the "operational control" option, the consumption of leased assets is included in Fields 1 and 2	
Scope 3 – Category 9	Indirect emissions from downstream transportation and distribution	YES
	Transportation and distribution of products sold by the company to customers	
Scope 3 – Category 10	Indirect emissions from intermediate and/or final product processing	NO
Scope 3 – Category 11	Indirect emissions from the use of intermediate and/or final product	YES
	Electricity from the use of electronic devices	
Scope 3 – Category 12	Indirect end-of-life emissions of intermediate and/or final product	YES
	Recycling of electrical/electronic devices and products	
	Distribution of electrical and electronic devices and products	
Scope 3 – Category 13	Leased assets	NO
Scope 3 – Category 14	Broadcasts from Franchise	NO
Scope 3 – Category 15	Emissions from Investments	NO

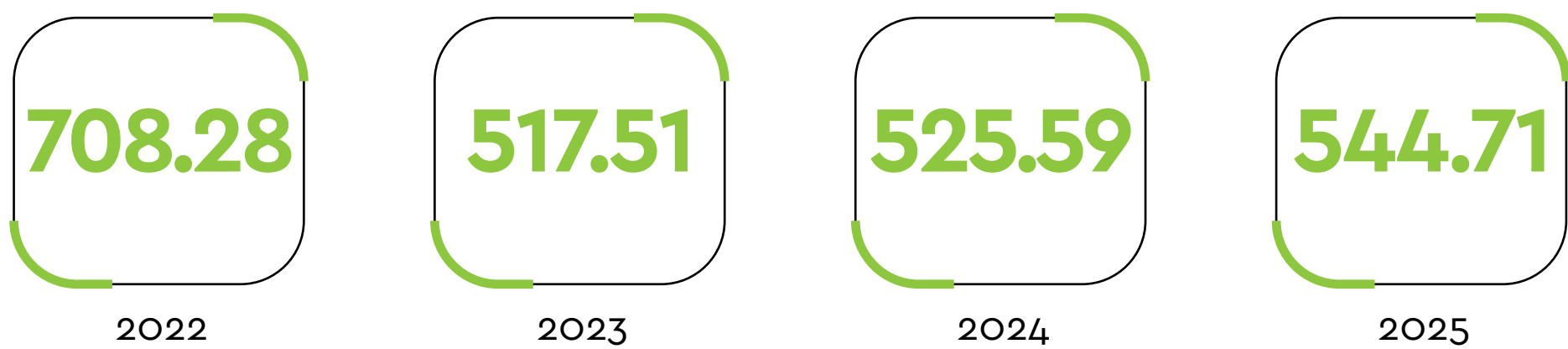
Following the collection of the available required data, the **following emission values per emission source** were calculated in accordance with the GHG Protocol. For category 10 the Company does not carry out such activities that fall under it and, therefore, no relevant emissions were recorded in the reference year 2025. During the reference year 2025 no relevant emissions were recorded in categories 8, 13, 14, 15.

Data Comparison 2025 vs 2024 vs 2023 vs 2022 (base year)

Direct emissions – Scope 1 (tCO₂ eq.)

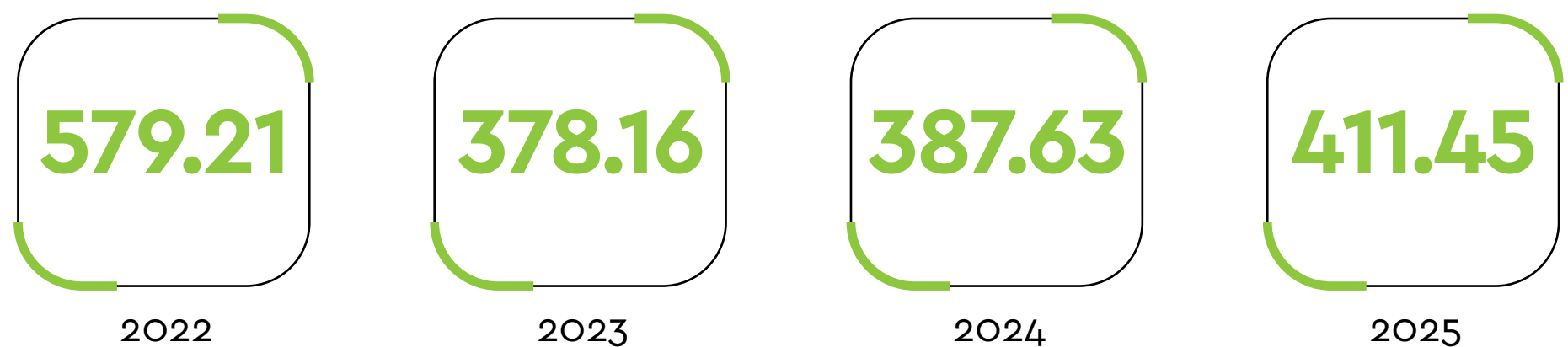


Indirect Emissions – Scope 2 (tCO₂ eq.) – Location Based Emissions

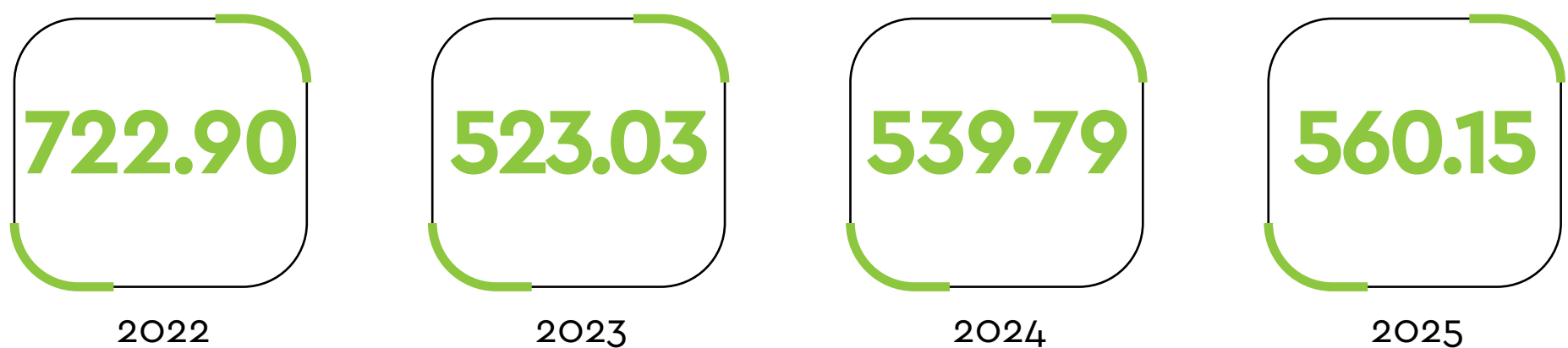


The company's performance is considered particularly satisfactory, given the increase in turnover, the fewer days of teleworking and the increased productivity in the logistics center.

Indirect Emissions – Scope 2 (tCO₂ eq.) – Market Based Emissions



Scope 1 & Scope 2 (tCO₂ eq.) – Market Based Emissions



-22,5% in Scope 1 and Scope 2 emissions (vs base year 2022)

Scope 3 Indirect Emissions

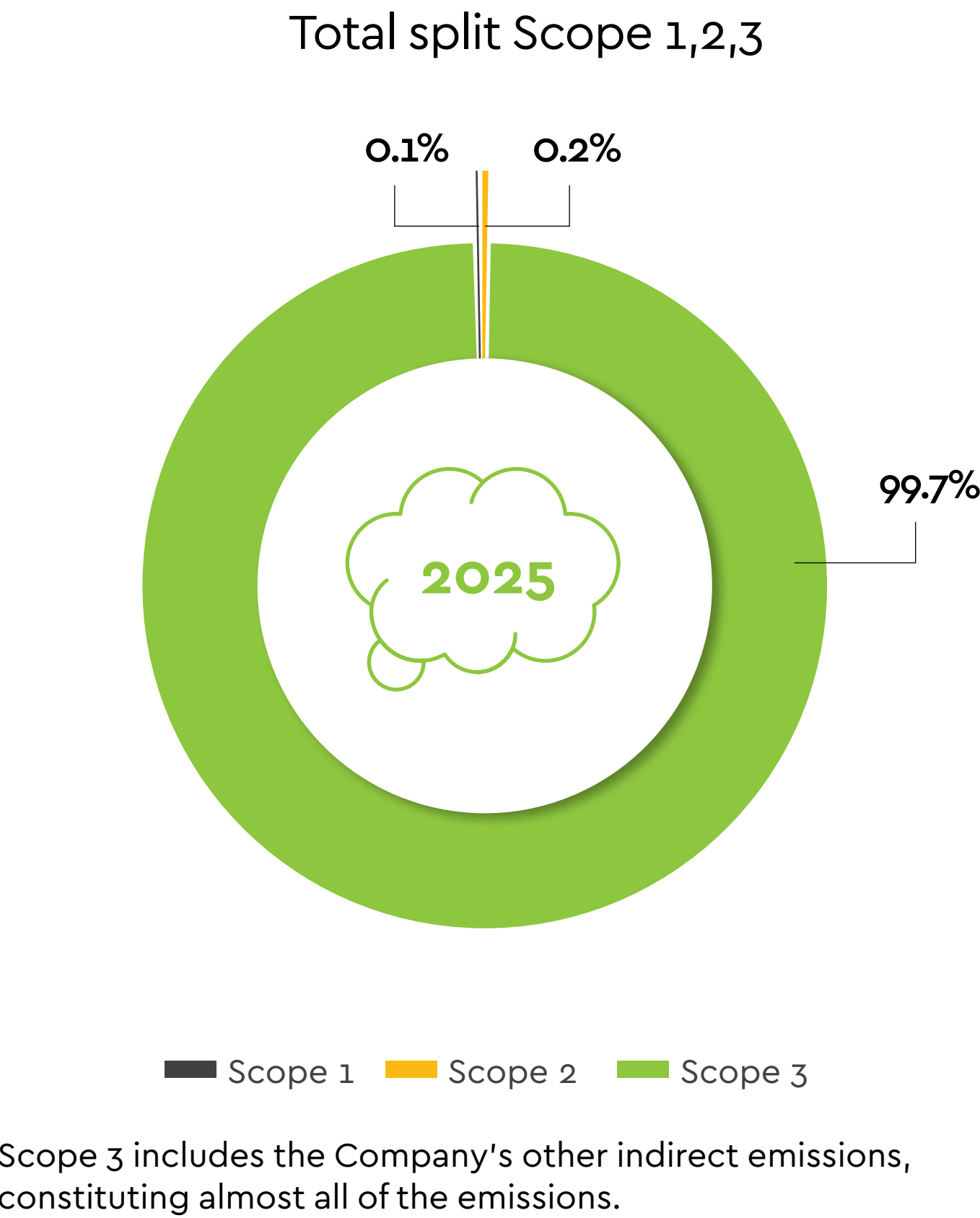
Scope 3 Indirect Emissions (tCO₂ eq.)



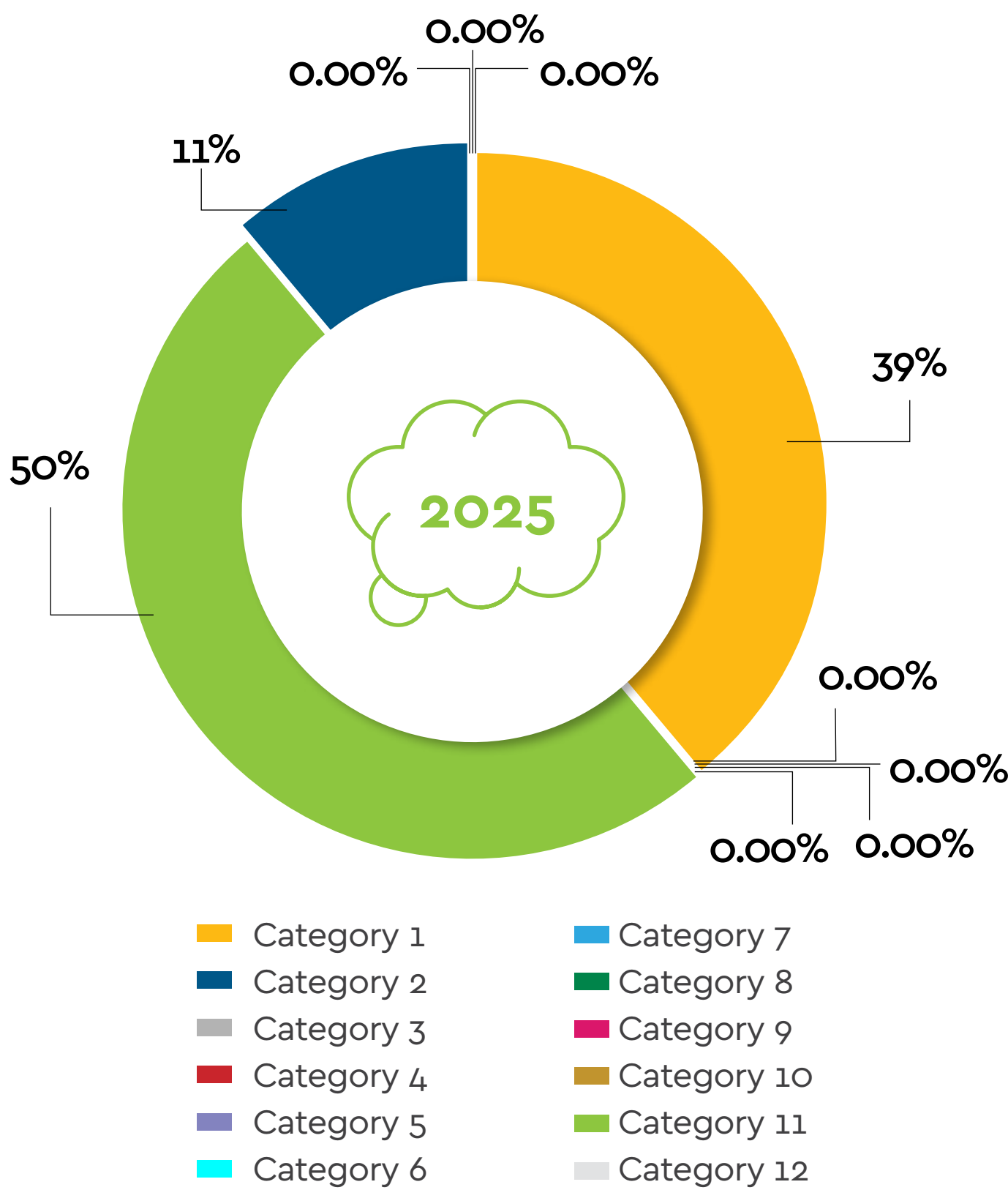
The first Scope 3 measurement was carried out for 2023. 2024 was a more accurate measurement and we therefore consider it a **base year**. In 2025, more categories were added to the analysis and the data was improved, so the measurement is even more accurate.

- 2025 Notes:
- The coefficients 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)** 2025 for Scope 2 emissions.

Participation of each Scope of emissions in the total GHG emissions (Scope 1, 2 & 3)



Scope 3 Breakdown by Category



Energy Consumption (Scope 1 & Scope 2)

2022	2023	2024	2025
1,868 MWh	1,581 MWh	1,981.10 MWh	2,074.5 MWh

The percentage of electricity consumed in 2025 out of total energy (Scope 1 & 2) amounted to 73% (1.511,64 KWh), at similar levels to 2024 (72.2%).

For Scope 2 emissions related to electricity consumption, the Group has set targets for the percentage (%) of transition to green (renewable sources) energy through the procurement of green certificates (Guarantees of Origin) by its supplier (with the Group's purchased clean energy accounting for 25% of total electricity by 2025, 50% in 2028 and depending on the supplier's guaranteed clean energy to reach 100% in 2030). It is noted that in 2026, the photovoltaics installed in 3 of the company's buildings are also expected to be put into operation, contributing positively to the green energy mix.

In 2025, the Group purchased green certificates (GOs - Guarantees of Origin) from NRG's main supplier, corresponding to **25% of the total electricity** consumed in Greece. For Info Quest Technologies, the ratio is 662.85 MWh (32% of the total energy consumed and 43.8% of the percentage of electricity).

Car Fleet

We are implementing the Group's Policy for the gradual replacement of our corporate fleet with hybrid/electric cars. The Policy encourages and incentivizes the switch to hybrid/electric cars, while for greater convenience for employees, you provide free charging in the company's parking lots. Our corporate fleet in 2025 was formed as follows:

Year	Number of cars	CONVENTIONAL + Natural Gas	PHEV(PLUG-IN HYBRID	BEV (ELECTRIC)	BEV (ELECTRIC)
2022	62	48	13	1	23%
2023	68	40	25	3	41%
2024	71	38	29	4	46%
2025	80	45	29	6	44%

The majority of the cars we procured are pool cars for our dealers in the province. These are low-emission cars, but they do not fall into the PHEV & BEV categories.



Total Emissions Report of Info Quest Technologies S.M.S.A., for the year 2025

Emission source	Total emissions (tCO ₂ e)	CO ₂ emissions (tCO ₂ e)	CH ₄ emissions (tCO ₂ e)	N ₂ O emissions (tCO ₂ e)	HFC emissions (tCO ₂ e)
Scope 1: Direct emissions	148,75				
Stationary equipment	-				
Heating oil combustion for building heating	-	-	-	-	
Natural gas combustion for building heating	-	-	-	-	
Mobile equipment	148,75				
Diesel combustion in company vehicles (owned or fully leased)	43,13	42,66	0,00	0,47	
Petrol combustion in company vehicles (owned or fully leased)	104,32	103,48	0,35	0,49	
LPG combustion in company vehicles (owned or fully leased)	1,30	1,28	0,00	0,01	
Natural gas combustion in company vehicles (owned or fully leased)	-	-	-	-	
Direct fugitive emissions from the release of GHGs	-				
HFCs from refrigeration/air-conditioning equipment in building facilities	-	-	-	-	
Scope 2: Indirect emissions	567,46				
"Indirect emissions from purchased electricity consumption - Location Based"	567,46				
Electricity consumption - Greece	544,71				
Electricity consumption - Cyprus	22,75				
"Indirect emissions from purchased electricity consumption - Market Based"	434,20				
Electricity consumption - Greece	411,45				
Electricity consumption - Cyprus	22,75				
Scope 3: Other indirect emissions	220.536,95				
Category 1 - Purchased goods and services	23,683.37				
Category 2 - Capital goods	23.863,44				
"Category 3 - Fuel- and energy-related activities (not included in Scope 1 or 2) "	172,55				
Upstream emissions from the production and transport of fuels consumed in Scope 1 activities.	35,81				
Upstream emissions from electricity generation and from transmission and distribution losses.	136,75				

Emission source	Total emissions (tCO ₂ e)	CO ₂ emissions (tCO ₂ e)	CH ₄ emissions (tCO ₂ e)	N ₂ O emissions (tCO ₂ e)	HFC emissions (tCO ₂ e)
Category 4 - Upstream transportation and distribution	15,48				
Upstream transport by air	-				
Upstream transport by van	15,48				
Category 5 - Waste generated in operations	2,04				
Category 6 - Business travel	16,14				
Category 7 - Employee commuting	326,85				
Category 8 - Leased assets	-				
Category 9 - Downstream transportation and distribution	51,50				
Downstream transport by air	7,80				
Downstream transport by ship	0,37				
Downstream transport by van	43,33				
Category 10 - Processing of sold products	-				
Category 11 - Use of sold products	86.592,40				
Category 12 - End-of-life treatment of sold products	47,73				
Category 13 - Downstream leased assets	-				
Category 14 - Franchises	-				
Category 15 - Investments	-				
		CO ₂	CH ₄	N ₂ O	HFCs
GWP		1	28	265	1923.5
Electricity consumption (MWh)					
	1.552,20				

The company's performance is considered particularly satisfactory, given the increase in turnover, the fewer days of teleworking and the increased productivity in the logistics center.

Our Environmental Indicators for 2025

		2022	2023	2024	2025
Electricity Consumption	(MWh)	1328.3	1037.6	1430.2	1514.7
Facilities area (m²)	(m²)	24736	24828	26961	32280
Total Energy – (MWh)	(MWh)	1868.10	1580.70	1981.10	2074.50
Turnover (€ million)	mil €	357.7	304.3	331.2	373.9
Annual energy intensity (MWh/m2)	MWh/m²	75.5	63.7	73.5	64.3
Equivalent of thousands of tons of CO2 (kt CO2) – Market based Emissions Scope 1&2	kt CO2	0.723	0.524	0.540	0.560
Annual energy intensity (MWh/m2) / € million turnover	(MWh/m²) / € mil. turnover	0,21	0,21	0,22	0,17
Equivalent of thousands of tons of CO2 Scope1 .2 per year (kt CO2) / € million turnover	(kt CO2) / € mil. turnover	2.021	1.720	1.630	1.498
Direct emissions (Scope 1)	tCO2 eq.	143.7	144.9	152.2	148.8
Direct emissions (Scope 1)/€ million turnover	tCO2 eq./€ million	0.40	0.48	0.46	0.40
Direct emissions (Scope 1)/m2	tCO2 eq./m²	0.01	0.01	0.01	0.00
Indirect emissions (Scope 2) -market based	tCO2 eq.	579.21	378.63	387.63	411.45
Indirect emissions (Scope 2)/€ million turnover	tCO2 eq./€ million	1.62	1,24	1,17	1,10
Indirect emissions (Scope 2)/m2	tCO2 eq./m²	0,02	0.02	0.01	0.01
Indirect emissions (Scope 3)	tCO2 eq.		80878	197861,11	220537
Indirect emissions (Scope 3)/€ million turnover	tCO2 eq./€ million		265.8	597.4	589.83
Indirect emissions (Scope 3)/m2	tCO2 eq./m²		3.26	7.34	6.83
Total Scope 1,2, 3 Emissions	tCO2 eq.		81401.16	198400.910	221097
Total amount of energy consumed	MWh	1868.1	1580.7	1981.1	2074.5
Total amount of electricity consumed	MWh	1328.3	1037.6	1430.2	1514.7
Percentage of electricity consumed, out of total energy consumed	%	71%	66%	72%	73%
Percentage of energy consumed and derived from RES, out of total electricity consumed *	%	33%	37%	43,8%	43,8%
Percentage of energy consumed and derived from RES, out of total energy consumed *	%	23%	24%	32%	32%

Note: The above metrics refer to the company's activity in Greece.

Our goals

GOALS ESG strategy	GOALS 2024	ACHIEVEMENT 2024	New ESG Target 2025	ACHIEVEMENT 2025	GOALS 2026
Reduction of absolute Scope 1, 2 emissions from 2022 and 40% by 2030 (compared to base year 2022)		Achieve 100% 25,3% decrease Scope 1 &2 compared to base year 2022 Scope 1 CO2e (tns) 152,17 Scope 2 CO2e (tns) 387,63	Overall Group target 16% reduction (compared to 2022) for 2025	Achieve 100% 22,5% decrease Scope 1 &2 compared to base year 2022 Scope 1 CO2e (tns) 148,7 Scope 2 CO2e (tns) 410,45	Overall Group target 21% reduction (compared to 2022) for 2026
6% of the corporate fleet to be electric/hybrid cars	>41% electric/hybrid cars	Achieve 100% 46% electric/hybrid cars	51% electric/hybrid cars	Achievement 86% 44% electric/hybrid cars	55% electric/hybrid cars
Group Target 4% of purchased certified green electricity from renewable sources	Increase in the percentage of "green" energy supply to >13%	Achieve 100% 14% Certified Green Energy	New Group Target 25% Certified Green Energy	Achieve 100% 25% Certified Green Energy	30% Certified Green Energy



Circular economy

Material Topic: (GRI 306), ESRS E5, ESG GOAL 2



Info Quest Technologies, as part of its commitment to responsible use of resources, recognizes the need for continuous improvement in material and waste management practices and adopts a circular economy model based on reduction, reuse and recycling. In particular, with regard to e-waste, it systematically develops new services and cultivates the value of material reuse among its stakeholders.

The company develops actions and monitors their results, taking into account the relevant Policies and Procedures of the Quest Group (Sustainable Development and Environment), the guidelines of ISO 14001 and good international practices.

The importance that the Quest Group attaches to the issue of proper management of resources is also demonstrated by the targeting that exists for all its companies in the ESG strategy.

With the aim of the best possible management of resources, we implement the following actions:

In the external environment

- We provide products and services, such as the electronic signature applications for digitizing business processes, EcoFlow green power stations and the smartphone replacement service, based on the principles of the circular economy, that reduce the environmental footprint of users
- We promote state-of-the-art products from leading companies that invest significantly in reducing their environmental footprint – smaller and lighter products with lower energy consumption, eco-friendly packaging
- We offer technical services (such as service, device upgrade, etc.) to extend the life of the devices.
- We operate as an authorized Service Center, for the withdrawal, upgrade and/or repair of manufacturers' materials, according to strict specifications for material management.
- Where possible, we use environmentally friendly packaging materials and have replaced all our commercial bags with paper bags made from recycled paper.
- We carry out campaigns to promote circular economy services (Exchange Mi Service, alert campaigns for Earth Time, Environment Day, etc.).

In the internal environment

- We fulfill all our obligations regarding the payment of recycling fees arising from our activity.
- We are proceeding with digitization and automation of processes, which lead to a significant reduction in the use of paper in the office.
- We promote the recycling of materials and have separate collectors for recycling depending on the type of waste at the company's facilities.
- In our kitchens we have replaced disposable materials with biodegradable and environmentally friendly products
- At our Logistics center we reuse packaging/transport materials (pallets, boxes, etc.) wherever possible, reducing waste.
- We work exclusively with certified bodies for the recycling of materials resulting from our activity.
- We organize employee awareness campaigns to adopt a more environmentally friendly lifestyle and reduce waste.
- We have charging stations for electric / hybrid cars in the parking lots of the company's buildings, offering the possibility of Free Charging for the owners.

Material Recycling

Info Quest Technologies manages and disposes of the batteries of the devices it manages such as smartphones, tablets, etc. We reuse non-hazardous materials as much as possible, while the rest is recycled by certified partners.

With the aim of intensifying our efforts and better managing our waste, from 2024, we have separate recycling streams for each material, in collaboration with authorized collection and recycling companies.

Material Recycling		2023	2024	2025
Appliance Recycling	kg	5,460	3,540	4,775
Batteries and/or service batteries	kg	1,087	576	2,940
Packaging materials	kg	415,420	361,400	420,410
Tyres	pcs	N/A		470
TONER	pcs	N/A	159	509

Recycling coffee capsules

From 2023, the company also recycled nespresso coffee capsules, in collaboration with the supplier who takes care of the collection and management. In 2025, 10,260 aluminum capsules, weighing 7g/capsule average, about 72 kg, were delivered for recycling.

Paperless Office Action

The company seeks the continuous automation and digitization of processes, with the aim, in addition to increasing efficiency and reducing the use of paper. Indicatively, electronic invoicing services, electronic expense approval process, electronic document management and import procedures, electronic contract management and electronic signatures, electronic communication and employee information system, electronic expense list management, electronic product import management in the Service, etc. are implemented.

Immediate and measurable benefits from the implementation of the Docusign e-Signatures service

The following data refer to the utilization of the application during 2025. The data are provided by the Docusign platform and contain assumptions.

Environmental benefits (12 months of use of Docusign e-Signature)

- 2.16 tn CO₂e less
- 22.540 lt water less
- 918 Kg wood less

About 13,670 fewer pages of paper were printed

Buy Back Service

In collaboration with the specialized company Pandas, in the Xiaomi Store, through the Exchange Mi service, 226 Xiaomi mobiles were collected and forwarded for reuse, which corresponds to 15.820 kg less CO₂.

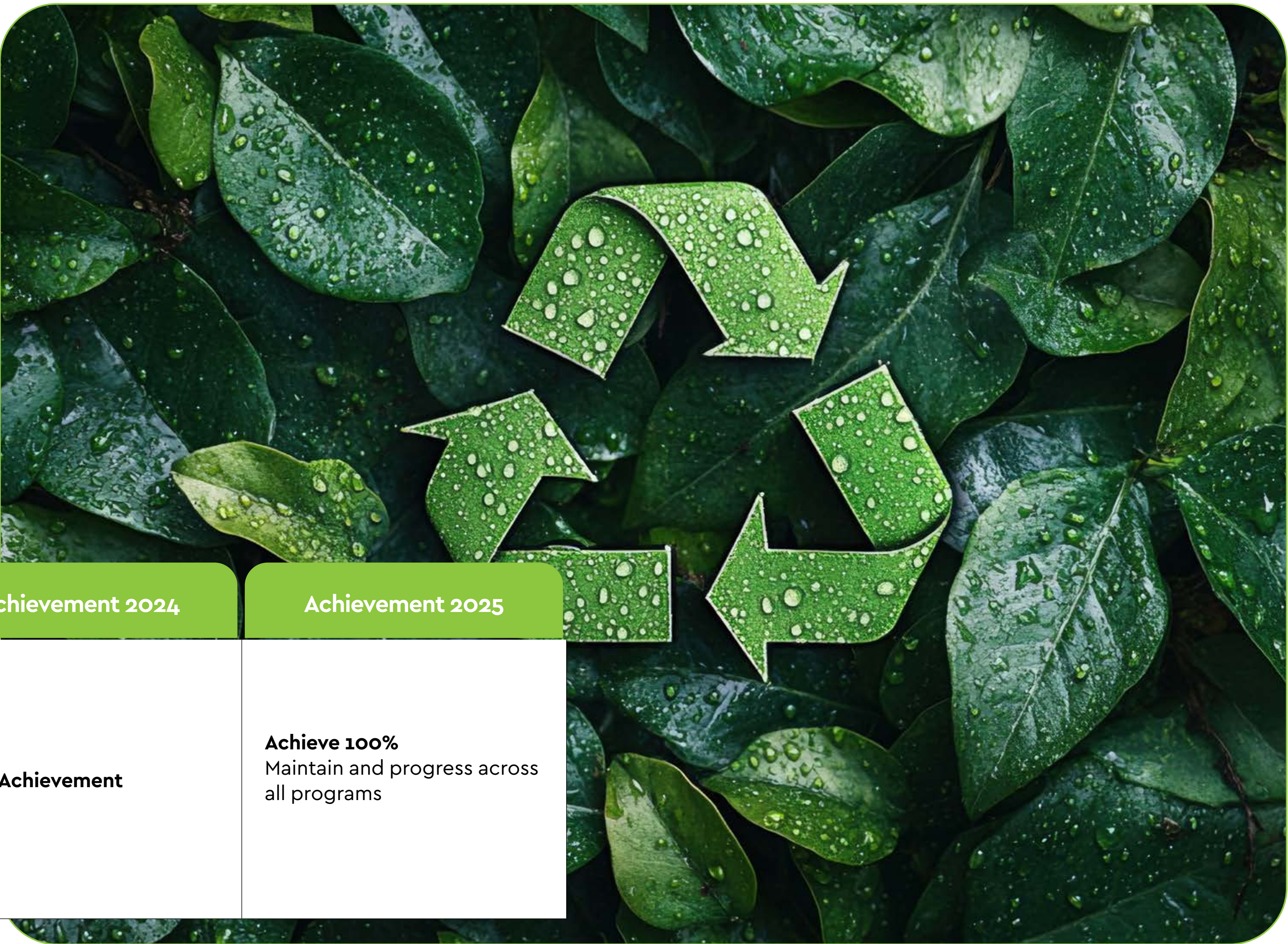
Action Reduction Single-Use Plastics – Biodegradable Materials

In all the company's buildings, we have completely replaced single-use plastics in our kitchens with biodegradable materials (straws, glasses, etc.). In 2025, 136,400 biodegradable cups, 7,500 biodegradable straws, 10,500 wooden spoons and 15,000 wooden stirrers were used.

At the same time, each new employee receives a flask in his welcome kit, in order to avoid the use of plastic bottles in everyday life and at every opportunity the use of reusable utensils by employees is encouraged, with the participation of our restaurant, which accepts personal utensils.

Our goals

ESG Strategy Goal (2024 – 2030)	Achievement 2024	Achievement 2025
Strengthening Circular Economy Services and avoiding waste where possible • Continuation of Actions • Only certified Recycling Partners • Actions to reduce e-Waste • No Single-Use Plastics • Paperless Office / Digitization of Processes • Eco-friendly packaging where possible	100% Achievement	Achieve 100% Maintain and progress across all programs





ANNEX

- 1. Double Materiality Study and Stakeholders
- 2. GRI / ESRS Table of Contents



ANNEX 1

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.

The Group implemented a Double Materiality assessment in 2024 which will be repeated in 2026 (every 2 years), based on the requirements of the standards followed. Therefore, the company will also examine for 2025 the material topics that emerged from the double materiality study in 2024.

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 Essentiality
The Dual Materiality 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 Dual 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.

The steps followed at the level of the Group and its companies are the following:



For more information on the process and results, please visit the [Group's 2025 Sustainability Report](#).

Results of Double Materiality for Info Quest Technologies

Significant impacts, risks and opportunities and their interaction with strategy and business models
Results and significant effects of the company from the 2024 Double Materiality Study

ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Features	Down-stream	
Q1. Climate change mitigation	The Group aims to reduce its emissions, save resources and promote global climate action by setting climate-related targets in its ESG strategy and establishing a recycling process in line with the principles of the Paris Agreement on Climate Change.	Adopting climate-related targets and aligning the recycling process with the Paris Agreement helps reduce emissions, conserve resources, and promote global climate action.	This ESG strategy enhances the Group's sustainability credentials, potentially attracting investors focused on environmental responsibility and reducing costs associated with waste and resource management.	Actual	X	X	X	Opportunity
Q1. Climate change mitigation	The Group is reducing its carbon footprint and mitigating the negative impact on the environment by transitioning its fleet to EV/hybrid vehicles and the green energy market.	The Group is reducing its carbon footprint and mitigating the adverse impact on the environment by transitioning the fleet to hybrid vehicles and purchasing green energy.	The implementation of these actions can benefit the Group financially by reducing fuel and energy costs, potentially qualifying for sustainability incentives and enhancing its reputation among investors and eco-conscious customers.	Actual		X	X	Opportunity
Q1. Climate change mitigation	The Group aims at a comprehensive understanding of the overall carbon footprint, which becomes evident through the measurement of Scope 3 emissions from the Group's three largest subsidiaries (ACS, Unisystems, Info Quest Technologies). The process will be carried out in the future for more subsidiaries.	The measurement of Scope 3 emissions allows for a comprehensive understanding of the Group's overall carbon footprint, including indirect emissions from the value chain.	Aligning with Scope 3 measurement practices can financially benefit Info Quest Technologies, ACS Courier, and Uni Systems by identifying inefficiencies, improving sustainability efforts, and potentially attracting investment from stakeholders who prioritize comprehensive environmental accountability.	Actual		X	X	Opportunity



ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Features	Down-stream	
Q1. Energy	The Group reduces energy consumption, greenhouse gas emissions associated with heating, cooling and electricity use, promoting overall environmental sustainability, as the Group's new buildings are designed with a focus on energy efficiency.	In this way, the Group reduces energy consumption, greenhouse gas emissions associated with heating, cooling and electricity use, and promotes overall environmental sustainability.	Incorporating energy-efficient features into new buildings can lead to significant savings for the company through reduced energy costs and potentially lower maintenance expenses, enhancing overall profitability.	Actual	X	X	X	Opportunity
S1. Training and skills development	Quest supports talent development in order to promote ongoing professional development and enhance the competence of the workforce by offering training to all employees, with each subsidiary conducting specialized training according to their needs.	Monitoring training needs and providing specialized training ensures that employees acquire relevant skills, promoting continuous professional development and enhancing the competencies of the workforce.	Investing in tailored training programs and offering additional days off for professional development enhances employee skills, productivity, and retention, ultimately enhancing organizational efficiency.	Actual		X		Opportunity
S1. Training and skills development	The Group encourages knowledge sharing, collaboration, and a sense of community among its employees across its subsidiaries, facilitating mentorship opportunities among affiliates. This not only fosters individual professional growth but also fosters a culture of innovation and resilience.	By facilitating mentorship opportunities among affiliates, the Group promotes knowledge sharing, collaboration, and a sense of community among employees across its entities. This not only fosters individual professional growth but also fosters a culture of innovation and resilience.	Offering additional annual leave for training can increase employee satisfaction and retention, improve job performance, and demonstrate the Group's commitment to investing in its human resources.	Actual		X		Opportunity
S1. Gender equality and equal pay for work of equal value	Quest boosts employee morale and retention while demonstrating its commitment to diversity and inclusion by promoting long-term financial sustainability by addressing the causes of the gender pay gap through a pay gap survey.	By addressing the root causes of the gender pay gap, such as the limited representation of women in leadership roles, Quest not only boosts employee morale and retention but also demonstrates its commitment to diversity and inclusion, promoting long-term financial sustainability	Bridging the gender pay gap by addressing underrepresentation in governance roles enhances workforce diversity, promotes talent retention, and enhances corporate reputation, ultimately leading to sustainable growth and increasing business value	Actual		X		Opportunity



ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Features	Down-stream	
S1. Work-life balance	The Group prioritizes not only the physical health, but also the mental well-being of its employees, in order to increase productivity and at the same time mitigate the associated risks. To support this purpose, the company has implemented a mental health program, which includes a specialized support center for all employees via telephone line	Prioritizing mental health alongside physical health through a dedicated program not only enhances employee well-being and productivity but also mitigates risks associated with absenteeism and turnover, while presenting opportunities to foster a supportive and resilient workplace culture.	Prioritizing employee mental health through a special program boosts morale and promotes a supportive workplace culture that leads to increased productivity.	Actual			X	Opportunity
S1. Work-life balance	The Group prioritizes employee well-being and the strengthening of relationships, as evidenced by the implementation of a wellbeing campaign that enhances the satisfaction, health and safety, participation and overall resilience of the organization.	In this way, the Group contributes to sustainable growth by enhancing employee satisfaction, engagement, and overall organizational resilience.	Prioritizing employee well-being through initiatives like the wellbeing campaign promotes a positive workplace culture, fostering employee engagement and productivity.	Actual			X	Opportunity
S1. Health and safety	The Group emphasizes the importance of Health and Safety, adapting training sessions to meet the specific needs of each subsidiary and establishes Health and Safety Systems for each of them.	These certifications and personalized training sessions ensure that each affiliate adheres to high safety standards, reducing workplace hazards and promoting a culture of safety.	The implementation of integrated Health and Safety systems and certifications helps prevent accidents at work, reduces potential obligations and demonstrates the Group's commitment to employee well-being, which can boost morale and productivity.	Actual		X	X	Opportunity
S1. Health and safety	In 2023 and 2024, no fatal accidents were reported, yet non-fatal safety incidents were recorded. These safety incidents highlight areas where workplace safety can be improved.	These safety incidents highlight areas where workplace safety can be improved, highlighting the need for enhanced safety protocols and employee training.	Failure to address these security risks can result in increased compensation costs, potential legal liabilities, and damage to the reputation and trust of the Group's employees.	Actual		X		Risk



ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Features	Down-stream	
S1. Diversity	Promoting a fair and inclusive work environment, which ensures that all employees are treated with respect and their rights are protected through the implementation of the Diversity, Equality and Inclusion policy.	These policies promote a fair and inclusive work environment, ensuring that all employees are treated with respect and their rights are protected.	Implementing these policies can attract a diverse talent pool, improve employee morale, and enhance the Group's reputation as an ethical and inclusive employer.	Actual		X		Opportunity
S1. Diversity	The organization promotes gender equality, enhances the well-being of employees and contributes to the long-term resilience of the organization by creating a safe and supportive environment for women (Anti-Harassment Policy, gender surveys).	The absence of reported incidents of discrimination among female employees indicates a workplace culture that values inclusion and respects human rights, promoting social sustainability. By creating a safe and supportive environment for women, the organization promotes gender equality, enhances employee well-being, and contributes to long-term organizational resilience.	By proactively addressing potential discrimination through employee surveys and without reporting incidents, the organization reinforces its commitment to diversity, equity, and inclusion, thereby boosting morale and reputation in the workplace.	Actual		X		Opportunity
S1. Diversity	The Group promotes gender equality by providing women with specialized skill development, training, mentoring and mentoring, with the aim of enhancing their leadership skills.	The diversity program promotes gender equality by providing women with tailored skill development, training, mentorship, and mentorship to enhance their leadership skills.	The implementation of this program can promote a more inclusive workplace, potentially improving employee retention, increasing productivity, and enhancing the Group's reputation as a supportive employer for women.	Actual		X		Opportunity
S1. Diversity	Promoting a fair and inclusive work environment through programs such as "Mind the code" in an effort to train more skilled workers and attract more women to technology.	By actively working to increase the representation of women in the workforce, the Group contributes to a more equitable society and promotes economic sustainability through the utilization of diverse talents. Proactively addressing gender imbalances and promoting diversity can help the organization comply with regulations and mitigate legal risks related to discrimination or unequal treatment in the workplace	The success of the "Mind the Code" program in attracting more female employees can enhance business value through improved diversity, innovation, and reputation while reducing turnover costs and mitigating talent shortages.	Actual		X		Opportunity



ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Features	Down-stream	
S4. Personal safety of consumers and/or end-users	The Group enhances safety and consumer protection by ensuring that all products comply with EU safety regulations and include safety instructions and manuals to ensure safe use.	Ensuring compliance with EU safety regulations and providing comprehensive safety instructions and manuals not only reduces the risk of accidents and liabilities but also fosters consumer trust and loyalty while creating opportunities to promote sustainable consumer behaviors.	Adhering to EU safety regulations and providing comprehensive safety instructions and manuals ensures compliance and reduces liability risks and enhances customer trust and satisfaction.	Actual	X	X	X	Opportunity
S4. Personal safety of consumers and/or end-users	The Group enhances safety and consumer protection by ensuring that each product is assigned a serial code for traceability purposes, allowing for tracking throughout its lifecycle.	Implementing serial codes for product traceability enhances supply chain transparency, mitigates risks associated with product recalls or counterfeiting, and creates opportunities for improved resource efficiency and circular economy practices.	This practice enhances product quality control, facilitates recalls if necessary, and fosters consumer confidence in the authenticity and safety of products, ensuring brand reputation.	Actual	X	X	X	Opportunity
S4. Information implications for consumers and/or end-users	The Group's ability to proactively prevent and respond to cyber threats, protecting sensitive information and ensuring operational integrity, is evident through the implementation of the Cybersecurity Framework, which includes advanced threat detection mechanisms and strict access controls	By adhering to privacy regulations, implementing robust policies, and addressing breaches promptly, the Group not only ensures consumer trust and compliance but also mitigates risks associated with data breaches while seizing opportunities to enhance data security practices and stakeholder relationships.	Effectively handling minor breaches through established internal processes demonstrates Quest's proactive approach to risk management, fostering organizational resilience and reputation.	Actual		X	X	Opportunity
S4. Information implications for consumers and/or end-users	The Group strengthens the security and protection of consumer and user data by obtaining ISO 27001 and 27700 certifications for its subsidiaries. Info Quest Technologies has received the ISO 27001 certification	By doing so, the Group enhances the security and privacy of consumer and user data. These certifications demonstrate a commitment to robust information security management and data protection practices, instilling greater confidence in consumers and users	Achieving and preparing for these certifications enhances companies' data security postures, reduces the risk of data breaches, and enhances their reputation for protecting sensitive information.	Actual		X	X	Opportunity
S4. Information implications for consumers and/or end-users	The Group ensures customer satisfaction and the enhancement of their experience through online customer satisfaction surveys and the establishment of a complaint management mechanism.	Such complaint management mechanisms, enhance customer experience and satisfaction, improve customer experience and satisfaction, mitigate the risks of dissatisfaction and complaints, and present opportunities for continuous improvement and stakeholder engagement.	Implementing online customer satisfaction surveys and ISO 9001-certified complaint handling mechanisms across all subsidiaries improves customer service quality, fosters loyalty, and enhances reputation, leading to customer retention.	Actual		X	X	Opportunity



ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Features	Down-stream	
S4. Information implications for consumers and/or end-users	Quest's commitment to data protection is highlighted by effectively addressing the risks of non-compliance with regulatory requirements and data breaches (Data Protection Policies), while at the same time creating opportunities to enhance customer trust and drive innovation through the implementation of the EU General Data Protection Regulation.	This demonstrates Quest's commitment to sustainability, mitigating the risks of regulatory non-compliance and data breaches, while also presenting opportunities to enhance customer trust and drive innovation.	This not only enhances data privacy and security but also enhances consumer trust, regulatory compliance, and resilience against data breaches.	Actual		X	X	Opportunity
G1. Company Culture	The Group seeks to strengthen corporate governance, promote transparency and ensure compliance with applicable anti-corruption and whistleblowing standards through the revision of its Code of Conduct and Ethics.	The revision of the Code of Conduct and Conduct strengthens corporate governance, promotes transparency and ensures compliance with applicable standards for anti-corruption and whistleblowing.	This alignment with the new regulations can protect the Group from legal issues, enhance stakeholder trust, and strengthen the company's commitment to ethical practices.	Actual	X	X	X	Opportunity
G1. Company Culture	The Group enhances the awareness of staff members and promotes a culture of responsibility and ethical decision-making, through the conduct of a campaign on the Group's Code of Ethics and Ethical Conduct.	Running a campaign on the Group's Code of Ethics and Ethical Conduct raises awareness among staff members, promoting a culture of accountability and ethical decision-making, which is crucial for long-term sustainability.	The campaign presents an opportunity to instill a culture of integrity and ethical behavior within the organization, fostering a work environment where sustainability is prioritized and integrated into daily practices.	Actual	X	X	X	Opportunity
G1. Corruption and bribery	The Group aims to cultivate a culture of compliance and integrity among its employees, contributing to a more ethically conscious workforce, by ensuring that all employees are informed about the updated Anti-Corruption, Fraud and Bribery Policy.	Sharing the Code of Conduct fosters a culture of responsibility and accountability within the organization and its value chain, promoting values aligned with sustainability and ethical behavior.	The widespread dissemination of the Code of Conduct increases the likelihood of compliance across the organization, reducing the risk of regulatory violations and related penalties, while enhancing the Group's reputation for ethical conduct.	Actual	X	X	X	Opportunity
G1. Corruption and bribery	The Group fosters a culture of accountability and accountability within the organization and its value chain, through the communication of its Code of Conduct to stakeholders. The Group's Anti-Corruption, Fraud and Bribery Policy is also available.	The update of the Anti-Corruption, Fraud and Bribery Policy and the dissemination of key anti-corruption measures foster a culture of compliance and integrity among employees, contributing to a more ethically conscious workforce.	Demonstrating a commitment to combating bribery through policy updates and training initiatives fosters stakeholder trust and engagement, attracting socially responsible investors and customers who prioritize ethical business conduct.	Actual		X		Opportunity
G1. Whistle-blowers Protection	The Group promotes transparency within the organization by providing employees with clear guidelines for reporting unethical behavior or violations through its comprehensive whistleblowing policy.	By developing a thorough whistleblowing policy and creating video tutorials, the Group promotes transparency within the organization, equipping employees with clear guidelines on reporting unethical behavior or misconduct.	By developing a whistleblowing policy, the Group demonstrates a dedication to transparency and accountability, which in turn can enhance stakeholder confidence in its governance practices, ultimately enhancing its reputation and sustainability credentials.	Actual	X	X	X	Opportunity



ESRS Subtopic	Initiative/action/decision/event	How it affects Sustainable Development	How it affects the value of the business	Actual or Potential Impact	Value Chain			Risk or opportunity
					Upstream	Features	Down-stream	
G1. Whistle-blowers Protection	The Group promotes sustainable development by fostering a culture of transparency and accountability through anonymous complaint forms available for the Group's main companies, with the aim of extending them to all subsidiaries.	Expanding whistleblowing mechanisms across subsidiaries promotes sustainable development by fostering a culture of transparency and accountability.	Implementing anonymous malfunction complaint forms across all subsidiaries enhances transparency, ethical behavior, and risk mitigation, fostering a culture of accountability and trust that can enhance stakeholder trust, reputation, and ultimately contribute to long-term value creation for the company.	Actual	X	X	X	Opportunity
G1. Managing supplier relationships, including payment practices	The Group enhances supply chain sustainability, mitigates risks related to ethical and environmental issues, and creates opportunities to promote responsible business practices and stakeholder engagement through the implementation of a supplier policy that incorporates ESG criteria. .	Implementing a procurement policy focused on ESG criteria enhances supply chain sustainability, mitigates risks associated with ethical and environmental concerns, and creates opportunities to promote responsible business practices and engage stakeholders.	Establishing a procurement policy with robust ESG criteria and supplier ratings aligned with the corporate strategy enhances sustainability, risk management, and stakeholder trust, fostering operational resilience.	Actual	X	X		Opportunity
G1. Managing supplier relationships, including payment practices	The Group enhances the sustainability of the supply chain, where each subsidiary implements a supplier code of conduct, the lack of explicit recognition from suppliers requires the inclusion of such statements in future contracts to ensure alignment with ethical standards and promote accountability throughout the supply chain. The Group also plans to introduce ESG criteria in the assessment of new suppliers, as stated in the Group's procurement policy.	Enhancing supplier accountability through clear communication and contractual obligations promotes ethical supply chain practices, mitigates risks of non-compliance, and reputational damage	By requiring explicit recognition of vendors' adherence to ethical standards in contracts, Quest enhances supply chain transparency, risk management, and compliance.	Actual	X	X		Opportunity



Interests and views of stakeholder parties

The relationships we build with the company's stakeholder groups are building blocks of our sustainable development strategy. Stakeholder consultation contributes to a further understanding of the impact of our activities. Our stakeholder network includes both internal and external natural or legal persons, whose support is important for our long-term success.

The Company received the views of its stakeholders through the e-survey mission that ran in early 2025 focusing on their view on the impact of Group companies on key Sustainable Development issues.

The stakeholders who participated in the Info Quest Technologies Significance Survey are the following:

List of Stakeholder parties

- ▷ Board of Directors and Management Info Quest Technologies
- ▷ Employees
- ▷ Business Partners
- ▷ Institutions, Unions and Academic Bodies
- ▷ Regulatory or professional bodies
- ▷ Social bodies / NGOs (including local communities and areas adjacent to the Group)
- ▷ Media
- ▷ Resellers
- ▷ Business Customers (B2B)
- ▷ Financial Institutions/Investment Community

As part of the most recent materiality analysis, the company consulted with key internal and external stakeholders in order to better understand their expectations regarding the sustainability issues they consider important. The results of the consultation confirmed the material issues on which the company has the greatest impact through its activities and on which it should focus. The assessment 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.

The results of the above survey were discussed with the Group's Management, as well as the Sustainability Committee. In addition, they were taken into account in the update and revision of the ESG Strategy for 2025-2030, in particular the high importance given to social issues such as Health and Safety and the Training of the Group's Employees.

ANNEX 2

GRI / ESRS Table of Contents

GRI Standard	Disclosure	Chapter 2025 (Info Quest Technologies)	Omissions	Publication and alignment of ESRS standards (Quest Group Sustainable Development Report 2025)
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 2025 (Info Quest Technologies)	Omissions	Publication and alignment of ESRS standards (Quest Group Sustainable Development Report 2025)
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 2025 (Info Quest Technologies)	Omissions	Publication and alignment of ESRS standards (Quest Group Sustainable Development Report 2025)
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 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 the Stakeholders		ESRS 2, SBM, IRO
	2-30 Collective agreements	Human Resources Development		ESRS S1
GRI 3: Material topics 2021	3-1 Procedure for selecting material topics	Double Materiality Study and the Stakeholders		ESRS 2, SBM, IRO
	3-2 List of material topics	Double Materiality Study and the Stakeholders		ESRS 2, SBM, IRO
GRI 205: Anti-Corruption 2016	3-3 Managing material Issues	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 2025 (Info Quest Technologies)	Omissions	Publication and alignment of ESRS standards (Quest Group Sustainable Development Report 2025)
GRI 305: Emissions 2016	3-3 Managing material Issues	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 306: Waste 2016	3-3 Managing material Issues	Circular economy		ESRS E5
	306-1 Waste Generation and Significant Waste-Related Impacts	Circular economy		ESRS E5
	306-2 Management of Significant Waste-Related Impacts	Circular economy		ESRS E5
	306-3 Waste generated	Circular economy	Waste is not recorded in its entirety.	ESRS E5
	306-4 Waste diverted from disposal	Circular economy	Only materials that are recycled and certified by recycling bodies are included.	ESRS E5
	306-5 Waste directed to waste disposal	No publication	There is no information. The largest volume is available for recycling.	(-)
GRI 403: Occupational Health and Safety 2018	3-3 Managing material Issues	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



GRI Standard	Disclosure	Chapter 2025 (Info Quest Technologies)	Omissions	Publication and alignment of ESRS standards (Quest Group Sustainable Development Report 2025)
GRI 403: Occupational Health and Safety 2018	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 404: Training and Education 2016	3-3 Managing material Issues	Human Resources Development		ESRS S1
	404-1 Average hours of training per year and per employee	Human Resources Development		ESRS S1
	404-2 Employee Upskilling Programs and Transition Support Programs	Human Resources Development		ESRS S1
	404-3 Percentage of employees who receive regular	Human Resources Development		ESRS S1
GRI 405: Diversity and Equal Opportunity 2016	3-3 Managing material Issues	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 Standard	Disclosure	Chapter 2025 (Info Quest Technologies)	Omissions	Publication and alignment of ESRS standards (Quest Group Sustainable Development Report 2025)
GRI 406: Non Discrimination 2016	3-3 Managing material Issues	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 Issues	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 Issues	Sustainable Supply Chain		ESRS G1
Non -GRI Material Topic – Responsible Customer Service	3-3 Managing material Issues	Responsible Customer Service		ESRS S4
Non -GRI Material Topic – Innovation and Sustainable products	3-3 Managing material Issues	Innovation and Sustainable Products		ESRS E1



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