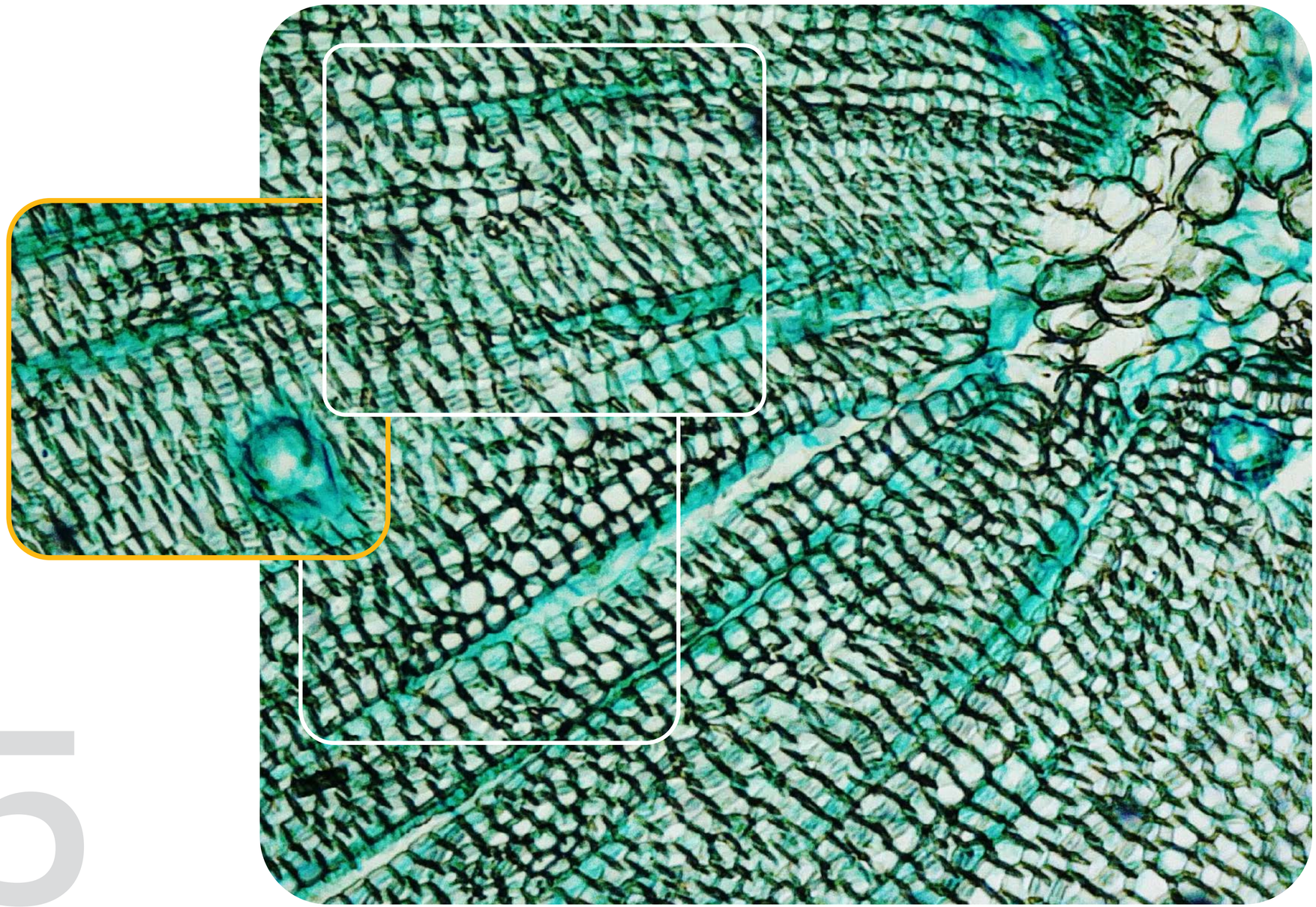
uni.systems



# Sustainability Report 2025

# Message from our CEO




## Creating value in an AI-first world

2025 marked a shift from experimentation to scale. We advanced our AI-first approach, embedding intelligence across solutions, operations, and client environments.

At the same time, we remain human at the core, by investing in skills, empowering our people, and designing solutions that enable organizations and communities to adapt and grow.

We create value by delivering integrated digital solutions across Europe, driving large-scale transformation, supporting mission-critical systems, and accelerating innovation through our ecosystem. Our growing portfolio of sustainable solutions contributes directly to environmental and social impact, across sectors such as public services, finance, healthcare, and smart cities.

This dual focus, **AI-driven transformation and human-centric design**, defines how we operate and how we measure success.

Our priority remains clear: scale intelligent systems, strengthen trust, and deliver lasting impact.

**Yiannis Loumakis**
**CEO**

# 2025 in Focus

## Revenue

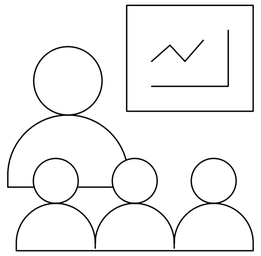
- **€268+ million** sales
- **11%** year-on-year growth, with **87%** of revenue generated from services

## Emissions

- **2,021 $tCO_2e$** Scope 1 & 2 emissions (Location-based) and 21% reduction from base year 2022
- **26,195 $tCO_2e$** Scope 3 emissions

## People & Training

- **1,800** UniQue people
- **19.39** average training hours per employee
- **56%** increase in average training hours compared to 2024

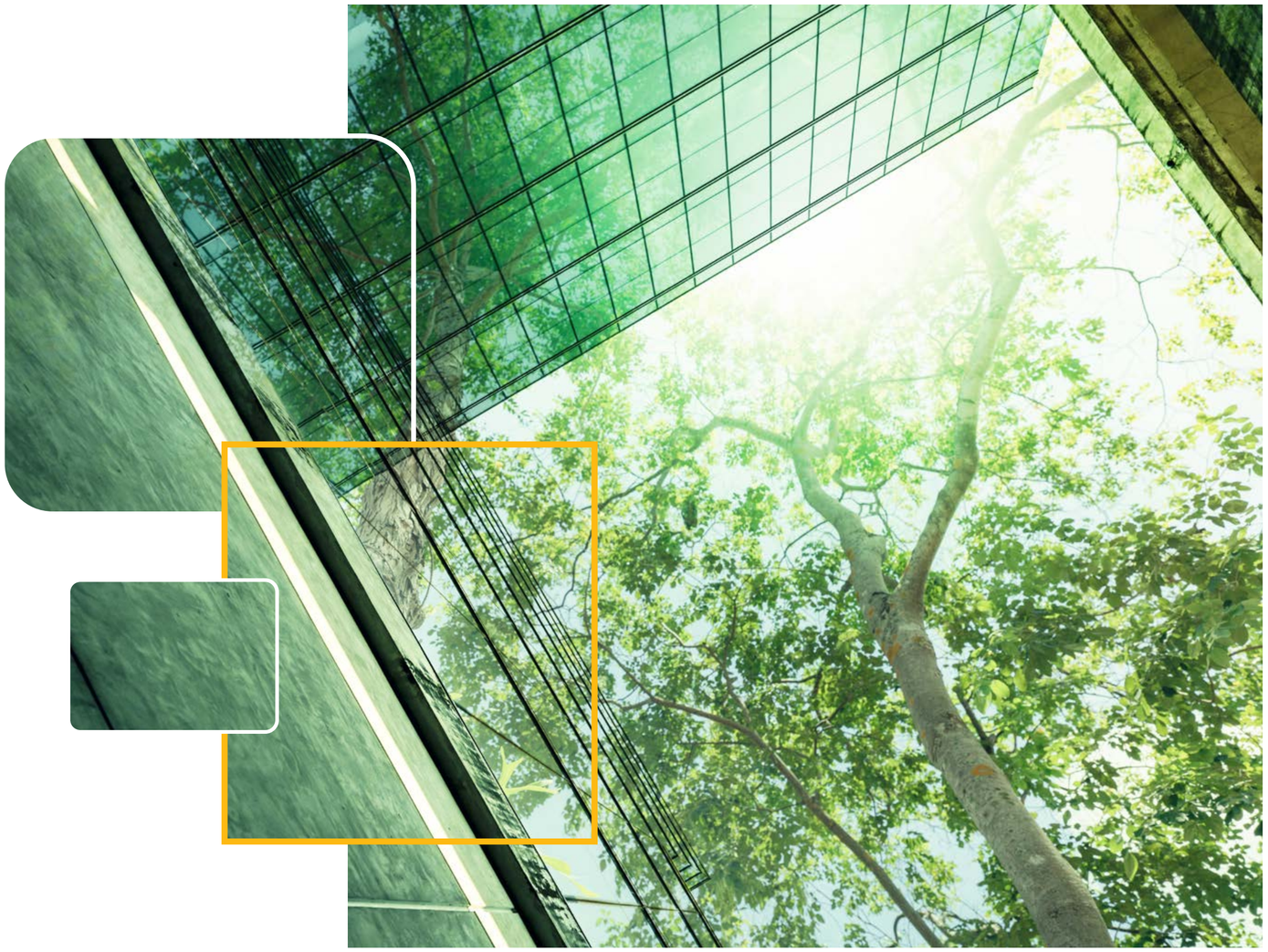


## Sustainable Services Revenue

- **€87.4 million**

## Innovation

- MoCs with four (4) Municipalities across Greece
- **10** new RDI projects approved and over **€3 million** in grants.



# About the Company

# About the Company

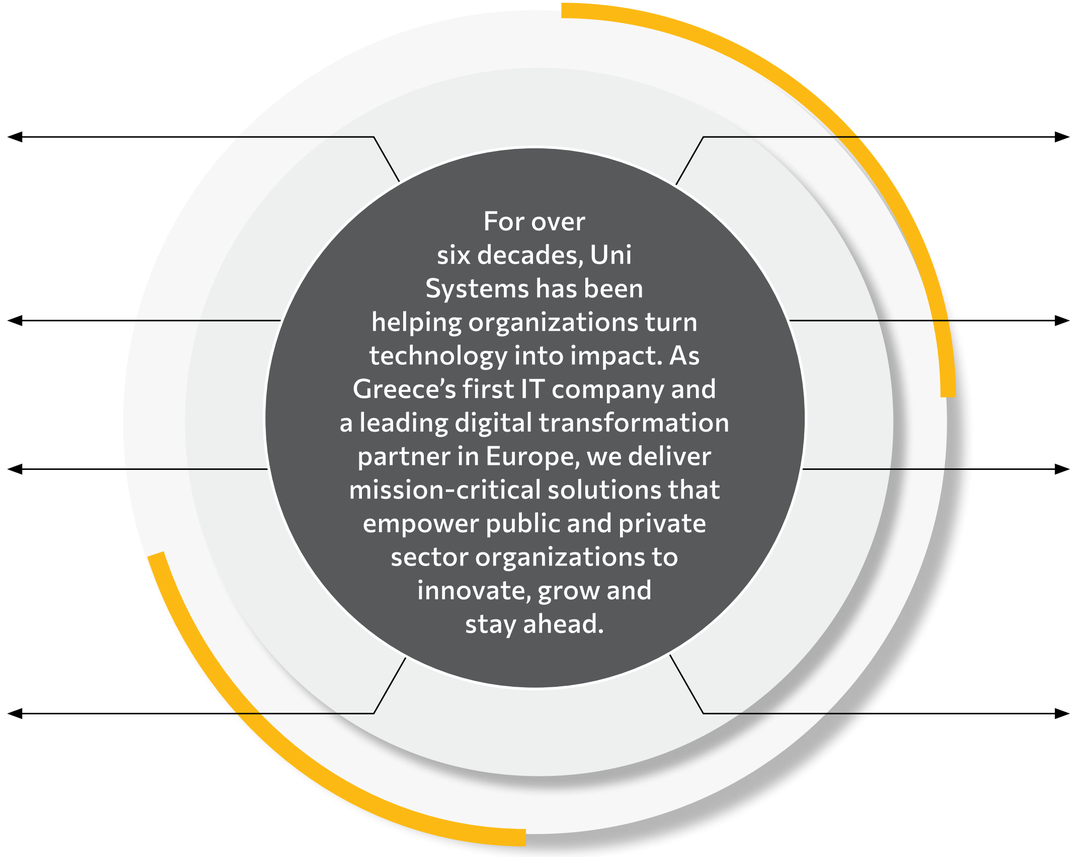
**Uni Systems, Information Technology Systems Commercial Single Member Société Anonyme | Distinctive title: Uni Systems S.M.S.A.**

An ICT service delivery company, with **87%** of 2025 revenue coming from services.

**100%** subsidiary of Quest Group.

**300+** customers across industries & geographies.

Serving clients across sectors with an emphasis on Banking, Public sector, EU institutions and agencies, Local Authorities, and Private sector & Utilities.




Headquarters in Athens, subsidiaries and affiliate companies in: Belgium, Luxembourg, Italy, Romania, Spain, and Cyprus.

Employs **1,800+** consultants and technology professionals.

Countries of operation: **25+**

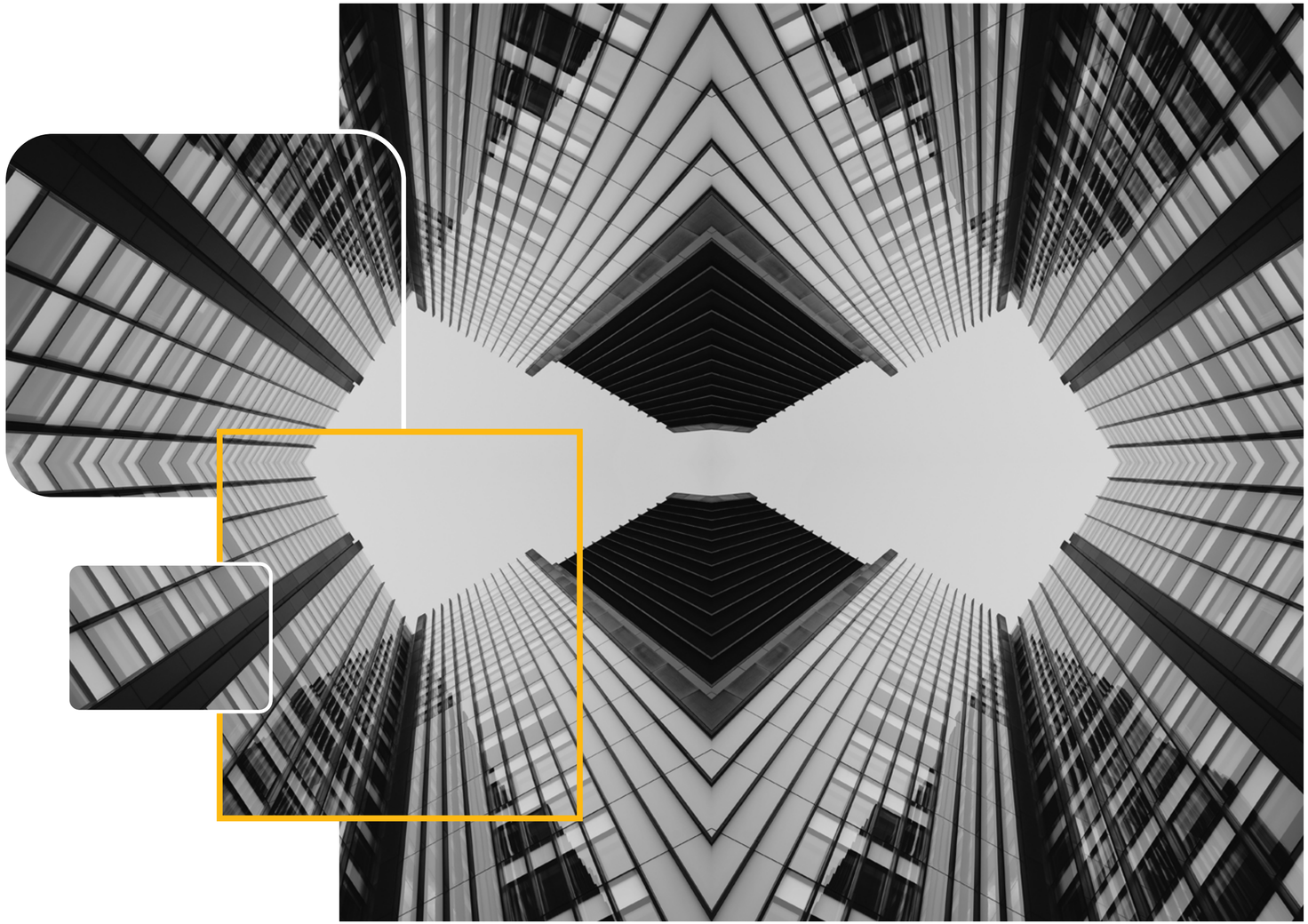
Uni Systems participates in the share capital of Intelli Solutions by a percentage of **90%**, which, in addition to Greece, operates respectively in Cyprus, Bulgaria, Serbia, Egypt and Turkey.

# Financial performance

| Direct Economic Value (m€) |
|---|
| Economic value generated: total revenue/sales €268,088 |
| EBITDA €28,490 |
| Profit/loss for the year after tax €17,727 |
| **Economic value distributed (€)** |
| *Social investments €89,846 |

The 2025 Annual Financial Report is posted on the **company's website** and contains further information on financial data, as well as detailed tables for all subsidiaries and their financial results.

** Social investments refer to the voluntary initiatives, contributions, and programs intended to promote social welfare, employee engagement, and community or market development.*



# Awards

## AI & Data Awards 2025, Gold in Automotive




## ICAP CRIF True Leaders 2024

Award for company's performance in 2023-2024, based on: high profitability, a large number of employees with a respective increase, very high ICAP CRIF Credit Score, leading position in its industry.

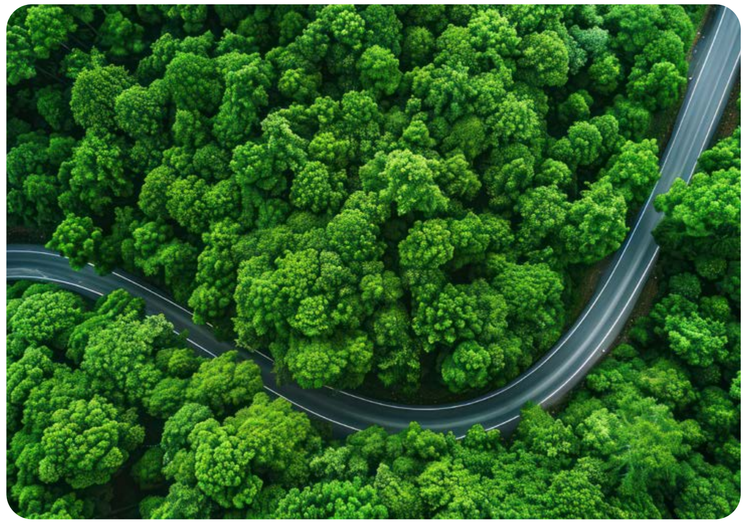
# Bodies & Associations

| | | | |
|---|---|---|---|
| SEV | SEV Hellenic Federation of Enterprises | EASE | ΕΑΣΕ Association of Chief Executive Officers |
| SEPE | SEPE Federation of Hellenic ICT Enterprises DIGITALEUROPE & WITSA Member | HL7 Hellas | HL7 Hellas |
| ACCI | Hellenic Republic Athens Chamber of Commerce & Industry | BDV Big Data Value Association | BDV Big Data Value Association |
| HASDIG | HASDIG Hellenic Aerospace Security & Defence Industries Group | ISC2 Hellenic Chapter | ISC2 Chapter Hellenic |
| SEKPY | SEKPY Hellenic Manufacturers of Defence Materiel Association | Alliance for AI, IoT and Edge Continuum Innovation | Alliance for AI, IoT and Edge Continuum Innovation |



# Sustainability Strategy

As the largest employer within Quest Group, we actively contribute to the implementation of the Group's ESG strategy, aligning our activities with its four strategic pillars: **Environment and Climate Change, Our People, Corporate Governance and Sustainable Services**. Through this approach, we support the Group's long-term sustainability objectives.



Our value chain spans a wide range of upstream and downstream activities. Upstream, we collaborate with suppliers across software and hardware, as well as consumables and capital goods. Downstream, our operations extend to transport and distribution services, delivering solutions that function both as intermediate components within broader systems and as final products for our clients.

## ESG Strategy 2025-2030+

Our ESG strategy is structured over the period 2025–2030+, with 2050 as the long-term horizon for environmental goals, including climate neutrality targets.

The goals are defined across this timeline to enable systematic monitoring of performance and the implementation of corrective actions where necessary.

We monitor progress against ESG targets through specific KPIs and disclose performance at Group level, including annual performance tracking and forward-looking targets.

# ESG Goals Progress 2025

## Environment and Climate Change

| ESG Strategic Pillar | Group's Strategic ESG Goals 2022-2030+ | 2025 Goals achievement | Progress | 2026 Goals |
|---|---|---|---|---|
| **1. Climate Change: Reduce Scope 1, 2 absolute emissions by 40% until 2030 and be climate neutral by 2050** | • Increase % of EV/Hybrid cars in fleet<br>• Increase % of green energy procurement of Group's total electric energy consumption<br>• Reduce Group Scope 1 & 2 absolute emissions (40% reduction vs base year 2022)<br>• Measure Group Scope 3 emissions (reduction targets TBD) | • 84% (Greece), 75% (all Group)<br>• 25% electric energy from RES (Group GOs)<br>• Reduction in Scope 1, 2 absolute emissions vs base year 2022 by 45% (Greece, market-based) and by 21% (total Uni Systems Group, location based)<br>• Scope 3 emissions measured 26,195 tCO2e | | • 82% of fleet electric/hybrid<br>• 30% electric energy from RES (Group GOs)<br>• Reduce Group Scope 1, 2 absolute emissions by 40% until 2030<br>• Measure Group Scope 3 emissions (reduction targets TBD) |
| **2. Promote circular economy and eliminate avoidable waste** | • Certified Recycling<br>• e-Waste Inventory/Certified Recycling<br>• Single Use Plastic policy<br>• Paperless Office | • All Recycling Inventory & Certified recycling suppliers<br>• e-Waste Inventory/Certified Recycling<br>• Installation of appliance, toner, batteries, lamps recycle bins at the main premises<br>• Single use Plastic Reduction - No plastic in the common areas<br>• Paperless Office – UniApprovals internal processes | | • All Recycling Inventory & Certified recycling suppliers<br>• e-Waste Inventory/Certified recycling<br>• Maintain the goal of single use plastic reduction<br>• Maintain the goal of paperless office |

Goal achieved  Goal in progress  Goal not achieved

# Our People

| ESG Strategic Pillar | Group's Strategic ESG Goals 2022-2030+ | 2025 Goals achievement | Progress | 2026 Goals |
|---|---|---|---|---|
| **3. Employee health and Safety: Maintain LTIF indicator below 2.3 and TRIR indicator below 1.2 for Health and Safety of Group's employees** | • Reduce and Maintain Health & Safety indicators (LTIFR<2.3, TRIR<1.2)<br>• Maintain ISO45001 certification<br>• Perform mandatory H&S training<br>• Group Wellness program | • LTIF = 1.02 TRIR = 0.20<br>• Performed H&S training courses and executed various programs within ISO 45001: 2018 certification<br>Wellness program:<br>• Pilates sessions at premises & participation in athletic events<br>• Blood donation twice a year at main premises<br>• Female gender nutrition seminar<br>• Preparation of deployment of wellness platform<br>• Cultural visits | ◎ | • LTIF < 2.3 TRIR < 1.2<br>• Perform mandatory H&S training courses and execute various programs within ISO 45001<br>• Maintain wellness program |
| **4. Employee Training and Development increase employees' average training hours** | Updated Goal 2025: maintaining Quest Group average employee training hours at 15 hours by 2030 | • Goal for 6% increase was achieved by Uni Systems vs 2024<br>• 19,39 training hours / employee<br>• AI Training sessions | ◎ | Minimum of 19 average training hours per Uni Systems employee and 15 average training hours across the Group |
| **5. Create a culture of inclusion, diversity and equality to empower our people** | • Pay Gap study every 3-5 years (next study in 2027)<br>• Action plan to address any pay gap<br>• Ensure % of female participation in Talent Management Program and Mini MBA program > % Group female employees (34% 2025 YE)<br>• At least 3 activities for Women Empowerment (training, surveys, seminars etc) every 2 years starting 2025-2026 addressing all female employees<br>• Allyship program 2025-2026 | • Pay Gap study completed 2023 by external consultant (Group level) – Action plan to address any issues<br>• Quest Group companies' commitment to UN WEPs (Women's Empowerment Principles)<br>• DEI policy into effect<br>• Female participation in Mini MBA 42%<br>• Talent management program female participation 40%<br>• Allyship program started | ◎ | • Pay Gap study every 3-5 years (next study in 2027).<br>• Action plan to address any pay gap<br>• Ensure % of female participation in Talent Management Program and Mini MBA program > % Group female employees (based on 2026 YE employee data)<br>• At least 3 activities for Women Empowerment (training, surveys, seminars etc) every 2 years starting 2025-2026 addressing all female employees<br>• Allyship program 2025-2026 |

◎ Goal achieved ◎ Goal in progress ◎ Goal not achieved

## Responsible Business

| ESG Strategic Pillar | Group's Strategic ESG Goals 2022-2030+ | 2025 Goals achievement | Progress | 2026 Goals |
|---|---|---|---|---|
| **6. Best possible effort to maintain zero data breach incidents** | • Best effort to maintain zero data breach incidents with significant impact<br>• Maintenance of ISO 27001: 2022 certification<br>• Mandatory employee training on Cybersecurity<br>• Address the most significant vulnerabilities on all main systems | • No data breaches with significant financial impact or data privacy incident<br>• Maintenance of ISO 27001: 2022 certification<br>• Information Security and Data Protection Awareness Training<br>• Primary systems' vulnerability tests<br>• Installation of threat intelligence platform | ◎ | • No data breaches with significant financial impact or data privacy incident<br>• Maintain and continuously improve the ISO/IEC 27001:2022 Information Security Management System through ongoing implementation of improvement actions and controls<br>• Information Security and Data Protection Awareness Training<br>• Ongoing: Vulnerability testing & resolution critical vulnerabilities on systems |
| **7. Link 15% of variable pay elements (annual bonus) of Group's and main subsidiaries CEOs with ESG goals** | • Selection of ESG goals to connect with variable pay elements at Group level | 15% of CEO variable Pay linked to ESG Progress allocated with:<br>• 50% Environment (Climate) goals<br>• 20% Diversity goals<br>• 15% Health & Safety goals<br>• 15% Employee Training goals<br>• An additional 5% of variable pay is linked to Information Security goals for the first time in 2025 | ◎ | • Continue with the variable pay goal |
| **8. Suppliers' ESG assessment process** | • Assess top 10 suppliers by cost with ESG criteria<br>• Supplier procurement policy with ESG criteria | • Second Assessment of Suppliers through ESG questionnaire<br>• Supplier policy – in finalization stage | ◎ | Third Assessment of Suppliers with ESG questionnaire in 2027 |

## Sustainable Services

| ESG Strategic Pillar | Group's Strategic ESG Goals 2022-2030+ | 2025 Goals achievement | Progress | 2026 Goals |
|---|---|---|---|---|
| **9. More than 6% of revenue from sustainable products and services by 2025** | • Definition of sustainable products/services according to ICMA (International Capital Market Association) methodology<br>• Updated goal 2025: > 10% of revenues from Sustainable Services by 2030 | • 33.5% of revenue coming from sustainable services | ◎ | • > 10% of revenue from sustainable products and services |

◎ Goal achieved ◎ Goal in progress ◎ Goal not achieved

## Sustainability Governance

Our Sustainable Development Committee, which reports directly to the CEO, is responsible for overseeing Sustainable Development and Corporate Social Responsibility matters. The Committee operates in alignment with Quest Group's strategic guidelines and **Sustainable Development and Climate Change Policy**. Our Sustainability Leader co-ordinates the ESG Strategy implementation and Sustainability Reporting of the company.

We integrate ESG considerations into executive remuneration. Specifically, the achievement of ESG strategic objectives is linked to the CEO's variable remuneration. For 2025, the ESG targets associated with 15% of the CEO's variable pay relate to four areas: environmental performance, diversity and inclusion, health and safety issues, and employee training goals.

## Sustainability Reporting

Our sustainability performance metrics are based on the GRI Standards and form part of the Quest Group Sustainability Report. The parent company Quest Holdings has submitted for the year 2025 a consolidated sustainability report, which is included in the Quest Group Annual Financial Report 2025 subject to the EU Directive 2022/2464 (CSRD) and aligned with the European Sustainability Reporting Standards (ESRS) and has received third party external assurance. For more information see the **Quest Group Sustainability Report 2025**.

## Sustainability Risks

Under the guidance of Quest Holding's Risk Management Committee, we manage risks in accordance with our Risk Management System, aligned with ISO 31000 and the COSO ERM Framework. The parent company oversees the system's implementation, which is evaluated by the Board of Directors' Audit Committee. Since 2024, we have conducted quarterly and annual risk reviews, while the BoD approves the risk register. Following a Climate Resilience (Sensitivity) assessment in 2025, Climate-related risks are also being further integrated into the assessment process. In particular for physical risks there is a focus on the impacts of extreme weather events (particularly heatwaves, heat stress and flooding) on employees, facilities and service delivery while for transitional risks we are identifying the impact of transitioning services and infrastructure to a low carbon economy.

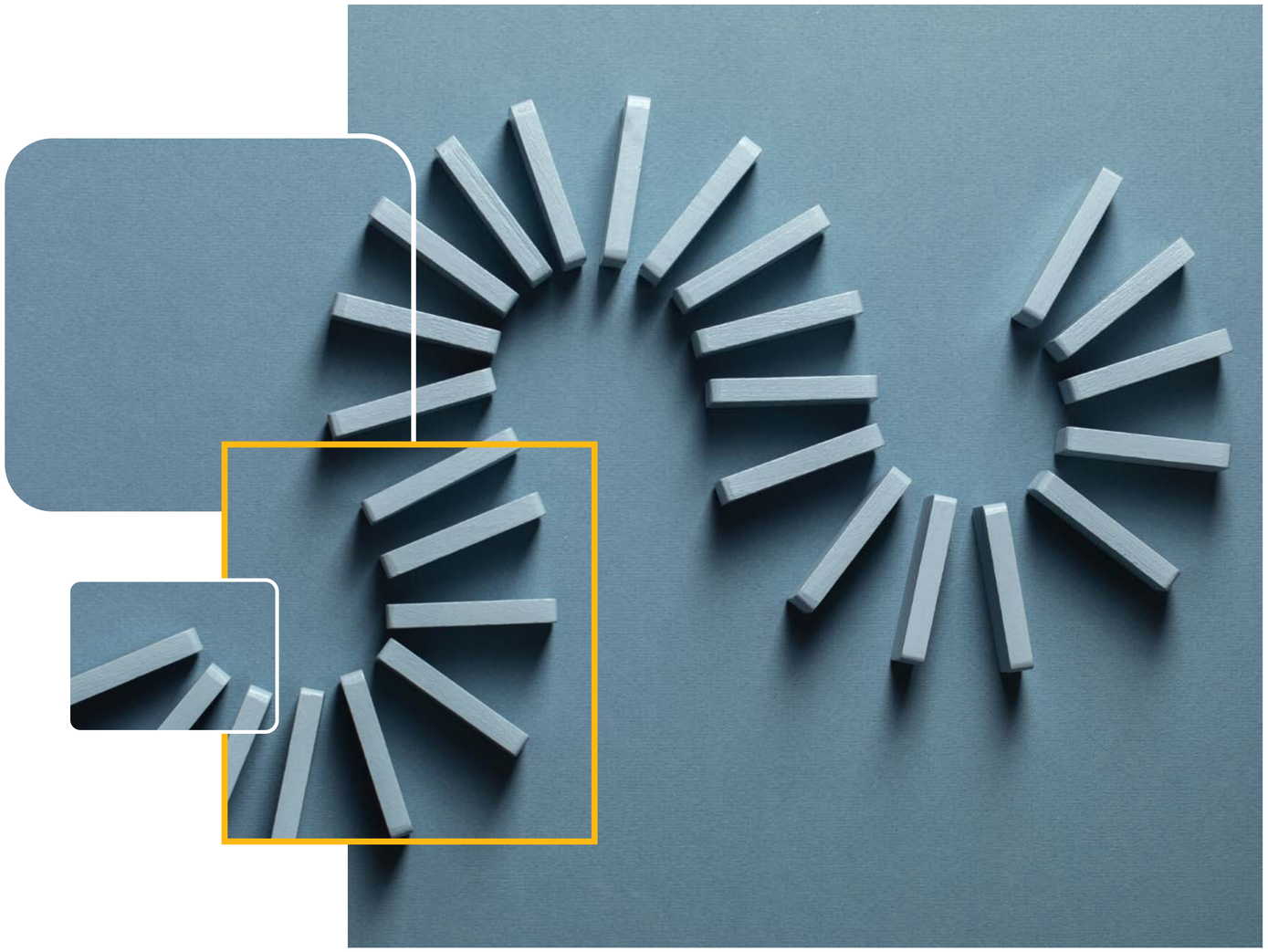
## Dual Materiality

In 2025, we reviewed and continued to apply the results of the dual materiality assessment conducted in 2024 based on CSRD requirements . This assessment identified key impacts, risks and opportunities from both a financial and impact perspective and informed Quest Group's double materiality analysis, as well as the selection of the sustainability topics disclosed in its 2024 and 2025 Sustainability reports. External and Internal Stakeholder groups were consulted in this process, as described in last year's report.



# Identified material topics for Uni Systems Group

| Governance G1 (Business Conduct) | Social S1 (Own Workforce) | Social S4 (Customers and End-Users) | Environment E1 (Climate Change) |
|---|---|---|---|
| Corporate culture | Gender equality and equal pay for work of equal value | Information-related impacts for customers and/or end-users | Climate change adaptation |
| Protection of whistle-blowers | Diversity | Sustainable Services and Digital Innovation | Climate change mitigation |
| Corruption and bribery | Training and skills development | | Energy |
| Management of relationships with suppliers including payment practices | Measures against violence and harassment in the workplace | | |
| Cybersecurity Risk Management and Incident Response | Work-life balance | | |
| | Health and safety | | |



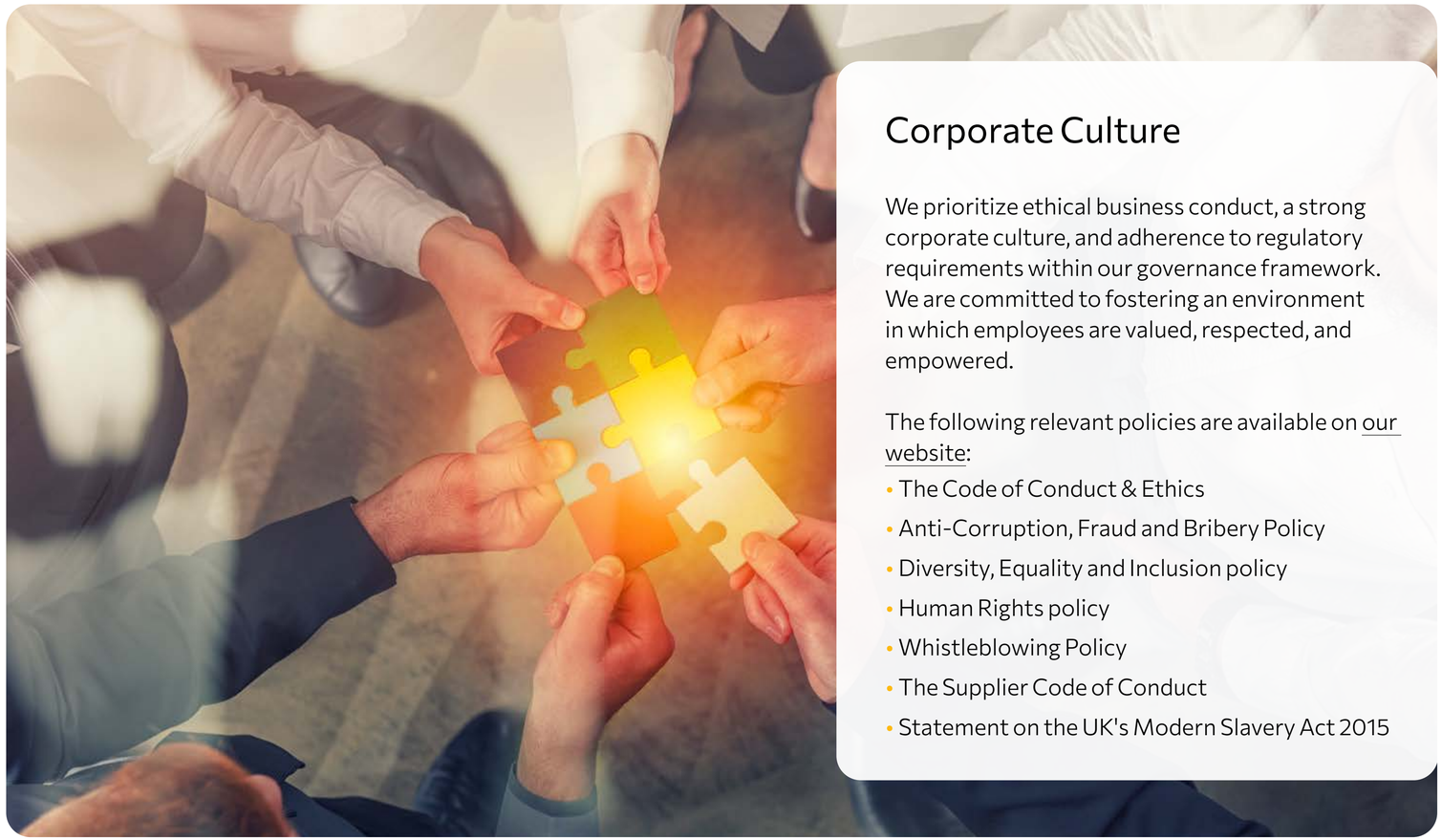
# Our Governance Model

# Our Governance Model

We base our management on the Corporate Governance framework set by Quest Group's Management, fully adopting the principles, values, policies and procedures of the Group.

## Board of Directors

| | |
|---|---|
| Michael Tsamaz | Chairman of the BoD |
| Ioannis Loumakis | CEO |
| Apostolos Georgantzis | Vice Chairman |
| Theodoros Fessas | Member |
| Eftichia Koutsoureli | Member |
| Markos Bitsakos | Member |
| Constantine Serros | Member |



## Corporate Culture

We prioritize ethical business conduct, a strong corporate culture, and adherence to regulatory requirements within our governance framework. We are committed to fostering an environment in which employees are valued, respected, and empowered.

The following relevant policies are available on our website:

- The Code of Conduct & Ethics
- Anti-Corruption, Fraud and Bribery Policy
- Diversity, Equality and Inclusion policy
- Human Rights policy
- Whistleblowing Policy
- The Supplier Code of Conduct
- Statement on the UK's Modern Slavery Act 2015

## Protection of whistleblowers

A Whistleblowing and Incident Reporting Policy is available on our website along with the relevant grievance reporting mechanism, allowing stakeholders, either identified or anonymous, to report concerns. All reports are handled confidentially, and we encourage employees to raise issues in good faith. Further details are available on our website.

## Corruption and bribery and Compliance Incidents

In 2025 Uni Systems was certified for the first time with **ISO 37001:2016 for its Anti-Bribery Management System**. During the year there were no reported incidents relating to fraud, corruption and bribery incidents.

In addition during 2025, we maintained full compliance with all applicable laws and regulations pertaining to both social and environmental sectors.

## Management of relationships with suppliers including payment practices

Our database includes more than 1,500 suppliers and partners with the majority of whom we maintain long-term business partnerships governed by a spirit of trust and security.

To effectively manage our supply chain, we implement the following:

- We apply Quest Group's Procurement Policy and select our partners and suppliers based on the Group's **Supplier Code of Conduct**. Furthermore, Uni Systems has integrated ESG criteria into its internal supplier and partner evaluation process, promoting the consideration of environmental, social and governance factors alongside quality, technical and commercial requirements when assessing business partners.
- We conduct a thorough investigation into any new supplier checking for possible infringements of the Suppliers Code of Conduct. At the same time, we examine in depth the reliability, know-how, and performance of the candidate partner.
- We review existing partnerships annually using a specific methodology that measures work quality and cooperation. In 2025, our Support Centre conducted a comprehensive evaluation of its nationwide partner network, covering 999 partners. Of these, 678 partners, approximately 68%, achieved above-average performance ratings, reflecting the overall quality and maturity of the network.

| Scale | | | Count |
|---|---|---|---|
| **Evaluation scale** | 5 | Very satisfied | 176 |
| | 4 | Satisfied | 502 |
| | 3 | Neutral | 319 |
| | 2 | Dissatisfied | 2 |
| | 1 | Very dissatisfied | 0 |
| | NA | Not Applicable | 0 |

## Certifications

- Quality Management System Compliance Certificate ISO 9001: 2015, (Greece, Luxembourg, Romania).
- Information Security Management System Certificate ISO/IEC 27001: 2022, (Greece, Luxembourg).
- IT Service Management System Compliance Certificate ISO/IEC 20000-1: 2018.
- Environmental Management System Compliance Certificate ISO/IEC 14001:2015.
- Business Continuity System Compliance Certificate ISO 22301: 2019.
- Occupational Health and Safety Management System Compliance Certificate ISO 45001: 2018.
- Privacy Information Management System (PIMS) Compliance Certificate ISO 27701:2019.
- Quantification and Reporting of greenhouse gas emissions and removals Certificate ISO 14064-1:2018.
- Anti-Bribery Management System Certificate ISO 37001:2016.

**2026 Goals**

- Update procurement process to include ESG selection criteria
- Evaluation of Support Centre's network of partners

# Cybersecurity Risk Management and Incident Response

Protecting customer data is core to our operations. Since GDPR (25/5/2018), we actively manage personal data and comply with all required records and registers.

## Our Cybersecurity operations in 2025

- No reportable personal data breaches and no cybersecurity incidents resulting in significant financial impact were recorded during 2025.
- **Integration of Threat Intelligence platform:** as part of our commitment to strengthening cybersecurity and aligning with ISO/IEC 27001 standards, we integrated into our security operations an enterprise threat intelligence platform that enhances our ability to proactively detect, analyze, and respond to cyber threats by providing real-time intelligence on vulnerabilities, data leaks, phishing campaigns, and dark web activities. The platform supports automated alerts and customizable dashboards, improving visibility and decision-making. Its dark web monitoring capabilities help identify exposed credentials, leaked data, and brand impersonation risks before they escalate.
- **Incident response playbooks:** playbooks have been further enhanced in line with ISO 27001, 27701 and 22301 requirements to ensure resilience, fast response and minimum impact in case of information and cybersecurity incident.
- **Leveraging AI:** Custom AI-assisted tools were developed to support incident response and investigation activities under human oversight and in line with the Company's information security and data protection requirements.



### Facts 2025

- Systems availability was over 99.99%
- Vulnerability assessments were performed on a weekly basis whereas, penetration testing is conducted according to the annual schedule.
- Disaster recovery tests were carried out for all systems under the scope of Business Continuity Management System, certified according to ISO 22301:2019 requirements.

- **Security Operation Centre (SOC):** Ensuring that all SOC alerts affecting internal and managed services are handled and investigated by our internal incident response team.
- **Investment in human resources:** Our specialized departments that provide data protection, privacy and information security solutions for clients across Europe, were enhanced by over 115% after 2021.
- **Data protection and cyber security training sessions** are provided to employees both at the time of recruitment and at regular intervals thereafter, the past year with an emphasis on AI to promote awareness and uphold robust cyber security standards. Phishing simulations are also being conducted to evaluate employees' readiness to respond effectively to potential cyber threats.

### 2026 Goals

- Ensure no data breaches which cause significant financial loss or privacy incidents.



# Our People

# A Workplace for All: Respect, Equality, and Growth

The expansion of our operations to more than 25 countries across Europe reflects the commitment, expertise, and collaboration of our people. We recognize their contribution as a key factor in our success and invest in their ongoing development, well-being, and professional growth.



- Over **1,800** employees and collaborators across Europe
- **576** new employees
- **46+** nationalities
- **30** new hires via Internal Referral program
- **129** Temporary employment contracts for digitization projects
- Turnover: **12,9%**
- **69.1%** male employees and **30.9%** female employees

## Employee breakdown 2025

The table does not include freelancers & subcontractors working with us in both Greece and abroad.

| Company | Permanent employees | | Fix-term employees | | TOTAL | Percentage of employees under 30 years of age | Percentage of employees between 30-50 years old | Percentage of employees over 50 years old |
|---|---|---|---|---|---|---|---|---|
| | Men | Women | Men | Women | | | | |
| **UNI SYSTEMS GREECE** | 692 | 306 | 14 | 24 | **1,036** | 14% | 59% | 27% |
| **UNI SYSTEMS BELGIUM** | 6 | 14 | 2 | | **22** | 14% | 73% | 14% |
| **UNI SYSTEMS LUXEMBOURG** | 19 | 10 | | | **29** | 11% | 57% | 32% |
| **UNI SYSTEMS SPAIN** | 1 | 4 | | | **5** | 0% | 100% | 0% |
| **UNI SYSTEMS ITALY** | 16 | 7 | 1 | 1 | **25** | 8% | 64% | 28% |
| **UNI SYSTEMS CYPRUS** | 5 | 1 | | | **6** | 17% | 67% | 17% |
| **UNI SYSTEMS ROMANIA** | 1 | 1 | | | **2** | 0% | 50% | 50% |
| **INTELLI SOLUTIONS GREECE** | 51 | 66 | 27 | 120 | **264** | 24% | 51% | 25% |
| **INTELLI SOLUTIONS SERBIA** | | 1 | | | **1** | 0% | 100% | 0% |
| **INTELLI SOLUTIONS BULGARIA** | | 1 | | | **1** | 0% | 100% | 0% |

**Number of freelancers Time & Materials (T&M):**

- **GR: 8**
- **BE: 57**
- **LUX:343**

# Diversity & Gender equality and equal pay

- Our Diversity, Equality and inclusion policy serves as a basis in creating an environment of inclusion and empowerment.
- Pay-Gap studies are conducted periodically to identify and address potential unjustified pay disparities among employees in comparable roles. The most recent assessment was completed in 2023 for 2022 in collaboration with an external consultant, while the next assessment is scheduled for 2027. Findings are reviewed and addressed in line with the requirements of the EU Pay Transparency Directive (2023/970).
- "Better Together": An ongoing Women Empowerment Program started in 2024 and continues until today. The Better Together initiative continued to promote inclusion, peer learning, and networking among women employees through leadership training programs. In parallel, the second cycle of Lean In Circles ran building on the success of the Networking and Negotiation workshops, the program provided a collaborative space for participants to exchange experiences, build confidence, and support one another's personal and professional growth.
- DEI & Allyship Champions: Strengthening an inclusive workplace culture remained a key priority throughout the year. The DEI & Allyship Champions program, designed for Quest Group, equipped participants with practical tools to promote diversity, equity, inclusion, and active allyship through a series of interactive workshops. Uni Systems accounted for approximately 44% of the program's participants, reflecting the Company's strong commitment to building an inclusive and supportive work environment.



## Creating Employment Opportunities through Digitization Projects

In 2025, we provided employment opportunities to 174 people through temporary employment contracts supporting large-scale digitization projects across Greece. These initiatives created meaningful access to the labour market for younger age groups, students and individuals facing increased barriers to employment.

- **174** employment opportunities created through digitization projects
- **72.4%** female participation (126 women)
- **39.1%** of participants were aged 18–29 (68 individuals)
- **18.4%** were students (32 individuals)
- **17.8%** of participants were aged 50+ (31 individuals)
- **1.7%** came from single-parent families (3 individuals)

### 2026 Goals

- Ensure that female participation in the Talent Management Program and Mini MBA Program is at least equal to the overall percentage of women in the organization.
- In 2026, the Company will further expand the Better Together initiative through targeted women empowerment actions, including a series of structured workshops and additional Lean In Circles, addressing participants' development needs and interests.
- DEI & Allyship champions program: Looking ahead to 2026, the Company aims to further strengthen its DEI strategy through a structured series of development initiatives focusing on inclusion.

## Recruitment



New hires by gender, 2025:

**57%** women | **43%** men

## Skills Development

We continuously invest in the development of our people through learning and training initiatives. We revised our ESG strategy in 2025 and set a new target of 15 training hours per employee of Quest Group. In 2025, average training hours per employee reached 22.89 for Uni Systems, while including Intelli the overall average was 19.51 hours per employee, significantly exceeding the target and reflecting our ongoing commitment to employee learning, skills development, and professional growth.

- **AI Training:** Employees participated in the Company's first large-scale AI learning initiatives, strengthening their understanding and practical use of Generative AI in the workplace. Two internal Microsoft 365 Copilot workshops attracted 65 and 113 participants, introducing employees to AI-powered tools that enhance productivity, collaboration, and everyday work. These initiatives marked an important step in building AI literacy and supporting the Company's digital transformation through the responsible adoption of AI technologies.
- In line with our AI-First strategy launched in 2025, our people dedicated 1,500 learning hours to advancing their **AI knowledge** across different platforms & online/ onsite trainings.
- Building on insights from the Bottom-Up Assessment in 2024, a dedicated learning program, **"Establishing Psychological Safety: Feedback Culture"**, was delivered to employees with people management responsibilities. A total of 108 managers and team leaders participated in the workshop, strengthening their ability to foster trust, encourage open communication, and deliver constructive feedback. By translating employee feedback into targeted leadership development actions, the Company reinforces its commitment to continuous improvement and a people-centered leadership culture.
- The **Mini MBA**, delivered in collaboration with ALBA Graduate Business School, is a Quest Group-wide program designed to strengthen employees' business acumen and leadership capabilities. The 2024-2025 cycle, brought together 34 participants, including 15 employees (10 men and 5 women). During 2025, the selection process for the next cohort was completed, with the 7th Mini MBA program scheduled to commence in 2026.
- **Talent Management programs:** The Talent Management Program – 3rd Cycle was launched in 2025, supporting the development of high-potential employees through a structured learning journey. During 2025, 56 employees selected to participate in the program, including 36 men and 20 women. The program combined leadership development, innovation management, communication and collaboration, growth mindset, change agility, sustainability and diversity awareness, together with experiential learning and cross-company networking initiatives. Participants also engaged in live innovation projects, applying newly acquired knowledge to real business challenges. Through this holistic approach, the program strengthens leadership capabilities, promotes innovation, and supports the development of future talent across the organization.

- **CEO 360º Feedback:** Leadership development remained a strategic priority in 2025, with the CEO of Uni Systems participating in a comprehensive 360º Feedback assessment. Through structured feedback from multiple stakeholder groups, the process enhanced self-awareness, identified leadership strengths and development opportunities, and supported continuous leadership growth.
- **Breakfast with the CEO:** our CEO Yiannis Loumakis participates in the initiative where he meets with small groups of employees every other month to discuss their day-to-day work, exchange views on workplace experiences, and strengthen open dialogue across the organization.
- In addition to formal training hours, Uni Systems emphasized on innovation competencies as a core part of employee growth. A specialized Innovation **Skills & Practices program** was launched in 2024 to equip our talent pool with creative problem-solving tools, agile methodologies, and an entrepreneurial mindset. The program ran successfully with strong employee engagement, and a renewed edition in 2025. By nurturing innovation skills alongside technical knowledge, we aim to empower our employees to drive both personal and organizational growth.
- During 2025, we implemented a specialized **Managers' Training Program** to strengthen leadership capabilities and support people management practices. The program covered key topics such as Recruitment & Onboarding, Performance & Development, Culture, Ethics, and Offboarding through dedicated learning journeys and corporate policies training. The program achieved a strong participation rate of 70%, demonstrating managers' engagement to continuous learning and leadership development.



### 2026 Goals

- A key priority for 2026 is to provide all new people managers with a dedicated leadership development program strengthening their ability to lead, engage, and support their teams in a rapidly evolving workplace.
- **AI training AI 2026:** Additional AI learning programs will be introduced in 2026 as part of our AI First strategy, further strengthening employees' capabilities in the effective and responsible use of AI technologies.
- **7th Mini-MBA ALBA:** The 7th Mini MBA program, scheduled for 2026, will continue to invest in the development of high-potential talent by strengthening leadership capabilities and business knowledge across the organization.
- Minimum 15 hours on average training hours per employee.



## Anti-harassment Policy

Our internal policy outlines procedures for addressing and preventing violence and harassment within the organisation. There have been no reported cases of violence or harassment in 2025.

## Work-life balance and Well-being

A series of initiatives highlight our commitment to work-life balance and holistic well-being, including the **Armonia Program** with a rich variety of indoor and outdoor activities-online and in person-alongside wellness programs, mental health awareness actions, mindfulness resources, team-building activities, and flexible work arrangements, all designed to promote physical, mental, intellectual, and spiritual balance as key dimensions of human harmony.

**Overall, during the past year the following initiatives took place:**

- Weekly Pilates sessions
- Basketball team
- Cultural and art tours
- Team bonding activities
- Corporate participation in the Athens Marathon & Race for the Cure
- Ongoing specialized psychological support and counseling sessions through specialized platform either by telephone or through individual sessions, for employees and their family members.

**We apply a Hybrid Working Policy and in 2025 teleworking continued at rates bigger than 60% throughout the year.**

To further strengthen our wellbeing initiatives, a new digital wellbeing platform was scheduled to be introduced in early 2026. The platform will provide employees with personalized, data-driven insights and goals across key wellbeing areas, including physical activity, nutrition, sleep, and mental health.

# Health and safety

- ISO 45001 certification.
- We monitor health and safety metrics set by our ESG Strategy (LTIF, TRIR)
- In collaboration with the Occupational Doctor and Safety Technician, training and awareness sessions were provided to employees, alongside the continuous implementation of workplace health and safety measures.
- We assess the occupational risk of each facility, any work-related accidents and Illnesses are monitored and recorded.
- A Specialist Pathologist is available at the company's premises in Athens. The Specialist provides services in person (2 hours per week) or provides advice over the phone for the employees who work remotely.
- Voluntary anti-influenza vaccination for employees (Headquarters).
- Blood donation drive twice a year (Headquarters).
- Psychological First Aid training was delivered to strengthen employees' ability to recognize and respond to mental health emergencies in the workplace.
- Ongoing Fire Safety training to enhance employees' awareness of fire prevention measures and appropriate emergency response procedures.
- Emergency Response Plan training provided to ensure H&S teams understand first aid, emergency procedures and their roles during critical incidents.
- Working at Height training provided to employees performing tasks at height, promoting safe work practices and keep low occupational risks.
- Evacuation drills annually organized to test emergency preparedness and reinforce safe evacuation procedures.
- First Aid training was conducted for our first aid team members and an online session delivered to all staff.
- The Company participated in the European Week for Safety and Health at Work 2025 through awareness webinars aiming at a strong health and safety culture across the organization.

## In branches

### Belgium

- Refreshment Training of the Prevention Advisor and update of the required Health & Safety compliance documentation
- Training as trusted person
- First Aid refreshment training
- Completion of Employee Health & Safety Manual
- Building Evacuation Exercise
- Risk analysis update for screen employees
- Update H&S action plan 2025
- Workplace ergonomic assessment

### Luxembourg

- Emergency preparedness procedure update
- First aid training
- Fire safety training
- Evacuation drill

### Italy

- Prevention and Protection Services Report (RSPP) annual meeting report
- RLS training refreshment
- Training H&S for newcomers and employees whose certificate expired

### Spain

- Psychosocial risks evaluation
- Annual H&S Activity Program
- Health Surveillance Plan
- Annual Report on Preventive Activities and Evaluation of the Integration of Preventive Measures

### Intelli Solutions

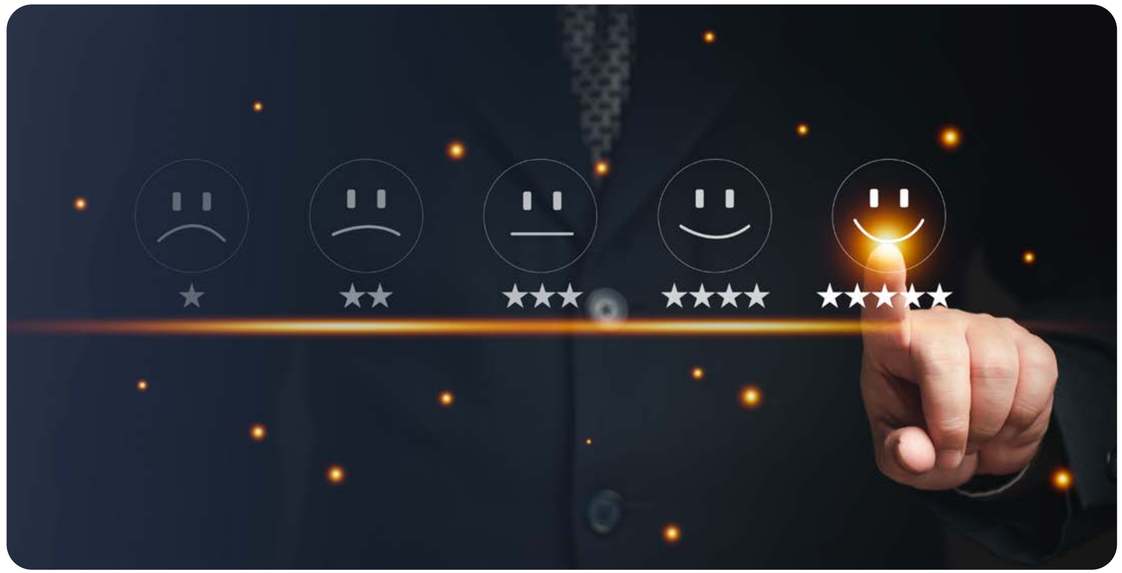
- Health & Safety procedures implemented in line with Group policies
- Ongoing occupational risk assessments and compliance monitoring
- Support by Occupational Doctor and Safety Technician, ensuring continuous health and safety oversight
- No work-related accidents or incidents reported in 2025

**2026 Goals**

- LTIF <2.3
- TRIR <1.3
- Provide hands-on first aid training to 50% of employees by 2026



# Sustainable Services & Digital Innovation



# Solutions leading to digital transformation and customer satisfaction

Driven by our mission to stimulate development and accelerate progress by seamlessly connecting business with information technology, and guided by our AI-first approach, we provide agile and tailored solutions that support our clients' digital transformation and transition to more sustainable IT environments.

We continuously evaluate customer satisfaction, including through our annual client satisfaction survey, using the insights gained to improve our services, foster innovation, and create long-term value.

## Customer Satisfaction Survey 2025

| Results | *Total | Percentage |
|---|---|---|
| Excellent/ Above Satisfactory Rating | 4319 | **65%** |
| Satisfactory Rating | 792 | **12%** |
| Improvement Required/ Unsatisfactory | 238 | **4%** |
| I do not know/ I do not answer | 1339 | **20%** |
| SUM | 6688 | |

## Overall Customer Satisfaction Index (CSI) - 76.60

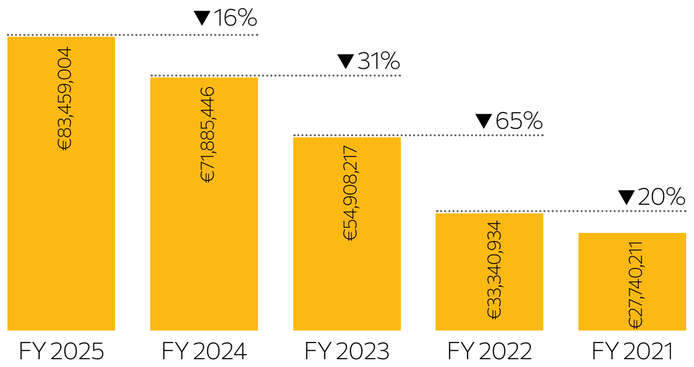
| Participating Customers | 2025 | 2024 | 2023 |
|---|---|---|---|
| Private Enterprises | 44 | 30 | 17 |
| International Organisations | 34 | 36 | 27 |
| Local Authorities | 66 | 50 | 53 |
| Prefectures | 87 | 40 | 40 |
| Telecommunication Providers | 3 | 3 | 3 |
| Financial Institutions | 32 | 33 | 22 |
| **Total** | **266** | **192** | **162** |

| | |
|---|---|
| **Increase in participating clients' base** | **39%** |

*Total number of customers' responses

## Digital Solutions' Revenues

**CAGR 32%**




In 2025, we continued to strengthen our digital portfolio, generating total revenue of €83.459 in our Digital Pillars and gross margin of €13.912, with an overall gross margin of 16.7%. Consulting, Cloud and Cybersecurity solutions and services represented the largest areas of activity, accounting for approximately 64% of total revenue, reflecting our focus on supporting clients across critical areas of digital transformation, cloud adoption and cyber resilience. At the same time, high-value domains such as Cybersecurity, Managed Services, Big Data and Fintech delivered gross margins above 20%, demonstrating our portfolio's ability to combine scale with value creation. Cybersecurity, in particular, stood out as a strategic growth area, combining a meaningful share of total with a strong gross margin of 20.9%.

**As AI becomes central to our business transformation, we are evolving towards an AI-first operating model, embedding intelligence across our solutions, delivery, and internal processes, while continuing to invest in our people to enable skills, adaptability, and innovation.**

## 2025 RDI Highlights and Key Facts

- **Innovation Proposals:** During 2025, the Company's position within the European innovation ecosystem was further strengthened with the submission of 82 new collaborative research and innovation proposals under various funding programmes such as Horizon Europe, Digital Europe, and the European Defence Fund. These proposals address key societal and technological challenges, such as climate-neutral and smart cities, AI and digital twins, climate resilience, healthcare cybersecurity, critical infrastructure protection, defence digitalisation and secure tactical communications. We extended our presence in international consortia, both for Uni Systems and the Pleiades Innovation Ecosystem, and for a wide range of strategic partners, including municipalities, hospitals, port authorities, academic institutions and industrial organizations.
- **Funding Secured:** 10 proposals were approved for funding, bringing our portfolio of awarded RDI projects to 74 in total. The approved projects in 2025 represent more than €3 million in new R&D funding. This brings the cumulative funding received for our projects to date to around €19.5 million. The new projects span areas such as smart health, energy, smart cities, cybersecurity, culture and e-government. Notably, the BLUEPRINT project, where Uni Systems participates along with the Municipality of Athens and DAEM, was approved for funding under Horizon Europe. BLUEPRINT combines immersive and interactive technologies, including AI assistants, participatory and modelling tools, BIM, VR and AR, within multiscale digital twins, to support community participation in the design of climate-resilient renovation strategies. The solutions will be tested in 5 EU cities, tackling diverse challenges in energy, mobility, and public space revitalization.
- **Leadership in Consortia:** Uni Systems took on greater leadership roles, acting as coordinator in 3 major new RDI projects that were approved in 2025. In these EU-funded consortia, Uni Systems leads coordination among multiple international partners, a testament to our growing reputation in the European RDI arena.
- **Impact from funded projects:** Our active projects generated results during implementation that reached stakeholders beyond the consortia: from pilots run with public authorities and operators, to tools tested with end users, and to resources and campaigns made available to organisations across Europe. A noteworthy example is Code4Europe, funded under the Digital Europe Programme, in which we participate as an industry partner. Within the consortium we lead the CSR programme for EU Code Week, and in 2025 launched the #FutureReadyCSR campaign, together with the accompanying CSR Toolkit. A campaign that sought to inspire large enterprises, SMEs, clusters, digital innovation hubs, industry associations and chambers of commerce across Europe to direct their CSR activity towards digital skills education. We contributed to the campaign as a participant as well as its designer, supporting, sponsoring or co-organising 20+ activities over the year.

# Pleiades Innovation Ecosystem

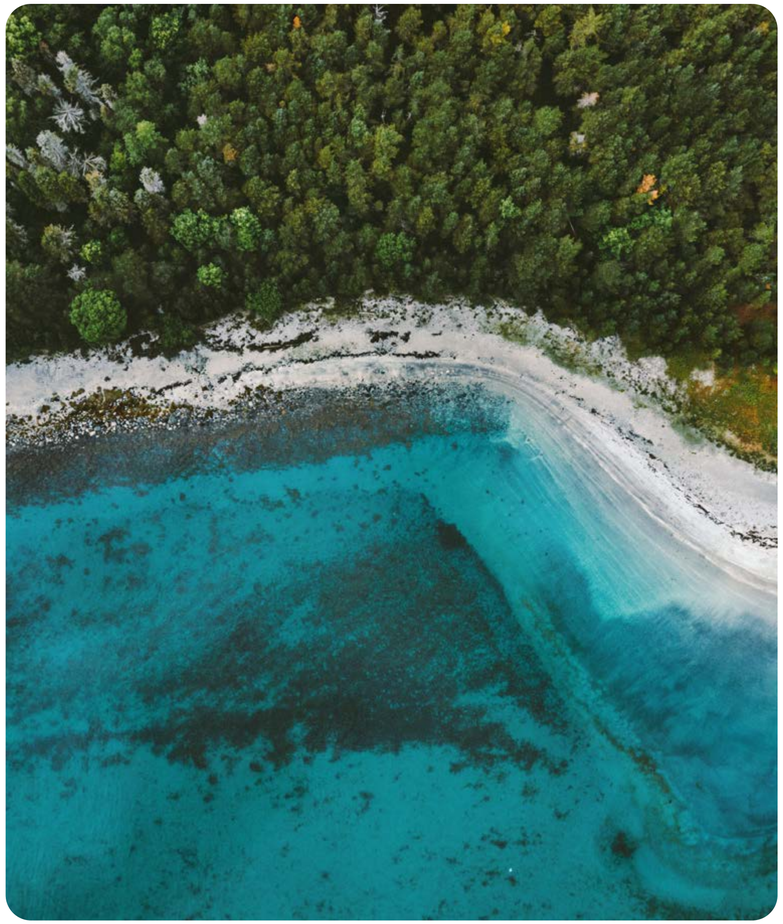
In 2025, we deepened our focus on Smart Cities and Smart Islands through the Pleiades Urban Innovation Labs model. This approach establishes place-based innovation centres within municipalities, where city officials, corporations, start-ups, and citizens co-create solutions to local challenges. By fostering multi-helix collaboration and leveraging smart funding models and ESG principles, Urban Innovation Labs help municipalities become living laboratories for sustainable development. Four labs were established in 2025: PalaioFaliro.Lab, focused on sustainable and data-driven urban development; Chalki.Lab, positioning the island of Chalki as a model for energy-efficient and resilient island communities; Kalamata. Lab, supporting the city's path toward climate neutrality through structured public-private experimentation; and IdeaKos.Lab, serving as a collaborative innovation hub for the islands of Kos, Astypalea, and Nisyros.

Across our portfolio of European co-funded programmes, we advanced this work at scale. DEPLOYTOUR (2024-2027) builds a shared data infrastructure for sustainable tourism across Europe, with Pleiades leading the Syros use case around cultural heritage digitalisation. Value4GreenEnergy (2024-2027) supports the transition to renewable energy through data-driven planning tools and cross-sector collaboration. Transform² (2024-2027) advances earthquake early warning systems using sensor networks and real-time data, with direct relevance to Greece's seismic risk context.

A2FINTECS (2024-2026), an Erasmus+ programme, strengthens digital and financial technology skills among SMEs and vocational training institutions across Europe.

A defining moment for Pleiades in 2025 was our participation in the Smart City Expo World Congress in Barcelona, the world's leading event on urban innovation. In collaboration with Enterprise Greece and under the aegis of the Ministry of Digital Governance, we co-organised Greece's first National Innovation Pavilion, bringing together municipalities, islands, and regions, including Kalamata, Chalki, Palaio Faliro, and the Regions of Attica, Western Greece, and Central Macedonia, alongside Pleiades member companies active in smart mobility, AI, digital twins, and energy systems. The pavilion presented real-world deployments of Smart Cities and Smart Islands initiatives and positioned Greece as a collaborative and outward-looking innovation ecosystem on the European stage.

As a trusted technology partner of the Greek public sector, Pleiades is currently involved in the implementation of 22 Recovery and Resilience Facility (RRF) projects, spanning key sectors including healthcare, social security, justice, taxation, digital government, cybersecurity and national digital infrastructure. These initiatives are helping accelerate Greece's digital transformation, improving service delivery, operational efficiency and accessibility for citizens and businesses alike.



# Sustainable solutions and services

The categories of our sustainable solutions and services, with a positive environmental and social impact (based on ICMA criteria) that have been included in our Strategic Plan for Sustainable Development are the following:

- **Cloud solutions:** Enabling clients to reduce IT infrastructure energy usage through scalable, efficient cloud services (leveraging shared resources for a smaller carbon footprint).
- **Emissions trading systems** to control and monitor carbon dioxide emissions by sector and country (in DG-Clima & UK Department for Energy Security and Net Zero - GOV.UK). These systems directly support climate change mitigation policies by ensuring accurate tracking of emissions and facilitating carbon markets.
- **Culture and Education Solutions:** Delivering IT solutions that support cultural heritage preservation (such as digital archives for museums and libraries) and education (e-learning platforms, academic information systems), thereby enhancing access to knowledge and safeguarding cultural assets for future generations.
- **Systems for disease control, prevention, monitoring and analysis:** Implementing systems for disease control, prevention, monitoring, and analysis, for example, public health surveillance platforms and outbreak tracking tools, which strengthen health system responses and improve population health outcomes.
- **Systems for the control and approval of new chemicals:** Providing systems for the control and approval of new chemicals (helping regulatory authorities evaluate and monitor chemical substances) and for enforcing regulations like REACH, to ensure environmental and consumer safety.
- **Systems for the approval of new medicines and monitoring of the EU regulatory framework for the management and control of medicines.** Developing solutions for the approval of new medicines and for monitoring compliance with the EU regulatory framework on medicine management. These systems improve the efficiency and integrity of drug approval processes and pharmacovigilance, ultimately protecting public health.
- **Systems for the implementation of European asylum, border management, immigration, cross-border justice policies, international protection and conditions for the reception of migrants and refugees**. Building large-scale IT systems to implement European policies in areas such as asylum and migration (e.g. systems for managing asylum applications and refugee reception conditions), border management, cross-border justice and security, and international protection. Uni Systems has been a key contractor for EU institutions, delivering secure and reliable platforms that underpin the EU's area of freedom, security, and justice.
- **Systems related to Justice, Criminal Record management, Legal Council of the State, Administrative Courts.** Delivering systems related to national justice and governance, for instance, electronic case management for courts, criminal record management systems, digital platforms for Legal Council of State, and administrative court workflow systems. These solutions enhance the efficiency, transparency, and accessibility of justice and public services, yielding significant social benefits (timely justice, reduced corruption, etc.).
- **Digitization and Digitalization services:** Delivering digitalization services that accelerate the digital transition of public administration and public services. Through the digitalization of processes, documents and service delivery, these solutions reduce paper consumption, resource use and associated greenhouse gas emissions, while enhancing efficiency, transparency and accessibility. By supporting the modernization of public sector operations and citizen-facing services, they contribute to climate change mitigation and the development of more sustainable, inclusive and resource-efficient governance models. During 2025, our people participated in 12 digitization projects that support the modernization of public administration and the delivery of citizen-centric digital services. By transforming physical archives into accessible digital assets, these projects help reduce administrative burden, improve operational efficiency and accelerate decision-making. At the same time, they contribute to environmental sustainability through lower paper consumption and provide the trusted digital data infrastructure required for future AI-driven services, automation and innovation across the public sector.



**33%** Sustainable Revenue Share (2025)



**2026 Goals**

- Over 10% of revenue to derive from sustainable solutions and services



# Environmental Footprint

We are committed to reducing our environmental footprint through targeted initiatives in emissions reduction, energy management and circular economy practices. As part of our ESG strategy, we aim to reduce absolute greenhouse gas emissions by 40% by 2030 (baseline year: 2022), and Climate Neutrality by 2050, while continuously improving energy efficiency, increasing the use of renewable energy sources and supporting climate change mitigation efforts.

- We maintain **ISO 14001:2015** and **ISO 14064-1:2018** certifications, demonstrating our commitment to effective environmental management and the transparent quantification and reporting of greenhouse gas emissions.
- **Data Center:** Electricity consumption decreased from 3,291,157 kWh in 2024 to 2,804,906.6 kWh in 2025, representing a reduction of 486,250.4 kWh (-14.8%) year-on-year. This reduction is associated with energy-efficiency improvements, including the replacement of legacy UPS systems with new-generation, high-efficiency equipment.
- Guaranteed Quest Group Green origin electric energy consumption: 25% (Greece) and additionally 41% in Uni Systems International Branches.
- Green vehicles represented 84% of Uni Systems' corporate car fleet in 2025

## Emissions (Scopes 1, 2, 3)

We calculated our Carbon Footprint (Scope 1, Scope 2 and Scope 3) greenhouse gas emissions for the reporting year 2025 in cooperation with an external specialized partner, covering all operations under our operational control in Greece and abroad.
The inventory includes emissions from offices, data centers, company vehicles, business travel, employee commuting, purchased goods and services, and other relevant value-chain activities.

The methodology applied for the quantification and reporting of greenhouse gas emissions was developed in accordance with internationally recognised standards and guidance, including:

- The Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard (Revised Edition 2004), developed by the World Business Council for Sustainable Development (WBCSD) and the World Resources Institute (WRI).
- ISO 14064-1:2018 – Greenhouse gases – Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals.

In addition, the following supplementary guidance documents were used to support the calculation of emissions:

- GHG Protocol Scope 2 Guidance – An amendment to the GHG Protocol Corporate Standard
- Technical Guidance for Calculating Scope 3 Emissions (Version 1.0)
- Corporate Value Chain (Scope 3) Accounting and Reporting Standard

The inventory was prepared following the principles of relevance, completeness, consistency, accuracy and transparency, as defined by the GHG Protocol. For Scope 2 emissions, both the location-based and market-based methodologies were applied, in line with GHG Protocol guidance.

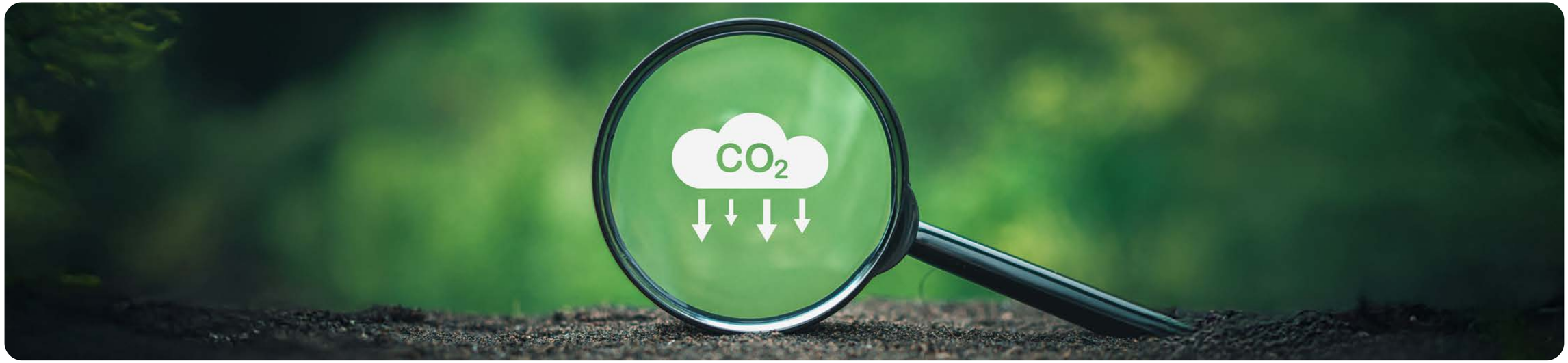
# Emissions Comparison 2024-2025

*Unit: $tCO_2e$ (tonnes of $CO_2$ equivalent). Scope 2 is location-based.*

| Emissions Category | 2024 $tCO_2e$ | 2025 $tCO_2e$ | Change YoY $tCO_2e$ | % Change YoY | % Change from Base Year 2022 |
|---|---|---|---|---|---|
| Scope 1 | 441.24 | 473.11 | +31.87 | +7.2% | 30% |
| Scope 2 location-based (Note 1) | 1,747.34 | 1,547.51 | -199.83 | -11.43% | -29% |
| Total Scope 1 +2 | 2,188.58 | 2,020.62 | -167.96 | -7.68% | -21% |
| Scope 3 | 13,333.22 | 26,194.64 | (Note2) | | |

**Note 1:** Uni Systems Group Scope 2 emissions were measured by market-based for the first time in 2025 for all international branches and the results can be found in the following table. For Greece only, Scope1 & 2 (market-based emissions) in 2025 have reduced by 45% compared to the base year 2022.

**Note 2:** 2025 is the new base year for Scope 3 due to new basis for calculation and is not comparable to previous year.



# Emission Sources - Uni Systems Group

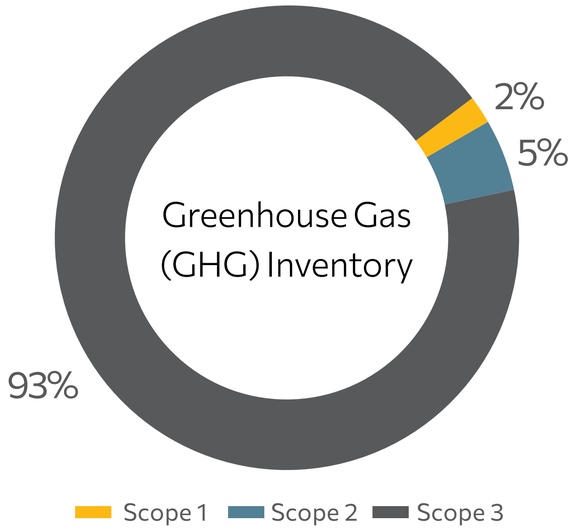
| EMISSION SOURCE 2025 | Total emissions ($tCO_2e$) | $CO_2$ emissions ($tCO_2e$) | $CH_4$ emissions ($tCO_2e$) | $N_2O$ emissions ($tCO_2e$) | HFC emissions ($tCO_2e$) |
|---|---|---|---|---|---|
| **Scope 1: Direct emissions** | **473.11** | | | | |
| **Stationary combustion** | **83.54** | | | | |
| Fuel oil combustion for building heating | 82.77 | 82.50 | 0.19 | 0.09 | |
| Natural gas combustion for building heating | 0.77 | 0.77 | 0.00 | 0.00 | |
| **Mobile combustion** | **368.66** | | | | |
| Diesel combustion in company vehicles (owned or fully leased) | 49.25 | 48.71 | 0.00 | 0.54 | |
| Gasoline combustion in company vehicles (owned or fully leased) | 318.42 | 316.02 | 1.00 | 1.40 | |
| LPG combustion in company vehicles (owned or fully leased) | 0.94 | 0.93 | 0.00 | 0.01 | |
| CNG combustion in company vehicles (owned or fully leased) | 0.04 | 0.04 | 0.00 | 0.00 | |
| **Direct fugitive GHG emissions** | **20.91** | | | | |
| HFCs from refrigeration/air-conditioning equipment in building facilities | | | | | 20.91 |
| **Scope 2: Indirect emissions** | **1,547.51** | | | | |
| **Indirect emissions from purchased electricity consumption - Location-Based** | **1,547.51** | | | | |
| Electricity consumption - Belgium | 37.31 | | | | |
| Electricity consumption - Bulgaria | 0.62 | | | | |
| Electricity consumption - Greece | 1,493.28 | | | | |
| Electricity consumption - Luxembourg | 8.42 | | | | |
| Electricity consumption - Serbia | 7.88 | | | | |
| Electricity consumption - Data center | 1,010.73 | | | | |
| Electricity consumption - Buildings | 532.74 | | | | |
| Electricity consumption - EV Fleet | 2.01 | | | | |
| Thermal energy consumption - Buildings | 2.04 | | | | |
| **Indirect emissions from purchased electricity consumption - Market-Based** | **1,174.35** | | | | |
| Electricity consumption - Belgium | 37.31 | | | | |
| Electricity consumption - Bulgaria | 0.62 | | | | |
| Electricity consumption - Greece | 1,127.65 | | | | |
| Electricity consumption - Luxembourg | 0.90 | | | | |
| Electricity consumption - Serbia | 7.88 | | | | |

| EMISSION SOURCE 2025 | Total emissions ($tCO_2e$) | $CO_2$ emissions ($tCO_2e$) | $CH_4$ emissions ($tCO_2e$) | $N_2O$ emissions ($tCO_2e$) | HFC emissions ($tCO_2e$) |
|---|---|---|---|---|---|
| **Scope 3: Other indirect emissions** | **26,194.64** | | | | |
| **Category 1 - Purchased goods and services** | **23,683.37** | | | | |
| **Category 2 - Capital goods** | **389.65** | | | | |
| **Category 3 - Fuel- and energy-related activities (not included in Scope 1 or Scope 2)** | **415.46** | | | | |
| Indirect emissions from fuel production and transportation | 109.29 | | | | |
| Indirect emissions from transmission and distribution losses for electricity consumed (Scope 2) | 306.17 | | | | |
| **Category 4 - Upstream transportation and distribution** | **65.30** | | | | |
| **Category 5 - Waste generated in operations** | **0.02** | | | | |
| **Category 6 - Business travel** | **633.82** | | | | |
| Air travel | 141.92 | | | | |
| Ferry travel | 1.86 | | | | |
| Car travel | 12.94 | | | | |
| Train travel | 0.17 | | | | |
| Bus travel | 0.74 | | | | |
| Hotel stays | 476.19 | | | | |
| **Category 7 - Employee commuting** | **983.74** | | | | |
| **Category 8 - Upstream leased assets** | **-** | | | | |
| **Category 9 - Downstream transportation and distribution** | **23.29** | | | | |
| **Category 10 - Processing of sold products** | **-** | | | | |
| **Category 11 - Use of sold products** | **-** | | | | |
| **Category 12 - End-of-life treatment of sold products** | **-** | | | | |
| **Category 13 - Downstream leased assets** | **-** | | | | |
| **Category 14 - Franchises** | **-** | | | | |
| **Category 15 - Investments** | **-** | | | | |

| | $CO_2$ | $CH_4$ | $N_2O$ | HFCs |
|---|---|---|---|---|
| **GWP** | 1 | 28 | 265 | 1924 |

The following diagram presents the contribution of each emissions Scope to our total greenhouse gas emissions for 2025. Scope 3 remains the dominant source of emissions, accounting for 93% of total GHG emissions. Within Scope 3, the largest contribution originates from Category 1 – Purchased Goods and Services, which represents approximately 90.4% of total Scope 3 emissions. This distribution is consistent with the nature of our business activities and value chain.

The contribution of the remaining Scopes amounts to 2% for Scope 1 and 5% for Scope 2 (location-based), representing direct emissions from fuel consumption and fugitive refrigerant emissions, as well as indirect emissions associated with purchased electricity, respectively. Overall, total gross greenhouse gas emissions reached 28,215.26 $tCO_2e$ in 2025.






## Circular Economy

In 2025, we continued to implement waste reduction and circularity initiatives across our operations. These included e-waste recycling programmes, paperless office practices and the responsible management of hazardous and non-hazardous waste through certified partners. We also promote the refurbishment, reuse and donation of IT equipment to extend product lifecycles and reduce waste generation, while dedicated recycling points support employee engagement in environmentally responsible practices.

| Material | Quantity (kg) |
|---|---|
| Toners | 52 |
| Batteries | 70 |
| Electronic & electric devices | 167 |
| End-of-life Equipment (Owned and Contract Assets) | 4,160 |



# Our Social Impact

We continued to demonstrate our commitment to social responsibility and community well-being through a broad range of initiatives supporting education, health, social welfare, culture, and youth development. In 2025, our social contribution included donations of equipment, financial support to charitable organizations, sponsorships of educational and cultural initiatives, and targeted actions addressing the needs of vulnerable groups and local communities.



## Social responsibility

- Donations of **93 pieces of fixed assets to schools and municipalities across Greece**, contributing to the reuse of technology equipment and supporting educational and public-sector needs. Additional technology-related donations included a **3D printer** to the Efthymio Centre for Rehabilitation and Recovery for People with Disabilities in Corinth.
- Support of charitable and social welfare organizations through donations and targeted contributions, including the **Smile of the Child, ESTIA**, the **Agia Anna Foundation, KYADA,** and the **Chatzikyriakio Child Protection Foundation**, as well as initiatives supporting the Oncology Hospital "Agios Savvas." Moreover, our employees have been supporting the "Mitera" Infant Centre for more than 10 years, providing necessary means of care and wellness-supportive initiatives for children in need.
- Contribution to educational development and youth empowerment through initiatives such as the sponsorship of a postgraduate scholarship at the Athens University of Economics and Business and the support of **Coding Factory**, reinforcing the link between education, skills development, and employment opportunities in the technology sector.
- Foster of cultural dialogue, civic engagement, and the protection of cultural heritage through contributions to organizations and initiatives such as the **Diazoma** association bringing together the archaeological community, Greek artists and intellectuals and local authorities.
- Sponsored the **Hellenic Cyber Security Team** in the context of European Cyber Security Challenge 2025, contributing to the development of cybersecurity talent and the strengthening of Greece's presence in European relevant initiatives.

**These actions reflect our continued focus on the "society" pillar, with contributions directed toward education, social inclusion, health-related causes, cultural engagement, and the support of vulnerable groups.**

## Employee Engagement

We continued to invest in initiatives that strengthen employee engagement, well-being, teamwork, and participation.

- In 2025, we supported internal activities and employee-centered initiatives, including the Uni Systems basketball team, employee participation in the Athens Marathon, an Art Workshop at Art Hub, an international platform that aims to contribute to cultural and social change, and the "Boroume – Saving Food" initiative, where colleagues learned how to cook sustainably.

**Through these actions, we reinforce a workplace culture that promotes collaboration, active participation, personal well-being, and shared purpose. These initiatives are aligned with our "employees" pillar and reflect our commitment to creating an environment where people feel connected, supported, and encouraged to take part in meaningful activities beyond their day-to-day work.**

## Market and Community Contributions

We also contributed to market development and the wider technology ecosystem by supporting initiatives that promote innovation, professional communities, entrepreneurship, and knowledge sharing.

- We supported the software testing community through sponsorships of initiatives such as **Women in Test** and **WeTest Athens**, contributing to the growth of professional communities and the exchange of knowledge among technology practitioners.
- We also supported more than 18 **career development initiatives** in cooperation with academic institutions with the aim of connecting young people, graduates, academia, and the business community, helping strengthen employability and entrepreneurial thinking.
- In addition, **our large-scale digitization projects generated meaningful social and economic value** through employment creation. During 2025, we provided employment opportunities to 174 individuals through temporary employment contracts supporting project delivery. The workforce engaged in these projects included 126 women (72.4%), 68 young people aged 18–29 (39.1%), 31 participants aged 50 and above (17.8%), 32 students (18.4%), as well as individuals from single-parent families (1.7%). Through these initiatives, we contributed to labour market participation, youth employment, age diversity, and social inclusion while supporting the digital transformation of public services.

Overall, our 2025 social contribution reflects a balanced approach across society, employees, and the market, combining donations, sponsorships, employee engagement activities, and ecosystem support. **The recorded actions represent a total contribution value of €87,171.**

**Together, these initiatives demonstrate our ongoing commitment to creating positive social impact, empowering our people, and supporting the communities and ecosystems in which we operate.**



# Annexes

# About the report

The Sustainability Report 2025 of Uni Systems, a 100% subsidiary of Quest Holdings (parent company of Quest Group), is the 12th annual report of the company published.

The report is prepared in accordance with the Global Reporting Initiative - GRI Standards 2021 ("in accordance with") - and refers to the period 1.1.2025 - 31.12.2025. It will be published in digital format, on the **company's website**.

The parent company Quest Holdings has submitted for the year 2025 a **consolidated sustainability report**, which is included in the **Quest Group Annual Financial Report 2025** subject to the EU Directive 2022/2464 (CSRD).

Uni Systems Sustainability Report forms part of the Group Reporting, since the company contributes through its performance and actions to the Group's consolidated disclosures for the year 2025, as well as contributing to the Group's Double Materiality analysis. This report makes reference to the European Sustainability Standards (ESRS) in topics that the company has contributed to them within the Group reporting.

It is noted that for the disclosures of the 2025 Group Sustainability Report, a Limited Assurance Report by an external party has been carried out and published, in accordance with the International Standard for Assurance Assignments 3000 (Revised).

The **Quest Group's 2025 Sustainability Report** presents in detail the sustainable material topics monitored by the Group (in accordance with the ESRS standards based on the CSRD Directive), the results of the ESG strategy for the entire Group and its companies, from which the goals have been incorporated into our company's business model, as well as the updated ESG strategy 2025 – 2030 and respective goals.

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

For more information, contact the Communications & Sustainability Department:

**Communications@unisystems.com**,

0030 211 999 1967

# GRI / ESRS Table of Contents

| GRI Standards 2021 | Disclosure | Chapter in Report 2025 | Omissions | Disclosures and alignment of ESRS standards (Quest Group Sustainability Report 2025) |
|---|---|---|---|---|
| **GRI 2: General Disclosures 2021** | 2-1 Organizational Details | About the Company | | ESRS 1<br>ESRS 2 |
| | 2-2 Entities included in the organization's sustainability reporting | About the Report | | ESRS 1<br>ESRS 2 |
| | 2-3 Reference period, frequency and contact point | About the Report | | ESRS 1<br>ESRS 2 |
| | 2-4 Restatements of information | About the Report | | ESRS 1<br>ESRS 2 |
| | 2-5 External assurance | About the Report | | ESRS 1<br>ESRS 2 |
| | 2-6 Activities, value chain and other business relationships | About the Company<br>Sustainability Strategy | | ESRS 1<br>ESRS 2<br>(SBM 1-3) |
| | 2-7 Employees | Our Governance Model and Business Conduct | | ESRS S1 |
| | 2-8 Workers who are not employees | Our Governance Model and Business Conduct | | ESRS S1 |
| | 2-9 Governance structure and composition | Our Governance Model and Business Conduct | | ESRS 2 (MDR-P, GOV 1-5), ESRS - G1 |
| | 2-10 Nomination and selection of the highest governing body | Our Governance Model and Business Conduct | | ESRS 2 (MDR-P, GOV 1-5), ESRS - G1 |
| | 2-11 Chair of the highest governing body | Our Governance Model and Business Conduct | | ESRS 2 (MDR-P, GOV 1-5), ESRS - G1 |

| GRI Standards 2021 | Disclosure | Chapter in Report 2025 | Omissions | Disclosures and alignment of ESRS standards (Quest Group Sustainability Report 2025) |
|---|---|---|---|---|
| **GRI 2: General Disclosures 2021** | 2-12 Role of the highest governing body in overseeing the management of impacts | Our Governance Model and Business Conduct | | ESRS 2 (MDR-P, GOV 1-5), ESRS - G1 |
| | 2-13 Delegation of responsibility for impact management | Our Governance Model and Business Conduct | | ESRS 2 (MDR-P, GOV 1-5), ESRS - G1 |
| | 2-14 The role of the highest governing body for sustainability reporting | Sustainability Strategy | | ESRS 2<br>GOV 1-5<br>ESRS E1 |
| | 2-15 Conflicts of interest | Our Governance Model and Business Conduct | | ESRS 2 (MDR-P, GOV 1-5), ESRS - G1 |
| | 2-16 Communication of critical concerns | Our Governance Model and Business Conduct | | ESRS 2 (MDR-P, GOV 1-5), ESRS - G1 |
| | 2-17 Collective knowledge of the highest governing body | Our Governance Model and Business Conduct | | ESRS 2 (MDR-P, GOV 1-5), ESRS - G1 |
| | 2-18 Evaluation of the performance of the highest governing body | Sustainability Strategy | | ESRS 2<br>GOV 1-5<br>ESRS E1 |
| | 2-19 Remuneration policies | Sustainability Strategy | | ESRS 2<br>GOV 1-5<br>ESRS E1 |
| | 2-20 Process to determine Remuneration | Our Governance Model and Business Conduct | | ESRS 2<br>GOV 1-5<br>ESRS E1 |
| | 2-21 Annual ratio of total compensation | Our Governance Model and Business Conduct | | ESRS 2<br>GOV 1-5 |
| | 2-22 Statement on the Sustainable Development Strategy | Message from the CEO<br>Sustainability Strategy | | ESRS 2 (-SBM 1-3, MDR-P) |
| | 2-23 Policy commitments | Message from the CEO<br>Sustainability Strategy | | ESRS 2 (-SBM 1-3, MDR-P) |

| GRI Standards 2021 | Disclosure | Chapter in Report 2025 | Omissions | Disclosures and alignment of ESRS standards (Quest Group Sustainability Report 2025) |
|---|---|---|---|---|
| **GRI 2: General Disclosures 2021** | 2-24 Embedding policy commitments | Our Governance Model and Business Conduct | | ESRS 2 (MDR-P, GOV 1-5) ESRS - G1 |
| | 2-25 Process to remediate negative impacts | Our Governance Model and Business Conduct | | ESRS 2 (MDR-P, GOV 1-5) ESRS - G1 |
| | 2-26 Mechanisms for seeking advice and raising concerns | Our Governance Model and Business Conduct | | ESRS 2 (MDR-P, GOV 1-5) ESRS - G1 |
| | 2-27 Compliance with laws and regulations | Our Governance Model and Business Conduct | | ESRS 2 (MDR-P, GOV 1-5) ESRS - G1 |
| | 2-28 Memberships Associations | About the Company | | ESRS - G1 |
| | 2-29 Approach to Stakeholder engagement | Sustainability Strategy | | ESRS 2, SBM, IRO |
| | 2-30 Collective bargaining agreements | Our Governance Model | | ESRS S1 |
| **GRI 3: Material topics 2021** | 3-1 Process to determine material issues | Sustainability Strategy | | ESRS 2, SBM, IRO |
| | 3-2 List of material issues | Sustainability Strategy | | ESRS 2, SBM, IRO |
| **GRI 205: Anti-Corruption 2016** | 3-3 Management of material issues | Our Governance Model | | ESRS G1 |
| | 205-1 - Evaluation of functions for corruption-related risks | Our Governance Model | | ESRS G1 |
| | 205-2 - Communication and education on anti-corruption policies and procedures | Our Governance Model | | ESRS G1 |
| | 205-3 Confirmed Corruption Incidents and Actions Taken | Our Governance Model | | ESRS G1 |

| GRI Standards 2021 | Disclosure | Chapter in Report 2025 | Omissions | Disclosures and alignment of ESRS standards (Quest Group Sustainability Report 2025) |
|---|---|---|---|---|
| **GRI 305: Emissions 2016** | 3-3 Management of material issues | Environmental Footprint | | ESRS E1 |
| | 305-1 Direct Greenhouse Emissions (Scope 1) | Environmental Footprint | | ESRS E1 |
| | 305-2 Indirect Greenhouse Emissions (Scope 2) | Environmental Footprint | | ESRS E1 |
| | 305-3 Other indirect (Scope 3) greenhouse gas emissions | Environmental Footprint | | ESRS E1 |
| | 305-4 Greenhouse Gas Emission Intensity | Environmental Footprint | | ESRS E1 |
| | 305-5 Reducing Greenhouse Gas Emissions | Environmental Footprint | | ESRS E1 |
| | 305-6 Emissions of Ozone-Depleting Substances (ODS) | Environmental Footprint | | ESRS E1 |
| | 305-7 Oxides of nitrogen (NOx), oxides of sulphur (SOx) and other important gas emissions | Environmental Footprint | | ESRS E1 |
| **GRI 403: Occupational Health and Safety 2018** | 3-3 Management of material issues | Our People | | ESRS S1 |
| | 403-1 Occupational Health and Safety Management System | Our People | | ESRS S1 |
| | 403-2 Hazard Identification, Risk Assessment, and Incident Investigation | Our People | | ESRS S1 |
| | 403-3 Occupational health services | Our People | | ESRS S1 |
| | 403-4 Employee Participation, Consultation and Communication on Occupational Health and Safety Issues | Our People | | ESRS S1 |
| | 403-5 Training of workers on occupational health and safety | Our People | | ESRS S1 |
| | 403-6 Promoting Workers' Health | Our People | | ESRS S1 |
| | 403-7 Prevention and Mitigation of Occupational Health and Safety Impacts Directly Related to Business Relationships | Our People | | ESRS S1 |
| | 403-8 Employees covered by an Occupational Health and Safety System | Our People | | ESRS S1 |

| GRI Standards 2021 | Disclosure | Chapter in Report 2025 | Omissions | Disclosures and alignment of ESRS standards (Quest Group Sustainability Report 2025) |
|---|---|---|---|---|
| **GRI 404: Training and Education 2016** | 3-3 Management of material issues | Our People | | ESRS S1 |
| | 404-1 Average hours of training per year and per employee | Our People | | ESRS S1 |
| | 404-2 Employee Upskilling Programs and Transition Support Programs | Our People | | ESRS S1 |
| | 404-3 Percentage of employees who receive regular information on their performance and career development | Our People | | ESRS S1 |
| **GRI 405: Diversity and Equal Opportunity 2016** | 3-3 Management of material issues | Our People | | ESRS S1 |
| | 405-1 Diversity of Government Bodies and Employees | Our Governance Model and Business Conduct<br>Our People | | ESRS G1<br>ESRS S1 |
| | 405-2 Ratio of Basic Wage and Pay of Women to Men | Our People | Group Disclosure | ESRS S1 |
| **GRI 406: Non Discrimination 2016** | 3-3 Management of material issues | Our People | | ESRS S1 |
| | 406-1 Incidents of discrimination and corrective actions taken | Our People | | ESRS S1 |
| **GRI 418: Customer Privacy 2016** | 3-3 Management of material issues | Our Governance Model | | ESRS S4 |
| | 418-1 Documented Reports of Customer Privacy Breaches and Customer Data Losses | Our Governance Model | | ESRS S4 |
| **Non-GRI Material Topic – Sustainable Services & Digital Innovation** | 3-3 Management of material issues | Sustainable Services & Digital Innovation | | ESRS E1<br>ESRS S4 |

uni.systems

Uni Systems SMSA

19-23, Alexandrou Pantou, Kallithea, Attica, tel: +30 211 999 7000

www.unisystems.com

