

Quest for Excellence

CORPORATE RESPONSIBILITY REPORT 2014



Quest
HOLDINGS

Quest for Excellence

Corporate
Responsibility Report 2014

Shareholders' Message

Letter of the Chairman of the BoD

Messages

About the Report

Materiality Assessment



Quest Group ▼



ConQuest of the future ▼



Quest it together ▼



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ▼



Our Vision for sustainable growth and development within the triptych "Technology-Innovation-Entrepreneurship" defines our philosophy and our attitude towards the society and the new world that is evolving with a quick pace, where all of us would like to be winners.

Theodoros Fessas

Chairman
Quest Holdings Board of Directors

Efi Koutsourelis

Executive Member
Quest Holdings Board of Directors

Quest for Excellence

Corporate
Responsibility Report 2014

Shareholders' Message

Letter of the Chairman of the BoD

Messages

About the Report

Materiality Assessment



Quest Group ▼



ConQuest of the future ▼



Quest it together ▼



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ▼



Dear Colleagues,

In times of crisis, corporate social responsibility should be seen as an even more ubiquitous necessity instead of a cost-cutting exercise. Ethical and responsible business means giving back to your community in times of prosperity but even more in times of great need.

This is the business model our country, our society and our people need and we are committed to deliver it.

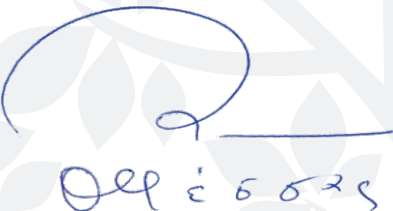
This is why we, the people of Quest Group, made the choice in 2014, despite the economic severity, to launch an ambitious and heartfelt CSR program. We are proud now to present our first Report.

The Report also presents the strategy of Quest for Sustainable Development and the choices we made for the benefit of our employees, the environment and the national economy.

We believe that sustainability is a long-term commitment which builds upon our principles and values for quality, reliability, consistency. For this reason we always set high goals, not only for the growth of our companies, but also for the progress of the community.

I myself am a firm believer of JFK's famous quote "don't ask what your country can do for you, but what you can do for your country".

We all have to turn these words into actions. And if we do, I can assure you that better days will be closer than we think.









Theodoros Fessas
Chairman Quest Holdings



Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

-  Quest Group ▼
-  ConQuest of the future ▼
-  Quest it together ▼
-  As you request it! ▼
-  Questioning the ordinary ▼
-  Quest for a better Society ▼
-  Un-Questionable Sustainability ▼
-  A Question of vision ▼

Contents

- Messages
- About the Report
- Quest Group
 - Technology, Innovation, Entrepreneurship
- ConQuest of the future
 - Responsible Entrepreneurship
- Quest it together
 - Teamwork
- As you reQuest it!
 - Customer Satisfaction
- Questioning the ordinary
 - Market and Innovation Support
- Quest for a better Society
 - Society
- Un-Questionable Sustainability
 - Environment
- a Question of vision
 - Future Goals



Quest Group ▼



ConQuest of the future ▼



Quest it together ▼



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ▼

Message of the President of CSR Committee



Today, that technology is an indisputable and decisive factor on human welfare, instead of another introduction for the First Corporate Responsibility Report of Quest Group, I would like to commence from the historical facts that marked the 34 years of our course in the market.

And this because there are facts that surpass people and businesses, as those we have experienced within the evolution of Technology and the development of a Market, where we have been protagonists and which we witnessed achieving gigantic proportions and giving back.

These are the facts that constituted our Vision, Bonds, Responsibilities and Opportunities, hence we owe, beyond any corporate responsibility, to pay tribute to all the pioneer visionaries of the market that, regardless of size and recognition, have contributed with their actions to a worldwide reversal that benefits the community as a whole.

Our Vision for sustainable growth and development, within the triptych "Technology-Innovation-Entrepreneurship" defines our philosophy and our attitude towards the society and the world that is rapidly evolving, in which we seek our place in a responsible way.

Our attitude proves that the center of our values is Man. The Working Person, the Customer, the

Consumer, the Colleague, the Shareholder. Thus the Community as a whole.

All these years, with our modus operandi, we have proven our respect to the Society and we acknowledged our responsibility towards it.

For Quest Group Corporate Responsibility is an essential principle and commitment since its foundation. Accepting our role in the social life, we contribute to the Sustainable Development, operating fully aware of our responsibility towards society and the environment, as well as towards all stakeholders.

Our strategy for the Corporate Social Responsibility is crystal clear. We shall continue our Responsible Action towards the Society and the Environment, and we will remain undaunted in our commitment to actively support the development of entrepreneurship and the strengthening of the national economy, by the continuous growth of innovative products and services, and by providing high quality services throughout the whole spectrum of our operations.

In this context, and as a proof of our philosophy that doing business and doing good are inextricably linked, we issue the Quest Group's Annual Corporate Responsibility Report, aiming to inform all stakeholders of the overall action of our Group, and establish a better communication with them.

Efi Koutsourelis

President, CSR Committee
Executive Member, Quest Holdings BoD



Quest Group ▼



ConQuest of the future ▼



Quest it together ▼



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ▼

Message of the Chief Executive Officer



For us at Quest Group, Corporate Social Responsibility is not just an idea. It is the fulfillment of our corporate mission and the effective implementation of our commitments to all stakeholders – Shareholders, Employees, Society, etc.

2014 was a particularly productive year in this direction for Quest Group at all levels. We focused on our financial stability, management of business risks and corporate governance, creating a standard matrix structure, in order to develop synergies and better coordination between our companies. We formulated along global intercompany groups at various levels and have organized new departments, working closely to develop bonds and maximize the result in all companies. Among them, I would like to single out the Business Development team, which focuses on the analysis of international trends and how they adapt to the demands and needs of the Greek market, as well as the Department of Human Resources Development of the Group, created in order to put more emphasis on our people.

We have launched an especially demanding project, which is the consolidation of the Group's infrastructure and its modernization as required, so as to provide to our companies breeding ground for the development of innovation. At the same time, we focused on new sectors which will probably play a decisive role in the market.

Thus, we have decided to place ourselves strategically in the electronic financial services, starting with our participation in the equity capital of companies that are actively involved in e-invoicing and e-payments.

In this first Report of ours we proudly present our effort, measuring and publicizing to every interested party the result of the actions we develop, in order to increase value for our Shareholders, to preserve our position in the market, to ensure for our employees a modern and safe working environment, and finally to offer to the environment and the society.

Pantelis Tzortzakis
CEO of Quest Holdings

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages

About the Report

Materiality Assessment

- Quest Group ▼
- ConQuest of the future ▼
- Quest it together ▼
- As you request it! ▼
- Questioning the ordinary ▼
- Quest for a better Society ▼
- Un-Questionable Sustainability ▼
- A Question of vision ▼

About the Report

This report reflects Quest Group's commitment to the Corporate Social Responsibility (C.S.R) principles. We are aware of our social role, and since our foundation we have been contributing to the development and the improvement of the conditions for

the community as a whole. From the very beginning we are oriented towards the modernization of business and working environment, the generation of new working positions and the improvement of living standards.

Purpose

With the issuance of the Corporate Responsibility Report we aim to fully and comprehensive inform our

stakeholders, on the Group's Social Corporate Responsibility strategy and actions.

Field of action and time period covered by the report

This Report constitutes our first effort to reflect the strategy and the annual actions of Quest Group in Social

Corporate Responsibility matters, covering the time period from 1.1.2014 to 31.12.2014.

Application of Global Reporting Initiative (GRI)

The First Corporate Responsibility Report of Quest Group was structured in compliance with the guidelines of the Global Reporting Initiative (GRI), considering that this model consists of a fully established, comprehensible, as well as a demanding framework of principles, which facilitates and contributes to an integrated briefing of stakeholders, on our CSR strategy and actions developed. Specifically, this Report's structure is based on the new G4 edition (In Accordance - Core), as it is reflected in the

"Table of Contents according to GRI", where the required indices are included, and which are subsequently analyzed in the texts that follow. In the Report we chose to include the Group's companies with total sales turnover greater than the 5% of the Group's consolidated turnover. Therefore, the companies included are Info Quest Technologies, Uni Systems, iSquare and ACS, whereas the companies Quest Online, iStorm and Quest Energy are not included.

Communication with regards to the report

For any clarification with regards to the Corporate Responsibility Report for the year 2014 you may contact

the Press Office of Group Quest by phone at+30211 999 1494, or by email, at the address pr@quest.gr.

Materiality Assessment

One of the most important and essential guidelines of GRI is the concept of Materiality. Each organization ought to focus on issues that have the most important financial, environmental and social impact, as well as on these that are considered the most important by internal and external stakeholders. During the procedure of Materiality Assessment for Group Quest, we took the following steps:

Step 1 Identification of material aspects for internal and

external stakeholders. Material aspects for Quest Group were specified from focus groups of employees, suppliers and customers.

Step 2 Acknowledgment and understanding of the material aspects that influence Quest Group's strategy via internal procedures.

Step 3 Results composition in a Table and assessment of every factor on the basis of its general social,

Quest for Excellence

Corporate
Responsibility Report 2014

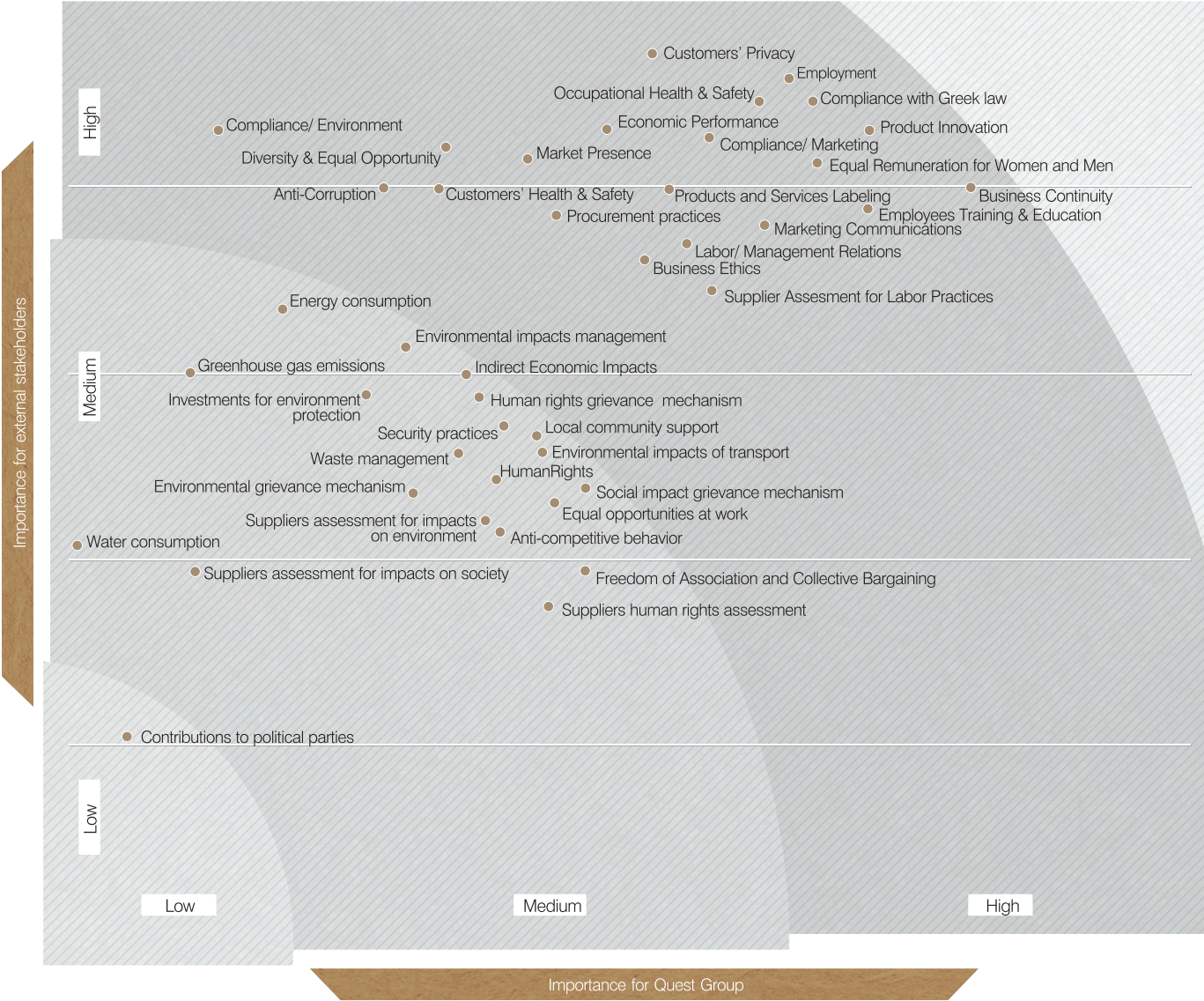
- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

- Quest Group ▼
- ConQuest of the future ▼
- Quest it together ▼
- As you request it! ▼
- Questioning the ordinary ▼
- Quest for a better Society ▼
- Un-Questionable Sustainability ▼
- A Question of vision ▼

environmental and financial impact, and on the importance it has for the stakeholders and the Group. In the following Table of Material Aspects, X-axis represents aspects that may have major impact for the

Group, and Y-axis represents aspects that have an impact between the stakeholders. Aspects that are rated "High-High" on the Table are the most important (Material Aspects).

Table 1: Material Aspects



Step 4 In the present Report we have included the most important factors (Material Aspects) for the stakeholders as well as for Group Quest. Factors of

lowest importance are mentioned only if they are influenced or depend on Material Aspects.

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment



Quest Group ◀

- Quest Group
- Milestones in the History of Quest Group
- Our Vision, our Mission, our Values
- Financial Results
- Corporate Governance
- Stakeholders



ConQuest of the future ▼



Quest it together ▼



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ▼

Quest Group

Always man oriented, Quest Group contributed to the dissemination and expansion of IT and Telecommunications in Greece, setting always high quality goals and having as a guiding principle the User's Support and Service. Through Info-Quest, our parent company till 2011, Quest Group has successfully combined IT evolvement with Telecommunications, and has created a business pattern with Services and Solutions in convergence of the new Technologies, based on the principles of Transparency, Competitiveness and Customer's Respect. Today it is established and dynamically developing in a multitude of ways, on the sectors of IT and Telecommunication, Postal Services and Energy, with activities developed in Europe, the Balkans and other international markets.

Quest Holdings, the parent company of Quest Group today, was founded in 1981 under the name Info-Quest and entered the Stock Exchange in 1998. A pioneer in the Technology sector, Quest Group has connected its name with the development of the IT Market, as well as with the introduction and development of new technologies in Greece.

Today the Group's activities in the Technology sector start from the distribution of IT and Telecommunications products of the top international manufacturers, and extend to business applications and integrated technology solutions for the private and public sector. At the same time, the Group develops by investing in activities, such as the e-commerce, innovative e-services for vertical markets, as well as in cloud services.

In the Postal Services sector ACS leaves clearly its mark. Leader of the courier services market and a major

player in the recently liberalized market of Postal Services, ACS is the biggest Greek company that offers a broad range of services of unparalleled quality at competitive prices.

Quest Group has entered the renewable energy production sector in 2006, with Quest Energy that implements major investments of Photovoltaic Power Stations for the Production of Electrical Power.

All Quest Group companies own significant real estate, and all -except ACS- are based in privately owned buildings, with a total office and storage area of 53.600m². Furthermore, each one of them is financially sound, has extensive know-how and high growth potential in its field of operations.



Quest Group

- Quest Group
- Milestones in the History of Quest Group
- Our Vision, our Mission, our Values
- Financial Results
- Corporate Governance
- Stakeholders



ConQuest of the future



Quest it together



As you request it!



Questioning the ordinary



Quest for a better Society



Un-Questionable Sustainability



A Question of vision

Milestones in the History of Quest Group

1981	1982	1983	1987	1992	1993	1995
Technology						
Introduction of the first Personal Computers in the Global Market		The first stand alone personal computers in Greece	Emergence of the first Computer Networks		Launching of Mobile Telephony in Greece	First Internet Services in Greece
Innovation						
	Info-Quest: introduces the first Super Microcomputer in Greece, Hawk 32 by Momentum with Unix software	Info-Quest: introduces Tulip PC, one of the first Personal Computers running Microsoft DOS and Intel processor		Info-Quest: Quest PC, the first Organized PCs production line in Greece, with international standards	Q-Phone: a Mobile Telephony Service Provider	Hellas on Line: Developing Private Internet Network and Services
	Imports for the first time in Greece computer accessories as an authorized distributor of international Vendors	Introduces the first dot matrix printers by Star Micronics			Info-Quest: Developing CRM Business Applications for Mobile Telephony	
Entrepreneurship						
Info-Quest establishment		Formulation of the first Pan-Hellenic Dealers Network for Software products Organization of a fully equipped Technical Support Department	Establishment of COM-QUEST, authorized distributor of Compaq and other Vendors	Partnerships with international software and hardware firms (Microsoft, SCO, SUN)	Q-Phone establishment. Its merging with Palmaphone in 1998, created Unifon, the biggest Private Telecommunications Provider in Greece	Takeover of Hellas On Line and its transformation into a dominant ISP of the Greek market
1996	1997	1998	1999	2000	2001	
				Developing of B2B and B2C services Liberalization of Telecommunications Market		
Info-Quest: The first Greek IT company certified with ISO 9001, for Orders Management, Production and Technical Support	Decision: Business Applications Development		Info-Quest: completion of Applications for the Athens Stock Exchange central system and for the full operation of Derivatives Exchange	Info-Quest: Launching of Quest Online B2B, the First Integrated Services Network in Greece with fully automated procedures interconnected with the Enterprise Resource Planning Integrated Management System (ERP/ SAP) Decision: Development of innovative business applications (Web enable CRM/ HR)		
	Business acquisition of Decision S.A., Software Applications	Info-Quest enters the stock market Acquisition of ACS, leader of the courier market			Establishing QTelecom, the 4th Mobile Telephony Provider in Greece	

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment



Quest Group

- Quest Group
- Milestones in the History of Quest Group
- Our Vision, our Mission, our Values
- Financial Results
- Corporate Governance
- Stakeholders



ConQuest of the future



Quest it together



As you request it!



Questioning the ordinary



Quest for a better Society



Un-Questionable Sustainability



A Question of vision

2002	2003	2004	2005	2006	2007	2008
Technology						
Launching Fixed Telephony Services by Private Providers	New technologies of Virtualization, Wireless Access & Telecommunications			Development of e-Commerce in Greece	Apple introduces iPhone, the first Smartphone, a combination of telephony & internet services	
Innovation						
QTelecom: Developing the first Privately Owned Network for Mobile and Fixed Telephony Services	Info-Quest: Providing new pioneering technologies of Remote Access in Business Applications in the Greek market (Application Delivery)		Info-Quest: e-Commerce services development with fully automated processes and real time connection to ERP/SAP	Quest Energy: Developing Photovoltaic Parks	Uni Systems: after the merger of Info-Quest Business Unit, Decision and Uni Systems, the biggest Integrated Solutions Provider in Greece was formulated, having a new corporate identity ACS: Implementation of "ACS Connect", a new, innovative solution for real time interconnection with its customers	Uni Systems: Creating a Data Center for the provision of Hosting Services to large enterprises ACS: Introduction of new innovative services, using online mobile terminals PDA
Entrepreneurship						
		ACS: Management take-over by Quest Group. Restructuring of ACS Postal Network	Sale of Q Telecom, having a subscribers base by 10% of the market	Establishing Quest Energy, for energy production from Renewable Sources Web-shop You.gr launch and You Stores Network introduction, throughout Greece	Acquisition of Uni Systems, company founded in 1964	Uni Systems: Launching Activities in the European Union
2009	2010	2011	2012	2013	2014	
	The first Cloud services appears in the Greek market		Cloud Infrastructure Development in Greece	Liberalization of Postal Services in Greece		
	Info Quest Technologies: The first Cloud services for providing Office Applications by Microsoft in the Greek market	ACS: introduction of "Web Business Tools", innovative web tools for customers interface with ACS electronic platform Info Quest Technologies: Developing of a new broad product range, under the brand name Bitmore	Info Quest Technologies: Added Value Services in the distribution of products UniSystems: UniCloud, Launching Cloud IaaS, PaaS SaaS services	ACS: Introduces the upgraded postal "ACS - ABP" Info Quest Technologies: introduces QCloud, by developing innovative nrastructure for the provision of Cloud services in the market		
Establishing iSquare, the Authorized Apple Distributor for Greece and Cyprus	iSquare: Developing Network of Apple Premium Resellers (APR), exclusively for Apple products iStorm: The first Apple Premium Reseller store is founded in Greece	Quest Holdings SA: Transforming into a holding company, and transferring IT activities to Info Quest Technologies		Uni Systems establishes a subsidiary company in Turkey Establishing IQbility, an incubator for Startups of the ICT industry iStorm: with 5 stores, it becomes the largest APR retail chain Greece	Acquisition of 20% of Impact, with activity in the e-Invoicing	

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment



Quest Group ◀

- Quest Group
- Milestones in the History of Quest Group
- Our Vision, our Mission, our Values
- Financial Results
- Corporate Governance
- Stakeholders



ConQuest of the future ▼



Quest it together ▼



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ▼

Our Vision

Our Vision is to maintain our leading position in every market in which we operate, and the dynamic and sustainable development of Quest Group, both in Greek and in the international market, driven by the triptych Technology, Innovation, Entrepreneurship, which is inextricably connected to our history, philosophy and operation.

Each and every one of Quest Group companies leads the market in which it operates. Our priority, in addition to maintaining this position is the further strengthening and healthy expansion of our every company. The dynamic business activities in innovative and pioneering sectors, with investments and use of cutting edge

technologies, is a key element of our vision for the development of Quest Group. A Vision that is fulfilled with our contribution to the Greek market and society and our establishment as a major, pioneering and innovative partner and ally.

Our Mission

The creation of a Sustainable Value with the application of the Best Practices in all of our endeavors.

With orientation in Technology, Innovation and effective use of opportunities in the business field, our mission is the creation of a sustainable value for our Shareholders, Employees, Customers and the Society as a whole. Core of our mission is the commitment to lead and

shape with a pioneering spirit and with responsibility, the markets in which we strategically choose to take action, always implementing best practices in order to maximize the benefit for all Stakeholders.

Our Values

The values of Quest Group express the philosophy of its founders, and guarantee our cohesion and the essence of the Group companies' culture.

Customer Satisfaction

All of Quest Group actions aim to the full satisfaction and provision of added value for our external and internal Customers. Our aim is the creation, the maintenance and the continuous reinforcement of trust relationships with them.

Teamwork

For us teamwork means synergy between colleagues, teams, departments and companies, aiming at the dissemination of knowledge and information, the improvement of productivity, as well as personal and professional advancement.

Innovation

At Quest Group we pursue and actively support the production of new ideas. We adopt reformations, innovations and novelties that lead in the improvement of our functions with measurable performance and productivity, as well as in the development of new services and products.

Responsible Entrepreneurship

We support and promote entrepreneurship and the responsible business activity, which we connect with technology and innovation, as these are tools for development and progress.

Ethos and integrity

Ethos is the complex of behaviors with which each of us converses in everyday life. All our actions at Quest Group exude respect for human dignity, and are characterized by honesty, stability and high ethical code.

Accountability

Our improvement and development both as professionals and people, derives from the accountability we develop from the objective comparison and evaluation of our actions. Our success is based on the founding of our performance and on our personal responsibility, which are translated into actions and projects.

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

- Quest Group
 - Quest Group
 - Milestones in the History of Quest Group
 - Our Vision, our Mission, our Values
 - Financial Results
 - Corporate Governance
 - Stakeholders

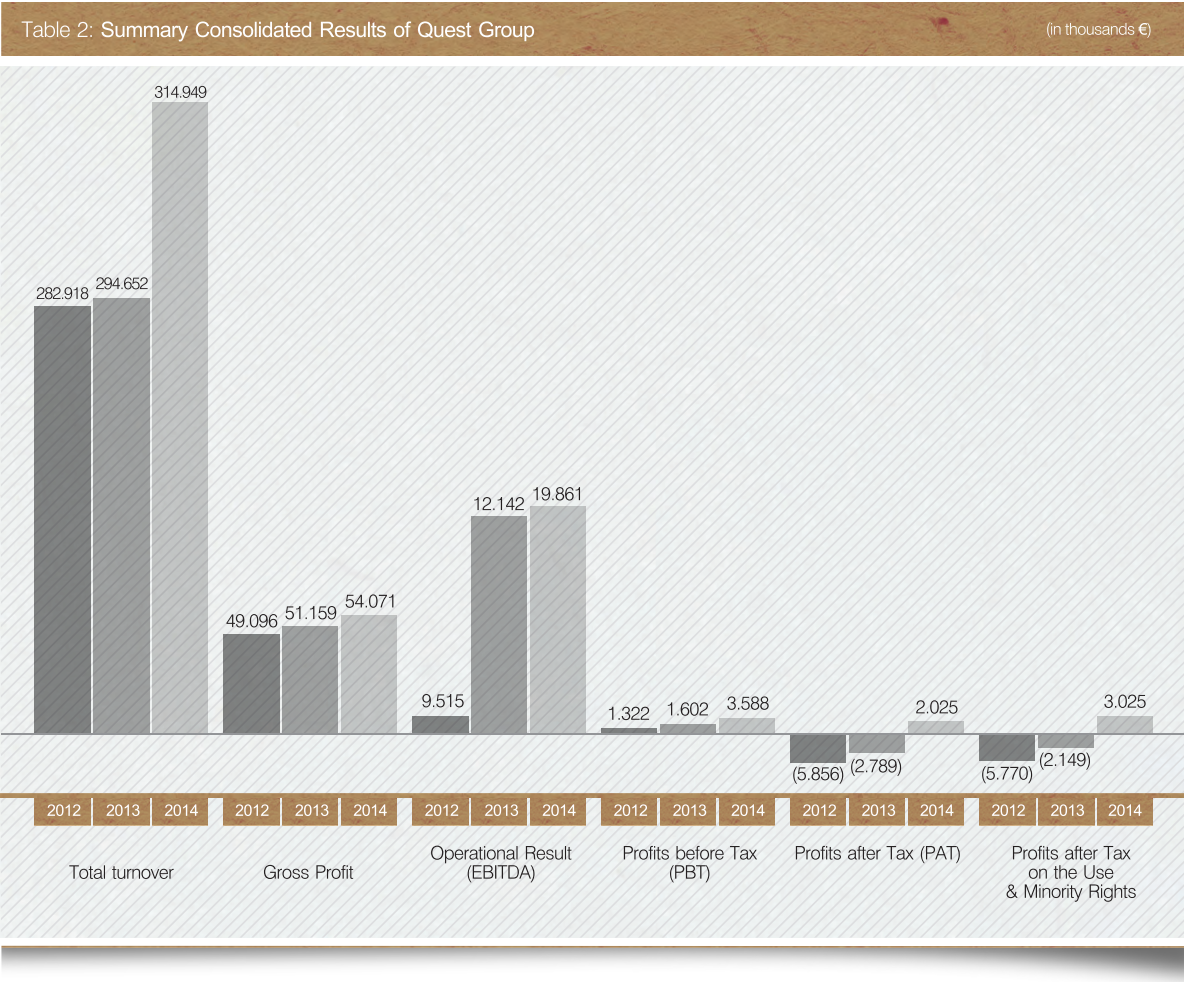
- ConQuest of the future
- Quest it together
- As you request it!
- Questioning the ordinary
- Quest for a better Society
- Un-Questionable Sustainability
- A Question of vision

Financial Results

In 2014, despite the difficult financial circumstances in Greece, Quest Group showed satisfactory profitability.

The Group's sales have increased to € 315 million as compared to € 295 million in 2013, recording an increase of 6.9%.

The consolidated summary results of the Group, according to the International Financial Reporting Standards, are presented in the following table:



The annual financial report of Quest Group is available on the Group's website, at the link: <http://www.quest.gr/content/financial-results>

Corporate Governance

At Quest Group we apply the principles of Corporate Governance in accordance with Greek law, aiming to ensure transparency and accountability in all activities.

The Group's Corporate Governance is based on a strict set of rules that aim at safeguarding the interests of Shareholders and all stakeholders related to the Group. Quest Holdings defines and communicates the Vision, the Principles and the Values that the entire Group shares, determines the strategy and develops the general directions and policies governing the operation of all subsidiaries. The company is structured in a way

that facilitates decision making in the implementation of Group strategy, and operates as a coordinating center. Quest Holdings adopts the general principles of the Corporate Governance Code for Listed Companies that Hellenic Federation of Enterprises (SEV) proposes to its members. In addition and according to the requirements of the law, it keeps a set of Internal Rules of Operation, as well as a special Internal Audit Regulation.

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment



Quest Group

- Quest Group
- Milestones in the History of Quest Group
- Our Vision, our Mission, our Values
- Financial Results
- Corporate Governance
- Stakeholders



ConQuest of the future



Quest it together



As you request it!



Questioning the ordinary



Quest for a better Society

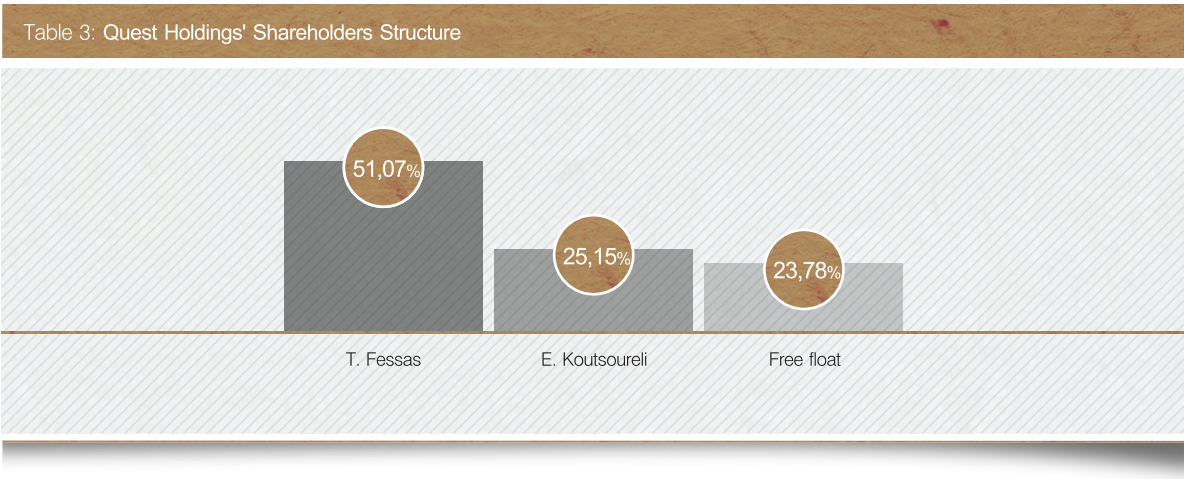


Un-Questionable Sustainability



A Question of vision

Shareholders



Board of Directors

The Board of Directors is Quest Group's highest governing body. It has the responsibility of Quest Holding's management, the management of its assets and for its mission accomplishment. Furthermore, and in cooperation with subsidiary companies management, it

is responsible for the Group's strategy, the establishment of priorities, general principles, and policies of the Group. In consists, according to the company's Articles of Incorporation, from five (5) to nine (9) members, divided to executive, non-executive and independent.

Table 4: Quest Holdings Board of Directors

Executive Members		Independent Non-Executive Members	
Th. Fessas	Chairman of the BoD	F. Tamvakakis	Vice-Chairman of the BoD
P. Tzortzakis	CEO	N. Lambroukos	
E. Koutsourelli		A. Tamvakakis	
M. Bitsakos		M. Papparis	
		A. Papadopoulos	

Quest Holdings BoD Committees

Quest Holdings Board of Directors, Quest Holdings Board of Directors is supported in its work by a number of committees, which manage vital corporate

governance issues. Their role is coordinating and advisory in relation to the Board decisions. These Committees are the following:

- Executive Committee
- Corporate Social Responsibility Committee
- Nomination Committee

- Remuneration Committee
- Audit Committee

The Internal Audit Department reports also to Quest Holdings Board of Directors. Furthermore, a series of intercompany committees have been created and hold

regular meetings, aiming at a better communication between Quest Group companies and ensuring the implementation of the general strategy at all levels.

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment



Quest Group ◀

- Quest Group
- Milestones in the History of Quest Group
- Our Vision, our Mission, our Values
- Financial Results
- Corporate Governance
- Stakeholders



ConQuest of the future ▼



Quest it together ▼



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ▼

Quest Group Policies

For us at Quest Group the assurance of proper operation and implementation of best practices in all our activities, are matters of high importance. For this reason we apply a series of policies, which include all of our principles and rules that guide our internal procedures, our relations with stakeholders and governmental authorities.

Donations and Sponsorships Policy

Donations and sponsorships should be subject to full transparency of purpose and method of management. For this reason, at Group Quest we implement a relevant Policy and Procedure, aiming to develop in an

These policies cover all vital fields for Group Quest operations. All of our employees are informed about their content at the time of their recruitment, while all of us are committed to their application: Shareholders, Management, Executives and Employees.

organized and controlled manner our social contribution, and to promote the Corporate Social Responsibility of our companies.

Ethics Policy

Transparency and reliability characterize the business practices followed by all Quest Group companies. The purpose of the Ethics Policy is to define the rules that

must govern the relations between all those that trade with the Quest Group companies and their employees.

Quality Policy

The Quality Policy contributes to strategy implementation and objective achievement in all Quest Group companies, creating an operational model and an orientation of continuous assessment and improvement of working practices. The methodology the Group adopts

regarding its companies' quality management and operation is the approach of Total Quality Management, in order to ensure good business results, on a stable and permanent base.

Health and Safety Policy

At Group Quest we are highly sensitive in Human Resources safety and in the creation of healthy working conditions. The purpose of the Health and Safety Policy is to identify the factors that may cause health problems

or endanger the employees' safety during their work, as well as the way to address these problems and ensure the compliance with the Greek legislation and the OHSAS 18001 standard.

Physical Security Policy

At Group Quest we acknowledge the vital importance of physical security for the proper operation of our companies. The Physical Security Policy aims to ensure

security conditions in all operation levels, evaluation of each company's performance in this field and compliance with Greek law.

Suppliers Payment Policy

At Quest Group, according to the general trade principles and values followed, we adopt a uniform policy for the payment of our suppliers. The Suppliers

Payment Policy objective is the assurance of good business results constantly, as well as the development of a mutually beneficial cooperation with suppliers.

Policy for leverage Partners Data

The multifaceted activities of Group Quest, as well as the broad spectrum of companies activities and the large number of partners involved, constantly creates opportunities for the establishment of new partnerships and activities effectiveness improvement.

The purpose of the Policy for leverage Partners Data is to determine the way the information should be used in order to limit possible financial risks, to protect the relations with third partners and to ensure compliance with legislation.

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment



Quest Group ◀

- Quest Group
- Milestones in the History of Quest Group
- Our Vision, our Mission, our Values
- Financial Results
- Corporate Governance
- Stakeholders



ConQuest of the future ▼



Quest it together ▼



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ▼

Collections Policy

Quest Group Collections Policy provides the general directions to the companies' Credit Departments, to harmonize their collections methods and procedures,

using appropriate, legal and fair means, and preserving the company's good image in the market.

IT Services Policy

The IT Services Policy refers to the design, development and operation of the Group's central IT and Telecommunications systems. It aims in the automatization and optimal use of IT and

telecommunications technology, to the internal operations of each company and its relations with business partners.

Communications Policy

The Communications Policy ensures the cooperation between the Group's companies, so as to maximize the benefits of every business activity and to minimize the

risks that might cause losses to the reputation, profits, or to the resilience of Quest Group and its companies, towards the external environment.

Corporate Social Responsibility Policy

The CSR Policy defines the values, the goals and the basic principles of Quest Group Social Responsibility, as

well as the method to evaluate the results of CSR actions undertaken by the Group and its companies.

Environmental Management Policy

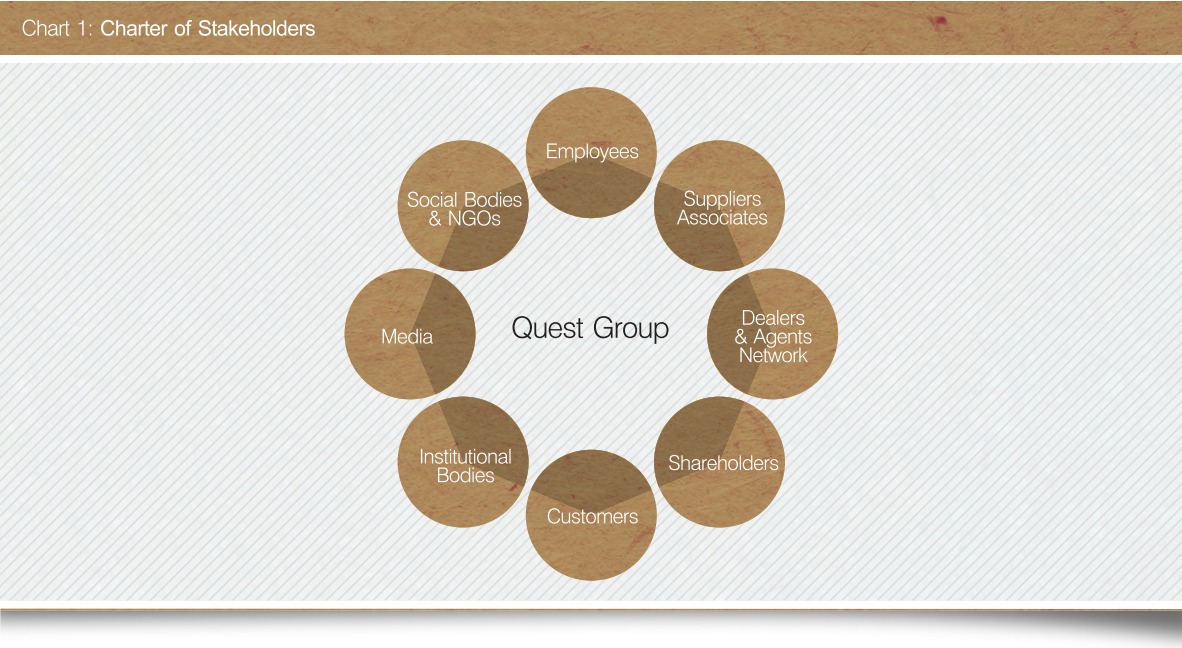
Environment protection is a crucial sustainability factor for Quest Group and its companies. The purpose of the Environmental Management Policy that we are developing is to define the course of action that our

companies have to follow in order to protect the environment, according to a unified planning and common goals for the whole Group.

Stakeholders

At Group Quest we define as stakeholders all those who in interaction with the organization have a direct or indirect impact or effect on its long term sustainable success. Such are our companies' employees, our clients our suppliers, the consumers, the local

communities where our companies operate and the media. The following table depicts the basic demands, the methods and the communication frequency with our main stakeholders.



Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment



Quest Group ◀

- Quest Group
- Milestones in the History of Quest Group
- Our Vision, our Mission, our Values
- Financial Results
- Corporate Governance
- Stakeholders



ConQuest of the future ▼



Quest it together ▼



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ▼

Table 5: Demands and Communication with Stakeholders

INTERESTED PARTIES	BASIC DEMANDS	COMMUNICATION MODEL	COMMUNICATION FREQUENCY
EMPLOYEES	Employees want a secure working environment, competitive salaries and opportunity for growth within the company. They also want information on the proceedings and the activities of Quest Group and the ability to participate on these.	<ul style="list-style-type: none">Employee Satisfaction SurveyDirectors and Managers MeetingsEventsKyros (e-Bulletin Board)Personnel Department e-mailsManagement MeetingsInter-companies MeetingsORION, Electronic Program for Growth and Evaluation of Human ResourcesElectronic submission of ideas and suggestions	<ul style="list-style-type: none">BiennialAnnualDailySemimonthlyMonthlyContinuous
CUSTOMERS	Clients demand products high quality products and services, at competitive prices. They also want respect, quality, credibility and support, in all areas.	<ul style="list-style-type: none">Quest Group and Companies WebsitesPress ReleasesAdvertisingCustomer Service Department/ Call CentersHelp Desk Technical SupportComplaint DepartmentElectronic CommunicationNewslettersImage ResearchesCustomer Satisfaction SurveysMeetingsTrainings/ Events	<ul style="list-style-type: none">ContinuousMonthlyAnnualOn a case -by-case basis
SHAREHOLDERS	Shareholders are interested in the development and growth of Quest Group, its sustainability, its value increase and its Companies' profits.	<ul style="list-style-type: none">Annual General MeetingAnnual Financial ReportIR DepartmentQuest Group WebsiteATHEX announcements	<ul style="list-style-type: none">AnnualContinuous
SUPPLIERS /ASSOCIATES	Suppliers seek for an excellent collaboration with Quest Group in all areas. They also wish the creation of new products and services, based on expertise know-how and leadership.	<ul style="list-style-type: none">Meetings/EventsElectronic CommunicationPress ReleasesAdvertising	<ul style="list-style-type: none">Continuous / On a case -by-case basis
DEALERS & AGENTS NETWORK	The Dealers Network of the Companies of Quest Group, seek for perpetual information flow, guidance and support, both in commercial and technical issues.	<ul style="list-style-type: none">Meetings with Account Managers/ Company representativesEvents/ PresentationsTrainingsPress ReleasesDealers IntranetElectronic Communication	<ul style="list-style-type: none">Continuous / On a case -by-case basis
MEDIA	The Media want a systematic and reliable update on the activities, financial results and CSR actions of Quest Group.	<ul style="list-style-type: none">Press Office&Public RelationsPress Conferences/ Events for the PressAnnouncements/Press ReleasesAdvertisingQuest Group and Companies WebsitesPress Relations	<ul style="list-style-type: none">Continuous / On a case -by-case basis
INSTITUTIONAL BODIES	Quest Group interacts with Public Authorities, Institutional and other Bodies, by participating in the formation of the institutional framework and by supporting entrepreneurship. Basic objective of the Institutional Bodies is transparency and compliance with the existing law and regulations.	<ul style="list-style-type: none">Participation in Institutions and OrganizationsParticipation in their conferences and meetingsParticipation in Public ConsultationsGroup Quest Website	<ul style="list-style-type: none">Continuous / On a case -by-case basis
SOCIAL BODIES & NGOS	The Social Bodies and the NGOs aim at the support of their programs and initiatives, as well as in the satisfaction of their organic needs.	<ul style="list-style-type: none">Press Office & Public RelationsPresentations/ Events/ Conferences	<ul style="list-style-type: none">Continuous / On a case -by-case basis

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

Quest Group ▼

ConQuest of the future ◀

- Quest Group Companies
- Info Quest Technologies
- Quest on Line
- iSquare
- iStorm
- Uni Systems
- Quest Energy
- ACS

Quest it together ▼

As you request it! ▼

Questioning the ordinary ▼

Quest for a better Society ▼

Un-Questionable Sustainability ▼

A Question of vision ▼

Quest Group Companies

For the companies of Quest Group the goal of high economic performance aligns with the commitment to responsible entrepreneurship.

Beyond the compliance with the contractual obligations, for us at Quest Group, practices for financial prosperity integrate principles and values, respect to the market

rules, the society and the environment, and are based on equal treatment, ethics and transparency.

For Quest Group companies' responsible entrepreneurship means:

- Respect and reliability to the customer, supplier, partner.

- Dedication in the quality of offered products and services.

- Focus on added value growth through our people, operating rules and the actions each company develops, by encouraging extroversion, and by continuously

pursuing improvement on every level, in the interest of customers and all stakeholders.

- Respect to the rules and principles related to the environment, as well as consideration for human rights in the companies' supply chain. Setting rules and procedures to ensure these.

Figure 2: Quest Group Structure



- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

Quest Group ▼

ConQuest of the future ◀

- Quest Group Companies
- Info Quest Technologies
- Quest on Line
- iSquare
- iStorm
- Uni Systems
- Quest Energy
- ACS

Quest it together ▼

As you request it! ▼

Questioning the ordinary ▼

Quest for a better Society ▼

Un-Questionable Sustainability ▼

A Question of vision ▼

Info Quest
TECHNOLOGIES

IT products and services distribution

Quality, Reliability, Customer and Market Support. Since 1981 Info Quest Technologies, with its operation and structure, has lead the competition race in the Greek IT market. It created the first IT Dealers Network, it introduced high quality Technical Assistance, it promoted the creation of Greek Added Value and finally it established itself as a leader, achieving recognition, acceptance and numerous international Awards.

Info Quest Technologies is the leading IT Products and Services Distributor in Greece. It focuses on the effective use of new technologies, aiming at the creation of value, competitive advantage and business success of its customers.

Info Quest Technologies has many times been distinguished in Greece and abroad for the quality and the reliability of its products, as well as for its consistent strategy based on innovation and customer support. The company's technical department operates with strict

organization and services criteria and is considered amongst the top Service Centers in Greece. The company cooperates for many years with the biggest international manufacturers. Moreover, it promotes in the Greek market a series of Private Label IT products: the popular for their reliability and their technological level, Quest computers and the Bitmore series, a broad technology products range including tablets, smartphones, peripherals, accessories and more, consistent with the quality and performance standards set by the company.



In 2014, Info Quest Technologies was a nominee for the distinction “European Distributor of the Year” in the annual IT Europa European IT & Software Excellence Awards. For five consecutive years the company was among the finalists of the pan-European awards European IT & Software Excellence Awards (IT Europa), while in 2012 won the first prize for Business on iPad solutions.

QoL, a B2B electronic order and information platform

QoL electronic platform was one of Info-Quest's pioneering B2B services in the Greek market. For the introduction and the establishment of the service, Info-Quest has offered special incentives to its commercial agents' Network, while the benefits that resulted were the outstanding cost and error reduction, the automatization of the procedures, the automatic update

and supervision of the accounting office and stock supplies. This platform is still developing and evolving today and is used as an Info Quest Technologies orders and update gate with its Dealers Network.

Q-Cloud

These last years, Info Quest Technologies is systematically investing in added value services provision, with basic pillars the transition of the Greek SMEs on the cloud and e-commerce. At the same time it

expands its collaborations and optimizes its activities, by investing in infrastructure, tools and skilled Human Resources.

Quest Group ▼
ConQuest of the future ◀
Quest Group Companies
Info Quest Technologies
Quest on Line
iSquare
iStorm
Uni Systems
Quest Energy
ACS

Quest it together ▼
As you request it! ▼
Questioning the ordinary ▼
Quest for a better Society ▼
Un-Questionable Sustainability ▼
A Question of vision ▼



e-Commerce

Quest on Line SA as an independent company specializes in e-Commerce. Making effective use of the experience, the know-how, the infrastructure and the synergies of Quest Group, Quest on Line develops and supports the web-shop, You.gr that sells technology and living products.



The web-shop You.gr, having 300 collection points throughout Greece, organized call center, full customer support, multiple payment options, increased availability and competitive prices, provides users a complete e-commerce experience. During 2014 it had more than 4 million visits and managed more than 100.000 orders. Furthermore, from November 2011 Quest on Line, as «Accredited HP Online Shop Partner» develops and manages as well the www.hpshop.gr that sells a selected line of Hewlett Packard products.



One more time, You.gr was awarded in the e-Volution Awards. During the 2014 event, the Quest Group web shop won the bronze award in the category "Innovation for e-Business"

iSquare

The Authorized Distributor of Apple products

iSquare, with Quest Group's experience and support, has assimilated and effectively used Apple's abilities and know-how, for the creation of a services and actions network, that raises the users experience into a top level.

iSquare is the authorized distributor of all Apple products in Greece and Cyprus. Furthermore, it plans and implements integrated solutions that are based on Apple's technology and innovative products, providing added value services. Following Apple's model, iSquare has developed the one

iPad for every student program (iPad1:1), in which 12 schools throughout Greece participate. At the same time it introduces and develops activities around a comprehensive and especially innovative educational program.

iStorm

Apple Premium Reseller store chain

Pan-European awards for high level services with Apple's stamp.

iStorm mission is the development and operation of model stores exclusively for Apple products, and is the biggest Apple Premium Reseller chain in Greece, having five stores.

iStorm stores offer the total Apple ecosystem experience, with high quality services and extensive know how. They offer the full range of Apple's products, a broad variety of peripherals and accessories, support

Quest for Excellence

Corporate
Responsibility Report 2014

Shareholders' Message

Letter of the Chairman of the BoD

Messages

About the Report

Materiality Assessment

 Quest Group ▼

 ConQuest of the future ◀

Quest Group Companies

Info Quest Technologies

Quest on Line

iSquare

iStorm

Uni Systems

Quest Energy

ACS

 Quest it together ▼

 As you request it! ▼

 Questioning the ordinary ▼

 Quest for a better Society ▼

 Un-Questionable Sustainability ▼

 A Question of vision ▼

and technical assistance, free seminars for clients and skilled personnel. Due to all these, iStorm consistently ranks amongst the top 10 Apple Premium Resellers in Europe.

iStorm is the first retail chain in Greece that using iBeacon technology, offers a personalized selling experience and unique privileges and offers to its stores clients.

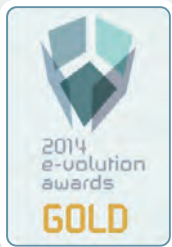
uni.systems

Integrated IT Solutions

The new business model that was introduced by Quest Group in 2007, with the consolidation of three IT, Solutions and Applications companies, has created today's Uni Systems, a multilevel organization with experience and know-how in the Integrated Solutions sector, capable of coping with the demanding European Union market where it exports its services.

Uni Systems is one of the biggest Integrated ICT Solutions providers in Greece, and among the major five of Eastern Mediterranean. With proven ability in the successful implementation of complex ICT projects, Uni Systems provides solutions and services for large enterprises in the financial, public and private sectors, as well as in the field of Telecommunications, covering the entire spectrum of large enterprises and organizations' needs, in software, hardware and ICT services.

The privately owned company's Data Center supports a full service portfolio with 99.99% guaranteed availability. With Greece at its operation center the company also operates in Turkey, Central and Southeastern Europe and the European Union market, having customers in more than 30 countries.



Uni Systems has won many distinctions in Greece and abroad during the years of its activity. In the e-Volution awards 2014, Uni Systems won the Gold Prize in the category Services & e-Business Infrastructure and Services section and B2B systems.



Renewable Energy

The Ecological aspect of Technology

Quest Energy operates in the Renewable Energy sector, with the study, planning, licensing, construction and operation of energy facilities utilizing renewable energy sources (wind, solar, geothermal and hybrid combinations) in Greece. Quest Energy participates in 31 subsidiaries and affiliated companies which undertake the development, construction and operation of Photovoltaic Power Stations.

The company has in operation 5 Photovoltaic Power Stations, with a total power of 18,2MW in the areas of Attica, Viotia, Thessaloniki, Magnesia and Halkidiki. In 2014, the total electric power production from Quest Energy's parks was more than 25 million kWh, which means that more than 25.000 tons of carbon dioxide were not released in the atmosphere.

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

Quest Group ▼

ConQuest of the future ◀

- Quest Group Companies
- Info Quest Technologies
- Quest on Line
- iSquare
- iStorm
- Uni Systems
- Quest Energy
- ACS

Quest it together ▼

As you request it! ▼

Questioning the ordinary ▼

Quest for a better Society ▼

Un-Questionable Sustainability ▼

A Question of vision ▼



Postal Services

Speed - Quality - Reliability. ACS acquisition from Quest Group was the key factor for the development and success of the company, which was based on sustained investment in modern technological infrastructure and new services.

ACS is the largest and most modern Greek company in the Courier field. With modern organization and continuous investments in technology and other infrastructure, the company currently provides 100% coverage of the country with its own organized PanHellenic network. In order to offer its services abroad ACS has developed partnerships with the biggest international companies. ACS has the largest branches network, with more than 350 service points in Greece, Cyprus, Albania and Bulgaria, and more than 30.000 m² of storage area. The company annually manages 36 million shipments on the total of its postal services (Courier and Post).

ACS central offices personnel come up to approximately 400 people. In ASC branches network, approximately 2.500 employees are occupied and the company's

network uses a total of 1.800 private trucks and motorbikes. Certified by ISO 9001, ASC has modern IT infrastructures that include automated shipments sorting and weighing, as well as automated monitoring systems of the shipments transportation, immediate uptake of the delivery data through PDA equipment, automatic e-payments on delivery, online management of vehicle fleet, as well as online connection of its stores. ACS holds Special and General National Authorization of Courier and Postal Service License in the Greek Market. Since 2013, with the liberalization of the postal market, ACS offers upgraded services of mass shipment of accounts and advertisement brochures, competitive both in quality and in charges compared to the existing postal services in the market.



ACS gets a distinction every year for the services and tools it offers its customers. In December 2014 the Gold prize of the e-Volution awards for the Courier Services category was granted to ACS, for the innovative Equipment of Automated Shipments “ACS Web Business Tools”.



In May 2014, in the context of Transport & Logistics Awards 2014 that is being organized so as to highlight the excellence and innovation in the field of the Supply Chain and Transport, ACS was awarded with the Golden medal of “Excellent Performance” in the Small Deliveries and Courier Services, for the innovative applications “ACS Web Business Tools”.

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment



Quest Group ▼



ConQuest of the future ▼



Quest it together ◀

Our Employees

- Training & Development
- Management - Employee Relations
- Employee Satisfaction
- Occupational Health and Safety
- Further Employee Benefits
- Employee Social Contribution
- Sports activities and programs



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ▼

Our Employees

At Quest Group we strongly believe that our company is its people, and for this reason Human Resources is our most important asset.

Caring for our employees and their growth, as well as attracting high level human resources is a major goal for Quest Group. Continuing training is the cornerstone of the know-how and high standards services that our Group companies offer. Providing equal opportunities for all, employees and candidates for employment is an essential priority for Quest Group. There is no discrimination based on religion, nationality or other factors irrelevant to the capabilities of the candidates, or the efficiency of the employees. We fully and consistently support the principle of respect and equal treatment of all employees, regardless of gender and position in the organization chart. In this context we encourage women's professional development, providing equal opportunities in compensation and promotion.

At Quest Group we apply a modern evaluation system for all employees, which depends entirely on objective criteria and transparent procedures based on international standards and electronic tools. Recognizing the value of job offering to the local communities where the Group operates, the majority of employees, as well as all of our executives and senior management live in the areas where Group Quest premises are located. Furthermore, and in order to enforce the bonds and the loyalty of our employees, the wages our companies offer are competitive in relation to the market standards and higher than the basic wage set by law. Finally, in all Quest Group companies Individual Employment Contracts are signed, with the exception of ACS, where Collective Employment Agreement applies.

Table 6: Quest Group Employees per company

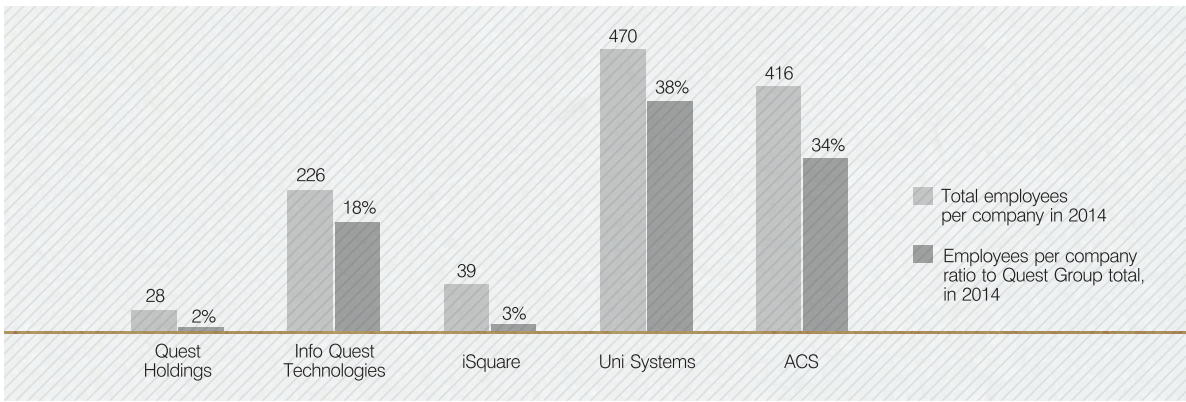
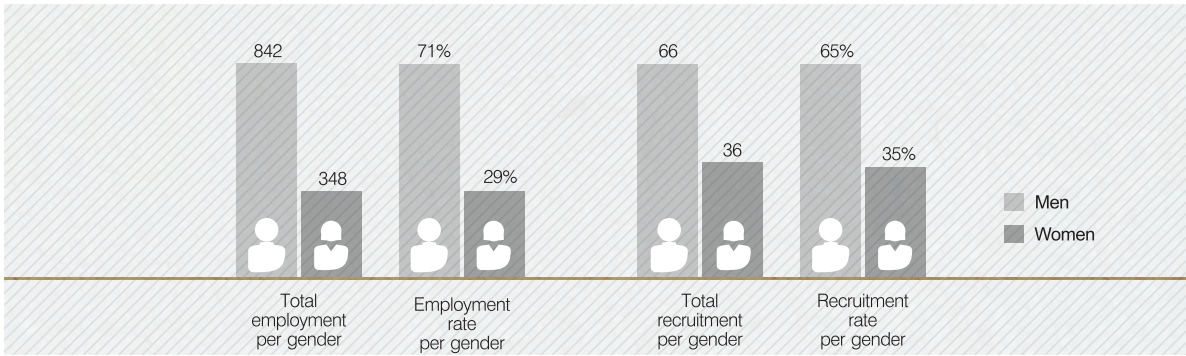


Table7: Total No. of Employees and recruitment, by gender 2014



Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment



Quest Group ▼



ConQuest of the future ▼



Quest it together ◀

Our Employees

Training & Development

Management - Employee Relations

Employee Satisfaction

Occupational Health and Safety

Further Employee Benefits

Employee Social Contribution

Sports activities and programs



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ▼

Table 8: Employees average age and average years of cooperation per company

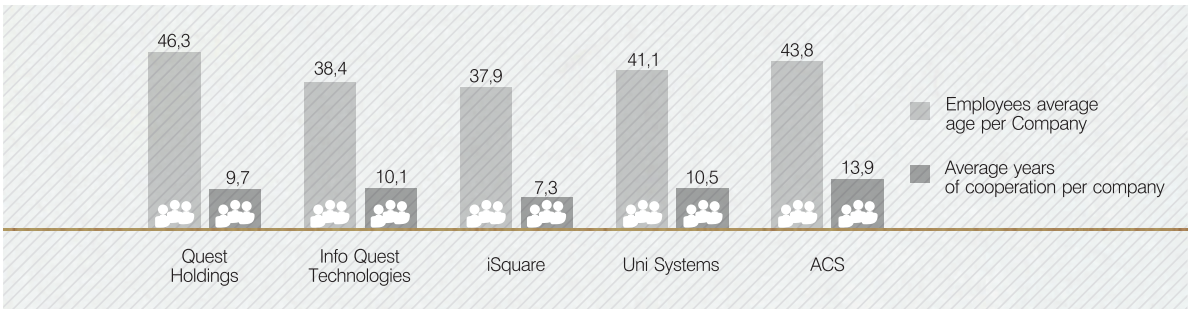
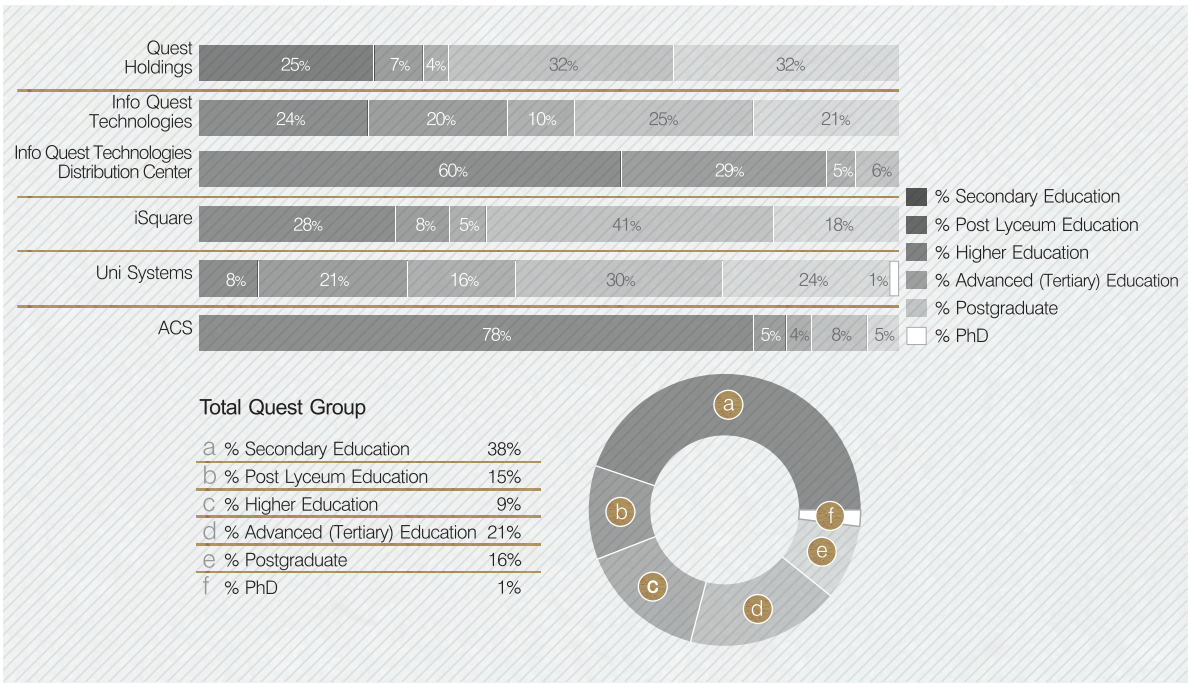


Table 9: Quest Group Employees' educational level, per company



Training and Development



Having created a special Human Resources Development Department, Quest Group places major importance in the dissemination and cultivation of the Principles and Values on which it operates. The common values define the basis of operation, as well as the relations and the behaviors that lead to common perceptions and common attitudes that contribute to the cooperation, growth and mutual benefits for the Group's companies.

Annual Training Program

At Quest Group we believe in the value of continuing training, as well as in the fact that every employee should have the opportunity to develop his skills, to evolve professionally and to fulfill his ambitions. The Human Resources Development Department, in close collaboration with the companies' management, formulates the annual staff training program, which consists of general training programs (soft skills, sales, management etc.), foreign language programs,

specialized aptitude development, as well as a large amount of training and certification on technical issues. Training takes place internally, from external instructors, in educational centers, collaborating institutions (for technical issues) or even online, while a smaller training proportion takes place abroad. In 2014, 83% of our staff was trained, while the average of man-hours training per employee amounted to 9 hours.

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment



Quest Group ▼



ConQuest of the future ▼



Quest it together ◀

- Our Employees
- Training & Development
- Management - Employee Relations
- Employee Satisfaction
- Occupational Health and Safety
- Further Employee Benefits
- Employee Social Contribution
- Sports activities and programs



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼

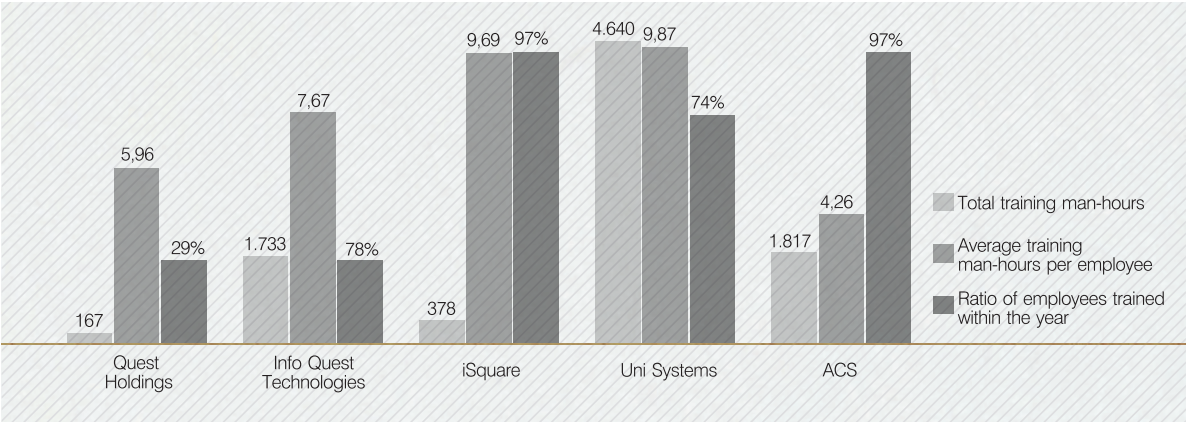


Un-Questionable Sustainability ▼



A Question of vision ▼

Table 10: Quest Group training data, 2014



Quest Mini MBA



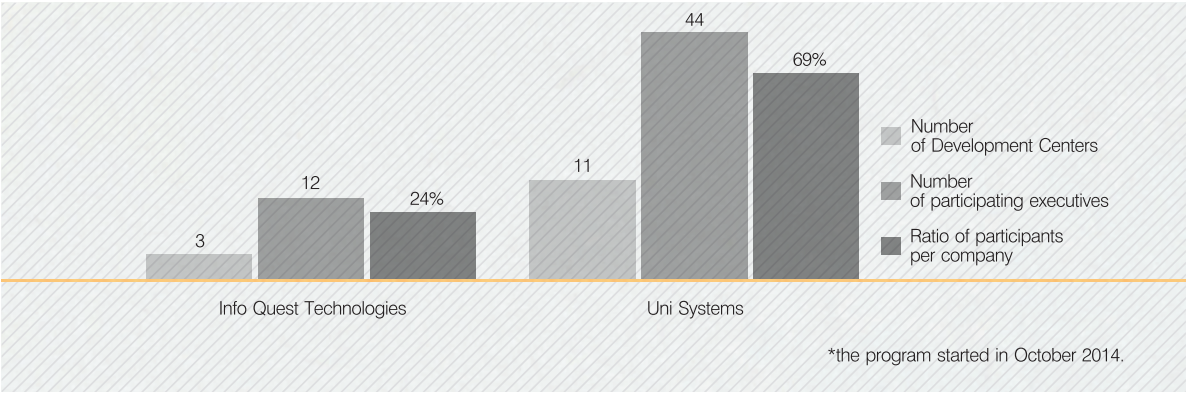
Each year, 25 Quest Group employees attend a Mini MBA program that has been developed especially for us in collaboration with ALBA Graduate Business School. The program offers modern knowledge in business administration issues, which has value in the international working environment. The selection of employees that participate in the program is being made on meritocratic criteria and transparent procedures. The thesis that the participants in Mini MBA must complete is associated with the strategy of Quest Group and is utilized by the Group. 2014 was the second year of the program's operation.

Development Centers

The program that the Human Resources Development Department implements uses work simulation and interactive scenarios (oral-writing exercises, individual-group) to define employees' potential and weak points. This is an approach that encourages behavior change,

supports performance maximization and contributes to the organization's talent management goals accomplishment. The program is addressed to middle management, and in 2014 was applied at Info Quest Technologies and Uni Systems.

Table 11: Executives Development Centers 2014*





Management - Employee Relations

All the Group's companies employ capable and proficient executives, who share the same high professionalism. For us at Quest Group the purpose is to offer a quality, meritocratic and safe working environment that is based on good communication and cooperation.

Good communication, that ensures mutual trust and understanding, plays a major role in management – employees' relations. In this context we follow the “Open Door” policy, which ensures immediacy and gives employees the opportunity to discuss directly with the management and share concerns and ideas on issues

regarding their work.

Good communication both between companies' departments and between companies, is also reinforced with a series of meetings at all levels, that are held on a regular basis, and refer to major operating changes and developments in Quest Group.

Employee Satisfaction

The establishment of a meritocratic and fair working environment is as important as the preservation of employee satisfaction on a high level that contributes to the achievement of Group Quest goals, as well as in the fulfillment of every employee's professional and personal ambitions.

To measure employees' satisfaction on various topics, every two years an Employee Satisfaction Survey is conducted online with the method of structured questionnaire.

The last survey was conducted at the end of 2014. Employees' participation rate was 71%, and we are

proud of the high satisfaction and trust level being recorded, especially in the difficult circumstances we live. The basic conclusions of the Employees Satisfaction Survey of 2014 are the following:

- 87% of the employees are satisfied from their work/scope of their work.
- 89% of the employees feel occupational safety that emerges from their trust on Quest Group's course.
- 77% of the employees are satisfied with internal communication.
- 91% of the employees feel that adopting CSR strategy and actions is important for the organization.

Table 12: Topics of Employee Satisfaction Survey



Occupational Health and Safety

At Group Quest, we have a special sensitivity on safety and in the creation of healthy working conditions.

The Group's Management is bound to comply with the Health and Safety Policy, and to provide the necessary funds for its implementation, so as to limit as much as

possible, the factors that might create health problems and risks in employees' safety.

In 2014 no working accidents were registered in Quest Group companies. In the following table days of sick leaves are recorded.

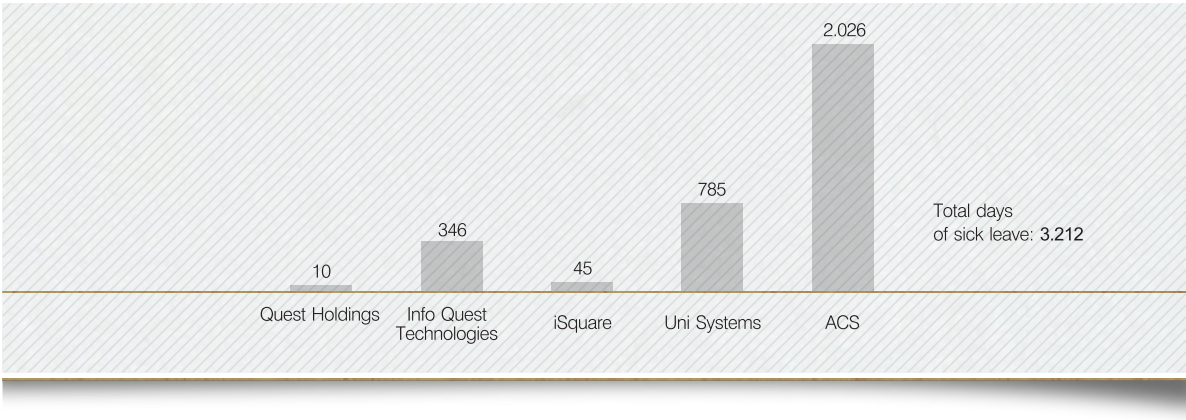
Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

- Quest Group ▼
- ConQuest of the future ▼
- Quest it together ◀
 - Our Employees
 - Training & Development
 - Management - Employee Relations
 - Employee Satisfaction
 - Occupational Health and Safety
 - Further Employee Benefits
 - Employee Social Contribution
 - Sports activities and programs
- As you request it! ▼
- Questioning the ordinary ▼
- Quest for a better Society ▼
- Un-Questionable Sustainability ▼
- A Question of vision ▼

Table 13: Days of sick leave in 2014



Further Employee Benefits

At Group Quest we apply material and moral reward practices for employees distinguished for their ethics, love of learning, conscientiousness and performance. We also believe that all employees can be more productive when feeling well within and outside the working environment. We fully respect the employees need for a balanced life, where work, family and leisure coexist.



4-month reward scheme “I stand out”

The 4-month reward scheme “I stand out” honors, by voting between the employees, those who stood out for their work results and behavior. Those who get distinguished are honored with reports on the Group's Bulletin Board, with gifts and by participating in an event organized especially for them.

Recreation and assembly areas

Assembly areas

At in the Group's premises there are recreation and assembly areas (Innovation Rooms), where various events take place, such as video previews, lectures on various subjects, photography exhibitions, etc.



Restaurants on Quest Group premises

Organized restaurants, indirectly subsidized with especially low prices, are available for both employees and visitors, on Quest Group companies' premises.



Events for the Employees and their children

In 2014 we organized two celebration events for our employees and their families. The children's Christmas party, a recreational event for the employees' children in a festive atmosphere, with many surprises and gifts, and the employees' celebration for the New Year.

Also within the framework of “Assembling Quest PC” program, older children of ACS employees participated in organized visits that took place at Quest PC production and distribution premises.



Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

- Quest Group ▼
- ConQuest of the future ▼
- Quest it together ◀
 - Our Employees
 - Training & Development
 - Management - Employee Relations
 - Employee Satisfaction
 - Occupational Health and Safety
 - Further Employee Benefits
 - Employee Social Contribution
 - Sports activities and programs
- As you request it! ▼
- Questioning the ordinary ▼
- Quest for a better Society ▼
- Un-Questionable Sustainability ▼
- A Question of vision ▼

Private health care of employees – Medical Card

In collaboration with a large insurance association, we provide private health care for all personnel employed in our companies, after the first three months of their employment.

IQ-Club and other offers in products and services of Quest Group



Our employees, being members of the IQ Club, have privileges on purchases from the Quest Group web shop, You. gr.
Apart from discounts on purchases for all of our products, the IQ Club offers a series of special offers for

particular products, as well as offers and discounts in products and services of collaborating companies.
Also the employees have a 50% discount in shipments with ASC, as well as special mobile phone packages.

Employee Social Contribution

For us at Quest Group social contribution connects business activity with social development. We encourage and support taking actions based on the voluntary involvement of our employees, as a means that allows the organization to contribute to social and environmental problem-solving, while at the same time contributing to the development of our employees’ skills.



Volunteer Blood Donation / Blood Bank

At Group Quest we organize annual volunteer blood donation drives, saving blood reserves for employees and their families, while at the same time keeping blood donors healthy. In 2014, we collected 81 units of blood.



Snack Bazaar for the support of Infant Center “Mitera”

In 2014, for the 5thconsecutive year, many of our employees supported the Snack Bazaar, preparing sweet and salty dishes, under the provision and organization of Uni Systems.

By this charitable initiative, up to now the de-institutionalization of eight children that were housed in the institution MITERA has been reinforced, and enabled them to enter a healthy family environment. The earnings of year 2014 exceeded 3.200 €, and will be provided for the necessary speech therapy, kinesiotherapy and psychotherapy of three children of this institution for a whole year.



Supporting Flood Victims of Serbia

After the deadly floods in Serbia, that was for this country the greatest destruction since World War II, and driven by the activity of Uni Systems there, our employees decided to collect clothing and emergency supplies for the needs of flood victims. We collected a great number of items, such as formula milk, baby and adult diapers, toiletries, stationery, soap, mattresses, clothing and underwear, bedding, etc. All these, in collaboration with the Embassy and the Red Cross were transported to the disaster area, contributing thus in the effort for the survival of the victims.

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

- Quest Group ▼
- ConQuest of the future ▼
- Quest it together ◀
 - Our Employees
 - Training & Development
 - Management - Employee Relations
 - Employee Satisfaction
 - Occupational Health and Safety
 - Further Employee Benefits
 - Employee Social Contribution
 - Sports activities and programs
- As you request it! ▼
- Questioning the ordinary ▼
- Quest for a better Society ▼
- Un-Questionable Sustainability ▼
- A Question of vision ▼



Sports activities and programs

At Group Quest we believe that the active way of life is an essential factor to the improvement of the employees' quality of life. For this reason, we organize and support a number of sports events.



Supporting the City of Athens Homeless Center (KYADA)

For the fourth consecutive year, our employees gathered large amounts of clothing, food and medicine that were delivered to the City of Athens Homeless Center, which deals with issues of housing, feeding, health, and homeless rehabilitation, as well as supporting citizens and families that face serious living problems. With the food that we gathered in 2014, 250 homeless families covered a part of their weekly meals.

Zumba Lessons

For the employees' physical exercise, discharge from work stress and relations improving, we organize Zumba classes every week, where numerous employees from all the companies of Quest Group, participate. Zumba is an aerobic exercise with easy dance moves and steps in Latin rhythm. Courses are offered free of charge for our employees.

«Bike to work»

first place for the team of Quest Group in 2014

The bicyclist employees of Quest Group have travelled 2.654 kilometers on the friendly competition “Bike to work 2014” and have taken the lead on the number of kilometers, the number of bicycles and the number of routes.

Aiming at the facilitation of the bicyclists we are constructing shower baths and locker rooms, in the Al. Pantou, Rentis and Argyroupoli buildings, while from 2012 already, we have placed special parking slots for bicycles in the guarded parking area.

The contest has attracted 390 bicyclists from 93 different organizations and companies that have traveled a total of 68.697 kilometers, saving 6.870 liters of gas and 15.945 kg of CO2.

In the 2013 event, Quest Group took the 3rdplace in kilometers travelled, among 100 companies that took part in the competition.

Uni Systems Basketball team

The employees' **Uni Systems** basketball team is taking part in the championship of the Athens Labour Union (EKA) “Nikos Galis”. With its love for sports, collective effort and will for success the team has all the prerequisites for a dynamic course.

Runners Team – Quest Group Marathoners

The runners – Marathoners team is growing larger every year, and we encourage the participation of our employees in a sport closely connected with Greek history. Supporting the runners that want to take part in SEGAS (Hellenic Athletics Federation) foot races, we ensure their participation as a team and we offer their athletic suit.

In addition, our companies support the organization “The Smile of the Child” with a grant, for the participation of every employee - athlete in the Athens Marathon.

Quest for Excellence

Corporate
Responsibility Report 2014

Shareholders' Message

Letter of the Chairman of the BoD

Messages

About the Report

Materiality Assessment



Quest Group ▼



ConQuest of the future ▼



Quest it together ▼



As you request it! ◀

Responsible Services and Products
with Greek Added Value

Quest Group IT Products and Services

Technical Services
of Integration IT Support

Modern Postal Services

Markets served by Quest Group

IT Products Distribution - Supply Chain

Consumer safety,
Use and Labeling of IT Products

Operation in accordance
with the Greek legislation

Business Ethics

Customers Data Protection

Quest Group Quality
Management Procedure



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability



A Question of vision ▼

Responsible Services and Products with Greek Added Value

Quest Group had a dominant role in the dissemination of new Technologies in Greek society. Our main contribution in IT, as well as in all industries we actively operate in, is the development of Greek Added Value, which is credited to our services or products, providing advantages and extra profit to our clients and to the market.

Quest Group IT Products and Services

Quest PCs



Info-Quest created in 1992 the first organized Personal Computers Production Line in Greece, certified by ISO 9001:2008.

Since then, Info Quest Technologies manufactures Quest PCs, a wide range of reliable and low cost computers for effective use at home, office, or business, which is always successfully certified in every technologic development. Worth noticing is the fact that they were the first computers in Greece, the second in Europe and the third worldwide certified to Microsoft's operating system, Windows 8.

Quest PC is the most successful and prestigious brand in the Greek IT market. They incorporate quality sub-systems of the latest technology, produced by world leading manufacturers, and are supported by the best Technical Department in the market, with constant telephone support and a well-organized service center. Their production, packaging and documentation are environmentally friendly.

Bitmore Products



Bitmore products are designed, promoted and supported by Info Quest Technologies. They are addressed to the modern demanding consumer, who is seeking for reliable, functional and quality products of cutting-edge technology at a reasonable price.

Today Bitmore family includes tablet 7" and 10" as well

as GamePad and KidPad for children, a multitude of computer peripherals, electrical equipment, televisions, TV signal digital decoders, telephones, smartphones and accessories, while the range is continuously expanding in new categories and models.

Software products



Uni Systems is developing a wide range of Business Software Solutions and is exporting know-how to Europe and other countries. Financial and Insurance Organizations, major State Agencies, Manufacturers and large Private Enterprises are among its customers. The company cooperates with leading Vendors of the global market, while by following the international trends it designs and develops products and applications that cover the multifold demands of its customers. All of Uni Systems software products are being developed, installed and customized according to customer needs, by the company's engineers.

Uni Systems' software solutions are addressed to vertical markets, such as the Banking and Public Sector, satisfying their specific needs. Specifically, in the Banking sector the solutions that are being developed and offered satisfy the Core Banking (Bmaster, eLoans, UniBPM etc) Treasury (Global TBO etc.), Payment (Automated Payments System etc.), as well as the Mutual Funds Management. For the Public Sector and the Local Government, the company develops solutions for Financial Management, Human Resources Management and Documents Management, such as the Q-Prime, AtomoPlus, Staff 6 etc.

Quest for Excellence

Corporate
Responsibility Report 2014

Shareholders' Message

Letter of the Chairman of the BoD

Messages

About the Report

Materiality Assessment



Quest Group ▼



ConQuest of the future ▼



Quest it together ▼



As you request it! ◀

- Responsible Services and Products with Greek Added Value
- Quest Group IT Products and Services
 - Technical Services of Integration IT Support
- Modern Postal Services
- Markets served by Quest Group
- IT Products Distribution - Supply Chain
- Consumer safety, Use and Labeling of IT Products
- Operation in accordance with the Greek legislation
- Business Ethics
- Customers Data Protection
- Quest Group Quality Management Procedure



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability



A Question of vision ▼

iSquare

Experienced engineers of iSquare develop innovative software and support tools that supplement the Apple ecosystem, while boosting the Greek language support

Cloud Services

These days cloud computing radically changes the method and technology possibilities that companies use, converting technological infrastructure and applications into an investment which grows simultaneously with the



Info Quest Technologies has created a cloud service ecosystem www.QCloud.gr that constitutes a node of information and provision of selected cloud solutions, applications and services that originate from both global and local markets. QCloud transforms the technological infrastructure and applications, in flexible services that

with applications, such as the Greek Thesaurus and Spell Checker, free of charge Greek fonts, etc.

company. Taking this into account, Info Quest and Uni Systems have systematically invested in the Infrastructure Development for providing cloud solutions and services.

grow along with the business. The solutions and applications offered have been chosen and evaluated by Quest Group experts, have high operational, quality and reliability standards, and satisfy the particularities of Greek businesses.



Uni Systems provides the market with an integrated portfolio of Cloud dynamic services, the so-called Uni Cloud, Dynamic Cloud Services. The company proposes a holistic approach model for the development and the optimal utilization of Cloud services that is based on the longstanding experience of its executives, the infrastructure of the privately owned Data Center and the

strong collaborations it has achieved with the international market companies. With the adoption of Uni Cloud, Uni Systems customers are invoiced only for the their actual business needs, without having to buy complex systems that require frequent investments in hardware and software, upgrading and specialized technical resources.

B2B e-Services

Quest on Line

Since 2011 Info Quest Technologies has innovatively invested in serving its customers, by offering an integrated business to business (B2B) application. All

demands of the company's partners are handled by fully automated procedures (such as online orders, online link with its warehouses and its Logistic Center).

Technical Services of Integration and IT Support

The Technical Services offered by Info Quest Technologies and Uni Systems handle Customer Care and Customer Support in a holistic approach. The concept of service is based purely on a Customer oriented philosophy and amounts to achieving the most efficient solution to whatever technical problem the customer is facing.

Quest Group technical services consist of an army of certified engineers, of the highest technological expertise offered by the top international technology companies, through training in Greece and abroad.

In 2014 Info Quest Technologies and Uni Systems engineers were qualified with 155 new certifications on products, programs and international manufacturers' applications.

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

Quest Group ▼

ConQuest of the future ▼

Quest it together ▼

As you request it! ◀

- Responsible Services and Products with Greek Added Value
- Quest Group IT Products and Services
 - Technical Services of Integration IT Support
- Modern Postal Services
- Markets served by Quest Group
- IT Products Distribution - Supply Chain
- Consumer safety, Use and Labeling of IT Products
- Operation in accordance with the Greek legislation
- Business Ethics
- Customers Data Protection
- Quest Group Quality Management Procedure

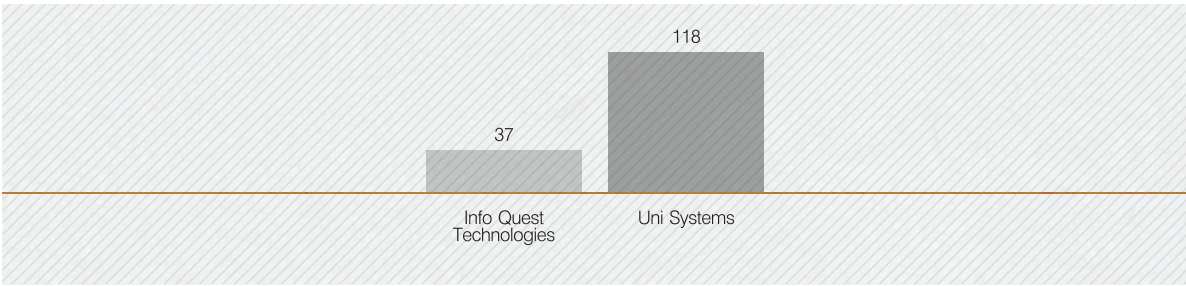
Questioning the ordinary ▼

Quest for a better Society ▼

Un-Questionable Sustainability

A Question of vision ▼

Table 14: Number of new Technical Certifications, 2014



Uni Systems Technical Services

Uni Systems, as a services providing company in the integrated IT solutions, draws its know-how from 230 and more specialized engineers, which are employed in its various Technical Departments, offering high added value services.

The Technical Services that the company offers cover all stages, from solution planning, to customer support after the project implementation.

Info Quest Technologies Technical services

A specialized group of Info Quest Technologies engineers offers design and implementation of IT solution services, for small and middle sized businesses. Furthermore, through **Info Quest Technologies Technical Support Center**, the company offers support and repair services for all the products of the collaborating manufacturers.

(Apple, HP, Lenovo - Think series). It also provides support to many manufacturers products (peripheral, disks, memory cards etc.), regardless of where the products were purchased. All repairs are performed according to each manufacturers' procedures and specifications and using only certified and branded parts.

The Info Quest Technologies Technical Support

Center employs 26 people. With more than 30 years of experience in the provision of Technical Support, it is the biggest IT products repair center in Greece, authorized and certified by leading international manufacturers

In 2014, more than 51.000 IT products repairs were completed by the **Info Quest Technologies Technical Support Center**. The credibility and the response time of Info Quest Technology Technical Services have won several distinctions on European level.

Table 15: Info Quest Technologies Technical Support Center, Number of Repairs 2014

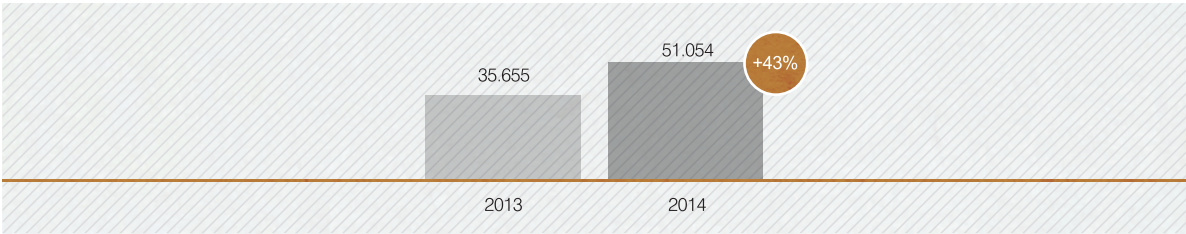
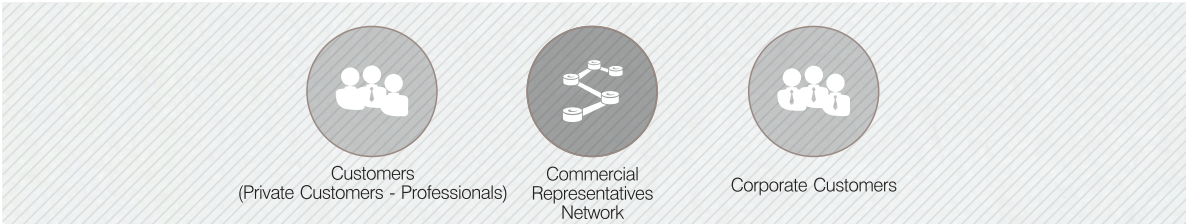


Figure 3: Info Quest Technologies Technical Support Center, Categories of Customers served



Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment



Quest Group ▼



ConQuest of the future ▼



Quest it together ▼



As you request it! ◀

- Responsible Services and Products with Greek Added Value
- Quest Group IT Products and Services
 - Technical Services of Integration IT Support
 - Modern Postal Services
 - Markets served by Quest Group
 - IT Products Distribution - Supply Chain
 - Consumer safety, Use and Labeling of IT Products
 - Operation in accordance with the Greek legislation
 - Business Ethics
 - Customers Data Protection
 - Quest Group Quality Management Procedure



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability



A Question of vision ▼

Modern Postal Services



ACS is leading the courier and postal services market. With continuous investments in infrastructure and modern systems, the company offers innovative courier

ACS e-Shipping

This e-tool enables courier calling from ACS website, providing special discounts and free notices via sms and e-mail.

ACS Web Business Tools

New, innovative tools for e-shops, which automate their connection with ACS and offer multiple benefits for both e-shops and clients.

ACS Connect

This is an innovative on-line program that enables the

and postal services that make effective use of modern technology and are addressed to the Businesses, Professionals, Consumers and e-Commerce market.

customer to manage all his shipments directly and also to track the history and cost of each shipment.

ACS Web Services

- Upgraded online tracking of the orders course from ACS website.
- Provision of tracing shipments and the nearest ACS store by mobile phone, via especially designed applications (Mobile Site and Mobile Application).

Markets served by Quest Group

Each of the companies of Quest Group addresses specific sectors of the IT and Telecommunications market. Collectively, they cover the entire range of this market, from the manufacture and distribution of equipment and services to consumers and small companies, to the design, implementation and support of integrated IT solutions for large organizations in the private and public sector. Specifically:

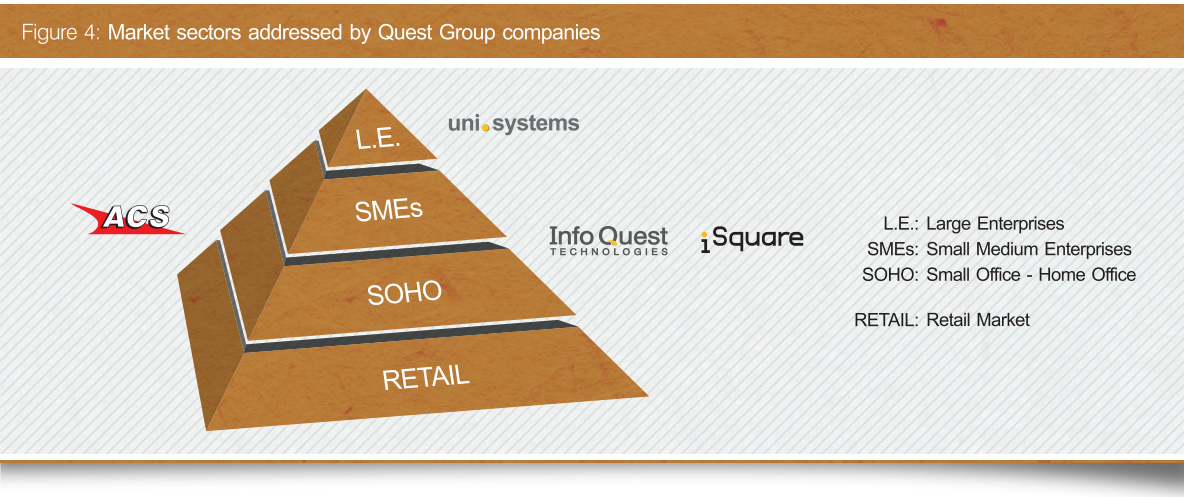
Uni Systems successfully covers a wide range of large companies' technological needs in the banking, private and public sector, designing and implementing large IT projects that contribute to the overall business and state modernization.

Info Quest Technologies provides the whole market

range with IT and Communication products, either directly, or via an extensive dealer network. Its direct activities cover the SMS's sector, while its dealers' network addresses mainly regional markets and consumers.

iSquare as the Authorized Distributor of all Apple products in Greece and Cyprus, which it distributes to stores and big retail chains. The company also supports this network with added value services.

Finally, **ACS** with its Courier services addresses consumers and businesses of every size, while with special Postal Services of massive shipments and brochures distribution, it addresses the business market.



Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

- Quest Group ▼
- ConQuest of the future ▼
- Quest it together ▼
- As you request it! ◀
 - Responsible Services and Products with Greek Added Value
 - Quest Group IT Products and Services
 - Technical Services of Integration IT Support
 - Modern Postal Services
 - Markets served by Quest Group
 - IT Products Distribution - Supply Chain
 - Consumer safety, Use and Labeling of IT Products
 - Operation in accordance with the Greek legislation
 - Business Ethics
 - Customers Data Protection
 - Quest Group Quality Management Procedure

- Questioning the ordinary ▼
- Quest for a better Society ▼
- Un-Questionable Sustainability
- A Question of vision ▼

IT Products Distribution - Supply Chain

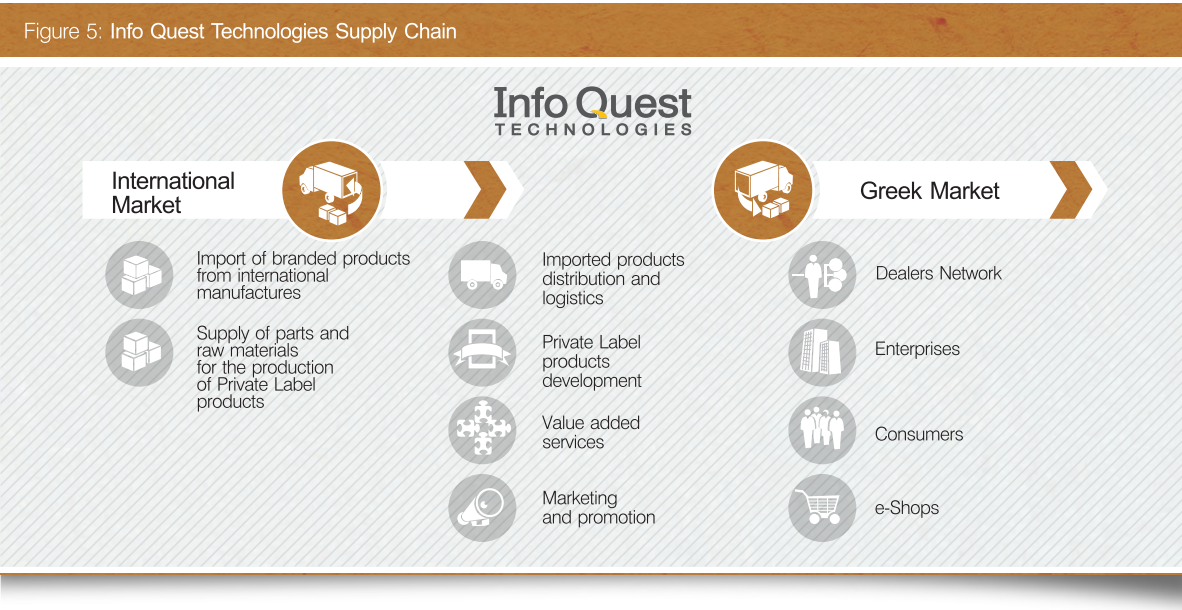
Info Quest Technologies

Info Quest Technologies was established itself as the largest knowhow transfer gate in Greece, creating value in all the distribution chain, from the manufacturer to the end customer.

The company cooperates with more than 60 international vendors / manufacturers. The Commercial Division, cultivating excellent relations with suppliers and customers, studying the developments of the international market and utilizing Business Intelligence, ERP & forecasting systems, ensures the availability of all products marketed by the company, while upgraded systems and

modern customer support structure, ensure the correct distribution of products and demand coverage.

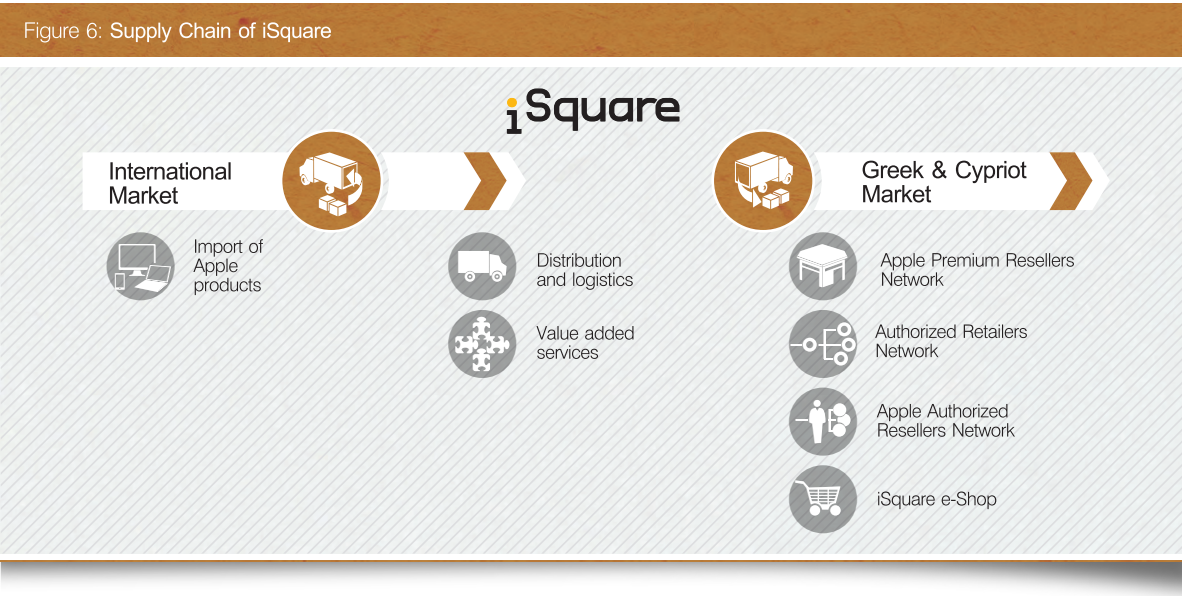
Info Quest Technologies Logistics Center carries more than 7.000 products every day, in more than 700 destinations throughout Greece, with multiple distribution choices and delivery time options -even within the day- while more than 4.500 dealers are invoiced every month, serving in turn their customers. In line with international trends, the company consistently develops new systems, procedures and infrastructure, responding to new needs for IaaS, PaaS & SaaS services.



iSquare

iSquare, as the authorized distributor of Apple products in Greece and Cyprus, procures the products it sells directly from Apple. The company distributes these products in the markets of Greece and Cyprus, by an

extended sales network with a full geographic coverage. This sales network includes Apple Premium Resellers, Apple Authorized Retailers, Apple Authorized Resellers, as well as its online store.



Quest for Excellence

Corporate
Responsibility Report 2014

Shareholders' Message

Letter of the Chairman of the BoD

Messages

About the Report

Materiality Assessment



Quest Group ▼



ConQuest of the future ▼



Quest it together ▼



As you request it! ◀

- Responsible Services and Products with Greek Added Value
- Quest Group IT Products and Services
- Technical Services of Integration IT Support
- Modern Postal Services
- Markets served by Quest Group
- IT Products Distribution - Supply Chain
- Consumer safety, Use and Labeling of IT Products
- Operation in accordance with the Greek legislation
- Business Ethics
- Customers Data Protection
- Quest Group Quality Management Procedure



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability



A Question of vision ▼

Consumer safety, Use and Labeling of IT Products

Info Quest Technologies, with Quest PC and Bitmore products design and production, ensures that the manufactured products are in complete compliance with the current safety, ergonomics and low energy consumption demands. The products are fully aligned with the European

requirements for the safety from electrocution and bear the CE certification, of low electromagnetic transmission. All the products, during the design and production stage, are controlled by certified laboratories, so as to align with the CE mark rules.

Quest PC and Bitmore products – Top quality and ecological design

Quest computers are manufactured on a production line certified with ISO 9001: 2008, using the best components of the international market and running exhaustive compatibility and quality controls at all stages of their production. At the same time, the production method as well as their packaging and their

- ISO 9001:2008 certified production line.

- Microsoft and Intel certification, for the assurance of the best possible user experience without problems and incompatibilities between Software & Hardware.

- Windows 8 certification. Quest PCs were certified first in Greece, second in Europe and third worldwide in Windows 8, Microsoft operating system.

Plus, in all Bitmore products the following applies:

- Quality control per manufacture output from the SGS independent body and Inspection Report issuance.

- Regular production audit from an Info Quest Technologies specialized representative in the production plant.

documentation is ensured to be environmental friendly. The main characteristics of the Quest desktop computers regarding their compliance with the European standards, as well as the responsibility to the final consumer, are the following:

- CE certification - compliance with the European standards of low electromagnetic radiation.

- Top quality, based on the use of reliable components and 24/7 burning tests.

- Environmentally friendly (Rohs free & 80 plus efficient adaptors for low energy consumption).

- Excellent technical support (Call Center and pickup & return guaranty).

- CE safety Certification for the electromagnetic radiation.

- Safety certification for the electric material from the KEMA independent body.

Operation in accordance with the Greek legislation

One of our basic and fundamental principles is that all activities and actions of our Group must be fully compatible with the Greek legislation. Furthermore, the

Group's companies operate by applying more strict quality and safety criteria, which respond to the substance of the law.

Business Ethics

Quest Group engagement with society, results, apart from business profit, in the promotion of social interest, progress and creativity. We acknowledge we are accountable to all Group Quest stakeholders, internally

and externally. In this context we aim to be honest and fair to all our stakeholders, to deliver high quality products and services and to respect our customers' and partners' confidential information and personal data.

Customers Data Protection


Personal data protection, as well as the protection of the private and professional life, is a fundamental human right. At Group Quest we are committed to the protection of confidentiality and personal data of our customers. We


are bound to protect and use the personal data that we have at our disposal, in accordance with the applicable Greek legislation.


Quest for Excellence


Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment


 Quest Group ▼


 ConQuest of the future ▼


 Quest it together ▼


 As you request it! ◀

- Responsible Services and Products with Greek Added Value
- Quest Group IT Products and Services
 - Technical Services of Integration IT Support
 - Modern Postal Services
 - Markets served by Quest Group
 - IT Products Distribution - Supply Chain
 - Consumer safety, Use and Labeling of IT Products
 - Operation in accordance with the Greek legislation
 - Business Ethics
 - Customers Data Protection
- Quest Group Quality Management Procedure

 Questioning the ordinary ▼

 Quest for a better Society ▼

 Un-Questionable Sustainability

 A Question of vision ▼

Quest Group Quality Management Procedure

Quality Policy contributes to the implementation of strategy and the attainment of goals of all Quest Group companies, by creating an operational framework and an orientation of continuous assessment and improvement of working practices. The Group adopts, in

the matter of methodology for the quality management and operation of our companies, the approach of TQM (Total Quality Management) aiming to ensure good business results, on a stable and permanent basis

Quality Management ISO 9001:2008

Quality Management Department is a specialized division of Quest Group that regulates and monitors the Quality Certification Procedures of the companies, in accordance with the international standards. The Group

companies have aligned their procedures in key sectors, each for its own activity, according to the international quality standards imposed in the market.

Table16: Activities of Quest Group with Quality Certifications				
APPLICATION SCOPE				
Info Quest Technologies				
Certificate of Compliance with Quality Management System EN ISO 9001:2008	Design, Development, Maintenance and provision of IT & Telecommunications solutions and applications.	PC production & assemblage.	Distribution and Technical Support of computer systems and networks.	Support of IT and Telecommunications systems Dealers' network.
Uni Systems				
Certificate of Compliance with Quality Management System EN ISO 9001:2008	Romania branch: Consulting, implementation services and maintenance of integrated computer systems.			
System Compliance Certificate EN ISO 9001:2008	Design and provision of Systems Integration Services. Training and on-the-job Support.	Sales and Support of IT Network Systems.	Software design, development and support. Digitization, Processing and Documentation Services.	Provision of Data Center Services.
Safety Certificate ISO/IEC 27001:2005	Cloud Services (IaaS - PaaS - SaaS).	Hosting and Data Center services.	Design, Installation, Management & Support of IT and Telecommunications Systems.	
iSquare				
Certificate of Compliance with Quality Management System EN ISO 9001:2008	Marketing of Apple products, software and peripherals			
ACS				
Certificate of Compliance with Quality Management System EN ISO 9001:2008	Carriage of documents, small parcels and packages within 24 and 48 hours.	Transporting high security documents.	Transporting of Blood samples,Biological substances and radioactive materials.	
Certificate of Compliance with Environmental Management System EN ISO 14001: 2014	Carriage of documents, small parcels and packages within 24 and 48 hours.			





Quest Group ▼



ConQuest of the future ▼



Quest it together ▼



As you request it! ▼



Questioning the ordinary ◀

Contribution to the Market's
development and Entrepreneurship

IQbility - Youth
Entrepreneurship Incubator



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ▼

Contribution to the Market's development and Entrepreneurship

We actively participate in national organizations and entities whose opinion affects the institutions for the establishment of a modern governance framework, conducive to the development of the country and the market.

In this way we contribute to the reinforcement of entrepreneurship, the modernization of the state and the market, as well as in the competitiveness growth of the country.

With our operation we contribute to IT and new technologies market development in Greece and to their recognition as a means of growth and progress. We work for the improvement of business operating conditions in the particular market.

We lead in movements for the promotion and the dissemination of new technology in businesses and individuals, for the promotion and dissemination of IT in Education, for the use of electronic equipment in teaching. Finally, we are working for the development of innovative exporting value in the scientific and technological field in Greece, and to link technology with

the market, to the benefit of both the market and the country.

We are a founding member of SEPE, the Federation of Hellenic ICT Enterprises, which is the institutional Collective body of the market sector.

Our participation in business development and life of the country is of strategic importance for Quest Group, and is directly related to the principles and values of our Corporate Responsibility. For these reasons our executives actively participate in the following entities and organizations:

Table 17: Entities and Organizations participating Quest Group

• SEV (Hellenic Federation of Enterprises)	• Hellenic-German Chamber of Commerce
• SEPE (Federation of Hellenic ICT Enterprises)	• ACEO (Greek Association of Chief Executive Officers)
• ACCI (Athens Chamber of Commerce and Industry)	• Union of Listed Companies
• EDEE (Hellenic Management Association)	• JA Greece (Junior Achievement Greece)
• Hellenic-American Chamber of Commerce	• CEO CLUB (The Chief Executive Officers Club)

[Quest Group ▼](#)

[ConQuest of the future ▼](#)

[Quest it together ▼](#)

[As you request it! ▼](#)

[Questioning the ordinary ◀](#)

Contribution to the Market's
development and Entrepreneurship

IQbility - Youth
Entrepreneurship Incubator

[Quest for a better Society ▼](#)

[Un-Questionable Sustainability ▼](#)

[A Question of vision ▼](#)

Youth Entrepreneurship Incubator

The channeling of Greek added value to the international markets, the emergence of young talented People, the enhancement of Greek innovation and competitiveness, the desire to utilize Quest Group Human Resources' experience and capabilities, and to contribute to the society and the employment market are the major reasons why Quest Group created IQbility.

Market development by reinforcing innovative ideas and develop youth Entrepreneurship.

IQbility helps, in a systematic and structured way new business teams to evolve in companies with commercially viable products and services in the technology sector. To this end, it provides resources, infrastructure and tools, as well as mentoring by Quest Group executives and by a pool of experienced consultants from the domestic and international start-ups environment.

The condition for the participation in the IQbility support program is the existence of an original product or service, based on modern information technologies. The duration of the program is nine months and aims at the establishment of the company, the completion of the product and the realization of the first steps in the market.

IQbility basic differences in relation to similar initiatives are:

- Substantial contribution to the rapid access of the new products in the markets, through Quest Group companies and their established trade network.
- Financing in the form of equity participation in start-ups. The funding comes from the Group's equity, available for angel investments or/and from the PJ Tech Catalyst Fund of Piraeus Group, in the context of a strategic cooperation.

Table 18: IQbility support

Metric	2013	2014
Number of Applications	106	80
Groups which were interviewed	35	26
Groups that made it in the shortlist	6	8
Hours devoted by Quest Group Executives	2.432	2.450
Hours devoted by external mentors	152	144
Startups that were supported	2013: Offeria, Captainwise, Polfish 2014: Mistio, e-nios, PanelSensor	

Questioning the ordinary

Quest for Excellence


Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

- Quest Group ▼
- ConQuest of the future ▼
- Quest it together ▼
- As you request it! ▼
- Questioning the ordinary ◀
 - Contribution to the Market's development and Entrepreneurship
 - IQbility - Youth Entrepreneurship Incubator
- Quest for a better Society ▼
- Un-Questionable Sustainability ▼
- A Question of vision ▼


50 specialized employment positions

The companies that have been supported up to now by IQbility have created till today over 50 very specialized employment positions. These companies are the following:




Offerial

Application that links hotels and hospitality companies' website visitors, offering personalized information, based on Web and business analytics.




Captainwise

A travel search engine that combines user's needs and desires and proposes travel packages to various destinations.




Panelsensor

An ideal application for event organizers and speakers, offering interaction with audience, and providing insights, metrics and a modern way to measure sponsorship ROI.




Mist.io

A unified interface to several public and private clouds that helps systems' administrators and programmers to simplify management and monitoring of their servers, to drastically decrease reaction time and increase service uptime.



e-Nios

A computing platform that analyses and interprets data delivered from modern high throughput Genomics technologies, for the development of new diagnostic tools and personalized therapy.



Pollfish

Open web service that offers the opportunity to carry out easily and quickly, researches in the form of questionnaire, without the need to recruit people to participate.

From the beginning of its operation in April 2013, IQbility has completed three circles of proposals submission. In a continuous cooperation with agencies of the youth entrepreneurship ecosystem, and willing to transfer its know-how to young entrepreneurs, IQbiliy participates in several events and initiatives for start-ups.

Table 19: Events for youth entrepreneurship that IQbility participated in 2014

• Business Days (co-organizing with iSquare)	• Innovating for Privacy Conference
• Entrepreneurship Panorama	• OpenCoffee Patras
• University of Piraeus	• Infocom
• Ziridis schools	• Emea @ public

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

- Quest Group ▼
- ConQuest of the future ▼
- Quest it together ▼
- As you request it! ▼
- Questioning the ordinary ▼
- Quest for a better Society ◀
- Actions to Education upgrading
 - Social Solidarity - Collaboration with Social Institutions and NGOs
- Un-Questionable Sustainability ▼
- A Question of vision ▼

Social Responsibility

Respect for people and human dignity, provision of equal opportunities, respect for the environment and improvement of the standard of living and the quality of life, are fundamental principles for the Quest Group from the very beginning of its operation. At Quest Group, as an active member of society, we have developed actions and relations with institutions and organizations that help to improve the operation and upgrading of business and social life of the country.

Actions to Education upgrading

Since the beginning of our operation at Quest Group we have recognized the value of Education for the development and prosperity of society, as well as the role that Technology must play to this direction. We pioneered the introduction of Technology in Education, and we have developed actions for the dissemination of new technologies, the transferring of know-how through education, as well as for the utilization of technology advantages in educational issues.

Today we extend our support to significant educational activities, in collaboration with educational centers, universities and institutions that promote knowledge and innovation, we take part in events and institutions aimed at development and scientific research, and we enforce actions aiming at the upgrading of the educational system and the advantageous integration of young people in the employment market.

Assembling the Quest Computer



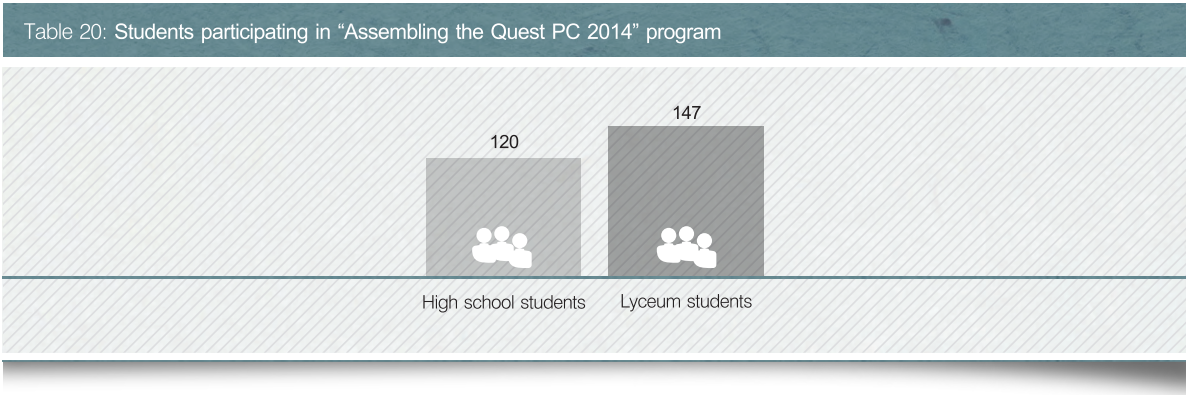
The program “Assembling the Quest Computer” is an educational program that offers tours to high school and lyceum students of the production and distribution premises of Quest computers. Students visit Info Quest Technologies assembly facilities.



Accompanied by their teachers and under the supervision of certified technicians, students become familiarized with the operating systems of a computer, and assemble from the beginning to the end a Quest computer. Furthermore, during this visit, students have the opportunity to discuss with company's executives, the professional roles in a technology company and entrepreneurship. They also visit the Technical Support Department and have a total experience on how a large product distribution center works.



In 2014, **a total of 12 educational visits were held, with the participation of 267 students.** Teachers accompanying the students graded the visit, the conducted tour and the assembling presentation, as excellent. They found the visits theme and presentations held very interesting, offering students valuable knowledge.



Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

Quest Group ▼

ConQuest of the future ▼

Quest it together ▼

As you request it! ▼

Questioning the ordinary ▼

Quest for a better Society ◀

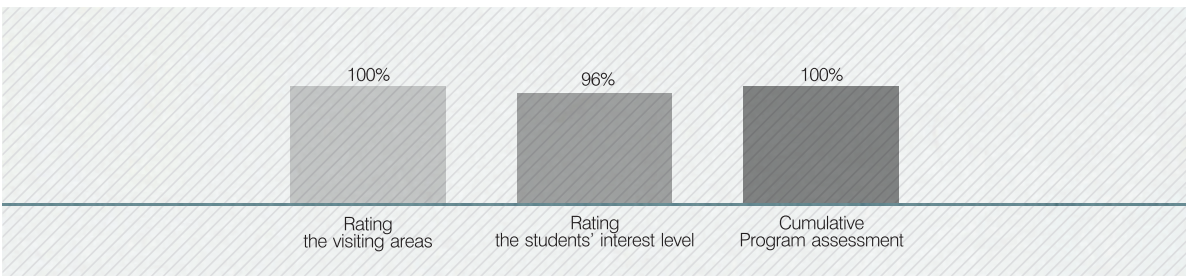
Actions to Education upgrading

Social Solidarity - Collaboration
with Social Institutions and NGOs

Un-Questionable Sustainability ▼

A Question of vision ▼

Table 21: Program assessment “Assembling the Quest PC 2014”, by escort instructors



Innovation in education

iSquare, with the “Innovation in education” program, aims at a collaboration with all educational institutions that seek the upgrading and the enrichment of education, via the technological innovation and the Apple ecosystem as an educational tool. The implementation of the program brings up children eager to learn and seek knowledge, satisfies the parents with their children's studiousness, love for learning and efficiency, and creates schools that easily make up an interactive material to teach to their students.

iSquare, apart from the help and the operative know how of its function for the adoption of innovative tools that promote the international teaching methods, introduces basically an interactive way of teaching in the Greek schools. These days, in the “Educational Innovation” program, take part almost 2.000 students from the 3rdclass of grammar school to 3rd grade junior high school, from more than 20 schools in Athens, Thessaloniki and Rhodes.



School Books Digitization

By upgrading the educational procedure interaction, iSquare has proceeded in the digitization of the educational material of the basic school lessons in Primary and High school, so as to be easily attainable from the equipment of the Apple ecosystem. In this way we have student and book interaction, while the educational procedure is freed from the teaching time and place.

Each student, no matter which school he is attending, is entitled to have access to the digital interactive manuals. This is the reason that we provide the manuals to them at no charge, via the webpage www.edupad.gr, as well as via the Ministry of Culture, Education and Religion page.

Table 22: Digitized Primary School textbooks

First-grade	Second-grade	Third-grade
<ul style="list-style-type: none">• Modern Greek• Mathematics• Environmental Studies	<ul style="list-style-type: none">• Modern Greek• Mathematics• Environmental Studies	<ul style="list-style-type: none">• Modern Greek• Mathematics• Environmental Studies• History
Fourth-grade	Fifth-grade	Sixth-grade
<ul style="list-style-type: none">• Modern Greek• Mathematics• Environmental Studies• History	<ul style="list-style-type: none">• Modern Greek• Mathematics• Physics• History• Geography• Physical Education 5th	<ul style="list-style-type: none">• Modern Greek• Mathematics• Physics• History• Geography• Physical Education 5th

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

Quest Group ▼

ConQuest of the future ▼

Quest it together ▼

As you request it! ▼

Questioning the ordinary ▼

Quest for a better Society ◀

Actions to Education upgrading

Social Solidarity - Collaboration
with Social Institutions and NGOs

Un-Questionable Sustainability ▼

A Question of vision ▼

Πίνακας 23: Digitized High School textbooks		
Grade 1	Grade 2	Grade 3
<ul style="list-style-type: none">• Modern Greek• Mathematics• Biology• History• Geology-Geography	<ul style="list-style-type: none">• Modern Greek• Mathematics• Physics• Chemistry• History• Geology-Geography	<ul style="list-style-type: none">• Modern Greek• Mathematics• Physics• Chemistry• History• Biology



edupad.gr

Edupad was created from iSquare collaboration with a group of talented educators with special knowledge and experience in the use of digital tools in the school environment. It is a sum of educational applications and manuals, from which students, parents and educators of every level, from kindergarten to lyceum, can profit.

The experimental edition of the website has gathered already 250 assessments for the application and the digital manuals, and includes 9 assessments from educators of various orientation. In the www.edupad.gr website the applications are easily accessible and categorized, according to genre, educational level and field of knowledge, so that everyone who is interested – parent, student or educator – can surf easily and find what he is looking for. With edupad knowledge assimilation is a pleasant game, educational teaching is boosted and the task of the educator is facilitated.

Student Scholarships

Quest Holdings, in order to reward the admission in third grade education and the effort for knowledge, has offered two scholarships for the undergraduate studies to students of the Finance and Banking Management of University of Piraeus and the American College of Greece (Deree College).

Students internship

The collaboration of Group Quest Technical Services with Higher and Tertiary Educational Institutions within the country and abroad, is continuous and essential. In this context students pending graduation are accepted for internship in the Technical Departments of Group Quest companies, where they have the chance to gain valuable experience and broaden their knowledge, by getting to know the modus operandi of a modern Computer Science company.

Support of the economia Student Contest

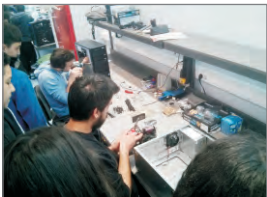
For a number of years Info Quest Technologies supports the economia Student Contest that is being organized for more than 20 years.

The purpose of this contest is the mobilization of young people and the connection of academic theory with contemporary matters, the improvement of networking of new human resource with top businesses and the promotion of youths with a critical mind.

Business Days

iSquare takes part in the institution Business Days that professor J. Ladopoulos from Athens University of Economics and Business (AUEB) organized since 2012 aiming at connecting students and businesses.

In 2014, on Business Day, more than one hundred students and graduates from various Universities have visited iSquare and IQbility plants, and have attended seminars offered by the two companies' executives.



Social Solidarity. Collaboration with Social Institutions and Non-Governmental Organizations

At Quest Group we recognize the increased social needs of our time and we support environmental and social organizations and initiatives. By offering products, services and financial aid, we assist in the completion of important social work and we transmute our social responsibility into action.

The Smile of the Child

Quest Group companies are stable supporters of “Smile of the Child” organization, whose major goal is to effectively defend children's rights, in collaboration with governmental institutions. Our companies' contribution consists in providing technological infrastructure and services.



"Odysseus" A Mobile Educational Laboratory on the use of Technology

Info Quest Technologies took part in the materialization of “Odysseus”, the first Mobile Educational Laboratory that brings children who live even in the most remote areas of Greece in contact with Technology.

“Odysseus” allows “The Smile of the Child” to offer educational and other services throughout Greece and is available for all children, educators, parents and all citizens. The main activities that are actualized in “Odysseus” include among others, presentations to students, teachers and parents, social support and blood donation, in cooperation with local hospitals and health centers.

Hippocrates "Mobile Polyclinic"

Info Quest Technologies, as an equipment sponsor, has supported the Mobile Policlinic for Children “**Hippocrates**”. The company has offered technology equipment for the communication network, as well as the necessary computer systems for the provision of preventive medicines examinations on a PanHellenic range. The Mobile Policlinic “Hippocrates” has the following autonomous departments: pediatric, cardiology, audiology, ophthalmology, dental, and there is also the ability of telemedicine.



"Quest Studio"

Info Quest Technologies has offered “The Smile of the Child” a fully equipped TV and radio broadcasting studio. This donation aims to the creation of the “Quest Studio”, which will enable “The Smile of the Child” to create a Communications Center with nationwide scope, bringing together children with modern means of communication, thus promoting their creativity.

ASC Contribution for the Children

ACS collaborates with “The Smile of the Child” for a number of years offering all its services, with the purpose of fulfilling all their possible needs. Through this collaboration a large amount of the organization needs throughout Greece is covered at a symbolic cost, with quality, speed and credibility.

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

- Quest Group ▼
- ConQuest of the future ▼
- Quest it together ▼
- As you request it! ▼
- Questioning the ordinary ▼
- Quest for a better Society ◀
- Actions to Education upgrading
- Social Solidarity - Collaboration
with Social Institutions and NGOs
- Un-Questionable Sustainability ▼
- A Question of vision ▼



Make a Wish Greece

“Make a Wish” foundation, accomplishes wishes of children with incurable or life threatening diseases, so as to offer them psychological help and strengthen their will to live. Quest Group companies collaborate with the organization each time the children's wishes are related to the company's products. In 2014 Group Quest executives accomplished the wish of the 17year old Irene, who wished to study and work on Information Technology. ACS also helped in the implementation of one of the most popular and successful activities of the foundation, the program “Star of Wish”, by sending 900 mailings to various destinations throughout Greece.

"7 Marathons 7 Continents" Program

The three year program “7 Marathons 7 Continents” has to do with the moral support of a Greek amateur marathon runner, who runs seven international marathons within 3 years. For every race completed by the runner, an amount of money is being equally shared to the Non-Governmental Organizations. These organizations are: “**Merinma**”, “**Agios Nicolaos, Parent, Guardians and Friends Association of Autistic People**”, “**Arc of the World**”. “**Praksis**”, “**Agalia**”, “**MDA Hellas**” and “**Floga**”, in order to support their mission.

Eptanisian Society Support

ACS, being a supporter of the Hellenic Union of Eptanisians after the severe earthquake of 2014 in Kefalonia, has undertook pro bono the nationwide distribution of Union's calendar “2015, Ionian Islands, a Look through time”. Under the motto “I Study, I Have Dreams, I Have Goals, even After the Earthquakes...” the Hellenic Union of Eptanisians, focused its efforts on the solution of practical problems that have been created in schools of Kefalonia, and offered earnings from the calendar sales, for the restoration of damages caused by the earthquake in Lixouri high school.

Environmental Responsibility

Green IT

With the term Green IT we refer to the study, the planning and the computer use in an effective and productive way that at the same time reduces environmental impact.

As the use of computers is continuously expanding and the demanded energy consumption increases, the Green IT applications bring into alignment the financial sustainability and the infrastructure efficiency, along with the social and moral responsibilities that emanate from the need for the decrease of energy and corporate environmental imprint.

- At Group Quest we operate with an environmental responsibility conscience, and we systematically adapt our business practice into the environment protection needs and the resources savings, while at the same time we ensure that our service complies with the Greek environmental legislation.
- As a responsible member of the Greek market supply chain, Group Quest reduces the volume and the weight of the electronic appliances, making them friendlier to the user and to the environment, aiming among others,

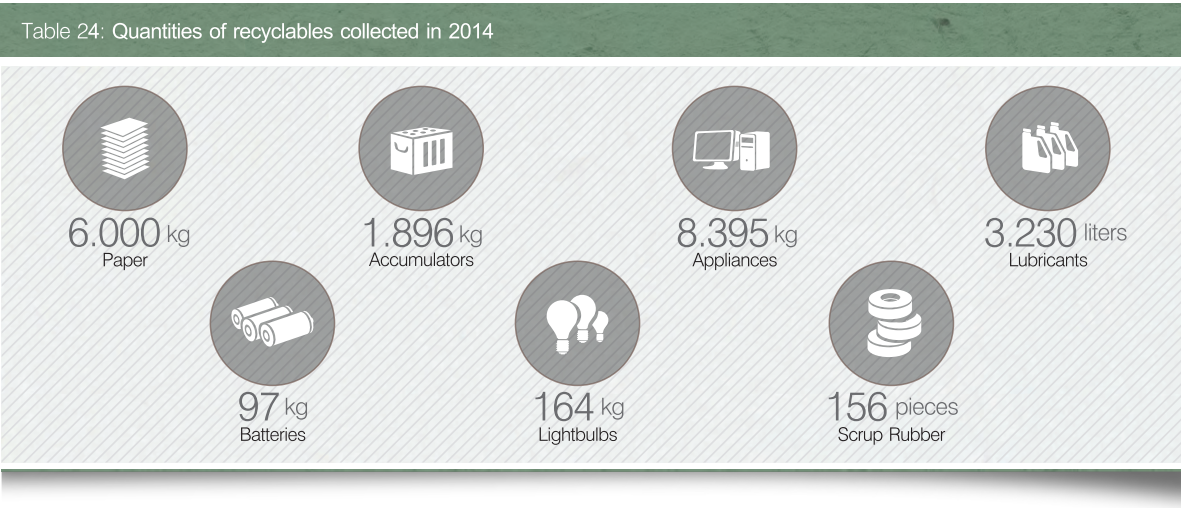
- at the decrease of fuel demand during their transportation, as well as the decrease of pollutants.
- Info Quest Technologies, as a manufacturer of the Quest electronic computers company, manufactures products with advanced operating abilities and decreased energy, the construction method which pollutes less and sets the prerequisites for an easier and less costly recycling.
 - The products and systems that are used by Uni Systems for the creation of Integrated Solutions are also friendly to the environment, with “green” architecture, that allows to the fullest the utilization of technology, leading to a completely new economy level, with flexibility and efficiency. These technologies, that introduce a new philosophy to the business model of operation, contribute, apart from the cost reduction, to the improvement of business competitiveness, in combination with the protection of the environment.

Recycling

The recycling process includes collection and disposal of equipment at recycling plants of electric appliances. It also includes the disassembly process, material separation and finally their selling to specialized industries for their consequent reintegration into the production line. Furthermore, product packaging are

collected and recycled, reducing the burden on the environment.

In our internal operation we apply collecting and recycling programs for paper, toners, batteries and light bulbs, always informing and encouraging our staff into active participation.



Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

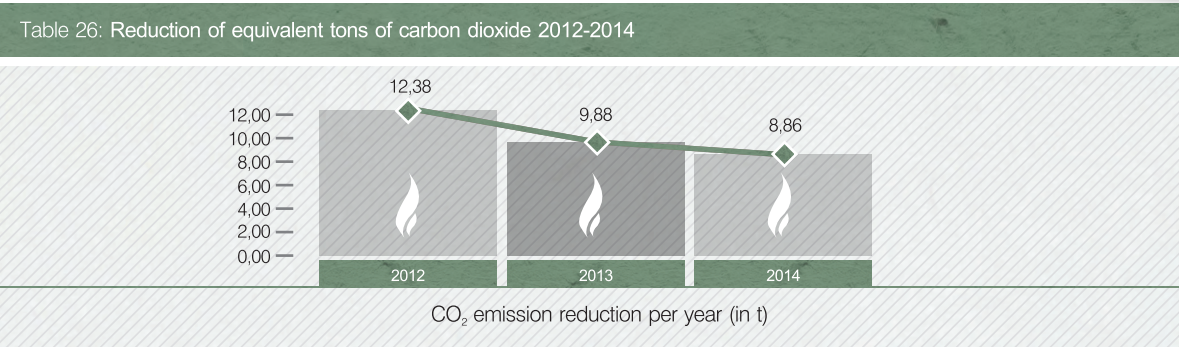
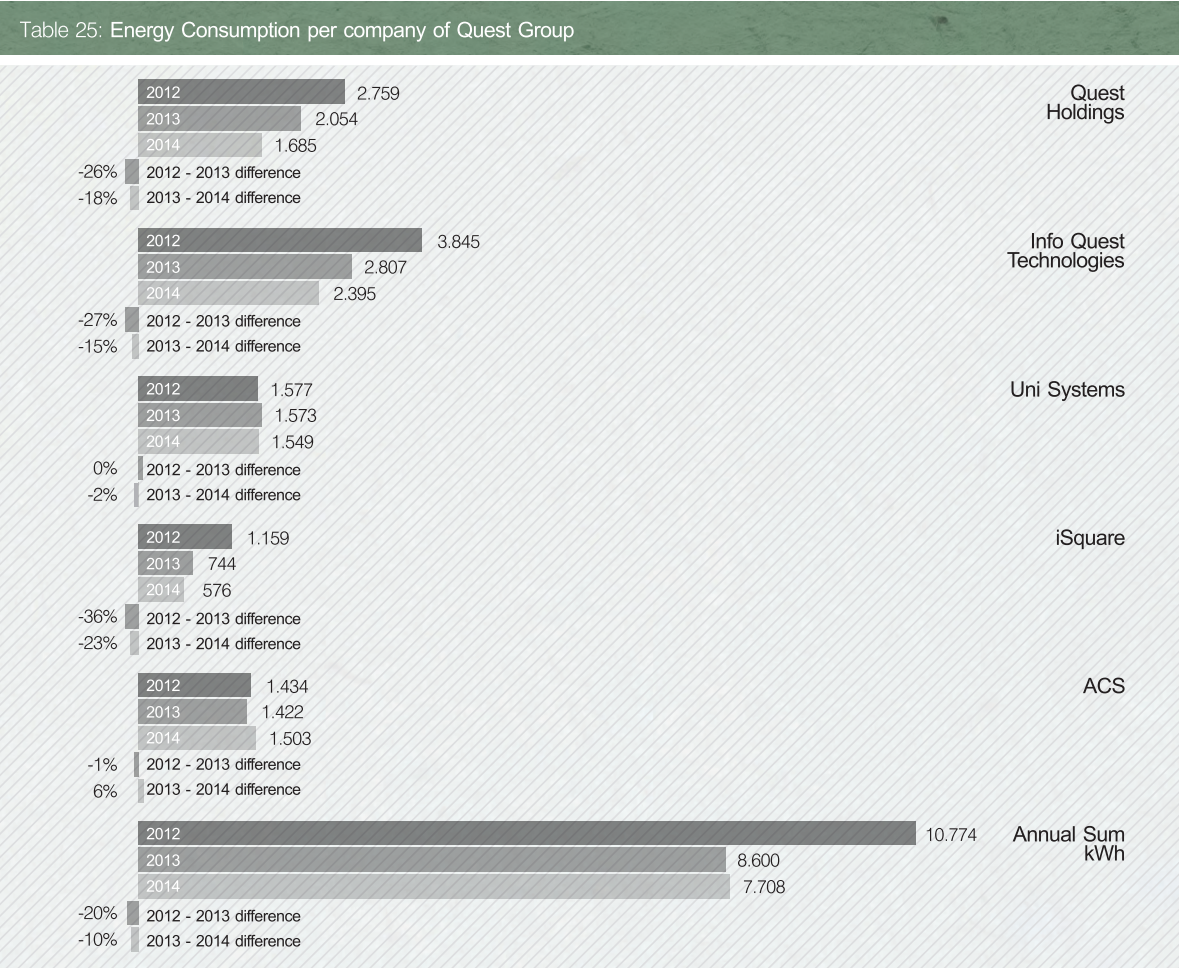
- Quest Group ▼
- ConQuest of the future ▼
- Quest it together ▼
- As you request it! ▼
- Questioning the ordinary ▼
- Quest for a better Society ▼
- Un-Questionable Sustainability ◀
 - Green IT
 - Recycling
 - Energy consumption
 - Transportation

- A Question of vision ▼

Energy consumption

In 2014 we achieved a major decrease in energy consumption (151,3 kWh/m² from 168,8 kWh/m² in 2013) and the equivalent tons in carbon dioxide (8,86 tons of CO₂ from 9,88 tons of CO₂ in 2013).

These reductions are related to our commitment for the awareness and saving in the field of energy consumption.



At Quest Group we have set procedures for the Carbon Footprint measurement, for the continuous improvement in the energy field, while at the same time we are

- Integration of the latest automatization technologies that ensure control, cost reduction, energy saving. With the installation of sensors there has been a 15% reduction in the electric energy consumption.
- New systems in the building installations that

steadily making steps for the upgrading and improvement of our building and technological infrastructure:

- ensure control and a better function, as well as energy savings.
- Photovoltaic systems in the central units of Athens and Thessaloniki.
- A rain water collection system in the central building (Pantou), that is being used for irrigation.

Quest for Excellence

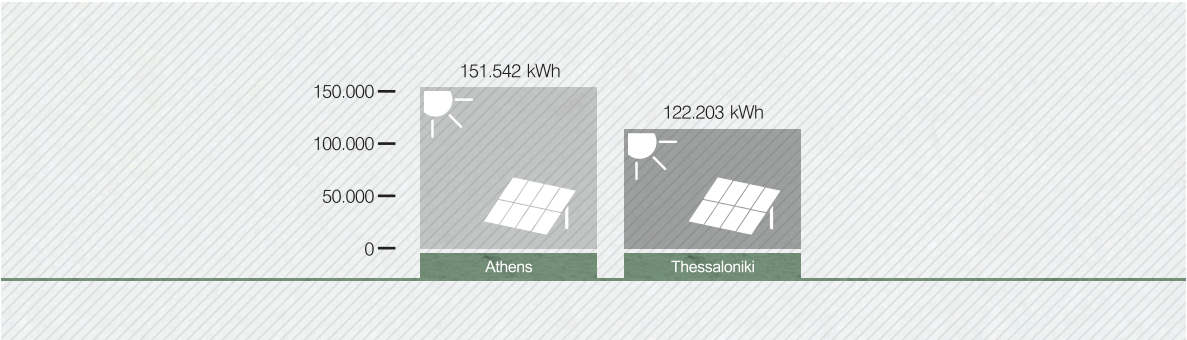
Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

- Quest Group ▼
- ConQuest of the future ▼
- Quest it together ▼
- As you request it! ▼
- Questioning the ordinary ▼
- Quest for a better Society ▼
- Un-Questionable Sustainability ◀
 - Green IT
 - Recycling
 - Energy consumption
 - Transportation

A Question of vision ▼

Table 27: Power production from Photovoltaic Installations in Quest Group buildings in 2014



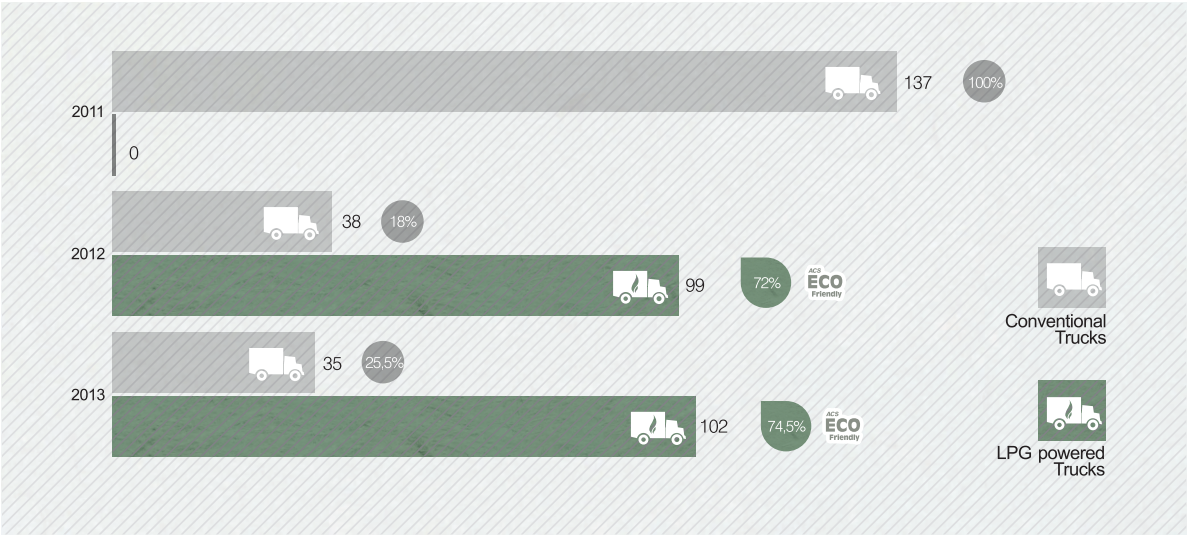
Transportation

ACS company is certified under ISO 14001:2004 from the internationally recognized body ABS Quality Evaluations Inc. for the Environmental Management System that it implements. This System includes Environmental Impact Assessment and the elaboration of Environmental Management Programs.

ACS company's pollutants reduction program, from transportation









Due to the nature of its activity, ACS pays special attention to the reduction of atmospheric pollutants from transportation. Thus the company set a double goal – the reduction and cost limitation – and started a program for the installation of an LP Gas (Liquefied Petroleum Gas) system in their cars. From a total of 137 cars that the company owns, they have installed an LP Gas system in the 102, while the remaining 35 will be gradually withdrawn.

Table 28: ACS vehicles conversion program to LPG



Every ACS car that moves on gas bears the ACS Eco Friendly special sign, so as to state that the shipments made with this vehicle are environmentally friendly.

Gas use contributes to the reduction of global warming, because, in comparison with unleaded gas, it has zero lead content and reduced carbon monoxide (CO) atmospheric pollutants and nitrogen oxides (NOx) of 55% and 58% respectively. From this change and according to the company's measurements, we estimate that we had a 40% fuel cost reduction.

	Quest Group ▼
	ConQuest of the future ▼
	Quest it together ▼
	As you request it! ▼
	Questioning the ordinary ▼
	Quest for a better Society ▼
	Un-Questionable Sustainability ▼
	A Question of vision ◀
	Future Goals
	GRI Content Index

Future Goals

Future Goals		
SECTION	GOALS FOR 2015	ACTIONS
EMPLOYEES	• Development of Unified Corporate Culture, of Vision and Values in the Group Quest companies	• Implementing the program "Living our Values"
	• Strengthening of intra communication with new actions and tools	• ORION development, the new Electronic System for Organizing and Handling Human resources
	• Development and Training of Employees	• Continuing the Mini MBA institution
	• Increase of employees voluntary participation in CSR statutory actions of Group Quest Reinforcement of Group Quest CSR actions	• Blood donation, support of KYAAA, (City of Athens Homeless Center) Running, Basketball, Cycling and Zumba team
MARKET	• Reinforcing Branding and corporate image	• Reinforcing communication by the use of specialized programs
		• Offices redecoration - Homogenizing buildings appearance
	• Reinforcing Quality procedures	• Restructuring and improving procedures
	• Organizing procedures of market monitoring and analysis	• Generating an inter company committee for Business Development
	• Progressive convergence of technical infrastructure by using state of the art technologies and systems	• Completing the unification of infrastructure and applications for Group Quest companies
SOCIETY	• Reinforcement of Group Quest CSR actions	• Smile of the Child - Continuing the Technical Support
		• Assembling the Quest computer Continuing and upgrading the educational experience
	• Reinforcement of Social Solidarity actions	• Institutionalization of scholarship provision to students
ENVIRONMENT	• Harmonizing methods of collection and recording of recycling items in all companies aiming at increasing recyclable quantities	• Organizing methods of collecting recyclable items and electronic monitoring
	• Systematization of the carbon print assessment method and implementation of actions for its reduction	• Planning of methodology for continuous footprint assessment throughout all activities

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment

- Quest Group ▼
 - ConQuest of the future ▼
 - Quest it together ▼
 - As you request it! ▼
 - Questioning the ordinary ▼
 - Quest for a better Society ▼
 - Un-Questionable Sustainability ▼
 - A Question of vision ◀
- Future Goals

GRI Content Index

Appendix

GRI Content Index

The present Corporate Responsibility Report of Group Quest is the first that covers the activities that the Group's companies implemented, taking part in it during the year 2014. The Report covers those companies' activities in Greece, in all its operation units. The


Sustainability Center (CSE) has assessed the Group Quest Corporate Responsibility Report of the year 2014 according to the GRI G4 instructions, and assures that it is on a compliance level “Core”.


Table of GRI G4 Indicators GRI Content Index for "IN ACCORDANCE - CORE"			
GENERAL STANDARD DISCLOSURES			
INDICATOR	DESCRIPTION	PAGE / REFERENCE / NOTES	EXTERNAL ASSURANCE
Company Profile			
G4-1	Statement by organization's top executives	6-7	-
Organizational Profile			
G4-3	Name of the organization	8	-
G4-4	Primary brands, products and / or services	35-38	-
G4-5	Location of organization's headquarters	Back cover	-
G4-6	Countries in which the organization operates	11	-
G4-7	Nature of ownership and legal form	16, Back cover	-
G4-8	Markets served	38	-
G4-9	Scale of the organization	15, 27	-
G4-10	Personnel data	27, 28	-
G4-11	Percentage of employees covered by collective bargaining agreements	27	-
G4-12	Description of Supply chain	39	-
G4-13	Significant organizational changes during the reporting period	No significant changes	-
G4-14	Application of the precautionary principle	15, 17, 18	-
G4-15	List of economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	50, 51	-
G4-16	Memberships in associations and Advocacy organizations	43	-
Identified Material Issues and Boundaries			
G4-17	List of entities included in the organization's consolidated financial statements	8	-
G4-18	Process for defining report contents	8-9	-
G4-19	Material Aspects	9	-
G4-20	Aspects, boundaries and limitations within the organization	61	-
G4-21	Aspects, boundaries and limitations outside the organization	61	-
G4-22	Reviewing information included in previous reports and reasons for such reviews	This is the first Report of Quest Group	-
G4-23	Substantial changes from previous report	This is the first Report of Quest Group	-


Quest for Excellence


Corporate
Responsibility Report 2014


- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment


 Quest Group ▼


 ConQuest of the future ▼


 Quest it together ▼

 As you request it! ▼

 Questioning the ordinary ▼

 Quest for a better Society ▼

 Un-Questionable Sustainability ▼

 A Question of vision ◀

Future Goals

GRI Content Index

Stakeholders Engagement		
G4-24	List of Stakeholder groups engaged by the organization.	18, 19
G4-25	Stakeholders' identification.	18, 19
G4-26	Approaches to stakeholder engagement.	19
G4-27	Topics and concerns raised by stakeholders.	19
Report Profile		
G4-28	Reporting period	8
G4-29	Date of the most recent previous report	This is the first Report of Quest Group
G4-30	Reporting cycle	Annual
G4-31	Contact point for questions regarding the Report or its contents	8
G4-32	Report the "in accordance" option the organization has chosen and the GRI Content Index for the chosen option	GRI Content Index 8, 58
G4-33	External assurance of the report	No external assurance
Governance		
G4-34	Governance structure and committees of the highest governance body.	15, 16
Ethics and Integrity		
G4-56	Corporate policies, mission and values statements.	14

IN ACCORDANCE - CORE				
SPECIFIC STANDARD DISCLOSURES				
SUBSTANTIAL ISSUE	INDEX	DESCRIPTION	PAGE / REFERENCE / NOTES	EXTERNAL ASSURANCE
Economic Performance		Economic Performance		
	DMA			
	G4-EC1	Direct economic value generated and distributed		
	G4-EC4	Substantial financial assistance received from government	No financial assistance received from government	
Market Presence				
	DMA			
	G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation		
	G4-EC6	Proportion of senior management hired from the local community at significant locations of operation		
Compliance		Environmental		
	DMA			
	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	No fines or sanctions during the reporting period	
Employment		Social / Labor Practices and Decent Work		
	DMA			
	G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region		

Quest for Excellence

Corporate
Responsibility Report 2014

- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment



Quest Group ▼



ConQuest of the future ▼



Quest it together ▼



As you request it! ▼



Questioning the ordinary ▼



Quest for a better Society ▼



Un-Questionable Sustainability ▼



A Question of vision ◀

Future Goals

GRI Content Index

Labor/
Management
Relations

DMA

G4-LA4

Total number and rates of new employee hires and employee turnover by age group, gender and region

Occupational
Health & Safety

DMA

G4-LA6

Occupational injuries and lost day rates.

Training
& Education

DMA

G4-LA6

Average hours of training per year per employee.

G4-LA10

Programs for skills management and lifelong learning.

G4-LA11

Percentage of employees receiving regular performance and career development reviews.

Diversity
& Equal
opportunities

DMA

G4-LA12

Composition of Governance Bodies and breakdown of employees per employee category.

Anti-Corruption

DMA

G4-SO4

Training and communication on anticorruption policies and procedures.

G4-SO5

Confirmed corruption incidents and actions taken

No incidents during the reporting period

Compliance

DMA

G4-SO8

Significant fines and sanctions for non-compliance with laws and regulations.

No fines or sanctions during the reporting period

Customers'
Health & Safety

DMA

G4-PR2

Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle.

Products
and Services
Labeling

DMA

G4-PR3

Type of product and service information required by the organization's procedures for product and service information and labeling

Marketing-
Communications

DMA

G4-PR7

Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications.

No incidents during the reporting period

Customer
Privacy

DMA

G4-PR8

Total number of substantiated complaints regarding breaches of customer privacy and losses of customers data.

No complaints during the reporting period

Compliance

DMA

G4-PR9


Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.


No fines during the reporting period


Quest for Excellence


Corporate
Responsibility Report 2014


- Shareholders' Message
- Letter of the Chairman of the BoD
- Messages
- About the Report
- Materiality Assessment


 Quest Group ▼


 ConQuest of the future ▼


 Quest it together ▼

 As you request it! ▼

 Questioning the ordinary ▼

 Quest for a better Society ▼

 Un-Questionable Sustainability ▼

 A Question of vision ◀

Future Goals

GRI Content Index

Boundaries and Limitations of Material Issues

Table of limits and limitations of Material Issues					
MATERIAL ISSUES		LIMITS		LIMITATIONS	
	REFERENCE PAGE	INSIDE	OUTSIDE	INSIDE	OUTSIDE
Economic Performance	15, 59	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Suppliers / Partners, Commercial Network & Agents	-	-
Market Presence	27	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Suppliers / Partners, Dealers & Agents	-	-
Compliance / Environment	53, 59	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Customers, Suppliers / Partners, Media, NGOs	-	-
Employment	27	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	-	-	-
Labor / Management Relations	30	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	-	-	-
Occupational Health & Safety	30, 31	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	-	-	-
Training & Education	27-29	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	-	-	-
Diversity & Equal Opportunity	27	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	-	-	-
Anti-Corruption	17, 60	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Suppliers / Partners, Dealers & Agents, Media	-	-
Compliance with Greek Law	14, 60	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Suppliers / Partners, Dealers & Agents, Media, Institutional Bodies	-	-
Customers' Health & Safety	40	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Suppliers / Partners, Dealers & Agents, Media, Institutional Bodies, NGOs	-	-
Products and Services Labeling	40 - 41	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Dealers, Media, NGOs	-	-
Marketing Communications	40, 60	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Commercial Network, Media, NGOs	-	-
Customers' Privacy	40	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Customers, Media	-	-
Compliance / Marketing	40	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Dealers & Agents, Media	-	-
Product Innovation	44, 45	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Suppliers / Partners Dealers& Agents, Media	-	-
Business Continuity	21, 35, 57	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Suppliers / Partners, Dealers & Agents, Media	-	-
Business Ethics	40	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Suppliers / Partners, Dealers & Agents, Media, Institutional Bodies	-	-

89%

of our employees feel professional security and trust in Quest Group's course

83%

of our employees were trained in 2014, whereas 25 of them attended Mini MBA program that we provided for them

We supported 250 homeless families (through KYADA) providing them clothes, food and medication

Quest Group Executives offered 2.450 mentoring hours to young entrepreneurs in the IQbility context

We reduced by 10% carbon gas emissions in relation to 2013 and we

recycled 16,5 tons of materials (paper, appliances, accumulators etc.)

We obtained 155 new certifications in products, programs and applications of international manufacturers

Info Quest
TECHNOLOGIES

iSquare

uni.systems

ACS

Quest
ΣΥΜΜΕΤΟΧΩΝ

QUEST HOLLINGS SA
2A, Argypoleos
176 76 Kallithea, Athens
tel. 211 999 4000, fax 211 999 4530
www.quest.gr

Quest
GROUP