2015

Quest for Excellence
Sustainable Development Report

Quest GROUP   **Quest** HOLDINGS

2015
Quest for Excellence

Sustainable Development Report 2015

Our vision for sustainable growth and development within the triptych "Technology - Innovation - Entrepreneurship" defines our philosophy and our attitude towards society and the new world that is rapidly developing, in which we would all like to be winners.

Theodoros Fessas

Chairman
Board of Directors
Quest Holdings

Efi Koutsoureli

Vice Chairman
Board of Directors
Quest Holdings

About the Report

This publication is the 2nd Annual Sustainable Development Report of Quest Group.
By issuing this publication, we aim to provide our stakeholders with comprehensive information on the Group's strategy and the main sustainability issues for the period 1.1.2015 - 31.12.2015.

The previous report of Quest Group was issued in December 2015 and covered the period 1.1.2014 - 31.12.2014.

The 2015 Sustainable Development Report has been drafted according to the core option ("in accordance - Core") of the GRI G4 (Global Reporting Initiative) Sustainability Reporting Guidelines and has received external assurance as indicated on page 83. It should be also noted that there have been no restatements of information provided in previous reports.

In the 2015 Report, as in the 2014 Report, we chose to include the Group members with total turnover of more than 5% of the consolidated turnover. Accordingly, Info Quest Technologies, Uni Systems, iSquare and ACS are included, while Quest on Line, iStorm, Cardlink and Quest Energy are not included.

For any further inquiry on the Sustainable Development Report 2015, please contact the Quest Group Press Office on 211 999 1494 or online at pr@quest.gr.

G4-17 G4-22 G4-28 G4-29 G4-30 G4-31 G4-32

Message
of the Chairman

Dear Partners,

2015 was a hard year for the Greek economy. Last year our country faced the risk of losing the economic achievements made after the political changeover and the Greek companies were severely tested.

Quest Group is proud to have successfully overcome the difficulties of 2015, and furthermore to have been reinforced as regards the Group's financial figures as well as the overall position of the group members in the market. And most importantly - in addition to the increased sales, profits and liquidity - we have managed, with great satisfaction, to strengthen the cooperation, confidence and loyalty of employees, who do their best on a daily basis to ensure a better future for their job, their families and their country! And they succeed!

In fact, they are doing so well that we are confident that in 2016 the Group members will recruit many new colleagues, who will develop its activities in Greece as well as overseas.

Therefore, the Quest Group's fundamental social contribution is still to create well paid jobs, the number of which amounted to 1,341 jobs in 2015 compared to 1,288 jobs in 2014. The total payroll costs - including payroll taxes and insurance contributions - have exceeded € 47.9 million, while other benefits provided to the employees costed about € 3.5 million. It is also noteworthy that, despite the adverse economic conditions, our Group has increased the funds allocated for the staff training every year. Thus, last year we invested € 240 thousands in staff training and skill development.

The Quest Group's contribution to the society during 2015 includes - in addition to the payment of a number of direct and indirect taxes amounting to € 51.5 millions - dozens of other actions, as described in detail in this report.
For example, it is worth mentioning the IQbiility incubator, which has been on for three years now andhas helped dozens of talented young scientists with innovative ideas to open their wings within the global market of IT products.
Furthermore, the Group has supported various projects in the field of education, including digitization of textbooks on iOS environment, student internships and school student groups support, and helped social institutions in many ways, such as financial support, goods supply and services provision.
Accordingly, the Quest Group accomplished for one more year its main mission, which is: To support with consistency all "stakeholders": its shareholders, its employees, the society, Greece.

We are convinced that we have all the required moral and material instruments to keep on performing our mission in the future with even more success.

Theodoros Fessas
Quest Holdings Chairman

Message of the Chairman
of CSR Committee

Counting thirty five years of creation and development as a group of companies operating in the field of technology, we need to celebrate our anniversary with modesty as prescribed by the current times, and to dedicate some words to our attitude, action and philosophy throughout these years in this report ...

It is indisputable that the winner writes the history, but history proves right and disproves the facts, and of course in addition to the success throughout these last thirty five years, we feel that our responsibility as well as our philosophy and principles based on which we developed out activity, have proved us right.

Our philosophy has been always based on the responsible attitude and the respect towards the customers, the colleagues, the suppliers and the market. Later on, we included the shareholders, the society, and most recently we have been concerned with environment.

All these become more mature and are formed according to the needs of the times and our times require, more than ever, responsibility, structure, foresight, and risk assessment. The responsible action of today binds us to be committed. Committed not only to our Group, our employees and the market, but also to the society, the environment and the country. Our strategy regarding the Corporate Social Responsibility has been consistent during all these years we operate, and our Vision for sustainable development is irrevocably alive and associated to an experiential nexus that is decisive for our moves: Technology, Innovation, Entrepreneurship All these are our goals and objectives at the same time.

We shall continue to support our Vision of responsible action and we shall remain true to our commitment to actively develop entrepreneurship and enhance national economy with extraversion, constant development of innovative products and services and by setting high quality goals in respect of the entire spectrum of our operation.

Efi Koutsoureli

President, Corporate Social Responsibility Committee, Vice Chairman,
Quest Holdings Board of Directors

Message of the Chief Executive Officer

During 2015, our Group showed that it was strong enough, tough and well prepared to successfully deal with adverse situations. We acted as a team under a plan and showed mettle when coping with external difficulties and, therefore, we managed to come through them even stronger. We managed to increase operating profitability sales, ensure financial stability, have positive operating cash flows, mitigate credit risk and reduce operating costs.

Moreover, during 2015 we implemented major investment projects in Greece, in respect of new activities, such as the e-transactions with Cardlink, as well as in respect of infrastructure, such as real estate in order to expand the production capacity of postal services, broadening thereby our activities and proving in practice our loyalty and our confidence in our business and our country.

The Group Quest puts great value on Corporate Social Responsibility, which is the accomplishment of our corporate mission and the fulfilment of our undertakings towards the Stakeholders and Society.

The Quest Group's main goals and priorities for 2016 are the following:
- To Preserving the existing figures and increase those figures across all business areas.
- To Limit damages arising out of loss-making activities.
- To Achieve greater growth in the more profitable areas and overseas.

Furthermore, by the end of 2016 the Group aims to have completed the new structure and the Corporate Governance rules and to have applied them within every Group member. The goal set is to ensure transparency in organization, operation and decision-making. Moreover, emphasis shall be placed on the business development strategy plans (Business Development) of our Group. Finally, the Group gives special consideration to the department of Human Resources Development by focusing on our people and ensuring their development and progress, on which the Group's own development is based.

This Report presents our efforts to become better in all the major areas of our interest during 2015 as well as the key development planning for 2016. Our main concern is to ensure the sustainable development of the Group's value for our shareholders, to provide a safe and decent working environment for our people and to become a solid value to the society.

Apostolos Georgantzis
CEO of Quest Holdings

1

QUEST GROUP
35 Years of Technology - Innovation - Entrepreneurship

Quest Group

Having been man-oriented during the past 35 years of its operation, the Quest Group contributed to the dissemination and spread of IT and Telecommunications in Greece by setting high quality goals and having as a guiding principle the customer's support and service. Quest Holdings SA is the parent company of the Quest Group, a dynamically growing Group of companies established in the fields of Information Technology, ElectronicTransactions, e-Commerce, Courier & Postal Services and Green Energy. Quest Holdings is a private company, established in 1981 under the name Info-Quest Ltd. and is listed on the Athens Stock Exchange since 1998.

The Group's business covers the Greek market and extends to the European Union, the Balkan and Eastern Mediterranean region,Cyprus and Turkey. Particularly, Uni Systems has branches in Belgium, Romania and Turkey, showing significant activity in Belgium, Finland, Cyprus, Luxembourg, Sweden, Germany, Estonia, Albania and the Netherlands. At the same time, iSquare shows strong export activity in Cyprus, while ACS is successfully developing in Cyprus and the Balkan region.

In 2015, the most significant events for the Group were the following:
- Acquisition of Cardlink, a company which is active in the field of provision of services of POS terminal network for electronic transactions effected through payment cards. This acquisition is an important milestone in the course of Cardlink, because it allows the company to address to and extend its services to other banks in Greece and overseas. In addition, the partnerships and the cooperations with Quest Group will establish the appropriate conditions for the company to play a leading role in the development of electronictransactions and the related services in Greece.
- Property purchase by ACS with private equity, a property of 26.6 acres total land area. The plan is that in the future ACS will be established in this property and that new modern office premises and sorting center will be built.
- Incorporation of the Real Estate Investment Company SA (AEEAP) with the aim not only to optimize investments and manage the property that will arise from the above property contributions, but also to promote and reinforce the value of the property that will be contributed to it.

Our Vision

Our vision is to maintain our leading position in every market we are engaged in as well as to develop in a dynamic and sustainable way the Quest Group, both in the Greek and the Global market, based on the triptych Technology, Innovation, Entrepreneurship, which is inextricably linked to our History, Philosophy and Operation.

Every Quest Group member plays a leading role within the market in which it operates. Our priority, in addition to maintaining this position, is to further enhance and develop in a sound way each one of our companies.
The dynamic business engagement in innovative and pioneering activities through investments and application of cutting-edge technologies, is our vision's principal component for the development of the Quest Group. This Vision shall become true by contributing to the Greek market and society and by being established as a major, pioneering and innovative partner and ally.

Our mission

Creating Sustainable Value by applying the Best Practices to each of our activities.

Focused on technology, innovation and exploitation of business opportunities, our mission is to create sustainable value for our Shareholders, Employees, Customers as well as the Society as a whole. Core of our mission is the commitment to lead and form with a pioneering and responsible spirit the markets in which we strategically choose to get engaged, by applying every time the best practices so as to maximize benefits for all Stakeholders.

Our Values

The Quest Group's values demonstrate its founders' philosophy and guarantee cohesion and the core of culture of the Group members. These values are summarized as follows:

As you reQUEST it

Customer Satisfaction
All the Quest Group's actions aim to fully satisfy our internal and external Customers and to provide them with added value. Our aim is to built, maintain and constantly strengthen relationships of trust between the Group and the Customers.

QUEST it together

Teamwork
For us, teamwork means cooperation among the colleagues, the teams, the departments and the members with the aim to spread knowledge and information, increase productivity and achieve personal and professional development.

QUESTioning the ordinary

Innovation
At Quest Group, we actively seek for and support production and promotion of new ideas. We adopt reforms, innovations and novelties that can help us improve our operations with measurable performance and productivity and develop new services and products.

ConQuest of the future

Responsible Entrepreneurship
At the Group, we support and promote entrepreneurship and responsible business activities by connecting them with technology and innovation, as tools of development and progress.

Fair QUEST

Ethos and integrity
Ethos is the complex of behaviors that each of us has in everyday life. In Quest Group all our actions are driven by respect for human dignity and they are characterized by honesty, consistency and high quality code of ethical conduct.

Account QUESTability

Accountability
Our improvement and development, both as professionals and as human beings, derives from the accountability we show through the objective comparison and assessment of our actions. Our success is based on establishing our performance and bearing personal responsibility, that are then transmuted into actions and acts.

International initiatives

Quest Holdings endorses the 10 Principles of the UN Global Compact for Human Rights, Labour, Environment and Anti-Corruption.

Memberships of associations

Participating in the business and developing affairs of the country is of strategic importance for the Quest Group. The Quest Holdings executives as well as the executives of its subsidiaries have been actively joining National Organizations and Institutions that express opinions and influence the institutions in order to establish a modern and sustainable framework of entrepreneurship.

Institutions and associations that Quest Group joins	
INSTITUTION-ASSOCIATION	JOINING COMPANY
SEV (Hellenic Federation of Enterprises)	Quest Holdings Uni Systems Cardlink ACS
SEPE (Federation of Hellenic ITC Enterprises)	Uni Systems
EVEA (Commercial and Industrial Chamber of Athens)	Info Quest Technologies Uni Systems iSquare iStorm ACS
EEDE (Hellenic Management Association)	Uni Systems iSquare
Hellenic-American Chamber of Commerce	Quest Holdings
Hellenic-German Chamber of Commerce	Quest Holdings
GRECA (Greek eCommerce Association)	Quest on Line
ACEO (Association of Chief Executive Officers)	Quest Holdings / CFO Info Quest Technologies / CEO Uni Systems / CFO iSquare / CEO
Association of Listed Companies	Quest Holdings
CEO CLUB (The Chief Executive Officers Club)	iSquare / CEO
CSR Hellas	Quest Holdings

Milestones in the Quest Group History

	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	The first Internet Services in Greece
Innovation		Info-Quest: introduced the first Super Microcomputer in Greece, Hawk 32 by Momentum with Unix software Import and distribution of the first computer accessories and peripherals in the greek market	Info-Quest: introduced Tulip PC, one of the first Personal Computers running Microsoft DOS and with Intel processor Info-Quest: Introduced the first dot matrix printers by Star Micronics		Info-Quest: Quest PC, the first organized PC production line in Greece according to international standards	Q-Phone: Development of Mobile Telephony Services as Service Provider Info-Quest: Development of CRM Business Applications for Mobile Telephony	Hellas on Line: Development of a Private Internet Network and Services
Entrepreneurship	Establishment of Info-Quest		Development of the Commercial Network of Distributors of IT products across Greece Development of Technical Support Department for Services to the IT market	Establishment of COM-QUEST to represent Compaq Representation of other firms	Cooperations with international software and hardware vendors (Microsoft, SCO, SUN)	Establishment of Q-Phone. Merge with Palmaphone, which in 1998 established Unifon, the largest private Telecommunications provider in Greece	Takeover of Hellas On Line, which later was transformed into one of the largest ISPs in the Greek market

	2002	2003	2005	2006	2007	2008	2009
Technology	Provision of Fixed Telephony Services by Private Providers	Virtualization Technologies Wireless Access and Telecommunications		Development of e-Commerce	Apple introduced iPhone, the first Smartphone, a combination of telephony and Internet services		
Innovation	Q Telecom: Developed the First Private Owned Network for Mobile and Fixed Telephony Services	Info-Quest: Provided to the Greek market new pioneering technologies of remote access in Business Applications the Greek market (Application Delivery)	Info-Quest: Developed e-Commerce Services with fully automated processes and real time connection to ERP/SAP	Quest Energy: Development of Photovoltaic and Wing-energy Parks	Uni Systems: Acquisition and Creation of the largest Integrated Solutions provider in Greece, which had a new corporate identity after the merger of: Info-Quest Business Unit, Decision and Uni Systems ACS: Implementation of ACS Connect, a new, innovative solution for on-line and real time customer interface	Uni Systems: Created a Data Center for the provision of hosting services (Hosting) to major customers ACS: Introduced new innovative IT services by using online mobile PDA terminals	
Entrepreneurship			Sale of Q Telecom, with the subscription being 10% of the market	Establishment of Quest Energy, to produce energy from Renewable Sources Launching You.gr and establishing the U stores network all across Greece	Acquisition of Uni Systems, a company founded in 1964 under another legal form	Uni Systems: Launch of business in the European Union	Establishment of iSquare, Authorized Distributor of Apple products in the areas of Greece and Cyprus

1996	1997	1998	1999	2000	2001
				B2B and B2C Services Development Telecommunications Liberalization	
Info-Quest: The first Greek IT company to have ISO 9001 certification for Order Management, Production and Technical Support	Decision: Business Applications Development		Info-Quest: Completed Applications for the Athens Exchange System central system and the for full functioning of Derivatives Exchange	Info-Quest: Launched the QoL B2B, the first Integrated B2B Services Network in Greece with fully automated processes and interface with Enterprise Resource Planning Integrated Management System (ERP/SAP) Decision: Development of innovative Business Applications (Web enable CRM/HR)	
	Acquisition of Decision SA, Software Applications	Listing of Info-Quest SA on the Athens Stock Exchange Acquisition of ACS, the leading company in the Courier services market			Establishment of Q Telecom, the fourth mobile operator in Greece

2010	2011	2012	2013	2014	2015
The first Cloud services appeared in the Greek market		Cloud Infrastructure Development in the Greek Market	Liberalization of Postal Services		
Info Quest Technologies: First Cloud services to provide Office Applications by Microsoft in the Greek market	ACS: Web Business Tools, innovative web tools for customer interface through the ACS electronic platform Info Quest Technologies: Developed a wide range of private products under the brand name of Bitmore	Info Quest Technologies: Added Value Services in product distribution Uni Systems: Uni Cloud, Launching of Cloud IaaS, PaaS and SaaS Services	ACS: Provided new upgraded ACS-ABP postal services Info Quest Technologies: Q Cloud, development of innovative Infrastructure to provide Cloud services in the market		Cardlink: Development of e-payment services ACS: Development of Smart Points Network
iSquare: Development of Apple Premium Reseller (APR) network, exclusively for Apple products iStorm: The first APR store for Apple products opens in Greece	Quest Holdings SA: Conversion into a holding company and transfer of IT activities to Info Quest Technologies		Establishment of Uni Systems Turkey	Acquisition of 20% of Impact, engaged in e-Invoicing	Acquisition of Cardlink, a company that operates within the electronic markets

Subsidiaries of Quest Group

Quest HOLDINGS

Information Techonology

- IT Products & Services Distribution — Info Quest TECHNOLOGIES, iSquare
- Integrated Solutions — uni.systems
- Retail — YOU.gr, iStorm
- Renewable Energy — Quest ENERGY
- Courier & Post Services — ACS
- e-Payments — cardlink
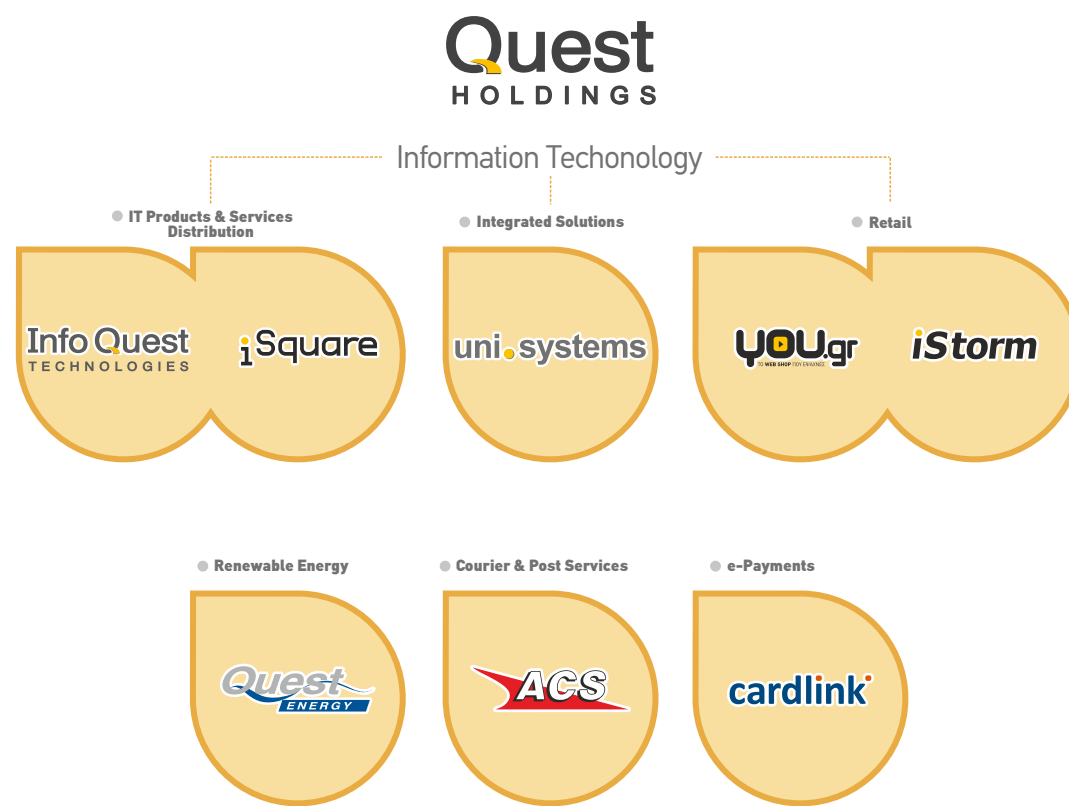
Info Quest Technologies. IT Products and Services

Info Quest TECHNOLOGIES

Info Quest Technologies is the leading IT products and services distributor in Greece. Keeping pace with the international trends, the technological advancement and the particularities of the Greek market, the company develops a multifaceted activity that combines distribution of a wide range of products, solutions and services through multiple and alternative distribution and support channels. The company's services address to a variety of persons ranging from consumers, professionals and small enterprises to big enterprises and organizations. For many years now, Info Quest Technologies has been cooperating with leading international manufacturers, while it has a wide range of IT private-label products, the Quest pcs and the line of Bitmore products.

The company gives special consideration to the safe use of the products by the consumers when designing and producing the private-label products and makes sure that the products are manufactured in full compliance with the applicable safety, ergonomic and low energy consumption requirements. It should be noted that during the production of the Quest pcs thorough compatibility and quality tests are carried out in respect of the production line that has the ISO 9001: 2008 certification and the products are certified by Microsoft and Intel for excellent use in the new technological platforms / operating systems. Moreover, it makes sure that the production, packaging and documentation are environmentally friendly - RoHS free & 80 plus efficient power supply for low power consumption. Likewise, as far as the Bitmore products are concerned a quality control per production is conducted by SGS, an independent organization, and an Inspection Report is issued, regular checks are performed by the qualified personnel of Info Quest Technologies in the production plant in order to check production, CE Safety Certification of electromagnetic radiation and safety certification of electrical equipment is issued by the independent provider KEMA.

Info Quest Technologies is one of the main gates to introduce the new products and technologies in the Greek market. More specifically, in 2015 as part of the company's activity more than

G4-4 G4-9 G4-17

21,000 different types of equipment were sold from 316 different manufacturers/firms in 287 subcategories of equipment in the following categories of product. For more info www.infoquest.gr

- Computers & grate Accessories
- Mobile devices (Tablets, Smartphones)
- Audiovisual Products (Televisions, cameras, etc.)
- PC Peripherals, Accessories & Supplies (printers, scanners, plotters, headphones, speakers)
- Networking, Security & Storage Products
- Software

In 2015 Info Quest Technologies received two important awards, indicating its commitment to innovation and constant improvement.

- IT Europa - European IT & Software Excellence Awards, Distributor of the year, nomination via InTTrust for Inter Cloud - **Honorary Award**
- Boussias Communications and the E-Business Research Center (ELTRUN) of Athens University of Economics and Business, IT Excellence Awards, Nominee for "Value Added Distributor - Quest On Cloud Ecosystem" - **Gold Award**

Uni Systems. Integrated IT Solutions

uni.systems

Uni Systems, is one of the largest companies active in designing, implementing and supporting Integrated IT and Telecommunications Solutions in Greece and among the five largest in Eastern Mediterranean region. The company provides solutions and services for large enterprises engaged in the Financial, Public and Private sector as well as in the sector of Telecommunications, covering thereby the entire spectrum of modern needs of the large companies and organizations in IT and telecommunications products and services. Furthermore, it supports a complete Uni | Cloud service portfolio and a privately owned Data Center. While Greece is the principal place where it provides its services, the company also carries out its activity in Turkey and in Central and Southeastern Europe as well as in the European Union market, with customers in more than 30 states. The main business objective of Uni Systems is to implement solutions that incorporate cutting edge technologies, change everyday life, enhance the dynamics of the company's customers and create competitive benefits. To achieve this objective Uni Systems develops strategic partnerships with leading high-tech firms.
It maintains long-term partnerships with leading foreign firms, it constantly seeks for new cooperations and innovative solutions within and across the borders, while at the same time it internally develops software and integrated solutions to meet its customer targeted needs through custom-made implementations. The number of the authorized suppliers of the company is 600, while the freelancers of the technical department are about 120.
Uni Systems provides more than 150 integrated solutions, ranging from company infrastructure (hardware and telecoms) to specialized vertical business applications that cover enterprises and organizations from the entire market spectrum. In addition, it provides network security and IT systems solutions, enterprise and application management, maintenance and support services that complement the portfolio.
In 2015, 1,971 product codes were moved, yet great emphasis is placed on the provision of value added services, the portfolio of which includes consulting services, assessment and system integration, software development, project management services, cloud services, DevOps services, infrastructure and managed services, support and quality management services. For more info www.unisystems.com

Uni Systems received two important awards in 2015, for its proper operation

- Boussias Communications and the E-Business Research Center (ELTRUN) of Athens University of Economics and Business, IT Excellence Awards, Nominee for "Supplier Cloud Services/Infrastructure" AtomoPlus - **Silver Award**
- Association of Economic & Commercial Diplomats (ENDY OEY) of the Ministry of Foreign Affairs and Ethos Events / MONEY magazine Greek Export Awards, Top Services Company - export activity - **Bronze Award**

Cardlink, Electronic Transactions

cardlink

Cardlink holds the biggest POS terminal network in Greece for transactions effected by cards. Its terminals are located in more than 100,000 points (December 2015), facilitating every day safe and speedy transactions between companies and consumers.

The company follows the developments in the electronic payment field and adopts the latest technologies creating thereby innovative products and services that constantly improve the buying experience both in physical storew and e-commerce. For more info www.cardlink.gr

Quest on Line, e-Commerce

YOU.gr
ΤΟ WEB SHOP ΠΟΥ ΕΨΑΧΝΕΣ

Quest on Line specializes in e-commerce. It develops and supports the online store www.you.gr that sells a wide range of technology and living products. Constantly seeking to make e-shopping easier, more simple and fun than it ever was and to be established as the first online shopping choice for modern consumers, you.gr currently displays at its "electronic shelves" more than 15,000 technology products, daily care products, household and baby care products, while it is gradually expanding into new categories of product. To ensure the best possible support of the online shop's customers, the company keeps on investing in technological infrastructure, designs innovative services, such as alternative payment and delivery methods - at the point of choice, on the same day within Attica, at selected pick up points - and provides organized call center of support services, creating thereby a comprehensive, excellent user experience.

In 2015, you.gr introduced an innovation in Greece by presenting the first Virtual Store in cooperation with a large international firm. For more than two weeks, the Athens metro passengers and those passing by of the Metro station of Syntagma had the opportunity to shop by using their smartphones and an easy to use Mobile app from a virtual store that has no shelves, but only pictures of the products. «You shop on the way», as the Virtual Store was named, introduced for the first time to the Greek consumers a new way of shopping beyond the natural or online shops, and impressed them.

Today, you.gr is one of the most popular Greek e-shops and according to the user ratings, as collected by Reevoo a leading company in ratings collection services, as 98% of the customers state that they would choose again the e-shop for their shopping needs. It should be noted that in 2015 you.gr won three important awards that indicate the quality and innovation of its services.

- Lighthouse E-volution Awards, Organized by Boussias Communications and the E-Business Research Center (ELTRUN) of Athens University of Economics and Business, under the auspices of the Greek eCommerce Association (GrECA) - category of Digital Strategy - Nominee for "CODE "WELL DONE": INTEGRATED DIGITAL STRATEGY CUSTOMER-ORIENTED"- **Gold Award**
- Lighthouse E-volution Awards, Organized by Boussias Communications and the E-Business Research Center (ELTRUN) of Athens University of Economics and Business, under the auspices of the Greek eCommerce Association (GrECA) - category of Usability - Nominee for "Following your breadcrumbs" - **Bronze Award**
- Lighthouse E-volution Awards, Organized by Boussias Communications and the E-Business Research Center (ELTRUN) of Athens University of Economics and Business, under the auspices of the Greek eCommerce Association (GrECA) - category of Redesign / Relaunch - Nominee for: Same name, new Journey"- **Bronze Award**
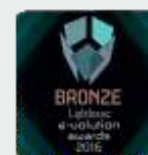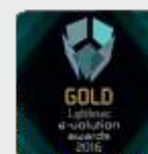
iSquare, Authorized Distributor of Apple products

¡Square

iSquare is the authorized distributor of all Apple products in the region of Greece and Cyprus, while at the same time designs and implements integrated solutions based on innovative products and Apple technology providing thereby high value added services. The company has established cooperation with the retail chains as well as the innovative Apple Premium Resellers network, which sells exclusively Apple products. Apple products include the highly popular iPhone, iPads, Mac, Apple Watch, Apple TV, iPod, Beats as well as the accessories and the peripheral devices. The company moves in total about 1,000 different codes every year.

Following the Apple model, iSquare has developed the "an iPad for every student" program ("iPad 1: 1"), to which private and public schools from all over the country participate. Moreover, it introduces and develops actions with respect to a comprehensive and highly innovative education program. For more info www.iSquare.gr

In 2015, the company was very honored to be ranked at the 13th place in Greece regarding the institution Most Admired Companies organized by Fortune Greece & KPMG.

iStorm, Apple Premium Reseller store chain

iStorm

iStorm's purpose is to develop and operate model stores that exclusively sell Apple products. Counting 5 stores, it is the largest chain of Apple Premium Resellers in Greece and is consistently ranked among the top 10 Apple Premium Resellers Stores in Europe.

iStorm stores offer all Apple products and a wide variety of peripheral devices and accessories. Their personnel is specialized in the Apple ecosystem so as to offer high quality customer care and technical support services, as well as free seminars to customers to ensure the best shopping experience. Furthermore, by using the innovative and pioneering application, iStorm App from App Store, the consumer can well navigate through the stores and discover special offers and surprises, while s/he can enjoy many privileges and presents through collecting points. The application has been already received special awards for being innovative and offering this unique experience. For more info www.istorm.gr

ACS Courier & Postal Services

ACS

ACS is the largest and most modern Greek company in the courier field, while in the last years it has dynamically entered the field of Postal Services. The company owns the largest network of courier stores and more than 450 stores and service points across Greece, Cyprus, Albania and Bulgaria and operating and storage spaces of more than 30,000 m2, as well as modern structure, IT infrastructure and ISO 9001 certification. Constantly investing in infrastructure, ACS manages every year more than 40 million of shipments and covers 100% of the country with its own National store network, while for overseas shipments it has established collaborations with large international companies. In addition, ACS works with international courier and transport networks in order to handle shipments, either in Greece acting as agent or abroad.

Aiming to satisfy as much as possible its customer base, ACS develops and offers a wide range of advanced services in two main areas: the Courier Services market (Courier) and the Simple Mail Services market (Post). For example, within the courier services market ACS provides a large number of various Domestic and Foreign Courier services addressed to the whole market, while within the postal services market it provides upgraded Simple Mail services to large companies and organizations. Moreover, in the Courier Services market the integrated services provided include the supply of special standard packages for documents and parcels as well as bottles for liquid transport (wine, oil, etc.). Furthermore, it provides additional bill payment and online money transfer services in its stores. For more info www.acscourier.net

In 2015, ACS received very important awards for its innovative services and efficient operation:

- **Gold Award for** "Excellence" in distributing the bills to WIND subscribers via the ACS Advanced Business Post service, in the context of the institution Transport & Logistics Awards, Category of "Successful Customer - Suppliers Cooperation", organized by the Supply Chain Institute and Boussias Communications.
- **Gold Award** in the category of Transport & Distribution Services, Automated Cash Disbursement Services on e-Shops, in the context of the institution Lighthouse e-volution Awards organized by Boussias Communications and E-Business Research Center (ELTRUN) of Athens University of Economics and Business (OPA).
- **Bronze Award** for the proposal for the successful cooperation between Mobile Technology and ACS to support the operating system of the PDA handheld devices by ACS, in the context of the Sales Excellence Awards, Category of "Customer Service" organized by Boussias Communications.

Markets served by Quest Group

Each Quest Group member addresses to specific market areas. They overall cover the entire market spectrum by providing services and products to consumers and small companies as well as to large organizations of the private and the public sector. More specifically, the markets to which each company addresses are the following:
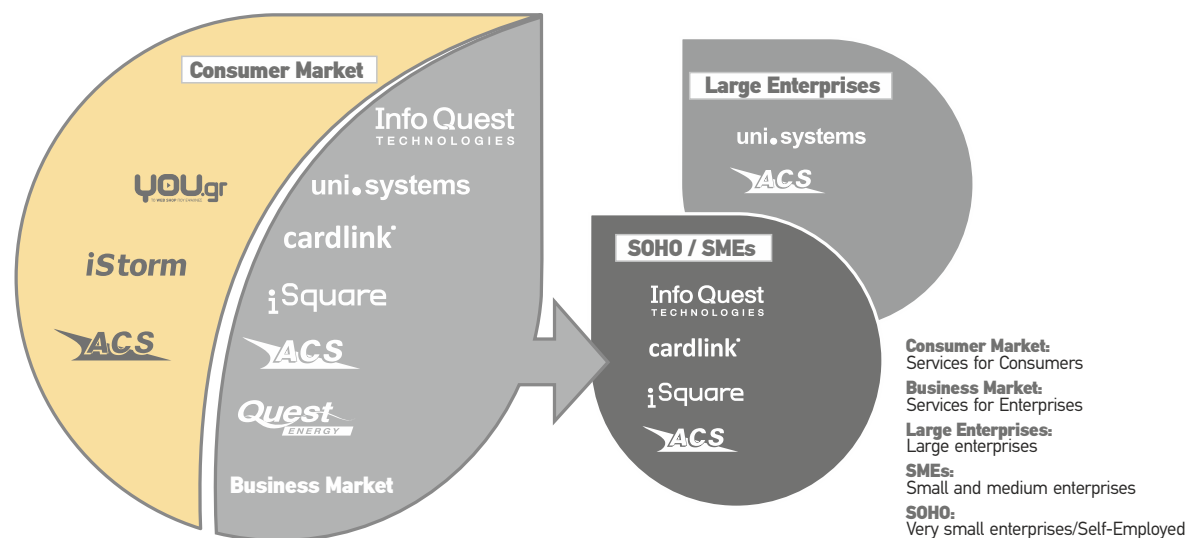
Info Quest Technologies provides IT product and services to the entire market, either directly to selected enterprises or through a network of resellers who address to consumers, small enterprises and local markets.	Uni Systems mainly offers solutions and services to large Enterprises of the Financiak, private and public sector by designing and implementing large-scale IT projects.
iSquare is the authorized distributor of all Apple products in the region of Greece and Cyprus and supply those products and the value added services to stores and large retail store chains.	ACS addresses to individuals and enterprises of any size in respect of the Courier services and to enterprises in respect of Postal Services.

Market areas to which the Quest Group members address

Consumer Market:
Services for Consumers
Business Market:
Services for Enterprises
Large Enterprises:
Large enterprises
SMEs:
Small and medium enterprises
SOHO:
Very small enterprises/Self-Employed

G4-4 G4-8 G4-9 G4-17

Corporate Governance

In Quest Holdings and Quest Group, the Corporate Governance is carried out pursuant to the Greek law and is governed by a rigorous framework of rules. The aim is to ensure the Group's transparency and accountability in all the areas securing the sustainability of the members and to safeguard the interests of Shareholders and Stakeholders.
Quest Holdings draws the strategy and sets forth the general guidelines, the policies and the principles governing the operation of all the subsidiaries. The company is structured in a way that facilitates decision-making and execution of decisions made in the context of implementing the strategy defined by the Quest Group, acting as the coordination center.

By applying the underlying principles of Corporate Governance, the company has set the following goals:

- **Transparency in management and corporate responsibility**
- **Disclosure of information to shareholders and their participation in key decision-making**
- **Speedy decision-making and efficient administration**
- **Determination, ascertainment and mitigation of risks**
- **Quality of the working framework**
- **Independent audit**
- **Awareness of the company and its personnel on issues related to the relationship with the natural and the social environment**

Quest Holdings conforms with the special practices prescribed by the Greek Code of Corporate Governance (EKED) for the listed companies. Furthermore, it applies Internal Rules of Operation in accordance with the law requirements, as well as a special Internal Audit Regulation. For more information, please refer to www.quest.gr/etairiki-diakivernisi and to the Annual Financial Report 2015 www.quest.gr/annual-reports. The Board of Directors is the supreme governing body of Quest Holdings Group and it is responsible for the administration of the company, the management of the company assets and the achievement of the company purpose. Moreover, it is responsible, in cooperation with the Managers of the subsidiaries, for drawing the Group's strategy and establishing the priorities, the general principles and the policies of the Group. According to the company's Articles of Association, it consists of five (5) to nine (9) members that can be executive, non-executive and independent.

Quest Holdings Board of Directors 31/12/2015 *	
Executive Members	**Independent Non-Executive Members**
● **Th. Fessas** Chairman	● **P. Tzortzakis** Chairman
● **E. Koutsoureli** Vice Chairman	● **A. Tamvakakis**
● **A. Georgantzis** CEO	● **F. Tamvakakis**
● **M. Bitsakos**	● **A. Papadopoulos**
● **N. Labroukos**	

Following the resignation of Mr. Pantelis Tzortzakis, Mr. Apostolos Georgantzis was elected CEO of Quest Holdings by decision of the Board of Directors on 21.12.2015, while Mr. Pantelis Tzortzakis was appointed Vice Chairman - non executive member of the Board of Directors.

The Quest Holdings Board of Directors is assisted in performing its duties by a number of committees, which deal with key corporate governance issues. They have a coordination and advisory role in relation to the decisions made by the Board of Directors. These committees are the following:

- Executive committee
- Corporate Social Responsibility Committee
- Nomination Committee
- Remuneration Committee
- Internal Audit Committee

Internal Audit Committee refers to the Internal Audit Service. In addition, a number of intercompany committees have been established and hold regular meetings in order to improve communication between the Quest Group members and to ensure implementation of the central strategy at all levels.

The governance of the Quest Group and its subsidiaries is based on the Group Policies and the Standard Procedures as described in detail below.

The Group Policies reflect the broad guidelines stipulated by the Group's Board of Directors, which apply to all the Group subsidiaries, employees and associates and govern all aspects of their operation. They ensure that the Group conforms to the legal framework and that it properly incorporates the best practices in operation and internal homogeneity. Standard Procedures are texts that accurately describe how to apply the

guidelines set forth by the Group's Board of Directors for the subsidiaries through the Policies.

Standard Procedures ensure consistency in the way the companies work in respect of similar operations. In addition to the Group Policies, each Quest Group member may, where appropriate, develop and implement other Policies that its Board deems necessary. However, member Policies must be compatible with Group Policies.

Every employee of the Group members shall be informed about the Group Policies and the Standard Procedures and their content at the time of recruitment or at the beginning of the cooperation, irrespective of the rank or the employment relation. Moreover, these Policies and Procedures shall be available on the Group's website, to which all employees have access.

The Group Policies and Standard Procedures which applied to the Group members in 2015, are the following:

1. Ethics Policy	7. Information Security Policy
2. Quality policy	8. Remuneration – Benefits Policy
3. Health and Safety Policy	9. Corporate Social Responsibility Policy
4. Physical Security Policy	10. Environmental Management Policy
5. Suppliers Payment Policy	11. Communication policy

In the context of reviewing the Group's Corporate Governance, which shall have been completed by 2016, the Policies are enriched covering thereby all the crucial aspects of operation and development of the companies. Within these five areas 27 Policies are included, 20 of which shall be developed and implemented during 2016, while the entire project shall be completed by 2017.

1. Governance and Compliance	4. Operation
2. Sustainable development	5. Human resources
3. Risk management	

To ensure smooth and efficient function of the Group and the best possible performance of the collaborations, it is required to have an overall consideration and to establish a Standard Procedures system in the areas deriving from the respective Policies.

This system's purpose is to form and draw up Standard Procedures in respect of the uniform and critical processes of the Group members, which will assist the Management of the

Group and its members as well as the users of these procedures so that to allow the best possible flow within the uniform processes, transparency in operation, single problem-solving process, reduction in management costs and corporate risks, focusing on the enhancement of the protection of the Group.

This Action is expected to be gradually completed by the end of 2017.

G4-34   G4-56

The Philosophy of Quality at the Quest Group

The Quality Policy contributes to the implementation of the strategy and the achievement of the goal set by the Quest Group members by establishing an operating framework and an orientation of constant assessment and improvement of work practices. Concerning the methodology for managing the Group members' quality and operation, the Group adopts the Total Quality approach (Total Quality Management) in order to ensure good business results on a regular and ongoing basis.

Quality Management ISO 9001: 2008

Quality Management is a specialized area of the Quest Group, which regulates and monitors Quality Certification procedures of the companies pursuant to International standards. The Group members have adopted their procedures with regard to key areas, each one for its own activities, in accordance with international quality standards imposed on the markets.

Activities of the Quest Group members with certifications
Info Quest Technologies — **Quality Management System Certification of Conformity EN ISO 9001: 2008** - Design, development, maintenance and provision of IT and Telecommunication solutions and applications. - Computer Production - Assembly. - Distribution and Technical Support of computer systems and networks. - Support of service network of IT and telecommunication systems.
Uni Systems — **Quality Management System Certification of Conformity EN ISO 9001: 2008** - Design and provision of Systems Integration Services. - Sales and Support of IT Systems and Networks. - Software Design, Development and Support. - Data Centre Services. - Training Services and Support at the time of working. - Material Digitization, Processing and Documentation services.
ISO/IEC 27001 Security Certification: 2013 - Cloud Services, Platform and Software as a Service (IaaS - PaaS - SaaS). - IT and Telecommunication Hosting Systems and Company Data Center services. - Design, installation, management and Support of IT and Telecommunication systems.
Quality Management System Certification of Conformity EN ISO 9001: 2008 - Branch in Romania: Consulting, implementing and maintaining services for integrated IT systems.
iSquare — **Quality Management System Certification of Conformity EN ISO 9001: 2008** - Marketing of Apple Products, Software and Peripheral devices.
ACS — **Quality Management System Certification of Conformity EN ISO 9001: 2008** - Carriage of documents, small parcels and packages within 24 and 48 hours. - Carriage of high security documents. - Carriage of Blood samples and other Biological Substances and other radioactive materials.
Quality Management System Certification of Conformity EN ISO 14001: 2014 - Carriage of documents, small parcels and packages within 24 and 48 hours.

2015
Quest for Excellence

2

SUSTAINABLE
DEVELOPMENT MANAGEMENT

ConQuest of the future
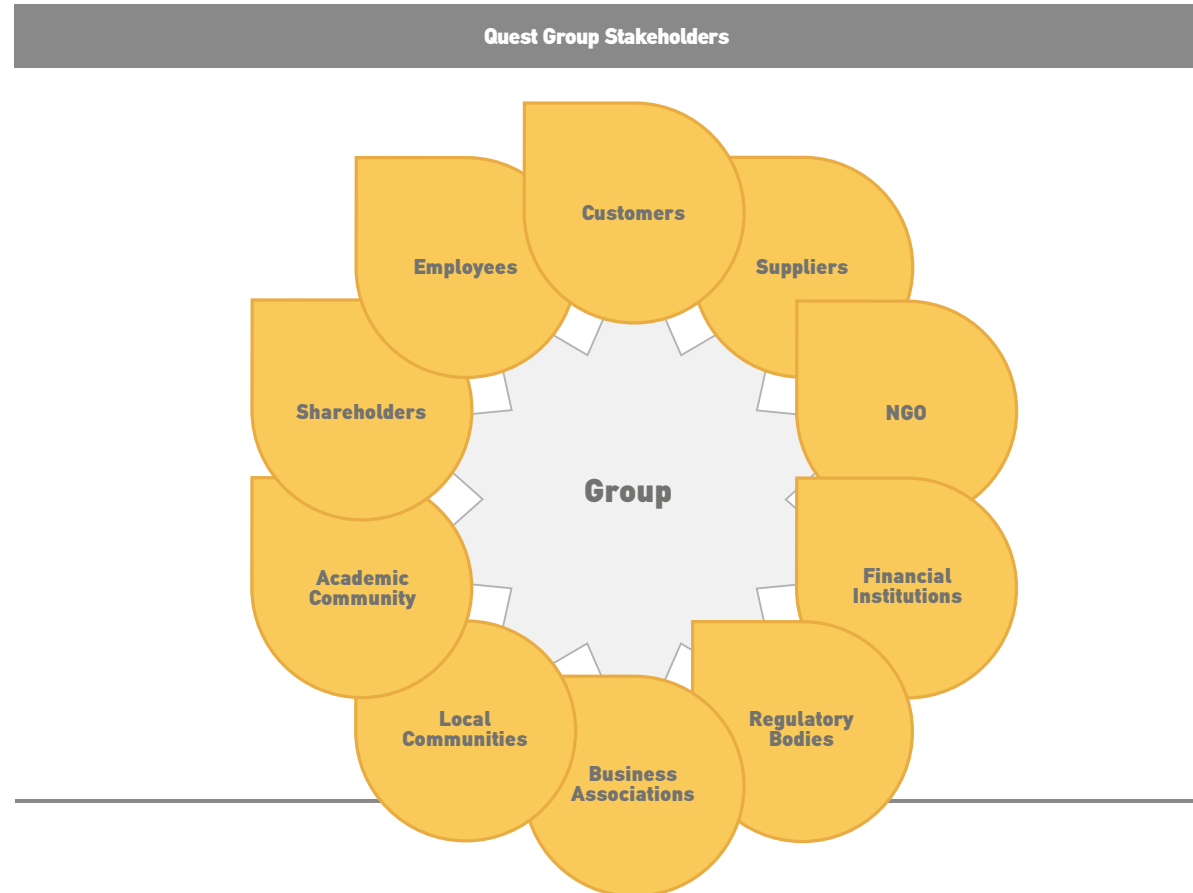
Sustainable Development Management

Stakeholder Engagement

In the context of its activities, Guest Group communicates, cooperates and interacts with various society groups, the so-called Stakeholders.

Quest Group Stakeholders

The main Stakeholder groups of the subsidiaries-members of the Group were identified by combining the extent of the impact that various social groups have on their operation and sustainability and the impact that the subsidiaries' operation has on each social groups.

Group Quest – Stakeholders Effect

Stakeholder influence on Quest Group operation	Stakeholder dependence on Quest Group operation			
	High	Medium	Low or none	Unknown
High	Main Stakeholders		Stakeholders of high-risk for the Group	
Medium				
Low or none	Stakeholders that need special treatment		Stakeholders of Low Priority	
Unknown				

The main Quest Group Stakeholders are the Shareholders, the Employees, the Customers, the Suppliers, the Associates and the Financial Institutions. These are involved in the engagement with the Group member companies.

The key subject-matter of the Quest Group member companies' stakeholder engagement is the identification and designation of the expectations that the main groups put on the Group and the ascertainment of the degree up to which our actions meet their needs and expectations, so as to find ways to improve and strengthen the relationships between them and the Group.

Topics, concerns and Types of Engagement with Stakeholders*			
Main Stakeholders	Key topics and concerns & Quest Group's response	Type of Engagement	Frequency of Engagement
SHAREHOLDERS and FINANCIAL INSTITUTIONS	Shareholders are interested in the development and growth of Quest Group, in the increase of the value and profits of its members.	- Shareholders Support Department - Annual General Meeting - Annual Financial Report	Annual
	Response: Investments, new systems and improvement of organizational structures to audit and protect the companies as well as to offer growth and profitability opportunities.	- ATHEX Announcements - Websites of Quest group and its members	Constant
EMPLOYEES	Employees look for a safe working environment, competitive salaries and development opportunities within the company as well as the best possible economic performance of the Group. Moreover, they wish to be informed about the Quest Group activities and to participate in Group's actions.	- Employee Satisfaction Survey	Διετής
		- Internal meetings of Directors, Managers, Chiefs - Events	Annual
		- CEO meetings - Inter-company meetings	Monthly
	Response: Enhancement of the training mechanism for the Development of Human Resources. Right to participate, meritocracy, skills development, improvement of the working environment.	- Here we are - Website addressed to the employees - Kyros (e-Bulleting Board) - Personnel department emails - Orion, e-program for Employee Development and Evaluation - Electronic submission of ideas and suggestions	Constant
CUSTOMERS	Customers demand high quality products and services at competitive prices. In addition, they look for respect, quality, credibility and support in respect of all areas	- Websites of Quest group and its members - Press Releases - Advertising Campaigns - Customer Support Department / Call Centers - Help Desk Technical Support - Complaints Department	Constant
		- e-contact- Newsletters	Monthly
	Response: To systematically monitor and keep a record of complaints. Customer satisfaction surveys. Statistic reports with qualitative and quantitative data to support the efficiency of the each company's operation.	- Image Surveys - Customer Satisfaction / Support Surveys	Annual
		- Meetings - Training programs / Events	Case-by-case basis

*Stakeholders: "Employees, Shareholders, Participations, Customers, Associates/Suppliers, Overseas Competitors, Domestic Competitors, Potential Employees, Institutional Bodies, NGOs, other pressure groups, Media, Education community, Environmental Organizations".

G4-26 G4-27

Main Stakeholders	Key topics and concerns & Quest Group's response	Type of Engagement	Frequency of Engagement
SUPPLIERS / ASSOCIATES	Suppliers seek for excellent in all aspects cooperation with the Quest Group. They also expect new products and services, know-how transfer and leadership, customer support and satisfaction, qualified employees, safe infrastructure and the best possible economic performance of the Group. Response: Consistency and cooperation with the Suppliers. Adoption of international practices and systems as regards any profitable cooperation. Systematic supplier assessment.	- Meetings / Events - e-contact - Press Releases - Advertising Campaigns	Constant/case-by-case basis
DEALERS NETWORK / AGENTS	The Dealers Network of the Quest Group members (Business Partners, Agents), requires constant updating, guidance and support regarding both commercial and technical issues. Good financial terms of service are required and new products and services as well. Response: Systematic support and training of the Dealers Network.	- Meetings with Account Managers / company Agents - Events / Presentations - Training programs - Press Releases - Dealers Intranet - E-contact	Constant/case-by-case basis

Defining Material Sustainability Issues

Quest Group's Identification of Material issues has been carried out for the 2nd year according to the GRI G4 guidelines.

The process for defining the Materiality of issues is based on the particularities of the social and political environment and the business field in which the Group and its subsidiaries are engaged, as well as on the strategic goals they have set for the next three years.

This procedure, in which the main Stakeholders have participated as well, showed the significant sustainability issues that require to be addressed by the Group members so as to achieve the relevant sustainability goals.

A significant change has been observed in all the companies in relation to the economic and political situation in Greece, which was an important issue to be raised after the political developments concerning the negotiations between the country and the EU and the imposition of capital controls. The impact of capital controls, unsurprisingly, brought about great disruption to the market and particularly to the smooth operation of the flow of imported goods and raw materials, while it also caused a surge of distrust as regards the country's ability to meet its obligations.

In the context of the process for defining Quest Group's Material Issues the following steps were followed in detail:

Identification of relevant issues

Following internal meetings and identification procedures from external sources, issues were documented which are either associated with the impacts that the Group and its subsidiaries have on stakeholders within and outside the Organization, or which have economic, social and environmental impacts on the Group's sustainability.

Through this identification step 25 relevant issues have been identified, which required further analysis and consideration with regard to their impacts on the Group's sustainability.

The issues identified as relevant to the Group and the stakeholders in the context of the identification step are the following:

1. **Economic performance**

2. **Maintaining leading position in the market**

3. **Development and innovation of services and products**

4. **Economic and political situation in the country / Expansion into new markets**

5. **Number of employees & hiring and turnover rates**

6. **Communication between employees and management**

7. **Employees' Health and Safety**

8. **Education and training of employees**

9. **Grievance mechanisms**

10. **Non-discrimination when recruiting employees**

11. **Responsible procurement practices for the Group / Assessment and selection of suppliers-associates based on their reputation and profile**

12. **Assessment and selection of suppliers-associates based on their reputation and profile**

13. **Customer service and satisfaction**

14. **Full Labeling and Instructions for use of the company's products**

15. **Customers' Data protection**

16. **Anti-Competitive Behavior - unfair competition by the part of our company**

17. **Effects of unfair competition practices exercised by other companies**

18. **Infrastructure security and business continuity**

19. **Programs to support vulnerable groups of the society**

20. **Programs to support local communities**

21. **Actions taken to fight against corruption**

22. **Energy consumption**

23. **Recycling materials**

24. **Environmental impacts of transport**

25. **Greenhouse gas emissions**

Prioritizing and determining the Material Issues

The next step included the prioritization of the relevant issues in order to identify the material issues to be included in Quest Group's Sustainable Development Report and to form the basis of our strategy.

The issues were prioritized in terms of significance according to the assessments of the main Stakeholders (Shareholders, Mangers, Employees, Customers and Associates / Suppliers of the Group members) and in terms of the extent of their impact on the accomplishment of the Group's vision and strategy.

The top 10 of the assessment and prioritization list were selected as the material issues to be elaborated on by the Report.

The boundaries of these issues were also defined according the impacts each issue had to all or any Group Subsidiary (Within) and to all or any stakeholder group (Outside). some

The issues that were selected to be presented as a Material Issues for the Quest Group sustainability, are according to their ranking as follows:

1. **Customer service and satisfaction**

2. **Economic performance**

3. **Economic and political situation in the country / Expansion into new markets**

4. **Maintaining the leading position in the market**

5. **Development and innovation of services and products**

6. **Customers' Data protection**

7. **Education and training of employees**

8. **Responsible procurement practices for the Group / Assessment and selection of suppliers-associates based on their reputation and profile**

9. **Security infrastructure and business continuity**

10. **Communication between employees and management**

Validation of Material Issues

The Material issues were validated by the Governing bodies of the Group and those of Info Quest Technologies, Uni Systems, iSquare and ACS that are involved in this Report. The validation aimed to ensure balanced presentation of the Material Issues and presentation of both the positive and the negative effects.

Following that, the Coordination Team prepared and communicated to the companies' teams the procedures and the information system to be adopted, as well as the necessary clarifications on the Disclosures of Management Approach and the Indicators to be presented in the Report.

Materiality Map

Significance to Stakeholders

High

Medium

Significance for Quest Group

Medium   High

Security infrastructure
& business continuity

Maintaining the
leading position
in the market

Economic
performance

Customer service
& satisfaction

Economic and political
situation in the country /
Expansion into new markets

Development & innovation
of services and products

Customers'
Data protection

Employee training
& development

Communication between
employees & management

Responsible procurement
practices for the Group /
Assessment & selection
of suppliers-associates based
on their reputation and profile

3

MARKET
Questioning the Ordinary

Market

Customer support and satisfaction

Material issue

Customers are the main raison d'être for every Group member company that is engaged both in trading IT and telecommunication products and in providing services. The companies are "customer-oriented", since satisfying the customer is considered as one of the main factors that can guarantee long history and success of the Group and it is seen as an element of differentiation, a pillar of development and a springboard to progress.

By constantly improving the customer support services provided, by satisfying the customers more and more and by valuing them, we can reach high-level credibility of the Group members and enhance the Group's reputation and image, but more importantly we can ensure profit preservation and increase as well as stable cash flows in the future. Moreover, it is highly likely to attract new customers and be a source of prices diversification. Furthermore, in addition to the customers, the management of this issue has significant impacts on our suppliers and our associates in general.

How we manage the issue

The Quest Group member companies have already invested and keep on investing in improving customer support and satisfaction through a number of policies, principles, commitments and procedures. Description of these policies and principles can be found in the "Corporate Governance" section. Each company follows a different approach regarding the issue depending on the type of the provided services or products, yet the common denominator is always the best possible customer satisfaction.

Every company regularly analyzes customers' service needs and desires by means of everyday contact, complaint management systems and satisfaction surveys. Thus, we can collect and analyze information and thereby redesign products, services and procedures with the aim to offer a better experience of the customer - company relationship. The procedures and actions to improve customer support and satisfaction originate from the Group Quality Policy.

The Governing bodies of each company commit to the quality of products and services provided as stipulated by the quality Policy and they apply a quality assurance system by ISO 9001: 2008. Constant training and development of employees is also very important for maintaining the quality level of support services.

Every Group member constantly seeks to upgrade the provided customer support services and systems. To this end, certain actions have been planned to be carried out in 2016 that are related to:

- **The improvement of the relevant procedures**
- **in order to achieve quicker and efficient response**
- **The renovation of the workplace and the equipment of technical departments,**
- **The regular Customer Satisfaction Surveys**

Info Quest Technologies

Comprehensive Support Network

Aiming to implement customer support services, the company has developed a comprehensive support network with addresses and tools covering the entire flow, from the information provided to the customer about the available products-services to the reliable delivery as well as the support after the sale. Since its main activity is the wholesale, it gives particular importance to the continuous flow of orders management, the proper customer support and service, from the first stage of the introduction of the order up to the last stage when loading the orders and delivering them to the end customers.

- **Sales Department**
- **Product Management Department**
- **Logistics**
- **Technical Support**
- **Service via Call Center**
- **B2B e-Shop complete order management (www.questonline.gr)**

Technical Support

The Technical Support sector is a particularly significant for Info Quest Technologies and therefore the company from the beginning of its operation has made major investments in the quality of the services provided. The company has at its premises, at Kifisou Avenue, in Ag. I. Rentis, a well Organized Technical Support Department. It works as the Authorized Repair Center of the larger manufacturers -such as Apple, HP, Lenovo- it has received awards many times in the past for the high-level cooperation between them and the department and employs a significant number of technicians certified by those manufacturers. The technical department serves both wholesale customers and end customers achieving thereby high-level satisfaction.

High standards Renovation of the Technical Department Workshop

Aiming to enhance customer support and increase employee productivity, the company made major investments in renovating the spaces of Technical Department. According to the international high quality standards, it fully renovated the workplaces of the Technical Department (400 m2) and the Computer Production Department (345 m2) situated at the premises, at 125-127 Kifisou Avenue, including placing antistatic floor and modern working equipment. The labs, its organization and way of operating bring the company to one of the highest positions in terms of credibility and quality of services at the European level, rendering the Technical Support the cornerstone for market service and support.
During the years 2016-2017, the goal is to renovate additional workplaces located at Al. Pantou str., in Kallithea and at the other company buildings.

Uni Systems

To improve customer service and satisfaction, an operating framework has been established and has been developing over the years providing for the following guiding axes:

- Governing bodies Commitment
- Establishing a framework of principles and values that govern the company-customer relationship and the relations among the employees
- Developing policies and procedures to ensure that the company's services are designed and provided in a systematic way
- Developing strategic relations with internationally recognized and creditworthy suppliers
- Constantly adjusting to new technological platforms and solutions
- Providing targeted education and training programs to employees
- Providing human resources and infrastructure required to implement the company's strategic goals
- Developing methods and procedures to measure the efficiency of the processes and identify the actions required to further improve the company
- Complying with the internationally recognized standards such as ISO 27001: 2013

iSquare

iSquare operates pursuant to the Group general Policies and guidelines in relation to customer support. The company regularly monitors a number of elements seeking to offer to its customers the best possible experience and the maximum satisfaction with the provided products and services provided which confirm its reputation and the quality that characterizes Apple products.
Customer support is carried out by specialized employees with experience and education on this particular field. Moreover, there are specific procedures in the context of the company's Quality Management System (e.g. complaints handling) concerning customer support, while goals and specific indices have been set to achieve a better management of the issue. In this light, during 2015, as every year, a customer satisfaction survey was conducted, the results of which has helped the company to improve more and more and provide services of value to its customers.

ACS

Customer support is an important factor in the courier and postal services sector, in order not only to meet the needs of the existing customers, but also to attract new customers. Professional handling of customer's issues helps build relationships of trust.

The company monitors specific quality indices related to delivery times of shipments, counting and recording of customer requests and assessment of results (after the management).

Based on the findings, the company proceeds with corrective actions mainly focused on:

- **Improving delivery times / Regional Audit.**
- **Improving arrival times of the carried shipments to local stores / Operations Management actions.**
- **Support customer requests / Customer Service Department actions, in case a store declares or has been identified that has a problem in the service quality.**

How we evaluate our performance

The Group has multiple tools to measure customer satisfaction. The analysis of the information collected has as a result to redesign products, services and procedures. In addition, the investments made and the actions taken on regular and ongoing basis in the customer service and satisfaction field, arising out of the Group Quality Policy, have made the employees of every Group member to develop similar culture and consciousness and always act in the aim of providing the best possible customer experience.
This is illustrated by the small number of complaints received, the high percentage of customer satisfaction resulting from the relevant surveys as well as by the actions carried out during 2015 to improve the services provided.

Info Quest Technologies

The company uses indices to measure its processes so as to monitor and improve customer satisfaction, including:

- **Complaints measurement and analysis**
- **Surveys of the wholesale customers**
- **Monitoring Abandoned Calls in Call Centers of Wholesale and Technical Support**
- **Average repair time at In House Service**
- **Surveys of technical support customers by manufacturers such as Apple**
- **QlikView: Adopting Online tool to present indices and results interfacing with the company's computerized system**

In addition to the daily monitoring and assessment carried out by the managers pursuant to the Procedures of the Quality Management System (QMS), there are more to take place:

- **Inspections throughout the year conducted by Internal Audit**
- **Inspections conducted by the collaborating manufacturers on the Technical Department, e.g. Apple and HP**
- **Internal annual inspection**
- **Inspection conducted by an external body on annual basis**

Performance indices for Info Quest Technologies

Complaints of wholesale customers

91 **2014**

48 **2015**

Number of customer complaints based
on complaint management system

102,16% **2014**

103,40% **2015**

Goal achievement: Response up to 90%
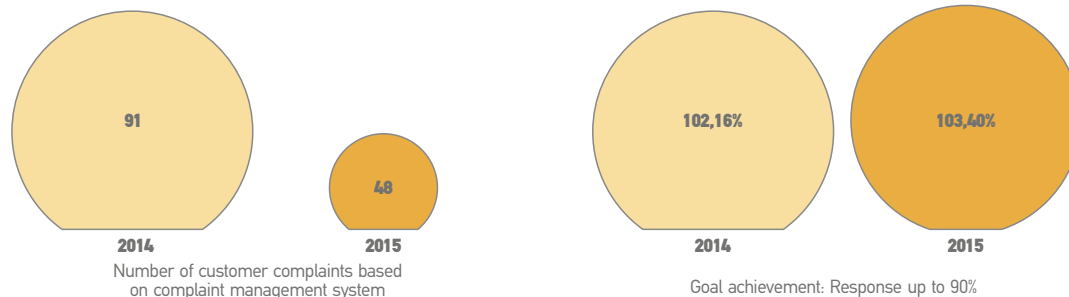
Significant decline in the number of complaints in 2015 compared to 2014. This decline results from the decrease in technical complaints by 14% based on process redesign. Furthermore, the complaints to the Sales department decreased by 44%, as a result of the emphasis given on improving customer service and reorganizing the department and its clientele. The same goal is set for the year 2016.
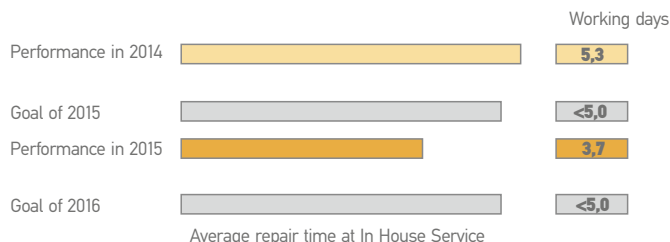
Call Center for wholesale customers

12,64% **2014**

3,98% **2015**

<10% **Goal of 2016 – 2017**

Non-served calls (Abandoned Calls)
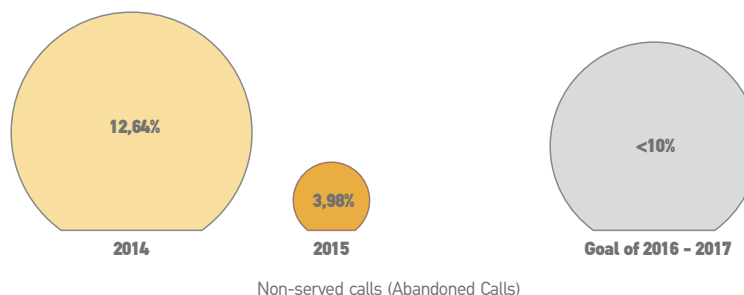
Based on the results of 2014, a number of actions have been designed to improve the service process of the Call Center, including recruitment and training of employees in order to achieve direct and quicker customer service. In addition, a team leader position was created to ensure better and two-way communication between the Supervisor and the Manager. As a result, the indices increased by 68% to the satisfaction of the company.

Technical Support for all customers

Working days

Performance in 2014   5,3

Goal of 2015   <5,0

Performance in 2015   3,7

Goal of 2016   <5,0

Average repair time at In House Service

Based on the results, certain actions were planned on several levels to improve the customer service process in Technical Support, including:
- Improvement and reorganization of all procedures of Technical Support by focusing on establishing standards, goals and monitoring results for the best possible service and communication with the customer
- Improvement of the place where the Technicians work by fully renovating the space and upgrading the equipment
- Reorganization of the roles at the reception to ensure quicker service and placement of a technician at this point to provide services ASAP
- Better process control monitoring via computerized tools and Report automation

Quest for Excellence

Easy access to the Call Center of the technical department

Performance in 2014	83,64%
Goal of 2015	>90%
Performance in 2015	80,74%
Goal of 2016	>90%

Percentage of answered calls compared to received calls
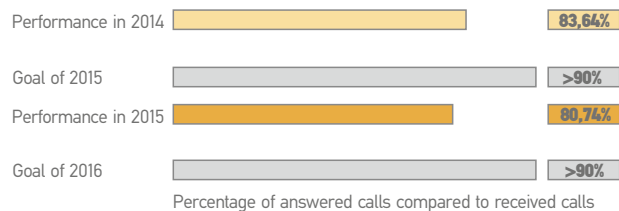
In this sector, there is a slight drop in the easy access and to this end, for the next year the causes will be examined in relation to the months during which there is a great divergence between those results and the average service percentage, so as to take the appropriate measures to support operation.

Wholesale customer Satisfaction survey

3,5	3,6	>3,6
162 questionnaires	98 questionnaires	Goal of 2016
2012	**2014**	

Degree of customer satisfaction (scale 1-5)
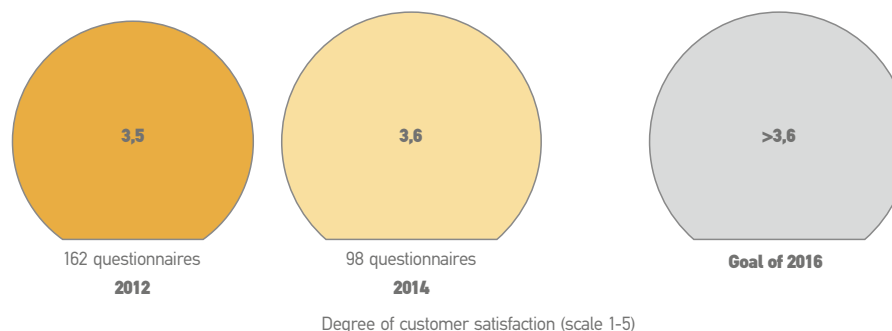
The wholesale customer satisfaction survey is conducted by electronic means every two years. The survey was last carried out in 2014 and is scheduled to be implemented again in the last quarter of 2016. The scale used is from 1 to 5 - with 5 being the best grade.

The service rates are stable with an upward trend. Small degree of satisfaction mostly concerns the credit and pricing Policy of the company towards the clients, owning to the general economic situation. Furthermore, high in scale> 4 are still rated the criteria related to customer service, communication and expertise of the staff as well as packaging and Logistics issues. The company aims to maintain the results and improve them. Based on the customers' view and the assessment of the 2012 data for the year 2014, there has been a rise by 3%.

Other areas of improvement

For the years 2016 - 2017, improvements in the following areas have been identified and planned:

- Designing CRM System
- Upgrading B2B e-shop www.Questonline.gr Satisfaction survey on the e-shop used by the wholesale customers, with the aim of upgrading the shop in terms of operation and visuals
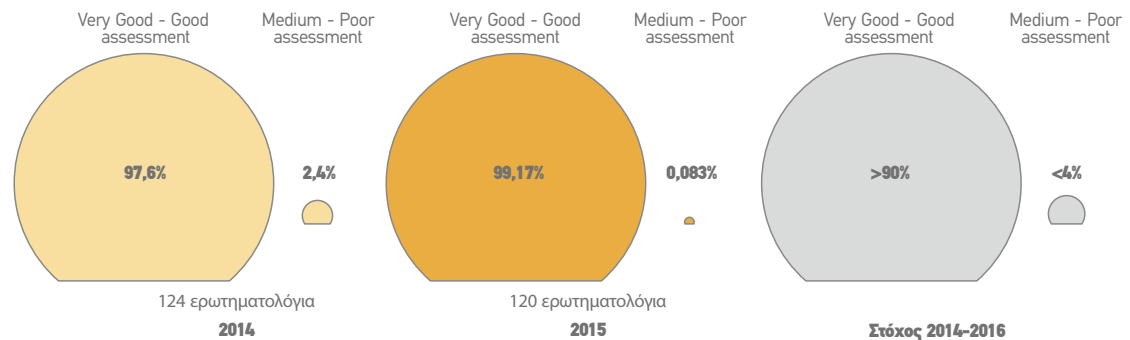- Technical Department - Total renovation and upgrading of the reception area.

G4-PR5

Uni Systems

For customer satisfaction to be identified on time and relevant actions to be taken to this end, the following mechanisms have been developed:

1. Customer satisfaction survey by means of structured questionnaires on annual basis to assess the level of services provided
2. Regular Inspections of the company's works and operations conducted by the Quality Management Department
3. Determining the customer satisfaction rate at the contacts in the context of the works.

Customer Satisfaction survey

Very Good - Good assessment	Medium - Poor assessment	Very Good - Good assessment	Medium - Poor assessment	Very Good - Good assessment	Medium - Poor assessment
97,6%	2,4%	99,17%	0,083%	>90%	<4%
124 ερωτηματολόγια		120 ερωτηματολόγια			
2014		2015		Στόχος 2014-2016	

The customer satisfaction survey for 2015 conducted on a sample of 30 major customers of Uni Systems, from who 120 responses were collected. The sample size is regarded satisfactory given that the company addresses to large organizations by establishing long-term relationships due to the nature of the projects implemented. The questionnaires were sent by the Business Managers in order to measure the degree of customer satisfaction in respect of the following criteria:
- Meeting the customer's demands / needs
- Employee skills
- Employee Cooperation
- Regular Communication & "Information"

According to the results, the goals set by the company have been achieved with regard to the indicators "Very Good / Good assessment" > 90% and "Medium / poor assessment" <4%, and the material goal which is a high degree of customer satisfaction as well.

Customer Complaints

7	4
2014	2015
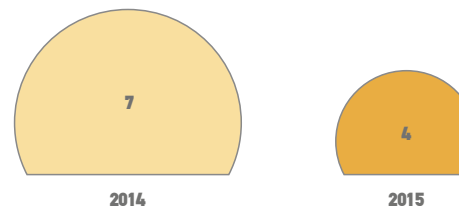
During 2015, four complaints were made relating to the Field Services department and mainly concerned the replacement of spares. Respectively, in 2014 seven complaints were made. In all those cases, the effective cause was examined in respect of every complaint and care was exercised when managing the complaint so as to restore customers' trust. In addition, the employees were reminded the procedure in order to make sure that all complaints are recorded and assessed.

iSquare

Customer satisfaction survey is annually carried out by the Marketing Department of the company.
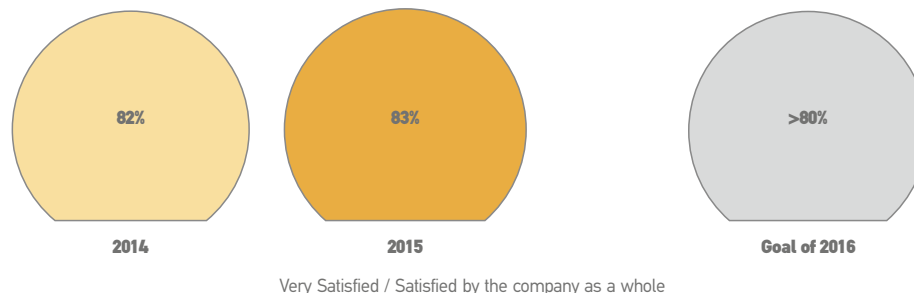The questions were 14 in total and concerned the degree of customer satisfaction in relation to the company as a whole as well as to the Service of Apple products.

Έρευνα Ικανοποίησης πελατών

82%	83%	>80%
2014	2015	Goal of 2016

Very Satisfied / Satisfied by the company as a whole

Customer Satisfaction survey / special indicators

40%	61%		64%	83%
2014	2015		2014	2015

Very Satisfied / Satisfied
by the Service

Very Satisfied / Satisfied
by the communication service
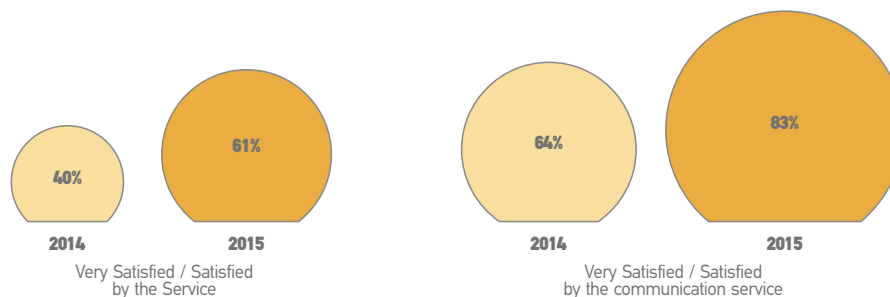
The survey is sent to a large number of recipients, customers and potential customers of the company. With regard to 2015 for example, the questionnaire was sent to more than 34,400 recipients with the response percentage being 13% (4,573 responses), a percentage particularly high in surveys with such a large sample, which in combination with the high degree of satisfaction at all levels shows the quality and the constant improvement of the company. It is particularly worth mentioning that there has been a great increase in two very crucial factors, such as the Service and service when contacting the company.

Customer Complaints

67	25	<20
2014	2015	Goal of 2016
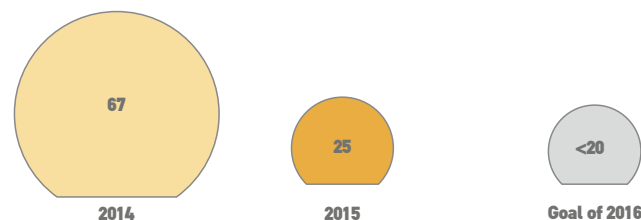
There is a great decrease in the number of complaints. In 2015 the majority of the complaints concerned the lack of availability of Apple products.

The company's goal for the year 2016 is to continue to the maximum extent improving the services and the added value provided to the Greek market.

G4-PR5

ACS

The company monitors every month the qualitative indicators of customer satisfaction and depending on the results it proceeds with special actions, including conducting of phone surveys of recipients to assess the quality of the services provided and the customer experience.
In 2014, ACS carried out a number of surveys on two key services (Advanced Mass Post & Advanced Business Post)

Customer Satisfaction survey

Consumers (B2C): 8,82
Enterprises (B2B): 8,58

2014
Customer satisfaction from services provided.
The scale is from 1 to 10, with 10 being the best grade.
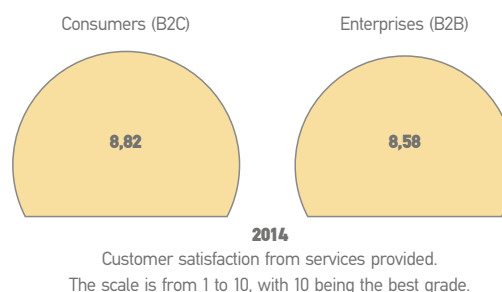
Παράπονα πελατών Courier Services

	2014	2015
Complaints	6.962	5.290
Total Shipments	16.559.511	16.178.728
Percentage	0,04%	0,03%
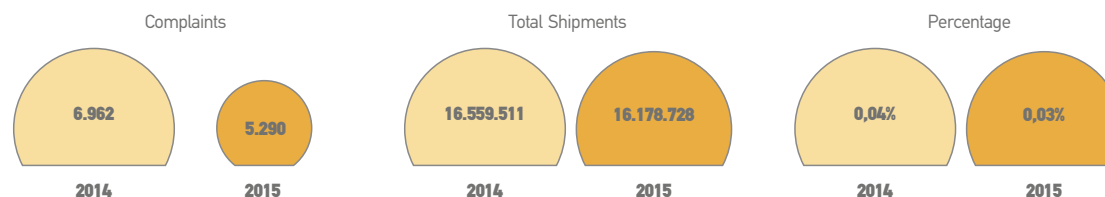
The goal for the year 2016 is to achieve a percentage <0.04% of shipments.

Post Services customer complaints

	2014	2015
Complaints	28.324	9.986
Total Shipments	22.349.010	24.652.914
Percentage	0,13%	0,04%
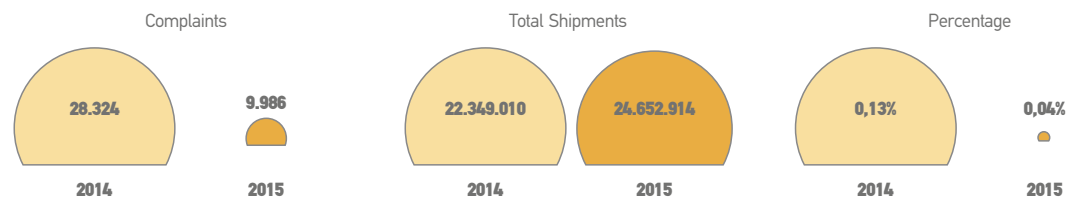
The goal for the year 2016 is to achieve a percentage <0.04% of shipments.

Both the retail customers and the enterprises-customers are to a great extent satisfied by the company's services. In addition, the total number of complaints follows a downward trend, especially in respect of Post Services.
The company's goal for 2016 is to continue improving to the maximum extent the services and the added value provided to the Greek market. Furthermore, due to the large number of shipments, ACS aims in 2016-2017 to create a new assessment tool by means of an online questionnaire (QR Code), through which it would be able to easily send the questionnaire (via email or SMS) to the user of the services (the recipient or sender) and receive the customer experience online.

G4-PR5

Economic performance

Material issue

Focusing on Technology, Innovation and business opportunities, the mission of the Group member companies is to create sustainable value for the Shareholders, Employees, Customers and the Society as a whole.

The dynamic business engagement in innovative and pioneering activities by investing and applying cutting-edge technologies, is a key element for the Quest Group development.

How we manage the issue

Considering that approximately 90% of the Quest Group revenues came from Greece in the year 2015, it is of no doubt that the development of Greek economy significantly effects its results. The financial stability of the Greek economy depends to a great extent on the actions and decisions of the domestic and foreign statutory bodies.

Quest Group continues to implement its business plans by setting as its top priority to produce positive operating cash flows, restrict / maintain credit exposure to levels that it is manageable, to mitigate the credit risk arising out of sales on credit and to reduce operating costs. During the last few years, a significant decrease in operating costs has been already achieved, without that having particular effects on the Group's operation.

The Quest Group's main goal and priority for 2016 is to increase profitability by maintaining the figures and developing Works in all the fields. The main actions to be taken in order to achieve this goal include to further control the operating costs, try to achieve higher growth rates for the areas with higher profit margin and further limit damages from loss-making activities.

As for the Group prospects for the year 2016, growth is mainly expected to result from IT Services provided Overseas (European Union), Apple products, E-transactions and Postal Services. Assuming Greek economy returns to a normal condition and subject to the fact that no other adverse macroeconomic issue arises, it is expected that in 2016 Group Quest as a whole will show growth in the key financial figures and the positive operating cash flows.

How we evaluate our performance

The Group constantly assesses its members' performance. The assessment is carried out in the following main ways:
- by means of regular, daily and monthly reporting, depending on the nature of the works
- by means of an Integrated IT System and the related Reporting System, including results and a number of selected KPIs in summary and in detail.
- With regular detailed presentations of the results every three months to the Management of Quest Holdings and to the Board of Directors of each company.

Furthermore, the Group monitors whether its members operate in a proper way and whether they conform with the corporate governance rules agreed and the policies and procedures, through audit procedures in the following main ways:
- with audits conducted by the Independent Service of Internal Audit under the supervision of the Audit Committee of the Board of Directors
- By implementing a risk management procedure
- By utilizing the audits conducted by Chartered Accountants

Performance indicators

In 2015, despite the ongoing economic distress in Greece, the Group's consolidated sales amounted to € 353.4 million compared to € 314.9 million in 2014, showing an increase by 12%. The Consolidated profits before reduction of Taxes, Interest, Amortization and Investment activities amounted to € 21.3 million, while the consolidated profits before reduction of

Taxes amounted to € 1.9 million. In 2015, the total number of the employees of the Group members was 1,341.

The following table presents the Group's net loan liabilities and the leverage on 31/12/2016 & 31/12/2014 respectively:

Group Net Loan liabilities & Leverage		
	Quest Holdings (Consolidated data) (€ x 1,000)	
	31/12/2014	31/12/2015
Total loan liabilities	31.764	74.399
Minus Net cash	(27.549)	(53.311)
Net loan proportion / cash	4.215	21.089
Total equity	167.569	167.835
Total capital employed	171.784	188.923
Leverage	2,45%	11,16%

The amounts listed in the table are expressed in thousands of euros

Direct Economic value generated and distributed[1]			
Consolidated Data (€ x 1.000)[1]		2014	2015
Economic value generated	Revenues[2]	317.760	356.793
Economic value distributed	Operating costs[3]	260.428	310.035
	Employee salaries and benefits[4]	48.158	51.775
	Payments to providers of capital	5.871	4.193
	Payments to government[5]	2.976	8.161
	Community investments[6]	150	382*
Non distributed Economic value		177	-17.753

[1] The amounts listed in the table derive from the Quest Group's consolidated financial statements for the year 2015 and include all the companies. Moreover, these amounts have been calculated in accordance with the requirements of the G4-EC1 index and they are expressed in thousands of euros
[2] Revenues from sales, accessory activities, dividends, interest, rent, foreign exchange differences and derivatives are included
[3] Sales expenses, administration expenses, sales costs, capital expenditure are included
[4] Operating costs are not included
[5] VAT, withholding taxes and Single Property Tax (ENFIA) are not included
[6] Donations, sponsorships and startups development costs (IQbility activity) are included

* The total amount of Community Investment by Quest Group, in terms of commercial product values, services and cash for 2015, has reached €1,105,933. The amount posted in the financial statements of the Group is €382,134.
It must be noted that for 2014 a different method of posting the Community Investment had been used, therefore a substantial discrepancy appears.

Payment of Taxes and Contributions		
Consolidated Data (€ x 1,000)	2014	2015
VAT	35.801	42.120
Social Security contributions	14.132	13.829
Payroll tax (FMY)	5.404	6.044
Other taxes	2.254	2.451

The amounts listed in the table are expressed in thousands of euros

Given the difficult market conditions during 2015, the Group's results are satisfactory. The main changes in the Group's results in 2015 compared to the year 2014 was the increase in sales by 12.2% or € 38.5 million, mainly due to the addition of iPhone in the range of distribution of Apple product and the acquisition of «Cardlink» as a Group subsidiary.

As a result, the operating costs of the Group increased respectively.
The Annual Financial Report for the Year 2015, which is posted on the parent company's website (www.quest.gr), includes detailed tables of all subsidiaries and their results for the years 2014 & 2015 and an analysis of the individual funds.

Economic and political situation of the country / Development into new markets

Material issue

The year 2015 was a particularly poor year for Greek economy and enterprises. In June of the same year, when the adverse economic conditions the country has been suffering in the last years reached a peak, restrictive measures on the capital movements to banks were imposed (Capital Controls), which further affected in a negative way all the financial market figures and had serious effects on business and the labor market.
Capital Controls directly affected the imports of products, on the uninterrupted flow of which the Quest Group members heavily rely, and brought changes to the credit terms of the transactions as well as to the treatment of Greek companies by foreign suppliers.

The poor economic environment within the state rendered even more compelling the need for the Guest Group Managers to make the strategic decision to further develop into overseas markets by expanding the services.

How we manage the issue

Given the situation, the Group reacted immediately by setting in motion capital protection mechanisms and by ensuring goods and financial payment terms with foreign suppliers. Furthermore, it activated company protection mechanisms with respect to the sales and collection terms.
Under this perspective, all the companies and particularly Uni Systems seek to expand their activities overseas with the aim to increase their revenues resulting from overseas markets.

Info Quest Technologies

The particular political and economic situation in Greece in 2015, formed the priorities of the company in the following axes of action: Restriction of the Credit Risk, Protection of the Strategic Collaborations and Search for opportunities and new associates. In addition, the company has continued to implement the strategy drew in the last years to move away from areas with low Return on Employed Capital and enhance its operations in respect of solutions and value added services.

Taking into account the company's purpose, it shows little activity overseas. The main state that it focuses on is Cyprus, in which mostly sales of Private label products & value added products (VAD) take place, where possible under the agreements with the manufacturers.

Since the beginning of the year, the company seeks to enter the Cypriot market even more by performing regular market research & paying visits. To this direction, it plans to open in 2016 a new repair center of its own interests, which is expected to further contribute to a great extent to the increase of sales in this market.

Uni Systems

The company has a strong financial base and despite the adverse economic environment of the Greek market, it managed to increase the turnover by 4.9% compared to the budget of the year 2015. The company has a leading position in the Banking sector, within which in 2015 it concluded major trade agreements, as is the biggest five-year agreement for the update of the central systems of one of the largest banking groups operating both in Greece and overseas. Furthermore, in the Greek public sector in 2015 it successfully completed and delivered more than 22 projects implemented in the context of the National Strategic Reference Framework (ESPA). Most of them were of strategic importance for the Greek state, including but not limited to the project named "Creation of Central Infrastructure for the provision of Integrated Library Environment as a Service", which is the most complex and a particularly demanding project of the academic libraries that has been implemented so far in Greece and it covers 26 academic institutions.

Cornerstone of the Uni Systems business strategy is that it exports the know-how to overseas markets by focusing on institutions, organizations and other bodies of the European Union as well as the large Organizations and Enterprises in Southwestern Europe and Turkey. It should be mentioned that today 23% of the company's revenues arise from these markets, while the percentage is gradually rising. In this context, Uni Systems was entrusted seven (7) new projects for the year 2015 of total nominal budget about € 35million. The European Investment Bank, the European Commission, European Parliament etc. are also customers of Uni Systems.

iSquare

According to the agreement concluded with Apple, iSquare is entitled to merely distribute the products in the region of Greece and Cyprus and not in other markets. Taking this in consideration, the company managed to get through the difficult economic and political conditions in Greece in 2015 and to make intense efforts to enter the Cypriot market, where the economic situation was clearly improved in 2015 compared to the past.

In this light, the company tried its best and managed in 2015 to complete the range of distribution of Apple products by having been authorized as distributor of the "flagship" of Apple products, namely the iPhone, in Greece and as an exclusive distribution of iPhone in Cyprus. Thus, since 2015 the company has been operating as distributor of all Apple products in Greece and Cyprus, which no doubt significantly helped to develop and face the economic distress that the country faces.

The company's main goals, while these adverse conditions are going on, were as follows:
- Great rise in sales both in Greece and in Cyprus
- Maintaining profitability
- Adjustment of the organizational structure in respect of all the activities to better handle the economic crisis
- Minimizing the business and economic risks.

ACS

Despite the adverse conditions brought about by the economic crisis and the fall in the market, the development of e-Commerce in Greece as well as the company's expansion to the new business of postal services have helped in the recent years -from 2013 onwards- in a positive way not only the courier services market, but also the overall sales of the company. Therefore, in 2015 - the year when the capital controls were imposed- the crisis had a relatively limited effect on the company. Both ACS and its associates / agents were significantly less effected by the economic crisis compared to the rest postal sector, due to the development of the new mailing activity and the great rise in sales arising out of the relatively new postal service «Advanced Business Post» from 2014 onwards. Moreover, ACS examined which segment of the market presents greater growth potential and proceeded with the relevent actions with the main aim to provide targeted services for e-commerce. Accordingly, in 2015 the company included in its portfolio new economic services of carriage by road to the European Union and carriage by sea to Cyprus (EU Economy & Cyprus Economy respectively), mostly addressed to the e-Commerce market.

How we evaluate our performance

The performance of Group members is assessed according to the results, the position of each company in its own sector and the rise in sales related to exports both in absolute figures and as a percentage of total sales. The position in the market is estimated by combining the data collected from company researches and market information. The rise in exports and the limitation of the risk arising from the public sector (as a percentage of Group turnover) are the main indices that help to assess the performance of the companies.

Percentage of exports and sales to public sector in relation to the turnover of each company & the Group as a whole										
(€ x 1.000)*	Info Quest Technologies		Uni Systems		ACS		iSquare		Quest Group as a whole	
	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
Total sales*	119.898	112.304	64.625	69.069	82.304	81.159	43.084	70.569	314.949	353.405
Percentage of Overseas Sales in relation to total sales	0,00%	0,01%	21,13%	22,93%	2,78%	3,02%	11,40%	22,87%	7,38%	10,55%
Percentage of Sales to Public Sector in relation to total sales	2,10%	2,10%	22,77%	23,40%	3,57%	3,22%	0,00%	0,00%	7,40%	7,39%

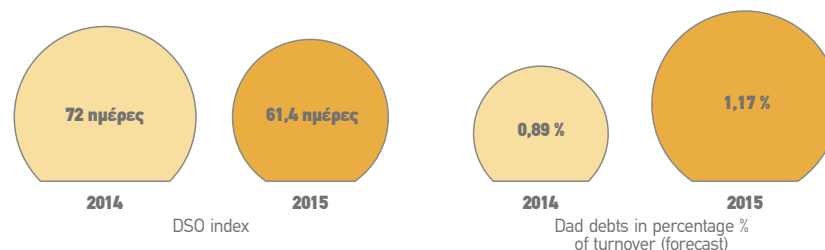*The amounts listed in the table are expressed in thousands of euros

DSO index and bad debt concerning Info Quest Technologies
These indices are important for the assessment of the Company's progress and the risk management

72 ημέρες	61,4 ημέρες	0,89 %	1,17 %
2014	2015	2014	2015
DSO index		Dad debts in percentage % of turnover (forecast)	

Maintaining the leading position in the market

Material issue

The Quest Group members dominate the markets in which they are engaged. The Group's leading position and dynamic and sustainable development are one of the top priorities of the strategic goals set by its members, which they achieve by enhancing competitiveness, developing innovation and expanding theirs activities to both existing and new markets. Furthermore, the leading position needs to be consistent with the respective image of the leader, and the protection of the reputation of the Organization, both in the Greek and the global market. Maintaining the leading position of the Group members has positive effects on their operation as it gives the motivation and the necessary tools and resources to further develop new services. Accepting that innovation is a key factor for the development of the companies, the Group has formed an inter-company team to research, assess and implement new technologies, methods and tools. As for the suppliers and the customers, it provides greater credibility against the competition, while it cultivates a sense of certainty of smooth and stable operation of the companies to the benefit of the associates / agents.

How we manage the issue

Enhancing the Reputation

To enhance the reputation and the corporate image of the Group as a whole, Policies and Procedures have been established according to which common lines are drawn in regards of operation and communication in areas such as the protection and the promotion of the name, the corporate identity and the image of the Group members. Moreover, Quest Holdings operates a Communications Centre - Press Office to coordinate and meet the need for communication between the companies and the media. In this context, joint communication programs and Corporate Social Responsibility actions are established in line with the Group's strategy to enhance innovation, digital education and entrepreneurship.

In addition, aiming to upgrade the image, to improve the customer service for those visiting the companies' stores as well as to improve the employees' daily routine, major construction works have been carried out in the building of the companies during the year. Specifically, in the building situated at 2a Argyroupoleos str, the ground floor (160 m^2) that is the main entrance to the offices of Info Quest Technologies was fully renovated. The Modern high-class materials, new marking / signs, design and implementation of energy efficient lighting, new lobby / reception, and the new security systems have created a stylish, functional and ergonomic environment that reflects the company's profile, prestige and dynamism. The restaurant of the same building that is located on the ground floor and is used every day by the company's customers and employees was, also, fully renovated and expanded.

In the future, in the context of upgrading the workplaces, it is planned to fully restructure the central reception of the Technical Department of Info Quest Technologies located in the building at 125-127 Kifissou Avenue, to renovate the offices and meeting rooms located in the buildings of Uni Systems Kallithea (19-23 & 25 Al. Pantou str.), and to replace the signs in any of the Croup's buildings seems necessary, so as to establish a uniform image of the companies and the Group.

Intercompany Business Development Team

Since in the contemporary business world maintaining the leading position of each company and consequently of the Group is directly related to the ability to timely ascertain and take new opportunities, to generate value through designing innovative products and services, to further establish collaborations and to adopt best practices, an Intercompany Team was formed within the Group to achieve better coordination of the companies and maximize the benefits from the production process of Business Development. The Team worked on various projects depending on the priorities and the business needs prescribed by the companies. The issues examined during the year include, but are not limited to, the iBeacon Application in iStorm stores, implementation of e-invoicing, transition to a new cloud services platform, the new Business Models, the zone of Financial Services and the developments therein, while appropriate infrastructure was created to better spread relevant information among the stakeholders. The team helped to lay the foundations for significant actions or / and further research on the fields, such as the study on new applications in the field of e-documents, the study for the creation of Mobile application for ACS, the integration of e-Invoicing into B2B transactions, the research of Cloud services, while other areas of interest were also detected to be the subject matter of the team's study in the future. Since the Group's primary purpose is to create sustainable and long-term value, to use in the best possible way the resources and to constantly look for and assess opportunities, a new basis for the operation of the Business Development has been laid by forming teams both within the Group members and the Holding company that is responsible to monitor the action plans and the priorities set, while the Business Development & Investment Policy has been set forth.

Investing in Know-how

In the Technology sector, particularly in the last years that developments are really quick, it is of great importance for the progress and the competitiveness of any enterprise to immediately take advantage of the new applications and systems, while the technology associate also plays a key role in this process, which requires regular and constant investments in know-how in order to ensure the best support for every customer.

The teams responsible for the design and implementation of solutions as well as the technical services of the Quest Group members and particularly of Uni Systems and Info Quest Technologies, make major investments in know-how and have a number of qualified engineers of high technological expertise offered by the biggest technology companies in the world, through training programs that take place both in Greece and abroad.

Uni Systems is an IT solutions service provider and its know-how derives from more than 230 qualified engineers that work at its Technical Departments and provide high value added services. The Technical Services provided by the company cover all the stages, from the stage of designing the solutions to the Customer support after implementation of the project.

In 2015, Uni Systems' engineers were awarded 107 new certifications, while in total they hold 577 certifications focusing on the technologies

- Hardware products (by HR IBM, Cisco, Dell EMC, Unisys and by many other manufacturers)

- Software platforms (Citrix, Genesys, Imprivata, ISACA, Linux, Microsoft, NetApp, Symantec, VMware and many others)

- Application platforms (Java, Oracle, SAR Siebel, TOGAF IBM DB2, CompTIA A +, MS SQL, Reoplesoft, MS ShareRoint and others)

- Project Management (PRINCE2, ScrumMaster)

Info Quest Technologies has a team of qualified engineers that provides services of design and implementation of IT solutions services for SMEs. Furthermore, through the Technical Support Center it provides support and repair services for all the products of the manufacturers with which it works. The Technical Service Center employs 32 people, is authorized and certified by the largest international manufacturers - Apple, HP, Lenovo-, while it provides support service for a number of products-peripherals, drives, memories etc.- by a variety of manufacturers. Repairs are carried out pursuant to the procedures and the standards set by each manufacturer, while only approved and branded spares are used. In 2015, 46,588 IT products were repaired in total in the Technical Service Centre of Info Quest Technologies. Info Quest Technologies' Technical Services have received several awards at European level for the credibility and the ability to quickly address a problem.

In 2015 the engineers employed by Info Quest Technologies received 23 new certifications. The certifications of the company's engineers are in total more than 160 with the main fields of know-how being the platforms by Microsoft, Apple, Kentico, HP, Symantec & Citrix.

How we evaluate our performance

The Quest Group members dominate the markets in which they are engaged. Particularly, Info Quest Technologies has been having for many consecutive years a leading position in the Greek market of the product distribution and IT and telecommunications services according to the turnover, the financial indices, the number of the cooperating firms and the added value produced for the customers and the associates, and as a consequence is one of the most credible and efficient choices of the top manufacturers when looking for an associate in the Greek market and the most reliable supplier for its customers at the same time.

As Uni Systems constantly develops, it is nowadays on the top of the IT Greek market and has a large share of the Banking and Financial sector as well as of the public sector, while all its customers are domestic telecommunications providers and are among the 500 largest private companies of the Greek market. According to a large international firm, Uni Systems ranks first in the services sector (IT services) within the Greek market for the 2014-2015 period holding 9.7% of the total market.
The results in respect of iSquare are assessed on quarterly, semiannual and annual. The audit performed on quarterly basis enables the company to take corrective actions and deal with any conditions and changes of the current situation. Assessment procedures include reports made by the company's departments concerning the goals achieved in total and per associate-reseller by reference to each product family expressed in turnover and pieces. In addition, a report is made to assess the communication actions and the efficiency in terms of sales and branding. The goals set by the company, the Group and Apple are internal. Furthermore, specific sectoral studies are taken into consideration when assessing the results. During 2015 iSquare exceeded the internal goal set by the company by 63.2% compared to the previous financial year in terms of turnover.

Finally, ACS still has in 2015 a leading position in the courier market maintaining the difference from its competitors. Moreover, it has increased its share within the simple postal services market.

Development and innovation of services and products

Material issue

For the market requirements to be met, that are established on the basis of multifaceted economic and technological frameworks depending on the different markets in which the engagement exists, the Group is constantly developing new solutions and services. The broad portfolio of new solutions and services is developed internally or derives from cooperations. This constant development has as a result the constant improvement to the benefit of customers and adaptation to changes in technology, differentiation from competition, establishment of image of a pioneering company, expansion into new markets, addressing key customer needs and maintaining a leading position in the market.

How we manage the issue

Having set innovation and development of the services and products as a strategic priority, Quest Group has taken the necessary steps to support and further promote this important issue. As described in the material issue "Maintaining market leadership", the Group has created an Intercompany Business Development team, which regularly searches the market developments, invests in designing new products/services and provides incentives to the employees to submit ideas. Below it is presented how we manage innovation and development of the products and services for each individual company.

Info Quest Technologies

Committed to its vision to connect innovative IT technologies with the Greek market in the most easy, economic and efficient way, Info Quest Technologies systematically looks for, designs and introduces to market new technologies and services that are currently covering the following areas:

Cloud Computing

Info Quest Technologies has made major investments in the fast growing Cloud market, as it has implemented an integrated service ecosystem that includes top global providers, specialized consultants regarding Software, Infrastructure & Platform solutions as a Service (SaaS, IaaS & PaaS) and trained partners. Furthermore, it develops www.QuestonCloud.com, an on-line platform of Cloud services distribution, customization and automated invoicing, offering thereby its customers a comprehensive, yet simple and effective way to select, procure, manage and use top cloud solutions of the global market.

The company aims to become the largest Cloud solutions hub of the market by connecting Cloud Services and applications providers with resellers and customers. An extensive range of solutions has been already made available in the marketplace - Softlayer, Microsoft, Symantec, among them - and the company's objective is to systematically expand this range. Cloud solutions are addressed to the entire business market range -small, medium and large enterprises- and are parameterized according to the requirements and the size of each enterprise. Nowadays they are mainly provided through specialized associates (VARs) of the company, and when the platform becomes fully operational, the end customers will be enabled to directly access, select and purchase the solutions.

Cloud ERP

Aiming to provide Cloud solutions for small and medium enterprises, the company has invested in the development of a Cloud ERP / POS solution. The solution is expected to be very well implemented in its basic version with respect to the small and very small enterprises, being thereby an ideal solution to replace cash registers and dated systems and giving the entrepreneurs the opportunity to provide better services to their customers and to have at their disposal a valuable insight into their business.

Following a number of actions, endorsement and positive assessment of the solution will take place with the aim to commercialize the solution by the end of 2016.

It should be mentioned that any State initiative to dematerialize tax mechanisms and the online interface with financial services will give major boost to the project.

Services / POS Production

Taking advantage of the Group's investment in Cardlink, and given its experience in systems production, the company established a comprehensive production line according to the strictest international standards that has been certified for the production of POS devices.

Uni Systems

Uni Systems is committed to be ahead of the developments in the changing technological environment serving its customers with innovative solutions that provide a holistic approach to their needs. Given the constant expansion of the portfolio of solutions / services, the company's development and the excellent adaptation to the dynamic technological environment, new cooperation with supplying firms are sought to maintain market leadership and to further expand within the market. The following new solutions primarily concern the establishment of new cooperation with suppliers or the renewal of existing cooperation with new solutions.

- **Mobility solution**
- **Mail Collaboration solution**
- **Shift Management solution**
- **Digital Signature solution**
- **Open Source solutions**
- **DevOps services**

- **Museum solutions**
- **Data Center Automation, Automated Testing, Monitoring, Application Delivery solutions**
- **Interactive Digital Marking solutions**
- **Network security policy orchestration solutions**
- **Data Center Automation, Automated Testing, Monitoring, Application Delivery solutions**

iSquare

iSquare innovates with services provided to end consumers and vertical markets. The company strategicallyy focuses on the field of education and systematically looks for and introduces tools, methods and content that render education more interactive and effective. In this context, in 2015 it funded the Research Centre of University of Piraeus and carried out a survey on the evaluation of the learning experience in school with the «1 -1 iPad» approach in 11 schools across Greece. According to the Department of Digital Systems of University of Piraeus, this survey is globally the third most extensive survey on the use of 1-1 iPad by reference to the number of schools, students, parents and teachers that participated. Precisely, in the survey participated:

- 11 schools & 62 Departments
- Students: 1,172
- Parents: 424 (68% mothers)
- Teachers: 53

This survey with its positive results renders more popular and encourages the use of iPad devices in education to an even larger number of schools.

ACS

For many years now, ACS has been taking significant steps to develop new services and to improve the existing ones. Since 2011, ACS has established separate Management, the Business Development, so as to achieve the maximum possible benefit. It constantly monitors what is happening in the Greek and the foreign market and carries out a systematic process of assessment of the value and the respective return on investment (ROI) of the development proposals for new services, products and applications to improve the Company's operating procedures.

The issues examined and set as the company's goal for the development and innovation in respect of each new idea are:

- Development of existing products and services
- Creation of new products / solutions
- Expansion and opening to new markets
- Upgrade of the operating method of the company, particularly in automation issues and matters of quality of service & constant upgrade-improvement of computerized applications and internal organization

The most important products and services developed by the company during the report period are separated into the following main categories: Commercial and Operational services - Stores Network Support services The company's new proposals - solutions to the courier market are mostly linked to the quality upgrading sought by the company Example of such services are the new delivery and receipt ACS Smart Points developed by the company in 2015 with the aim to start operating by 2016 at Shell stations and the ACS ReDirect web mobile application that redirects shipments. For the next 3 years (2016-2018), the company's main objective is to upgrade the services provided by serving the recipient and rather than the customer billed. Moreover, ACS has also developed the following innovative solutions based on the specific needs of its customers: 3 on-line solutions for Enterprises, Discount Card for Professionals and Individuals (ACS Member), 2 on-line solutions for Individuals with web and mobile applications, and 1 solution to send / receive shipments from ACS Smart Points.

Estimated effect of the new services for ACS within the next three years				
Service	Goal of Service	Goal within 3 years (%)	Economic performance	Description
Smart Points (SP)	E-commerce recipient / Improvement of Customer Experience	3-5% of e-commerce shipments (shipments to be served via SP)	Κόστος Διανομής - Δίκτυο ACS	Long-term Reduction of Transport Costs
Rescheduling – Redirect	E-commerce recipient / Improvement of Customer Experience	3-5% (shipments to be served via PPN SP)	Κόστος Διανομής - Δίκτυο ACS	Long-term Reduction of Transport Costs
Web Reporting ABP Post	Customer	100% (Post) 10-20% (Courier)	ACS (new business)	Maintaining / Attracting new customers
ABP Post Supporting applications	Recipient & Customer		ACS	Maintaining / Attracting new customers
Designing Solutions to Collect money via bank cards	E-commerce Recipient & Customer	10-230% of E-commerce shipments	ACS - Diversifying services from competition	Maintaining / Attracting new customers

How we evaluate our performance

For the Group, the overall assessment mechanisms of new solutions / services are essentially qualitative, namely credibility and successful response to customer needs, while in the long-term they concern quantitative mechanisms, such as increase in sales. In many cases the customers' interest in new solutions / services is immediate and clear. By constantly investing in the know-how and systematically training the Group employees we ensure speedy implementation of new solutions to the benefit of members' customers.

Customer data protection

<div style="float:right">Material issue</div>

Protecting the personal data managed by the Group members is a primary requirement and a fundamental right of the modern era, called privacy. The Group members manage the personal data of their employees, their customers and the shareholders the parent company. For these stakeholders it goes almost without saying that the personal data they entrust to the companies in the course of the transactions and the relationship established between them, are not disclosed to third parties and are only used by the employees of the companies to the extent that it is necessary to effect transactions. Any leak or misuse of the customers' personal data would damage to a great extent the credibility and the reputation not only of the company that committed the offense, but also of Group as a whole.

How we manage the issue

Group Information Security Policy

In all Group members, the protection of personal data is guaranteed through the Information Security Policy that includes the personal data protection policies. This Policy, which follows the principles of the international ISO 27001 standard, has been successfully applied for more than 10 years. For the secure application of Information Security Policy, all the Group members use the Data Center infrastructure by Uni Systems, which meets the strictest international standards. Application of the Information Security Policy is ensured with appropriate procedures and the audit mechanism. The Information Security Manager is responsible for the development, implementation and review of the Policy and the respective procedures. The Policies and the procedures are made available to the staff and set forth the guidelines and the working method when for any reason it is required to store or use personal data. Furthermore, the employees who are responsible for the management of personal data are regularly trained and informed. Regular internal inspections are conducted to check compliance with the Policies and the security procedures at the company level.

Uni Systems

Specifically, Uni Systems has adjusted its Policies, procedures, guidelines and infrastructure in order to fully guarantee protection of the personal data of the customers or/and the users of applications developed for its customers. To ensure protection of customer data, the company uses the following additional mechanisms:
- Creation of Security Department led by the Security Manager, which studies the safety requirements of each individual project and guides the software and system development teams respectively.
- Adoption of infrastructure and tools, which protect both the company and customer data.
- Internal inspections to check compliance with the Policies and the security procedures at company level.
- The Security Manager regularly assesses the risk of sensitive information leakage (company or customer information) and proposes a plan to improve the existing information security system.

ACS

Because of the nature of its activity, ACS has developed an additional set of policies, procedures and instructions, which are incorporated into the daily procedures ensuring thereby to the utmost extent the personal data of the customers and application users. For the customer data to be protected, mainly customer lists drawn for the carriage and delivery, it has developed and uses the following additional mechanisms:
- Department Operation headed by the office automation manager and controlled by the security manager, who studies the safety requirements of each individual project and guides the data processing teams respectively.
- Using encryption on inbound customer files and on all computers that have access to sensitive data.
- Adopting equipment management procedure and electronic

data disposal procedure.
- Adopting management procedure in respect of e-data leakage incidents.

The following special policies and procedures are also implemented:
- Carriage security policy.

- Postal service confidentiality policy.
- Postal service confidentiality protection policy.
- Postal service security policy.
- Disclosure policy.
- Confidentiality waiver policy.
- Information Risk Assessment Procedure.
- Data Disposal Procedure.
- Image Management Security Procedure.

How we evaluate our performance

- A mechanism that records any incident of personal data infringement is established within every member.
- Regular inspections are conducted by the Security Manager in order to ensure proper implementation of the Policies and Procedures.

- Periodic risk assessments are organized (security information risk assessment) to look for new risks in every area that may affect personal data.

Certifications

Uni Systems has SO 27001: 2013 certification for a series of critical services in terms of security, and the scope of the certification is in particular as follows:
- Cloud Computing Services related to Infrastructure provision as a Service (Infrastructure as a Service-IaaS), Platform as a Service (Platform as a Service-PaaS) and Software as a Service (Software as a Service-SaaS).
- Hosting Services for IT and Telecommunications Systems and

manned Workplaces with High Availability in the company Data Center.
- Specialized Services related to Design, Installation, Management and Technical Support of IT and Telecommunications Systems.

Number of substantiated complaints of customer personal data losses or misuse

Info Quest Technologies	Uni Systems	ACS	iSquare
0 — 2013	0 — 2013	0 — 2013	0 — 2013
0 — 2014	0 — 2014	0 — 2014	0 — 2014
0 — 2015	0 — 2015	0 — 2015	0 — 2015
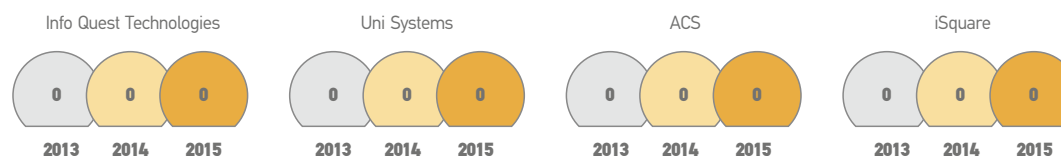
All complaints made by regulatory authorities or otherwise are included.

Number of substantiated complaints of shipment violation during transport (merely regarding ACS)

	2013	2014	2015
Total Shipments	15,3 εκατομμύρια	38,9 εκατομμύρια	40,8 εκατομμύρια
Complaints	1	3	4
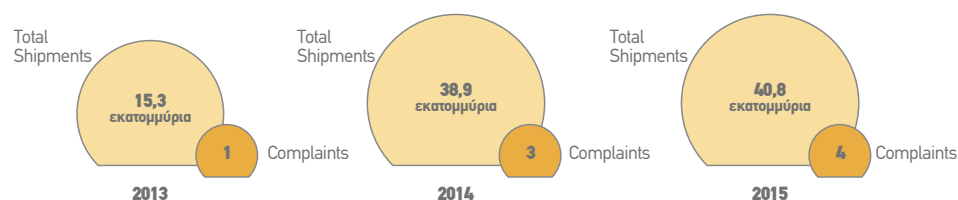
The number of the substantiated complaints is regarded negligible compared to total shipments, while ACS has not been found liable for them. The increase in substantiated complaints during the years 2014 and 2015 is owned not only to the great rise in shipments, but also to the expansion of the

activity into postal services, where there is no delivery certification. All complaints made by regulatory authorities or otherwise are included. Open folder has been considered to constitute privacy violation.

Responsible procurement practices for the Group / Assessment and selection of suppliers-associates based on their reputation and profile

Material issue

The Quest Group members are part of the long supply chain of products and services that connects manufacturers with customers. Therefore, the quality, credibility and support of these products and services is affected by the suppliers and associates ability to successfully meet the standards set by the Group members. The Group treats its suppliers as capital and source of expertise and its purpose is to establish a mutually beneficial cooperation so as to ensure good business results on constant and ongoing basis and thus customer satisfaction.

Failure to choose and assess suppliers / associates may lead to customer dissatisfaction and low revenues and may affect the companies' reputation and credibility.
The procurement practices have a significant effect on Info Quest Technologies & Uni Systems due to the nature of their activities that include cooperation with a large number of suppliers. As far as it concerns iSquare, Apple is almost its exclusive supplier, while ACS chiefly provides services exclusively and this is why this issue slightly affects them.

How we manage the issue

For the Group members to be secured, Policies determining the relationship between the companies and their suppliers and associates have been established, as well as Procedures based on which the selection and the annual assessment of suppliers and associated is made, pursuant to ISO 9001: 2008 standards.

These Procedures include product and service quality standards as well as test of reputation and position of the supplier in the relevant market. The Assessment Procedure also includes the ways of treating the cases of low assessment (improve performance or end cooperation).

Info Quest Technologies

Info Quest Technologies has been established as the largest gate of know-how dissemination in Greece, creating thereby value for the entire distribution chain, from the manufacturer to the end customer.
The company cooperates with more than 60 global vendors / manufacturers. By building excellent relations with suppliers and customers, by being aware of the developments of global market and by using Business Intelligence, ERP & Forecasting systems, the commercial department ensures uninterrupted

provision of all the products in the trading of which it is engaged, while advance systems and service structures guarantee proper transport of goods and transfer of information that covers the demand. More than 7,000 products are traded every day from the company's Logistics Center to more than 700 destinations across Greece, with multiple options of transport and delivery times (even on the same day), while more than 4,500 associates of the distribution network are invoiced every month serving themselves each customer.

Info Quest Technologies Supply Chain

Info Quest Technologies operates on the basis of a framework of Policies and Procedures that follows the direction of selection and assessment of suppliers according to specific requirements. The entry criteria for a new supplier are as follows:
- General market presence - business culture, reputation, years of operation, profitability and financial position over the time as well as the market share in the global and the Greek market.
- Quality of products-services
- Invoicing policy
- Delivery policy (Logistics)
- After-sales support

Uni Systems

The forms of cooperation which Uni Systems may establish are as follows:
- Suppliers of technology products incorporated into the solutions offered by the company.
- Suppliers of software licenses
- Suppliers of software applications based on which further development takes place so that those applications can meet the specific and individual needs of each customer and be reliably incorporated in its infrastructure
- Associates (individuals or companies) that join the work teams for software development
- Educational services providers
- Company infrastructure providers

To make sure that suppliers and associates provide products and services of high quality in accordance with the standards and requirements set by it, Uni Systems evaluates them not only before the beginning of the cooperation but also on annual basis by using objective criteria and measurable performance assessment methods.

iSquare

iSquare purchases the products it sells directly from Apple, as it is the official distributor of Apple products in Greece and Cyprus. Then it distributes these products in the Greek and Cypriot market through an extensive sales network with full geographic coverage. The sales network includes Apple Premium Resellers, Apple Authorized Retailers, Apple Authorized Resellers and the e-shop.

iSquare Supply Chain

iSquare

Global Market — Greek and Cypriot market

Import of Apple products

Management & logistics

Value added services

Marketing & Promotion Services

Network of stores selling exclusively Apple products (Apple Premium Resellers)

Authorized Retail Chains (Authorized Retailers)

Network of Authorized Resellers (Apple Authorized Resellers)

e-Shop iSquare

The other suppliers of the company do not exceed in total 1% of its turnover and therefore they do not affect the results and operation.

ACS

ACS follows the Group procedures of selection and assessment in respect of the suppliers. Given the subject-matter of the company, suppliers concern the equipment and the technical infrastructure that contribute to the further optimization, automation and cost savings of the operation of the company. The number of suppliers is limited and substantially stable.

How we evaluate our performance

The selection and assessment methodology used by the companies has led in most cases to exceptional and long-lasting cooperations. The cases where the suppliers / associates had unacceptable evaluation scores are very few and they cannot affect the operation or the results of the companies. The companies choose renowned product suppliers with good reputation in the global market and strong commitment to best work practices regarding not only their companies, but also their suppliers. Service providers are also selected based on the good reputation and the acknowledgment within the relevant market.

Info Quest Technologies

The company has multiple mechanisms to assess suppliers so as to have the best result:
- Daily monitoring and assessment
- Scheduled meetings
- Inspections throughout the year conducted by Internal Audit
- Internal annual inspection
- Inspections by the company's executives in the facilities of the supplier
- Inspections by external Inspection body (SGS Body) in the facilities of the supplier

The suppliers are regularly assessed on annual basis by means of specialized supplier assessment application, by using evaluation indices and tests. The list of the assessed Suppliers includes suppliers covering at least 80% of the total commercial markets with minimum 50 suppliers as well as suppliers of critical importance regardless of the market proportion. In addition, the company uses the application (QlikView) to take advantage of the data concerning the supplier management.

Results of regular assessment

Meeting

100% the goal of the year	100% the goal of the year	95% the goal set for 3-years
2014	2015	2015
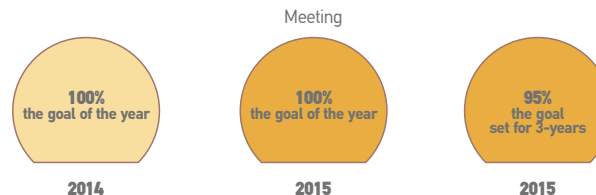
It should be noted that goal of the year is to assess the suppliers covering 80% of the company's turnover, which was met by 100% for the years 2014 and 2015.

Furthermore, every three years, as in 2015, all Suppliers commercial or not covering the entire company are assessed.

Actions of improvement

For the near future, the following actions of improvement have been scheduled:
- A new criterio concerning the work practices of the suppliers covering 70% of turnover as well as the crucial supporting suppliers mainly covering Security issues as regards the buildings and infrastructure, cleaning and maintenance issues is planned to be designed in 2016 and implemented by 2017.
- The EDI e-system for e-invoice management will be completed by 2016 aiming to improve and efficiently monitor and manage the supplier records.
- The EDI system specifications will be designed so that the accompanying records can be sent electronically by suppliers and be entered into the company system. By means of this tool, the cooperation between the company and the suppliers is immediately illustrated and the time of management is improved at all levels of cooperation.

Uni Systems

The company assesses the suppliers based on the criteria established that are mentioned above in the previous section.

Moreover, other criteria in the case of subcontractors who undertake a project, are as follows:
- Company know how and experience in technologies and infrastructure necessary for the project
- Availability of human resources or the company's infrastructure at the time required for the project
- The implementation schedule in respect of the project.

Significant actual and potential negative impacts for labor practices in the supply chain and actions taken

During 2015 the Group did not proceed with the assessment of suppliers with regard to the work practices applied and therefore no suppliers with possible negative impacts were identified.

For 2016, the Group has set the goal to draw a plan in order to have incorporated by 2017 in the supplier assessment criteria relating to sustainability and work practices pursuant to the principles of the UN Global Compact and to establish the Supplier Code of Practice. The assessment shall include:

- meritocracy and the most objective possible evaluation of the employees
- safe work conditions (according to the nature and subject-matter of the products/services provided)
- no discrimination of any type such as based on race, sex, religion, etc., respect for the employee's personality etc.
- Moreover, a request shall be made for affirmation that no children are employed and no forced labor is imposed in any activity of the suppliers / associates in question.

Security infrastructure and business continuity

Material issue

Group Quest has made major investments in IT and Telecommunications infrastructure (ICT) throughout the years that it operates and its main purpose is to increase productivity, reduce operating costs and improve efficiency. Today, the Group members use modern ICT technologies to perform their activities and any failure of those technologies to properly operate may affect the credibility in providing the products and services as well as the profits earned and good image that the companies have in the market. Consequently, it is essential to ensure continuous and smooth operation of ICT infrastructure.

How we manage the issue

Policies

Group members shall take the necessary measures to protect ICT infrastructure and to ensure continuous availability and tightness of IT systems. The Information Security Policy shall be accurately applied as it has been developed on the basis of ISO 27001:2013 international standard, which covers all the protection measures taken including protection of equipment, software, data, telecommunications, physical security, staff information and training, policies, procedures, etc. Uni Systems is certified pursuant to this standard, while Info Quest Technologies, iSquare and ACS, follow this standard without having been certified.

Co-location in the Data Center

Security infrastructure, business continuity and gradual convergence of the technological infrastructure of the Group members is top priority and an ongoing goal for the Group. To this end, it seeks to gradually consolidate the infrastructure and certain central applications of Group companies so as to have the best results. In 2015, the Group's ICT infrastructure was co-located (co-location) in the modern, high quality Data Center of Uni Systems. Co-installation was implemented and was successfully completed as planned.πόλυτη επιτυχία, σύμφωνα με τον προγραμματισμό.

Following the relevant technical and economic studies, the Data Centers of the companies were co-located in the main Data Center of Uni Systems. The Primary Data Centers of the companies were:
- Info Quest Technologies: 25-27 Al. Pantou str.
- Uni Systems: 119 Kifisou Aven., Ag. I. Rentis
- ACS: Kryoneri (two Computer Rooms)

Project Details
- A detailed list has been made in respect of all the Data Centers. The equipment was installed in 21 Racks and in total it was more than 300 units (Servers, Storage & Network Equipment).
- Dated and energy-consuming equipment was removed as part of the relocation. New Racks were procured with dual Power Distribution Units that enable them to connect to alternative energy sources and with cable management and distribution systems.
- Upon completion of these operations, the total number of Racks to be transported decreased by 14 (seven less).

Benefits for the companies and the Group
- Operating in State of the Art Data Center with SLA 99,99% (ISO 27001)
- Upgrading the security in respect of both the company equipment and the data of the companies and their customers
- 24x7x365 control and monitoring, operation, management and support
- A single MPLS Group Network with many modern features
- Backup links - Dual routes - Optical Links to different Points of Presence
- Business Continuity Plan through secure remote access
- Disaster Recovery solution

The facilities of Uni Systems situated at Rentis district host one of the largest and most reliable and secure Data Center in Greece. The Data Center includes the server rooms, the UPS room and the rest auxiliary rooms with strict quality standards and regulations (ISO 9001, ISO 27001).

- A new MPLS network was established with modern standards and dual routes that ensure uninterrupted operation, through which all the Group buildings can be connected with the Data Center of Uni Systems and with each other.
- Basic Internet connection was installed in every Group building (with ADSL Backup) as well as UTM Security configuration (Universal Threat Management).
- The entire central Networking & Security was centrally moved. New network equipment was added to the Group buildings.

- IP Phone Network service
- UTM Security Configuration (Universal Threat Management)
- Capability of future consolidation equipment.
- Meeting the new H/W & S/W needs of the companies through the Cloud Services of Uni Systems from the same Data Center
- Decrease in management costs since the equipment of all the companies is now monitored 24x7 by one team.
- Various environmental benefits:
Replacement of the dated energy-consuming equipment and the old air conditioners and UPS. Using the existing Uni Systems Data Center with modern power and cooling infrastructure.

Business continuity
The Group companies carry out annual risk assessment (Risk Assessment) and Business Impact Analysis (BIA). All security incidents are thoroughly analyzed and the appropriate measures to mitigate the risks are taken. As far as training is concerned, an annual security awareness program is planned for the staff.

Finally, each company has drawn up a Business Continuity Plan that is revised every year, in order to ensure continuous operation of ICT infrastructure even after very serious incidents, such as earthquake, flood etc.

Management Responsibility
Uni Systems is responsible for the operation of the companies' ICT infrastructure established in the Data Center.
Particularly, it is responsible for the smooth and continuous operation of servers and telecommunications equipment, the uninterrupted power and cooling supply, security and Data Center services upgrade.

The companies are separately responsible for the smooth operation and the performance of applications, data security (in cooperation with Uni Systems) as well as user support not only in respect of the user equipment but also in respect of the everyday issues arising out of applications.

Goals of 2016-2017

It is planned that in 2016 the new iStorm store located in Glyfada will be integrated in the Group MPLS and the newly acquired company Cardlink will be incorporated into the infrastructure. Especially, as regards Cardlink and the new services it plans to provide, it has been planned that in 2016 a special separate space in the Rentis Data Center will be established according to the VISA security standards (Isolation racks, access controls, separate security room with special door access control system, etc.).
In addition to the above and by the end of 2017 the following actions have been scheduled:
- To complete the technical-economic study on centralization of the Group call centers and take the relevant decisions.
- To take decision on the Group Disaster Site and implement the first part of the project concerning the critical systems and liabilities owning to the regulatory framework (Cardlink).
- Pilot use of digital signature within the Group through the Co-Sign platform.
- Study on the implementation of the Group members' Mail Servers consolidation..

ACS

Safety and continuity of ACS operations have been the subject-matter of studies, policies and practices, as it is required to have a recorded action plan. In addition to the common Group security Policies and Procedures, the company has developed and implements special Policies as they are described in section material issues "5.6 Data Protection".
The Business Continuity Plan has been designed and tested and it is revised every year. Under the Business Continuity Plan (SES) and with respect to the field of IT infrastructure security a number of procedures have been established to ensure business continuity.
The objectives of the Business Continuity Plan (SES) drawn by ACS are to:
1. Eliminate the possibility of piercing the company's security system and lose data.
2. Eliminate (or limit) the possibility of network and system overloading due to denial of service attack (DoS) resulting in shutdown.
3. Minimize shutdown incidents caused by force majeure such as natural disaster, strike or interruption of service.
Protect the personal and work rooms and make available alternative rooms to continue operation. The resources required to implement the SES are the following:
1. Time dedicated by the security manager and the security team members to hold regular meetings.
2. Annual costs of using the Data Center located at Uni Systems premises.
3. Acquisition and Maintenance of the systems of Disaster Recovery Center located in P. Ralli str.
4. Costs of recruiting technical staff and managers for IT departments.

How we evaluate our performance

The plans made and the measures taken by the Group and the companies have had great results including high rate of system availability and data protection, as illustrated by the registry of security incidents.
During 2015 no incidents of medium and high effect occurred. The overall availability rate was 99.995%.
It is noteworthy that:
1. No company experienced unplanned downtime during working days and hours.
2. No incidents of non-availability or limited availability due to external attack (denial of service) were detected by the companies' tools.
3. There were no incidents to affect confidentiality and tightness of company data.

4

HUMAN RESOURCES

Quest it together

Our Human Resources

At Quest Group we believe that Human Resources is our most important asset. Part of our strategy is not only to attract, but also to keep competent people. We treat our people with respect. At Guest Group, it is one of our main purposes to care about our people and their development and to attract high-quality human resources. The Quest Group members enter into Individual Employment Agreements with the employees. As regards ACS, the Collective Bargaining Agreement also applies (concerning approximately 35% of total Group employees). The individual agreements overlap the minimum requirements stipulated by the collective agreement. Ensuring equal opportunities for every person, employee or candidate has become key priority for Quest Group. In no case shall be any discrimination based on religion, nationality or any other criteria not related to the candidate's skills or the employee's performance. We are fully and consistently committed to the principle of respect and of equal treatment of all the employees, irrespective of the gender and the position in the organization chart. Under this perspective, we encourage women to pursue professional development by providing equal remuneration and promotion opportunities.

Quest Group[1] HR data of 2015

Employees by gender[1]

	1195 Total Numbers of employees	Males 837 / Females 358 Number of males - females	Males 70% / Females 30% Percentage (%) of males - females
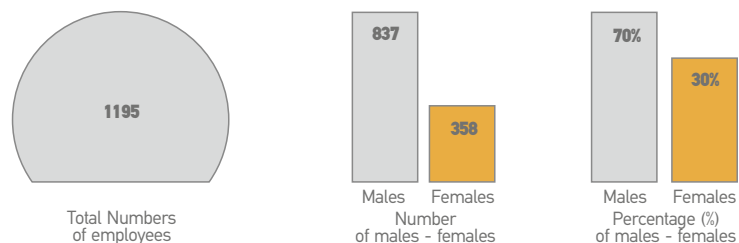
Employees by employment contract and gender[1]
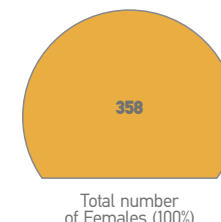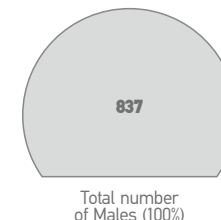
		Males	Females
Indefinite term		806 — 96%	343 — 96%
Fixed-term		26 — 3%	10 — 3%
Trainees		5 — 1%	5 — 1%
Volunteers		0 — 0%	0 — 0%

837 — Total number of Males (100%)

358 — Total number of Females (100%)

Permanent employees by type of employment and gender[1]

Full-time
- Males: 796 — 95%
- Females: 346 — 97%

Part-time
- Males: 41 — 5%
- Females: 12 — 3%

837 — Total number of Males (100%)

358 — Total number of Females (100%)

Employees by region[1]

Attica
- Males: 767 — 92%
- Females: 340 — 95%

Other Greek regions
- Males: 66 — 8%
- Females: 14 — 4%

Overseas
- Males: 4 — 0,5%
- Females: 4 — 1%

837 — Total number of Males (100%)

358 — Total number of Females (100%)
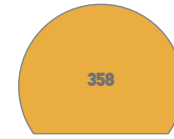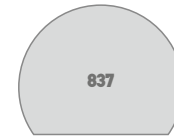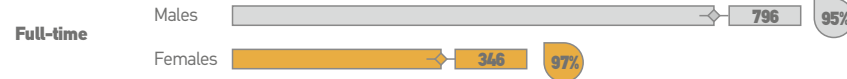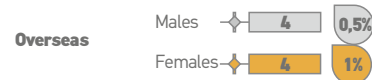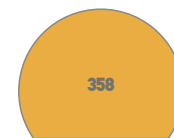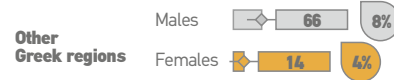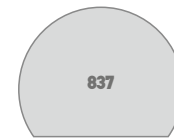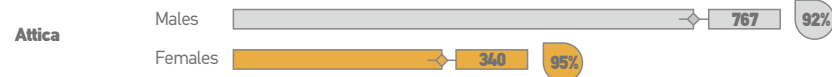
Remarks:
1. The Tables data include only the Group members that participate in the Report.
2. The Group cooperates with 81 self-employed professionals in respect of the Belgian activities.
3. There were no significant difference in the number of employees during the reporting period.

Training and development of employees

Material issue

Training and development of the employees is a key priority for Group Quest and part of our culture. Regular training programs are developed and the employees are encouraged to participate in these programs, since constant development of the employees' knowledge, skills and behavior is regarded as fundamental factor to increase productivity, improve competitiveness and have high potential individuals within the Group.

How we manage the issue

Development and Training Policy
The Group has established the Development & Training Policy in order to determine the way the members approach the training procedure. The applicable procedures arising out of the Policy fall within the QMS stipulated by each company.

The objectives of training and development of Group employees include:

Management skills development
- Development Centers
It is a valid and reliable procedure by means of which the employees become stronger and the aim is to assess and reinforce those behavioral characteristics that are crucial to succeed in their role. In 2015, 10 Development Centers were scheduled and took place, in which participated 40 Managers and Supervisors of Uni Systems, Info Quest Technologies and iSquare. For the years 2016 & 2017 about 10 development centers have been scheduled to take place for ACS & Uni Systems.

- Bottom up Assessment
It is a data collection procedure to assess the administrative behavior of those who work at a higher level than others. Its nature is related to development as it allows managers to understand what is the impact of their behavior on their subordinate employees. The survey is carried out annually and looks for improvement in behavior, while for the year 2016 a Peer coaching research is also planned to be conducted in respect of Uni Systems.

- Leadership Excellence
The program was designed to transmit the Group values, principles and behaviors to Managers, Supervisors & Directors of the Quest Group, through an experiential workshop. In total 181 Supervisors, Managers & Directors of the Group attended the workshop. It should be mentioned that communicating the Group values and principles is a continuous action which is performed by means of the Group portal HereWeAre.

- Mini MBA
The Mini MBA program takes place every two years. It was exclusively designed by a recognized educational institution for the needs of the Group in the aim of upgrading the quality of the employees by providing them knowledge necessary for the new business environment. About twenty five employees are trained every two years on subjects such as change management, innovation, strategy planning, economics, management, marketing, etc. and gain knowledge that add value to themselves and to the Organization. 26 employees of the Group attended the program in 2015. Having gained various benefits from it, the Group is planning to continue organizing this program. By the end of 2016 those who will attend the next Mini MBA will have been accepted and the program will take place from February to July 2017.

Technical & Professional Training
It takes place in each company pursuant to each one's own needs.

Specialized Programs
Depending on the strategic goals and priorities set by the Group, specialized programs on specific topics are designed and implemented. For the year 2016 an intensive training program addressed to the CEOs of the Group members has been scheduled under the title "Driving Strategic Innovation" that focuses on innovation. The HR Department of the Group undertakes to plan and coordinate the training and development programs related to soft skills, leadership & mini MBA. However, for the programs to take place, it is necessary to ensure cooperation between the Group HR Department and HR chiefs of the members. The responsibility for the development of technical and professional skills is borne by the Directors of the departments in cooperation with the HR departments of each company.

How we evaluate our performance

The Group can collect helpful information from the feedback forms completed by those who attended the training programs so that they can improve. Moreover, in the future it shall assess in a more systematic way any change in the performance and behavior of the participants in regard of the training area, as an action to promote amelioration.

QUEST HOLDINGS

29	258	8,90
Total Number of employees	Total training man-hours	Average training man-hours per employee

Total training hours by gender
- Males: 171
- Females: 87

Average training hours by gender
- Males: 9,0
- Females: 8,7

Average training hours per employee category
- Management: 8,0
- Supporting Departments: 9,3
- Total: 8,9

Info Quest Technologies

231	2.477	10,72
Total Number of employees	Total training man-hours	Average training man-hours per employee

Total training hours by gender
- Males: 1.916
- Females: 561

Average training hours by gender
- Males: 12,9
- Females: 6,8

Average training hours per employee category
- Management: 24,5
- Supporting Departments: 14,0
- Marketing: 18,3
- Technical: 4,3
- Operations: 4,4
- Total: 10,7

G4-LA9

Uni Systems

466	6.473	13,89
Total Number of employees	Total training man-hours	Average training man-hours per employee

Total training hours by gender
- Males: 4.803
- Females: 1.670

Average training hours by gender
- Males: 14,4
- Females: 12,6

Average training hours per employee category

6,2	19,6	12,5	9,6	15,9	13,9
Management	Supporting Departments	Marketing	Technical	Operations	Total

iSquare

42	844	20,10
Total Number of employees	Total training man-hours	Average training man-hours per employee

Total training hours by gender
- Males: 394
- Females: 450

Average training hours by gender
- Males: 19,7
- Females: 20,5

Average training hours per employee category

22,7	26,9	15,7	20,1
Management	Supporting Departments	Marketing	Total

ACS

420	1.221	2,91
Total Number of employees	Total training man-hours	Average training man-hours per employee

Total training hours by gender
- Males: 620
- Females: 601

Average training hours by gender
- Males: 2,0
- Females: 5,6

Average training hours per employee category

8,6	5,5	5,6	0,9	2,9
Management	Supporting Departments	Marketing	Operations	Total

Communication between employees and the Management

Material issue

It is important for the proper course of Quest Group to establish a substantial communication channel between the Management and the Employees that will ensure mutual trust and understanding. The Internal Communication segment includes designing and implementing structured Communication actions related to the reciprocal exchange of information, ideas and messages between the Organization and the Employees, as well as to the communication between groups of employees and the organizational units.
The Communication actions that are planned and implemented, can be derived from the Vision, Mission and the Principles adopted by the Group. They support the Group culture, assist in spreading the Group values and enhance cooperation, while at the same time they fully ensure transparency of the Organization's Management, proper and immediate dissemination of messages, expectations, positions, concerns of Managers and Employees and maximum commitment to common goals. Establishing a merit and fair working environment and keeping employee satisfaction at a high level is as important, since this way the Group goals are more likely to be achieved and the professional and personal ambitions of the employees can be realized.

How we manage the issue

Aiming to ensure mutual trust and understanding within the Group, the "Open Doors" policy is adopted as it guarantees intimacy and gives the employees the opportunity to talk to the Managers and share their concerns and views on issues related to their job. In addition, a number of meeting that are regularly held at all levels and concern major operating changes and developments within the companies and Quest Group, reinforce the proper and regular communication not only between the departments of each company, but also between the companies. Moreover, the Group's Management aims to provide the Employees with regular information about the progress of the Group and its operations, as well as to timely notify them of significant changes in sectors such as: Health and Security, Structural changes, Business changes and large-scale changes in general. It is expected that by 2017 the above procedure will have been incorporated into the Group Policies.

Internal Network (Intranet)

The Group's internal network is a powerful tool for internal communication. It is intended to provide the employees with direct information about the developments, news and decisions concerning the Group and its members.

It Includes the "Uranus" portal, which allows employees to have access to all the company resources from one point, the "KYROS" application that works as a daily informative bulleting and the "HereWeAre" portal that focuses on staff development actions.

Intranet applications promote:
- Efficiency of the works by assisting the users in finding information (e.g. Policies and Procedures of the company)
- Common culture and cooperation by giving access to common information sources
- Participation of employees in proposals that contribute to the development and competitiveness of companies and the improvement of everyday working life.

Staff assessment

The procedure of staff assessment is a fundamental procedure for the Communication between the Employees and the Managers, since it allows fruitful and structured exchange of views and enables personal and professional development, which is a daily matter of concern for everyone. The assessment is carried out once a year when the employee and its superior officer complete a questionnaire accompanied by relevant comments and a personal interview is held, where the individual goal of each employee for the following year and the areas with a margin of improvement are agreed on. It should be noted that the assessment procedure is carried out in respect of the total number of Group employees (100%), who are informed about their performance and development. In 2015, the Bottom up assessment was introduced, while in 2016 the assessment of 360 degrees is planned by the Organization. The Bottom up survey concerns the assessment of Managers and Supervisors by the subordinate employees, while the 360-degree survey includes the assessment of Directors and will allow to collect a wide range of comments and information on their behavior and performance not only from the superior officer and the colleagues of the same level, but also from the same person and its subordinates. This spherical approach is expected to provide rich information in order to be able to identify the points that need to be improved.

"Orion" Development, e-system for Human Resources Management and Support

With the aim of enhancing Internal Communication and ensuring better information and service for the employees, a Comprehensive Human Resources Management System has been designed and implemented in the Organization, called "Orion". In the first phase of the project under the form of web/over cloud services, the following sections have been implemented:

- Employee data management
- Organizational structure Management
- Leave and absence management
- Reports management
- Management of automatic data migration to the payroll system
- Employee performance and assessment management

Particularly, the Leave Management subsystem and the Human Resources Assessment subsystem contributed to a significant extent to provide better information and service to the employees. By means of the Leave Management subsystem, the employees have the opportunity to manage and be informed about their leave requests online in a friendly, easy and comprehensive way, while the superiors Managers are better informed and can improve their ability to coordinate and organize their teams and the executive officers of the Human Resources Department have become able to serve in a more prompt and complete way all employees. Respectively, by using the Human Resources Assessment subsystem the procedure has been to a great extent upgraded as it enables the employees to be immediately informed, to have access to historical data and, overall, to better manage and use the information. These two Modules became successfully available to the staff during this year and the first phase of the project has been fully completed as planned.

It is goal of the Group to make further use of the system by upgrading the user experience and by inserting new functions. In 2015, following the users' comments on functionality of the assessment section and based on best practices, the need arose to improve assessment/skills standards and usability of the platform and the user interface for the assessment of employees. Having organized relevant questionnaires and workshops which the Group CEOs attended, we decided to carry out the implementations needed in 2016.

"Living our Values" Program

Quest Group is particularly interested in spreading and cultivating the Principles and Values according to which it operates. Shared values define the operating framework and the relationships and behaviors that lead to common understanding and attitudes facilitating thereby cooperation, development and mutual benefits. In this context, the Human Resources Development has developed and implemented the "Living Our Values" program in order to reveal the common values of employees working in different Group members and to establish in an experiential way these values as a rule of action in everyday work.

"Living Our Values" is a 3-year (2014-2016) program and based on planning, by the time that it is completed, the duration will be in total 335 man-days and 900 employees would have attended the program. In 2015, the First Phase of the program was successfully completed as 70% of the Group's employees participated in the program, i.e. employees of all companies, except for ACS employees. The program will be continued and will be completed by 2016, when ACS employees will have attended it as well.

Audiovisual & Electronic Material

The communication is also achieved by sending newsletter (Uni Systems & ACS), by using the communication application www.yammer.com (Info Quest Technologies) and by means of posters, videos and banners to inform and train the employees. In addition, for the employees to be immediately informed on various important issues/news, e-mails are sent.

Meetings / Events

Meetings are held with selected audience so as to provide information about the strategy, the goals and the initiatives of the company and the Group and to strengthen the relationships between the employees.

How we evaluate our performance

To measure the employee satisfaction within the Group regarding various issues, every two years the HR Satisfaction Survey is conducted online through structured questionnaires. The latest survey was conducted at the end of 2014. 71% of the Group Quest employees participated in the survey which showed a high percentage of satisfaction and confidence considering the difficult times we are currently going through.

Particularly, reference needs to be made to the high percentage of Satisfaction in respect of Work Safety / Work issues, factors of particular importance for our Employees and in respect of Meritocracy and Internal Communication issues that are regarded as very material by the Management in order to be further examined. The Group aims to have constant rise in all indices.

Employee Satisfaction Survey			
Great Satisfaction	**Work Safety**	Satisfaction	89,06%
		Non-Satisfaction	2,19%
	Work	Satisfaction	87,03%
		Non-Satisfaction	3,37%
Points require attention	**Meritocracy**	Satisfaction	64,67%
		Non-Satisfaction	11,50%
	Internal communication	Satisfaction	79,06%
		Non-Satisfaction	5,28%
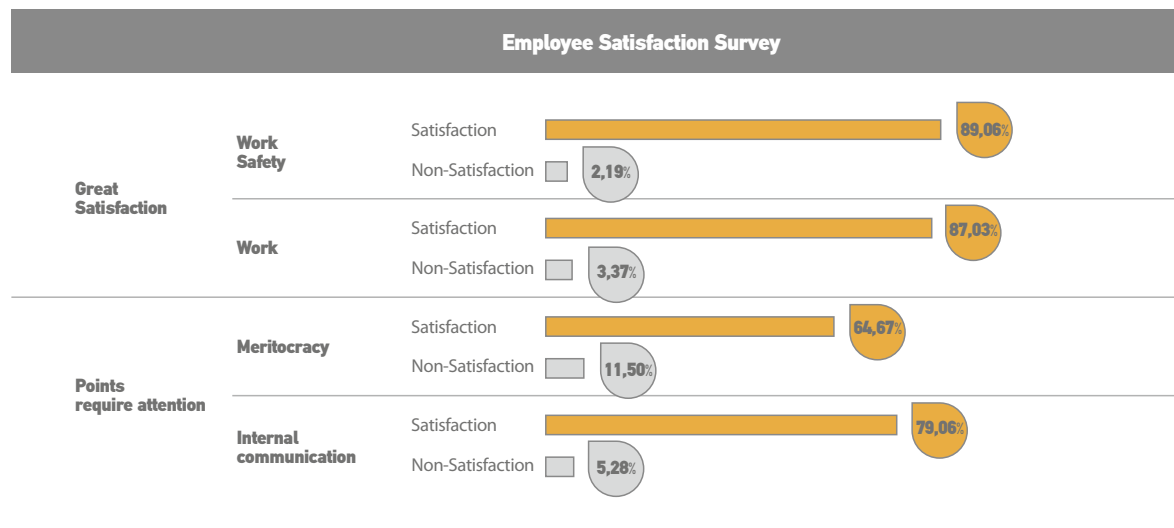
Sports opportunities for employees

As we consistently support employees to have sport lifestyle, the Group members offer opportunities to exercise and let work stress go.

Uni Systems basketball team
The basketball team composed of Uni Systems employees is regularly trained and it takes part in the "Nikos Galis" championship of Athens Labor Union (EKA) and during 2015 the team's victories have increased. The company encourages its employees to join the team and support their efforts and undertakes to fully cover the participation fees.

Quest Group Runners Team - Athens Marathon
The employees who love running had the opportunity to take part in the Athens Race of 5 km and 10 km and the Marathon Race by joining the Group runners team and ensuring thereby their participation, fees reduction and sport outfit. Furthermore, the companies offered moral support to the runners by granting technology equipment to the organization "The Smile of the Child" for every athlete participating in the race.

Bike to work
The "Bike to Work" campaign encourages employees to use the bicycle to commute to and from work and stresses out the advantages of traveling by bicycle to both employees and employers. In 2015, the cyclists employees traveled in total 2,688 km saving therefore 624 kg of CO_2 and the Group team ranked 3rd.

Gym in Group premises
In 2015, the gym construction was completed and the gym entered into service in a central Group building so that the employees can exercise before or after work. The gym is used for free. Moreover, Zumba classes are given every week in a specially designed room that are offered free of charge to the employees.

5

ENVIRONMENT
Un-Questionable Sustainability

Environmental Care

In Group Quest, we are conscious of the environmental responsibility and thus we systematically adapt our business practices to the need for environmental protection and resources conservation by also applying this way the precautionary principle as it is discussed in detail below. Furthermore, we make sure that we operate in conformity with the Greek environmental laws. Being a responsible member of the Greek market supply chain, Quest Group reduces the volume and weight of the electronic devices traded seeking, inter alia, to reduce the fuel consumed for transportation as well as the resulting emissions.

Support Arcturos organization

iSquare supported the activity of ARCTUROS by becoming a sponsor for the project of care and rehabilitation of little Patrick. Patrick is an orphan newborn bear that the guards of Prespa National Park found in Vrontero Florina. It is believed that unknown men removed his mother from the nest or killed her in order to get the little bear. ARKTOUROS environmental organization undertook to take care of Patrick and help him resettle in the nature. Taking care of him was highly important for Patrick to survive, since owning to his mother's absence and the fact that he was forced to early weaning he had great need for vaccines and medicines to stay healthy until he gets back to his natural environment. Moreover, the Patrick's diet required attention as he needed to follow a nutritious diet rich in energy and vitamins. Furthermore, the company granted to the organization an iPad device in order to effectively show how they take care of Patrick every day, contributing thereby to public awareness of the protection of wildlife and the nature.

Recycling

In Quest Group one of our efforts to protect the environment is to recycle the materials produced by the activity of our companies. In the context of the Group Environmental Management Policy, in 2015 we developed the Standard Recycling Procedure in order to coordinate the companies in regard to the way of collection and disposal of recyclables, to improve their performance in this field and to establish a performance documentation and measuring system. According to this Procedure, the materials are collected by each company and are transferred to the central collection point, where the recovery companies receive them. These companies are selected based on strict criteria and they are required:
- to be certified by the state as recycling companies in order to ensure full recovery of the materials and protection of the environment.
- to have gained credibility in the market, with financial data that prove their sustainability. To ascertain the above, the company's competent department carries out relevant research.

Recyclable materials collected (1/2)
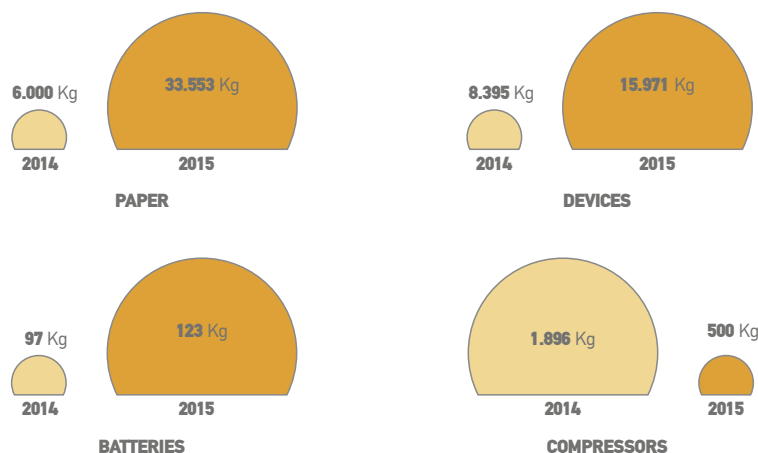
6.000 Kg	33.553 Kg	
2014	2015	
PAPER		

8.395 Kg	15.971 Kg	
2014	2015	
DEVICES		

97 Kg	123 Kg	
2014	2015	
BATTERIES		

1.896 Kg	500 Kg	
2014	2015	
COMPRESSORS		

Recyclable materials collected (2/2)

2.000 τμχ.	164 τμχ.	3.230 lt	1.655 lt
2014	2015	2014	2015
LAMPS		LUBRICATING OILS	
156 τμχ.	0 τμχ.	0 τμχ.	135 τμχ.
2014	2015	2014	2015
SCRAP TIRES		INK / TONER	
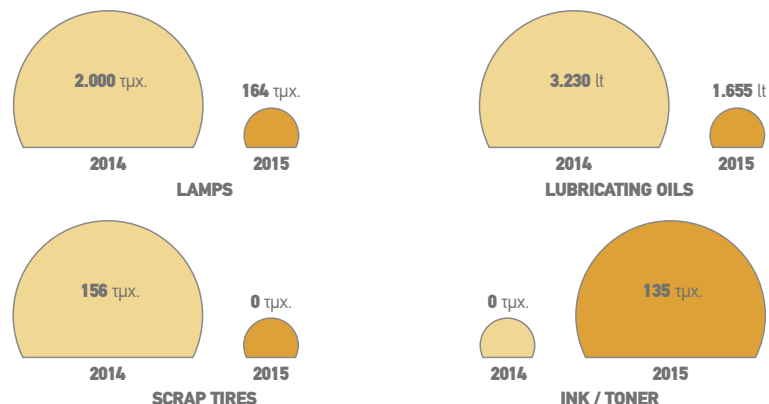
To promote the materials to the recycling plants, we worked with the following companies:

- Appliances Recycling SA
- Fotokyklosi SA
- Meletis Sotiriou Ltd.
- AFIS
- PERME HELLAS SA
- TONER & PRINTER ARTISTS
- POWER CLEAN

Reducing emissions from ACS transportations.

ACS, due to the nature of its business scope, pays particular attention to reducing the air pollutants emitted during transport. The company is certified according to ISO 14001: 2004 by the internationally recognized body ABS Quality Evaluations Inc. for the environmental management system implemented. This system includes the environmental impact assessment and environmental management training programs. Besides the environmentally friendly fleet management, the company works with transport professionals - regarding large volumes - with a view to strengthening the industry labor, while closely keeping up with the developments on electric vehicles.

ACS applies continuous replacement programs for its vehicles, regarding both the main company and its agents network. In this context, during the period 2012-2014, ACS implemented a phased installation LPG (liquid petroleum gas) system program in its vehicles, replacing a total of 102 out of the 137 ACS trucks. It should be noted that, according to measurements, pollutant levels emitted by petrol is 30% higher than gas, which does not contain heavy metals.

In 2015 ACS sold some of its old LPG trucks and put a new program in place to further reduce polluting vehicles, by withdrawing from circulation five old-technology gasoline cars. At the same time, a research took place by DESFA (National Natural Gas System Operator in Greece) and the University of the Aegean, regarding the possibility of gas system installation at the company's vehicles, while an installation was implemented in one ACS vehicle as a pilot. The replacement did not proceed further into other vehicles, due to lack of gas refueling stations, especially in small towns and villages. Finally, ACS proceeded in the acquisition of approximately 200 new motorbikes for its stores nationwide, which replaced a part of trucks used primarily for transportation in large cities.

Energy consumption

Saving energy, in addition to the fact that the Group may profit in economic terms - although the profit is usually limited due to the respective investments needed to be made - has a great effect on the protection of the environment and the energy footprint of the Group. The Group's commitment to reduce energy consumption extends beyond conformity with any regulation. In Quest Group we have set procedures to measure the energy we consume with the aim to improve efficiency and we constantly proceed with the necessary steps to upgrade and improve our buildings and the technological infrastructure.

Actions

- We installed a system of specialized software and equipment to measure the energy consumed, which help us specify the areas that the reduction measures need to focus on, while at the same time it keeps us informed about the likelihood of waste of energy per room and activity.
- We have introduced a project aiming to gradually replace the lamps with new led lamps of lower power consumption and longer life time.
- We installed automatic system to turn on and off the lights in public areas,
by using motion sensors or/and brightness sensors (for external searchlights).

These actions are continuous and have medium-long term effects.

These effects will be evaluated by the consumption measurement and detailed reports by the special software, starting within 2016. In addition, the energy performance of buildings will be compared with international EnPI indices (annual energy consumption index expressed in Kwh/m2).

In 2015, we managed to further reduce energy consumption and the equivalent amount of tons of carbon dioxide, as it is illustrated in the following tables.

Annual energy intensity of Group Quest (kWh/m²)

2013	2014	2015
169	151,3	144

Tons of CO_2 equivalent per year of Group Quest

2013	2014	2015
9,88	8,86	7,42
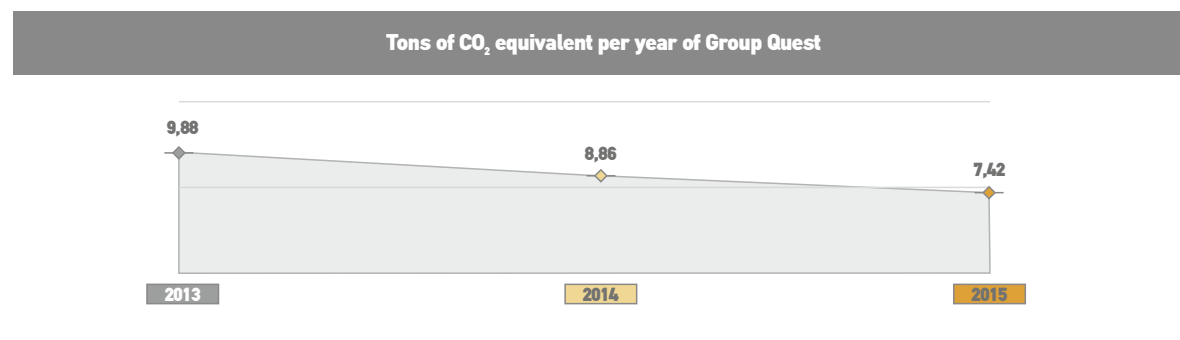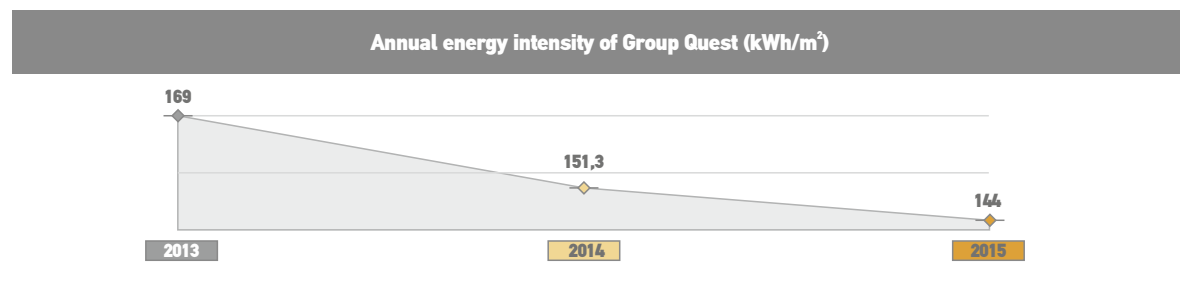
Goals

Within the next three years (2016-2018) the aim is to reduce power consumption (Kwh) by 3% -5% every year, while keeping the same level of activity. The reduction rate will be falling by 0.5% for every rise in activity by 25%.
The goals shall be revised every year, in the event that the Group's activities change or/and more activities will be added in the future.
Every year funds are provided to invest in measures to reduce power consumption. As regards 2016, the proportion invested is expected to amount to about € 60,000.

Goals to reduce electricity consumption (in Kwh) per year

2016	2017	2018
5%	4%	3%

6

SOCIETY
Quest for a better Society

Social responsibility

IQbility - Youth Entrepreneurship Incubator

iqbility
| Driving ideas ahead

The major reasons why Group Quest created IQbility is to channel the Greek Added Value to global markets, discover young talented people, promote innovation and competitiveness of Greek enterprises take profit of the experience and capabilities of the Quest Group human resources and contribute to the society and the work market.

Market development by enhancing innovative ideas and development of youth entrepreneurship

IQbility is an incubator of startup enterprises directly linked to technology, which was launched in April 2013 and is supported by Quest Group. IQbility work is to support business startups in its infancy by providing to selected business groups resources, facilities and the know-how that can assist them in succeeding in the global markets.

To join the IQbility incubation program, the entrepreneurial groups should submit their proposal to www.iqbility.com and then they are assessed on the basis of four criteria: a) the people of the group b) the broad and international perspective of the product c) whether innovative features are introduced and d) the first sample of implementation. For the groups that are eventually selected to join the incubation program, it is a twelve-month program that focuses on establishing the company, in case it is not incorporated yet, finalizing the product and taking the first steps in the market. Moreover, IQbility covers accounting and legal services, complete office infrastructure, cloud hosting, workstations and various types of technical infrastructure.

In constant cooperation with internationally recognized IT companies (Microsoft, Rackspace, HP, IBM- Softlayer), IQbility offers to startup companies free service packages to support them in their first steps. The contribution of specialized experienced executive officers and entrepreneurs of the domestic and international environment is also important, as they dedicate some of their time to mentor and coach them.

Besides promoting the entrepreneurial groups, the contribution of IQbility program is essential not only for the Greek market and society, but also for the purpose of the promoting the know-how and the materialized innovation at an international level. The new products and services quickly enter the global markets as they are favored by the cooperation with Quest Group companies and the associates-consultants and angel investors.

In essence, IQbility is the only private initiative taken by a Greek company that through systematic process discovers, selects and participates in the equity of Greek startups.

IQbility Support (1/2)		
Application number	2013	106
	2014	80
	2015	85
Groups interviewed	2013	35
	2014	26
	2015	30
Groups shortlisted	2013	6
	2014	8
	2015	5
Startups supported	2013	Offerial, Captainwise, Pollfish
	2014	Mist.io, e-nios, PanelSensor
	2015	Allcancode
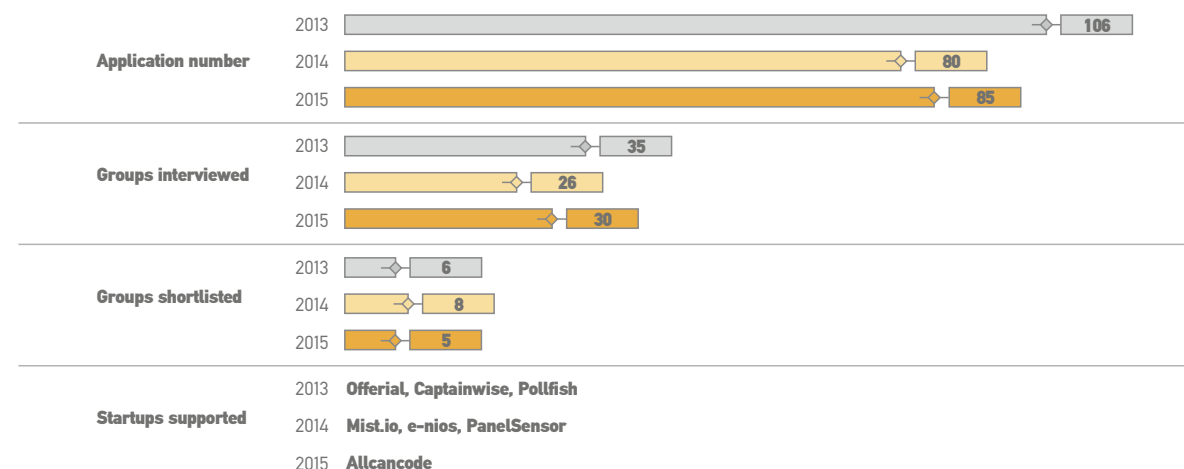
IQbility Support (2/2)

Time spent by the Quest Group executive officers
- 2013: 2.432
- 2014: 2.450
- 2015: 2.470

Time spent by external mentors
- 2013: 152
- 2014: 144
- 2015: 160
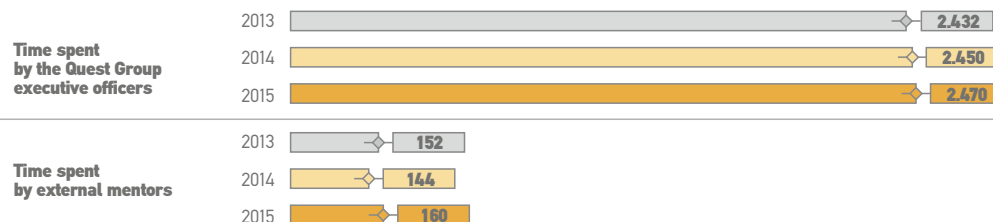
60 specialized job positions

The companies that have been supported by the IQbility program created up until now more than 60 highly specialized jobs that are set forth below. Furthermore, it should be mentioned that we work with other institutions of the startups ecosystem, including the Innovation Unit of the National Technical University of Athens, with the found.ation platform as well as with other incubators in order to exchange resources and expertise:

Offerial
Application that links hotels and prospective customers and offers personalized hospitality information.

Captainwise
Travel research engine that proposes packages of hotels and air tickets to various destinations, depending on the user's budget and the dates that s/he wished to travel.

Panelsensor
An ideal application for events organizers that facilitates interaction with the audience and offers a number of statistics and metrics as well as a modern tool to measure ROI sponsorships.

Mist.io
It assists system administrators and developers in simplifying management and monitoring of their servers, in reducing in a drastic way the time of reaction and increasing the service uptime.

e-Nios
A computing platform that offers automated mass analysis of complex genetic data by using advanced methods of computational intelligence, for the development of new diagnostic tools and individualized therapy.

Pollfish
Online service that offers to anyone the opportunity to carry out in an ease and quick way researches in the form of questionnaires, without having to find themselves the people who will answer the research questions.

Allcancode
It develops an educational program based on an e-game of adventure, through which 6-12 year old children can learn how to program computers (2015).

Since the beginning of its operation in April 2013 until the end of 2015, IQbility has carried out three circles of submission of proposals, has invested €120,000 in startups, the operating costs amounted to €400,000, while being in constant cooperation with institutions of youth entrepreneurship ecosystem, it has attended a series of events activities in the field of Startups so as to transfer the relevant know-how to young entrepreneurs.

Youth Entrepreneurship Events in which IQbility participated	
• Business Days (co-organized with iSquare)	• Startup Weekends in Volos and Patra
• Entrepreneurship Panorama by School of Economics of University of Athens	• Innovating for Privacy Conference
• University of Piraeus	• OpenCoffee Patras
• Ziridis schools	• Infocom
• "Digital Gate", Digital Innovation Contest by International Airport of Athens	• Emea @ public
• Startup Bootcamp by School of Economics of University of Athens	• "Together at the starting point" action by SEV
	• Pitch sessions του Orange Grove

Actions for Education

Technology, one of the main subjects of work for the Quest Group members is closely linked to Education, since it makes teaching easier and improves to a great extent the results. As the time goes by, we see that Technology is used more and more in classes and increases the ability of interaction. During the 35-year presence in the market, Quest Group has invested several times in Education, and today the Group members implement strategic actions that focus on Education and its quality, encourage excellence and entry in the work market and enhance in many ways its work. These actions are the following:

Innovation in Education

Quest Group implements the "Innovation in Education" action aiming, inter alia, to insert Digital Technology in teaching, to create and enrich the teaching content and to enable teaching of code in schools, while it seeks to work with all educational institutions that wish to upgrade and enrich education. The action takes into account the UNESCO directive, according to which the use of mobile computing devices should be encouraged and promoted in a growing number of educational structures, with the view to have their use officially accepted in more and more parts of the world. Particularly, since iSquare is aware of the benefits gained from the use of iPad devices as educational tools, it undertook the last years to introduce it in the classes with the aim that eventually every student will use an iPad, the so-called "iPad 1 - 1" program. To assess the changes brought about by the widespread use of iPad in the learning experience, the company started in 2015 conducting a research study in collaboration with the research group of Advanced Learning Technologies and Culture - CoSyLLab (Computer Supported Learning Engineering Lab) of the Digital Systems Department of University of Piraeus.

Digitizing textbooks

In the context of the "Innovation in Education" program, iSquare worked with a group of teachers and digitized the course material of main courses taught in primary and secondary school to be run specifically by Apple iOS operating system, so that the students can have access to it not only inside but also outside the class. Digitalized Textbooks render navigating to the course material pleasant, as it combines the text with images, sounds, videos and applications through which teaching and learning become friendly and interactive. Students, teachers and parents can download to their iPad the course material digitized and approved by the Ministry of Education by visiting ebooks.edu.gr of CTI Diophantus service of the Ministry of Education and www.edupad.gr. The most important effect arising out of Digitizing the Textbooks is that it renders the learning process experiential, redefines it and in the long run it improves it in terms of quality. Moreover, Digitizing the Textbooks allows the students to cooperate to a greater extent with the classmates and the teacher, while it makes them want to digitally do their homework, self-assess and improve without realizing that they study.

iSquare completed this action of Digitizing Textbooks in 2014, following a systematic one-year work and continues to support education in accordance with the improvements and changes prescribed by the Ministry of Education. The implementation of the action was performed with its own financial resources, and the original amount of money is not to be published for reasons of principle and the implementation team consisted of

the project manager, a group of seven teachers and two additional teachers - supervisors. The digitized educational material through Apple ecosystem is daily used in the teaching process in more than 20 schools throughout Greece, including one public school.

Digitized textbooks of Primary School		
First Grade	**Second Grade**	**Third grade**
Greek	Greek	Greek
Mathematics	Mathematics	Mathematics
Study of the Environment	Study of the Environment	Study of the Environment
		History
Fourth grade	**Fifth Grade**	**Sixth Grade**
Greek	Greek	Greek
Mathematics	Mathematics	Mathematics
Study of the Environment	Natural science	Natural science
History	History	History
	Geography	Geography
	Physical Education for Fifth Grade	Physical Education for Fifth Grade

Digitized textbooks for Secondary School		
First Grade	**Second Grade**	**Third grade**
Modern Greek	Modern Greek	Modern Greek
Mathematics	Mathematics	Mathematics
Biology	Physics	Physics
History	Chemistry	Chemistry
Geology-Geography	History	History
	Geology-Geography	Biology

www.edupad.gr

www.edupad.gr derives from the cooperation between iSquare and a group of teachers selected for their special knowledge and experience in using digital tools at school. This is a set of educational applications and digitized books classified by type, level of education and field of knowledge, which are easily accessible to the students, parents and teachers of any education level, from Kindergarten to High School. The purpose of www.edupad.gr is to help everyone involved in the educational process to use in an efficient way and utilize the educational applications in the best possible way. The group of teachers has chosen and evaluated the best and the most appropriate applications for the Greek education system. Edupad transforms learning to a pleasant game, enriches the education process and facilitates the teachers' work. Although www.edupad.gr is in trial operation in 2015, there is a significant increase in assessments of educational applications.

Assembling the Quest PC

This is an educational program, unique in Greece, that offers to public and private school students tours to the premises of production and distribution of the Quest desktop PC. This educational program launched by Info Quest Technologies addresses to secondary school and high school students and it has regularly taken place the last fifteen years in the framework of study visits that every school chooses to pay. The objective of the "Assembling Quest PC" program is to offer a substantial experience to secondary school and high school students, regardless of whether they study in public or private schools and of the level of IT laboratories in their own schools, by familiarizing them with the production of computers and by introducing them to a structured company environment and to the executive officers with experience and ability to transmit their knowledge. One of the main benefits earned by attending the program is that teaching of IT course at school becomes easier.

Info Quest Technologies works together with IT teachers, helps to transmit up-to-date and substantive knowledge to the students and shows the value and the importance of IT course.

It should be also noted that the "Assembling the Quest PC" program allows to promote to the students the virtues of entrepreneurship, quality of work, adaptability, expertise and commitment so as to establish the basis for further development of youth entrepreneurship.

Total students per year	Total students per grade and per year

	2014	2015
3rd Grade of High School	25	46
2nd Grade of High School	72	101
1st Grade of High School	50	42
3rd Grade of Secondary School	120	38

Total students per year: 2014 — 267, 2015 — 227
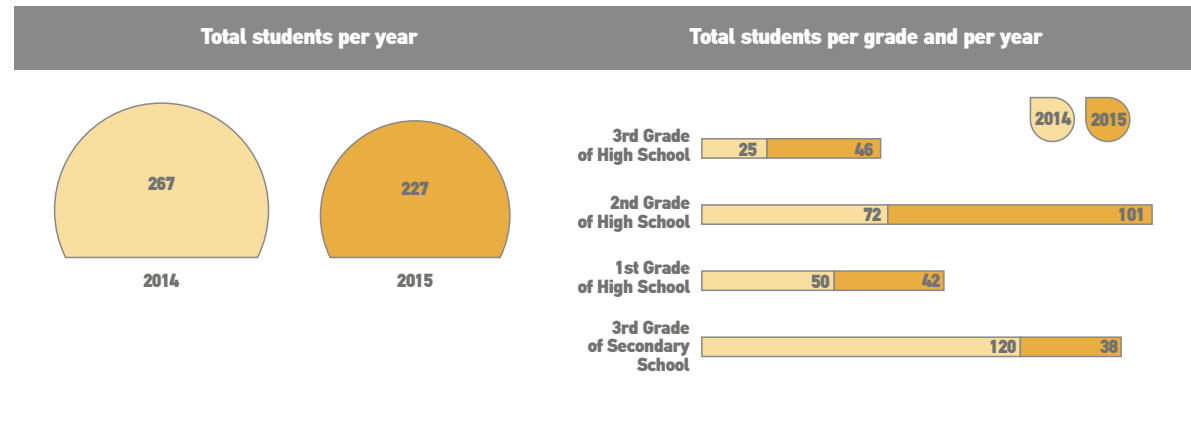
Traineeship Opportunities

Info Quest Technologies and Uni Systems offer as part of the ongoing cooperation with Higher Education Institutions traineeship opportunities within them. The students can benefit not only by broadening their knowledge, but also by having the opportunity to gradually enter the work market and gain work experience. Sometimes it is likely that the cooperation between the student and the company is extended after the end of the traineeship.

Trainee Students

Info Quest Technologies: 2014 — 11, 2015 — 10

Uni Systems: 2014 — 3, 2015 — 5
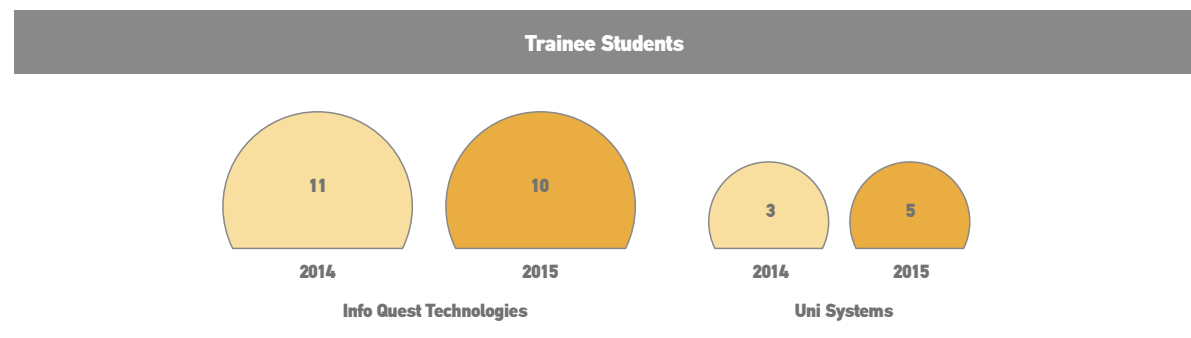
Student Scholarships

Uni Systems and ACS granted two scholarships to the undergraduate students of the Department of Banking and Financial Management of the University of Piraeus, as a gesture to reward them for having been admitted to study to Higher Education.

Student Scholarships

2014 — 2
Institutions: Department of Banking and Financial Management of University of Piraeus. Deree College
Company - sponsor: Quest Holdings

2015 — 2
Institution: Department of Banking and Financial Management of University of Piraeus
Companies - sponsors: ACS, Uni Systems

Supporting Robotics Team of the 1st grade of Secondary School of Komotini

In March 2015, the Robotics team of the 1st grade of Secondary School of Komotini came second at the National Robotics Competition "FirstLegoLeague", which was organized under the auspices of the Ministry of Education and Religious Affairs. Having won the 2nd award, the team was entitled to participate in the "Open African Championship" held on 5-7 May 2015, in Johannesburg. Uni Systems undertook to cover part of the cost helping them therefore to travel to South Africa and take part in the competition. Children from all over the world took part in the championship and the team was nominated for five awards.

Economia Fiancial Publication Student Contest

Having been supporting for years the economia Student Contest, Info Quest Technologies was once more in 2015 sponsor of the contest encouraging thereby critical thinking and supporting the students that took part in the contest.

Voluntary Actions of Employees

Quest Group employees are encouraged to express and support actions that benefit society and the companies provide funds to help implement these actions. In 2015, the opportunities that the employees had for collective social contribution were the following:

Voluntary Blood Donation

Quest Group members organized voluntary blood donation at the central work buildings, giving thereby the opportunity to the employees to give blood and to be entitled to receive blood in case of emergency by the Blood Bank in cooperation with Amalia Fleming Hospital.

Total Units of blood collected in Quest Group	Total Units of blood used in Quest Group
80 (2014), 90 (2015)	25 (2014), 46 (2015)
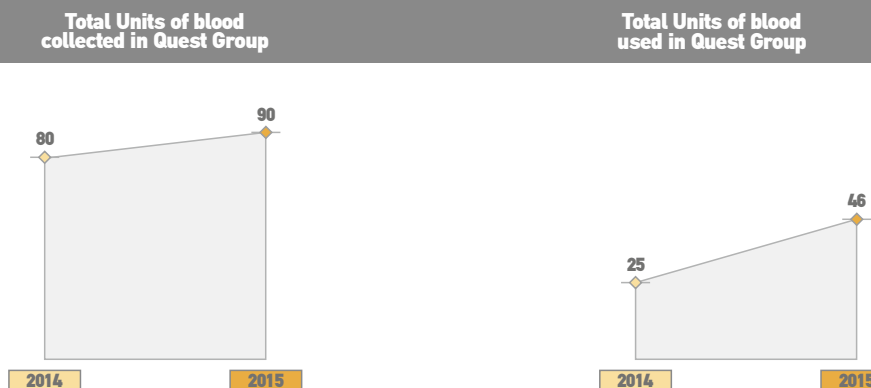
«Mitera» Child Protection Center of Attica

"MITERA" infant center is one of the main institutions of the country engaged in child protection. Its Infrastructures include the central reception building for those who are served, the infant reception center, eight infant-toddler hospitality kiosks, creative activity shelter for children, hostel for pregnant-postpartum women, service offices and auxiliary rooms. Following the Uni Systems employees' initiative, we organized for the sixth consecutive year the Snack Bazaar, where the employees cooked salty and sweet dishes and sold them in consideration for a nominal fee, while the revenues earned were donated to speech therapy, physical therapy and psychotherapy charity for infants increasing thereby their chance to deinstitutionalize. Moreover, the employees took the initiative to collect kids and women clothes and shoes in order to offer them to single-parent families supported by the Foundation.

City of Athens Homeless shelter (KYADA)

The City of Athens Homeless shelter (KYADA) deals with housing, feeding and health problems and rehabilitation issues as regards homeless people that live in the city and families that face serious problems in their everyday life, even though they are not homeless. The programs for the support of vulnerable groups of people are planned and implemented by the Social Service of KYADA. In December 2015, the employees of the Group members collected food, clothing and medicines, which they delivered to KYADA facilities. The amount of food collected was enough to prepare food packages for 150 families.

Contribution to KYADA

	250	150
	2014	2015

Families supported
(according to KYADA data)

2.687 — 2014 / 1.474 — 2015
Food Packages
of long-term storage

457 — 2014 / 291 — 2015
Other Food Packages

25 — 2014 / 18 — 2015
Clothing Packages

81 — 2014 / 58 — 2015
Pairs of Shoes

50 — 2014 / 0 — 2015
Medicines

Cooperation with NGOs and Social Institutions

Quest Group members value to a great extent the local community, as the companies operate and develop in that context. The Group companies primarily operate in Greece and this is why we consider Greece as our wide local community. Taking into account the weakened Greek economy nowadays, the work that NGOs and social institutions are doing is of vital importance, as it meets the needs of the Greek society and helps problem-solving. Furthermore, some of these attempts to help feature a very strong vision that inspires all of us. We have chosen and we are committed to support purposes and the corresponding institutions, the social contribution of which promotes our society, including the following:

The Smile of the Child

Quest Group members have been for several year supporting the work done by "The Smile of the Child" organization recognizing thereby its contribution to the society. Specifically, ACS provides its services to the organization and assists it in its work by establishing a special pricing policy under privileged terms, while it also undertook to carry for free the items collected for the refugees on the Organization's own initiative, as mentioned in detail below. The Group members engaged in IT contribute in various ways by providing the know-how and equipment covering thereby the Organization's important needs. It is worth mentioning the following actions to support the Organization:

"Quest Studio"

In 2015 "The Smile of the Child" launched the "Quest Studio", a fully equiped TV and radio broadcasting studio, the biggest part of which was offered by Info Quest Technologies. The organization uses the studio to accomplish its mission and the children have the opportunity to familiarize themselves with the Media, so that their own voice can be heard as well. "Quest Studio" is part of the YouSmile platform, which provides information on issues related to child abuse, bullying and safe navigation in the Internet through the informative website, web TV, web radio and interactive - online distance learning and information platform. YouSmile platform aims to promote interactive communication between children, to allow them develop and express creative thinking, to teach the teenagers to make proper use of the Internet, to provide constant information about their rights and familiarize them with the "National Helpline for Children SOS 1056", so that they can share their concerns and problems, while distance learning becomes fast and easy for more students and schools in even more and remote areas in Greece. Owning to YouSmile platform and the scientific staff working for "The Smile of the Child", the children are promptly informed about child abuse, their rights as well as about who they should look for to seek for help for themselves or their friends.

Offering Technology Products

Taking into consideration the organization's need for technology equipment and offering moral support to the Group employees who run at the Athens Marathon and the races of 5km and 10km, Uni Systems and ACS grant for every runner selected technology equipment to facilitate and promote the organization's work.

Products granted to Quest Studio as moral support for Quest Group employees - runners		
2014	**2015**	
2 PCs Quest Xpand Gamestation Xtreme	1 Network Equipment D-LINK DNS-1560-04	4 Mounting TV One For All WM2610
2 Samsung Monitors 27" (LS27C65UDS)	4 Drives WD SATA3 4TB 64MB Red (WD40EFRX)	1 Webcam Logitech HD C920
2 Keyboards / Mice Microsoft Wired Desktop Set 400GR	1 HP Color LaserJet Multifunction Pro MFP M177fw Printer CZ165A	4 HDMI Konig Cables v1.4 10m
1 WD 2TB 64GB Green Hard Drive (WD20EZRX)	1 D3300 Nikon Camera Kit with Flashlight 18-55VR	
	2 Kingston micro Memory Cards SDHC 32GB CL	

Transport services to carry goods of first necessity to refugees

During November - December 2015 the refugee issue reached its peak and the number of refugees who arrived in our country sharply increased. Most of the refugees had no access to basic necessities and, thus, many Greek citizens showed solidarity by trying to offer in any possible way.

Considering the unprecedented and extraordinary conditions that prevailed in the country due to the enormous number of refugees that kept on arriving every day to the country and being aware of the great lack in primary goods they face, ACS decided to proceed with a program to support refugees and vulnerable social groups by working together with certain institutions, organizations and cooperating companies for this purpose. The company chose to work together with "The Smile of the Child", the "National Federation of Border Guards" and the Athens Chamber of Commerce and Industry as well as Oriflame and TOYOTA. Their actions included, but were not limited to,

carrying food, long-life milk, blankets, kids clothes, shoes, hygiene supplies, medicines and cleaning supplies.

To carry out all these actions, ACS collected in its stores from all over Greece - and sent 4,991 shipments of 54,555 kg (54.55 tons) and total courier service value €216,685.18 (based on the official pricing list of ACS) from 16 November to 6 December 2015. In addition to the aforementioned value of shipments, ACS used the available human resources, 2,500 employees from 267 pick-up stores all across Greece and 1,800 means of transport and 10 sorting centers at a national level, necessary to realize the actions. The great challenge it had to face was mainly how to distribute the large volume of shipments that had been collected in the big trucks and the smaller vehicles of limited capacity used by the local stores, and in the discharging places of the stores of destination (e.g. in the Chios store temporary staff needed to be hired).

Carriage of goods of necessity to refugees during 16 November - 6 December 2015						
4,991	54.55 tons	216,685 €	2,500 employees	1,800	267	10
Total Shipments	Weight of shipments	Total value of courier services*	Human resources	transport vehicles	Pick-up stores	Sorting Centers

*Based on the official pricing list of ACS

«Books on Wheels®» Program

The "BOOKS ON WHEELS®" program www.vivliaserodes.gr - was launched in 2012 by the non-profit cultural company "PYRNA" in cooperation with the Office of Environmental Studies of the First Division of Primary Education of Athens. It is an innovative program that brings small, mobile, thematic and lending libraries into the school classes of public primary schools, so that children are encouraged to browse through the books, to listen to the teachers reading the books and read themselves at school as well as to acknowledge their thoughts and their feelings. The BOOKS ON WHEELS® arrive at schools inside a bag on wheels that it is easy to move and in 2015 ACS undertook to carry them to schools on privileged pricing terms.

Hellenic Centre of the International Theatre Institute (EKDITH)

Quest Holdings and Info Quest Technologies supported the important work done by the Hellenic Centre of the International Theatre Institute (EKDITH) and its presence at the International Exhibition of Scenography and Theatre Architecture that took place in Prague. Acting as technology consultant, Info Quest Technologies recorded and analyzed the technology specifications of the exhibition that the EKDITH held in Prague, and helped by means of technology to homogenize and to reveal the art in the best way possible. The company designed and developed a comprehensive original solution that included a specialized application to manage information and videos in respect of the works exhibited in two different languages, together with 23 Bitmore tablets and headphones for the visitors. The application aims to allow the exhibitors to have an interactive experience with the exhibits, and at the same time to serve the need to make the Greek work commonly known.

The entire concept of the designing of the materials and the tools used for the Greek kiosk intended to aesthetically create a pure technology environment. To render collecting and processing of the artistic material easier, Info Quest Technologies granted in addition to the other equipment, two Quest PCs and a laptop which after the end of the exhibition are used to cover the center's secretarial needs (EKDITH). The Hellenic Centre of the International Theatre Institute was founded in 1951 with the purpose of offering its own contribution to the international cooperation for the development of theatre in every way it can be expressed and of acting as a channel of communication between the Greek and the global theater. Its members are theater professionals of every kind and it collaborates with cultural organizations, Greek and foreign institutions as well as with Embassies and Cultural Institutes of foreign countries located in Greece.

«Epistrophe» Addicts Rehabilitation Association

The "Epistrophe" Addicts Rehabilitation Association helps people addicted to alcohol, drugs and other substances to refrain from their addiction, regain quality in life and behave in a smooth way within their family environment. The Association treats with respect the addicted people, since addiction is a complex disease that can be only cured with constant effort, persistence, patience and support. In this light, the Association provides support services to addicted people and their families for free.

In 2015, Info Quest Technologies supported the Association's work by offering Technical Support Services for the PCs used in its offices.

«Alma Zois» Panhellenic Association of Women with Breast Cancer

The "Alma Zois" Panhellenic Association of Women with Breast Cancer was founded in 1988 by women who had personal experience of breast cancer in order to support free of charge patients with breast cancer and their family members for as long as it would be necessary. Experienced psychologists and psychotherapists, social workers and trained volunteers with personal experience of the disease inform, guide and encourage the patients and, furthermore, raise public awareness on prevention issues.

Info Quest Technologies rewarded the efforts "Alma Zois" Association and offered its products as prizes for the lottery organized to raise funds.

Hellenic Children's Museum

"Hellenic Children's Museum" helps preschoolers and older children to develop in a versatile way so as to become citizens that respect their individuality and contribute to the community the live in. The Association addresses to children, families, school communities and those who are interested in the development of children in a versatile way or those directly or indirectly related to them. In 2015, Info Quest Technologies supported the Hellenic Children's Museum by offering its products as prizes for the lottery organized to raise money.

7

FUTURE GOALS
a Question of vision

	Material issues	Goals for 2015	Actions in 2015	2015 Goal achievement	Page	Goals for 2016	Actions in 2016
GOALS for 2015 – 2016							
1	Economic and political situation in the country / Developing in new markets	Increase in the services provided overseas	Enhancing overseas activities	Achieved	41–42	Increase in the services provided overseas	Increased in overseas activities
2	Maintaining the leading position in the market	Branding Enhancement and Group image improvement	Communication enhancement with special programs	Achieved	43–45	Branding Enhancement and Group image improvement Ongoing process	Organization and Procedures improvement to coordinate the companies in matters of communication
			Place renovation, homogeneous building appearance	Achieved	43–45		
		Organizing the monitoring and market analysis procedures	Establishing Intercompany Business Development team	Achieved	43–45	Incorporating Bus. Development into the companies' strategic planning	Developing Policy, Procedures, Implementation and Assessment
3	Economic performance	Enhancing profitability	Monitoring operating costs. Development in areas with higher margin of profit	Achieved	39–40	Enhancing profitability	Monitoring operating costs. Development in areas with higher margin of profit
4	Monitoring operating costs. Development in areas with higher margin of profit	New services and products per company	Procedures Improvement Continuous assessment of efficiency	Achieved	45–48	New services and products per company	Development of new products. Procedures Improvement, Continuous assessment of efficiency
5	Customer service and satisfaction	Enhancing Quality Procedures	Reorganizing and improving the procedures	Achieved	31–38	Continuous upgrade of services and support systems	Renovation of the workplace and equipment of technical departments Surveys

Customer Satisfaction, Procedures improvement, assessment |
6	Responsible procurement practices of the company / assessment and selection of suppliers according to their reputation and image	Enhancing supplier assessment	Enhancing supplier assessment	Achieved	50–53	Incorporating sustainability issues in the supplier assessment	Incorporating work issues stipulated by the principles of the UN Global Compact in the supplier assessment
7	Infrastructure security and business continuity	Gradual convergence of technological infrastructure by using state of the art technologies and systems	Unification of infrastructures and applications of Group members	Achieved	53–55	Unification of infrastructures and applications of Group members Ongoing Action for 2016	Incorporation of a new subsidiary in the Group infrastructure
8	Customer data protection	Monitoring security systems and organizational control structures of the companies	Internal adequacy control of security systems and report of complaints	Achieved	48–49	Monitoring security systems and organizational control structures of the companies	Internal adequacy control of security systems and report of complaints
9	Training and development of employees	Development and training of employees	Continuing the Quest Mini MBA institution. Completion of the Program 2015	Achieved	59–61		Program 2016–17 Quest Mini MBA Training Program. Driving Strategic Innovation

FUTURE GOALS

GOALS for 2015 – 2016						
Material issue	Goal for 2015	Actions in 2015	2015 Goal achievement	Page	Goals for 2016	Actions in 2016
10 Communication between employees – Managers	Developing single Corporate Culture, Vision and Values within the Quest Group companies	Implementing the "Living our Values" Program	First Stage has been completed	62–64	Implementing the "Living our Values" Program	Implementing the "Living our Values" Program
	Enhancing internal communications with new actions and tools	Developing Orion, E-System for Human Resources Management and Support	First Stage has been completed	62–64	Ongoing action for the Orion system Employee development	Assessment to decide whether or not to continue with Orion Skills Evaluation System Improvement/Upgrade Implementing 360° assessment for executives
11 Society	Promoting Social Solidarity actions	Encouraging voluntary participation of employees in the Group CSR institutionalized actions	Achieved	71–79	Continuing actions of Social Solidarity	Promoting CSR institutionalized actions
		Assembling the Quest PC – Continuing & Upgrading Education Experience	Achieved	71–79	Continuing the Action	Assessment and Improvement of the Action
		Establishing service provision to students	Achieved	71–79	Continuing the Action	Continuing the Action
12 Environment	Harmonizing the methods of recyclables collection and recording of all companies in order to increase recycled quantities	Organizing recyclable collection methods and e-monitoring	Achieved	67–69	Harmonizing the methods of recyclables collection and recording of all companies in order to increase recycled quantities Ongoing action	Organizing the recyclables collection methods and e-monitoring

8

APPENDIX

Independent External Verification Report

To: Management of **QUEST Holdings SA**

1. Independent Verification Report

The company **QUEST Holdings SA** (hereafter **QUEST Holdings**) has commissioned T**ÜV HELLAS (TÜV NORD) S.A.** (hereafter **TÜV HELLAS)** to provide limited external assurance concerning the Corporate Social Responsibility Report for the period of January 1st of 2015 to December 31st of 2015 (1/1/2015-12/31/2015)

2. Scope of the verification project of the Corporate Social Responsibility Report

Scope of the assurance project is the conduction of the Application Level Check, according to the GRI G4 Guidelines Sustainability Reporting, referring to the Sustainability Report of QUEST Holdings for 2015, as well as the provision of external assurance service about the accuracy of the claims mentioned to the indicator G4-LA9 of the Material Aspect "Training & Education", as well as the indicator G4-PR5 of the Material Aspect "Product & Service Labeling", of the "Social" Category Section.

The Application Level Check as well as the data accuracy verification of the Material aspects was conducted based on the corresponding correlation table of GRI G4 Indicators stated by QUEST Holdings in its Sustainability Report, in order to confirm the company's compliance to the requirements of the GRI G4 for the "**In accordance_Core**" Level. The methodology used to verify the data as above, was based on the requirements of AA1000AS standard (2008). More specifically, the requirements for the provision of "moderate" service level assurance Type 2, based on AA1000AS, were followed. This service level means that "the assurance provider achieves moderate assurance where sufficient evidence has been obtained to support their statement, such as the risk of their conclusion being in error is reduced but not reduced to very low or zero".

3. The conclusions of TÜV HELLAS

Based on the scope of the project and as part of the verification procedures followed by **TÜV HELLAS**, the conclusions are as follows:

A. Adherence to the AA1000 AccountAbility Principles (Inclusivity, Materiality and Responsiveness) against the criteria found in AA1000APS.

Inclusivity: Dialogue on Sustainability Issues with the Stakeholders

Ψ We have not realized any matter that causes us to believe that major stakeholder groups were excluded from consultation processes, or that QUEST Holdings has not implemented the principle of Inclusivity in developing its approach to sustainability.

Materiality: Focus on the Material Issues related to Sustainability

▷ We have not realized any matter that causes us to believe that the Material Issues' definition approach which was followed by QUEST Holdings does not provide a comprehensive and balanced understanding of the Material Issues.

Responsiveness: Addressing the needs and expectations of Stakeholders

▷ We have not realized any issue which would lead us to believe that **QUEST Holdings** has not applied the Principle of Correspondence in the selection of subjects included in the Report.

B. Accuracy and completeness of data (qualitative and quantitative) related to the Application Level Check and claims accuracy of Material issues related to GRI G4 Guidelines Sustainability Reporting.

▷ During the assurance project carried out, nothing came to the attention of TÜV HELLAS which would lead to the conclusion that the Report does not meet to the requirements of the GRI G4 for the "In accordance_Core" Level, as reflected on the corresponding correlation table of GRI G4 Indicators.

▷ Nothing has come to the attention of **TÜV HELLAS** that would lead

to the conclusion of the incorrect gathering or transferring of data concerning the claims mentioned to the indicator G4-LA9 of the Material Aspect "Training & Education", as well as the indicator G4-PR5 of the Material Aspect "Product & Service Labeling", of the "Social" Category Section.

4. Review Limitations

The range of the review was limited to the activities of **QUEST Holdings** in Greece. No visits and interviews in subsidiaries and stakeholders of **QUEST Holdings** has been conducted. In case of any discrepancy in the translation between Greek and English version of the Corporate Social Responsibility Report, the Greek version shall prevail.

5. Review Methodology

In order to draw conclusions, the external assurance team of **TÜV HELLAS** conducted the following (indicative and not restrictive) methodology:

▶ Reviewed the procedures followed by QUEST Holdings to identify and determine the Material issues in order to include them within the Sustainability Report.

▶ Interviews were conducted with selected executives of **QUEST Holdings** having operational role in Sustainability issues in order to understand the current state of corporate responsibility activities and progress achieved during the period under reference.

▶ Reviewed the **QUEST Holdings** consultation approach with its stakeholders through interviews with executives responsible for communication with the interested parties at company level and review of selected documents.

▶ Reviewed the claims mentioned to the indicator G4-LA9 of the Material Aspect "Training & Education", as well as the indicator G4-PR5 of the Material Aspect "Product & Service Labeling", of the "Social" Category Section, in connection with the findings of the above steps and suggested improvements in the Sustainability Report where necessary.

6. Responsibilities and Functions

The Team for Corporate Social Responsibility of **QUEST Holdings** carried out the Sustainability Report, thus, is responsible for the information and statements contained therein.

The Level Check conducted, as well as the provision of external assurance service about the accuracy of the claims mentioned to the indicator G4-LA9 of the Material Aspect "Training & Education", as well as the indicator G4-PR5 of the Material Aspect "Product & Service Labeling", of the "Social" Category Section, do not represent **TÜV**
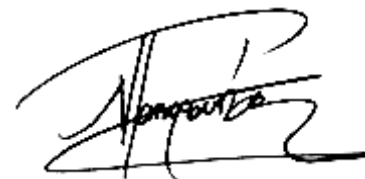
HELLAS opinion related to the quality of the Sustainability Report and its contents.

The responsibility of **TÜV HELLAS** is to express the independent conclusions on the issues as defined in the project scope and in accordance to the relevant contract. The project was conducted in such a way so that **TÜV HELLAS** can present to **QUEST Holdings** administration the issues mentioned in this report and for no other purpose.

7. Impartiality and Independence of the verification team

TÜV HELLAS states its impartiality and independence in relation to the project of assuring the Sustainability Report of QUEST **Holdings. TÜV HELLAS** had not undertaken work with **QUEST Holdings** and did not have any cooperation with the interested parties that could compromise the independence or impartiality of the findings, conclusions or recommendations. **TÜV HELLAS** was not involved in the preparation of the text and data presented in the Corporate Social Responsibility Report of **QUEST Holdings.**

Athens, October 21, 2016
For **TÜV HELLAS (TÜV NORD) SA**

Nestor Paparoupas
CSR Product Manager

AA1000
Licensed Assurance Provider
000-209

Compliance Panel
with Greek Sustainability Code

ΕΛΛΗΝΙΚΟΣ
ΚΩΔΙΚΑΣ
ΒΙΩΣΙΜΟΤΗΤΑΣ

Pillar	Criteria	Report
STRATEGY	1. Strategic Analysis & Action	1. QUEST GROUP 2. SUSTAINABLE DEVELOPMENT MANAGEMENT 7. FUTURE GOALS
	2. Materiality	2. SUSTAINABLE DEVELOPMENT MANAGEMENT - Defining Material Issues - Prioritizing and determining the Material issues 8. APPENDIX - Boundaries of Material Issues
	3. Target Setting	3. MARKET 4. HUMAN RESOURCES 5. ENVIRONMENT 6. SOCIETY 7. FUTURE GOALS
	4. Value Chain Management	1. QUEST GROUP - Markets served by Quest Group 3. MARKET - Responsible procurement practices for the Grou / Assessment and selection of suppliers-associates based on their reputation and profile 8. APPENDIX - Boundaries of Material Issues
MANAGEMENT PROCEDURE	5. Responsibility	1. QUEST GROUP 2. SUSTAINABLE DEVELOPMENT MANAGEMENT
	6. Rules & Procedures	1. QUEST GROUP 2. SUSTAINABLE DEVELOPMENT MANAGEMENT
	7. Recording & Monitoring	About the Report 1. QUEST GROUP 3. MARKET 4. HUMAN RESOURCES 5. ENVIRONMENT 6. SOCIETY 8. APPENDIX
	8. Remuneration Policies & Incentives for Sustainable	4. HUMAN RESOURCES
	9. Dialogue with Stakeholders	2. SUSTAINABLE DEVELOPMENT MANAGEMENT - Stakeholder Engagement
	10. Product Responsibility & Innovation	3. MARKET - Customer support and satisfaction - Development and innovation of services and products - Customer data protection - Security infrastructure and business continuity - Responsible procurement practices / Assessment and selection of suppliers-associates based on their reputation and profile 5. ENVIRONMENT
ENVIRONMENT	11. Natural Resources Use	5. ENVIRONMENT - Recycling - Energy consumption
	12. Resources Management	5. ENVIRONMENT - Energy consumption
	13. Greenhouse Gas Emissions & Climate Change	5. ENVIRONMENT - Energy consumption
SOCIETY	14. Labour Rights	1. QUEST GROUP - Corporate Governance 4. HUMAN RESOURCES - Our Human Resources - Training and development of employees - Communication between employees and the Management
	15. Equal Opportunities	1. QUEST GROUP - Corporate Governance 4. HUMAN RESOURCES - Our Human Resources - Training and development of employees - Communication between employees and the Management - Sports opportunities for employees
	16. Employment	1. QUEST GROUP - Corporate Governance 4. HUMAN RESOURCES - Our Human Resources - Training and development of employees - Communication between employees and the Management
	17. Human rights in the supply chain	3. MARKET - Responsible procurement practices / Assessment and selection of suppliers-associates based on their reputation and profile
	18. Local Communities Strethening	3. MARKET - Economic performance 6. SOCIETY
	19. Participation Initiatives and Political Influence	1. QUEST GROUP - Investments in entities
	20. Preventing and Combating Corruption	1. QUEST GROUP - Corporate Governance

Table of GRI Contents

GENERAL STANDARD DISCLOSURES			
GSD	Report Section or Reference	Page	External Assurance
STRATEGY AND ANALYSIS			
G4-1	Chairman's message	7	✓
ORGANIZATIONAL PROFILE			
G4-3	Quest Group	11	✓
G4-4	Quest Group subsidiaries	16-20	✓
G4-5	Back Cover		✓
G4-6	Quest Group	11	✓
G4-7	Quest Group	11	✓
G4-8	Markets served by Quest Group	11, 20	✓
G4-9	Quest Group Subsidiaries - Economic Performance	11, 16-20, 39-40	✓
G4-10	Human resources	57-58	✓
G4-11	Human resources	57	✓
G4-12	Distribution of IT products - Supply Chain	50-53	✓
G4-13	Quest Group	11	✓
G4-14	Environmental Care	67-69	✓
G4-15	Quest Group	13	✓
G4-16	Quest Group	13	✓
IDENTIFIED MATERIAL ISSUES AND BOUNDARIES			
G4-17	Related to the Report Quest Group subsidiaries	4, 16-20	✓
G4-18	Determining the Material Issues	27	✓
G4-19	Prioritizing and determining the Material issues	28-29	✓
G4-20	Limits and Restrictions of Material issues	87	✓
G4-21	Limits and Restrictions of Material issues	87	✓
G4-22	About the Report	4	✓
G4-23	Determining the Material Issues Limits & Restrictions of Material issues	27, 87	✓
STAKEHOLDER ENGAGEMENT			
G4-24	Consulting the Stakeholders	25, 27	✓
G4-25	Consulting the Stakeholders	25, 27	✓
G4-26	Consulting the Stakeholders	26	✓
G4-27	Consulting the Stakeholders	26	✓
REPORT PROFILE			
G4-28	About the Report	4	✓
G4-29	About the Report	4	✓
G4-30	About the Report	4	✓
G4-31	About the Report	4	✓
G4-32	About the Report GRI Table of GRI Contents	4, 86-87	✓
G4-33	External Data Assurance Report	83-85	✓
GOVERNANCE			
G4-34	Corporate Governance	21-22	✓
ETHICS AND INTEGRITY			
G4-56	Quest Group - Corporate Governance	11-12, 22	✓

SPECIFIC STANDARD DISCLOSURES			
GRI Aspects	Disclosures of Management Approach and Indicators	Page	External Assurance
CATEGORY: ECONOMIC			
Economic performance	DMA	39–40	
	G4-EC1	40	
CATEGORY: SOCIAL			
SUBCATEGORY: LABOR PRACTICES AND DECENT WORK			
Training and Education	DMA	59–61	
	G4-LA9	60–61	✓
	G4-LA11	62	
Supplier assessment for Labor Practices	DMA	50–53	
	G4-LA15	53	
SUBCATEGORY: PRODUCT RESPONSIBILITY			
Product and Service Labeling	DMA	31–38	
	G4-PR5	35–38	✓
Customer Privacy	DMA	48–49	
	G4-PR8	49	
QUEST ASPECTS			
Economic and political situation of the country / Development into new markets	DMA	41–43	
	Exports and public sales percentage in relation to the turnover (G4-EC1 QUEST	42	
	DSO Index and bad debt (QUEST index)	43	
Maintaining the leading position in the market	DMA	45	
	Market position (QUEST index)	43–45	
Development and innovation of services and products	DMA	45–48	
	New products and services (QUEST index)	45–48	
Security infrastructure and business continuity	DMA	55	
	Total system availability (QUEST index)	55	
Communication between employees and management	DMA	62–65	
	Employee Satisfaction (QUEST index)	64	

Boundaries of Material issues

Material Issues	GRI or QUEST Aspect	Boundaries Within	Boundaries Outside
Customer Service and satisfaction	Product and Services Labeling (GRI aspect)	Quest Holdings Info Quest Technologies, iSquare, Uni Systems, ACS	Customers, Suppliers / Associates,
Economic Performance	Economic Performance (GRI aspect)	Quest Holdings Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Suppliers / Associates, Commercial Network, Local communities, institutional bodies, Financial institutions, business organizations, media, NGOs, Academic community
Economic and political situation of the country / Development into new markets	Economic and political situation of the country / Development into new markets (QUEST Group aspect)	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Suppliers / Associates, Commercial Network, Local communities, institutional bodies, Financial institutions, business organizations, media, NGOs, Academic community
Maintaining the leading position in the Market	Maintaining the leading position in the Market (QUEST Group aspect)	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Suppliers / Associates, Financial Institutions
Development and innovation of services and products	Development and innovation of services and products (QUEST Group aspect)	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Suppliers / Associates, Customers, Financial Institutions
Protecting customers' personal data	Customer Privacy (GRI aspect)	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Suppliers / Associates, Customers
Training and development of employees	Customer Privacy (GRI aspect)	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Customers
Responsible procurement practices of the company / assessment and selection of suppliers according to their reputation and image	Supplier assessment for labor practices (GRI aspect)	Quest Holdings, Info Quest Technologies, Uni Systems	Suppliers / Associates
Infrastructure Security and Business Continuity	Infrastructure Security and Business Continuity (QUEST Group aspect)	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	Shareholders, Customers, Suppliers / Associates
Communication between employees and management	Communication between employees and management (QUEST Group aspect)	Quest Holdings, Info Quest Technologies, iSquare, Uni Systems, ACS	

1.341 Total Group employees

10,55% of total sales revenue comes from international sales

€52 million for employee salaries and benefits

Maintain the leading position in all markets we operate

99,995% Total availability of systems

5% Reduction of energy consumption per m^2

16% Reduction of CO_2 emissions

€1.105.933 were invested in society

Info Quest
TECHNOLOGIES

iSquare

uni.systems

ACS

Quest
HOLDINGS

Quest
GROUP 35 YEARS