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**SUSTAINABLE
DEVELOPMENT
REPORT**

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2021 HIGHLIGHTS

FINANCIAL DATA

€154 million in revenue

Increase of profitability by 119% (EBT)

ENVIRONMENT(E)

29% of energy consumption coming from Renewable Energy Sources (RES)

4% reduction of direct greenhouse gas emissions

SOCIETY (S)

11.318 hours of training

Total people hired: **209**

Number of new jobs created: **103**

GOVERNANCE (G)

Zero incidents and complaints about issues of corruption, unfair competition, anti-competitive behavior, anti-trust and monopolistic practices

Full compliance with social and environmental laws and regulations.

UNI SYSTEMS
We see IT differently

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About the report

This report is the 8th Annual Sustainable Development Report for Uni Systems and concerns the period 1.1.2021 - 31.12.2021. The Report was prepared in accordance with the Global Reporting Initiative (GRI), core option and standard AA1000AP (2018). The previous report was issued in September 2021 and covered the period 1.1.2020 – 31.12.2020.

This report by Uni Systems is part of the 2021 Sustainable Development Report of the Quest Group, which includes the completed disclosures of the GRI Standards as well as selected, basic, advanced and industry indicators of the ESG 2022 Index Disclosure Guide, issued by the Athens Stock Exchange (https://www.quest.gr/).

At the same time, the Quest Group report presents its new ESG strategy, the goals of which have been incorporated into the business models of its companies
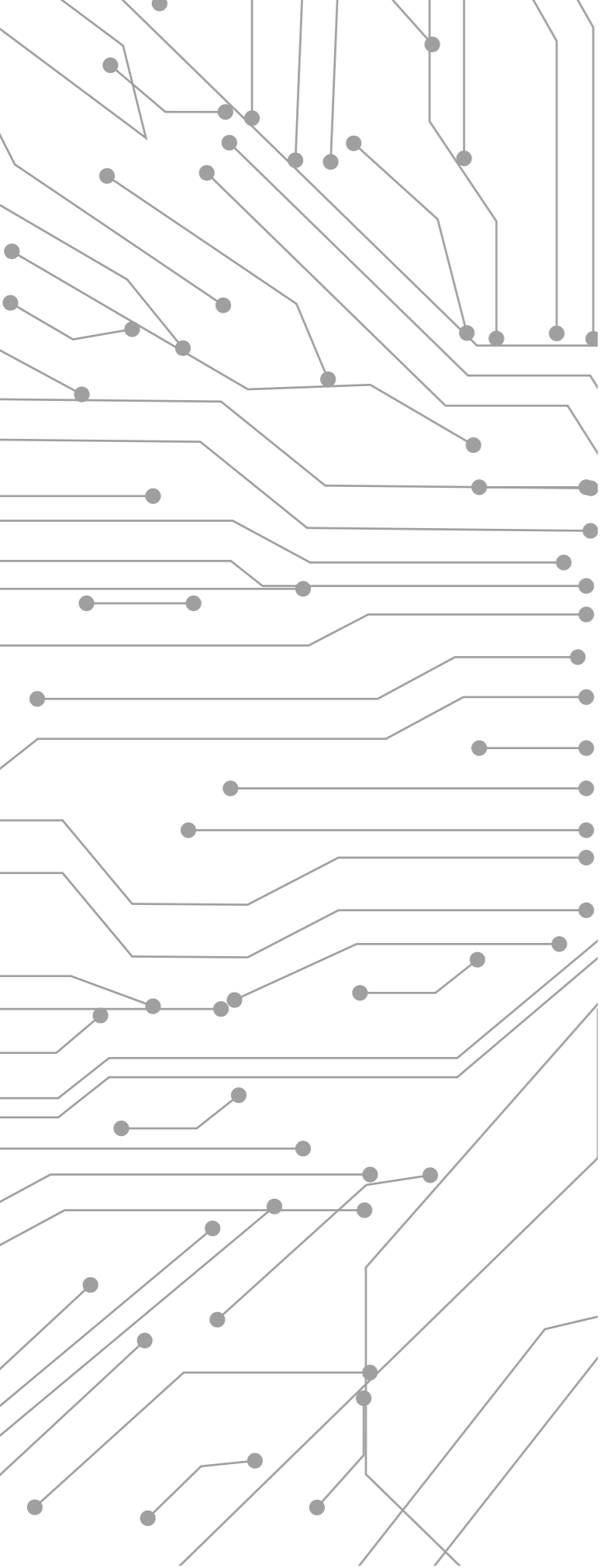
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Uni Systems

Company profile
[GRI 102-2, 102-3, 102-4, 102-5, 102-6, 102-7]

Uni Systems operates since 1964 as the first Greek IT company to be founded in Greece, and today, is one of the largest companies in its industry. It engages in the design, implementation and support of integrated IT solutions and services, providing services to its customers in vertical markets throughout Europe. It has been active in the international market since 2010 by implementing projects critical to both the European Union market and the private and public sector of Central and South-eastern European countries. The company is headquartered at 19-23 Alexandrou Pantou Str., Kallithea, Greece.

Uni Systems is committed to providing innovative and flexible solutions and services aimed to support its customers' digital transformation and strengthen their position in the competitive and changing international environment. With business entities in Belgium, Luxembourg, Italy, Romania, and Spain the company serves more than 300 active customers in over 25 countries.

Our vision and mission

Uni Systems' vision is to become one of the most reliable IT service providers in Europe, seamlessly interconnecting business with IT and encouraging sustainable growth.

Our values are defined by three main pillars: **respect, trust and commitment to excellence.**

Awards and Distinctions 2021

ICAP True Leaders Award for Company Performance during 2020:

- Included in the 200 most Profitable Organizations (2020)
- Recognized as one of the 150 organizations with the largest increase in employees (for 2019 and 2020)
- Amongst the top companies in its sector for revenue performance
- High ICAP score (for credit rating)

Value Creation <IR>

Our Business Model for Sustainable Development

INPUT	BUSINESS ACTIVITIES AND PRACTICES	OUTPUT
FINANCIAL CAPITAL • Equity • Debt **INDUSTRIAL CAPITAL** • Buildings - IT Infrastructure • Equipment **INTELLECTUAL CAPITAL** • Intellectual property, patents, copyright • Software and systems • Procedures, protocols • Reputation / Trust • 57 years of operation **HUMAN CAPITAL** • Total human resources • Knowledge, skills and abilities • Ethical values • Trust/loyalty **SOCIAL CAPITAL** • Strategic and long-term partnerships with industry-leading high technology vendors, start-ups and innovative businesses. • Customers (largest companies in Greece / abroad) **NATURAL CAPITAL** • Energy • Water • Raw materials	**PRIMARY** • Design, implementation and support of integrated ICT solutions and services **AUXILIARY** • Business Development (research and collaboration with academic and technological bodies) • Quality, infrastructure security, data protection and business continuity • Marketing of services • Human Resource Management • Managing relationships with stakeholders • Legal Services (Anti-corruption and anticompetitive behavior practices) • Personal data management • Evaluation of partners / suppliers / Supplier Code of Conduct • Services to the community, corporate volunteerism • Environmental management	**FINANCIAL CAPITAL** • Creating financial value/financial performance of the company **INDUSTRIAL AND INTELLECTUAL CAPITAL** • Provision of ICT solutions that contribute to the development of innovation, the advancement of knowledge, the generation of expertise and the expansion of digital transformation • Provision of ICT solutions, with an environmental and/or social impact • Ensuring quality, infrastructure security, data protection and business continuity **HUMAN CAPITAL** • Strengthening employment (e.g. through job creation) and halting brain drain • Ensuring the health, safety and wellbeing of employees • Provision of continuous education, certification and employee development • Establish Work environment that promotes Diversity and Equality **SOCIAL CAPITAL** • Ensuring business ethics and regulatory compliance • Establishment of a healthy ecosystem of partners and a responsible supply chain (for innovation development) **NATURAL CAPITAL** • Reduction of energy consumption and greenhouse gas emissions

OUTCOMES Impacts for the company	OUTCOMES Impacts created by the company for its Stakeholders	OUTCOMES Impacts created by the Company on the wider economy, society and the environment
• Increase of market share. • Expansion of activities, introduction / export of expertise through foreign markets • Penetration into research programs • Expansion and development of solutions and services through new partnerships • Development of innovation and improvement of knowledge through optimal use of new technologies • Improved competitive advantage • Long-term reduction of operating costs • Exalted reputation / leadership • Increase of human capital / direct job creation • Increase of productivity • Improved opportunities for internal mobility • Talent retention • Improvement of competitive advantage as employer of choice / best workplace • Enhancement of a responsible employer's profile • Ensuring social license to operate	**GROUP SHAREHOLDERS** • Maintaining and improving their sound financial position • Increase of confidence and satisfaction **INSTITUTIONS / INVESTMENT COMMUNITY** • Maintenance and improvement of their sound financial position • Increase of confidence with an emphasis on ESG criteria and satisfaction **CUSTOMERS** • Development of innovation and enhancement of digital transformation • Improvement of services, internal operations and procedures • Creation of competitive advantage • Maintenance and improvement of sound financial position • Improvement of productivity • Increase of confidence and satisfaction **SUPPLIERS / PARTNERS** • Indirect job creation • Innovation development and improvement of knowledge through optimal use of new technologies • Maintenance and improvement of sound financial position • Increasing confidence and satisfaction EMPLOYEES • Improvement of knowledge and upgrade of skills and competencies • Improvement of possibility of both internal mobility and off Group • Productivity boost • Enhancement of feeling of security and reciprocity • Improved morale • Increase of confidence and satisfaction **REGULATORY AND BUSINESS BODIES** • Innovation development and improvement of knowledge through optimal use of new technologies • Increase of confidence and satisfaction.	

Economic performance
[GRI 103-2, GRI 103-3, GRI 201-1]

Uni Systems is constantly growing and keeps increasing its revenue. For the year 2021, revenues amount to €154 million, an increase of 15% compared to the previous year. In addition, we improved our profitability (EBT) by 119%. In detail, our financial performance is presented in the following tables.

Direct financial value (€)		
	2020	**2021**
Financial value generated: total revenue/sales	€134.650.115	€154.253.025

Financial value distributed (€)		
	2020	**2021**
Operating costs	€92.514.235	€103.544.511
Salaries and Employee Benefits	€35.842.109	€41.942.960
Payments to financing bodies	€2.030.000	€2.499.974
Payments to State bodies	€27.637.979	€29.828.764
Social investments	€65.557	€127.059

Payment of Taxes and Contributions (€)		
	2020	**2021**
Payment of VAT	€11.659.207	€11.729.602
Social Security contributions	€10.379.593	€10.054.572
Payment of payroll tax (FMY)	€4.991.702	€5.943.304
Payment of other taxes	€607.476	€2.101.285
Total	**€27.637.978**	**€ 29.828.763**

Net Loan Liabilities & Leverage (€X1000)		
	2020	**2021**
Total borrowing	5.000	3.961
Leased liabilities IFRS 16	4.893	4.620
Minus: Cash and cash equivalents	-19.448	-18.954
Net borrowing	-9.555	-14.993
Total equity	26.349	34.879
Total capital employed	16.793	34.141
Leverage factor	**-56,90%**	**-42,33%**

Our Performance - Our Goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
5% revenue increase, 5% EBITDA* increase, more than 10% EBT*.	Total growth and revenue increase by 15%, EBT increase by 119%.	Increase in revenue > 10% EBITDA increase > 10%, EBT increase > 10%.

The Annual Financial Report for the Year 2021, which is posted on the company's website www.unisystems.com, contains further information on financial data, as well as detailed tables for all subsidiaries and their financial results

Earnings Before Interest, Taxes, Depreciation, and Amortization (EBITDA) - Earnings Before Taxes (EBT)

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Stakeholder Engagement and Material issues

Stakeholder Engagement and Material issues

We particularly focus on communicating and maintaining strong relationships with our stakeholders. In the context of this report, we investigated and prioritized their needs and requirements in matters related to the environment, society and governance. This procedure was carried out through an electronic questionnaire survey.

The categories of Uni Systems stakeholders are:

√
- Employees
- Regulatory or professional bodies
- Social Institutions or Non-Governmental Organizations (NGOs)
- Media
- Business Community

- Financial Bodies / Investment Community
- Local community
- Academic community
- Business Partners
- Customers

Identification of material issues
[GRI 102-46, GRI 102-47, GRI 102-49]

The materiality analysis was performed through the three stages described below:

» A. Identification of relevant issues for Uni Systems

A consultation with both external and internal stakeholders was conducted through an electronic anonymous questionnaire with the aim of prioritizing the importance of the material issues (the rating scale was from "1-Not at all important" to "5 – Highly Important ").
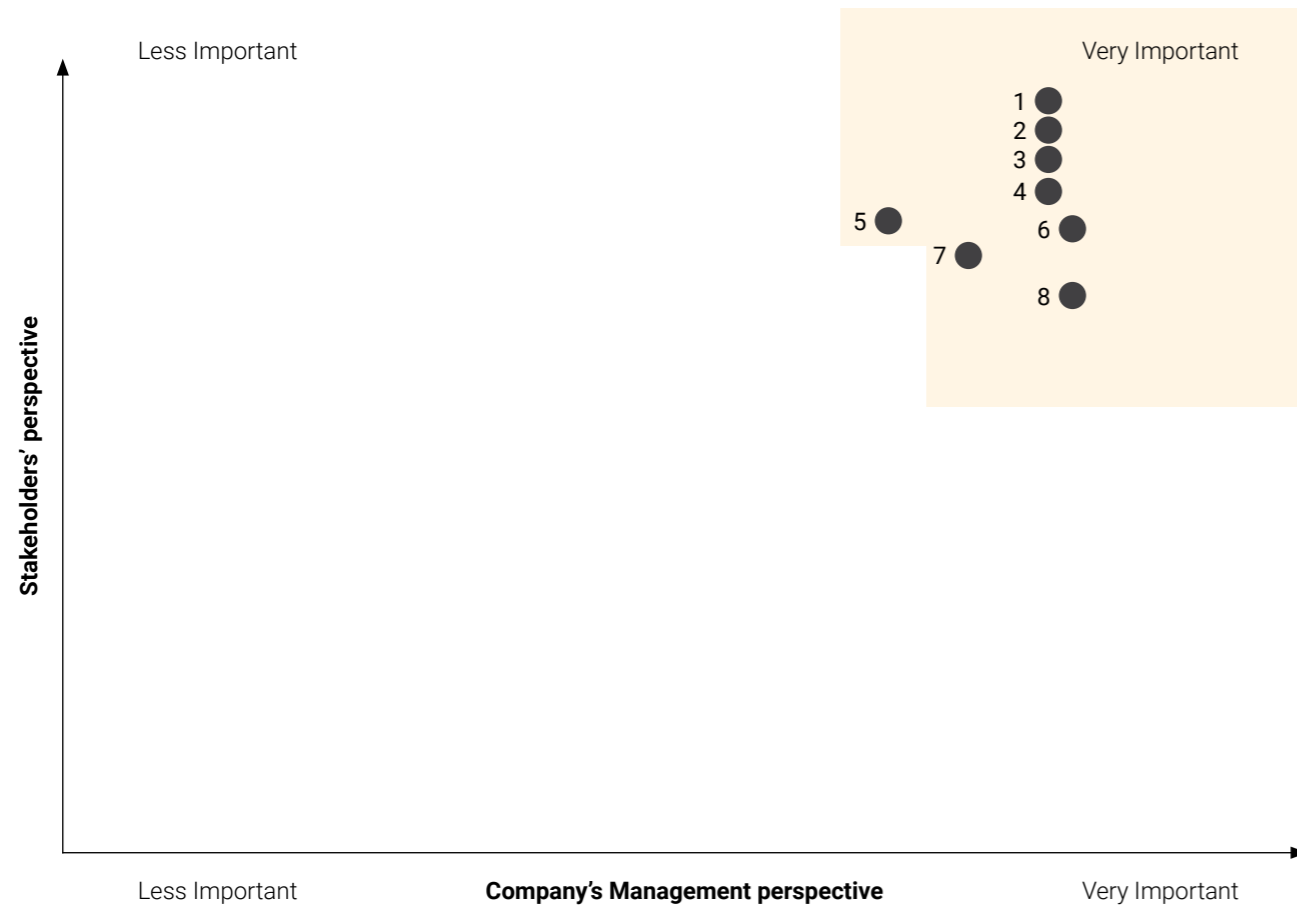
» B. Hierarchy of issues

In the stage of prioritizing the issues, we have taken into account the Principles of Materiality and Stakeholder Participation of the GRI standards.

» C. Validation

In order to verify the results of stage B, the Principle of Completeness and Participation of Stakeholders of the GRI Standards was taken into account.

The following chart presents the material issues for Uni Systems.

Less Important — Very Important

Stakeholders' perspective

Company's Management perspective

Less Important — Very Important

1. Protection of critical information systems and ensuring operational continuity
2. Ensuring business ethics and combating corruption
3. Customer data protection and privacy
4. Ensuring the health, safety and well-being of employees
5. Compliance with regulatory authorities
6. Strengthening employment, providing decent wages and halting brain drain
7. Digital Transformation of the State
8. Providing education, certifications and employee development

Material Issues [GRI 102-46, GRI 103-1]

The table below presents the material issues arising from the consultation with the stakeholders and their connection with the UN Sustainable Development Goals.

MATERIAL ISSUE	WHY THE ISSUE IS CONSIDERED MATERIAL		BOUNDARY LIMITS	
	Connection with UN Sustainable Development Goals	Stakeholders directly impacted by the issue	Impact on Uni Systems	Stakeholders outside the Company who may cause or be associated with the impact of the issue
Ensuring the health, safety and well-being of employees		• Employees	yes	• Regulatory or professional bodies
Customer data protection and privacy		• Business Partners • Customers	yes	• Regulatory or professional bodies • Business Partners
Ensuring business ethics and combating corruption		• Employees • Company Executives • Business Partners • Business Community	yes	• Regulatory or professional bodies • Social Agencies / NGOs • Media • Customers • Business Partners
Protection of critical information systems and ensuring operational continuity		• Employees • Company Executives	yes	• Regulatory or professional bodies
Providing education (certifications) and employee development		• Employees • Company Executives	yes	• Business Community • Regulatory or professional bodies
Compliance with regulatory authorities		• Employees • Company Executives • Business Partners	yes	• Regulatory or professional bodies • Customers • Social Agencies / NGOs • Media
Strengthening employment, providing decent wages and halting brain drain		• Business Partners • Company Executives • Employees	yes	• Regulatory or professional bodies • Customers
Digital transformation of the State		• Business Partners	yes	• Regulatory or professional bodies • Customers • Local community

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Our Governance model

Our Governance model

[GRI 103-1, GRI 103-2, GRI 103-3, GRI 405-1]

Corporate Governance

Uni Systems' management is based on a Corporate Governance framework set by the Management of the Quest Group, fully adopting the Principles, Values, Policies and Procedures of the Group.

Board of Directors	
Ioannis Loumakis	Chairman and CEO
Apostolos Georgantzis	Vice-Chairman
Theodoros Fessas	Member
Eftichia Koutsoureli	Member
Markos Bitsakos	Member

Organization chart

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                    ┌─────────────────────┐
                    │ BOARD OF DIRECTORS  │
                    └─────────────────────┘
                              │
                    ┌─────────────────────┐
                    │        CEO          │
                    └─────────────────────┘
                              │
              ┌───────────────┴───────────────┐
      ┌───────────────┐              ┌──────────────────┐
      │   Business    │              │ Compliance and   │
      │  Development  │              │ Risk Management  │
      └───────────────┘              └──────────────────┘
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Horizontal Units	Vertical Units	Geographical Units	Support Units
Business Solutions and Pre-Sales	Banking and Finance	International Business Unit	Financial Division
Technical ICT and Managed Services	Public Sector		Corporate Functions
S/W Technical Division	Telecoms and Enterprise Sector		
Managed Services			

The company's Sustainable Development Committee, is responsible for the Sustainable Development and Corporate Social Responsibility issues and operates according to the strategic guidelines of Quest Group.

Ethical business behavior, corporate culture and regulatory compliance

Material issues:

» **Ensuring business ethics and combating corruption.**

» **Compliance with regulatory authorities.**

Uni Systems operates in a context of business ethics. We have zero tolerance to any issue of derogation from existing legislation or any deviation from ethical practices and we follow a set of standards and regulations that ensures business ethics and regulatory compliance.

Regulatory Compliance & Risk Management Office

The Regulatory Compliance & Risk Management Office ensures the company's regulatory compliance and the systematization of enterprise risk management processes. We follow ISO 31000:2018 standard (Risk Management System) according to Quest Group procedures. At the same time, we enhance our clients' efforts to comply with the regulatory frameworks of their markets through the implementation of innovative regulatory compliance solutions.

Our performance - Our goals
[GRI 103-3, GRI 419-1, GRI 205-3, GRI 206-1, ESG SS-G1 Index]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Zero incidents of non-compliance, unfair competition, anti-competitive behavior, anti-trust and monopolistic practices.	Zero incidents of corruption, unfair competition, anti competitive behavior, anti-trust and monopolistic practices.	Zero incidents of non-compliance, unfair competition, anti-competitive behavior, anti-trust and monopolistic practices.
Full compliance with legislation and regulations in a social and environmental framework.	Full compliance with legislation and regulations in a social and environmental framework.	Full compliance with legislation and regulations in a social and environmental framework.
Adaptation to the new Law on Corporate Governance (Law 4706/2020).		Adaptation to the new Law on Corporate Governance (Law 4706/2020).

Customer data protection and privacy

Material issues:

» **Protection of critical information systems, service quality and operational continuity**

» **Protection of customers' personal data and privacy**

Protecting our customers' data and sensitive information consists an integral part of our operations. We have been performing a systematic investigation, recording and management of issues related to personal data from the launch of the General Data Protection Regulation (25/5/2018) and on, and we comply with all the requirements of the registers provided by the law (Archive of Activities, Data Breach, Infrastructure Security and Operational Continuity, Data Subject Requests, etc.).

At the same time, it is important to mention that a team of experts provides specialized services that ensure data protection, privacy and information security for our customers with corresponding needs.

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
System availability > 99.999%%.	System availability > 99.999%	System availability > 99.999%
Further improving the Data Center infrastructures: (a) farms isolation architecture for effective access control of specialized groups of projects in the company systems, (b) completion of disaster recovery sites.	100% achievement	
Security: Sofos antivirus systems across the entire infrastructure of the company.	100% achievement	
• Zero data breach incidents. • Zero substantiated complaints of customer personal data misuse.	• 100% achievement	• Best effort to maintain zero data breach incidents (ESG Goal). • Best effort to maintain zero substantiated complaints of personal data breach.
		Mandatory training on data protection and information security for all employees.
		Continuous assessment on the vulnerability of main systems.

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Our People

Our People

We support and help our people evolve by focusing on respect and inclusion practices. In 2021, we implemented the following actions to enhance employment and reverse brain drain:

Uni Systems' brand visibility

To increase the company's visibility and brand awareness we participated in recruitment events in both Greece and abroad. Due to the pandemic, the majority of them took place online.

Hiring and maintaining employees

• In the context of attracting new talents, we enhanced our recruitment teams.
• Since 2019, we have been implementing the internal referral process Bring Your Own Friend – BYOF; in 2021, 26 new talents were hired in our company.
• In order to maintain employees, we have implemented policies and procedures that helps us evaluate performance and promote talent. In 2021, the 2nd Talent Management program was conducted, in which 66 employees participated.
• We offer the ability to evolve in a dynamic environment that enhances learning and employee experience. In 2021, 42 employees undertook upgraded roles and 15 moved to other roles.

Employee satisfaction

An employee satisfaction survey was conducted, the results of which were communicated internally. The process resulted to the creation of employee focus groups with main aim the evaluation and adoption of proposals for further improvement. At the same time, we analyzed the annual results of voluntary departures (Exit Interviews), and by popular demand we increased our training programs.

Our performance - Our goals

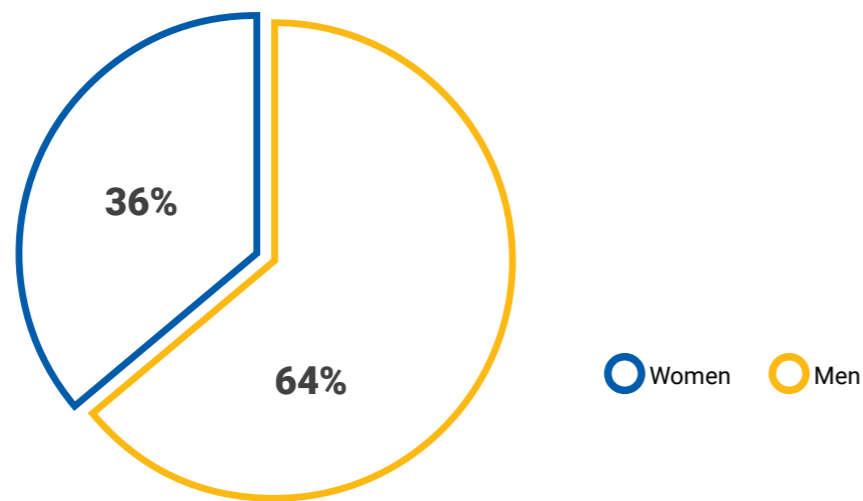| 2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
• Maintaining employees and enhancing recruitment programs. • Employee Satisfaction Survey.	• Maintaining and enhancing talent attraction programs. • 100% achievement.	• Maintaining and enhancing talent attraction programs. • Participation in 12-14 career events within the current year. • Enhancement of Traineeships.

Diversity and Inclusion

Material issue: » **Strengthening employment, providing decent wages and halting brain drain**

At Uni Systems, we have created a work environment of inclusion, promoting diversity and providing equal opportunities for our employees. In 2021, the total number of individuals hired was 209, 36% of whom were women. We invest in our employees, offering open-ended employment contracts to 94% of new employees. At the same time, 87 departures were recorded, while the employee turnover was 11.9%

Employees hired by gender 2021

36%

64%

◯ Women ◯ Men

Our performance - Our goals

| 2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
• Creation of 40 new jobs. • Maintaining turnover at the levels of 2020 (6.2%). • Talent attraction program in collaboration with Women on Top.	• Creation of 103 new jobs - total number of individuals hired: 209. • 11.9% turnover.	• Maintaining turnover at 2021 levels (11.9%). • New jobs > 110. • Participation in at least one employment support program for women. • Promotion of diversity and Inclusion in the work culture. • Heads of Departments' Training on Violence and Harassment / relevant communication to all employees.

Employee Development
[GRI 103-2, GRI 404-1, GRI 404-3]

Material issue: » **Providing education (certifications) and employee development**

The development and evolution of our people is a commitment for Uni Systems. In 2021, we offered a total of 11,318 hours of both technical and soft skills training. The total training cost in 2021 was €201,592. Furthermore, during the year, 100% of Uni Systems employees undertook an annual performance review.
Average training hours per employee in 2021 was 14.47. The chart below shows the average training hours per employee for the period 2018-2021 and covers the following countries of activity: Greece, Belgium, Luxembourg, Romania, Italy, France and Spain.

Average training hours per employee
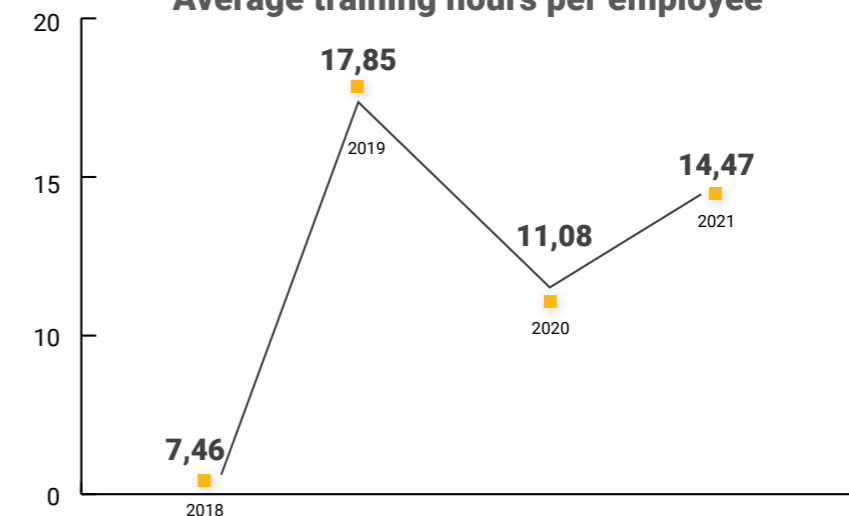
In the context of our people's development in 2021:

◯ We conducted a leadership training program for Department Heads.

◯ "Orion Digital Knowledge Database" was upgraded to cover employee education data and CV.

◯ "Mind the code" programming academy was completed, with the participation of 50 young professionals; 15 graduates were hired in Uni Systems.

Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
• Maintain training programs, increase the number of licenses in online training platforms, double LinkedIn Learning licenses (>400), increase by 50% the number of licenses in Pluralsight (>70). • 70% completion of Digital Knowledge Database.	• 11.318 total training hours in 2021. • Average training hours per employee 15 (contractors not included). • 451 total online training licenses.	2.5% increase in training hours per employee (ESG Goal).

Health, safety and well-being of employees

Material issue: » **Ensuring the health, safety and well-being of employees.**

In 2021, Health and Safety issues have been prioritized due to the increased needs arising by the COVID-19 pandemic. Uni Systems is in line with Quest Group's Health and Safety and Physical Safety policies and is in full compliance with all relevant laws and regulations.

A key principle is the assessment, prediction and prevention of work risks in parallel with the monitoring and reporting of any work related illnesses.

In collaboration with the technical health (Occupational Doctor) and safety (Security Technician) consultants, relevant training sessions were conducted addressing the employees while workplace preparation/organization was performed. To ensure the health and safety of our employees, we have taken the following measures:

» Continuous updates on the progress of the pandemic through online updates and meetings.
» Systematic labeling of hygiene measures and procedures.
» Preventive PCR tests on employees, in collaboration with more than 15 diagnostic centers.
» Mandatory temperature checks for all.
» Remote work was maintained at more than 60% throughout the year.
» By applying the health and safety protocol of the Group and on the basis of the occupational risk assessment of each facility, any accidents and work-related illnesses are monitored and recorded.
» In addition, in 2021, we employed a General Practitioner at the company's premises in Athens, who provides services by physical presence (2 hours per week) or by telephone for employees on remote-working.
» As every year, a voluntary anti-influenza vaccination was performed.
» Additionally, regular facility and workstation checks were performed following the State's instructions for the pandemic.
» The company complied with all of its obligations pursuant to the Occupational Doctor function and is in full compliance with the requirements of the law.
» Implementation of the Space Occupancy pilot project aiming at improving the quality of the company's indoor environment (Indoor Environmental Quality and People count control system). Recording of thermal - acoustic comfort, air quality and lighting in selected workplaces, real-time imaging, and mapping of crowd density in workplaces.

In 2021 there were no work-related accidents, illnesses/deaths related to work and consequently, no lost working days were recorded.

The Health and Safety Management System covers 100% of company employees with contracts (definite and indefinite). Contractors are excluded.

Employee benefits are provided to full-time employees only and are in line with the Quest Group benefits.

The well-being of our employees is a driving force for Uni Systems. In 2021, employee benefits* included the following:

- benefit schemes for medical/hospital care and life insurance
- pension plan
- annual medical check-up for managerial-level employees and above
- voluntary blood donation for the Group's blood bank
- mobile telephone package
- psychological and counseling support program for the employees in Greece and their family members
- leaving work earlier every Friday during the summer. This measure also applied during teleworking;
- leaving work earlier on birthdays;
- Marriage, childbirth gift, and a gift upon successful children's entry to Universities;
- "I stand out" award program - a total of 19 colleagues from Uni Systems were awarded in 2021.
- food vouchers

*Footnote * Employee benefits apply to the employees in Greece and most of the international subsidiaries.*

Our performance - Our goals
[GRI 103-3, GRI 403-8]

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
Zero occupational accidents, illnesses and work-related deaths.	Zero occupational accidents / occupational illnesses.	• Calculation of Health and Safety Indicators. • Maintaining the LTIF index below 2.3 and the TRIR index below 1.2 (ESG Goals).
60% tele-working (for positions eligible to teleworking).	100% achievement.	Creation of a remote-working policy
		• Alignment of employee benefits across subsidiaries where possible and according to the legal framework of each country. • Common payroll system for all subsidiaries. • Common human resources management system for all subsidiaries.

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Responsible business activity

Responsible business activity

Sustainable supply chain

A sustainable supply chain is one of the key parameters that determine our success. We honor our long-standing business relationships and partnerships as they constitute a benchmark in our development and have defined our course. Our commercial relations with partners and suppliers further support our effort to successfully cover the primary need for the provision of effective solutions and, therefore, we make every effort to strengthen our ecosystem for the benefit of all our stakeholders.

Network of partners and suppliers

Our database includes more than 1,500 suppliers and partners. In order to effectively manage our supply chain we implement the following activities:

» We maintain long-term commercial partnerships governed by a spirit of trust and security.

» We implement Quest Group's Procurement procedure and select our partners and suppliers under the Group's Supplier Code of Conduct.

» We are conducting a thorough investigation on any new supplier checking for possible infringements of the Suppliers Code of Conduct. At the same time, we examine in depth the reliability, know-how, and performance of the candidate partner.

» We evaluate annually existing partnerships by applying specific methodology, which is based on the quality of their work and the level of cooperation.

» Respectively, as regards the inclusion of new suppliers, a specific procedure is followed, which includes checking and recording their corporate and financial data (publications in the government gazette, balance sheets, etc.).

» As far as our international suppliers and partners are concerned, of particular importance to us are the ratings they receive from analytics companies such as Gartner, Forrester, etc.

Customers

At Uni Systems, we recognize the role we play as regards the responsible operation of our purchasing and selling chain. In this context, our Credit Control department checks and evaluates new customers in advance with a specific process, which mainly includes auditing of financial data through companies providing Credit Risk Management services. At the same time, a similar check is carried out at regular intervals for existing customers. In case of findings that may jeopardize our company and/or partners' financial position and liquidity, we take action to defend our interests.

Our Certifications

 Quality Management System Certification of Conformity EN ISO 9001: 2015, TUV HELLAS (TUV NORD)

 Quality Management System Certification of Conformity ISO 9001: 2015 (Romanian branch)

 ISO/IEC 27001 Security Certification: 2013, TUV HELLAS (TUV NORD)

 Certificate of Conformity of the IT Services System ISO/IEC 20000-1: 2018, TUV HELLAS (TUV NORD)

 Environmental Management System Certification of Conformity EN ISO 14001: 2015, TUV HELLAS (TUV NORD)

 ISO 22301: 2019 Business Continuity System Compliance Certificate, TUV HELLAS (TUV / NORD)

Our performance - Our goals

2021 TARGETS	RESULTS FOR 2021	GOALS FOR 2022
• Evaluation of our partner network.	176 Suppliers of the Company and 110 Technicians of Uni Systems Support Center were evaluated in 2021	Determining a methodology on the basis of which we will introduce ESG criteria in evaluating key suppliers.
• Extension of cooperation in banking, big data analytics, cloud, digital signage.	In progress	Extension of cooperation in banking, big data analytics, cloud, cybersecurity, managed services, customer experience.
• Investigation of interests or acquisitions in areas of digital onboarding and SAP services.	Digital onboarding: 60% of Intelli Solutions acquired	Ongoing investigation of interests in the area of SAP services.
• Wider participation in policy-making working groups in technological areas in Greece and abroad.	In progress	
• Expansion with international subsidiaries (2 countries), integration of at least 10 new customers abroad.	Partial achievement	
• Expansion of partner network with near/offshore development centers.	In progress	

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Sustainable products & digital innovation

Sustainable products & digital innovation

Responsible and innovative solutions and services

The provision of responsible and innovative services and solutions focuses on three main pillars:

A) Provision of solutions that lead to digital transformation and customer satisfaction

Our goal is to provide effective services to our customers and create an integrated process for their gradual transition to a digital and sustainable environment. In this context, we create solutions and provide services that enable the development of innovation.

At the same time, we track and measure our clients' level of satisfaction by conducting a satisfaction survey for selected groups on an annual basis.

Regarding the methodology of managing customer complaints, there are three main channels through which they are recorded: a) the customer satisfaction survey, b) the projects' steering committees, and c) official communication from the customer.

The department responsible for handling complaints is the Quality Management Department, which records and monitors complaints and takes remedial actions, when are required.

B) Research, Development and Innovation

Our investment in research, development and innovation fosters long-term sustainable development. The plan enables the identification of solutions and partnerships and the engagement with new technologies. The above is evolving our approach to information technology and is educating us on new open standards of cooperation covering a wide range of sectors.

C) Uni Systems' Digital transformation

The transformation needs of our customers and our engagement to support their transition to a digital future, first and foremost indicate the transformation and modernization of our own company and its operations. In this context, we review the way in which IT and technology are utilized, as well as the organization of our processes, with a view to the evolution of our business performance. We have commenced and are gradually materializing an internal project (UniApprovals) for the digitization of important internal processes as well as the adoption of innovative tools to support business activities such as sales (Monday) and Innovation Management (BrightIdea).

In addition, the new strategic development plan of our company (2022-2026) includes selected initiatives to improve performance in sectors such as: Portfolio Management, Pricing and Invoicing Policy, Sales, Resource & Pyramid Management, Delivery Model Transformation and Profit Margin Management.

Innovation Center

Based on the initiatives and activities of our Research Development and Innovation department, Uni Systems laid the foundations for the creation of Quest Group Innovation Center, iQnovus, responding with innovative solutions to the challenges of its companies through specific Working Groups. The Innovation Center supports dissemination of knowledge, monitoring of market trends, talent attraction practices, creation of new products and services, the use of tools and methods of innovation management and the attraction of financing and investment.

The Innovation Center manages Clusters, Competence Centers and Digital Innovation Hubs through its broad ecosystem that includes, in addition to the Group's companies, academic institutions, smaller companies and start-ups and companies with specific know-how.

Supporting Digital Transformation

Material issue: » **Supporting digital transformation and modernization through the provision of innovative products and services and digital transformation of the State.**

Uni Systems' successful and uninterrupted course in the IT sector that covers over 58 years, is a result of its people's technical know-how and skills, as well as of its Management's ability to anticipate and capitalize on market trends and opportunities. In this context, the ongoing transformation of the company has always been one of the key building blocks of its activities

Major events of 2021:

• Preparation of a new five-year development plan under the guidance of the international business consultancy firm Oliver Wyman. The strategy provides for focus and significant growth in five horizontal digital areas (Cloud, Managed Services, Data & Analytics, Cybersecurity and Customer Experience) as well as in three vertical markets of particular interest (Greek Public Sector, European Union Services and Organizations and Banking/Financial Sector).

• Investment in the start-up PROBOTEK with specialization in the Internet of Drones technology and participation in the shareholding scheme with the acquisition of 24.9% of shares.

• Establishment of a subsidiary in Spain.

• Acquisition of 60% of Intelli Solutions.

• Acquisition of 20% of start-up Optechain, with expertise in e-mobility and in-store experience solutions.

• Establishment of Museotek together with TETRAGON and Mobics. Museotek digital platform provides schools with the opportunity to virtually visit museums, collections and other cultural sites.

• Investments in Research and Development in 2021 exceeded €1 million.

GOALS FOR 2022
20% increase in digital solutions
10% increase in R&D costs
Expected R&D revenue: €2 million

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Environment

Environment

We monitor the developments related to environmental management and ensure that the relevant regulatory frameworks and policies are implemented with the aim of minimizing the impact our operations have on the environment. As a company that provides services, we aim at continuously reducing energy consumption and increasing use of energy from renewable sources.

Climate change

We make efforts to reduce our environmental footprint and select technologies that optimize energy management, save costs and contribute to the environmental protection. At Uni Systems, we are implementing an integrated environmental management system certified according to ISO/IEC 14001:2015.

Greenhouse gase emissions

We aim at effectively tackling the issue of greenhouse gas emissions and toward that in 2021 we reduced greenhouse gas emissions by 4%. The direct and indirect emissions are detailed in the following tables.

	2020	2021
Scope 1 – Direct emissions (CO$_2$ Equivalent) (tons)	163,45	156,87
Scope 2 - Indirect emissions (CO$_2$ Equivalent) (tons)	2.087,16	1.576,43

• *Note: Measurements of Scope 1 (direct emissions) and Scope 2 (indirect emissions) relate only to the activities in Greece.*

Our activities require the use of corporate vehicles and in this context we record consumption in order to reduce our carbon footprint. Detailed consumption is shown in the graph below.

Fuel consumption of corporate vehicles (lt)

37.117   36

30.423

☐ Liquified Petroleum Gas (LPG)
☐ Diesel
☐ Petrol
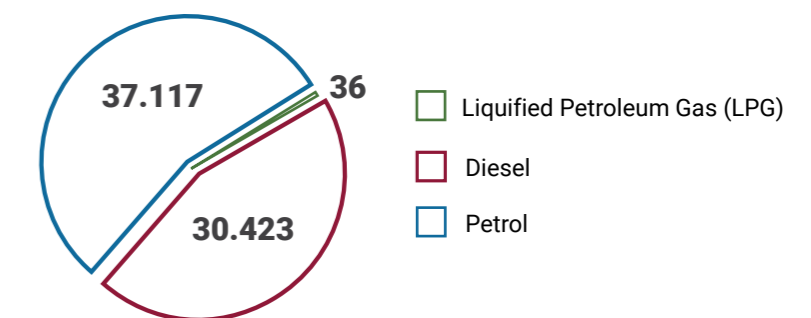
Energy consumption

Electricity consumption within the company in 2021 amounted to 3,668,380 (kWh), marking a 3% increase. A percentage of 29,4% of electricity comes from Renewable Energy Sources (RES).

Note: The % of energy consumed by RES is based on the Renewable Energy Sources Operator & Guarantees of Origin (DAPEEP SA) indicators provided by our energy provider NRG for RES.

GOALS FOR 2022 - ESG Goals
4% of purchased electric energy to come from green certified RES
7% of the company's fleet to switch to electric or hybrid cars
Introduction of paperless policy (where possible)

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Contribution to Society

Contribution to Society

In the year 2021, we carried out a series of actions aimed at further supporting youth and vulnerable groups of our society. Our detailed actions are as follows:

» We bridge business with the academic world: a) through initiatives and collaborations of our Innovation team and b) by making targeted presentations to groups of young graduates and giving them the opportunity to understand working models. The organization of the programming academy "Mind the Code" which has been mentioned in the "Our People" section is part of this initiative.

» Uni Systems participated in the Athens Marathon with 29 colleagues. All expenses were covered by the company with a part of the contribution supporting the causes of "Smile of a Child" NGO.

» We support technology and student communities such as the Ministry of Testing and the Microsoft community, as well as the Greek team participating in the European Cybersecurity Challenge.

» Through our Innovation Ecosystem, we support smaller companies in their various operations, such as in shaping their pricing policy, marketing, sales, etc.

» We firmly support the "Mitera" Center for the Protection of the Child and the institutions supported by it.

» We are a member of the network of companies that support "Mporoume" (We Can) that addresses food waste.

» We support Association "Diazoma" for the preservation of our cultural heritage.

» We have offered a scholarship to the University of Piraeus for the Finance department.

» Our Christmas gifts addressing our employees in both Greece and abroad were ordered by local producers in North Evia whose agricultural production was severely affected during the wildfires of the summer of 2021.

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Future Goals

Future Goals

UNI SYSTEMS		
(SDGS)	**MATERIAL TOPICS**	**GOALS FOR 2022**
8 DECENT WORK AND ECONOMIC GROWTH	**Economic Performance**	• Increase in revenue > 10% • EBITDA increase > 10% • EBT increase > 10%
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	**Ensuring business ethics and combating corruption.**	• Zero incidents of non-compliance, unfair competition, anti-competitive behavior, anti-trust and monopolistic practices.
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	**Compliance with regulatory authorities**	• Full compliance with legislation and regulations in a social and environmental framework. • Adaptation to the new Law on Corporate Governance (Law 4706/2020).
9 INDUSTRY, INNOVATIO AND INFRASTRUCTUR **16** PEACE, JUSTICE AND STRONG INSTITUTIONS	**Protection of critical information systems, service quality and operational continuity.**	• System availability > 99.999% • Continuous assessment on the vulnerability of main systems
9 INDUSTRY, INNOVATIO AND INFRASTRUCTUR **16** PEACE, JUSTICE AND STRONG INSTITUTIONS	**Protecting customers' personal data and privacy**	• Best effort to maintain zero substantiated complaints of personal data breach • Best effort to maintain zero data breach incidents (ESG Goal) • Mandatory training on data protection and information security for all employees
13 CLIMATE ACTION	**Environment**	• 4% of purchased electricity certified green from renewable sources • 7% of the company's fleet to switch to electric or hybrid cars • Introduction of paperless policy (where possible)
8 DECENT WORK AND ECONOMIC GROWTH	**Strengthening employment, providing decent wages and stopping the migration of skilled professionals**	• Maintaining and enhancing talent attraction programs • Participation in 12-14 career events in 2022 • Enhancing Traineeships programs • Maintaining turnover at 2021 levels (11.9%) • Creating >110 new jobs. • Participation in at least one workplace support program for women • Strengthening workplace culture for Diversity and Inclusion (D & I) • Heads of Departments' Training on Violence and Harassment / relevant communication to all employees

UNI SYSTEMS

(SDGS)	MATERIAL TOPICS	GOALS FOR 2022
4 QUALITY EDUCATION	**Providing education (certifications) and employee development**	• 2.5% increase in training hours per employee (ESG Goal)
3 GOOD HEALTH AND WELL-BEING	**Ensuring the health, safety and well-being of employees.**	• Calculation of Health and Safety Indicators • Maintaining the LTIF index below 2.3 and the TRIR index below 1.2 (ESG Goals) • Creation of a remote-working policy • Alignment of employee benefits across subsidiaries where possible and according to the legal framework of each country. • Common payroll system for all subsidiaries • Common human resources management system for all subsidiaries
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	**Responsible Business Activity**	• Determining a methodology on the basis of which we will introduce ESG criteria in evaluating key suppliers • Extension of cooperation in banking, big data analytics, cloud, cybersecurity, managed services, customer experience. • Ongoing investigation of interests in the area of SAP services • Ongoing expansion of partnerships with near/offshore development centers.
8 DECENT WORK AND ECONOMIC GROWTH / **9 INDUSTRY, INNOVATION AND INFRASTRUCTUR**	**Supporting digital transformation and modernization through the provision of innovative products and services and digital transformation of the state.**	• 20% increase in digital solutions • 10% increase in R&D costs • Expected R&D revenue: €2 million

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Annex:
GRI Content

Annex: GRI Content - Uni Systems
[GRI 102-55]

This report of Uni Systems is part of Quest Group's 2021 Sustainable Development Report, which contains the completed GRI index publications (https://www.quest.gr/).

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
	General standard publications ("Core" option)			
GRI 102: General Standard Disclosures 2016	102-1 Name of the organization	About the Report	-	*
	102-2 Activities, brands, products and services	Company Profile	-	*
	102-3 Location of headquarters	Company Profile	-	*
	102-4 Location of operations	Company Profile	-	*
	102-5 Ownership and legal form	Company Profile	-	*
	102-6 Markets served	Company Profile	-	*
	102-7 Scale of the organization	Company Profile	-	*
	102-8 Information on employees and other workers	Our People	-	*
	102-9 Supply Chain	Sustainable supply chain	-	*
	102-10 Significant changes to the organization and its supply chain	Sustainable supply chain	-	*
	102-16 Values, principles, standards, and codes of conduct	Ethical Business Behaviour, Culture and Compliance	-	*
	102-18 Governance structure	Our Governance model	-	*
	102-40 List of stakeholder groups	Engagement with Stakeholders and Material issues	-	*
	102-42 Identifying and selecting stakeholders	Engagement with Stakeholders and Material issues	-	*
	102-43 Approach to stakeholder engagement	Engagement with Stakeholders and Material issues	-	*
	102-44 Key topics and concerns raised	Engagement with Stakeholders and Material issues	-	*
	102-46 Defining report content and topic boundaries	Engagement with Stakeholders and Material issues	-	*

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 102: General Standard Disclosures 2016	102-47 List of material topics	Engagement with Stakeholders and Material issues	-	*
	102-48 Restatements of information	About the Report	-	*
	102-49 Changes in reporting	Engagement with Stakeholders and Material issues	-	*
	102-50 Reporting period	About the Report	-	*
	102-51 Date of most recent report	About the Report	-	*
	102-52 Reporting cycle	About the Report	-	*
	102-53 Contact point for questions regarding the report	About the Report	-	*
	102-54 Claims of reporting in accordance with the GRI standards	About the Report	-	*
	102-55 GRI Content Index	GRI Table	-	*
Material Topics				
The Corporate Governance model				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Ethical business behavior, culture and regulatory compliance	-	
	103-3 Evaluation of the management approach		-	
GRI 205: Anti-Corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Ethical business behavior, culture and regulatory compliance	-	
GRI 206: Anticompetitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices		-	
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with socio-economic laws and regulations		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Customer Data Protection and Privacy	-	
	103-3 Evaluation of the management approach	Customer Data Protection and Privacy	-	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		-	
Uni Systems Indicator	System availability rate		-	
Economic performance				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Economic performance	-	
	103-3 Evaluation of the management approach	Economic performance	-	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed		-	
Our people				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Diversity and Inclusion	-	
	103-3 Evaluation of the management approach	Diversity and Inclusion	-	
GRI 401: Employment 2016	401-1 Total number of people hired and mobility index		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Corporate Governance Model, our People	-	
	103-3 Evaluation of the management approach		-	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Composition of governing bodies and analysis of employees	Corporate Governance Model, Our People, Diversity and Inclusion	-	
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		-	
GRI 103: Management Approach 2016-2018	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Health, Safety and Well-being of Employees	-	
	103-3 Evaluation of the management approach		-	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health, Safety and Well-being of Employees	-	
	403-2 Risk Identification, Risk Assessment and Incident Investigation		-	
	403-3 Occupational health services		-	
	403-4 Employee participation, consultation and communication on issues related to health and safety at work		-	
	403-5 Training of employees on health and safety at work		-	
	403-6 Promoting employee health		-	
	403-7 Prevention and mitigation of health and safety effects at work directly linked to business relationships		-	
	403-8 Workers covered by an occupational health and safety management system.		-	

GRI Standard	Disclosure	Chapter of the Report	Omissions	External Assurance
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Employee Development	-	
	103-3 Evaluation of the management approach		-	*
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Employee Development	-	
	404-3 Percentage of employees receiving regular updates on their performance and development		-	
Environment				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Engagement with Stakeholders and Material issues	-	
	103-2 The management approach and its components	Environment	-	
	103-3 Evaluation of the management approach		-	
GRI 305: Emissions 2016	305-1 Direct greenhouse gas emissions (Scope 1)	Climate Change	-	
	305-2 Indirect greenhouse gas emissions (Scope 2))		-	