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2022

SUSTAINABLE
DEVELOPMENT
REPORT

Quest
GROUP

We see **IT** differently

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Message from the Chairman of the BoD and CEO

[GRI-22]

Having way passed half of a century in informatics, we know what it means to be at the forefront of our industry and we know what the transformational continuum requires.

We, therefore, strive to be better in what we do and what we offer, while we pursue innovation and excellence, with respect toward the environment and society. At Uni Systems, we take action to mitigate climate risks, we adjust our operational model to meet the governance regulations and we ensure social relevance to tackle the challenges that lie ahead.

Our commitment to our Sustainable Development Strategic Plan is setting the pace and guiding our way to our future endeavors, in all the countries we operate. Against this background, we collaborate closely with our stakeholders to deliver the best possible solutions, implementations and results that will, eventually, deliver a better tomorrow.

In the first year of the Strategic Plan's implementation, we are happy to announce that we have outperformed our goals and we are moving forward to what is next, along with our UniQue IT people. In this journey, we are proud to have with us a team of talented professionals of over 40 different nationalities, committed to our values, who make every possible effort to support our sustainable goals and mission.

As we operate within a transparent model, our 2022 sustainable development report discloses these goals and our efforts toward achieving them and we wish to thank sincerely all our stakeholders involved.

We are always ready for new challenges that keep us motivated in **seeing IT differently**.

Ioannis Loumakis
Chairman of the BoD & CEO

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ABOUT THE REPORT

[GRI 2-2, 2-3, 2-4, 2-5]

Uni Systems, a Quest Holdings (parent company of Quest Group) subsidiary, publishes its 9th Sustainable Development Report.

The Report was prepared «with reference to» the Global Reporting Initiative (GRI) 2021 standards, as well as AA1000AP (2018) standard and covers the period 1.1.2022 – 31.12.2022. This year's Report, will be published in digital and interactive format on the company's website where the 2021 report can also be found.

The Report incorporates information and data for Uni Systems Group of Companies, in Greece and its affiliated companies (branches and subsidiaries) in Belgium, Luxembourg, Romania, Italy and Spain, as well as for Intelli Solutions (Uni Systems has acquired 60% of Intelli Solutions' share capital). We hereby communicate Uni Systems' strategy, objectives, performance, and at the same time the related actions toward Sustainable Development and Corporate Responsibility that facilitate long-term value for all of our stakeholders.

The Report is part of Quest Group's Sustainable Development Report 2022, where the overall publications of the Group's GRI

Standards 2021 can be found, as well as publications on selected indicators of the ESG Information Disclosure Guide 2022, issued by the Athens Stock Exchange (ATHEX). Moreover, the selected GRI and ATHEX indicators of the Group's Report are subject to external verification by the independent body TÜV HELLAS (TÜV NORD) S.A., ensuring compliance with the above standards. In order to verify compliance with the requirements of AA1000AP (2018), the standards in the guide "AA1000 Assurance Standard" (AA1000AS v3) were followed.

Furthermore, Quest Group's Sustainability Report 2022 presents the results of the Group's ESG strategy 2022–2025+ covering all of its subsidiaries, and toward that the ESG goals have been integrated into our company's business model. Uni Systems performance in reference to its material issues, Quest Group's ESG goals and the UN Sustainable Development Goals (SDGs) the company supports, are all presented in this report.

For more information, contact the Communications Department: Communications@unisystems.com, 0030 211 999 1967

HIGHLIGHTS 2022

FINANCIAL DATA

› Revenues of **€176 million**

› Profitability Improvement **(EBT) by 8%**

› A backlog of **€550+million**

ENVIRONMENT (E)

› **Complete study of GHG emissions** for Scope 1,2,3

› **40%** of the company fleet consists of electric/hybrid cars

SOCIETY (S)

› **21.516** training hours

› Total recruitment **246**

› New job openings **110**

GOVERNANCE (G)

› **Zero incidents** and complaints on corruption, unfair competition, anti-competitive behaviour issues, anti-trust and monopoly practices

› **Full compliance** with laws and regulations as regards social and environmental issues

Note: Comparisons have been made with year 2021

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COMPANY INFORMATION

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COMPANY INFORMATION

[GRI 2-1, 2-6]

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.

The company engages in the design, implementation and support of integrated IT solutions and services, providing services to its customers in vertical markets across 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.

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 ever changing international environment.

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

› **100%** subsidiary of Quest Group

› Subsidiaries & affiliate companies in: Belgium, Luxembourg, Italy, Romania and Spain. Uni Systems participates in the share capital of Intelli Solutions by a percentage of 60%, which, in addition to Greece, operates respectively in Cyprus, Bulgaria, Serbia, Egypt and Turkey.[1]
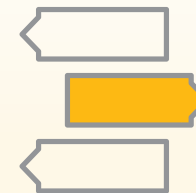
› Countries of activity: **20+**

[1] Headquarters: 19–23, Alexandrou Pantou, Kallithea, Attica.

COUNTRIES OF ACTIVITY AND SUBSIDIARIES

BODIES AND ASSOCIATIONS

[GRI 2-8]

ΣΕΠΕ   HL7
ΣΕΒ
AIOTI   ΕΑΣΕ   ΕΣΠΥ

MARKET SECTORS (GREECE & ABROAD)

› Banking and Finance sector

› Public sector, EU institutions and agencies, Local Authorities

› Private sector & Utilities

Uni Systems is mainly a service company, with 87% of its 2022 revenue coming from services; its value chain includes many different upstream activities, such as products and service suppliers related to software and hardware, consumables and fixed goods. Accordingly, its downstream activities concern transport and product distribution services that may come up as a final or intermediate product during the production process, which the Company sells to the end-user, a reseller or a local partner.

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 RECOGNITIONS

ICAP CRIF True Leaders Award for company's performance in 2021, based on:

• High profitability

• A large number of employees with a respective increase

• Very high ICAP CRIF Credit Score

• Leading position in its industry

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ENGAGEMENT WITH STAKEHOLDERS AND MATERIAL ISSUES
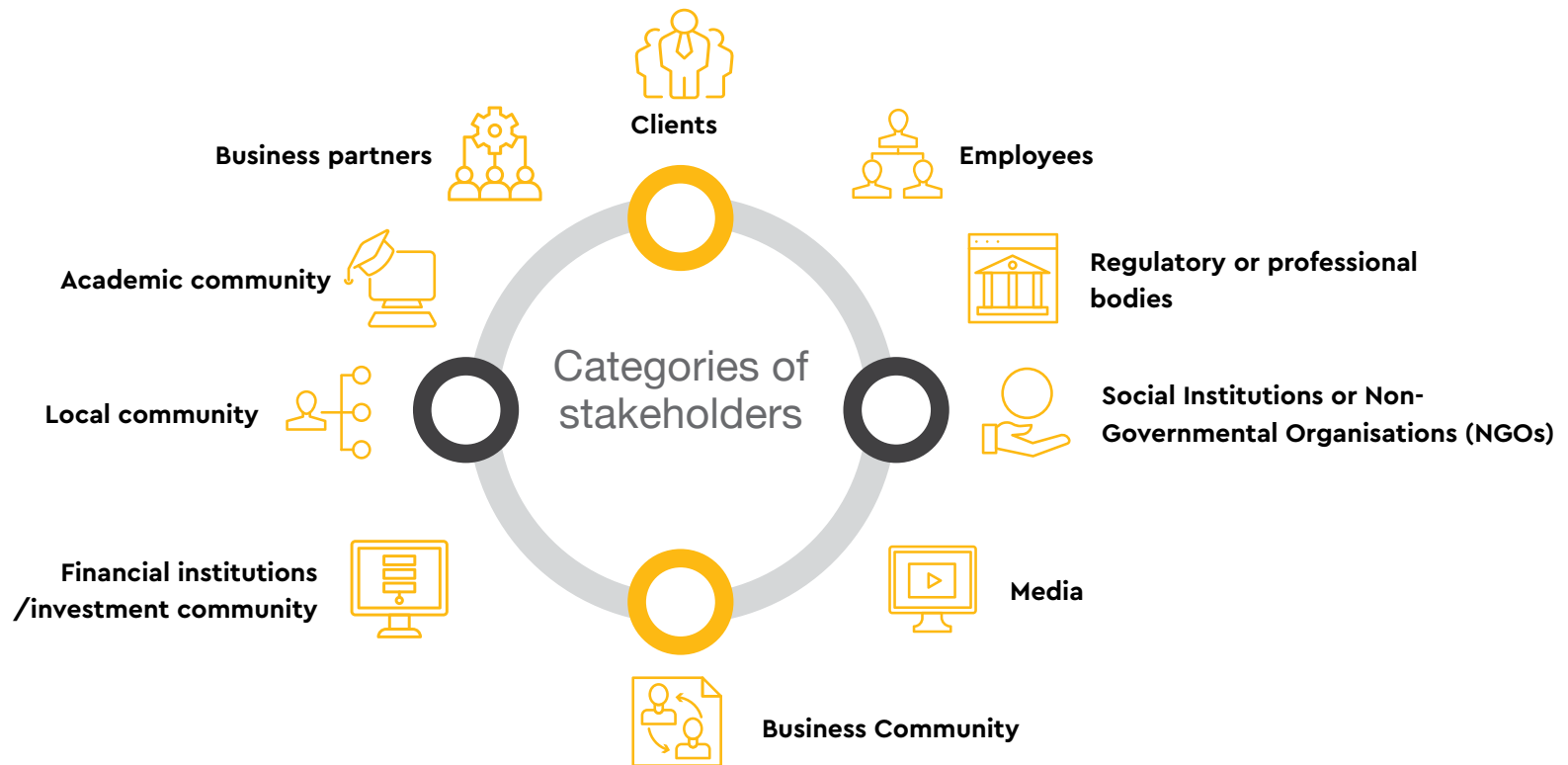
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MATERIAL ISSUES

[GRI 2-29, 3-1,3-2]

The communication and relationships we build with our stakeholders are the basis of our sustainable development strategy. Consultation with the stakeholders helps us to further understand the impact of our activities.

The categories of Uni Systems stakeholders are:

For the key issues of interest to our stakeholders, the frequency and channels of our communication, one may refer to the **Sustainable Development Report for the year 2021.**

For the preparation of our Sustainable Development Report on the basis of international GRI Standards, and by taking into account the principles of materiality, completeness, participation of stakeholders, and the sustainability framework, in 2022 we conducted a materiality analysis to identify and prioritise our material issues.
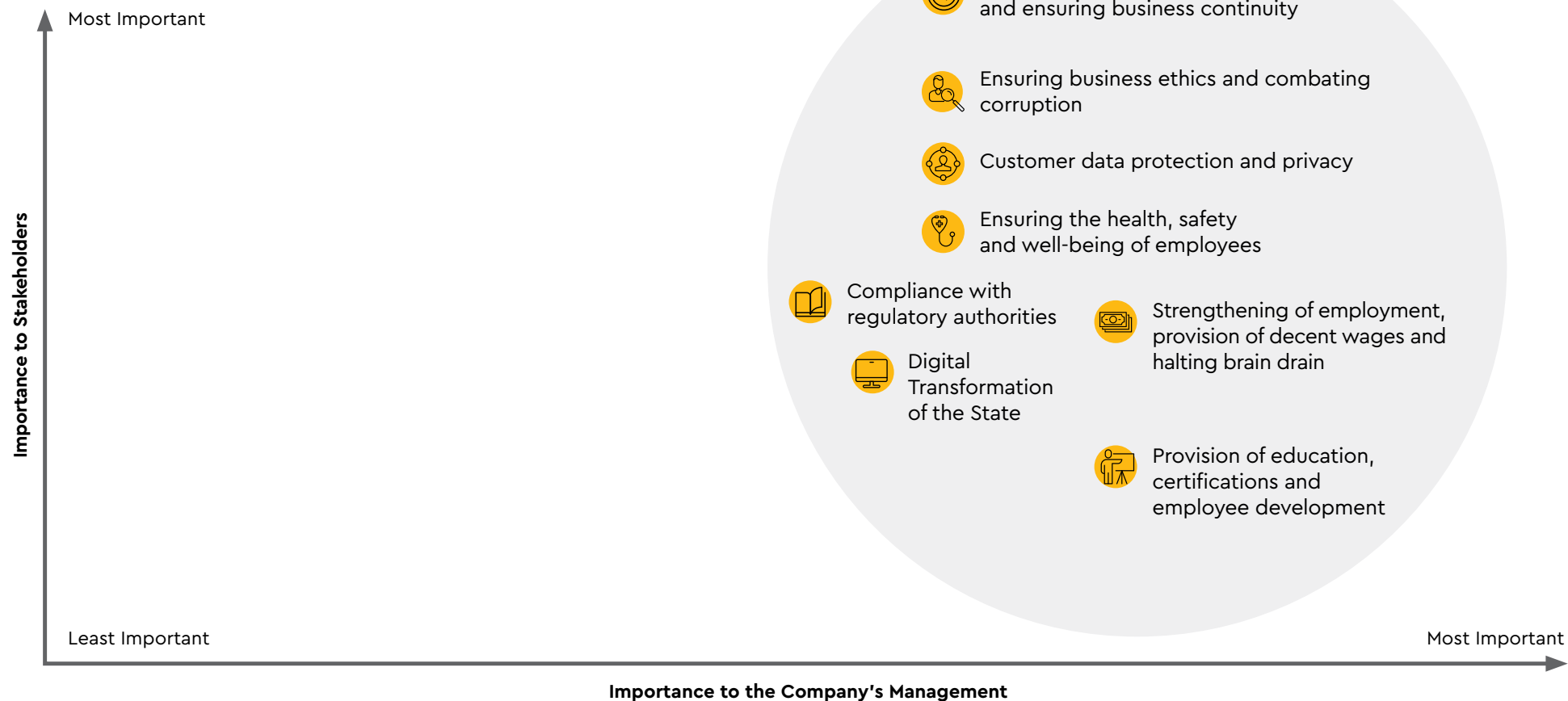
The process of materiality analysis, conducted every two to three years, plays a key role in shaping our strategic priorities, as well as in identifying the risks and opportunities that arise. More specifically, having identified at Quest Group level **24 issues of interest** related to our business operation, through which we generate economic, social and environmental impact, we conducted an electronic survey addressing our stakeholders, in order to prioritise these issues based on the following criteria:

• The importance of the issues for both internal and external stakeholders.
• The impact of the issues on Uni Systems' sustainable development.

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Material issues

The diagram below presents the 8 material issues that emerged for Uni Systems

Most Important

Importance to Stakeholders

Protecting critical information systems and ensuring business continuity

Ensuring business ethics and combating corruption

Customer data protection and privacy

Ensuring the health, safety and well-being of employees

Compliance with regulatory authorities

Strengthening of employment, provision of decent wages and halting brain drain

Digital Transformation of the State

Provision of education, certifications and employee development

Least Important

Most Important

Importance to the Company's Management

For more information on the methodology, the material issues' impact thresholds, and their connection to the United Nations Sustainable Development Goals (SDGs), see the relevant chapter **Report on Sustainable Development 2021.**

Impact materiality analysis

[GRI 3-1, 3-2]

Taking into account the internal and external stakeholders, the materiality analysis, the GRI standards and the European Sustainability Reference Standards (ESRS), we recognised our impact. The impact analysis and prioritisation process has been carried out on the basis of the company's activities, which affect:

The Stakeholders

The society

The markets of activity

The environment

The main impacts identified, both negative and positive, are taken into account based on the criticality and probability of their occurrence. Specifically, as regards the negative impacts, the company is in the process of developing a detailed action plan that will facilitate their reduction and/or elimination.

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SUSTAINABLE DEVELOPMENT STRATEGY

Quest
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SUSTAINABLE DEVELOPMENT STRATEGY

[GRI 2-22]

Uni Systems, as a subsidiary of Quest Holdings, was involved in the formulation of the Group's new ESG Strategy and committed itself to the Environment, Society, Corporate Governance and Sustainable Products/Services goals that are related to its activity, thus, contributing to the overall achievement of the Group's goals.

ESG 2022-2025+ strategy and goals

Implementation timeline for the long-term ESG goals is year 2025+ (2030/2050 for the environmental goals). The goals are allocated per year, in a process that will enable their systematic monitoring and corrective actions, when needed.

Specifically, ESG Strategy goals and Group performance in 2022, as well as 2023 goals are presented in the Group's Sustainable Development Report for 2022 **here.**

Uni Systems' ESG strategy goals for 2022 and the company's performance are presented below.

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	Group's Strategic ESG Goals 2022-2025+ [3]	Goals for 2022 Uni Systems	Performance for 2022 – Uni Systems	Progress
Environment	**1.** Reduce Scope 1, 2 absolute emissions by 40% until 2030 and be climate neutral by 2050[1]	• 6% of fleet electric/hybrid cars • Goal for the green energy procurement of 4% in the Group's total consumption • Carbon Footprint Measurement based on the GHG Protocol (Scope 1, 2)	• 40% of fleer electric/hybrid cars • 15% of the energy supply received the green certification • Completed measurement for Scope 1,2,3 for 2022	🟩
	2. Promote circular economy and eliminate avoidable waste by 2025.	• Creation of e-waste list • Evaluation of recycling partners • Paperless Policy (Group)	• e-waste list has been created • Evaluation of recycling partners • Paperless Policy into effect	🟩
Our People	**3.** Maintain LTIF indicator below 2.3 and TRIR indicator below 1.2 for Health and Safety of Group's employees by 2030	• Measurement of indicators and maintenance of LTIF < 2.3 and TRIR < 1.2	• LTIF = 0 TRIR = 0 • Acquisition of ISO 45001:2018 – (a 2024 goal, achieved 2 years earlier)	🟩
	4. Increase employees' training hours by 10% until 2025	• An average of 2.5% increase in employees' training hours per year (baseline year 2020)	• 49.6% increase in training hours per employee on average	🟩
	5. Create a culture of inclusion, diversity and equality to empower our people by 2025	Group's Objectives • Decision for the development of methodology for the calculation of equal pay • Creation of a Diversity Policy	• Assignment of a Pay Gap study to external consultant (at Group level) • Implementation of the new Diversity, Equality and Inclusion Policy	🟩

🟩 Goal achieved   🟨 Goal in progress   🟥 Goal not achieved

	Group's Strategic ESG Goals 2022-2025+ [3]	Goals for 2022 Uni Systems	Performance for 2022 – Uni Systems	Progress
Responsible Business	**6.** Best possible effort to maintain zero data breach incidents by 2025	• Best effort to maintain zero data breach incidents • Information security training. • Primary systems' vulnerability tests	• Zero data breach incidents • Mandatory information security trainings for all employees • Primary systems' vulnerability tests	🟩
	7. Link 15% of variable pay elements (annual bonus) of Group's and main subsidiaries CEOs with ESG goals by 2025	• Selection of ESG goals to connect with variable pay elements at Group level	• Selection of three ESG targets to connect with the variable pay elements of 2022 (environment, training, suppliers) • Implementation in the variable pay elements of company's CEO	🟩
	8. Suppliers' ESG assessment process by 2025 [2]	• Assessment/determination of key suppliers' ESG maturity per subsidiary • Renewal of Human Rights Policy	• Determination of the supplier's threshold (top ten suppliers) • Implementation of renewed Human Rights Policy	🟩
Sustainable products and services	**9.** More than 6% of revenue from sustainable products and services by 2025	• Definition of sustainable products/services according to ICMA (International Capital Market Association) methodology	• Definition of sustainable products/services & evaluation methodology • 22% of revenue coming from sustainable products	🟩
	10. 50% increase of installed MW capacity of green energy by 2025	• Implementation only to Quest Energy	• Implementation only to Quest Energy	🟩

🟩 Goal achieved   🟨 Goal in progress   🟥 Goal not achieved

[1] Reference year is 2022 (scenario of 1.5°C). Climate neutrality by 2050 refers to emissions of Scope 1 and 2, taking into account the maturity of the technology. The goal will be revised in 2030.
[2] For suppliers of equal performance, those with higher ESG scores will be preferred.
[3] The goals have been updated on the basis of long-term strategic goals.

CREATING VALUE <IR> - OUR BUSINESS MODEL FOR SUSTAINABLE DEVELOPMENT

[GRI 2-6]
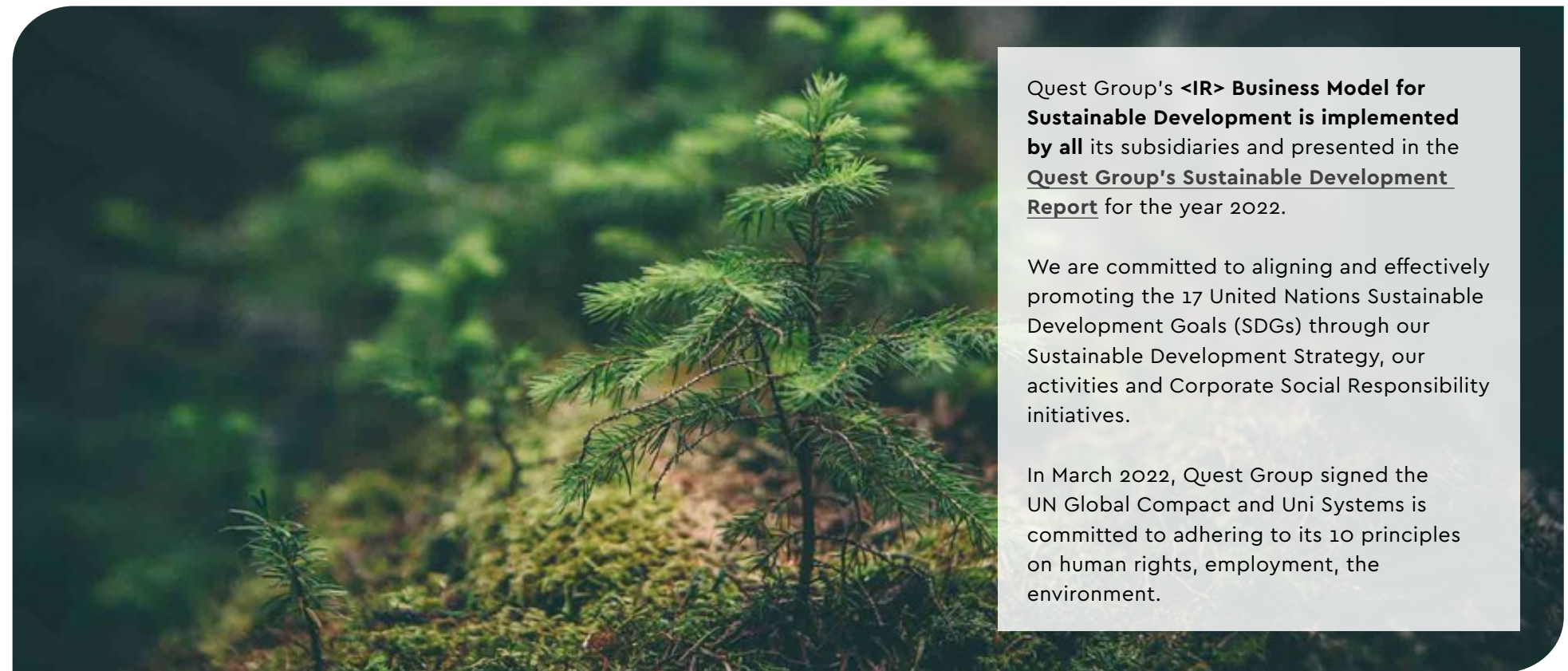
Quest Group's **<IR> Business Model for Sustainable Development is implemented by all** its subsidiaries and presented in the **Quest Group's Sustainable Development Report** for the year 2022.

We are committed to aligning and effectively promoting the 17 United Nations Sustainable Development Goals (SDGs) through our Sustainable Development Strategy, our activities and Corporate Social Responsibility initiatives.

In March 2022, Quest Group signed the UN Global Compact and Uni Systems is committed to adhering to its 10 principles on human rights, employment, the environment.

United Nations Global Compact

SUSTAINABLE DEVELOPMENT GOALS

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FINANCIAL PERFORMANCE

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FINANCIAL PERFORMANCE

[GRI 201-1]
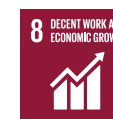
Uni Systems is constantly growing and keeps increasing its revenue. **In 2022, its revenues amount to €176 million (consolidated revenues with Intelli Solutions), registering a further growth of 14% compared to the previous year**. Additionally, we improved our profitability (EBT) by 8.1%. Our financial performance is detailed in the tables below.

Direct Economic Value (€)		
	2021	**2022**
Economic value generated: total revenue/sales	€154,253,025	€175,894,587

Economic value distributed (€)		
	2021	**2022**
Operating costs	€103,544,511	€113,466,388
Salaries and employee benefits	€41,942,960	€50,396,069
Payments to financial bodies	€2,499,974	€3,015,277
Payments to State bodies	€29,828,764	€27,077,751
Social investments	€127,059	€31,445

Payment of Taxes and Contributions (€)		
	2021	**2022**
VAT payment	€11,729,602	€5,478,891
Social Security contributions	€10,054,572	€11,703,570
Payroll tax payment	€5,919,976	€6,896,521
Payment of other taxes	€2,124,613	€2,998,769
Total	**€29,828,763**	**€27,077,751**

Net Loan Liabilities & Leverage (€X1000)		
	2021	**2022**
Total Borrowing	3.961	26.079
Leased Liabilities	4.620	4.986
Minus: Cash and cash equivalents	-18.954	-52.274
Net Borrowing	-10.373	-21.208
Total Equity	34.879	41.670
Total Capital Employed	24.506	20.462
Leverage factor	**-42,33%**	**-103,65%**

The Annual Financial Report of 2022, which is posted on the company's **website**, contains further information on financial data, as well as detailed tables for all subsidiaries and their financial results.

For more information, see the chapter **Performance and Future Goals**

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OUR GOVERNANCE MODEL

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OUR GOVERNANCE MODEL

[GRI 2-9, 2-10, 2-11, 2-12,2-13,2-14, 2-18]

Corporate Governance

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

Board of Directors

Ioannis Loumakis, Chairman & CEO

Apostolos Georgantzis, Vice Chairman

Theodoros Fessas, Member

Eftichia Koutsoureli, Member

Markos Bitsakos, Member

Constantine Serros, Member

Nikolaos Psimogiannos, Member

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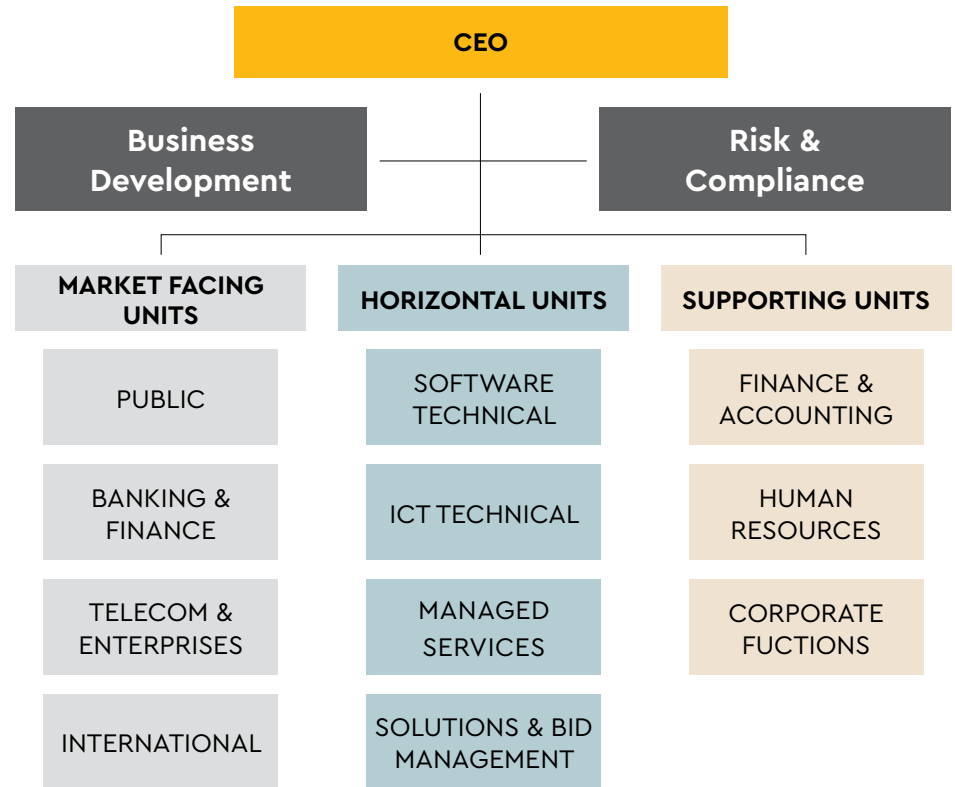
The company's Sustainable Development Committee, which reports to the CEO, is responsible for the Sustainable Development and Corporate Social Responsibility issues and operates according to the strategic guidelines of Quest Group.

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ETHICAL BUSINESS BEHAVIOUR, CORPORATE CULTURE AND REGULATORY COMPLIANCE

[GRI 2-9, 2-12, 2-13, 2-14, 2-15, 2-23, 2-25, 2-26, 2-27, 3-3, 205-3, 206-1, GRI 419-1]

Material issues:
- **Ensuring business ethics and combating corruption**
- **Compliance with regulatory authorities**

Uni Systems operates within 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.

Uni Systems, as a 100% subsidiary of Quest Holdings, parent company of Quest Group, adopts its principles and values and applies without exception the Corporate Governance Policies and Procedures set by the Group, in accordance with its **Operations** Regulation.

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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 their own regulatory frameworks, through the implementation of innovative regulatory compliance solutions.
Our **Policies** are posted on Quest Group's website.

The following policies are available on Uni Systems website:

> **The Code of Conduct & Ethics**

> **The Diversity, Equality and Inclusion policy**

> **The Human Rights policy**

> **The Supplier Code of Conduct**

> **Statement on the UK's Modern Slavery Act 2015**

During 2022, an awareness campaign and training regarding the principles of the Group's new Code of Ethics and Ethical Conduct was carried out for all employees.

**Grievance Mechanism and
Unlawful Behaviour Reporting Procedure**

milisemas@unisystems.gr

The company, based on the complaints management and/or incidents of non-compliance process, allows all interested parties, named or anonymous, to submit concerns or report a possible incident of violation of company's Policies, Regulations or applicable legislation. All reports are treated confidentially and employees are encouraged to make their reports/complaints in good faith and in order to protect the company.

During 2022, Uni Systems was fully compliant with laws and regulations in both social and environmental sectors.

For more information, see the chapter **Performance and Future Goals**

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CUSTOMER DATA PROTECTION AND PRIVACY

[GRI 3-3, GRI 418-1, UNI SYSTEMS INDICATORS]

Material issues
- **Protection of critical information systems, service quality and business continuity**
- **Customer data protection and privacy**

At Uni Systems, the protection of our customers' data and sensitive information consists an integral part of our operation.

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.).

For the protection of personal data in 2022:

- **We developed a Security Operation Centre (SOC)** - During the last quarter of 2022, we developed a SOC system that will be able to monitor 24x7 both internal operating systems and specific customer systems.

- **We invested in human resources:** the company's specialised departments that provide data protection, privacy and information security solutions for customers with corresponding needs, were enhanced by 200% during the period 2020 – 2022.

- **Data protection and cyber security training** trainings are conducted upon employees' recruitment and periodically to safeguard and raise awareness on cyber security issues.

- **Phishing simulations were carried out** to test the preparedness of our employees for corresponding attacks.

For the protection of critical business systems in 2022:

- System availability **over 99.99%**

- **Vulnerability and system penetration testings** were performed periodically

For more information, see the chapter **Performance and Future Goals**

OUR PEOPLE

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Quest GROUP

OUR PEOPLE

[GRI 3-3, GRI 401-1]

Material issue:

Strengthening employment, providing decent wages and halting brain drain

Our people are the driving force behind what we have achieved so far in our long history. We recognize their valuable contribution; we focus on respect and inclusion and we strive to support their further development.

In 2022

▷ **1,188** employees

▷ with **30%** being in the International sector

▷ Total recruitment: **246**
New job openings: **110**

In 2022, we implemented the following actions to attract and retain human resources:

- **Strengthened** the Human Resources **team**.
- **Invested in a new ATS system** (Applicant Tracking System).
- **Cooperated with the Liaison offices** of major Academic Institutions.
- **Onboarding and buddy initiative surveys were conducted** with the aim of improving the programmes.
- I**nternal candidate reference process** (Bring Your Own Friend – BYOF). Indicatively, 25 recruitments in 2022 originated from this programme.
- **Talent Management programme.** In 2022, the 2nd talent development & management programme took place, in which 66 Uni Systems employees participated.
- **We support their development** in a dynamic environment that fully supports learning and new experiences. In 2022, 68 employees took up upgraded roles and 8 employees moved into new roles.
- **Following the 2021 employee satisfaction survey,** focus groups were organised to further analyze and work on the main findings.

Our employee benefits* include:

> Provision of remote office equipment (laptop, peripherals).

> Life insurance.

> Health care.

> Disability and illness insurance.

> Strategic Partnership with Metropolitan Hospital to provide discounts for the employees of Uni Systems in Greece.

> Corporate mobile phone connection.

> Retirement programme and check-up for executives at managerial level and above.

> Parental leave.

> Company Cars based on level.

> Meal Vouchers.

> Leaving work early every Friday during the summer.

> Leaving work early on birthdays.

> Bonuses for marriage, childbirth and upon children's successful entry into university.

> Discounts on products & services of Quest Group's subsidiary companies.

> "Diversify" staff reward programme.

* The benefits cover all of our employees with some specific exceptions, which are mentioned here and are offered on a level basis.

93% permanent contracts of employment

Staff mobility rate at 13,15%

DIVERSITY AND INCLUSION

At Uni Systems we create an inclusive work environment, promoting diversity and equal opportunities.

In 2022, the following were recorded:

In 2022

> **34% of the hires were women**

> **The new Diversity, Equality and Inclusion Policy was created**

Zero complaints
for human rights violation

Zero complaints
for working practices or discrimination incidents

Recruitment 2022 by gender

66%

34%

- Women
- Men

For more information on Uni Systems human resources, see **Appendix 1** in the Quest Group's Sustainable Development report for 2022.

For more information, see the chapter **Performance and Future Goals**

EMPLOYEE TRAINING AND DEVELOPMENT

Material issue:

- **Providing education (certifications) and employee development**

[GRI 3-3, GRI 404-1]

The growth and development of our people is a strong commitment for Uni Systems and one of our most important Sustainable Development goals.

Data 2022*

21,516 training hours [(technical trainings, skills development (soft skills)], rate increase over 90% (YOY)

Total training expenditure: **€363,840** an increase of over 80% (YOY)

More than **770** licenses on digital learning platforms (LinkedIn Learning, Udemy, Pluralsight)

Average training hours per employee was **24**

A leadership training programme for supervisors was conducted

15 Uni Systems employees attended the **Mini MBA** provided to Quest Group's employees by Alba Graduate Business School

* Covers employees in Greece, Belgium, Luxembourg, Romania, Italy, Spain and Intelli Solutions.

In 2022, the average training hours per employee was 24 hours **(+ 10 hours per employee from the previous year)**

Average man-hours of training per employee

7,46 — 2018
17,85 — 2019
11,08 — 2020
14,47 — 2021
24,03 — 2022

For more information, see the chapter **Performance and Future Goals**

HEALTH, SAFETY AND WELL-BEING OF EMPLOYEES

[GRI 3-3, GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7, 403-8]

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

A continuous Occupational Health and Safety Management System is being implemented. The system is based on the Health, Safety, and Physical Security Policies of Quest Group and is effective in full compliance with the requirements of the legislation.

A key principle is the assessment, prediction and prevention of workplace 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 of our employees, we have taken the following measures:
- ISO 45001 certification for the employees' Health and Safety.
- Teleworking continued at rates greater than 60% throughout the year.
- By implementing the Group's Health and Safety policy and by assessing the occupational risk of each facility, any work-related accidents and illnesses are monitored and recorded.
- From 2021, a Specialist Pathologist is available at the company's premises in Athens. The Specialist provides services in person (2 hours per week) or advices over the phone for the employees who work remotely.
- For yet another year, a voluntary anti-influenza vaccination for employees was carried out.

- The company complied with all its obligations regarding the Occupational Physician according to the requirements of the legislation.
- Implementation of a Space Occupancy pilot project with the aim of improving the quality of the environment within the company's premises (Indoor Environmental Quality & People Count Control system). Review of the thermal-acoustic comfort and air- lighting quality in selected workplaces, real-time mapping, and mapping of workplace crowd density.
- Healthcare/hospital treatment and life insurance benefit plans.
- Pension plan.
- Annual medical check-up.
- Voluntary blood donation for Quest Group's blood bank.
- Psychological and counselling support programme for employees in Greece and their family members.

During 2022 there were no occupational accidents, work-related illnesses/deaths and, consequently, no lost working days.

In 2022, Uni Systems was certified according to ISO 45001:2018 Health and Safety Management System

Wellness and quality of life

A holistic wellness programme with indoor and outdoor activities was developed and implemented. In 2022, the programme addressed the employees in Greece only.

Cycling

Yoga

Pilates

Sports training (semi personal)

Treasure hunt

Hiking (within and outside Attica)

Online discussions/ sessions on well-being

Culture and art

Workshops on well-being (Happy Lab)

For more information, see the chapter **Performance and Future Goals**

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RESPONSIBLE BUSINESS

Quest
GROUP

RESPONSIBLE BUSINESS

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 define 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 try 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 with the majority of whom we maintain long-term business partnerships governed by a spirit of trust and security. In order to effectively manage our supply chain, we implement the following activities:

• We apply Quest Group's Procurement Policy and select our partners and suppliers based on 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. The evaluation of the Support Centre's nationwide network of partners was completed in early 2023, and out of the 110 partners, a list of the best 10 nationwide partners was compiled, while there was one termination.

• In 2022, we decided to update the suppliers' evaluation process with ESG criteria. It is expected to be implemented within 2023.
• Respectively, as regards the inclusion of new suppliers, a specific procedure is followed, which includes investigation on 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 research organizations such as Gartner, Forrester, etc.

For more information, see the chapter **Performance and Future Goals**

CERTIFICATIONS 2022
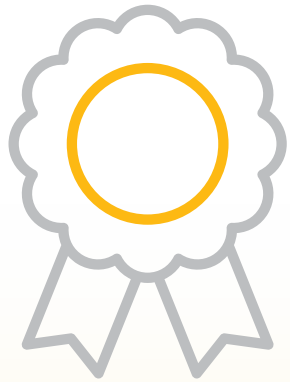
> **Quality Management System Compliance Certificate EN ISO 9001:** 2015, TUV HELLAS (TUV NORD)

> **Quality Management System Compliance Certificate EN ISO 9001:** 2015 (Romanian branch)

> **Security Certificate ISO/IEC 27001:** 2013, TUV HELLAS (TUV NORD)

> **IT Service Management System Compliance Certificate ISO/IEC 20000-1:** 2013, TUV HELLAS (TUV NORD)

> **Environmental Management System Compliance Certificate ISO/IEC 14001:** 2015, TUV HELLAS (TUV NORD)

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

> **Occupational Health and Safety Management System Compliance Certificate ISO 4500:** 2018 TUV HELLAS (TUV/NORD)

For more information, see the chapter **Performance and Future Goals**

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SUSTAINABLE SERVICES & DIGITAL INNOVATION

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SUSTAINABLE SERVICES & DIGITAL INNOVATION

Sustainable products & digital innovation

The provision of sustainable and innovative solutions and services is focused on three main axes:

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

Our goal is to provide efficient services to our customers and create a comprehensive path for their gradual transition to a digital and sustainable environment.

At the same time, we evaluate our clients' degree of satisfaction and we conduct an annual satisfaction survey on selected groups. As far as the customer complaint management methodology is concerned, there are three main channels through which they are recorded: a) through the customer satisfaction survey, b) through the projects' steering committees, and, c) through official communication with the client.

Quality Management Department is responsible for handling relevant complaints by monitoring them and proceed to corrective actions, whenever they are required.

2022 Customer Satisfaction Survey Results

Participating Customers	Results	Overall Customer Satisfaction Index (Customer Satisfaction Index – CSI)
Private enterprises: 2	Excellent/Above Satisfactory rating: 64%	
International organisations: 13		
	Satisfactory rating: 11%	
Local authorities: 9		
Prefectures: 1		76,77%
Organisations of the wider public sector: 5	Improvement required/ Unsatisfactory: 4%	
Telecommunications Providers: 9		
	I do not know/I do not answer: 21%	
Financial institutions: 13		

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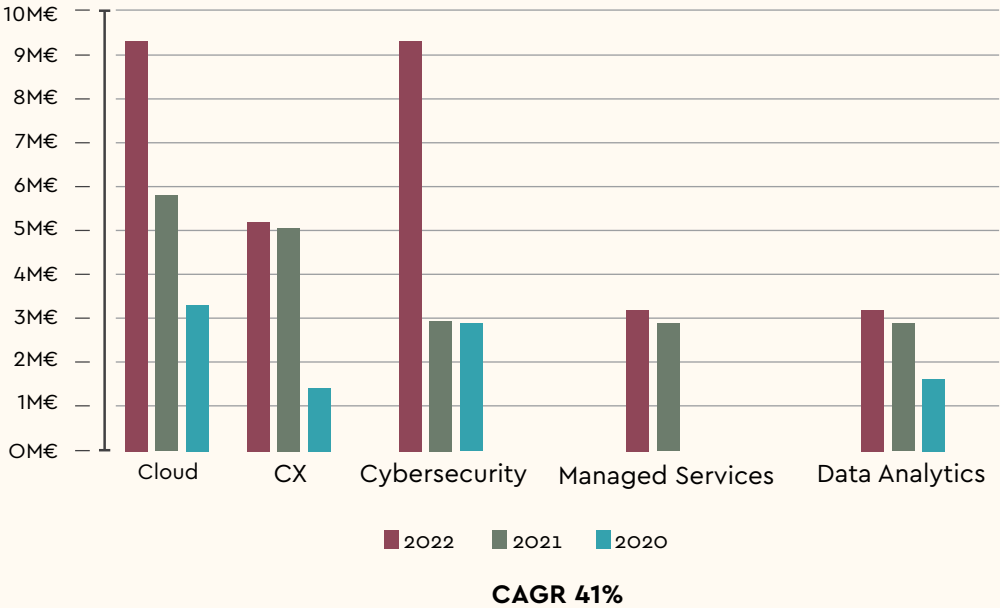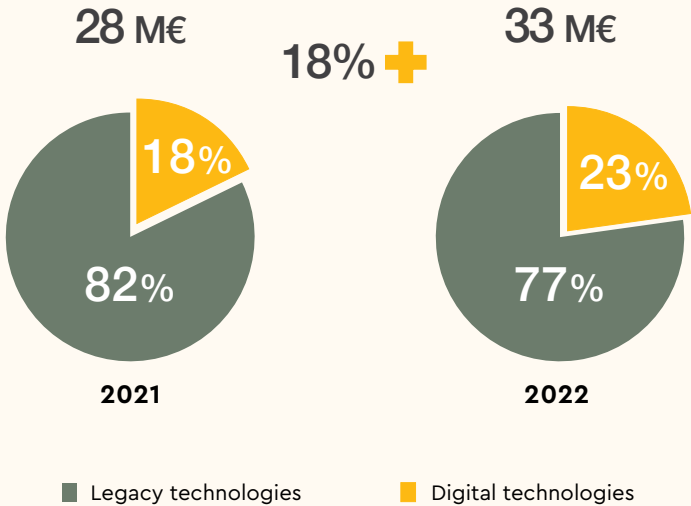
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2022 was the first year of Uni Systems Strategic Development Plan implementation during which a significant increase in revenues from digital solutions was recorded.

Strategic Plan (first year results)

Revenues from digital pillars:

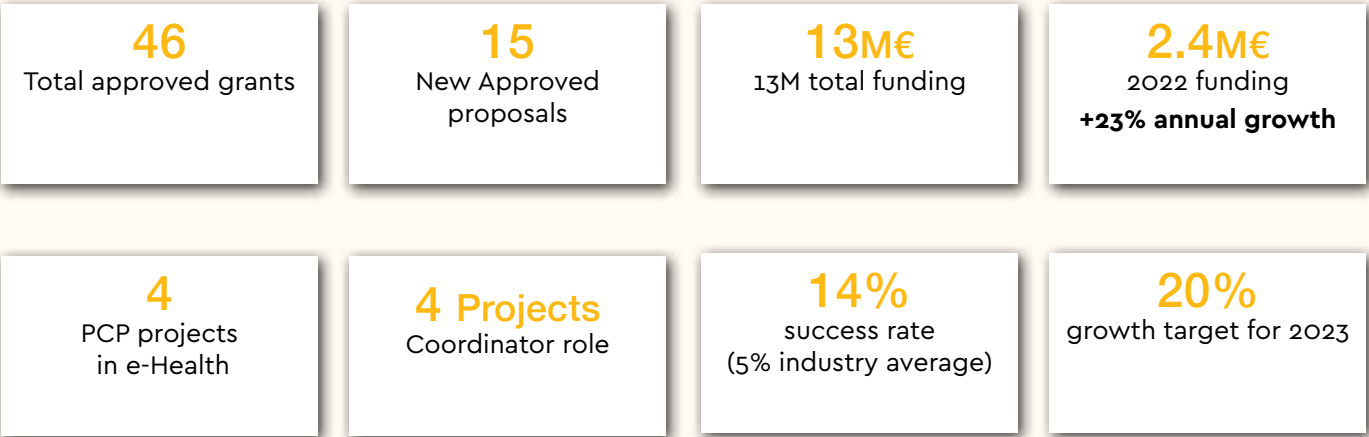18% growth in 2022 from 2021 and 5% growth within total revenues

Strategic Development Plan for Digital Pillars

CAGR 41%

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B) Research, Development and Innovation

Our investment in Research, Development and Innovation fuels long-term sustainable growth and through this, we leverage new technologies, identify and create new solutions and foster new partnerships. The process evolves the way we approach IT and cultivates new open collaboration standards for a wide range of fields.

RESEARCH, INNOVATION AND DEVELOPMENT

46
Total approved grants

15
New Approved proposals

13M€
13M total funding

2.4M€
2022 funding
+23% annual growth

4
PCP projects
in e-Health

4 Projects
Coordinator role

14%
success rate
(5% industry average)

20%
growth target for 2023

FOCUS SECTORS

> Health

> Culture

> Smart Energy

> Industry 4.0

> Sustainability

> Cyber security

> Education

> Supply Chain

> Mobility

> Smart Cities

Pleiades
Non profit Innovation cluster for IoT

iQnovus | **Quest GROUP**
Innovation center of Quest Group supported by Uni Systems

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C) Internal 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. Within this context, we review the way we take advantage of IT and technology as well as ur processes, with a view to the evolution and optimization of our business performance.

• The implementation of the internal project for the digitization of important internal processes (UniApprovals) has been largely completed covering the a) ad-hoc expenses, b) travel expenses, c) fuel cards, d) expenses, e) fixed assets, f) recurring expenses.

• Innovative tools to support business activities such as sales (Monday) and Innovation management (BrightIdea) have been adopted.

• A new CRM system operates to cover holistically the company's commercial relations with all its customers.

• The Strategic Development Plan (2022–2026) includes selected initiatives of performance improvement in areas such as: Portfolio Management, Costing and Pricing Policy, Sales, Resource & Pyramid Management, Delivery Model Transformation and Profit Margin Management, which are all ongoing.

Quest Group's Innovation Centre

Based on the initiatives and activities of the Research Development and Innovation department, Uni Systems laid the foundations for the creation of **iQnovus, Quest Group's Innovation Center**. iQnovus' aim is to respond with innovative solutions to the emerging challenges of the Group's subsidiaries through specific Working Groups. It supports transfer of knowledge, monitoring of market trends, talent attraction, the creation of new products and services, the use of innovative management tools and methods, and attraction of funding and investment. The Innovation Center manages Clusters, Competence Centres and Digital Innovation Hubs through a broad ecosystem that includes, in addition to the Group's subsidiaries, academic institutions, smaller companies and start-ups and companies with specific expertise.

Pleiades IoT Innovation Cluster

In 2022, Pleiades IoT Innovation Cluster was awarded the second phase funding by the General Secretariat of Research and Technology; the Internet of Things Cluster was transformed into a Non-Profit Civil Company aiming at further bolstering its outward-looking activities.

This increases the potential for funding opportunities and broadens its membership base, while it facilitates the interconnection of its members with the wider innovation ecosystem.

SUSTAINABLE SOLUTIONS AND SERVICES

[GRI 3-3, UNI SYSTEMS INDICATOR]

Material issue

- **Support of the digital transformation and modernisation through the provision of innovative products and services and digital transformation of the state**

The categories of our sustainable solutions and services that have been included in the Strategic Plan for Sustainable Development are the following:

- Cloud solutions.

- Emissions trading systems to control and monitor carbon dioxide emissions by sector and country.

- Culture and Education Solutions.

- Systems for the disease control, prevention, monitoring and analysis.

- Systems for the control and approval of new chemicals.

- Systems for the approval of new medicines and monitoring of the EU regulatory framework for the management and control of medicines.

- Systems for the implementation of European asylum, border management, immigration, cross-border justice policies, international protection and conditions for the reception of migrants and refugees.

- Systems related to Justice, Criminal Record management, Legal Council of the State, Administrative Courts.

Objective of the Strategic Plan for Sustainable Development

2022

More than **>6%** of revenue to derive from sustainable solutions and services by 2025

Achieved 22%
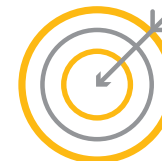
For more information, see the chapter **Performance and Future Goals**

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ENVIRONMENTAL FOOTPRINT

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ENVIRONMENTAL FOOTPRINT

We monitor developments related to environmental management and ensure the implementation of relevant regulatory frameworks and regulations, so that our operations will have the smallest possible impact on the environment. We, therefore, aim to continuously reduce energy consumption and increase the use of renewable energy sources.

We implement an integrated environmental management system, certified according to ISO/IEC 14001:2015.

Climate change

We strive to reduce our environmental footprint and choose technologies that optimise energy management, help protect the environment, and save costs.

For 2022, a Scope 1, 2 and 3 study was carried out by external partner. The study was based on the GHG Protocol covering all the functions of the company and those of its subsidiaries in Greece and abroad.

Analytically:

- Direct emissions (Scope 1): Emissions from sources controlled by the Company, such as stationary and mobile combustion sources, as well as fugitive emissions from the air conditioning circuit in Uni Systems' buildings.

- Indirect emissions (Scope 2 & 3): Emissions from energy use and network losses (Scope 2), i.e. emissions from sources that do not belong to the Company, but are a consequence of its activities (Scope 3). Indirect emissions that fall under Scope 3 are related to: the supply of goods, services and fuel and their transport by third-party means of transport, the waste management outside the Company's facilities, the movement of employees (business trips and daily work commuting), and the possible investments.

In 2022, the measurements of direct emissions (Scope 1) include the direct fugitive emissions from the release of the GHG (fugitive emissions) and the indirect emissions also include the activities abroad. Therefore, the data are not comparable with those of 2021 and we set 2022 as the baseline year.

List of Company's emission sources and their categorisation based on the GHG Protocol

GHG Protocol	Sources of emissions	Register
Scope 1	Direct emissions from combustion in fixed equipment	YES
	Building heating	YES
	Combustion of oil	YES
	Natural gas combustion	YES
	Direct emissions from combustion in mobile equipment	YES
	Combustion of fuel in vehicles controlled by the company	YES
	Combustion of diesel in service vehicles (privately owned or fully leased)	YES
	Combustion of gasoline in service vehicles (privately owned or fully leased)	YES
	Combustion of LPG in service vehicles (privately owned or fully leased)	YES
	Direct fugitive emissions from GHG release	YES
	HFCs from air conditioning equipment in office buildings	YES
Scope 2	Indirect emissions from imported electricity	YES
	Electricity consumption in office buildings	YES
	Electricity consumption in electric vehicles	YES
Scope 3 Category 1	Indirect emissions from supplies of goods & services	YES
	Production of supplied materials/consumables/raw materials/services	YES
Scope 3 Category 2	Indirect emissions from supplies of fixed goods	YES
	Production of supplied fixed goods	YES

List of Company's emission sources and their categorisation based on the GHG Protocol

GHG Protocol	Sources of emissions	Register
Scope 3 Category 3	Indirect emissions from fuel and energy	YES
	Indirect emissions from fuel production and transport	YES
	Gasoline production (including transport)	YES
	Production of diesel fuel (including transport)	YES
	Diesel heating production (including transport)	YES
	Natural gas production (including transport)	YES
	LPG production (including transport)	YES
	Indirect emissions from losses in the Distribution & Transmission Network for the Electricity consumed (Scope 2)	YES
	Network Losses	YES
Scope 3 Category 4	Emissions from "upstream" transmission and distribution	YES
	Transport of products to the company	YES
Scope 3 Category 5	Indirect emissions from waste management	NO
	Recycling and waste disposal	YES
Scope 3 Category 6	Indirect emissions from business travel	YES
	Transportation by plane	YES
	Transportation by boat	YES
	Transportation by car	YES
	Transportation by train	YES
	Stays in hotels	YES

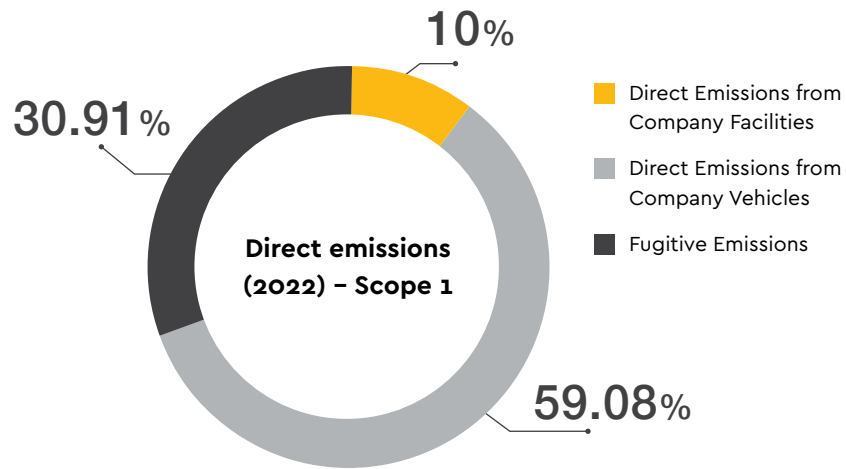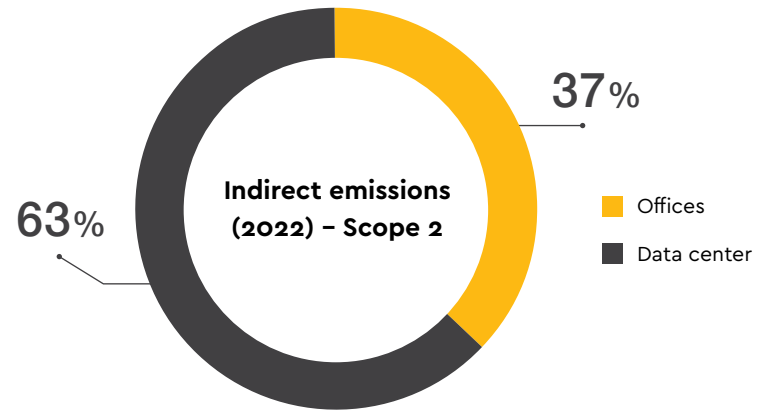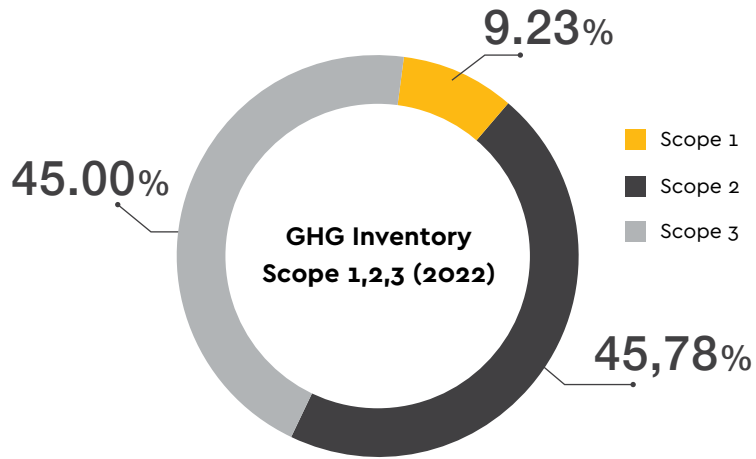**List of Company's emission sources and their categorisation based on the GHG Protocol**

GHG Protocol	Sources of emissions	Register
Scope 3 Category 7	Emissions from employees moving to and from work	NO
Scope 3 Category 8	Leased assets	N/A
Scope 3 Category 9	Indirect emissions from "downstream" transportation and distribution	YES
	Transport of products by the company	YES
Scope 3 Category 10	Indirect emissions from intermediate and/or final product processing	N/A
Scope 3 Category 11	Indirect emissions from intermediate and/or final product use	N/A
Scope 3 Category 12	Indirect emissions from end-of-life of intermediate and/or final product	N/A
Scope 3 Category 13	Leased assets	N/A
Scope 3 Category 14	Emissions from Franchise	N/A
Scope 3 Category 15	Emissions from Investments	NO

Quantification of Scope 1, Scope 2 and Scope 3 GHG emissions for the reference year 2022

EMISSIONS	TOTAL	CO_2	CH_4	N_2O	HFCs
Uni Systems	GWP	1	28	265	1844
Scope 1 – 2022	365.11	249.68	1.05	1.53	113
Company facilities	36.58	36.49	0.00	0.00	-
Company vehicles	215.69	213.20	0.04	0.01	-
Fugitive emissions	112.84	-	-	-	0.06
Scope 2 – 2022	1,811.2	-	-	-	-
Purchased electricity	661.4	661.4	-	-	-
Purchased electricity – Data centre	1,149.8	1,149.8			
Scope 3 – 2022	1,780.3	-	-	-	-
Cat. 1. Purchased goods and services	36.95	-	-	-	-
Cat. 2. Capital goods	618.11	-	-	-	-
Cat. 3. Fuel- and energy-related activities	152.36	-	-	-	-
Cat. 4. Upstream transportation and distribution	855.10	-	-	-	-
Cat. 5. Waste	0.01				
Cat. 6. Business travel	113.52	-	-	-	-
Cat. 9. Downstream transportation & distribution	4.29	-	-	-	-
Total CO₂e emissions	**3,956.63**				

* The price shown refers to emissions from electricity consumption using the market-based method, as defined in the GHG Protocol.

Quantification of Scope 1, Scope 2 and Scope 3 GHG emissions for the reference year 2022

GHG Inventory Scope 1,2,3 (2022)
- 9.23%
- 45.78%
- 45.00%

Legend:
- Scope 1
- Scope 2
- Scope 3

Indirect emissions (2022) – Scope 2
- 37%
- 63%

Legend:
- Offices
- Data center

Direct emissions (2022) – Scope 1
- 10%
- 59.08%
- 30.91%

Legend:
- Direct Emissions from Company Facilities
- Direct Emissions from Company Vehicles
- Fugitive Emissions

Other indirect emissions (2022) Scope 3
- 6.38%
- 0.001%
- 37%
- 8.56%
- 48.27%

Legend:
- Purchased goods and services
- Capital goods
- Fuel- and energy-related activities
- Waste
- Business travel

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Our Environmental Indicators for 2022

UNISYSTEMS		
Indicators	**Measurement**	**Metrics**
Turnover (€ million)	175,80	
Annual energy intensity (kWh/m²)	271,88	
Equivalent of thousands of tonnes of CO_2 (kt CO_2)	2,18	
Annual energy intensity (kWh/m2) / € million turnover	1,55	
Equivalent of thousands of tonnes of CO_2 per year (kt CO_2) / € million of turnover	0,0124	
Direct emissions (Scope 1)	365,11	tCO_2 eq.
Direct emissions (Scope 1) / € million of turnover	2,08	tCO_2 eq./€ million
Direct emissions – (Scope 1)/m²	0,020	tCO_2 eq./m²
Indirect emissions (Scope 2)	1,811.17	tCO_2 eq.
Indirect emissions (Scope 2) / € million of turnover	10,30	tCO_2 eq./€ million
Indirect emissions – (Scope 2)/m²	0,098	tCO_2 eq./m²
Indirect emissions (Scope 3)	1,780	tCO_2 eq.
Indirect emissions (Scope 3) / € million of turnover	10	tCO_2 eq./€ million
Total Direct and Indirect Emissions (Scope 1,2,3)	3.956	tCO_2 eq.
Total amount of energy consumed	5,003,410	MWh
Total amount of electricity consumed	4,119,647	MWh
Percentage of electricity consumed in relation to the total amount of energy consumed	82.34%	%
Percentage of energy consumed and derived from RES in relation to the total energy consumed*	20%	%
Percentage of solar energy consumed and derived from RES in relation to the total energy consumed*	23.7%	%

* Based on % RES at the residual energy mix of our provider NRG from the **DAPEEP Report 2022**.

For more information, see the chapter **Performance and Future Goals**

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CONTRIBUTION TO SOCIETY

During 2022, we carried out a series of charitable donations:

- **At the beginning of the war in Ukraine, we responded to the Ministry of Immigration & Asylum's initiative "Help Ukraine"** to equip the summer camps of the Municipality of Zografou in the area of Rafina, where expatriates from Mariupol in Ukraine were accommodated. We proceeded with the donation of household and electronic equipment which included: 6 refrigerators and 2 kitchen ranges, 2 laundry machines, 1 TV, 3 laptops and 1 printer. The donation of the equipment was followed by a shipment of clothing to the guests of the camps.

- **We bridge the business world with the academic world:** a) through initiatives and collaborations of our Innovation team, and b) through targeted presentations to young graduates' groups, thus providing them with the opportunity to understand the working models.

- **Upskilling & reskilling – 3rd round of Coding Scholarship program "Mind the <code>":** The third round of Coding Scholarship program "Mind the <code>", initiated by Quest Group, was conducted to provide scholarships and the opportunity for intensive training on java and .NET technologies to 40 young people. Uni Systems recruited 8 fellows from the java program and 7 from the .NET program.

- **We support technological and student communities**, such as the Ministry of Testing, the Microsoft Global Azure community and the Hellenic team participating in the European Cybersecurity Challenge.

- **We participated in the Athens Marathon** and part of the participation cost was offered to support the "Smile of a Child" NGO.

- **We supported the following clubs/associations:** Floga, Agia Varvara Children's Town, SOS Children's Villages, Amimoni, "Open Arms Hug" - Day Care Centre of the Friends of Social Paediatrics and Medicine, "Estia" – Social Care Centre for People with intellectual disability.

- **For the Brain Regain initiative,** we supported the "Hellenic Roots" organisation with a donation.

- **Through our Innovation ecosystem**, we support smaller companies in their various functions, such as pricing policy, marketing, sales, etc.

- We are a member of the **"Boroume" (We Can)** network and we join the effort for the reduction of food waste.

- We support the **"Diazoma" Association for** the protection of our cultural heritage.

- We sourced the employee's **Christmas gifts from Greek producers** to support the local economy.
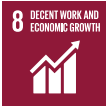
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PERFORMANCE AND FUTURE GOALS

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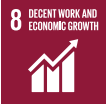| Uni Systems				
SDGs	**MATERIAL ISSUES OF ESG STRATEGY & SUSTAINABLE DEVELOPMENT**	**GOALS FOR 2022**	**ACHIEVEMENT OF GOALS FOR 2022**	**GOALS FOR 2023**
8 DECENT WORK AND ECONOMIC GROWTH	Financial performance	• Revenue increase >10% • EBITDA increase >10% • EBT increase >10%	• 11% revenue growth • 15% EBITDA increase • 9% EBT increase	• 12% revenue growth • 4% EBITDA increase • 12% EBT increase
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Ensuring business ethics and combating corruption	• Zero incidents of corruption, unfair competition, anti- competitive behaviour, antitrust and monopoly practices	• Zero incidents of corruption, unfair competition, anti- competitive behaviour, antitrust and monopoly practices	• Zero incidents of corruption, unfair competition, anti- competitive behaviour, antitrust and monopoly practices
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Compliance with regulatory authorities	• Full compliance with laws and regulations in the social and environmental area • Adaptation to the new Law on Corporate Governance (L. 4706/2020)	Achieved 100%	• Preparation of a procedure for managing requests from Supervisory Authorities. • Preparation of a data collection process necessary to monitor the approved environmental goals of the Group's ESG Strategy • Preparation of a procedure for safeguarding the Company products' intellectual property

PERFORMANCE AND FUTURE GOALS

Uni Systems				
SDGs	**MATERIAL ISSUES OF ESG STRATEGY & SUSTAINABLE DEVELOPMENT**	**GOALS FOR 2022**	**ACHIEVEMENT OF GOALS FOR 2022**	**GOALS FOR 2023**
	Protection of critical information systems and ensuring business continuity	• System Availability > 99.999%. • Vulnerability assessment of main systems	• Systems availability greater than 99.99% • Vulnerability and penetration testing of systems were performed on a periodic basis All potential vulnerabilities were managed by the respective Service Owners	• Alignment with the new ISO 27001 requirements as depicted in the 2022 edition. The information security management system will be aligned with these requirements by October 2024 to be certified by external auditor • Activation of the 24x7 Security Operation Centre (SOC) service (March 2023) and further enrichment in the coming years (new logging sources, use cases) • New storage equipment to increase the capacity of our IT systems resulting in higher service availability • Provision of an endpoint protection solution for the company's mobile devices • Periodic system vulnerability testing, on a weekly basis for the majority of systems • Patch management

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PERFORMANCE AND FUTURE GOALS

Uni Systems				
SDGs	**MATERIAL ISSUES OF ESG STRATEGY & SUSTAINABLE DEVELOPMENT**	**GOALS FOR 2022**	**ACHIEVEMENT OF GOALS FOR 2022**	**GOALS FOR 2023**
	• Customer data protection and privacy	• Best possible effort to maintain zero substantiated complaints of breach of personal data of individuals • Best possible effort to maintain zero data breach incidents (ESG Goal) • Mandatory data protection and information security training for all employees	• Data protection and cyber security trainings are conducted upon employee recruitment and periodically to ensure and raise awareness on cyber security issues • Phishing simulations were carried out to test the preparedness of our staff in corresponding attacks	• Best possible effort to maintain zero data breach incidents (ESG Goal) • Best possible effort to maintain zero substantiated complaints of breach of personal data of individuals • Continued training of all employees on digital security and phishing simulations
	• Environment	• 4% of purchased certified green energy-electricity is derived from renewable sources • 6% of the corporate vehicle fleet to switch to electric or hybrid cars • Introduction of the paperless policy (where applicable)	• 15% of Quest Group's total consumption from certified green energy (overachievement of goals 2022–2023) • 40.5% of the corporate vehicle fleet has switched to electric or hybrid cars (overachievement of goals 2022–2023)	• Maintenance or increase of Quest Group's total renewable energy consumption from certified green energy • Maintenance or increase of the electric or hybrid cars vehicle fleet at 2022 levels

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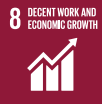| Uni Systems				
SDGs	**MATERIAL ISSUES OF ESG STRATEGY & SUSTAINABLE DEVELOPMENT**	**GOALS FOR 2022**	**ACHIEVEMENT OF GOALS FOR 2022**	**GOALS FOR 2023**
8 DECENT WORK AND ECONOMIC GROWTH	• Strengthening of employment, provision of decent wages and halting brain	• Maintaining and strengthening staff attraction programmes • Participation in 12–14 career events in 2022 • Reinforcement of internship programmes • Maintenance of staff mobility (turnover) at the levels of 2021 (11.9%) • Creation of 110 new job positions	• Participation in 19 career events & 7 internships • Maintaining and enhancing staff attraction programmes • Slight increase in staff mobility to 13% • Creation of 110 new job positions • Alignment of benefits in all companies where possible, and as long as they are not specified differently by the legal framework of each country • Common payroll service provision system for all subsidiaries • Common HR management system for all subsidiaries	• Participation in 20+ career events • Increase of internship programmes to 12+ • Completing a pay gap study to identify and reduce any gaps until 2025 • Maintaining staff mobility (turnover) at 13% • Creation of 110+ new job positions • Alignment of benefits across subsidiaries: in progress for 2023 • Common payroll service delivery system for subsidiaries: both research and study have been completed and it is expected to be implemented within 2023 • Common HR management system for subsidiaries: in progress for 2023

PERFORMANCE AND FUTURE GOALS

Uni Systems				
SDGs	**MATERIAL ISSUES OF ESG STRATEGY & SUSTAINABLE DEVELOPMENT**	**GOALS FOR 2022**	**ACHIEVEMENT OF GOALS FOR 2022**	**GOALS FOR 2023**
5 GENDER EQUALITY	• Diversity and Inclusion	• Fostering a workplace of culture for Diversity, Integration & Inclusion (D&I) • Participation in at least one job enhancement programme for women	• A corporate policy for Diversity, Integration & Inclusion (D&I) was created • Participation in 2 job enhancement programmes for women in IT	• Participation in at least one job enhancement programme for women • Strengthening a Diversity, Integration & Inclusion (D&I) in workplace
4 QUALITY EDUCATION	• Provision of education, certifications and employee development	• 2.5% increase of training hours per employee • Maintenance of training programmes, increase of licenses on online training platforms, doubling the number of training licenses on LinkedIn Learning (700+ licenses), 50% increase on Pluralsight (more than 70 licenses)	• 49.6% increase in training hours per employee (overachievement of 2022–2023 goals) • 21,516 hours of training were carried out • Training programmes multiplied and licenses on online training platforms reached 770	• Maintenance/increase in training hours at 2022 levels

MESSAGE FROM THE CHAIRMAN OF THE BOD AND & CEO | COMPANY INFORMATION | ENGAGEMENT WITH STAKEHOLDERS AND MATERIAL ISSUES | SUSTAINABLE DEVELOPMENT STRATEGY | FINANCIAL PERFORMANCE | OUR GOVERNANCE MODEL | OUR PEOPLE | RESPONSIBLE BUSINESS | SUSTAINABLE SERVICES & DIGITAL INNOVATION | ENVIRONMENTAL FOOTPRIN | CONTRIBUTION TO SOCIETY | PERFORMANCE AND FUTURE GOALS | ANNEX

PERFORMANCE AND FUTURE GOALS

Uni Systems				
SDGs	**MATERIAL ISSUES OF ESG STRATEGY & SUSTAINABLE DEVELOPMENT**	**GOALS FOR 2022**	**ACHIEVEMENT OF GOALS FOR 2022**	**GOALS FOR 2023**
3 GOOD HEALTH AND WELL-BEING	• Ensuring the health, safety and well-being of employees	• Calculation of Health and Safety Indicators • Maintenance of LTIF below 2.3 & TRIR below 1.2. • Training on Violence & Harassment issues addressing all employees • Creation of a teleworking policy	• Zero number of occupational accidents/diseases • Zero LTIF and TRIR indicators. • Training was provided to the fire safety and building evacuation team • The teleworking policy has been finalised and its announcement is pending. • Training of supervisors on Violence & Harassment issues	• Carrying out mandatory Health & Safety trainings • Maintaining LTIF below 2.3 & TRIR below 1.2
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	• Responsible Business Activity	• Defining a methodology based on which we will introduce ESG criteria in the evaluation of key suppliers • Expansion of partnerships in the areas of banking, big data analytics, cloud, cybersecurity, managed services, customer experience • Investigation of participations in the SAP services is in progress • The expansion of collaborations with near/offshore development centres is in progress	• The methodology for introducing ESG criteria in the evaluation of key suppliers was defined • Expansion of partnerships in the areas of banking, big data analytics, cloud, cybersecurity, managed services, customer experience: In progress • Investigation of possible participations in the SAP services area: in progress • The expansion of collaborations with near/offshore development centres: in progress	• Suppliers' evaluation process with ESG criteria

PERFORMANCE AND FUTURE GOALS

Uni Systems				
SDGs	**MATERIAL ISSUES OF ESG STRATEGY & SUSTAINABLE DEVELOPMENT**	**GOALS FOR 2022**	**ACHIEVEMENT OF GOALS FOR 2022**	**GOALS FOR 2023**
	• Digital Transformation	• 20% increase in digital solutions • 10% increase in R&D spending • Expected R&D grants of €2 million	• 18% increase in digital solutions • 51% increase in R&D spending • R&D grants of €1.7 million	•18% increase in digital solutions • 20% increase in R&D spending • R&D grants of €2.7 million

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GRI Standard	Disclosure	Chapter of the Uni Systems or Quest Group 2022 Sustainability Report	Omissions
General Disclosures			
GRI 2: General Disclosures 2021	2-1 Organizational Details	• Company Information	
	2-2 Entities included in the organization's sustainability reporting	• About the Report	
	2-3 Reference period, frequency and contact point	• About the Report	
	2-4 Re statements of information	• About the Report • Financial performance	
	2-5 External assurance	• About the Report	
	2-6 Activities, value chain and other business relationships	• Company Information • Business model <IR> • Financial performance • Our People • Responsible Business	
	2-7 Employees	• Our people	
	2-8 Workers who are not employees	• Our people	
	2-9 Governance structure and composition	• Corporate governance	
	2-10 Nomination and selection of the highest governing body	• Corporate governance • Organizational structure • Committees • Policies and systems	
	2-11 Chair of the highest governing body	• Corporate governance • Organizational structure	

MESSAGE FROM
THE CHAIRMAN OF
THE BOD AND & CEO

COMPANY
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ENGAGEMENT WITH
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GRI Standard	Disclosure	Chapter of the Uni Systems or Quest Group 2022 Sustainability Report	Omissions
GRI 2: General Disclosures 2021	2–12 Role of the highest governing body in overseeing the management of impacts	• Roles and responsibilities • Policies and systems	
	2–13 Delegation of responsibility for impact management	• Roles and responsibilities • Policies and systems	
	2–14 The role of the highest governing body for sustainability reporting	• Committees • Roles and responsibilities • Policies and systems	
	2–15 Conflicts of interest	• Policies and systems	
	2–16 Communication of critical concerns	• Organizational structure	
	2–17 Collective knowledge of the highest governing body	• Committees	
	2–18 Evaluation of the performance of the highest governing body	• Election of the Board of Directors	
	2–19 Remuneration policies	• Organizational structure	
	2–20 Process to determine Remuneration	• Organizational structure	
	2–21 Annual ratio of total compensation	-	The index was not calculated for 2022
	2–22 Statement on the Sustainable Development Strategy	• Messages from the Board of Directors • ESG 2022- 2025+ strategy and objectives	

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GRI Standard	Disclosure	Chapter of the Uni Systems or Quest Group 2022 Sustainability Report	Omissions
GRI 2: General Disclosures 2021	2–23 Policy commitments	• Our Vision • Our Values • Policies and systems • Human Rights • Environmental footprint	
	2–24 Embedding policy commitments	• Policies and systems	
	2–25 Process to remediate negative impacts	• Unlawful behaviour reporting procedure	
	2–26 Mechanisms for seeking advice and raising concerns	• Unlawful behaviour reporting procedure	
	2–27 Compliance with laws and regulations	• Business compliance	
	2–28 Memberships Associations	• Memberships and associations	
	2–29 Approach to Stakeholder engagement	• Engagement with Stakeholders and Material Issues	
	2–30 Collective bargaining agreements	• Our People	
GRI 3: Material topics 2021	3–1 Process to determine material issues	• Engagement with Stakeholders and Material Issues	
	3–2 List of material issues	• About the Report • Engagement with Stakeholders and Material Issues	

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GRI Standard	Disclosure	Chapter of the Uni Systems or Quest Group 2022 Sustainability Report	Omissions
We reinforce an environment of Business ethics and transparency			
GRI 3: Material topics 2021	3–3 Management of material issues	• Financial performance • Corporate Governance	
GRI 205: Anti-Corruption 2016	205–3 Confirmed corruption incidents and actions taken	• Corporate Governance • Policies and systems • Business compliance	
GRI 206: Anti-competitive behavior 2016	206–1 Legal actions for anti-competitive behaviour, anti-monopoly and monopolistic practices	• Corporate Governance • Policies and systems • Business compliance	
GRI 419: Socioeconomic Compliance 2016	419–1 1 Non-compliance with socio-economic laws and regulations	• Corporate Governance • Business compliance	
Data protection and systems availability			
GRI 3: Material topics 2021	3–3 Management of material issues	• Customer Data protection and Privacy	
GRI 418: Customer Privacy 2016	418–1 Substantiated complaints relating to customer privacy breaches and customer data losses	• Customer Data protection and Privacy	
Financial performance with responsible practises			
GRI 3: Material topics 2021	3–3 Management of material issues	• Financial performance	

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GRI Standard	Disclosure	Chapter of the Uni Systems or Quest Group 2022 Sustainability Report	Omissions
GRI 201: Economic Performance 2016	201–1 Direct economic value generated and distributed	• Financial performance • Environmental footprint	
Responsibility for our people			
GRI 3: Material topics 2021	3–3 3 Management of material issues	• Our people	
GRI 401: Employment 2016	401–1 New employee hires and employee turnover	• Our people	
	401–2 2 Benefits provided to full-time employees that are not, provided to temporary or part-time employees	• Our people	
GRI 3: Material topics 2021	3–3 Management of material issues	• Health, safety and well-being	
GRI 403: Occupational Health and Safety 2018	403–1 Occupational Health and safety management system	• Health, safety and well-being	
	403–2 Risk identification, risk assessment and incident investigation	• Health, safety and well-being	
	403–3 Occupational health services	• Health, safety and well-being	
	403–4 Employee participation, consultation and communication on health and safety issues at work	• Health, safety and well-being	
	403–5 Training of workers on occupational health and safety	• Health, safety and well-being	
	403–6 6 Promotion of worker's health	• Health, safety and well-being	

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GRI Standard	Disclosure	Chapter of the Uni Systems or Quest Group 2022 Sustainability Report	Omissions
GRI 403: Occupational Health and Safety 2018	403–7 Prevention and mitigation of occupational health and safety impacts directly linked to business relationships	• Health, safety and well-being	
	403–8 Employees covered by an occupational Health and Safety System	• Health, safety and well-being	
GRI 3: Material topics 2021	3–3 Management of material issues	• Employee Training and Development	
GRI 404: Training and Education 2016	404–1 Average hours of training per year and per employee	• Employee Training and Development	
	404–3 Percentage of employees receiving regular performance and career development reviews	• Employee Training and Development	