

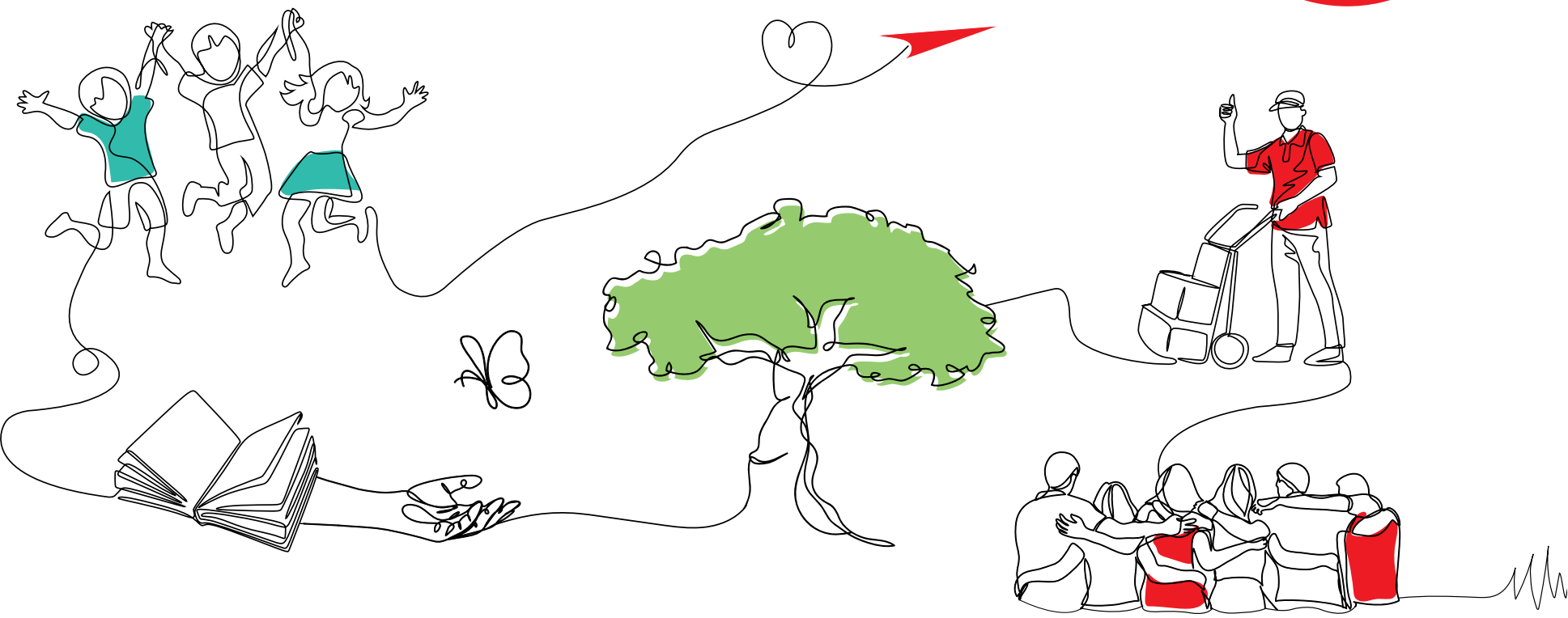


2023

**SUSTAINABLE
DEVELOPMENT
REPORT**



Everything for humans, everywhere, responsibly



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Message from the CEO

GRI 2-22

2023 was a year of new developments, exceptional circumstances and tough tribulations worldwide. The international adversity, the climate crisis, the changed economic data have created a new balance and particular needs in the consumer base. The consequences could not leave Greece unaffected.

Despite the tangled undergrowth, the development and growth of our company was not hindered, but intensified with new innovations and even higher goals. True to our planning and to our principles, we focused on further investments in our infrastructure, the utilisation of new technology, the adoption of ecological and sustainable practices, social awareness, as well as the improvement of working conditions.

In this context, ACS remained the leading company in the Greek courier sector and inaugurated the new, state-of-the-art and bioclimatic Sorting Centre in Aegaleo, while receiving a significant number of distinctions and awards, which best reflect the unfettered improvement of our services. In the 2023 Sustainable Development Report, the company highlights its achievements and sets the bar even higher for the coming year.

Indicatively, in 2023 we achieved the following:

- **Financials Data & New Investments:** 5.6% increase in the company's turnover, as well as significant development investments in the company's headquarters of more than €50 million.
- **Environmental protection:** 9.59% per kg reduction in emissions and 43% electric/hybrid corporate vehicles in our corporate fleet.
- **Social contribution:** Implementation of actions of overall social contribution, which is valued at more than €394,265.
- **Corporate Governance:** Maintaining, for another year, zero incidents or complaints regarding issues of corruption, unfair competition and antitrust practices.
- **New Services and Digital Innovation:** Creating new digital facilitations to improve customer service across all digital shipment redirection channels, as well as expanding the ACS Smartpoint Lockers network for automatic shipment collection.

With methodical and steady orientation, ACS is progressing rapidly in all areas of Sustainable Development and in achieving its ESG goals. Our company's policies and successes regarding the environment, contemporary corporate governance, digitalization, solidarity and the strengthening of our human resources are reflected in this Report.

Apostolos Georgantzis,
ACS Chief Executive Officer



About the Report

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



The Sustainable Development Report of ACS, a subsidiary of Quest Holdings, parent company of the Quest Group, is the company's 9th published annual Report.

The Report was prepared in accordance to the Global Reporting Initiative (GRI) 2021 standards, and standard AA1000AP (2018) and refers to the period 1.1.2023 – 31.12.2023. This year's Report, will be published in digital and interactive format on the company's [website](#) where, there is also [the 2022 report](#).

The report presents information and disclosures about ACS in Greece and is part of the [Quest Group Sustainable Development Report 2023](#), where there are the overall publications of the Group's GRI Standards 2021 as well as publications on selected indicators of the ESG Information Disclosure Guide 2024, issued by the Athens Stock Exchange (ATHEX). In addition, 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. in order to confirm 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.

The [Quest Group Sustainable Development Report 2023](#), presents also the results of the ESG strategy 2022–2025+ for the entire Group and its companies, from which the goals have been integrated into the business model of our company. Next, the performance of ACS is presented in terms of the essential issues it monitors, the Group's ESG goals and the Sustainable Development Goals (SDGs) it supports.

For more information, contact the **Marketing and Corporate Sustainability Directorate of ACS:** echarari@acscourier.gr, +30 211 5005 172.

ESG HIGHLIGHTS 2023



Financials Data &
New Investments



Environment (E)



5.6% increase* in turnover.



Implementation of significant development investments in the new ACS facilities, **exceeding €50 million in total investment.**



9.6% per kg reduction* in emissions.



43% electric / hybrid company vehicles in the company fleet.



100 designated parking spaces for electric cars at the company's headquarters.



Gold award in the sustainability assessment by EcoVadis.



Certification of **Greenhouse Gas Emissions Measurement** (in accordance with ISO 14064).

*Note: Compared to the year 2022



Society (S)



652 employees.



2,830 human-hours of training and
2,510 hours of training of ACS employees through e-learning.



Certification of Health & Safety at Work
(**ISO 45001**).



Certification of Road Safety Management
(**ISO 39001**).



€394.265 for social contribution.



21,418 free shipments to vulnerable groups,
with an initial value of over **€314,201.95**, transporting
materials weighing over **47 tons**.



Governance (G)



Zero incidents and complaints on matters
of corruption, unfair competition, anti-competitive
behaviour, anti-trust and monopoly practices.



Full compliance with laws and regulations
in the social and environmental area.



New Services and Digital Innovation



New “Delivery to Neighbour” service,
with the option to choose from all digital shipment
redirection channels (website, ACS Mobile App,
ACiStant digital assistant).



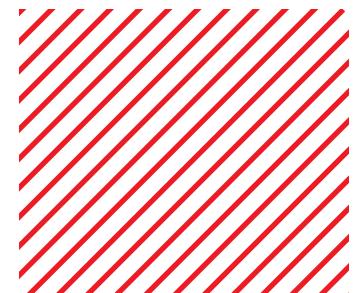
**Expansion of the ACS Smartpoint
Lockers** network for the automatic collection
of shipments from 6,000 lockers throughout Greece,
using a unique 6-digit PIN code.



First licensed flight beyond visual contact
with a **drone** from Kos to Pserimos, for the transport
of medical supplies.

THE COMPANY

[GRI 2-1, 2-6]



The Company

[GRI 2-1, 2-6]

ACS is a leader in the courier sector in Greece and also provides ordinary postal services. With more than 43 years of experience, the company operates in Greece, Cyprus, Albania and Bulgaria with local representatives.

ACS has the largest network of courier stores in Greece.

- > **100%** coverage in Greece and abroad
- > **> 750** service points
- > **3.700** skilled employees

- > Manages > **50 million shipments** per year
- > **Partnerships with international** courier networks.

Opening of a new state-of-the-art ACS shipment sorting centre

ACS inaugurated its new Sorting Center at its new, contemporary facilities in Aegaleo in October 2023, in the presence of Ministers, representatives of business entities, local authorities, the business

world, and customers/partners of ACS, as well as the Management of the Quest Group and the company.

- > **Total investment: 50 million euros**
- > **Production capacity: 50,000 shipments /hour**
- > **Premises: 36,000 m²**

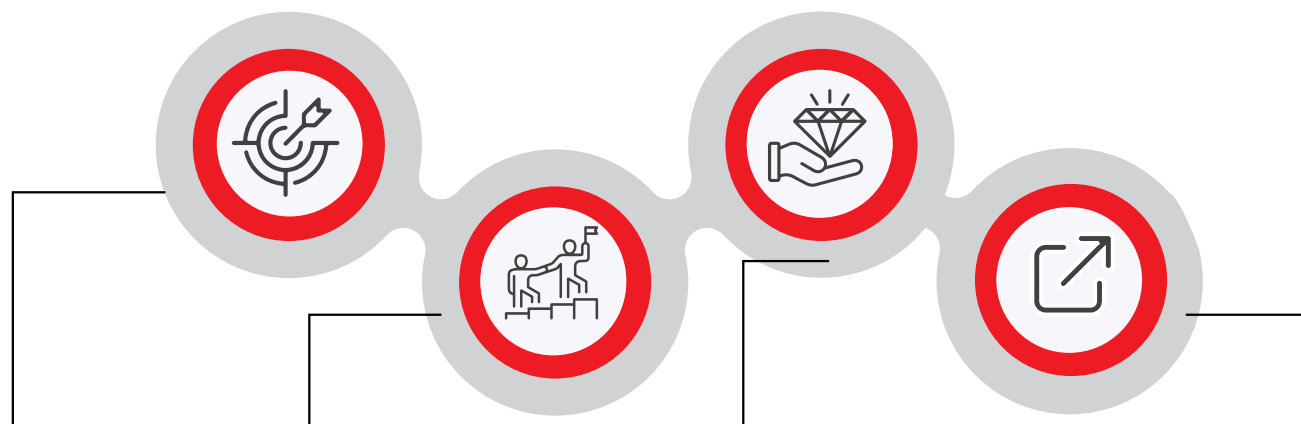
The new building also has

- > photovoltaic installation (up to 1MW)
- > 90 truck loading/unloading ramps
- > 240 parking spaces, with provisions for 100 electric cars.

The headquarters of the company is located at 36-38 Petrou Ralli Street, Aigaleo, 12241, Attica. More information about ACS can be found on its website [here](#).



From the left: the Minister of Digital Governance, Mr. Dimitris Papastergiou, the Chairman of the Board of Directors of Quest Group, Mr. Theodoros Fessas, the Minister of National Economy and Finance, Mr. Kostis Hatzidakis, the Vice-Chairwoman of the Board of Directors of Quest Group, Ms. Efi Koutsourelis, the Deputy Minister of Digital Governance, Mr. Konstantinos Kyranakis and the CEO of Quest Group and President and CEO of ACS, Mr. Apostolos Georgantzis, at the opening of the Center.



Our Vision	Our Mission	Our Values	Bodies and associations
To remain the leading courier company in Greece and Cyprus.	To focus on the continuous improvement of the quality of the services provided and the continuous increase of the value of the company. We address the challenges of our times and competition with long-term planning, boldness and creativity.	> Servicing Customers and providing added value > Ethos and integrity > Respect and trust > Teamwork/Compassion in decision making > Respect for colleagues and partners	[GRI 2-28]     SEV (Hellenic Federation of Enterprises) ACCIEBEA (Athens Chamber of Commerce & Industry) Hellenic Association of Entrepreneurs (EENE) & EPE Greek-Chinese Economic Council ESIE (Hellenic Electronic Commerce Association)

Awards and Honours for the year 2023



Diamonds of the Greek Economy

Award for the most economically sound and fastest growing company in the courier and postal-service market from the newspaper "NAFTEMPORIKI". Under the auspices of the Athens Stock Exchange and the Hellenic Tourism Organization (EOT).



Leaders of the Greek Economy, "The Protagonists of Sectors", "Courier Services" sector

Highlighting the leading position of ACS in the market, based on objective economic indicators and criteria, by Direction Business Network. Under the auspices of the Hellenic Ministry of Economy & Development and the Hellenic Federation of Enterprises (SEV).



Boussias e-volution Awards

Bronze award in the category "Logistics & Last Mile Services", for the new state-of-the-art ACS sorting centre. Under the auspices of the ELTRUN e-Business Research Center of the Athens University of Economics.



eBizz Awards

"Logistics Solution of the Year" award from Smart Press S.A., for ACS' high quality digital and innovative solutions in the field of e-business.



Boussias Supply Chain Awards

Gold award in the category "Best Practices in the Courier Sector" for the ACS Smartpoint Lockers network and Silver award in the category "Excellence in Last-mile Delivery/Service" for the ACS Mobile App. Under the auspices of SEV, the Scientific Supervision of the Hellenic Logistics Association and the support of Association of International Freight Forwarding & Logistics Enterprises of Greece (IFFAG&L), the Athens Chamber of Commerce and Industry (ACCI) and the Greek eCommerce Association (GRECA).



True Leaders by ICAP

ACS was recognized among the top 500 companies in Greece and among the leaders in its industry, based on financial growth, personnel growth and the company's high ICAP Credit Score. Under the auspices of the Ministry of Development, the Ministry of Labour and Social Affairs, the Hellenic Federation of Enterprises (SEV) and the Athens Chamber of Commerce and Industry (ACCI).

Certifications

ACS has been certified in the fields of:

Quality (ISO 9001:2015)

Environment (ISO 14001:2015)

Greenhouse Gas Emissions Measurement (ISO 14064-1:2018)

Health & Safety at Work (ISO 45001)

Road Safety Management (ISO 39001)

Risk Management (ISO 31000)

Information Security Management (ISO/IEC 27001:2022)



Ecovadis Sustainability Rating

ACS has been awarded the EcoVadis Gold Award for Sustainable Supply Chains and is now ranked among the top 5% of all companies assessed by the organization globally, achieving the highest performance rates in the areas of Environment (80%) and Ethics (80%).

CONSULTATION WITH STAKEHOLDERS AND MATERIAL ISSUES

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

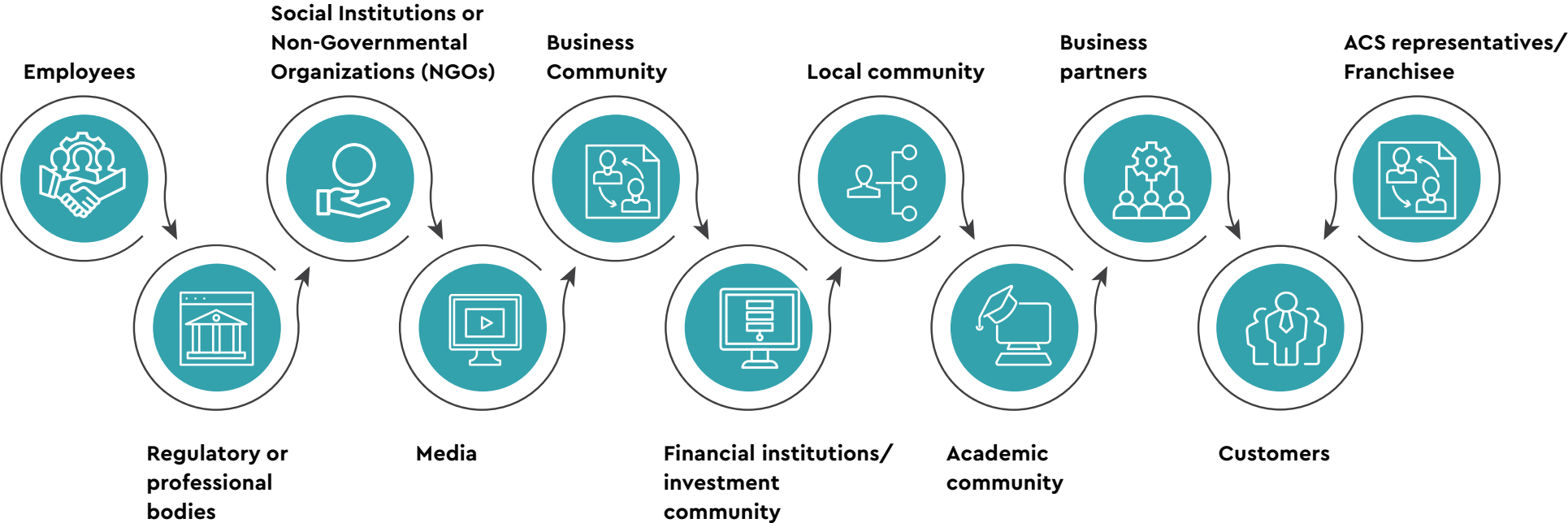


Consultation with Stakeholders and Material issues

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

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

The categories of ACS stakeholders are:



For the key issues of interest regarding our stakeholders, but also the frequency and channels of communication with them, you can refer to the [Sustainable Development Report of the company](#) for the year 2022.



In the context of the drafting of the Sustainable Development Report based on international GRI Standards and taking into account the relevant principle of materiality, completeness, participation of stakeholders and the sustainability framework, we conducted a 2022 materiality analysis to identify and prioritise 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. In 2023, through internal consultation, benchmarking of companies in the sector where ACS is active, as well as an impact materiality assessment, the material issues to be included in the 2023 Report were updated.

No significant changes occurred in the material issues of the year 2022.

The 8 most material Sustainable Development issues that have emerged for ACS and that are relevant for the year 2023:

1. Ensuring the health, safety and well-being of employees
2. Protection of Personal Data and Customer Privacy
3. Protection of critical information systems and ensuring operational continuity
4. Ensuring business ethics and combating corruption
5. Establishing a healthy ecosystem of partners/agents and a sustainable supply chain

6. Providing education (certifications) and employee development
7. Compliance with regulatory principles
8. Providing technological solutions and services, aiming at digital transformation and modernization.

In 2024, the Group and its companies will update their ESG strategy and targeting, in line with the requirements of the new European CSRD Directive and the results of the Double Materiality study.

For more information on the methodology we followed and Quest Group's approach to the Materiality Assessment, see the [**Quest Group Sustainable Development Report for 2023**](#).

Impact Assessment analysis

[GRI 3-1, 3-2]

Taking into account the internal and external stakeholders, the materiality analysis, the GRI standards and the European Sustainability Reporting Standards (ESRS), we recognized our impact.

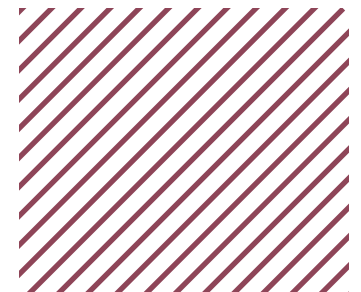
The impact analysis and prioritization process was carried out on the basis of the company's activities, which affect:



The main effects identified, both negative and positive, are examined according to the severity and the likelihood of their occurrence. Specifically, as regards the negative effects, the company is in the process of developing a detailed action plan, so that they are reduced and/or eliminated.

SUSTAINABLE DEVELOPMENT STRATEGY

[GRI 2-22, 2-6]



Sustainable Development Strategy

ACS, as an important subsidiary of Quest Holdings, participated in the implementation of the long-term Sustainable Development Strategy of the Quest Group and has committed itself to objectives concerning the Environment, Society, Corporate Governance and Sustainable Products that are related to its activity, contributing to the achievement of the objectives of the Group.

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 2023](#).

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 as a subsidiary of the Group is committed to adhering to its 10 principles on human rights, employment, the environment and the fight against corruption.

In 2023, it signed its support to the United Nations Women's Empowerment Principles - UN WEPs, expressing its commitment and active contribution to the promotion of the principles in the workplace, the market and the society.

ESG 2022-2025+ strategy and goals

Through the ESG strategy (Environment-Social-Governance), Quest Group – and as a result, ACS – seeks to link Sustainable Development with the value creation model and ensure a sustainable future for all stakeholders and the wider society.

The Group's ESG (Environment-Social-Governance) Strategy was founded on four (4) **ESG pillars** and is **supported by 10 short-term and long-term goals**.

The long-term ESG goals have an implementation horizon the year 2025 and the period 2030/2050 for the environmental goals. The allocation of goals per year has been completed, so that there can be systematic monitoring and improvement actions, where necessary.

Achieving the goals will differentiate and add further value to ACS, the society and the environment, fostering sustainable

development and a competitive advantage in the market.

In detail, the goals of the ESG Strategy and the performance of the Group in 2023 as well as the goals for the year 2024 are presented in the Group's 2023 Sustainable Development Report [here](#).

Below follow the ACS's 2023 ESG strategy goals and company performance.



United Nations
Global Compact



Environment

STRATEGIC ESG OBJECTIVES FOR THE GROUP FOR 2022- 2025+	OBJECTIVES FOR 2023 ACS	PERFORMANCE FOR 2023 ACS	PROGRESS 2023
1. Reduce absolute emissions of Scope 1, 2 by 40% by 2030 and reach climate neutrality by 2050.(1)	• >17% of the fleet consisting of hybrid/electric cars • Increase in "green" energy supply percentage >9%	• 43% of the fleet with hybrid/electric models • Based on an announcement by DAPPEP, guaranteed green energy at the % of electricity consumption of all services was 28%.⁽³⁾	
	• 40% Reduction of absolute emissions Scope 1,2 by 2030	• 37% reduction of Scope 1. • 11 % overall reduction of Scope 1 and 2 (compared to the year 2022).	
2. Promoting the circular economy and eliminating the waste that can be eliminated by 2025.	Group's Objectives Reduction of disposable plastics, where possible	• ACS uses packaging made of recycled material and has stopped sourcing plastic cups (as have all the companies of the Group). • ACS began its cooperation with Appliances Recycling S.A. for the collection of household and electrical small appliances.	

Objective achieved
 Objective in progress
 Objective not achieved



Our People

STRATEGIC ESG OBJECTIVES FOR THE GROUP FOR 2022- 2025+	OBJECTIVES FOR 2023 ACS	PERFORMANCE FOR 2023 ACS	PROGRESS 2023
3. Maintenance of the LTIF indicator below 2.3 and TRIR indicator below 1.2 for the Health and Safety of Group's employees by 2030.	• LTIFR < 2.3 • TRIR < 1.2 • Acquisition of ISO 45001: 2018 and ISO 39001: 2012.	• LTIFR = 5.04 • TRIR= 7.81 • Acquisition of ISO 45001: 2018 and ISO 39001: 2012.	
4. Increasing the employees' training hours by 10% until 2025.	• 5% increase average training per employee in relation to 2021 (1.9 hours)	• Overachievement of the target by 2025 with a 126% increase in training hours per employee on average.	
5. Creating a culture of inclusion, diversity and equality in order to empower our people by 2025.	Group's Objectives • Drafting of a Report for the calculation of the equality of remuneration. • Establishment of programs on diversity issues. • Adoption of the provisions of the Bodies for the Women's Empowerment, "Equality Means Business" of the UN.	• Completion of a Pay Gap Study with an external consultant • "Leading with Inclusion" Trainings	
		• Diversity, Equity and Inclusion survey among the Group's women • The Group signed the Principles of the Women Empowerment Program (became a UN WEPs signatory).	

Objective achieved
 Objective in progress
 Objective not achieved





Responsible Business

STRATEGIC ESG OBJECTIVES FOR THE GROUP FOR 2022- 2025+	OBJECTIVES FOR 2023 ACS	PERFORMANCE FOR 2023 ACS	PROGRESS 2023
6. Best possible effort to maintain zero data breach incidents by 2025.	• Zero incidents of breach of confidentiality, integrity and availability of systems and information whose consequences were of high/very high severity. • Information security training. • Primary system vulnerability tests. • Evaluation for ISO 27001 certification	• Zero incidents of breach of confidentiality, integrity and availability of systems and information whose consequences were of high/very high severity. • Mandatory Cyber Security training for all employees. • Primary system vulnerability tests. • Preparation for the ISO 27001 certification in 2024.	●
7. Connecting 15% of the variable remuneration (annual bonus) of the Group's CEO and the main subsidiaries with ESG targets by 2025.	• Linking ESG targets to variable fees of 2023 (environment, diversity, suppliers).	• Linking ESG targets to variable fees of 2023 (environment, diversity, suppliers). Implementation in the variable remuneration of the CEO of the company.	●
8. Assessment of suppliers based on ESG criteria by 2025.(2)	Group's Objectives • Development of ESG maturity assessment methodology for key suppliers by subsidiary. • Evaluation of the top ten suppliers	• Evaluation with ESG criteria of the top ten suppliers of ACS through an online questionnaire.	●

● Objective achieved ● Objective in progress ● Objective not achieved





Sustainable products and services

STRATEGIC ESG OBJECTIVES FOR THE GROUP FOR 2022- 2025+	OBJECTIVES FOR 2023 ACS	PERFORMANCE FOR 2023 ACS	PROGRESS 2023
9. Setting > 6% of revenue to originate from sustainable products and services by 2025.	Setting any sustainable products according to ICMA (International Capital Market Association) methodology.	- The sustainable products and their evaluation method were defined. 1.1% of 2023 turnover from sustainable services.	
10. 50% increase of installed MW capacity of green energy by 2025.	Application only to a subsidiary of the Group, Quest Energy	Application only to a subsidiary of the Group, Quest Energy	

Objective achieved
 Objective in progress
 Objective not achieved

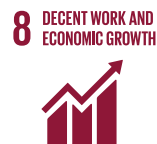
1 Reference year is 2022 (scenario of 1.5°C). Climate neutrality by 2050 refers to emissions of Scope 1 and 2, taking into account the maturity of technology. The goal will be revised in 2030.

2 For suppliers of equal performance, those with higher ESG scores will be preferred.

3 DAPEEP – for the year 2023 the percentage contribution of the gratuitously allocated Guarantees of Origin to the final consumption represented by each Supplier for the year 2023 is expected to be 28% and it was not possible to supply a green certificate for consumption lower than that for the consumption of 2023.

FINANCIAL PERFORMANCE

[GRI 201-1]



In 2024, the company showed an economic growth of +5.6% in its turnover, while it implemented significant development investments in its new facilities, exceeding €50 million in total investment.

Direct economic value generated and distributed (€ x 1000)				
Economic value produced	Revenue	2021	2022	2023
		137,472	142,767	150,802
Economic value distributed	Operating costs	109,223	106,853	111,315
	Employees' salaries and benefits	26,321	28,350	27,313
	Payments to financing bodies	957	865	920
	Payments to government bodies	1,423	2,949	4,363
	Social investments	158	1,059**	129

Total Social Contribution of ACS*	
2023	€ 394,265
2022	€1,373,320**
2021	€ 889,302

* in commercial value of products, services and financial contribution..
 **including the extraordinary allowance to the company's employees.

The **Annual Financial Report for the Year 2023**, which is posted on the parent company's website, contains analytic information on the financial figures of ACS and the rest of the Group's subsidiaries.

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

THE CORPORATE GOVERNANCE MODEL

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



Corporate Governance

ACS is governed by a coherent, flexible and well-structured Corporate Governance framework. We follow the Greek legislation, strengthening transparency, responsible operation and making important decisions in a collective way. Our goal is the sustainable development of the company while protecting the interests of our stakeholders.

ACS observes the Internal Audit Regulation and the Internal Rules of Operation, in accordance with the requirements of the law.

ACS, as a 100% subsidiary of Quest Holdings, parent company of the Quest Group, has adopted the principles and values and applies without exception the **Corporate Governance Policies** and Procedures set by the Quest Group, in accordance with the **Company Regulations** of the Group.

Board of Directors

Apostolos Georgantzis > **Chairman and Managing Director**

Eftychia Koutsourelis > **Vice-Chairwoman**

Konstantinos Menegakis > **General Manager, Member**

Theodoros Fessas > **Member**

Markos Bitsakos > **Member**

Konstantinos Rigas > **Member**



Management of Sustainable Development issues

The Sustainable Development Team of the company, which is a subordinate of the Managing Director, manages the Sustainable Development and Corporate Social Responsibility issues. The Team operates on the basis of the strategic guidelines of the Group's **Sustainable Development Policy** and the coordination of the Quest Group Sustainable Development Committee.

Risk Management

The Company is exposed to financial and non-financial risks. It has a risk management officer (Risk Officer) and a Risk Management system, which is coordinated by the parent company and systematically monitors the **impact of risks** in achieving its goals.

Regulatory Compliance

Moreover, **regulatory compliance** represents a clear commitment in accordance with the principles of integrity, transparency, justice, professionalism and team spirit, which are all principles that govern our operation.

Quest Group operates a regulatory compliance unit and implements a compliance management system in the parent company Quest Holdings and its significant subsidiaries.

As part of the implementation of the system in the company, a regulatory compliance officer (local compliance officers) has been appointed who, in cooperation with the corresponding executives of the Group, monitors the issues of his responsibility.

Organization chart

To view the full organizational chart of ACS, visit the relevant Organizational Structure page of its **website**.

Ethical business behaviour and regulatory compliance



MATERIAL ISSUE: • Ensuring business ethics and combating corruption.

• Compliance with regulatory authorities.

[GRI 2-9, 2-12, 2-13, 2-14, 2-15, 2-23, 2-24, 2-25, 2-26, 2-27, 3-3, 205-3, 206-1, 419-1]

Business ethics and compliance with legislation are absolute values, inextricably linked to our business model, history, reputation and ability to achieve our goals.

We follow our Group's **Policies**, which are posted on the Quest Group website along with the Code of Conduct and Ethics.

Also through the **Supplier Code of Ethics**, we motivate our suppliers, in order to contribute in a joint effort against any practice of non-compliance with laws, bribery, corruption or unfair competition.

We implement the **Risk Management Policy**, by which we identify and record risks, as well

as measures of dealing with any cases of non-compliance regarding anti-corruption and unfair competition. At the same time, we apply Policies for each certification standard (ISO), which are posted on the company's internal portal, accessible to all ACS employees.

Unlawful Behaviour Reporting Procedure

milisemas@acs.gr

The company, following **Quest Group's Procedure on complaint/incident non-compliance management**, allows all interested parties, named or anonymous, to submit concerns or report a possible incident of

violation of company Policies, Regulations or applicable legislation. All reports are treated confidentially and employees are encouraged to make the above reports/complaints in good faith and in order to protect the company.

In 2023, the Electronic Breach Incident Report Form for breaches of the Code of Conduct and Ethics, the Summary of the Group's Reporting-Complaint Management Policy, as well as the answers to Frequently Asked Questions regarding the Policy were added to the ACS **Corporate Governance** website.



Information, training & awareness campaign

In 2023, a campaign was launched to inform personnel on the Group's Code of Conduct and Ethics, as well as on the prevention and timely response to gender-based violence, on the occasion of the Day for the Elimination of Violence against Women (25 November), while a training course on "Inclusion in Practice" was held for the company's HR department.

For more information, see the chapter [Future Goals and Performance](#).



Protection of private data and privacy of our customers



MATERIAL ISSUE: • Protection of critical information systems and ensuring operational continuity

• Protection of personal data and customer privacy.

[GRI 3-3, 418-1]

The Quest Group Information Security Policy that we have adopted and the Guidelines for protection of Personal Data, we apply specific policies and procedures. These procedures concern:

- > transport security,
- > assurance and protection of postal service confidentiality,
- > maintaining the security of postal services and ensuring confidentiality,
- > lifting the confidentiality of communications and assessing information risk.
- > image management security

Information, training & awareness campaign
 In 2023, an awareness campaign and mandatory trainings for all employees on cybersecurity & phishing issues were carried out (Information Security & Privacy Training Program (GDPR)).

Our performance on the Privacy Indicators monitored
 [ACS INDEX]

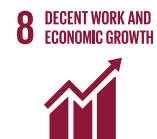
Number of substantiated complaints of shipment violation during transport		
Year	Total Shipments	Complaints
2023	56.9 millions	0
2022	54.4 millions	0
2021	60.6 millions	0
2020	64.3 millions	0
2019	62.5 millions	1
2018	54.9 millions	0

For more, see the chapter Future Goals and Performance.

OUR PEOPLE

[GRI 3-3, 401-1]

The development and training of our employees, the attraction and retention of competent executives, the provision of equal opportunities, the promotion of diversity and the protection of human rights at work are an integral part of our culture.

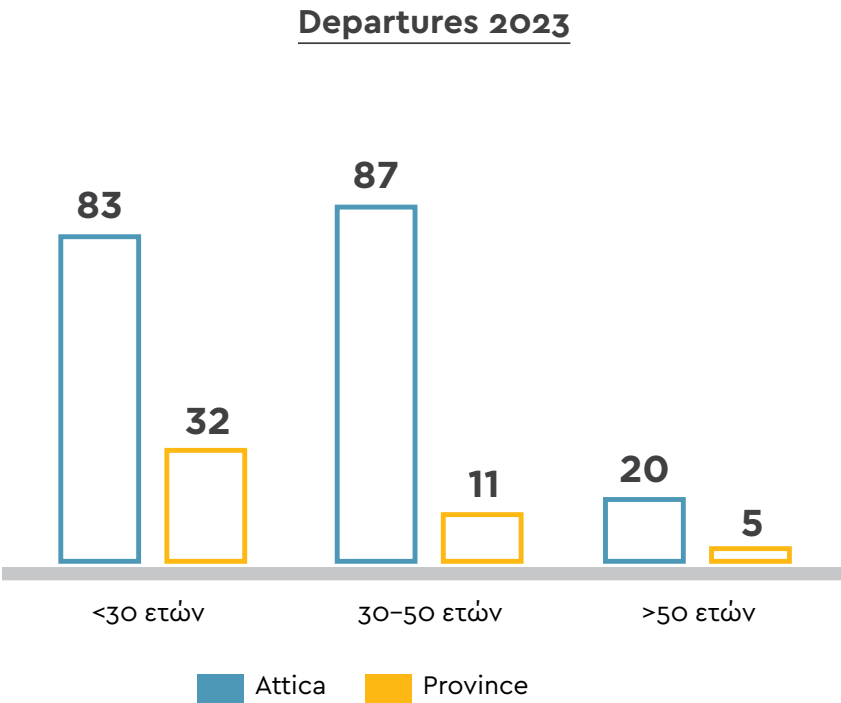
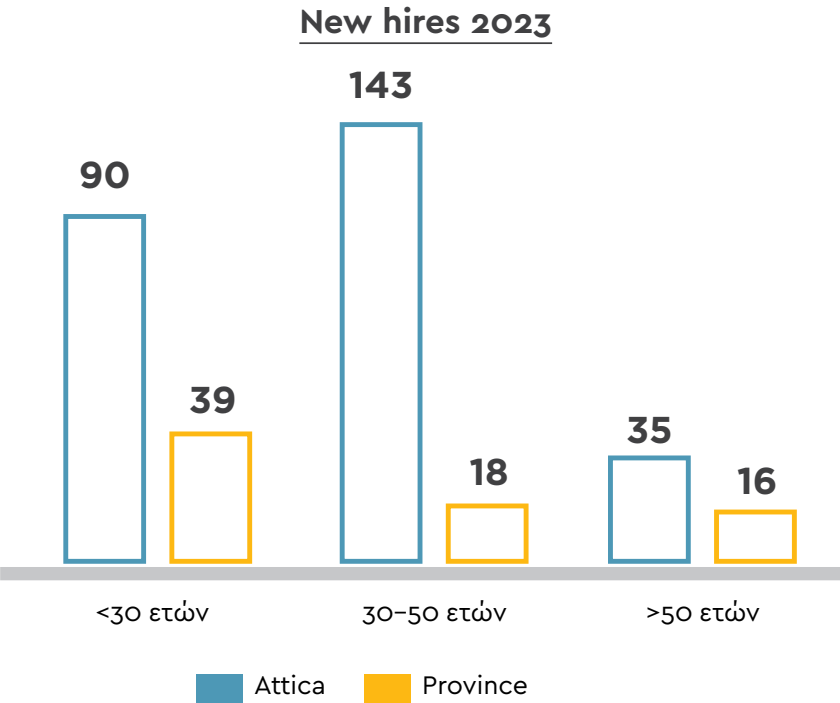


Diversity and Inclusion

At ACS, we employ a total of 652 employees, of which the largest percentage (69%) holds an indefinite contract. Our human resources consist of 79% men and 21% women. Attracting and retaining employees is highly

important to us and the average length of service of employees in our company is 11.5 years. We invest in the new generation and in 2023, out of a total of 340 hires, 38% were under 30 years old. Also, during 2023 we had 238 departures.

340 recruits with 38% being under 30 years old



For more information on ACS human resources see **Appendix 1** in the Quest Group's Sustainable Development 2023 report.

Human Resources Development



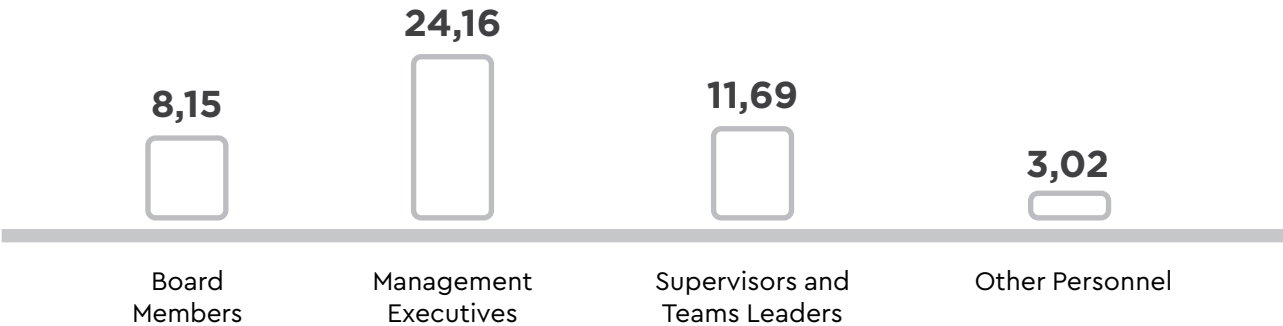
MATERIAL ISSUE: Provision of training and development of employees.

[GRI 3-3, 404-1]

We promote the growth and development of our employees. In 2023, we invested a total of €48,886 in the development of our employees, recording 2,830 man-hours of training, an increase of 10% compared to the previous year's man-hours of training (2,565). The average number of man-hours per employee was 4.34 hours (average of 3.2 and 8.7 hours for men and women respectively).

In 2023 the average training man-hours were **4.34 hours** per employee

Average hours of training per person per post in the organization

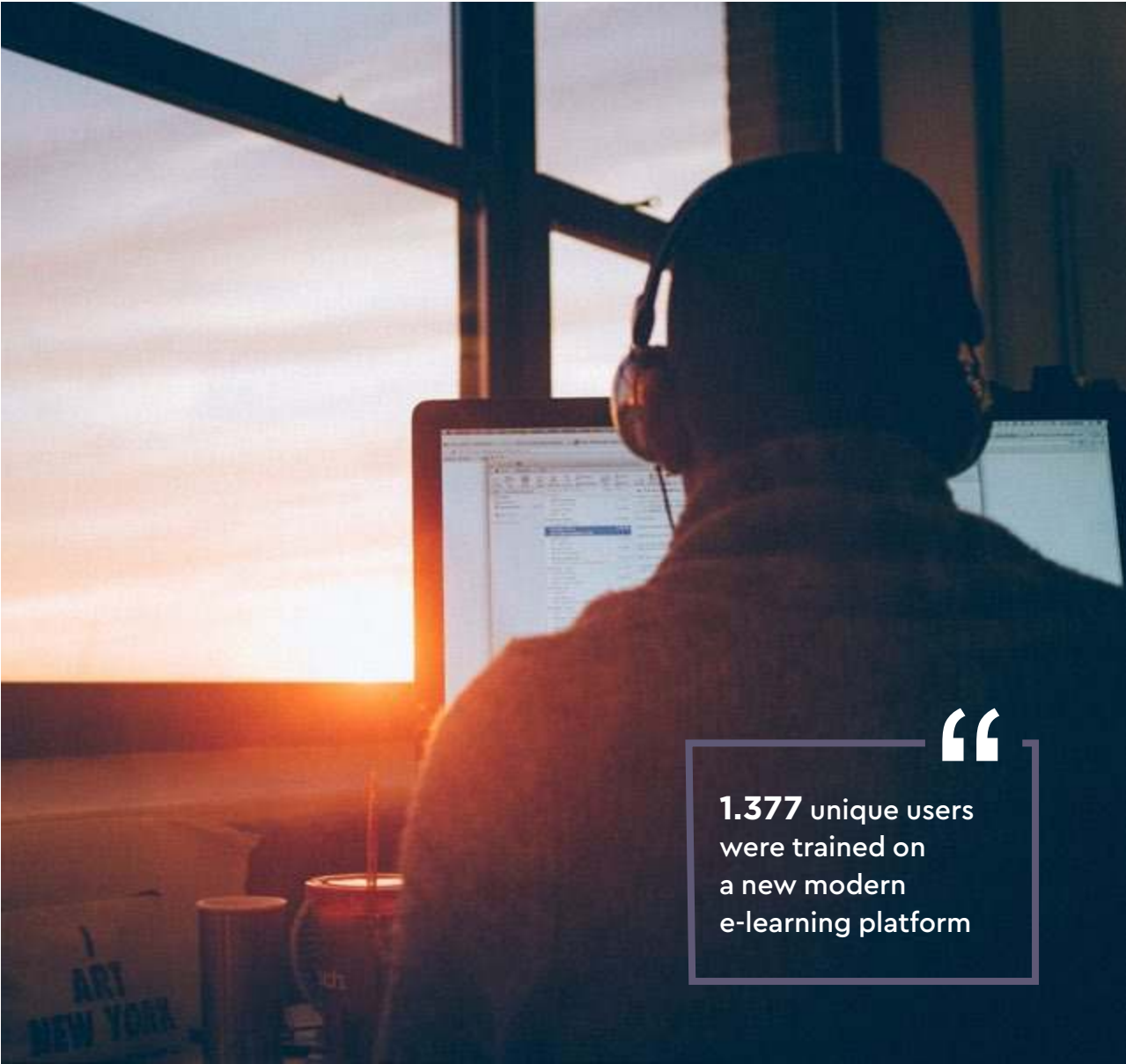


Assessing our employees is an important part of our culture. In 2023, 100% of ACS employees participated in the annual Human Resources Assessment process.

In 2023, ACS continued developing its new, modern electronic training platform for employees of the entire network of stores and headquarters. The platform is also accessible through the mobile phone of distributors to ensure accessibility to the training of all our employees.

In 2023, 1,377 unique users were trained on this new platform in 10 different training modules related to the operation and services of the company.

For more, see the chapter [Future Goals and Performance](#).



“
1.377 unique users were trained on a new modern e-learning platform

Health, safety and well-being of employees



MATERIAL ISSUE: Ensuring the health, safety and well-being of employees.

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

ACS follows the principles of the Quest Group by implementing a Health and Safety Management System at work. This system is based on the Health and Safety, Physical Security Policies of the Group and operates in full compliance with the requirements of current legislation. The system's goal is the assessment, forecasting and prevention of occupational risk, with the monitoring and recording of accidents and work-related illnesses.

The technical health (Occupational Physician) and safety (Security Technician) consultants, in cooperation with the employees and the executives of the company, identify and assess occupational risk.

We provide our employees with medical and hospital care, through social security and also through an additional private group contract. At the same time, we offer voluntary anti-influenza vaccination for all employees.

In addition, a program of specialized psychological support and counselling services is provided either by telephone or by individual sessions for employees and their family members.

In 2023 the ACS company was certified with ISO 45001: 2018 (Health and Safety Management System) and ISO 39001 (Road Safety Systems).



Wellness actions for the Balance between Professional and Personal Life

We systematically encourage employees to maintain a balance between their professional and personal lives by providing facilities and flexibility at work and wellness activities.

In addition, a program of specialized psychological support and counselling services is provided either by telephone or by individual sessions for employees and their family members.

During 2023, an extensive wellness program was carried out for all ACS personnel, as part of joint activities with the other Quest Group companies.

Wellness Actions

 Cycling	 Internet discussions/speeches on well-being	 Beach Games
 Hiking (within and outside Attica)	 Culture and art	 Healthy Snack days
 Treasure hunt	 Workshops on well-being (Happy Lab)	 Physiotherapy

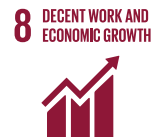
See more details [here](#).

Finally, in the context of ensuring the health, safety and well-being of our employees, a comprehensive, experiential training program was held on the subject of "First Aid: Basic Life Support". The program has reinforced the training

of each employee, as well as the company's health and safety culture, making us feel better prepared to manage critical emergencies and be able to act with more confidence and determination at a potential critical moment.

For more, see the chapter [Future Goals and Performance](#).

RESPONSIBLE BUSINESS ACTIVITY



ACS has established over the last 43 years the largest autonomous network of courier stores in Greece, Cyprus, Albania and Bulgaria.

The company's ecosystem of representatives consists of a set of partners, people, infrastructure and functions that are inextricably linked to ACS. We operate with respect, creating value for our network of partners as well as for the wider environment in which we operate.

Sustainable supply chain



MATERIAL ISSUE: Establishing a healthy ecosystem of partners, agents and a sustainable supply chain.

[GRI 3-3, ACS INDICATORS]

ACS selects well-known and reliable suppliers of products and services that contribute to the further optimization, automation and cost savings, for the better operation of the company. The company implements the common Procurement Policy of the Quest Group, while it has posted the **Suppliers Code of Conduct** of the Group on its website. Within 2023, following a decision by the Group, the 10 largest suppliers of ACS were selected and evaluated according to Quest Group ESG criteria through an electronic questionnaire sent to them

Procedures and monitoring
ACS develops long-term partnerships with its

suppliers and representatives leading to its sustainable operation. We maintain continuous communication for the immediate resolution of traffic, commercial and financial issues, giving appropriate guidance through the relevant departments and the Regional Network Control department.

Organization and operation of stores
For ensuring proper operation of stores, we have set a framework of specifications for the new stores of our network. Five categories of stores have been established based on the volume of shipments which are determined by the required areas (sq.m.) per store, in order to cope with the

increase in the number and volume of e-commerce shipments.

In 2023, ACS continued to upgrade its network of stores, creating increasingly larger reception areas, but mainly transit areas, in order to cover the increase in the volume of shipments handled daily.

In the context of the new store specifications, the categorization of the network's stores was updated with the required square metres of space in 2023, based on the number of shipments handled by each store. In 2022-23 we had a total of 33 new stores following the new standards.



New electronic shop evaluation platform

As of October 2022 we created a new platform of applications for the evaluation of the store network, which are used for the daily control of the operation of the stores, through the corresponding key performance indicators (KPIs), with the aim of routing any required improvement actions.

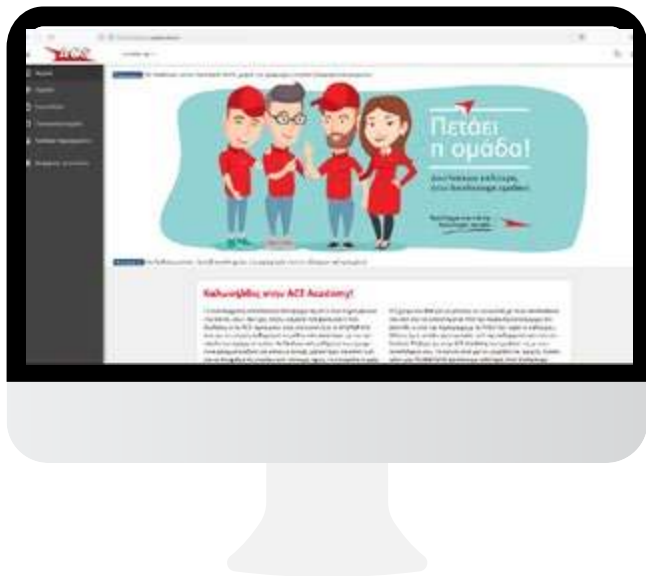
At the same time, the store's corporate image is periodically captured and evaluated in detail

at all points of contact with the customer (i.e. service store, transport vehicles and service staff), so that it is always in line with the company's specifications, so that any required corrective actions are initiated .

Through the new online platform, ACS continued in 2023 to evaluate its store network in two important audit areas (operation and corporate identity of the stores), creating:

- **1,885** store visit forms
- **463** corporate appearance evaluation forms
- **382** actions to be implemented to improve the operation and corporate identity of the stores, of which approximately 200 were completed during the year.

Investment in ACS Network training



ACS Academy: The new modern online training platform for the staff of the ACS network and service points

In 2023, ACS continued the development of its online training platform for the personnel of the ACS network and service points, easily accessible also via mobile, which offers:

- New updated courses per user status, for all users.
- New behavioural lessons at team level, but also towards customers.
- Two-way communication with users, with suggestions for new courses or feedback to improve the training.
- Integration of course implementation in the control fields of the Network Directorate, with daily reporting and with the possibility of following courses via mobile app.
- For the year 2023, 1,377 unique users have successfully completed courses in 10 different training modules.

Change in the supply scheme

In response to the continuous increase in e-commerce in Greece, the company proceeded in July 2022 to implement the plan to amend the procurement regime for agents, with the transfer of procurement from receipt to delivery, aiming on the one hand to improving their financial viability and on the one hand better customer service.



In January 2023, the company again modified the supply scheme to agents, with an additional increase in the transfer of supply from receipt to delivery, aiming to further improve the financial viability of the stores.

In addition, in the next two years, additional measures in the same direction are planned, based on the future needs resulting from the growth of e-Commerce.

For more, see the chapter Future Goals and Performance.

DIGITAL INNOVATION & CUSTOMER SERVICE



Responsible and innovative products and services



MATERIAL ISSUES: Providing technological solutions and services, aiming at digital transformation and modernization.

[GRI 3-3, ACS INDICATORS]

The development of innovative services and the improvement of existing ones is an integral part of our operation. We are implementing actions to provide new diversified and competitive services, the evolution of existing products and services, the creation or upgrading of new products, processes, services, solutions and applications and the expansion into new markets.

In the context of the dynamic development of e-Commerce in Greece, since 2016 we have moved on to innovations, which improve customer experience and give our cooperating e-shops a great competitive advantage, in a very demanding market. In 2021, we proceeded to order 205 new automatic mailboxes (Automated Postal Lockers), with a view to their gradual installation in major central cities of Greece by 2023, while in 2022 we installed 96 Lockers in Athens and Thessaloniki.



In 2023, we installed **104 new Lockers**, and proceeded with the order of an additional **6,800 new automatic lockers** (200 ACS Smartpoint Locker machines), with the aim of covering all the central cities of Greece and increasing their presence in the large urban centres of Attica and Thessaloniki.

At the same time, we implemented the following projects, focusing on the use of technology and the digital transformation of the company and the ultimate goal is to improve the customer experience:

- We have further developed the contactless shipment delivery service from ACS Smartpoint Lockers, using a unique 6-digit PIN code sent to the customer's mobile phone, in order to minimize the shipment pick up time and significantly improve the customer's experience.
- We developed the new modern ACS website, implementing the new tracking system (Shipment Search), so that customers can easily be informed about the progress of their shipment, but also about the special conditions that may apply (e.g. delays due to traffic regulations or road blockages).
- ACS stores located in major cities in Greece have been equipped with additional fixed POS (point of sale) terminals, in order to ensure better customer service.
- We completed the replacement of all PDA terminals of our distributors nationwide with new, modern models of advanced technology and functions.

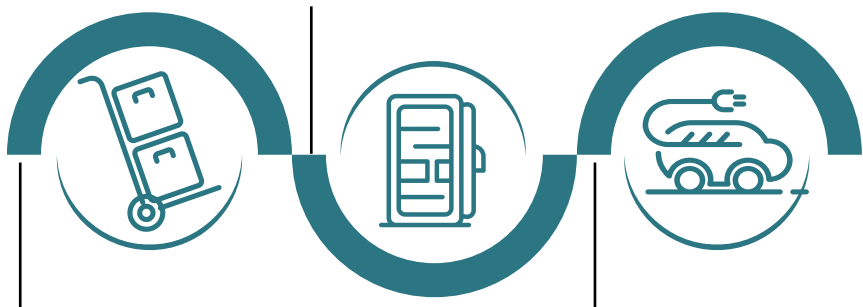
- We continued developing the Estimated Time of Arrival service of the delivery to the customer-recipient through internal implementations, with continuous improvements in mapping, with the possibility of live-tracking the shipment by the customer through their mobile phone, as well as a redirection option (other day of delivery to the customer's premises or receipt from a different ACS point/locker).
- We began the implementation of the new "ACiStant digital assistant" (chatbot), which serves the users of our website electronically and through the ACS Mobile App.
- We have made significant improvements to the ACS Mobile App, which allows customers to be serviced via their mobile device through the ACiStant digital assistant.
- We implemented the possibility for the customer to choose any locker that serves them within the prefectures of Attica and Thessaloniki, either through the ACS site, the ACS Mobile App or the ACiStant,

- We completed the implementation of the new service "Delivery to Neighbour", where the customer-recipient can choose a neighbour to receive their shipment in case they are absent.
- We implemented a special platform for the analysis (Sentiment Analysis) of all public online comments or reports made in Google Reviews, as well as in the NPS index measurement questionnaires that we send to our customers, in order to identify the important issues they face and to take immediate corrective actions for their faster service.
- In the framework of the new Innovation Department operating in the company, we participated in Greek and European projects for the study and evaluation of new technologies and services, especially in Last Mile solutions, but also in other operational needs (blockchain, drones, autonomous vehicles, clusters).
- The first licensed drone flight beyond visual contact from Kos to Pserimos, for the transport of medical supplies, was piloted in cooperation with Uni Systems, a Quest Group company, the Pleiades IoT Innovation Cluster and PROBOTEK.

ACS sustainable services that have a positive impact on the environment and society



Smartpoint Locker service that offers the possibility to receive electronic orders 24 hours a day, 7 days a week.



MediExpresss service for receiving medicines from the pharmacies of the National Organization for the Provision of Health Services (EOPYY).

Delivery of shipments using electric vehicles (ACS ECO Power).

For 2023, the percentage of its revenue coming from sustainable products and services amounts to 1.1% of the company's turnover.

Customer service and satisfaction

The satisfaction of our customers is one of the main pillars of our operation. We monitor on a weekly, monthly and annual basis the quality indicators related to our customers' experience in order to identify any failures in time and take immediate corrective actions. Evaluating the quality of our services is extremely important to us and, to this end, we send daily electronic quality survey questionnaires to our customers.



For more, see the chapter [Future Goals and Performance.](#)

Our Performance on the Service Indicators and the Indicators measuring the usage of new innovative services/solutions that are monitored

Service	Service Target-Audience	2023 Goal	Result for 2023	2024 Goal
Smart Points	e-Commerce recipient/ Improvement of Customer Experience	1%-3%	2% of e-commerce shipments (shipments with cash on delivery served via Smart Point)	1%-3%
Web Reporting ABP Post	ACS Post Customer	>95%	97% availability from ACS to ABP (Post) customers	>95%
Designing Solutions to Collect money via bank cards	Recipient and e-Commerce Customer	20%	22.52% of cash on delivery (collected by bank cards)	20%
Annual downloads of the Mobile App	Customer-Sender & Customer-Recipient	80,000	304,722 (200,608 Android Downloads and 104,114 IOS Downloads)	335,000
Numerous customer service transactions from Mobile POS	Recipient and e-Commerce Customer	Improvement of the number above 10%	653,610 transactions (compared to 481,732 transactions in 2022)	Improvement of the number above 10%

ENVIRONMENTAL FOOTPRINT



Environmental footprint

At ACS we operate with an awareness of our environmental responsibility. In the context of the Group's Risk Management System, the relevant Group Environmental Policy, but also in accordance

with the requirements of ISO14001 concerning environmental management, we recognize the risks and opportunities in environmental matters, and set improvement Goals.

New infrastructures with responsibility towards the environment and climate change

Our new central facilities reflect this commitment. We ensure natural lighting energy and thermal comfort via bioclimatic architecture and the use of environmental resources, such as solar panels and light tubes.

Thanks to the use of photovoltaics in the building, which started in October 2023, the maximum nominal energy of our facilities in real time is 1 MWh, with a maximum power of 650 KW. In addition, the monthly energy production is over 60 MWh, with total energy savings corresponding to a carbon dioxide reduction of over 128 tons

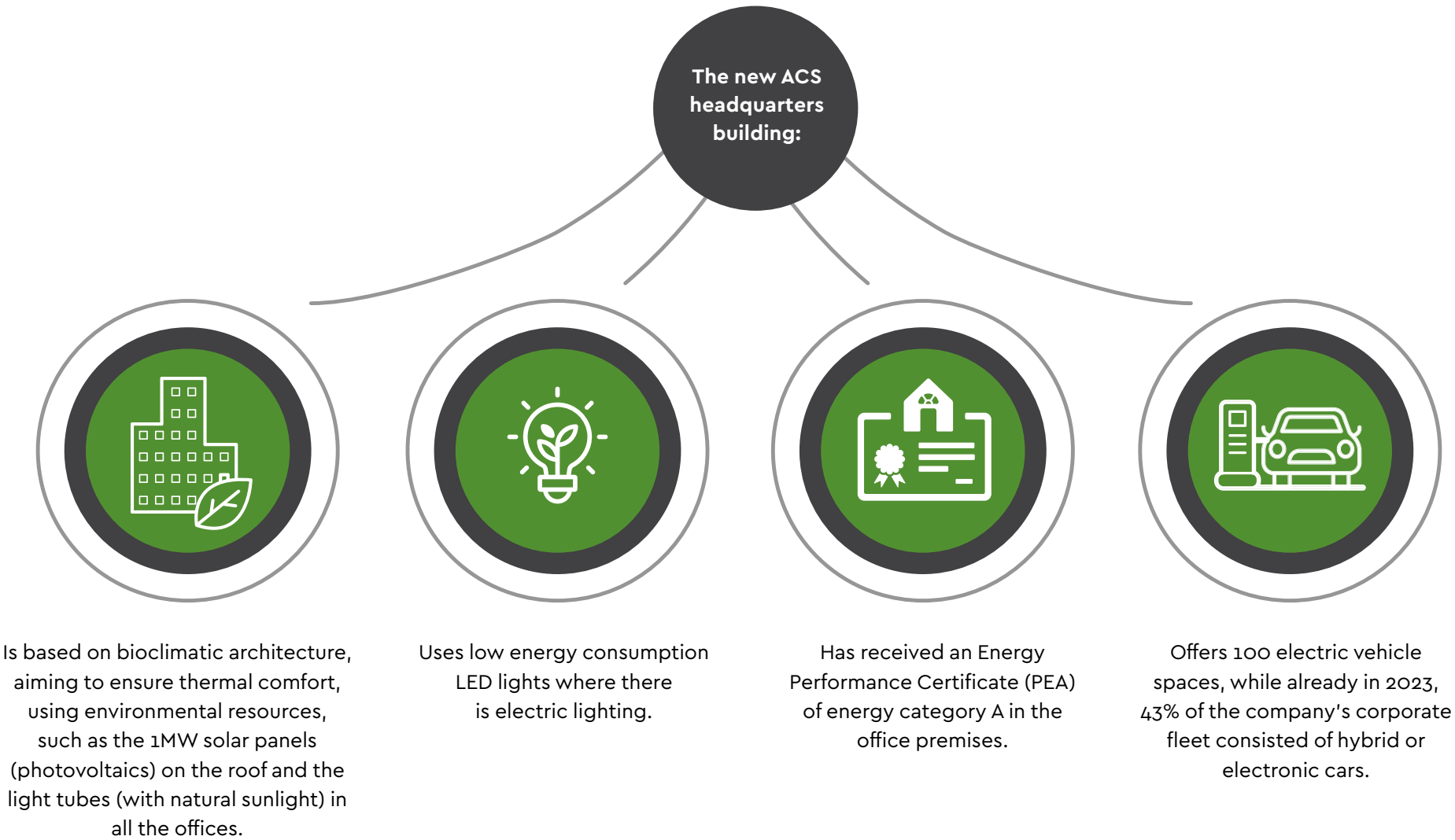
and carbon savings of over 52 tons. These savings corresponds to an equivalent of more than 6,955 planted trees per month.

Meanwhile, thanks to the low-energy LED lights and an Energy Efficiency Class A certificate, we ensure that energy consumption is reduced and the environment is protected.

Finally, having provided for 100 electric vehicle spaces, we support the adoption of sustainable transport solutions, helping to reduce emissions and create a cleaner atmosphere for all of us.



In 2022 the headquarters of the company was moved to new premises (Petroú Ralli 36–38, 12241 Aegaleo).



Climate change

[GRI 3-3, 305-1, 305-2, 305-3, 305-4, 303-1, 306-2]



National Climate Law 4936/2022

In October 2023, ACS, that falls within the scope of the new Climate Law, submitted in time to the platform of the Ministry of Environment and Energy (YPEN), the measurements of its carbon footprint (Scope 1 and 2) for the year 2022, as well as the relevant Verification Statements issued by

EMICERT Ltd. The verification of Greenhouse Gas Emissions was performed based on the **ISO 14064-3:2019** Standard.

In the 2023 Report, also based on the requirements of the National Climate Law, ACS and the Group

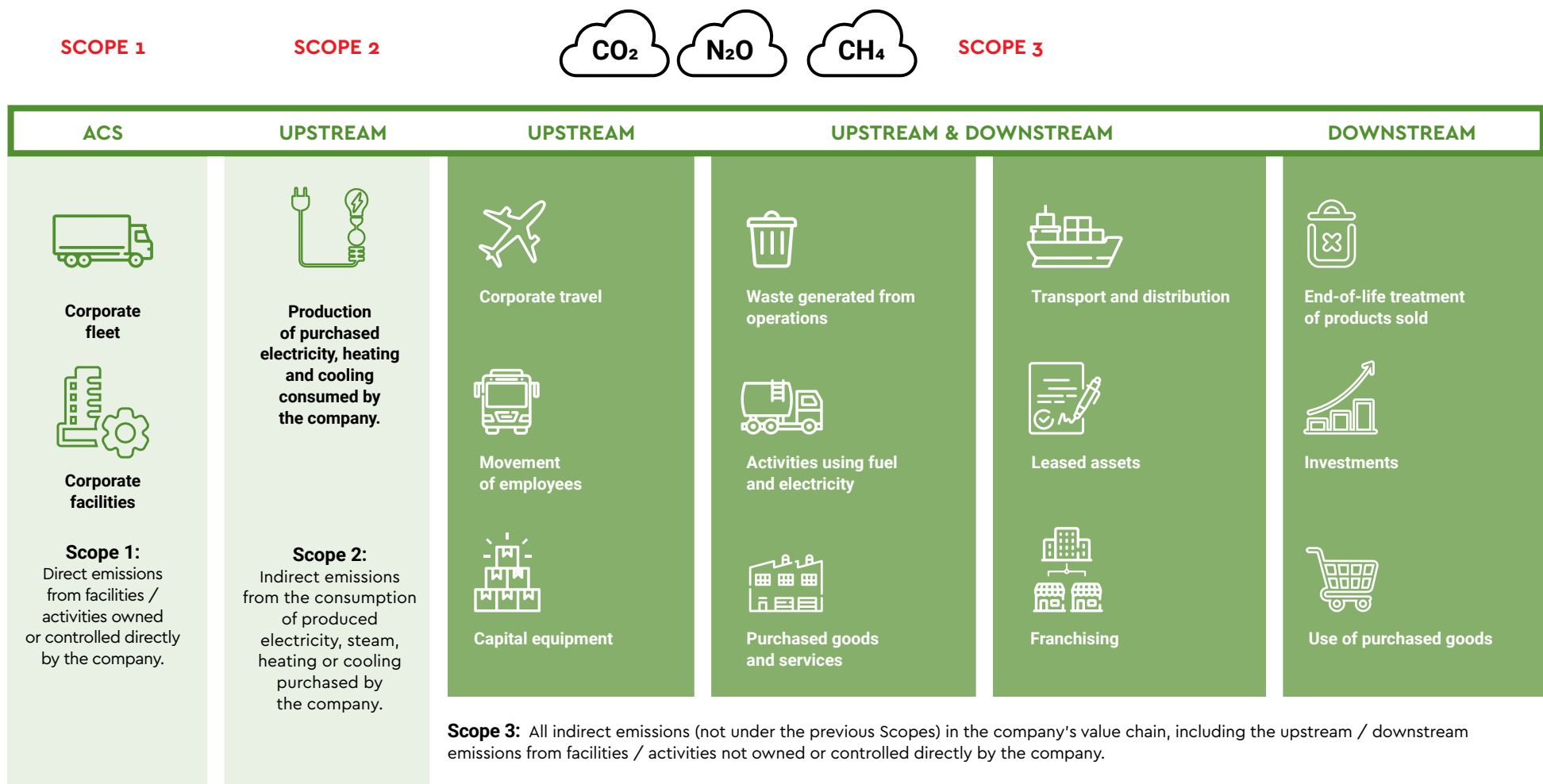
publish the Scope 2 measurements in addition to the location-based emissions, calculated with the residual energy mix of the country. Moreover, the Group publishes its Scope 2 market-based emissions, with a calculation of the remaining energy mix based only on its electricity supplier.

Climate change

[GRI 3-3, 305-1, 305-2, 305-3, 305-4, 303-1, 306-2]

Sources of Greenhouse Gas Emissions

ACS's total greenhouse gas emissions for 2023 were estimated at 23,610 tons of CO2e. According to the different emission categories, the distribution and the change from the previous year are as follows:



Sources of Greenhouse Gas Emissions

ACS's total greenhouse gas emissions for 2023 were estimated at **23,610 tons of CO₂e**. According to the different emission categories, the distribution and the change from the previous year are as follows:

Categories of GHG Protocol	Carbon Footprint of ACS for 2022 (in t CO ₂ e)	Carbon Footprint of ACS for 2023 (in t CO ₂ e)	Percentage change compared to 2022	
Scope 1 – Direct emissions	921	582	-36.75%	↓
Scope 2 – Indirect emissions (location-based)	957	1,281	33.79%	↑
Scope 3 – Other indirect emissions*	22,251	21,747	-2.26%	↓
Total	24,128	23,610	-2.155%	↓

Categories of GHG Protocol	Carbon Footprint of ACS for 2022 (in t CO ₂ e)	Carbon Footprint of ACS for 2023 (in t CO ₂ e)	Percentage change compared to 2022	
Scope 2 – Indirect emissions (market-based)**	957	935,9	-2%	↓

* Conversion Factors used to calculate emissions are derived from the annual National Greenhouse Gas (GHG) Inventories for Scope 1 emissions and from the annual Reports of the RES & Guarantees of Origin Manager (DAPEEP) for Scope 2 emissions.

** For market-based emissions conversion factors of our electricity provider have been applied.

The reduction of the Group's Scope 1, 2 emissions is an ESG goal. The reduction of Scope 1 emissions in 2023 by 36.75% compared to 2022 is due to the removal of fixed heating equipment at ACS company after the company moved to its new premises. It is expected that the further increase of the Group's green vehicle fleet (in 2023 43% of the fleet consisted of electric or hybrid models) will contribute even more to the reduction of fuel use and therefore to the reduction of Scope 1 emissions. However, due to the electric charging

of cars and the possibility provided for vehicle charging at company premises, it is expected that there will be an increase in indirect Scope 2 emissions, which will also need to be mitigated.

In 2023, there is an increase in indirect emissions (Scope 2, tons of CO₂ equivalent) compared to 2022, because in 2023 there was an increase in the consumption of purchased electricity by ACS which started operating its new sorting centre in Aegaleo, in larger facilities.

Allocation of greenhouse gas emissions for the activities of ACS for 2023

Scope 1 ▶ **2,46%**

Scope 2 ▶ **5,42%**

Scope 3 ▶ **92.11%**



Table Emissions Scope 1, 2 (ACS)	TOTAL (tn CO ₂ eq.)	CO ₂	CH ₄	N ₂ O	HFCs
	GWP	1	28	265	1790
Scope 1 – 2023	583.69	576.98	2.92	3.79	0.00
Company facilities	6.91	6.76	0.00	0.001	-
Company vehicles	576.78	570.22	0.10	0.014	-
Fugitive emissions	0.00	-	-	-	0.0000
Scope 2 – 2023	1,280.8	-	-	-	-
Purchased electricity (Location-based)	1,280.8	1,280.8	-	-	-
Total tn CO₂ eq.	1,862.8				

Overview of the scope of the GHG Protocol

The calculation of the footprint for the year 2023 has been carried out in accordance with emissions from the categories of the international GHG Protocol.

The following table presents the activities within and outside the scope in the assessment of ACS's carbon footprint for 2023:

Categories GHG Protocol	Within the Scope	Comments
Scope 1 – Direct emissions		
1 Company facilities	✓	Includes emissions stemming from the consumption of fuel for electricity generation in the company's buildings and leakage of air cooling gases from A/C systems at ACS facilities.
2 Company vehicles	✓	Includes emissions from the fuel consumption of ACS's (private) fleet of vehicles, as well as from the consumption of gasoline provided as a benefit to ACS employees.
Scope 2 – Indirect emissions		
1 Purchased electricity	✓	Includes emissions from the electricity consumption of ACS offices.
Scope 3 – Indirect emissions		
1 Purchased goods and services	-	Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis.
2 Capital goods	-	Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis.

Categories GHG Protocol	Within the Scope	Comments
3 Fuel- and energy-related activities	✓	- Includes emissions from the production (WTT) of fuel consumed by the private fleet, fuel given as a benefit to employees, fuel consumed for the production of electricity at the company's offices, and transmission and distribution losses of electricity consumed by the company. - The emissions resulting from the production of the electricity consumed are excluded. Their inclusion to the final result is not expected to have a significant impact.
4 Upstream transportation and distribution	✓	- Includes emissions from the production (WTT) and consumption of fuel of the ACS network - Excludes storage (distribution) emissions due to a lack of appropriate data, e.g. storage volume. Their inclusion to the final result is not expected to have a significant impact.
5 Waste generated in operations	✓	Includes emissions from the discharge and treatment (disposal) of ACS waste (water, PCs, furniture and other waste).
6 Business travel	✓	Includes the emissions from sea and air travel made by all ACS employees for business purposes and from their stay at their respective destinations.
7 Employee commuting	-	Excluded due to lack of suitable data and time frame. The category could be further examined in a future analysis.
8 Upstream leased assets	-	Emissions from the operation of leased assets are already included in Scope 1 and 2.

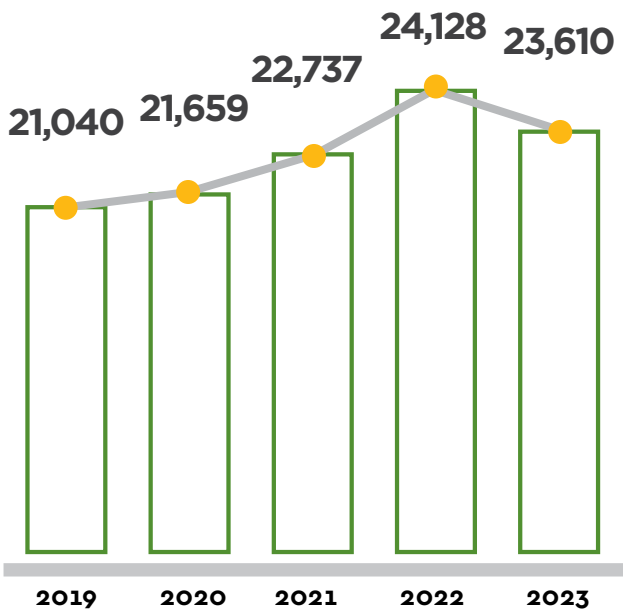
Categories GHG Protocol	Within the Scope	Comments
9 Downstream transportation and distribution		All transportation services purchased by the Company are included in category 4.
10 Processing of sold products	-	Excluded due the Company's business model that does not offer intermediate products for further processing.
11 Use of sold products	-	Excluded due the Company's business model as service provider.
12 End-of-life treatment of sold products	✓	Includes emissions from discarding and processing packaging products sold by ACS in 2023 and concerns their end-of-life.
13 Downstream leased assets	-	Excluded due the Company's business model.
14 Franchises	✓	Includes emissions from the operation of the franchise stores of ACS.
15 Investments	-	Excludes emissions of ACS Cyprus due to lack of suitable data.

Total emissions in the period 2019 - 2023

For ACS and for the period 2019 – 2023, the total emissions show an increase of 11%, which reflects the significant increase in the company's activities. This is illustrated by the significant increase in the weight of the company's shipments; by 8% compared to 2022 and by 84% compared to 2019. However, it should be noted that in the company's overall emissions, there was a 2,15% reduction in 2023 compared to 2022.

The figures above and the charts below indicate the change in ACS's environmental performance.

Carbon Footprint ACS σε t eCO₂

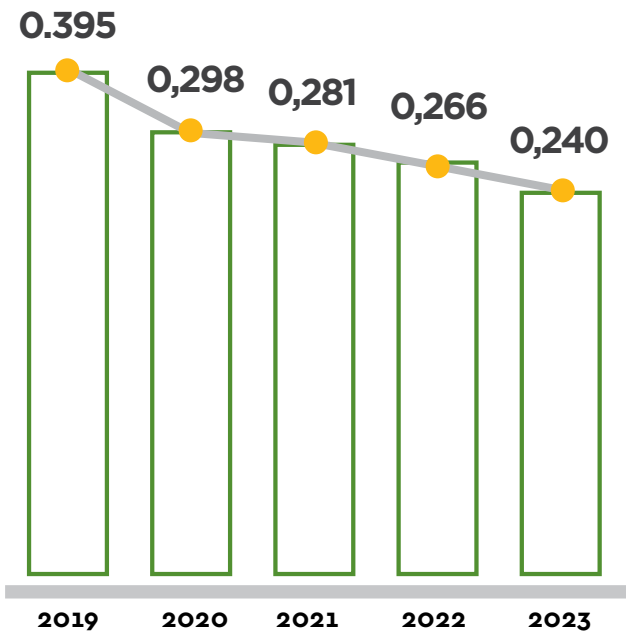


Emission intensity

For the year 2023, the emission intensity was calculated at 0,240kg CO₂ per kg carried in ACS shipments, decreased by 9,68% compared to 2022.

Compared to 2019, there is a significant drop of 39% in emissions intensity.

ACS Emission intensity kg CO₂eq / kg Transport



ACS's performance on the environmental indicators monitored for climate change

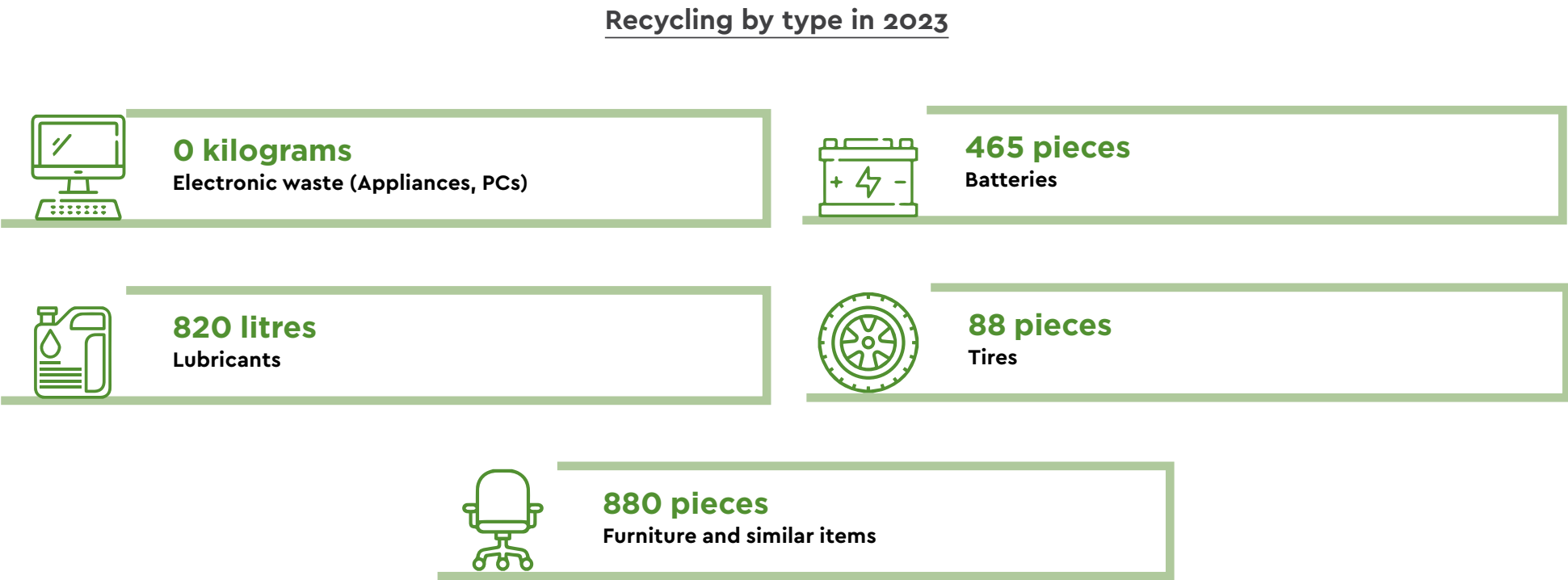
		2022	2023	% difference
Turnover	(€ million)	141.8	150.5	6%
Annual energy intensity	(kWh/m²)	365.0	113.0	-69%
Equivalent of thousands of tonnes of CO ₂	(kt CO ₂)	1.9	1.9	-1%
Annual energy intensity	(kWh/m²) / € million turnover	2.6	0.8	-71%
Equivalent of thousands of tonnes of CO ₂ per year	(kt CO ₂) / € million of turnover	0.0	0.0	-6%
Direct emissions (Scope 1)	tCO ₂ eq.	920.6	582.0	-37%
Direct emissions (Scope 1) / € million of turnover	tCO ₂ eq./€ million	6.5	3.9	-40%
Direct emissions – (Scope 1)/m²	tCO ₂ eq./m²	0.06	0.01	-77%
Indirect emissions (Scope 2)	tCO ₂ eq.	955.5	1280.8	34%
Indirect emissions (Scope 2) / € million of turnover	tCO ₂ eq./€ million	6.7	8.5	26%
Indirect emissions – (Scope 2)/m²	tCO ₂ eq./m²	0.1	0.0	-51%
Indirect emissions (Scope 3)	tCO ₂ eq.	22251.0	21474.0	-3%
Indirect emissions (Scope 3) / € million of turnover	tCO ₂ eq./€ million	157.0	142.7	-9%
Total amount of energy consumed	MWh	5664.2	4766.4	-16%
Total amount of electricity consumed	MWh	2191.1	2568.0	17%
Percentage of electricity consumed in relation to the total amount of energy consumed	%	0.4	0.5	39%
Percentage of RES energy consumed and derived from in relation to the totalelectrical energy consumed*	%	0.3	0.4	12%
Percentage of RES energy consumed and derived from in relation to the total energy consumed*	%	0.1	0.2	56%

Note: (*) For the year 2023, the percentage contribution of the gratuitously allocated Guarantees of Green Origin to the final consumption represented by each Supplier for the year 2023 is 28%. (Dapeep)

Circular economy

[GRI 306-2]

At ACS, our fundamental goal is to protect the environment by making every possible effort to collect the materials produced by our activities for recycling.



Actions for the promotion of a circular econom



In June 2023, ACS began its cooperation with **APPLIANCES RECYCLING S.A.**, for the **collection of household and electrical small appliances** from interested parties, both in the special bins placed in its stores and through their collection from their premises, by calling the ACS distributor online at <https://www.electrocycle.gr/recycle-it-with-a-click/>

By the end of the year, the company forwarded 956.46 kg of small appliances for recycling from all its stores and continues these efforts, actively demonstrating its firm commitment to continuous improvement in all areas of Sustainable Development and the achievement of the ESG Goals.

Water consumption and waste disposal

[GRI 303-1]

Total volume of water consumed, distributed according to the following sources of pumping:

Source	Total volume pumped*
Surface water	0 m ³
Ground water	0 m ³
Rain water collected by the organization	0 m ³
Liquid outflows of another organization	0 m ³
Water supply from water supply companies	326 m ³

*The calculation of the volume of water consumed was done based on the information as presented in the invoices of the Company.

For more, see the chapter [Future Goals and Performance](#).

CONTRIBUTION TO SOCIETY



CONTRIBUTION TO SOCIETY

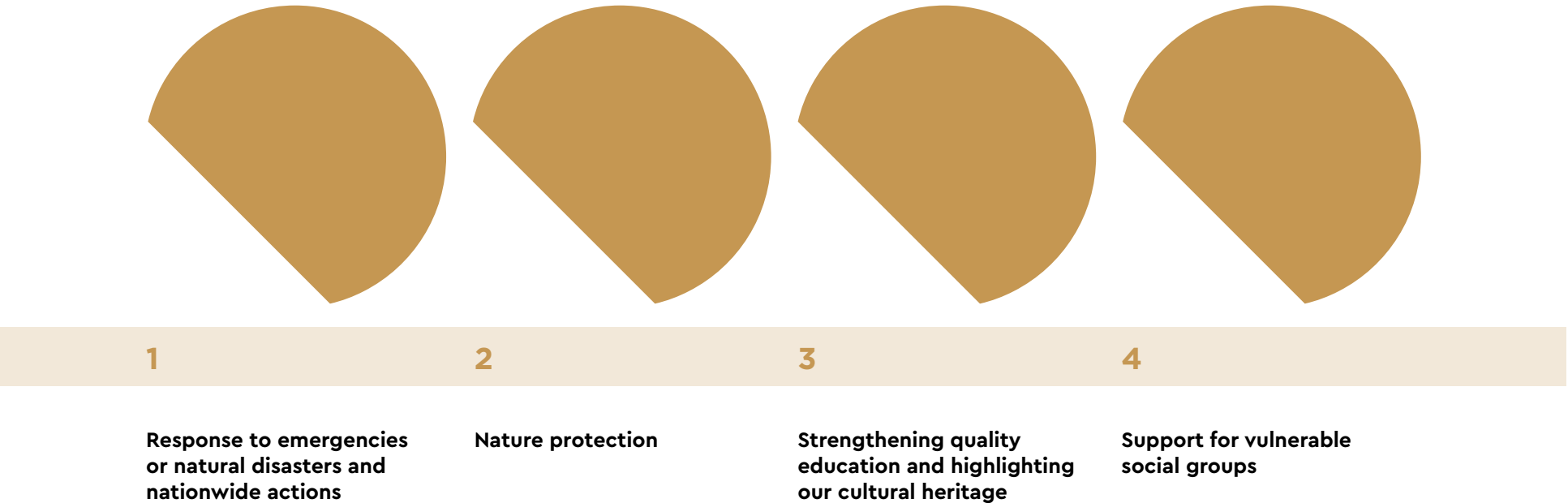


Contribution to society

Our activities revolve around the well-being of the society in which we participate. We implement targeted social actions, utilizing our business activities, which result in the upgrading of the quality of life of vulnerable groups and the wider society.

Our activities revolve around the well-being of the society in which we participate.

The ACS actions focus on the following four pillars:



Social Support actions

In 2023, ACS carried out a total of more than 21,418 free shipments to vulnerable groups, with an initial value of over €314,201.95, transporting materials weighing over 47 tons.

The Group and its companies cooperate with a number of Non-Governmental Organizations (NGOs) and social organizations, by actively contributing to their work. It is worth mentioning that the Group supports continuously the foundations "The Smile of the Child" and "Make a Wish", through the donation of equipment and courier services, the City of Athens Reception and Solidarity Centre for homeless people (KYADA), and the provision of free clothing and toys offered by employees and the Group.

In times of emergency, the Group also takes supportive actions, according to its capabilities and specialized know-how, in the field of technology and courier services.

It is also worth mentioning that by using its unique advantages, such as its extensive national network, speed, organization and reliability, the ACS company contributes to the implementation of actions in cooperation with institutions and NGOs. At the same time, ACS responds consistently in cases of emergency and humanitarian crises.

More specifically, in February 2023, ACS responded immediately to the humanitarian crisis caused by the devastating earthquake in Turkey and Syria, and activated its network of stores to collect essential goods from citizens across Greece, sending 3.7 tons of humanitarian aid to the earthquake victims.



In February 2023, ACS set up its network of stores for the collection of basic necessities and dispatched 3.7 tons of humanitarian aid to the earthquake victims of Turkey and Syria.



At the same time, in September 2023, Quest Group stood by the flood victims of Thessaly with the direct mobilization of its companies' employees and the Group's Management, collecting 21 pallets of food, water, clothing and sleeping bags, as well as IT equipment at the Special Vocational High School of Sofades, and ACS once again made available the services of its network for the transfer of the solidarity offering. In total, for the relief of those affected by the devastating floods in the Thessaly Region, and in cooperation with stakeholders who collected aid, ACS handled shipments weighing 1,220.5 kg.



It is also worth noting that **in 2023, 63,419 boxes of medicines and healthcare products worth €1,039,726 were transported free of charge in 3,863 ACS shipments, weighing 17.8 tons, which GIVMED managed to collect** for organizations throughout Greece supporting **more than 31,477 beneficiaries**

in vulnerable groups on a monthly basis. At the same time, with the support of ACS, GIVMED managed to collect medicines and healthcare products in Attica, so that they can be sent to public and charitable organizations dealing with natural disasters and the tragic consequences of the wars in Syria and Ukraine.



of small appliances for recycling from all its stores and continues these efforts, actively demonstrating its firm commitment to continuous improvement in all areas of Sustainable Development and the achievement of the ESG Goals.

CONTRIBUTION TO SOCIETY

FUTURE OBJECTIVES AND PERFORMANCE



Future objectives and performance

ACS				
(SDGs)	Material issues of esg strategy & sustainable development	Goals for 2023	2023 results	Goals for 2024
8 DECENT WORK AND ECONOMIC GROWTH 	Creating financial value / financial performance of the company	- Retention of margin > 10%. - Growth of e-commerce sales by more than 10%. - Growth of total sales by 9% or more. - Maintain or increase of market share in Courier	- Achieved (profit margin percentage: 13.04%) - Increase of sales from e-Commerce: 5% (80% sales participation in 2023 compared to 75% in 2022) - Growth of sales: 5.6% - Maintaining the market share in Courier services.	- Retention of margin > 10%. - Growth of e-commerce sales by more than 10%. - Growth of total sales by 9% or more. - Maintain or increase of market share in Courier
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	Achieved	Same as 2023.
16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	Compliance with regulatory principles	Full compliance with laws and regulations in the social and environmental area.	Achieved	Same as 2023.

ACS				
(SDGs)	Material issues of esg strategy & sustainable development	Goals for 2023	2023 results	Goals for 2024
16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	Protection of critical information systems and ensuring operational continuity	• Maintaining or improving the availability of systems above 99.9%. • Zero network/system breaches. • ESG Goal – Continued preparation for ISO 27001: 2013 • Use of Disaster Recovery Site for the most critical Information Technology (IT) systems and ISO 22301 certification intention.	Achieved Achieved Achieved – was certified according to ISO 27001: 2022 (standard changed from 2013 to 2022). Achieved	Same as 2023. Same as 2023. Use of Disaster Recovery Site for the most critical Information Technology (IT) systems Preparation for ISO 22301 (Business Continuity) certification.
16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	Protection of personal data and customer privacy.	• Zero cases of non-compliance with personal data legislation. • Zero number of substantiated complaints of personal data breaches involving personal privacy breaches and customer data losses.	Achieved	Same as 2023.

ACS				
(SDGs)	Material issues of esg strategy & sustainable development	Goals for 2023	2023 results	Goals for 2024
4 QUALITY EDUCATION 	Provision of training and development of employees.	ESG Goal – Maintaining or increasing the hours of training per employee	Achieved target (10% increase)	Maintenance or improvement compared to 2023.
3 GOOD HEALTH AND WELL-BEING 	Ensuring the health, safety and well-being of employees.	• Certification according to ISO 45001:2018 (Health and Safety at Work). • Maintaining the participation of 100% of our employees in the company's occupational health and safety management system. • Certification according to ISO 39001:2012 (Road Safety Management) within 2023. • ESG strategy target until 2030 LTIFR <2.3 and TRIR <1.2	• Achieved • Achieved • Achieved • Lost Time Injury Frequency Rate (LTIFR) = 7,81 Total Recordable Incident Rate (TRIR) = 1,56	• Maintaining the participation of 100% of our employees in the company's occupational health and safety management system. • Health and safety training for all staff. • 2024 target based on ISO 45001: LTIFR <10, TRIR <5.

ACS				
(SDGs)	Material issues of esg strategy & sustainable development	Goals for 2023	2023 results	Goals for 2024
8 DECENT WORK AND ECONOMIC GROWTH 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Establishing a healthy ecosystem of partners, agents and a sustainable supply chain.	Gradual transfer of supplies from receipts to deliveries: increase of% of the fraction by +3-5% annually.	Overachievement (increase of 14.4%, from 52.6% in 2022 to 67% in 2023) *the percentage refers to commissions from courier shipments (not post).	Same as 2023
		Infrastructure and organizational actions /store operations 1. Surface area: increase > 5% 2. Total means of transport -cars & two-wheelers: fixed 3.1 Total of employees at the reception desk of the store: fixed 3.2 Total of employees at the handling department of the store: fixed 4. Training costs of employees at stores via e-learning: 5% increase	Infrastructure and organizational actions /store operations 1. Achieved (total store area: 40,806 m2 in 2022 -> 45,568 m2 in 2023) 2.1 Achieved (total means of transport: 2,141 in 2023 -> 2,138 in 2023) 3.1 Overachievement (total of employees at store reception desk: 563 in 2022 -> 571 in 2023) 3.2 Overachievement (total of employees at store handling department: 2,266 in 2022 -> 2,281 in 2023) 4. New e-learning platform (ACS Academy) 2,510 hours of training for 1,377 store employees in 2,088 training cycles (courses).	

ACS				
(SDGs)	Material issues of esg strategy & sustainable development	Goals for 2023	2023 results	Goals for 2024
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	Providing technological solutions and services, aiming at digital transformation and modernization.	- Smart Points – Long-term Reduction of Transport Costs - Web Reporting ABP Post – Retaining / Attracting new customers - Planning Solutions for Collection through bank cards Attracting new customers - Measurement of the use of new innovative services/solutions by customers	Achieved	Continue measuring customer service indicators and use of new services as presented in the Digital Innovation chapter
12 RESPONSIBLE CONSUMPTION AND PRODUCTION  13 CLIMATE ACTION 	Environment	>15% of purchased electrical certified green energy from RES (in Greece) – goal applies to the Group as a whole. - Maintain or increase of target (14% of company fleet using hybrid or electric cars) - Evaluation of recycling partners - Record and reduce single-use plastics.	- Achieved (28%) - Achieved (43% of the company fleet with hybrid or electronic cars) - Achieved (recycling certificate from all recycling partners) - Achieved (it was included in the renewed Quest Group environmental policy; plastic cups were replaced with paper cups and the replacement of ACS plastic packaging with recyclable plastic was initiated),	>28% of purchased electrical certified green energy from RES (in Greece) – goal applies to the Group as a whole. >43% of the company fleet with hybrid or electronic cars - Continuation of the evaluation of recycling partners - Continuation of the replacement of ACS plastic packaging with recyclable plastic.

ACS				
(SDGs)	Material issues of esg strategy & sustainable development	Goals for 2023	2023 results	Goals for 2024
3 GOOD HEALTH AND WELL-BEING 4 QUALITY EDUCATION 10 REDUCED INEQUALITIES 13 CLIMATE ACTION 17 PARTNERSHIPS FOR THE GOALS	Contribution to Society	- Continuing the actions and maintaining or increasing free shipments for social actions (up to + 5%). - Maintaining the social contribution costs to the selected pillars.	- Achieved (continuation – maintenance) - Achieved (continuation)	- Continuing the actions and maintaining or increasing free shipments for social actions (up to + 5%). - Maintaining the social contribution costs to the selected pillars.

Annex: GRI table of contents

GRI

GRI Πρότυπο	Disclosure	Chapter of the 2023 Sustainability Report of ACS and/or Quest Group	Omissions
GRI 2: General Disclosures 2021	2-1 Organizational Details	• The Company	
	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	• The Company • Financial performance • Our People • Sustainable supply chain	
	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	
	2-12 Role of the highest governing body in overseeing the management of impacts	• Roles and responsibilities • Policies and systems	

GRI Πρότυπο	Disclosure	Chapter of the 2023 Sustainability Report of ACS and/or Quest Group	Omissions
GRI 2: General Disclosures 2021	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	• Our People	
	2-22 Statement on the Sustainable Development Strategy	• Messages from the Board of Directors • ESG 2022- 2025+ strategy and objectives	
	2-23 Policy commitments	• Our Vision • Our Values • Policies and systems • Human Rights • Environmental footprint	
	2-24 Embedding policy commitments	• Policies and systems	

SUSTAINABILITY REPORT 2023 - ACS

ACS Indicator	Disclosure	Chapter of the 2023 Sustainability Report of ACS and/or Quest Group	Omissions
GRI 206: Anti-competitive behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-monopoly and monopolistic practices	• Policies and systems • Business ethics and regulatory Compliance	
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with socio-economic laws and regulations	• Business ethics and regulatory Compliance	
GRI 3: Material topics 2021	3-3 Management of material issues	• Data protection and Customer privacy	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints relating to customer privacy breaches and customer data losses	• Data protection and Customer privacy	
ACS Indicator	Number of Shipment Violation Complaints	• Data protection and Customer privacy	
GRI 3: Material topics 2021	3-3 Management of material issues	• Financial performance	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	• Financial performance • Environmental footprint	
GRI 3: Material topics 2021	3-3 Management of material issues	• Our people	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	• Our people	
	401-2 Benefits provided to full-time employees that are not ,provided to temporary or part-time employees	• Our people	

GRI Πρότυπο	Disclosure	Chapter of the 2023 Sustainability Report of ACS and/or Quest Group	Omissions
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 Promotion of worker's health	• Health, safety and well-being	
	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 Πρότυπο	Disclosure	Chapter of the 2023 Sustainability Report of ACS and/or Quest Group	Omissions
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	
GRI 3: Material topics 2021	3-3 Management of material issues	• Environmental footprint	
GRI 303: Water 2016	303-1 Interactions with water as a shared resource	• Environmental footprint	
GRI 305: Emissions 2016	305-1 Direct greenhouse emissions (Scope 1)	• Climate Change	
	305-2 Indirect greenhouse emissions (Scope 2)	• Climate Change	
	305-3 Other Indirect greenhouse emissions (Scope 3)	• Climate Change	
	305-4 GHG Emissions Intensity	• Climate Change	
GRI 306: Waste 2016	306-2 Management of significant impacts related to waste	• Circular economy	



ACS M.A.E.E.

36-38 Petrou Ralli, 12241, Egaleo • tel.: +30 210 81 90 000

www.acscourier.net