



Whistleblowing Policy - Incident Reporting Frequently Asked Questions

Quest Holdings and all Quest Group Companies are committed to fostering an entrepreneurial spirit of transparency and accountability. Therefore, they demand the highest possible level of professional and ethical conduct from all their employees and business partners.

In order to establish the prevention of wrongdoing or unethical and unlawful behaviour, we wish to ensure that any person who has reasonable suspicions / indications / information regarding an issue that is considered to violate the [Code of Conduct and Ethical Behaviour](#), has the opportunity to report it (while remaining anonymous if they so wish) without fear of retaliation from the Company.

In this context, we have established reporting channels to facilitate incident reporting and make it easier and safer.

➤ To better understand the [Whistleblowing Policy - Incident Reporting](#), here are some frequently asked questions and their answers.



Frequently Asked Questions

> Q1

Why is it important to report an incident that constitutes a violation of the Code of Conduct and Ethical Behaviour?

An incident report, if valid, will help our Company to improve and enhance a safe and fair working environment.

It can also help to directly discourage any wrongdoing or unethical behaviour.

> Q2

What incidents can I report?

Any suspicion and/or substantiated evidence of inappropriate, unethical or illegal behaviour, which creates a potential risk either for the reporting party, other employees, business partners (e.g. partners, suppliers), the Company itself, the environment or the general public and society.

The reports may relate to:

- fraud
- corruption
- bribery
- conflict of interest
- harassment, bullying, discrimination
- health and safety at work
- environmental damage
- unfair uncompetitive behaviour
- damage to the public interest

> Q3

Which cases are not covered by the scope of the Whistleblowing Policy - Incident Reporting?

- ✔ disagreements on issues concerning policies and decisions of the Company's Management and/or the Companies of the Group
- ✔ personal issues and disagreements with colleagues or supervisors
- ✔ customer complaints regarding the quality of the products/services provided by the Companies of the Group
- ✔ rumours

Moreover, the following are not covered:

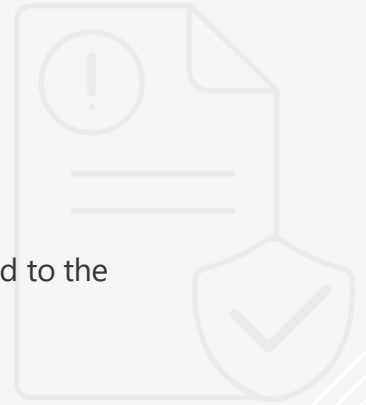
- (a) incidents of violence and harassment
- (b) incidents of data breaches
- (c) security incidents

In the cases (a), (b) and (c) above, the provisions of the relevant Policies and Procedures of the Company and the Companies of the Group are followed.

> Q4

Who can submit a report?

- ▶ employee
- ▶ third party / business partner (e.g. partner, supplier)
- ▶ any person suspecting damage to the public interest related to the operation of our Company



> Q5

Who can submit a report?

You can use the following reporting channels to file a report:

▶ By e-mail

milisemas@quest.gr

> Quest Holdings

Quest Online | Clima Quest | iStorm Greece | iStorm Cyprus | G.E.
Dimitriou Epafos | GPS

milisemas@info.quest.gr

> Info Quest Technologies

Info Quest Technologies Cyprus | Info Quest Technologies Romania | Team Candi

milisemas@unisystems.gr

> Uni Systems

Uni Systems Belgium | Uni Systems Luxemburg | Uni Systems Italy
Uni Systems Spain | Uni Systems Romania | Intelli Solutions Greece
Intelli Solutions Serbia | Intelli Solutions Bulgaria | Intelli Solutions Pakistan

milisemas@acscourier.gr

> ACS

milisemas@isquare.gr

> iSquare

milisemas@questenergy.gr

> Quest Energy

▶ By mail

to the address of the respective Company of the Group, to the attention of the Compliance Officer, stating "confidential"

▶ Through the website

of the respective Company, filling in the *Electronic Form of Incident Reporting Breaches*

- ✔ The recipient of the reports is the Compliance Officer of the Company, acting as a channel for receiving reports.

> Q6

Which reporting channel does my company fall under?

- ▶ If you are an employee: To find out which reporting channel you fall under, the answer to Q5 will help you.
- ▶ If you are a third party / business partner (e.g. partner, supplier): To find out which reporting channel the incident you want to report falls under, please also refer to the answer to Q5.
- ▶ If you have any concerns / questions regarding the reporting channels, please contact groupcompliance@quest.gr directly to receive guidance.

> Q7

How is personal data protected during the reporting process?

If you want to know more about the processing of your personal data and your rights, please refer to the Special Privacy Notice of Incident Reporting which you can find [here](#).

