

PeopleCert

ESG REPORT
2020



Contents

Contents	2
CEO Message	5
PeopleCert at a glance	8
A complete roadmap to successful certifications	8
PeopleCert is the global leader in the assessment and certification of skills.....	11
Our LanguageCert certifying skills.....	15
Memberships & Partnerships.....	15
Partnerships with universities.....	15
Our dedication to quality	17
Our Sustainability commitment	20
Stakeholder engagement	21
Prioritising our material issues.....	23
Our contribution to the UN SDGs.....	25
Sustainability through certified systems	27
Responsible supply chain management.....	27
Response to the COVID-19 pandemic	32
Our people at a glance	33
Overview of our employees	33
Work culture and employee recruitment	36
Speaking up	38

Training and development	38
Employee benefits.....	40
Communicating with our people.....	40
Evaluation.....	40
Future goals.....	41
Prevention and response	43
Health and Safety Policy.....	44
Our performance.....	45
Continuous improvement	48
Our impacts at a glance.....	51
Committing to Climate Change mitigation.....	51
Environmental responsibility	52
Our performance.....	52
Our future goals	56
Supporting local communities.....	58
Responsible governance	62
Our business model.....	63
Setting Company standards for business conduct	64
About the Report.....	66
Aim of the scope	66
Methodology.....	66
Communication.....	71
Feedback form.....	1

CEO Message



Byron Nicolaides
Founder & CEO, PeopleCert

PeopleCert is committed to enabling professionals to reach their full potential and realise their life ambitions through learning. If we want a simple definition for learning, one could say that “learning is the endless process of becoming a better person” not only for you but for the people around you. Learning or better skilling, upskilling or reskilling is the most solid step to social inclusion through understanding.

We embrace the United Nations’ Sustainable Development Goals (SDGs) by incorporating socially responsible and sound policies in our work practices. By integrating our commitment with SDG goals, we accelerate our mission, materialise our core values, and address global challenges relating to poverty, inequality, climate change, environmental degradation, peace and justice.

This ensures we create a better and more sustainable future for all.

This also highlights our dedication to our values: quality, innovation, passion and integrity.

Byron

About PeopleCert



PeopleCert is the global leader in the certification industry. PeopleCert develops global best practice frameworks and certifications, manages exams and delivers certifications. PeopleCert certifications are delivered across 200 countries, 50.000 Corporates (87% of Fortune 500) and 800 government organisations through a global network of 2.500 Accredited Training Organisations and 30.000 venues worldwide, as well as through PeopleCert's award-winning Online Proctoring solution.

PeopleCert enables professionals to reach their full potential and realise their life ambitions through learning.



Our vision

Our vision is to be the global leader in exams delivery and certification of persons



Our mission

Our mission is to develop and deliver globally, best-in-class exam and certification programmes that enhance the lives and careers of our candidates



Our core values

Our core values of quality, innovation, passion and integrity give us a framework for leadership and daily decision and define the way we conduct business.



Our strategic growth plan

Develop our own branded exams

Provide our own technology-based online exams delivery platform to other test owners

Develop co-branded exams with other test owners

Add new products & language certifications to our existing portfolio

Acquisitions

New test owners

PeopleCert at a glance

PeopleCert is one of the largest exams and certifications delivery organisations in the world. We deliver exams across 200 countries every year and network of partners, in 25 different languages, through our state-of-the-art assessment technology, enabling professionals to reach their full potential and realise their life ambitions through certifications and learning.

<p>5.5mn</p> <p>Examinations delivered to individuals, to date</p>	<p>200</p> <p>Countries reached every year</p>	<p>700</p> <p>Products in the Business & IT and Languages sectors</p>
<p>2,500</p> <p>Accredited Training Organisations</p>	<p>30,000</p> <p>Test venues</p>	<p>50,000</p> <p>Leading companies have adopted our products</p>
<p>24/7/365</p> <p>Online proctored exams any place, any time</p>		

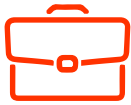
A complete roadmap to successful certifications

Developing and offering value-adding services is one of our key priorities as a business. We want to be able to offer a wide spectrum of useful services to our customers, catering for their needs.

For this reason, PeopleCert offers an ever-growing portfolio of highly sought-after certifications that enable professionals to boost their career and realise their life ambitions.

- Certification Scheme Creation
- Item Development (Item Creation, Item Testing, Item Validation)
- Test Development (Test Creation, Test Testing, Test Validation)
- Paper-based Exams (Electronic Distribution, Paper Distribution)
- Computer-based Exams (Web-based, Client-Server)
- 30+ Types of Questions (Multiple choice, Essay, Audio, Video etc.)
- All Delivery Channels (PeopleCert, Training Organisations, Web, Prometric, Pearson)
- Marking (Automated, Remote, Manual)
- Appeal Process
- Certificate Printing and Delivery (e-certificate, hard copy certificate)
- Certificate Validation (online at PeopleCert website)

- Maintenance of Candidates' Records and Database (All Data, Reports)
- Exam Vouchers (online purchase)



Qualification design

- Academic professional & vocational qualifications
- Definition of purpose (admissions, licensure, benchmarking)
- Specifications & requirements setting
- Syllabus development
- Item type appropriation=all item types supported
- Test blueprint generation
- Content weights allocation



Test development

- Subject Matter Experts recruitment, training & management
- Item authoring
- Item review & psychometric analysis, standard setting & vetting
- Piloting & validation (field testing)
- Equating & scaling (statistical & psychometric analysis)
- Item material production (artwork, image, audio, video)
- Item banking
- Test assembly specifications setting: fixed-form; LOFT (Linear-on-the-fly); CAT (Computer-adaptive)



Qualification management

- Test assembly
- Test publishing: Paper-based, Computer-based, Internet-based, Aural, Oral exams 24 hour lead time
- Test form (paper/material) production
- Online exam scheduling, re-scheduling & registration
- Online voucher ordering
- Online trainer, test center, exam session, module, venue, invigilator, interlocutor and candidate management
- Candidate records, credentials control (eligibility) & ID management
- Auto-notification of stakeholders
- Candidate portal: profile, exam purchase, booking, re-scheduling, document uploading, certificate downloading



Test delivery

- International network of Secure Test Centres
- PeopleCert accredited organisations' test centres
- Exams on demand
- Exams on set dates
- Test form (paper/material) distribution: printed, web-based, client-server
- Online interactive proctoring with "record & review" feature
- Onsite proctoring provision
- Interlocution or oral examining
- Marking; automated, remote, manual
- Real-time event notification
- Statement of results issuing (digital/printed with extensive feedback options list)



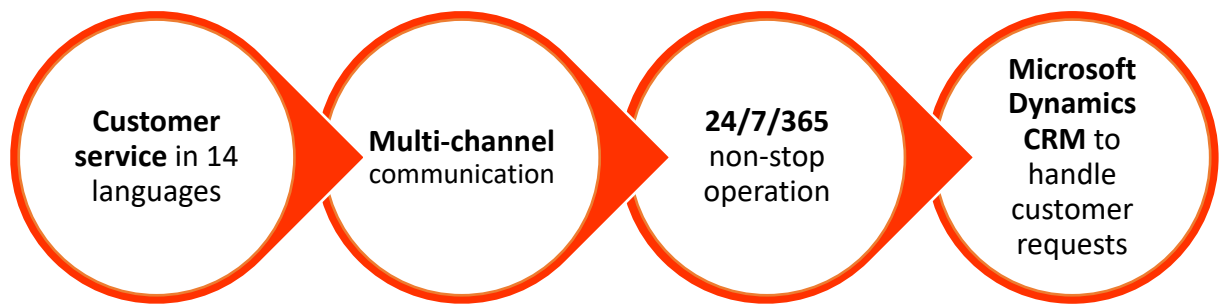
Certification

- Co-branded certificates
- E-Certificates issuing
- Printed certificates issuing & shipping
- Badge administration (digital/physical)
- Online certificate verification
- Replacement certificates
- Appeal process management
- Certificate surveillance
- Re-certification



Post exam services

- Results monitoring & evaluation
- Commercial performance assessment
- Reporting: dashboard; standard reports; customer reports
- Auto-notification of stakeholders on events related to specific quality criteria
- Online survey management



PeopleCert is the global leader in the assessment and certification of skills

- We empower professionals with knowledge and unleash their potential.
- We help corporations fire-up their digital transformation with methodologies that work.
- We accredit training organisations to rise above rigorous standards of excellence.

IT Governance & Service Management



ITIL® is the most widely accepted approach to IT service management in the world. It suggests a holistic approach to managing end-to-end services and advocates that IT services are aligned to business needs and support its core processes.



COBIT® 5 (Control Objectives for Information and Related Technology) is a globally accepted framework for the governance and management of IT. It aligns business goals with IT processes and goals, providing tools, resources, and guidance.



Lean IT is an extension of Lean Principles, applied in an IT environment. The approach is a way of thinking and acting, focusing heavily on organisational culture. The goal of Lean IT is to continuously improve the value delivered by businesses and the professionalism of IT people.



SDI® (Service Desk Institute) provides internationally recognised standards for service desk and IT support professionals which set out clear definitions for the key service desk roles and form the basis of Service Desk Analyst and Service Desk Manager qualifications. The qualifications verify candidates' understanding of service desk requirements and skills and are designed to positively impact the

effectiveness of the critically important IT support functions that keep technology in today's organisations running.



The Rational IT Model™ (TRIM) is a reference model for the adoption of IT Service Management as a practice. It includes all the processes, roles, templates, and procedures needed to implement IT Service Management that provides value to the business.

Project, Programme & Portfolio Management



PRINCE2® (Projects In Controlled Environments) is a process-based methodology that provides the essentials for project management. It is the de-facto project management standard for public projects in the UK. PRINCE2® can be tailored to the needs of any organisation and can be used for the management of projects of any type and scale.



PRINCE2 Agile® is the world's most complete project management solution, combining the flexibility and responsiveness of agile with the clearly defined framework of PRINCE2®.



MSP® (Managing Successful Programs) consists of a structured framework for organisations of all sizes and from all sectors to improve practices, offer better services and more effectively prepare for the future.



P3O® (Portfolio, Programme and Project Offices) provides a universally applicable guidance that facilitates effective portfolio, programme and project management through enablement, challenge, and support structures. It is aligned to PRINCE2®, MSP® and M_o_R®.



MoV® (Management of Value) offers guidance on maximizing value and making optimal use of resources. It has evolved from many years of successful value management practice.



MoP® (Management of Portfolios) offers guidance on management of change projects and programs. It provides an overview of portfolio management, including the principles, techniques, and practices to run alongside an organisation's business as usual.

DevOps



PeopleCert DevOps is a suite of qualifications that provides practical guidance on how to successfully apply DevOps in day-to-day work. Professionals can embark on a DevOps journey with five modules that support effectiveness in daily performance and are enriched with guidance on integration with IT operations practices, focusing on value and quality. DevOps Fundamentals • DevOps Leadership • DevOps Engineer • DevSecOps • DevOps Site Reliability Engineer

Scrum



PeopleCert Scrum provides candidates with the skills and knowledge they need to understand, apply, and scale Scrum and to succeed as professionals working in Scrum-enabled organisations and Agile environments. Scrum Master I • Scrum Master II • Product Owner I • Product Owner II • Developer

Business Transformation



AgileSHIFT® focusses on the importance of leading change in an organisation. Taking a holistic view of an organisation, the new lightweight framework prepares organisations for transformational change by creating a culture of enterprise agility. AgileSHIFT is designed to help organisations to thrive in an ever emerging disruptive and competitive marketplace.


Software Development & Testing



Building reliable quality software is a major challenge today. To tackle this, PeopleCert has developed Quality Software Development (QSD) to certify programmers who have the necessary skillset to produce high quality code.

PeopleCert DEV Skills Certifications enable anyone who wants to prove and validate their coding skills in Java, C#, Python, or JavaScript and gain a full-stack mentality, all from one place, available at a fundamental and an advanced level.

Cyber Security & Resilience

 RESILIA® enables IT and business professionals to upgrade cyber security to balance risk, cost, benefits, and flexibility in their organisation. RESILIA expands the ITIL lifecycle approach to aid effective deployment and management of Cyber Resilience in an organisation in order to protect their data and digital assets.

Business Management & Improvement



Lean Six Sigma certifications are designed to support corporations in their mission to improve customer satisfaction, performance levels, and time-to-market. Self-employed professionals and consultants also seek these certifications for their cross-industry applications and for well-above-average pay back. Lean Six Sigma Yellow Belt • Lean Six Sigma Green Belt • Lean Six Sigma Black Belt

Change, Risk & Benefits Management



M_o_R® (Management of Risk) provides a framework for risk management considering the different aspects of an organisation: strategic, program project, and operational.

Languages



LanguageCert is an Ofqual recognised Awarding Organisation committed to developing and delivering high-quality, internationally recognised language exams that enhance the career, education and life opportunities of individuals worldwide. LanguageCert offers internationally recognised qualifications in English, Spanish and Classical Greek. We are also a Home Office approved provider of SELT exams for UK Visas & Immigration, in the UK and internationally. Find out more in our dedicated LanguageCert portfolio brochure.

Our LanguageCert certifying skills

LanguageCert is an awarding organisation dedicated to language skills assessment and certification. It is a member of PeopleCert, a global leader in the certification industry that has been delivering millions of exams in 200 countries.

LanguageCert develops its own language qualifications and partners with renowned organisations worldwide to offer high-quality language skills assessment and certification to the global learners' community. For the delivery of its own qualifications, as well as for examinations delivered in collaboration with its partners, LanguageCert deploys state-of-the-art, innovative and flexible exam administration technologies and systems developed by PeopleCert, which are tailor-made to each exam's specific requirements. It also benefits from the excellent customer service that PeopleCert offers 24/7/365 to language schools, teachers and candidates.

Memberships & Partnerships



Partnerships with universities

PeopleCert works alongside several research organisations and academic institutions to develop and deliver new programs, certifications, and projects, including the Athens Economic University, the ALBA Graduate Business School and HePIS (the Hellenic Professional Informatics Society), with whom the organisation commissioned a feasibility study examining the shortage of ICT professionals in Europe and in Greece.



ALBA Graduate Business School



Athens Economic University



EY Parthenon: Strategy consulting and target identification



HePIS (the Hellenic Professional Informatics Society): Feasibility study examining the shortage of ICT professionals in Europe and in Greece.



QED: Market research work



IHOW (International House World Organisation): Strategic partnership agreement



Universidad de Salamanca: Development and delivery of Spanish language certification



Ankara Üniversitesi: Development and delivery of Turkish language certification



ÖMER, Turkish and Foreign Languages Teaching and Research Centre

Our dedication to quality

PeopleCert is committed to delivering high quality, industry-leading services that have a high value offering for its customers and end users.

Our organisation offers reliable services, strengthened by robust certifications and qualifications. We are committed to ensuring the quality and integrity of our services and leverage our state-of-the-art infrastructure to comply to the strictest regulations.

Quality Credentials

Accredited by the National Hellenic Accreditation System:

- ISO 17024 Certification of Persons – since 2006

Certified by Lloyds Register:

- ISO 9001 Quality Management – since 2003
- ISO 14001 Environmental Management – since 2006
- ISO 10002 Customer Satisfaction and Complaints Handling – since 2006
- ISO 27001 Information & Data Security – since 2008
- ISO 23988 Use of IT in the delivery of assessments – since 2013
- ISO 22301 Business Continuity – since 2015

Certified by IASME CONSORTIUM:

- Cyber Essentials – since 2018

Certified by PCI DSS Compliance Service:

- Payment Card Industry Data Security Standard – since 2020

Further, in relation to Languages certifications:

Recognised and Regulated by:

- Ofqual (The Office of Qualifications and Examinations Regulation) in England – since 2017
- Qualifications Wales in Wales – since 2017
- ASEP (Supreme Council for Civil Personnel Selection) in Greece – since 2019

Validated by:

- UK NARIC – since 2018
- CRELLA (Centre for Research in English Language Learning and Assessment) – since 2018

Further, LanguageCert has received [1000+] recognitions from global prestigious Academic Institutions, Governments and Associations.



Case Study

LanguageCert Online Exams with remote, live invigilation - Bringing home a secure mode of assessment

How PeopleCert helped a business react/adapt to COVID with online proctored exams. Dr Agata Pradela, is the CEO of the Education and Testing centre in Poland and a LanguageCert partner since October 2018.

Her company started offering LanguageCert Online exams to its candidates the moment the lockdown in Poland was announced due to the pandemic, but they were considering exams with online invigilation previously, as an alternative to paper-based exams.

The lockdown measures that were announced by governments across Europe prevented English language candidates from being able to access physical test centres, leading to the cancellation or postponing of huge numbers of exams. Dr Agata's test centre alone was obliged to cancel around 2000 exams, severely impacting her business.

Fortunately, by working with LanguageCert, Dr. Agata was able to find ideal solutions to the challenges her business faced. With LanguageCert Online exams, Dr. Agata enabled her candidates to take their exams from the comfort of their own home, tailoring them around their schedules, before receiving results in up to just three working days.

Another major advantage that LanguageCert Online exams provide is that a live invigilator is always online to guide them through the online exam process and ensure a comfortable, secure and stress-free experience.

To help market LanguageCert Online exams to her candidates, Agata used a range of marketing tools such as emails and SMS messages, to reach out to a wider audience and share information on the advantages of online exams. She also mentioned how online platforms and video-conferencing processes, such as live-broadcast webinars, allowed her school to communicate with candidates in real-time.

“Online exams with remote, live invigilation are the best solution for the ‘new generation’ of candidates who like technology and spend a lot of time online. Additionally, there are significant benefits from this solution: zero logistics behind organizing the exams and great flexibility for the candidates in choosing exam dates at any time of day or night they want.”

Our Corporate Responsibility and Sustainability



Our Sustainability commitment

As a global leader in the certification industry, with a people-oriented approach and mindset, corporate responsibility and sustainability is ingrained in our DNA.

At PeopleCert we are committed to minimising our environmental impact, safeguarding labour and human rights, promoting safe working conditions, fostering mental health and well-being and providing effective learning opportunities to our employees. We are strongly committed to promoting a sustainability agenda which is relevant to our professional services delivery and strategy for organisational management. To this end, we endeavour to establish a positive social, economic and environmental legacy in all areas of operation, reinforcing our commitment to value creation for all stakeholder groups.

We support the international and European targets to combat climate change and mitigate its impacts, as well as leading sustainability frameworks such as the UN Sustainable Development Goals (SDGs), and integrate them in our strategic decision-making, operations, stakeholder engagement and communications.

We have instilled a comprehensive Sustainability Policy to ensure all our operations have minimal impact on the environment and its resources. We comply with, and where possible exceed, all applicable legislation, regulations and codes of practice aimed towards reducing emissions, resource consumption and waste. Our sustainability commitment is founded on three pillars:



Environmental responsibility

We are committed to reducing our operational environmental impacts and implementing a certified environmental management system according to ISO 14001 for energy and water saving, as well as waste reduction and recycling promotion. Environmental improvements are integrated into PeopleCert’s business planning and decision-making, ensuring that the respect towards the environment forms a part of our core business.



Social accountability

We endeavour to foster a sustainability-oriented culture among our suppliers and business partners. We work in a safe, healthy and positive working environment, underpinned by equality and respect to diversity. A wide range of opportunities for training and skills development are offered, positively contributing to the evolution of our employees’ performance, while the Company seeks to implement apprenticeship and internship programmes. Finally, we are committed to supporting and promoting growth opportunities to SMEs by offering highly sought-after certifications and partnership opportunities.



Responsible governance

Acting with integrity is at the heart of the way we operate and conduct all our business activities. We aspire to achieve the highest ethics standards regardless of location, based on the PeopleCert Code of Ethical Conduct. We comply with the laws and regulations in all our countries of operation and conduct regular internal and external audits to assure compliance with our business principles, policies and standards, while enhancing transparency and combating corruption. We engage with our stakeholders on a systematic basis and embed their views and expectations into our decision-making.

Stakeholder engagement

PeopleCert recognises as its stakeholders any parties which have an interest in the organisation and can either affect or be affected by the business. Stakeholders may be positively and/or negatively affected, as well as directly and/or indirectly by the organisation's operations. For our company, it is pivotal to nurture and maintain an open and ongoing dialogue with our stakeholders,

	Employees	Test takers & candidates (current and potential)	Suppliers	State / Authorities
Communication channels	<ul style="list-style-type: none"> ▪ Daily communication ▪ Email communication and announcements, as needed ▪ Annual events, celebrations and happenings ▪ Company's CSR Report 	<ul style="list-style-type: none"> ▪ Company's website ▪ Sustainability report ▪ Systematic and tailored phone, email and live communication, as per their needs 	<ul style="list-style-type: none"> ▪ Frequent communication, through phone and emails, as well as meetings – as deemed necessary ▪ Local community events 	<ul style="list-style-type: none"> ▪ Frequent communication, through phone and emails ▪ Live communication through meetings, as deemed necessary ▪ Company's website ▪ Company's CSR Report
Important issues	<ul style="list-style-type: none"> ▪ Training and development opportunities ▪ Covid-19 protective measures ▪ Employee performance evaluation process ▪ Data protection ▪ Provision of employee benefits ▪ Opportunities to express their views 	<ul style="list-style-type: none"> ▪ Services diversity and responsibility ▪ Ethical practice and conduct ▪ Company services quality and certifications ▪ Covid-19 protective measures ▪ Data privacy / protection ▪ Opportunities to express their views 	<ul style="list-style-type: none"> ▪ Ethical business practices ▪ Business compliance ▪ Supplier support ▪ Data privacy / protection ▪ Covid-19 protective measures ▪ Opportunities to express their views 	<ul style="list-style-type: none"> ▪ Ethical business practices ▪ Business compliance and responsibility of practices ▪ Tax compliance ▪ Data privacy / protection ▪ Covid-19 protective measure ▪ Opportunities to express their views
PeopleCert's response	<ul style="list-style-type: none"> ▪ Measures against the Covid-19 pandemic ▪ Provision of opportunities for employee capacity building and growth ▪ Provision of employee benefits ▪ Acting responsibly against our employees ▪ Establishment of complaints and whistleblowing policy, to allow for open communication 	<ul style="list-style-type: none"> ▪ Measures against the Covid-19 pandemic ▪ Continuously growing our product portfolio ▪ Continuous focus on improving our services quality and certifications obtained ▪ Ensuring market responsibility ▪ Maintenance of dedicated data protection policy ▪ Establishment of complaints and whistleblowing policy, to allow for open communication 	<ul style="list-style-type: none"> ▪ Measures against the Covid-19 pandemic ▪ Establishment of corporate sustainability plan and policies to ensure business responsibility, sustainability and compliance ▪ Maintenance of dedicated data protection policy ▪ Establishment of complaints and whistleblowing policy, to allow for open communication 	<ul style="list-style-type: none"> ▪ Measures against the Covid-19 pandemic ▪ Establishment of corporate sustainability plan and policies to ensure business responsibility, sustainability and compliance ▪ Maintenance of dedicated data protection policy ▪ Establishment of complaints and whistleblowing policy, to allow for open communication

PeopleCert’s Board collaborates with institutions of higher education and benchmarks our progress against recognised practices. In addition, our Board members meet with stakeholders to ensure that the engagement around our sustainability reporting is comprehensive and inclusive.

Certification bodies	Business partners	Academic Institutions / Universities	Media	State / Authorities
<ul style="list-style-type: none"> ▪ Frequent communication, through phone and emails ▪ Scheduling of 1-1 meetings, as deemed necessary ▪ Company’s website 	<ul style="list-style-type: none"> ▪ Frequent communication, through phone and emails ▪ Scheduling of 1-1 meetings, as deemed necessary ▪ Company’s website 	<ul style="list-style-type: none"> ▪ Frequent communication, through phone and emails ▪ Scheduling of 1-1 meetings, as deemed necessary ▪ Company’s website 	<ul style="list-style-type: none"> ▪ Frequent communication, through phone and emails ▪ Company’s website ▪ Press releases 	<p>Communication channels</p>
<ul style="list-style-type: none"> ▪ Financial sustainability ▪ Services diversity and responsibility ▪ Company services quality and certifications ▪ Ethical practice and conduct ▪ Opportunities to express their views 	<ul style="list-style-type: none"> ▪ Financial sustainability ▪ Data privacy / protection ▪ Quality of services provided ▪ Covid-19 protective measures ▪ Open dialogue and discussion opportunities 	<ul style="list-style-type: none"> ▪ Financial sustainability ▪ Services diversity and responsibility ▪ Company services quality and certifications ▪ Ethical practice and conduct ▪ Opportunities to express their views 	<ul style="list-style-type: none"> ▪ Promotion of sustainability issues (social and environmental awareness) ▪ Promotion of the Company’s services, portfolio and growth 	<p>Important issues</p>
<ul style="list-style-type: none"> ▪ Measures against the Covid-19 pandemic ▪ Actions taken to ensure continuous improvement of the Company’s financial status ▪ Continuous focus on improving our services quality and certifications obtained ▪ Maintenance of dedicated data protection policy ▪ Establishment of complaints and whistleblowing policy, to allow for open communication 	<ul style="list-style-type: none"> ▪ Measures against the Covid-19 pandemic ▪ Maintenance of dedicated data protection policy ▪ Dedication actions to ensure business services improvements ▪ Actions taken to ensure continuous improvement of the Company’s financial status ▪ Establishment of complaints and whistleblowing policy, to allow for open communication 	<ul style="list-style-type: none"> ▪ Measures against the Covid-19 pandemic ▪ Actions taken to ensure continuous improvement of the Company’s financial status ▪ Continuous focus on improving our services quality and certifications obtained ▪ Maintenance of dedicated data protection policy ▪ Establishment of complaints and whistleblowing policy, to allow for open communication 	<ul style="list-style-type: none"> ▪ Focus on corporate responsibility and sustainability ▪ Publication of annual CSR report ▪ Tailored / frequent communication 	<p>PeopleCert's response</p>

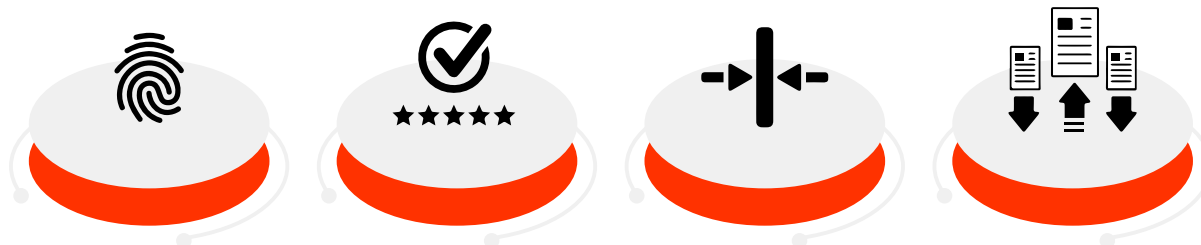
Prioritising our material issues

As a global exams-delivery organisation, with worldwide operations, an extended services portfolio, diverse communities of operation and a wide range of stakeholders, we come across multiple indicators which are relevant to our business.

In order to ensure a high level of alignment to the market, our local communities, our stakeholders' expectations, as well international standards, regulations and trends, we conduct a materiality analysis of sustainability issues on a systematic basis.

As per the above, PeopleCert evaluates the most important issues and topics with respect to corporate responsibility and sustainability. We undertake a thorough investigation and recording of issues of importance to our business, markets and stakeholders, and, subsequently, prioritise them based on a set of predetermined and replicable criteria, in order to ensure the credibility of our process. We further align our material issues with global frameworks, such as the UN SDGs, to make sure our approach is topical and in line with international best practice.

Furthermore, the process for identifying and prioritising our material issues incorporates our stakeholders' expectations, and is in line with the GRI Standards, the global standards for sustainability reporting. Our materiality analysis process consists of the following steps:



Identity

We identify and record the most important corporate responsibility and sustainability issues that concern our business, our industry and our stakeholders, through a

Evaluate

We evaluate the identified material issues through our stakeholders' lens, by assessing the views, issues of importance and expectations of each of our stakeholder groups.

Align

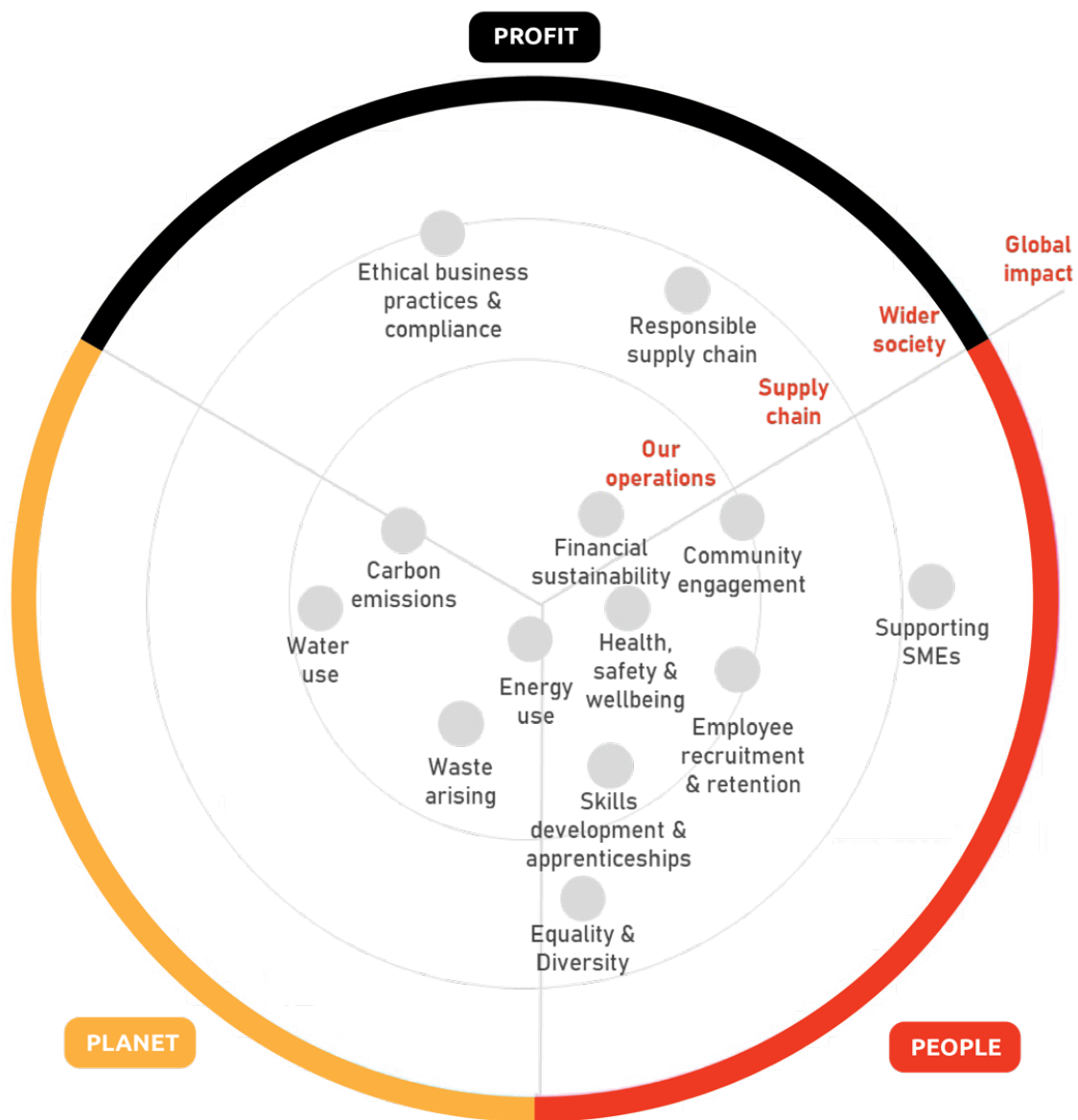
We align our process and identified issues with the global, international, national and local landscape, and embed any risks associated with each of our material issues.

Prioritise

Finally, we prioritise our material issues, and have our final list of material topics validated by our PeopleCert's management.

In order to ensure meaningful results, we intend to repeat the process of prioritising the material issues every 1-2 years, or as deemed necessary, to reflect any internal and external changes and embed any new regulations and trends in the markets where we operate. By recognising our material issues, PeopleCert ensures more strategic and meaningful operations, relevant to the global trends, landscape and stakeholders, and with a higher value creation potential for our marketplace and local communities.

Our latest materiality analysis led to the identification and prioritisation of 13 material sustainability topics, which have been categorised into three distinct groups: People, Planet and Profit. These have been used as a basis in forming the structure and content of our report and present section. The resulting materiality map is presented below.



Our contribution to the UN SDGs

The Sustainable Development Goals (SDGs) are a collection of 17 interlinked global goals, set up in 2015 by the United Nations General Assembly, and designed to be a "blueprint to achieve a better and more sustainable future for all", by the year 2030.



People

- Health, safety & wellbeing
- Community engagement
- Supporting SMEs
- Employee recruitment & retention
- Skills development & apprenticeships
- Equality & diversity



Profit

- Financial sustainability
- Ethical business practices & compliance
- Responsible supply chain



Planet

- Carbon emissions
- Energy use
- Waste arising
- Water use

Committed to continuously improving our sustainability practices, we aim to align our strategy and operations to the UN SDGs and integrate them into our business and material issues on sustainability.

Issue boundaries

Within & outside Company's boundaries

Within Company's boundaries

Within Company's boundaries

Within & outside Company's boundaries

Within & outside Company's boundaries

Within Company's boundaries

Relation to SDGs

People



Profit



Planet



Sustainability through certified systems

PeopleCert commits to maintain viable conditions of work, in all aspects, by all parties. As a result of this commitment, our organisation, apart from the Policies towards sustainability it has developed, implements International Certified Management Systems and delivers bespoke training sessions. We remain determined to contributing to the prosperity of the countries where we operate, not only by conducting our business based on best international standards, but also by taking different initiatives and assuming responsibility towards fostering a fair and transparent market.

Item	Policy	Training	Management System/Accreditation/Report	Status
Sustainability	o	o	Annual Sustainability Report	
Environmental management		o	ISO 14001 – Environmental Management	ü
Energy audit			Buildings Energy Audit & Report	
Quarterly energy report			Building Energy Report every Quarter	
Travel/Commute	o			
Health, safety and wellbeing	o	o		
Quality			ISO 9001 – Quality Management	ü
Customers			ISO 10002 – Customer Satisfaction & Complaints	ü
Security			ISO 27001 – Information Security	ü
IT			ISO 23988 – Use of IT in the Delivery of	ü
Business continuity			ISO 22301 – Business Continuity	ü
Persons			ISO 17024 – Certification of Persons	ü
Code of Ethical conduct	o			
Supply chain	o			

Responsible supply chain management

PeopleCert recognizes suppliers as a key strategic partner that influences our business and is influenced by our organisation's operations. Ensuring supply chain sustainability is not just part of our business policies, but makes business sense for us, bringing us long-term benefits.

Our responsibility and commitment to operate responsibly and sustainably applies not only within our operations, but to our supply chain as well. By focusing on environmental and social considerations throughout our supply chain, we receive long-term business benefits, such as reduced supply chain risks, improved cost savings, as well as increased brand value.

We are committed to developing mutually beneficial partnerships with our suppliers. Through our procurement policies and procedures, we aim to foster social and environmental responsibility, while encouraging our suppliers to embrace sustainable growth. We aim to systematically assess supplier value and performance, and enable a two-way communication with suppliers.

Overview of our suppliers

	Monetary value to suppliers per country					
	Purchases from the country (local purchases)	Purchases from other countries	Purchases from the country (local purchases)	Purchases from other countries	Purchases from the country (local purchases)	Purchases from other countries
	2018		2019		2020	
Greece	90%	10%	94%	6%	86%	14%
United Kingdom	61%	39%	63%	37%	61%	39%
Cyprus	1%	99%	1%	99%	0,4%	99,6%

	Total number of suppliers					
	Number of suppliers from the country (local suppliers)	Number of suppliers from other countries (external suppliers)	Number of suppliers from the country (local suppliers)	Number of suppliers from other countries (external suppliers)	Number of suppliers from the country (local suppliers)	Number of suppliers from other countries (external suppliers)
	2018		2019		2020	
Greece	1,422	49	979	32	547	54
United Kingdom	34	19	36	23	21	14
Cyprus	25	296	23	361	19	226

Supplier selection process

Based on its Code of Ethical Conduct, PeopleCert selects suppliers on the basis of merit, using criteria such as quality, price, availability, delivery, reliability, service and corporate responsibility, including social and environmental aspects. We expect all suppliers to compete fairly for our business. We further apply a Supply Chain Management Policy, to ensure a responsible supply chain.

PeopleCert has identified three main types of third parties:

Test Centres/Test Points: Organisations approved by PeopleCert to administer and deliver tests (paper-based and/or computer-based).

Suppliers/Subcontractors: organisations used by PeopleCert for the delivery of services in order to ensure operational efficiency (ICT suppliers, External printers, etc.)

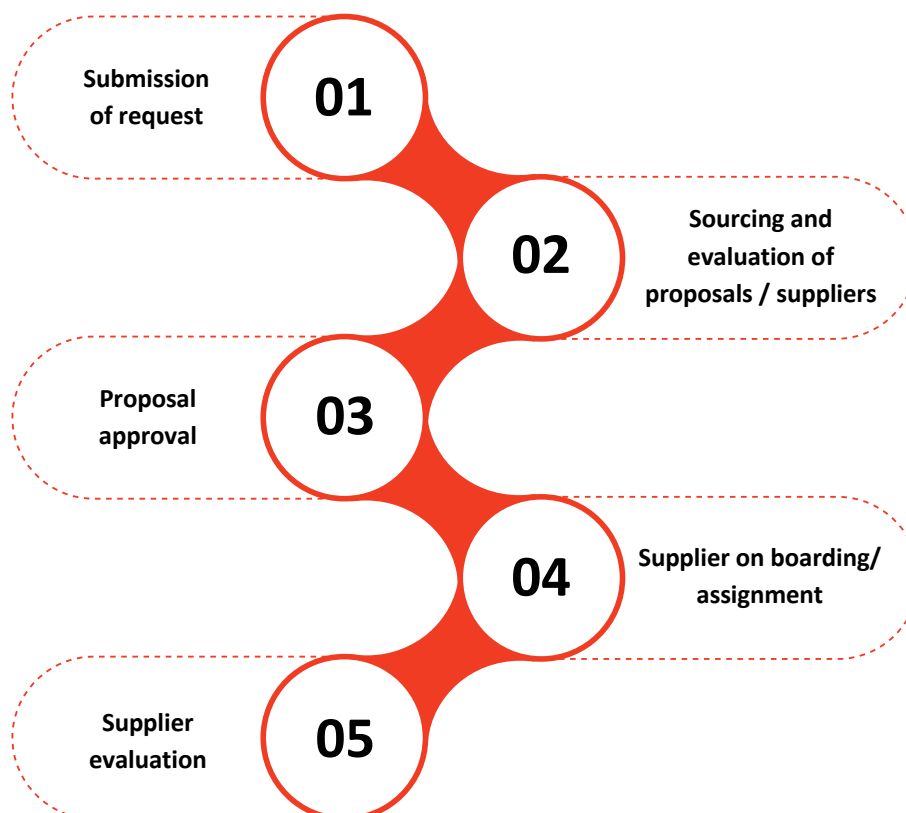
External Associates: individuals who undertake parts of service / tasks that require specific expertise, and who are necessary for the delivery of services.

In 2020 PeopleCert cooperated with **881** suppliers

PeopleCert's goal is to appoint -where possible- Small or Medium sized Enterprises as third parties, given that this choice creates no risk whatsoever to the quality of the services provided.

Suppliers / subcontractors management process

PeopleCert has established a specific process to support the organisation manage its suppliers and subcontractors effectively. The process steps are shown below:



Acceptance criteria for new suppliers and subcontractors

A new supplier or subcontractor self-registers via an online self-registration form and provides detailed information. In that way, Procurement & Logistics team examines its application and decides whether it fulfils all required criteria:

- Clientele and past record
- Business Continuity
- Corporate Social Responsibility/Sustainability features
- Certifications and/or accreditations
- Security and/or Anti-Bribery and/or Anti-Corruption issues
- Culture: Commitment, Reliability, Collaboration and Communication
- Competency: capacity and flexibility to meet current and future demands

Supplier assessment

The work of each third party must be monitored at least annually, by the respective and dedicated PeopleCert team, to ensure they operate effectively and in accordance with the expectations for the role they have been recruited for.

At PeopleCert we evaluate our suppliers annually, based on indicators such as the price, culture, availability, flexibility, quality, delivery, and payment terms criteria. Health and safety policy as well as insurance requirements are included in our supplier onboarding process and assessment criteria.

Our goal for 2021 is to integrate specific environmental and social criteria in the supplier selection and evaluation process. Such criteria include ISO 14001 concerning the existence of an environmental management system.

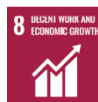
Supply chain management during the Covid-19 pandemic

During the time of the pandemic, in 2019 and 2020, we have been applying stricter supply chain rules and expect our suppliers to comply with all underlying health and safety regulations and take all necessary protection measures. We have further been assessing them based on the existence of a business continuity plan which can ensure the successful delivery of critical services and products. At this challenging time, PeopleCert has continued to operate and deliver services to its clients through implementing new supply systems, teleworking and close collaboration with its suppliers that managed to successfully respond to the crisis.

Caring for our people



Our contribution to the UN
Sustainable Development Goals:



Our people are the most important partners. PeopleCert’s human resources strategy places particular emphasis on their development and strives to establish a working environment based on equal opportunities for all.

Response to the COVID-19 pandemic

From the first moment of the pandemic crisis due to COVID-19, PeopleCert took a series of necessary measures aimed at protecting the health and safety of its employees and customers. We constantly develop initiatives and internal actions in line with the current national and European regulations. Some of our initiatives and actions are summarized below.



Remote work

In all the premises, we immediately implemented the telework measure to our employees at a rate of 97 % with emphasis on vulnerable groups, with the remaining 3 % being security staff in order to ensure that the organisation can continue the provision of its services smoothly and safely.



Sanitary actions

We established the mandatory use of surgical masks in all areas of the premises. The organisation proceeded in free distribution of surgical masks to all employees. Also, on arrival at work all employees subjected to mandatory temperature controls in order to determine if they have the symptom of fever. In case an employee is found with a higher temperature than normal he obliged to work from home. Finally, we provide all the common and learning areas with hand sanitizers.



Disinfection

We increased the frequency of cleaning public areas to 4 times per day and we proceeded in the acquisition of a special cleaning and disinfection machine. The disinfection of our building took place every weekend as well as after the detection of a COVID-19 case.



Pandemic management team

We have created a new role, the COVID-19 Health Inspector who monitors and implements the initiatives and actions for the pandemic. Furthermore, the HR team was trained according to the instructions of national health agencies, in order to deal with possible COVID-19 cases.

Our people at a glance



487 employees

50 - 50 gender splits in higher hierarchical levels

57% of our employees are women

32% increase of human resources during 2020

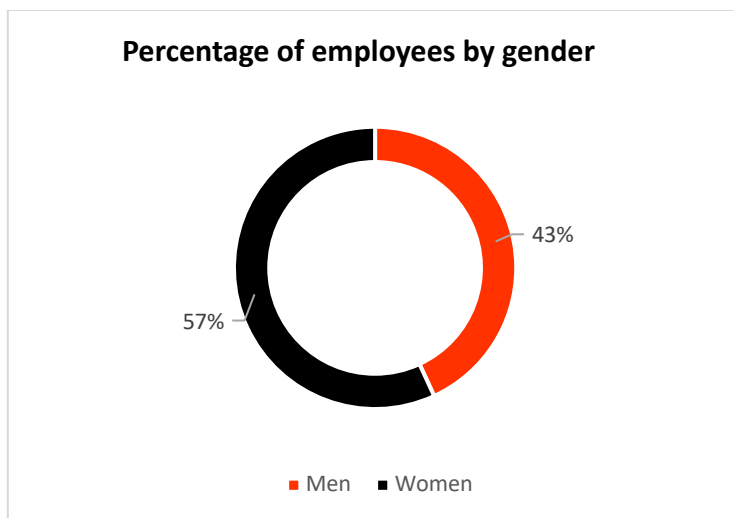
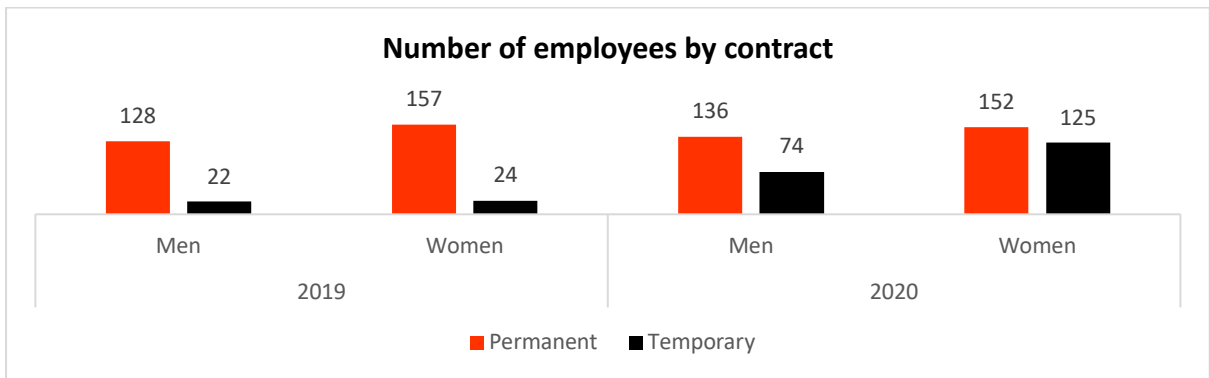
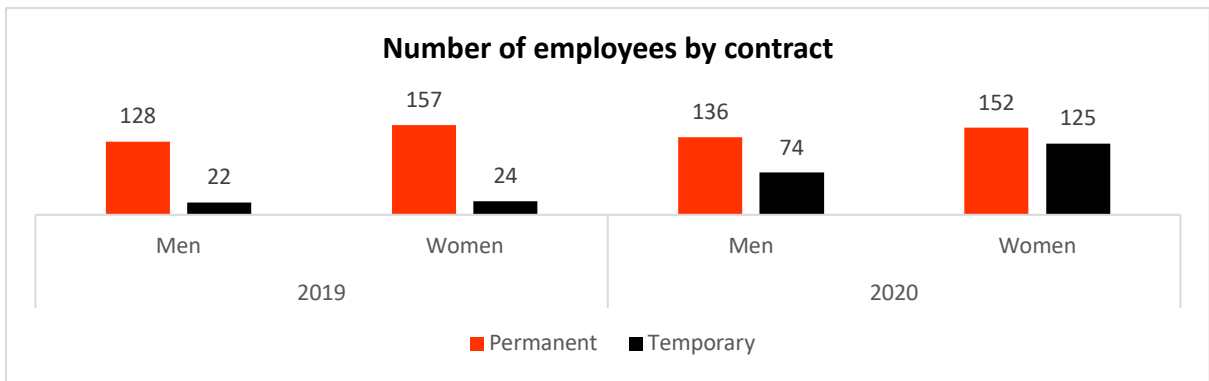
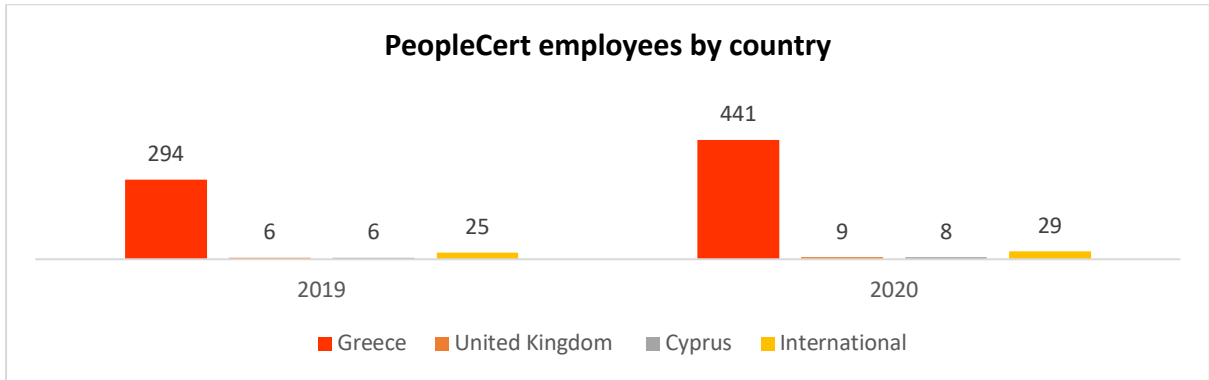
Presence in **3** countries

Overview of our employees

Due to the nature of operation and the increasingly complex external environment we operate in, our people are our most important asset. Our human resources strategy focuses on a working environment with mutual respect, providing proper working conditions and empowering employees, promoting talent and strengthening personal skills.

In 2020, the organisation employed 487 people which **90%** of them was employed in Greece. The remain **10%** concerns the employees in United Kingdom, Cyprus and the employees that we employ internationally. In terms of age distribution of our employees, 28% are under 30 years old, 62% are between 30 and 50, and the 10% are over the age of 50.

Human resources data



PeopleCert employees by age and gender				
	2019		2020	
	Men	Women	Men	Women
<30	24	45	47	89
30-50	104	117	136	165
51+	24	17	27	23
Total	152	179	210	277

PeopleCert employees by rank and gender						
	2019			2020		
	Men	Women	Total	Men	Women	Total
CEO	1	0	1	1	0	1
Leadership Team	10	6	16	4	4	8
Managers/Supervisors	43	38	81	53	52	105
Specialists	98	135	233	152	221	373
Total	152	179	331	210	277	487

PeopleCert employees by rank and age group						
	2019			2020		
	<30	30-50	51+	<30	30-50	51+
CEO	0	0	1	0	0	1
Leadership Team	0	14	2	0	6	2
Managers/Supervisors	10	65	5	6	80	19
Specialists	50	183	0	129	218	26
Total	60	262	9	135	304	48

Work culture and employee recruitment

The organisation aims to continuously improve human resources issues by always implementing the best practices. In this context, we re-evaluated PeopleCert's human resources action plan which focuses on reinforcing culture by paying attention in the following key areas:

Culture



Attraction, engagement and retainment talents



Local employment partnerships



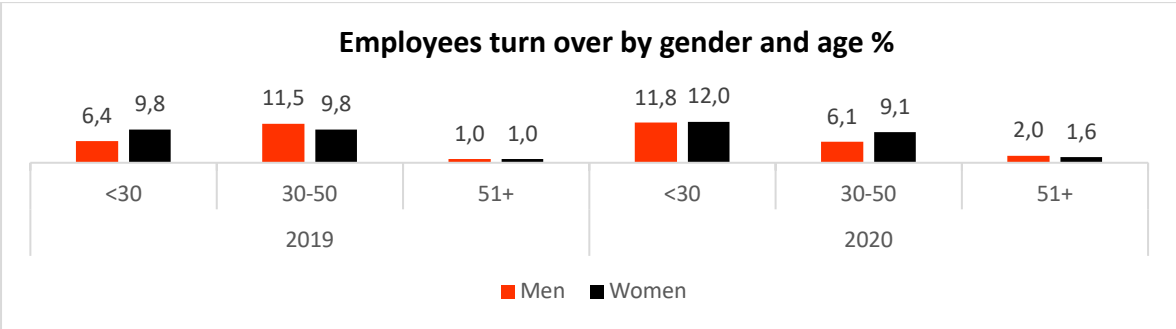
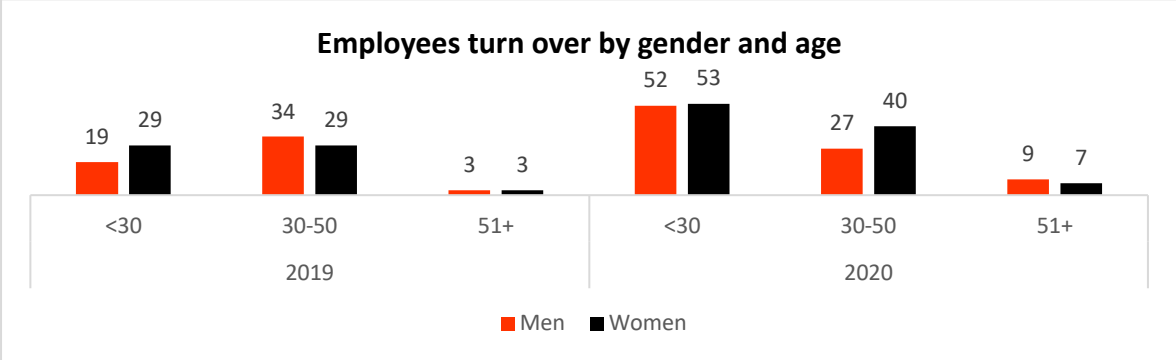
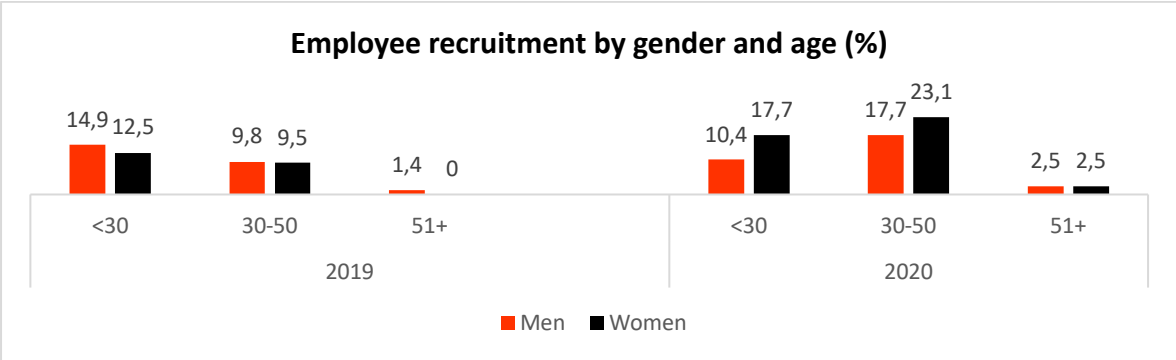
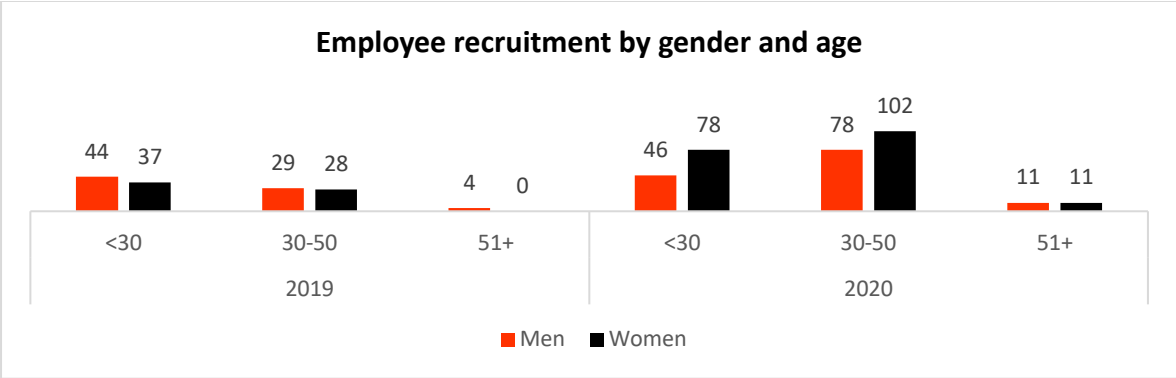
Reward and recognition



Discrimination prevention

All the procedures and practices that we apply on issues related to the management of our people, are aligned with the relevant national legislations and they are characterised by the principles of anti-discrimination and anti-harassment. By applying the corporate Code of Ethical Conduct, we develop a working environment, where all the employees are treated as equal regardless of age, sex, nationality, race, religion, sexual orientation, physical disability, marital status or gender.

It is noted that all the employees, who have just been hired are informed about the policies, values, procedures, vision and the Code of Ethical Conduct. Recruiting and retaining capable employees are crucial elements to the organisation's development thus PeopleCert employs experienced individuals, promoting working opportunities respecting transparency, independence, integrity and professional merit. For 2020, PeopleCert proceeded in the recruitment of 326 individuals 59% of which were women.



Moreover, we respect internationally-recognised human rights and labour practices, which underlines our ambition to promote ethical behaviour in areas including human rights, non-discrimination, child and forced labor and collective bargaining. We want our workforce to be more diverse and inclusive. We work hard to accelerate efforts to achieve this ambition.

Speaking up

Since PeopleCert aims to establish and maintain a culture of openness, we have developed a detailed whistleblowing policy. We encourage our staff, centres and candidates to raise issues which concern them in relation to the delivery of our qualifications and services. By becoming aware of malpractice/poor practice, we are able to take the necessary steps to safeguard the interests of our staff, centres and candidates. We strongly encourage all staff to get in touch with the human resources department and raise any issues pertaining to such issues. However, we realise that employees may be reluctant to report such issues as they may fear adverse action. Therefore, our whistleblowing policy is designed to provide all staff members with information about the Public Interest Disclosure Act as well as the process by which anyone may disclose information. It also presents measures that PeopleCert has put in place to protect whistleblowers.

Training and development

PeopleCert is a people-centered business and thus is constantly investing in the continuous development of its employees, maximizing their professional skills and competencies.



5,945

total hours of training



90%

of our employees trained



1,458

training seminars took place

Designing innovative training programmes for our employees is a primary goal for us, in order to strengthen their knowledge, skills and creative thinking. For that reason, we carry out in an annual basis our **Training Programme and Schedule** which comprises of the organisation learning and development initiatives and activities for all the personnel. Through that programme the individuals gain the relevant knowledge and skills for:

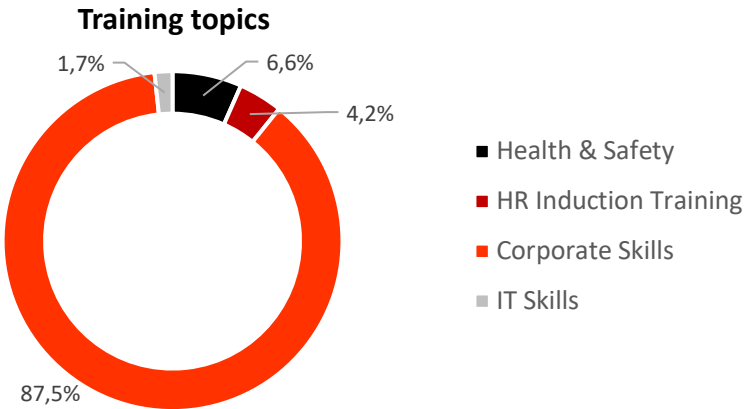
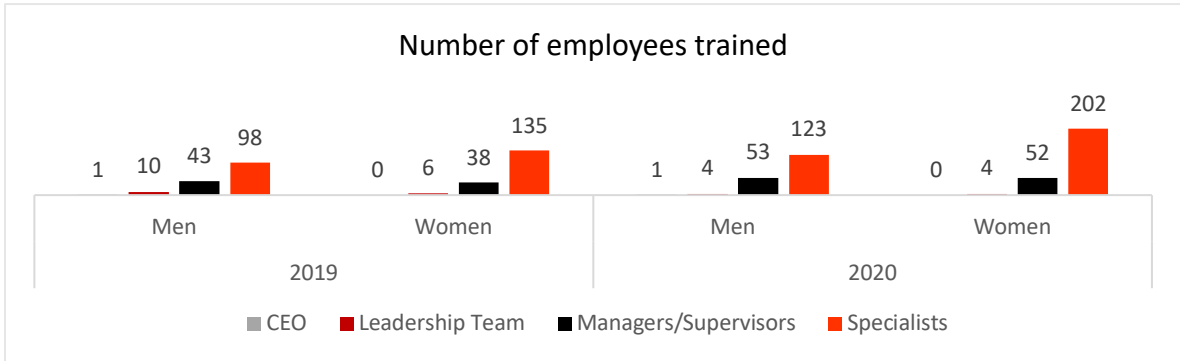
Good practice

In 2020, in order to enhance mental health and the well-being of our employees we organized a psychology seminar under the title “Self-empowerment & Resilience Seminar” and the topics that were covered are:

- Accept your strengths
- Accept Your Weaknesses & Imperfections
- How do I improve my life
- Reframing Resilience
- Self-care: physical, emotional, social, spiritual
- Set Boundaries

- Performing their job roles effectively and with confidence.
- Improving their efficiency and productivity.
- Operating according to PeopleCert’s policies and statutory obligations.
- Their personal and professional learning, development and accomplishments.

Also, in the Training Programme is included the orientation and induction of new staff, as well as training materials to prepare and equip them for their new services and new role. PeopleCert also supports continuous professional development (CPD), encouraging staff to undertake CPD training on a regular basis.



Employee benefits

Employees well-being is essential for us and we totally understand the connection between health and wellness. For this reason, PeopleCert implements a benefit system in order to provide health and wellness to all employees. This benefit system includes all the traditional benefits such as paid time off and maternity/ paternity leaves with wellbeing perks.

In addition, we have established and implemented a broad range of benefits, beyond those required by law, and they are addressed to all full-time employees without any discrimination. The benefits system for the employees in all countries includes:

- Postgraduate courses and training funding
- Exam vouchers
- Netflix subscriptions

Especially for the full time-employees in Greece we provide an additional benefit system which includes:

- Life and Health Insurance coverage
- Meal vouchers on a monthly basis
- Leased car depending on job requirements
- Mobile connections
- Birth/Marriage gift cards

Communicating with our people

At PeopleCert we emphasise and encourage the direct communication between management team and employees. We want our employees to communicate all the issues that concern them under the fundamental principle of one team – one dream – one family. Our channels of communication consist of:

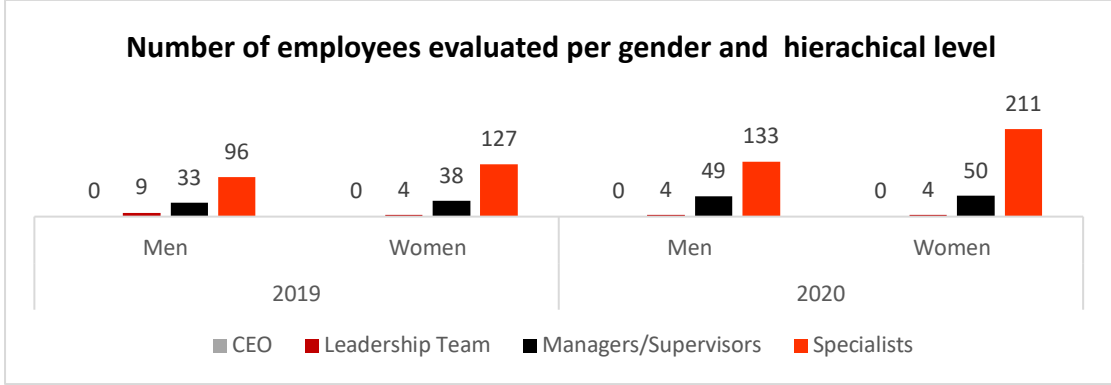
- The “Open door” policy in order to disseminate information and enhance communication
- Town Hall Meetings conduction with the participation of all the staff for share group progress and goals.
- Frequent online meetings on specific topics.

Evaluation



More than 92%
of our employees are evaluated

In 2020, PeopleCert proceeded with the evaluation of almost all its employees in order to identify their strengths and improve their competencies. The evaluation acts in an advisory manner to the organisation’s management team by setting goals based on qualitative and quantitative criteria. The achievement of the most productive management is taking place by utilizing the results of the evaluation.



Future goals

Our future goal is the implementation of organisation’s Employee Handbook issued by the end of 2020, for which 3 specific priorities and actions are set in order to respond to all the employee’s expectations. The actions included in the handbook:

Action
01

Enhance opportunities

Through that action we endeavor to provide a wider range of trainings, increasing the training hours of employees as well.

Action
02

Enhance opportunities for equality and diversity

We aim to analyse the existing of equality in terms of salaries, professional development and access to trainings for all the employees.

Action
03

Reduce Health and Safety risks.

We plan health monitoring activities by applying different protocols that reflect the risks which our employees might be exposed.

Occupational Health and Safety

Ensure a health and safe working environment



Our contribution to the UN
Sustainable Development Goals:



Occupational health and safety has always been fundamental for PeopleCert. It is our responsibility to ensure the best possible health and safety conditions for all our employees.

As a global organisation, PeopleCert acknowledges and embraces its responsibility to ensure the health and safety of its employees and customers, and we work substantially and methodically in order to achieve it. Our strategy is to apply the best practices for the prevention and management of health and safety risks, provide appropriate safety training, maintain safe working conditions, equipment and systems and comply with all the relevant regulations and laws.

Prevention and response

PeopleCert's top priority is the prevention and assessment of occupational risks in its premises and the immediate response whenever an accident occurs. For that reason, all facilities are equipped with a first aid kit that is periodically checked, as well as fire extinguishers that are easily accessible and displayed on notice boards at all work locations. The organisation is committed to training all its employees, in order for them to be familiar with the premises exits, assembly points and emergency procedures. Also, for those who wish, PeopleCert provides first aid training in accordance to its legal obligations.

The organisation undertakes a systematic assessment of general workplace risks, in order to identify the risks for the health and safety of employees, customers and third party collaborators from company activities. Through the risk assessments, PeopleCert is able to measure the risks and identify all the corresponding actions that need to be taken in order to mitigate and address the identified risks. Through our efforts of prevention, response and risk assessment we succeed in guaranteeing the best working environment in terms of safety and wellbeing. More specifically:



Location

Our buildings are easily accessible with the transit stop located within 200 meters our main building entrances. Also, the walkability in this area is rated as high, as the area is very friendly to walking.



Building access

Universally accessible pedestrian route between the main building entrance with the transit stop.



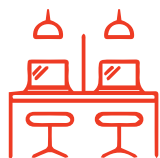
Entrances and ground floor

We provide a smoke free signature in all entrances and outdoors areas. All building entrances have continuous and sufficient lighting and all our ground floors are publicly accessible.



Workspaces

All employees have access to natural light and window view with operable shading. In addition, everyone has access to thermal control devices within the offices. All the workspaces are free to use by anyone, at any time.



Shared spaces

We implement a regular cleaning protocol for our lavatories and break areas. We also provide educational signs promoting the hygiene in the entirety of our premises. The common break area is accessible to everyone.



Prepared food areas, vending machines and snack bars

The common areas are equipped with small electrical appliances, kitchenette equipment and free water coolers.

During 2020, the organisation practices for health and safety were mainly focused on the pandemic of COVID-19, in order to ensure effective and safe operations for the organisation and its employees. More specifically, PeopleCert developed and implemented new guidelines and measures to ensure a safe return to work, during the COVID-19 period, in full compliance with the national legislation. The guidelines and measures were shared with to everyone across the organisation, in order to ensure a COVID-19 free work environment.

Health and Safety Policy

We have established a Health and Safety Policy, with the purpose of ensuring the effective implementation of our control system for minimising the risks associated with our operations. Through our policy, PeopleCert is responsible for providing and maintaining safe working conditions for its employees, as well as ensuring health and safety for anyone who visits our offices. In particular, PeopleCert is responsible for:

- Maintaining a working environment that is safe and minimises health risks, and providing adequate facilities and arrangements for the welfare of its employees whilst they are at work.
- Providing safe access to and exit from the workplace, including cases of emergency.
- Ensuring employees are competent to carry out their duties, and are given adequate training information, instruction and supervision in safe working methods and procedures.
- Ensuring that all necessary safety devices are installed and properly maintained.
- Establishing and communicating emergency procedures.

- Monitoring the management process of health, safety and wellbeing at work, as well as reviewing and revising our Health and Safety Policy, as necessary, at regular intervals to maintain safe and healthy working conditions.

We further provide a complete health programme to all our employees, which is designed to meet their need on both a diagnostic and therapeutic level, as we invest in the longer-term well-being of our people and not only when health issues emerge. Moreover, all our employees have access to health care workers advising them on hygiene issues, as well as on the correct position of the body at work.

Our performance

Ensuring a consistent performance is very important for us. We continuously identify and implement improvements in terms of gathering and monitoring incidents for our staff, visitors and contractors. In 2020, the organisation recorded 1 employee injury, in line with previous years, while the total number of missed days due to incapacity of any kind for all the employees was 47, showing a 21.6% decrease since 2019. It should further be noted that in 2020 there were no fatal work accidents.

Health and safety indicators

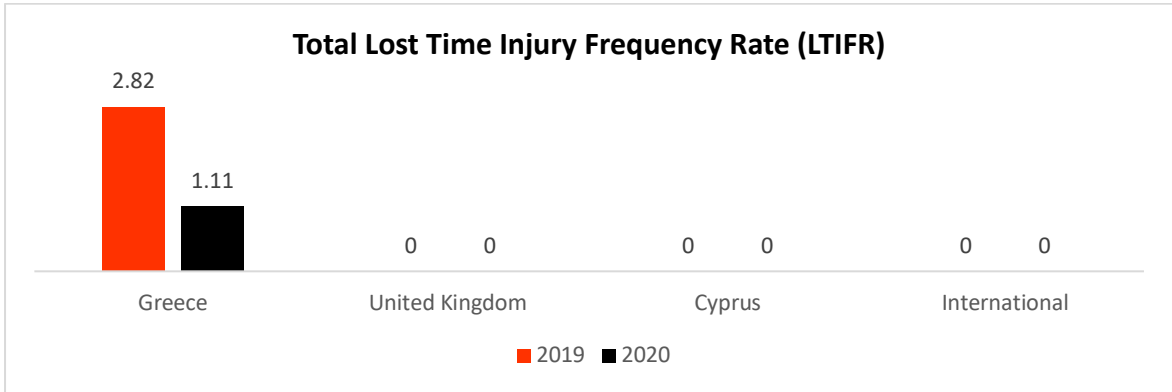


Lost Time Injury Frequency Rate (LTIFR)

1.92
for women (2020)



0
for men



Lost Time Injury Frequency Rate = (Total number of accidents / Total number of man-hours worked) x 10⁶

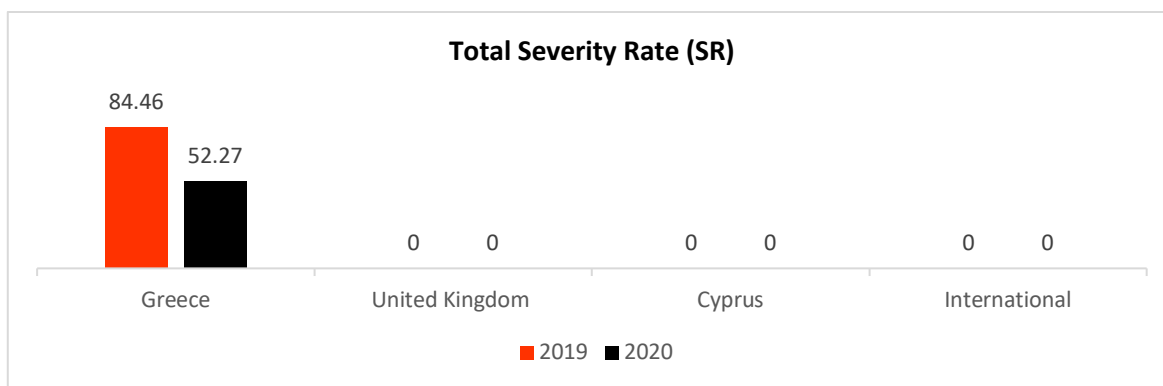
Severity Rate (SR)



90.05
for women (2020)



0
for men



Severity Rate = (Total number of days lost due to accident / Total number of man-hours works) x 106

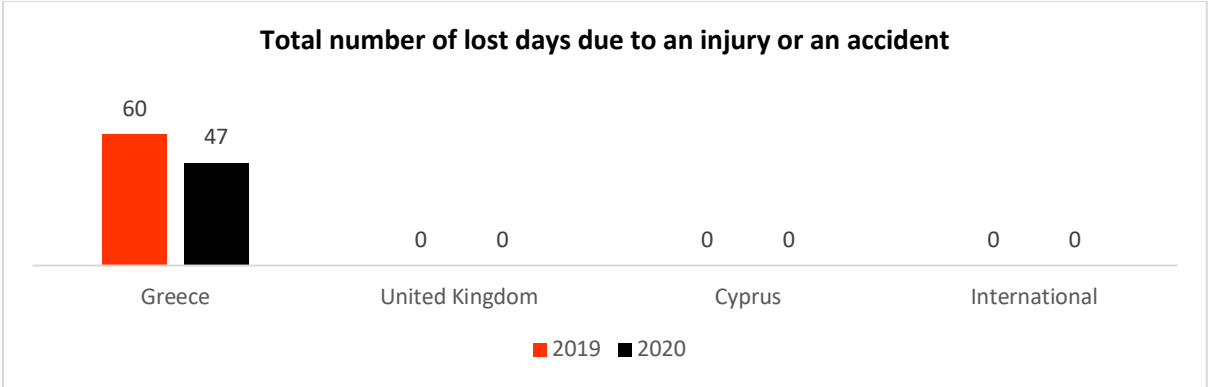
Lost days due to an injury or an accident



47
for women (2020)



0
for men



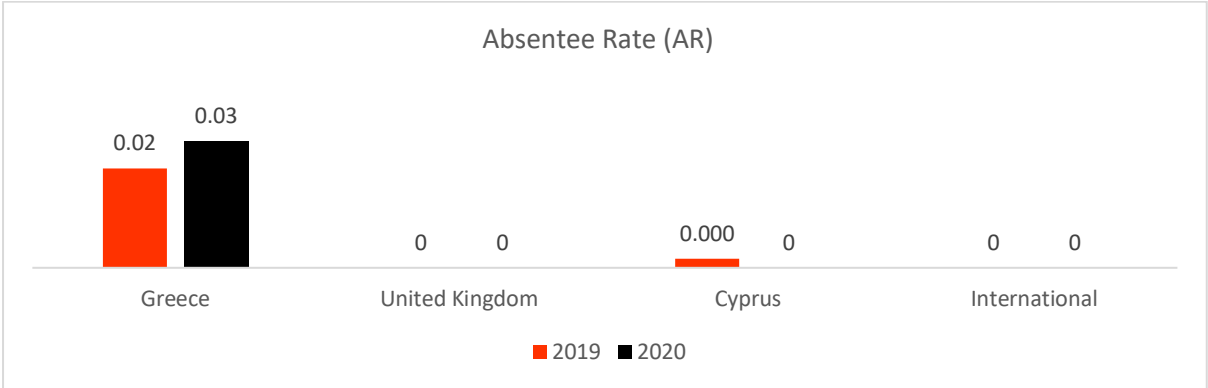
Absentee Rate (AR)



0.04
for women (2020)



0.12
for men



Absentee Rate = (Total number of missed days due to incapacity / total man-days worked)

Continuous improvement

We schedule systematic controls and inspections by specialised staff, and we implement new initiatives in order to ensure the continuous improvement of our performance in terms of health and safety. Moreover, through systematic internal controls we monitor our qualitative and quantitative performance in terms of:

- Compliance with the national and international legislative requirements which apply to our activities.
- Process of our goals and objectives.
- Employee compliance with the procedures.
- Safety of equipment in workspaces.

Finally, due to our responsibility and respect for our employees and their rights, our organisation published towards the end of 2020 an Employee Handbook, which is a great enabler in allowing PeopleCert's employees to become more aware and engage with the organisational mission, values and norms. The aforementioned document lists all our corporate actions concerning our employees, such as continuous training, internal and external awareness and regulatory compliance on employee-related issues.



Health and Safety Awards 2020

PeopleCert has received several distinctions with regards to its practices

- **2020 Gold Award** Healthy & Safe Workplace
- **2020 Bronze** Health & Wellbeing Activities- Use of Technology
- **Winner** at Keeping our PeopleCert Family Healthy & Safe
- **Winner** at Preventing the Spread of COVID-19
- **Winner** at Corporate Response to COVID-19 case

With respect to the environment



Our contribution to the UN
Sustainable Development Goals:



For PeopleCert, sustainability is directly linked to responsible environmental management. We aim to minimise our environmental footprint, and utilise our skills and influence to help alleviate climate change impacts.

In PeopleCert we are conscious of global environmental and climate challenges and issues, and work towards minimising our potential negative impact throughout our operations. By regularly assessing our environmental risks and impacts in all regions of operation, we are able to implement practices that ensure effective management of the operations and services that we provide. We are committed to fully complying with all underlying environmental laws and prerequisite licensing regulations, on both national and European level, and undertake systematic assessments that help us evaluate and improve our environmental performance.

In the long run, the strategy of PeopleCert continues to focus on the mitigation of climate change, one of the most pressing issues the world faces, and therefore a topic of urgency and priority for our organisation. PeopleCert's activities with respect to the environment and its protection consist of the following aspects:



Energy use



Carbon emissions



Waste arising and recycling



Water



Travel



Sustainable purchasing

Our impacts at a glance

The impacts that PeopleCert recognizes throughout its operation are from the consumed energy, the purchasing of necessary equipment and materials, the commuting and finally from the producing waste and carbon emission.

9% Reduction in our energy consumption	161.6 tonnes Avoidance of indirect carbon emissions	55% Reduction in leased vehicles mileage
161.6 tonnes Paper recycled	33% Reduction in our water consumption	

Committing to Climate Change mitigation

With the term “Climate change”, we refer to the change in the global climate due to human activities, caused primarily by the increase in the concentration of greenhouse gases in the atmosphere. At a global level, a rise in temperature by approximately 1°C compared to pre-industrial period is observed. According to the findings of recent studies, such as the publications from Climate Change Impacts Study Committee (CCISC) in Greece, this rise in temperature could reach up to 6°C in 2100, if we do not take timely action to prevent it by reducing the underlying greenhouse gas emissions. The EU aims to reduce greenhouse gas emissions at least 55% by 2030, as mandated by the Paris Agreement on climate change, as well as the European Green Deal.

At PeopleCert, we support the temperature targets set by the Paris Agreement and align ourselves with the European Green Deal. We commit to the protection of the environment and achievement of net zero carbon by 2050, in line with both the EU and UK 2020 carbon neutrality targets. Furthermore, we align our operations and services with the UN Sustainable Development Goals (SDGs) and we are proud that the efforts we undertake place us at the forefront of sustainable contracting.

In order to tackle climate change, we define environmental targets and clear objectives for the energy, emissions, water and waste of all the buildings that we operate and we have embedded all of them into our Sustainability Plan that reflects PeopleCert’s overall approach to protect the natural environment. Our first commitment is to reduce our direct emissions by 10% in 2025. For achieving that we implement various energy efficient projects. Also, our goal is the reduction of the water and waste footprint by 4% each year, by informing and educating our people and by applying different environmental protection principles.

Environmental responsibility

As a global organisation, we recognise that the long-term viability of our business is in line with the sustainable development and we are dedicated to protect the environment, health, and safety of our employees, customers and the global communities we operate in. Our commitment to protect the environment is evident by our ISO 14001:2015 certified Environmental Management System, which covers our offices in Greece, United Kingdom and Cyprus. The system measures the annual impact of our business operations on the environment, allowing us to monitor and improve our operations, and as such contribute to the use of environmentally friendly methods.

Key actions during 2020



Led lighting

We have replaced more than 90% of our conventional fluorescent lamps in the offices that we operate with LED luminaires equivalents. These results to more than 130,500 kWh of energy and 102 tonnes of CO2 emissions savings.



Efficient HVAC systems

PeopleCert's premises are equipped with modern and efficient HVAC systems that supply our offices with heating or cooling. Modern HVAC systems are more efficient than older models.



Facilities management

We have assigned the management and maintenance of the good conditions of the building, in terms of energy efficiency to a building facilities specialist.

Our performance

Our offices overview

In line with PeopleCert priority to continuously mitigate its environmental impacts, the organisation continuously monitors and publishes its environmental performance. The improvements for reducing our environmental footprint are integrated into the organization business plan and decision making ensuring our stakeholders that we operate with respect towards the environment.

In order to achieve the transition from the linear consumption to more sustainable solutions we use the water supply wisely and we try to improve our energy efficiency. Considering that the environmental protection is a fundamental strategy for PeopleCert, we continuously strengthen our commitment, monitoring our carbon footprint.



London

Electricity: 2,703 kwh
Water: 306 m3
Emissions: 1.0 t CO₂ e
Floor space: 40 m2



Korai Athens

Electricity: 353,240 kwh
Water: 967 m3
Emissions: 242.3 t CO₂ e
Floor space: 2,507 m2

Panepistimiou Athens

Electricity: 164,830 kw
Water: 584 m3
Emissions: 108.0 t CO₂ e
Floor space: 1,343 m2



Nicosia

Electricity: 10,132 kwh
Water: 144 m3
Emissions: 8.9 t CO₂ e
Floor space: 75 m2

Energy consumption and emissions

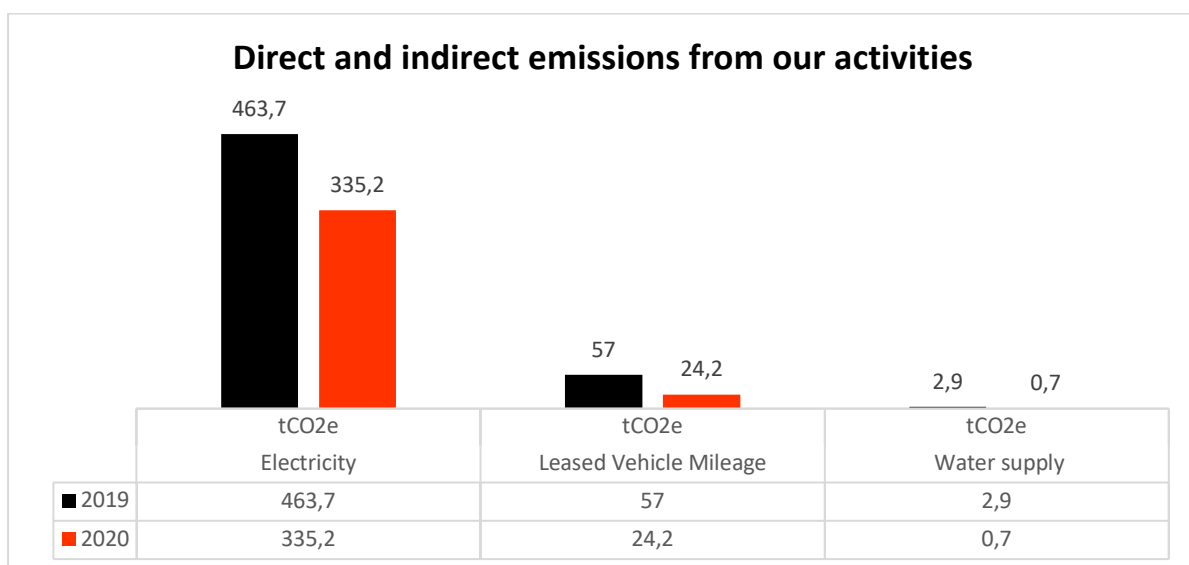
Our constant goal is to reduce our energy consumption and improve our carbon footprint, both in our operations and company buildings with a corresponding increase in energy efficiency.

In 2020, the consumption of electricity for all the buildings amounted to 542,318 kWh and the total emissions to 360 tonnes CO₂e.

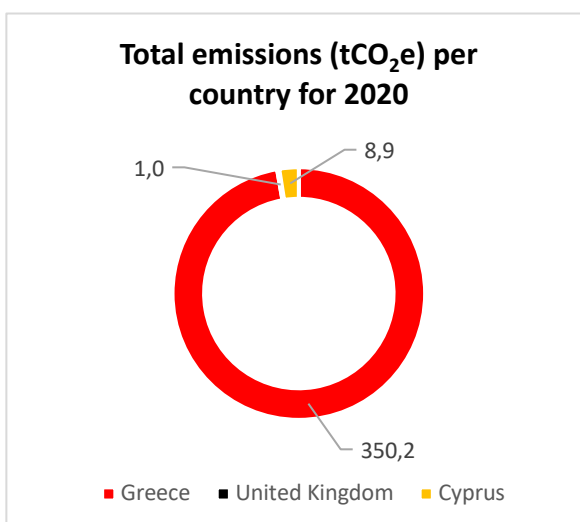
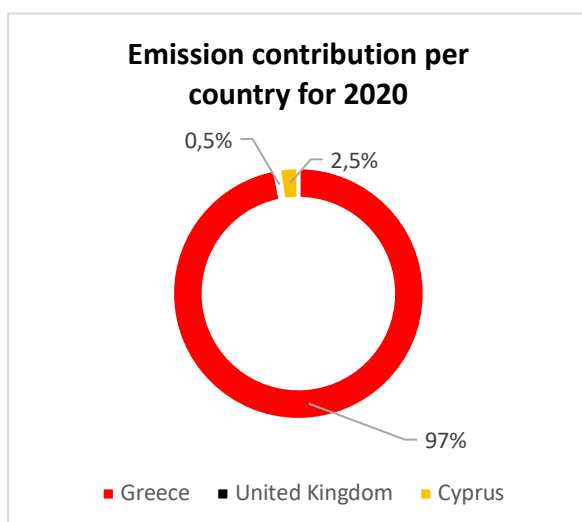
Energy Consumption		
	2019	2020
(kWh)	583,124	542,318

Leased Vehicle Mileage		
	2019	2020
(miles)	160,087	71,975

Water supply		
	2019	2020
(m ³)	2,978	2,001



Annual Carbon Dioxide equivalent (CO₂e) emissions from the organisation’s activities have been estimated using bill data and WRI and AIB’s most recently published carbon conversion factors. Total emissions include all or a combination of Scope 1 (Direct), Scope 2 (Energy Indirect) and Scope 3 (Other Indirect) emissions.



Circular economy and waste management

Circular economy is a model of production and consumption, which involves reusing, repairing, refurbishing and recycling existing materials and products as long as possible. In this way, the life cycle of products is extended and the waste is reduced to a minimum. The transition to a circular economy requires fostering and implementing modern and innovative waste management methods.

PeopleCert's goal is to minimize its waste and collaborate with relevant licensed bodies and specialized associates for the collection, transport, recovery, recycling and/or disposal of the processed waste. We make sure that in all cases our waste management is fully compliant with existing environmental legislation and regulations.

In 2020, the total waste that PeopleCert generated was 95 kg.

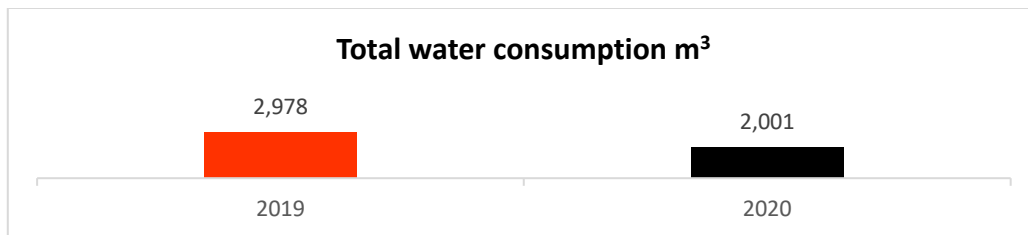
Total waste generation		
	2019	2020
(kg)	9,499	95

PeopleCert's waste generation and collection 2020				
Material	Landfill Kg/Year	Recycling Kg/Year	Landfill CO ₂ e kg	Recycling CO ₂ e kg
Paper	134.9	4,037	140.6	0.09
Toner	0	50	-	1.13
Small electrical items	0	154	-	3.36
Batteries	0	24	-	1.6
Plastic	0	61	-	1.3
Debris	0	14,810	-	0.02
Large electrical items	0	138	-	3.0
Total (Kg/yr)	134.9	19,724	140.6	10.5

Water management

Effective water management in our offices remains a major practice of the organisation environmental awareness and contributes to reaching our sustainability goals. Our aim is to decrease water consumption and thus we consistently monitor and optimize the water use and we report water data in quarterly basis.

In 2020 PeopleCert's total water use was 2,000.7 m³.



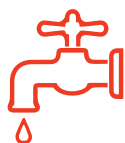
Our future goals

In regards to achieving an optimal environmental performance, which is fundamental aspect for PeopleCert, we are proud of our established practices but we opt for succeeding in even more. The actions that we prioritized for the next following years are:



Reduce and recover waste

- Meticulous monitoring and recording all types of waste arising, particularly recycling.
- Equip kitchens with plastic recycling bins.
- Radically reducing single use plastic cups.



Upgrade our conventional faucets

In toilets and kitchens with photocells in order to reach 50% reduction of water use in the following years.



Install intelligent energy monitoring system

In order to manage our energy consumption in a more efficient way.

Creating value for the society



Our contribution to the UN
Sustainable Development Goals:



At PeopleCert, corporate social responsibility is inherent to our services, operations and culture. We are dedicated to acting responsibly within the local communities where we operate, as well as creating value for our stakeholders.

Through our activities, we aim to generate value for our stakeholders, in addition to contributing to the economy and GDP of our countries of operation. The direct economic value we create is distributed through the wages and benefits to our employees, our employee insurance contributions, direct taxes paid to the state, investments to our suppliers and donations and/or sponsorships towards our stakeholders and local communities.

In 2020, our stakeholders' value distribution amounted to a total of 71 million euros. In particular, PeopleCert spent more than 3.4 million euros on tax contribution, and more than 9 million on employee salaries, insurance and benefits. Moreover, our purchases to our domestic suppliers were equal to almost 4.5 million euros.

Supporting local communities

We are committed to creating value for our stakeholders and contributing to the national economy, through our business operations, our responsibility and social contributions. We aim to maximise our value creation process, through constant communication with our stakeholders and communities in need, and, thus, targeting our contributions towards specific initiatives and causes. Our social actions focus on four key pillars:

Our Vision

the creation of a positive culture for our organisation which aims to continuously improve people's welfare and wellbeing and strengthen the communities in which we operate.



Education & Entrepreneurship

PeopleCert seeks opportunities that enable us to share our experience and expertise with our stakeholders and local communities, so they can improve their knowledge level and, subsequently, boost their career.

Our contributions:

- In cooperation with the **Scholarships Coding Bootcamp**, we offered scholarships for 500 hours of training and re-skilling courses at PeopleCert Education portal, for candidates that wanted to become software developers in a period of 3-6 months, and pursue a promising career.
- **Panorama Epiheirimatikotitas** is the largest event in Greece focusing on youth entrepreneurship. PeopleCert participated as a financial support, speaker and panelist, with the objective of educating young people on business and entrepreneurship and connect them with potential employers.
- We provided **8 ECDL scholarships** to the relatives or the Greeks connected to Constantinople, helping them obtain ECDL, the leading IT & computer certification.

Social solidarity

PeopleCert provides community aid through social solidarity actions targeting vulnerable groups and people in need. In this context, we provide financial support to a broad range of organisations, helping them overcome their financial and business challenges.

Our contributions:

- Our support for the **Emfassis Foundation** consisted of financial support and groceries provision for people in need, such as long term unemployed, homeless and people with financial difficulties.
- We continued our cooperation with the organisation **Oloi mazi Boroume**, where we offered 455 food portions.
- We supported the **Ecumenical Federation of Constantinopolitans**, by financially supporting the organisation through paying its property's rent for eight months and other costs (e.g. air conditions). The residents of the property are seniors with connection to Constantinople.
- We financially supported the **Athens Negotiations Tournament**, organised by the Athens University of Economics and Business, which is one of the most prominent national negotiation tournaments for university students.

Refugees' aid

PeopleCert is promoting the welfare and wellbeing of refugees, by offering them LanguageCert exams to certify their English language skills. The LanguageCert certifications enable their geographical mobility, enhance their career options and allow them to integrate to the society.

Our contributions:

- In collaboration with the **Open Cultural Centre**, we offered LanguageCert exams with 40% discount, allowing refugees to certify their English language skills.
- In the same context and with the collaboration of **RefuAid**, we proceeded with offering for free the LanguageCert exams, allowing refugees to certify their English language skills.

Children's wellbeing

Ensuring the wellbeing of children is a critical pillar of PeopleCert's social actions. We strongly support and collaborate with organisations that provide a safe and caring environment to children. We want to ensure that all children have equal access to education and opportunities to learn and grow every day, regardless of their mental health or their family situation.

Our contributions:

- We supported the Greek youth community in Istanbul, through funding the **Youth Hockey team**.

Corporate Governance



Our contribution to the UN Sustainable Development Goals:



Responsible governance

PeopleCert strives to act responsibly by implementing robust corporate governance practices and meeting international standards of good practice, quality and governance.

PeopleCert recognises the significant role of sound governance in its operations, maximising the organisation's value, safeguarding shareholder interests and sustaining growth. The Company strives and pledges to act with integrity, always in line with the laws, regulations and internal policies in force.

We adopt ethical business practices and we conduct our business with transparency and credibility. Bribery and any other incidents of corruption are strictly forbidden. We do not tolerate corruption, money laundering, bribery or any other immoral or illegal activity. Our performance and competitiveness are solely based on legal practices.

We run our business with transparency, inspire confidence, clarity and certainty.

At PeopleCert, we incorporate sound corporate governance practices and principles in our business operations, ensuring accountability and transparency in every aspect of these processes. Along with these principles, we strive to align with our Corporate Governance framework to meet our targets responsibly and effectively. The framework comprises of the following:



Promoting
Social Responsibility



Providing
technology for all



Offering
accessibility to any PeopleCert exam



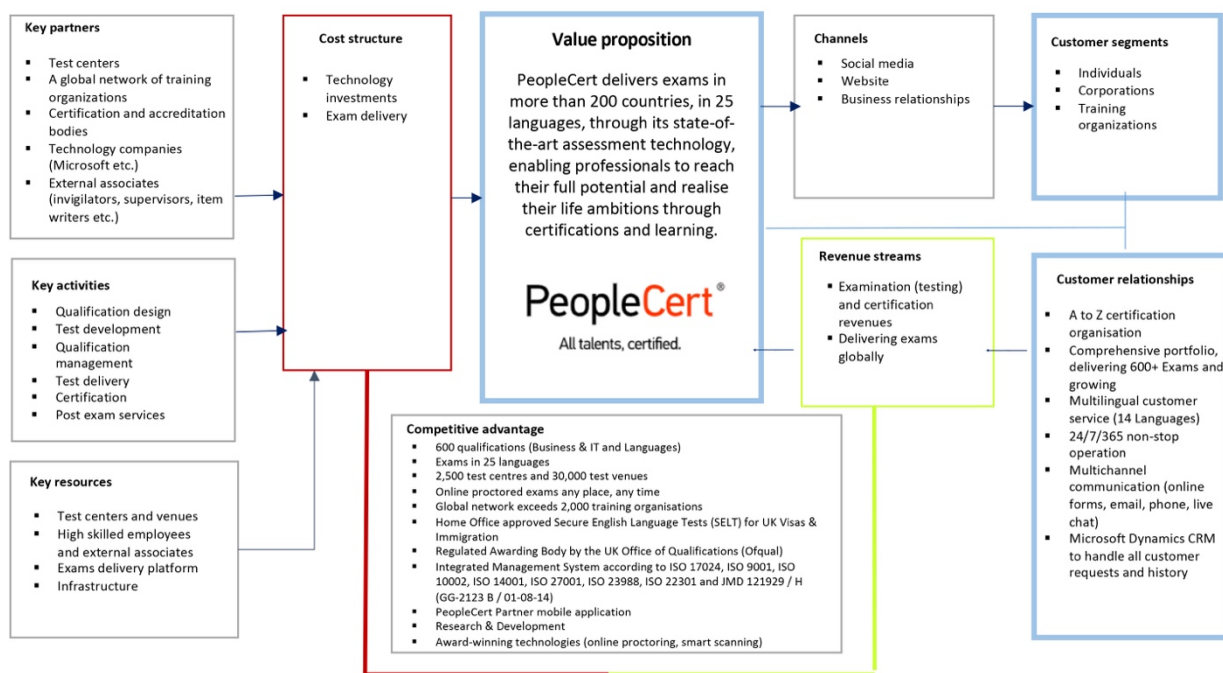
Preserving
the environment

Our business model

PeopleCert envisions to be the global leader in exams delivery and certification, delivering value to our candidates, test-takers and overall stakeholders, reinforcing social sustainability and contributing to the wider economic development of Greece. We plan to attain this vision by developing and delivering globally, best-in-class exam and certification programmes that enhance the lives and careers of our candidates.

In 2020, we created and distributed direct economic value for our stakeholders worth €71,195,936. This way, a multiple positive economic footprint has been generated, beyond the organisation, contributing to the domestic employment and relevant sectors of economy and society.

In order to ensure a sustainable and long-lasting business, alignment with our corporate vision and mission, a diverse and growing portfolio of services, and value creation for all our stakeholders, we place great emphasis on a robust and flexible business model that allows us to be agile and respond to new market conditions and trends, as needed. The business model that PeopleCert has developed is outlined in the following graph:



Business model canvas generation by Alexander Osterwalder and Yves Pigneur

Setting Company standards for business conduct



Bribery and corruption

We are committed to conducting our business in a fair, honest, transparent and ethical manner, in full compliance with applicable laws. We take a zero-tolerance approach to bribery and corruption, as PeopleCert's most precious asset is its reputation, gained through fair and responsible operation.



Risk management and internal controls

We implement effective risk management internal controls, in order to continuously improve our key business areas. We have also developed specific risk management procedures, ensuring that PeopleCert principles of ethical business conduct are followed in every aspect of our business activities.

PeopleCert is exposed to a variety of financial risks, including market risk, credit risk and liquidity risk. Our risk management programme seeks to minimise potential adverse effects on financial performance.



Conflicts of interest

At PeopleCert, we seek to act in the best interest of the company, our customers and shareholders. Furthermore, we seek to ensure that other relationships - including personal interests - do not affect our independent and sound judgement.

All PeopleCert parties shall use all reasonable efforts to avoid conflicts of interest, and shall not engage in any activity that could reasonably lead to their inability to perform their duties to PeopleCert professionally.



Data protection

PeopleCert processes a significant amount of personal data and, to this end, the protection and proper use of this data is of utmost importance for our organisation. In line with the General Data Protection Regulation (GDPR) of the European Union and the UK GDPR, we have established a Data Protection Policy in order to ensure our practices are in line with the highest standards and applicable laws and regulations, and to more elaborately set

the procedure, rules and responsibilities for optimal personal data protection management.

In addition, our operations are underpinned by a Data Breach Notification Procedure, to ensure that breach notification obligations are addressed in a consistent way and where possible to react to it in a timely manner.



Raising concerns

We aim to foster a culture of openness and we encourage our staff, Test Centres and candidates to raise issues that concern them in relation to the delivery of our exams and other services. The organisation has established a Whistleblowing policy, to ensure we become aware of malpractice/poor practice and take the necessary steps to safeguard the interests of our staff, Test Centres and candidates. Furthermore, in order to ensure the integrity of our operations, we have established a Malpractice and Maladministration Policy, setting out the procedural steps in cases of identified malpractice. Lastly, our recently established Complaints Policy has brought a more formalised structure underpinning the process of monitoring stakeholder concerns and complaints.

About the Report

Aim of the scope

The present Report is PeopleCert's second CSR Report which covers a broad range of issues that relate to the Company's environmental, social and governance (ESG) performance for the year 2020 (1/1/2020 – 31/12/2020). The Report contains data and information which relate to PeopleCert's premises in Athens, Nicosia and London, while limited data is presented for its international activities. The years 2018 and 2019 are also featured in the report, for comparability purposes. Should the reporting boundaries and scope change for any of the data or graphics presented in the Report, a relevant note will be included.

Methodology

PeopleCert's CSR Report was developed with reference to the performance indicators listed as core elements in the GRI Standards (Global Reporting Initiative).

The principles applicable to determining the content of the Report are:

- The principle of "Materiality"
- The principle of "Stakeholder inclusiveness"
- The principle of "Sustainability context"
- The principle of "Completeness"

A summary index for the Report against each of the GRI guidelines is presented below:

Annex III. GRI Content Index

GRI Standards	Disclosure	Page number and/or URL
GRI 101: Foundation 2016		
GRI 102: General Disclosures 2016 (option «core»)		
Organizational profile		
102-1	Name of the organization	pp. 5, 7, 66
102-2	Activities, brands, products, and services	pp. 5, 7, 8-10, 11-15, 18
102-3	Location of headquarters	pp. 53, 67
102-4	Location of operations	pp. 33, 53
102-5	Ownership and legal form	https://www.peoplecert.org/investor-relations/financial-results-presentations
102-6	Markets served	pp. 7-8, 33
102-7	Scale of the organization	pp. 7-8, 33-35, 37
102-8	Information on employees and other workers	pp. 32-35, 36-37, 38, 39-41
102-9	Supply chain	pp. 27-30
102-10	Significant changes to the organization and its supply chain	There were no significant changes regarding the size, structure, ownership status or supply chain of the organization during the reporting period of the Report.
102-11	Precautionary principle or approach	pp.30, 32, 43
102-12	External initiatives	UN Sustainable Development Goals (SDGs)
102-13	Membership of associations	pp. 15-16
Strategy		
102-14	Statement from senior decision-maker	p. 5
Ethics and integrity		
102-16	Values, principles, standards, and norms of behavior	pp. 7, 17-18, 27, 36, 64
Governance		
102-18	Governance structure	https://www.peoplecert.org/Principal-Officers
Stakeholder engagement		
102-40	List of stakeholder groups	pp. 21-22
102-41	Collective bargaining agreements	pp. 32-41

102-42	Identifying and selecting stakeholders	pp. 21-22
102-43	Approach to stakeholder engagement	pp. 21-22
102-44	Key topics and concerns raised	pp. 21-22
Reporting practice		
102-45	Entities included in the consolidated financial statements	p.66
102-46	Defining report content and topic Boundaries	p.66
102-47	List of material topics	pp. 23-24
102-48	Restatements of information	p.66
102-49	Changes in reporting	p.66
102-50	Reporting period	p. 66
102-51	Date of most recent report	September 2020
102-52	Reporting cycle	Annual
102-53	Contact point for questions	p. 67
102-54	Claims of reporting in accordance with the GRI Standards	p. 66
102-55	GRI content index	p. 66
102-56	External assurance	No external auditing of the data in this Report has been performed by an independent third party.
Ethical business practices & compliance		
Material issue for: Employees, Test takers & candidates (current and potential), Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
103: Management Approach	103-1, 103-2, 103-3	pp. 5, 7, 17-18, 20, 24-25, 27, 62-65
GRI 205: Anti-corruption	205-3 Confirmed incidents of corruption and actions taken	No incident of corruption was recorded during the reporting period (2021).
GRI 417: Marketing and Labeling	417-1 Requirements for product and service information and labeling	pp. 8-10, 11-13
Responsible supply chain		
Material issue for: Employees, Suppliers, State/Authorities, Business partners, Academic Institutions/Universities		
103: Management Approach	103-1, 103-2, 103-3	pp. 5, 7, 20, 21-22, 27-30, 58
PeopleCert Indicator	Sustainable procurement management	p. 28-30

Financial sustainability		
Material issue for: Employees, Suppliers, State/Authorities, Business partners		
103: Management Approach	103-1, 103-2, 103-3	pp. 5, 7, 20-21, 23-24, 25, 59, 64
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	https://www.peoplecert.org/investor-relations/financial-results-presentations
Health, safety & wellbeing		
Material issue for: Employees, Test takers & candidates (current and potential), Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities		
103: Management Approach	103-1, 103-2, 103-3	pp. 5, 20, 21-22, 23-25, 27, 32, 43-48
GRI 403: Occupational Health and Safety	403-1 Health and safety management system	pp. 43-45
	403-9 Work-related injuries	pp. 45-47
Skills development & apprenticeships		
Material issue for: Employees, Suppliers, State/Authorities, Business partners, Academic Institutions/Universities		
103: Management Approach	103-1, 103-2, 103-3	pp. 5, 20, 21-22, 23-25, 33-41
GRI 404: Training and Education	404-2 Programs for upgrading employee skills and transition assistance programs	p. 39
	404-3 Percentage of employees receiving regular performance and career development reviews	p. 41
Employee recruitment & retention		
Material issue for: Employees, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
103: Management Approach	103-1, 103-2, 103-3	pp. 5, 20, 21-22, 23-25, 33-41
GRI 401: Employment	401-1 New employee hires and employee turnover	p. 37
Equality & Diversity		
Material issue for: Employees, Test takers & candidates (current and potential), Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
103: Management Approach	103-1, 103-2, 103-3	pp. 5, 20, 21-22, 23-25, 33-41
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	p. 36

GRI 406: Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	No incident of discrimination was recorded during the reporting period (2021).
Community engagement		
Material issue for: Employees, Test takers & candidates (current and potential), Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
103: Management Approach	103-1, 103-2, 103-3	pp. 5, 20, 21-22, 23-25, 58-60, 62
PeopleCert Indicator	Implementation of social actions	pp. 59-60
Supporting SMEs		
Material issue for: Employees, Test takers & candidates (current and potential), Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
103: Management Approach	103-1, 103-2, 103-3	pp. 20, 21-22, 23-25, 27-30
PeopleCert Indicators	Percentage of SMEs in PeopleCert supply chain	Almost 95% of PeopleCert's supply chain, by volume, are classed as SMEs, while records are kept of all supplier types and monitored against targets set by the Organisation.
Energy use		
Material issue for: Employees, Test takers & candidates (current and potential), Suppliers, State/Authorities, Business partners		
103: Management Approach	103-1, 103-2, 103-3	pp. 5, 20, 21-22, 23-25, 50-56, 62
GRI 302: Energy	302-1 Energy consumption within the organization	pp. 53-54
	302-3 Energy intensity	p. 53
	302-4 Reduction of energy consumption	p. 51
GRI 307: Environmental Compliance	307-1 Non-compliance with environmental laws and regulations	No incident of non-compliance with environmental laws and regulations was recorded during the reporting period (2021).
Carbon emissions		
Material issue for: Employees, Test takers & candidates (current and potential), Suppliers, State/Authorities, Business partners		
103: Management Approach	103-1, 103-2, 103-3	pp. 5, 20, 21-22, 23-25, 50-56, 62
GRI 305: Emissions	305-1 Direct CO ₂ emissions	p. 54
	305-2 Indirect CO ₂ emissions	p. 54
	305-5 Reduction of GHG emissions	p. 51
Waste arising		

Material issue for: Employees, Test takers & candidates (current and potential), Suppliers, State/Authorities, Business partners		
103: Management Approach	103-1, 103-2, 103-3	pp. 5, 20, 21-22, 23-25, 50-56, 62
GRI 306: Waste	306-3 Waste generated	pp. 55
Water use		
Material issue for: Employees, Test takers & candidates (current and potential), Suppliers, State/Authorities, Business partners		
103: Management Approach	103-1, 103-2, 103-3	pp. 5, 20, 21-22, 23-25, 50-56, 62
GRI 303: Water and Effluents	303-5 Water consumption	pp. 54-55



The report was prepared with the support and expert guidance (data collection, evaluation and authoring) of Grant Thornton (<http://www.grant-thornton.gr>).

Communication

We encourage any comments on our CSR Report 2020 from our stakeholders. Please send us your feedback and comments, or the completed contact form at the end of this report, to the following address:

Attn: **Vassiliki Mandilara**

PeopleCert | 3 Korai street, GR-10564 Athens, Attica

vassiliki.mandilara@peoplecert.org

<https://www.peoplecert.org/>

Feedback form

Which PeopleCert stakeholder group do you belong to?

- Employees
- Current and potential test takers / candidates
- Suppliers
- State / authorities
- Certification bodies
- Business partners
- Academic institutions / universities
- Media
- Other: _____ (please elaborate)

What is your overall impression of PeopleCert’s CSR Report 2020?

Report section	Excellent	Satisfactory	Needs improvement
About PeopleCert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our Corporate Responsibility and Sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caring for our people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occupational Health and Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With respect to the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating value for the society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corporate Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Report impression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How easy was it to locate information on topics of interest to you in the Report?

- Very easy Quite easy Relatively easy Not easy at all

How would you rate the visual appearance and format of the Report?

- Excellent Good Average Needs improvement

Did the information included in the Report, as well as their way of presentation, contribute to your gaining an overall impression of PeopleCert’s practices?

- Yes No Needs improvement



Based on ESG Report how would you rate PeopleCert regarding sustainable development issues?

Excellent

Good

Average

Needs improvement

Was it easy to find what you were looking for?

Click or tap here to enter text.

Please highlight any issues that have not been reported and should be included in the next CSR Report:

Click or tap here to enter text.

Are there any actions do you think PeopleCert should take in order to better meet your needs and concerns?

Click or tap here to enter text.

Please describe any concerns or issues you may have regarding PeopleCert and you wish to communicate.

Click or tap here to enter text.

What did you enjoy reading in PeopleCert's CSR Report?

Click or tap here to enter text.

Please share any other comments, suggestions or expectations you may have regarding PeopleCert's sustainability performance.

Click or tap here to enter text.

Please send this form to:

Attn: **Vassiliki Mandilara**

PeopleCert | 3 Korai street, GR-10564 Athens, Attica

vassiliki.mandilara@peoplecert.org

<https://www.peoplecert.org/>

