PeopleCert

ESG REPORT
2021-2022

Contents

CEO Message

Byron Nicolaides
Founder & CEO,
PeopleCert

PeopleCert is committed to enabling professionals to reach their full potential and realize 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 sound and socially responsible policies in our business processes. By integrating our commitment with SDG goals, we accelerate our mission, materialize 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

Corporate Profile

PeopleCert at a glance

PeopleCert, founded in 2000, is a global leader in the Learning and Technology area, partnering with multinational organizations and government bodies to certify individuals across a product portfolio of market-leading certifications in the IT & Digital Transformation, Project, Programme and Portfolio Management, as well as Languages sectors. The Company owns and develops frameworks and certifications that improve organizational efficiency and enhance people skills. PeopleCert delivers exams through its state-of-the-art assessment technology across more than 200 countries and territories, in 25 languages, enabling professionals to reach their full potential and realize their life ambitions through learning.

Our competitive advantages

Attractive Industry Backdrop with Supportive Secular Tailwinds: Digital transformation driving growth in the Education Technology market, which coupled with the global reskilling and upskilling trend provides supportive tailwinds for the certification market.

Vertically Integrated, Global, and Diversified Leader with Strong Growth Potential: Vertically integrated, diversified business model offering globally established market leading products in Global Best Practices for IT and Project Management, as well as in Languages, with strong organic growth potential throughout the entire portfolio of products.

High Barriers to Entry Driven by Brand Recognition, Intellectual Property, Qualifications, and Technology Platform: Portfolio of internationally recognized brands, non-replicable owned intellectual properties, unparalleled portfolio of awarded qualifications, and a proprietary technology platform granting competitive advantage, without external technology dependencies.

Diversified Client Base with Entrenched End-Users: Highly diversified client base of Accredited Training Organizations (ATOs), serving end-users who are entrenched to the efficiency frameworks of ITIL and PRINCE2, with strong ability to cross-sell into both a B2B and a rapidly growing B2C customer base.

The Completed Merger with Axelos Created an IP Powerhouse: Synergies in excess of the announced amount at the time of the transaction have already been implemented, significantly ahead of schedule, and also started impacting positively the cash flow line. Vertical integration provides further growth potential throughout the entire value chain.

Unique Combination of Growth, Profitability and Cash Generation

Highly cash generative financial profile driven by EBITDA margin of 65%+, coupled with proven resilience and stability through COVID-19 related disruptions: Fitch upgraded PeopleCert's Senior Secured Notes to BB- (from B+) in September 2022.

Founder-led, Senior Management Team Supported by a Committed Equity Partner: Award-winning self-made serial entrepreneur with 44 years of professional experience, supported by a highly committed and professional team and backed by FTV Capital.

Case Study

PeopleCert completes Axelos acquisition
Cementing its position as the global leader in Project Management and IT qualifications

In June 2021, PeopleCert acquired Axelos. The acquisition firmly establishes PeopleCert as a vertically integrated, global leader in best practice methodologies that are widely adopted by private, public and voluntary sectors in more than 200 countries. AXELOS is a joint venture company created in 2013 by the Cabinet Office on behalf of Her Majesty's Government (HMG) in the United Kingdom and Capita plc (CPI.L), to manage, develop and grow the portfolio of global best practice methodologies in project, programme and portfolio management, and IT and digitally enabled services, including PRINCE2® and ITIL®. The transaction valued AXELOS at £380m (c. €450m / $525m) on a cash-free, debt-free basis.

"We look forward to being the custodian of the world-leading professional frameworks that have been developed by the UK Government over the last thirty years. We intend to further develop these under PeopleCert's stewardship for the benefit of all stakeholders including corporates, governments, academic institutes and professionals alike. The current portfolio includes several programs - all of which are gold standards in their respective fields" said PeopleCert Chairman and CEO, Byron Nicolaides.

Our statements

Our vision

To be the global leader in exam delivery and certification of professionals

Our mission

To develop and deliver best-in-class exam and certification programs globally, that enhance the lives and careers of our candidates

Our core values

Quality: Committed to consistently providing products and services that meet and exceed expectations

Innovation: Delivering cutting-edge technology to streamline, enhance and revolutionize candidates' digital experience

Passion: Empowering professionals to realize their ambitions and for partners and businesses to achieve their goals

Integrity: Building relationships based on trust, reliability, and quality to deliver operational and business excellence

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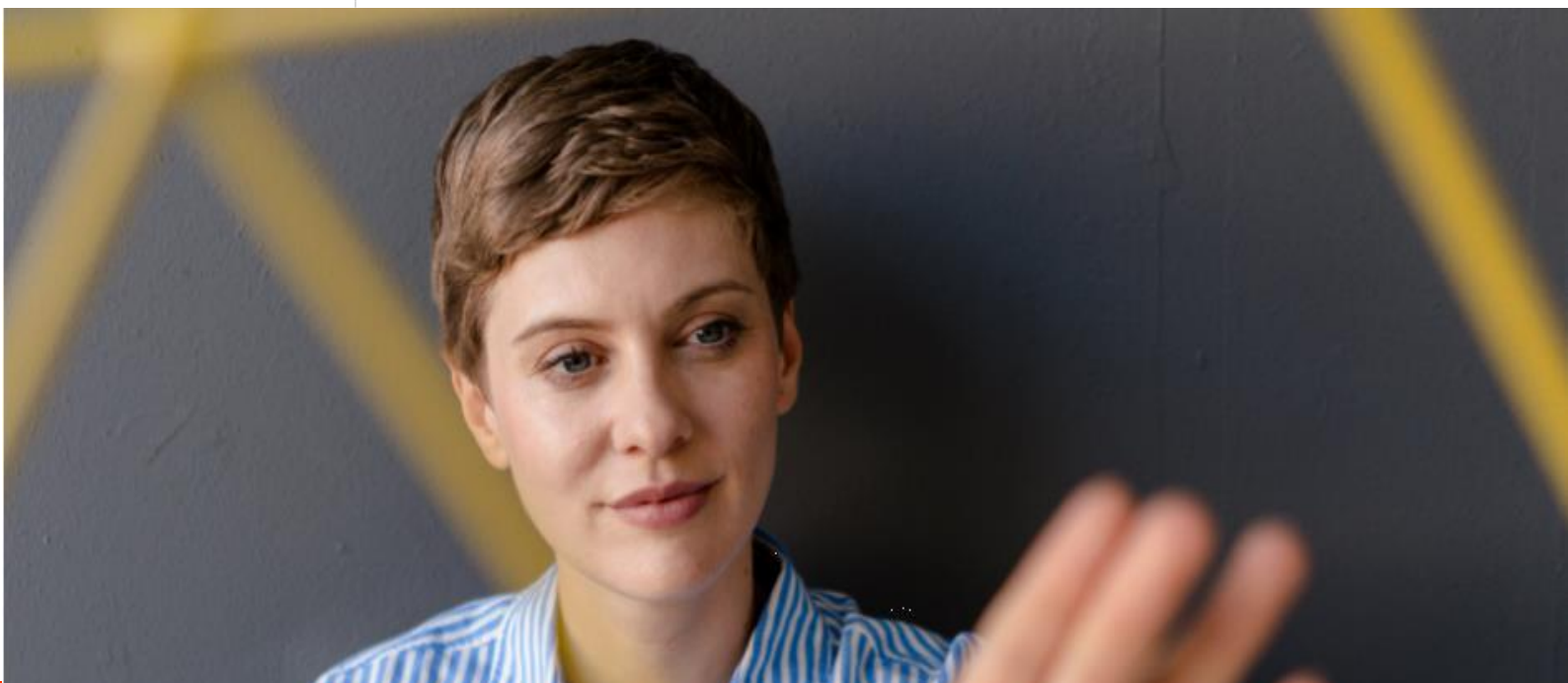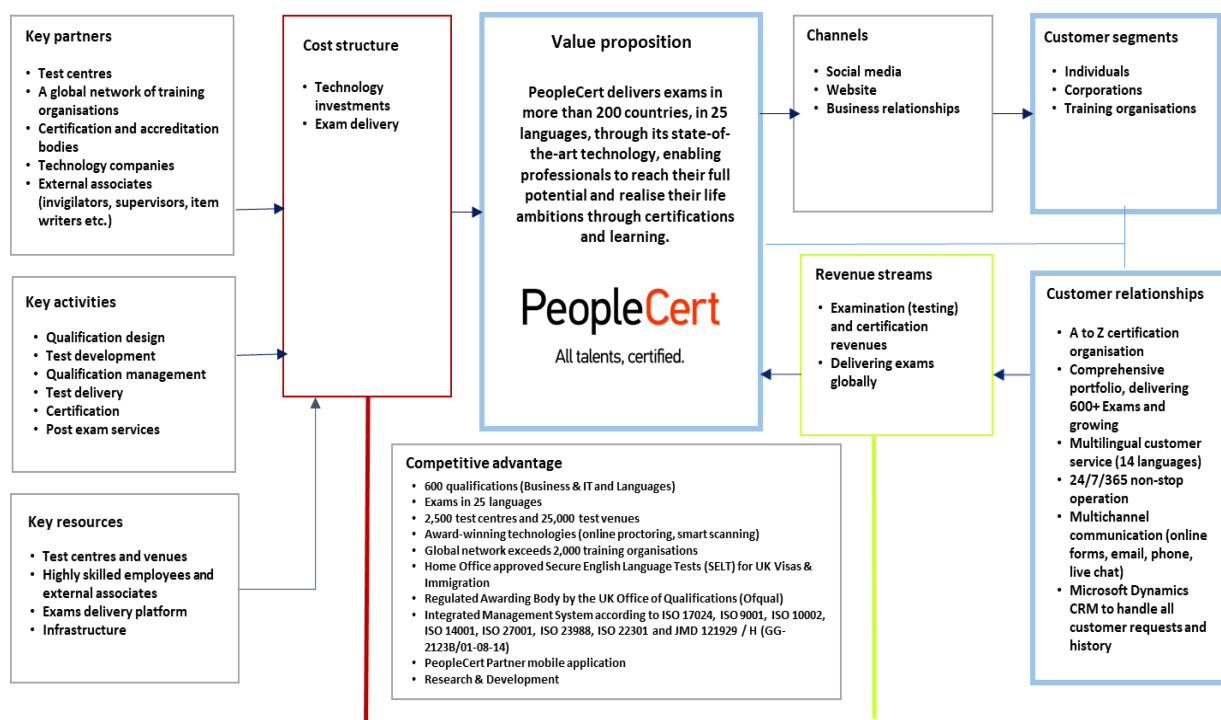
To ensure a sustainable and long-lasting business, alignment with our corporate vision and mission, a diverse and growing portfolio of services, and value creation for all our stakeholders, we place great emphasis on developing a robust and flexible business model that allows us to be agile and respond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


Key partners

- Test centres
- A global network of training organisations
- Certification and accreditation bodies
- Technology companies
- External associates (invigilators, supervisors, item writers etc.)

Key activities

- Qualification design
- Test development
- Qualification management
- Test delivery
- Certification
- Post exam services

Key resources

- Test centres and venues
- Highly skilled employees and external associates
- Exams delivery platform
- Infrastructure

Cost structure

- Technology investments
- Exam delivery

Value proposition

PeopleCert delivers exams in more than 200 countries, in 25 languages, through its state-of-the-art technology, enabling professionals to reach their full potential and realise their life ambitions through certifications and learning.

PeopleCert

All talents, certified.

Competitive advantage

- 600 qualifications (Business & IT and Languages)
- Exams in 25 languages
- 2,500 test centres and 25,000 test venues
- Award-winning technologies (online proctoring, smart scanning)
- Global network exceeds 2,000 training organisations
- Home Office approved Secure English Language Tests (SELT) for UK Visas & Immigration
- Regulated Awarding Body by the UK Office of Qualifications (Ofqual)
- Integrated Management System according to ISO 17024, ISO 9001, ISO 10002, ISO 14001, ISO 27001, ISO 23988, ISO 22301 and JMD 121929 / H (GG-2123B/01-08-14)
- PeopleCert Partner mobile application
- Research & Development

Channels

- Social media
- Website
- Business relationships

Customer segments

- Individuals
- Corporations
- Training organisations

Revenue streams

- Examination (testing) and certification revenues
- Delivering exams globally

Customer relationships

- A to Z certification organisation
- Comprehensive portfolio, delivering 600+ Exams and growing
- Multilingual customer service (14 languages)
- 24/7/365 non-stop operation
- Multichannel communication (online forms, email, phone, live chat)
- Microsoft Dynamics CRM to handle all customer requests and history

Business model canvas generation by Alexander Osterwalder and Yves Pigneur

A complete certification roadmap to success

Developing and offering value-adding services is one of our key priorities. We offer a wide spectrum of useful services to cater to all our accredited training partners' needs and help them boost their certification portfolio, including:

- 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 Organizations, 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)
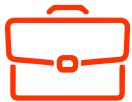
Qualification design

- 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 weighs 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 with 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 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)
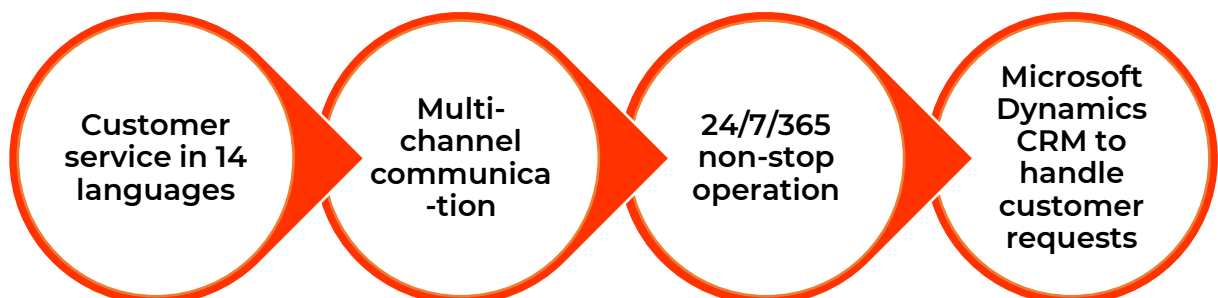
Certification

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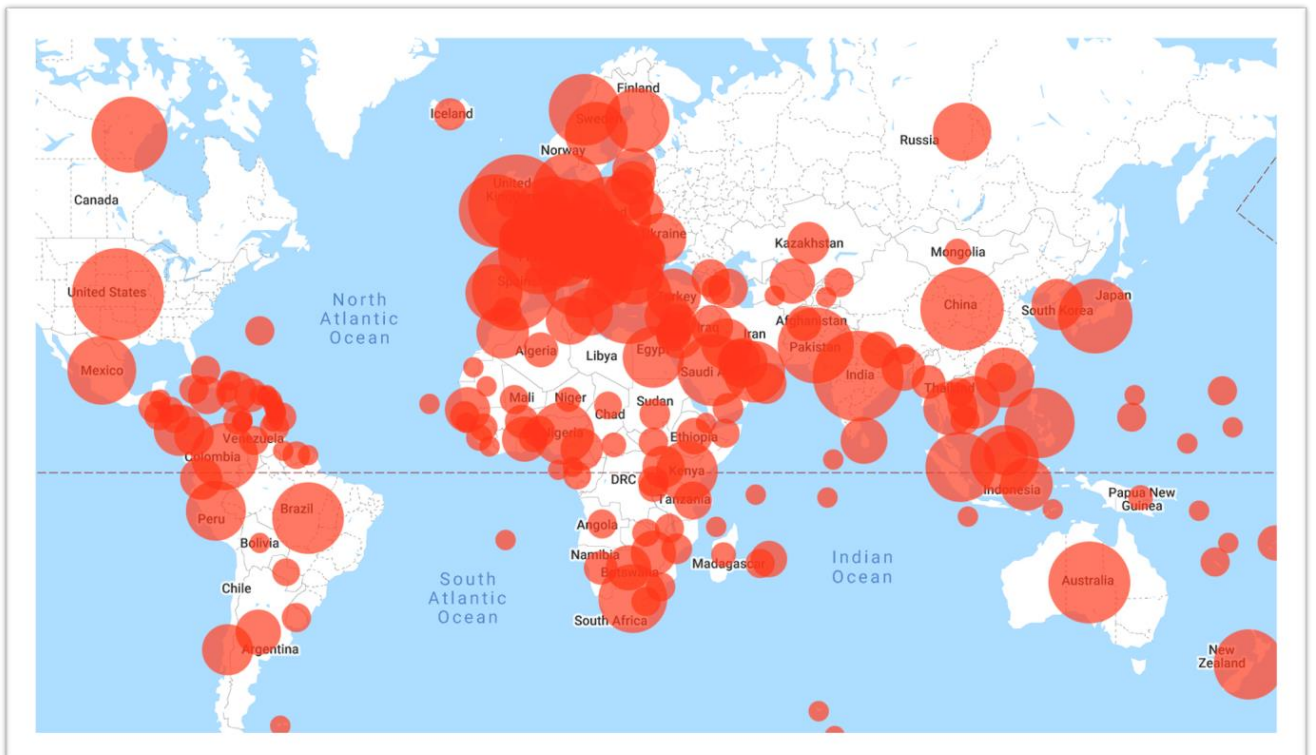- Re-certification

Post exam services

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

Customer service in 14 languages → **Multi-channel communica-tion** → **24/7/365 non-stop operation** → **Microsoft Dynamics CRM to handle customer requests**

Our global outreach

- Exams delivered in 200 countries every year
- Millions of exams delivered to date
- 1000 employees from 40 nationalities
- 50+ awards

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 organizations 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 organizational 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 recognized 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 organizations 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 organization 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 organizations 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 organization'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

PeopleCert is a proud sponsor of the DevOps Enterprise Summit US 2022: As a long-term leader in the development and promotion of leading DevOps certification and training, as well as proponent of the implementation of best practice DevOps strategies in applied settings, PeopleCert was honoured to be present at the conference in Las Vegas as a key sponsor of a special book signing event. PeopleCert was able to meet with DevOps learners, professionals, and leaders to discuss its market-leading DevOps certification portfolio and wider framework of best practice training and accreditation.

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 organizations and Agile environments. Scrum Master I · Scrum Master II · Product Owner I · Product Owner II · Developer

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 organization. RESILIA expands the ITIL lifecycle approach to aid effective deployment and management of Cyber Resilience in an organization 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 organization: strategic, program project, and operational.

Languages

LanguageCert is an Ofqual recognized Awarding Organization committed to developing and delivering high-quality, internationally recognized language exams that enhance the career, education, and life opportunities of individuals worldwide. LanguageCert offers internationally recognized 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 organization 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 organizations 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 organizations 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 organization commissioned a feasibility study examining the shortage of ICT professionals in Europe and in Greece. Moreover, we closely cooperate with QED the Market research work and IHWO (International House World Organization).

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 organization 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

From Madagascar to Washington: Jefferson's Amazing Story

Spokane, Washington, United States of America: Tongasoa Jefferson Julianot Rakotomalala, or Jefferson for short, is a student with a dream – and LanguageCert was there to help him jumpstart that dream in the smoothest possible way. Jefferson was born in Madagascar, in an environment of limited financial means, and developed an entrepreneurial spirit from a young age – as he wished to improve the quality of life of himself and of his community. He started working while in school and was notably active in local community affairs, participating in various humanitarian and youth groups.

After graduating high school, Jefferson set his sights abroad – aspiring to study in the US. Despite his unquestionable drive, the process wasn't easy: the financial considerations were many, and Jefferson initially struggled to find the right institutional fit for his academic aspirations. Regardless of such obstacles, Jefferson turned his attention to Spokane Falls Community College, in eastern Washington, and found out he needed an English language certification to get admitted – enter LanguageCert.

Jefferson lived in a remote location, lacking access to proper testing facilities – not a problem for **LanguageCert** which offers **Online** exams with remote, live proctoring, eliminating geographical constraints entirely. With that major hurdle out of the way, Jefferson was ready to take his IESOL exam and claim his much-needed accreditation. There were some hiccups along the way, including power outages hours before the exam. However, Jefferson eventually found a new quiet location with electricity and internet access – only to realize, minutes before the exam was about to commence, he had not downloaded our integral ExamShield software!

ExamShield helps us maintain an optimal level of security throughout the examination process, locking down the device in question and ensuring the proper function of all relevant parameters. Yet, like a shining light amidst a sea of mishaps, Jefferson noticed the LanguageCert customer support chat option and contacted us. Immediately, one of our agents started dealing with his case, giving him the appropriate guidance, and setting him up for his exam within minutes. A potential crisis was averted, and Jefferson aced his test and got accepted at his academic institution of choice.

At LanguageCert, we aim to make the online examination process as streamlined as possible, enforcing standards that guarantee exam integrity, validity, security, and efficacy across the board. When our test takers and partners need help, our customer support team is readily available to help 24/7/365 to implement effective course corrections. To help him start his journey with the right footing, we awarded Jefferson with LanguageCert's CCID International Student Scholarship – worth $1,000. We're happy to have been part of Jefferson's academic development so far, and we're definite he will achieve much more in the future. In the meantime, LanguageCert will make sure to provide the same level of examination quality to all who need it – through our IESOL module and beyond – making language-based upskilling unequivocally accessible at a global scale.

Watch a video interview with Jefferson here:
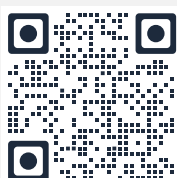
Responsible supply chain management

PeopleCert recognizes suppliers as a key strategic partner that influences our business and is influenced by our organization'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.
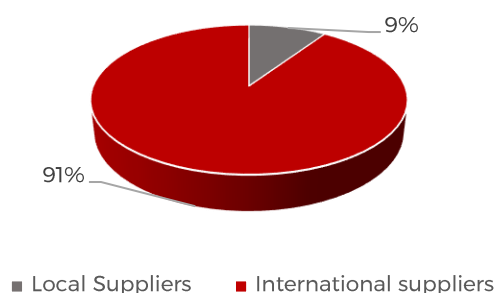
Our responsibility and commitment to operate responsibly and sustainably applies not only within our operations, but to our supply chain as well. By focusing on environmental and social considerations throughout our supply chain, we receive long-term business benefits, such as reduced supply chain risks, 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.
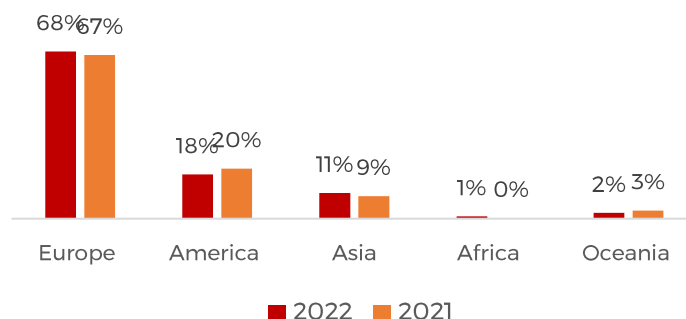
Suppliers data

Purchases from suppliers 2022

30%

70%

■ Local Suppliers ■ International suppliers

Distribution of local suppliers by region of origin

77% 81% (Greece)

20% 15% (United Kindom)

3% 3% (Cyprus)

■ 2022 ■ 2021

Purchases from suppliers 2021

9%

91%

■ Local Suppliers ■ International suppliers

Distribution of international suppliers by region of origin

	Europe	America	Asia	Africa	Oceania
2022	68%	18%	11%	1%	2%
2021	67%	20%	9%	0%	3%

■ 2022 ■ 2021

Supplier selection process

Based on its Code of Ethical Conduct, PeopleCert selects suppliers based on 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:** organizations approved by PeopleCert to administer and deliver tests (paper-based and/or computer-based).
- **Suppliers/Subcontractors:** organizations used by PeopleCert for the delivery of services 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.

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.

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.

Awards and recognition

Diversity & Inclusion Awards 2022

PeopleCert has been named winner of the Silver Award under the Gender Category of the Diversity & Inclusion Awards 2022 for our #WomenDo: PeopleCert Supporting Women in Tech initiative! The Awarding Ceremony of the 2 new BOUSSIAS awards for women's empowerment, acceptance of diversity and inclusion in business took place in the presence of the Deputy Minister of Labor and Social Affairs and President of the Evaluation Committee of the Diversity & Inclusion Awards, Mrs Domna Michailidou and the President of the Evaluation Committee of the Women Empowerment Awards, Mrs Giovanna Kambouris.

At PeopleCert, gender equality is not just a target, but a workplace reality. With almost 55% of our workforce being female across the board, from junior to senior management positions, we aim to break the bias every day. It is a crucial part of PeopleCert's mission to empower women to fulfil their potential in the tech industry, as women are still underrepresented in this area on a global level.

In this sense, we have initiated the #WomenDo series of actions, such as women's reskilling-upskilling, recruiting, and mentoring in tech, aiming to inspire more women to embrace technology and to promote diversity in the ICT sector.

Impact BITE Awards 2022

PeopleCert was proud to take home six awards on Tuesday 4 October following the awarding ceremony of the 2022 Impact BITE Awards by Boussias for technological innovation in Greece. More than 760 executives from the ICT market and businesses that pioneer digital transformation was present at the celebratory evening event. Compared to last year, there was a 45% increase in the projects submitted for evaluation, which exceeded 350 for the first time in the institution's history.

PeopleCert was presented with three gold, two silver and one bronze award in six categories which include Digital Transformation of Business Processes, Employment, Education, Inclusion & Diversity, Education, Big Data and Upgrading Digital Skills. The awards validate the Company's continuous commitment to leveraging information and communication technologies in innovative ways, which create genuine and real business value. The awards include:

- **GOLD | PeopleCert's Marking application – a fully automated marking ecosystem**

- GOLD | Coding Bootcamp: An Innovative Programming Training & Employability Program
- GOLD | PeopleCert: A winner against Covid19
- SILVER | The Interlocutor application – a streamlined exam journey
- SILVER | Driving Decision Making through Big Data
- BRONZE | Digital Transformation through MS Teams

Our sustainability approach

At PeopleCert, Corporate Social Responsibility is at the core of our operating practices and everyday decisions. We are committed to achieving business excellence, while strategically generating long term value for all stakeholders.

Our 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 minimizing 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 organizational 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 recognizes as its stakeholders any parties which have an interest in the organization 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 organization's operations. For our Company, it is pivotal to nurture and maintain an open and ongoing dialogue with our stakeholders, so we can identify their expectations and needs, and, therefore, respond appropriately to them.

	Employees	Test takers & candidates (current and potential)	Suppliers	State / Authorities
Communication channels	• Daily communication • Email communication and announcements, when needed • Annual events, celebrations, and happenings • Company's ESG Report	• Company's website • Company's ESG Report • Systematic and tailored phone, email and live communication, as per their needs	• Frequent communication, through phone and emails, as well as meetings – as deemed necessary • Local community events	• Frequent communication, through phone and emails • Live communication through meetings, as deemed necessary • Company's website • Company's ESG Report
Topics of Interest	• Training and development opportunities • Covid-19 protective measures • Employee performance evaluation process • Data protection • Provision of employee benefits • Opportunities to express their views	• 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	• Ethical business practices • Business compliance • Supplier support • Data privacy / protection • Covid-19 protective measures • Opportunities to express their views	• Ethical business practices • Business compliance and responsibility of practices • Tax compliance • Data privacy / protection • Covid-19 protective measures • Opportunities to express their views
How PeopleCert Respond	• 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 open communication	• Measures against the Covid-19 pandemic • Continuously growing our product portfolio • Continuous focus on improving our services quality and certifications obtained • Ensuring market responsibility • Dedicated data protection policy • Establishment of complaints and whistleblowing policy, to allow open communication	• Measures against the Covid-19 pandemic • Establishment of corporate sustainability plan and policies to ensure business responsibility, sustainability and compliance • Dedicated data protection policy • Establishment of complaints and whistleblowing policy, to allow open communication	• Measures against the Covid-19 pandemic • Establishment of corporate sustainability plan and policies to ensure business responsibility, sustainability and compliance • Dedicated data protection policy • Establishment of complaints and whistleblowing policy, to allow open communication

PeopleCert's Board collaborates with institutions of higher education and benchmarks our progress against recognized 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
• Frequent communication, through phone and emails • Scheduling of 1-1 meetings, as deemed necessary • Company's website	• Frequent communication, through phone and emails • Scheduling of 1-1 meetings, as deemed necessary • Company's website	• Frequent communication, through phone and emails • Scheduling of 1-1 meetings, as deemed necessary • Company's website	• Frequent communication, through phone and emails • Company's website • Press releases
• Financial sustainability • Services diversity and responsibility • Company services quality and certifications • Ethical practice and conduct • Opportunities to express their views	• Financial sustainability • Data privacy / protection • Quality of services provided • Covid-19 protective measures • Open dialogue and discussion opportunities	• Financial sustainability • Services diversity and responsibility • Company services quality and certifications • Ethical practice and conduct • Opportunities to express their views	• Promotion of sustainability issues (social and environmental awareness) • Promotion of the Company's services, portfolio and growth
• 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 open communication	• 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 open communication	• 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 open communication	• Focus on corporate responsibility and sustainability • Company's ESG Report • Tailored / frequent communication

Prioritizing our material issues

As a global exams-delivery organization, 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.

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, prioritize 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 prioritizing 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:
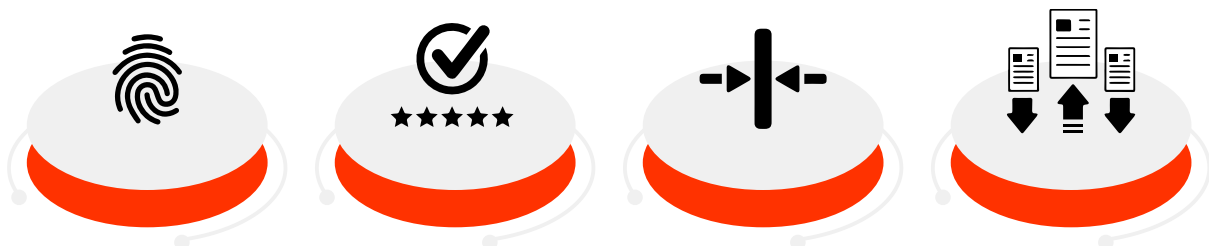
Identify

We identify and record the most important corporate responsibility and sustainability issues that concern our business, our industry and our stakeholders, through a comprehensive analysis of our internal and external sustainability landscape.

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.
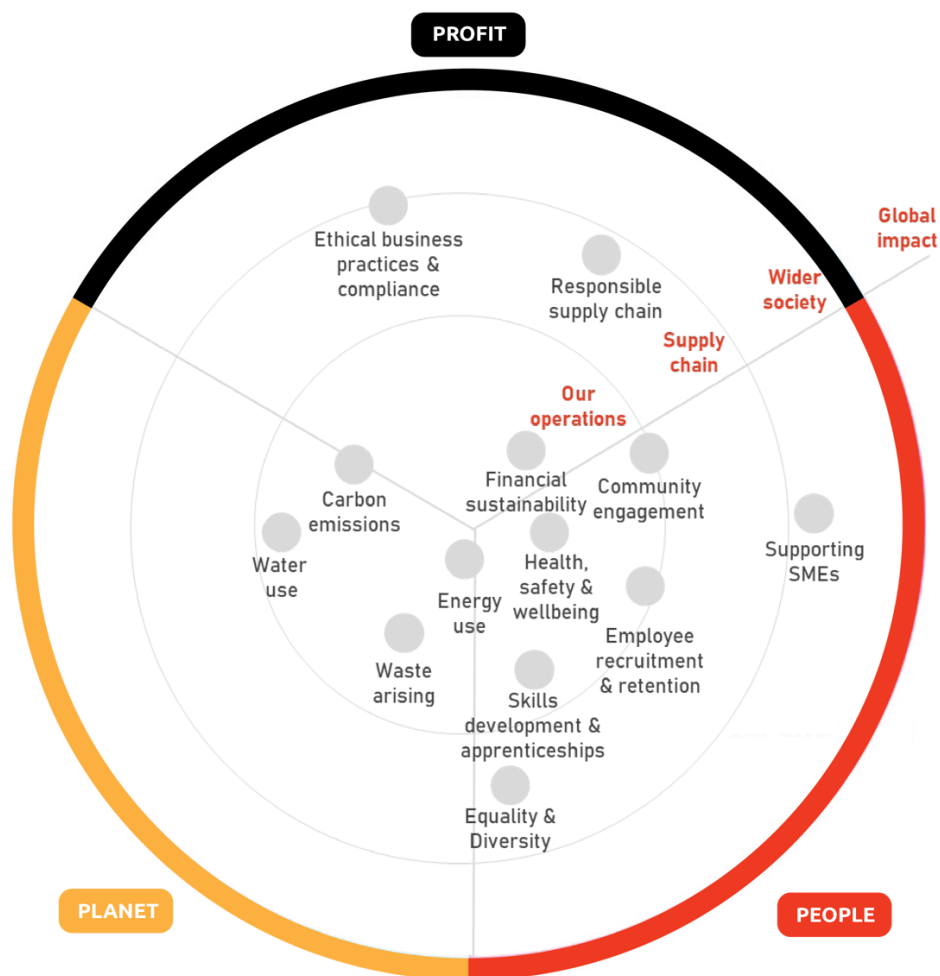
Align

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.

Prioritize

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

By recognizing our material issues, we ensure 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 prioritization of 13 material sustainability topics, which have been categorized 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

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.

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

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 organization, apart from the Policies towards sustainability it has developed, implements International Certified Management Systems and delivers bespoke training sessions. We remain determined to contribute 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	●	●	Annual Sustainability Report	
Environmental management		●	ISO 14001 – Environmental Management	✔
Energy audit			Buildings Energy Audit & Report	
Quarterly energy report			Buildings Energy Report every Quarter	
Travel / Commute	●			
Health, safety and wellbeing	●	●		
Quality			ISO 9001 – Quality Management	✔
Customers			ISO 10002 – Customer Satisfactin & Complaints	✔
Security			ISO 27001 – Information Security	✔
IT			ISO 23988 – Use of IT in the Delivery of	✔
Business continuity			ISO 22301 – Business Continuity	✔
Persons			ISO 17024 – Certification of Persons	✔
Code of Ethical conduct	●			
Supply chain	●			

🔍 Case Study

With PeopleCert vying to establish Greece as a global example for best practices and corporate readiness

With approximately 98% of the revenue coming from countries outside of Greece, PeopleCert carries the Greek flag in international markets, boosting Greek productivity and creating new jobs in the process.

Never in business history has the pace of change and evolution increased so exponentially. People change and so does the company; PeopleCert's core business values are centred around people after all. Technology can give professionals many of the necessary tools they need to reskill, upskill and future-skill themselves; nevertheless, global success requires that they speak the same "language" of best practices.

PeopleCert today manages and develops a portfolio of global best practice methodologies, including some of the most recognized frameworks in project management (PRINCE2) and IT Service Management and Digital Transformation (ITIL). These approaches help organizations bring together the three elements that comprise a successful business approach today: IT, Business, and Delivery. While such elements might appear simple, many of today's business leaders struggle in their implementation due to an overarching lack of coordination.

By maintaining trained and certified teams and adopting the methodologies that are recognized as industry-leading best practices worldwide, technological solutions are raised to their maximum potential. PeopleCert drives transformation and gets organizations ready to meet the future by increasing the competitiveness of businesses and the productivity of employees, ensuring that all relevant projects follow budgetary, scheduling, and all other relevant parameters - supporting digital transformation initiatives and improving cooperation with both internal and external stakeholders accordingly.

With the help of PeopleCert, Greek businesses and government organizations are optimizing their performance and functionality - as have 82% of the Fortune 500 companies that have adopted ITIL worldwide.
An opportunity, therefore, emerges for Greek businesses to turn Greece into a global example of best practices and a global hub that will improve the prospects of Greek professionals and job seekers, earning recognition throughout the world stage.

Giving back
to the community

At PeopleCert, we actively engage and involve the public, making measurable contributions and create benefits for our communities. We make a difference by connecting with people in need and involving the society.

Our social impact

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 maximize 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:

Health

PeopleCert initiatives

Vouchers

Donations

Utilies & living support
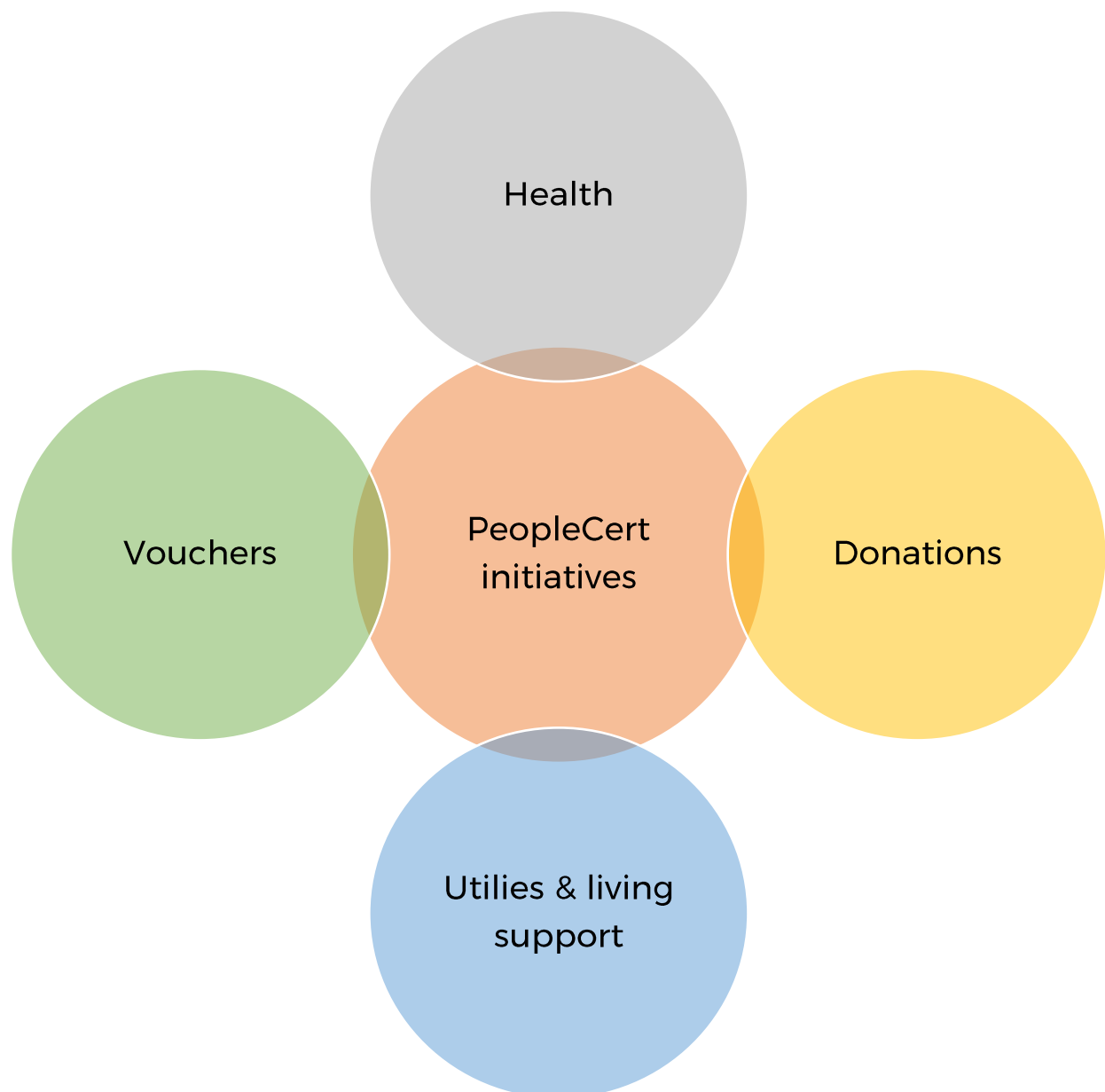
Health

PeopleCert is dedicated to promoting the mental and physical health and well-being of society, focusing on initiatives to support people improve their quality of life. Our purpose is to promote a healthier, supportive, and collaborative community, where all people can live with dignity.

Our contribution:

- We supported Hatzikiriakio, a female orphanage that supports girls under 18 years old meet their daily living and educational needs. In response to the foundation's request, we contributed T-shirts to support their initiatives.
- Mental Health support to employees that face such issues. Cover their doctor fees, actively support them with regular discussions and follow up.

Donations

PeopleCert contributes through donations to address social needs and assist vulnerable social groups in overcoming the challenges they face. To this end, in collaboration with many organizations, we have achieved to support many people, increasing our social impact.

Our contribution:

- We donated to Hellenic Red Cross, Smile of the Child, Oloi mazi boroume and Doctors of the World various medicines and medical supplies to support Ukraine during Russian invasion
- We donated 13 air-conditioning units for Elderly Care Unit of the Holy Metropolis of Xanthi & Peritheoriou "Agios Panteleimon".

Utilities and living support

To create added value for society, we strongly support people that face financial challenges, to meet their needs and afford the cost of living.

Our contribution:

- In collaboration with Emphasis Foundation, we paid rent and DEI Bill, EYDAP and AB Card for a single parent family.
- In collaboration with Emphasis Foundation, we paid rent and DEI Bill and EYDAP for another single parent family.

Vouchers

We offer vouchers, in order to support people in need to acquire skills that will help them to actively participate in the job market and have equal opportunities to the society.
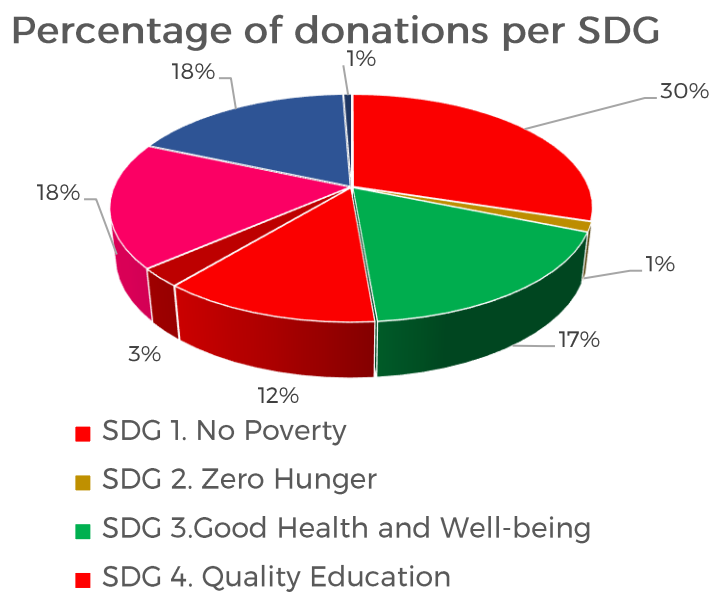
Our contribution:

- Free exam voucher ESOL C2 and ISESOL C2 (B2C price quoted) for Elli Plasara's single mother friend so that she gives them to her daughter to apply for a job opening in the public sector. The mother raises two children and faces financial challenges.
- Free exam voucher LanguageCert LTE (B2C price quoted) to Solidarity Now and SDADE / GPMA.

Our contribution to the United Nations Sustainable Development Goals

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 organization employed 487 people which **90%** of them was employed in Greece. The remain **10%** concerns the employees in United Kingdom, Cyprus and other employees we employ internationally. In terms of the 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.

Through the provision of our services and everyday business activities, we contribute directly and indirectly to the Sustainable Development Goals (SDGs) by supporting and continuously developing our people and engaging in several social initiatives and programmes. PeopleCert actively connects its CSR actions with the following UN Sustainable Development Goals (SDGs), demonstrating its efforts for contributing towards the achievement of these objectives.

Percentage of donations per SDG

- SDG 1. No Poverty
- SDG 2. Zero Hunger
- SDG 3.Good Health and Well-being
- SDG 4. Quality Education

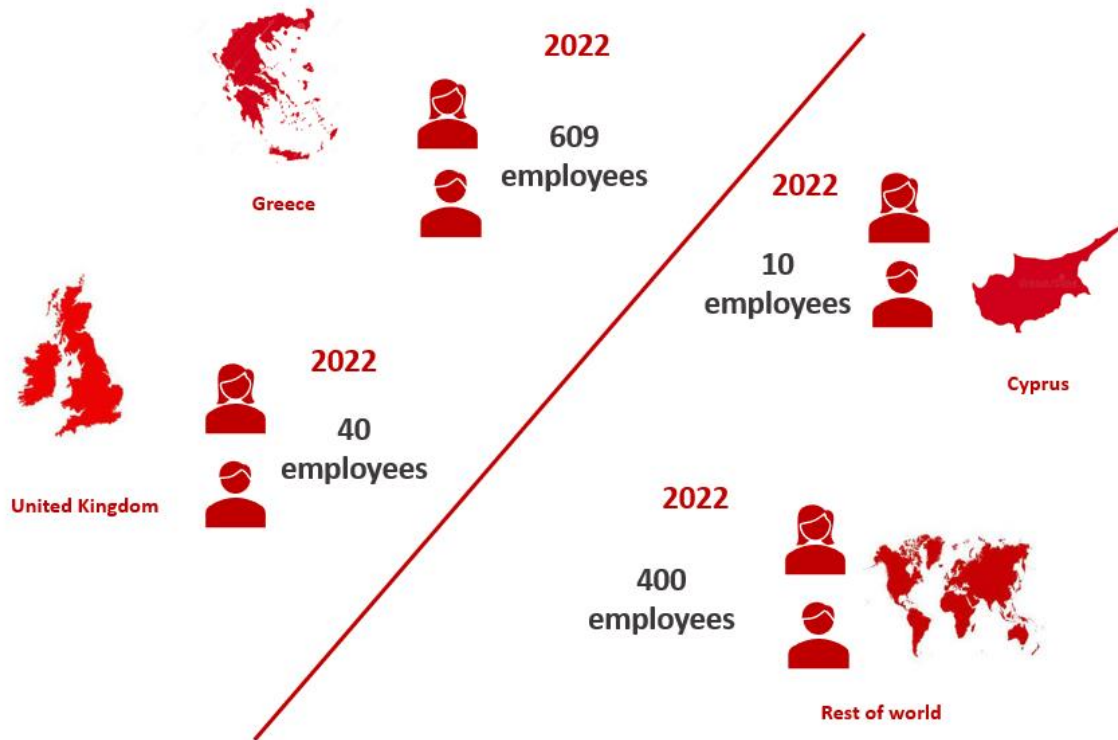| SDGs	Relevant target
1 NO POVERTY	**Target 1.2.** By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions
2 ZERO HUNGER	**Target 2.1.** By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round
3 GOOD HEALTH AND WELL-BEING	**Target 3.2.** By 2030, end preventable deaths of newborns and children under 5 years of age, with all countries aiming to reduce neonatal mortality to at least as low as 12 per 1,000 live births and under-5 mortality to at least as low as 25 per 1,000 live births
	Target 3.4. By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being
	Target 3.5. Strengthen the prevention and treatment of substance abuse, including narcotic drug abuse and harmful use of alcohol
	Target 3.8. Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality, and affordable essential medicines and vaccines for all
4 QUALITY EDUCATION	**Target 4.4.** By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship
8 DECENT WORK AND ECONOMIC GROWTH	**Target 8.2.** Achieve higher levels of economic productivity through diversification, technological upgrading, and innovation, including through a focus on high value added and labour-intensive sectors
10 REDUCED INEQUALITIES	**Target 10.7.** Facilitate orderly, safe, regular and responsible migration and mobility of people, including through the implementation of planned and well managed migration policies

We care
for our people

At PeopleCert, we aim to foster innovation and progress by helping our people reach their full potential. We cultivate a culture of diversity and inclusion, supporting our people's health and well-being, and investing in talent development.

Our human resources

Greece

2022

609 employees

United Kingdom

2022

40 employees

Cyprus

2022

10 employees

Rest of world

2022

400 employees

Number of employees 2022

1,059

Female employees

615

Male employees

444

During 2022, PeopleCert personnel increased by 41.2% in comparison to 2021, numbering 1059 people. The 57.5% of them were employed in Greece, the 4.7% in United Kingdom and Cyprus, while the remain 37.7% were employed internationally. In terms of age distribution of our employees, 36% are under 30 years old, 54% are between 30 and 50, and 10% are over 50 years old.

PeopleCert employees by country
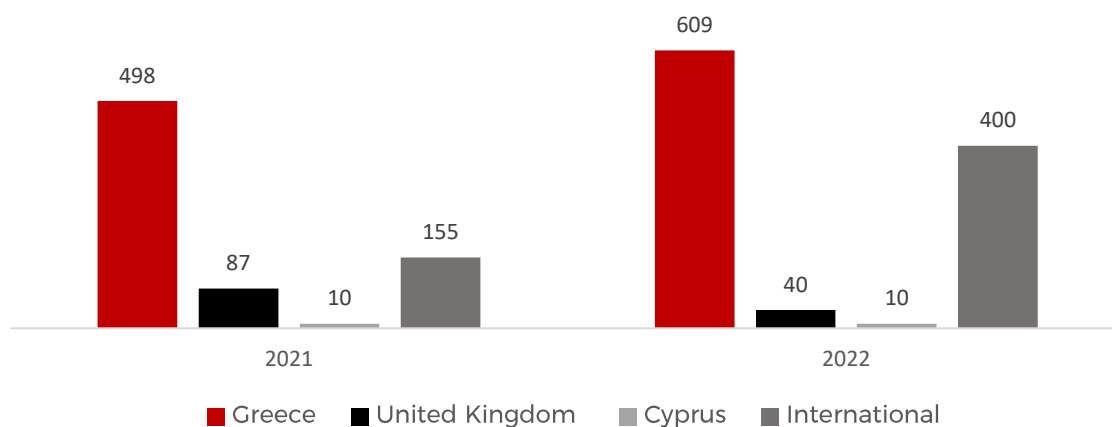
PeopleCert employees by age and gender						
	2021			2022		
	<30	30-50	51+	<30	30-50	51+
Men	115	185	38	160	234	50
Women	146	234	32	224	340	51
Total	261	419	70	384	574	101

PeopleCert employees by hierarchical level and gender						
	2021			2022		
	Men	Women	Total	Men	Women	Total
Leadership Team	0	7	3		7	4
Managers/Supervisor	16	77	18	15	98	25
Specialists	245	333	49	369	469	72
Other category	0	2	0	0	0	0
Total	261	419	70	384	574	101

Investing in our talent

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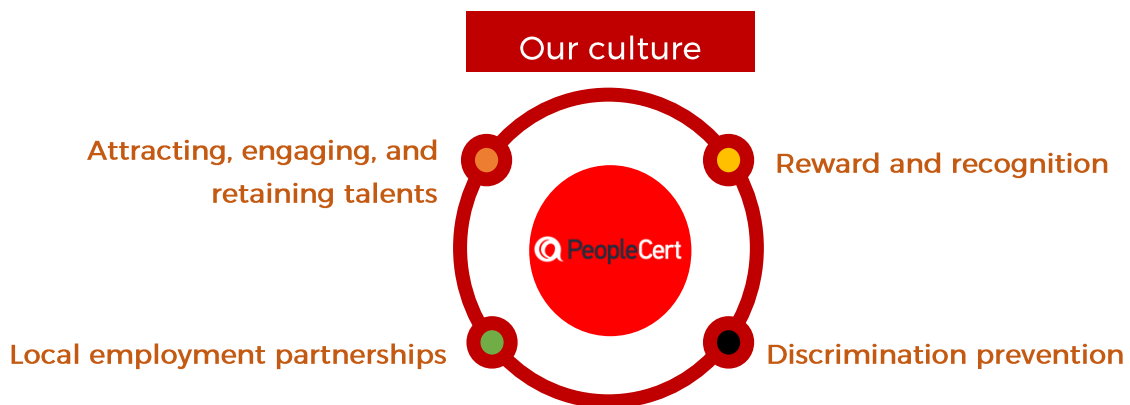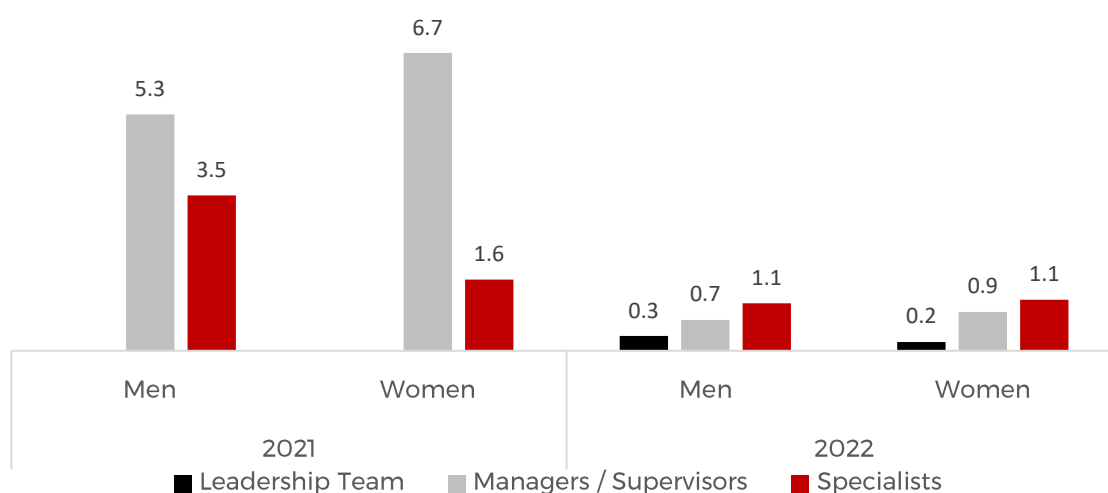

Continuous Development and Training

3,339 total hours of training (for 2021 & 2022)

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

Average training hours by employees

Furthermore, designing innovative training programs for our employees is a primary goal for us, to strengthen their knowledge, skills and creative thinking. For that reason, we carry out an annual Training Programme and Schedule which comprises of the organization learning and development initiatives and activities for our employees. Through that program our people gain knowledge and skills for:

- Performing their job roles effectively and with confidence
- Improving their efficiency and productivity
- Operating according to PeopleCert's policies
- Personal and professional learning, development, and accomplishments.

Moreover, Training Programme includes the orientation and induction procedures of new staff, as well as training materials to prepare them adequately for their role. PeopleCert also supports continuous professional development (CPD), encouraging staff to undertake CPD training on a regular basis.

Training topics 2022

8.5%

9.2%

82.2%
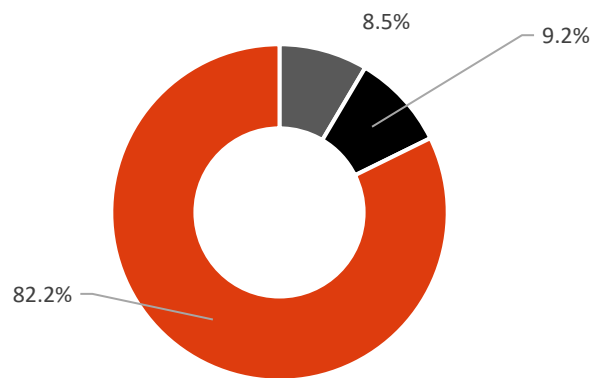
◼ Environmental Awareness   ◼ Health & Safety   ◼ Technical issues

Recruitment and Staffing

PeopleCert places particular emphasis on establishing and maintaining a meritocratic and responsible work culture, where no discrimination takes place. We are focusing on attracting talents familiar with the Company's principles and all the procedures and practices that we apply.

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 organization's development thus PeopleCert employs experienced individuals, promoting working opportunities respecting transparency, independence, integrity, and professional merit. For 2022, PeopleCert proceeded in the recruitment of 812 individuals, 62% of which were women.
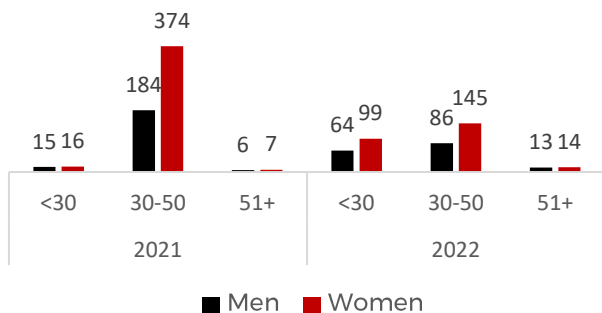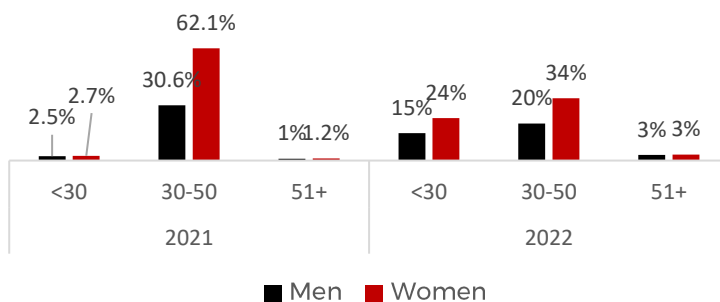
Employee recruitment by gender and age
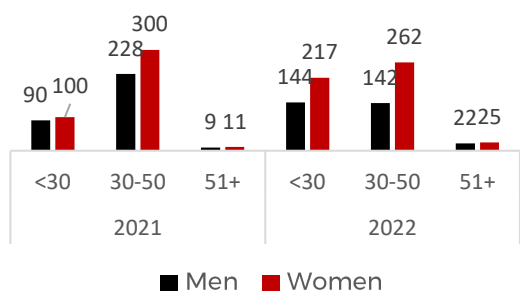
Employee recruitment by gender and age (%)
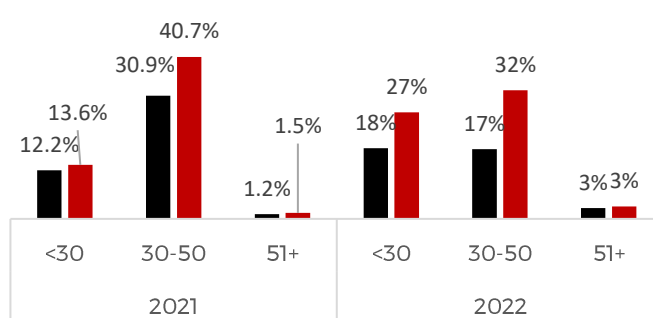
Employees turn over by gender and age

Employees turn over by gender and age %

Moreover, we respect internationally recognized human rights and labour practices, which underlines our ambition to promote ethical behaviour in areas including human rights, non-discrimination, child and forced labour and collective bargaining.
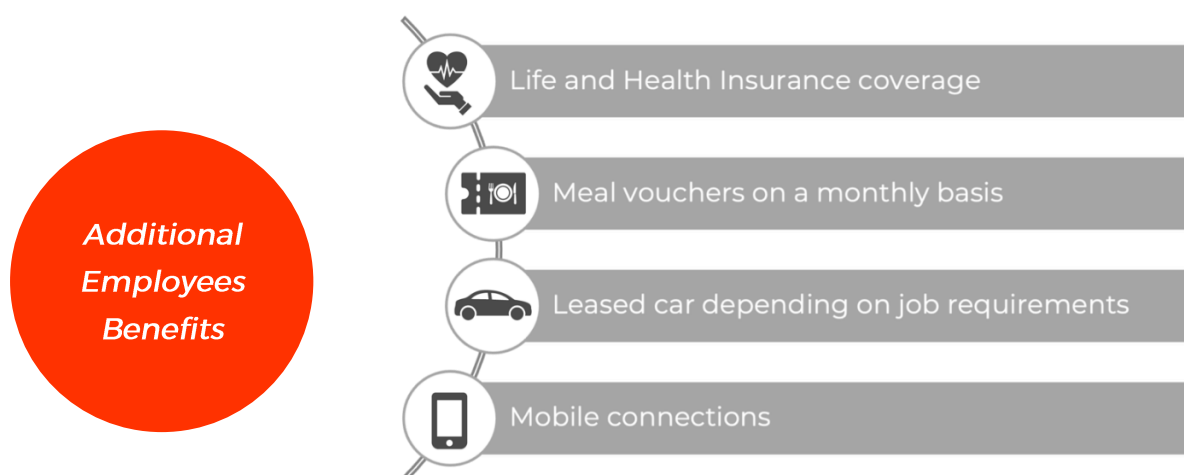
Employee evaluation

In 2022, PeopleCert proceeded with the evaluation of the 80% of its employees to identify their strengths and improve their competencies. The evaluation supports goal setting based on qualitative and quantitative criteria.

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 to provide health and wellness to all employees. This benefit system includes all 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, addressed to all full-time employees without any discrimination. The benefits system for the employees in all countries includes:

- Postgraduate courses and training funding
- Two free certifications of our total portfolio per year
- Netflix subscriptions
- Open access to our certification's library for self- studying
- Discount to all PeopleCert certifications for family members
- Free access to ESI Microsoft Learning Platform
- Referral Bonus
- Gift Cards for Weddings & Newborns
- Donations in memory of PeopleCert colleagues' family members
- First Aid open seminars
- Free coffee & tea at the premises
- Multiple career and growth opportunities
- Various events & Gifts (i.e. Pita, Tsiknopempti, Wellbeing Week etc.)

Especially, we provide a well-being allowance for the full-time employees in UK, while for the full-time employees in Greece we provide an additional benefit system which includes:

Additional Employees Benefits

- Life and Health Insurance coverage
- Meal vouchers on a monthly basis
- Leased car depending on job requirements
- Mobile connections

Communication channels

At PeopleCert we emphasize and encourage the direct communication between management team and employees. We encourage our employees to communicate all issues of concern 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.

Speaking up: Whistleblowing policy

Since PeopleCert aims to establish and maintain a culture of openness, we have developed a detailed whistleblowing policy. We encourage our staff, partners 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 in order to safeguard the interests of our staff, centers and candidates. We strongly encourage all staff to get in touch with human resources department and raise any relevant 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 protects whistleblowers through concrete measures that PeopleCert has put in place.

Our performance against the targets

In 2021, we proceed with the implementation of the o organization's Employee Handbook, setting 3 specific priorities and actions for responding to employee's expectations:

- Enhance opportunities to provide a wider range of trainings modules and increasing the training hours of our employees.
- Enhance equality and diversity in terms of salaries, professional development, and access to trainings for all the employees.
- Reduce Health and Safety risks by monitoring specific indicators and applying different protocols that reflect the risks which our employees might be exposed.

Employee Health and Safety

As a global organization, 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.

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 minimizing 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 the health and safety of anyone who visits our offices. PeopleCert is responsible for:

- Maintaining a working environment that is safe and minimizes 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 processes 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 needs on both a diagnostic and therapeutic level, as we invest in the long-term well-being of our people and not only in cases of health emergencies. Moreover, all our employees have access to health care workers advising them on hygiene issues, as well as on the correct ergonomics of posture and positioning when working.

Health and Safety Management

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 organization is committed to training all its employees, in order for them to be familiar with the premises exits, assembly points and emergency procedures. Also, PeopleCert provides first aid training in accordance with its legal obligations.

The organization undertakes a systematic assessment of general workplace risks, in order to identify the risks for the health and safety of its 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 entance 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, kitchen equipment and free water coolers.

Health and Safety during COVID-19 pandemic

In 2021 and 2022, the organization practices for health and safety were mainly focused on the pandemic of COVID-19, to ensure effective and safe operations for the organization and its employees. More specifically, PeopleCert developed and implemented new guidelines and measures to ensure a safe working environment, during the COVID-19 period, in full compliance with the national legislation. The guidelines and measures were shared with to everyone across the organization, to ensure a COVID-19 free work environment.

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 were:

- **Remote work:**
  in all the premises, we immediately implemented the work from home measure to our employees with emphasis on vulnerable groups.
- **Sanitary actions:**
  We established the mandatory use of surgical masks in all areas of the premises. The organization proceeds in free distribution of surgical masks to all employees Finally, we provide all the common and learning areas with hand sanitizers.
- **Disinfection:**
  We increased the frequency of cleaning public areas, and the disinfection of our building took.
- **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.

Our progress and 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 2022, the organization recorded 567 employee injuries, with the total number of missed days due to incapacity of any kind for all the

For 2021 **PeopleCert,** received **SILVER** award for its Health & Safe Workplace conditions from Boussias

employees was 230.868 showing a 46 % increase since 2021. It should further be noted that in 2021 there were no fatal work accident.

Health and safety indicators

Lost Time Injury Frequency Rate (LTIFR)
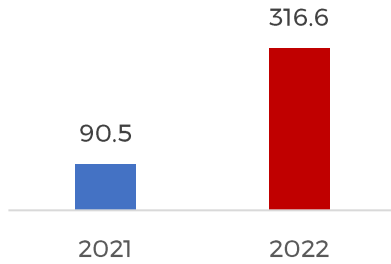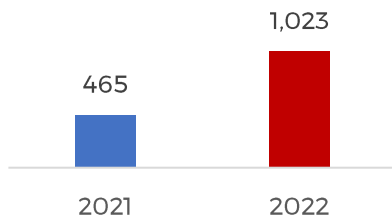

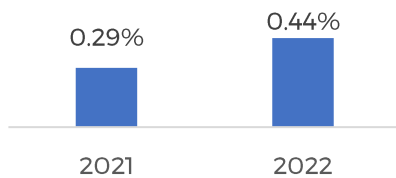*Lost Time Injury Frequency Rate = (Total number of accidents / Total number of man-hours) x 10^6*

Severity Rate (SR)

Severity Rate = (Total number of days lost due to accident / Total number of man-hours works) x 10^6

Lost days due to an injury or an accident

Absenteeism Rate (AR)

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

Continuous improvement

We schedule systematic controls and inspections by specialized 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 organization holds an Employee Handbook, which is a great enabler in allowing PeopleCert's employees to become more aware and engage with the organizational 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.

Our focus
in the environment

At PeopleCert, we go beyond minimum legal compliance, and we are committed to eliminating our environmental impact across all operations.

2022 in numbers

2 %

Reduction of CO_2 emissions

4 %

Reduction in electricity

11 tn

Waste was sent for recycling

Our commitment for sustainable environment

In PeopleCert we are aware of the of global environmental and climate challenges and issues, and we are constantly working towards minimizing our potential negative impact throughout our operations. By regularly assessing our environmental risks and impacts in all regions of operation, we can 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 organization. PeopleCert's activities with respect to the environment and its protection consist of the following aspects:

Energy use

Water consumption

Waste arising and recycling

Carbon emissions

Travel

Sustainable purchasing
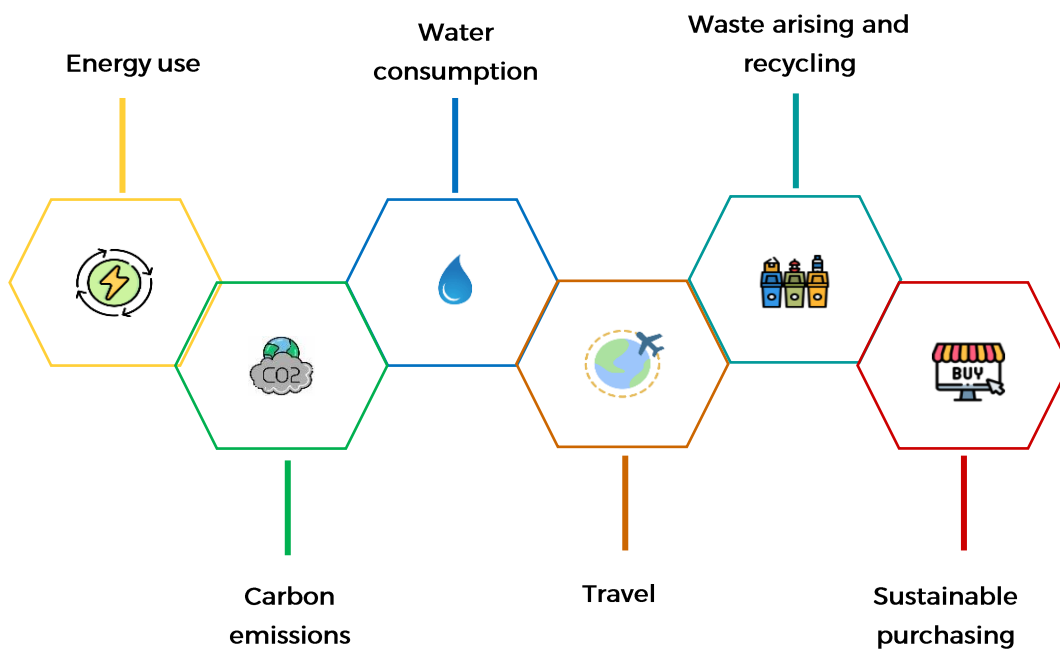
Combating climate change

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. To achieve that goal, we implement various energy efficient projects. Additionally, we aim at reducing our water and waste footprint by 4% each year, by informing and educating our people and by applying different environmental protection principles.

Environmental Management System

As a global organization, we recognize that the long-term viability of our business is in line with sustainable development and we are dedicated to protecting the environment, the 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.

Our performance

Our offices overview

In line with PeopleCert's priority to continuously mitigate its environmental impacts, the organization continuously monitors and publishes its environmental performance. Our goals and commitments 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.

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.

Korai Athens

Electricity: 381,038 kwh

Water: 1,036.9 m^3

Emissions: 212.2 tCO_2e

Floor space: 2,825 m^2

Panepistimiou Athens

Electricity: 289,121 kw

Water: 989.0 m^3

Emissions: 160.4 tCO_2e

Floor space: 1,907 m^2

London

Electricity: 15,659 kwh

Water: 118.0 m^3

Emissions: 2.9 tCO_2e

Floor space: 175 m^2

NIcosia

Electricity: 12,659 kwh

Water: 34.3 $m^{3\backslash}$

Emissions: 4.7 tCO_2e

Floor space: 150 m^2
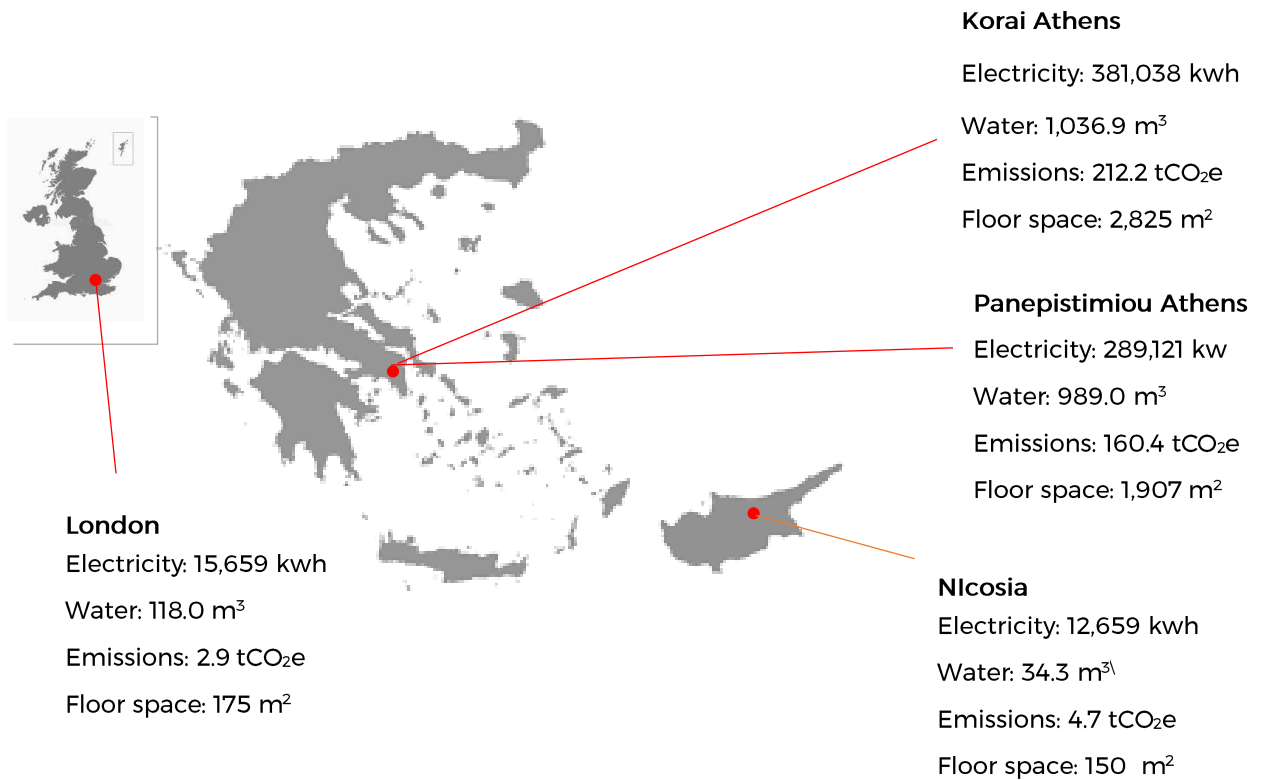
Energy consumption and emissions
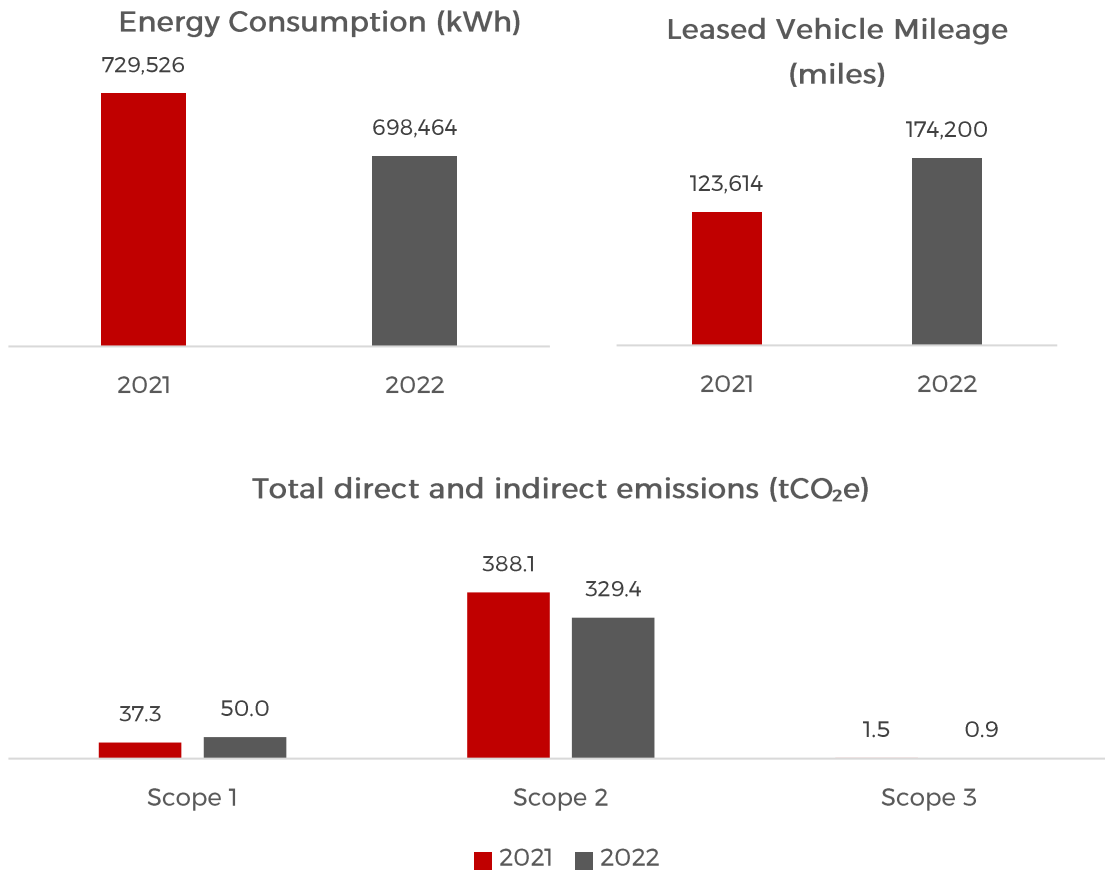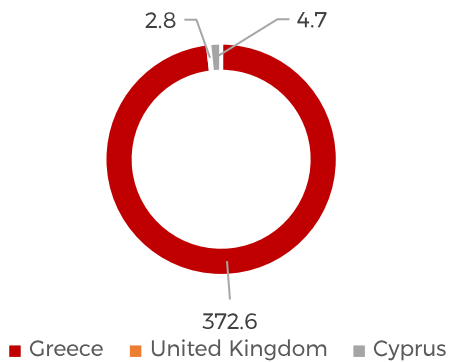
Our constant goal is to improve our energy efficiency and reduce our carbon footprint, both in our operations and company buildings.
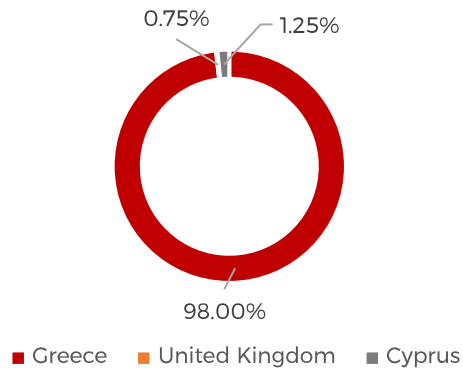
In 2022, the consumption of electricity for all the buildings amounted to 698,464 kWh and the total emissions to 380 tonnes CO_2e. The electricity consumption decreased 4 % in relation to the previous year through the renovation of PeopleCert premises.

Energy Consumption (kWh)

729,526 — 2021
698,464 — 2022

Leased Vehicle Mileage (miles)

123,614 — 2021
174,200 — 2022

Total direct and indirect emissions (tCO$_2$e)

	Scope 1	Scope 2	Scope 3
2021	37.3	388.1	1.5
2022	50.0	329.4	0.9

■ 2021   ■ 2022

Total emissions (tCO$_2$e) per country for 2022

2.8   4.7   372.6

■ Greece   ■ United Kingdom   ■ Cyprus

Emission contribution per country for 2022

0.75%   1.25%   98.00%

■ Greece   ■ United Kingdom   ■ Cyprus

Annual Carbon Dioxide equivalent (CO$_2$e) emissions from the organization's activities have been calculated using electricity invoices 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.

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 2022, the total waste that PeopleCert generated was 12.024 tn.

PeopleCert's waste generation and collection 2022		
Material	**Landfill**	**Recycling**
	Kg/Year	**Kg/Year**
Paper	390.1	11,460.0
Lamps	0	10
Metal	0	150
Plastic	0	260
Small electronic devices	0	144
Total (Kg/yr)	390.1	12,024

Water management

Effective water management in our offices remains a major practice of the organization environmental awareness and contributes towards reaching our sustainability goals. Our aim is to decrease water consumption and thus we report water data in a quarterly basis, consistently monitoring and optimizing the water use. The water consumption is 17 % higher in relation to the previous year due to the return in the normal operating conditions after COVID-19 restrictions measurements and the expansion of our offices in counties where we operate.

In 2022 PeopleCert's total water use was 2,164.44 m^3.

Water consumption (m^3)

1,845.00

2,164.44

2021
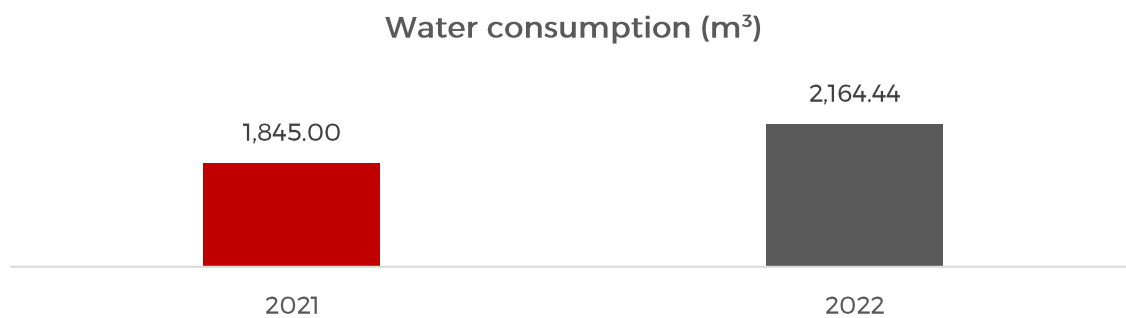
2022

Our goals progress

Aiming to achieve an optimal environmental performance, which is a fundamental aspect for PeopleCert, we are proud of our established practices. The actions that we implemented during 2022, or we prioritized for 2023 are:

	Goal	Status
	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.	In 2022 the company will place bins for the recycling of aluminum waste and communicate with a recycling company for the collection of these wastes.
	Upgrade our conventional faucets in toilets and kitchens with photocells to reach 50% reduction of water use in the following years.	During 2022, the Company has installed dual flush valves and touch free faucets in the toilets and kitchens on an entire floor in Papepistimiou str. Building.
	Install intelligent energy monitoring system. To manage our energy consumption in a more efficient way.	During 2022, the Company has installed electricity usage monitors on the fuse boxes in its Athens offices, enabling energy consumption to be tracked in real time.

Corporate
Governance

At PeopleCert, we incorporate sound corporate governance practices and principles in our business operation, ensuring transparency in every aspect.

Responsible governance

PeopleCert recognizes the significant role of sound governance in its operations, maximizing the organizations' 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.

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.

Corporate Governance Structure

Our Board of Directors (BoD) is responsible for fostering a culture of business integrity, responsible decision-making, and accountability. Moreover, the Board is responsible for developing and assessing the overall strategy and direction of the organization. It meets on a quarterly basis, and its objectives for the meetings include, but are not limited to, reviewing the financial health of the business and the annual self-evaluation report.

PeopleCert's highest governance body's performance (PeopleCert Holdings UK Board) is evaluated through discussions between key shareholders, self-evaluation by the Board itself, and through review by the Board's Audit Committee. In addition, a Remuneration Committee is currently being established.

# 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 minimize potential adverse effects on financial performance.
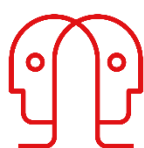
Conflicts of interest

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 organization. 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 organization 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 formalized structure underpinning the process of monitoring stakeholder concerns and complaints.

Annexes

- About the report
- Social Value Reference Table
- GRI Content Index

About the Report

This is the 3rd ESG Report of PeopleCert including data for the years 2021 and 2022 as regards the Company's responsible business practices, policies, actions, and targets, while it reflects its economic, environmental, and social performance. The Report covers the period from 01/01/2021 to 31/12/2022 and does not include details of potential joint ventures, partners, suppliers, or other third-party data.

The Report is prepared in reference to the Global Reporting Initiative (GRI) Standards, while the content of the Report is also defined by the Global Sustainable Development Goals (SDGs).

The 2021-2022 ESG Report was compiled with the support and expert guidance (data collection, evaluation and writing) of Grant Thornton (www.grant-thornton.gr).

Project team

For the preparation of the 2021-2022 ESG Report, PeopleCert has established an ESG team composed of executives from all relevant functions and departments.

Sources of information

The information and data communicated in this Report have been collected based on PeopleCert's existing recordkeeping procedures, as well as from databases maintained as part of applicable management systems. When data which has undergone processing is listed, the manner or method of calculation used is stated.

Communication

Please send us your feedback and comments or the completed contact form at the end of this Report, to the following address:

Vassiliki Mandilara

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

vassiliki.mandilara@peoplecert.org

https://www.peoplecert.org/

Social Value Reference Table

Summary of PeopleCert's Social Value Model			
Theme	**Policy Outcome**	**Model Award Criteria (MAC)**	**Policies / procedures / actions**
1: COVID-19 recovery	Policy Help local communities to manage and recover from the impact of COVID-19	MAC 1.1: Employment, re-training, return to work MAC 1.2: Supporting people and community recovery MAC 1.3: Supporting organizations and business to recover MAC 1.4: Health and reduced demand on public services MAC 1.5: Workplace conditions	During the pandemic Covid-19 all the exams became digital, and for this purpose, 150 new employees were hired. Furthermore, PeopleCert's HR was responding personally to every concern, comment or request that was arising, while every month Town Hall meetings were taking place via Microsoft teams. In these meeting the CEO was informing the staff about development of the situation and all the measures that the company had in place for Covid-19. Additional initiatives: 1. Antiseptics were placed in all office spaces as well as at the entrance/exit of the buildings. 2. "Coronavirus guidelines" were send to the employees via e-mails and were also uploaded in SharePoint. 3. Redesign and reform the office spaces to ensure that a safe distance exist between the employees. 4. Replace all desks with desks of minimum length 1.5 m. 5. Replace all faucets with touch free faucets to avoid touch with the surface of the faucet. 6. Increase the frequency of cleaning and the increase the cleaning staff. 7. Purchase of disinfection equipment and implementation of disinfection on a weekly basis. Additional disinfection in case of confirmed Covid-19 case, according to National Organization of Public Health instructions. 8. Training for all employees to apply all the protection measures. 9. Training in HR personnel from NOPH and Civil protection to manage correctly Covid-19 cases and close contacts.

Summary of PeopleCert's Social Value Model			
Theme	Policy Outcome	Model Award Criteria (MAC)	Policies / procedures / actions
			10. Advise the staff to organize meetings through teams instead of physical meetings. 11. Posters with Covid-19 measures and safety-distances in all office spaces. 12. Self-empowerment & Resilience Open Seminar to handle pandemic and quarantine situation. In addition to the above, and with the aim of supporting the most vulnerable colleagues who had spouses who lost their jobs or had other types of financial problems, the company established the Support Fund - Covid-19 Fund of 100,000-euro amount, from which they could help colleagues who needed it. The applications for financial support were treated with ultimate confidentiality, and besides the applicant and VP People and Culture no one else knew who was applying and for what reasons. All applications had a positive answer, and in many cases with amounts that exceeded those requested.
2: Tackling economic inequality	Create new businesses, new jobs and new skills	MAC 2.1: Entrepreneurship, growth and business creation	All PeopleCert exams are digital, so people located in any place can participate. PeopleCert offers work opportunities for persons that have just graduated or have less than one-year experience. Free trainings, study books and Certifications (PeopleCert's Certifications) are also offered to PeopleCert employees. It should also be noted that certain roles in the Company can work 100% remote, so people located in any place can apply for these positions (based on Global sourcing policy). Additional initiatives: • Train the trainer program • Offering opportunities to women developers
		MAC 2.2: Employment	
		MAC 2.3: Education and training	
	Increase supply chain resilience and capacity	MAC 3.1: Diverse supply chains	PeopleCert continuously supports small SME's.
		MAC 4.1: Additional environmental benefits	Since 2020 PeopleCert has sustainability policy in place. PeopleCert has also a Sustainability plan in place, with targets for the energy and environmental

Summary of PeopleCert's Social Value Model			
Theme	**Policy Outcome**	**Model Award Criteria (MAC)**	**Policies / procedures / actions**

3: Fighting Climate Change	Effective stewardship of the environment	MAC 4.2: Influence environmental protection and improvement	performance of the Company for the next three years, as well as an annual monitoring sustainability report, which provides an overall picture of progress for the past year against the sustainability targets that have been set and across the various priority areas identified as PeopleCert's and Prometric's Sustainability Plan. Quarterly environmental reports are also developed providing a picture of the energy and environmental performance of the organization for a period of three months against the sustainability targets that have been set. PeopleCert takes measures for:
			
			Energy reduction and consumption:
			  a) Installation of energy monitoring equipment for each floor in Greece's premises, enable energy consumption to be tracked in real time.
			  b) Upgrading all lights to Led lights in Athens' offices.
			  c) Replacement of old heating units in floors that have been renovated.
			  d) Apply control systems and smart sensors in the floors that have been renovated in Panepistimiou building.
			
			Waste reduction:
			  a) Equipping kitchen and office spaces with recycling bins for paper, plastic and aluminum cans.
			  b) Monitoring and recording the amount of waste that are being recycled. Each record is accompanied by relevant documentation.
			  c) Replace a major part of plastic cups and recycling paper cups, and use of plastic cups only for water-coolers.
			  d) Recycling of electric devices, lamps, batteries, toners. Bins for recycling of lamps and toners have been placed in Athens' buildings.
			
			Water consumption:

Summary of PeopleCert's Social Value Model			
Theme	**Policy Outcome**	**Model Award Criteria (MAC)**	**Policies / procedures / actions**
			a) Installation of dual flush valves, of high and low flow. b) Installation of touch free faucets.
4: Equal opportunity	Reduce the disability employment gap	MAC 5.1: Increase representation of disabled people	PeopleCert initiatives and dedicated actions: 1. PeopleCert employs people from 40 different nationalities, different ages, religions, preferences etc. 2. The representation percentages for both genders are close to 50% at all hierarchical levels. Even at the highest hierarchical level of the Executive team, the representation is 57% women-43% men. 3. Salaries and benefits are also equal between men and women, as PeopleCert rewards talents based on performance, regardless of gender, age, nationality etc. 4. Implementation of a Global sourcing policy for recruitment reasons, even for roles than before Covid-19 were employed in the central offices of Athens. A cooperation with colleagues that were working from Japan, Egypt, Lebanon, Australia, Great Britain etc. started. 5. In collaboration with specialized consultants a series of policies, with main target the enhancement of diversity, were created. Some of these policies are: Equality and Diversity policy, Equal Opportunities in the context of Code of Conduct, Safe-guarding, Grievance policy, Policy against all forms of harassment and bullying, Support policy for menopausal women, Mental health policy, Disciplinary procedure that is activated in case of complaints. 6. PeopleCert has trained all staff in the proper management of diversity and the elimination of all incidents of discrimination. 7. PeopleCert has included in the presentation made by the talent acquisition team to all candidates, a special mention for the importance of diversity in the company.
		MAC 5.2: Supporting disabled people in developing new skills	
	Tackle workforce inequality	MAC 6.1: Tackling inequality in the contract workforce	
		MAC 6.2: Supporting in-work progression	
		MAC 6.3: Identifying and managing the risks of modern slavery	

Summary of PeopleCert's Social Value Model			
Theme	Policy Outcome	Model Award Criteria (MAC)	Policies / procedures / actions
			8. PeopleCert included in the induction training, that is a training for all new colleagues, a new chapter with many references to the basic principles of diversity and how to work effectively and respectfully with colleagues from different countries and different cultures. 9. Company's ads have been renewed, in order to give greater emphasis on diversity. 10. Online open mental empowerment seminars were held during Covid-19, for all staff, with ultimate goal, except from the essential support of the people, to make them understand that regardless of nationality, religion, residence place, sexual preference etc. we all experienced similarly the crisis and its difficulties. 11. HR has asked from the staff to anonymously share their own story during Covid-19, so that they can share them with the whole staff and understand that we are all people with similar concerns and problems. 12. An online event for the celebration of New Year was held, with participation of all colleagues from all countries in which PeopleCert operates, during which the CEO spoke extensively about the value of diversity for PeopleCert and presented in detail what the company has achieved this day. 13. HR has asked from colleagues of different nationalities to write in an online platform the phrase "Embracing Diversity" in their native language and then created a collage which was shared with the whole staff on World's Diversity Day, inviting everyone to celebrate the coexistence and collaboration in a beautiful and diverse work environment. 14. An anonymous survey of the staff was conducted in order to map the representation by diversity category and to hold workshops in order to encourage the colleagues to suggest ways and ideas for even better integration.

Summary of PeopleCert's Social Value Model			
Theme	**Policy Outcome**	**Model Award Criteria (MAC)**	**Policies / procedures / actions**
5: Wellbeing	Improve health and wellbeing	MAC 7.1: Support health and wellbeing in the workforce MAC 7.2: Influencing support for health and wellbeing	**Physical wellbeing initiatives:** 1. Participation in running events such as Race for the cure and Athens Authentic Marathon 2. Motivate the employees to move more during working hours (i.e. remind them to stand up and walk every two hours, to take the stairs instead of the elevators etc.) 3. Monthly wellbeing allowance for the employees in UK, so they can subscribe in any wellness activity of their choice. 4. Occupational doctor, who advises each employee on the right body posture while working. 5. Provision of elastic posture correction balls at office spaces 6. Ping-pong table to use during work-break. Advise employees to use bicycles. Installation of bike racks in Athens' premises in order to create a parking area for bicycles. **Emotional wellbeing initiatives:** 1. Trainings for all managers to help them build a good relationship with their team. 2. Seminars for time-management to help employees reduce stress and anxiety. 3. Online seminars for mental health and mental resilience by professional psychologists, to support employees, especially during the pandemic, so they can overcome and manage the negative effects of stressful situations.

Summary of PeopleCert's Social Value Model			
Theme	Policy Outcome	Model Award Criteria (MAC)	Policies / procedures / actions
			4. Health program for employees to cover the health needs, at the stage of prevention and at the stage of cure. 5. Competitions and raffles with gifts for the employees, such as raffles for concerts, new year's cake event with gifts etc. 6. Gifts for all employees for New Year's Day, and shipment to the country that they are working. 7. Gift vouchers for weddings and births. 8. Free trainings, study books and Certifications (PeopleCert's Certification) for the employees. 9. Free coffee and tea for everyone in office spaces. 10. Dining room. 11. Motivational quotes on the walls of office spaces. 12. HR "Open door" policy to strengthen the communication and the flow of information. 13. Holding Town hall meetings with the participation of all employees, in order to inform them about company's goals and remind them of company's values and culture. 14. "Value the most" initiative: Employees nominate the colleagues, which according to their opinion best represent PeopleCert's values, mentioning specific behaviours and incidents. 15. Equality policy-equal opportunities for development at work. 16. Employees can send their CSR proposals to HR, and most of the time these proposals are implemented (i.e. Participation in sport games, charities etc.) 17. In cooperation with the occupational doctor, HR is communicating instructions to employees on how to stay protected from the pandemic. 18. Employees satisfaction survey.

Summary of PeopleCert's Social Value Model			
Theme	Policy Outcome	Model Award Criteria (MAC)	Policies / procedures / actions
			19. Celebrate Global days and other local customs, such as Halloween, Valentine's Day, New year's cake etc. 20. Award of honorary plaques for employees that are being employed in the company for 5 years, 10 years etc. 21. Wellness week: Each year PeopleCert celebrates the Global Wellness week, with fun activities that include employees in Greece, UK, Cyprus and employees that work remotely (i.e. chair massage, yoga, fitness meals, Zumba, Introduction to mindfulness etc.)

GRI Content Index

GRI 1: Foundation	
GRI 1: Foundation statement of use	The information provided in this Report reflects the activities of PeopleCert as of 31 December 2022. The Report is prepared in reference to the Global Reporting Initiative (GRI) Standards.
GRI 1 used	GRI 1: Foundation 2022
Applicable GRI Sector Standard(s)	No applicable GRI Sector Standard

GRI 2: General Disclosures 2021		
GRI Standards	Disclosure	Reference
1. The organization and its reporting practices		
2-1	Organizational details	pp. 6, 14-15
2-2	Entities included in the organization's sustainability reporting	p.81
2-3	Reporting period, frequency and contact point	1/1/2021 – 31/12/2022
2-4	Restatements of information	No restatements of information.
2. Activities and workers		
2-5	External assurance	The data in this Report has not been externally verified by an independent third party.
2-6	Activities, value chain and other business relationships	pp. 7, 10, 11-12
2-7	Employees	pp. 15-16, 42
3. Governance		
2-9	Governance structure and composition	p. 81

GRI 2: General Disclosures 2021

GRI Standards	Disclosure	Reference
4. Strategy, policies and practices		
2-23	Policy commitments	Code of Ethical Conduct, Sustainability Policy, Health & Safety Policy, Supply Chain Management Policy, Data Protection Policy, Complaints and Whistleblowing Policy, Sustainable Travel Policy, Equality and Diversity Policy, Policy against all forms of harassment and bullying, Mental health policy
2-26	Mechanisms for seeking advice and raising concerns	pp. 48, 63
2-27	Compliance with laws and regulations	pp. 50, 62, 82,
5. Stakeholder engagement		
2-29	Approach to stakeholder engagement	pp. 27, 28, 29
Material topics		
GRI Standards	Disclosure	Reference
GRI 3: Material Topics 2021	3-1, 3-2	pp. 27, 28-29, 30-31
Health, safety & wellbeing		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 30-31, 49-51
GRI 403	403-9 Work-related injuries	pp. 51-52
Community engagement		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 30-31, 37
PeopleCert indicator	Social impact initiatives	pp. 37-39
Supporting SMEs		

GRI 2: General Disclosures 2021		
GRI Standards	**Disclosure**	**Reference**
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 27, 30-31
PeopleCert indicator	Number of SMEs supported	pp. 21-22
Employee recruitment & retention		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 30-31, 43, 45
GRI 401	401-1 New employee hires and employee turnover	p. 46
Skills development & apprenticeships		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 30-31, 44
GRI 404	404-1 Average hours of training per year per employee	p. 44
Equality & diversity		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 25, 27, 30-31, 69-70
PeopleCert indicator	#WomenDo program	p. 25
Financial sustainability		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 30-31
PeopleCert indicator	Combination of Growth, Profitability and Cash Generation	p. 7
Ethical business practices & compliance		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 30-31, 62-63
GRI 205	**205-2** Confirmed incidents of corruption and actions taken	No confirmed incidents of corruption have been recorded during 2021 & 2022.

GRI 2: General Disclosures 2021

GRI Standards	Disclosure	Reference
Responsible supply chain		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 23-23, 30-31
GRI 204	204-1 Proportion of spending on local suppliers	p. 23
Carbon emissions		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 30-31, 54-44
GRI 305	305-1 Direct (Scope 1) GHG emissions	p. 57
GRI 305	305-2 Energy indirect (Scope 2) GHG emissions	p. 57
Energy use		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 30-31, 54-44
GRI 302:	302-1 Energy consumption within the organization	p. 56
Waste arising		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 30-31, 57
GRI 306	306-2 Waste by type and disposal method	p. 58
Water use		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 30-31, 59
GRI 303	303-5 Water consumption	p. 58