

# **ANNUAL SUSTAINABILITY MONITORING REPORT**

**January to December 2022**

**PeopleCert**

All talents, certified.

**PROMETRIC**



**16 June 2023**

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# Introduction

## Organisations' Summary

<b>Organisations:</b>	PeopleCert / Prometric
<b>Site Buildings Included:</b>	Premises in Greece, United Kingdom, Cyprus
<b>Activities Included in Emissions Statement:</b>	Electricity, Natural Gas, Leased Vehicles, Waste, Water
<b>Date of Report:</b>	16 June 2023

PeopleCert, a global leader in the delivery of examination and accreditation services, in partnership with Prometric, has been awarded a multi-year agreement with UK Visas and Immigration (UKVI), to deliver Home Office approved, Secure English Language Tests (SELT) in the UK and globally. This dynamic collaboration delivers more than 5 million secure tests each year in over 200 countries, combined their individual capabilities and strengths to form a consortium for the Home Office commercial agreement in the UK. UKVI, part of the Home Office, runs the UK's visa service, managing around 3 million applications a year from overseas nationals. To date, hundreds of thousands of SELTs have been taken each year by individuals seeking to apply for a visa to study, work, visit or join family in the UK, where evidence of English language ability at a specific level is required.

## PeopleCert Profile

PeopleCert delivers exams in more than 200 countries, in 25 languages, through its state-of-the-art assessment technology, enabling professionals to reach their full potential and realise their life ambitions through certifications and learning. To date, PeopleCert has worked with 2,000 training Organisations and delivered 5.5 million examinations to individuals, 50,000 companies and 800 government departments. The business premises in Greece consist of a multi-storey office building of 2,825.12 m<sup>2</sup>, in Korai street (Korai offices) and a 1,907.33 m<sup>2</sup> multi - space office in Panepistimiou street (Panepistimiou offices). During the fourth quarter of 2022 PeopleCert has rented a new office space of 654 m<sup>2</sup> in Panepistimiou Street and a new floor of 406 m<sup>2</sup> in Korai street. These new floors were not in use though during 2022 as they were under renovation. During the second quarter of 2022 the single story office of 60 m<sup>2</sup> in UK was permanently closed and PeopleCert moved to a single story office of 175 m<sup>2</sup>. During the third quarter of 2022, the single story office of 75 m<sup>2</sup> in Cyprus was permanently closed and PeopleCert moved to a single story office of 150 m<sup>2</sup>.

## Prometric Profile

Prometric is a leading provider of technology-enabled testing and assessment solutions to many of the world's most recognized licensing and certification organizations, academic institutions, and government agencies. The Organisation supports more than 7 million test takers annually at various testing locations in more than 160 countries around the world. Prometric has corporate offices and test centres around the world with the right resources in place. The business premises in UK consist of a single-storey building of 559 m<sup>2</sup> in Manchester.

## About this Report

The present report provides an overall picture of progress against the Sustainability targets set for 2022 and across the various priority areas identified as part of PeopleCert's and Prometric's (the "Organisations") 2020-22 Sustainability Plan. The data reported in this document are derived from the issue-level monitoring that is performed by the Organisations, within their respective premises, as presented in the current document. This data is then

consolidated and aggregated for further analysis and reporting. The present report does not constitute the Organisations' updated Sustainability Plan; however, it shall form the basis for the Organisations' Plan revision.

The table below shows the targets set for 2020, 2021 and 2022 compared to the baseline year of 2019:

**Table 1:** 2020, 2021 & 2022 Sustainability and corporate social responsibility targets

Target Area	Baseline Values	Target for 2020	Target for 2021	Target for 2022
<b>Fuel Consumption</b>	2019	2% reduction from baseline value	Additional 2% reduction against 2020 target	Additional 2% reduction against 2021 target
<b>Carbon Emissions</b>	2019	2% reduction from baseline value	Additional 2% reduction against 2020 target	Additional 2% reduction against 2021 target
<b>Water Consumption</b>	2019	2% reduction from baseline value of water usage per m <sup>2</sup>	Additional 2% reduction of water usage per m <sup>2</sup> against 2020 target	Additional 2% reduction of water usage per m <sup>2</sup> against 2021 target
<b>Waste Arising</b>	2019	5% reduction from baseline value	Additional 5% reduction against 2020 target	Additional 5% reduction against 2021 target
<b>Skills Development and Apprenticeships</b>	N/A	Concessionaires target % of workforce excluding roles agreed by the Parties as being exempt	Concessionaires target % of workforce excluding roles agreed by the Parties as being exempt	Concessionaires target % of workforce excluding roles agreed by the Parties as being exempt

# Environmental Responsibility

## Action Plan

During 2021 a number of priority measures were selected, while creating the Organisations' Sustainability Plan, as initiatives that were likely to generate the most significant financial and CO<sub>2</sub>e savings. Among those, in 2022 the Organisation continued to upgrade the current lighting to LED lights, in the newly acquired spaces too. The Organisation continued with the implementation of the waste reduction initiatives, while also placing bins for the collection of the aluminium waste in its spaces. For more information regarding the action plan, the progress and the measures taken in 2021, please refer to the Organisations' "Annual Sustainability Monitoring Report 2021".

## Energy Consumption and Emissions Statement

### PeopleCert: Year in Review (2022)

**Table 2a** details PeopleCert's estimated quarterly energy consumption together with its associated spend and carbon footprint, based on bill data and other internal documentation for year 2022. Total emissions include all or a combination of Scope 1 (Direct), Scope 2 (Energy Indirect) and Scope 3 (Other Indirect) conversion factors as per the World Resources Institute (WRI) greenhouse gas protocol methodology and the Association of Issuing Bodies (AIB). This depends upon the emissions source - see Assumptions for individual scopes and conversion factors used.

**Table 2a:** PeopleCert's targets and actual data for 2022

		Consumption Statement							
		Q1	Q2	Q3	Q4	2022 Total	2022 Target	Annual reduction target	Results (% Change)
Energy Source		Consumption							
Electricity	kWh	169,037	165,694	200,935	146,800	682,466	548,831	2%	24% <span style="color:red;">●</span>
Leased vehicles	miles	46,460	39,954	47,028	40,758	174,200	242,484	2%	-28% <span style="color:green;">●</span>
Water	m <sup>3</sup>	550.38	527.70	518.11	568.25	2,164	2,802	2%	-23% <span style="color:green;">●</span>

		Emissions Statement*							
		Q1	Q2	Q3	Q4	2022 Total	2022 Target	Annual reduction target	Results (% Change)
Emission Source		Production							
Electricity	tCO <sub>2</sub>	81.8	80.8	97.2	70.4	330.2	436.4	2%	-24% <span style="color:green;">●</span>
Leased vehicles	tCO <sub>2</sub>	13.3	11.3	13.8	11.6	50.0	53.7	2%	-7% <span style="color:green;">●</span>
Water**	tCO <sub>2</sub>	0.22	0.21	0.20	0.22	0.9	-	-	-
Total	tCO <sub>2</sub>	95.3	92.3	111.2	82.2	381.1	490.1	2%	-22%*** <span style="color:green;">●</span>

\*Excluding CO<sub>2</sub> emissions from waste generation

\*\*The calculation of CO<sub>2</sub> emissions for water relates only to indirect emissions (Scope 3) and it is based on the carbon factor of 0.344 (kgCO<sub>2</sub>/m<sup>3</sup>) for water supply and 0.708 (kgCO<sub>2</sub>/m<sup>3</sup>) for sewage and wastewater treatment.

\*\*\* Results do not include water emissions as there is no specified water emissions reduction target.

- Target achieved marking a further reduction against the 2% from a 2019 baseline
- Target achieved marking a 2% reduction from a 2019 baseline
- Target not achieved

### PeopleCert: Previous Year (2021)

Similarly, **Table 2b** details PeopleCert's estimated annual energy consumption together with its associated spend and carbon footprint, based on bill data and other internal documentation for the previous reporting year (2021). Between 2022 and 2021 there was a decrease of 45.9 tCO<sub>2</sub>.

**Table 2b:** PeopleCert's emissions statement for 2021\*

Emission Source	Consumption		Annual Emissions (tCO <sub>2</sub> /year)			Total Emissions (tCO <sub>2</sub> /year)
			Scope 1	Scope 2	Scope 3	
Electricity	729,526	kWh	n/a	388.1	n/a	388.1
Leased Vehicle Mileage	123,614	miles	n/a	n/a	37.3	37.3
Water	1845	m <sup>3</sup>	n/a	n/a	1.5	1.5
<b>Total</b>			n/a	388.1	38.8	426.9

\*Excluding CO<sub>2</sub> emissions from waste generation

### PeopleCert: Baseline Year (2019)

**Table 2c** details PeopleCert's estimated annual energy consumption together with its associated spend and carbon footprint, based on bill data and other internal documentation for the baseline year 2019. Total emissions include all or a combination of Scope 1 (Direct), Scope 2 (Energy Indirect) and Scope 3 (Other Indirect) conversion factors as per the World Resources Institute (WRI) greenhouse gas protocol methodology and the Association of Issuing Bodies (AIB). This depends upon the emissions source - see Assumptions for individual scopes and conversion factors used.

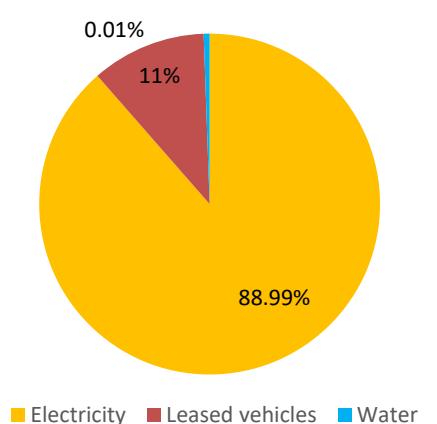
**Table 2c:** PeopleCert's emissions statement for 2019\*

Emission Source	Consumption		Annual Emissions (tCO <sub>2</sub> /year)			Total Emissions (tCO <sub>2</sub> /year)
			Scope 1	Scope 2	Scope 3	
Electricity	583,124	kWh	n/a	347.8	116.0	463.7
Leased Vehicle Mileage	160,087	miles	n/a	n/a	57.0	57.0
Water	2,977	m <sup>3</sup>	n/a	n/a	2.9	2.9
<b>Total</b>			n/a	347.8	175.9	523.6

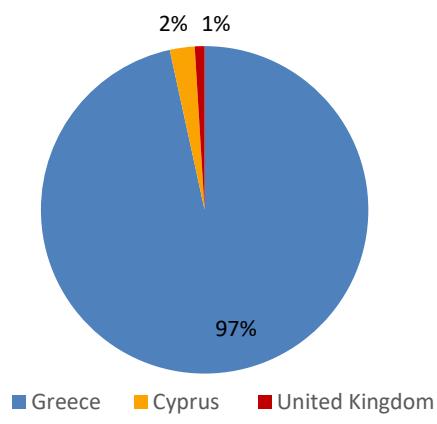
\*Excluding CO<sub>2</sub> emissions from waste generation

The following figures present each of PeopleCert's emission sources as a proportion of the total emissions statement, and the total carbon emissions produced per country.

**Figure 1:** PeopleCert's emissions breakdown for 2019



**Figure 2:** PeopleCert's emissions per country for 2019



## Prometric: Year in Review (2022)

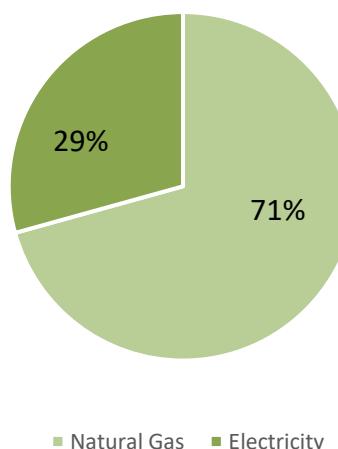
**Table 3a** details Prometric's estimated quarterly energy consumption together with its associated spend and carbon footprint, based on bill data and other internal documentation for the year 2022. Total emissions include all or a combination of Scope 1 (Direct), Scope 2 (Energy Indirect) and Scope 3 (Other Indirect) conversion factors as per the CEDA and GHG Protocol methodology. This depends upon the emissions source - see Assumptions for individual scopes and conversion factors used.

**Table 3a:** Prometric United Kingdom offices' emissions statement for 2022

		Q1	Q2	Q3	Q4	2022 Total	2022 target	Annual reduction target	Results (% change)
Energy Source		Consumption							
Electricity	kWh	3,115.46	3,115.46	n/a	n/a	n/a	n/a	n/a	n/a
Natural Gas	kWh	35,335	35,335	n/a	n/a	n/a	n/a	n/a	n/a

		Q1	Q2	Q3	Q4	2022 Total	2022 target	Annual reduction target	Results (% change)
Emission Source		Production							
Electricity	tCO <sub>2</sub>	30.22	30.22	n/a	n/a	n/a	n/a	n/a	n/a
Natural Gas	tCO <sub>2</sub>	7.67	7.67	n/a	n/a	n/a	n/a	n/a	n/a
Solid waste	tCO <sub>2</sub>	2.58	2.58	0.20	0.20	n/a	n/a	n/a	n/a
Total	tCO <sub>2</sub>	40.47	40.47	n/a	n/a	n/a	n/a	n/a	n/a

**Figure 3** presents each of Prometric's emission sources as a proportion of the total emissions statement for 2022.



**Figure 3:** Prometric's emissions breakdown for 2022

## Prometric: Previous Year (2021)

**Table 3b** details Prometric United Kingdom offices' estimated annual electricity consumption together with its associated spend and carbon footprint, based on bill data and further assumptions for the year 2021. Between 2021 and 2020 there was a reduction of 65.05 tCO<sub>2</sub>.

**Table 3b:** Prometric United Kingdom offices' emissions statement for 2021

Emission Source	Consumption		Annual Emissions (tCO <sub>2</sub> /year)			Total Emissions (tCO <sub>2</sub> /year)
			Scope 1	Scope 2	Scope 3	
Natural Gas	123,370	kWh	22.7	n/a	-	<b>22.7</b>
Electricity	43,357	kWh	n/a	9.41	-	<b>9.41</b>
<b>Total</b>			<b>22.7</b>	<b>9.41</b>	-	<b>32.11</b>

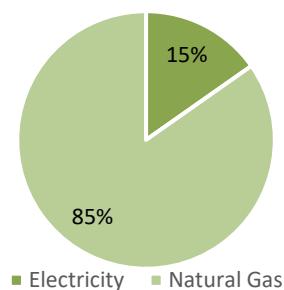
**Prometric: Baseline Year (2019)**

**Table 4** details Prometric United Kingdom offices' estimated annual electricity consumption together with its associated spend and carbon footprint, based on bill data and further assumptions for the baseline year 2019. Total emissions include all or a combination of Scope 2 (Energy Indirect) and Scope 3 (Other Indirect) conversion factors as per the World Resources Institute (WRI) greenhouse gas protocol methodology and the Association of Issuing Bodies (AIB). This depends upon the emissions source - see Assumptions for individual scopes and conversion factors used.

**Table 4:** Prometric United Kingdom offices' emissions statement for 2019

Emission Source	Consumption		Annual Emissions (tCO <sub>2</sub> /year)			Total Emissions (tCO <sub>2</sub> /year)
			Scope 1	Scope 2	Scope 3	
Natural Gas	719,807	kWh	132.4	n/a	18.4	<b>150.8</b>
Electricity	76,961	kWh	n/a	21.8	5.4	<b>27.1</b>
<b>Total</b>			<b>132.4</b>	<b>21.8</b>	<b>23.8</b>	<b>178.0</b>

**Figure 4** presents each of Prometric's emission sources as a proportion of the total emissions statement

**Figure 4:** Prometric's emissions breakdown for 2019

## Waste Generation Statement

### Year in Review (2022)

**Tables 5a and 5b** detail PeopleCert's quarterly waste generation and collection per disposal method, based on data collected and other internal documentation for the year 2022. Total figures include waste materials sent to landfill and recycling. Where feasible, PeopleCert recycles most of the paper consumed, electric devices and other equipment.

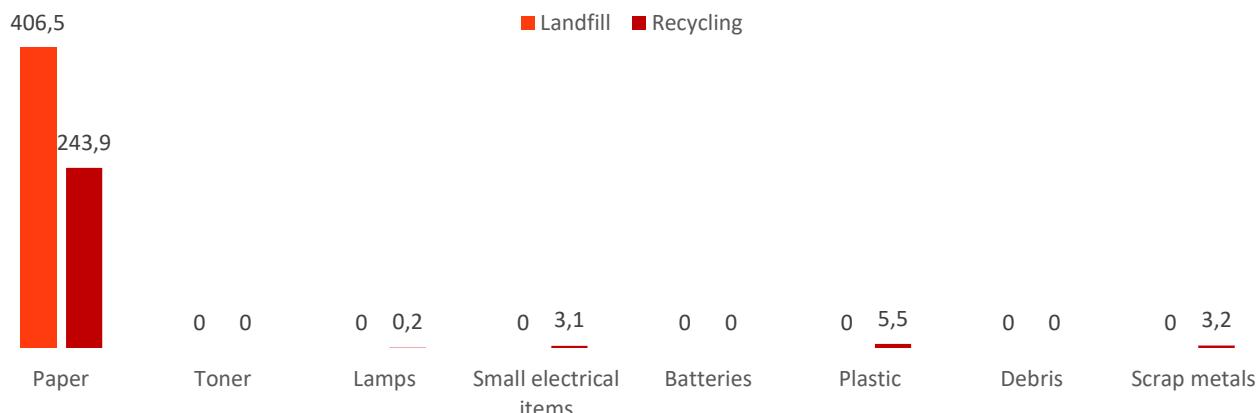
**Table 5a:** PeopleCert's total waste generation (2022)

		Q1	Q2	Q3	Q4	Year Total	Annual target	Annual Reduction Target (%)	Progress VS Annual target
Waste generation	kg	260.1	48.0	51.2	30.9	390.2	1,024	5%	-62% <span style="color: green;">●</span>

**Table 5b:** PeopleCert's waste generation and collection (2022)

Material	Landfill	Recycling	Landfill	Recycling
	Kg/Year	Kg/Year	CO <sub>2</sub> e kg	CO <sub>2</sub> e kg
Paper	390.2	11,460.0	406.5	243.9
Toner	0	0	0	0
Lamps	0	10.0	0	0.2
Small electrical items	0	144.0	0	3.1
Batteries	0	0	0	0
Plastic	0	260.0	0	5.5
Debris	0	0	0	0
Scrap metals	0	150.0	0	3.2
<b>Total (Kg/yr)</b>	<b>390.2</b>	<b>12,024.0</b>	<b>406.5</b>	<b>255.9</b>
<b>Total (Tonnes/yr)</b>	<b>0.4</b>	<b>12.0</b>	<b>0.4</b>	<b>0.3</b>

**Figure 5** illustrates PeopleCert's total landfill and recycling waste generation by material type, in kg, for the year 2022.



**Figure 5:** Total landfill and recycling waste generation emissions by material type – (kgCO<sub>2</sub>e), for 2022

### Previous Year (2021)

Similarly **Tables 6a** and **6b** detail PeopleCert's quarterly waste generation and collection per disposal method, based on data collected and other internal documentation for the year 2021. Total figures include waste materials sent to landfill and recycling. Where feasible, PeopleCert recycles most of the paper consumed, electric devices and other equipment.

**Table 6a:** PeopleCert's total waste generation (2021)

		Q1	Q2	Q3	Q4	Year Total	Annual target	% Reduction	Progress VS Annual target
Waste generation	kg	117.2	143.0	152.9	172.2	585.3	1,045	5%	-44% 

**Table 6b:** PeopleCert's waste generation and collection (2021)

Material	Landfill		Recycling		Landfill	Recycling
	Kg/Year		Kg/Year		CO <sub>2</sub> e kg	CO <sub>2</sub> e kg
Paper	585.3		8,700		609.8	185.1
Toner	0		8		-	0.2
Lamps	0		20		-	0.4
Small electrical items	0		140		-	3.0
Batteries	0		41		-	0.9
Plastic	0		205		-	4.4
Debris	0		0		-	-
Large electrical items	0		417		-	8.9
<b>Total (Kg/yr)</b>	<b>585.30</b>		<b>9,531.00</b>		<b>609.8</b>	<b>202.8</b>
<b>Total (Tonnes/yr)</b>	<b>0.59</b>		<b>9.53</b>		<b>0.6</b>	<b>0.2</b>

### Baseline Year (2019)

**Tables 7a** and **7b** detail PeopleCert's annual waste generation by country together with its associated carbon footprint, based on data collected and other internal documentation for the baseline year 2019. Total emissions include waste materials sent to landfill and recycling. For landfill, the factors in the tables include collection, transportation and landfill emissions ('gate to grave'). For combustion and recycling, the factors consider transport to an energy recovery or materials reclamation facility only. This is in line with GHG Protocol Guidelines, with subsequent emissions attributed to electricity generation or recycled material production respectively.

**Table 7a:** PeopleCert's total waste generation and collection (2019)

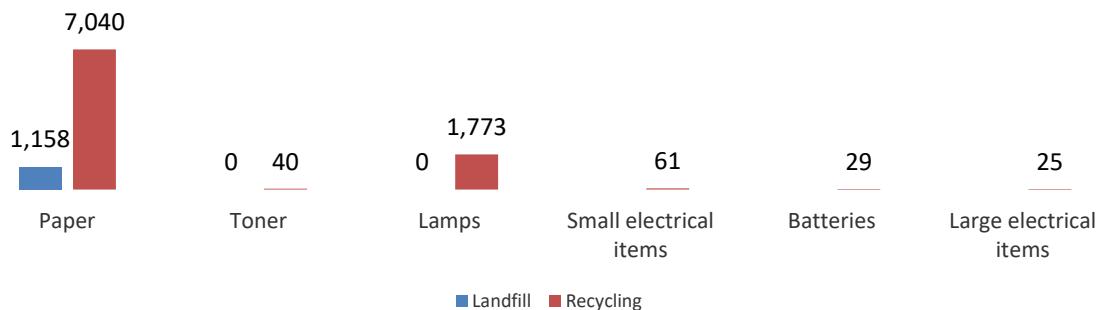
	Greece	Cyprus	United Kingdom
Waste Collection (electric devices, lamps) in kg	2,459	0	0
Paper Waste Collection in kg	7,040	16	0

**Table 7b:** PeopleCert's total waste generation and collection per disposal method together with its associated carbon footprint (2019)

Material	Landfill	Recycling	Landfill	Recycling
	Kg/Year	Kg/Year	CO <sub>2</sub> e kg	CO <sub>2</sub> e kg
Paper	1,158	7,040	1,207	0.15*
Toner	0.0	40	0.0	0.9
Lamps	0.0	1,773	0.0	38.6
Small electrical items	0.0	61	0.0	1.3
Batteries	0.0	29	0.0	1.9
Large electrical items	0.0	25	0.0	0.5
<b>Total (Kg/yr)</b>	<b>1,158</b>	<b>8,968</b>	<b>1,207</b>	<b>43.35</b>
<b>Total (Tonnes/yr)</b>	<b>1.2</b>	<b>9.0</b>	<b>1.2</b>	<b>0.04</b>

\*Number changed due to false calculations

**Figure 6** illustrates PeopleCert's total landfill and recycling waste generation by material type, in kg, for the baseline year.



**Figure 6:** Total landfill and recycling waste generation by material type – (kg), for 2019

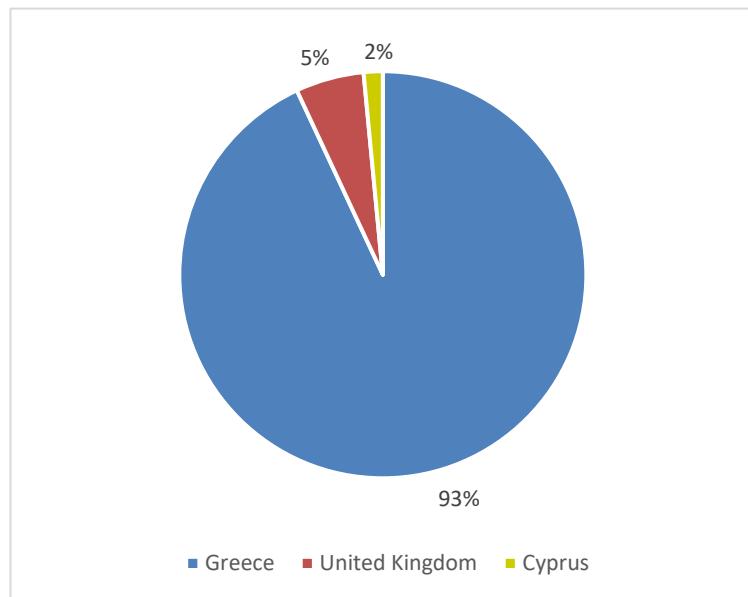
## Water Use Statement

### PeopleCert: Year in Review (2022)

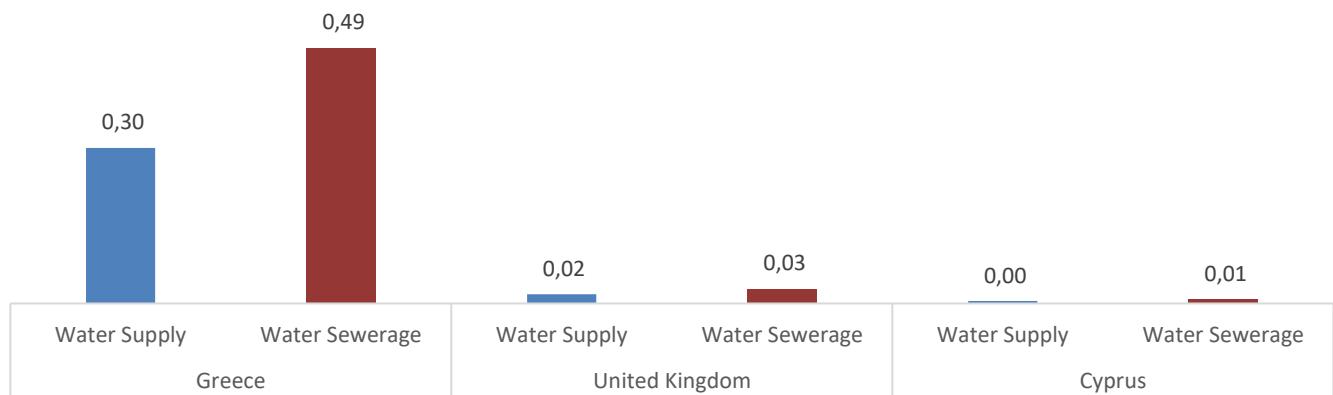
**Table 8** and **Figures 7a, 7b** showcase PeopleCert's annual water use by country together with its associated carbon footprint, based on data collected for the year 2022. The calculation of CO<sub>2</sub> emissions for water relates only to indirect emissions (Scope 3) and it is based on the carbon factor of 0.149 ( kgCO<sub>2</sub>e/m<sup>3</sup>) for water supply and 0,272 ( kgCO<sub>2</sub>e/m<sup>3</sup>) for sewage and wastewater treatment.

**Table 8:** PeopleCert's total water use and collection (2022)

	Greece		United Kingdom		Cyprus	
	Water Supply	Water Sewerage	Water Supply	Water Sewerage	Water Supply	Water Sewerage
m <sup>3</sup> /year	2,014.2	1,812.8	117.5	106.0	32.8	29.5
Scope 3 (tCO <sub>2</sub> e/year)	0.30	0.49	0.02	0.03	0.00	0.01



**Figure 7a: Total water supply per country (2022)**



**Figure 7b:** Water supply and water sewerage emissions (tCO<sub>2</sub>e) for 2022

#### PeopleCert: Previous Year (2021)

Similarly, **Table 9** showcases PeopleCert's annual water use by country together with its associated carbon footprint, based on data collected for the year 2021.

**Table 9:** PeopleCert's total water use and collection (2021)

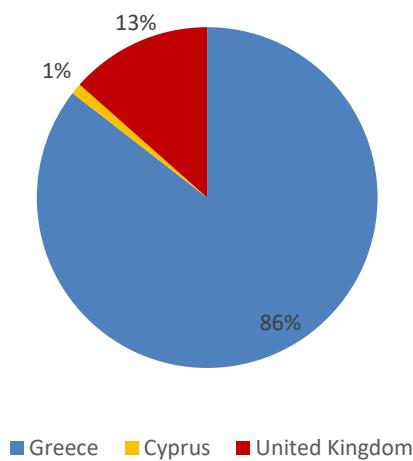
	Greece		United Kingdom		Cyprus	
	Water Supply	Water Sewerage	Water Supply	Water Sewerage	Water Supply	Water Sewerage
m <sup>3</sup> /year	1,755.6	1,580.0	72.0	65.0	17.4	15.7
Scope 3 (tCO <sub>2</sub> e/year)	261.6	429.8	10.7	17.7	2.6	4.3

### PeopleCert: Baseline Year (2019)

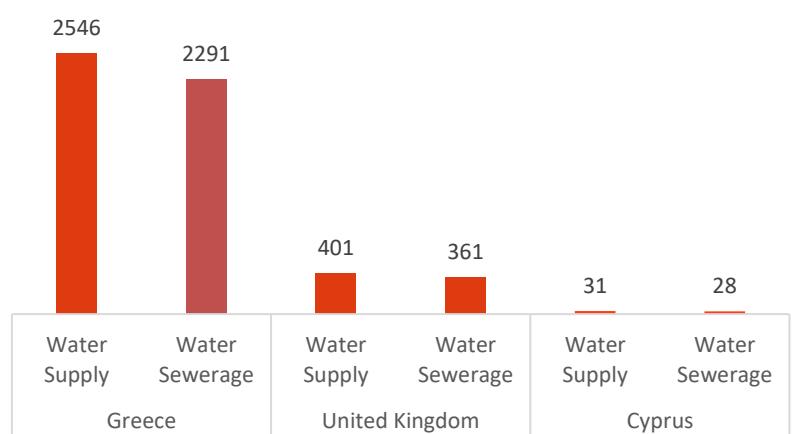
**Table 10** and **Figures 8a, 8b** demonstrate PeopleCert annual water use by country and Prometric's (London) annual water use together with its associated carbon footprint, based on data collected for the baseline year 2019. The calculation of CO<sub>2</sub> emissions for water relates only to indirect emissions (Scope 3) and it is based on the carbon factor of 0.344 (kgCO<sub>2</sub>/m<sup>3</sup>) for water supply and 0.708 (kgCO<sub>2</sub>/m<sup>3</sup>) for sewage and wastewater treatment.

**Table 10:** PeopleCert's total water use and collection (2019)

	Greece		United Kingdom		Cyprus	
	Water Supply	Water Sewerage	Water Supply	Water Sewerage	Water Supply	Water Sewerage
m <sup>3</sup> /year	2,546	2,291	401	361	31	28
Scope 3 (tCO <sub>2</sub> e/year)	0.88	1.62	0.14	0.26	0.01	0.02



**Figure 8a:** Total water supply per country (2019)



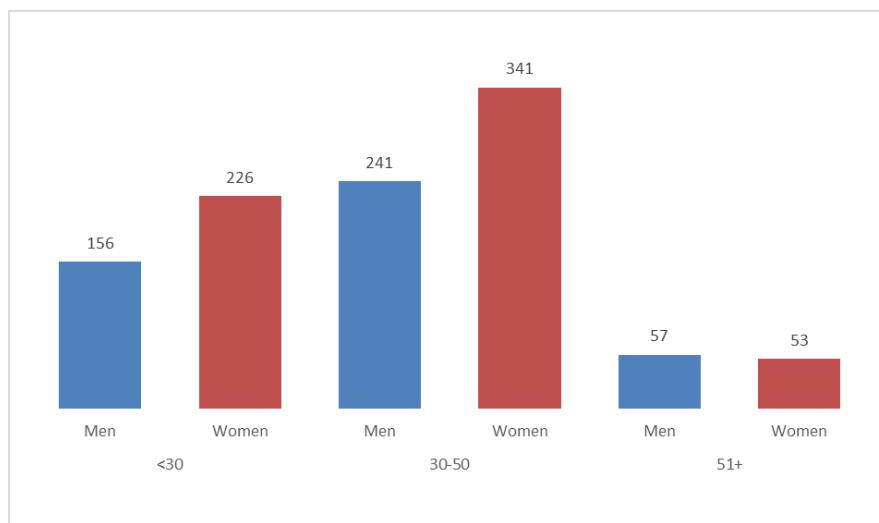
**Figure 8b:** Water distribution including water supply and water sewerage – (m<sup>3</sup>), for 2019

# Society

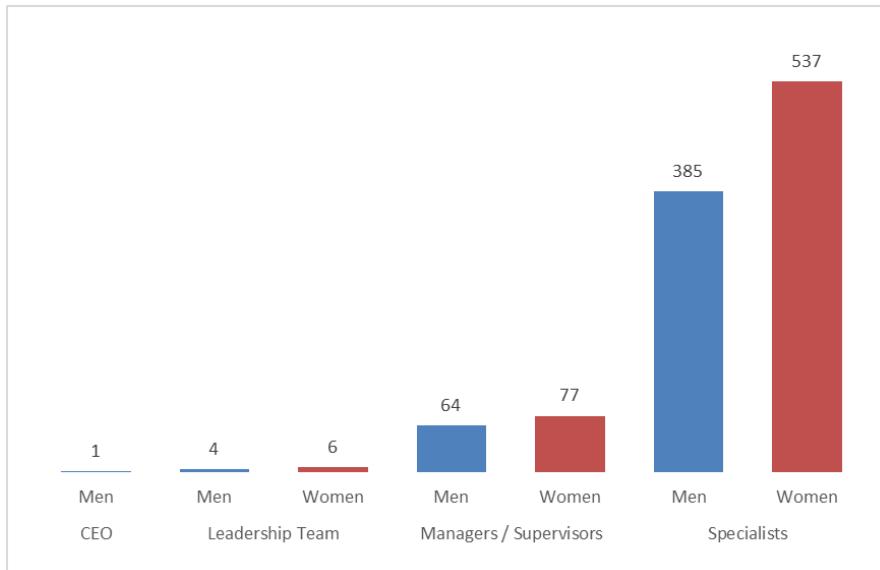
People are the driving force behind the Organisation's economic growth and excellent service delivery. Guided by Organisation's vision and values, PeopleCert employees are strongly committed to operational excellence, while successfully meeting the needs of our clients. PeopleCert endeavours to sustain an inclusive and safe working environment, characterised by attracting and retaining talented and skilled people, continuous training and education, opportunities for internships and apprenticeships – where feasible, equal opportunities and respect of human rights, diversity and inclusion and open communication channels.

## Recruitment

As respect to equality and diversity play a vital role, PeopleCert aims to employ experienced individuals based on equally employment opportunities, aiming to safeguarding the fair and meritocratic procedures. Every role in PeopleCert is open to all employees and pay rates are defined exclusively by applicable knowledge, educational background and working experience. We also endeavor to make equitable offers, where possible, and annually evaluate pay scales to become more consistent and transparent in our payment approach.



**Figure 9:** Number of employees by age and gender (Greece, UK, Cyprus and International) 2022



**Figure 10:** Number of employees by gender and hierarchical level (Greece, UK, Cyprus and International) 2022

PeopleCert supports the continuous development of its people, maximizing their professional skills and competencies. This includes the appropriate orientation and induction of new staff, as well as training for their role. It also includes training throughout their career to prepare and equip them for new services and new roles. PeopleCert also supports continuous professional development (CPD), encouraging staff to undertake CPD training on a regular basis.

PeopleCert's Training Programme comprises the Company's annual learning and development initiatives and activities for new and existing personnel. The Training Programme is designed to give individuals relevant knowledge and skills enabling them to:

- Perform their job roles effectively and with confidence
- Improve their efficiency and productivity
- Operate in compliance with PeopleCert's policies and standards, and statutory obligations
- Gain new knowledge and skills to support their personal and professional learning, development and accomplishment.

The “**Training Programme and Schedule**” is designed annually by performing detailed needs and analysis across the business, its respective departments and personnel.

**Table 11:** Number of training hours by gender in 2022

	Non-supervisor	Supervisor	Total
Females	1703	225	<b>1,928</b>
Males	1075	109	<b>1,184</b>
<b>Total</b>	<b>2778</b>	<b>334</b>	<b>3,112</b>

In addition, the training schedule includes trainings for more specialized sectors of its business. For example, the organisation has created and conducted trainings for SELT Product & Contract, SELT Policies, as well as Sustainability training.

## Health & Safety

PeopleCert acknowledges the importance of the employees' health & safety and strives to minimize all risks of accident, injury and occupational diseases. All PeopleCert's facilities and offices are chosen to keep employees safe at all times, focusing mostly on challenges such as falls, slips, trips and relevant ergonomic issues. In the unlikely situation of an accident occurrence, the Organisation applies an incident management procedure.

During 2022, in UK office a fire protection study was performed to ensure the health and safety of the employees in case of fire incidents. Also, for the new offices in the UK and Cyprus, escape plans were designed and placed in visible areas.

## Employees wellbeing

At PeopleCert, we give priority to our people. We ensure that we mobilise the expression of innovation, creativity and the active contribution to the realisation of our vision. We are proud because we offer both the infrastructure and the environment that meets our four core values: Quality, Innovation, Passion, Integrity. At the same time, we understand the direct relationship between health and wellness, therefore the Company undertakes various initiatives that promote both the safety of employees and their mental and physical health. The initiatives implemented in 2022, are briefly described below:

- We have started to implement a Social Value plan, following the basic themes and objectives of the “Social Value Model” to manage the impacts and further create benefits for society.
- Monthly Wellbeing allowance for employees in England to sign up to any wellness activity of their choice.

- Mandatory seminars for all managers that will help them build a good relationship with their team.
- Health program, which has been designed to meet the needs at both a diagnostic and therapeutic level.
- Providing free certifications, as well as certification guides and trainings (Best Management Practice Portfolio, ECDL, LanguageCert etc).
- “Value the Most” initiative: Employees nominate their colleagues (Value Ambassadors) who they believe represent our values in the best possible way, reporting specific incidents/behaviors.
- Policy of equality-equal development opportunities at work: For us, diversity is a demand and not just acceptance. 51% of our employees are women, at all hierarchical levels. We employ 40 different nationalities and regularly train our colleagues to respect diversity and inclusion.
- Motivating employees to send their CSR proposals to HR which we examine and most often implement (from charity actions to participation in various sports competitions).
- Introduced an annual employee satisfaction survey (PeopleCert Pulse Survey)
- Annual awarding of honorary awards and gifts to those who complete five years, ten years and so on to the company
- Wellness Week: In 2022 we adopted the Wellness Week Institution: we celebrated Global Wellness Week each day separately with fun activities to raise awareness and highlight well-being as a priority. We made sure to organize activities that would include the employees in our offices in Greece, England, Cyprus, but also those who work remotely on a permanent basis.

PeopleCert proudly organises a series of trainings for the health and safety of employees, as well as seminars of mental empowerment and psychological reinforcement. Other wellbeing initiatives include flexible working hours, teleworking and annual health check-ups and meetings with the company doctor. The company combines traditional benefits, such as paid time off and maternity/paternity leaves, with wellbeing perks, such as friendly office design, wellness balls in the offices, free coffee and tea and employee recognition initiatives.

PeopleCert also arranges several entertainment activities throughout the year that have a positive impact on the employee wellbeing, such as team bonding sessions, competitions, annual New Year events, masquerades, marathon runs and many more. We also organise Town Hall meetings to inform employees about any company updates and promote the sense of one team – one family. During the pandemic period all live meetings have been replaced with MS Teams meetings where employees gain the sense of getting together even virtually and enjoy all the fun features of the platform.

# Suppliers and Contractors

For PeopleCert, fair operating practices refer to how companies conduct their business with other parties, including partners, suppliers, contractors, clients, competitors, associations to which they belong, as well as government agencies and departments. Cooperating efficiently and maintaining trusted relationships is a measure of how responsible PeopleCert is in its business with other companies.

PeopleCert has developed a “PeopleCert Code of Ethical Conduct”, to integrate ethical and sustainability principles into its entire supply chain. More information is available in the Suppliers’ Code of Conduct.

All suppliers have to become aware of PeopleCert Code of Ethical Conduct and shall ensure through processes that their practices do not conflict with the PeopleCert Code of Ethical Conduct. It should also be noted that PeopleCert does not tolerate any form of modern slavery. This commitment is embedded in the Supply Chain Policy and the PeopleCert Code of Ethical Conduct (Code), which applies to all PeopleCert directors, managers, employees, contractors, trainees and volunteers, and to third-party entities and individuals when doing business with PeopleCert. In addition to PeopleCert’s Code and Supply Chain Policy, a Whistleblowing Policy, a Malpractice Policy and a Safeguarding Policy are in place within the Company and support our commitment to zero tolerance of any form of modern slavery.

During 2018, PeopleCert published for the first year the “PeopleCert Modern Slavery & Human Trafficking Statement 2018”. PeopleCert does not tolerate any form of modern slavery. This commitment is embedded in our Supply Chain Policy and the PeopleCert Code of Ethical Conduct (Code), which applies to all PeopleCert directors, managers, employees, contractors, trainees and volunteers, and to third-party entities and individuals when doing business with PeopleCert. The “PeopleCert Modern Slavery & Human Trafficking Statement” for 2021 is published [here](#).

## Reducing supply chain risks

PeopleCert is committed to identifying and assessing supply chain risks, using the results derived from the Organisation’s suppliers’ sustainability assessment programme. The Organisation also quantifies and prioritises risks and develops mitigation actions, dependent on each case. In that way, PeopleCert aims in building collaborative relationships with primary and secondary suppliers, and know which suppliers represent the best alternative sources.

During 2020, PeopleCert developed a new *Supplier On Boarding* tool, which provides an online self-registration form for both existing and new suppliers. Suppliers will need to provide detailed information in order to be assessed, accepted and monitored in ongoing basis through this new application. The goal is to monitor, evaluate and handle all the suppliers in order to be able to facilitate the mandatory security issues arisen by UKVI. The tool and supplementary user guide were developed during 2020.

In addition, PeopleCert has established supplier evaluation criteria, in order to ensure comprehensive supplier information and assessment of the potential impact on the Business. As per the defined criteria, suppliers are categorised into five levels: Level 0 / Trivial supplier, Level 1 / Non-critical supplier, Level 2 / Moderate supplier, Level 3 / Critical supplier, and Consultant.

## Enhancing opportunities for SMEs and social enterprises

Small and medium-sized enterprises (SMEs) are extremely important for the economy and are generally thought to be driving growth, provide employment opportunities and open new markets. We endeavour to address a sustainability-oriented culture and conduct among our suppliers and business partners, through continuous communication and awareness, as we prefer to cooperate with suppliers with a commitment to social and environmental sustainability.

We implement an “onboarding and evaluation” procedure for new suppliers, where SMEs and companies operating responsibly are preferred business partners. PeopleCert already actively engages with SMEs as suppliers, in all regions of operation. Almost 95% of PeopleCert’s supply chain, by volume, are classed as SMEs, while records are kept of all supplier types and monitored against targets set by the Organisation.

### **Supporting SMEs**

**95% of PeopleCert’s supply chain, by volume,  
are classed as SMEs.**



More information on PeopleCert Sustainability actions will be included in the organisation's ESG Report 2022, which is developed in accordance with GRI standards.

# Annexes

## Annex 1: Acronyms and Abbreviations

tCO <sub>2</sub>	Tonnes of Carbon Dioxide emissions
tCO <sub>2</sub> e	Tonnes of Carbon Dioxide emissions equivalent
AIB	Associations of Issuing Bodies
DEFRA	Department for Environment, Food and Rural Affairs
GHG	Greenhouse Gas
kWh	Kilo-watt hours
LED	Light Emitting Diode
WRI	World Resources Institute

## Annex 2: Assumptions for Emissions Statement

In June 2013, the methodology for reporting carbon emissions changed. It has adopted Defra's changes utilising guidance provided by the UK Government. An emissions statement is a means of expressing the environmental impact of resource consumption, and is presented as tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) to account for the impacts of all six Kyoto Protocol gases. Emissions calculations use Defra and AIB's most recently published Greenhouse Gas Conversion Factors conversion factors. The table includes direct, imported and indirect emissions, as per the [World Resources Institute \(WRI\) Greenhouse Gas Protocol methodology](#) and is based on the data provided by the business. Where information has not been made available, or is insufficient, assumptions have been made as detailed within the report.

Assumptions	
Field	Text
Leased Vehicles	Mileage data for vehicle type: Small diesel car kilometers has been provided and associated emissions have been calculated using Defra's most recent (2022) conversion factors (Scope 1 – 0.13989 kgCO <sub>2</sub> e/km, Scope 3 (WTT) – 0.03344 kgCO <sub>2</sub> e/km)
	Mileage data for vehicle type: Medium diesel car kilometers has been provided and associated emissions have been calculated using Defra's most recent (2022) conversion factors (Scope 1 - 0.168 kgCO <sub>2</sub> e/km, Scope 3 (WTT) – 0.04018 kgCO <sub>2</sub> e/km)
	Mileage data for vehicle type: Large diesel car kilometers has been provided and associated emissions have been calculated using Defra's most recent (2022) conversion factors (Scope 1 – 0.20953 kgCO <sub>2</sub> e/km, Scope 3 (WTT) – 0.05059 kgCO <sub>2</sub> e/km)
	Mileage data for vehicle type: Small petrol car kilometers has been provided and associated emissions have been calculated using Defra's most recent (2022) conversion factors (Scope 1 - 0.14652 kgCO <sub>2</sub> e/km, Scope 3 (WTT) – 0.04186 kgCO <sub>2</sub> e/km)

	Mileage data for vehicle type: Medium petrol car kilometers has been provided and associated emissions have been calculated using Defra's most recent (2022) conversion factors (Scope 1 - 0.1847 kgCO <sub>2</sub> e/km, Scope 3 (WTT) – 0.05266 kgCO <sub>2</sub> e/km)
	Mileage data for vehicle type: Large petrol car kilometers has been provided and associated emissions have been calculated using Defra's most recent (2022) conversion factors (Scope 1 -0.27639 kgCO <sub>2</sub> e/km, Scope 3 (WTT) – 0.07833 kgCO <sub>2</sub> e/km)
<b>Electricity</b>	Electricity consumption has been calculated based upon billing data provided from 2021 to 2022 using AIB's and Defra's most recent (2022) conversion factors (Scope 2 – Greece: 0.44463 kgCO <sub>2</sub> e/kWh, UK: 0.19338 kgCO <sub>2</sub> e/kWh and Cyprus 0.62507 kgCO <sub>2</sub> e/kWh Scope 3 - WTT- 0.04625 kgCO <sub>2</sub> e/kWh, T&D - 0.01769 kgCO <sub>2</sub> e/kWh, WTT of T&D - 0.00423 kgCO <sub>2</sub> e/kWh)
<b>Water</b>	Water consumption has been calculated based upon billing data and internal documentation provided from 2021 to 2022 using Defra's most recent (2022) conversion factors (Scope 3 - 0.149 kgCO <sub>2</sub> e/m <sup>3</sup> for water supply, Scope 3 – 0.272 kgCO <sub>2</sub> e/m <sup>3</sup> for water sewerage)

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