

2024 ESG Report



Dream it, do it.

2024 ESG Report

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CEO Message

Byron Nicolaides
Founder & CEO, PeopleCert

Dear stakeholders,

2024 has been a defining year for PeopleCert's evolution towards becoming a **global leader in skilling-reskilling-upskilling**. Our **vision** is "to empower people and organisations to achieve what they are capable of" and our **motto** is "**Dream it, do it**".

Our portfolio of professional and language skills certifications includes global brands such as **ITIL** (IT Service Management and Digital Transformation), **PRINCE2** (Project, Programme and Portfolio Management), **DEVOPS INSTITUTE** (DevOps and Technology), and **LANGUAGECERT** (English language). We deliver this portfolio every year **across 200+ countries to millions of learners**, as well as to **50,000 corporations (incl. 82% of the Fortune 500)** and **800 government organisations**. Delivery is supported through an extensive network of **2,500 partners**, more than **3,000 recognising institutions**, and our award-winning, proprietary online invigilation platform.

In 2024, we also expanded our **LANGUAGECERT business and value proposition through the acquisition of DP Cube and CATS**. DP Cube is a leading education provider with more than 30 years of experience in India, now renamed as **LANGUAGECERT India**, which serves as a key hub for our APAC operations. In addition, we acquired CATS, a learning, content, delivery, and testing solution for the English language, originally developed by a team

of experts from Cambridge English (part of Cambridge Assessment).

As we reflect on our 25 years journey, in addition to maintaining a **robust financial profile** of growth and profitability – with a decade-long revenue CAGR of approximately 34% and sustained EBITDA margins of around 60% – we are equally committed to **responsible leadership, supporting the global community, contributing meaningfully to society, and giving back in ways that create long-term positive impact**.

We have also **advanced significantly in our ESG journey**. Our three-year ESG strategy, aligned with CSRD requirements, sets clear priorities and metrics across environmental, social, and governance dimensions. From reducing emissions and expanding social impact to reinforcing data ethics and responsible governance, our actions reflect a deliberate shift toward more accountable and transparent operations, verified by Moody's, S&P Global Ratings and Fitch ratings.

This enduring dedication ensures we continue to build trust and deliver lasting value to all our stakeholders, while cultivating a culture of continuous personal and professional development.

We look forward to another year of achievements and positive contributions to society.

Byron Nicolaides,
Founder & CEO, PeopleCert





**The global
leader in
Professional
and Language
certifications**

PeopleCert at a glance

Our Key Milestones & Global Impact



25+
years of history



£120mn
revenue



600,000
exams/year



200+
countries



24/7/365
support team



60+
awards

Our Ecosystem



50,000
leading companies



800
governmental
organizations



2,500
training organizations



3,000
academic institutions

Revenue Pillars

Exams

Business and IT
Languages

Online

Proctoring (OLP)

Proprietary

Content

Official Books
Official Training
Materials

Licensing &

Accreditation

Value-Added

Services

Exam Insurance
Paper Supplements
Other Services

Membership

Our Team



945 employees

28,000
training hours

57/43
women/Men
ratio

40
nationalities

0
work-related
H&S incidence

58/42
new hires
women/men ratio

25
languages spoken

Leading with Integrity & Global Trust



0
corruption
incidents



The 1st
**Unicorn of
Greek origin**



82%
of Fortune 500
companies



Inclusive
Culture

Sustainable Practices & Strong Partnership



-13.3%
reduction
of waste
generation



50+
social
initiatives



5,000+
suppliers
globally



0
environmental non-compliances

About PeopleCert



PeopleCert ensures global accessibility and reliability, allowing us to meet the evolving needs of the professional world efficiently and effectively



Founded in 2000, PeopleCert is a global leader in the education and assessment industry. **Our portfolio of professional and language skills certifications includes global brands** such as **ITIL** (IT Service Management and Digital Transformation), **PRINCE2** (Project, Programme and Portfolio Management), **DEVOPS INSTITUTE** (DevOps and Technology), and **LANGUAGECERT** (English language). We deliver this portfolio every year **across 200+ countries to millions of learners**, as well as to **50,000 corporations (incl. 82% of the Fortune 500)** and **800 government organisations**. Delivery is supported through an extensive network of **2,500 partners**, more than **2,000 recognising institutions**, and our **award-winning, proprietary online invigilation platform**.

Our **vision** is “to empower people and organisations to achieve what they are capable of” and our **mission** “to develop global best practice frameworks and certifications that improve organisational efficiency and enhance the lives and careers of people”. Our core values of **Quality, Innovation, Passion and Integrity** have remained intact since our foundation and have been reinforced in 2023 by two guiding principles of **Clarity** and **Velocity**. **Our motto is “Dream it, do it”.**

PeopleCert’s dedication to quality is evident in our extensive credentials, which we have consistently maintained since their initial attainment, as outlined below. Our quality system is accredited under ISO 17024 (Certification of Persons, 2006). Furthermore, we hold certifications from **Lloyd’s Register Quality Assurance (‘LRQA’)** for the following standards: **ISO 9001** (Quality Management, 2000), **ISO 14001** (Environmental Management, 2006), **ISO 10002** (Customer Satisfaction and Complaints Handling, 2006), **ISO 27001** (Information Security, 2008), **ISO 23988** (Use of IT in the Delivery

of Assessments, 2013), and **ISO 22301** (Business Continuity, 2015). Additionally, we are certified by **IASME for Cyber Essentials** (2018). Our language-focused subsidiary, PeopleCert Qualifications (trading as LANGUAGECERT), has been regulated as an Awarding Organisation by **Ofqual** (UK) and **Qualifications Wales** (Wales) since 2017. Our LANGUAGECERT qualifications undergo external validation by **UK ENIC** (formerly UK NARIC, 2018) and **CRELLA** (Centre for Research in English Language Learning and Assessment, University of Bedfordshire, 2018). LANGUAGECERT is also a full member of the **Association of Language Testers in Europe** (ALTE, 2024).

PeopleCert has consistently maintained a **robust financial profile of growth and profitability**. Over the past decade, the company has achieved **CAGR of c.34%** in revenues and sustained **EBITDA margins of c.60%**. In 2021 PeopleCert issued its debut Senior Secured Notes ('SSN') which have since received credit rating upgrades from **Fitch** (from B+ to BB-, 2022), **Moody's** (from B2 to B1, 2023), and **S&P** (from B to B+, 2023). With a debt leverage ratio below 2.5x PeopleCert demonstrates significant financial health and the capacity to raise additional capital if required. **In 2024, PeopleCert reported c.£120 million in revenues, c.£70 million in EBITDA and a strong cash position of £106 million.**

The driving force behind PeopleCert's success is our team of **945 employees** from **40 nationalities**, strategically located across **the UK, US, EMEA, India, China, and Australia**. We foster a culture of diversity, inclusion and meritocracy, maintaining a c.50-50 gender-balanced workforce across the organisation, including within the management and the PeopleCert Executive Team. **Founder and CEO Byron Nicolaides, with 25 years of tenure, and the PeopleCert Executive Team, with an average tenure of 15 years, have a proven track record of navigating significant global challenges with resilience**, including the 2009 financial crisis and the 2020 COVID-19 pandemic. The team remains committed, driving the organisation towards long-term growth and success.

PeopleCert upholds strong governance, ensuring an enduring legacy. Our Board of

Directors comprises eight members – four executive and two independent – including two female board members. To strengthen oversight and risk management, we have established an Audit Committee and a Remuneration Committee. Recognising our commitment to sound governance practices, Moody's Investors Service upgraded PeopleCert's governance risk score from G-4 to G-3 in April 2023.

PeopleCert has consistently leveraged technology as a key competitive advantage for international expansion, building robust internal capabilities and significantly reducing dependency on third-party providers. Today, our in-house technology team comprises 200+ professionals, in software development, data, business intelligence ('BI'), and artificial intelligence ('AI') functions. Our proprietary solutions include an assessment management platform, an AI-driven online invigilation system, a learning management system ('LMS'), and marking applications. These internal capabilities are further enhanced by the Microsoft ecosystem, including Azure, Dynamics 365, and Power BI, enabling PeopleCert to drive seamless global operations.



PeopleCert Group is comprised of 19 entities with presence in the UK, US, Europe, India and China, and is headquartered in London, UK. Our financial results are consolidated under PeopleCert UK Holdings and reported in British pounds.

PeopleCert has **received over 60 awards** across various domains, including entrepreneurship, business, technology, diversity, and sustainability. Notable UK-related accolades include the UK National Winner award (European Business Awards), the Foreign Investment in the UK award (British Hellenic Chamber of Commerce), the Skills Award (EdtechX Global), and the Scale-Up Award (EdtechX Global). Additionally, Byron Nicolaides has been recognised multiple times, receiving the British Embassy Greece's award for British entrepreneurship as well as the EY Entrepreneur of the Year Award. PeopleCert's **success story** includes

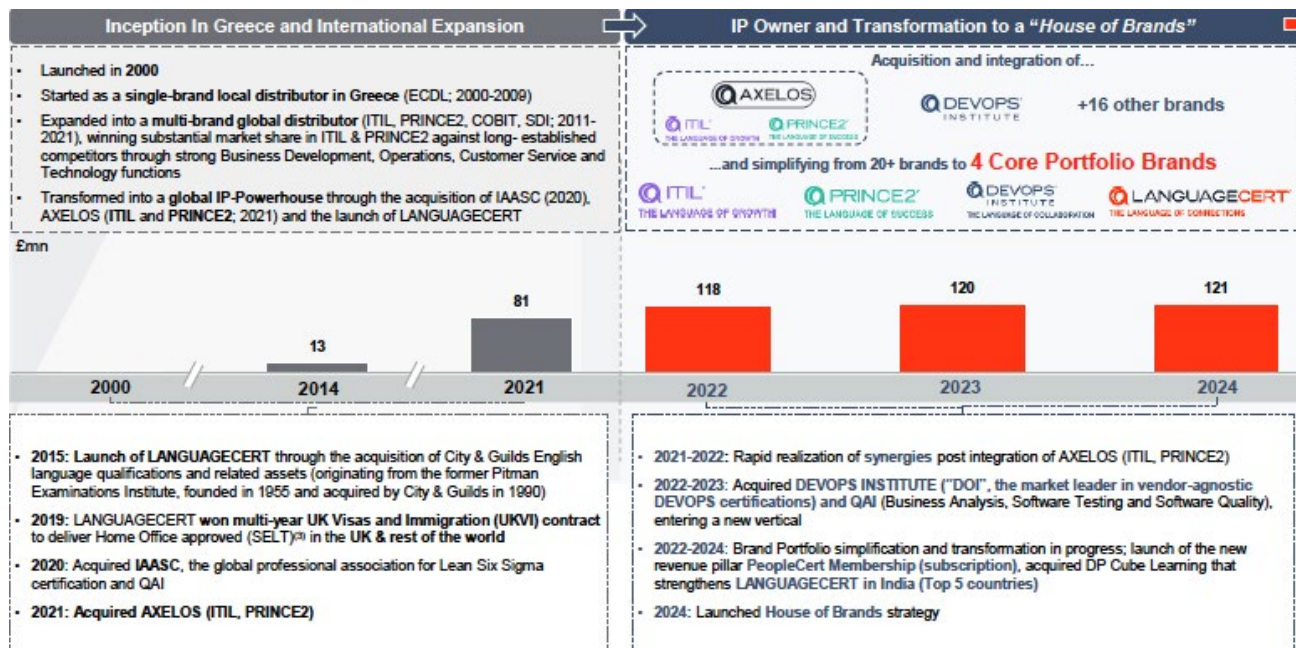
becoming the first company of Greek origins to reach "unicorn status" (with the acquisition of AXELOS in July 2021, bringing the company's valuation to over \$1 billion) and subsequently the **first Greek-origins company** to have its growth journey featured as a case study at INSEAD Business School (since 2023).

Our dedication to ESG and social impact exceeds regulatory requirements. PeopleCert has always been active in community projects, supporting diverse groups, and promoting education and employability, striving to create long-term value for our stakeholders and communities. Our annual ESG reports, along with quarterly reports to the UK Home Office since 2019 – audited by Grant Thornton – ensure comprehensive and credible disclosures that reinforce our accountability.

Our Evolution over 25 years

Driven by a passion for innovation and a commitment to excellence, PeopleCert has transformed the traditional certification landscape through a broad suite of digital solutions tailored to

the evolving needs of the global workforce. The Company's history reflects a trajectory of continuous growth, adaptability, and a steadfast dedication to raising standards across industries and geographies.



Vision, Mission & Values

Our motto

Dream it, do it.

Our Purpose

We are in the business of dream making, turning dreams into reality and fueling the dream economy.



Our Vision

To empower people and organizations to achieve what they are capable of.



Our Mission

To develop Global Best Practice frameworks and certifications that improve organizational efficiency and enhance the lives and careers of people.



Our Core Values

PeopleCert takes immense pride in our core values, which have remained steadfast and unwavering since our inception 25 years ago. These principles that have consistently guided our operational strategies are the foundation of our organizational culture, underpinning our enduring commitment to excellence.

Quality: Every detail matters. We craft products and services that set new standards, ensuring reliability and excellence in every customer experience.

Innovation: Having an “out of the box” mindset, challenging the status quo, always coming up with new ideas on how to turn new possibilities into reality.

Passion: Demonstration of high enthusiasm, motivation, and commitment to achieving exceptional results.

Integrity: Demonstration of courage, honesty, and high moral principles, by doing the right thing even when nobody is watching.

+ 2 Guiding Principles (2023)

Clarity: Committed to offering transparency, simplicity, and accuracy in everything we do.

Velocity: Committed to acting with agility, focus, and efficiency in everything we do.

Global Outreach

Customers in 200+ countries every year

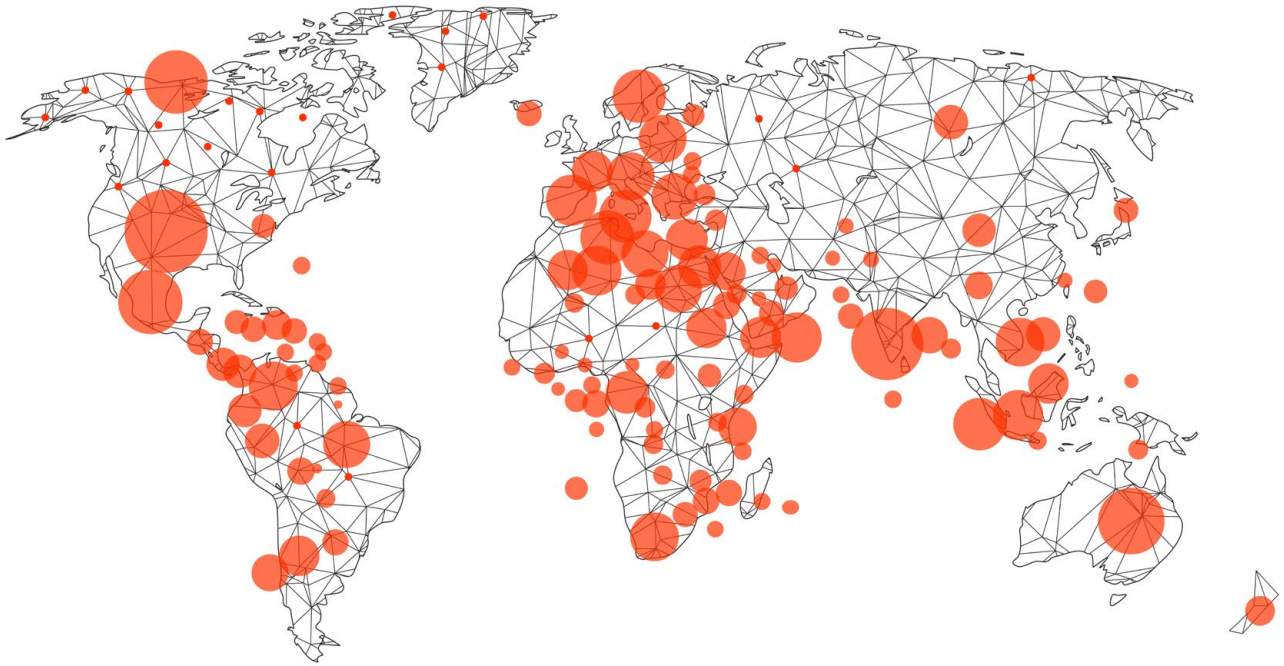
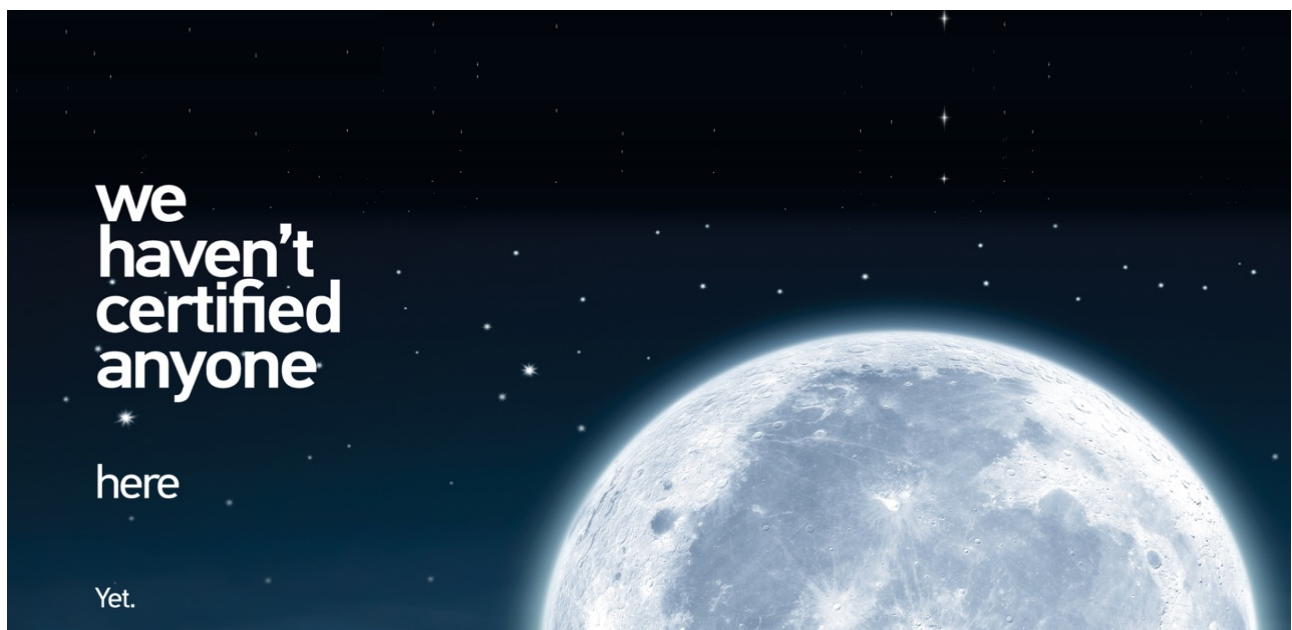
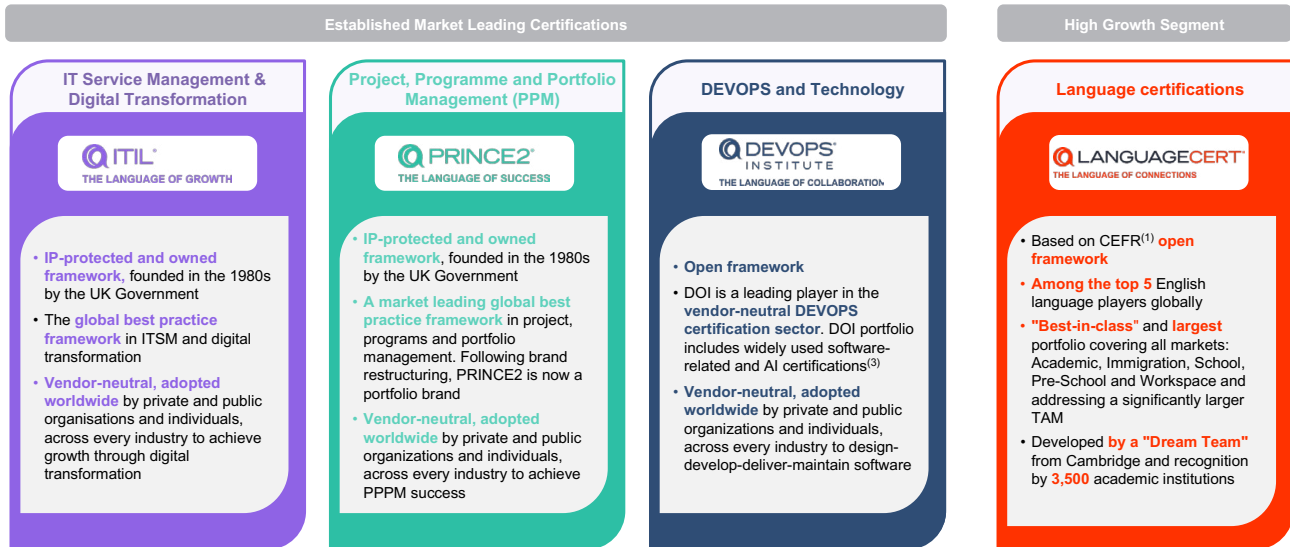


Figure 1: The circle size indicates the number of exams per country for the period 04/2024-04/2025.



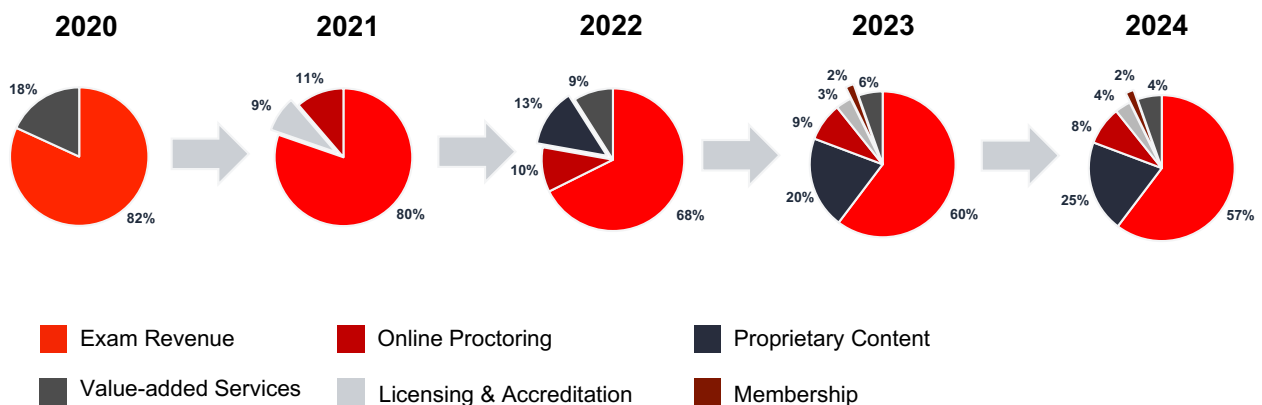
Our Product Portfolio

In 2024, PeopleCert has been transformed from an IP Owner to a “House of Brands” that includes:



Membership (Subscription)

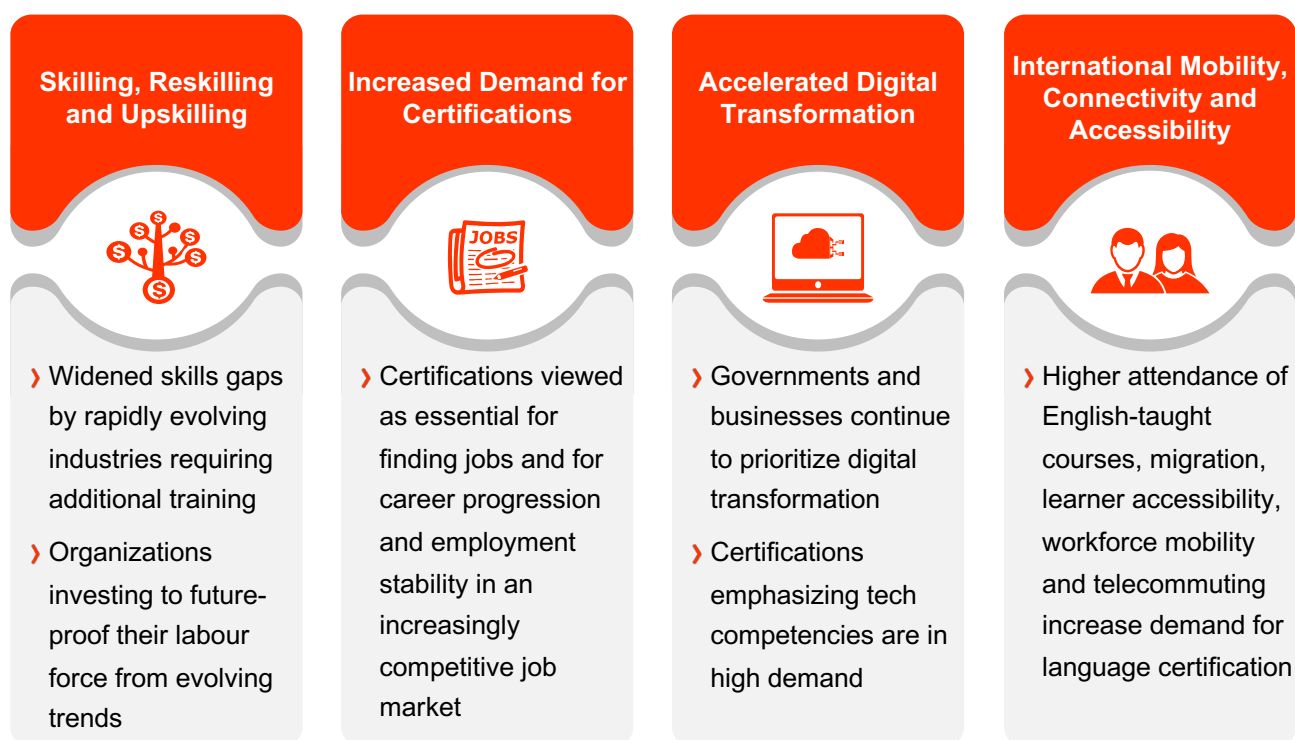
PeopleCert+ Membership (offered through annual subscription), provides IP-related premium content for ITIL, PRINCE2 and DOI, **enabling lifelong learning, sustained adoption and a global community for people and organisations. Exclusive benefits** include premium content, webinars, eLearning courses, special offers and much more.



Addressing the Global Trends that Drive Workforce Transformation

The world of work is undergoing rapid transformation, shaped by technological advances, shifting workforce expectations, and global disruptions. PeopleCert's solutions are built to address today's challenges while anticipating the megatrends that will define the future. Through its products and services the Company helps individuals and organizations to thrive in a fast-evolving landscape.

These offerings respond to a broad spectrum of global and sector-specific megatrends, including:



Through these expert solutions, PeopleCert helps shape a workforce that is digitally fluent, adaptable, sustainable, and prepared for tomorrow's opportunities. As a fully digital company, we leverage advanced technology, secure infrastructure, and expert content to deliver high-impact solutions at scale, anytime, anywhere. This is how we create long-term value for professionals, businesses, and society.

Value Creation Through Integrated Capital Management

At PeopleCert, value creation is approached as a structured and multidimensional process that extends beyond financial outcomes. In alignment with the Integrated Reporting (<IR>) Framework, the business model is based on the efficient use, development, and transformation of six forms of capital: **financial, infrastructural, intellectual, human, social & relationship, and natural**.

Each capital serves as a critical input that, through the company's operations, is converted into outcomes generating sustainable, long-term value. This approach reflects a strategic commitment to responsible growth, operational excellence, and lasting impact across the professional certification and education sectors.



Case study by Dealroom.co

PeopleCert – Greece’s First Unicorn and a Global Force in Certification Innovation

PeopleCert, the global leader in the certification of professional and language skills, has been recognized as the most prominent technology company in Greece and one of the most dynamic startups in Europe. With a valuation exceeding €1 billion, PeopleCert is officially the first Greek “unicorn” and a key representative of Europe’s innovation and growth ecosystem.

The company’s inclusion in Dealroom.co’s latest ranking of Europe and Eurasia’s top-performing startups, alongside global disruptors such as Revolut, Klarna, and Celonis, underscores PeopleCert’s role as a catalyst for digital transformation in the education and skills certification sector.

PeopleCert’s journey from a regional certification provider to a global technology powerhouse is marked by bold strategic decisions and consistent performance.

The company’s scalable business model, continuous investment in innovation, and robust governance structure have supported led to strong financial performance, consistent with EBITDA growth and expanding global partnerships. By embedding

innovation into its operating model, PeopleCert empowers professionals, governments, and enterprises with the tools they need to thrive in a digitally driven economy.

PeopleCert’s recognition by Dealroom.co as the most powerful Greek startup reinforces its position as a national and European innovation ambassador. As part of a select group of 45 top-tier startups across Europe and Eurasia—collectively valued at over \$218 billion—PeopleCert not only represents the Greek tech ecosystem on a global stage but also exemplifies how purpose-driven innovation can drive positive impact at scale.

PeopleCert’s story is one of strategic vision, ethical leadership, and global impact. By aligning cutting-edge technology with sustainable business practices, the company continues to shape the future of learning, workforce development, and digital certification, proving that a Greek-born company can set global standards and lead from the front in the era of transformative change.

Scan to read more



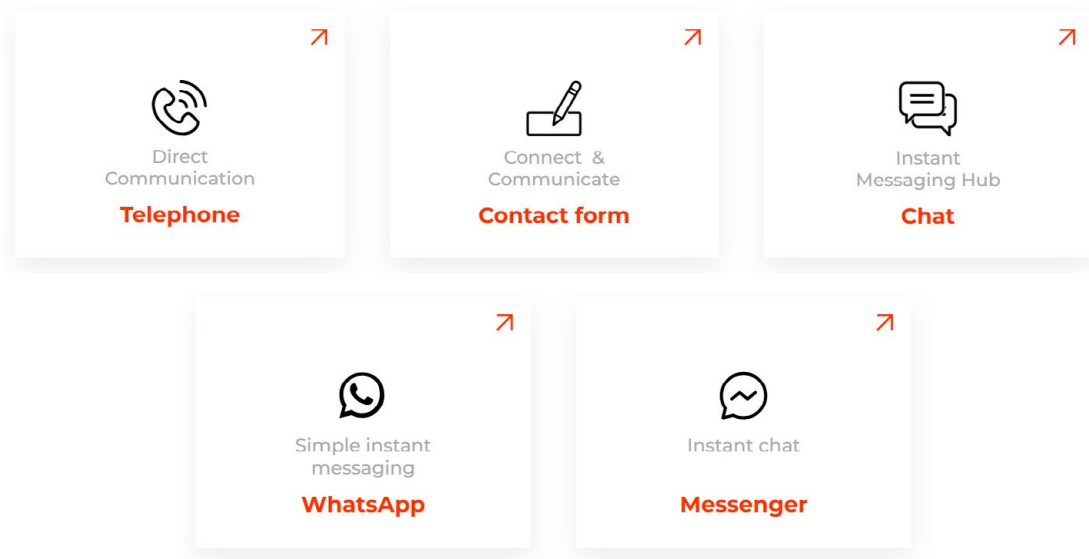
Customer Support: Accessible, Responsive, and Human-Centered

PeopleCert remains committed to a service experience that is accessible, responsive, and aligned with the expectations of a global audience. At PeopleCert, delivering an exceptional customer experience is more than a goal, it's a fundamental part of who we are. We provide round-the-clock, year-round support (24/7/365) to ensure that every customer, wherever in world, receives immediate and personalized assistance at every stage of our cooperation.

A dedicated support page is available through the website, offering streamlined access to assistance

for candidates, partners, institutions, and professionals. The Frequently Asked Questions section is structured into 20 curated categories, making it easy for users to find relevant information and clear answers to common inquiries.

With multilingual support in 13 languages and dedicated local and toll-free lines across 33 countries, we remove barriers and make it easy for professionals, partners, and organizations to reach us through their preferred channels.



Service excellence is embedded in every interaction, reflecting core values of responsiveness, accessibility, and trust. This approach fosters lasting relationships and ensures peace of mind for millions of learners and stakeholders around the world.

Listening to Our Customers

Understanding and responding to customer feedback is fundamental to enhancing the quality of our services. In 2024, PeopleCert deepened its commitment to customer-centricity by further integrating the Voice of the Customer (VoC) across all key touchpoints. Building on the foundations laid in 2023, this year marked the full rollout of our post-interaction satisfaction survey programme, spanning both B2B and B2C customers across the Business & IT and Language portfolios.

Through systematic collection of feedback via email and in-chat surveys following customer support interactions, we gathered valuable insights into sentiment across key service dimensions, including overall satisfaction, ease of resolution, first contact effectiveness, and customer effort. This real-time feedback is analysed and used to fine-tune processes, address pain points promptly, and align our offerings with evolving customer expectations.

In parallel, the candidate satisfaction survey for LanguageCert web-based exams continues to yield actionable insights into the candidate experience. Responses in 2024 indicated consistently high satisfaction across areas such as booking, support, user interface, and exam delivery, demonstrating the impact of our ongoing improvement efforts.

This robust feedback framework not only supports our global benchmarking initiatives, but also reinforces our capacity to innovate responsibly, enhance customer retention, and deliver a consistently high-quality experience—further establishing PeopleCert as a service leader in the certification sector.

In 2024, PeopleCert Operations, in collaboration with the Technology team, launched the VoC initiative within the Customer Service department, encompassing all communication channels—phone, email, live chat, and chatbot. This initiative provided an opportunity to better understand the needs and expectations of both B2B and B2C users. By leveraging Dynamics 365 to capture real-time feedback, we identified and prioritised key actions aimed at improving services and driving

satisfaction. As a result, customer satisfaction across service channels reached 75% in 2024.

Guided by the feedback received, several impactful improvements were implemented, including:

1. A new self-service option for candidates to change their proctor's language,
2. The ability to update profile information prior to exams, and
3. A new feature enabling candidates to release their results directly from their profile

Following the success of the VoC programme in Customer Service, **PeopleCert Operations** expanded the initiative to include the **Voice of the Candidate** for Online Exams. After each exam, candidates are invited to complete a brief survey—modelled after the customer service framework—assessing the entire exam experience, from booking and system performance to proctor interaction. This survey is also delivered through Dynamics 365.

To date, over **122,000 survey responses** have been collected, yielding exceptional results: a **94% Customer Satisfaction Score (CSAT)** for proctors and a **Net Promoter Score (NPS)** exceeding **+50**.

Maintaining consistent engagement through Voice of the Customer in both Customer Service and Online Exams is central to our commitment to building a customer-centric culture – one that drives continuous improvement and supports the long-term success of our services.

	Overall	Business & IT Exams	LANGUAGECERTE Exams
TOTAL Responses	122,284	112	10,000
Booking CES ¹ score	81.1%	81.2%	79.1%
Proctor CSAT ² score	94.0%	94.0%	93.2%
Exam Process CSAT	84.2%	84.2%	84.2%
Interface CSAT score	85.8%	85.7%	86.3%
Combine CSAT score	88%	88.0%	87.9%
NPS	+50	+49	+61

¹ Customer Effort Score (CES) measures how easy or difficult it is for customers to interact with a company, resolve an issue, or complete a task.

² Customer Satisfaction

Awards and Recognitions

Throughout 2024, PeopleCert earned recognition from respected industry bodies for its continued commitment to excellence, innovation, and organizational culture. These distinctions reflect the company's ongoing efforts to lead in professional certification, embrace digital transformation, and

invest in its people. Whether through technology-driven initiatives or employee-focused programs, PeopleCert's impact has been acknowledged both nationally and internationally, reinforcing its position as a trusted and forward-thinking organization in the global market.



The award titled "Implementation of DevSecOps" was obtained in the Continuous Business Improvement category. Organized by Boussias Communications, the recognition earned the company a bronze medal at the ΔΕΗ BITE Awards 2024.

The initiative "Let's hear our Pulse – We are PeopleCert's heart!" stood out in the Best Employee Engagement Initiative category. This entry received a bronze medal at the HR Awards, hosted by Boussias Communications.

Recognition for "Foreign Investment from Greece to the UK" was granted under the 2024 Investment Award category by the British Hellenic Chamber of Commerce in July 2024.

The campaign "Let's hear our Pulse – We are PeopleCert's heart!" also won in the Internal Communication & Employee Engagement category, securing a bronze medal at the Diversity, Equity & Inclusion Awards 2024, organized by Boussias Communications.

Excellence in Training Services was acknowledged with the same initiative, earning a gold medal at the Internal Communication & Employee Engagement Awards 2024, hosted by Boussias Communications.

The title "Best implementation of DevSecOps" was awarded in the Best Implementation of DevSecOps category. The company received a gold medal at the DevOps & Agile Awards 2024, also organized by Boussias Communications.



Through our ESG
strategy, we strive
to leave a social
footprint for today's
generations and the
ones to come

Our commitment to Sustainability



Sustainable Development in PeopleCert

Sustainable development is a fundamental strategic priority for PeopleCert, embedded across all levels of operations. Our comprehensive Environmental, Social, and Governance (ESG) framework integrates corporate responsibility, ethical business conduct, and long-term sustainability into both our vision and our daily decision-making.

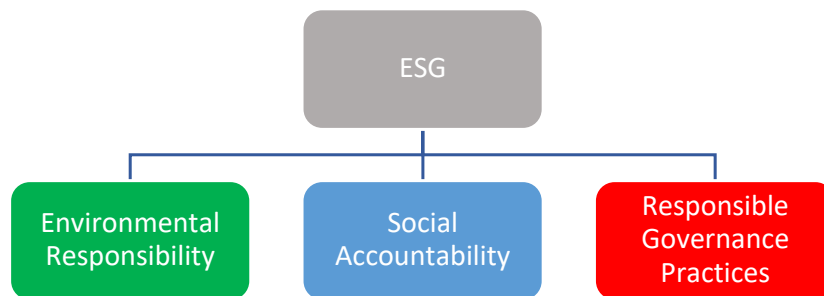
We fully comply with all applicable laws, regulations, and global best practice related to environmental impact, labour standards, and employee wellbeing. Beyond compliance, we are committed to driving meaningful change, actively engaging in initiatives that support local communities and promote inclusive, lasting social progress.

To support these goals, we invest in employee training and monitor key environmental metrics such as energy, water, and paper consumption, as

well as the proportion of recycled paper used across our operations. A major milestone in this area includes the transition of all paper used in exam-related activities, accounting for 90% of our paper use —to fully recyclable paper, significantly reducing our environmental footprint.

In an evolving global landscape, sustainability is not just a responsibility but a driver of innovation and resilience. We integrate it into strategic planning, ensuring PeopleCert remains competitive, future-ready, and aligned with the expectations of our stakeholders.

Three strategic pillars define the structure of our approach, guiding actions and shaping our contribution to a more sustainable and inclusive world:



Sustainability Policy

PeopleCert has developed a comprehensive Sustainability Policy that defines our commitments across the three pillars of Environmental, Social, and Governance (ESG). This policy reflects our unified, strategic approach to responsible business conduct and long-term value creation. It applies to PeopleCert and all subsidiary entities, promoting sustainable practices throughout our value chain and across our global operations.

Grounded in our core values – **Quality, Innovation, Passion, and Integrity** – the policy outlines our efforts to minimize environmental impact, advance social progress, and uphold strong governance standards. Under the direction of our leadership team, we are committed to the following key principles:

- **Adoption of Sustainable Practices** – Embedding sustainability across our operations to drive long-term value and reduce negative impact.
- **Knowledge Sharing and Capacity Building** – Investing in the continuous development of our employees and stakeholders through targeted education and training.
- **Comprehensive Risk Management** – Proactively identifying, assessing, and addressing operational, environmental, and supply chain risks.
- **Regulatory Compliance** – Fully adhering to all applicable laws, regulations, and standards in every jurisdiction where we operate.
- **Environmental Stewardship** – Prioritizing resource efficiency and continuously working to reduce our environmental footprint.
- **Respect for Human Rights** – Fostering a fair, inclusive, and ethical work environment that protects the rights and dignity of all individuals.
- **Social Inclusion and Empowerment** – Supporting inclusive growth and empowering individuals in the communities where we operate.

- **Sustainable Procurement** – Ensuring responsible and ethical sourcing that promotes long-term value and supply chain integrity.
- **Stakeholder Engagement** – Maintaining ongoing, transparent dialogue with stakeholders to understand expectations and integrate feedback into our sustainability strategy.

Environmental Accountability

PeopleCert recognizes its responsibility to protect the environment and is committed to embedding sustainability across all aspects of its operations. We operate under a certified Environmental Management System, aligned with ISO 14001 standards.

Our environmental actions focus on energy and water conservation, waste reduction, and the promotion of recycling practices. These priorities are guided by our Sustainability Plan, which sets clear objectives and integrates environmental goals into our strategic business planning. We monitor our carbon footprint and have defined measurable targets to reduce emissions across all facilities and activities.

Social Responsibility

Social responsibility is embedded in both the strategy and culture of PeopleCert. We empower individuals by expanding access to education and employment through certifications, scholarships, and employability programs. Our support for local communities includes humanitarian aid, NGO partnerships, and disaster relief efforts.

Inclusive growth is further advanced through collaboration with small and medium-sized enterprises (SMEs), engaging them as both beneficiaries and strategic partners. Additionally, we actively contribute to the preservation of cultural heritage, particularly in regions such as Istanbul, where we support educational institutions dedicated to maintaining historical and linguistic identity.

Across our value chain, we promote ethical and sustainable practices by working with partners who share our values and contribute to long-term social impact.

Responsible Governance Practices

PeopleCert is committed to the highest standards of ethical governance, guided by the principles outlined in our Code of Conduct, with a strong emphasis on integrity, transparency, and accountability. We ensure full compliance with legal and regulatory requirements in every country where we operate, supported by regular internal and external audits to verify alignment with our policies and procedures.

Our governance model helps mitigate corruption risk and promotes a culture of trust. Sustainability

leadership is championed by managers, while all employees are expected to act in accordance with PeopleCert's code of conduct and ethical standards.

Performance Monitoring and Reporting

The implementation of our sustainability strategy is overseen by the management team, with progress measured against clearly defined objectives. Annual performance reports are produced to ensure transparency and inform stakeholders of our ESG achievements and challenges.

As part of our annual Management Review, feedback from stakeholders on sustainability matters is systematically evaluated and used to inform future planning, ensuring that our decisions remain responsive, inclusive, and forward-looking.

Stakeholder Engagement

At PeopleCert, stakeholder engagement is a core component of our sustainability strategy. We maintain ongoing, constructive dialogue with key stakeholder groups to ensure our approach to sustainability remains aligned with stakeholder expectations and our priorities are shared as much as possible.

We are committed to building and maintaining trust-based relationships through open communication, proactive consultation, and clear responsiveness to feedback. Our engagement practices help us understand emerging needs, manage risks, and identify opportunities for collaboration that deliver long-term value.

A detailed overview of our primary stakeholder groups, their areas of interest, and the ways we engage with them is provided in the Appendix. These groups include:

- Employees
- Learners & Test Takers
- Suppliers
- Government Authorities and Regulators
- Certification Bodies
- Business Partners
- Academic Institutions and Universities
- Media
- Local communities and NGOs



Materiality Analysis

Recognizing the importance of aligning our sustainability efforts with stakeholder expectations and global best practices, PeopleCert conducted a comprehensive materiality analysis in 2023, which was subsequently updated in 2024. This update reflects evolving market conditions, community needs, and international standards. The process is aligned with the Global Reporting Initiative (GRI) Standards and helps ensure that our sustainability strategy addresses the most relevant and impactful issues across our operations.

The materiality analysis enables us to identify and prioritize sustainability topics that are most

significant to our business, stakeholders, and broader societal context. By applying predefined, transparent criteria, we ensure consistency, objectivity, and credibility in our evaluation process. The resulting material topics are mapped against global frameworks such as the UN Sustainable Development Goals (SDGs), further reinforcing our commitment to contributing meaningfully to long-term sustainable development.

Our materiality assessment process includes the following key steps:



The first step involves identifying the most significant corporate responsibility and sustainability challenges impacting our business, industry, and stakeholders, through a thorough analysis of both the internal and external sustainability landscape.

In the second step, we assess the identified material issues through the lens of our stakeholders, taking into account their views, concerns, and expectations across all relevant stakeholder groups.

We align our processes and material issues across global, international, national, and local contexts, while also integrating the associated risks linked to each identified topic.

In the final phase, we prioritize the material issues based on their significance and impact, followed by formal approval from PeopleCert's management.

Materiality Analysis	Sustainable Development Goals
Very high priority Issues	
1. Ethical business practices & compliance	
2. Data privacy & security	
3. Responsible supply chain	  
4. Cyber security	
5. Human and labour rights	 
6. Employee health, safety, and wellbeing	 
7. Equal opportunities & diversity	 
8. Commitment to employee growth & development	 
9. Quality of services and innovation	 
10. Talent attraction and retention	
11. Business model resilience (AI)	   
12. AI market opportunities	
High priority Issues	
13. Social actions/community engagement	      
14. Climate change	
15. Carbon emissions (energy efficiency)	 
16. Waste and water management	   

We are committed to aligning our efforts with the United Nations Sustainable Development Goals (SDGs), actively contributing to the 2030 Agenda and supporting global action toward a more sustainable future.

Our ESG and Sustainability Strategy

Sustainable development is a continuous journey that requires long-term commitment, adaptability, and purpose. Building on the foundation laid in our previous ESG Report, we are now advancing further by aligning our efforts within a comprehensive, long-term strategic framework.

Our ESG and Sustainability Strategy is structured around seven strategic focus areas that define our priorities and ambitions across the Environmental, Social, and Governance dimensions. These focus areas reflect our vision for responsible and inclusive growth and serve as the guiding framework for our actions and decision-making.

As we present these strategic focus areas, we remain committed to the goals previously set, goals that continue to guide our daily operations, mindset and culture. Each pillar is anchored in our focus on long-term value creation and sustainable growth. At the same time, we are developing a targeted three-year roadmap to translate this Strategic Action Plan into measurable outcomes, with clear objectives, timelines, and performance indicators to ensure progress, accountability, and continuous improvement.



Our Targets and Goals

In our 2023 ESG Report, PeopleCert set clear and measurable goals aligned with our long-term vision for sustainability and corporate responsibility. In this report, we present our performance against those targets. Successfully achieved goals are clearly marked, while those still in progress or not fully met within the original timeframe are indicated in red.

Creating Value and Driving Long-term Growth			
Material Issues Environment	Targets and goals	Year	Progress
Continuously reduce the environmental footprint			
Climate change	2% reduction of carbon emissions from 2019 baseline	2024	Achieved
Carbon emissions (energy efficiency)	1. Complete energy efficiency measures of the company's buildings: a. 100% smart sensors in all spaces b. Air handling units and heat pumps for heating, cooling, and ventilation 2. Track and report on energy savings	2024	Achieved
Waste and water management	1. 20% improvement of recyclability of materials used at all offices (% of recyclability).	2025	In progress
	2. Eliminate plastic cups and other plastic materials.	2026	In progress

Material Issues Social	Targets and goals	Year	Progress
Social Contributions			
Social actions/community engagement	Implement an ESG training program for all employees and Management Team.	2024	Achieved
Diversity, inclusion and equal opportunities at work			
Commitment to employee growth & development	1. Collaborate with e-learning platforms to offer flexible, on-demand internal training options (upskilling). 2. Update and finalize the Performance Management System for all employees.	2024	In progress
Equal opportunities & diversity	Implement mandatory training programs on diversity, equity, and inclusion for all employees.	2025	In progress
Human and labour rights	Conduct a human rights assessment across the group.	2027	In progress
Talent attraction and retention	Launch a Comprehensive Referral Program (employee awards).	2024	Achieved
Employee health, safety, and wellbeing	1. Organize blood drives and create PeopleCert's blood bank. 2. Train all employees in Health & Safety in the workplace. 3. Perform 1st Aid training and seminars.	2025	In progress
Innovation of services and products			
Quality of services and innovation	1. Establish a data collection and monitoring systems for client satisfaction at a group level.	2025	In progress
	2. Launch a new post-interaction satisfaction survey to improve customer satisfaction and retention.	2024	Achieved

Material Issues Governance	Targets and goals	Year	Progress
Ethical Business practices and Compliance			
Ethical business practices & Compliance	Record and disclose incidents (discrimination, data and security, human rights violations, harassment, bribery).	2024	Achieved
Responsible supply chain	Key suppliers identification and categorization (tier 1, tier 2, tier 3).	2024	Achieved
Data privacy & security	Conduct a training program for employees in relevant positions on data privacy and security.	2024	Achieved
Cyber security	Conduct a cybersecurity training and awareness program for all employees.	2024	In progress
Business model resilience (AI)	Develop and enforce policies for data quality, integrity, and security to ensure reliable inputs for AI models.	2026	In progress
AI market opportunities	Provide in-depth AI training for the existing team, focusing on cutting-edge technologies and methodologies.	2025	Achieved

Social Value UK Framework

PeopleCert's approach to sustainability integrates the principles of the Social Value UK Framework, aiming to generate measurable and lasting social value through every aspect of our operations. Our commitment extends beyond delivering high-quality services, we seek to create meaningful impact for all stakeholder groups by advancing living standards, economic opportunity, and community cohesion.

To address today's most pressing social challenges, we have developed a strategic framework that promotes inclusivity, ethical conduct, responsible supply chain management, and alignment with the UN Sustainable Development Goals. By incorporating the core themes of Social Value UK we ensure our actions have tangible and relevant outcomes.

This framework drives positive change across all areas influenced by our business, reinforcing our role as a socially responsible and sustainability-focused organization.



Integrating Social Value into PeopleCert's Operations

Addressing Economic Inequality



At PeopleCert, we address economic inequality by creating new services and job opportunities, while equipping individuals with future-ready skills. Through targeted training initiatives that emphasize continuous learning and professional development, we empower career advancement and nurture a skilled, motivated workforce. At the same time, we strengthen the resilience and inclusivity of our supply chain, ensuring adherence to strict ethical standards, including fair labour practices and sustainable material sourcing.

Addressing Climate Change



Environmental sustainability is promoted through the consistent integration of responsible practices across all operations—ranging from energy efficiency and waste reduction to the encouragement of recycling. Clear, measurable targets are set to reduce greenhouse gas emissions, where possible, and contribute to global climate protection efforts.

Promoting Equal Opportunities and Fair Practices



Addressing inequality in employment, skills development, and compensation remains a central focus, with targeted efforts to support underrepresented groups, including women and enrich our diversity profile. Career advancement and skill enhancement are actively encouraged through our existing policies and initiatives. In alignment with the principles of the Modern Slavery Act, all practices and supply chains are monitored to remain free from forced labour and exploitation.

Employee Well-being and Community Engagement



Employee health and wellness are supported through holistic programs that address physical, mental, and emotional wellbeing, with particular emphasis on work-life balance. The resources that we offer our employees target stress management and mental health support contributing to a positive and resilient work environment. Beyond the workplace, community engagement is encouraged through volunteer initiatives and collaboration with users and local groups in the design and delivery of services, fostering social impact and shared value.

Human Rights for all

PeopleCert is committed to promoting fundamental human rights across all aspects of its operations, in alignment with internationally recognized frameworks. Our approach to human rights is embedded in our ethical governance structure and reflects our ongoing commitment to transparency, fairness, and social value creation.

As an active participant in the UK Social Value framework, we work to generate positive impact for individuals, communities, and society at large through our business practices, partnerships, and service delivery.

We maintain a zero-tolerance approach to modern slavery, human trafficking, discrimination, and any form of labor exploitation. Clear policies, including our Code of Ethical Conduct and Modern Slavery Statement, set expectations for ethical behavior and accountability. We also ensure that all individuals and partners engaging with our organization are aware of these principles and are expected to operate in accordance with them.

Internally, we promote a respectful and inclusive workplace where the dignity and rights of all employees are safeguarded. Awareness, training, and open reporting mechanisms support the early identification and resolution of any concerns, fostering a culture of integrity and trust.

Through these ongoing efforts, PeopleCert seeks to uphold human rights not only as a matter of compliance, but as a cornerstone of its broader purpose to contribute to a fairer, more inclusive, and sustainable society.



Ethical Conduct and Supply Chain Management

A sustainable and ethical supply chain is promoted through the careful selection and systematic evaluation of suppliers, with long-term partnerships built on trust and shared values. Ethical and sustainability principles are embedded across the supply chain, supported by the PeopleCert Code of Ethical Conduct, which applies to all individuals and third parties engaging with the organization. The Code is reinforced by a suite of policies, including the Supply Chain Policy, the Modern Slavery Act Statement, our Whistleblowing Policy that reflect company values and set clear expectations for conduct and accountability.

Supply chain risks are addressed through a structured sustainability annual assessment program that identifies, evaluates, and prioritizes potential issues. This program ensures continued compliance with contractual obligations, including ESG, health and safety, and insurance requirements and supports the development of targeted mitigation plans, strengthens supplier partnerships, and facilitates responsible sourcing decisions.

In 2024, we initiated a comprehensive review, optimization and automation of our procurement processes as part of a broader effort to streamline operations, to reinforce compliance, and to drive greater value for the organization.

Each process was carefully analyzed, refined, and aligned with best practices, with a clear emphasis on risk mitigation, operational efficiency, and enhanced stakeholder experience.

The scope of the review included the following critical processes:

1. Manage Purchase Requisition and Travel

Venue Request: Approval workflows were standardized, and responsibilities were clearly defined, ensuring faster processing times, improved transparency, and greater accountability

2. Bidding and Evaluation:

Transparent vendor selection criteria were introduced to enhance fairness, ensure alignment with procurement standards, and promote high-quality, value-driven partnerships.

3. Supplier Onboarding:

The onboarding process was streamlined to facilitate faster integration of suppliers, while maintaining high standards of due diligence and compliance with ethical and operational requirements.

The evaluation is based on a range of criteria, including:

- **Pricing:** Competitive and fair pricing of services or products
- **Organizational Culture:** Demonstrated commitment, reliability, and effective collaboration
- **Response Capability:** Readiness to meet service requirements efficiently
- **Adaptability:** Flexibility in responding to evolving needs
- **Service Quality:** Consistent delivery of high-quality performance
- **Delivery Performance:** Timely and dependable fulfillment of commitments
- **Payment Terms:** Transparent and mutually agreeable terms
- **Certifications:** Possession of relevant industry credentials and standards

- **Financial Stability:** Sound financial footing and risk resilience
- **Regulatory Compliance:** Adherence to applicable legal and regulatory requirements
- **Environmental & Social Responsibility:** Active engagement in ethical, sustainable, and socially responsible practices

4. Manage Supplier Contracts: Centralized contract management practices, reduced contract-related risks, and implemented monitoring mechanisms for performance and renewals.

5. Central Exams Planning: Procurement planning was integrated with exam scheduling to ensure timely availability of resources, boosting efficiency and supporting operational continuity.

6. Event Planning: Supplier engagement and logistics processes were formalized to enable more effective coordination, cost optimization, and high-quality execution of corporate events.

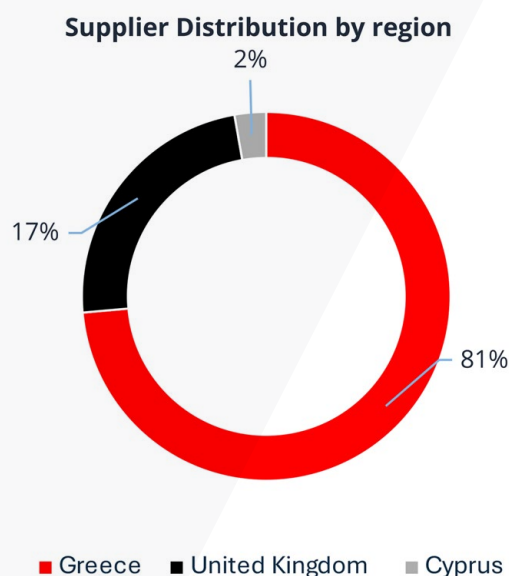
The updated onboarding system, introduced in 2020, retains and strengthens the existing three-tier supplier categorization—Test Centres/ Test Points, Suppliers/ Subcontractors, and External Partners—while ensuring enhanced alignment with UKVI standards and broader compliance expectations.

PeopleCert is advancing its procurement governance framework with the planned implementation of a Contract Lifecycle Management (CLM) tool in 2025. This strategic investment will support the organization's commitment to transparency, accountability, and compliance by enabling end-to-end monitoring of all contractual engagements. The CLM tool will offer full traceability across the contract lifecycle - from drafting and legal review to execution, performance tracking, and renewal - allowing for early identification of delays, inconsistencies, or compliance risks. In parallel, it will strengthen internal controls by ensuring that all agreements adhere to legal and ethical standards, while also reinforcing commitments to responsible sourcing and supplier accountability. As we continue to integrate ESG principles across procurement functions, the system will offer critical insights into contract performance and compliance, enabling

more informed decision-making and supporting the integration of sustainability into supply chain operations.

Focus on Small and Medium Enterprises (SMEs)

To promote sustainability and inclusive economic growth, we actively collaborate with Small and Medium-sized Enterprises (SMEs) as third-party suppliers, ensuring service quality is never compromised. This approach enhances supply chain diversity, supports local economies, and reflects our commitment to strengthening communities and fostering economic resilience.



21.7%

increase in purchasing from local suppliers in 2024

60%

increase in purchasing in 2024

Our commitment to sustainable and ethical business practices is reflected in every interaction with partners, suppliers, contractors, clients, competitors, associations, and government agencies, fostering long-term relationships, operational excellence, and the highest standards of conduct.





**Nature doesn't
ask for much, just
that we stay clever
enough to care**

Environmental Responsibility



Our Environmental Management Framework

PeopleCert recognizes its responsibility to protect the planet and actively works to minimize its environmental footprint. Through continuous monitoring and targeted initiatives, the company aims to drive meaningful, measurable change.

The environmental strategy is grounded in full regulatory compliance and a commitment to ongoing improvement across key areas such as waste reduction, recycling, water conservation, and the reduction of emissions and energy use. Sustainability is approached not as a one-time goal, but as a continuous journey toward a more responsible and resilient future.

Clear and consistent communication of environmental performance is a core priority. PeopleCert publishes annual data in its Sustainability Report and provides quarterly environmental disclosures to UK Visas and Immigration (UKVI), ensuring transparency and regulatory alignment.

Maintaining high environmental standards, PeopleCert operates under an Environmental Management System certified to the ISO 14001:2015 standard. As part of this system, we have adopted a comprehensive Environmental Policy that guides our actions across key sustainability areas. Through this approach, we aim to:

- Effectively identify and manage impacts, risks and opportunities related to our operations and assets
- Support climate change adaptation and mitigation efforts

- Promote energy efficiency and integrate renewable energy solutions where feasible

Approved by the President and CEO, PeopleCert's Environmental Policy is implemented by the Procurement and Facilities Division. It is electronically accessible to all employees via SharePoint and is introduced during the onboarding process. The policy is further reinforced through the company's sustainability training, ensuring ongoing employee engagement and awareness.

Fostering a culture of environmental responsibility involves continuous employee education and awareness initiatives. Ongoing dialogue with stakeholders—including customers, employees, and local communities—helps integrate valuable insights into our environmental management framework.

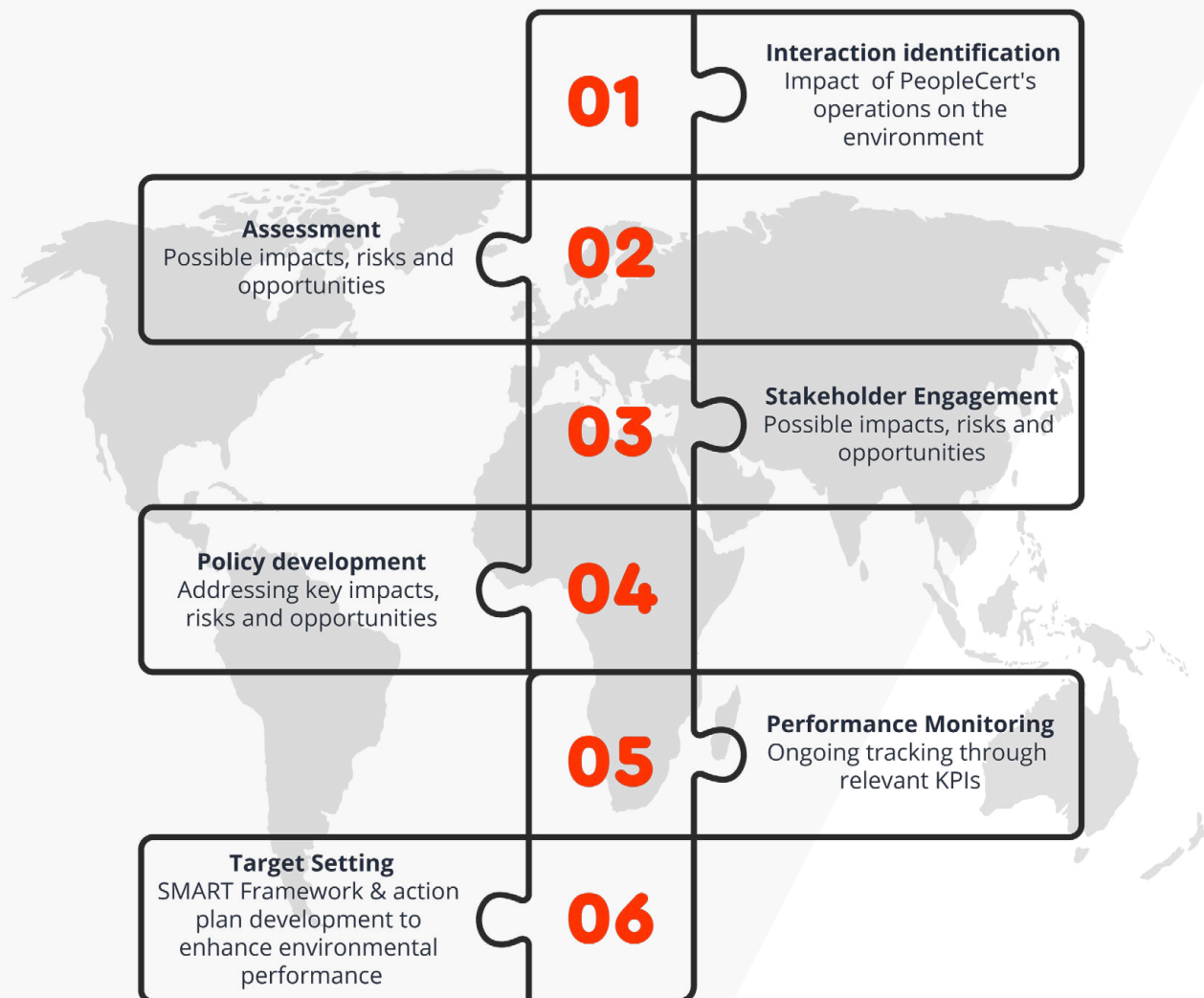


At PeopleCert, we remain acutely aware of the current global environmental and climate challenges. We strive to reduce the environmental impact of our operations by applying best practice and ensuring efficient management of our services and processes. Our efforts go beyond regulatory compliance at both national and international levels. By continuously reviewing and refining our practices, we strengthen our performance and contribute to a more sustainable future.

Our sustainability priorities

Climate is recognized as both an urgent global concern and a material factor shaping our business strategy and operations. Addressing climate-related risks and opportunities is central to PeopleCert's sustainability approach. A structured process for identifying and assessing potential environmental impacts across the value chain supports informed decision-making, strengthens resilience, and drives long-term value.

Our Environmental Impact, Risk and Opportunity Assessment



Methodology

Advancing environmental sustainability within our operations requires a structured and measurable framework. To this end, we have identified five strategic focus areas that form the basis of our environmental responsibility efforts. These areas align with international best practices and reflect our commitment to minimizing environmental impact while promoting long-term operational efficiency.

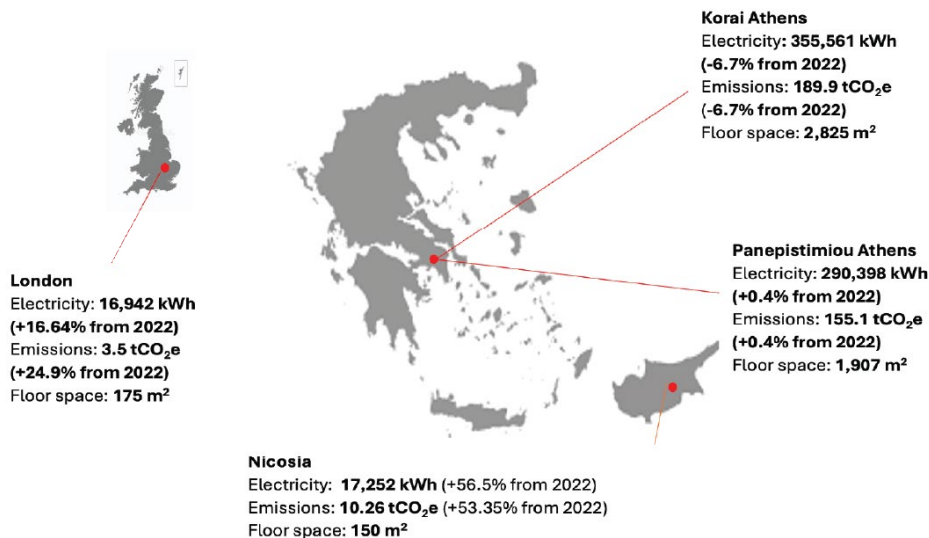
The core environmental focus areas are:

- Enhancing energy efficiency across all functions
- Reducing carbon emissions in line with climate action objectives
- Improving waste management and recycling performance
- Embedding sustainable procurement standards
- Minimizing water consumption and promoting conservation

Each of these pillars is integrated into our operations and supported by internal policies, systems, and performance targets to ensure meaningful progress.

Tracking our environmental progress

In 2024, PeopleCert advanced its sustainability agenda by focusing on the reduction of its environmental footprint through systematic monitoring of energy consumption and carbon emissions. A series of targeted initiatives were introduced to improve energy efficiency, including staff training and the implementation of policies that optimize energy use in lighting, heating, and IT infrastructure.



Responsible resource management

Energy conservation and efficiency

Energy consumption at PeopleCert is primarily driven by lighting and cooling systems, with a smaller share attributed to company vehicles. In support of our environmental objectives, we have implemented targeted measures to improve energy efficiency across all operational sites. A dedicated energy specialist oversees the efficient use of resources, ensuring facility performance aligns with sustainability standards while maintaining optimal working conditions.

In 2023, extensive renovations were carried out across multiple floors of our Korai Square and Panepistimiou Street offices in Athens, integrating advanced energy efficiency solutions. This project remains ongoing. As part of these upgrades, over 90% of traditional fluorescent lighting was replaced with LED technology, reducing energy consumption by approximately 50% per fixture. Automated lighting systems with presence sensors were also installed to minimize unnecessary usage.

Renovations continued in 2024, with the addition of new office spaces to accommodate PeopleCert's continued growth. Heating and cooling systems were modernized through the deployment of high-efficiency ducted air conditioning units and split systems, supported by centralized controls and Variable Airflow Management (VAM) technology for precise temperature regulation.

Further enhancements included the installation of advanced sensors and automated systems, such as touch-free faucets and flush valves, contributing to improved water efficiency and overall resource conservation.

These investments have significantly improved PeopleCert's energy performance, reinforcing our commitment to responsible resource management and long-term environmental sustainability.

Sustainable mobility and fleet optimization

In line with its sustainability commitments, PeopleCert continues to expand and optimize its vehicle fleet by prioritizing low-emission options. The majority of newly procured or leased vehicles are either hybrid or fully electric, contributing to the reduction of the company's environmental footprint.

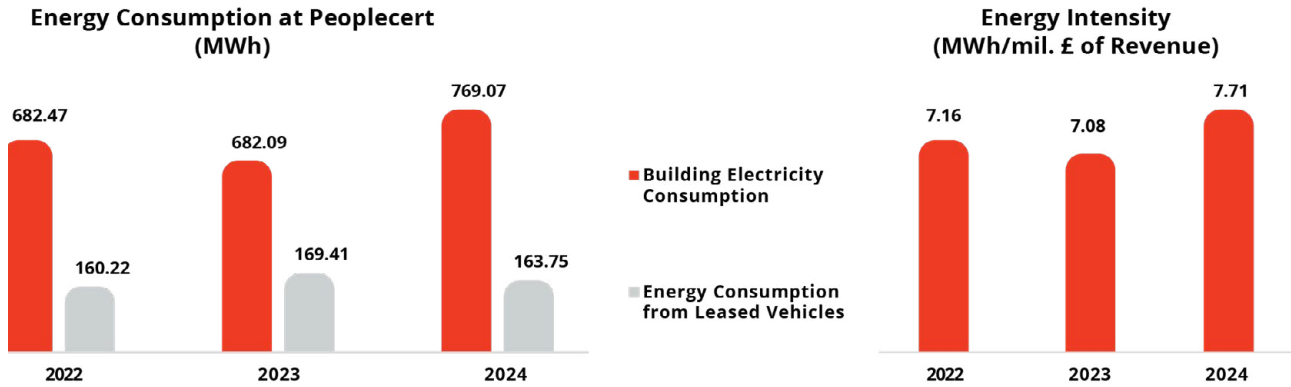


Despite an increase in total vehicle mileage in 2024—reaching 183,665 kilometers, driven by business growth and employee mobility—the overall energy consumption of the fleet recorded a slight decrease. This reflects the positive impact of transitioning to more energy-efficient vehicles and implementing responsible fleet management practices.

The transition to lower-emission vehicles reflects PeopleCert's broader commitment to sustainability and improved environmental performance. Although energy demand has increased within company facilities, gains in transportation efficiency have helped mitigate the overall environmental impact. To further advance these efforts, the company is optimizing travel routes and progressing steadily toward a fully low-emission fleet.

This integrated strategy—combining energy-efficient infrastructure with responsible fleet management—supports long-term operational sustainability and reinforces the company's environmental responsibility.

The graphs and accompanying table below present total energy consumption and energy intensity for the reporting period. The observed increase in electricity consumption is primarily attributed to the expansion of PeopleCert's office footprint and the renovation works carried out during 2024.



Energy consumption (MWh)	2022	2023	2024
Building Electricity Consumption	682.47	682.09	769.07
Energy Consumption from Leased Vehicles	160.22	169.41	163.75
Total energy consumption	842.69	851.50	932.82
Energy intensity (MWh/mil. € revenue)	7.16	7.08	7.71

To convert vehicle mileage to energy consumption DEFRA's most recent conversion factors were used.

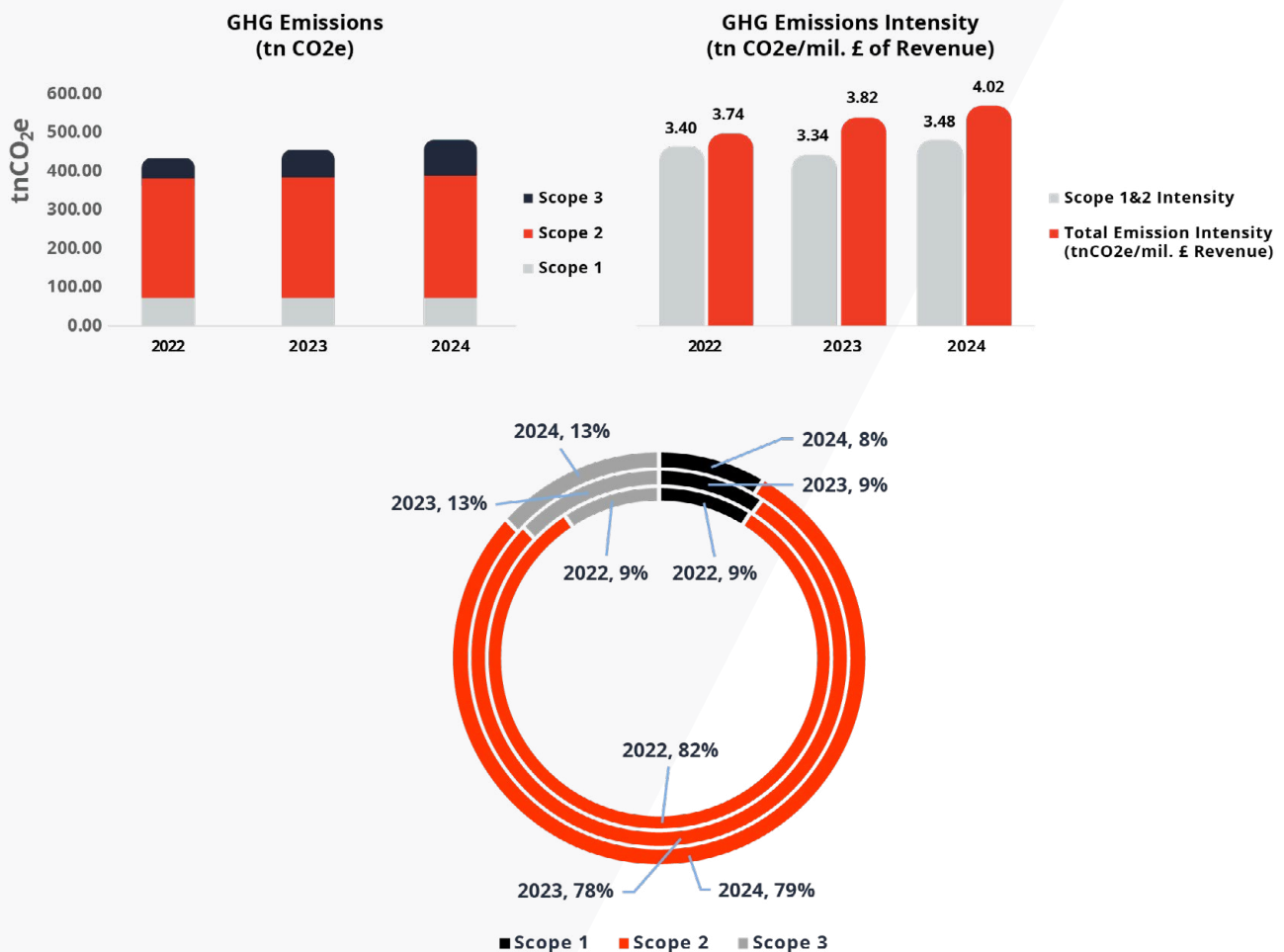
GHG emissions

PeopleCert actively monitors and reports both direct and indirect greenhouse gas (GHG) emissions to assess and manage its environmental impact. Emissions sources include company vehicles, energy consumption, and selected Scope 3 categories such as water use and waste management. This comprehensive approach enables the identification of key areas for improvement and supports ongoing efforts to reduce the company's carbon footprint.

In 2024, total GHG emissions increased, primarily due to the expansion of PeopleCert's office spaces and the corresponding rise in energy consumption. Specifically, Scope 2 emissions—associated with purchased electricity for operational facilities—recorded an increase. Conversely, Scope 1 emissions—originating from the company's vehicle fleet—declined, reflecting the ongoing transition to lower-emission vehicles.

GHG Emissions (tnCO ₂ e)	2022	2023	2024
Scope 1	39.47	41.27	40.05
Scope 2	360.36	359.81	381.20
Scope 1 Intensity (tnCO ₂ e/mil. € Revenue)	0.34	0.34	0.33
Scope 2 Intensity (tnCO ₂ e/mil. € Revenue)	3.06	2.99	3.15
Total Scope 1 & 2 Emissions	399.83	401.09	421.25
Scope 1&2 Intensity (tnCO ₂ e/mil. € Revenue)	3.40	3.34	3.48
Purchased goods and services	0.32	0.44	1.09
Fuel and energy-related Activities (not included in Scope 1 or Scope 2)	39.19	57.00	62.81
Waste generated in operations	1.20	0.83	0.49
Scope 3	40.71	58.27	64.40
Total Emissions	440.54	459.36	485.64
Total Emission Intensity (tnCO ₂ e/mil. € Revenue)	3.74	3.74	4.02

The Company's annual Scope 1, Scope 2, and Scope 3 carbon dioxide equivalent (CO₂e) emissions for its UK offices have been estimated using invoice data and the latest carbon conversion factors published by DEFRA. For Scope 2 emissions from PeopleCert's offices in Cyprus and Greece, AIB conversion factors and the conversion factors specified in the Greek Climate Law (4936/2022) are applied, respectively.



Waste management

Effective waste management plays a critical role in minimizing environmental impact and promoting resource efficiency across PeopleCert's operations. A reduce-and-reuse approach is central to our waste strategy, aiming to minimize waste generation while maximizing the responsible use of resources.

We collaborate with accredited organizations and environmental specialists to manage the full lifecycle of waste—including collection, transportation, treatment, recycling, and final disposal. This approach ensures full compliance with applicable environmental regulations in all countries where we operate.

In 2024, PeopleCert generated 11.34 tonnes of waste, representing a 6% increase compared to the previous reporting period. This rise is primarily attributed to renovation activities undertaken during the year, which led to higher volumes of metal, electrical, and electronic waste. Importantly, all of the increased waste was directed to certified recycling channels, reinforcing PeopleCert's commitment to responsible and effective waste management.

A detailed breakdown of waste diverted from disposal and waste directed to disposal in 2024 is presented in the table below:

Waste Management (tn)	2022	2023	2024
Paper - Recycling	11.46	10.12	8.86
Paper - Landfill	0.39	0.13	0.36
Plastic - Recycling	0.26	0.13	0.118
Metal - Recycling	0.15	0.05	0.646
Lamps - Recycling	0.01	0.00	0
WEEE - Recycling	0.14	0.28	0.971
Batteries - Recycling	0	0	0.39
Total Waste	12.41	10.70	11.34
Percent of Waste Diverted from Landfill	96.9%	98.8%	96.8%

All recycled waste are managed off-site by licensed partners, while waste that are landfilled are managed through municipal waste systems.

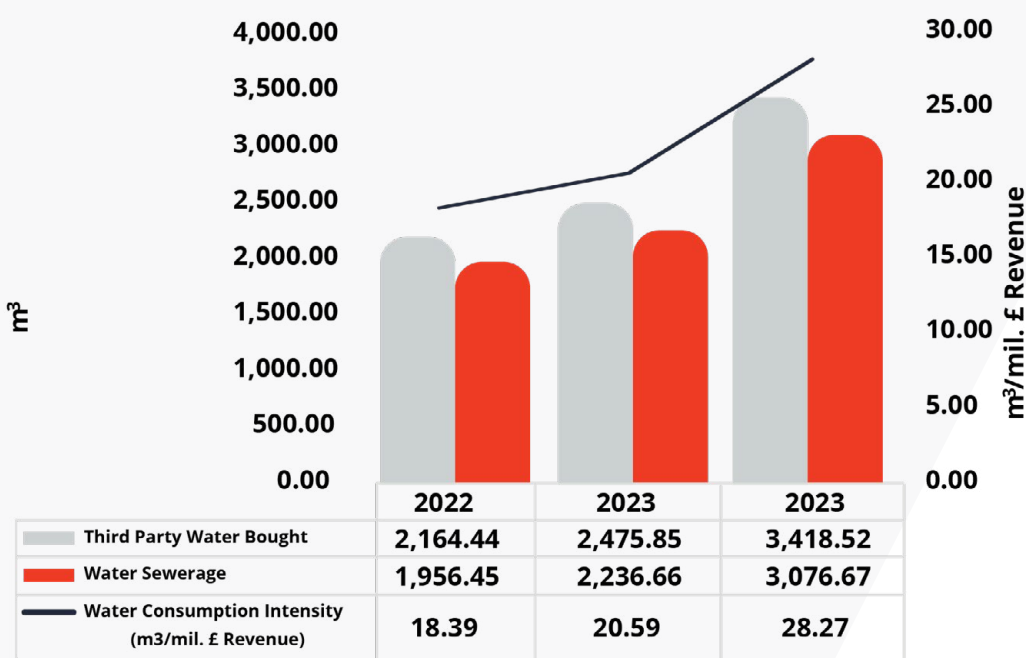
Water consumption

Responsible water management is a core component of PeopleCert’s environmental sustainability efforts. To enhance water efficiency, we have implemented a series of measures, including the installation of low-flow fixtures, motion-sensor faucets, and routine maintenance protocols to prevent leaks. Conservation awareness is promoted among employees, while advanced monitoring systems are used to track and analyze consumption trends across facilities.

In 2024, total water consumption increased, primarily due to the expansion of office spaces and irregular billing cycles by water utility providers. Despite this increase, overall consumption levels remain relatively low, as water use is limited to employee needs and does not involve water-intensive processes.

Looking ahead, PeopleCert remains committed to strengthening its water management practices, with a focus on further reducing consumption and contributing to broader global sustainability goals.

Water Management at Peoplecert







You can't automate
empathy, that's
why we lead with it

Social Accountability

Our Contribution to the UN
Sustainable Development Goals:



Upholding Social Accountability Across our Operations

Social accountability forms an essential pillar of PeopleCert's operations. Long-term success is viewed not only through the lens of business performance but also through the company's ability to act responsibly toward its people and society at large. In every area of activity, the goal is to leave a positive social, economic, and environmental legacy—reinforcing a commitment to sustainable value creation for all stakeholder groups.

The overall framework integrates fair and inclusive employment practices, high standards in health and safety, and meaningful engagement in social impact initiatives. These areas define efforts to promote a respectful and supportive working environment while contributing to the wellbeing of the broader community.

Structured policies, targeted initiatives, and a people-centred culture serve as the foundation for meeting social responsibilities and staying attuned to the evolving expectations of internal and external stakeholders.

SUSTAINABLE DEVELOPMENT GOALS





**One Team,
One Dream,
One Family!**

**Shaping
the Future
Together
with our
People**

Our approach

People are at the heart of our success and represent a core element of our competitive advantage. We are committed to attracting, developing, and retaining talent that actively contributes to the Company's long-term growth.

Creating an inclusive and engaging workplace is a fundamental priority. This includes promoting open communication, respecting diversity, and fostering a culture that values the expression of new ideas.

To support this commitment, we have built relationships founded on trust and stability. Currently, 95% of our workforce is employed on a full-time basis, and 55% hold permanent employment contracts.

Our strong corporate values of **Quality, Innovation, Passion, and Integrity** form the foundation of our organizational culture. These principles shape our strategic direction and inclusive business practices.

Our approach is structured around four key pillars:



Each pillar reflects our dedication to empowering our people and driving long-term organizational growth

Workforce Overview

PeopleCert consistently invests in human capital, acknowledging the essential role that people play in achieving strategic objectives and sustaining long-term success.

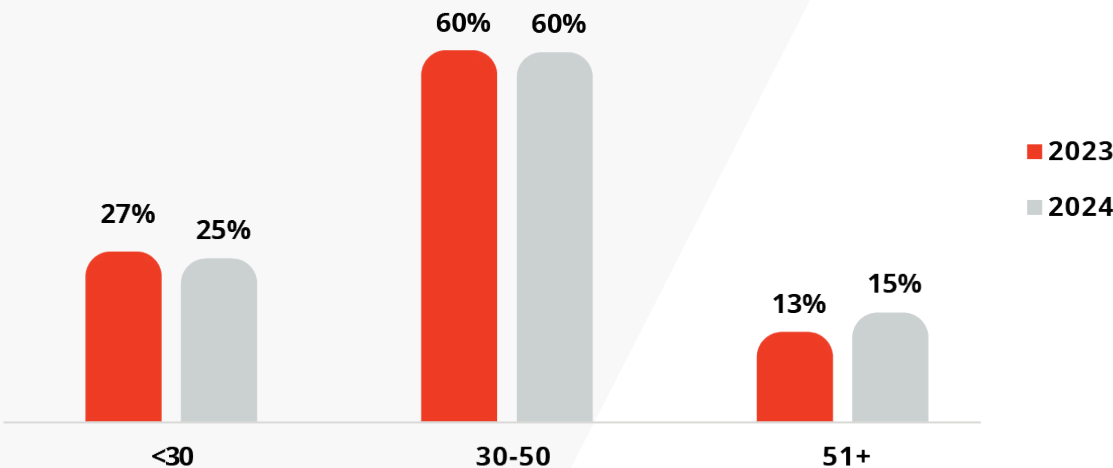
We are committed to cultivating a motivated, skilled, and forward-looking workforce. Our strategy focuses on attracting and retaining talent while fostering a safe, fair, and inclusive workplace culture grounded in mutual respect.

Learning and development are integral components of our approach. We invest in a structured, innovative, and inclusive training framework that empowers employees to reach their full potential, while contributing to the organization's overall growth.

Ensuring a healthy and safe working environment is a fundamental priority. We are dedicated to minimizing occupational risks and maintaining workplace conditions that promote wellbeing. In parallel, we uphold our commitments to fair compensation, the protection of human rights, and the promotion of diversity and equal opportunities across all levels of the organization.



Employee distribution by age



Diversity, Equity, and Inclusion

Our multinational presence across four countries reflects our commitment to diversity and the integration of varied cultural perspectives into our corporate values. We actively foster an environment where employees are encouraged to express their views, share their experiences, and contribute their knowledge, promoting continuous improvement and personal growth.

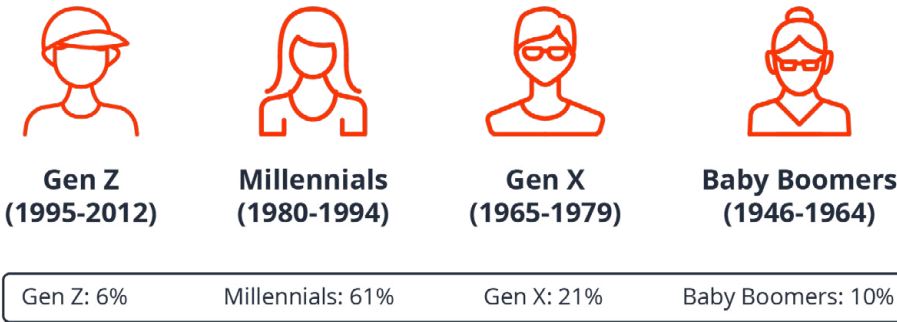
At PeopleCert, we believe that shared values reinforce our organizational culture and enhance collaboration across teams. Our diverse and inclusive workforce is further strengthened by the representation of over 40 nationalities, including remote team members from around the globe.

In 2024, our multicultural profile expanded further with the recruitment of Turkish software developers who are now based in our Athens offices as we are seeking talent demonstrating our commitment to cross-border talent integration and cultural exchange.

Office based	2024
Greece	546
United Kingdom	14
Cyprus	11
India	11



363
Remote Employees
in 2024



Talent Acquisition and Retention

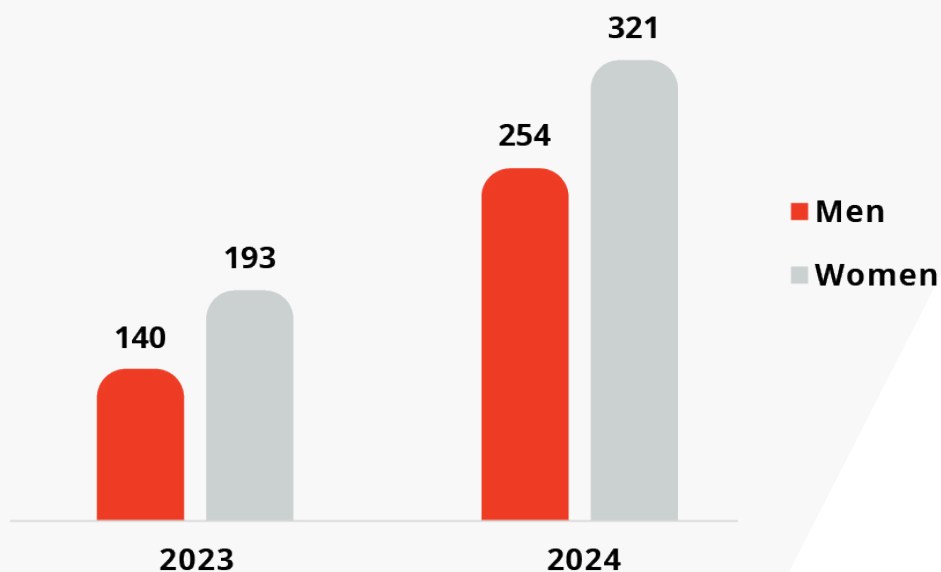
PeopleCert is committed to attracting individuals who are passionate about their work and capable of embracing challenges. Young professionals are actively sought for the fresh perspectives and innovative thinking they bring to the organization.

During 2024, the Talent Acquisition function was restructured to include dedicated recruitment resources across all nine divisions: Group Finance; Growth; Operations; Procurement & Facilities; Technology & Project Management Office; Corporate Development & BIT Product Development; Legal & Risk; Human Resources; and Careers Community. This targeted approach enables more efficient and tailored recruitment aligned with the specific needs and objectives of each department.

The recruitment strategy focuses on aligning candidates with role requirements, enhancing employee retention, lowering hiring costs, and increasing overall workforce satisfaction and engagement.

Employee involvement is further encouraged through the Employee Referral Program, which invites staff to recommend candidates who reflect PeopleCert's values and culture. Awareness and participation were strengthened in 2024 through multiple internal communications, reinforcing a sense of ownership and contribution to the company's continued growth.

Recruitments by gender



34
referrals in 2024



55.8%
of recruitments
in 2024 are women

Communication Channels for Prospective Candidates

Career opportunities at PeopleCert are accessible through the official corporate website, where the Job Openings section provides detailed information on available positions and application procedures. Roles are systematically organized into nine business divisions, reflecting the structure of the organization and facilitating targeted recruitment.

A strong digital presence is maintained across professional and social platforms—including LinkedIn, Facebook, and Instagram—featuring regular updates on vacancies, announcements, and career-related content.

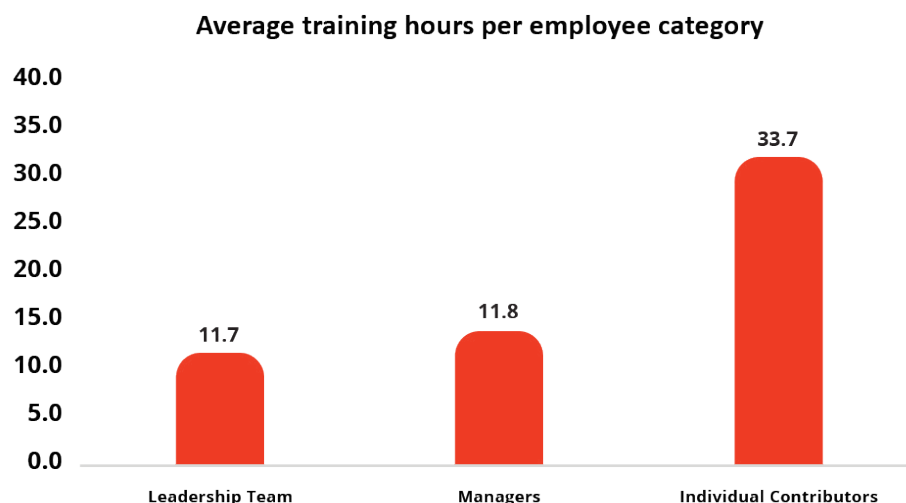
Engagement with emerging talent is further supported through participation in Business Days and academic career events. During these occasions, representatives from PeopleCert connect directly with recent graduates and postgraduate students, offering insights into the Company's mission, culture, and areas of impact.

Employee Learning and Development

Continuous workforce development remains a strategic priority. PeopleCert is committed to equipping employees with the tools and resources needed to perform effectively and pursue both their professional and personal growth objectives.

Investment in training is a fundamental aspect of our corporate culture and is extended to all employees, regardless of role, level, or contract type. Through specialized and targeted learning initiatives, we support the ongoing enhancement of skills and competencies, ensuring that our people are well-prepared to meet evolving business needs and advance their careers.

*In 2024, emphasis was placed on strengthening education in **senior and managerial positions**, as well as on the **development of soft skills**.*



Percentage of training hours per subject



2024 Training Achievements

28,012
training hours in 2024

607
hours of training
on Cybersecurity,
nearly
a threefold
increase
compared to 2023



31.7
average training
hours per female
employee

29.6
average
training
hours per
employee

26.9
average training
hours per male
employee

Induction training

A structured induction process is implemented from the first day of employment to ensure new team members are effectively integrated into the organization. This onboarding program is designed to provide a comprehensive understanding of PeopleCert's operations, culture, and expectations.

New employees receive targeted training covering the following areas:

- Company policies and procedures
- Core values and ethical standards
- Role-specific responsibilities and expectations
- Code of Conduct
- Introduction to team members and key internal stakeholders
- Organizational structure and business operations
- Health and safety protocols
- Job-related tools, systems, and resources
- Ongoing support through mentorship and guidance programs

The objective is to facilitate a smooth transition into the Company, promote early engagement, and ensure a strong foundation in PeopleCert's principles, practices, and culture.

Performance Evaluation and Feedback

The employee evaluation process at PeopleCert is designed to identify individual strengths and areas for development, while supporting career progression and performance improvement.

Beyond assessing performance, the process fosters open, two-way communication between employees and supervisors, enabling constructive dialogue on professional goals and workplace concerns.

All evaluations are guided by the principles of fairness, transparency, objectivity, and shared responsibility, as established by the Company's management.

Performance Management System

PeopleCert's Performance Management System is designed to promote the consistent and effective development of employee performance over time. By fostering a performance-oriented culture, the system supports professional growth through continuous feedback, structured training, and alignment with the Company's strategic objectives.

Closely linked to individual development plans, the system provides a framework through which employees can articulate long-term career goals. Regular updates ensure it remains responsive to the evolving needs of both employees and organizational stakeholders.

Effectiveness is driven by several core principles:

- **Transparency:** A unified system applies to all employees, underpinned by clearly defined performance standards and evaluation criteria.
- **Objectivity:** Assessments are based on measurable goals and observable competencies, ensuring consistency and reliability.
- **Fairness:** Performance is evaluated against objective benchmarks, enabling equal treatment and impartial outcomes.
- **Continuous Development:** Tailored development actions are implemented based on identified strengths and areas for improvement, with employee growth at the centre.
- **Continuous Feedback:** The system promotes ongoing, two-way communication between employees and managers, encouraging a culture of constructive feedback throughout the year.
- **Continuity:** The performance cycle operates on an annual basis, beginning with goal setting for the year and concluding with the evaluation of outcomes achieved.

Goal setting marks the start of each performance year, followed by mid-year reviews and a year-end assessment to measure outcomes achieved.

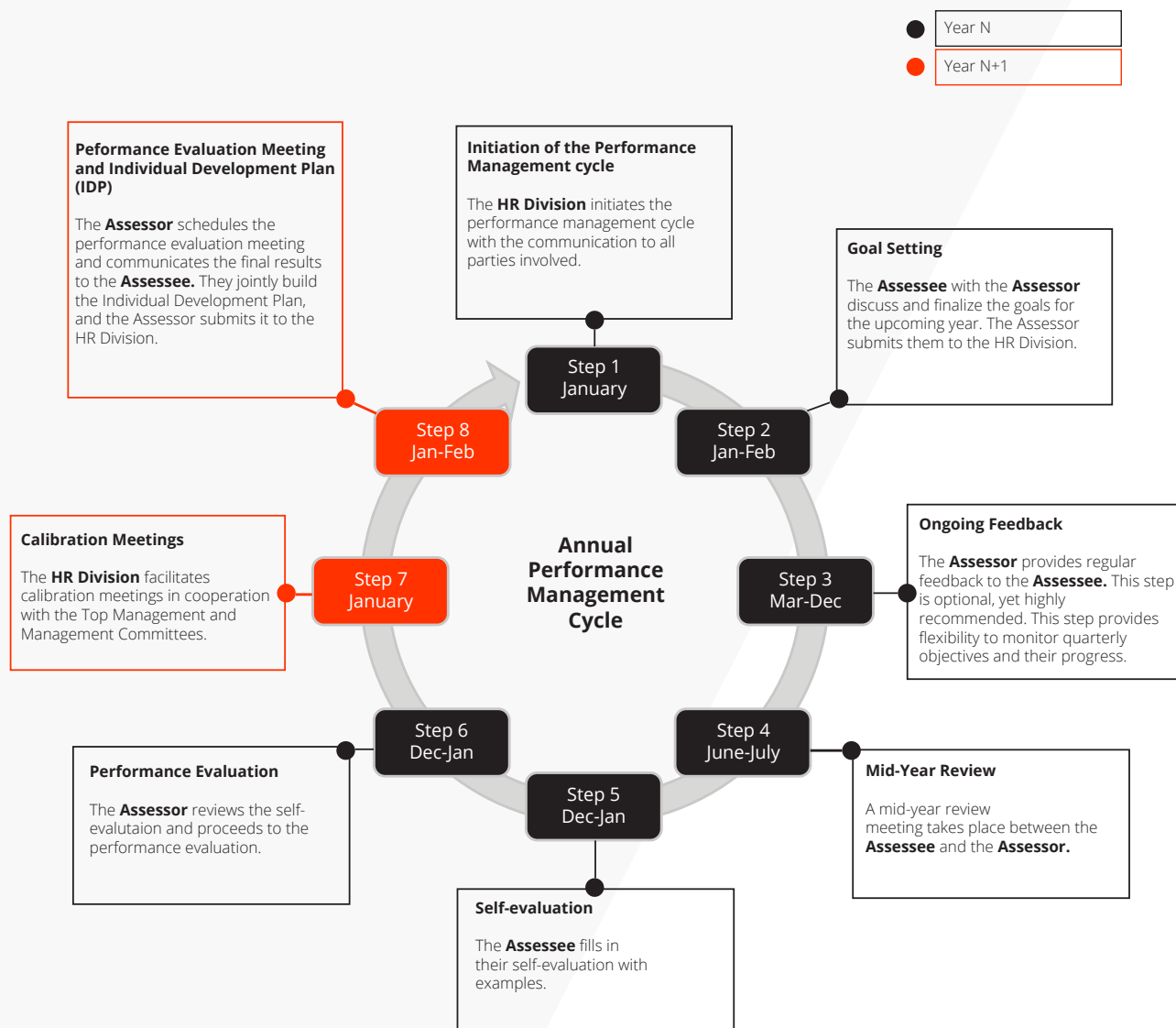
94% of our workforce was assessed through formal evaluations in 2024.



133 employees were promoted in 2024



Since 2019, PeopleCert has utilized BambooHR and Canvas to provide employees with access to both mandatory and optional training opportunities.



Employee Engagement and Satisfaction

PeopleCert's people-centric approach is rooted in open, transparent, and consistent communication. We believe that strong employee engagement is built on trust and the opportunity for meaningful dialogue. To support this, we have established multiple communication channels that encourage feedback, address concerns, and support the overall wellbeing of our workforce.

These channels include:

- A formal grievance mechanism
- The internal SharePoint/Intranet platform
- A dedicated HR team email for employee inquiries and concerns
- Regular employee satisfaction surveys
- An open-door policy that fosters direct interaction with leadership

PeopleCert Pulse Survey

The PeopleCert Pulse Survey is our annual Employee Satisfaction Survey, designed to assess employee engagement, identify areas for improvement, and strengthen communication between employees and management. The survey serves as a strategic tool for capturing employee insights that inform meaningful organisational change and enhance the overall employee experience.

The latest edition of the survey was broadened to include questions related to PeopleCert's ESG commitments, with a particular emphasis on Diversity, Equity, and Inclusion (DEI). This enhancement reflects the organization's commitment to transparency, continuous progress, and alignment with evolving workplace standards.

Findings from the survey have directly contributed to updates in internal policies, reinforcing a more inclusive, engaged, and cohesive company culture.

Participation in the 2024 survey was supported by an internal HR campaign that encouraged widespread involvement. The initiative resulted in an engagement rate of 65%, with 72% of employees completing the survey and 41% expressing strong commitment to long-term careers at PeopleCert.

Through the Pulse Survey and its associated actions, PeopleCert continues to strengthen its culture of feedback, inclusion, and shared responsibility, advancing both our internal goals and our broader corporate sustainability objectives.

Participation rate	72%
Engagement rate	65%
100% completion of open questions	Achieved

Employee Benefits and Wellbeing

Employees are central to PeopleCert's success, and their commitment is a key driver of our continued growth. To support and reward this dedication, we offer a comprehensive benefits framework designed to promote wellbeing, motivation, and long-term engagement.

By combining meaningful benefits with transparent communication and a strong values-driven culture, we aim to cultivate a workplace where employees are empowered to thrive. These initiatives not only enhance individual satisfaction but also strengthen team performance and contribute to a positive, collaborative work environment that supports the delivery of exceptional customer service.

Aligned with our culture of recognition and care, PeopleCert offers a comprehensive benefits package that extends beyond legal obligations in each country of operation. These 45+ benefits are designed to promote personal wellbeing, professional development, and work-life balance.

Employee benefits include:

Compensation & Financial Benefits

- Competitive base remuneration, above national minimum wage thresholds

- Monthly meal voucher (for GR-based employees)
- Multilingual bonus (based on language)
- Performance-based bonuses
- Referral bonus program
- Paid sick leave (3 days per year)
- Relocation bonus and practical support for transferred employees
- Financial support in personal hardship situations (e.g. medical treatment, loss of family member)

Health & Well-being

- Comprehensive health insurance plan for GR-based employees (with the option to add dependents)
- Access to an occupational doctor and wellbeing consultations
- Annual Wellness Week (fitness sessions, health webinars, nutrition)
- Mental health support: seminars with psychologists and financial support for therapy
- First aid seminars and personal development sessions

Learning & Development Opportunities

- Multiple training and certification pathways (including PRINCE2, ITIL, emerging tech, AI)
- Two free PeopleCert certifications per year (after 6 months of service)
- Access to certification libraries, beta testing, and eLearning platforms
- Training in soft skills, project frameworks, and leadership (e.g. "Feedback skills for Managers", "Train the Trainer",)
- Free access to the ESI Microsoft Learning Platform
- Post-graduate education funding
- Free Greek language courses for non-native speakers
- Participation in coding bootcamps and digital upskilling initiatives
- Opportunities to attend external conferences and events
- Internal mobility and international assignment opportunities

Family & Social Life Support

- Wedding and newborn celebration gift cards
- Gifts to employees' children entering university

- Back-to-school events and family bonding activities
- 25% discount on certifications for employee family members
- Sanitary products available in all restrooms

Culture, Inclusion & Team Engagement

- Celebration of international and local cultural events (e.g. Tsiknopempti, Women's Day)
- Well-curated seasonal gifts delivered globally
- Team bonding allowance for department outings (twice per year)
- Various lotteries and surprise giveaways (e.g., concert tickets, dining)
- Active participation in ESG-related activities (e.g. Race for the Cure, donations)
- Support for social impact campaigns (e.g., Concordance Study, Coding Bootcamps)

Workplace Environment & Facilities

- Newly renovated offices in central Athens (Korai & Panepistimiou)
- Modern kitchen facilities and free coffee/tea
- Bicycle racks and sanitary product availability
- Flexible working hours and remote work opportunities
- SIM cards, company cars, fuel allowance (role-based)

For employees with 5+ years of service (PeopleCert Club):

- Gifts awarded to all employees for completing multiple years of service

For employees with 10+ years of service (PeopleCert Club):

- Exclusive biannual VIP dinner
- Complimentary extended medical insurance for family
- Free Netflix Premium and Disney+ subscription
- Public transport card
- Invitations to premium cultural and networking events
- "Bleisure for Two" experience at global conferences (lottery draw)
- Fine dining experience for one member and guests (lottery draw)
- €500 annual wellbeing allowance for long-serving employees (PeopleCert Club)

Recognition

In 2024, PeopleCert's commitment to innovation, employee engagement, and continuous improvement was honored through a series of prestigious awards. These recognitions reflect the impact of initiatives such as the PeopleCert Pulse Survey and the successful implementation of DevSecOps practices:

GOLD Award at Internal Communication & Employee Engagement Awards 2024: Let's hear our Pulse - We are PeopleCert's heart!

BRONZE Award at Best Employee Engagement Initiative: Let's hear our Pulse - We are PeopleCert's heart!

BRONZE Award at Diversity, Equity & Inclusion Awards 2024: Let's hear our Pulse - We are PeopleCert's heart!

Relevant Policies and Commitments

PeopleCert upholds a robust set of internal policies and ethical standards that govern its operations and define the expectations for all stakeholders. These commitments reflect our dedication to integrity, inclusivity, and responsible business conduct across all regions in which we operate.

Code of Ethical Conduct

Updated in 2024, PeopleCert's Code of Ethical Conduct outlines the core principles, values, and rules that guide our operations. It applies to all Directors, Managers, Employees, Contractors, Trainees, Volunteers, and Third Parties conducting business with PeopleCert.

Compliance with the Code is accompanied by an expectation to uphold all applicable laws and internal policies. Any failure to meet these standards must be promptly disclosed, ensuring appropriate follow-up and accountability.

The Code reinforces our commitment to operating fairly, honestly, transparently, and ethically in every country where we are active. It serves as a foundation for safeguarding our most valuable asset—our reputation—by setting clear, non-negotiable expectations for professional conduct.

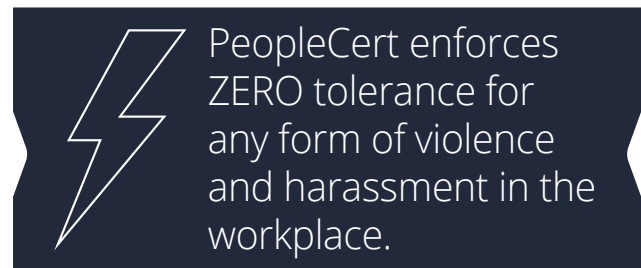
Our human resources practices are fully aligned with national legislation and emphasize equality, non-discrimination, and the prevention of harassment. All employees receive comprehensive

onboarding, which includes detailed information on our policies, Code of Conduct, and corporate values. Through merit-based recruitment and equal opportunity practices, we promote a transparent and inclusive workplace culture.

Policy for the Elimination of Violence and Harassment at Work

This policy defines and prohibits all forms of workplace violence and harassment, including gender-based and sexual harassment. PeopleCert is committed to maintaining a respectful, equitable, and safe working environment.

A culture of openness and trust is actively promoted, where employees feel empowered to report any incidents or concerns. All reports are addressed through a structured and confidential resolution process, ensuring timely and appropriate action in line with the Company's principles of dignity and fairness.



Whistleblowing Policy

PeopleCert has implemented a comprehensive Whistleblowing Policy to encourage the confidential reporting of illegal, unethical, or non-compliant behaviour, including violations of national and European legislation. This policy ensures a secure reporting mechanism is in place, reinforcing a culture of transparency, accountability, and ethical integrity across all levels of the organization.

Grievance mechanism

A structured grievance mechanism is in place to ensure that all employees can safely and confidently raise concerns. This process fosters a respectful workplace culture, strengthens internal accountability, and contributes to continuous improvement across operations.

Diversity and inclusion

PeopleCert is committed to fostering a workplace rooted in equality, fairness, and respect. We actively oppose all forms of discrimination based on personal characteristics, including gender, age, sexual orientation, religion, or ethnicity. Employees are encouraged to express themselves freely and to respect the individuality and beliefs of others, supporting a culture of openness and inclusion.

Human rights

Respect for human rights is a fundamental principle embedded across all operations and stakeholder interactions. In alignment with international human rights frameworks and national legislation, the organization is committed to upholding the dignity, equality, and fair treatment of all individuals, and to preventing any form of discrimination, exploitation, or abuse throughout its value chain.

Modern slavery

PeopleCert unequivocally condemns all forms of modern slavery. This stance is fully integrated into our Code of Ethical Conduct and extends to all

individuals working with or on behalf of the Company. All employees receive compensation significantly above minimum wage—currently between 10–13% higher—and benefit from fair working conditions. Our high levels of employee retention are a reflection of this commitment. Awareness of modern slavery risks is also embedded in our Safeguarding training program.

Additional Internal Policies

A range of internal policies has been adopted to promote employee wellbeing, professional development, and regulatory compliance. These include:

- Remote work policy
- Bonus policy
- Equipment Policy

Occupational Health and Safety

Ensuring the health and safety of our employees across all operations is a long-standing and strategic priority at PeopleCert. Our commitment extends to the prevention of workplace accidents and the promotion of a safe and secure working environment.

High safety standards are maintained through proactive risk management, specialized training, and continuous performance monitoring.



1,154

hours on Health
& Safety training

The Company's Health and Safety framework is structured around three strategic pillars:

- 1. Health and Safety Policy:** Establishes the principles, responsibilities, and commitments guiding our safety culture
- 2. Health and Safety Risk Management:** Focuses on the early identification and mitigation of occupational hazards through systematic assessment and controls
- 3. Health and Safety Performance Monitoring:** Ensures ongoing evaluation of safety outcomes and continuous improvement through data-driven insights

Health and Safety Policy Framework

PeopleCert has established a Health and Safety Policy to effectively manage operational risks and to ensure implementation of safety controls. This policy reflects our responsibility to safeguard the wellbeing of employees and all individuals who access our facilities.

Key commitments under the policy include:

- Maintaining a safe working environment by providing appropriate facilities and measures that promote the health and wellbeing of employee.
- Ensuring safe access to and from the workplace, including clear emergency provisions.
- Equipping employees with the knowledge and skills to perform their duties safely through ongoing training, guidance, and supervision.
- Implementing and maintaining safety systems and equipment to prevent accidents and promote a secure working environment.
- Establishing clear emergency response procedures, accessible and comprehensible to all personnel.
- Monitoring and regularly reviewing the Health and Safety Policy to ensure it remains relevant, effective, and aligned with emerging needs and best practices.

Health and Safety Measures

PeopleCert applies comprehensive occupational health and safety measures across all operations to minimize the risk of accidents and create a safe working environment. Prevention and response readiness, are at the core of our approach, supported by employee training.

Key elements of our Health and Safety measures:

Location: All facilities are situated in well-connected, pedestrian-friendly areas with easy access to public transportation.

Building Access: Barrier-free pathways link building entrances with nearby commuter points, ensuring safe and inclusive access for all.

Entrances and Ground Floors: All entrances and exits are smoke-free and well-lit. Ground floors are fully accessible to visitors and staff.

Workspaces: Employees benefit from natural light, adjustable shading, and individual temperature control. Workspaces are designed as open, shared areas available to all. First aid kits and fire extinguishers are prominently placed throughout the premises.

Shared Spaces: Toilets and break areas are maintained under a systematic cleaning protocol to ensure hygiene. Informational signage across all areas promotes health awareness and personal responsibility.

Dining Areas and Snack Bars: Common areas are equipped with kitchen appliances, water coolers, and essential amenities to support comfort and convenience throughout the day.

Through these measures, PeopleCert creates a work environment that prioritizes safety, accessibility, and the overall wellbeing of its employees.

Additional benefits and services

- Comprehensive health program, covering medical and therapeutic services
- Access to health professionals, offering expert guidance on a range of issues, including musculoskeletal health and workplace ergonomics
- Remote and flexible working arrangements, supporting both physical and psychological wellbeing
- Psychological support, provided by certified mental health professionals



“PeopleCert We’re Feeling Good!” initiative

As part of our commitment to employee wellbeing, PeopleCert promotes a safe, inclusive, and supportive workplace through a structured initiative focused on physical and emotional wellness. This holistic approach reflects our commitment to employee welfare across all regions.

1. Physical wellbeing

- Participation in public awareness events, such as Race for the Cure and the Athens Marathon
- Monthly wellness allowance for employees in the UK to support health-related activities
- Occupational health services, ergonomic assessments, and workplace equipment to enhance physical comfort
- Dedicated bicycle parking facilities to encourage sustainable and active commuting

2. Emotional wellbeing

- Seminars on leadership, feedback, time management, and mental health
- Ongoing health coverage, and wellness competitions
- Open-door HR policy, diversity and inclusion programs, flexible work schedules, and remote work options
- Regular engagement surveys and celebrations of global and local cultural traditions

3. Wellbeing week

- An annual event featuring activities such as chair massages, yoga, healthy meals, Zumba, and mindfulness seminars, offered across all offices and remote locations to support holistic employee wellness.

Monitoring Health and Safety Performance

PeopleCert systematically monitors and records health and safety performance indicators across all facilities. The primary objective is to identify trends, prevent incidents, and implement timely corrective actions when needed.

The table below presents key Health and Safety indicators tracked.

Performance Indicator	2023	2024
Lost-time injuries (LTIs)	0	0
Lost Time Injury Frequency Rate (LTIFR)	0	0.6
Fatalities as a result of work-related injury	0	0
Rate of fatalities as a result of work-related injury	0	0
Total number of hours worked	1,481,040	1,576,872



**We don't just
certify people,
we stand
with them**

**Empowering
Communities
Through
Meaningful
Impact**

Creating positive social impact

Social initiatives at PeopleCert extend beyond commercial objectives, placing strong emphasis on education, professional development, and community-centred projects that deliver long-term value.

Meaningful change is rooted in internal engagement. Employees are encouraged to take an active role in Corporate Social Responsibility (CSR) efforts by proposing and participating in initiatives aligned with their personal values. This inclusive approach nurtures a culture of collective action and shared accountability.

Community needs are addressed through structured, targeted programmes designed to deliver measurable outcomes. In 2024, a wide range of actions were implemented to support communities in crisis, reduce social inequalities, preserve cultural heritage, and promote access to education through dedicated scholarship programmes. Initiatives also included the promotion of sports as a tool for social inclusion.

These actions form part of a broader social responsibility framework aimed at generating sustained impact—moving beyond immediate support to foster resilience, inclusivity, and long-term development within the communities served.

The overall strategy is guided by four strategic pillars that shape PeopleCert's commitment to meaningful social impact:

- Preservation of Cultural Heritage – Safeguarding and celebrating cultural traditions, ensuring their preservation for future generations while fostering a sense of shared identity and pride.
- Reduction of Social Inequalities – Promoting equal access to opportunities, resources, and services to create a more inclusive and equitable society.

- Humanitarian Aid – Offering essential support to communities affected by crises, ensuring immediate relief and long-term recovery.
- Supporting Education and Knowledge Sharing – Empowering young people through scholarships, mentorship, and learning opportunities that equip them with the knowledge and skills needed for a successful future.

Preservation of Cultural Heritage

Guided by the personal vision of its Founder and Chairman, Byron Nicolaides, who originates from Istanbul, the company invests in preserving the Hellenic culture and strengthening the connection of future generations with their roots.

Social initiatives in Istanbul are centred around three key pillars: preserving and promoting cultural heritage; actively supporting education and youth development; and reinforcing the Greek Community through targeted social solidarity actions. These efforts aim to safeguard the enduring presence and vitality of Greek heritage in the region.

Our Contribution:



Support for the Greek diaspora

PeopleCert's support for the Greek community extends beyond restoration, and preservation of historic sites.

Restoration of the historic Church of the Dormition of the Theotokos in Balino, Istanbul

A year after the reopening of the Church of the Dormition of the Virgin Mary in Balino, PeopleCert funded the installation of heating and cooling systems, connected the building to natural gas, renovated the sexton's residence, and landscaped its grounds to ensure the church's sustained vitality and community use. In addition, significant improvements were made to the church's interior, including the complete refurbishment of carpets, choir stalls, and seating.

Reviving the Acoustics of Hagia Sophia

In collaboration with leading researchers from Stanford University, PeopleCert launched the groundbreaking initiative Reviving the Acoustics of Hagia Sophia, utilizing advanced Dolby Atmos technology to authentically recreate the monument's original sound environment. To support this effort, the "Agia Sophia PeopleCert" Choir—comprising 30 expert Byzantine chanters—was formed to recreate Byzantine chants precisely as they resonated 600 years ago.

Utilizing innovative acoustic analysis and artificial intelligence, this initiative allows listeners to experience the sacred soundscape of Hagia Sophia as it was originally heard. Officially endorsed by His All-Holiness Ecumenical Patriarch Bartholomew, the project underscores the monument's profound historical and cultural significance, preserving its legacy for global audiences.

Further contributions to cultural preservation—particularly in Istanbul, a city of deep historical significance—are outlined in the section titled "Istanbul, the City of Our Heart"

Additional actions

In the Bebek district of Istanbul, the historic Church of Saint Charalambos underwent a comprehensive restoration—both structural and aesthetic—reviving its role as a cultural landmark and place of worship for the local Greek community.

Furthermore, support was extended to the preservation of significant religious monuments, including the Holy Spring of Panagia Göksu, contributing to the safeguarding of vital cultural and spiritual heritage sites.

Responding to requests from Zografeion Lyceum and the Great School of the Nation, PeopleCert also donated interactive whiteboards and display screens, enhancing educational delivery and reinforcing its commitment to learning within the diaspora's historic institutions.

Recognizing the importance of bolstering local social infrastructure, PeopleCert contributed to the Ecumenical Patriarchate of Constantinople for the study and construction of a new nursing home on Imvros. This initiative supports the island's revitalized Greek community—now nearly 700 strong after decades of displacement—by ensuring the care and wellbeing of its elderly residents and preserving the island's cultural and social fabric.

Further contributions to cultural preservation, particularly on Istanbul, a city of deep historical significance, are outlined in the section titled "Istanbul, the City of Our Heart".

The First, Global Certification in Classical Greek

PeopleCert has developed the world's first standardized certification in Classical Greek, designed for individuals seeking to connect the historical values of Classical antiquity, political, philosophical, and cultural, with contemporary academic and professional pursuits. This unique certification promotes the exploration of new fields of knowledge and enhances understanding of scientific and intellectual terminology, supporting lifelong learning and global educational development.

The certification of Classical Greek is a strategic initiative that promotes Greece's cultural and educational influence globally. Through innovation and academic recognition, it positions Classical Greek as a contemporary instrument of soft power.

The LanguageCert Test of Classical Greek (LTCG) is designed to assess a candidate's ability to understand and use Classical Greek in alignment with the Common European Framework of Reference for Languages (CEFR). Suitable for both young learners and adults, the qualification supports applications for higher education, further academic study, and professional development programs. The LTCG provides a valid and reliable assessment of reading and language use skills across CEFR levels, contributing to the structured and measurable advancement of Classical Greek language education.

Reduction of Social Inequalities

PeopleCert is committed to advancing social inclusion and supporting vulnerable groups through a range of targeted initiatives that promote equal access to opportunities and essential services. Guided by a strong sense of social responsibility, the Company collaborates with organizations dedicated to reducing social inequalities and improving quality of life. These efforts are further reinforced by the active participation of employees in charitable, cultural, and athletic events that foster solidarity, raise awareness, and strengthen community engagement and social cohesion.

Our Contribution:



PeopleCert enriches its employee experience by offering access to a variety of cultural events and performances. In 2024, staff members enjoyed complimentary tickets to concerts at the Herodion, a charity performance organized by Oloi Mazi Boroume, and other notable musical and theatrical presentations. These opportunities not only reward our team but also reinforce our commitment to cultural engagement, shared experiences, and social responsibility.

Sponsoring staff participation in athletic events has boosted team spirit and wellbeing. In 2024, employees ran at the Half Marathon, the Athens Authentic Marathon, and the Race for the Cure—combining physical fitness with solidarity for breast cancer awareness. These shared challenges foster camaraderie and reinforce commitment to employee health and social responsibility.

As part of its 2024 social responsibility initiatives, PeopleCert provided targeted assistance to vulnerable households, including emergency financial grants and essential supplies to a single-parent family and a low-income household—offering relief from immediate economic hardship and reinforcing social stability.

In collaboration with the NGO Vlon, a company-wide blood donation drive was launched, enabling employees to contribute life-saving support to local hospitals. This initiative enhanced community preparedness and demonstrated the power of collective action in addressing urgent medical needs.

Participation in RESTART Lives reflects a strong commitment to social inclusion and community engagement. By spending a night outdoors, employees raise awareness and vital funds for individuals experiencing homelessness in the UK, directly supporting frontline services and fostering a deeper understanding of social vulnerability.

Finally, contributions to the Great Ormond Street Hospital Children's Charity enabled enhancements to pediatric care and treatment facilities, reaffirming our commitment to improving health outcomes and brightening futures for seriously ill children.

Humanitarian Aid

PeopleCert remains deeply committed to supporting communities affected by natural disasters and urgent humanitarian challenges. Guided by the principle “We stand together,” the Company mobilizes both resources and employee participation to deliver timely and meaningful assistance. Support efforts have included the donation of essential items—such as water, non-perishable food, baby supplies, cleaning products, and clothing—collected and distributed by employees to those most impacted.

Our Contribution:



As part of ongoing relief efforts following the wildfires that struck Northeast Attica in August 2023, PeopleCert contributed to the post-crisis recovery phase. In collaboration with the NGO Humanity Greece, we supported families affected by the disaster through the provision of non-perishable food items and essential cleaning supplies. This initiative addressed continued needs and formed part of a broader commitment to supporting communities during long-term recovery.

Support was also extended to the Salvation Army after the October 2024 floods in Spain, helping fund relief efforts for individuals and families impacted by the disaster. In Greece, a partnership with GIVMED enabled the donation of orthopedic equipment, medical devices, and parapharmaceutical supplies to five nursing homes, directly improving care for 25 elderly residents.

Employees played an active role in shaping corporate donations through a company-wide NGO nomination initiative. This employee-led process resulted in support for five organizations: Elpida, Autism Greece, ActionAid (Kenya, Nigeria, India), and Hope (UK), reflecting shared values and strengthening the impact of PeopleCert’s philanthropic work.

PeopleCert has consistently provided individual assistance in cases of urgent personal need, reflecting its commitment to social responsibility on both a community and personal level. As part of this ongoing support, the Company covered the cost of rehabilitation for an individual facing severe weight-related health challenges. This contribution ensured access to specialized care, supporting recovery and long-term wellbeing.

Supporting Education and Knowledge Sharing

PeopleCert recognizes the vital role of young people as catalysts for societal progress. To empower the next generation, the Company offers scholarships to partner universities, enabling students to pursue both personal and professional growth and reinforcing its commitment to widening access to education.

Our Contribution:



Education and culture remain cornerstones of PeopleCert’s social impact strategy, reflected in a series of diverse and inclusive initiatives throughout 2024:

PeopleCert Scholarships – “Honouring Our Teachers from Constantinople”

This programme celebrated the legacy of three distinguished professors from Istanbul by awarding postgraduate and PhD scholarships to candidates from Istanbul, Imbros, and Tenedos. The ceremony, held at the Patriarchal Great School of the Nation in Phanar and presided over by His All-Holiness Ecumenical Patriarch Bartholomew, once again presented the “Ecumenical Patriarch Bartholomew Award,” underscoring our continued commitment to academic excellence and cultural heritage.

LanguageCert Scholarships

In partnership with the Hispanic Association of Colleges and Universities (HACU), Community Colleges for International Development (CCID), and Languages Canada, LanguageCert awarded scholarships to international students who passed their Academic or ESOL English proficiency tests. Recipients received funding to study at member institutions in North America, reflecting our commitment to equitable assessment and empowerment through language proficiency.

Greek Heritage Calendar

A key cultural initiative involved creating an Classical Greek-inspired calendar, distributed to employees, educators, partner institutions, and Delphi Classics attendees to inspire the preservation of our cultural heritage and promote the legacy of ancient Greece.

Delphi Economic Forum Participation

PeopleCert played an active role in the Delphi Economic Forum as an official sponsor, reinforcing its contribution to the advancement of educational and cultural dialogue. Company representatives participated in two high-level panels: “Synergies and Success in the New Era: New Business Opportunities Between Greece and Turkey” and “Classical Greek: A Catalyst in Education and Technology | Delphi Classics: Classics in Praxis.” Discussions showcased the potential of cross-border collaboration and the contemporary significance of classical education in today’s innovation-driven landscape.

Institutional Support

A donation to Regent’s University London further demonstrated PeopleCert’s long-term commitment to higher education and institutional development, supporting research and academic collaboration.

Professional Development and Certification Vouchers

Expanding access to professional and language qualifications, exam vouchers and certification packages were distributed during key industry events. These included digital learning materials and resources for certifications such as ITIL 4 Foundation, Certified Associate in Software Testing, PRINCE2 Foundation, and DevOps.

Global Research in Classical Greek

PeopleCert commissioned the first comprehensive global study to map initiatives related to Classical Greek across 188 countries. Conducted in collaboration with QED, this research established a valuable benchmark for evaluating the global reach and impact of Classical Greek teaching and cultural heritage preservation. The findings reinforce PeopleCert's leadership role in promoting Classical Greek and will inform future educational strategies. The study is now progressing to its second phase, with updated results expected in 2025.

Employee and Community Support

The Company extended targeted assistance both internally, by equipping first-year university students of employees with essential academic resources and providing reward vouchers and memberships, and externally through initiatives such as certification vouchers for soldiers stationed at the Rho Megistis outpost, acknowledging their dedicated service and facilitating professional advancement.

Community Education Outreach

As part of its commitment to equitable education, the Company supported 285 students in Nea Peramos by distributing essential learning resources. This initiative aimed to help bridge educational gaps and promote inclusive learning opportunities across underserved communities.





**Doing business
right isn't just
a strategy.
It's a responsibility
and a privilege**

Ethical Business Practices

16 PEACE, JUSTICE,
AND STRONG
INSTITUTIONS



17 PARTNERSHIPS
FOR THE GOALS



Corporate Governance Framework

In 2024, PeopleCert continued to strengthen its corporate governance framework, ensuring that transparency, ethical conduct, and accountability remain central to how the organization operates. The established framework supports responsible decision-making, embeds regulatory compliance, and aligns closely with the Company's long-term vision for sustainable growth and resilience.

Structured around clear policies, internal controls, and robust oversight mechanisms, our governance system enables the organization to manage risks effectively, safeguard stakeholder interests, and uphold high standards across all business functions.

Strong emphasis is placed on engaging stakeholders in meaningful ways. Through open dialogue and the

integration of feedback, PeopleCert ensures that governance practices remain relevant, adaptive, and closely aligned with the needs of stakeholders and the broader market environment.

Supporting the development of leadership capacity remains a key priority for the Company. Targeted training initiatives are implemented to equip executives and managers with the knowledge and tools needed to navigate emerging challenges and uphold ethical, forward-looking governance practices.

Through this integrated and principles-driven approach, PeopleCert continues to reinforce its position as a trusted, transparent, and responsible global organization.



Organizational Structure

PeopleCert’s organizational structure is designed to support efficient decision-making, clear accountability, and effective implementation of its strategic objectives. Governance responsibilities are clearly defined across executive leadership and functional departments, ensuring that operations are aligned with the Company’s long-term goals. This structure enables agility, coordination, and oversight across regions and business units, while supporting the delivery of sustainable growth and operational excellence.

Board of Directors

The Board of Directors (BoD) provides strategic leadership and oversight, ensuring alignment with the Company’s core values, ethical principles, and long-term vision. It promotes a culture grounded in integrity, responsibility, and accountability throughout the organization.

Responsibilities include supervising overall management, financial performance, and asset administration. The Board also reviews annual self-assessment reports to confirm strategic alignment and meets quarterly to evaluate risks, monitor progress, and review key initiatives. Senior executives regularly update the BoD through meetings and formal presentations.

Although operational duties are delegated to the CEO, Chief Officers, CFO, and designated members, ultimate authority for approving business plans and setting strategic direction remains with the Board. This structure ensures robust, forward-looking governance.

As of 31 December 2024, the Board of Directors was composed as follows:

Board of Directors membership	
Byron Nicolaides	CEO, Executive Director
Brad Bernstein	Director
Richard Neal Garman	Director
Georgios Giannetsos	Director
Mike Milanovic	Director
Dimitrios Nicolaides	Director
Eleni Nicolaides	Director
Katerina Pramataris	Director
Maury Shenk	Secretary

Audit Committee

The Audit Committee plays a vital role in ensuring the integrity, transparency, and reliability of PeopleCert's financial reporting, as well as compliance with all applicable legal and regulatory standards. Responsibilities include reviewing financial statements, overseeing internal and external audit processes, and monitoring the effectiveness of internal control systems.

Comprising independent directors with deep expertise in finance, accounting, and corporate governance, the Committee collaborates closely with auditors to evaluate financial reporting accuracy, to assess financial and operational risks, and to support continuous improvement in financial oversight.

In addition to overseeing compliance, the Committee regularly reviews and updates financial policies, promoting best practice across the organization. Through such actions, the Audit Committee reinforces financial accountability, strengthens stakeholder confidence, and safeguards the Company's long-term financial integrity.

Risk Committee

The Risk Committee at PeopleCert is responsible for identifying, assessing, and managing a wide range of organizational risks, including those related to strategy, operations, finance, and compliance. The Risk Committee also monitors regulatory developments and emerging threats, evaluates the effectiveness of internal controls, and reviews the Company's risk management policies to ensure they remain current and effective.

Committee members bring cross-disciplinary expertise in risk management, compliance, finance, and governance, ensuring a well-informed and balanced approach. Through this oversight, the risk Committee ensures that risk is addressed proactively while remaining in line with corporate governance principles, supporting organizational resilience, protecting PeopleCert's reputation, and contributing to long-term sustainability and strategic success.

Business Continuity Committee

The Business Continuity (BC) Executive Committee is responsible for overseeing the effectiveness of the Company's Business Continuity Management System (BCMS). Core responsibilities include reviewing system performance, approving continuity and recovery plans, and ensuring the appropriate allocation of resources for the implementation and maintenance of business continuity measures.

This Committee comprises senior executives, including the CEO, CRO, COO (serving as BC Sponsor), and PSO. Its role is to ensure that continuity strategies are fully integrated with the Company's overall strategic objectives. Through oversight, the Committee reinforces organizational preparedness and resilience and ensures that PeopleCert can recover quickly from likely disruptions, maintaining operational continuity.

Due Diligence, Risk, and Integrity Management

Due Diligence

PeopleCert's Standard Operating Procedure (SOP) for due diligence provides a clear, consistent framework for collecting and evaluating critical information related to potential partnerships, investments, or business transactions. This structured approach ensures all activities are aligned with the Company's strategic objectives and compliance standards.

The SOP sets guidelines for effective communication and coordination across internal teams and external stakeholders. It covers every phase of the due diligence process, from the initial data collection to the preparation of the final assessment report and is activated whenever third parties engage in discussions or negotiations with the Company.

Due diligence efforts rely on collaboration across departments and the use of internal resources to compile relevant information. This data is consolidated into self-assessment forms, which are then shared with external parties to evaluate credibility and assess potential risks.

Responsibilities and processes are clearly assigned, ensuring operational efficiency and supporting informed decision-making at the governance level. Oversight of the SOP rests with the Audit Committee, which oversees its application to ensure regulatory compliance and strategic alignment.

Risk Management

PeopleCert maintains comprehensive risk management and internal control systems, supervised by the Regulatory Compliance and Risk Management Department in close collaboration with other business units. Through structured identification, analysis, prioritization, mitigation, and reporting of operational risks, the Company ensures alignment with its strategic objectives, the continuity of its core business functions, and adherence to ethical standards.

The risk management program effectively addresses financial risks, including market, credit, and liquidity

exposure, by delivering in-depth risk assessments that support informed and timely decision-making. It incorporates preventive, detective, and corrective mechanisms, embedding risk awareness into the organizational culture and enhancing communication across internal and external stakeholders.

In addition to financial risk, the framework encompasses non-financial topics and their related risks such as health and safety, environmental management, and supply chain oversight, recognizing these elements as critical to PeopleCert's strategy, employee wellbeing, environmental impact, and operational resilience.

Bribery and Corruption

PeopleCert upholds a strict zero-tolerance policy toward bribery and corruption, in full compliance with applicable laws and regulatory frameworks. This commitment is embedded throughout all areas of the organization and reflected in responsible practices aligned with the Company's core values.

The promotion of integrity, accountability, and openness remains central to safeguarding PeopleCert's reputation and maintaining its position as a trusted, ethically driven global partner.



Zero

Incidents of corruption/
bribery in 2024

Conflict of Interest

PeopleCert is committed to acting in the best interests of its customers, and shareholders, upholding the highest standards of integrity in all business activities. Decisions are taken independently and objectively, free from personal bias or external influence, to ensure fairness, transparency, and consistency across the organization.

All individuals associated with PeopleCert are expected to remain vigilant and avoid any circumstance, actual or perceived, that could compromise impartiality. This commitment reinforces a culture of ethical responsibility, professionalism, and mutual trust.

Whistleblowing

PeopleCert promotes a culture of openness and transparency, encouraging employees, Test Centres, and candidates to report any concerns related to the delivery of its certifications and services. To support this, the Company has established a comprehensive Whistleblowing Policy that ensures all allegations of misconduct or poor practice are addressed confidentially and without fear of retaliation.

This Policy outlines the principles of the Public Interest Disclosure Act, provides clear reporting channels, and includes specific protections for whistleblowers. Employees may report concerns to the Human Resource Department, while external stakeholders can contact the PeopleCert Quality Team using the details provided in the Policy. Although definitive evidence is not required, detailed and thorough reports help facilitate effective investigation.

In parallel, the Company enforces a Malpractice and Maladministration Policy to address potential breaches through formal investigation and corrective actions. A dedicated Complaints Policy is also in place to ensure that stakeholder concerns are appropriately recorded, reviewed, and resolved.

Personal Data Protection

PeopleCert complies with the applicable regulatory framework and follows best practice concerning personal data protection and cybersecurity, establishing all necessary policies and processes, such as the Personal Data Retention Policy, and an ISO 27001-certified Information Security Management System. Moreover, the Company trains its employees in safe personal data processing and regularly conducts risk assessments, as well as adopting measures and processes for data protection and potential data breach management.

These frameworks form an integral part of PeopleCert's broader governance system, reinforcing continuous improvement across all operations.



Zero

Incidents of legislative and regulatory non-compliance in 2024



Zero

complaints concerning privacy and data breaches in 2024

Focusing on Quality

PeopleCert is committed to delivering high-quality services through a rigorous quality assurance framework that underpins the Company's reputation and long-term growth. Quality lies at the heart of operations, and the organization consistently aims to meet and where possible, exceed, expectations across its certification and assessment operations.

This approach is supported by strategic partnerships with global organizations and government bodies, ensuring that quality is embedded throughout the value chain. Robust and consistent quality controls enable compliance with regulatory and industry standards while fostering strong, trust-based relationships with stakeholders.

The Company's quality governance system promotes transparency, strengthens accountability, and reinforces a culture of operational excellence, all essential drivers of sustainable development and long-term success.

Management Systems

Comprehensive management systems aligned with internationally recognized standards and industry best practice form the foundation of PeopleCert's commitment to quality and sustainability. These systems demonstrate a consistent focus on operational excellence, continuous improvement, and the integration of responsible, future-oriented practices across all areas of activity.

Validation of language qualifications by:

UK NARIC (The designated UK National Agency for the Recognition and Comparison of international qualifications and skills) – since 2018

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

ISO 17024	Certification of Persons: PeopleCert has been accredited under ISO 17024 since 2006, affirming its commitment to rigorous personnel certification standards. This accreditation ensures fair and consistent processes aligned with global best practice. Since 2017, the Company is recognized and regulated as an awarding organization by Ofqual in England and Qualification Wales in Wales.
ISO 9001	Quality: Since 2000, PeopleCert has been certified by Lloyd's Register UK for its ISO 9001 Quality Management System, reflecting its commitment to customer satisfaction, process efficiency, and continuous improvement. The certification ensures that all operations follow well-documented, monitored, and streamlined processes, consistently meeting regulatory requirements and customer expectations.
ISO 10002	Customer Satisfaction and Complaints Handling: PeopleCert is implementing ISO 10002, since 2006, establishing a structured system for effectively managing customer feedback and complaints. This framework supports continuous service improvement, reinforces the Company's commitment to customer satisfaction, and fosters relationships built on responsiveness and trust.
ISO 14001	Environmental Management: The Company is committed to environmental stewardship and implements an ISO 14001 Environmental Management System. This system helps mitigate environmental impact and promotes sustainable practices across all operations.
ISO 27001	Information Security: PeopleCert is implementing an ISO 27001-certified Information Security Management System since 2008, ensuring protection against cyberattacks, data breaches, and enhancing resilience. The Company safeguards confidentiality, integrity, and availability of data through strict controls and regular risk assessments, reinforcing responsible data handling.
ISO 23988	Information Technology: To ensure system integrity and reliability, PeopleCert complies with the stringent requirements of ISO 23988 for IT management. Through regular audits, system updates, and protocol enhancements, the Company maintains a secure and resilient technology infrastructure.
ISO 22301	Business Continuity: To ensure effective response and recovery from potential disruptions PeopleCert implements the ISO 22301 international standard. The Company conducts regular risk assessments, business impact analysis, and continuity plan testing to safeguard uninterrupted service delivery.

Quality Management Team

The Quality Management Team, comprising specialized professionals, is responsible for overseeing the effective implementation of management systems and the evaluation of operational performance across the organization. Through close collaboration with internal departments and stakeholders, the team ensures compliance with international standards and internal policies, while promoting consistent quality assurance and risk mitigation practices.

This work includes the reporting of key findings to the Executive Team and the Board of Directors, providing actionable insights that support informed decision-making and enable timely corrective measures.

Audit and Quality Assurance Strategy

PeopleCert has developed a comprehensive Audit and Quality Assurance Strategy for Secure English Language Tests (SELTs), ensuring consistent adherence to regulatory and contractual obligations across all test centres and internal processes. This Strategy outlines a robust framework that includes initial test centre approval, ongoing risk assessments, scheduled and unscheduled audits, mystery shopping exercises, and both internal and independent audits of central services.

The Audit and Assurance Team oversees the full audit lifecycle—from planning and execution to follow-up—ensuring timely resolution of any identified non-conformities. Audits assess alignment with operational standards, security protocols, and the requirements for an optimal candidate experience.

These processes play a critical role in maintaining the integrity, security, and regulatory compliance of SELT operations. In doing so, they protect the interests of candidates, uphold the credibility of the examination process, and reinforce the reputations of PeopleCert, Prometric, and associated regulatory authorities.

Compliance Internal Audit Policy

PeopleCert has developed a comprehensive Audit and Quality Assurance Strategy for its Secure English Language Tests (SELTs) to ensure full compliance with regulatory and contractual standards across all test centres and internal operations. The strategy includes a structured audit framework encompassing new centre approvals, ongoing risk assessments, regular audits (both announced and unannounced), mystery shopping, and internal and independent audits of central services.

The Audit and Assurance Team oversees the planning, execution, and follow-up of all audit activities, ensuring that any non-conformities are addressed promptly. Audits assess compliance with operational procedures, security protocols, and candidate experience standards.

These processes are essential to safeguarding the integrity, security, and compliance of SELT operations, while maintaining consistently high-quality, reliable services and protecting the interests of candidates, as well as the reputations of PeopleCert, Prometric, and associated regulatory authorities.

Code and Policies

PeopleCert's Code of Ethical Conduct, along with its supporting policies, forms the foundation of the Company's commitment to integrity, transparency, and operational excellence. These frameworks align with industry regulations, ethical principles, and PeopleCert's core values, guiding responsible decision-making across all functions.

All policies undergo regular review and revision to ensure alignment with evolving legal requirements, stakeholder expectations, and emerging best practices.

The table below outlines PeopleCert's key policies, which support its dedication to ethical conduct and sustainable development across all operations:

Codes, Processes, and Policies	Last updated	Languages available
Code of Ethical Conduct	2024	English
Business Continuity Policy	2024	English
PeopleCert Referral Policy	2022	English
Modern Slavery Act Statement	2024	English
Recruitment & Selection Policy (UK, RoW, Greece)	2022	English
Policy for the Elimination of Violence and Harassment at Work	2024	English, Greek
Whistleblowing Policy	2024	English, Greek
Equality & Diversity Policy	2024	English
Equipment Policy	2024	English
Business Travel and Expense Policy	2023	English
Mobile Phone Policy	2019	English
Attendance and Punctuality Departmental Policy and Approval Process	2023	English
PeopleCert Anti-Bribery Manual	2020	English
Training Policy - Book Lending - Vouchers	2020	English
Conflict of Interest Policy	2023	English
Personal Data Retention Policy	2024	English
Customer Service Code of Conduct	2019	English
Audit & Quality Assurance Strategy	2020	English
Safeguarding Policy	2019	English
Online Speaking Examiners Code of Conduct	2023	English
Online Proctors Code of Conduct	2023	English
Rescheduling Cancellation and Refund Policy	2024	English
Appeals Policy	2024	English
Complaints Policy	2024	English
Malpractice and Maladministration Policy	2024	English
Reasonable Adjustments and Special Considerations Policy	2024	English

Find out more [here](#).



Appendices

Summary of PeopleCert's Social Value Model			
Theme	Policy outcome	Model Award Criteria (MAC)	Policies/procedures/actions
1: COVID-19 Recovery	Help local communities to manage and recover from the impact of COVID-19	MAC 1.1: Employment, re-training, return to work	As we transition from the immediate challenges posed by the COVID-19 pandemic, PeopleCert remains committed to applying the valuable lessons learned during this unprecedented period. While the pandemic may no longer dominate our operational landscape, the resilience, agility, and preparedness developed during that time continue to shape our strategic focus. During the pandemic, PeopleCert adapted its operations by enhancing digital skills and offering upskilling opportunities to employees. The ability to quickly pivot toward new technologies, such as AI and remote examination proctoring, provided significant resilience. Today, these skills are ingrained in our workforce, enabling us to continue supporting employee development in a rapidly changing technological environment. Our experience in supporting communities during the pandemic highlighted the importance of social responsibility in maintaining long-term relationships with key stakeholders. Post-COVID, PeopleCert continues to work with local communities, focusing on sustainable development and economic recovery. The need for seamless digital operations became clear during the pandemic, driving our rapid transition to offering digital exams and certification processes. The knowledge gained from maintaining continuity during a global crisis has bolstered our ability to support organizations worldwide. Today, our digital infrastructure ensures that businesses can access our services with confidence in their resilience, even in the face of future disruptions. Our focus now is on the continual improvement of these processes, ensuring that businesses can maintain operational stability and growth. While the health risks associated with the pandemic have diminished, the focus on employee wellbeing remains paramount. The physical and mental health support systems we developed during the pandemic have transitioned into long-term wellness programs. Risk management and business continuity plans are now part of our strategic framework, ensuring that we are prepared to support employees in future emergencies while safeguarding public health resources. During the pandemic, the emphasis on workplace safety and remote collaboration allowed PeopleCert to maintain productivity without compromising employee wellbeing. We have established robust systems for workplace risk assessment, ensuring that we are equipped to manage any future crises with the same level of efficiency and care.
		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	

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2: Tackling economic inequality	Create new businesses, new jobs, and new skills	MAC 2.1: Entrepreneurship, growth and business creation	People initiatives and actions: 1. The exams are digital, so people located in any place can participate. 2. There are roles in the company that can work 100% remotely, so people located in any place can apply for these positions (Global Sourcing Policy). 3. Work opportunities for people that have just graduated or have less than one year experience.
		MAC 2.2: Employment	
	Increase supply chain resilience and capacity	MAC 2.3: Education and training	PeopleCert continuously supports small SME's.
		MAC 3.1: Diverse supply chains	
3: Fighting climate change	Effective stewardship of the environment	Effective stewardship of the environment	People initiatives and dedicated actions: 1. Sustainability plan in place, with targets for the energy and environmental performance of the company for the next three years. 2. 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. 3. Quarterly environmental reports, which provide 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. 4. Measures for the reduction of energy consumption such as: 4.1. Installation of energy usage monitors for each floor in Greece's premises enable energy consumption to be tracked in real time. 4.2. Upgrading all lights to Led lights in Athens' offices. 4.3. Replacement of old heating units in floors that have been renovated. 4.4. Apply control systems and smart sensors in the floors that have been renovated in Panepistimiou building. 5. Measures for waste reduction such as: 5.1. Equipping kitchen and office spaces with recycling bins for paper, plastic, and aluminum cans. 5.2. Monitoring and recording the amount of wastes that are being recycled. Each record is accompanied by relevant documentation. 5.3. Replace a major part of plastic cups and recycling paper cups, and use of plastic cups only for water-coolers. 5.4. Recycling electric devices, lamps, batteries, toners. Bins for recycling of lamps and toners have been placed in Athens' buildings. 6. Measures for water consumption reduction: 6.1. Installation of dual flush valves, of high and low flow. 6.2. Installation of touch free faucets. 7. Since 2020 PeopleCert has had a sustainability policy in place.
		MAC 4.2: Influence environmental protection and improvement	

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4: Equal opportunity	Reduce the disability employment gap	MAC 5.1: Increase representation of disabled people	People initiatives and dedicated actions: 1. PeopleCert employs people from 40 different nationalities, different ages, religions, preferences etc. 2. The representation percentage of women in the workforce is 60%. Even at the highest hierarchical level of the Executive team, the representation of women is 40%. 3. Salaries and benefits are also equal between men and women, as PeopleCert rewards talents based on performance, regardless of gender, age, nationality etc. 5. In 2023, PeopleCert continued to implement and strengthen its commitment to diversity and inclusion through the effective application of a comprehensive set of policies. These policies, include the Equality and Diversity Policy, Equal Opportunities Policy (as part of our Code of Conduct), Safeguarding Policy, Grievance Policy, Policy Against Harassment and Bullying, Support Policy for Menopausal Women, Mental Health Policy, and a Disciplinary Procedure for addressing complaints. We placed emphasis on ensuring that employees are aware of these policies through regular training sessions and internal communications. Additionally, we have monitored their effectiveness and adjusted practices where necessary to ensure they continue to meet the evolving needs of our workforce, further embedding a culture of equality, respect, and wellbeing across the organization. 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. 8. The company has 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. 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 on this day.
	Tackle workforce inequality	MAC 5.2: Supporting disabled people in developing new skills	
		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	

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5: Wellbeing	Improve health and wellbeing	MAC 7.1: Support health and wellbeing in the workforce	Physical wellbeing initiatives: 1. Participation in running events such as Race for the Cure and Athens Authentic Marathon. 2. Monthly wellbeing allowance for the employees in the UK, so they can subscribe in any wellness activity of their choice. 3. Occupational doctor, who advises each employee on the right body posture while working. 4. Ping-pong table to use during work-break. 5. Advise employees to use bicycles. Installation of bike racks in Athens' premises in order to create a parking area for bicycles. Emotional wellbeing: 1. Trainings for all managers to help them build a good relationship with their team. 2. Seminars on time management to help employees reduce stress and anxiety. 3. Online seminars on 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. 4. Competitions and raffles with gifts for the employees, such as raffles for concerts, a New Year's cake event with gifts, and so on. 5. Gifts for all employees for New Year's Day, and shipment to the country where they are working. 6. Gift vouchers for weddings and births. 7. Free coffee and tea for everyone in office spaces. 8. Dining room. 9. Motivational quotes on the walls of office spaces. 10. Free trainings, study books, and Certifications (PeopleCert's Certification) for the employees. 11. HR "Open door" policy to strengthen the communication and the flow of information. 12. Holding town hall meetings with the participation of all employees, in order to inform them about the company's goals and remind them of the company's values and culture. 13. "Value the most" initiative: employees nominate the colleagues, which according to their opinion best represent PeopleCert's values, mentioning specific behaviours and incidents. 14. Equality policy-equal opportunities for development at work. 51% of employees are women, at all hierarchical levels. People from 40 different nationalities are being employed. All employees are trained to respect diversity. 15. 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.) 16. Flexible working hours to avoid overcrowded means of transportation. 17. In cooperation with the occupational doctor, HR is communicating instructions to employees on how to stay protected from the pandemic. 18. Survey for the satisfaction of employees. 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 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.).
		MAC 7.2: Influencing support for health and wellbeing	

GRI 1: Foundation		
GRI 1: Foundation statement of use	The information provided in this Report reflects the activities of PeopleCert actively as of 31 December 2023 and presents the Company's economic, environmental, and social performance. The Report is prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021.	
GRI 1 used	GRI 1: Foundation 2021	
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	PeopleCert International Ltd https://www.peoplecert.org/ pp. 12-20
2-2	Entities included in the organization's sustainability reporting	pp. 10-12
2-3	Reporting period, frequency, and contact point	p. 86
2-4	Restatements of information	p. 86
2-5	External assurance	p. 86
2. Activities and workers		
2-6	Activities, value chain, and other business relationships	pp. 10-13, 15, 17-20, 29-31, 35-38
2-7	Employees	pp. 54-62
2-8	Workers who are not employees	pp. 37-38, 63, 84
3. Corporate governance		
2-9	Governance structure and composition	pp. 76-78
2-10	Nomination and selection of the highest governance body	As a non-listed company these requirements are not defined in the articles of association.
2-11	Chair of the highest governance body	p. 76

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2-12	Role of the highest governance body in overseeing the management of impacts	p. 76
2-13	Delegation of responsibility for managing impacts	p. 77
2-14	Role of the highest governance body in sustainability reporting	pp. 32, 76
2-15	Conflicts of interest	p. 82
2-16	Communication of critical concerns	pp. 78-79
2-17	Collective knowledge of the highest governance body	The company is committed to implementing a sustainable development training for the highest governance bodies in the coming years.
2-18	Evaluation of the performance of the highest governance body	As a non-listed company these requirements are not defined in the articles of association.
2-19	Remuneration policies	As a non-listed company these requirements are not defined in the articles of association.
2-20	Process to determine remuneration	As a non-listed company these requirements are not defined in the articles of association.
2-21	Annual total compensation ratio	Confidentiality constraints.
4. Strategy, policies, and practices		
2-22	Statement on sustainable development strategy	p. 5
2-23	Policy commitments	pp. 53, 77, 83
2-24	Embedding policy commitments	pp. 26-27, 37, 42, 52-53, 63-64, 78-79, 84
2-25	Processes to remediate negative impacts	pp. 26-27, 30-31, 37, 42, 52-53, 63, 78-79, 84
2-26	Mechanisms for seeking advice and raising concerns	pp. 53, 78-79
2-27	Compliance with laws and regulations	p. 76
2-28	Membership associations	pp. 10-12, 21-22, 72
5. Stakeholder engagement		
2-29	Approach to stakeholder engagement	pp. 29-31
2-30	Collective bargaining agreements	100%

GRI 3: Material Topics 2021		
GRI Standards	Disclosure	Reference
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p. 32
	3-2 List of material topics	p. 33
Ethical business practices & compliance		
Material topic for stakeholders: Employees, Suppliers, State/Authorities, Certification bodies, Business partners, Media		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 32-34, 74-85
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	During the reporting year (2023), there was no confirmed incident of corruption.
GRI 206: Anti-competitive Behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	During the reporting year (2023), there were no such confirmed incidents.
Data Privacy & Security		
Material topic for stakeholders: Employees, Test takers & candidates, Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 32-34, 74-85
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the reporting year (2023), there were no substantiated complaints concerning breaches of customer privacy and losses of customer data.
Responsible Supply Chain		
Material topic for stakeholders: Suppliers, State/Authorities, Business partners		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 32-34, 37-38, 85
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	p. 85
Cyber security		
Material topic for stakeholders: Employees, Test takers & candidates, Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 32-34, 52-62

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PeopleCert's Indicator	Hours of training for Cybersecurity	p. 57
Human and labour rights		
Material topic for stakeholders: Employees, Suppliers, State/Authorities, Business partners, Media		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 32-34, 52-62
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	During the reporting year (2023), there were no confirmed violations involving rights of indigenous peoples.
Employee health, safety, and wellbeing		
Material topic for stakeholders: Employees, Suppliers, State/Authorities, Business partners, Media		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 32-34, 63-65
GRI 403: Occupational Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	p. 63
	403-5 Worker training on occupational health and safety	p. 63
	403-6 Promotion of worker health	p. 64
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 63
	403-9 Work-related injuries	p. 65
Equal opportunities & diversity		
Material topic for stakeholders: Employees, Test takers & candidates, Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 32-34, 52-62
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	pp. 55-57
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	During the reporting year (2023), there were no recorded incidents of discrimination.

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Commitment to employee growth & development		
Material topic for stakeholders: Shareholders/Investors, Employees		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 32-34, 52-62
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	p. 57
	404-2 Programs for upgrading employee skills and transition assistance programs	p. 57
	404-3 Percentage of employees receiving regular performance and career development reviews	100% of eligible employees
Quality of services and innovation		
Material topic for stakeholders: Employees, Test takers & candidates, Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 32-34, 74-85
PeopleCert's Indicator	Number of Company's management systems	pp. 80-81
Talent attraction and retention		
Material topic for stakeholders: Employees, Test takers & candidates, Suppliers, Business partners, Media		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 32-34, 52-62
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	p. 56
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	p. 61
PeopleCert's Indicator	Percentage of people being highly engaged and stating their intention to build a long-term career with the company	p. 60

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Business model resilience (AI)		
Material topic for stakeholders: Employees, Test takers & candidates, Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 28, 32-34
PeopleCert's Indicator	Level of AI Integration in PeopleCert's Business Model	pp. 28, 33-34, 57
AI market opportunities		
Material topic for stakeholders: Employees, Test takers & candidates, Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 28, 32-34, 52-62
PeopleCert's Indicator	Number of employees trained in AI	p. 57
Social actions/community engagement		
Material topic for stakeholders: Business partners, Media		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 32-34, 67-72
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	pp. 67- 72
Climate change		
Material topic for stakeholders: Employees, Test takers & candidates, Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 32-34, 42-54
PeopleCert's Indicator	Targets and goals aligned with the commitments of the Paris Agreement and the European Green Deal	p. 49

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Carbon emissions (energy efficiency)		
Material topic for stakeholders: Employees, Test takers & candidates, Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
GRI 3: Material Topics 2021	3-3 Management of material topics	pp. 32-34, 42-54
GRI 302: Energy 2016	302-1 Energy consumption within the organization	p. 45
	302-3 Energy intensity	p. 45
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p. 46
	305-2 Energy indirect (Scope 2) GHG emissions	p. 46
	305-3 Other indirect (Scope 3) GHG emissions	p. 46
	305-4 GHG emissions intensity	p. 46
Waste and water management		
Material topic for stakeholders: Employees, Test takers & candidates, Suppliers, State/Authorities, Certification bodies, Business partners, Academic Institutions/Universities, Media		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 32-34, 42-54
GRI 303: Water and Effluents 2018	303-5 Water consumption	p. 48
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	p. 47
	306-3 Waste generated	p. 47
	306-4 Waste diverted from disposal	p. 47
	306-5 Waste directed to disposal	p. 47

2025 Transformation Continues...



Feedback Form

Which PeopleCert’s stakeholder group do you belong to?

- Employees
- Test takers & candidates (current and potential)
- Suppliers
- State/Authorities
- State/Authorities
- Certification bodies
- Business partners
- Academic Institutions/Universities
- Media

Based on the information presented in the ESG Report 2023, how would you evaluate PeopleCert’s Sustainability responsibility?

- Excellent
- Good
- Average
- Needs improvement

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

- Very easy
- Quite easy
- Relatively easy
- Not easy at all

With respect to the information presented in the Report, how closely do you agree with the following statements?

(1) Completely disagree, (2) Disagree, (3) Neither agree/Nor disagree, (4) Agree, (5) Completely agree

	1	2	3	4	5
The global leader in Business and IT certifications					
Our Commitment to Sustainable Development					
Environmental Responsibility					
Social Accountability					
Ethical Business Practices					

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

Please describe any key concerns and/or issues you have identified during your collaboration with PeopleCert.

Please send the completed evaluation form (by post or digital) to the following address:

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